# Passenger and Community Transport

## 2022 consultation headline findings

# Background

In Summer 2021 the Council consulted the public on how it could balance its budget. Subsequently, the savings programme to 2023 (SP23) was agreed by the Council's Cabinet in October 2021. It requires the Council to save at least £80 million by April 2023, including £10.3 million in savings from the Economy, Transport and Environment Budget. The proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire Service would aim to contribute around £800,000 towards this target.

The changes proposed in the consultation would involve:

- making operational changes to supported passenger transport services (including supported bus services, Dial-a-Ride, Call & Go, Taxishare and Minibus Group Hire services);

- removing some enhancements to the Concessionary Travel Scheme currently funded by the County Council; and

- increasing the contributions users pay for some services.

A consultation ran between 30 May and 24 July 2022 to understand stakeholders' views and feedback on these proposed changes. 2,687 responses were submitted, of which 2,596 used the Response Form and 91 were submitted as letters, emails, and other correspondence.

**The County Council would like to thank everyone who took the time to respond to the consultation.**

# Headline findings

**Proposal: To make operational changes to the current public bus and community transport services which the County Council supports**

Respondents (base: 2,418 to 2,434) generally preferred that bus services reduce the number of trips they make and the number of trips per day, rather than reducing the number of destinations they visit and the number of days they operate per week

**Proposal: To remove the use of the Older Person's Bus Pass and Disabled Person's Bus Pass on Taxishare, Dial-a-Ride and Call & Go Services**

Concessionary bus pass holders who used Taxishare (base: 23*), Dial-a-Ride and Call & Go Services (base: 249) with a concessionary pass generally agreed with proposals to remove the free travel or extra discounts that they received on these services

**Proposed fares and charges for transport services**

- Taxishare users, on average, felt that a £1.10 charge was appropriate (base: 39*, £1 proposed)
- Dial-a-Ride and Call & Go service users, on average, agreed that a greater contribution to costs should be made through a more consistent fare structure, and felt that a £5.47 charge was appropriate for local journeys (base: 304, £6 proposed), and £6.85 for longer journeys (base: 173, £8 proposed)
- Concessionary pass holders, on average, felt that £16.63 was an appropriate charge for replacing a lost or damaged pass (base: 1,755, £20 proposed)

**Proposal: To no longer provide travel vouchers to disabled people who are unable to use a bus service as an alternative to a Disabled Person's Bus Pass**

While respondents (base: 449) most commonly felt that people would not make journeys if they were unable to claim these vouchers, the 21* respondents who had claimed them more often said that they would self-fund taxi journeys instead

**Proposal: To make operational changes to the current Minibus Group Hire Schemes which Hampshire County Council supports**

Suggestions most frequently related to increasing the usage of the service, or by increasing budgets through increasing fees for the service. Where service reductions were suggested this related to areas with low demand or perceptions of poor value for money. Online booking tools were also suggested

**Impacts of proposed changes**

Impacts of proposed changes commonly related to reduced access to healthcare, shopping, or social activities. Impacted groups mentioned were most frequently older people, the disabled, those on lower incomes, and those living in rural locations

**Suggested alternative changes**

Suggestions of increasing charges were common, as were suggestions to identify alternative sources of revenue. In addition, respondents frequently felt that services should be marketed to attract new customers as a way of making services more economically viable
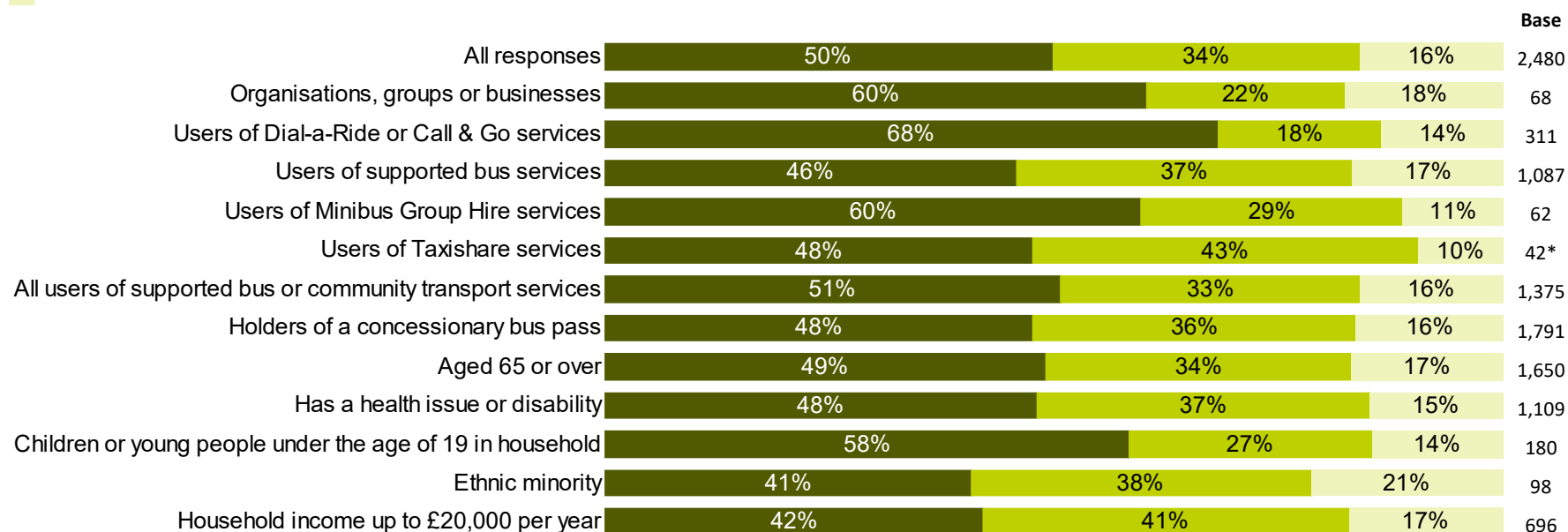
*\* Please note the low base size for this group*

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**How the County Council should prioritise its Passenger and Community Transport budget**

**Respondents' views on the principles behind the proposals** – Half of respondents agreed that the County Council should charge service users to fund transport services, while one third disagreed. However, those on lower incomes were more split on this issue

**This consultation's proposals have been developed with the aim of limiting service reductions by introducing and increasing charges to support the transport services that the County Council does not need to provide by law. How do you feel about this principle?**

■ The County Council should charge service users more where it is allowed to do so, to help fund passenger transport services
■ The County Council should not charge service users more where it is allowed to do so, which may mean more reductions to passenger transport services
■ Don't know

| | Charge more | Not charge more | Don't know | Base |
|---|---|---|---|---|
| All responses | 50% | 34% | 16% | 2,480 |
| Organisations, groups or businesses | 60% | 22% | 18% | 68 |
| Users of Dial-a-Ride or Call & Go services | 68% | 18% | 14% | 311 |
| Users of supported bus services | 46% | 37% | 17% | 1,087 |
| Users of Minibus Group Hire services | 60% | 29% | 11% | 62 |
| Users of Taxishare services | 48% | 43% | 10% | 42* |
| All users of supported bus or community transport services | 51% | 33% | 16% | 1,375 |
| Holders of a concessionary bus pass | 48% | 36% | 16% | 1,791 |
| Aged 65 or over | 49% | 34% | 17% | 1,650 |
| Has a health issue or disability | 48% | 37% | 15% | 1,109 |
| Children or young people under the age of 19 in household | 58% | 27% | 14% | 180 |
| Ethnic minority | 41% | 38% | 21% | 98 |
| Household income up to £20,000 per year | 42% | 41% | 17% | 696 |

*Please note the low base size for this group*

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**Respondents' views on the budget priorities** – Respondents generally felt that the services they used themselves should be prioritised, which at overall level resulted in either a slight preference for the prioritisation of supported bus services or no prioritisation at all.

**The County Council is looking at ways to reduce its budget for transport services. Where do you think that the County Council should prioritise spending?**
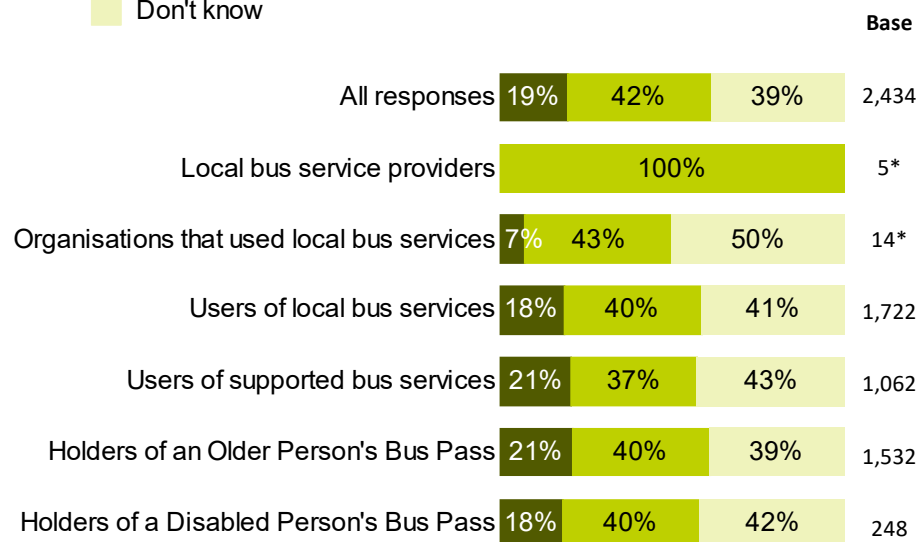
- ■ Prioritise spending on supported bus services
- ■ Don't prioritise either of these services over each other
- ■ Prioritise spending on community transport services
- ■ Don't know

| | Prioritise supported bus | Prioritise community transport | Don't prioritise either | Don't know | Base |
|---|---|---|---|---|---|
| All responses | 37% | 21% | 34% | 9% | 2,521 |
| Organisations, groups or businesses | 22% | 41% | 36% | 1% | 69 |
| Users of Dial-a-Ride or Call & Go services | 16% | 47% | 26% | 11% | 319 |
| Users of supported bus services | 47% | 13% | 33% | 8% | 1,107 |
| Users of Minibus Group Hire services | 19% | 45% | 28% | 8% | 64 |
| Users of Taxishare services | 23% | 47% | 16% | 14% | 43* |
| All users of supported bus or community transport services | 40% | 21% | 31% | 8% | 1,403 |
| Holders of a concessionary bus pass | 39% | 20% | 32% | 9% | 1,819 |
| Aged 65 or over | 38% | 21% | 32% | 9% | 1,677 |
| Has a health issue or disability | 37% | 24% | 30% | 9% | 1,125 |
| Children or young people under the age of 19 in household | 38% | 16% | 38% | 8% | 179 |
| Ethnic minority | 41% | 16% | 33% | 10% | 102 |
| Household income up to £20,000 per year | 39% | 19% | 33% | 9% | 704 |

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**Priorities for local bus and community transport services**

**Priorities for bus services** – There was preference for a reduction in number of bus trips (overall and per day), rather than a reduction in number of destinations served or days of week that services operate. However, a notable proportion of respondents were unsure of their preferences
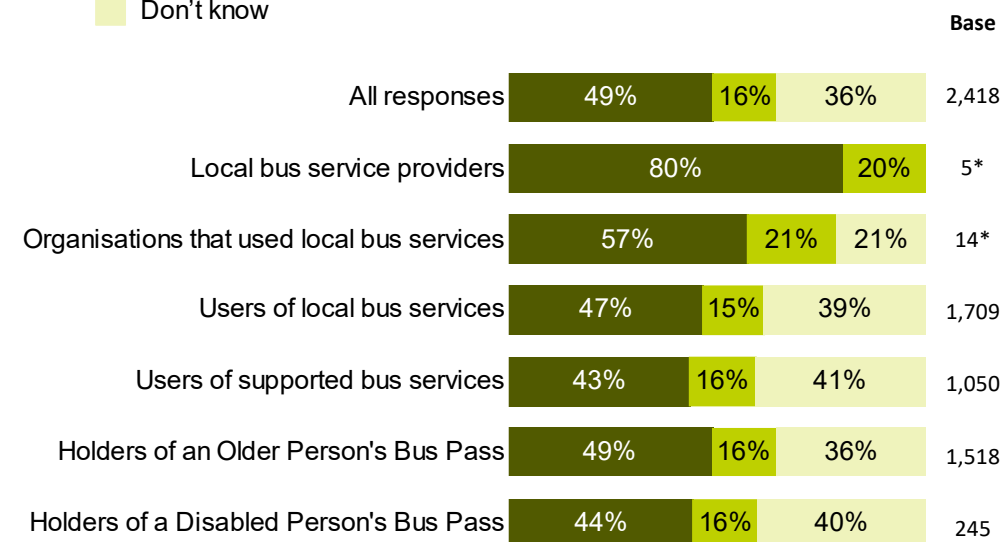
## Thinking about where supported bus and community transport service routes visit, which of these options would you prefer?

