

Passenger Transport Review 2014 Consultation Responses

Consultation Process

We invited written responses from:

- Chief Executives and officer contacts at all the District authorities, and neighbouring County Councils
- All of the bus companies
- All of the Post 16 Colleges in the county
- Posters on buses, on bus company Facebook and Twitter feeds
- Newspaper and local media reports
- Got Hampshire 'pop' star Frank Turner to Tweet about the consultation (130K followers, most of them young people)

Consultation Timescale

- Autumn 2013 Transport Forums
- Consultation March – May 2014
- Analyse responses June – July 2014
- Invite new local bus tenders for Andover, Alton Basingstoke, Havant and New Forest
- Negotiate with bus operators in other areas
- Autumn Executive Member Decision Day
- Possible implementation early 2015

Consultation Metrics

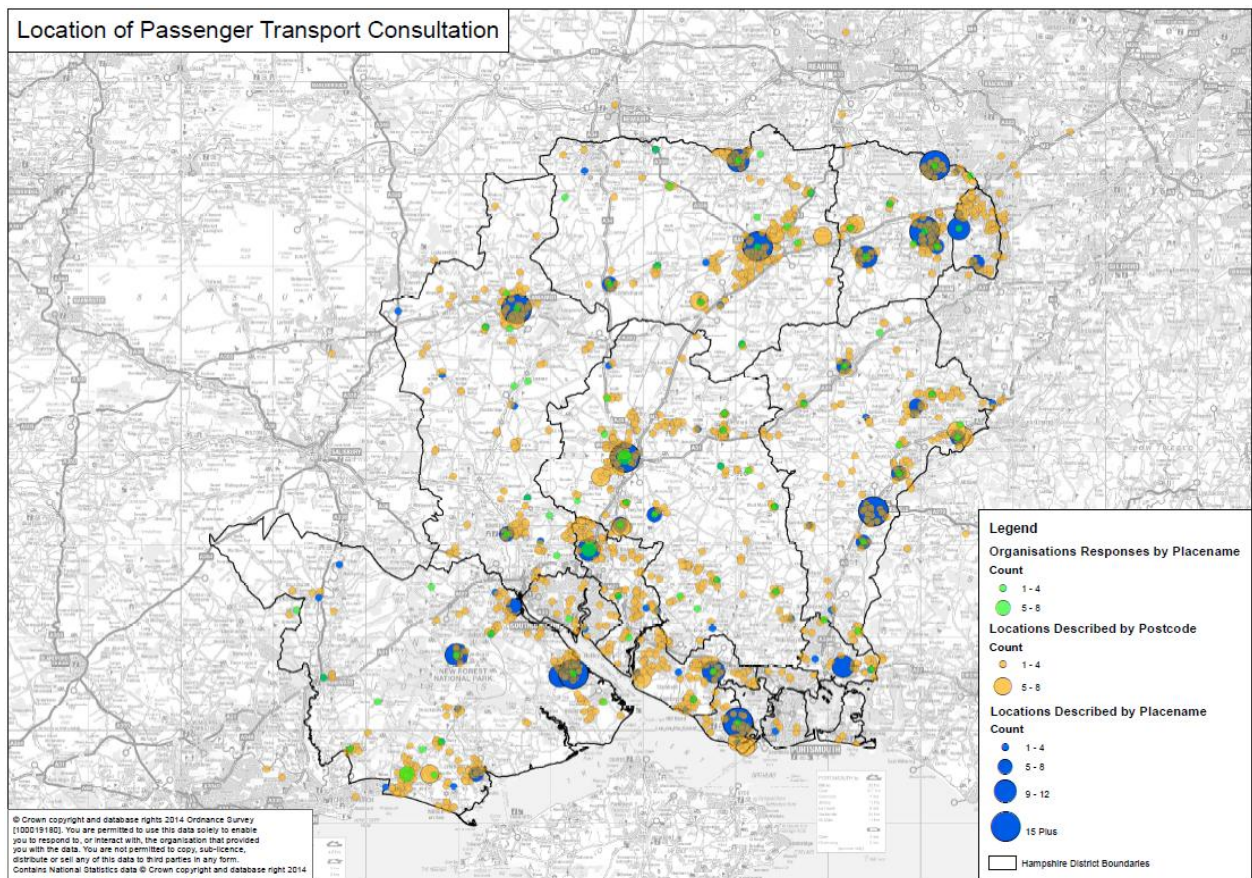
- Questionnaire developed through autumn Passenger Transport Forums across Hampshire, 9 forums, and budget options presented to spring forums. 1,800 mailing list - 445 attendees. All those on the mailing list were sent copies of the presentations and invited to respond.
- Passenger Transport Representatives Conference – 250 invitees, 54 attended
- Written to 1,036 organisations – councils, resident and user groups
- Posters on buses with QR code, web, postal address, phone number
- 5,399 consultation forms distributed:
 - 2,862 to bus passengers at bus stations and to passengers on 40 services we fund, bulk supplies to 9 bus companies
 - 1,080 to 55 Post Offices across the county
 - 480 to Libraries
 - 530 to 29 convenience stores across the county

