

Passenger Transport Review 2018 Consultation

1. Distribution and Promotion

The following were invited to respond and 'spread the word':

- All District, Borough & City Councils in Hampshire
- All Neighbouring Councils
- All Parish & Town Councils in Hampshire
- All Hampshire County Council Councillors
- All bus operators in Hampshire
- All community transport operators (DAR, Call and Go and Taxishare)
- All Council's of Voluntary Service
- Authority maintained schools
- Voluntary care groups in Hampshire
- Disability/access groups in Hampshire

In addition consultation packs, response forms and flyers were sent to:

- Post offices
- Hospitals
- Doctors surgeries
- Dentist surgeries
- Taxi companies
- Care homes
- Day centres

Consultation packs and response forms for distribution to the public were sent to:

- All Hampshire Libraries

The consultation was promoted using:

- Posters on buses and at bus stations
- Electronic posters on the digital bus stop displays

- School communications
- Posters at libraries, post offices and some high street shops
- Facebook, twitter and yammer
- Press releases, radio and local newspaper articles
- Plasma screen displays in Hampshire County Council's EII Court
- Hantsnet and Hantsweb features
- Hantsnet Poll for staff engagement
- 8 Passenger Transport Forums
- 1 Parish Council Transport Representative Meeting
- Posters for all Councils to display in their communities
- Surveyors on the buses/ at bus stations
- Hampshire County Council's Community Transport Bulletin
- Articles in CVS newsletters/bulletins and social media accounts
- An exhibition stand in 'The Street' in EII Court

2. Consultation Metrics

- Consultation was promoted through 8 Summer Passenger Transport Forums.
- 1,244 stakeholders are on the mailing lists – 151 attended a meeting. All those on the mailing list were invited to respond.
- Passenger Transport Representatives Meeting – 97 invitees, 20 attended.
- Written to 891 Organisations – including Councils and Transport Operators.
- 252 A5 promotional flyers handed out to residents/ service users
- 403 A3, A4, A5 posters supplied to bus operators for promotion on buses
- 281 full graphic digital poster displays at bus stations and bus stops
- 100 digital text based poster displays at bus stations and bus stops
- 520 colleagues engaged with the Hantsnet Poll
- 64,952 people were shown the 3 (1 week long) Facebook adverts
- 4,480 people engaged with the 3 (1 week long) Facebook adverts
- 5159 consultation packs distributed:
 - 210 to residents at bus stations and to passengers on services we fund
 - 174 to 58 Post Offices across the county

- 2353 to 47 Libraries and Discovery Centres
- 130 to 65 GP Surgeries
- 164 to 41 Hospitals and Health Centres
- 596 to 149 Dental Surgeries
- 236 to 118 Taxi Companies
- 866 to Individuals on request
- 60 to Passenger Transport Forums
- 176 to Citizen Advice Bureau's
- 110 to District Councils
- 104 to Day Centres

Consultation responses could be returned by email, post or online.

3. Responses

Overall, 5,585 responses to the consultation (responding to both the street lighting and passenger transport proposals) were submitted from across Hampshire and beyond. The highest concentration of individual responses being from the Winchester, Basingstoke / Fleet and Gosport / Fareham district areas, and the highest concentration of organisational responses, of which there were 111 in total, from groups operating across the central core of Test Valley, Winchester and East Hampshire.

The following organisations responded to the consultation;

- Gosport Voluntary Action
- Kempshott Neighbourcare
- Save new forest buses
- Valley Park Parish Council
- Samaritans
- Itchen Abbas Parish Council
- Fareham Good Neighbours
- Havant Borough Council

