

Public Engagement Questionnaire

Have your say on a more efficient bus service for Hertfordshire



Transport, Access and Safety
0300 123 4050
www.hertsdirect.org



Background

The vast majority of Hertfordshire's bus services are commercially operated. This means that most services in the county are funded and operated by private bus operators. This consultation is seeking your views on the 119 bus services in the county which would not run without financial support from the county council.

Like all local authorities, Hertfordshire County Council is facing major pressures on our budget. Over the last four years we have made savings of £149m a year while protecting essential front line services. However, a similar amount needs to be saved by 2017/18, so difficult decisions will have to be made.

Current situation

The county council currently uses taxpayers' money to subsidise a number of bus services. Without this financial support these bus services may not run because the commercial bus operators regard them as not profitable. It is a small proportion of these services (around 8% of all miles covered by bus services in Hertfordshire) which are the focus of this consultation and are listed below.

Hertfordshire County Council currently spends £3.8m every year on supporting bus services – 119 services in total. The amount of support the county council pays per passenger journey ranges from 10p to over £9 per individual journey. Factors that affect the amount of financial support include how many passengers use a particular service and whether or not the passenger is using a concessionary (discounted) pass to travel.

In the current financial climate, we need to review whether this arrangement provides the best value for taxpayers while meeting, as far as possible, the essential travel needs of Hertfordshire's residents. The county council is committed to saving at least £700k from the annual bus budget of £3.8m by April 2015.

Proposal

In order to save at least £700k and help use taxpayers' money most efficiently and effectively, we are proposing to change the hours and days when bus services supported by the county council run. To protect the majority of services we support and the most used services, we are proposing to only fund bus services up to **6.30pm Monday to Saturday** and to **withdraw county council funding for services that run on a Sunday**.

If accepted this proposal would save between £700k and £887k a year. Services operated commercially by bus operators are unaffected by this proposal.

Consultation questionnaire

Hertfordshire County Council is seeking your views on how much financial support we provide to bus services with taxpayers' money.

We want to hear your views on our suggested proposal to save at least £700,000 from our £3.8m budget for subsidised bus services. This is your opportunity to tell us what you think so this can be taken into account before a decision is made. The consultation is open from 16 July through to midnight on 8 October 2014.

Proposal

The county council currently subsidises services seven days a week, meaning we spend £3.8m supporting 119 services. We need to find a way to save at least £700,000 from this cost.

To help use taxpayers' money most efficiently and effectively, we are proposing to:

- **only fund bus services up to 6.30pm Monday to Saturday**
- **withdraw county council funding for Sunday services**

If accepted this proposal would save between £700k and £887k a year.

Please answer the questions below, which should take no more than 10 minutes to complete.

First, we want to find out how often you use bus services that are supported by Hertfordshire County Council and which services you use frequently.

1) Are you a bus user?

Yes

Every day	<input type="checkbox"/>	Once a week	<input type="checkbox"/>
A few times a week	<input type="checkbox"/>	Infrequently	<input type="checkbox"/>

No (If no, please go to question 6)

2) When you travel by bus in Hertfordshire do you:

Pay the full fare	<input type="checkbox"/>	Pay using a discounted travel pass (e.g. SaverCard)?	<input type="checkbox"/>
Use an older person's or disabled free bus pass	<input type="checkbox"/>	Other (please state)?	<input type="checkbox"/>

The following questions will help us establish what the impact of this might be for regular bus users.

3) Please tell us when you most frequently get on the bus and the purpose of your journey? Please tick the times and days that are relevant to you and add the purpose of your trip in the last column.

	Monday - Thursday	Friday	Saturday	Sunday	Purpose
before 9 a.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
after 9 a.m. and before 6.30 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
after 6.30 p.m.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4) Please tell us which services you use most frequently by telling us the service number (e.g. 501). Please note that only those services listed in Table A are affected by this consultation.

	Monday - Thurs	Friday	Saturday	Sunday
before 9 a.m.				
after 9 a.m. and before 6.30 p.m.				
after 6.30 p.m.				