- ■ To reduce the number of destinations that services visit
- ■ To reduce the number of trips that services make
- ■ Don't know

| | To reduce destinations | To reduce trips | Don't know | Base |
|---|---|---|---|---|
| All responses | 19% | 42% | 39% | 2,434 |
| Local bus service providers | | 100% | | 5* |
| Organisations that used local bus services | 7% | 43% | 50% | 14* |
| Users of local bus services | 18% | 40% | 41% | 1,722 |
| Users of supported bus services | 21% | 37% | 43% | 1,062 |
| Holders of an Older Person's Bus Pass | 21% | 40% | 39% | 1,532 |
| Holders of a Disabled Person's Bus Pass | 18% | 40% | 42% | 248 |

## Thinking about the days and times when supported bus and community transport services operate, which of these options would you prefer?
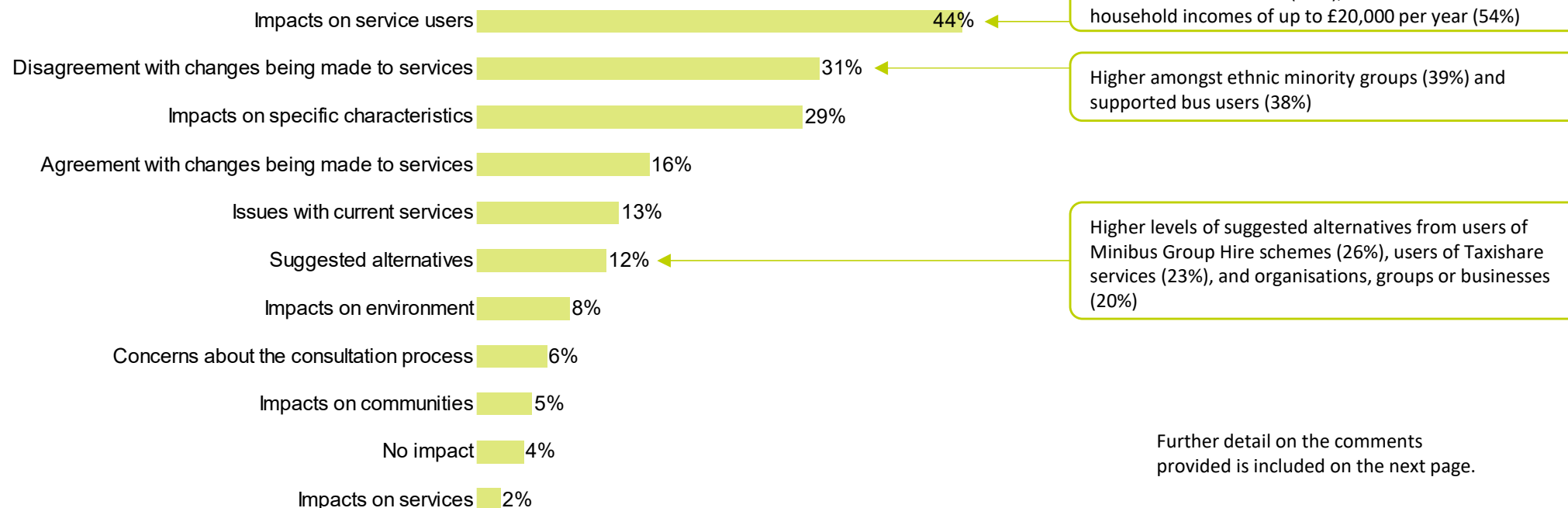
- ■ To reduce the number of times per day that a service operates
- ■ To reduce the number of days per week a service operates
- ■ Don't know

| | To reduce times per day | To reduce days per week | Don't know | Base |
|---|---|---|---|---|
| All responses | 49% | 16% | 36% | 2,418 |
| Local bus service providers | 80% | 20% | | 5* |
| Organisations that used local bus services | 57% | 21% | 21% | 14* |
| Users of local bus services | 47% | 15% | 39% | 1,709 |
| Users of supported bus services | 43% | 16% | 41% | 1,050 |
| Holders of an Older Person's Bus Pass | 49% | 16% | 36% | 1,518 |
| Holders of a Disabled Person's Bus Pass | 44% | 16% | 40% | 245 |

*\* Please note the low base size for this group*

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**Feedback on possible changes to supported bus and community transport services** – Comments most commonly mentioned impacts on service users, expressed disagreement with changes to services, or mentioned impacts on specific characteristics

**If you would like to explain the reasons for your views, or tell us about the impact these possible changes to supported bus and community transport services could have on you, then please do so here (Multi-code base: 1186)**

| Category | Percentage |
|---|---|
| Impacts on service users | 44% |
| Disagreement with changes being made to services | 31% |
| Impacts on specific characteristics | 29% |
| Agreement with changes being made to services | 16% |
| Issues with current services | 13% |
| Suggested alternatives | 12% |
| Impacts on environment | 8% |
| Concerns about the consultation process | 6% |
| Impacts on communities | 5% |
| No impact | 4% |
| Impacts on services | 2% |

Most common concern, especially amongst users of Dial-a-Ride or Call & Go (64%), and those with household incomes of up to £20,000 per year (54%)

Higher amongst ethnic minority groups (39%) and supported bus users (38%)

Higher levels of suggested alternatives from users of Minibus Group Hire schemes (26%), users of Taxishare services (23%), and organisations, groups or businesses (20%)

Further detail on the comments provided is included on the next page.

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# Feedback on **possible changes to supported bus and community transport services** – Detail of the comments provided

Comments about **impacts on service users** most commonly mentioned that people may be unable to go shopping (10%), access healthcare (10%), or that social isolation may rise (10%), while other common comments included health impacts (6%), increased service user costs (6%) and greater impacts on those without a private vehicle (6%)

Those who **disagreed with service changes** most commonly mentioned views that funding should increase (7%), with other comments suggesting that transport should be flexible for service users' needs (2%), that services, once removed, would not return (1%), and that parking in Hampshire was insufficient (<1%)

Comments about **specific characteristics** most frequently related to age (17%), disability (14%), poverty (14%) or rurality (3%), with fewer than 1% of comments also mentioning marriage / civil partnership, pregnancy / maternity, race, sex, or sexual orientation

Where respondents **agreed with proposed changes** this was primarily because of views that it would be better to reduce services than remove them (12%) with 1% mentioning that services were underused, 1% mentioning that changes would be a better use of resources, and fewer than 1% mentioning that it would reduce vehicles on roads

Comments that referred to **issues with existing services** most commonly mentioned views that service levels were insufficient (11%), with 1% feeling that services were expensive and 1% that they were hard to use. Fewer than 1% mentioned that connections between areas were poor or that services were too slow

**Suggested alternatives** mentioned increasing service user charges (5%), looking for other sources of revenue (1%), or reducing other County Council services (1%), with more joined up working with other organisations (<1%) and reductions to administrative costs (<1%) also mentioned

Where **impacts on the environment** were described these related to increased pollution (2%) and carbon emissions (2%) from road traffic

**Concerns about the consultation process** mentioned that options were not comprehensive enough (3%), felt that data was insufficient (1%) or relied on pandemic usage data (1%), or mentioned concerns that a decision had already been taken (1%)

Perceived **impacts on communities** related to poorer public health (2%), increased traffic (1%), poorer road safety (<1%), or increased unemployment (<1%)

**Impacts on services** related to increased demand (1%) or costs (<1%) as a result of reduced passenger transport provision

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# Feedback on possible changes to supported bus and community transport services – Examples of comments provided

*"By making less trips daily, but available 7 days a week, people would have more opportunities to socially connection and feel less isolated. This is essential for disabled people and people who live with mental health issues. It will have a positive impact on their wellbeing"*

*"Other councils charge free pass holders flat fares for travelling if they're not a resident from that county"*

*"As 50% of our service users come in by Dial-a-Ride this would have a massive impact on our daily numbers."*

*I am dependent on my wife going out with me due to disability. Without supported transport I would never leave the house"*

*"I am disabled, in my eighties, and now cannot drive any more. So need the bus services for shopping and medical appointments"*

*"The state pension doesn't go very far and I fear that if you go ahead with these moves I will end up a prisoner in my own home"*

*"For many reasons we should be reducing our dependence on car ownership. Your proposals hit those that depend on public transport the elderly, infirm and the poorest in society"*

*"Hospital appointments can be on any weekday so it would not be satisfactory to reduce days per week"*

*"If it wasn't for bus services, I would not be able to go out. As I'm old I believe you should go out every day, otherwise you don't meet anybody"*

*"Reducing times or stops may be the answer to help keep the overall service running"*

*"Reducing the number of stops would mean isolating those in smaller villages who have no other means of transport"*

*"People with a learning disability are very often unable to travel independently on public transport and rely on Dial-A-Ride to safely access both the day services and evening social activities that make their lives so worthwhile"*
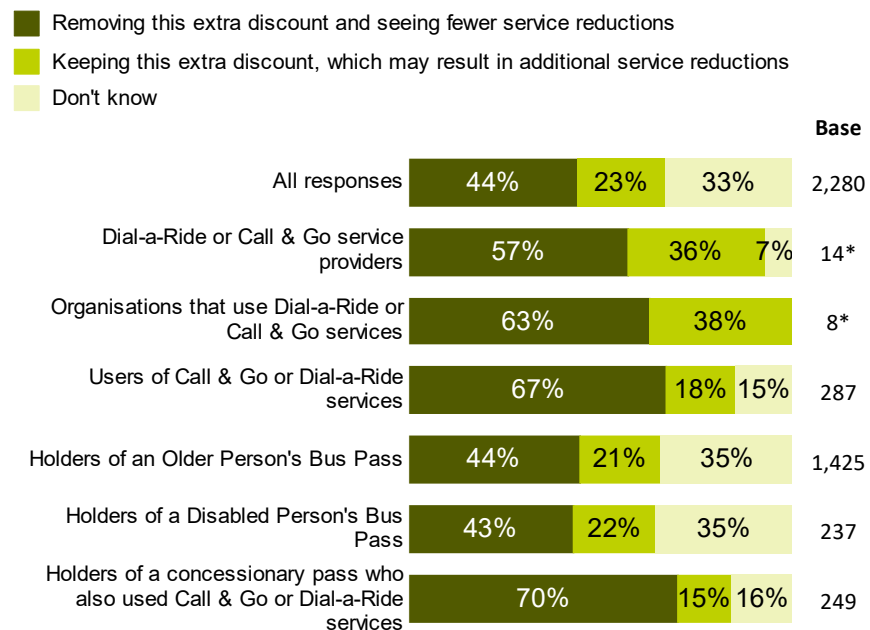
*"There is already only a very limited service. To reduce the number of journeys would mean the time between going into town and returning would be too long, especially for elderly or disabled passengers"*

*"Many of the elderly people I meet on the bus would be happy to pay a fixed annual fee for their pass"*
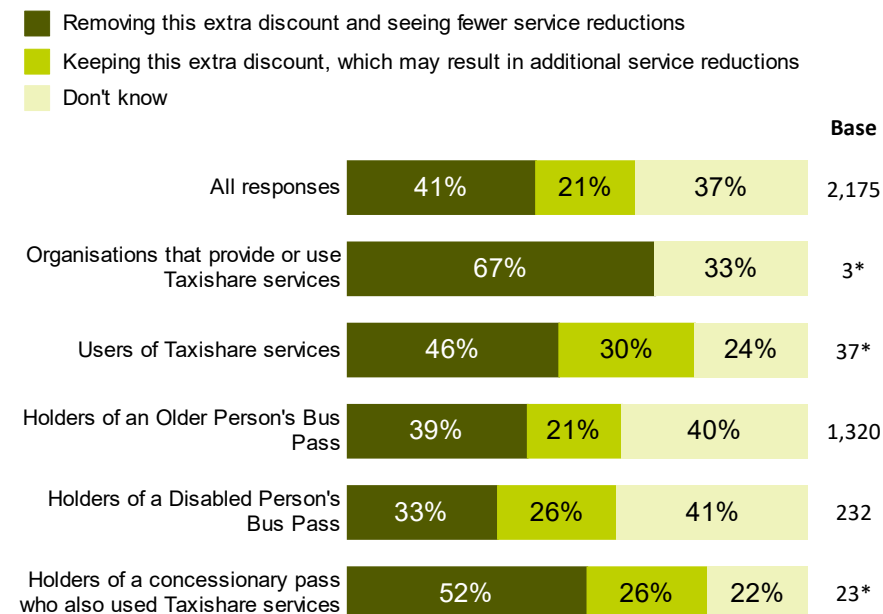
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**Proposals to remove discretionary benefits provided by the County Council**

# Removing additional discounts for concessionary bus pass holders on community transport services –
Affected service users were generally more in favour of removing these discounts than the average respondent, with more than three in ten unsure whether these discounts should be maintained

**What is your preference for the 25% discount on Dial-a-Ride and Call & Go services for holders of an Older Person's Bus Pass or a Disabled Person's Bus Pass?**

- ■ Removing this extra discount and seeing fewer service reductions
- ■ Keeping this extra discount, which may result in additional service reductions
- □ Don't know

| | | | | Base |
|---|---|---|---|---|
| All responses | 44% | 23% | 33% | 2,280 |
| Dial-a-Ride or Call & Go service providers | 57% | 36% | 7% | 14* |
| Organisations that use Dial-a-Ride or Call & Go services | 63% | 38% | | 8* |
| Users of Call & Go or Dial-a-Ride services | 67% | 18% | 15% | 287 |
| Holders of an Older Person's Bus Pass | 44% | 21% | 35% | 1,425 |
| Holders of a Disabled Person's Bus Pass | 43% | 22% | 35% | 237 |
| Holders of a concessionary pass who also used Call & Go or Dial-a-Ride services | 70% | 15% | 16% | 249 |

**What is your preference for the free travel on Taxishare services for holders of an Older Person's Bus Pass or a Disabled Person's Bus Pass?**

- ■ Removing this extra discount and seeing fewer service reductions
- ■ Keeping this extra discount, which may result in additional service reductions
- □ Don't know

| | | | | Base |
|---|---|---|---|---|
| All responses | 41% | 21% | 37% | 2,175 |
| Organisations that provide or use Taxishare services | 67% | | 33% | 3* |
| Users of Taxishare services | 46% | 30% | 24% | 37* |
| Holders of an Older Person's Bus Pass | 39% | 21% | 40% | 1,320 |
| Holders of a Disabled Person's Bus Pass | 33% | 26% | 41% | 232 |
| Holders of a concessionary pass who also used Taxishare services | 52% | 26% | 22% | 23* |