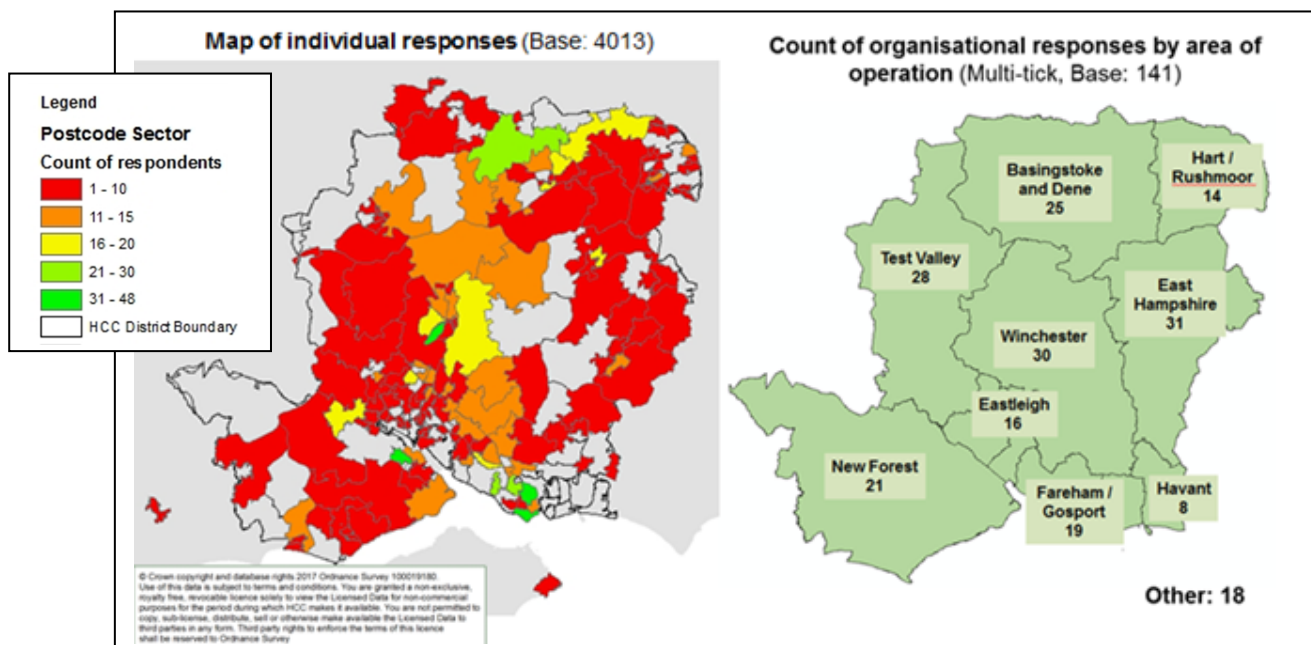
- East Hampshire District Council
- The University of Winchester
- Yelabus Association
- Hythe Pier Heritage Association
- Tadley Town Council
- Nether Wallop Parish Council
- Development Manager at Homestead House Romsey
- SPECTRUM Centre for Independent Living CIC
- Perins school
- Abbey Cars Romsey Ltd
- Bransgore Community Care Group
- Waterloo U3A Bus trippers
- Hawkley Parish Council
- Fawley & District Voluntary Care Group
- Chineham Parish Council
- Petersfield Town Council
- Wealers Social Club
- Whitchurch Town Council
- Whitchurch Town Council
- Riverbank Kindergarten Pre-school
- Sherfield on Loddon Parish Council
- Save our No 12 bus (on behalf of 865 signatories to our Feb 2018 petition)
- Eastleigh Borough and Romsey Mencap
- East Hampshire District Council
- Damerham Parish Council
- Amanda Jobling

- Bursledon Parish Council
- Overton Parish Council
- Wickham Parish Council
- Whitehill Town Council
- Longparish Parish Council
- Bramley Parish Council
- Bransgore Parish Council
- Warsash Residents Association
- Silchester Parish Council
- Transport Services Team, West Berkshire Council
- Fair Oak & Horton Heath Parish Council
- Botley Parish Council
- Beaulieu Parish Council
- Fareham Borough Council
- Colden Common Parish Council
- Grove ward residents, Basingstoke
- Bramdean and Hinton Ampner Parish Council
- The South View Residents Association
- Tichborne Parish Council
- Baughurst Parish Council
- Four Marks Parish Council
- Barton Stacey Parish Council
- North Baddesley Parish Council
- Sheffield English Parish Council
- Bradley Parish Meeting
- Awbridge Parish Council
- BUS 71