5) What alternative travel options are available to you if a bus isn't available?

Don't know?	<input type="checkbox"/>	Arrange a lift	<input type="checkbox"/>
Walk	<input type="checkbox"/>	Use community transport	<input type="checkbox"/>
Cycle	<input type="checkbox"/>	Use Dial-a-Ride	<input type="checkbox"/>
Drive myself	<input type="checkbox"/>	Could not travel	<input type="checkbox"/>
Take a taxi	<input type="checkbox"/>	Use another alternative (please state)?	<input type="checkbox"/>

We want to get an understanding of why some people don't use bus services, so this next question is for non-bus users.

6) If you currently do not use bus services, please tell us why?

No service available	<input type="checkbox"/>	I prefer to walk or cycle	<input type="checkbox"/>
Frequency of services	<input type="checkbox"/>	I prefer to drive	<input type="checkbox"/>
Cost	<input type="checkbox"/>	Other (please state)?	<input type="checkbox"/>
Service routes do not suit my needs	<input type="checkbox"/>		

This next section is for everyone to answer, even if you do not currently use any bus services in Hertfordshire.

7) Please let us know how important it is for you that there is a bus service available for each of these needs.

Please tick one box on each line:

Journey purpose	Very important	Quite important	Not important
Education & training (school/college)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthcare (dentist/doctor/hospital)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entertainment / socialising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visiting friends or relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work/business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state) <input type="checkbox"/>			

8) How important are the following services to you (with 1 being very important, 2 important, 3 not very important, and 4 not important at all)?

	Highest			Least
	1	2	3	4
Day time services Monday to Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening Services Monday to Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening Services on a Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day services on a Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening services on a Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) The county council uses taxpayers' money to subsidise some bus services. Per passenger, this subsidy ranges from 10p to over £9 per journey. It would be useful for us to know what you think the maximum subsidy should be per passenger.

Please tell us what you think the maximum subsidy per passenger per journey the county council should provide? (Please tick one box)

£0.50	<input type="checkbox"/>	£1.00	<input type="checkbox"/>	£1.50	<input type="checkbox"/>
£2.00	<input type="checkbox"/>	£2.50	<input type="checkbox"/>	£3.00	<input type="checkbox"/>
£3.50	<input type="checkbox"/>	£4.00	<input type="checkbox"/>	£4.50	<input type="checkbox"/>
£5.00	<input type="checkbox"/>	£5.50	<input type="checkbox"/>	£6.00	<input type="checkbox"/>
£6.50	<input type="checkbox"/>	£7.00	<input type="checkbox"/>	£7.50	<input type="checkbox"/>
£8.00	<input type="checkbox"/>	£8.50	<input type="checkbox"/>	£9.00	<input type="checkbox"/>
£9.50	<input type="checkbox"/>	£10.00	<input type="checkbox"/>		
Other amount? (please specify)	<input type="checkbox"/>				

Please use the box below to provide any comments you would like to give including any alternative suggestions for making savings to our bus service budget.

ABOUT YOU

The last few questions are about you. These questions are optional, but your answers will help us to make decisions fairly and ensure we are attracting a wide range of people to respond to this consultation. The information you give us will remain strictly confidential and will be used for monitoring purposes only, in accordance with the Data Protection Act 1998. All responses will be kept anonymous.

