

## Local bus services an opportunity to have your say – Spring 2011

### Introduction

Hampshire County Council is facing significant reductions in the amount of money it has from Government to spend on supporting bus services. Therefore we are now inviting views from you or your organisation to ensure that our finite funds are best targeted. We will use your feedback to help us develop the priorities for the design of a package of services, that will be tendered for introduction in October 2011.

Previously, the County Council has carried out reviews of its supported services on an area by area basis. We will keep in mind the results of previous area reviews and the reasons why changes to services have been made before. However, budget changes mean that this time we will be considering the whole county at once. This will allow us to ensure that all areas are treated equitably and give you the opportunity to offer fresh input.

Three quarters of all bus services in Hampshire are provided commercially (with no subsidy from the County Council) by various bus operators. In some cases the whole service is commercial. In other cases the County Council supports journeys at certain times of day or certain parts of the route. We have little jurisdiction over the routes and timetables of commercial services. We are seeking your views about the priorities that should guide our approach to supporting these additional services and journeys that are not operated commercially. We would ask that you focus on the types of services that you would prefer us to be able to fund in the future.

Bus services form only a part of the overall transport provision. We would ask you to also consider alternative services such as Call & Go, community bus services, voluntary car schemes and taxi-share schemes. These may well work out cheaper and allow us to retain important links.

### What to consider

Please think about all groups in your community; people getting to work, those going shopping, schoolchildren and teenagers, the elderly, the disabled. What services do they find most useful and what changes would cause least inconvenience? If you are responding as an individual, look at your own needs and your use of the different services; how do they measure up?

We are not necessarily looking for specific route suggestions. We want to find out what **types** of services are most important. For example, should we prioritise work journeys or leisure journeys? Should we provide a limited service to a wide variety of places, or a more comprehensive service to fewer places? Should we concentrate services at key times of day, or aim to provide a more limited service at all times?

### Fact finding so far

We have been surveying all County-subsidised journeys and, where bus companies have agreed, this has included some commercial journeys too. Our surveyors have been recording the use of each route at all times of day to see how well services are being used. In addition we will look at data on levels of car ownership and access to facilities such as shops.

We want to take into account local views on why particular services are important, and what alternative transport might be available. This is why we are giving you this opportunity to comment, if you wish. We would be interested in your views about priorities for bus service provision as soon as possible or **by (date) at the latest**. Please complete this questionnaire and return it to

XXXXXXXXXXXXXXXX

**Bus services review consultation response form**

Information recorded on this form may be used in computerised records. Under the terms of the Data Protection Act 1998 this information will be treated in a secure and confidential manner.

Individual or organisation name and contact details

Name:
Organisation or other people represented by this reply
Address:
Postcode (responses will be considered by postcode area)
Contact phone number or email:

1. Thinking strategically, rather than for specific services, please select your top **three** priorities from the list below. Please record your choices by placing ticks in the relevant boxes.

Type of service	Your priorities	Type of service	Your priorities
Journeys to work		Journeys to school/college	
Local shopping trips		Daytime leisure trips	
Trips to major town		Evening services	
Journeys to doctor, dentist, chemist etc		Sunday and Public Holiday services	
Journeys to hospital		Other (please specify below)	

If you specify "other" types of service or journey purpose above, please list these below

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2. Based on your priorities in question 1 (overleaf) which of the following types of service could be used to meet those priority needs?

