

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

|                        |  |
|------------------------|--|
| <b>Decision Maker:</b> | Executive Member for Economy, Transport and Environment      |
| <b>Date:</b>           | 5 November 2013  |
| <b>Title:</b>          | Award of Contracts for Fareham and Gosport Area Bus Services |
| <b>Reference:</b>      | 5148   |
| <b>Report From:</b>    | Director of Economy, Transport and Environment               |

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#### 1. Executive Summary

- 1.1. The purpose of this report is to detail the outcomes of tenders for the renewal of four year bus subsidy contracts in the Fareham and Gosport area. This includes urban routes in Fareham and Gosport and inter-urban and rural routes to Southampton, Knowle, Wickham, Botley, Hedge End, Whiteley, Locks Heath and Warsash.
- 1.2. The report proposes a plan of action to ensure that transport services continue to support access to work, education, retail and health for the widest section of the community, thereby supporting quality of life and well-being while achieving value for money. The services provided will also reflect the current financial situation and reduced budget availability.
- 1.3. The proposed tenders retain a similar pattern of service to that currently provided within the budget currently provided and take account of known changes to the commercial network.
- 1.4. Awarding tenders for new contracts as proposed ensures vital transport links at a cost of £347,806 per annum. This is met from the public transport budget. This represents a saving from the current contract where previously subsidised services have now reached the stage that they become commercially viable for the operator.
- 1.5. A reduction in frequency is noted at Alverstoke, where the Developer Funding which funded a more frequent service has come to an end. The commercial peak time service to Hill Head and Stubbington is expected to be withdrawn and replaced at a reduced frequency by extra journeys on the 21. The commercial service from Fareham to Gosport via Brockhurst and the A32 has been reduced to two hourly from October 2013. Funding is provided

to retain a similar level of service as the bus operator has indicated that it is unlikely to continue this service commercially after January 2014.

## **2. Contextual Information**

- 1.6. The Bus Subsidy Review, approved at the Executive Member, Environment and Transport Decision Day of 27 July 2011 and implemented in September and October 2011, retained subsidised bus services across Hampshire on an equitable basis, albeit to reduced timetables in line with the lower funding levels available.
- 1.7. The present contracts for subsidised bus services in the Fareham and Gosport area were re-negotiated as part of the 2011 Bus Subsidy Review but expire on 4 January 2014 so are due for retendering. Information from the Bus Subsidy Review consultation was used to prioritise the main issues to be addressed, together with comments received subsequent to the review and from local consultation on the retendering exercise, survey data, and census and accessibility information.
- 1.8. The Bus Subsidy Review included a detailed Equality Impact Assessment. In Spring 2012 the County Council reviewed its Equality Impact Assessments to take regard of all the protected characteristics defined in the Equality Act 2010. These reviews were refreshed in Spring 2013 and the assessment for safe and efficient transport systems in Hampshire may be found via the link in Appendix B.

## **3. Overview of re-tendering**

- 3.1. The present contracts for subsidised bus services in and around Fareham and Gosport commenced on 17 January 2010. The contactor First is also the principal operator of commercial bus services in the area.
- 3.2. Since these contracts commenced First has re-designed its local commercial bus network through a succession of service changes, notably with the opening of the South East Hampshire Bus Rapid Transit (BRT) scheme in April 2012 and subsequently in November 2012, April 2013 and October 2013.
- 3.3. Since November 2012 some subsidised routes and timetables have also been modified to ensure as far as possible that they continued to complement the revised commercial services. The levels of service and expenditure on subsidised services have been retained at those determined as part of the 2011 Bus Subsidy Review. The tenders were based on these service levels; alternative options were also invited on most routes to ensure as wide a range of tender prices should present service levels not prove affordable.
- 3.4. Prior to tenders being issued, the present operator, First, indicated that it would in future operate a number of previously subsidised journeys on a commercial basis. Therefore these were not included in the tenders invited. At the same time the bus company indicated commercial intentions for some

services which, if confirmed, would make further alterations to the subsidised network desirable to maintain existing links.