- 316 to 15 other locations such as doctors, laundrettes and hospitals
- 130 to Parish Councils
- Could be returned by email, post or through local libraries

The Sample

3,217 individual responses, almost 200 organisations

Appendix 1: Map of responses



Appendix 2: Results of the 'Individual' survey (3217 responses)

How responses were received:

Online	1805	56%
Paper	1412	44%

Gender:

Female	1809	56.2%
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Male	992	30.8%
No Reply	416	12.9%

Age:

17 years or less	72	2%
18 - 24	77	2%
25 - 34	113	4%
35 - 44	248	8%
45 - 54	210	7%
55 - 64	391	12%
65 - 74	969	30%
75 +	700	22%
No Reply	437	14%

Concessionary passes held:

Older Person's bus pass	2130	66%
Disabled person's bus pass / vouchers	147	5%
None	940	29%

Journey purpose:

Travelling to / from shops for essential shopping (e.g. food / collecting prescriptions)	20%
Travelling to / from shops for non essential shopping (e.g. clothes)	19%
Attending hospital / doctor / dentist / other health appointments	18%
Visiting leisure / recreational facilities	14%
Visiting friends / relatives	13%
Travelling to / from work / work related training	6%
Other	4%
Travelling to / from community & day centres	3%
Travelling to / from school / college / university	3%

Popular 'other' responses included:

- Banking
- Voluntary work
- Church services
- Connecting to rail services
- Days out

How often do you travel?

	Most Used	2nd Most Used	3rd most Used	Totals:	
Everyday / most days	753	145	42	940	21.19%
2 - 3 times a week	874	335	107	1316	29.67%
Once a week	306	217	93	616	13.89%
A few times a month	420	387	191	998	22.50%
A few times a year	190	229	147	566	12.76%
Base	2543	1313	580	4436	

Use any of the subsidised services?

Yes	2831	88%
No	386	12%

Use subsidised evening services after 7pm?

No	2230	69%
Yes	522	16%
Not asked*	386	12%
No reply	79	2%

(*Question not asked if replied 'no' to using any subsidised services)

Impact of reducing or ceasing subsidised evening services after 7pm:

494 (95%) out of 522 people that used these services made a comment (15% of total respondents)

Common responses:

I would not be able to get home from work (accounts for 17% of responses)

I would not travel

I would have to pay for a taxi.

Use subsidised Sunday services?

No	2074	64%
Yes	664	21%
Not asked*	386	12%
No reply	93	3%

(*Question not asked if replied 'no' to using any subsidised services)

Impact of reducing or ceasing subsidised Sunday services:

560 (87%) out of 644 people that used these services made a comment (17% of total respondents)

Common responses:

I would not be able to go shopping

I would not be able to visit friends and family

I would not be able to get to church (8% of responses)

I would not be able to get to work (4% of responses)

Use evening or Sunday community transport services?