Bus services (just turn up services running on a fixed route)
Call and Go or Dial a Ride (bookable minibus service with restricted eligibility criteria)
Cango (bookable minibus service operating to a flexible route)
Community bus service (a local bus service run by volunteers)
Community minibus (hired by an organisation to provide a self-help solution, e.g. by a Parish Council to provide a weekly shopping trip)
Voluntary car schemes (locally organised individual journeys provided by volunteers)
Taxishare (bookable bus service operated with a taxi or private hire vehicle)
Lift giving scheme (individually or locally organised)
Other (please specify suggested solution)

3. For each pair of alternatives below please tick the one that you feel is more important.

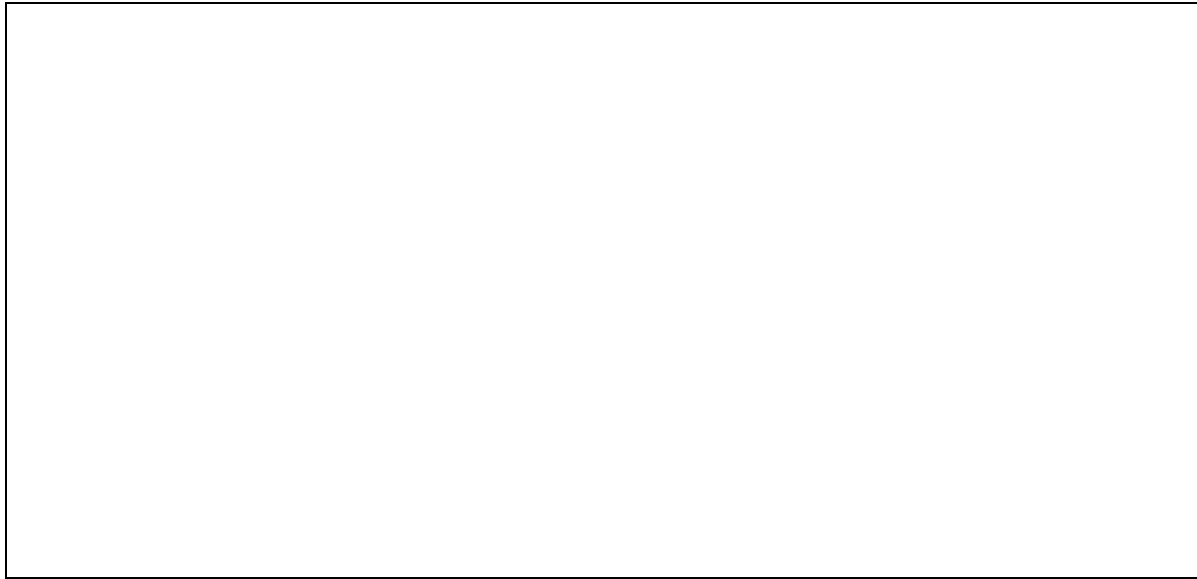
Comprehensive service on main routes and reduced service elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	More evenly spread service to all places
Service to one major town	<input type="checkbox"/>	<input type="checkbox"/>	Less frequent service to more than one town
Infrequent service every day	<input type="checkbox"/>	<input type="checkbox"/>	More frequent service on fewer days
Regular services only at core times (Monday to Saturday daytime)	<input type="checkbox"/>	<input type="checkbox"/>	Less regular services at more times of day (e.g. including evenings and Sundays)
Just turn up (no need to book) infrequent service	<input type="checkbox"/>	<input type="checkbox"/>	More frequent service but bookable
Bus services where possible	<input type="checkbox"/>	<input type="checkbox"/>	Maintain a transport link regardless of vehicle type

4. What could your parish council or organisation do to provide additional services or facilities locally? (please state affiliation against each comment)

