Appendix A

TITAN Project Consultation Feedback Report
28th September 2012

Introduction

The Towards Integrated Transport Across Nottinghamshire (TITAN) project is one of the key elements of the County Council's Improvement Programme. The project is committed to achieving efficiencies through the reconfiguring of transport services across Nottinghamshire during the period December 2011 and June 2014.

The county has been split into five areas for the purpose of project:

1. Newark, Ollerton and Southwell (Pilot Area)
2. Mansfield & Ashfield
3. Rushcliffe
4. Nottinghamshire Central Conurbation
5. Bassetlaw

Area 1 is the pilot area and following consultation and planning in this area, revised services are now in the process of being procured. Consultation for the areas 2 to 5 has recently been completed and the findings are presented in this report.

The Project Team identified several marketing routes and a number of groups which would need to be included in the consultation, this included:

- On line survey available on the County Council Website
- NCC Customer Contact Centre staff briefed to fill out web forms on customers' behalf or alternatively to post out consultation leaflets
- Library staff briefed to be pro-active with customers in a similar manner to other public consultations undertaken
- 17,000 consultation leaflets produced and distributed which includes District Councils, Parish Councils, Age UK etc, Schools and Libraries
- Contacts on the Transport and Travel Services database
- Leaflets have been distributed to Bus Stations and handed out by staff
- Presentations being made available to District Councils encouraging feedback
- Several emails sent to a number of organisations operating in the locality encouraging them to take part in the consultation

A detailed report for each area is included in appendices 1 - 4 of this report.

Levels of Feedback

This report draws together the findings of the 5 consultation areas and uses area 1, Newark and Sherwood, as the baseline of the analysis.
The consultation in area 1 provided 539 consultation questionnaire responses. Within areas 2 to 5 there have been 1510 people complete the consultation questionnaire. This gives a total of 2049 responses for the County. This offers a statistically significant response to enable the analysis of any noticeable trends. The breakdown of completed surveys is as follows:

- 1476 online
- 434 by post
- 48 from libraries
- 40 from the Newark Show
- 39 from bus stations
- 11 through the Customer Service Centre

The best response rate came from Newark & Sherwood (539) and Rushcliffe (514) with the lowest response rate coming from Bassetlaw (225).

Analysis of Feedback

Respondents

- 65% were individuals
- 29% were families
- 6% were organisations
- 97% were over 26
- 51% were over 61
- 51% were retired
- 40% were employed
- 20% considered themselves disabled

Organisational Weighting

Organisations which responded have been separated into 3 categories:

Large organisations are those with 1000+ Representatives (8 in total)
Medium 300-999 Representatives (9 in total)
Small 1-299 Representatives (68 in total)

Each organisation that has completed the survey will have their responses incorporated into the overall results along with any comments they have left. These results have been weighted as such.

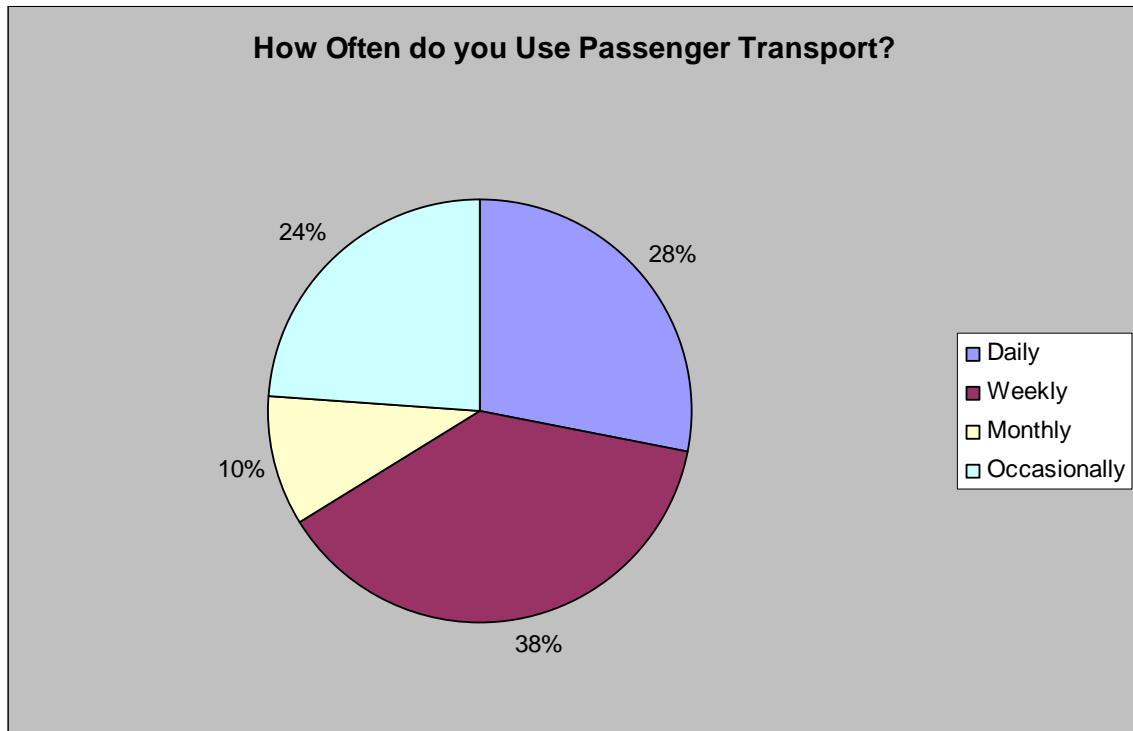Large organisation response 1 x 20
Medium organisation response 1 x 10
Small organisation response 1 x 5

