213 APPENDIX G2

## Leicestershire's future The plan for change



## Have your say

## Proposed changes to how we support passenger transport services in Leicestershire

## Consultation on the draft passenger transport policy and strategy

The county council has to consider if and how it can meet a need for public transport where this need cannot be met in other ways.

The proposed Passenger Transport Policy and Strategy sets out how the county council would go about meeting its statutory duties and deliver value for money passenger transport services for Leicestershire.

Further information on the proposals can be found in the supporting documentation provided. Please read this before completing the questionnaire.

Thank you for your assistance. Your views are important to us.

Please note: Your responses to the main part of the survey including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

In what role are you responding to this consultation? Please tick one option only Resident of Leicestershire Go to Q4 Visitor to Leicestershire Go to Q4 Member of Leicestershire County Council staff Continue Commercial bus operator/ employee Continue Alternative passenger transport service operator/ employee or volunteer (e.g. Demand Continue Responsive Transport, Community Transport Schemes, other local transport solution) County, district or parish/town councillor Continue Representative of another public sector organisation Continue Continue Representative of another voluntary sector organisation, charity or community group Representative of another business or private sector organisation Continue Other (please specify below) Continue Other (please specify)

Q2	If you indicated that you repprovide your details.	oresent	t an org	anisati	on, busi	ness o	r comm	unity gr	oup, pl	ease
	Name:									
	Role:									
	Organisation name:									
	Organisation postcode:									
	This information may be subject to	disclosur	e under th	ne Freed	om of Info	rmation A	Act 2000			
Q3	Are you providing your orga	anisatio	on's offic	cial res	ponse to	o the c	onsultat	ion?		
	Yes	(	No							
Plea	nsport services  ase could you tell us about h senger transport services.	ow you	ı travel a	and wh	ether yo	ou curr	ently us	e Leice	stershi	re's
Q4	Approximately, how often, i Leicestershire?	f at all,	do you	use ea	ach of th	ne follo	wing to	get abo	out with	in
Q4		f at all,	do you Several times a week	About	About once a	About once a	Every few months	get abo About once a year	Less often	in Never
Q4			Several times a	About once a	About once a	About once a	Every few	About once a	Less	
Q4	Leicestershire?  Walking (journeys of 100		Several times a	About once a	About once a	About once a	Every few	About once a	Less	
Q4	Leicestershire?  Walking (journeys of 100 meters or more)	Daily	Several times a	About once a	About once a	About once a	Every few	About once a	Less	
Q4	Walking (journeys of 100 meters or more)  Bus  Alternative passenger transport services such as Demand Responsive Transport (DRT', Community Transport Schemes (e.g. Dial a Ride) or other local transport solutions (i.e. car sharing or good neighbour	Daily	Several times a	About once a	About once a	About once a	Every few	About once a	Less	
Q4	Leicestershire?  Walking (journeys of 100 meters or more)  Bus  Alternative passenger transport services such as Demand Responsive Transport (DRT', Community Transport Schemes (e.g. Dial a Ride) or other local transport solutions (i.e. car sharing or good neighbour schemes)	Daily	Several times a	About once a	About once a	About once a	Every few	About once a	Less	
Q4	Leicestershire?  Walking (journeys of 100 meters or more)  Bus  Alternative passenger transport services such as Demand Responsive Transport (DRT', Community Transport Schemes (e.g. Dial a Ride) or other local transport solutions (i.e. car sharing or good neighbour schemes)  Car (or van)	Daily	Several times a	About once a	About once a	About once a	Every few	About once a	Less	
Q4	Leicestershire?  Walking (journeys of 100 meters or more)  Bus  Alternative passenger transport services such as Demand Responsive Transport (DRT', Community Transport Schemes (e.g. Dial a Ride) or other local transport solutions (i.e. car sharing or good neighbour schemes)  Car (or van)  Motorcycle or moped	Daily	Several times a	About once a	About once a	About once a	Every few	About once a	Less	

Q5	How satisfied or dissatisfied Leicestershire?	are yo	u with the	current pas	ssenger tran	sport servic	es provided ir
		Very satisfied	Fairly d satisfie		nor Fairly	Very d dissatisfied	d Don't know
	Buses						
	Alternative passenger transport services such as Demand Responsive Transport (DRT', Community Transport Schemes (e.g. Dial a Ride) or other local transport solutions (i.e. car sharing or good neighbour schemes)						
Q6	If you didn't have access to a Transport/ Community Transjourneys to?						
			Very easy	Fairly easy	Not very easy	Not at all easy	applicable/ Don't know
	Work/ training						
	School/ college/ education						
	Food shopping						
	GP appointments, pharmacy serv	vices					
	Hospital appointments						
	Leisure						
	See friends and family						
	Other (please specify below)						
	Please specify 'other'						