*\* Please note the low base size for this group*

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**Removing the ability for people to claim travel vouchers instead of a Disabled Person's Bus Pass** –
While respondents most commonly felt that people would not make journeys if they were unable to claim these
vouchers, those who have claimed them more often responded that they would self-fund taxi journeys

**If you have ever claimed travel vouchers as an alternative to a Disabled Person's Bus Pass, or you know somebody else who has, how do you think that they/you would travel if the travel vouchers were no longer available?** (Note: the top response for each group is highlighted)

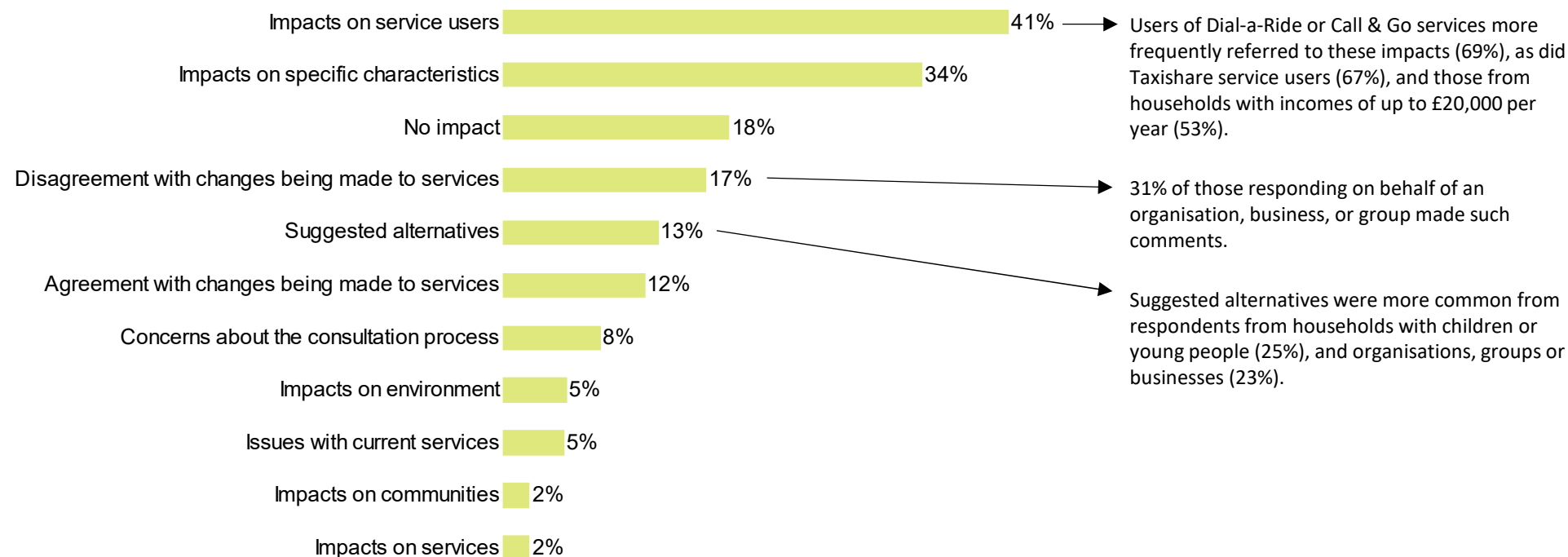| | Base | Would not make these journeys | Lifts from family, friends, or other acquaintances | Dial-a-Ride or Call & Go services | Taxi, self-funded | Private vehicle (car, motorcycle, etc) | Bus | Taxishare | Active means (wheelchair, mobility scooter, walking, etc) | Another means not listed above* | Another mode of public transport besides taxi or bus* |
|---|---|---|---|---|---|---|---|---|---|---|---|
| All responses | 449 | 40% | 31% | 29% | 22% | 20% | 19% | 7% | 7% | 3% | 3% |
| Respondents who have claimed travel vouchers instead of a Disabled Person's Bus Pass | 21** | 43% | 33% | 19% | 52% | 29% | 10% | 5% | 29% | 10% | |
| Disabled Bus Pass holders | 67 | 51% | 25% | 31% | 19% | 6% | 27% | 4% | 9% | 3% | |
| Respondents with a health issue or disability that limits their activities | 268 | 38% | 28% | 35% | 22% | 18% | 16% | 5% | 6% | 1% | 2% |

*Other means of transport mentioned included trains, transport provided by hospitals, and transport provided by local charities

*\*\* Please note the low base size for this group*

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**Feedback on possible changes to concessionary travel** – Impacts on service users, and people with specific characteristics, were mentioned most frequently

**If you would like to explain the reasons for your views, or tell us about the impact that these proposed changes to concessionary travel could have on you, then please do so here (Multi-code base: 532)**

More detail on the comments provided are included on the next page.

| Category | % |
|----------|---|
| Impacts on service users | 41% |
| Impacts on specific characteristics | 34% |
| No impact | 18% |
| Disagreement with changes being made to services | 17% |
| Suggested alternatives | 13% |
| Agreement with changes being made to services | 12% |
| Concerns about the consultation process | 8% |
| Impacts on environment | 5% |
| Issues with current services | 5% |
| Impacts on communities | 2% |
| Impacts on services | 2% |

Users of Dial-a-Ride or Call & Go services more frequently referred to these impacts (69%), as did Taxishare service users (67%), and those from households with incomes of up to £20,000 per year (53%).

31% of those responding on behalf of an organisation, business, or group made such comments.

Suggested alternatives were more common from respondents from households with children or young people (25%), and organisations, groups or businesses (23%).

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# **Feedback on** possible changes to concessionary travel – Detail of the comments provided

Comments about **impacts on service users** most commonly mentioned that the changes could increase service users' living costs (9%) and experiences of social isolation (8%), make it harder to go shopping (7%), impact service users' health (7%), and make it harder to access healthcare (6%)

Comments about **specific characteristics** mentioned disability (20%), age (18%), poverty (7%) or rurality (1%)

Those who **disagreed with service changes** most frequently suggested views that funding or service levels should increase (2%), with other comments suggesting that the proposed changes would not deliver savings (1%), views that services have already been reduced significantly (1%), or that taxi services' costs are too high (1%)

**Suggested alternatives** mentioned increasing service user charges (4%), looking for other sources of revenue (1%), increasing Council Tax (1%) or reducing other County Council services (1%) or employee costs (1%), with reductions to administrative costs (<1%) also mentioned

Where respondents **agreed with proposed changes** this was primarily because of views that it would be fair to expect service users to contribute more to costs (9%), with others commenting that reductions to services were preferable to the services closing (1%)

**Concerns about the consultation process** mentioned that options were not comprehensive enough (4%), mentioned concerns that a decision had already been taken (1%), felt that data was insufficient (<1%) or relied on pandemic usage data (<1%)

Where **impacts on the environment** were described in detail these related to increased pollution (<1%)

**Issues with existing services** most regularly mentioned views that service levels were insufficient (3%), or too focused on urban areas (<1%)

Perceived **impacts on communities**, when explained, related to increased traffic (<1%)

**Impacts on services** related to increased demand (1%) or costs (1%) as a result of reduced passenger transport provision

# Feedback on possible changes to concessionary travel – Examples of comments provided

*"I am a pensioner and have an older person's bus pass but I also have a learning disabled daughter whose quality of life would be severely reduced if Dial-A-Ride services become even more restricted than they currently are. I would willingly pay for any public transport and relinquish my bus pass, if it meant younger people who are not able to access public transport independently could still have Dial-A-Ride made available to them"*

*"The proposed introduction of a £1 flat fare on taxi shares is reasonable and is not considered to present a significant barrier to passengers"*

*"Taking these services away WILL increase the strain on other services as it will massively impact the mental health of the clients using these services"*

*"Disabled people are generally facing higher living costs, we are in the midst of a cost of living crisis. To remove any concessions would be detrimental to their health and wellbeing"*

*"It would create social isolation and harm the retail, service and leisure industry"*

*"I am totally reliant on Dial a ride to do my shopping every week and would be happy to pay an increase in fares to keep the service running"*

*"If the triple lock for state pension comes back next year then pensioners will be better off comparatively than some"*

*"If you live in a rural area, the bus service may already be skeleton and not every disabled person can get a lift from family, friends, etc"*

*"There is a bus stop right outside my house. A bus runs only Tuesday and Thursday and only a couple of times each way those days. I would like to see more services rather than less!"*

*"I do have an older persons bus pass and…there are many people including myself who could afford to pay this and thereby help to support other council bus transport schemes"*

*"Poorer people are far more likely to have poor physical and mental health and by limiting their access to helpful groups and services, by making transport financially inaccessible, you are making this problem worse"*

*"Some disabled people use equipment that makes it impossible to use buses, and therefore reply on taxis and other means of transport which are more costly"*

*"I think it is reasonable for fares to increase for users but, where people have very limited means and are receiving certain benefits they should have discounted / free travel"*

*"Loneliness is a cruel thing to be endured and a saving may increase your costs elsewhere in your Social Services"*
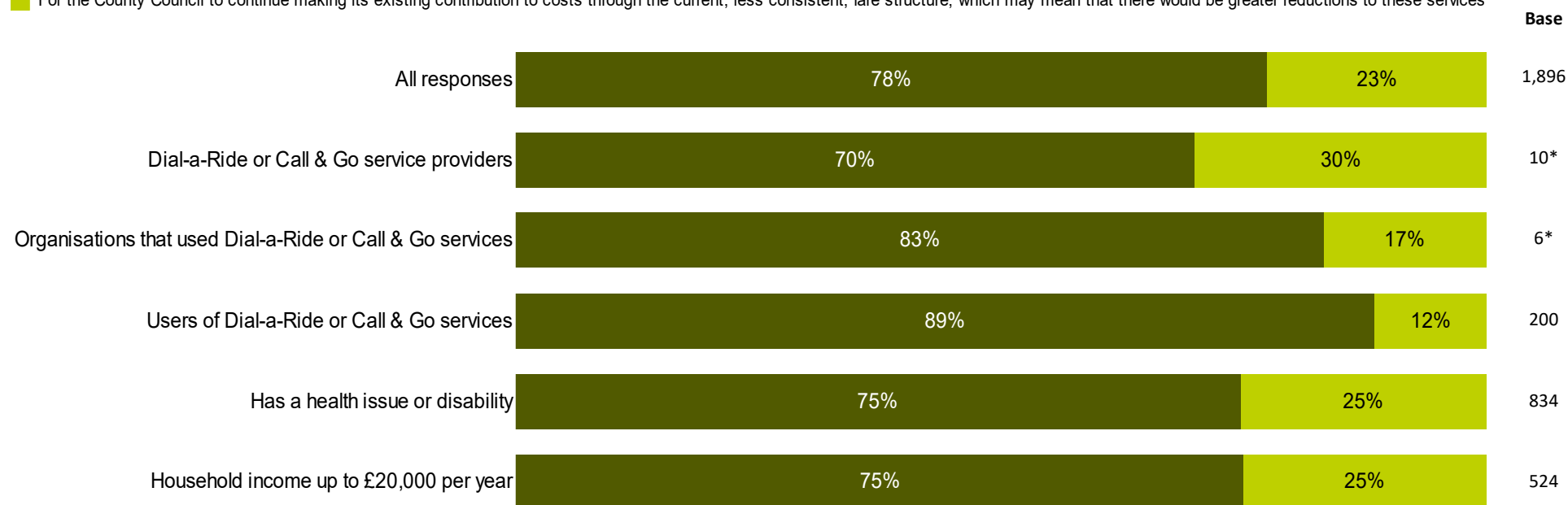
**Proposals to introduce or increase charges for community transport services**

**Introducing a consistent fare structure for Dial-a-Ride and Call & Go services** – The majority of respondents (including service users and providers) felt that a greater contribution to costs should be made through a more consistent fare structure, compared with the possible alternative of greater reductions to services

**Which of these approaches to charging for Dial-a-Ride and Call & Go services do you think is better?**

■ For passengers to make a greater contribution to costs through a more consistent fare structure, which would limit the need for reductions to these services
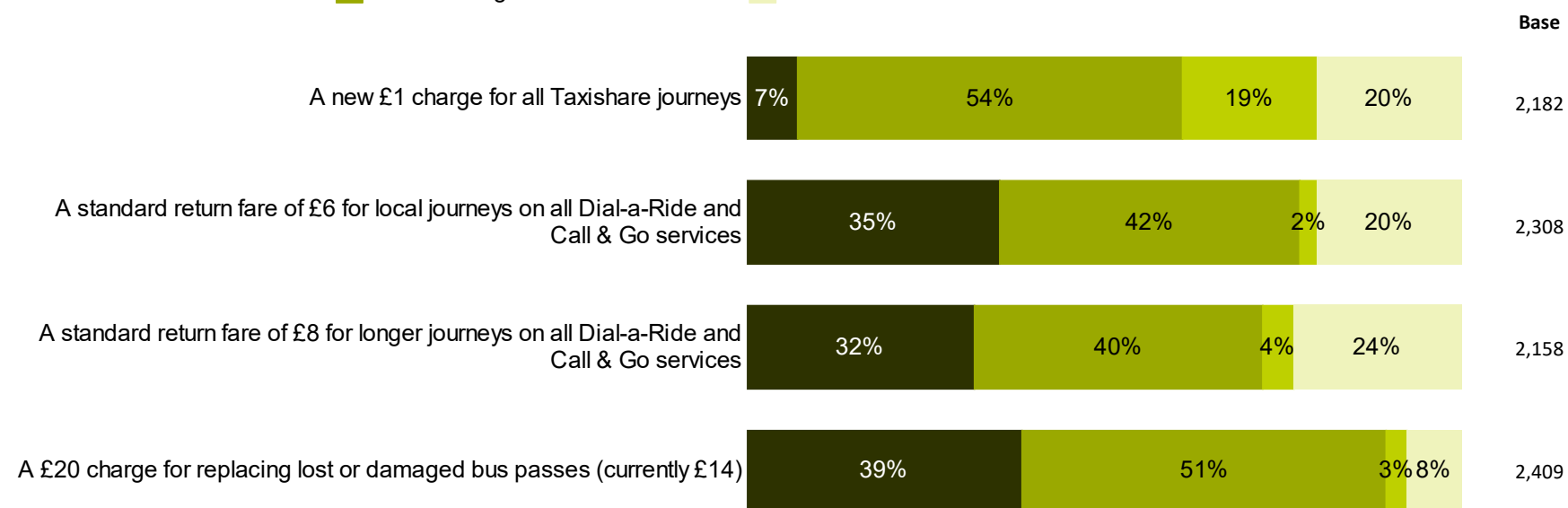
■ For the County Council to continue making its existing contribution to costs through the current, less consistent, fare structure, which may mean that there would be greater reductions to these services