It should be noted that a lot of organisations did not leave their name or the numbers of people they represent; in these instances they were considered to be a small organisation.

Current Passenger Transport Usage

The chart below shows the usage frequencies of transport services across the 5 areas.

How Often do you Use Passenger Transport?

- 28% Daily
- 38% Weekly
- 10% Monthly
- 24% Occasionally

Legend:
- Daily
- Weekly
- Monthly
- Occasionally

It should be noted that the usage across the 5 consultation areas was very closely matched with the exception of the Rushcliffe area where daily usage was much lower (14%) but weekly usage was much higher (50%). There was also a consistency of people using passenger transport provided by NCC (ranging from 37-45%).

The main reasons for encouraging public transport usage across the 5 consultation areas were:

1. Routes
2. Frequency
3. Times
4. Cost
5. Information (this was the only reason not to appear in all the areas top 5)

Responses to Questions

The table below shows the responses to the proposals set out in the consultation questionnaire:

Proposal	Newark & Sherwood	Bassetlaw	Central	Mansfield & Ashfield	Rushcliffe	Average Approval Rate
Q12.	88%	79%	79%	86%	77%	82%
Q13.	56%	47%	47%	55%	48%	51%
Q14.	64%	60%	57%	60%	65%	61%
Q15.	77%	76%	67%	68%	72%	72%
Q16.	79%	72%	72%	66%	71%	72%
Q17.	83%	74%	75%	70%	75%	75%
Q18.	80%	76%	64%	71%	66%	71%

Despite slight variation between the different consultation areas it is very clear there is a general consistency across them all. The average approval rate for all areas is over 50% ranging from 51% to 82%.

Full details of responses can be found in each area consultation findings report but a number of recurring themes were evident from the comments across the board.

- Worries about reliable connection of services and length of journeys in relation to question 12
- Recurring comments about replacing services with smaller buses rather than removing services completely in relation to question 13
- Concern over school children's behaviour if they were to use public transport as opposed to dedicated school transport (question 14)
- Issues over slower services and passenger needs in relation to question 15
- That school times should not be determined by passenger transport timetabling (question 16)
- General positive comments over the training of individuals with learning and mobility difficulties in order for them to use public transport. However,

a lot of respondents were confused about what was being proposed here (question 17)

- Concern over putting too much pressure and expectation on the community and voluntary sectors and issues with reliability in relation to question 18
- Questions 19 and 20 generated a lot of responses in relation to more direct services, better reliability, integrated ticketing, introducing a small charge for free bus passes and smaller vehicles

Disabled Users

Despite slightly lower levels of agreement on the proposals from disabled respondents the approval rates still remain positive across the 5 consultation areas and are generally in line with the overall approval rates.

Conclusion

Across the 5 consultation areas there has been a positive response to the proposals set out by the County Council. It is also evident that there is a consistency across the 5 consultation areas which indicate robustness to the final results. The results show that Newark & Sherwood were the most positive consultation area for most of the proposals.

Specific details and conclusions for each consultation area can be found in the individual area reports.

Despite the overall positive nature of these results a number of things need to be considered;

1. The removal of poorly used Sunday and evening services has raised a number of concerns and should therefore be carefully considered when recasting the network and this proposal offered the lowest approval rate of all.