Q7	Which, if any, subsidised bus services in Leicestershire have you used $\underline{\text{in the last year}}$ ? Please tick $\underline{\text{all}}$ that apply
	NONE - GO TO QUESTION 9
	22B Leicester - Birstall: First and last journeys Mon-Fri (Centrebus)
	22B Leicester - Birstall: Saturday (Centrebus)
	X6 Bottesford - Grantham: Muston diversion (Centrebus)
	X6 <b>Bottesford</b> - Grantham: Morning school journey (Centrebus)
	X6 Bottesford - Grantham: Afternoon school journey (Centrebus)
	40 Circleline: Mon-Fri from 14:45, Saturdays (Centrebus)
	120 Leicester - Coalville (Roberts Travel Group)
	155 Coalville - Castle Donington (Roberts Travel Group)
	44 Foxton - Harborough Fleckney (Centrebus)
	33 Market Harborough Town Services (Centrebus)
	3 & 66 Hinckley Town + Dadlington Diversion (Arriva Hinckleybus)
	8 Lutterworth - Hinckley (Arriva Hinckleybus)
	7 & 66 Hinckley Town: Off-peak journeys (Arriva Hinckleybus)
	X84 Leicester - Rugby: Saturday (Arriva Hinckleybus)
	X55 <b>Hinckley</b> - Leicester (Fosse Park): <u>First and last journeys</u> (Arriva Hinckleybus)
	3 & 13 Loughborough Town Services (Paul S. Winson)
	154 Leicester - Quorn: 18:25 departure, Mon-Fri (Centrebus)
	154 Leicester - Loughborough: Saturday (Centrebus)
	27 Loughborough - Thurmaston (Roberts Travel Group)
	129 Ashby - Loughborough (Paul S. Winson)
	8 Loughborough - Melton (Centrebus)
	661 Lutterworth - Rural Villages (Murphy's Taxis)
	7 Measham - Atherstone (Roberts Travel Group)
	113 <b>Melton</b> - Oakham (Centrebus)
	23 & 25 <b>Melton</b> - Stathern/Nether Broughton (Centrebus)
	128 Leicester - Melton north of A607 (Centrebus)
	55 & 56 <b>Melton</b> - Grantham (Centrebus)
	100 Leicester - Melton south of A607 (Centrebus)
	14 & 15 <b>Melton</b> Town Services: First journey (service 15) and last journey (service 14) Mon-Fri, all Saturday (Centrebus)
	24 Melton - Bottesford/Bingham (Centrebus)
	747 Leicester - Uppingham: Off-peak Mon-Fri, Saturday (Centrebus)

Q8	8 If you have used one or more of the subsidised services listed in Q7, approximately how ofte do you use a subsidised bus service in Leicestershire for the following types of journey?										
		D	aily	Several times a week	About once a week	About once a fortnight	About once a month	Every few months	About once a year	Less often	Never
	Work/ training	(									
	School/ college/ educat	ion [									
	Food shopping	(									
	GP appointments, phare services	macy									
	Hospital appointments	(									
	Leisure	(									
	See friends and family	(									
	Other (please specify be	elow)									
	Please specify 'other'										
Οι	ır proposals										
way enco	Our proposed approach to meeting people's essential transport needs in the most cost effective way, focuses on supporting the commercial bus network and community transport operators, encouraging local transport solutions, and providing a subsidised bus service only where that provides clear value for money.										
related are continued there	In areas of lower usage, where services are not commercially viable, bus services can be a relatively expensive and inflexible way to transport people. Although some subsidised bus services are well used and provide reasonable value for money, usage of other services has declined or continues to be low. These services do not present best use of public money and we would therefore look to support alternatives such as local transport solutions or Demand Responsive Transport services instead.										
Plea	ase refer to the suppo	orting infor	mati	ion prov	rided fo	r furthe	r detail:	s of our	propos	als.	
Q9	To what extent do you essential transport n							e to foc	us on m	eeting	people's
	Strongly agree Tel	nd to agree		Neither a		Tend to d	isagree		ongly agree	Dor	n't know
					•		)				