**Base**

| | | | Base |
|---|---|---|---|
| All responses | 78% | 23% | 1,896 |
| Dial-a-Ride or Call & Go service providers | 70% | 30% | 10* |
| Organisations that used Dial-a-Ride or Call & Go services | 83% | 17% | 6* |
| Users of Dial-a-Ride or Call & Go services | 89% | 12% | 200 |
| Has a health issue or disability | 75% | 25% | 834 |
| Household income up to £20,000 per year | 75% | 25% | 524 |

*\* Please note the low base size for this group*

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**Proposed charges for transport services** – Respondents most commonly felt that the proposed charges were about right, although a sizeable minority felt that proposed charges for Dial-a-Ride, Call & Go, and replacement bus passes were too high
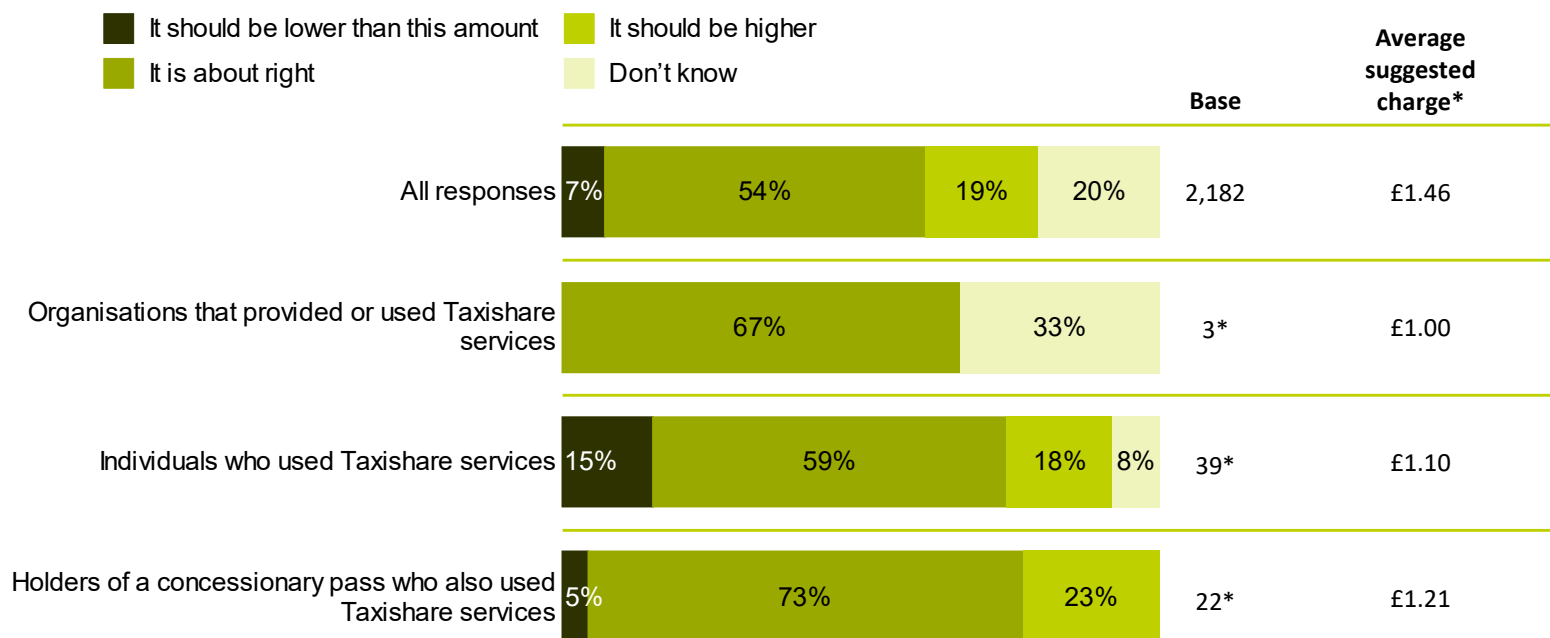
**Please indicate how you feel about the following proposed charges**

Legend:
- It should be lower than this amount
- It should be higher
- It is about right
- Don't know

Base

| | It should be lower | It is about right | It should be higher | Don't know | Base |
|---|---|---|---|---|---|
| A new £1 charge for all Taxishare journeys | 7% | 54% | 19% | 20% | 2,182 |
| A standard return fare of £6 for local journeys on all Dial-a-Ride and Call & Go services | 35% | 42% | 2% | 20% | 2,308 |
| A standard return fare of £8 for longer journeys on all Dial-a-Ride and Call & Go services | 32% | 40% | 4% | 24% | 2,158 |
| A £20 charge for replacing lost or damaged bus passes (currently £14) | 39% | 51% | 3% | 8% | 2,409 |

More detail on respondents' views for each of these proposed charges are shown on the following pages

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**Proposed £1 charge for Taxishare services** – On average, the individuals who used Taxishare services felt that a charge of £1.10 was appropriate, with an average suggested charge of £1.46 across all responses

**A new £1 charge for all Taxishare journeys**

- ■ It should be lower than this amount
- ■ It is about right
- ■ It should be higher
- ■ Don't know

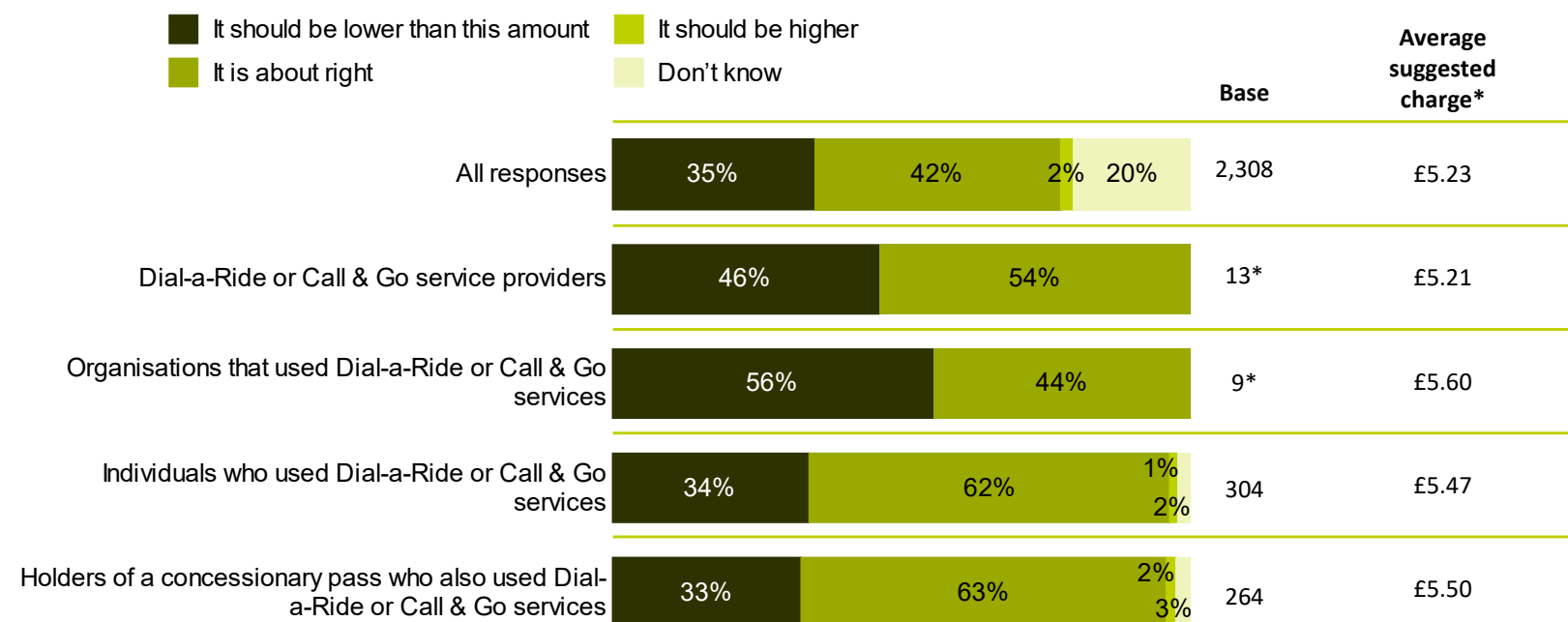| | Base | Average suggested charge* |
|---|---|---|
| All responses — 7% / 54% / 19% / 20% | 2,182 | £1.46 |
| Organisations that provided or used Taxishare services — 67% / 33% | 3* | £1.00 |
| Individuals who used Taxishare services — 15% / 59% / 18% / 8% | 39* | £1.10 |
| Holders of a concessionary pass who also used Taxishare services — 5% / 73% / 23% | 22* | £1.21 |

* Note on the methodology for this analysis: Where respondents felt that the proposed charge was "about right" this was interpreted as their suggested charge. Where respondents felt that the proposed charge should be lower or higher, they were given the opportunity to suggest an alternative. This analysis takes the average of all of these suggested charges.

*\* Please note the low base size for this group*

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**Proposed £6 charge for short journeys on Dial-a-Ride and Call & Go services** – On average, the individuals who used these services felt that a charge of £5.47 was appropriate for short journeys, with an average suggested charge of £5.23 across all responses

**A standard return fare of £6 for local journeys on all Dial-a-Ride and Call & Go services**

- ■ It should be lower than this amount
- ■ It should be higher
- ■ It is about right
- □ Don't know

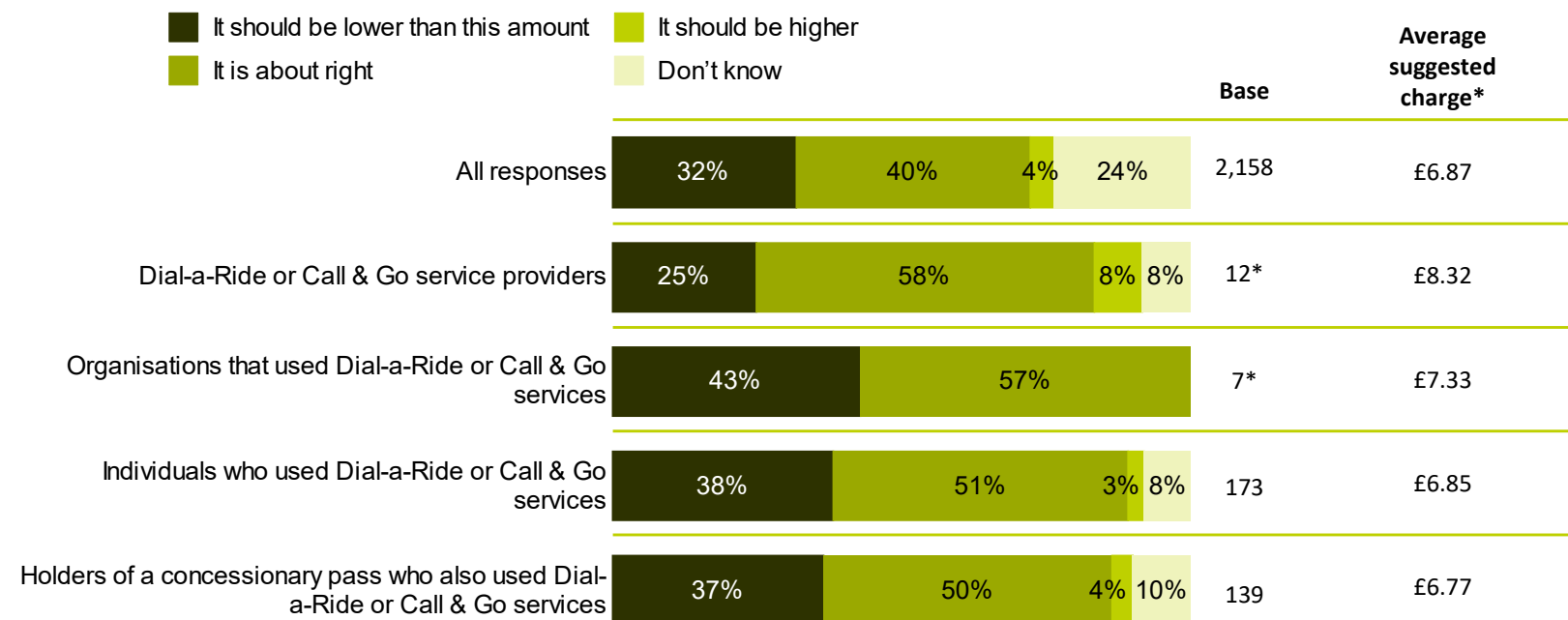| | | Base | Average suggested charge* |
|---|---|---|---|
| All responses | 35% / 42% / 2% / 20% | 2,308 | £5.23 |
| Dial-a-Ride or Call & Go service providers | 46% / 54% | 13* | £5.21 |
| Organisations that used Dial-a-Ride or Call & Go services | 56% / 44% | 9* | £5.60 |
| Individuals who used Dial-a-Ride or Call & Go services | 34% / 62% / 1% / 2% | 304 | £5.47 |
| Holders of a concessionary pass who also used Dial-a-Ride or Call & Go services | 33% / 63% / 2% / 3% | 264 | £5.50 |

* Note on the methodology for this analysis: Where respondents felt that the proposed charge was "about right" this was interpreted as their suggested charge. Where respondents felt that the proposed charge should be lower or higher, they were given the opportunity to suggest an alternative. This analysis takes the average of all of these suggested charges.

