

Essential Reference Paper D

HERTFORDSHIRE COUNTY COUNCIL

HIGHWAYS & WASTE MANAGEMENT PANEL Tuesday 8th July 2014

Review of Bus Service Budget including a Public Engagement Process

Agenda Item
No.

10

Report of the Chief Executive & Director of Environment

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Executive Member - Terry Douris (Highways & Waste Management)

1. Purpose of report:

- To provide Panel with an overview update of the approach to review the level of subsidy provided by the Council to support the local bus network in Hertfordshire.
- To present the range of options and implications for realising the reductions identified in the Integrated Plan for HCC contracted bus services from 2015/16.
- To seek Panel's views on the process for a public engagement exercise which is scheduled to commence in July 2014 and last for three months.

2. Background

- 2.1 The county council's budget for supporting local bus services in 2014-15 currently stands at £3.8m which equates to approximately 25% of the local bus network in Hertfordshire (amounting to 119 services).
- 2.2 The county council only supports journeys that the commercial sector would not otherwise provide which means that the county council supports journeys that the commercial sector would deem as financially unviable.
- 2.3 As part of the Integrated Planning process efficiencies of £101.8k have been made in 2014-15 with no loss of service. The county council is committed to realising further savings of £700k from 2015-16 - although at this stage no decisions have been taken.
- 2.4 When changes are proposed to service levels it is essential that local communities are given an appropriate opportunity to give their views and suggestions on how taxpayer's money should be targeted.

2.5 A range of approaches have been considered that could deliver savings of £700k to the current (2014/15) HCC local bus subsidy budget of £3.8m (**-18.4%**). These included reviewing:

1. support for cross service provision based on the current Bus Strategy
2. supported services operating in the evenings
3. supported services operating at weekends
4. supported de-minimis services
5. the range and levels of subsidy per passenger journey
6. opportunities to stimulate a market for alternative / enhanced Community Transport provision across Hertfordshire

3. Proposal for Panel to Consider

3.1 The Executive Member for Highways and Waste in discussion with officers have concluded that a clear proposal should be put to residents that in order to save at least £700k for the base budget. It is proposed that the county council should consult on:

- ***only supporting bus services up to 6.30pm every day***
- ***withdraw funding for services that run on Sundays***

3.2 The rationale behind this is that passenger numbers significantly reduce in the evenings and the patronage on Sunday's is variable and therefore does not deliver good value for money.

3.3 If this proposal were to be endorsed it would affect 39 services and approximately 200,000 passenger trips per year. Public transport alternatives are available in most cases but are more likely in towns and larger conurbations rather than more rural areas. Currently the proposal would affect the following services:

