



**Herefordshire Bus Services Consultation**

**Survey Analysis**

**October 2016**

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# 1 Executive summary

A consultation on bus services and community transport was undertaken by Herefordshire Council between 18<sup>th</sup> July and 16<sup>th</sup> October 2016. The survey was available in hard copy format and online. A total of 2,011 responses were received. This followed consultations that were undertaken in 2011 and 2014 to establish bus service priorities following significant financial pressures on local authorities.

In progressing its review of passenger transport services the Council needs to take into account the priorities for transport users and have regard to potential impacts in the event that changes in subsidy and financial support for transport need to be considered in the future.

Compared with the population profile of Herefordshire as a whole, the consultation saw higher response rates from people over 65 and from people with a disability or long-term illness. The response rate amongst people with access to a car was lower than the proportion of those people in the overall population. These outcomes are not surprising given that older and disabled people are more likely to rely on bus and community transport services and car users are less likely to be regular bus users.

Most people who responded (90%) used buses in Herefordshire. 80% of respondents travelled by bus at least once per week. 60% of journeys made by respondents were for shopping purposes.

When asked what alternative mode of transport they would use if their main bus was no longer available, 34% of respondents said they would travel by car, either driving or as a passenger. 29% said they would have no alternative. When asked how much impact the withdrawal of their bus service would have, 81% of respondents indicated that it would have a high impact.

74% of respondents considered that priority should be given to maintaining a network of core services on Monday to Saturday during the daytime period. 37% of respondents suggested that savings should be achieved through a reduction or withdrawal of funding for town and city services.

Many respondents took the opportunity to make comments covering many topics. The most common comments related to requests for the maintenance of particular bus services. 28% of those providing additional comments fell into this category. Other common comments related to access to essential services.

## 2 Survey Representation

### POPULATION DENSITY

- 2.1 By mapping the postcodes of respondents, the geographical density of respondents could be compared with the overall population of Herefordshire (as given by the 2011 Census). Figures 2.1 and 2.2 show the two sets of data.
- 2.2 Overall, there is a general correlation between the two, suggesting that the distribution of respondents is in line with the general distribution of the population. It also demonstrates that the consultation reached people spread across Herefordshire.
- 2.3 Some of the rural areas did attract higher proportionate response rates. These included the Bromyard area, Golden Valley and Kington areas. This might reflect the concerns about the potential loss of bus services in these areas, many of which are partially or fully supported by the Council, and the impact that this could have on access to services and facilities located some distance away.

**Figure 2-1: Map of Population Density in Herefordshire (Census 2011)**

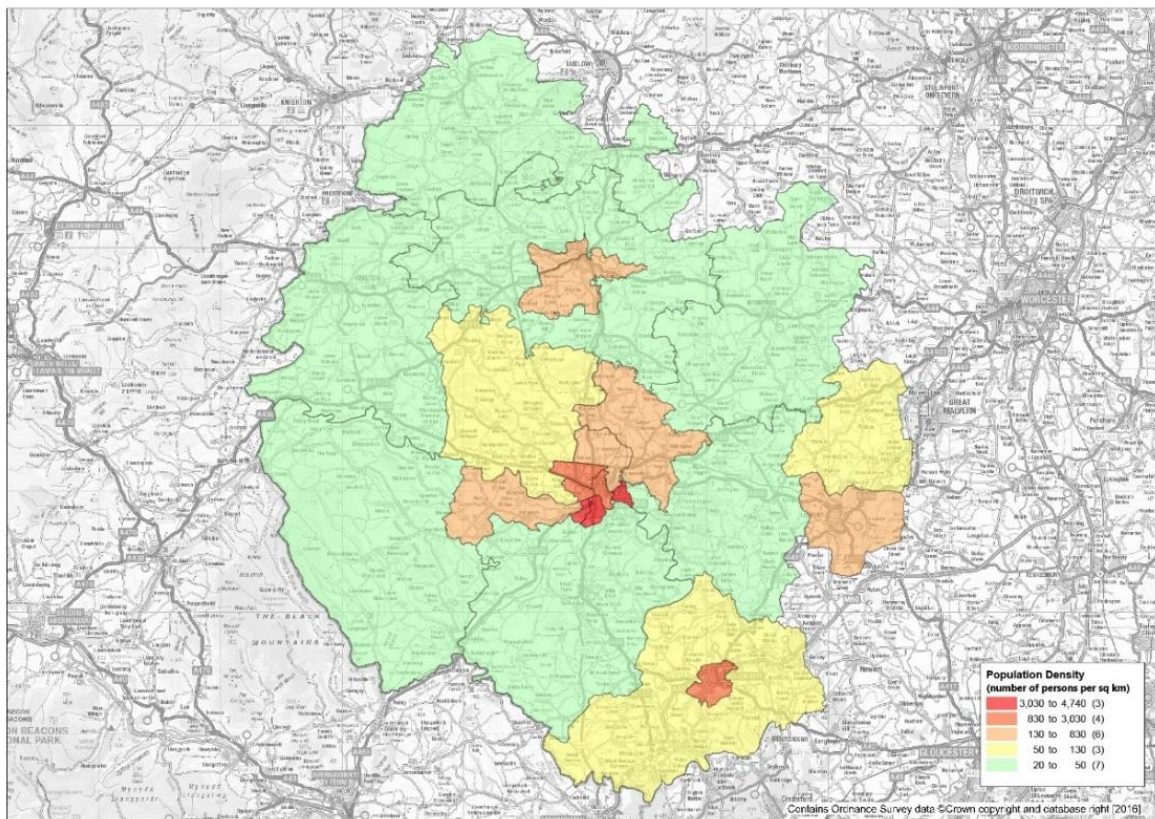
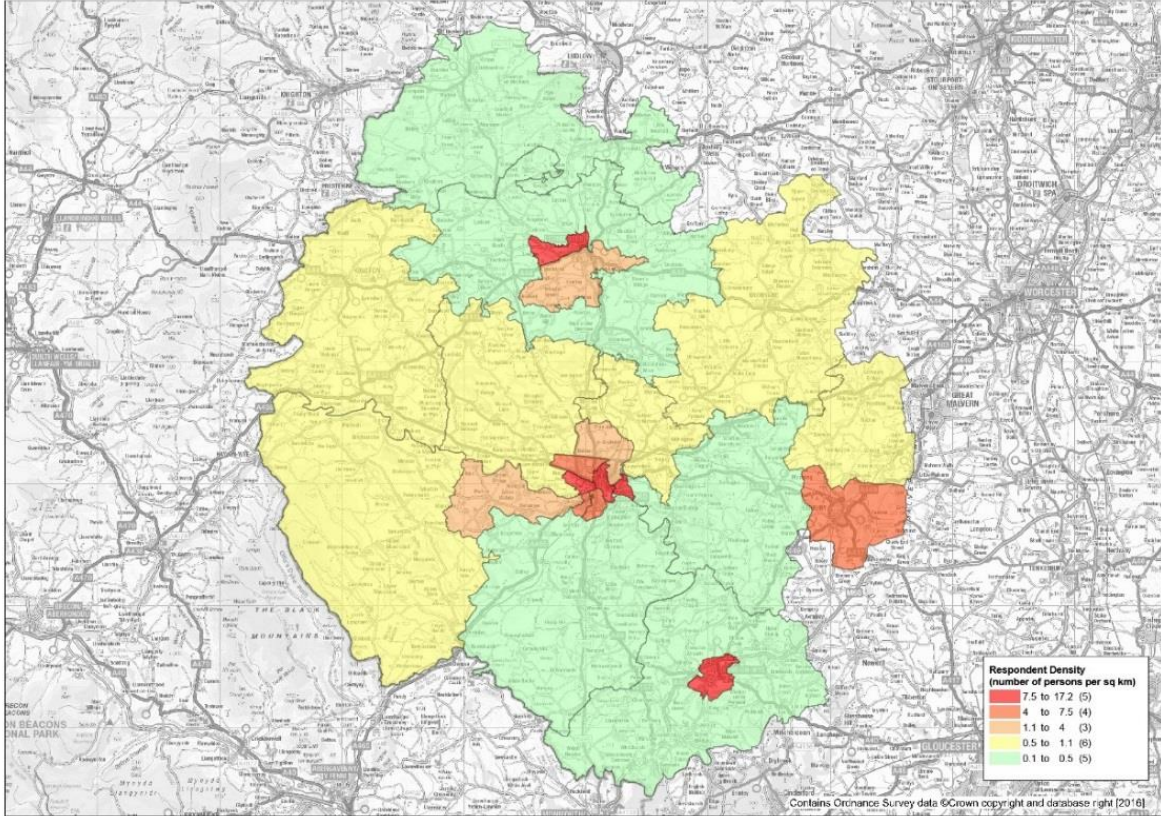


Figure 2-2: Map of Population Density by Respondent Postcode



### 3 Respondent Information

**Are you completing this form for yourself, on behalf of someone else, or on behalf of an organisation?**

- 3.1 The table below sets out the number of responses that were made by the individual themselves or someone on their behalf.

<b>Response</b>	<b>Number</b>	<b>%</b>
Myself	1595	79
For someone else	340	17
For an organisation	21	1
No answer	55	3
<b>Total</b>	<b>2011</b>	<b>100</b>

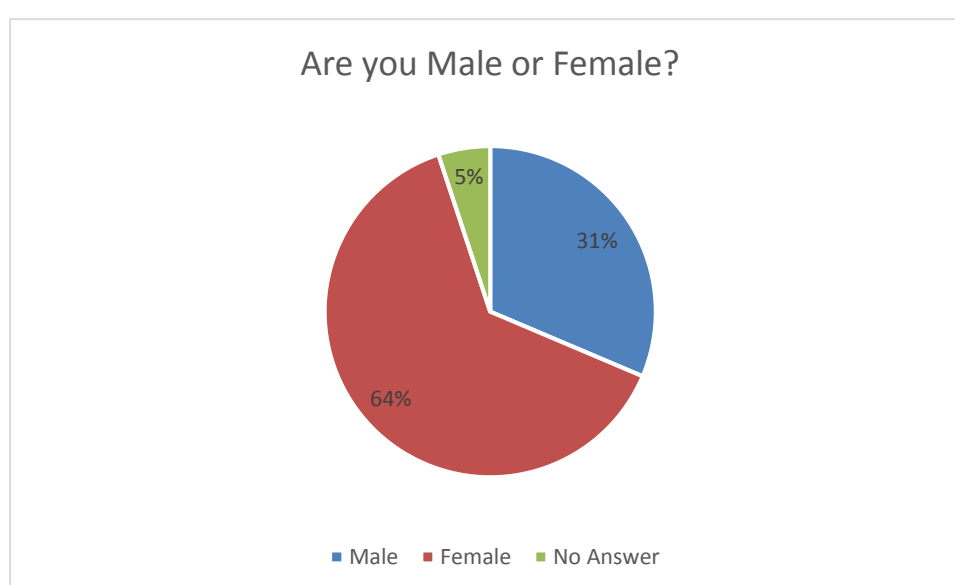
- 3.2 The table shows that the majority of respondents completed the consultation response themselves.

## 4 Demographics

- 4.1 The first group of questions relate to the demographics of consultation respondents. The results are set out below and are compared to the 2011 Census data for Herefordshire.

### GENDER

#### Are you Male or Female?



Gender	Number	%
Male	631	31
Female	1278	64
No answer	102	5
<b>Total</b>	<b>2011</b>	<b>100</b>

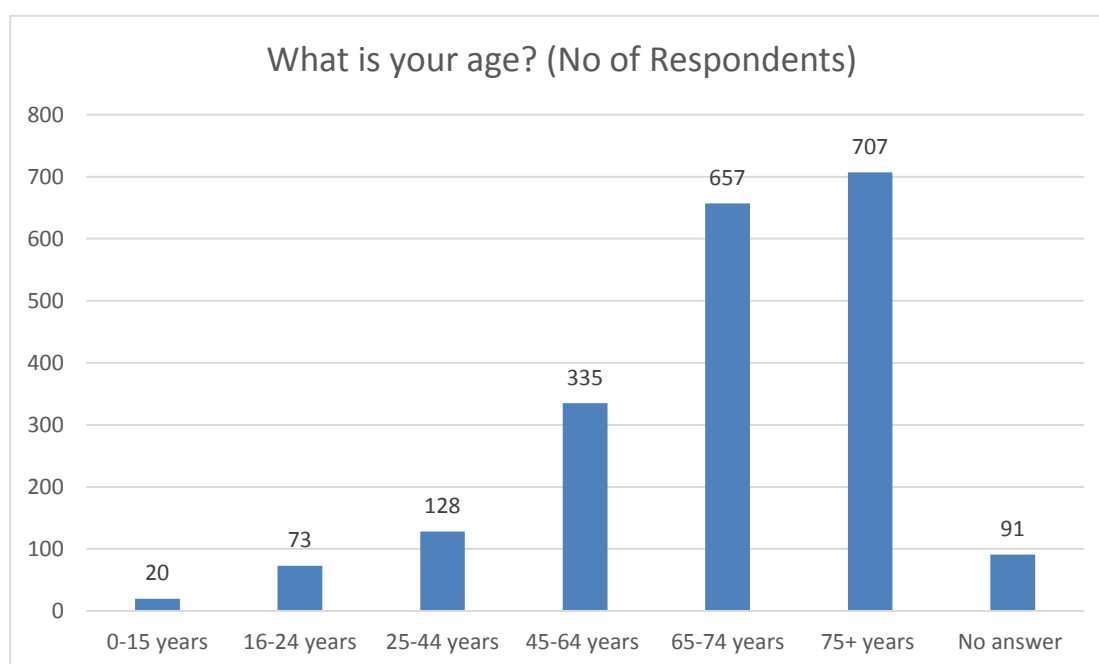
- 4.2 There were a higher proportion of female respondents (64%) to male respondents (31%). Census data from 2011 shows in Herefordshire, there is a more even split of gender with 51% of residents being female and 49% male.



## AGE

### What is your age?

Age	Number	%
0-15 years	20	1
16-24 years	73	4
25-44 years	128	6
45-64 years	335	17
65-74 years	657	33
75+ years	707	35
No answer	91	5
<b>Total</b>	<b>2011</b>	<b>100</b>

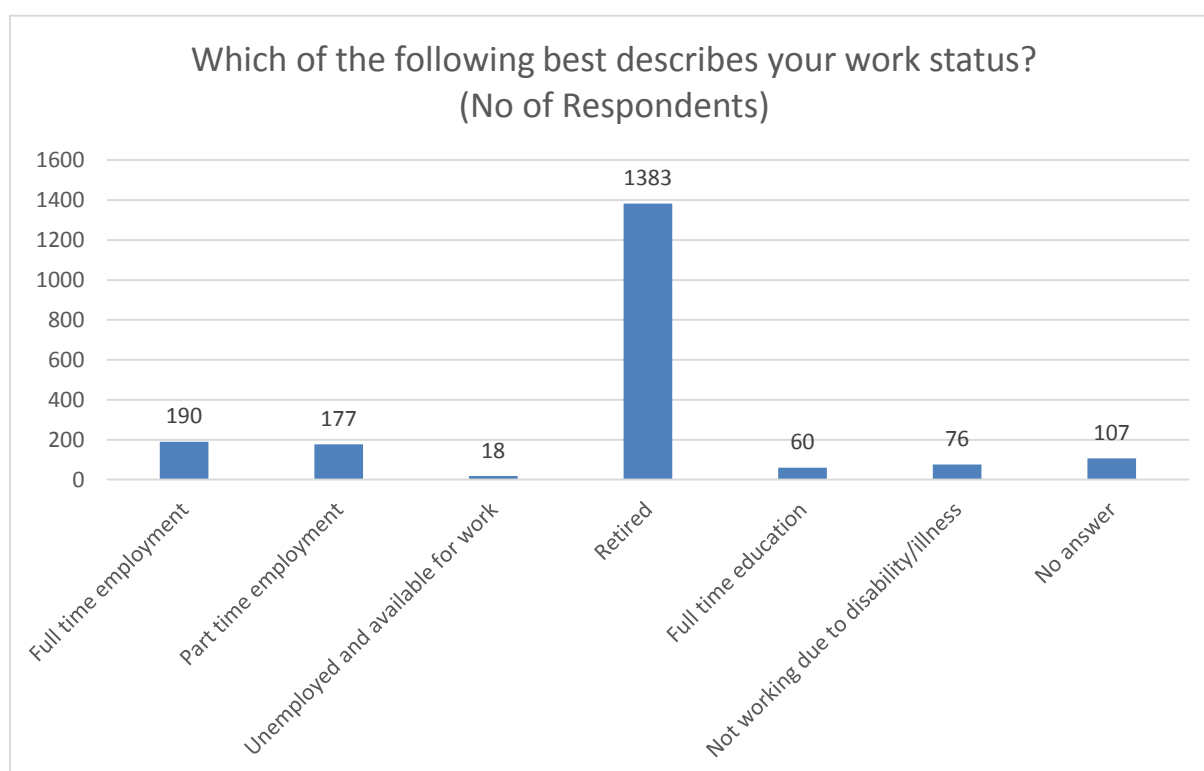


- 4.3 Of all respondents, 68% were over the age of 65. Comparing this to the Census, only 21% were over the age of 65. With regards to younger people, only 5% of survey respondents were under 25 years old, compared to 27% of Herefordshire residents. Respondents to the consultation were therefore generally older when compared to Herefordshire residents as a whole.