10) What is your home postcode?	
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11) Are you	Male	<input type="checkbox"/>	or	Female	<input type="checkbox"/>
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12) Please tell us your age range:	11-18	<input type="checkbox"/>	45-54	<input type="checkbox"/>
	19-24	<input type="checkbox"/>	55-64	<input type="checkbox"/>
	25-34	<input type="checkbox"/>	65+	<input type="checkbox"/>
	35-44	<input type="checkbox"/>		

13) Do you consider yourself as having a disability?			
No / not applicable	<input type="checkbox"/>	Sensory Impairment	<input type="checkbox"/>
Physical disability	<input type="checkbox"/>	Learning disability	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Other, please state			

14) Do you have a caring responsibility for an adult and/or a child with a disability?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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15) What is your ethnic origin			
White	<input type="checkbox"/>	Asian / Asian British	<input type="checkbox"/>
Black / Black British	<input type="checkbox"/>	Mixed	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	Gypsy / Traveller	<input type="checkbox"/>
Other, please state	<input type="checkbox"/>		

16) What is your religion?											
No religions	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	Other, please state	<input type="checkbox"/>						

17) Is English your first language?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If no, please specify				

Thank you for taking the time to complete this questionnaire.

Return Address:

**Bus Consultation, FREE POST SG569, Transport Access & Safety Unit,
Hertfordshire County Council, Pegs Lane, Hertford, SG13 8BR.**

Exceptions

Please note that some services are supported by funding from other sources, such as housing developer contributions or central government grants. These are not affected by this review at this stage. Similarly, children entitled to free travel to and from school will continue to be provided with transport. We will also continue to support concessionary (discounted) fares for young and older people.

Tell us your views

We want to hear your views – whether you use bus services or not – on how we should prioritise available resources. This will help us decide how best to spend taxpayers' money.

We want to find out about the types of services that are important to you or your family and how proposed changes may affect you.

How to give us your feedback

You can let us know your views by:

- Completing the paper survey and returning it to the freepost address provided.
- Completing the survey online on our website: **www.hertsdirect.org/busconsult**
- If you don't have internet access but want to complete the survey online, you can visit your **local library** where free internet access is available.

To request additional paper copies of the survey, please phone: **0300 123 4050** or email **hertsdirect@hertfordshire.gov.uk**.

If you need help to understand the information in this document, would like to receive a large print or Easy Read version, please contact us using the above details. An interpreting service is also available for those who need it.

Please ensure that your response is received by midnight on **8 October 2014**. Please return paper copies to

**Bus Consultation,
FREE POST SG569,
Transport Access & Safety Unit,
Hertfordshire County Council,
Pegs Lane, Hertford, SG13 8BR.**

Next steps

No decisions have been made yet. The results of the consultation will be presented to the Highways and Waste Management Panel in November 2014 and then to Cabinet. Having considered all the responses to the consultation, Cabinet will then decide whether to approve the proposed changes. Depending on the decisions taken by Cabinet, any service changes will be implemented from April 2015.