*\* Please note the low base size for this group*

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**Proposed £8 charge for longer journeys on Dial-a-Ride and Call & Go services** – On average, the individuals who used these services felt that a charge of £6.85 was appropriate for longer journeys, with an average suggested charge of £6.87 across all responses

**A standard return fare of £8 for longer journeys on all Dial-a-Ride and Call & Go services**

Legend:
- It should be lower than this amount
- It is about right
- It should be higher
- Don't know

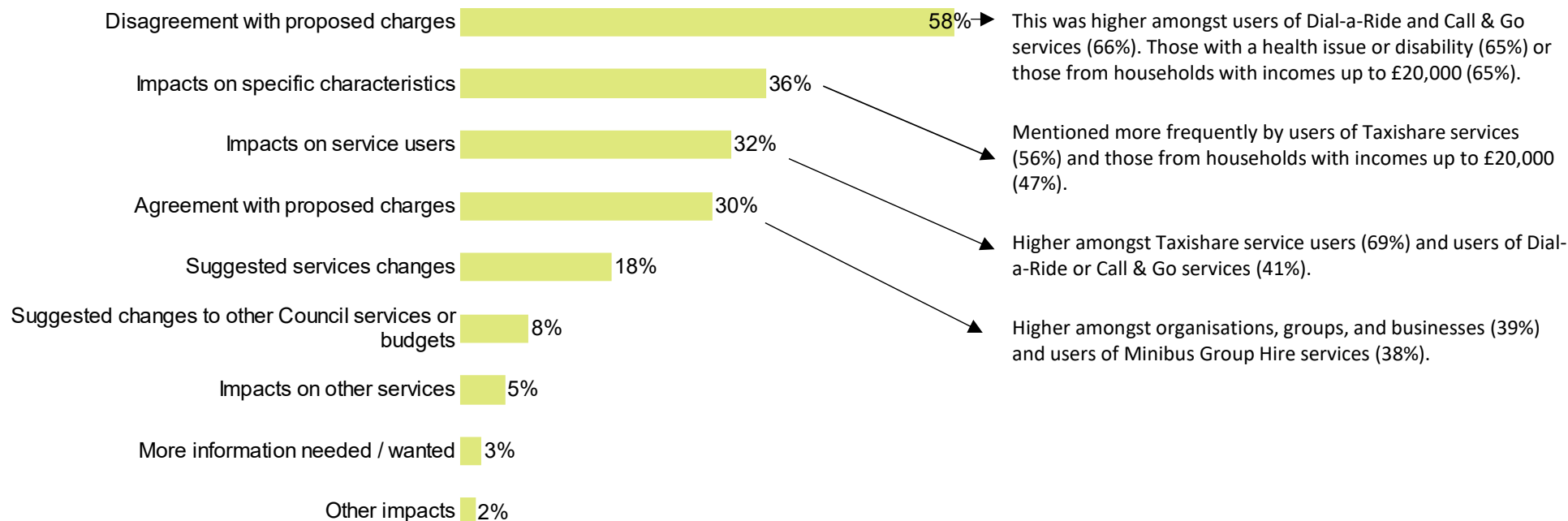| | | | | | Base | Average suggested charge* |
|---|---|---|---|---|---|---|
| All responses | 32% | 40% | 4% | 24% | 2,158 | £6.87 |
| Dial-a-Ride or Call & Go service providers | 25% | 58% | 8% | 8% | 12* | £8.32 |
| Organisations that used Dial-a-Ride or Call & Go services | 43% | 57% | | | 7* | £7.33 |
| Individuals who used Dial-a-Ride or Call & Go services | 38% | 51% | 3% | 8% | 173 | £6.85 |
| Holders of a concessionary pass who also used Dial-a-Ride or Call & Go services | 37% | 50% | 4% | 10% | 139 | £6.77 |

* Note on the methodology for this analysis: Where respondents felt that the proposed charge was "about right" this was interpreted as their suggested charge. Where respondents felt that the proposed charge should be lower or higher, they were given the opportunity to suggest an alternative. This analysis takes the average of all of these suggested charges.

*\* Please note the low base size for this group*

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**Proposed £20 charge for replacing a lost or damaged bus pass** – On average, the holders of concessionary passes felt that a replacement charge of £16.63 was most appropriate, with an average suggested charge of £16.80 across all responses

**How do you feel about this proposed £20 charge?**

Legend:
- It should be lower than £20
- It is about right
- It should be higher than £20
- Don't know

| | Base | Average suggested charge* |
|---|---|---|
| All responses — 39% / 51% / 3% / 8% | 2,409 | £16.80 |
| Local bus service providers — 20% / 60% / 20% | 5* | £19.00 |
| Individuals who used local bus services — 41% / 50% / 2% / 7% | 1,705 | £16.60 |
| Holders of a concessionary bus pass — 40% / 52% / 2% / 7% | 1,755 | £16.63 |

* Note on the methodology for this analysis: Where respondents felt that the proposed charge was "about right" this was interpreted as their suggested charge. Where respondents felt that the proposed charge should be lower or higher, they were given the opportunity to suggest an alternative. This analysis takes the average of all of these suggested charges.

*\* Please note the low base size for this group*

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**Feedback on proposed charges for transport services** – Comments most commonly explained reasons for disagreeing with proposed charges, or the impacts on respondents based on their characteristics or service use

**If you would like to explain the reasons for your views, or tell us about the impact that these proposed charges for passenger and community transport services could have on you, then please do so here (Multi-code base: 560)**

More detail on the comments provided are included on the next page.

| Category | % |
|---|---|
| Disagreement with proposed charges | 58% |
| Impacts on specific characteristics | 36% |
| Impacts on service users | 32% |
| Agreement with proposed charges | 30% |
| Suggested services changes | 18% |
| Suggested changes to other Council services or budgets | 8% |
| Impacts on other services | 5% |
| More information needed / wanted | 3% |
| Other impacts | 2% |

This was higher amongst users of Dial-a-Ride and Call & Go services (66%). Those with a health issue or disability (65%) or those from households with incomes up to £20,000 (65%).

Mentioned more frequently by users of Taxishare services (56%) and those from households with incomes up to £20,000 (47%).

Higher amongst Taxishare service users (69%) and users of Dial-a-Ride or Call & Go services (41%).

Higher amongst organisations, groups, and businesses (39%) and users of Minibus Group Hire services (38%).

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# Feedback on **proposed charges for transport services** – Detail of the comments provided

Comments mentioning **disagreement with the proposed charges** most frequently stated that the proposed charges were seen as too high (32%), disagreement with charging for replacement bus passes (5%), or that there was a lack of suitable alternative services (4%)

**Impacts on specific characteristics** most commonly related to poverty (21%), age (19%), disability (11%), with 1% mentioning impacts on those in rural areas

Mentions of **impacts on service users** described cost of living impacts (16%) including Council Tax rises (1%), loss of individuals' independence (12%), impacts to health (11%), and views that older people or those with dementia may be disadvantaged if they lose their pass as a result of their cognitive ability (1%)

Where respondents mentioned **agreement with proposed charges**, some explained that charges could reduce the need for service reductions (13%), and others felt that it may encourage people to take better care of their concessionary passes (4%)

Comments that **suggested service changes** mentioned that charges should be introduced to other services (6%), that charges should be means tested (6%), that there should be more encouragement for people to not lose bus passes (3%), that charges for replacement passes should increase for subsequent replacements (1%), that bus passes should be made more resilient to damage (1%), that services should be better promoted to increase chargeable usage (1%), that renewed bus passes should have their expiry date extended (<1%), and that bus passes should be replaced free of charge if they stop working (<1%)

Comments mentioning **impacts on other services** most frequently mentioned that usage of other services, such as libraries or parks, may reduce (3%), that costs for other services may rise without users having access to affordable transport (1%), and that other services may need to provide additional support to compensate (1%)

Where respondents felt they **needed more information** this was in relation to the actual costs of services, such as the cost of a replacement bus pass (1%), or that they wanted to better understand the consultation and decision making process (<1%)

**Other impacts** related to impacts on the environment (1%) and on the local economy (<1%)

# Feedback on **proposed charges for transport services** – Examples of comments provided

## Disagreement with proposed charges

*"Many senior citizens could not afford such high charges especially with the cost of living going up 10%"*

*"Learning disabled people might have low income but might lose their bus passes due to their disability/lack of organisation. By implementing £20 charge they might not be able to get a replacement bus pass"*

*"I think you should be charging less not more, the very people you are proposing to charge are those who are struggling with increasing costs the most"*

*"These are vital services aimed at people who have little money and often no alternatives"*

*"You need to set charges to encourage people to use these services rather than deter them with high charges"*

*"Only pay £2.60 currently with Dial a ride! A 130% increase in this charge for local commutes is abhorrent, especially your disabled passengers with no alternations"*

## Agreement with proposed charges

*"If government benefits are meant to cover transport costs then users should pay a commercial rate for the service"*

*"[Organisation name redacted] has several years of experience in reviewing fares and charges for services. Our experience and feedback from passengers indicates that some increase in fares is highly preferable to losing services altogether"*

*"I would willing pay more for the service as without it I would not be able to go out in bad weather as I use a mobility scooter"*

*"If people know they will have to pay for a lost pass it will make them more careful with it"*

*"Those who can afford it should pay a fair amount for the service, especially with fuel costs rising"*

*"The costing of charges seems reasonable in the current climate"*

## Impacts of proposed charges

*"Consideration should be given as to how fare increases could be introduced over time to minimise the impact of the proposal"*

*"The majority of people using this service, i.e. elderly or disabled & without their own transport, are likely on low incomes & would struggle to pay higher costs & therefore would stop using the service and become isolated"*

*"Increasing charges for vulnerable people would cause them more hardship and some could not leave their homes"*

*"Getting out and about helps mental health and well-being"*

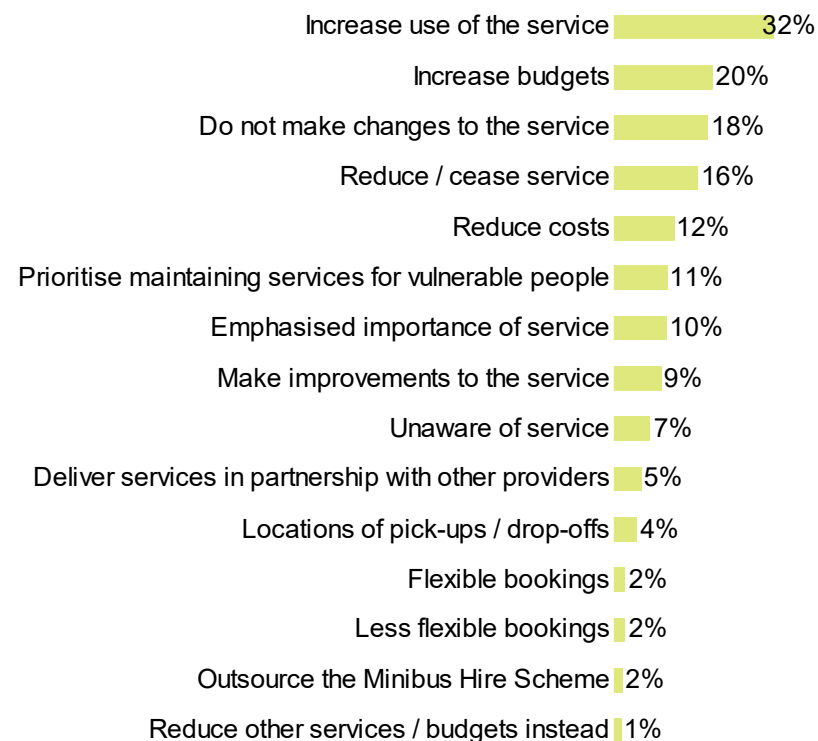*"Social isolation will just increase problems in other areas, and cost us more in future"*

*"I would no be able to buy my food or collect my medication"*

*"I would find it difficult to pay £6.00 or £8.00 pounds per journey. For instance, this week alone I visited the dentist, chiropodist and optician"*

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**Suggestions for changes to the Minibus Group Hire Scheme**

**Suggestions for changes to Minibus Group Hire** – A third of comments felt that more should be done to increase uptake of the service, with views that changes should not be made or that budgets should increase also common

**If you have any suggestions as to how the Minibus Group Hire schemes in Hampshire could be run more efficiently, then please summarise these in the box here (Multi-code base: 256)**

| Suggestion | % |
|---|---|
| Increase use of the service | 32% |
| Increase budgets | 20% |
| Do not make changes to the service | 18% |
| Reduce / cease service | 16% |
| Reduce costs | 12% |
| Prioritise maintaining services for vulnerable people | 11% |
| Emphasised importance of service | 10% |
| Make improvements to the service | 9% |
| Unaware of service | 7% |
| Deliver services in partnership with other providers | 5% |
| Locations of pick-ups / drop-offs | 4% |
| Flexible bookings | 2% |
| Less flexible bookings | 2% |
| Outsource the Minibus Hire Scheme | 2% |
| Reduce other services / budgets instead | 1% |

Comments mentioning increasing the usage of the service suggested it be better advertised (19%), be available to a wider range of services (6%) and reduce charges (5%) to attract customers.