## WORK STATUS

Which of the following best describes your work status?

Work Status	Number	%
Full time employment	190	9
Part time employment	177	9
Unemployed and available for work	18	1
Retired	1383	69
Full time education	60	3
Not working due to disability/illness	76	4
No answer	107	5
<b>Total</b>	<b>2011</b>	<b>100</b>

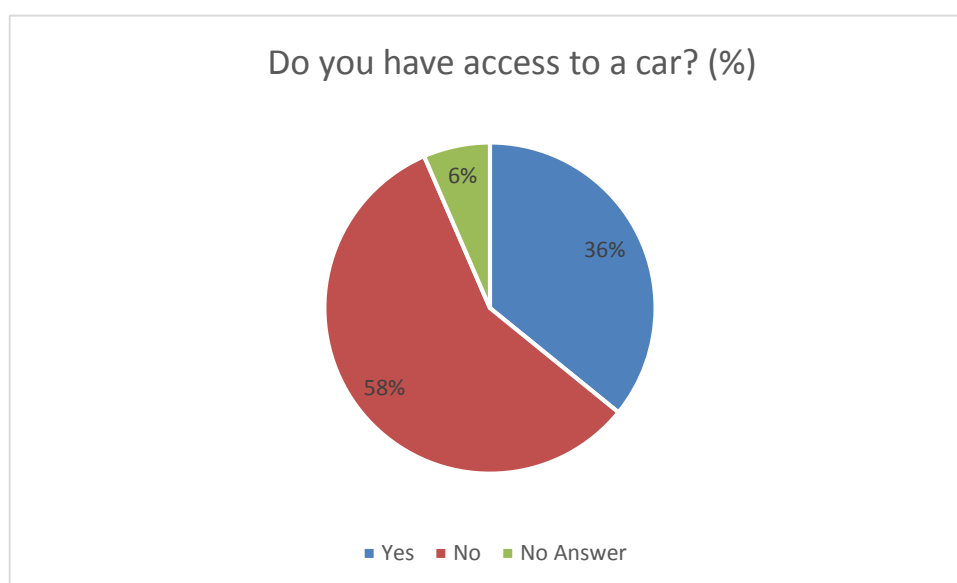


- 4.4 The majority of respondents (69%) were retired, which supports the age profile of survey respondents. Only 1% (18) of respondents were unemployed and unavailable for work and only 3% (60) were in full time education.

## CAR AVAILABILITY

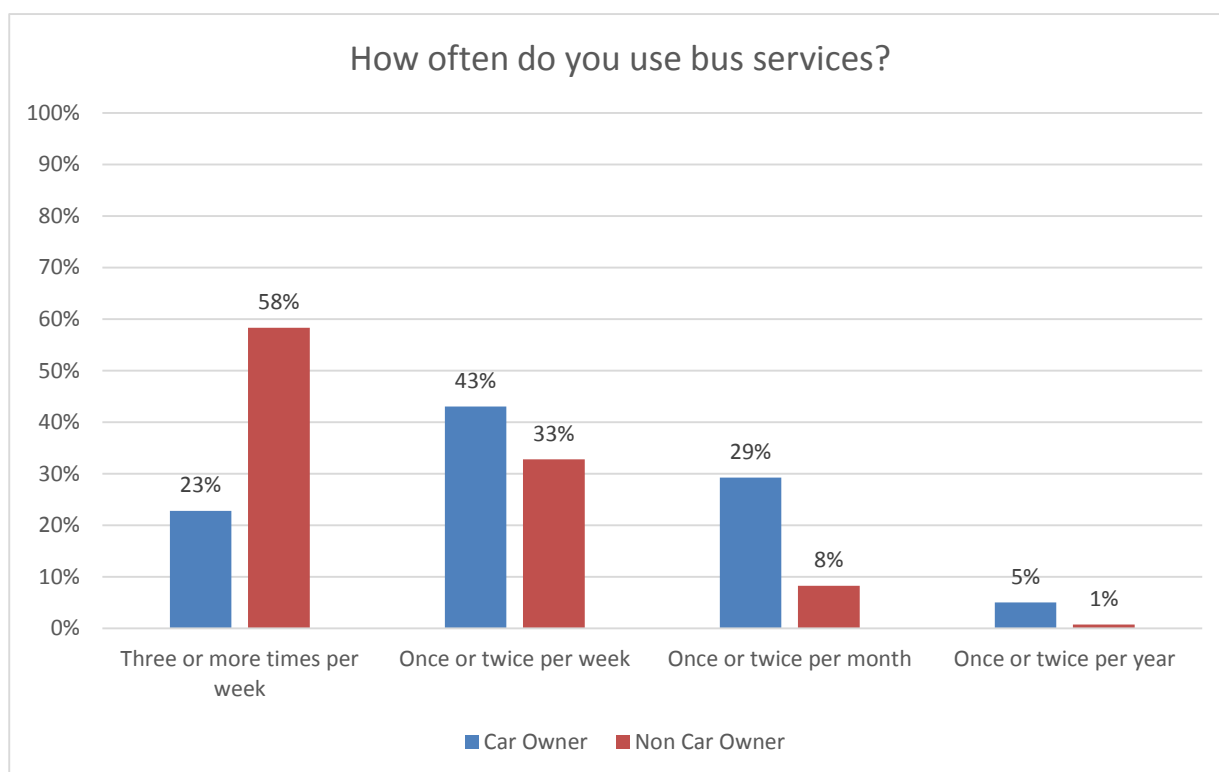
Do you have access to a car?

Car Availability	Number	%
Yes	721	36
No	1159	58
No answer	131	6
<b>Total</b>	<b>2011</b>	<b>100</b>



- 4.5 The results show that 36% of respondents to the survey had access to a car. Across Herefordshire, 84% of residents own a car/van. The lower percentage of people with access to a car observed in this survey is expected as bus users, constituting most of the respondents, are less likely to have access to a car than non-bus users.

### Car Availability by Level of Bus Use

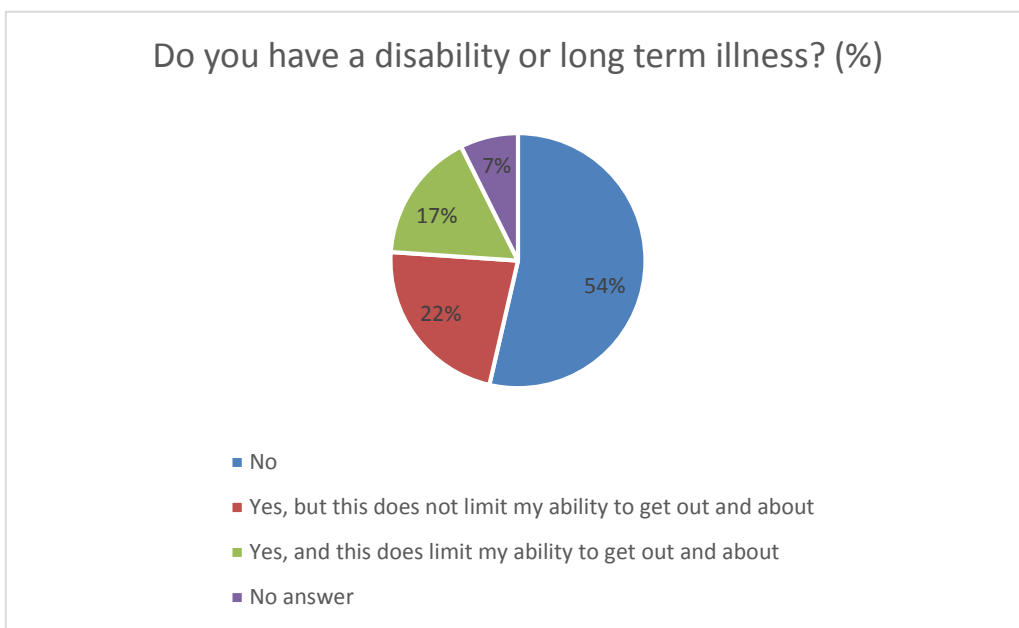


- 4.6 The above graph shows a correlation between the two sets of data. 58% of those people that use the buses three or more times a week are non-car-owners but interestingly 23% of people who use the buses for the same frequency are car owners.

## DISABILITY/ILLNESS

### Do you have a disability or long term illness?

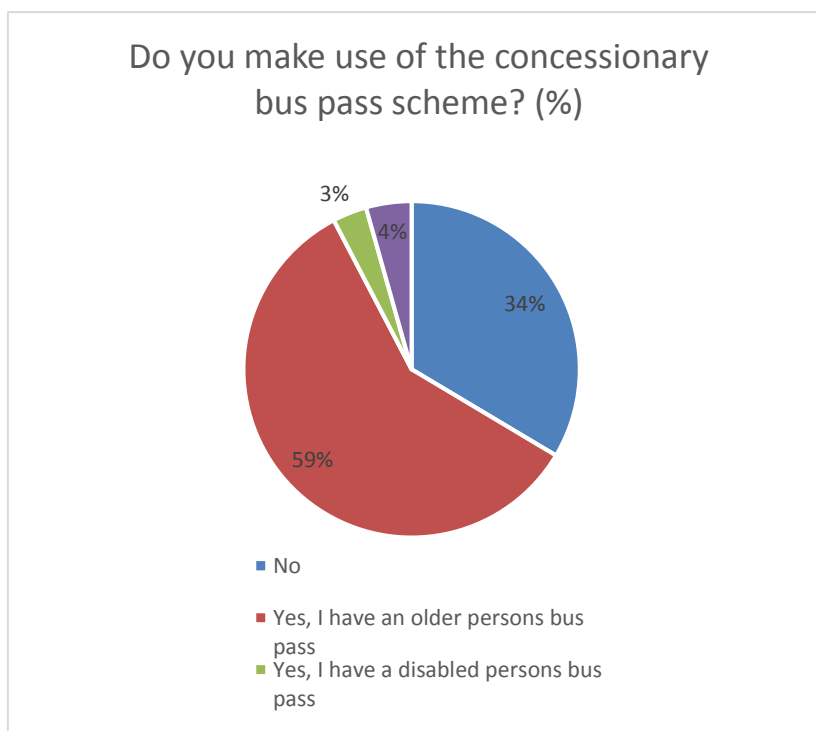
Disability	Number	%
No	1078	54
Yes, but this does not limit my ability to get out and about	452	22
Yes, and this does limit my ability to get out and about	333	17
No answer	148	7
<b>Total</b>	<b>2011</b>	<b>100</b>



4.7 Most people who responded (54%) did not have a disability or long-term illness. This compares to 66% of all Herefordshire residents from the Census data. 22% of survey respondents had a disability that did not limit their ability to get out and about, 17% percent of respondents had a disability that did affect their ability to get out and about.

## CONCESSIONARY FARES SCHEME

### Do you make use of the concessionary bus pass scheme?

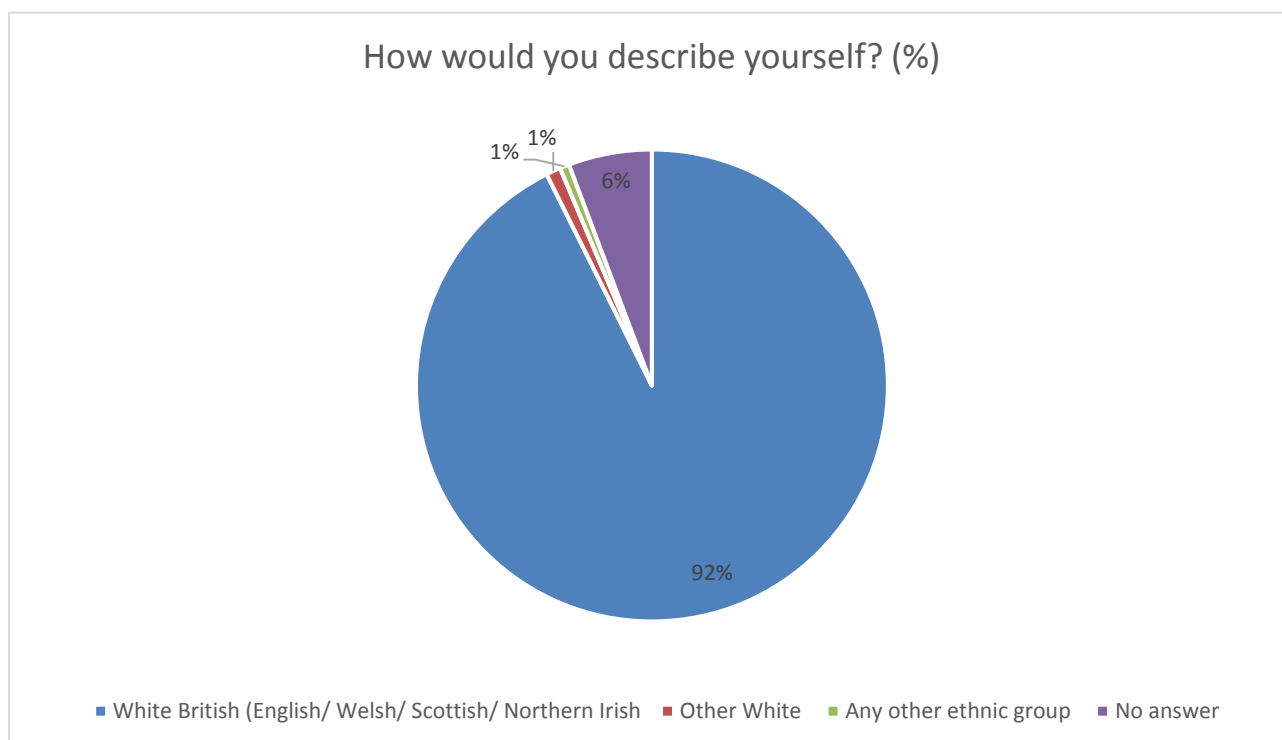


4.8 A high percentage of those who responded (62%) have, and use, a concessionary fares bus pass. This is reflective of the age profile of the respondents. 59% of concessionary pass users were older people and 3% disabled people.

## ETHNICITY

### How would you describe yourself?

Ethnicity	Number	%
White British (English/ Welsh/ Scottish/ Northern Irish)	1863	92
Other White	20	1
Any other ethnic group	13	1
No answer	115	6
<b>Total</b>	<b>2011</b>	<b>100</b>



4.9 The large majority of respondents were white British (92%) which is reflective of the demographics of Herefordshire. In the 2011 Census, 94% of the population of Herefordshire was recorded as white British.