Service	Operator	Service details	Affected by:	
			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	Arriva/Redline	Woodside - Holywell	✓	✓
53	TBA	Letchworth Town Service <i>Lordship Estate - Wilbury Hills</i>	✓	☐
80	Centrebus	Stevenage - Hitchin <i>Westmill Estate</i>	✓	☐
81A	Centrebus	Hitchin Town Service <i>Purwell Lane Estate - Westmill Estate</i>	✓	☐
97	Arriva	Arlesey - Hitchin	☐	✓
98	Arriva	Baldock - Hitchin	✓	☐
101	Arriva/Uno	Stevenage - Luton	✓	✓
242	Metroline/Uno	Potters Bar/Welwyn Garden City - Waltham Cross	✓	✓
301	Arriva/Uno	Hemel Hempstead - Stevenage	✓	✓
306	Sullivan Buses	Borehamwood - Watford	✓	✓
310	Arriva	Hertford - Waltham Cross	✓	☐
320	Arriva	Hemel Hempstead - Rickmansworth <i>Berry Lane Estate</i>	✓	✓
321	Arriva/Red Rose Travel	Luton - Watford/Maple Cross	✓	✓
351	Trustybus	Hertford - Bishop's Stortford	☐	✓
352	Red Rose Travel	Hemel Hempstead - Watford	☐	✓
353	Red Rose Travel	Hemel Hempstead - Amersham	☐	✓
387	Red Rose Travel	Tring <i>New Mill Estate - Aldbury/Wigginton</i>	✓	☐
390	Centrebus	Stevenage - Hertford/Aston	✓	☐
395	Arriva/Centrebus	Hertford <i>Sele Farm Estate - Ware 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	Welwyn Garden City/Hatfield - Watford	✓	☐
653	Uno	St Albans <i>New Greens Estate</i> - Welwyn Garden City	✓	✓
700	Uno	Baldock - Stansted Airport	✓	✓
S1	Uno	St Albans City Service <i>Cell Barnes/St Peters Street circular</i>	✓	✓
S4	Redline/Uno	St Albans City Service <i>Cottonmill/City Station circular</i>	✓	✓
SB1	Arriva	Stevenage Town Service <i>Poplars - Bus Station</i>	✓	✓
SB2	Arriva	Stevenage Town Service <i>St Nicholas/Martins Wood/Bus Station circular</i>	✓	✓
SB3	Arriva	Stevenage Town Service <i>St Nicholas/Martins Wood/Bus Station circular</i>	✓	✓
SB4	Arriva	Stevenage Town Service <i>Shephall/Broadwater/Bus Station circular</i>	✓	✓
SB5	Arriva	Stevenage Town Service <i>Shephall/Broadwater/Bus Station circular</i>	✓	✓
SB8	Arriva	Stevenage Town Service <i>Symonds Green/Bragbury End circular</i>	✓	✓
W1	Red Rose Travel	Maple Cross - Garston/Watford - St Albans	✓	✓
W19	Red Rose Travel	Watford Town Service <i>North Bushey - Carpenders Park</i>	✓	☐

4 Subsidy per passenger journey

4.1 Panel views are also sought on the level of subsidy per passenger journey provided by the county council. In Hertfordshire the average subsidy cost per passenger journey is £1.31 but the current range of subsidised travel is £0.10 to £9.22. The public will also be canvassed for their views on whether Hertfordshire should introduce a general maximum subsidy and if so at what level.

4.2 Some authorities who have introduced a subsidy “cap” are:

- Northants £0.60 (urban services) to £2.50 (rural services)
- Kent - general maximum £3
- Suffolk - general maximum £5
- Essex - general maximum £5

5 Community Transport

5.1 The existing Bus Strategy identifies how the county council proposes to work with

- the commercial sector to develop the bus network
- improve transport information and infrastructure
- develop demand responsive and door to door transport with community and voluntary transport providers.

5.2 Many other local transport authorities are looking to the voluntary and community sector and other stakeholders to enhance a community transport set of arrangements that meet the needs of the communities while reducing the financial burden on the local authorities.

5.3 The county council and NHS Hertfordshire already supports a range of door to door transport schemes working with Districts and borough councils and voluntary groups to provide local transport. These schemes are largely designed to support people that through age or disability, cannot access local passenger transport provision (buses)

5.4 Existing schemes include:

- **Travelink** – information service
- **Dial – a – Ride**
- **Community and Voluntary Transport**
 - **Cars** up to 2,500 journeys per year
 - **MPV's** up to 25,000 journeys per year
 - **Minibuses** up to 90,000 journeys per year
- **Health services** (run in conjunction with CVS sector)

5.5 Consideration needs to be given to expanding community transport as an alternative to changes in subsidised bus services however, a platform

for existing and potential providers to offer services that meet the needs of communities would need to be developed.

- 5.6 The council will need to be specific in identifying the demand for such services as well as the extent of financial support available to providers over time. Public engagement would be vital for gathering evidence for future services and how they will meet the needs of the public. Stakeholder engagement, specifically with existing bus operators will further enhance the delivery options and support the bus operators to make the transition away from county council financial contributions.
- 5.7 Stimulating a wider community transport market for Hertfordshire would need a partnership approach involving districts, Health, voluntary and community sector organisations and private operators. This will not be straightforward as evidence suggests that many community transport schemes in the past have not been financially sustainable on their own.
- 5.8 The timing of introducing a new set of arrangements will need to embrace the complexity of implementation, including contract expiry dates and notice periods and the implications for operators' planning of resources and budgets. With this in mind a timeline it is proposed to work towards a commissioning model that delivers an enhanced community transport service(s) from 2016/17 subject to public demand.