2. A number of the proposals raised concerns over reliability of services, journey times and connections.

3. A recurring comment across the various questions related to the lack of detail in the proposals and a misunderstanding of what was being proposed. This was of particular note with regards to the training of individuals with learning and mobility difficulties in order for them to use public transport services.

4. A lot of comments were about specific commercial services which indicates that a lot of respondents are not necessarily aware of which services are NCC funded and which are commercial.

Appendix A1
TITAN Project Area 2 – Mansfield & Ashfield
Report – 28th September 2012

Level of Feedback

A total of 397 surveys were completed:

- 247 online.
- 142 by post.
- 2 in libraries.
- 1 at the Newark Show.
- 4 at the Customer Service Centre.
- 1 at the Bus Station

We are very pleased with the response to date and we have a statistically significant survey to enable analysis of trends.

Analysis of Feedback

Respondents

- 61% were individuals.
- 32% were families.
- 7% were organisations.
- Respondents were mainly from Mansfield (25%)
- 97% over 26.
- 52% over 61.
- 52% were retired.
- 40% employed.
- 27% consider themselves disabled.

Organisational Weighting

Large organisations are those with 1000+ Representatives, which totalled 1.
Medium 300-999 Representatives, which totalled 3.
Small 1-299 Representatives, which totalled 14.

Current Passenger Transport Usage

- 87% of respondents use passenger transport and do so on the following frequencies:

If yes, how often?
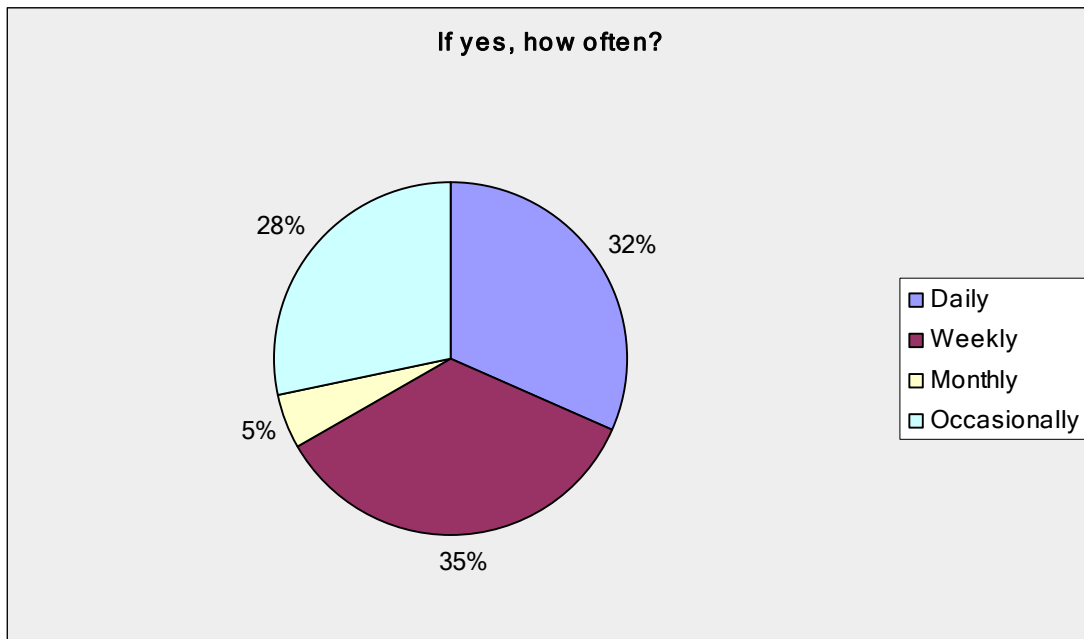
- 38% used transport provided by NCC.

- Respondents cited the following as what would encourage them to use public transport:

1. Frequency
2. Times
3. Routes
4. Cost
5. Distance to bus stop

Responses to Questions

Question 12 - 18	Yes	No
Q12. We may be able to provide more regular and faster bus services to popular destinations if we put in more 'main road' type services that were supported by smaller feeder buses that travelled around the minor roads and villages? *27 Comments – negative comments included longer trips and lack of connections.*	**86%**	**8%**
Q13. There are some public bus services that are supported with County Council funding, mainly those running on evenings and Sundays that do not get used very much. We collect information from bus operators showing the numbers of passengers on each journey. We will look at these and where usage has been very low for more than six months, we will consider either reducing frequency or removing services so that this money can be better used to support more people's needs? *87 Comments – Main theme advised that may be under used but*	**55%**	**32%**