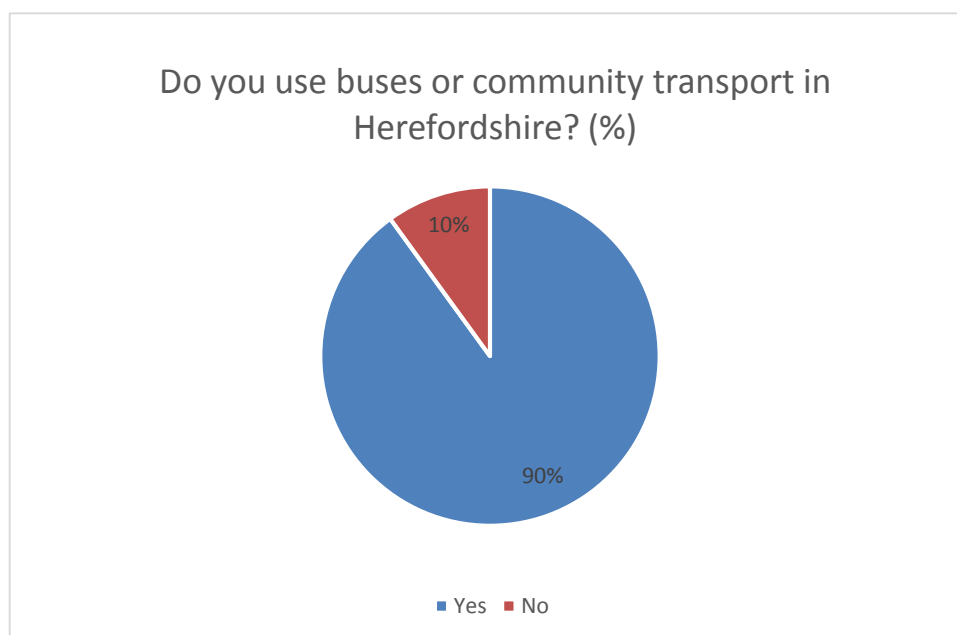
## 5 Travel Patterns

The survey questioned people on how they travel, how often they travel and where they travel. The results of these questions are set out below.

### BUS USE

**Do you use buses or community transport in Herefordshire?**

Bus Use	Number	%
Yes	1697	90
No	198	10
<b>Total</b>	<b>1895</b>	<b>100</b>



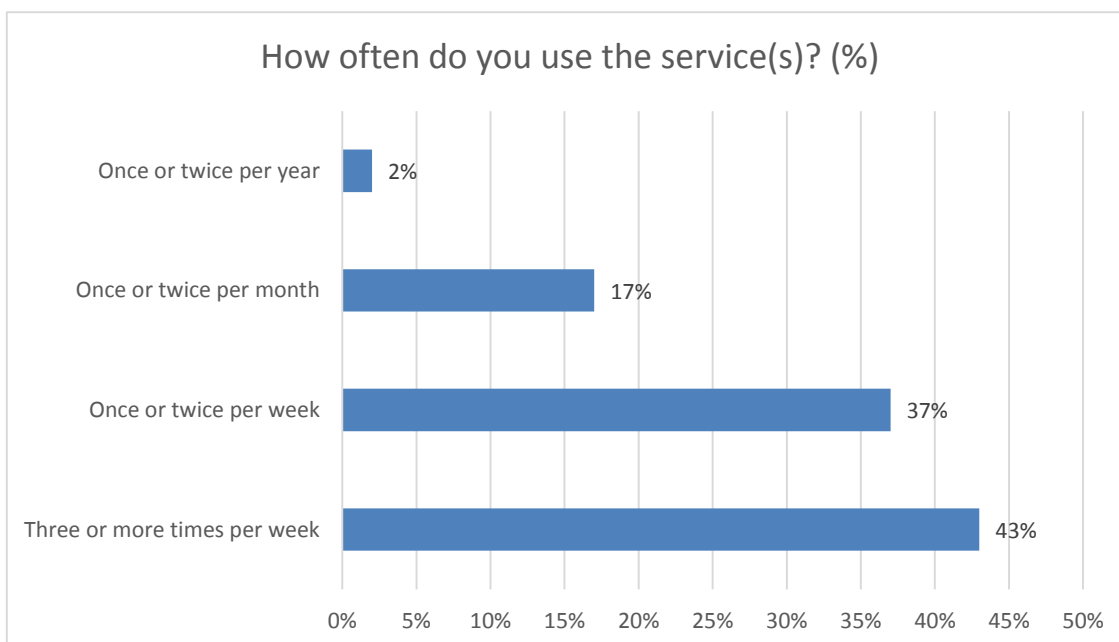
- 5.1 Most of the 1895 people that responded to this question are Herefordshire bus users (90%). This is expected given the nature of the questionnaire.

### Which bus service(s) do you use mainly (services number(s))?

5.2 The respondents mentioned a total of 3084 services which they travelled on between them, some travelled on one service, others travelled on many. There were 96 different services mentioned. The services on which most respondents travelled were the 461 (230 respondents), 476 (219 respondents), 492 (211 respondents) and 33 (174 respondents).

### How often do you use the service(s)?

Frequency	Number	%
Three or more times per week	688	43
Once or twice per week	593	37
Once or twice per month	265	17
Once or twice per year	37	2
<b>Total</b>	<b>1583</b>	<b>100</b>



5.3 80% of respondents to this question used bus services at least once per week, with 43% of bus users using the services three times per week or more.

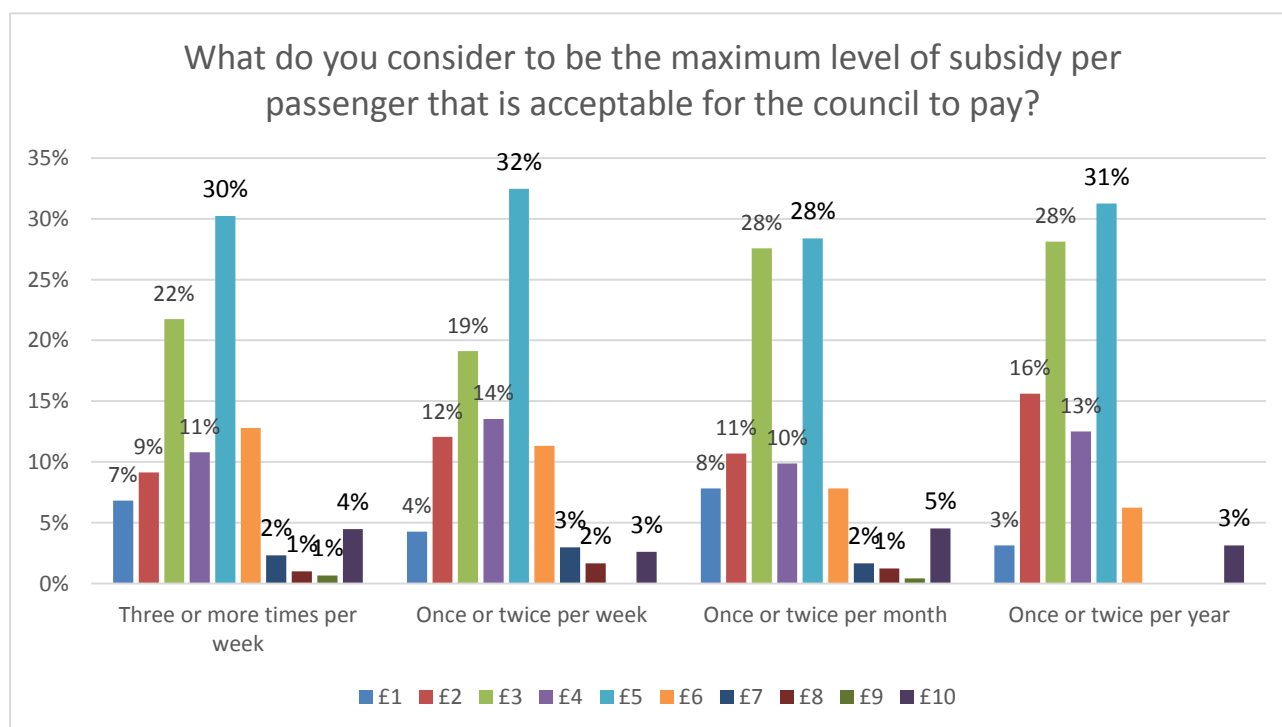


### What do you consider to be the maximum level of subsidy per passenger that is acceptable for the council to pay?

Maximum level of subsidy?	Number	%
£1	98	6
£2	177	11
£3	367	22
£4	237	14
£5	470	29
£6	178	11
£7	40	2
£8	19	1
£9	5	0
£10	57	3
<b>Total</b>	<b>1648</b>	<b>100</b>

5.4 The results show that the most popular response (29%) was that £5 should be the maximum level of subsidy per passenger paid by the Council. 39% considered that it should be £3 or less.

### Bus Use vs Level of Subsidy

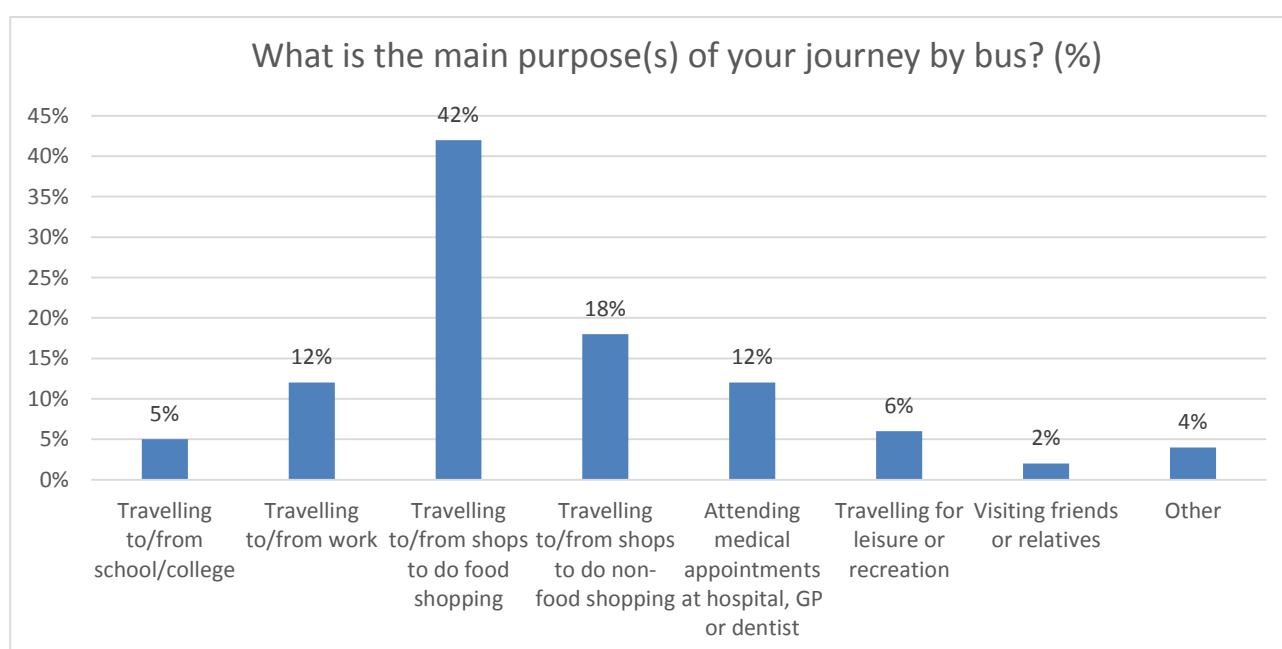


5.5 The chart above shows that across all levels of bus use the most common subsidy considered to be acceptable is £5 per passenger journey, closely followed by £3 maximum across all groups.

## JOURNEY PURPOSE

What is the main purpose of your journey by bus? (tick up to two answers)

Main purpose of journey	Number	%
School / College	72	5
Work	186	12
Food shopping	668	42
Non-food shopping	276	18
Medical appointments	186	12
Leisure / recreation	89	6
Visiting friends or relatives	37	2
Other	62	4
<b>Total</b>	<b>1576</b>	<b>100</b>



- 5.6 Most journey purposes were for shopping (42%) followed by travelling to/ from shops for non-food shopping (18%). The relatively low percentages for education and work are reflective of the age profile of respondents.

## 6 Impact of Service Cuts

### TRAVEL ALTERNATIVES

If your main bus service was no longer available, what alternative(s) would you use?

What alternative would you use?	Number	%
Walking	220	10
Cycling	52	2
Car (as driver)	406	19
Lift with friend or relative	337	15
Taxi	277	13
Train	118	5
Motorcycle / Moped	6	0
Community transport	118	5
No alternative	641	29
<b>Total</b>	<b>2175</b>	<b>100</b>

- 6.1 The most common form of alternative transport was the car, with 34% that would resort to this mode, be it as a driver or a passenger. 29% of the answers given were that no alternative modes of travel would be available to the respondent should the main bus service be no longer available.

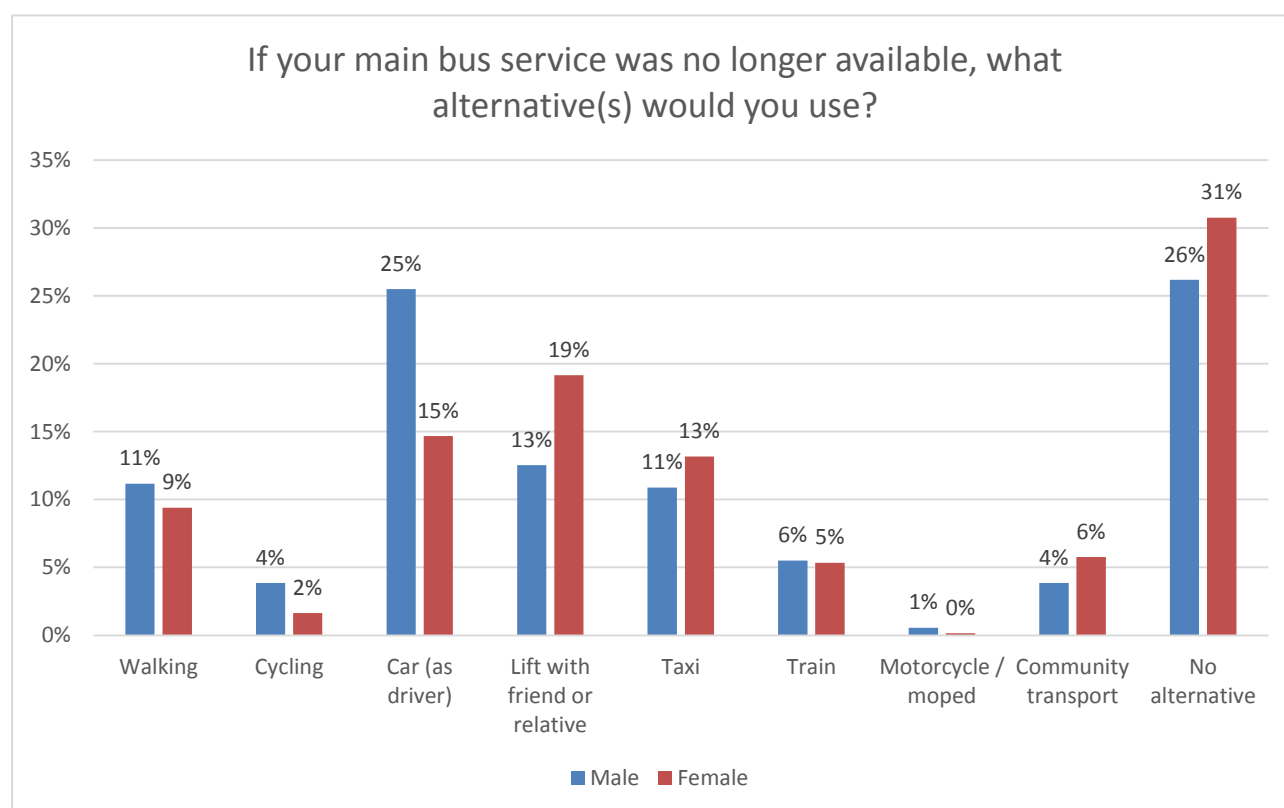
### Travel Alternatives by Work Status Group