No	2230	69%
Not asked*	386	12%
No reply	342	11%
Yes	259	8%

(*Question not asked if replied 'no' to using any subsidised services)

Impact of reducing or ceasing community transport after 5pm or on a Sunday:

242 (93%) out of 259 people that used these services made a comment (7% of total respondents)

Common responses:

I would not travel

I would have to pay for a taxi

Further analysis of CT uses at those times

Appears that many people may have misunderstood what community transport is.

Impact of reducing either the frequency or days of operation:

2540 people (79%) made a comment

Common responses:

Difficult to get to and from work (accounts for 12% of responses)

Using the bus would become impractical

Slight preference towards reducing frequency rather than days of operation

Impact of replacing subsidised bus services with Taxi-shares:

2342 people (73%) made a comment

Common responses:

Too restrictive/inflexible

Inconvenient

Might work

Would be preferable to no service

Further comments regarding cost etc suggest that Taxi-share is not well understood in areas that it does not run

Impact of reducing printed publicity and increasing electronic information:

2885 people (90%) made a comment (however majority said 'no impact' or variations thereof).

Common responses:

No impact/little impact

Older people would not be able to access electronic information

Timetables should be available at all bus stops

Impact of ceasing extension to Older Person's bus pass between 9 and 9.30 am:

1917 people (90% of pass holders) made a comment.

(6% of total respondents made this their top priority)

Common responses:

I would travel later in the day

Would be difficult to get to medical appointments

No/little impact

Alternatives: (Could select multiple options for this question)

No alternative	1066	21%
Personal car / vehicle	831	17%
Lift with friends / family members	682	14%
Walking	649	13%
Taxi	597	12%
Train	290	6%

Use local services (e.g. local corner shop instead of city supermarket)	277	6%
Use internet shopping / online services	257	5%
Cycling	172	3%
Use Community Transport services (e.g. Dial a Ride)	148	3%
Car sharing scheme	37	1%

Top priority for funding: (Could only select one option for this question)

No reply	975	30%
Maintaining the current days a service operates i.e. Mon - Fri	742	23%
Maintaining the current frequency of services i.e. hourly	581	18%
Maintaining use of public buses (rather than taxishares or other community transport services)	470	15%
Maintaining the 9am start for the older person's bus pass	190	6%
Maintaining existing evening services after 7pm	148	5%
Maintaining existing Sunday services	72	2%
Maintaining existing community transport services after 5pm	19	1%
Maintaining existing community transport services on a Sunday	12	0.4%
Maintaining the current level of printed publicity	8	0.25%

Alternative suggestions for making the savings:

Main themes included:

Using smaller buses (believed more economical)

Investing in improving services and publicity to increase patronage and make them commercially viable

Save in other areas of HCC as bus services are vital

Re-routing (commercial) services to better fit local needs

Introducing a small charge for concessionary pass holders

Appendix 3: List of organisations (195 responses including those below)

Abbotts Ann Parish Council

Abbotts Ann Vision

Age Concern Cowplain

Age UK Andover & District

Alderholt Parish Council
Aldershot College
Alton Community Hospital
Alton Line Users Association
Ampfield Parish Council
Andover College
Andover Town Council
Ashmansworth Parish Council
Ashurst and Colbury Parish Council
Badger Farm Parish Council
Basingstoke & Deane Borough Council
Basingstoke Area Stroke Support
Basingstoke Dial-a-Ride
Beech Parish Council
Bishop's Sutton Parish Council
Blackwater and Hawley Town Council
Bournemouth Borough Council
Braishfield Parish Council
Bramdean & Hinton Ampner Parish Council
Bramshaw Parish Council
Bramshott and Liphook Parish Council
Bransgore Parish Council
Brendoncare Club Hampshire
Broadway Park Office
Brockwood Park School
Buriton Parish Council
Bursledon Parish Council
Campaign for Better Transport
Cheriton Parish Council
Cherrywood Ward NHW
Chilworth Residents Committee
Chineham Parish Council
Choices Advocacy
Church Crookham Parish Council
Civil Service Pensioners Alliance - Gosport North
Colden common
Colden Common Community Association
Community First New Forest
Crookham Village Parish Council
Culver and St Michael's Roads Residents' Association
Curdrige Care Group
East Hampshire District Council
Eastleigh Borough & Romsey MENCAP - Active Citizens
Eastleigh Borough Council
Emsworth Residents Association