still vital. Reduce frequency and use smaller vehicles rather than lose service. Don't penalise those who live out of towns.		
Q14. We want to encourage pupils and students to use public transport services. We may do this by enabling more (11 year old or over) pupils and students to use public transport for their school journeys instead of dedicated school buses? *95 Comments – vast majority are negative and relate to overcrowding and school children's behaviour. Also it may deter people using the service.*	**60%**	**29%**
Q15. We want to help save money by making better use of vehicles, and reducing the number of vehicles used, whilst at the same time ensuring that people can still access the services they need. So we are considering: (a) Transporting users of different services within the same vehicle? *53 Comments – Comments relating to a slower service and missed appointments were most common. The types of transport to be used and passengers specific needs were also commented on.*	**68%**	**15%**
Q16. (b) Using one vehicle for multiple journeys? *41 Comments – negative comments were about school times not being determined by available transport and it should be transport that fits the school. Concern about longer journey times and child safety.*	**66%**	**15%**
Q17. We want to give people who have learning or mobility difficulties the opportunity to develop the skills to enable them to travel independently on public transport? *54 Comments – A mixture of positive and negative comments, many respondents were concerned that individuals may not be suitable for service. A fair number of respondents seemed confused by what was being proposed.*	**70%**	**18%**
Q18. We wish to promote greater use of voluntary and community transport services in your area. Do you support this idea? *40 Comments – Some positive comments, but concerns on actually getting volunteers and reliable ones at that. Also around reliability of service now as funding has been cut to so many of them.*	**71%**	**13%**

Questions 19 – 20
Q19. Please tell us if there is anywhere you need to travel to regularly, or any particular time of day you need to travel, that is not served by local transport at the moment?
The recurring comments were in relation to poor services across the area. The key issues being as follows: Kingsmill service to drop off closer to hospital entrance. Improve service reliability x10 More express services (limited stops) x6 Lack of evening services to hospitals x2 Bus links to train, tram & airports x3

More buses to the east of Mansfield x7
More buses linking to hospitals in Nottingham x3
Introduce off peak fares x3
Oaktree and Rainworth buses to Mansfield x4
Small but regular feeder buses connecting small villages x2

Q20. Please tell us if you have any other suggestions on how we might make savings without compromising the quality of services or access to key destinations?

Reduce frequency but extend running times
Happy bus drivers
Smaller buses
More bus lanes
Integrated tickets
Charge the over 60's
Forget saving, just spend more
Bus pass if you're on minimum wage
Oyster card system
Stop Stage Coach on all Mansfield routes

Disabled Service Users

It is worth considering how individuals who consider themselves disabled compare in their views to the overall results as these are some of the most vulnerable users of the services.

In most cases the approval rate for the proposed ideas amongst those who consider themselves disabled is slightly below that of the overall results but in general remains positive.

Question	Overall Survey Approval Rate	Approval Rate Amongst Those Who Consider Themselves Disabled
12	86%	74%
13	55%	40%
14	60%	46%
15	68%	58%
16	66%	58%
17	70%	57%
18	71%	62%

The majority of comments were in relation to Question 13, relating to the removal of Sunday and evening services, and tended to mirror the overall feedback in that the respondents highlighted that many services may be essential even if not used a very much.

Conclusion

This represents a very positive response so far, with the majority supporting all ideas. A number of points will need to be considered prior to implementation, including:

25. Withdrawal of poorly used evening and Sunday services raised the same concerns as the other areas.

26. Idea number 3 where we may enable more pupils to travel on the local bus network rather than dedicated services raised a number of concerns regarding pupil behaviour. Pupil behaviour is usually better on the local bus network rather than on dedicated transport, but to ensure we minimise disruption to other customers we will liaise with CFCS and the schools staff to remind pupils of their responsibilities. This will be supported with a code of conduct being issued with all bus passes. In regard to overcrowding we will work with CFCS and operators to mitigate and manage this.

27. Vehicles catering for a variety of different users may slow services down, need to minimise any increase in journey times and weigh up the costs and benefits accordingly. In addition the concerns that vulnerable adults should not travel with children and children's safety put at risk.

28. Idea number 6 regarding an increased use of the third sector to provide transport solutions was met with concerns over reliability. The County Council is actively working with the third sector to upskill their staff and provide the necessary ICT tools to provide efficient and reliable services. The County Council also monitor all community transport sector contracts to ensure contract compliance.

Background Papers

Appendix A – Consultation Response – Supporting Letters

Letter from Councillor June Stendall – Mansfield West – 13/09/12

Cllr Stendall feels a County Council community service mini bus running once a week taking elderly to their local supermarket on a fixed route would benefit the constituency. She also recommends that for a small fee this be run as a trial in the Councillor's division.