- Stargazers Lounge
- Hants Astro
- The Five Bells, Buriton
- Compton and Shawford Parish Council
- King's Somborne Parish Council
- Office for National Statistics
- Buses in Fleet
- WinACC Built Environment and Transport Group.
- Tuesday's Place for Older Folks
- Warnford Parish Meeting
- Neighbourcare New Milton
- Buriton Parish Council
- Andover Town Council
- Wickham Community Care
- Hampshire Astronomical Group
- Greatham Parish Council
- Brockenhurst Parish Council
- South Wonston Parish Council
- New Forest National Park Authority
- Gosport Voluntary Action
- Southern Water Retirement association Meets at Otterbourne Village Hall
- Alton Town Council
- Fordingbridge Town Council
- Ampfield Parish Council
- Gosport Access Group and Disability Forum
- Rushmoor Borough Council
- Allbrook & North Boyatt Parish Council

- Stroud Parish Council
- Friday Network
- Unity
- Wednesday Network
- New Milton Town Council
- Leaside Way Tenants & Residents Association
- Boarhunt Parish Council
- East Meon Parish Council
- Fareham Constituency Labour Party
- Eastleigh Borough Council
- Totton and District Three Score Clun
- Hear Us Self Advocacy Group - Winchester Go LD
- Hampshire Chamber of Commerce
- Winchester city council
- Grayshott Parish Council
- Civil Service Pensioners Alliance - East Solent Group
- Laverstoke & Freefolk Parish Council
- Farnborough Self Advocacy Group
- Liss Parish Council
- Hampshire Unison Retired Members group
- Citizens Advice Havant
- NHS West Hampshire Clinical Commissioning Group
- HealthWatch Hampshire
- Gosport Borough Council

4,525 individual responses were submitted for the proposals regarding supported passenger transport services and the concessionary travel scheme in Hampshire. 3718 of these were submitted online with the remaining 807 submitted on paper.



5. The demographics of respondents

Q.42 Are you?

Female	Male	Other	Prefer not to say
55%	40%	0.4%	3%

Q. 43 Age on last birthday

Under 16	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 to 84	85 or over	Prefer not to say
0.1%	2%	6%	10%	15%	18%	31%	11%	3%	3%

Q44. Are your day-to-day activities limited because of a health related problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, a lot	10%
Yes, a little	17%
No	67%
Prefer not to say	6%

Q.45. Does your disability restrict your use of public transport?

Yes, a lot	4%
Yes, a little	7%
No	83%
Prefer not to say	6%

Q. 46 What is your total household income, from all sources, before taxes and other reductions?

Up to £10,000	8%
£10,001 to £20,000	14%
£20,001 to £30,000	11%
£30,001 to £40,000	9%
£40,001 to £50,000	7%
£50,001 to £60,000	5%
£60,001 to £70,000	3%
£70,001 to £80,000	3%

£80,001 to £90,000	2%
£90,001 to £100,000	1%
£100,001 or over	3%
Don't know	3%
Prefer not to say	32%

Proposal 1 : Relates to Street Lighting and is the subject of a separate report to the Executive Member.

Proposal 2 : To make operational changes to the current public bus and ferry services which Hampshire County Council supports

Q.7 Do you or your members currently use any of these services?

Yes	65%
No	35%

Q.8 Which service do you or your members use most often?

Which service do you or your members use most often?