Where it was suggested that budgets increase this included suggestion of raising fees (12%) and allowing sponsorship (3%).

Views that the service should be reduced or ended suggested reducing coverage in areas of low demand (7%) and commented that the service did not provide value for money (2%).

Cost reduction suggestions included allowing online bookings (4%), increasing the usage of volunteers (3%), and reducing admin costs (2%).

Where respondents felt that services should be prioritised for the vulnerable this related to the elderly (6%), those with disabilities or health issues (3%) those with mental health issues (3%), and those on low incomes (1%), with means testing suggested (3%).

Suggested service improvements included cleaner / electric vehicles (6%) which are more accessible (2%), and more availability of drivers (2%).

Partnership service delivery suggestions related to community transport operators (1%) and bus service providers (<1%).

In comments about pick-up and drop-off locations, some suggested more locations (2%) and others suggested fewer locations (1%).

Some comments suggested that there should be more flexibility in booking options (such as times and dates) to attract more customers (2%), while others suggested less flexibility to reduce service costs (2%).

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# Suggestions for changes to Minibus Group Hire – Examples of comments provided

*"We have looked into Minibus Group Hire (without a driver) but have found the MiDAS training requirement to be prohibitively costly"*

*"Ask local businesses to sponsor and maybe advertise on them in return"*

*"The council could work in partnership with an existing minibus hirer in each location and provide a subsidy or grant to cover the costs for community groups"*

*"If there is a group that uses minibuses often, help them buy their own and then they can hire it out at times they aren't using it"*

*"Reduce availability of minibuses in areas where usage has decreased…perhaps having a small pool of minibuses to cover a greater area, so less likelihood of them standing unused"*

*"Encourage local community groups and charities to work together to arrange trips and outings for their service users…it would reduce their costs as they would be shared"*

*"If they are needed they should be funded so that all have the opportunity to get out"*

*"More volunteer drivers"*

*"Clear hiring charges with regular user discounts"*

*"If a group wish to hire a minibus, then they should pay for it themselves. I have never been in an organisation where this is provided free or cheaply"*

*"Use is still affected by COVID but that will go up again once people get their confidence back"*

*"Any charges should rise in line with inflation"*

*"The service, in some respects, seems to be anti-competitive in that there are numerous coach & minibus operators plus self-drive hire who are providing services without subsidy"*
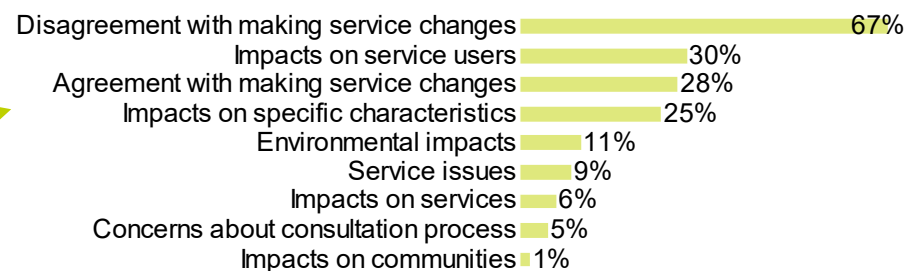
**Further comments and suggestions**

# Further comments and suggestions

**If you would like to tell us more about the impacts of the changes outlined in this consultation, have any further comments, or would like to make any alternative suggestions as to how the County Council could achieve a saving of £10.3 million to its Economy, Transport and Environment budget, then please summarise these in the box here (Multi-code base: 778)**

Comments provided — 92%

Suggestions provided — 63%

**Main themes of comments raised (Multi-code base: 716)**

Disagreement with making service changes — 67%
Impacts on service users — 30%
Agreement with making service changes — 28%
Impacts on specific characteristics — 25%
Environmental impacts — 11%
Service issues — 9%
Impacts on services — 6%
Concerns about consultation process — 5%
Impacts on communities — 1%

**Main themes of suggestions raised (Multi-code base: 486)**

Suggested service changes — 58%

Suggested alternatives — 47%

Suggestions of changes to non-HCC services — 19%

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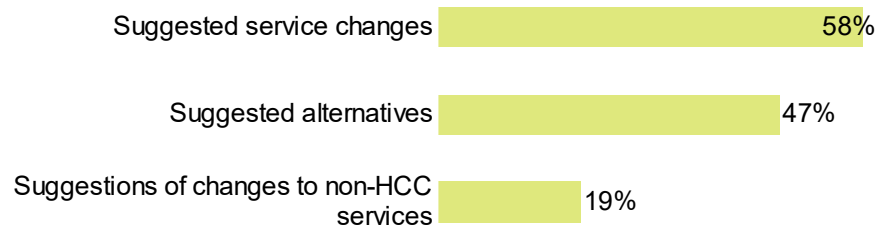
# Further comments and suggestions – Details on the 716 comments provided

Where respondents mentioned **disagreement with proposed changes** they most commonly referred to the value that they placed on public bus services (26%), concessionary bus passes (16%), and community transport services (7%)

**Impacts on service users** mentioned increased social isolation (13%), loss of independence (11%), reduced mental wellbeing (10%), impacts on service users' finances (8%), difficulty accessing healthcare appointments (6%), impacts on physical health (6%), difficulty accessing shopping (5%), employment (2%) and education (1%)

Where respondents mentioned **agreement with proposed changes** they most frequently noted the need for the Council to deliver a balanced budget (25%), and expressed agreement with the aim to reduce services (2%)

Where respondents mentioned **impacts on specific characteristics**, these included age (17%), disability (11%), poverty (6%), and rurality (4%)

**Environmental impacts** related to pollution (3%), carbon emissions (3%), congestion (2%), and noise (1%)

Mentions of current **service issues** included poor service coverage (3%), frequency (3%), reliability (2%) or cost (1%), as well as a perception that passenger numbers had been impacted by the pandemic (2%)

Comments relating to **service impacts** mentioned that passenger demand may increase following the COVID-19 pandemic (3%), that service reductions may increase demand for other transport services (2%), that some services may not be viable without support (1%), and that if reduced, services may not be able to be restored in the future (1%)

Comments about the **consultation process** mentioned views that there was poor awareness of the consultation (2%), that more information was needed to respond (1%), that savings targets may not be deliverable (1%), that decisions were felt to have already been made (1%), and that the consultation period was too short (<1%)

Where respondents expanded on their comments that the proposed changes would **impact communities**, this related to views that new housing or developments would need transport support (1%)

# Further comments and suggestions – Examples of comments provided

**Disagreement with proposed changes**

*"The New Forest has very poor bus services which gives greater emphasis on the need for specialist services to avoid rural isolation"*

*"Dial a Ride is a service which saves people in many ways - it combats isolation, it helps with independence"*

*"To lose any of the bus times would cause hardship for many elderly who are visiting friends or those in hospital"*

*"Although savings have to be made, please do not "disregard" people who are not able to travel due to their situation"*

*"You are picking on the people who will suffer more as a lot rely on affordable transport or they won't hardly see anyone all week"*

*"I've worked my whole life, now my wife and I both recently get free bus-passes for old age. We don't want to see them become useless before we've really benefited from them"*

**Agreement with proposed changes**

*"Statutory provision must remain sacrosanct, extras are not a right and therefore should be charged for generally"*

*"Charge those that use them so that we can provide a better basic service for all"*

*"Better that the services exist, even if that means personally paying more"*

*"People don't like change, even when such change is for wholly justifiable and necessary reasons. We should not shy away from making changes just because some people will complain. We all need to recognise that Central Government and Local Authorities do not have an endless supply of money and that times are hard"*

*"We have to accept that these proposed changes are inevitable against a background of severe economic hardship the country is going through"*

**Impacts of proposed changes**

*"There is no recognition that reducing services reduces demand as the services become less viable"*

*"I am worried as if the services are removed local I could not get to hospital appointments or shop for food"*

*"The changes you are planning will have the effect of increasing loneliness and unhappiness in older people and people with disabilities"*

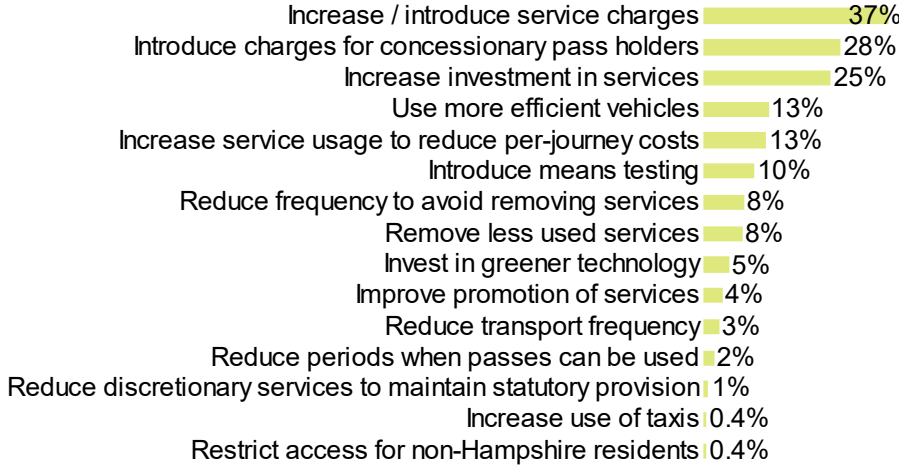*"OAPs and disabled people on lower incomes who rely on public transport will be severely disadvantaged by increased costs"*

*"I am a full time shift worker paying 40 percent tax, full council tax etc but am unable to drive so buses are a lifeline for me and enable me to travel to and from work"*
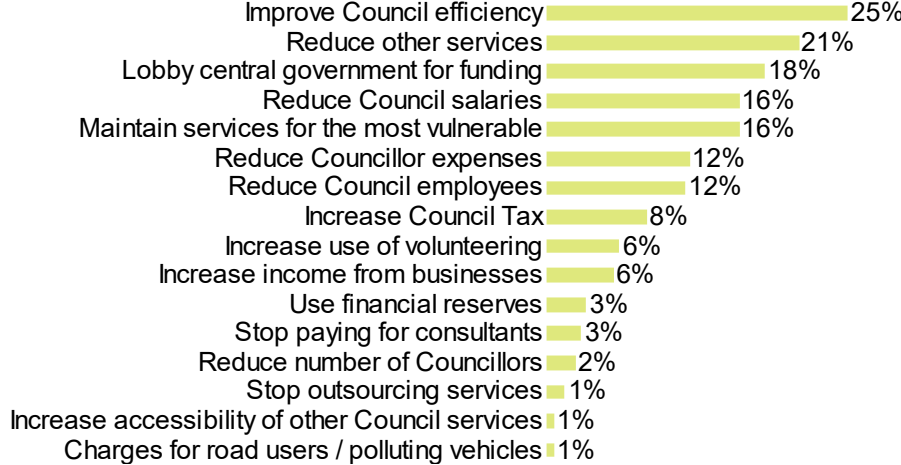
*"I rely entirely on local bus services for shopping, visiting family, hospital services, etc"*

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# Further comments and suggestions – Details on the 486 suggestions provided

## Suggestions for service changes (Multi-code base: 279)

| Suggestion | % |
|---|---|
| Increase / introduce service charges | 37% |
| Introduce charges for concessionary pass holders | 28% |
| Increase investment in services | 25% |
| Use more efficient vehicles | 13% |
| Increase service usage to reduce per-journey costs | 13% |
| Introduce means testing | 10% |
| Reduce frequency to avoid removing services | 8% |
| Remove less used services | 8% |
| Invest in greener technology | 5% |
| Improve promotion of services | 4% |
| Reduce transport frequency | 3% |
| Reduce periods when passes can be used | 2% |
| Reduce discretionary services to maintain statutory provision | 1% |
| Increase use of taxis | 0.4% |
| Restrict access for non-Hampshire residents | 0.4% |

## Suggested alternative approaches (Multi-code base: 218)

| Suggestion | % |
|---|---|
| Improve Council efficiency | 25% |
| Reduce other services | 21% |
| Lobby central government for funding | 18% |
| Reduce Council salaries | 16% |
| Maintain services for the most vulnerable | 16% |
| Reduce Councillor expenses | 12% |
| Reduce Council employees | 12% |
| Increase Council Tax | 8% |
| Increase use of volunteering | 6% |
| Increase income from businesses | 6% |
| Use financial reserves | 3% |
| Stop paying for consultants | 3% |
| Reduce number of Councillors | 2% |
| Stop outsourcing services | 1% |
| Increase accessibility of other Council services | 1% |
| Charges for road users / polluting vehicles | 1% |

Of the 92 suggestions for **changes to non-County Council services**, 80 referred to regionally- or nationally-administered services, while 15 mentioned district-level services.

Suggestions for **regional or national services** included improving motorways, investing in national healthcare, reducing expenditure on Westminster departments, increasing taxation for vehicles and businesses, increasing funding or support for local services, improving national policies on environmental sustainability as a mechanism for investment in public transport, and making legislative changes to the English National Concessionary Travel Scheme to make these schemes means tested or to allow them to generate an income.

Suggestions for **district services** included reducing local beautification and verge trimming, improving tourism services in local areas, reducing the frequency of waste collection, increasing parking charges, and pedestrianising town centres.