Letter from Ashfield District Council – September 2012

1. General comments – The needs of the rural areas of Selston, Jacksdale and Underwood need to be catered for. They agree that new and different ways of operating bus services need to be considered but not at the overall expense of a reduced level of service across the District. Any restructuring of transport services should not deny residents access to employment and training.

2. Community Transport – Potential Implications – Concern that some of the anticipated changes from phase 1 will impact upon the Mansfield and

Ashfield areas. Issues over the fact that the vehicles presently operated by community transport organisations do not comply with tender specification meaning it will be difficult for these organisations to tender without the purchase of extra vehicles.

3. Response to Specific Questions

- Will need guaranteed connections if the idea of feeder buses is to work, considered a good idea in principle
- The removal of underused services is seen as a controversial move, especially in rural areas
- Agree in principle with the idea of integrating school services to other services. General concerns that this will have to be very well planned
- Combining service types – again, agree in principle but extra care must be taken not to let standards of services be compromised
- Supportive of the proposal to offer suitable training for individuals with mobility and learning difficulties to allow them to use the transport network
- Concerns over the promotion of greater use of voluntary and community transport services

Letter from Newark & Sherwood District Council – 14/09/12

- Newark & Sherwood responded to the consultation on a number of cross boundary bus services
- Highlight the general lack of detail within the consultation document and they would welcome the publication of data to support proposals for rationalisation and redesign of services and routes
- Mentioned that the questionnaire didn't include any reference to train services

In reference to County Council Proposals:

- More main road services supported by feeder services – Concerns over services not being sustained, consideration over travel to work times and cost of tickets in tough financial times alongside the need for integrated ticketing
- Removal/reduction of Sunday/evening services – Would need to see usage figures to truly judge this proposal. Impacts other than financial should be seriously considered when removing services. They would like to know what local consultation there will be when the removal of local services is considered
- Pupils on public transport – Will this consider those pupils attending schools outside the County ?
- Mixed use of vehicles – Concerns over how this will work in practical terms. Serious concerns that savings made in public transport will be

made by unfairly passporting the costs to other service providers who have to extend working hours to adapt to the changes proposed
- Training for those with mobility and learning difficulties – Agree with these ideas in principle but wish to know what support and safeguards will be put in place to help achieve this
- Greater promotion of community and voluntary transport – Needs greater clarity and highlights the lack of data concerning the "as is" position

Appendix A2

TITAN Project Area 3 – Rushcliffe Consultation
Report – 28th September 2012

Level of Feedback

A total of 514 surveys were completed:

- 449 online.
- 64 by post.
- 1 via the library.

We are very pleased with the response and we have a statistically significant survey to enable analysis of trends.

**Analysis of Feedback**

Respondents

- 65% were individuals.
- 32% were families.
- 3% were organisations.
- Respondents were mainly from West Bridgford.
- 98% over 26.
- 52% over 61.
- 51% were retired.
- 39% employed.
- 13% consider themselves disabled.

Organisational Weighting

Large organisations are those with 1000+ Representatives, which totalled 1.
Medium 300-999 Representatives, which totalled 0.
Small 1-299 Representatives, which totalled 13.

Current Passenger Transport Usage

- 93% of respondents use passenger transport and do so on the following frequencies:

If yes, how often?