Alternative Mode	Full/Part Time Employed	Full Time Education	Unemployed	Retired	Disabled and not able to work
Walking	21 (10%)	2 (3%)	1 (6%)	152 (10%)	8 (10%)
Cycling	16 (4%)	1 (1%)	0 (0%)	30 (2%)	1 (1%)
Car (as driver)	87 (21%)	2 (3%)	1 (6%)	301 (20%)	2 (3%)
Lift with friend or relative	52 (13%)	19 (27%)	1 (6%)	283 (19%)	10 (13%)
Taxi	42 (10%)	1 (1%)	1 (6%)	204 (13%)	15 (19%)
Train	18 (4%)	2 (3%)	2 (12%)	85 (6%)	6 (8%)
Motorcycle / moped	2 (0%)	1 (1%)	0 (0%)	2 (0%)	0 (0%)
Community transport	6 (1%)	1 (1%)	0 (0%)	95 (6%)	7 (9%)
No alternative	161 (40%)	42 (59%)	11 (65%)	377(25%)	31 (39%)
<b>Total</b>	<b>405 (100%)</b>	<b>71 (100%)</b>	<b>17 (100%)</b>	<b>1529 (100%)</b>	<b>80 (100%)</b>

### Travel Alternatives by Disability

Alternative Mode	No disability	Yes but this does not limit my ability to get out and about	Yes and this does limit my ability to get out and about
Walking	136 (11%)	60 (11%)	14 (5%)
Cycling	38 (3%)	11 (2%)	3 (1%)
Car (as driver)	289 (83%)	83 (15%)	16 (6%)
Lift with friend or relative	218 (17%)	97(17%)	44 (17%)
Taxi	124 (10%)	87 (16%)	46 (18%)
Train	62 (5%)	31 (6%)	12 (5%)
Motorcycle / moped	1 (0%)	1 (0%)	0 (0%)
Community Transport	52 (4%)	37 (7%)	20 (8%)
No Alternative	351 (28%)	154 (27%)	100 (39%)
<b>Total</b>	<b>1271 (100%)</b>	<b>561 (100%)</b>	<b>255 (100%)</b>

### Travel Alternatives by Gender



**If your main bus service was no longer available, what would be the impact on you?**

<b>Impact if no bus service was available</b>	<b>Number</b>	<b>%</b>
High Impact	1261	81
Low Impact	90	6
Some Impact	204	13
No Impact	10	1
<b>Total</b>	<b>1565</b>	<b>100</b>

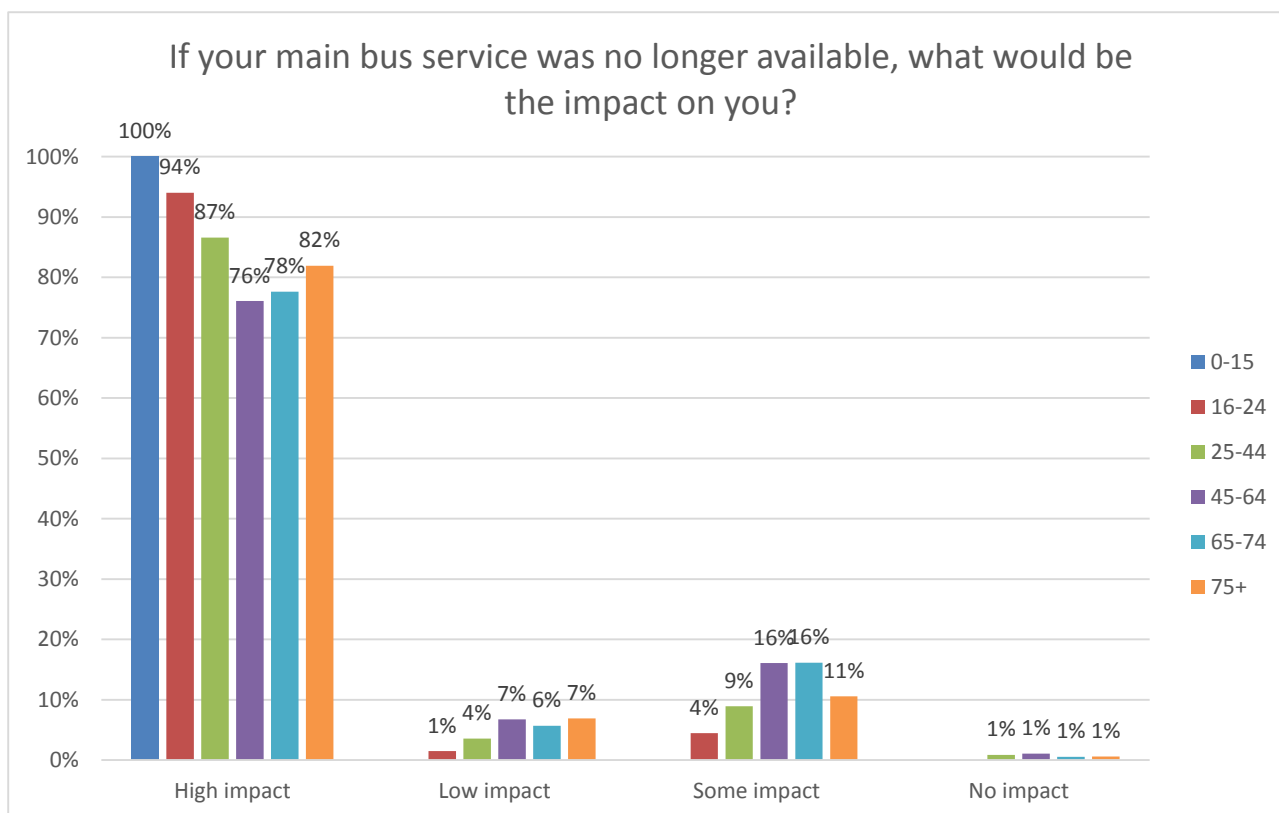
6.2 81% of respondents said that if their bus service was no longer available this would have a high impact on them.

**Impact of Loss of Service by Work Status Group**

<b>If your main bus service was no longer available, what would be the impact on you?</b>	<b>Full/Part Time Employed</b>	<b>Full Time Education</b>	<b>Unemployed</b>	<b>Retired</b>	<b>Disabled and not able to work</b>
High impact	251 (81%)	54 (95%)	13 (87%)	834 (78%)	59 (97%)
Low impact	19 (6%)	1 (2%)	0 (0%)	68 (6%)	1 (2%)
Some impact	38 (12%)	2 (4%)	1 (7%)	153 (14%)	1 (2%)
No impact	0 (0%)	0 (0%)	1 (7%)	8 (1%)	0 (0%)
<b>Total</b>	<b>308 (100%)</b>	<b>57 (100%)</b>	<b>15 (100%)</b>	<b>1063 (100%)</b>	<b>61 (100%)</b>

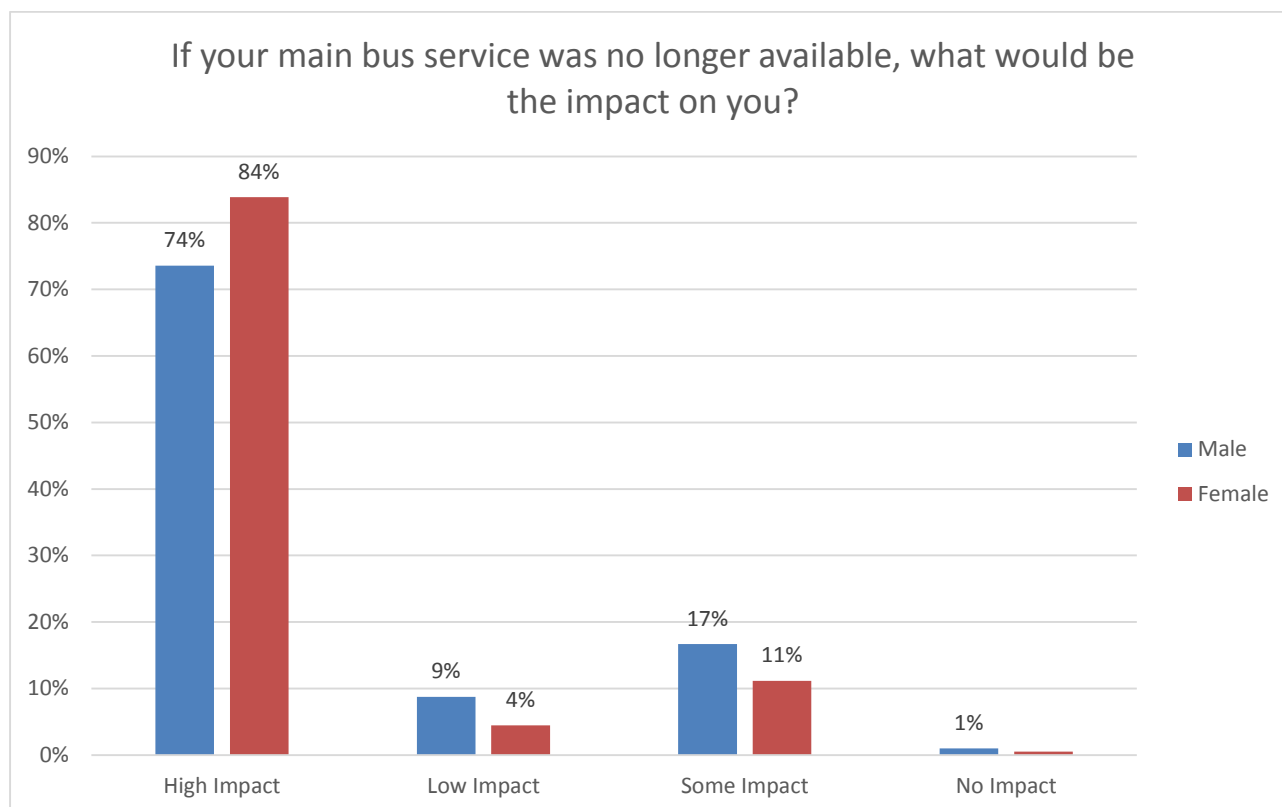
6.3 The majority of the 1261 respondents that would be highly impacted by a loss of service, would be retired people with 834 people (66%). Interestingly, 95% of all respondents who were in education said they would be highly impacted (an indication of the lack of alternative travel options for young people), as would 81% of employed people.

### Impact of Loss of Service by Age



6.4 All of the respondents in the age group 0-15 (17 people) stated that there would be a high impact if their bus service was no longer available. 94% of those aged 16-24 said it would have a high impact, closely followed by 87% of those in the 25-44 age group. The highest proportion of people in the 75+ (34 people) and 45-64 (19 people) age groups said that the changes would have a low impact both at 7% of respondents in these age groups.

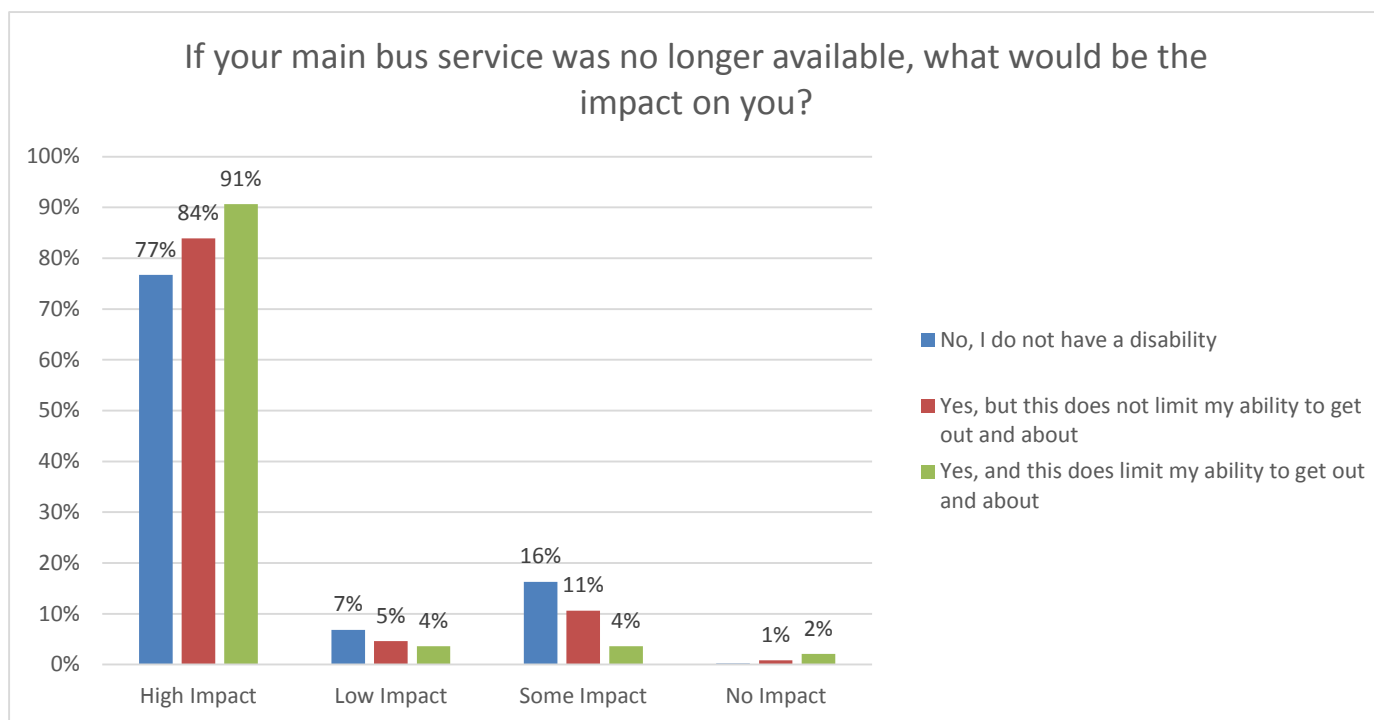
## Impact of Loss of Service by Gender



- 6.5 The results show that 84% of female respondents said withdrawal of their main bus service would have a high impact on them compared with 74% of males. 9% of males said it would result in a low impact and 4% of females.

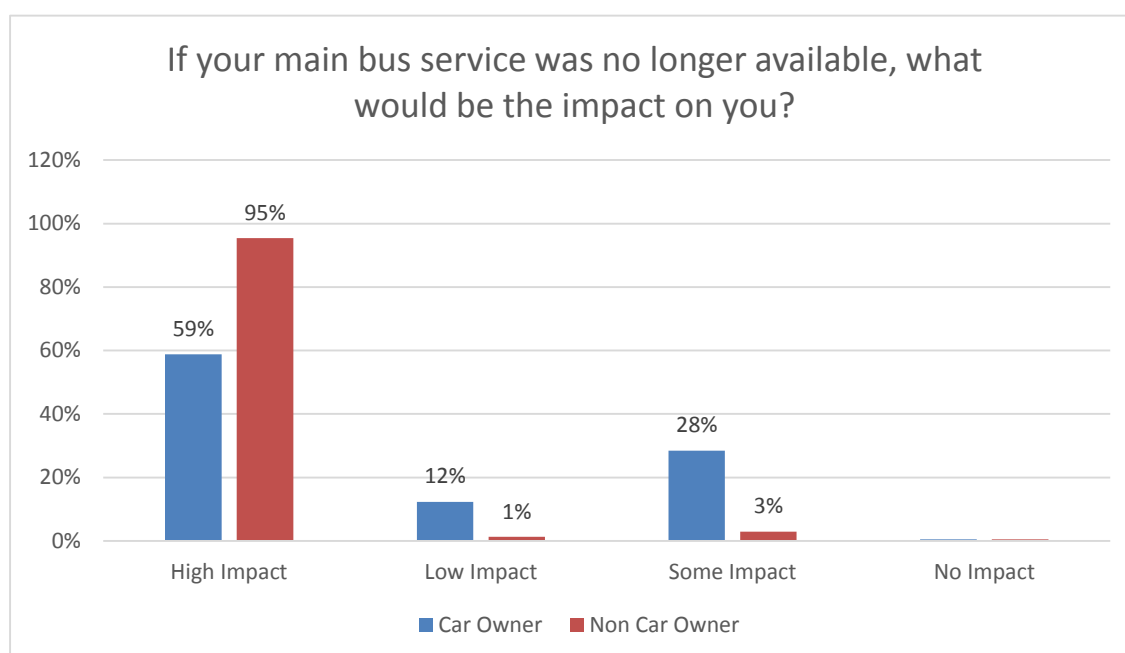


### Impact of Loss of Service by Disability



6.6 91% of respondents (175 people) that had a disability that limited their ability to get out and about said they would be highly impacted. 84% (308 people) of those who have a disability that doesn't limit their ability to get out and about and 77% (698 people) without a disability said they would be highly impacted.

