

**Passenger Transport Policy & Strategy consultation information events****Purpose of the consultation information events**

As part of the consultation, a series of consultation information events were held. These meetings were held to provide an opportunity for local residents and service users to hear about the proposals in person from Transport Service managers and provide an opportunity for people to ask questions and make comments about the draft Passenger Transport Policy & Strategy and the key proposals contained within that. The five consultation information events were held in suitable and accessible local venues in the towns with the relatively highest number of subsidised bus routes.

**Promotion**

The consultation events were promoted in the consultation information leaflet, on the County Council website, including via posters promoting the PTPS consultation on buses, as well as through press releases and via community contacts, including Parish Councils. Assistance was available to support people to be able to attend these events.

**The consultation information events**

- Each meeting was attended by the Consultation & Engagement Manager (chief executive's department), The Assistant Director with responsibility for passenger transport services and managers for the Safer and Sustainable Travel team. Notes were taken by staff from the transformation unit or chief executive's department).
- Each meeting included a presentation with an overview of the key elements of the Passenger Transport Policy & Strategy. The presentation broadly followed the same structure as the consultation document.
- In Measham, Hinckley and Melton Mowbray the meeting was also used to promote the DRT demo schemes.
- Following the presentation, there was extensive opportunity for attendees to ask questions and make comments, with Service managers and/or the lead facilitator answering questions where possible.
- Attendees were reminded and encouraged to complete the main consultation survey by the consultation deadline.

Hard copies of consultation documents were available for delegates to take away.

A total of 92 people attended the events. Attendance per event was as follows:

Information event	Date (7.00 start time)	Attendees
Measham Leisure Centre	03/05/2018	7
Lutterworth Town Hall	10/05/2018	9
Green Towers, Hinckley	17/05/2018	5
Parkside Civic Suite, Melton Mowbray	21/05/2018	61
Rosebery St Peters, Loughborough	23/05/2018	10

**Data Collection and Analysis**

This report of the consultation information events feedback is based on analysis of a record of the notes taken by the Consultation & Engagement Manager immediately following each event of key points raised in relation to the key elements of the

consultation, alongside the notes of the questions asked and comments made at the event.

### Key feedback from the consultation information events with regards to the proposals

Theme	Public View
<b>Rationale behind change and proposal / situation in general</b>	<p>Although there certainly is some sympathy for the premise that continuing to fund empty buses / rarely used services is not desirable at a time when public finances are under such pressure, many participants nevertheless expressed views that they regard bus services as a public good and expect to have access to a regular bus service.</p> <p>A participant in Loughborough felt that better promotion &amp; encouragement of public transport also has the effect of increasing usage and thereby commercial viability. This has worked in Loughborough but achievements will now be eroded through this PTPS.</p>
<b>Principles of focusing on value for money in meeting essential transport needs (i.e. under-utilised bus routes, buses not flexible)</b>	View that LCC definition of need does not match with need as felt by many people (note: 80% of respondents to the formal consultation support types of journeys proposed for prioritisation).
<b>Views expressed about working with / supporting commercial operators</b>	Views that LCC should be holding bus operators to account to address gaps in service & wasteful behaviour
<b>Views expressed about proposed priority groups, priority journeys and core operating times.</b>	View that young people should be considered as well
	Some views that connecting people to rail transport should also be important.
<b>Views expressed about replacing bus services with DRT / local transport solutions</b>	At some events there appeared to be some acceptance in principle that 'non-bus' services can provide a better / more flexible solution.
	However, there were also views that bus services could be provided in a different way that would reduce cost and/or reduce travel time – Examples could include commissioning of services on a network basis, using a hub & spoke model for buses to Leicester and cutting journeys at times a service is under-used.
	<p>There were perceptions that the service will be costly for users (as delivered by taxi companies), inflexible and requiring 24hr notice.</p> <p>Some participants felt these DRT services should be better promoted.</p>
<b>Views expressed about (potential for) local transport solutions /</b>	This was not generally an area around which much debate was generated. There were

<b>community managed services</b>	suggestions at one event that examples are needed to make this come to live and to get communities / people to think about such solutions ahead of the time where they will be fighting to keep their bus route.
<b>Views expressed about Community Transport providers / services</b>	Views that these services have potential to play bigger role, but should be better promoted, as there are many misunderstandings about who services are for.
<b>Views expressed about (the future of) particular (bus) services</b>	Participants in Melton expressed particular concerns about the 14-15 service, but also about some commercial services (19, RF1) Participants in Loughborough expressed concern about Services 3 and 13.
<b>Views expressed about current operation / quality / accessibility of services</b>	Views re lack of connection between bus services and railway network
<b>Views expressed about potential impact of service change on current/future users</b>	General feelings that people would be 'stuck' without bus service. Main concern is for elderly service users who are dependent on help with transport.
	Implicit points that we should consider geography and demography of service users carefully when applying '800 metres' scores/rules – 800 metres (especially when uphill) presents a significant barrier to older & disabled people.
<b>Views expressed about other elements of the PTPS (Securing services for new housing development, fares &amp; ticketing, concessionary travel, passenger information, service disruptions)</b>	There were various comments about the need to take account of future housing developments when reviewing bus services. Also views LCC should continue securing money from developers for bus services to new housing development.
	At almost all events there were suggestions that there should be possibilities for people using concessionary passes to contribute financially on a voluntary basis. There appears to be willingness for a pilot scheme.
<b>Views expressed about consultation</b>	Some participants commented that the consultation was not well promoted. Some indicated that consultation materials had not been available on buses. Others commented that it would have been better to have these events during the day so that bus users would have been able to attend them.

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