14%

23%

- Daily
- Weekly
- Monthly
- Occasionally

13%

50%
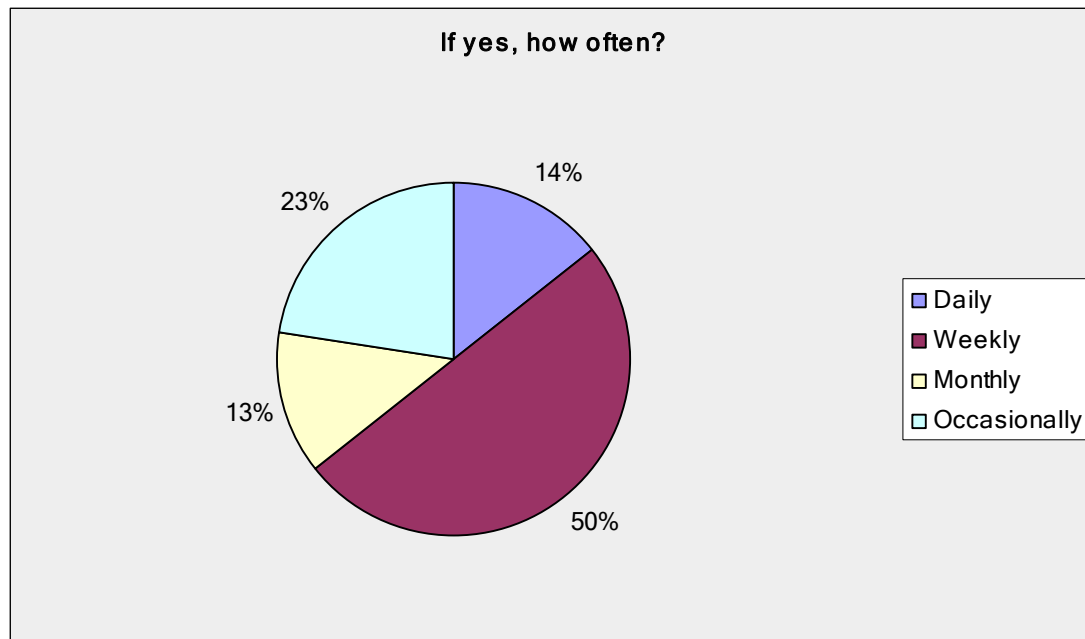
- 41% used transport provided by NCC.

- The top 5 reasons that might encourage the use of public transport were:

6. Frequency
7. Routes
8. Times
9. Cost
10. Information

Responses to Questions

Question 12 - 18	Yes	No
Q12. We may be able to provide more regular and faster bus services to popular destinations if we put in more 'main road' type services that were supported by smaller feeder buses that travelled around the minor roads and villages? *63 Comments – The negative responses related to increased connections, longer journeys and overcrowding.*	**77%**	**10%**
Q13. There are some public bus services that are supported with County Council funding, mainly those running on evenings and Sundays that do not get used very much. We collect information from bus operators showing the numbers of passengers on each journey. We will look at these and where usage has been very low for more than six months, we will consider either reducing frequency or removing services so that this money can be better used to support more people's needs?	**48%**	**38%**

153 Comments – Typical responses were that they may be under used but are still vital. Reduce frequency but don't take away service completely. What will replace what is taken away? Perhaps use smaller vehicles.		
Q14. We want to encourage pupils and students to use public transport services. We may do this by enabling more (11 year old or over) pupils and students to use public transport for their school journeys instead of dedicated school buses? *114 Comments – vast majority are negative and relate to overcrowding and school children's behaviour. Safety and Security issues were also raised.*	**65%**	**25%**
Q15. We want to help save money by making better use of vehicles, and reducing the number of vehicles used, whilst at the same time ensuring that people can still access the services they need. So we are considering: (a) Transporting users of different services within the same vehicle? *53 Comments – A number of respondents stated concerns about slower service, longer journey times and safety of vulnerable users.*	**72%**	**11%**
Q16. (b) Using one vehicle for multiple journeys? *48 Comments – Comments included school times not being determined by available transport. School journey times would increase, cost increase and safety concerns if having to wait around for buses*	**71%**	**13%**
Q17. We want to give people who have learning or mobility difficulties the opportunity to develop the skills to enable them to travel independently on public transport? *55 Comments – Mostly very positive, with the negative comments raising concern about who will be chosen and concerns it could delay journey times. There was also some confusion as to what is being proposed.*	**75%**	**10%**
Q18. We wish to promote greater use of voluntary and community transport services in your area. Do you support this idea? *73 Comments – Concerns centred around the strain on voluntary services already following cuts in funding, finding new volunteers and reliability.*	**66%**	**15%**

Questions 19 – 20
Q19. Please tell us if there is anywhere you need to travel to regularly, or any particular time of day you need to travel, that is not served by local transport at the moment?
The recurring comments were in relation to poor services across the area. The key issues being as follows: Cotgrave & Keyworth Services x12 Buses to Parkway Train station x7 Better service to QMC x7 Early trains to Stations x2 Buses to new Medical Centre on Wilford Road x8

Hourly/better service to Bingham x9
Services to Loughborough x5
EMA service x 3
General lack of evening services x12
Services to City Hospital x2
Improve service reliability x13

Q20. Please tell us if you have any other suggestions on how we might make savings without compromising quality of services or access to key destinations?
Stop duplication, number of companies providing the same routes x3
Interchange out of the city, say Trent Bridge
Clifton tram terminus used as a transport hub
Smaller buses x16
Encourage cycling x2
Charge for bus passes x7
Scrap public transport and invest money in the roads
Reduce school children fares
Links to stations
½ price fares for concession travel before 9.30
Reduce frequency but extend service times x5
Integrated ticketing x6
Enforcement bus lanes
Night buses like London

Disabled Service Users

It is worth considering how individuals who consider themselves disabled compare in their views to the overall results as these are some of the most vulnerable users of the services.