### Impact vs Car Availability



### Impact vs Alternative Available

- 6.7 35% (594 people) of respondents who would be highly impacted said they would have no alternative available to them
- 6.8 17% (288 people) of those highly impacted would get a lift with a friend or relative which was the second most popular answer after no alternative
- 6.9 This is closely followed by 14% (240 people) of people would get a taxi.

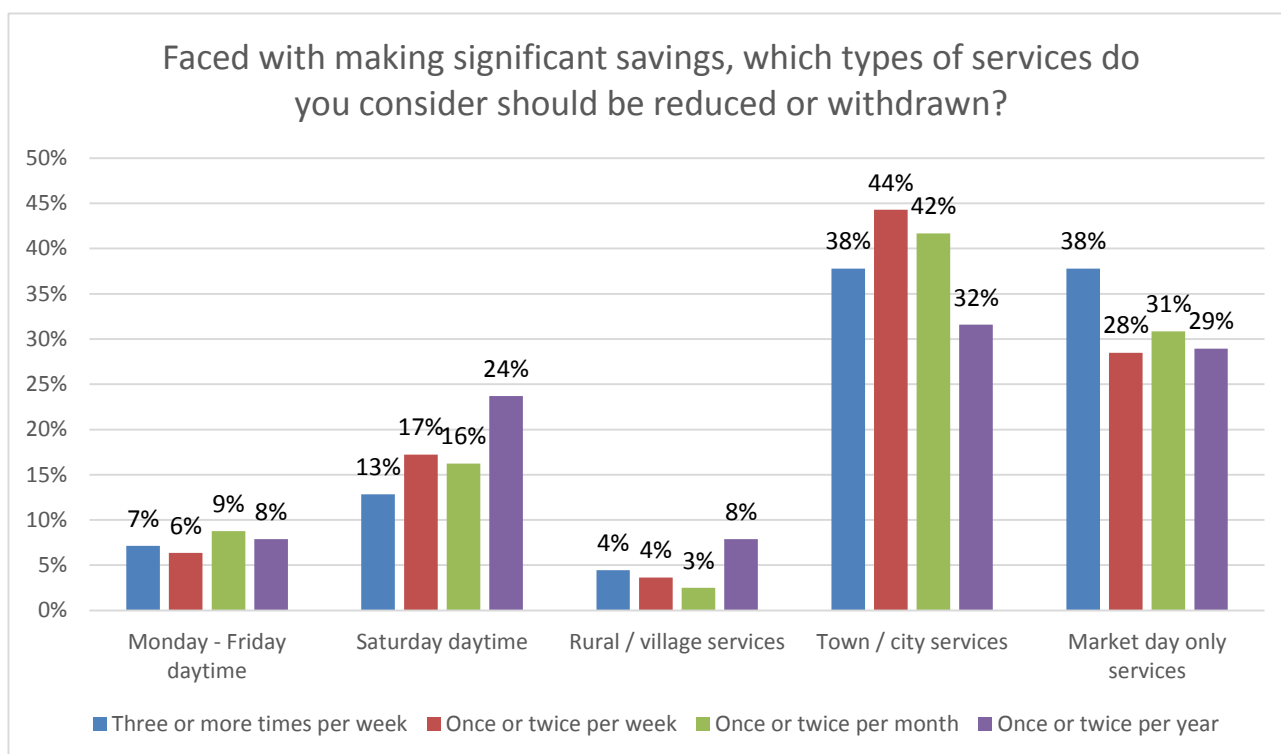
### Faced with making significant savings, which types of services do you consider should be reduced or withdrawn?

Which types of services should be reduced?	Number	%
Mon - Fri day	109	7
Sat day	294	18
Rural / village	79	5
Town / city	614	37
Market day	564	34
<b>Total</b>	<b>1660</b>	<b>100</b>

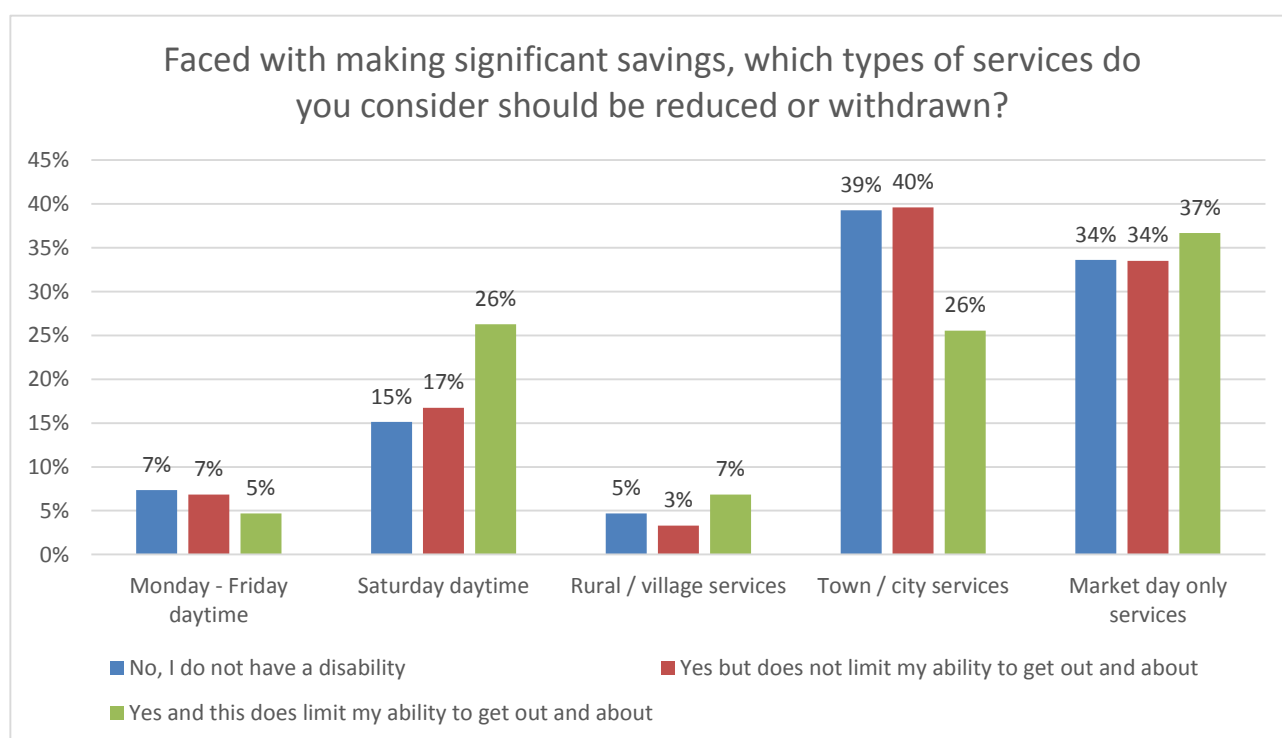
### Priority Order for Making Savings by Work Status Group

Priority order of cuts	Full/Part Time Employed	Full Time Education	Unemployed	Retired	Disabled and not able to work
Monday - Friday daytime	21 (7%)	4 (8%)	0 (0%)	76 (7%)	2 (3%)
Saturday daytime	41 (13%)	4 (8%)	2 (17%)	226 (19%)	10 (17%)
Rural / village services	18 (6%)	3 (6%)	0 (0%)	52 (4%)	4 (7%)
Town / city services	113 (36%)	22 (42%)	7 (58%)	426 (37%)	18 (31%)
Market day only services	118 (38%)	20 (38%)	3 (25%)	380 (33%)	24 (41%)
<b>Total</b>	<b>311 (100%)</b>	<b>53 (100%)</b>	<b>12 (100%)</b>	<b>1160 (100%)</b>	<b>58 (100%)</b>

### Priority Order for Making Savings by Bus Use



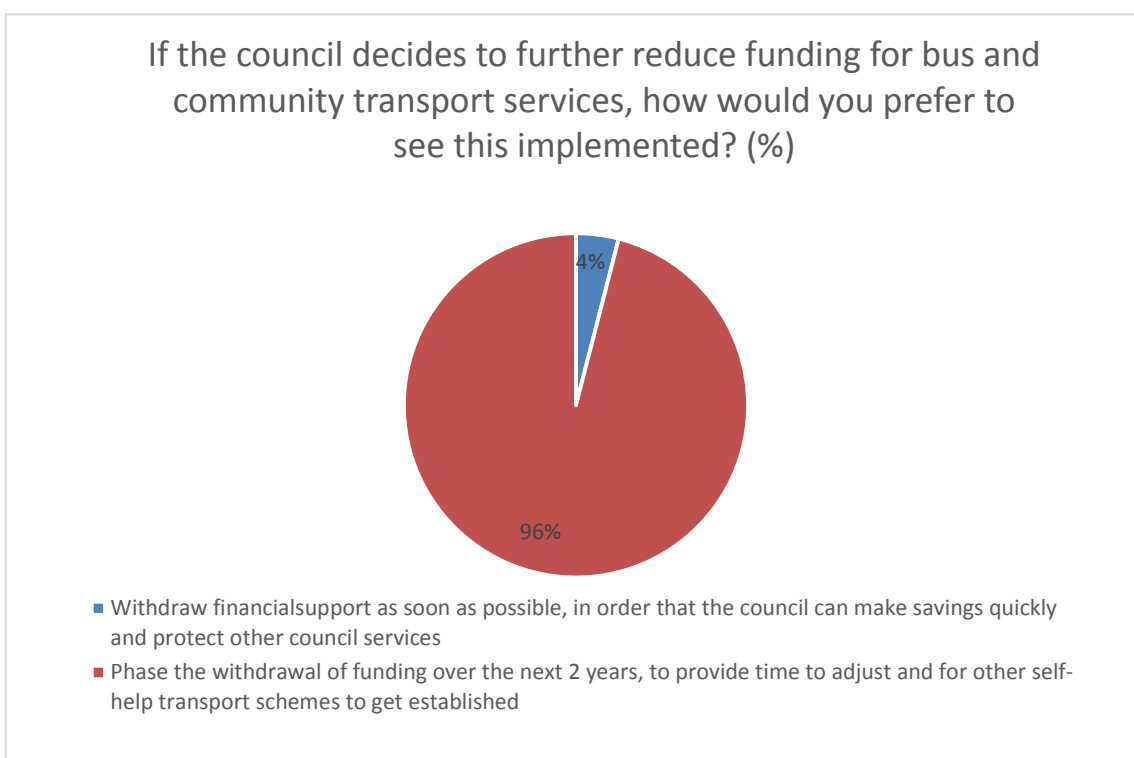
### Priority Order by Disability



### Priority Order for Making Savings by Age and Gender

- The priority order of making savings across gender was an even split for all services
- The order across age groups also showed a fairly even split, most of note was 49% (29) of 16-24 year olds and 43% (231) of 65-74 year olds that thought town/city services should be reduced or withdrawn. A larger proportion of 25 -44 year olds, (44%/ 45 people) thought that market day only services should be reduced.

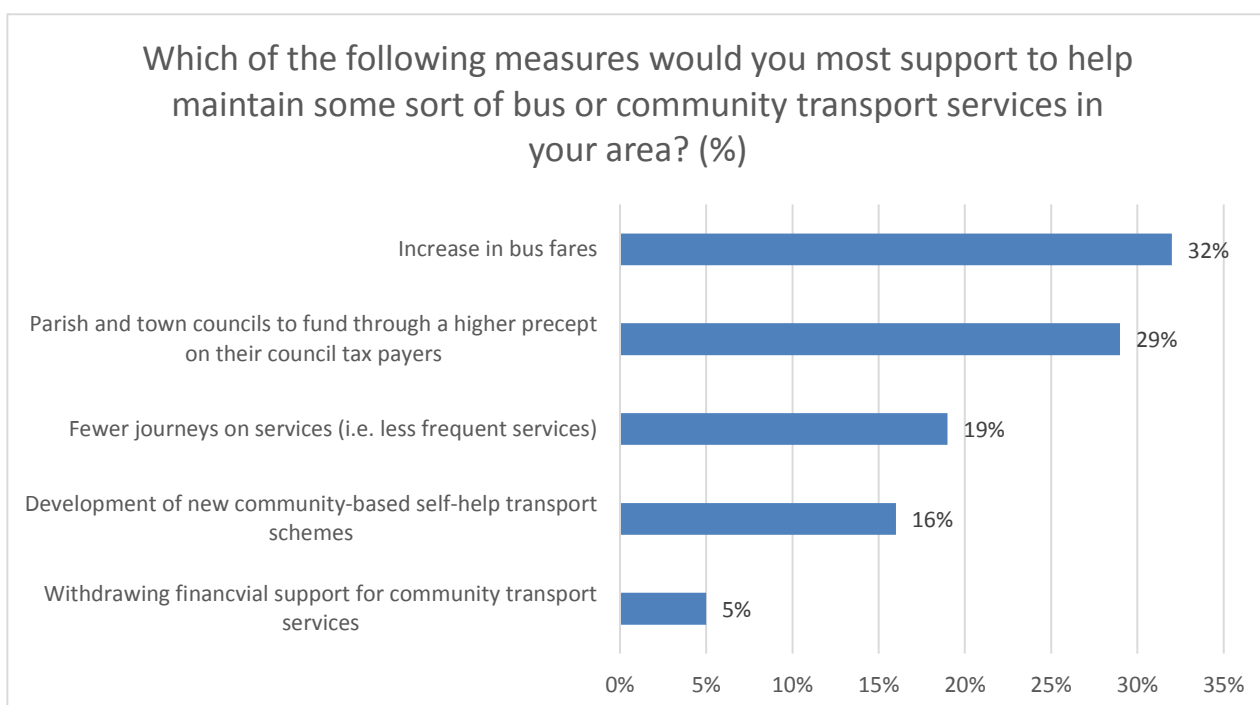
### If the council decides to further reduce funding for bus and community transport services, how would you prefer to see this implemented?



6.10 Results show that 96% of respondents to this question would like to see a phased withdrawal of funding over the next 2 years, to provide time to adjust and for other self-help transport schemes get established.