- 3.5. First also indicated that it no longer considered any part of Services 6 or 11 to be commercially viable. In view of the valued and vital links provided uniquely by these routes, timetable options for these services were included in the tenders invited. Various options were invited for Service 6 with a view to maintaining a service between Fareham, Peel Common, Cherque Farm and Lee-on-Solent, to complement First's proposed enhanced Service 5 between Fareham, Stubbington, Lee-on-Solent, Cherque Farm and Gosport,
- 3.6. Service 11 runs between Fareham, Brockhurst and Gosport via the A32. With effect from 6 October 2013 First has reduced this to two-hourly and diverted it to operate direct between Fareham, Fleetlands, Brockhurst, Forton Road, Spring Garden Lane and Gosport. The section of the previous Service 11 route via Mumby Road, Royal Clarence Yard and Elson formerly supported by external contributions is now covered by commercial Service 10. Although the residual Service 11 is currently provided commercially, First has indicated that it would be unlikely to continue to do so from January 2014.
- 3.7. First has indicated that under its commercial service proposals for January 2014 Service 5A would no longer serve Hill Head or Stubbington. Service 21, which will in future be provided entirely commercially, would continue to provide a link between Hill Head, Stubbington, Peel Common, Newgate Lane and Fareham, hourly Monday to Saturday daytime but with limited morning peak journeys.
- 3.8. Enhanced routes and timetables have been operated on some routes with external funding which has recently expired. The services concerned are 9 (Gosport – Alverstoke – Rowner – Bridgemary - Fareham) and 10 (Gosport – Royal Clarence Yard - Elson - Brockhurst - Bridgemary – Fareham) from the Royal Clarence Yard and A32 Improvements schemes, and 20 (Fareham – Highlands – Funtley - Knowle – Wickham) from the Knowle Village development.
- 3.9. The total value of these external contributions is £121,450 per annum. Where the operator has been unwilling to continue these enhancements commercially, alternative route and timetable options have been invited in the tenders to more closely match the sums available from the bus subsidy budget.
- 3.10. In June 2013 Southampton City Council ceased their contribution towards certain journeys on Services 4/X4 (Southampton – Gosport/Fareham) amounting to £6,853 per annum owing to reductions in their budgets. This has placed an additional pressure on the County Council's bus subsidy budget pending the opportunity to review the situation in this retendering exercise. However the operator has now indicated that the journeys concerned will be among those to be provided commercially from January 2014.
- 3.11. Three operators submitted tenders and all tenders were the subject of at least one bid.

3.12. A Single Tender approach has been proposed for:

Service 4A: peak time journeys on schooldays only between Southampton, Locks Heath, Warsash, Southampton City Centre and St Anne's Catholic Girls' School, to complement commercial journeys provided by First at other times of the day.

Service F1/F2: Sunday journeys between Fareham and Highlands/Maylings Farm to complement revised commercial services proposed by First on Mondays to Saturdays.

Service 6: Fareham – Peel Common – Cherque Farm - Lee-on-Solent on Mondays to Saturdays to complement commercial changes proposed by First on Service 5 between Fareham, Stubbington, Lee-on-Solent and Gosport.

#### **4. Overview of procurement item**

- 4.1. The contracts have been procured using the Public Bus Dynamic Purchasing System.
- 4.2. The start date of the contracts is 5 January 2014 for an initial 4 year term with options to extend for 2 further years in annual increments.
- 4.3. The anticipated County Council spend over the 4 year term is in the region of £1.4 million, met from the public transport budget. The equivalent value over the maximum term is £2.1 million.

#### **5. Finance**

- 5.1. The current cost of bus services is £505,981 per annum and is made up of £384,531 from the public transport budget (including rural bus subsidy grant) and £121,450 from external funding which has now expired.
- 5.2. The proposed cost of the new tenders is £348,106 per annum, to be met from the public transport budget.
- 5.3. The preferred tender options are as follows, with all contracts being awarded to the exiting operator, First:

Service 4A between Fareham, Locks Heath, Warsash and Southampton City Centre and St Anne's Catholic Girls' School, peak time journeys on schooldays only at £21,300 per annum. This would in future run to the operator's standard 4A route through Titchfield, Locks Heath, Warsash rather than that followed by the present 4B journeys.

Service 6 between Fareham, Peel Common, Cherque Farm and Lee-on-Solent, Monday to Saturday hourly off-peak service at £32,000 per annum.

Service 11 between Fareham, A32, Brockhurst and Gosport, Monday to Saturday two hourly at £45,429 per annum. In addition to replacing the withdrawn commercial Service 11, journeys would be provided, at reduced frequency, between Gosport Bus Station, Alverstoke and Gosport Bus Station that First are ceasing to provide commercially as part of Service 9 following the expiry of external funding.

Service 20 between Fareham, Knowle and Wickham, Mondays to Saturdays to the existing timetable at £75,135 per annum.

Service 26 between Fareham, Botley and Hedge End, Mondays to Saturdays to the existing timetable at £71,052 per annum.