In most cases the approval rate for the proposed ideas amongst those who consider themselves disabled is slightly below that of the overall results but in general remains positive.

Question	Overall Survey Approval Rate	Approval Rate Amongst Those Who Consider Themselves Disabled
12	77%	57%
13	48%	61%
14	65%	53%
15	72%	65%
16	71%	61%
17	75%	55%
18	66%	55%

The majority of comments were in relation to Question 13, relating to the removal of Sunday and evening services, and tended to mirror the overall feedback in that the respondents highlighted that many services may be essential even if not used a very much. Despite this there is a higher approval rate for this idea amongst respondents who consider themselves disabled.

Conclusion

This represents a very positive response so far, with the majority supporting all ideas with the exception of the potential reduction/removal of underused Sunday and evening services. A number of points will need to be considered prior to implementation, including:

1. The withdrawal of poorly used evening and Sunday services has provoked a number of questions and concerns. However users will see the benefit of alternative arrangements.

2. School children travelling on the local bus network rather than on dedicated services highlighted areas regarding pupil behaviour. This would appear to be from other service users. But parents have raised concerns about child welfare and safety using the local bus network.

3. Idea number 6 regarding an increased use of the third sector to provide transport solutions was met with concerns over reliability. The County Council is actively working with the third sector to upskill their staff and provide the necessary ICT tools to provide efficient and reliable services. The County Council also monitor all community transport sector contracts to ensure contract compliance.

4. In the main the responses to the question have been positive and the ideas put forward are seen as a positive way forward. Unfortunately the comments being fed back are significantly more negative than positive. There have been a number of suggestions that have been replicated across all the consultation areas.

Background Papers

Appendix A – Consultation Response – Supporting Letters

Letter from Sutton Bonington Parish Council – September 2012

They highlight that the Soar Valley Bus provides a valuable service to the community and that funding by the County Council should be continued.

There is also a recommendation to provide a public transport link to East Midlands Parkway Rail Station.

A review should be undertaken of the 65 service as the main beneficiaries of this service are residents of Kegworth in Leicestershire.

Appendix A3

**TITAN Project Area 4 – Nottinghamshire Central Conurbation
Consultation Report – 28th September 2012**

Level of Feedback

A total of 374 surveys were completed:

- 315 online.
- 58 by post.
- 1 at the Customer Service Centre.

We are very pleased with the response and we have a statistically significant survey to enable analysis of trends.

**Analysis of Feedback**

Respondents

- 64% were individuals.
- 29% were families.
- 7% were organisations.
- The most common respondents are from Beeston and Bramcote.
- 96% over 26.
- 44% over 61.
- 44% were retired.
- 47% employed.
- 15% consider themselves disabled.

Organisational Weighting

Large organisations are those with 1000+ Representatives, which totalled 4.
Medium 300-999 Representatives, which totals 1.
Small 1-299 Representatives, which totalled 13.

Current Passenger Transport Usage

- 95% of respondents use passenger transport and do so on the following frequencies:

If yes, how often?