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# Further comments and suggestions – Examples of suggestions provided

### Suggested service changes

*"Reduce times and days that old people can use their free bus pass"*

*"Use smaller, more economically viable buses"*

*"Transport should be means tested so that local people with the lowest income and who most depend on public transport should be subsidised"*

*"Invest in electric vehicles - oil is not going to get cheaper"*

*"Our organisation uses the Minibus Group Hire service to take pensioners on day trips that would otherwise not be available to them (seaside resorts, stately homes, cultural attractions etc). The current hire charges have not changed since 2018 and work out at just under £10 a head per passenger for a full day trip. I have discussed this with our members and the consensus is that they would happily pay more to use the service. £15 a head seems to be an acceptable figure, which represents a 50% uplift in pricing"*

### Suggested alternative approaches

*"Would Hampshire County Council consider lobbying Government to introduce say a £1 charge per journey for elderly bus pass users not on benefits?"*

*"Sell council buildings now that most staff work from home"*

*"Raise Council Tax in the higher bands"*

*"Support the Good Neighbours Network more instead of withdrawing their funding"*

*"Reduce wages and bonus of high paid staff within the Council. This may also reduce the number of staff"*

*"HCC is a wealthy council. What about using some of its reserves to help people who are so disadvantaged in our community?"*

*"I think there is a role for volunteer led services, for example the services which provide car transport to GP surgery and hospital appointments"*

### Suggested changes to non-County Council services

*"Introduce novelty attractions to the High Streets to encourage outside the area to come in and spend money thus bringing money into the local economy"*

*"Start charging cars (and any other polluting vehicle) for miles driven, and invest that money in public transport"*

*"Rubbish collection could all be fortnightly"*

*"Put up parking charges"*

*"Ask Government for more financial support through an increase in taxation"*

*"Charge cyclists and scooter riders a small annual fee for road tax"*

*"Remove free bus passes from higher tax payers"*

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**Unstructured responses**

**Unstructured responses** – Comments and questions raised in the unstructured responses

91 'unstructured' responses were submitted as emails, letters, or other means which did not make use of the Response Form. Of these:

- 14 mentioned disagreement with reductions to funding transport services, and 11 mentioned disagreement to service changes, compared with 1 that mentioned agreement with the proposed service changes

- 12 mentioned agreement with additional charges for services, compared with 3 that mentioned disagreement with additional charges

- 2 mentioned agreement with a common fare structure being introduced for Dial-a-Ride and Call & Go services

- 1 mentioned agreement with the Council reducing discretionary benefits for concessionary bus pass holders

Some questions were raised through the unstructured responses; the County Council responded directly to specific questions on current services and the consultation process:

- Who will make a decision on the consultation proposals?

- Where / when will consultation responses or findings be published?

- How were vulnerable groups engaged in the consultation process?

- How are local developer funds used?

- Which bus routes in Hampshire are supported?

- How would my local service be impacted?

The following pages show more detail on the comments, suggestions, and impacts mentioned

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**Unstructured responses** – Comments raised in the unstructured responses

**Comments provided in unstructured responses (Multi-code, base: 91 responses). Numbers below refer to mentions.**

| Category | Value |
|---|---|
| Alternative options are unaffordable /… | 17 |
| | 14 |
| Questions the validity of data used in… | 12 |
| | 11 |
| Inflation / cost of living is already… | 10 |
| | 9 |
| There may be additional COVID… | 9 |
| | 7 |
| Mentioned that proposals are not… | 7 |
| | 6 |
| Does not feel that the consultation has… | 5 |
| | 5 |
| Cumulative impacts of previous… | 4 |
| | 4 |
| Mentioned that consultation is… | 3 |
| | 3 |
| Rising demand as a result of increasing… | 3 |
| | 2 |
| Mentioned that budget reductions will… | 2 |
| | 2 |
| Mentioned that consultation is biased | 2 |
| | 2 |
| Proposed Call&Go / Dial-a-Ride… | 2 |
| | 2 |
| Unsure how the proposals were… | 2 |

In addition, the following comments were each mentioned once:

- Belief that a decision has already been made
- Community Transport services supported people during the COVID-19 pandemic
- Concerns with legality of the consultation
- Important to understand views of vulnerable people
- Mentioned that efficiencies should be found in other services (unspecified)
- Mentioned that more detail / information is required
- Mentioned that reliability of services should be prioritised during any service changes
- Mentioned that services are poorly connected
- Mentioned that services start too late / finish too early
- Proposed bus pass replacement charge is reasonable
- Proposed Taxishare charge is too high
- Services are necessary in areas without safe walking routes
- Services are supporting the Ukrainian refugee scheme
- View that proposals are discriminatory
- Voluntary and Community Sector struggling to recruits drivers
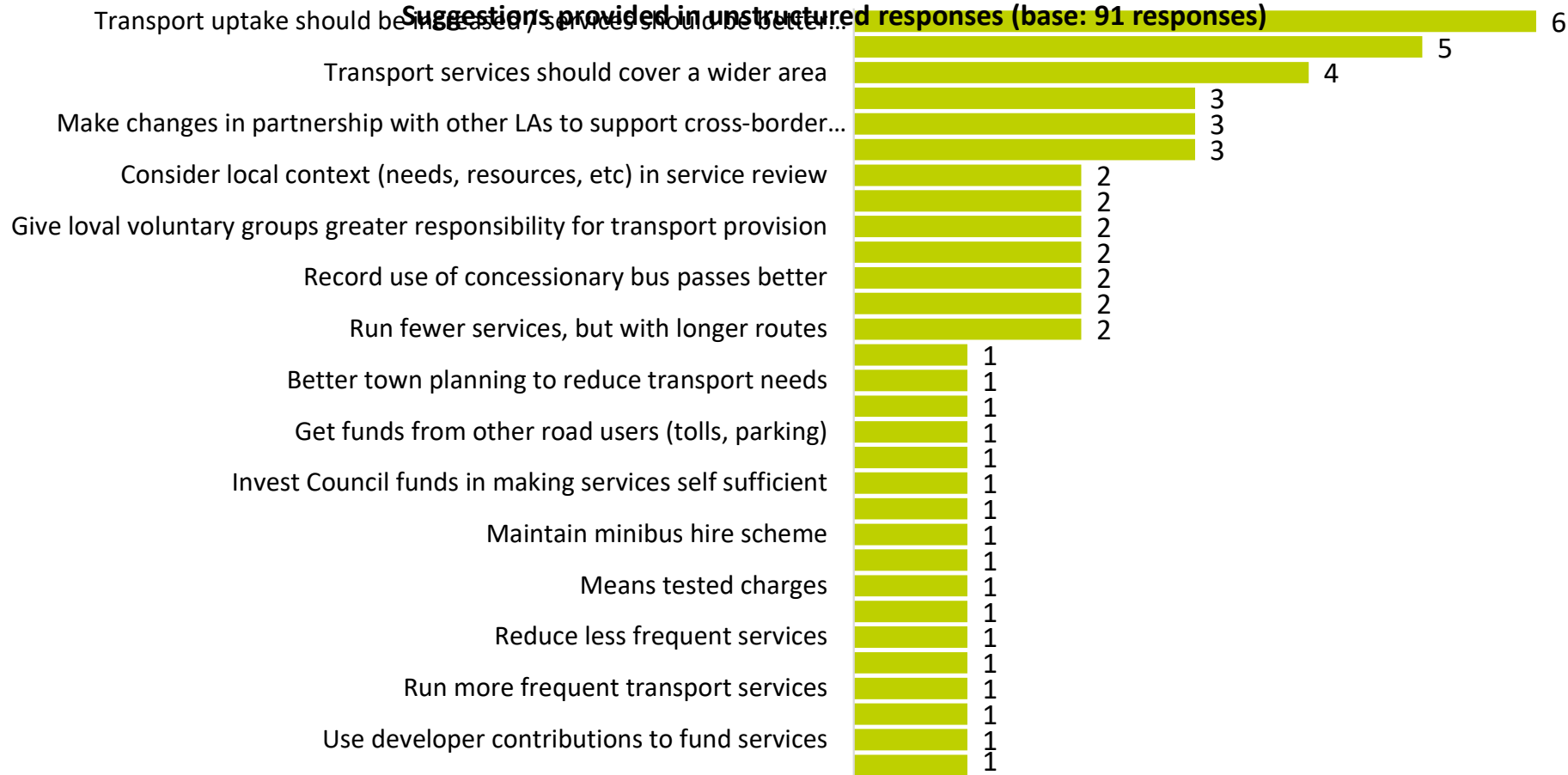
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# Unstructured responses – Suggestions raised in the unstructured responses

**Suggestions provided in unstructured responses (base: 91 responses)**

| Suggestion | Count |
|---|---|
| Transport uptake should be increased / services should be better... | 6 |
| | 5 |
| Transport services should cover a wider area | 4 |
| | 3 |
| Make changes in partnership with other LAs to support cross-border... | 3 |
| | 3 |
| Consider local context (needs, resources, etc) in service review | 2 |
| | 2 |
| Give loval voluntary groups greater responsibility for transport provision | 2 |
| | 2 |
| Record use of concessionary bus passes better | 2 |
| | 2 |
| Run fewer services, but with longer routes | 2 |
| Better town planning to reduce transport needs | 1 |
| | 1 |
| Get funds from other road users (tolls, parking) | 1 |
| | 1 |
| Invest Council funds in making services self sufficient | 1 |
| | 1 |
| Maintain minibus hire scheme | 1 |
| | 1 |
| Means tested charges | 1 |
| | 1 |
| Reduce less frequent services | 1 |
| | 1 |
| Run more frequent transport services | 1 |
| | 1 |
| Use developer contributions to fund services | 1 |
| | 1 |

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**Unstructured responses** – Impacts mentioned in the unstructured responses

**Impacts mentioned in unstructured responses (base: 91 responses)**



| Impact | Count |
|---|---|
| Reduced access to healthcare | 27 |
| | 24 |
| Reduced access to shops | 21 |
| | 19 |
| Increased social isolation | 16 |
| | 12 |
| Impacts on people on low incomes | 12 |
| | 9 |
| Increase private transport usage | 8 |
| | 6 |
| Worsened mental health | 6 |
| | 5 |
| Reduced quality of life | 5 |
| | 3 |
| Reduced economic growth | 3 |
| | 3 |
| Impacts on younger people | 3 |
| | 2 |
| Increased congestion | 2 |
| | 1 |
| Reduced relationships with partners | 1 |
| | 1 |
| Impacts on access to places of worship | 1 |
| | 1 |
| Impacts on digitally excluded | 1 |

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**Unstructured responses** – Speakeasy are a community-based advocacy organisation, who provided feedback on the consultation proposals from two of their meetings during the consultation period

Feedback from a meeting in Basingstoke with 13 attendees indicated that:

- 8 attendees felt that Dial-a-Ride should be prioritised for funding, while 4 felt that local buses should be prioritised

- 9 attendees would be willing to pay more for bus and Dial-a-Ride services, while 4 would not

- 9 of the attendees were Dial-a-Ride users, which they used to attend employment and social activities
    - The majority would rely on taxis or people they know to get around if Dial-a-Ride were unavailable, with only one attendee feeling they could use a bus instead
    - 8 felt that the proposed £6 charge was appropriate for local journeys, 3 felt it was too high and 1 felt it could be higher
    - 5 felt that the proposed £8 charge was appropriate for longer journeys, 5 felt it was too high and 2 felt it could be higher

- 10 of the attendees were local bus users, which they used to attend employment, see family, go shopping, and for social activities
    - When considering changes to bus services, 6 preferred reducing the number of stops, 4 preferred reducing the number of trips per day, and 3 preferred reducing the number of days services operated per week
    - 3 attendees felt that £20 was appropriate for a replacement bus pass, 4 felt that it should stay at £14, and 6 felt that it should be lower than £14

Feedback from a meeting in Aldershot indicated that:

- Attendees travelled from a range of locations including Aldershot, Ash, Farnborough, Farnham, Fleet, and Odiham

- Most attendees used the volunteer Parkside Bus to travel to the meeting, with other buses, taxis, lifts from other people, and walking also used

- None of the attendees used Dial-a-Ride or Fleetlink Community Transport services

- None of the attendees were using travel vouchers

- The majority felt that £14 was too high a charge for a replacement bus pass, only 1 person felt that £20 was acceptable

- Several of the group fed back that applying for a bus pass was a difficult process

- Half the group felt that funding should be prioritised for local buses; the other half felt it should be shared between bus and community transport services

- Impacts of travel not being available included social isolation, an inability to go out to meeting such as the one being attended, and feelings of frustration if they were unable to go out

- One member of the group fed back that they found getting on and off their local bus Fleet link difficult, due to the size of the step to get onto the service

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**Appendix: Methodology and Respondent Profile**

# Methodology

The consultation was open from 30 May to 24 July 2022. It was an open consultation, so respondents were self-selecting.

An online Response Form was provided through which respondents could respond as an individual, or in an official capacity on behalf of an organisation, business or group, or in their capacity as a democratically Elected Representative.

Respondents were also able to submit responses via email, letter, or telephone. These are referred to as 'unstructured responses'.

The consultation was communicated through a range of channels, including:

> Emails, letters and messages to stakeholders, including service users, other local authorities in Hampshire, service providers, and so on – requesting response and onward dissemination;

> media releases that were reported in local press;

> a news article on the County Council website;

> two passenger transport forum events with stakeholders;

> posters, printed materials, and in-person promotion of the consultation on bus services;

> social media posts; and

> internal communications at Hampshire County Council.

Unstructured responses and open-ended responses were analysed by theme, using an inductive approach. This means that the themes were developed from the responses themselves, not pre-determined based on expectations, to avoid any bias in the analysis of these responses. One individual worked on each codeframe to ensure a consistency of approach for each.