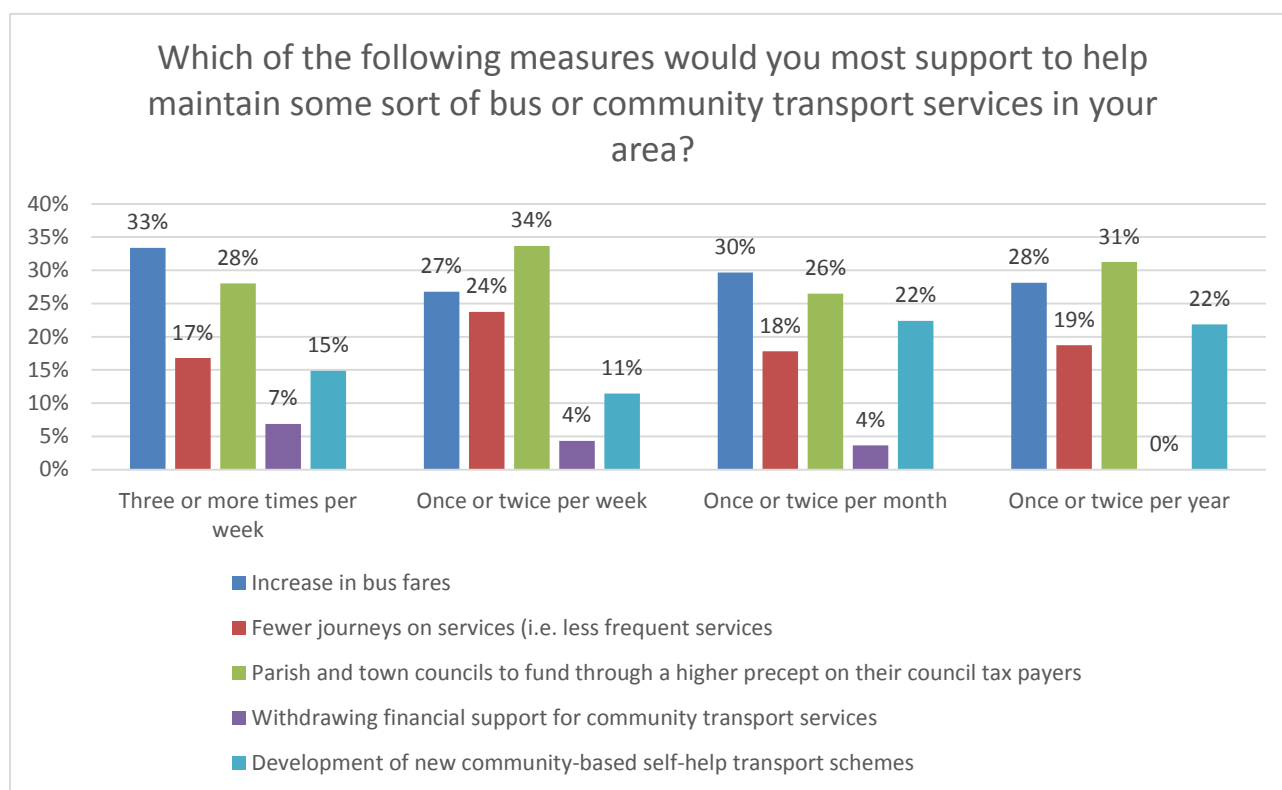
**Which of the following measures would you most support to help maintain some sort of bus or community transport services in your area?**

Measures	Number	%
Increase in bus fares	513	32
Fewer journeys on services (i.e. less frequent services)	303	19
Parish and town councils to fund through a higher precept on their council tax payers	456	29
Withdrawing financial support for community transport services	73	5
Development of new community-based self-help transport schemes	247	16
<b>Total</b>	<b>1592</b>	<b>100</b>



6.11 The highest proportion of respondents (32%) would support an increase in bus fares to help maintain some sort of bus services and community transport. The second most supported measure was for parish and town councils to fund some sort of bus service/ CT through a higher precept on their council tax payers (29%).

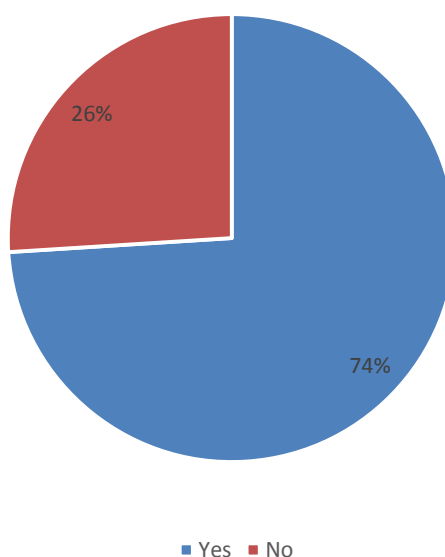
### Bus Use vs Measures to Support Bus/Community Transport



## 7 Policy

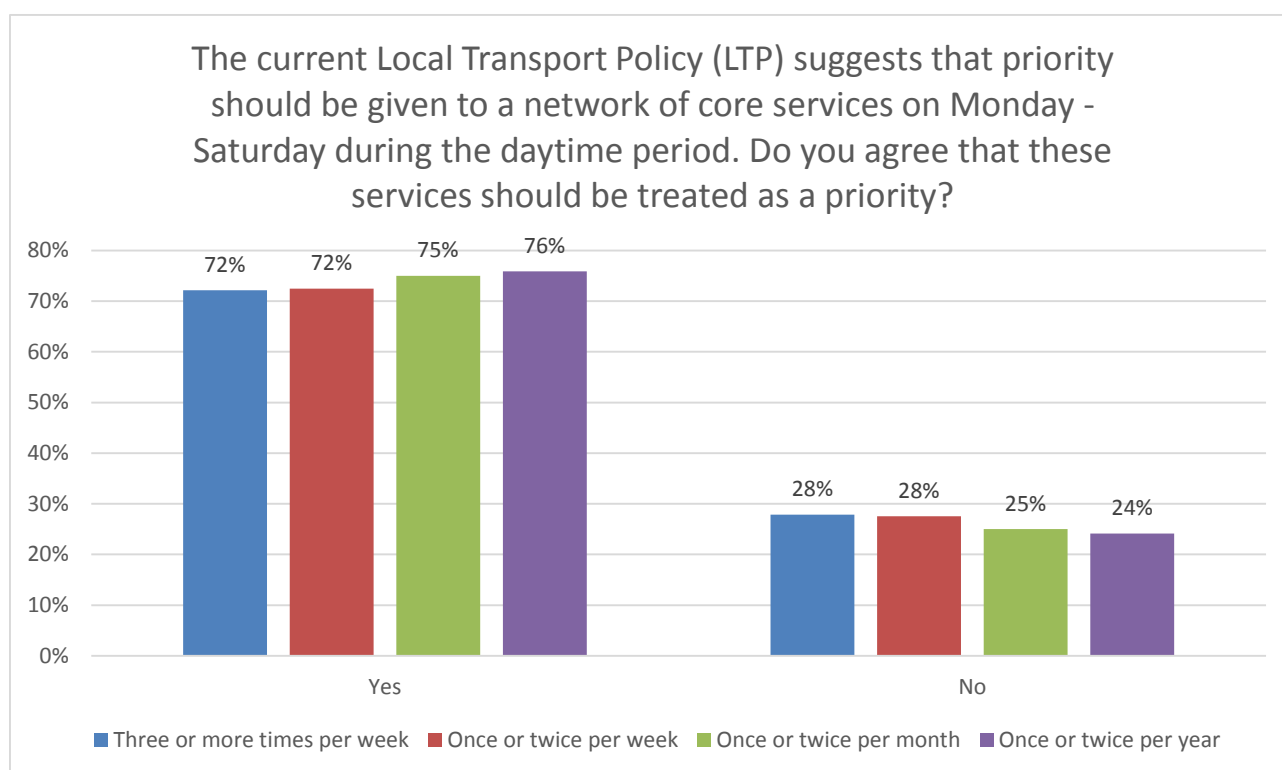
**The current Local Transport Policy (LTP) suggests that priority should be given to a network of core services on Monday to Saturday during the daytime period (as shown on the map). Do you agree that these services should be treated as a priority?**

The current Local Transport Policy (LTP) suggests that priority should be given to a network of core services Monday to Saturday during the daytime period. Do you agree the services shown should be treated as a priority? (%)



- 7.1 Results show that 74% of respondents to this question think that priority should be given to a network of core services Monday to Saturday during the daytime period.

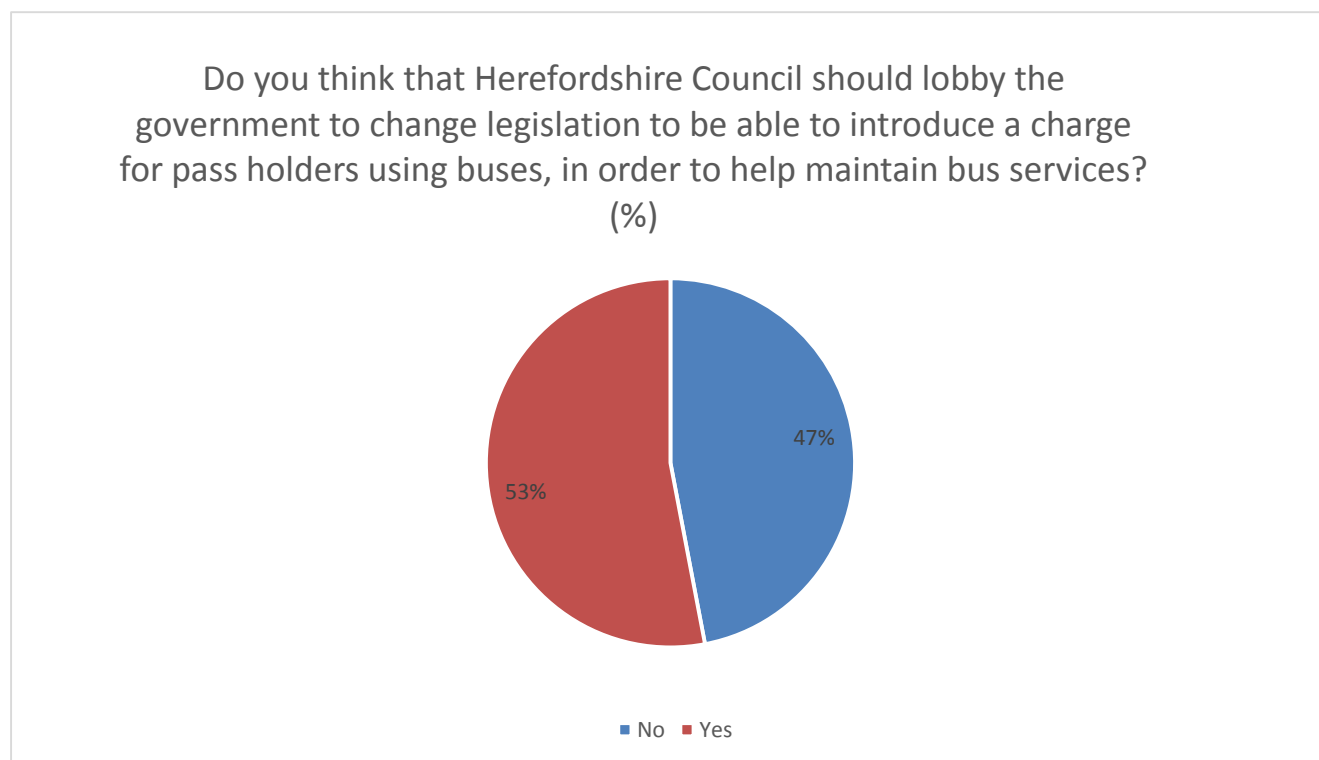
### Bus Use vs Support for Core Network



7.2 Results show an even spread of Yes and No answers across all levels of bus use.

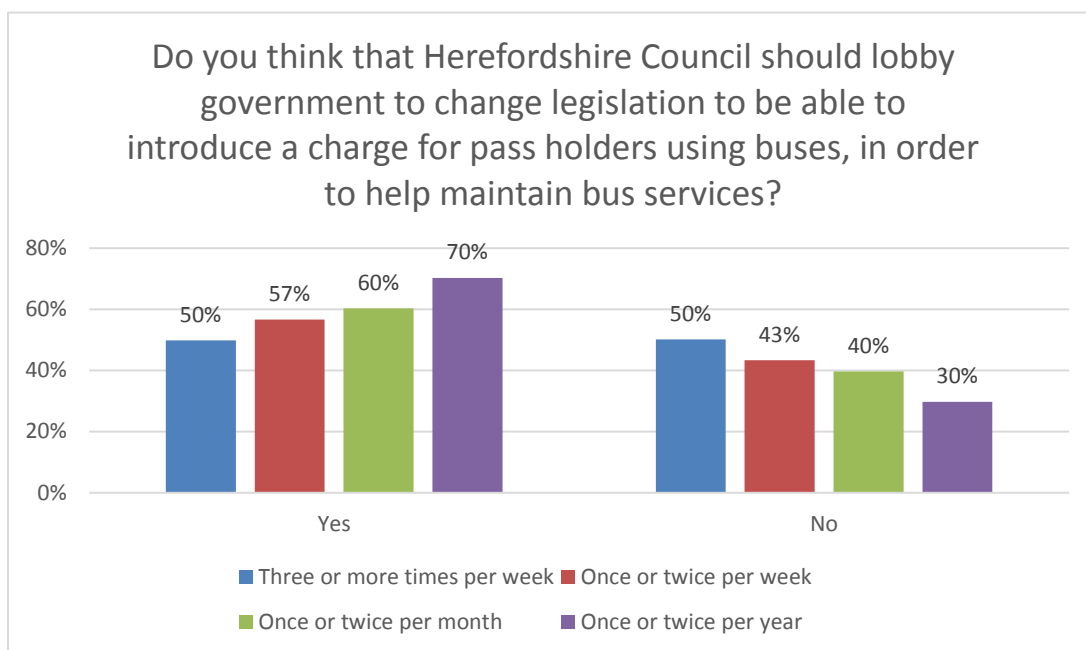


**Do you think that Herefordshire Council should lobby the government to change the legislation to be able to introduce a charge for pass holders using buses, in order to maintain bus services?**



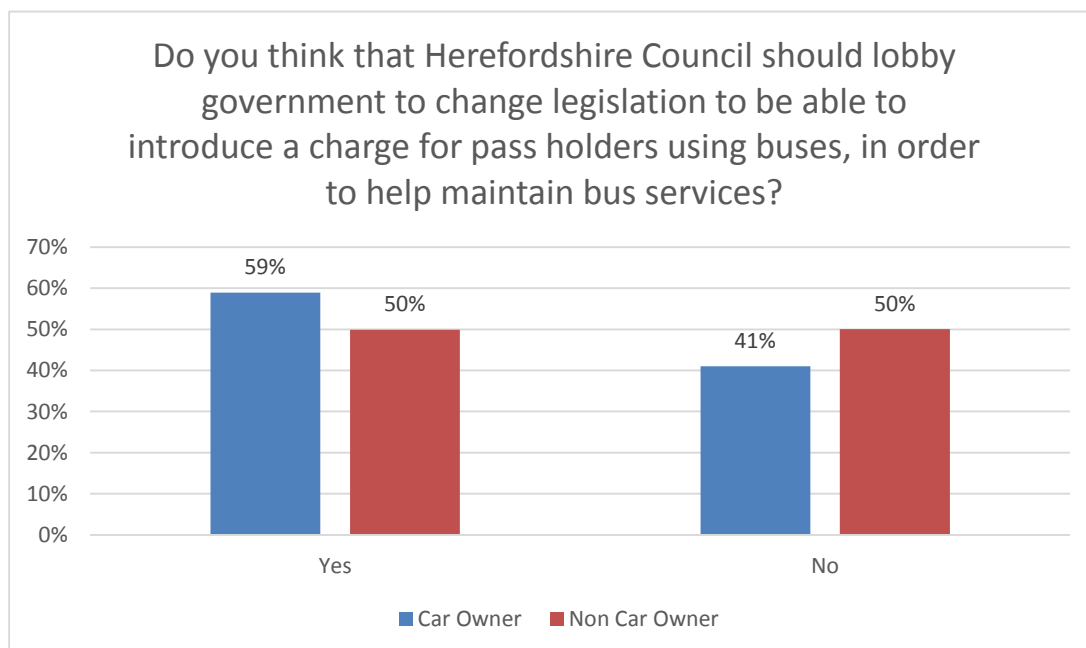
7.3 Results show in the above pie chart that 53% of respondents to this question think that Herefordshire Council should lobby the government to change the legislation to be able to introduce a charge for pass holders using buses. There were also 47% that stated that they shouldn't.