Service 28 between Fareham, Whiteley, Locks Heath and Warsash, Mondays to Saturdays to the existing timetable at £89,118 per annum.

Service F1 between Fareham, Highlands Shops and Thorni Avenue, Sundays and public holidays at £5,970 per annum.

Service F2 between Fareham, Maylings Farm and Frosthole Crescent, Sundays and public holidays at £8,102 per annum. Together Services F1 and F2 replace the present Services 6B and 6C, the revised routes reflecting commercial changes being introduced by First to their Monday to Saturday routes service the Highlands area.

## **6. Performance**

- 6.1. The proposed tenders provide services to the widest area within affordable budget levels. Together with the commercial services that they complement, the tenders offer generally the same level of service as is currently provided.
- 6.2. Prior to tenders being invited, services were surveyed to ensure that value for money criteria are being met.

## **7. Other key issues**

- 7.1. Renewal of these tenders will enable continued provision of prioritised services which were identified in the 2011 Bus Subsidy Review consultation.
- 7.2. Identifying tender costs from various operators and providing services only at core times has enabled key journey opportunities to be retained within the budget available.
- 7.3. First remains the predominant operator of commercial and subsidised bus services in the Fareham and Gosport area and has reviewed its commercial services on several occasions over the past two years. Should it continue to do so during the life of the new tenders then further changes may be necessary to the routes and times of some subsidised services to ensure that they continue to effectively complement the commercial network.

## **8. Consultation**

- 8.1. A consultation document, including details of the services being retendered, was sent to local County Councillors, District Council liaison officers, Parish Clerks, schools, colleges and community organisations for the area and surrounding area affected, on 14 August 2013. This amounted to over 380 consultees. Copies of the consultation document, a copy of which is set out in Appendix 2, were also made available at local libraries and information centres and distributed at Fareham and Gosport Bus Stations, while an on-

line version was published on the County Council's website, Hantsweb, at <http://www3.hants.gov.uk/passengertransport>

- 8.2. Responses received to this consultation and during the 2011 bus subsidy review were taken into account, together with comments received as a result of commercially led changes to bus services in the area in 2012 and 2013. These included comments received following a presentation given at the Fareham and Gosport Passenger Transport Forum on 24 May 2013. A summary of the consultation responses is attached as Appendix 1.

## **9. Future direction**

- 9.1. The award of these tenders represents the best means to meet the local communities' travel requirements in the current financial climate.

## **10. Recommendations**

- 10.1. That approval be given to award contracts under the Public Bus Dynamic Purchasing System for Fareham and Gosport to commence on 5 January 2014, for an initial 4 year term with options to extend for 2 further years in annual increments, at an anticipated cost of £1.4million and £2.1 million over the maximum 6 year term, with the cost met from the public transport budget.
- 10.2. That the Director of Economy, Transport and Environment be authorised to agree any variations to the items referred to at paragraph 1.1 above, in consultation with the Executive Member for Economy, Transport and Environment.

**CORPORATE OR LEGAL INFORMATION:****Links to the Corporate Strategy**

|  |     |
|--|-----|
| <b>Hampshire safer and more secure for all:</b>          | no  |
| Corporate Improvement plan link number (if appropriate): |     |
| <b>Maximising well-being:</b>                            | yes |
| Corporate Improvement plan link number (if appropriate): |     |
| <b>Enhancing our quality of place:</b>                   | no  |
| Corporate Improvement plan link number (if appropriate): |     |

**Other Significant Links**

|   |                  |              |
|---|------------------|--------------|
| <b>Links to previous Member decisions:</b>  |                  |              |
| <u>Title</u>  | <u>Reference</u> | <u>Date</u>  |
| Executive Member – Environment and Transport<br>Agenda item 1: Bus Subsidy Review             | 2710             | 27 July 2011 |
| Executive Member – Environment and Transport<br>Public Bus Dynamic Purchasing System Contract | 3894             | 8 May 2012   |
| <b>Direct links to specific legislation or Government Directives</b>                          |                  |              |
| <u>Title</u>  | <u>Date</u>      |              |
| None  |                  |              |

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

|                 |                 |
|-----------------|-----------------|
| <u>Document</u> | <u>Location</u> |
| None            |                 |

## **IMPACT ASSESSMENTS:**

### **1. Equalities Impact Assessment:**

- 1.1 The proposals in this report have been developed with due regard to the requirements of the Equality Act 2010, including the Public Sector Equality Duty and the Council's equality objectives. An assessment of the impacts in this service area can be found at <http://www3.hants.gov.uk/equality/equality-impact-assessments/cx-pu-eqimpact-envi.htm> under 'Safe and Efficient Transport Systems in Hampshire'.