6 Identified Risks and Political Considerations

- 6.1 Changes in local authority funding may have consequential impacts in commercial operators' assessment of the viability of local networks. Operators are constantly taking account local economic factors influencing travel demand and patterns as well as contracted budgets.
- 6.2 Pressures are often put on county council budgets when an operator decides to withdraw from a service. However, the county council's capability to backfill any major gaps in the county's bus network are limited.
- 6.3 In previous budget changes some commercial operators have taken on previously county council supported routes but this needs to be measured against the risks that some commercial initiatives are often short lived and that other industry pressures (such as BSOG changes) may lead to services which are currently commercial, being reduced or withdrawn.
- 6.4 A full Equalities Impact Assessment will be required before decisions are taken following the public engagement exercise to ensure all these possible impacts have been reviewed.

7. Public Engagement Process

- 7.1 On advice from colleagues in Legal Services, a three month period of public engagement is suggested to enable an appropriate opportunity for

all communities in Hertfordshire and interested stakeholders to give their views and comments on the proposals.

- 7.2 The purpose of the engagement process is to put the proposals to the public, identifying which routes would be affected and to ask for their views on how these changes would impact upon them. The public will need to be reassured that the vast majority of services are provided commercially and therefore outside the scope of this review. It is critical that views from a wide range of respondents is sought, both users and non bus users, to gauge the level of feeling and support for making difficult decisions on how to use taxpayers money.
- 7.3 The outcome of this engagement exercise would then be reported back via the Highways and Waste Management Panel to Cabinet in December 2014 alongside an Equalities Impact Assessment before a final decision can be made.
- 7.4 The public engagement process will be carried out with support from Corporate Communications; will be countywide and available to all users and key stakeholders for comment via:
- the internet/website/digital media
 - local libraries
 - key stakeholder/operators/bus user groups and forums
 - Voluntary and community sector groups
 - On-bus surveys
 - District, borough and parish council office reception areas
- 7.5 An advanced notice of the forthcoming engagement process has been highlighted in the Spring edition of Horizons. On commencement the process will be widely publicised through all available channels to help people make as full a contribution as possible.

8. Conclusion

- 8.1 The current Integrated Plan identifies projected savings to local bus service budgets achieving £700k in 2015-16 based on a 2014-15 base budget of £3.8m **(-18.4%)**.
- 8.2 It is recommended that a three month public engagement exercise commences following the Highways and Waste Management Panel on 8th July and the feedback from the consultation be reported back to members in November / December 2014 for changes to be implemented from April 2015.
- 8.3 Panel Members are asked for comments on the public engagement questionnaire appended to the report.

Appendix 1 – Public Engagement Questionnaire

Have your say on a more efficient bus service for Hertfordshire

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 bus services. Without this financial support these bus services may not run because the commercial bus operators regard them as not profitable. It is these services – around a quarter of all bus services in the county – 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 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 supported bus services run. To protect the majority of services we support and the most used services, we are proposing to make funding only available for supported bus services that **start before 6.30pm every day** and to **withdraw county council funding for services that run on a Sunday**.

Service operated commercially by bus operators are unaffected by this proposal.

Table A**Services supported by Hertfordshire County Council with those services are affected by the proposal shown:**

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	Arriva/Redline	Woodside – Holywell	✓	✓
10	Centrebus	Stevenage Town Service <i>Bedwell - Old Town</i>	☐	☐
10	Richmonds Coaches	Chrishall - Bishop's Stortford	☐	☐
16	Richmonds Coaches	Royston Town Service <i>Burns Road - Icknield Walk</i>	☐	☐
17	Centrebus	Breachwood Green – Luton	☐	☐
20	C Myall & Son	Anstey - Bishop's Stortford	☐	☐
23	Richmonds Coaches	Royston/Letchworth – Hitchin	☐	☐
24	Richmonds Coaches	Rushden/Roe Green – Royston	☐	☐
25	Richmonds Coaches	Buntingford/Sandon circular	☐	☐
27	Richmonds Coaches	Anstey/Hormeads – Royston	☐	☐
28	Richmonds Coaches	Furneux Pelham – Buntingford	☐	☐
30	Red Eagle	Aldbury/Hemel Hempstead - Berkhamsted	☐	☐
31	Red Eagle	Aldbury/Hemel Hempstead - Berkhamsted	☐	☐
32	Red Eagle	Aldbury/Hemel Hempstead - Berkhamsted	☐	☐
34	Centrebus/Arriva	Dunstable - St Albans	☐	☐
43	Richmonds Coaches	Chrishall – Royston	☐	☐
44	Centrebus	Stevenage – Luton	☐	☐