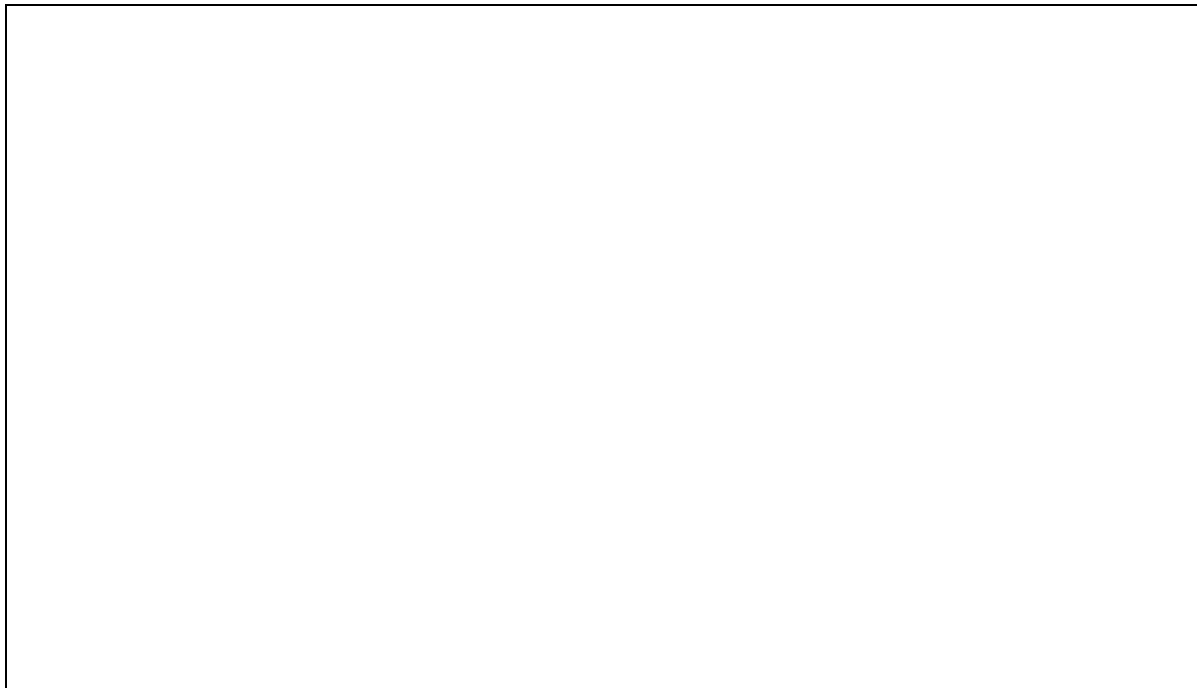
Example: Community bus for weekly shopping (Ambridge Parish Council)

5. Think about a specific example of an existing route that you know about. If this service was to be reduced or removed please suggest how **you** would cater for the unmet demand in a different way? Please specify service number or name.

6. For any services with which you are familiar, how could these services be changed to better meet the priorities you have identified.



7. Please add any further comments or suggestions here:



**Monitoring form**

**Data Protection Act 1998**

To monitor the effectiveness of this consultation and help us complete our Equalities Impact Assessment on the proposed changes we need to record certain personal details about the people who respond. It is for this reason ONLY that you are asked to provide the information below, which will be treated in the strictest confidence and used only for statistical purposes. We ask for this information in order to ensure that as many people as possible have a say.

Information recorded on this form may be used in computerised records. Under the terms of the Data Protection Act 1998 this information will be treated in a secure and confidential manner.

**The completion of this part of the form is purely voluntary and optional**

**Are you?**      Male      Female

What is your age     .....

**How would you best describe your ethnic origin?**

- White – British / Irish                       Mixed     Black
- Asian     White – Eastern European                       Chinese
- White – Rest of World                       White – Western European

The Disability Discrimination Act (1995) defines a disabled person as “a person who has or has had in the past a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities”

**Under this definition, do you consider yourself to be disabled?**  Yes                       No

What is your sexual orientation?     .....

What is your faith background?     .....

Please complete and return this form **by (date)** in hard copy to the address below or electronically to **XXXXXXXXXX**.

For further information or if you need any help in completing this form please contact **(name)**, Passenger Transport Group, Environment Department, Hampshire County Council, The Castle, Winchester, Hampshire, SO23 8UD

**Telephone: 01962 84xxxx or email: name.name@hants.gov.uk**

**Thank you for taking part in this consultation.**