	Why do you say this?							
Q10	To what extent do you agree or disag	gree with	our view	that?				
		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	
	Subsidising under-utilised bus routes does not represent the best use of council resources							
	Buses are not always the best passenger transport solution for service users							
Q11	To what extent do you agree or disag	gree with	the follow	wing aspe	cts of our	proposa	ıls?	
		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	
	Supporting operators to provide services commercially (so that they don't require council subsidy)							
	Core operating times we propose supporting (Monday to Friday 07:00 to 19:00 and Saturday 08:00 to 18:00)							
	The groups we propose prioritising services for (elderly, disabled or isolated people)							
	The types of journey we propose giving priority to (i.e. to food shopping, primary healthcare, and employment and training opportunities at a local centre)							
	Providing DRT as an alternative solution where subsidised bus routes don't represent value for money							
	Supporting Community Transport Schemes							
	Encouraging and supporting communities to develop local transport solutions							

	If there are any	elements you di	sagree with ple	ease could you ex	plain why?	
Q12	To what extent of case for subsidir			our proposed meth	nod for decidir	g the financial
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
	Why do you say	this?				
		ort solutions cou		ORT services, Cor alternative solution		
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
	Why do you say	this?				

14 Ho	ow could we best support communities to develop local transport solutions? What could ese solutions look like?
	e you aware of any local transport solutions already in your area that we could help pport?
6 WI	hat impact, if any, would the implementation of the proposed policy and strategy have on ur ability to access essential services?
	Make it much harder
	Make it a little harder
	No difference
	Make it a little easier
	Make it much easier
	Don't know
W	hy do you say this?

Please answer Q17 if you are currently using one or more subsidised bus services in Leicestershire (as indicated in Q7). If not, please go to Q18.

Q17				ed bus services ir ce have on your al		
	Make it much	harder				
	Make it a little	harder				
	No difference					
	Make it a little	easier				
	Make it much	easier				
	Don't know					
	Why do you say	this?				
Q18	Is there anything	g else we could	do to provide v	alue for money pa	assenger trans	sport services?
Q19				ee that our propos eeds for priority jo		vide an efficient
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
					uisagree	

	Why do you say this?			
Q20	Do you have any other coand strategy?	omments, including on any	y other elements of the propos	ed policy
			onding to this consultation as a structions at the end of the qu	
Ab	out you			
free			that its services, policies and pet the needs of all sections of t	
			questions below. You are undo ould help us greatly if you did.	er no
Q21	What is your gender ident	tity?		
	Male	Female	Other (e.g. pang binary etc.)	ender, non-
Q22	Is your gender identity the	e same as the gender you	were assigned at birth?	
	Yes	No		
Q23	What was your age on yo	ur last birthday? (Please	enter your age in numbers not	words)

Q24	What is your full postcode? The transport services. It will not ide			le live from different
Q25	Are you a parent or carer of a y	oung person age	d 17 or under?	
	Yes	No		
Q26	If yes, what are the ages of the	children in your o	care? Please tick	<u>all</u> applicable
	0-4 5-	10	11-15	16-17
Q27	Are you a carer of a person ag	ed 18 or over?		
	Yes	No		
Q28	Do you have a long-standing ill	ness, disability or	infirmity?	
	Yes	No		
Q29	What is your ethnic group? Ple	ase tick <u>one</u> box	only.	
	White	Asian or Asia	n British	Other ethnic group
	Mixed	Black or Blac	k British	
Q30	What is your religion?			
	No religion	Buddhist		Muslim
	Christian (all	Hindu		Sikh
	denominations)	Jewish		Any other religion
Q31	In total, how many cars or vans household?	are owned or av	ailable for use by	members of your
	None	Two		Four or more
	One	Three		Don't know
Q32	What is your highest level of qu	ualification you ha	ve obtained?	
	No qualifications		Lower degree	e or PGCE (e.g. BA or BSc etc)
	GCSEs/O-levels or equivalent		Higher degree	e (e.g. MSc, Phd etc)
	A-levels or equivalent		Professional, qualifications	vocational or work-related
	Diploma in higher education		Other	

Q33 Which of these activities best describes what you are doing at present?
Employee in full-time job (30 hours plus per week)
Employee in part-time job (less than 30 hours per week)
Self employed full or part-time
On a government supported training programme - e.g. Modern Apprenticeship / Training for Work
Full-time education at school, college or university.
Unemployed and available for work
Permanently sick / disabled
Wholly retired from work
Looking after the home
Doing something else
Q34 Are you an employee of Leicestershire County Council?
☐ Yes ☐ No
Q35 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation
☐ Bi-sexual ☐ Lesbian
☐ Gay ☐ Other
Heterosexual / straight
Thank you for your assistance. Your views are important to us.

The consultation closes on 13 June and we will report the results back to Cabinet in autumn 2018.

Please return your completed survey to: Passenger Transport Consultation, Room 300B, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester, LE3 8XR. No stamp required.

**Data Protection**: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.