45	Centrebus	Stevenage – Luton	<input type="checkbox"/>	<input type="checkbox"/>
51	Red Eagle	Chipperfield - Hemel Hempstead	<input type="checkbox"/>	<input type="checkbox"/>
53	TBA	Letchworth Town Service <i>Lordship Estate - Wilbury Hills</i>	✓	<input type="checkbox"/>
80	Centrebus	Stevenage - Hitchin <i>Westmill Estate</i>	✓	<input type="checkbox"/>
81	Centrebus	Hitchin Town Service <i>Purwell Lane Estate - Westmill Estate</i>	<input type="checkbox"/>	<input type="checkbox"/>
81A	Centrebus	Hitchin Town Service <i>Purwell Lane Estate - Westmill Estate</i>	✓	<input type="checkbox"/>
88	Landmark Coaches	Luton – Hitchin	<input type="checkbox"/>	<input type="checkbox"/>
89	Centrebus	Henlow Camp – Hitchin	<input type="checkbox"/>	<input type="checkbox"/>
90	Landmark Coaches	Royston – Letchworth	<input type="checkbox"/>	<input type="checkbox"/>
91	Landmark Coaches	Royston – Letchworth	<input type="checkbox"/>	<input type="checkbox"/>
97	Arriva	Arlesey – Hitchin	<input type="checkbox"/>	✓
98	Arriva	Baldock – Hitchin	✓	<input type="checkbox"/>
101	Arriva/Uno	Stevenage – Luton	✓	✓
200	Sullivan Buses	Essendon - London Colney	<input type="checkbox"/>	<input type="checkbox"/>
201	Sullivan Buses	Welham Green - Welwyn Garden City	<input type="checkbox"/>	<input type="checkbox"/>
203	Sullivan Buses	Watton-at-Stone - Welwyn Garden City	<input type="checkbox"/>	<input type="checkbox"/>
205	Sullivan Buses	Hatfield Town Service <i>South Hatfield - Oldings Corner</i>	<input type="checkbox"/>	<input type="checkbox"/>
206	Sullivan Buses	Welwyn Garden City Service <i>Panshanger - Bus Station</i>	<input type="checkbox"/>	<input type="checkbox"/>
207	Community Action Dacorum	Wigginton/Marsworth - Hemel Hempstead	<input type="checkbox"/>	<input type="checkbox"/>
208	Community Action Dacorum	Trowley Bottom - Hemel Hempstead	<input type="checkbox"/>	<input type="checkbox"/>
215	Sullivan Buses	Codicote - Monks Walk School/Welwyn- Welwyn Garden City	<input type="checkbox"/>	<input type="checkbox"/>
242	Metroline/Uno	Potters Bar/Welwyn Garden City - Waltham Cross	✓	✓
246	Trustybus	Waltham Cross – Cheshunt	<input type="checkbox"/>	<input type="checkbox"/>
301	Arriva/Uno	Hemel Hempstead – Stevenage	✓	✓
304	Centrebus/Uno	Welham Green – Hitchin	<input type="checkbox"/>	<input type="checkbox"/>
305	Centrebus	Sandridge - Tyttenhanger/Brookmans Park	<input type="checkbox"/>	<input type="checkbox"/>
306	Sullivan Buses	Borehamwood – Watford	✓	✓

