

Review of Passenger Transport

January 2016

Public consultation on the future provision of subsidised bus services in Wiltshire

This survey is part of the Council's Review of Passenger Transport (excluding taxis and trains) which seeks to consult widely on the actions, options, opportunities and developments around bus and community transport. It is not a detailed consultation on particular routes, timetables or destinations. We are keen to hear the views of residents, stakeholders and other interested parties.

Although passenger transport makes a strong contribution to the priorities that underpin Wiltshire Council's Business Plan, a key challenge in recent years has been how the service can continue to achieve these priorities in the face of growing pressures on local authority spending. This review is therefore being undertaken to help identify savings from passenger transport budgets.

Please note this is a consultation only about subsidised bus services, which are those services that are not viable for a bus company to run without Council funding. The majority of bus services that run within Salisbury and between major towns are operated as a commercial venture by the bus companies themselves without Council funding, and so are not the subject of this review.

This review will be accompanied by continuing work to identify savings in other areas of the Council's passenger transport spending. Further information on the review can be found at <http://consult.wiltshire.gov.uk/portal>

Please return completed questionnaires before 5pm on the 4 April 2016

About you?

Any information provided is governed by the Data Protection Act 1998 and will be treated as strictly confidential.

1. Are you? Male Female Prefer not to say
2. What is your age range?
 under 18 35-44 65-74
 18-24 45-54 75-84
 25-34 55-64 85+
3. What is your post code? This will be used to map responses only.
 Please use capitals and a space such as in BA14 8JN _____
4. Do you consider yourself to be disabled in any way?
 Yes No
5. Is your mobility impaired in any way?
 No Yes due to a disability Yes due to my age
6. Do you own or do you have access to drive any car, van or motorcycle?
 Yes No

Your use of buses in Wiltshire

7. How would you describe your use of bus services in Wiltshire? Please tick the statement(s) closest to your view.

	At least 5 days a week	2-3 times a week	Once a Week	Once or twice a month	A few times a year	I never use the bus
To get to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To go shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To visit family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get to a doctors or medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get out and about	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Do you use a concessionary bus pass?

Yes No

The concessionary fare scheme costs Wiltshire Council around £4.3m per year. Please note Wiltshire Council cannot introduce a small additional charge per journey for concessionary bus pass holders, or an annual administration charge for each pass as this is not allowed by Government legislation.

Bus Services

Last year Wiltshire Council spent £5.1 million on subsidising local bus services. These are services that could not be operated without a council subsidy, and account for around half of total bus mileage in the county. The highest proportion is spent on 'regular rural' services. These operate between two market towns, linking several villages along the route. Bus services in towns account for the next highest proportion of expenditure, followed by strategic town to town services, evening services, infrequent shoppers buses and Sunday services.

9. Bus services are currently grouped into a number of categories. Given the economic, social and environmental role that buses can play but also the Council's need to make substantial cost savings, which of the following categories do you feel it is most important for the Council to support?

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant
Strategic network routes linking the main towns within and beyond Wiltshire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town services (running entirely within a town or city linking the main housing areas and the centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening services (those which operate after 7pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday and Bank holiday services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural regular services (linking smaller towns and rural areas, generally with at least 4 journeys in each direction on 5 days a week)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural infrequent services that serve rural areas generally on only certain days of the week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Options for savings

The Council has consulted with stakeholders and partners and used its own experience and that of other councils to develop a number of options to make savings. As there will be many combinations of bus service changes possible the Council has not determined what these may be and is asking for responses to the options to guide their decisions. You can refer to the map, table and documents on the Council's website (or in a library/main council office) showing which routes would be affected.

Option 1 - Withdraw funding for all supported evening services

Most evening buses in Wiltshire (those running after around 7.00pm) are funded by the Council. 11 routes are supported, with 330,000 passenger journeys a year subsidised by the Council. Withdrawal of funding for these services would save around £639,000 a year.

10. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes

No

11. If the Council was to remove the subsidy for evening services which meant that they were not able to continue to operate, how would this personally affect you?

- It wouldn't affect me at all, as I rarely, if ever use such a service
- I might be affected but could probably make alternative arrangements
- I would be affected by this quite a lot
- This would have a big impact on me personally

Option 2 - Withdraw funding for all supported Sunday and public holiday services

Most buses in Wiltshire that run on Sundays and public holidays are currently funded by the Council. 8 routes are supported, with the Council subsidising around 145,000 passenger journeys a year. Withdrawal of funding for these services would save around £165,000 a year.

12. Given the level of subsidy and the numbers who use buses on Sundays and on public holidays would you support the Council looking at this area to find savings?

Yes

No

13. If the Council was to remove the subsidy for Sunday and public holiday services which meant that they were not able to continue to operate how would this personally affect you?