Table A: County Council funded services affected by the proposal

Service	Operator	Service details	Affects	
			Evenings	Sundays
2	Arriva	Hemel Hempstead Town Service <i>Woodhall Farm - Bennetts End</i>	✓	✓
3	Arriva	Hemel Hempstead Town Service <i>Chaulden - Railway Station</i>	✓	✓
4	Arriva	Hemel Hempstead Town Service <i>Grovehill West - Railway Station</i>	☐	✓
8	Arriva/Redline	Abbots Langley - Mount Vernon Hospital	✓	✓
10	Redline	Woodside - Holywell	✓	✓
16	Richmonds Coaches	Royston Town Service <i>Burns Road - Icknield Walk</i>	✓	☐
53	Landmark Coaches	Letchworth Town Service <i>Lordship Estate - Wilbury Hills</i>	✓	☐
55	Arriva	Stevenage - Letchworth <i>Grange Estate</i>	☐	✓
80	Centrebus	Stevenage - Hitchin <i>Westmill Estate</i>	✓	☐
81A	Centrebus	Hitchin Town Service <i>Purwell Lane Estate - Westmill Estate</i>	✓	☐
91	Landmark Coaches	Royston - Letchworth	✓	☐
97	Arriva	Arlesey - Hitchin	☐	✓
98	Arriva	Baldock - Hitchin	☐	✓
101	Arriva/Uno	Stevenage - Luton	✓	✓
242	Metroliner/Uno	Potters Bar/Welwyn Garden City - Waltham Cross	✓	✓
301	Arriva/Uno	Hemel Hempstead - Stevenage	✓	✓
306	Sullivan Buses	Borehamwood - Watford	✓	✓
310	Arriva	Hertford - Waltham Cross	✓	☐
315	Centrebus	Kimpton - Welwyn Garden City	✓	☐
320	Arriva	Hemel Hempstead - Rickmansworth <i>Berry Lane Estate</i>	✓	✓
331	Arriva	Royston - Hertford	✓	☐
351	Trustybus	Hertford - Bishop's Stortford	✓	☐
352	Red Rose Travel	Hemel Hempstead - Watford	✓	☐
353	Red Rose Travel	Hemel Hempstead - Amersham	☐	✓
384	Centrebus	Stevenage - Hertford	✓	☐
387	Red Rose Travel	Tring <i>New Mill Estate</i> - Aldbury/Wigginton	✓	☐
388	Centrebus	Welwyn Garden City - Hertford	✓	☐
395	Arriva	Hertford <i>Sele Farm Estate</i> - Ware <i>Fanham Common</i>	✓	✓
404	Uno	Welwyn Garden City - South Hatfield	☐	✓
405	Uno	Welwyn Garden City - South Hatfield	☐	✓
501	Arriva/Red Rose Travel	Aylesbury - Watford	✓	✓
602	Uno	Hatfield - Watford	✓	☐
641	Uno	Broxbourne Station - Hertford	✓	☐
653	Uno	St Albans <i>New Greens Estate</i> - Welwyn Garden City (Mon-Fri)	✓	☐
	Uno	St Albans <i>New Greens Estate</i> - Welwyn Garden City (Sat & Sun)	✓	✓
658	Uno	St Albans - Borehamwood	✓	☐
700	Uno	Baldock - Stansted Airport	✓	✓
B3	Sullivan Buses	Borehamwood Town Service <i>Well End/Organ Hall Farm</i>	✓	☐
H1	Centrebus	Hertford Town Service <i>Pinehurst - Bus Station</i>	✓	☐
H4	Centrebus	Hertford Town Service <i>Horns Mill - Campfield Road</i>	✓	☐
M1	Centrebus	Ware Town Service <i>Watton Road - Railway Station</i>	✓	☐
R1	Red Eagle	Maple Cross - Mount Vernon Hospital	✓	☐
S1	Uno	St Albans City Service <i>Cell Barnes/St Peters Street (Mon-Fri)</i>	✓	✓
	Uno	St Albans City Service <i>Cell Barnes/St Peters Street (Sat & Sun)</i>	✓	✓
S4	Redline	St Albans City Service <i>Cottonmill - City Station</i>	✓	✓
	Uno	St Albans City Service <i>Cottonmill - City Station (Mon-Fri)</i>	✓	☐
	Uno	St Albans City Service <i>Cottonmill - City Station (Sat-Sun)</i>	✓	✓
SB1	Arriva	Stevenage Town Service <i>Poplars - Bus Station</i>	✓	✓
SB2	Arriva	Stevenage Town Service <i>St Nicholas/Martins Wood/Bus Station</i>	✓	✓
SB3	Arriva	Stevenage Town Service <i>St Nicholas/Martins Wood/Bus Station</i>	✓	✓
SB4	Arriva	Stevenage Town Service <i>Shephall/Broadwater/Bus Station</i>	✓	✓
SB5	Arriva	Stevenage Town Service <i>Shephall/Broadwater/Bus Station</i>	✓	✓
SB8	Arriva	Stevenage Town Service <i>Symonds Green/Bragbury End</i>	✓	✓
SB9	Arriva	Stevenage Town Service <i>Symonds Green - Poplars</i>	☐	✓
W1	Red Rose Travel	Watford - Maple Cross (evenings)	✓	☐
	Red Rose Travel	Watford - Garston (Sunday daytime)	☐	✓
W19	Red Rose Travel	Watford Town Service <i>North Bushey - Carpenders Park</i>	✓	☐