308	Centrebus	Cuffley – Hertford	<input type="checkbox"/>	<input type="checkbox"/>
310	Arriva	Hertford - Waltham Cross	✓	<input type="checkbox"/>
312	Sullivan Buses	Potters Bar - Hatfield <i>Oldings Corner</i>	<input type="checkbox"/>	<input type="checkbox"/>
314	Centrebus	Welwyn Garden City – Hitchin	<input type="checkbox"/>	<input type="checkbox"/>
315	Centrebus	Kimpton - Welwyn Garden City	<input type="checkbox"/>	<input type="checkbox"/>
319	Red Eagle	Chipperfield - North Watford Superstores	<input type="checkbox"/>	<input type="checkbox"/>
320	Arriva	Hemel Hempstead - Rickmansworth <i>Berry Lane Estate</i>	✓	✓
321	Arriva/Red Rose Travel	Luton - Watford/Maple Cross	✓	✓
322	Red Rose Travel	Hemel Hempstead – Watford	<input type="checkbox"/>	<input type="checkbox"/>
333	Centrebus	Hertford Town Service <i>Bengeo/Molewood - Pinehurst circular</i>	<input type="checkbox"/>	<input type="checkbox"/>
334	Richmonds Coaches	Standon – Cambridge	<input type="checkbox"/>	<input type="checkbox"/>
341	Uno	Hatfield Business Park – Ware	<input type="checkbox"/>	<input type="checkbox"/>
351	Trustybus	Hertford - Bishop's Stortford	<input type="checkbox"/>	✓
352	Red Rose Travel	Hemel Hempstead – Watford	<input type="checkbox"/>	✓
353	Red Rose Travel	Hemel Hempstead – Amersham	<input type="checkbox"/>	✓
354	Vale Travel	Northchurch – Chesham	<input type="checkbox"/>	<input type="checkbox"/>
366	Centrebus	Luton - South Hatfield	<input type="checkbox"/>	<input type="checkbox"/>
379	Centrebus	Stevenage – Hertford	<input type="checkbox"/>	<input type="checkbox"/>
383	Centrebus	Stevenage – Hertford	<input type="checkbox"/>	<input type="checkbox"/>
384	Centrebus	Stevenage – Hertford	<input type="checkbox"/>	<input type="checkbox"/>
386	C Myall & Son/Richmonds Coaches/Trustybus	Royston/Buntingford/Puckeridge - Bishop's Stortford	<input type="checkbox"/>	<input type="checkbox"/>
387	Red Rose Travel	Tring <i>New Mill Estate</i> - Aldbury/Wigginton	✓	<input type="checkbox"/>
388	Centrebus	Welwyn Garden City – Hertford	<input type="checkbox"/>	<input type="checkbox"/>
390	Centrebus	Stevenage - Hertford/Aston	✓	<input type="checkbox"/>
391	Landmark Coaches	Stotfold/Baldock – Stevenage	<input type="checkbox"/>	<input type="checkbox"/>
395	Arriva/Centrebus	Hertford <i>Sele Farm Estate - Ware Fanham Common</i>	<input type="checkbox"/>	✓
398	Sullivan Buses	Borehamwood - Potters Bar	<input type="checkbox"/>	<input type="checkbox"/>