It is considered that the issues covered by this report will not have impacts requiring further specific actions by the Council above those already established in its existing policies and working procedures.

### **2. Impact on Crime and Disorder:**

- 2.1. It is considered that the decision will have no impact on crime and disorder.

### **3. Climate Change:**

- 3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

Delivering an effective public transport system within available funding levels provides an alternative to the use of the private car.

- 3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

An effective public transport alternative matches provision to need and minimises carbon emissions.

### **Fareham & Gosport bus service retendering consultation document**

This document summarises the processes and findings of the Fareham & Gosport bus retendering exercise carried out by Hampshire County Council between August and September 2013.

The consultation invited individuals, representative organisations, Parish Councils, schools, sixth form colleges and District Authorities to provide feedback on where the council's finite resources are best targeted. The consultation document asked;

1. Type of journey priority
2. Types of service that could be used to meet those priority needs
3. Preference of alternative type of service provision
4. What could your Parish Council or organisation do to provide additional services or facilities locally
5. Thinking of an existing route, if the service was reduced or removed, suggest how you would cater for the unmet demand
6. For any services with which you are familiar, how could these services be changed to better meet the priorities you have identified
7. Any further comments

The consultation form was made available in hard copy at all of the libraries in the Fareham & Gosport areas and the local district council offices, on the council's 'Have your say' and Passenger Transport Group webpages and 500 copies were distributed by hand to bus passengers at Fareham and Gosport bus stations, and the busy bus stop by Morrisons supermarket in Gosport.

### **Analysis of responses**

The total number of completed forms returned by email and posted in hard copy was 49. A further 2 emails and 15 letters commenting on bus services in the Fareham & Gosport area were also received.

The following representative organisations submitted a response;

- Fareham Borough Council
- Gosport Borough Council
- Eastleigh Borough Council
- Wickham Parish Council
- Hound Parish Council
- Gosport Resident Association
- Wickham Community Care
- Gosport Older Persons Forum
- Whiteley Shopping Centre

## Responses to questions by individuals, representative organisations, Parish and District Councils

### 1. Type of journey priority (where a preference was indicated)

- 1) Local shopping trips 26%
- 2) Journeys to work 24%
- 3) Trips to major town 13%

### 2. Types of services that could be used to meet those priority need

The vast majority of responses preferred the option of a regular bus service

### 3. Preference of alternative type of service provision (where a preference was indicated)

|  |     |     |  |
|--|-----|-----|--|
| Comprehensive service on main routes and reduced service elsewhere | 27% | 73% | More evenly spread service to all places   |
| Service to one major town  | 32% | 68% | Less frequent service to more than one town                                      |
| Infrequent service every day                                       | 43% | 57% | More frequent service on fewer days  |
| Regular services only at core times (Monday to Saturday daytime)   | 49% | 51% | Less regular services at more times of day (e.g. including evenings and Sundays) |
| Just turn up (no need to book) infrequent service                  | 84% | 16% | More frequent service but bookable   |
| Bus services where possible  | 74% | 26% | Maintain a transport link regardless of vehicle type                             |

A copy of the consultation document is set out in Appendix 2. .

## Conclusions

The service options proposed in the report reflect the priorities of the responses.

The response from organisations representing the population across the area was welcomed and was complemented by the number of individuals who wrote in their own right.

The strong representation of employment travel, with shopping trips only slightly ahead is noteworthy and reflects the extensive use made of the local bus network in this area.

The preference, as in previous consultations, is for conventional, 'turn up and go' bus services rather than bookable transport. More distinctively in this consultation, responses favoured a network which allowed travel to a range of destinations rather than a more frequent service to a single town, and a good coverage of services rather than a focus on fewer, more frequent routes.

There is a slight preference for lower daytime frequencies to allow a longer service in the evenings in Sundays, but this is not decisive. Most travel is on daytime journeys which is

the time of day when most commercial journeys are provided and the widest range of journey purposes can be accommodated.

The flexibility to adjust the duration of stay of a visit is highly valued with responses favouring a more frequent service on fewer days rather than a service of more days but offering less choice of travel times.

## Local bus services

### An opportunity to have your say

#### Introduction

Bus Subsidy contracts for the Fareham and Gosport areas are due for renewal and we are seeking views on the services provided.