### Bus Use vs Lobbying the Government



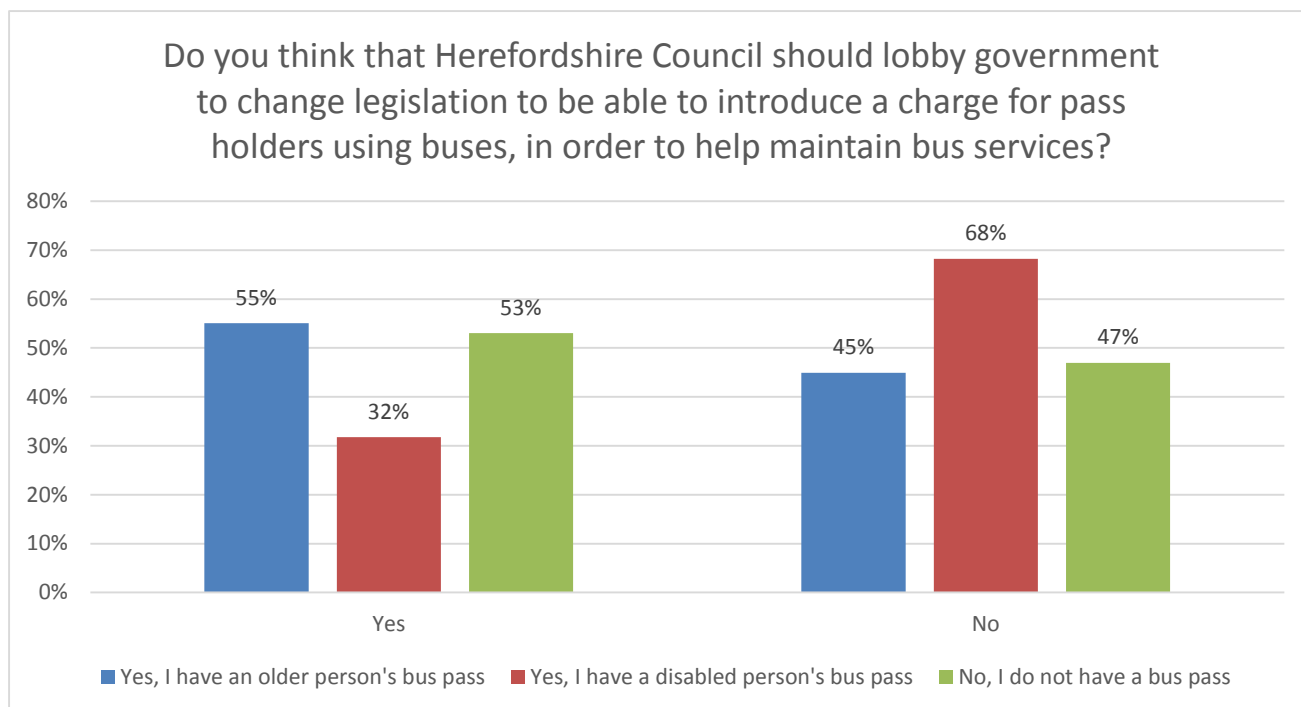
7.4 Those respondents who use the buses less frequently, as shown in the chart, were more inclined to favour the Council lobbying the government to help maintain bus services.

### Car Ownership vs Lobbying the Government



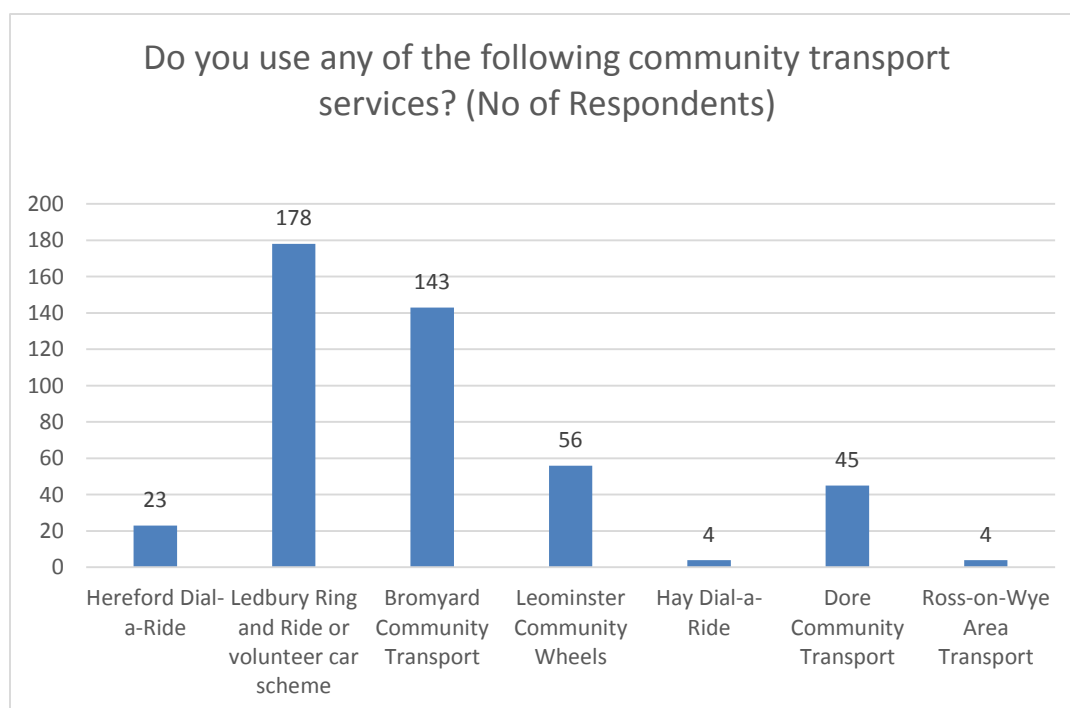
7.5 The bar chart above shows a fairly even split of yes and no answers between car and non-car owners.

### Bus Pass Holders vs Lobbying the Government



## 8 Community Transport

### Do you use any of the following community transport services?



Do you use any of the following community transport services?	Number	%
Hereford Dial-a-Ride	23	5
Ledbury Ring and Ride or volunteer car scheme	178	39
Bromyard Community Transport	143	32
Leominster Community Wheels	56	12
Hay Dial-a-Ride	4	1
Dore Community Transport	45	10
Ross-on-Wye Area Transport	4	1
<b>Total</b>	<b>453</b>	<b>100</b>

- 8.1 The survey showed that 22% of the 2011 respondents (453) that answered do use community transport services. The most used community transport service in the survey was Ledbury Dial-a-ride with 178 respondents using the service. The second most used community transport service was Bromyard Community Transport with 143 respondents using this service.

### How often do you use community transport?

How often do you use community transport?	Number	%
Three or more times per week	49	10
Once or twice per week	138	28
Once or twice per month	188	38
Once or twice per year	115	23
<b>Total</b>	<b>490</b>	<b>100</b>

How often do you use CT?	Bromyard	Hereford Dial-a-Ride	Ledbury Dial-a-Ride	Leominster Community Wheels	Hay Dial-a-Ride	Dore Community Transport	RVS Ross-on-wye
<b>3 or more times per week</b>	6 (4%)	4 (20%)	4 (2%)	5 (10%)	0 (0%)	6 (15%)	3 (75%)
<b>Once or twice per week</b>	38 (27%)	5 (25%)	57 (33%)	6 (12%)	1 (33%)	10 (26%)	0 (0%)
<b>Once or twice per month</b>	61 (43%)	9 (45%)	78 (46%)	20 (41%)	1 (33%)	7 (18%)	1 (25%)
<b>Once or twice per year</b>	36 (26%)	2 (10%)	32 (19%)	18 (37%)	1 (33%)	16 (41%)	0 (0%)
<b>Total of Respondents to this Question</b>	<b>141(100%)</b>	<b>20 (100%)</b>	<b>171 (100%)</b>	<b>49 (100%)</b>	<b>3 (100%)</b>	<b>39 (100%)</b>	<b>4 (100%)</b>

8.2 The above table shows that usage varies greatly between the 7 community transport services that respondents were surveyed on. Across all services most people (38%) used the service once or twice per month. For Bromyard, Hereford Dial-a-Ride, Ledbury Dial-a-Ride and Leominster Community Wheels this was representative of how often most of their users used the service.

### What is the main purpose of your journey by community transport?

What is the main purpose of your journey by community transport?	Number	%
School/College	6	1
Work	8	2
Food shopping	87	18
Non-food shopping	26	5
Medical appointments	295	59
Leisure/Recreation	52	10
Visiting friends/relatives	23	5
<b>Total</b>	<b>497</b>	<b>100</b>

Purpose of the Journey	Bromyard	Hereford Dial-a-Ride	Ledbury Dial-a-Ride	Leominster Community Wheels	Hay Dial-a-Ride	Dore Community Transport	RVS Ross-on-ye
Travelling to/from school	2 (1%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	1 (25%)
Travelling to/from work	2 (1%)	1 (5%)	0 (0%)	0 (0%)	0 (0%)	1 (3%)	0 (0%)
Travelling to/from shops to do food shopping	15 (11%)	11 (55%)	18 (11%)	4 (8%)	2 (67%)	9 (23%)	3 (75%)
Travelling to/from shops to do non-food shopping	6 (4%)	1 (5%)	5 (3%)	3 (6%)	0 (0%)	2 (5%)	0 (0%)
Attending medical appointments at hospital, GP or dentist	103 (73%)	3 (15%)	103 (62%)	45 (85%)	0 (0%)	22 (55%)	0 (0%)
Travelling for leisure or recreation	9 (6%)	2 (10%)	27 (16%)	1 (2%)	1 (33%)	6 (15%)	0 (0%)
Visiting friends or relatives	4 (3%)	2 (10%)	12 (7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Total of Respondents to this Question</b>	<b>141 (100%)</b>	<b>20 (100%)</b>	<b>166 (100%)</b>	<b>53 (100%)</b>	<b>3 (100%)</b>	<b>40 (100%)</b>	<b>4 (100%)</b>

- 8.3 Results show that most respondents (59%) use community transport for medical appointments followed by 23% who use the services for shopping (both non-food and food). The journey purpose with fewest responses was to travel to school or college, with just 1%, and travel to work at just 1%. This is reflective of the age profile of respondents to this survey and the regular nature of these journeys.
- 8.4 For Bromyard, Ledbury Dial-a-Ride, Leominster Community Wheels and Dore Community Transport this is reflective in how their service users responded for what the main purpose of using their service was.

## 9 Comments

Please provide any other comments about bus or community transport services in Herefordshire.

Comments	Number	%
Pleas to keep services/journeys	103	28
Access to essential services	48	13
Other e.g. marketing, environment, Saturday services, health, tourism	42	11
General praise for services	38	10
General comments relating to transport in rural areas	34	9
Suggestions on which services/journeys could be reduced	27	7
Availability for work and leisure	18	5
Increase or decrease the frequency of services	16	4
Cost or payment towards concessions	14	4
Connecting with other services to serve other places	8	2
Suggestions/requests to change routes	7	2
Type, size and quality of buses	3	1
Good/bad comments for drivers	4	1
Comments on unreliable services/journeys	4	1
Suggestions to change the times of journeys	3	1
Overcrowding	1	0
General comments relating to transport on Sundays	1	0
<b>Total</b>	<b>371</b>	<b>100%</b>

- 9.1 There was a wide range of comments received covering many topics. By far the most common was relating to requests to maintain certain services/routes; 28% of those providing additional comment on the survey raised this as an issue. Other common comments related to access to essential services and other comments regarding marketing, Saturday services, health and tourism.



## 10 Town and Parish Council Responses

10.1 Herefordshire Council received 25 responses to the consultation from Parish, Town and City Councils as follows:

- Ashperton
- Bishops Frome
- Kinnersley & District
- Eardisland
- Fownhope
- Ewyas Harold
- Hereford City
- Luston
- Pencombe ( 2 respondents from the Same PC)
- Pixley & District
- Sutton St Nicholas
- Tarrington
- Whitbourne
- Wellington
- Marden
- Goodrich and Welsh Bicknor
- Shelwick
- Llangarron
- Richards Castle
- Cusop
- Sellack
- Eardisley
- Orleton
- Weobley

### Summary of Parish Council Survey Results

- 18 responses said that bus services were very important and that the impact of their withdrawal would have a high impact.
- 14 agreed that Mon-Sat daytime was the priority for provision, although 2 suggested that secondary routes were important too.
- There was variation in which types of services they would prefer to see cut – 6 said market day only, 10 said town/city, and 4 said Saturday daytime.
- 5 councils suggested £5 should be the maximum subsidy per head; one said £4, three said £3, and two indicated £2.
- 11 councils indicated that residents did use community transport, 3 said they didn't, 6 didn't know and 5 didn't answer the question
- Three councils indicated that it provided funding for community transport and two for bus services.
- Those who indicated, 17 parish councils favoured a phased approach to any funding withdrawals, to allow community initiatives to be developed.
- 11 indicated they would support moves to develop community-based initiatives, although not with funding.

10.2 The full Parish Council consultation data is included in Appendix C.

10.3 The following table shows a summary of the further comments made by parish councils as part of Q15 of the survey:

Parish Council	Points raised
<b>Pencombe</b>	As we already only have one bus service a week it is hard to see how this could be cut further without causing real problems to those who live here and have no other means of transport. Other villages have a comprehensive daily service that should be considered for reduction before we lose our only very well supported lifeline
<b>Orleton</b>	Propose mobile lift sharing app which acts as a real-time county-wide online collection centre for people to post their request for a lift and for drivers to indicate trips where a lift is possible. Should operate on a self-service basis but to subscribers only, and cost could be funded via a small annual subscription.
<b>Tarrington</b>	Rural bus services are vital for residents to enable them to attend Dr's appointments, hospital and shops etc.
<b>Weobley</b>	We are aware that our own bus service also serves residents in neighbouring parishes. Having already lost our evening services we would not like to see this provision reduced further.  Members of the section of our community benefitting from these concessions have indicated that they would be willing to pay a nominal sum towards the cost of their travel. We understand that the concessionary fares scheme is statutory but with many local authorities facing similar

	<p>funding issues we wonder that they cannot lobby government for a change to this.</p> <p>We are also served by a non-core route bus service to Leominster. Although this does not operate as frequently as that on the primary route we feel it is important to retain our historical public transport links with this market town.</p>
<b>Cusop</b>	<p>The Council considers there is a contradiction between Herefordshire Council encouraging more non-car travel into Hereford and reducing support for non-car travel</p>
<b>Eardisley</b>	<p>The 446 Almeley-Eardisley-Hereford bus is a vital service for this part of Herefordshire, especially as it also serves the villages of Staunton-on-Wye and Bishopstone. The buses are used by a wide range of the population, from Schoolchildren, College students and people accessing medical services- the hospital in Hereford or the doctor's surgery in Staunton and of course people travelling to Hereford to shop etc. It seems unfair that it is not classed as a core service. Rural residents already pay Council tax, they are entitled to a level of service comparable to town residents. Further suggestions included:</p> <p>Use smaller buses on routes at times that are less busy.</p> <p>Hereford needs a 'Park and Ride' scheme with nippy hopper buses.</p>
<b>Wellington</b>	<p>Wellington Parish Council feels that transport is an extremely important issue in all rural areas and to reduce or withdraw it would have a devastating effect on people's quality of life and potential to remain independent.</p> <p>However the Councillors felt that this consultation was not meaningful in that it did not have enough information to allow them to make informed decisions about what part the Parish Council could play in helping to maintain services in rural areas.</p>
<b>Hereford City</b>	<p>Hereford City Council Parish felt that the questionnaire was geared only to undesirable outcomes, and pointed to the importance of bus services in supporting economic activity and community cohesion. It also noted that one of HC's policies was to reduce car use.</p>
<b>Marden</b>	<p>The parish only has 1 bus service, which is deemed vital for sustainability of the parish. The questionnaire does not give enough data for reasonably considered answers to be given</p>
<b>Sutton St Nicholas</b>	<p>Petition central government to make a change for pensioner bus passes for pensioners to make a contribution to their travel costs. Process to be subject to means testing.</p>

<b>Fownhope</b>	Herefordshire should make every effort to maintain a network of bus services. Any moves to alternative transport need to be established before conventional services are withdrawn.
<b>Llangarron</b>	Old age pensioners and disabled persons are the two most critical groups likely to be affected. They are the least likely to have access to private transport.
<b>Whitbourne</b>	Reduce size of vehicles – save fuel and reduce costs (vehicles are often less than half full)
<b>Ewyas Harold</b>	Remain an important part of retaining a rural structure

# 11 Summary

11.1 The analysis of the survey can be summarised by the following points.

## 11.2 Demographics

- There were a higher proportion of female (64%) respondents to male respondents compared to Herefordshire (31%).
- The age profile is much higher than Herefordshire with 68% being over 65 years old compared to 21% in Herefordshire; 69% were retired and 62% made use of the concessionary travel scheme.
- 58% of respondents did not have access to a car compared to 84% car ownership across Herefordshire.
- 17% of respondents had a disability or illness that affects their ability to get out and about.
- The ethnicity of respondents was 92% White British which is reflective of the population of Herefordshire; 90% in total.