Service	Number of respondents	Service	Number of respondents
11 - Fareham to Alverstoke	101	X17 - Bishops Waltham to Petersfield	11
67 - Winchester to Petersfield	90	H1/H2 - Netley View to Applemore Tesco	10
Hythe Ferry - Hythe to Southampton	88	74 - Overton Local Service	9
E1 - Eastleigh to Winchester	74	125 - Christchurch to Ringwood	8
7 - Hartley Wintney to Aldershot	72	18/618 - Aldershot to Haslemere	8
21/21A - Fareham to Hill Head	65	12 - Sheep Fayre to Andover	7
X6/X7 - Eastleigh to Hiltingbury	64	208 - Alton to Medstead	7
76 - Andover to Basingstoke	58	71 - Froxfield to Petersfield	7
6 - Lymington to Southampton	53	C32/C33 - New Milton to Lymington	7
94 - Buriton to Petersfield	52	13 - Liphook to Basingstoke	6
X2 - Lymington to Bournemouth	51	16 - Broughton to Winchester	6
20 - Fareham to Wickham	48	C3/C8 - Cango - St Mary Bourne to Andover	5
9 - Cove to Farnborough	45	5 - Romsey to Eastleigh	4
119 - Lymington to New Milton	39	5 - Thruxton to Andover	4
X9 - Eastleigh to Bishops Waltham	38	87 - Salisbury to Andover	4
4 - Basingstoke to Chineham	36	191 - Chatsworth Park to New Milton	3
D1/D2 - Waterlooville to Hambledon	31	28 - Bordon Local Service	3
12 - Hatch Warren to Basingstoke	28	49 - Damerham to Salisbury	3
14 - Basingstoke to Tadley	28	6A - Abbotts Barton to Winchester	3
28/28A - Fareham to Whiteley	27	C4 - Cango - Barton Stacey to Andover	3
38 - Alton to Petersfield	27	14 - East Anton to Andover	2
27 - Rowlands Castle to Emsworth	26	15 - Basingstoke to South View	2
10 - Picket Twenty to Andover	23	193 - Barton-on-Sea to New Milton	2
46 - Winchester to North Baddesley	22	95/96 - East Stratton to Winchester	2
63 - Owslebury to Winchester	22	15 - Stockbridge to Andover	1
86 - Whitchurch to Winchester	20	21 - Fareham to Wickham	1
7/7A - Andover to Newbury	17	240 - Ropley to Alresford	1
X10 - Bishops Waltham to Southampton	16	250 - Liphook Local Service	1
35 - Braishfield to Romsey	15	36 - Lockerley to Romsey	1
41/42 - Ash to Farnborough	15		
T3/T4 - Cadnam to Totton	15		
X7R - Southampton to Salisbury	15		
206 - Alton to Bentley	14		
112 - Hythe/Beaulieu to Lymington	12		
39 - Nomansland to Romsey	12		
C41 - Basingstoke to Alresford	12		
X15 - Eastleigh to Hamble	12		
13 - Picket Piece to Andover	11		
E2 - Eastleigh to Winchester	11		

Q.9 How often do you or your members use it?

Average number of times a Week	Average number of times a month	Average Number of times a year
4	6	72

Q.10 What is you or your members primary reason for travel?

Food Shopping	21%
Medical / Healthcare	16%
Leisure / Recreational facilities	16%

Employment / Training	13%
Non-food shopping	10%
Visiting friends and family	8%
School / education	4%
Community / day centres	1%
Other	9%

Q.11 Which days do you or your members usually travel?

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
62%	66%	67%	65%	68%	42%	11%

Q.12 Which times of day do you or your members usually travel on this particular service?

Up to 0929	0930 – 1229	1230-1529	1530-1829	1830 onwards
24%	78%	49%	48%	14%

Q.13 How would you or your members make your journeys if this service was reduced?