404	Uno	Welwyn Garden City - South Hatfield	<input type="checkbox"/>	✓
405	Uno	Welwyn Garden City - South Hatfield	<input type="checkbox"/>	✓
501	Arriva/Red Rose Travel	Aylesbury – Watford	✓	✓
532	Little Jim's	Northchurch - Hemel Hempstead	<input type="checkbox"/>	<input type="checkbox"/>
602	Uno	Welwyn Garden City/Hatfield - Watford	✓	<input type="checkbox"/>
610	Uno	Enfield/Potters Bar - Hatfield Business Park	<input type="checkbox"/>	<input type="checkbox"/>
622	Uno	Watford - Hatfield Business Park	<input type="checkbox"/>	<input type="checkbox"/>
641	Uno	Hatfield Business Park - Broxbourne Station	<input type="checkbox"/>	<input type="checkbox"/>
653	Uno	St Albans <i>New Greens Estate</i> - Welwyn Garden City	✓	✓
658	Uno	Borehamwood - St Albans	<input type="checkbox"/>	<input type="checkbox"/>
700	Uno	Baldock - Stansted Airport	✓	✓
B3	Sullivan Buses	Borehamwood Town Service <i>Well End/Organ Hall Farm/Tennison Ave</i>	<input type="checkbox"/>	<input type="checkbox"/>
C1	Trustybus	Chancellors School/Cuffley Stn/Canada Fields - Cheshunt Stn/Waltham Cross	<input type="checkbox"/>	<input type="checkbox"/>
H1	Centrebus	Hertford Town Service <i>Pinehurst circular</i>	<input type="checkbox"/>	<input type="checkbox"/>
H3	Centrebus	Hertford Town Service <i>Horns Mill/Campfield Rd circular/Presdales School</i>	<input type="checkbox"/>	<input type="checkbox"/>
H4	Centrebus	Hertford Town Service <i>Horns Mill - Hertford North Station</i>	<input type="checkbox"/>	<input type="checkbox"/>
H10	Red Rose Travel	Hemel Hempstead Town Service <i>Leverstock Green - Boxmoor</i>	<input type="checkbox"/>	<input type="checkbox"/>
H11	Lanes Coaches/Red Rose Travel	Hemel Hempstead Town Service <i>Chambersbury Lane - Boxmoor</i>	<input type="checkbox"/>	<input type="checkbox"/>
H13	Red Eagle	Hemel Hempstead Town Service <i>Railway Station - Maylands Industrial Park</i>	<input type="checkbox"/>	<input type="checkbox"/>
H19	Red Eagle	Abbots Langley - Hemel Hempstead	<input type="checkbox"/>	<input type="checkbox"/>
HA1	Red Eagle	Harpenden Town Service <i>Cross Lane Estate - Batford</i>	<input type="checkbox"/>	<input type="checkbox"/>
M1	Centrebus	Ware Town Service <i>Watton Road - Railway Station</i>	<input type="checkbox"/>	<input type="checkbox"/>
M2	Centrebus	Ware Town Service <i>Fanham Common - Railway Station</i>	<input type="checkbox"/>	<input type="checkbox"/>
M3	Centrebus	Wareside - Ware/Hertford circular	<input type="checkbox"/>	<input type="checkbox"/>
M4	Centrebus	Wareside - Ware/Hertford circular	<input type="checkbox"/>	<input type="checkbox"/>
PB1	Uno	Potters Bar Town Service <i>Shillitoe Avenue - Oakmere Avenue</i>	<input type="checkbox"/>	<input type="checkbox"/>
S1	Uno	St Albans City Service <i>Cell Barnes/St Peters Street circular</i>	✓	✓

S4	Redline/Uno	St Albans City Service <i>Cottonmill/City Station circular</i>	✓	✓
S5	Redline	St Albans City Service <i>Cottonmill/City Station circular</i>	<input type="checkbox"/>	<input type="checkbox"/>
S8	Uno	St Albans City Service <i>Marshalswick - Verulam</i>	<input type="checkbox"/>	<input type="checkbox"/>
S9	Uno	St Albans City Service <i>Marshalswick - Verulam</i>	<input type="checkbox"/>	<input type="checkbox"/>
SB1	Arriva	Stevenage Town Service <i>Poplars - Bus Station</i>	✓	✓
SB2	Arriva	Stevenage Town Service <i>St Nicholas/Martins Wood/Bus Station circular</i>	✓	✓
SB3	Arriva	Stevenage Town Service <i>St Nicholas/Martins Wood/Bus Station circular</i>	✓	✓
SB4	Arriva	Stevenage Town Service <i>Shephall/Broadwater/Bus Station circular</i>	✓	✓
SB5	Arriva	Stevenage Town Service <i>Shephall/Broadwater/Bus Station circular</i>	✓	✓
SB8	Arriva	Stevenage Town Service <i>Symonds Green/Bragbury End circular</i>	✓	✓
SB15	Centrebus	Stevenage Town Service <i>Outer circular</i>	<input type="checkbox"/>	<input type="checkbox"/>
SB16	Centrebus	Stevenage Town Service <i>Outer circular</i>	<input type="checkbox"/>	<input type="checkbox"/>
W1	Red Rose Travel	Maple Cross - Garston/Watford - St Albans	✓	✓
W12	Red Rose Travel	Watford Town Service <i>Cassiobury Estate - Town Centre circular</i>	<input type="checkbox"/>	<input type="checkbox"/>
W19	Red Rose Travel	Watford Town Service <i>North Bushey - Carpenders Park</i>	✓	<input type="checkbox"/>
W20	Red Eagle	Watford Town Service <i>Brocklesbury Close - Oxhey Hall</i>	<input type="checkbox"/>	<input type="checkbox"/>
W30	Red Rose Travel	Watford Town Service <i>Watford Junction - Business Parks</i>	<input type="checkbox"/>	<input type="checkbox"/>