- It wouldn't affect me at all, as I rarely, if ever use such a service
- I might be affected but could probably make alternative arrangements
- I would be affected by this quite a lot
- This would have a big impact on me personally

Option 3 - Reduce the hourly services Mon-Fri to a two hourly service on the strategic bus network

The strategic bus network links the market towns and larger villages in Wiltshire with the nearest large town, with services operating at least every hour on Mondays to Fridays. Ten routes are part-funded, and three routes (Malmesbury-Swindon, Malmesbury-Chippenham and Devizes-Salisbury) are entirely funded by the Council. The Council subsidises around 460,000 passenger journeys a year. To reduce these services to a two hourly frequency during the daytime would save around £430,000 a year.

14. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes

No

15. If the Council was to reduce these services how would this personally affect you?

- It wouldn't affect me at all, as I rarely, if ever use such a service
- I might be affected but could probably make alternative arrangements
- I would be affected by this quite a lot
- This would have a big impact on me personally

Rural bus services

The Council currently spends over £2 million a year subsidising services on 57 rural routes. Half of these are regular services providing up to 4 or 5 buses a day in each direction linking the villages to their nearest town, while the remainder are infrequent services usually operating only on certain days of the week to a local market. The Council subsidises around 960,000 passenger journeys a year on rural bus services.

Option 4 - Reduce rural bus services to 2-3 buses a day on regular routes and withdraw most of the infrequent services except those that are the only service to a group of villages.

As the savings would depend on using one bus and driver to operate two routes, journeys would not necessarily be conveniently timed. This option would save around £1.19 million a year.

16. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes

No

17. If the Council was to reduce the subsidy for rural services which meant that they were able to continue to operate but at a much reduced frequency - say only 2 to 3 journeys a day - how would this personally affect you?

- It wouldn't affect me at all, as I rarely, if ever use such a service
- I might be affected but could probably make alternative arrangements
- I would be affected by this quite a lot
- This would have a big impact on me personally

Town bus services

The Council currently spends £1.01 million a year to fund the provision of hourly bus services linking the housing estates in Bradford on Avon, Calne, Corsham, Devizes, Melksham, Trowbridge, Westbury and Warminster with the centres of those towns. It also part-funds the provision of such services in Salisbury, Chippenham and Marlborough at times when the bus companies would not otherwise run them. Around 650,000 passenger journeys a year are made using these services.

Option 5 - Reduce town bus services to 2-3 buses a day. Existing buses used by school pupils within Warminster, Devizes, Bradford on Avon and Melksham would be retained

As the savings would depend on using one bus and driver to operate two routes, journeys would not necessarily be conveniently timed. However, buses used by pupils living within Warminster, Devizes, Bradford on Avon and Melksham to travel to/from school would be retained. This option would save around £460,000 a year.

18. Given the level of subsidy and the numbers who use this service would you support the Council looking at this area to find savings?

Yes

No

19. If the Council was to reduce the subsidy for town services which meant that they were able to continue to operate but at a much reduced frequency - say only 2 to 3 journeys a day - how would this personally affect you?

- It wouldn't affect me at all, as I rarely, if ever use such a service
- I might be affected but could probably make alternative arrangements
- I would be affected by this quite a lot
- This would have a big impact on me personally

Option 6 - Withdraw all funding for all council subsidised services

Around half of all bus services in Wiltshire are subsidised by the Council, and in total these subsidised services carry over 2.5 million passenger journeys a year. Withdrawing all funding for these services would save £5.1 million a year.

20. Given the level of subsidy and the numbers who use this service would you support the Council looking at withdrawing all bus service funding to find savings, if a small proportion of the savings were reallocated to community transport initiatives, health transport options, etc?

Yes

No

21. If the Council was to withdraw the subsidy for all services how would this personally affect you?

- It wouldn't affect me at all, as I rarely, if ever use such a service
- I might be affected but could probably make alternative arrangements
- I would be affected by this quite a lot
- This would have a big impact on me personally

22. In order to keep as many of the existing subsidised services running as possible Wiltshire Council is investigating if other organisations, individuals and communities might be able to fund, or even operate elements of some bus routes. This might for example include paying for services in villages on routes or helping to fund extra journeys. Given this, which of the following statements do you agree with?