Own vehicle	33%
No alternative available	28%
Travel less frequently	27%
Walking	17%
Lift with friends / relatives or neighbours	15%
Private taxi	14%
Train	6%
Use internet/online shopping services	5%
Use local services	5%
Cycling	4%
Alternative Community Transport Services	3%
Car sharing scheme	1%
Other	5%

Q.14 Thinking about the service you use most often, would you or your members prefer either:

A frequent service to one major location	65%
A less frequent service to more than one major location	35%

Q.15 Thinking about the service you use most often, would you or your members prefer either:

A less frequent service that operates on more days	72%
A frequent service that operates on fewer days	28%

Q.16 To what extent do you agree or disagree with the proposal to reduce the number of times per day that a supported service operates?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
48%	28%	10%	10%	2%	2%

Q17. To what extent do you agree or disagree with the proposal to reduce the number of days per week / days of the week that a supported service operates

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
53%	30%	8%	6%	2%	2%

Q.18 If Hampshire County Council reduced either the frequency or the days on which supported services operate, what would the impact be on you, or your organisation or group?

Comments included;

- Difficulty / cannot get to destination (28%)
- Need to use alternative (16%)
- Isolation / Housebound (14%)
- Cannot travel as frequently (9%)
- Financial implication (7%)
- Loss of independence (4%)
- Other impact on user (24%)

Q.19 If the law was changed, to what extent would you agree or disagree with the introduction of a 50p charge for single journeys made using an Older Person's Concessionary Bus Pass on public bus services?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
32%	12%	8%	25%	22%	1%

Q.20 Do you have a concessionary bus pass / vouchers?

No	Older Persons Bus Pass	Disabled Persons Bus Pass	Companion Pass	Travel Vouchers
44.7%	49.8%	4.7%	0.5%	0.3%

Q.21 If you currently travel free using an Older Person's Concessionary Bus Pass on public bus services would you be willing to pay 50p per single journey, if the County Council was allowed to ask you to do this?

Yes	No
54%	46%

Q.22 Would you be willing to pay 50p per single journey when using your Older person's Concessionary Bus Pass on a public bus service, provided that the money raised from this was used to:

	Yes	No
Retain public bus services which would otherwise be reduced because of the need to make savings	18%	82%
Allow the use of Older Person's Bus Pass on public bus services from 0900	22%	78%
Retain the use of the Older Person's Bus Pass on Taxishares, Dial a Ride and Call and Go services	19%	81%

Q.23 If the law changed, and the County Council was able to introduce a 50p charge for single journeys made using an Older Person's Concessionary Bus Pass on public bus services, what would the impact be on you or your members?

Comments included;

- Financial implication (40%)

- Cannot travel as frequently (25%)
- Isolation / Housebound (10%)
- Need to use an alternative (10%)
- Cannot get to destination (4%)
- Loss of independence (1%)
- Other impact on Bus Pass Holder (10%)

Proposal 3: To replace some supported public bus services with alternative forms of community transport such as Taxishares and Call and Go

Q.24 To what extent do you agree or disagree with the proposal to replace some supported public bus services with alternative forms of community transport, such as Taxishares and Call and Go?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
32%	23%	22%	14%	5%	5%

Q.25 If the County Council replaced the supported public bus service that you or your members use with an alternative form of community transport, what would the impact be on you, or your organisation or group?

Comments included;

- Forward Planning needed (19%)
- Financial implication (13%)
- Wouldn't use the service (12%)
- Isolation / housebound (8%)
- Cannot travel as frequently (7%)
- Cannot get to destination (6%)
- Need to use alternative (6%)
- Loss of independence (3%)
- Safety concerns (2%)
- Other impact (22%)

Proposal 4 : To reduce the amount of printed material and make better use of electronic information

Q.26 To what extent do you agree or disagree with the proposal to reduce the amount of printed material and make better use of electronic information?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
10%	13%	14%	30%	32%	2%

Q.27 How do you or your members currently find out information about bus and train services?

Printed travel publications	43%
Google transit website	22%
Travel guides, maps and timetables on Hantsweb	18%
Traveline website/ mobile app	22%
Traveline phone line	4%
Bus operator mobile app	19%
Contacting bus operator directly	10%
My Journey Hampshire website	8%
National Rail website	45%
South Western Railway website	29%
Internet search engine	49%
Train Tracker (call or text)	3%

Other	8%
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Q.28 Which of the following publications produced by the County Council have you or your members used in the past year?