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 online form on our **website**: www.hertsdirect.org/bus
- You can ask for a paper copy by **email**: hertsdirect@hertfordshire.gov.uk
- If you don't have internet access, you can:
 - Visit your **local library** where free access is available or complete a paper form and return in the freepost envelope provided.
 - Or request a paper copy by **Phone: 0300 123 4050**

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 30 September 2014

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.

Consultation questionnaire

Hertfordshire County Council is seeking your views on how much financial support we provide for bus services supported by the county council 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.

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
- A few times a week
- Once a week
- Infrequently

No

(If no, please go to question 6)

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

- Pay the full fare
- Use an older person's or disabled free bus pass
- Pay using a discounted travel pass (e.g. SaverCard)?
- Other (please state)?
-

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 – Friday	Saturday	Sunday	Purpose
before 9 a.m.				
after 9 a.m. and before 6:30pm				
after 6.30 p.m.				

- 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 - Friday	Saturday	Sunday
before 9 a.m.			
after 9 a.m. and before 6:30pm			
after 9 a.m. and before 6:30pm			

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

- Don't know?
- Walk
- Cycle
- Drive myself
- Take a taxi
- Arrange a lift
- Use community transport
- Use Dial-a-Ride
- Could not travel
- Use another alternative (please say what)

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
- Frequency of services
- Cost
- Service routes do not suit my needs
- I prefer to walk or cycle
- I prefer to drive
- Other

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 (school/college)			
Healthcare (dentist/doctor/hospital)			
Leisure			
Shopping			
Visiting friends or relatives			
Work/business			
<i>Other (please state)</i>			

The 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 support bus services up to 6.30pm every day***
- ***withdraw funding for services that run on Sundays***

8) How important are the following services to you (with 1 being very important, 2 important, 3 quite important, 4 not very important, and 5 not important at all)?

	Highest					Least
	1	2	3	4	5	
Day time services Monday to Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening Services Monday to Friday	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening services on a Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>

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. The average amount of subsidy per passenger in Hertfordshire is currently £1.31.

9) What do you think is the maximum subsidy *per passenger per journey* the county council should provide? *(Please tick one box)*

- | | | | |
|-------|--------------------------|--------|--------------------------|
| £0.50 | <input type="checkbox"/> | £5.50 | <input type="checkbox"/> |
| £1.00 | <input type="checkbox"/> | £6.00 | <input type="checkbox"/> |
| £1.50 | <input type="checkbox"/> | £6.50 | <input type="checkbox"/> |
| £2.00 | <input type="checkbox"/> | £7.00 | <input type="checkbox"/> |
| £2.50 | <input type="checkbox"/> | £7.50 | <input type="checkbox"/> |
| £3.00 | <input type="checkbox"/> | £8.00 | <input type="checkbox"/> |
| £3.50 | <input type="checkbox"/> | £8.50 | <input type="checkbox"/> |
| £4.00 | <input type="checkbox"/> | £9.00 | <input type="checkbox"/> |
| £4.50 | <input type="checkbox"/> | £9.50 | <input type="checkbox"/> |
| £5.00 | <input type="checkbox"/> | £10.00 | <input type="checkbox"/> |

Other amount? (please specify) _____

Please use the box below to provide any other suggestions or comments you may have

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? _____
- 11) Are you Male or Female
- 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
- No
- 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 _____
- 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"/> | Sikh | <input type="checkbox"/> |
| Hindu | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |
- Other, please state _____
- 17) Is English your first language?
- Yes
- No
- If no, please specify _____

Thank you for taking the time to complete this questionnaire.