	Agree	Neither agree nor disagree	Disagree
This is a great idea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there aren't enough passengers to enable a bus service to run without subsidy then it should go.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am for protecting these services even if it means that I have to pay more through local taxes etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council and other public bodies should look to reconfigure the services they provide (social care, health, etc) so people don't have to travel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's up to local communities to see if they can raise the necessary funds themselves.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you need any further information about this survey, please contact
Wiltshire Council's customer services team on 0300 456 0100
or email the council's Passenger Transport Unit at
passengertransport@wiltshire.gov.uk

Our preferred method to receive responses is via the on-line electronic questionnaire
available from the consultation portal: <http://consult.wiltshire.gov.uk/portal>

Thank you for taking part in this survey

If you are filling out this out by hand then please send
your completed survey by post to:

Public Transport Survey
Passenger Transport Unit
Wiltshire Council
County Hall
Bythesea Road
Trowbridge
BA14 8JN

Or return to your local library or main Council office

Alternatively if you have access to a computer scanner,
please scan all pages of the completed form and email it to us
at passengertransport@wiltshire.gov.uk

Further information on the review can be found at
<http://consult.wiltshire.gov.uk/portal>

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Bus Services that operate with funding from Wiltshire Council as at December 2015

Interurban (strategic network) bus services funded by Wiltshire Council (consultation option: reduce frequency from 1 service every hour, to 1 service every 2 hours)		
Service	Service Description	Operator
2	Devizes – Shrewton – Salisbury	Salisbury Reds
X5	Pewsey – Salisbury / Pewsey – Swindon	Salisbury Reds
X7	Landford Diversion of service	Salisbury Reds
X7R	Salisbury – Whiteparish – Romsey	Salisbury Reds
X12	Salisbury – Coombe Bissett – Blandford	Dorset County Council
31	Malmesbury to Swindon	Coachstyle
33	Calne – Devizes (off-Peak)	APL Travel Ltd
33/X33	Derry Hill Diversion	APL Travel Ltd
X34	Service X34 Diversion via Notton	Faresaver Buses
X34 / 60	Paxcroft Mead & St. Thomas Rd diversion	Faresaver Buses
49	Trowbridge to Swindon	Stagecoach West
X72	Urchfont – Devizes (early morning)	Faresaver
92	Malmesbury to Chippenham	Coachstyle

Town bus services funded by Wiltshire Council (consultation option: reduce town bus services to 2-3 journeys a day from current frequency)		
Service	Service Description	Operator
1, 1a, 1c	Devizes Town Services	Stagecoach West
7, 12, 14	Salisbury City Services 7 (part), 12, & 14	Wheeler's Travel
R3, R5	Wilton & Salisbury City early morning services	Salisbury Reds
R2, R4, R6	Salisbury City early morning services	Salisbury Reds
R8	Ditchampton & Quidhampton to Salisbury (afternoons)	Salisbury Reds
10	Corsham Town Service	First Somerset and Avon
14	Melksham Town Service	Frome Minibuses
30	Malmesbury Town Service	Coachstyle
40	Calne Town Service	APL Travel
44A	Chippenham Town Services (Saturdays + Allington Way)	Faresaver
50	Warminster Town Services	Frome Minibuses
58 A/B/C	Westbury Town Services	Frome Minibuses
65,66,67,68	Trowbridge Town Services	Frome Minibuses
98	Bradford on Avon Town Service	Frome Minibuses
217	Marlborough Town Services (afternoons & Saturdays)	Thamesdown Transport
DT-WW	Devizes Taxibus – Waiblingen Way & Roundway Gdns	Devizes Taxis

Rural bus services funded by Wiltshire Council (consultation option: reduce rural bus services to 2-3 journeys a day from current frequency)		
Service	Service Description	Operator
19,20,21,22	Marlborough – Bedwyn – Hungerford area services	Thamesdown Transport
25,26,27	Mere / Tisbury / Hindon to Salisbury	Salisbury Reds
25A	Heath Farm to Wilton Market	Tourist Coaches (GSC)
28	Wincanton – Mere – Salisbury (Tuesday and Sat)	Tourist Coaches (GSC)
29	Shaftesbury – Chalke Valley – Salisbury	Wheeler's
35, 635	Chippenham to Yatton Keynell & Castle Combe	Faresaver Buses
36-37	Malmesbury – Bath and Colerne to Chippenham	Coachstyle
37	Salisbury–Grimsteads–Farley–Dean–Lockerley	Salisbury Reds
39	Bradford on Avon to Devizes Market, Thurs only	Beeline Coaches
39	Landford to Romsey (shoppers Bus)	Hampshire County Council
41	Malmesbury – Sherston – Yate	Coachstyle
42	Calne – Cherhill – Avebury – Marlborough	APL Travel Ltd
43	Calne – Stockley & Heddington	APL Travel Ltd
44	Salisbury – Downton – Woodfalls	Wheeler's
46/48	Marlborough / Hungerford – Aldbourne – Swindon	Thamesdown Transport
51	Dilton Marsh to Frome (Wednesdays)	Frome Minibuses
52	Ashton Keynes & Minety to Swindon & Cirencester	AD Rains Coaches
52	Bourton- Dinton & Tisbury to Warminster (Thursdays)	Shaftesbury and District
53	Warminster – Corsley – Frome	Frome Minibuses
54,55,56	Warminster Villages Shoppers Buses	Beeline Coaches
54, 57	Warminster to Sutton Veny & the Deverills	Frome Minibuses

