

Appendix C

Hiltingbury consultation summary document

February 2013

This document summarises the processes and findings of the Hiltingbury area public bus service consultation exercise carried out by Hampshire County Council between December 2012 and February 2013.

Hampshire County Council has had a significant reduction in the funding it receives from central government, and as a result the level of subsidies paid to bus companies to operate bus service that are not commercially viable has been reduced.

The consultation invited individuals, representative organisations, Parish Councils 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. What types of service 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. How often passengers travelled, what time of day they travelled and their main destination
6. If they did not currently use the bus service, what methods of transport did they use to get to work, go shopping and access leisure activities
7. Any further comments

The form was made available in hard copy, and over 800 copies were handed out at Eastleigh bus station, Chandlers Ford Precinct and in Hiltingbury.

The Passenger Transport Group web pages also had a dedicated page for the consultation which offered the opportunity to complete an online survey with the same questions as the paper version.

The current operator of the Hiltingbury bus service, Xelabus, organised a bus surgery in Chandlers Ford and Hiltingbury which was attended by the local County Councillor, Hampshire County Council and Eastleigh Borough Council officers. The sessions were well attended by local residents, and Eastleigh District Councillors.

Analysis of responses

The total number of completed forms returned by email, collected at the bus surgery sessions and post in hard copy was 81, and 61 people completed the survey online, giving a total of 142. The total number of people expressing a view is higher than 142 as 10 of the representations were on behalf of groups, organisations and councils.

The number of responses from individuals by age group (where stated) were:

Age 15 – 30	4
Age 31 – 44	7
Age 45 – 59	5
Age 60 – 74	45
Age 75+	49

Not all individual respondents completed the monitoring form, but of those that did, information collected was as follows:

Gender
Female 70%
Male 30%

People with a disability 13%

Responses to questions by all age groups, individuals, Parish, District and Town Councils (where given)

1. Type of journey priority
 - 1) Shopping 48%
 - 2) Doctors 19%
 - 3) Work 7%

2. Types of service could be used to meet those priority needs

- 1) Bus service 89%
- 2) Community bus service 18%
- 3) Dial a Ride 12%

3. Preference of alternative type of service provision

Responses from individuals, Parish, District and town Councils were as follows (where stated);

Regular services only at core times (Monday to Saturday)	77%	23%	Less regular services at more times of the day (e.g. including evenings and Sundays)
Frequent service from Hiltingbury to Chandlers Ford only	38%	62%	Less frequent service providing through journeys to Eastleigh
Connections with onward bus travel	85%	15%	Connection with onward train travel
Commuter journeys to get to work	34%	66%	Off peak services for shopping etc.
Bus services where possible	84%	16%	Maintain a transport link regardless of vehicle type

4. Passenger travel patterns

87% of passengers travel off peak,

35% of passengers travel 1 or 2 days a week

33% of passengers travel 3 or 4 days a week.