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# Who responded? *List of organisations, groups and businesses that responded*

4th Aldershot Scout Group
9th Andover Scout Group
Alton Town Council
Andover And District Older Peoples Forum
Andover Stroke Club
Anton U3A
Ash Parish Garden Club
Basingstoke and Deane Disability Group
Basingstoke and Deane Borough Council
Baughurst Parish Council
Blooming Marvellous Supported Adult Gardening Group
Botley Parish Council
Bransgore Parish Council
Buriton Parish Council
Catherington Village Residents Association
Chandlers Ford Parish Council
Citizens Advice New Forest
Communities First Wessex
Copythorne Parish Council
Damerham Parish Council
Durley Parish Council
Eastleigh Borough Council
ESPN
First Bus
First Hampshire & Dorset Limited
Fleet Town Council
Friends of Romsey Abbey
Friends of Romsey Signal Box
Frogmore Junior School

Green Steps
Hamble Parish Council
Hayling Island Residents' Association
Hook Parish Council
Hordle Parish Council
Hordle Volunteer Driver Group
Houghton Parish Council
Hound Parish Council
HYTHE VOLUNTARY CAR GROUP
King's Somborne Primary School
Langstone Good Neighbours Network
Loddon Social Enterprise Ltd
Lymington and Pennington Town Council
MAKE
Natural Basingstoke
New Forest Mencap
New Forest National Park Authority
New Milton Town Council
Odiham Parish Council
One Community
Overton Parish Council
Owslebury Parish Council
Petersfield Voluntary Care Group
Regeneration Team, East Hampshire District Council
Rockbourne Parish Council
Romsey Good Neighbours
Romsey U3A
Rowlands Castle Parish Council
Rural Mental Health Matters Limited

Rushmoor Borogh Council
Rushmoor Voluntary Services
Somborne Over-50s
Southern Water Retirement Association
Speakeasy Advocacy
St John the Baptist Catholic Primary School
St Luke's Coffee Morning Group
St. Marys Surgery, Andover
Stagecoach South
Surrey County Council
Sway Parish Council
Sway W.I.
Tadley and District U3A
Tadley Town Council
The Disability Union
U3A travel
Unity Transport
Waitrose Retired Partners
Warsash residents association
Whitchurch Town Council
Wickham Community Care
Winchester Friends of the Earth
Winchester Go LD
Winchester Good Neighbours (affiliated to Good Neighbours Network)
Yelabus Association
Youth Options

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**Who responded?** *Details of locations and household incomes of the individual respondents who completed the consultation form.*

**Responses by postcode district**



1 response

Over 10 responses
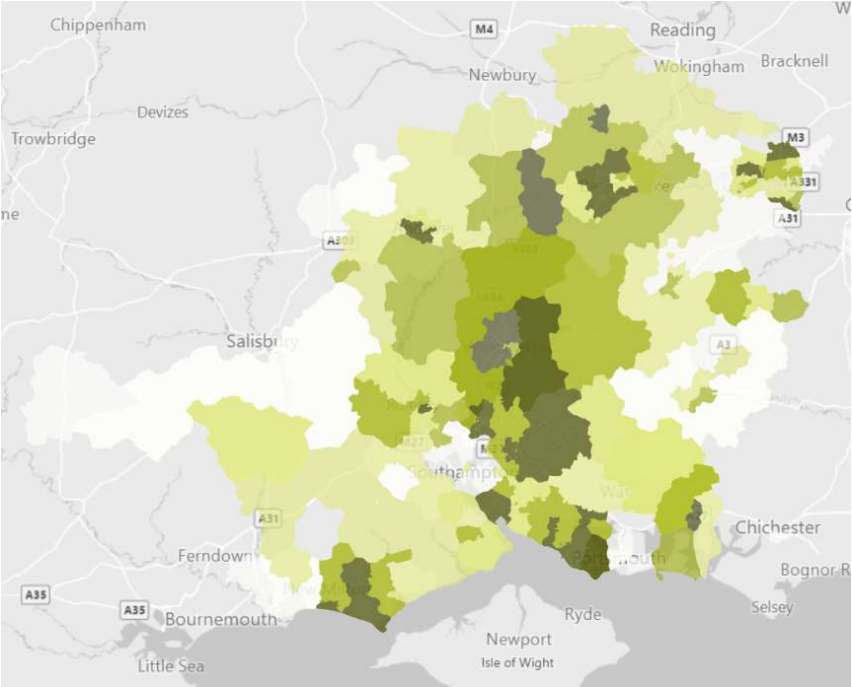
**What is your total annual household income, from all sources, before tax and other deductions? (Multi-code base: 2281)**

| | |
|---|---|
| Up to £10,000 | 11% |
| £10,001 to £20,000 | 21% |
| £20,001 to £30,000 | 12% |
| £30,001 to £40,000 | 6% |
| £40,001 to £50,000 | 5% |
| £50,001 to £60,000 | 3% |
| £60,001 to £70,000 | 2% |
| £70,001 to £80,000 | 1% |
| £80,001 to £90,000 | 1% |
| £90,001 to £100,000 | 0% |
| £100,001 or over | 1% |
| Don't know | 4% |
| Prefer not to say | 34% |

*Please note, this question was optional and therefore not every respondent will have answered*

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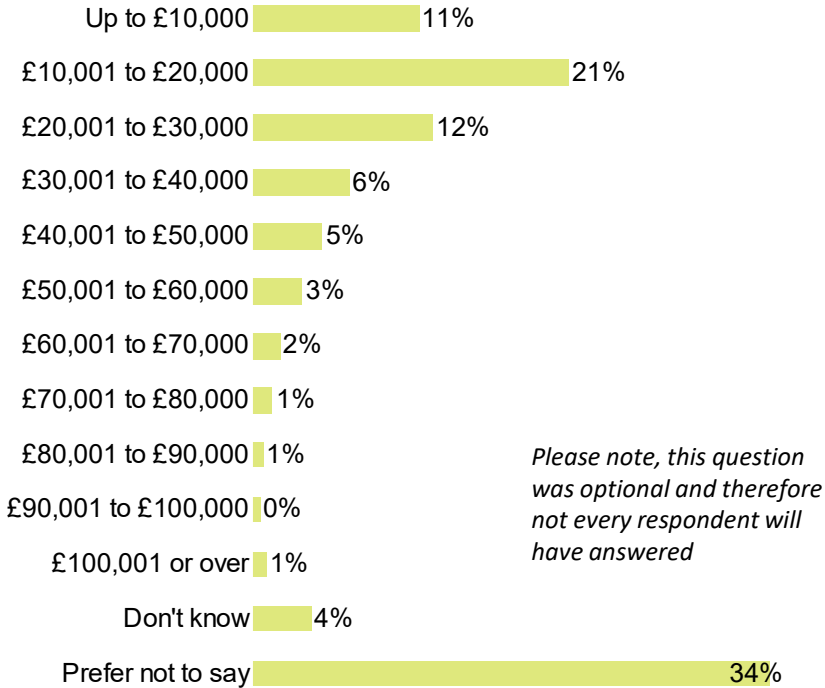
# Who responded? *Details of the 2,472 individual respondents*

## What is your age? (Base: 2379)

- Under 16: 0.2%
- 16 to 24: 1%
- 25 to 34: 3%
- 35 to 44: 4%
- 45 to 54: 6%
- 55 to 64: 12%
- 65 to 74: 39%
- 75 to 84: 25%
- 85 or over: 8%
- Prefer not to say: 2%

## What is your gender? (Base: 2379)

- Female: 63%
- Male: 34%
- Prefer to self-describe: 0.1%
- Prefer not to say: 2%

## Are there any children or young people under the age of 19 living in your household (including yourself)? (Multi-code base: 2307)

- Yes - aged 0-4: 2%
- Yes - aged 5-11: 4%
- Yes - aged 12-16: 3%
- Yes - aged 17-18: 2%
- No - none under the age of 19: 88%
- Prefer not to say: 4%
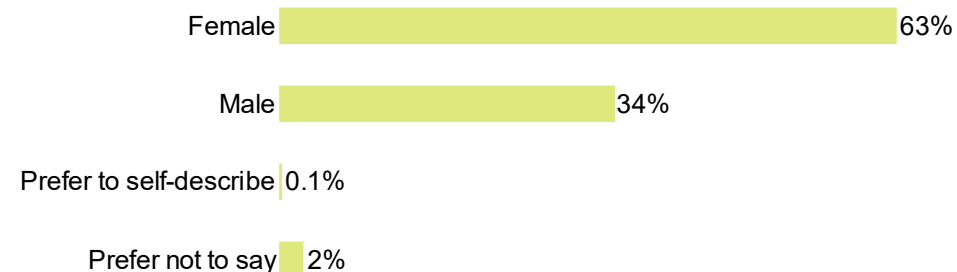
## Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Base: 2353)

- Yes, a little: 28%
- Yes, a lot: 21%
- No: 46%
- Prefer not to say: 5%

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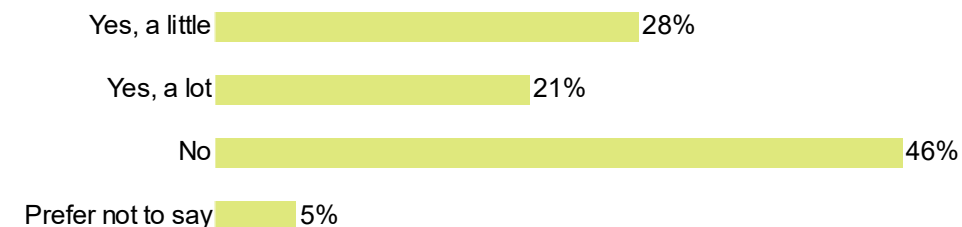
# Who responded? *Details of the 2,472 individual respondents*

## Ethnicity (Base: 2295)

| Category | Percentage |
|---|---|
| Asian or Asian British ethnic groups | 0.4% |
| Bangladeshi | 0.0% |
| Chinese | 0.0% |
| Indian | 0.1% |
| Pakistani | 0.0% |
| Any other Asian background | 0.1% |
| Black, African, Caribbean or Black British ethnic groups | 0.7% |
| African | 0.3% |
| British | 0.4% |
| Any other Black background | 0.0% |
| Mixed or multiple ethnic groups ethnic groups | 0.8% |
| White and Asian | 0.2% |
| White and Black African | 0.1% |
| White and Black Caribbean | 0.1% |
| Any other Mixed background | 0.3% |
| White ethnic groups | 97.2% |
| English, Welsh, Scottish, Northern Irish, British | 73.9% |
| Irish | 0.3% |
| Any other White background | 1.4% |
| Other ethnic group | 0.8% |
| Any other ethnic background | 0.6% |

## Service Usage

In the previous year:

- 2% had used Call & Go services
- 12% had used Dial-a-Ride services
- 74% had used local bus services
- 2% had used Minibus Group Hire
- 2% had used Taxishare services

In addition:

- 65% held an Older Person's Bus Pass
- 11% owned a Disabled Person's Bus Pass (including 3% who owned a Disabled Person with Companion Bus Pass)

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# Who responded? *Supported bus routes used by individual respondents*

**Supported bus routes used by respondents (base: 1125 users of supported bus services)**

| Route | % |
|---|---|
| 4 - Basingstoke to Chineham | 7% |
| 5 - Thruxton to Andover | 1% |
| 6 - Lymington to Southampton | 9% |
| 7 - Hartley Wintney to Aldershot | 4% |
| 7/7A - Andover to Newbury | 2% |
| 9 - Cove to Farnborough | 3% |
| 11 - Fareham to Alverstoke | 7% |
| 12 - Hatch Warren to Basingstoke | 5% |
| 13 - Basingstoke to Haslemere | 5% |
| 14 - Basingstoke to Tadley | 6% |
| 15 - South View to Basingstoke | 1% |
| 17 - Black Dam to Basingstoke | 2% |
| 18 - Aldershot to Whitehill | 2% |
| 20 - Fareham to Wickham | 8% |
| 21 - Fareham to Hill Head | 10% |
| 23 - Alton to Haslemere | 4% |
| 27 - Rowlands Castle to Emsworth | 7% |
| 28 - Fareham to Whiteley | 9% |
| 35 - Braishfield to Romsey | 2% |
| 36 - Lockerley to Romsey | 0.4% |
| 38 - Alton to Petersfield | 4% |
| 39 - Nomansland to Romsey | 0.4% |
| 41 - Ash to Farnborough | 3% |
| 46 - Winchester to North Baddesley | 4% |
| 49 - Damerham to Salisbury | 1% |
| 54 - Hannington to Basingstoke | 0.4% |
| 63 - Owslebury to Winchester | 2% |
| 67 - Winchester to Petersfield | 11% |
| 71 - Froxfield to Petersfield | 0.4% |
| 74 - Overton Local Service | 3% |
| 94 - Buriton to Petersfield | 1% |
| 95 - East Stratton to Winchester | 1% |
| 112 - Hythe/Beaulieu to Lymington | 4% |
| 119 - Lymington to New Milton | 6% |
| 125 - Christchurch to Ringwood | 2% |
| 191 - Chatsworth Park to New Milton | 1% |
| 193 - Barton-on-Sea to New Milton | 3% |
| 206 - Alton to Bentley | 1% |
| 208 - Alton to Medstead | 1% |
| 240 - Ropley to Alresford | 1% |
| 250 - Liphook Local Service | 0.4% |
| 634 - East Wellow to Romsey | 1% |
| C3 - St Mary Bourne to Andover | 0.3% |
| C4 - Barton Stacey to Andover | 1% |
| C5 - Kimpton to Andover | 0.4% |
| C6 - Vernham Dean to Andover | 0.2% |
| C8 - Enham to Andover | 1% |
| C32/C33 - New Milton to Lymington | 3% |
| C41 - Basingstoke to Alresford | 1% |
| E1/E2 - Eastleigh to Winchester | 14% |
| F3 - Fareham to Portchester | 8% |
| H1/H2 - Netley View to Applemore Tesco | 1% |
| T3/T4 - Cadnam to Totton | 1% |
| X2 - Lymington to Bournemouth | 8% |
| X6/X7 - Eastleigh to Hiltingbury | 7% |
| X7R - Southampton to Salisbury | 6% |
| X9 - Eastleigh to Bishops Waltham | 10% |
| X10 - Bishops Waltham to Southampton | 6% |
| X15 - Eastleigh to Hamble | 5% |
| X17 - Bishops Waltham to Petersfield | 2% |

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