58	Westbury to Frome	Frome Minibuses
61/62	Purton/Bradenstoke to Royal Wootton Bassett	APL Travel
64	Hilperton & Turleigh to Bath, Fridays only	Beeline Coaches
66	Salisbury – Winterbournes – Porton & Idminton	Salisbury Reds
66 / 67	Tidworth – Newton Toney – Salisbury	Wheelers
68 / 69	ZigZag service Corsham – Melksham – Trowbridge	Faresaver Buses
X76	Marlborough – Calne – Bromham – Bath	AD Rains
77,85,87	Trowbridge – Steeple Ashton – Devizes	Libra Travel + Frome Minibuses
80	Swindon – Marlborough – Tidworth – Ludgershall	Stagecoach West
80-83	Maiden Bradley area shopper services	Frome Minibuses
80/X80	Shaftesbury/Gillingham to Frome/Bath Saturdays	Frome Minibuses
84, 86	East Knoyle to Salisbury or Shaftesbury	Tourist Coaches (GSC)
86	Semington – Holt – Bath	Beeline
X86	Holt to Bath (early mornings)	Faresaver Buses
X88	Chitterne & Bratton to Bath Shopper bus	Real Coaches
87	Devizes – Bratton – Westbury – Trowbridge	Faresaver Buses
87	Winterslow to Salisbury (peak hours + Saturday) afternoons)	Salisbury Reds + Wheelers
91	Chippenham to Dauntsey Vale & the Somerfords	Faresaver Buses
93	Malmesbury – Crudwell – Cirencester	Coachstyle
94	Trowbridge – Westwood – Limpley Stoke – Bath	Libra Travel
95/60	Bradenstoke & Foxham area shopper buses	APL Travel Ltd
96	Monkton Farleigh – Bradford – Westwood – Trowbridge	Libra Travel
149	Chalton All Saints to Salisbury	Hampshire County Council
158	Shaftesbury – Gillingham – Mere – Wincanton	Dorset County Council
201	Figheldean – Woodford Valley – Salisbury Shopper Bus	Tourist Coaches (GSC)
210	Figheldean – Upavon – Devizes Shopper Bus	Tourist Coaches
228	Colerne – Bath (certain journeys)	Faresaver Buses
615	Larkhill to Avon Valley College (farepayers)	Salisbury Reds
WBTB	Wootton Bassett Taxibus to Broad Town	Bradies Private Hire
BAV	Avon & Bourne Valley Community Bus	Community Transport
C2W	Connect 2 Wiltshire Pewsey Vale Service	Wiltshire Council and APL
Mere TB	Mere area Taxibus	A & G Minibuses
WATB	West Ashton Taxi bus services	Alpha Taxis
MTB	Malmesbury to Minety Taxi	Minety PH
BC	Malmesbury Taxi-Bus Service from Dauntsey	Bradies Private Hire
HCB	Holt Community Bus, Holt to Chippenham Fridays	Holt Community Bus
RCT	Froxfield – Hungerford	Ramsbury Community Bus

**Evening bus services funded by Wiltshire Council
(consultation option: withdraw Council funding for all evening services)**

Service	Service Description	Operator
R1	Salisbury Hospital evening service	Salisbury Reds
City	Salisbury City evening services (R2, PR3, R4, R5)	Salisbury Reds
X5	Swindon to Salisbury evening service	Salisbury Reds
Actv8	Salisbury - Tidworth - Andover evening service	Salisbury Reds/Stagecoach
53	Swindon to Cricklade evenings	Stagecoach West
55 / 55A	Swindon to Chippenham evenings	Stagecoach West
70A / 72A	Marlborough – Swindon evening service	Thamesdown Transport
231	Chippenham – Corsham – Bath	First Somerset and Avon
265	Trowbridge to Bath evenings	First Somerset and Avon
271	Bath – Melksham – Devizes – Urchfont	First Somerset and Avon
C2W	Pewsey Vale Night bus	Connect 2 Wiltshire

**Sunday & Public Holiday bus services funded by Wiltshire Council
(consultation option: withdraw Council funding for all Sunday and Public Holiday services)**

Service	Service Description	Operator
5	Swindon – Marlborough – Salisbury	Stagecoach West
City	Salisbury City Sunday services R2, R5 & R6	Salisbury Reds (GSC)
Actv8	Salisbury – Amesbury – Tidworth – Andover	Salisbury Reds (GSC)
49	Swindon to Devizes	Stagecoach West
55A	Swindon to Chippenham	Stagecoach West
231	Chippenham / to Bath	First Somerset and Avon
265	Trowbridge to Warminster	First Somerset and Avon
271	Bath – Melksham – Devizes – Urchfont	First Somerset and Avon