Alton, Bordon and Petersfield travel guide	8%
Andover travel guide	4%
Basingstoke map	11%
Eastleigh and Hedge End travel guide	7%
Farnborough and Fleet travel guide	6%
Hampshire map	17%
Havant travel guide	6%
New Forest travel guide	10%
Romsey map	4%
Winchester and Alresford travel guide	12%
Other	4%
None of these	49%

Q.29 Which sections of the travel guide produced by Hampshire County Council do you or your members use?

Bus times	91%
Taxishare times	2%
Train times	43%

Coach times	8%
Other community transport information	6%
Ferry information	14%
None of these	5%

Q.30 If the County Council reduced the amount of printed material and made better use of the electronic information, what would be the impact be on you, or your organisation?

Comments included;

- No access to electronic information (51%)
- Would use internet / alternatives (16%)
- Rely on friends / family (5%)
- Travel less (2%)
- Other including financial impact, increased difficulty and impact on tourists (26%)

Proposal 5 : To reduce the amount of support available to organisations that provide, promote or support transport services

Q.31 To what extent do you agree or disagree with the proposal to reduce the amount of support available to organisations that provide, promote or support transport services?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
26%	28%	26%	10%	5%	6%

Q.32 To what extent do you agree or disagree with the proposed reduction of the following types of services available to organisations that provide, promote or support transport services?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
Passenger transport grants	29%	27%	24%	10%	4%	7%
Advice and information on legal matters and good practice	17%	20%	34%	15%	7%	8%
Training provided by Hampshire County Council's Passenger Transport Group	14%	19%	36%	15%	7%	9%

Q.33 Has your organisation or group ever made use of any of the following support?

Yes - Passenger transport grants (either applied for or received)	14%
Yes - Advice and information on legal matters and good practice (either face to face, over telephone, email or publications)	14%
Yes - Training provided by Hampshire County Council's Passenger Transport Group (including community transport)	16%

No	70%
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Q.34 If the County Council reduced the amount of support available, what would the impact be on your organisation or group?

Comments included;

- Financial concern 31%
- Less support would be received 24%
- Other 45% (these did not fit into common themes)

Q.35 Please indicate which of the following proposals, relating to supported passenger transport services, is your first, second, third and fourth choice

	First choice	Second choice	Third Choice	Fourth Choice
Proposal 2: to make operational changes to the current public bus and ferry services which Hampshire County Council supports	15%	15%	23%	47%
Proposal 3: To replace some supported public bus services with alternative forms of community transport such as Taxishares and Call and Go	8%	25%	45%	22%
Proposal 4: To reduce the amount of printed material and make better use of electronic information	64%	19%	10%	7%
Proposal 5: To reduce the amount of support available to organisations that provide, promote or support transport services	13%	41%	22%	24%

Proposal 6 : To remove the use of the Older Person's Bus Pass on Taxishares, Dial a Ride and Call and Go Services.

Q.36 To what extent do you agree or disagree with the proposal to remove the use of the Older Person's Bus Pass on Taxishares, Dial-a-Ride and Call and Go Services?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
30%	22%	20%	15%	9%	4%

Q.37 Which of the following services do you currently use?

Taxishare	1%
Dial-a-Ride	2%
Call and Go	0.8%
None of the above	93%
Other	5%

Q.38 If the County Council removed the use of the Older Person's Bus Pass on Taxishares, Dial-a-Ride and Call and Go services, what would the impact be on you or your organisations or group?

Comments included;

- Isolation / housebound (26%)
- Financial implication (26%)
- Other impact (15%)
- Cannot travel as frequently (13%)
- Cannot get to destination (10%)
- Need to use an alternative (5%)

- Loss of independence (4%)

Please note: throughout this report, some totals may not add up to 100%. This is due to rounding of figures.