Three quarters of all bus services in Hampshire are provided commercially by various bus operators with no subsidy from the County Council. 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 be less costly and allow us to retain important links.

These are the services, journeys or sections of routes, that Hampshire County Council currently provide funding for\*;

| Service number | Days of operation | HCC funding – fully or part   |
|----------------|-------------------|---|
| 4              | Mon – Sat         | <b>Part</b> – last return journey from Gosport to Southampton during winter months                |
| 4              | Sundays           | <b>Part</b> – 0904, 1204 and 1504 return journeys from Gosport – Southampton during winter months |
| X4             | Sundays           | <b>Part</b> – 1000, 1300 and 1600 return journeys from Fareham – Southampton during winter months |
| 5              | Mon – Sat         | <b>Part</b> – last return journey from Gosport – Fareham during winter months                     |
| 5              | Sundays           | <b>Part</b> – Alternate return journeys between Gosport – Fareham during the winter months        |
| 6              | Mon - Sat         | <b>Part</b> – Most journeys between Fareham - Lee on Solent                                       |
| 6B/6C          | Sundays           | <b>Fully</b> – Fareham – Highlands  |
| 9              | Mon – Sun         | <b>Part</b> – Gosport Bus station – Anglesey Road   |
| 9              | Sundays           | <b>Part</b> – 1015 to 1515 return journeys between Fareham and Gosport during winter months       |
| 11             | Mon - Sun         | <b>Part</b> – Gosport Bus Station – Royal Clarence Yard   |
| 20             | Mon - Sat         | <b>Fully</b> – Fareham – Knowle - Wickham   |
| 21             | Mon – Fri         | <b>Fully</b> – Fareham – Hill Head - Fareham  |
| 26             | Mon – Sat         | <b>Fully</b> - All journeys Fareham – Hedge End   |
| 28             | Mon – Sat         | <b>Part</b> - Off peak journeys Fareham – Locks Heath centre                                      |

**\*Please note – First are proposing changes to their commercial network in the near future and we will seek to take any changes into account, dependent on their timing.**

### What to consider

If you are responding as an individual, please look at your own needs and your use of the different services; how do they measure up? If you are responding on behalf of a group or organisation, please think about the needs of your groups or of the wider community; people getting to work, those going shopping, schoolchildren and teenagers, older people, those with disabilities. What services do they find most useful and what changes would cause least inconvenience?

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 Friday 28 September 2013.**

Please complete this questionnaire and return it to Passenger Transport Group, Environment Department, Hampshire County Council, The Castle, Winchester, Hampshire, SO23 8UD or by email to [environment.bus.review@hants.gov.uk](mailto:environment.bus.review@hants.gov.uk) Tel: 01962 846921

### 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 priorities from the list below by numbering them 1, 2, 3 etc, 1 as your top priority.

| 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

|  |
|--|
|  |
|--|

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)  |

2. 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 |  |  | More evenly spread service to all places |
|--|--|--|--|

|                           |  |  |   |
|---------------------------|--|--|---|
| Service to one major town |  |  | Less frequent service to more than one town |
|---------------------------|--|--|---|

|                              |  |  |                                     |
|------------------------------|--|--|-------------------------------------|
| Infrequent service every day |  |  | More frequent service on fewer days |
|------------------------------|--|--|-------------------------------------|

|  |  |  |  |
|--|--|--|--|
| Regular services only at core times (Monday to Saturday daytime) |  |  | Less regular services at more times of day (e.g. including evenings and Sundays) |
|--|--|--|--|

|   |  |  |                                    |
|---|--|--|------------------------------------|
| Just turn up (no need to book) infrequent service |  |  | More frequent service but bookable |
|---|--|--|------------------------------------|

|                             |  |  |  |
|-----------------------------|--|--|--|
| Bus services where possible |  |  | Maintain a transport link regardless of vehicle type |
|-----------------------------|--|--|--|

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)

3. 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.

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

5. Please add any further comments or suggestions here:

Please complete and return this form by 28 September 2013 in hard copy to the address below or electronically to [environment.bus.review@hants.gov.uk](mailto:environment.bus.review@hants.gov.uk)

For further information or if you need any help in completing this form please contact Neil Beswick, Passenger Transport Group, Economy, Transport and Environment Department, Hampshire County Council, The Castle, Winchester, Hampshire, SO23 8UD

**Telephone:** 01962 846921 or **email:** [environment.bus.review@hants.gov.uk](mailto:environment.bus.review@hants.gov.uk)

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