Fareham Borough Council
Farnborough College of Technology
Farnham Town Council
Fawley & District Voluntary Care Group
Fiske Court, Yateley - managed by Hanover Housing Association
Fleet and Church Crookham Society
Four Mark Care
Froyle Parish Council
Grayscott Parish Council
Grayscott Surgery
Greatham Parish Council
Greening Fulflood
Hampshire Chamber of Commerce
Hampshire County Council and Fareham Borough Council
Hampshire County Federation of WIs
Hampshire Supported Employment Service
Hart District Council
Hartley Wintney Community Bus
Hill Head Residents' Association
Hook Townswomen's' Guild
Hordle Voluntary Care Group
Hound Parish Council
Hursley Parish Council
Hythe and Dibden Parish Council
Itchen College, Southampton
Kings Worthy Parish Council
Kingsclere Parish Council
Krishnamum Foundation Trust (Brookwood Park Bramdean)
L D Day Service
Leckford Parish Council
Lindford Parish Council
Liphook and Liss Surgery
Liphook Day Centre
Liphook Over 60's Group
Liss Parish Council
Littleton & Harestock Parish Council
Lloyds Bank (Liphook)
Longstock Parish Council
Lyndhurst Bank and Emery Down Residents Association
Marion's Unisex Hairdressers
Miss Trudi Bevan
Netley Marsh Parish Council
New Forest District Council
New Forest East Labour Party and New Forest East Constituents
New Forest West Labour Party (New Milton & Lymington)

New Milton & Barton Residents Association
New Milton Sands WI
New Milton Town Council
North Waltham Parish Council
Oakley Afternoon W.I.
Odiham Consolidated Charities - Almshouses in Odiham
Odiham Parish Council
Old Alresford
Old Alresford residents
Old Basing & Lychpit Parish Council
One Community
Open Sight New Milton
Overton Parish Council
Owslebury Parish
Owslebury Parish Council
Petersfield Hospital
Petersfield Town Council
Private user
Ringwood Town Council
Romsey & District Society
Royal Bournemouth & Christchurch Hospitals NHS Foundation Trust
Royal British Legion (Winchester)
Rushmoor Voluntary Services
Shedfield Parish Council
Sherborne St John Parish Council
Sherfield Community Care Group
Shopmobility Basingstoke
Silchester 'Give and Take'
Single public user
South Wonston Parish Council
Spotlight
St Peters Church
St Vincent College
Stagecoach in Hampshire
Stanmore Community Association
Students at Brockwood Park School
Swanmore Senior Citizen's Club
Swarraton and Northington WI
Sway Parish Council
Tadley & District Citizens Advice Bureau
Test Valley Borough Council
Test Valley Community Services
The Acorn Centre
The Cafe Project, Brighton Hill - Basingstoke
The Church on the Green, Rowlands Castle URC

The Labour Group of Councillors, Basingstoke & Deane
The Stable Family Home Trust
Twyford Parish Council
Twyford Road User group
Unicorn Leisure (Hampshire) Ltd t/a The Vine
Upper Clatford Parish Council
Velmore Residents Association
Visually impaired people form 27 years to 90 years old
Wallington Village Community Association
West Berkshire Council
West End Parish Council
West Meon Parish Council
Whitchurch Neighbourcare
Whitchurch Town Council
Whitehill Town Council
Winchester City Council
Winnall Community Forum
Winton Community Academy
Yateley Town Council