## 11.3 Travel patterns

- 90% of respondents use buses in Herefordshire with a variety of services being used, the most common were 461, 476, 492 and 33.
- Most people (80%) travelled more than once a week.
- The most common journey purpose was for food shopping (42%) followed by non-food shopping (18%) and then medical appointments and work (both 12%)

## 11.4 Impact of service cuts

- If their main bus service was no longer available, 34% would travel by car, 13% would travel by taxi and 10% would walk. 29% said they would have no other alternative.
- Those with no alternative are the younger age groups and those that have a disability and say the withdrawal of bus services would have a high impact on them.
- 81% of respondents said it would have a high impact on them if their main bus service was no longer available. 95% of non-car owners indicated it would have a high impact upon them.
- 66% of respondents said the bus services would affect certain groups of people in particular. By far the most common group of people affected was said to be the elderly followed by people with a disability.

## 11.5 Policy and Priorities

- 74% of those who answered agreed with the council's priorities on transport provision.
- When faced with making significant savings, 37% of answers were to withdraw or reduce Town/City services and 34% to withdraw or reduce Market Day services. Saturday daytime services (18%), Monday to Friday daytime services (7%) and rural/village services (5%) were considered to be least priority for withdrawal.

## 11.6 Comments

- There were a wide range of comments received covering many topics. By far the most common topic was that relating to requests to maintain certain services/routes, 28% of those providing additional comment on the survey raising this as an issue. Other common comments related to access to essential services and other comments regarding marketing, Saturday services, health and tourism.

## **Appendix A**

### **FULL LIST OF BUS SERVICES**

<b>Service</b>	<b>Route</b>	<b>Number</b>	<b>%</b>	<b>* Subsidised services</b>
461	Llandrindod Wells-Kington-Hereford	230	7%	*
476	Ledbury - Hereford	219	7%	*
492	Hereford - Leominster	211	7%	
33	Hereford-Ross-on-Wye-Gloucester	174	6%	*
462	Llandrindod Wells-Kington-Hereford	125	4%	*
417	Worcester - Cradley - Ledbury	99	3%	*
490	Leominster - Orleton - Ludlow	84	3%	*
675	Ledbury - Colwall - Great Malvern	80	3%	*
X4	Abergavenny - Pontrilas-Hereford	79	3%	
426	Bodenham - Marden - Hereford	73	2%	*
420	Hereford -Bromyard - Worcester	72	2%	
32	Hereford/Ross-on Wye -Gloucester	66	2%	
34	Ross-on-Wye-Whitchurch-Monmouth	66	2%	*
440	Abbeydore-Pontrilas (Hereford via x4)	60	2%	*
446	Almeley - Eardisley - Hereford	59	2%	*
36	Hereford - Wormelow - Monmouth	57	2%	*
75	Belmont - City Centre - Hampton Park	57	2%	
501	Leominster -Cannon Pyon - Hereford	57	2%	*
132	Ledbury - Gloucester	56	2%	
39	Brecon/Hay-on-Wye - Hereford	54	2%	
401	Leominster - Barons Cross Circular	54	2%	*
406	Leominster - Barons Cross Circular	44	1%	
71	Hereford - Credenhill	43	1%	
449	Hereford - Clehonger - Madley	42	1%	
71A	Hereford - Credenhill	42	1%	
448	Bredwardine-Shenmore-Hereford	41	1%	*
76	Bartonsham circular	38	1%	*
76A	Bartonsham circular	33	1%	*
442	Clehonger -Pontilas -Abergavenny	30	1%	*
496	Leominster - Pembridge- Shobdon	29	1%	*
413	Garway - Hereford	27	1%	*
39A	Hay-on-Wye-Golden Valley-Hereford	24	1%	*
40A	Ross-on-Wye - Town service	23	1%	*
72	Hereford City -Bobblestock	23	1%	
441	Longtown - Hereford	22	1%	*
469	Bromyard -Bishops Frome-Hereford	22	1%	
35	Ross-on-Wye - Coleford - Monmouth	21	1%	



44	Ross-on-Wye-Kings Thorn (for Hereford)	21	1%	*
491	Leintwardine - Hereford	21	1%	*
437	Tillington-Burghill-Hereford	20	1%	*
74	Hereford City -Newton Farm	20	1%	
411	Ross - Llangarron - Hereford	19	1%	*
405	Bromyard-Pencombe-Hereford	18	1%	*
495	Leominster - Pembridge- Shobdon	17	1%	*
600	Ledbury Town Service	17	1%	*
498	Bucknell - Leintwardine - Hereford	16	1%	*
31	Ross-on-Wye- Llangarron -Whitchurch	18	1%	*
459	Ledbury - Much Marcle - Ross-on-Wye	15	0%	*
489	Wigmore-Yarpole-Leominster	15	0%	*
504	Leominster - Dilwyn -Hereford	15	0%	*
460	Kington Town Bus	14	0%	*
478	Much Marcle-Putley-Hereford	14	0%	*
494	Leominster - Pembridge- Shobdon	14	0%	*
482	Bromyard - Leominster	13	0%	*
40	Ross-on-Wye Town service	12	0%	*
402	Leominster - Ridgemore -The Meadows	12	0%	*
507	Weobley-Dilwyn-Monkland-Leominster	12	0%	*
672	Bromyard -Bishops Frome-Ledbury	14	0%	*
41	Kington - Knighton	11	0%	
79	Hereford City - Redhill	11	0%	
509	Kinnersley - Dilwyn - Hereford	10	0%	*
81	Hereford City -College Green	9	0%	
454	Woolhope-Holme Lacey - Hereford	9	0%	*
479	Much Marcle - Putley -Ledbury	9	0%	*
412	Garway-Kings Thorn (for Hereford via 33)	8	0%	*
447	Bredwardine - Hereford	8	0%	
453	Fownhope - Mordiford - Hereford	8	0%	*
463	Llandrindod Wells-Kington-Hereford	8	0%	*
81A	Hereford City -College Green	8	0%	
77	Hereford City - Holmer - Bobblestock	8	0%	
88	Hereford City - The Pastures	7	0%	
400	Bromyard Town Service	7	0%	*
71B	Hereford - Credenhill (Sundays)	7	0%	
502	Leominster - Dilwyn -Hereford	6	0%	*
33A	Ross-on-Wye - Gloucester	6	0%	

54	Bridstow - Welsh Newton - Monmouth	5	0%	*
78	Hereford City - Rotherwas	5	0%	
674	Bromyard -Bishops Frome-Ledbury	5	0%	*
740	Ludlow-Leintwardine-Knighton	5	0%	
44B	Malvern - Ledbury(Summer Saturdays)	5	0%	
77A	Hereford City - Holmer - Bobblestock	5	0%	
403	Leominster - Southern Avenue	4	0%	*
477	Tillington-Burghill-Hereford	4	0%	*
79A	Hereford City Hinton - Redhill	4	0%	
436	Breinton -Hereford	3	0%	*
456	Newent-Much Marcle-Hereford	3	0%	*
488	Woofferton -Brimfield-Ashton-Leominster	3	0%	*
676	Wyche Cutting- Ledbury	3	0%	*
738	Ludlow-Leintwardine-Knighton	3	0%	
75A	Belmont - City Centre - Hampton Park	3	0%	
88A	Hereford City - Saxon Gate	3	0%	
457	Newent-Kings Caple - Hereford	2	0%	*
X15	Builth Wells -Hay-on-Wye - Hereford	2	0%	
677	Much Marcle - Gloucester	2	0%	*
782	Ross-on-Wye - Cinderford	1	0%	
802	Leintwardine Hereford	1	0%	
<b>Total</b>		<b>3084</b>	<b>100%</b>	

## Appendix B

### EQUALITY IMPACT AND NEEDS ASSESSMENT

### **Potential changes to the supported bus network**

Herefordshire Council supports bus services across the county that would not otherwise be operated commercially by local bus operators. These tend to be services with lower usage and in areas where demand is more dispersed. If further savings from the transport budget are required, a reduction in subsidies would be necessary, which would result in the part or full withdrawal of some or all supported services.

The recent consultation exercise suggests that higher priority should be given to daytime services and rural and village services. Town / city services, along with those on market day only, were considered to have a lower priority for support.

### **Who benefits from the provision of supported bus services?**

Bus services operate across Herefordshire and into neighbouring areas, providing access to facilities and services for all members of the community. Anyone can use a bus, regardless of age, gender or circumstance. Equally, most buses are fully accessible and available to be used by people with disabilities or parents with buggies. Bus services are mainly used by people who either have no access to a car, or who choose to use this mode for reason of cost, convenience or personal preference. Those people who have no access to a car tend to be either young (who haven't yet learned to drive), older people (who perhaps have given up driving and have free travel under the English National Concessionary Travel Scheme), or disabled people. Therefore, any reductions or withdrawal of bus services will impact disproportionately more on these people.

### **Public consultation**

An extensive consultation exercise took place during August and October 2016 which was made available via a link on the Council's website and in hard copy format distributed through Council offices, libraries, parish councils and through bus companies. The consultation particularly sought the views of users of supported bus services and looked to establish the likely impact of service reductions or withdrawals. 2011 responses were received.

### **What does the consultation tell us?**

- Of the 2011 responses, 31% were male and 62% female.
- 68% of respondents were over 65 years of age (35% 75+).
- 39% of respondents considered that they had a disability or long term illness. Of the 785 respondents who indicated this, 42% suggested that their disability or illness limited their ability to get out and about.
- The majority of respondents are reliant on bus services, and 80% use the bus at least once per week.
- The main use of supported bus services is for shopping (60%), medical appointments (12%) and Work (12%).
- 641 people (29% of the total) claimed to have no alternative to the bus.
- 35% (594 people) of all respondents who would be highly impacted said they would have no alternative available to them.
- Across all respondents, 81% (1261) said that service withdrawals would have a high impact on them. Of these
- 832 (66%) had no access to a car.
- 100% of respondents in the age group 0-15 (17 people) stated that there would be a high impact if their bus service was no longer available. 94% of those aged 16-24 said it would have a high impact, closely followed by 87% of those in the 25-44 age group.

- 91% of respondents (175 people) that had a disability that limited their ability to get out and about said they would be highly impacted. 84% (308 people) of those who have a disability that doesn't limit their ability to get out and about said they would be highly impacted.

## Appendix C

### PARISH COUNCIL SURVEY RESULTS

**1. How important are bus services to your parish / town?**

Very important	18
Reasonably important	2
Not important	0
Not answered	5

**2. Who do you consider are the main beneficiaries of the bus services that serve your Parish or Town? (*tick as many as apply*)**

Young people	19
Older people with bus passes	20
Disabled people	12
Children attending school	16
People going to work	16
People who don't want to use their car all the time	15

**3. If bus services didn't exist in your parish / town, what alternatives would people look to?**

Walking	3
Cycling	3
Car (as driver)	19
Lift with friend or relative	19
Taxi	15
Train	1
Motorcycle / moped	7
Community transport	6
No alternative	7

4. If your parish / town was no longer served by bus, what would be the impact on your community? (*tick one*)

High impact	18
Some impact	3
Low impact	1
No impact	0
Not answered	3

5. The current Local Transport Policy (LTP) suggests that priority should be given to a network of core services on Monday to Saturday during the daytime period (as shown on the map in this document). Do you agree that these services should be treated as a priority?

Not answered	5
Yes	14
No	6

If no, please say what you think should be the priority for Council support:

- No, there will be many people outside these core services who will be without access to public transport
- No. priority needs to be given to secondary services required for travel to work. The only service to Bishops Cleeve is non-core
- No, include secondary network in primary network. Links to Ludlow and Worcester are important.
- Cusop PC argued in its response to the Local Transport Plan consultation earlier this year that the priority network of core bus services should extend the Hereford-to-Madley route as far as Hay-on-Wye, with its continuation to Brecon also indicated. This route is as important as the core routes to other market towns such as Kington and Bromyard. Although Hay is just outside the county, it is a major tourist destination and its prosperity is as important to Herefordshire as to Powys. Indeed, Herefordshire Council markets our county as the "gateway to the Hay Festival".
- It is difficult to understand how the core services have been decided. Why is the 453/454 a core service serving the villages of Fownhope and Woolhope when the 446 is not. The 446 serves the villages of Almeley, Eardisley, Staunton-on-Wye and Bishopstone.
- No, Local bus services to and from small villages and market towns will help overcome the isolation felt by residents in the rural parts of Herefordshire, many of whom have no access to a car.

Other comments:

- Yes, but need to find ways to link in communities and time periods that are not within the core network.



6. Faced with making significant savings, which types of services do you consider should be reduced or withdrawn? (tick one or more)

Monday – Friday daytime	0
Saturday daytime	4
Rural / village services	0
Town / city services	10
Market day only services	6

7. The amount of subsidy per passenger varies between services, ranging from £0.79 to £4.55. What do you consider to be the maximum level of subsidy per passenger that is acceptable for the Council to pay?

£1	0
£2	2
£3	3
£4	1
£5	3
£6	0
£7	0
£8	0
£9	0
£10	0
Not answered	14

- There was 1 comment that there was not enough information in order to provide an answer
- 1 comment it should be appropriate to the route.
- One answer didn't specify an number, but said 50% of the regular fare

8. Do your residents use one of the county's community transport services? (tick one answer)

Yes	11
No	3
Don't know	6
Not answered	4

**9. Does your town / parish council provide any funding to community transport?**

Yes	3
No	16
Not answered	5

**10. Which of the following measures would your Council most support to help maintain some sort of bus or community transport services in your area (tick one only)**

Increase in bus fares	5
Fewer journeys on services (i.e. less frequent services)	0
Parish & Town Councils to fund through a higher precept on their Council Tax payers	2
Withdrawing financial support for community transport services	0
Development of new community-based self-help transport schemes	11

**11. Would you be willing to fund/contribute directly to the costs of continuing any of the bus services in your area?**

Yes	3
No	14
Not answered	7

- One comment that there wasn't enough provided in order to answer

**If yes which ones and what level of contribution would be prepared to consider?**

- Yes. Luston Group PC has agreed to contribute £500 during 2016-17 to support the 490 service to Ludlow.
- Yes. Orleton PC has agreed to contribute £2,000 during 2016-17 to support the 490 service to Ludlow.
- Yes. We already support and will continue to support two local services that are not included in the HC core network. These services run through a dozen parishes but only one other council has been prepared to share the costs with us. We would anticipate similar reluctance were we to be invited to manage and fund the 454 service which currently costs some £60k pa, ie 3 times our total precept. Our core network service is part of a contract that spreads over a large area

**12. Do you already help fund community transport?**

Yes	2
No	18
Not answered	4

**If not would you be willing to contribute to CT costs? If yes what level of contribution would you be prepared to consider?**

- Not willing to contribute while there is a bus service.
- We do not fund community transport although we are aware of the Community Wheels service operating within our community. This is a supplementary service enabling travel outside of bus operating times and to other destinations.
- More relevant to neighbouring parishes. However if feeder services were to be provided to serve neighbouring parishes, and if these services were of some benefit to our own residents then we might be prepared to help fund on a very modest basis.
- Yes, as per precept

**13. Are there alternative approaches to providing transport and access for residents in your area that you consider would be beneficial?**

Yes	8
No	10
Not answered	6

**If yes, please indicate which approaches and the role the parish/town council would have in taking these forward? Examples you might consider would be to promote lift sharing, direct commissioning of transport services (such as by Fownhope Parish Council and Hereford City Council), working directly with service providers to consider making services more accessible.**

- Yes. Use school buses better, so that they can collect fares.
- Yes. Lift Sharing
- Re-opening of stoke Edith train station
- Yes. The Council would be willing to help promote lift sharing.
- Potential community “good neighbour” scheme where volunteers may offer lifts to users for mileage cost cover. Parish Council may consider contribution to cover set up costs of meetings, minor admin costs.
- Yes, promote lift sharing
- Yes. Reinstate rail station at Pontrilas

Other comments:

- No. More dialogue between HC and parish councils about alternative approaches would be helpful. It is difficult to comment when PCs are given no indications of costs.
- None at the moment. Self-help options such as lift sharing do not currently exist formally.
- We already run two local services

**14. If Herefordshire Council decides to further reduce funding for bus and community transport services, how would you prefer to see this implemented? (tick one only)**

Withdraw financial support as soon as possible, in order that the Council can make savings quickly and protect other Council services	1
Phase the withdrawal of funding over the next 2 years, to provide time to adjust and for other self-help transport schemes get established	17
Not answered	7