- Daily 30%
- Weekly 36%
- Monthly 13%
- Occasionally 21%
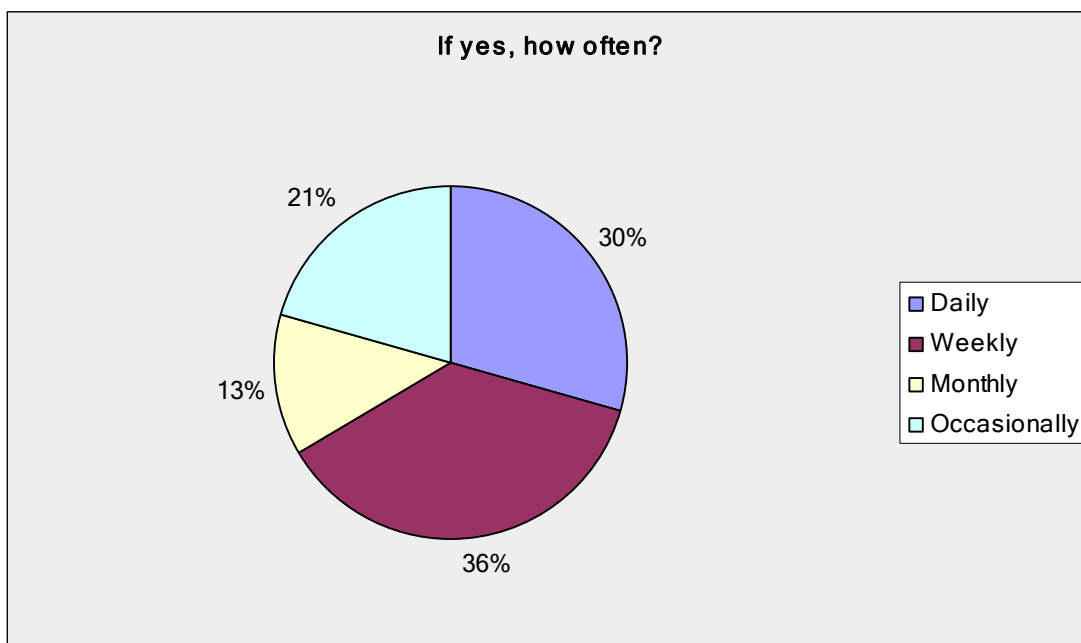
- 37% used transport provided by NCC.

- The top 5 reasons that would encourage respondents to use public transport were:

11. Routes
12. Frequency
13. Times
14. Cost
15. Information

Responses to Questions

Question 12 - 18	Yes	No
Q12. We may be able to provide more regular and faster bus services to popular destinations if we put in more 'main road' type services that were supported by smaller feeder buses that travelled around the minor roads and villages? *41 Comments – Mainly negative comments relating to missing connections and slowing down journeys.*	**79%**	**11%**
Q13. There are some public bus services that are supported with County Council funding, mainly those running on evenings and Sundays that do not get used very much. We collect information from bus operators showing the numbers of passengers on each journey. We will look at these and where usage has been very low for more than six months, we will consider either reducing frequency or removing services so that this money can be better used to support more people's needs? *101 Comments – Mainly negative comments relate to these*	**47%**	**40%**

services being essential for many people and could lead to social isolation. Suggestions of using smaller vehicles are a recurring theme.		
Q14. We want to encourage pupils and students to use public transport services. We may do this by enabling more (11 year old or over) pupils and students to use public transport for their school journeys instead of dedicated school buses? *93 Comments – vast majority are negative and relate to overcrowding and school children's behaviour.*	**57%**	**29%**
Q15. We want to help save money by making better use of vehicles, and reducing the number of vehicles used, whilst at the same time ensuring that people can still access the services they need. So we are considering: (a) Transporting users of different services within the same vehicle? *54 Comments – More negative comments than positive. Issues relating to a slower service, types of transport to be used and could passengers specific needs be addressed.*	**67%**	**16%**
Q16. (b) Using one vehicle for multiple journeys? *34 Comments – negative comments were about school times not being determined by available transport and child care matters relating to this. Should children be transported with vulnerable adults?*	**72%**	**14%**
Q17. We want to give people who have learning or mobility difficulties the opportunity to develop the skills to enable them to travel independently on public transport? *53 Comments – Only a few positive comments. Concerned individuals not being suitable for service and a number of respondents didn't understand what was being proposed.*	**75%**	**15%**
Q18. We wish to promote greater use of voluntary and community transport services in your area. Do you support this idea? *62 Comments – A roughly even split between positive & negative. Some concerns that the voluntary service is already stretched and around reliability and many individuals felt it was the Council's responsibility to provide adequate services.*	**64%**	**18%**

Questions 19 – 20
Q19. Please tell us if there is anywhere you need to travel to regularly, or any particular time of day you need to travel, that is not served by local transport at the moment?
The recurring comments were in relation to poor services across the area. The key issues being as follows: Airport Bus Service x2 Links to QMC free bus x5 Increased frequency x6 Evening service & Sunday improved x12 Buses don't run to local attractions e.g. Sherwood Forest and Clumber Park x3 Limited buses to and from train stations x2

Getting into Nottingham easy but Derby, Long Eaton Stapleford and Sheffield much harder x8 Improve service reliability x8 Lack of evening services x9 Services that don't involve changing buses in Nottingham x5
Q20. Please tell us if you have any other suggestions on how we might make savings without compromising quality of services or access to key destinations?
Charge for free bus passes x4 Run Smaller buses Connections that link to train services Bigger gaps between bus stops so less stopping & quicker service Reduce frequency outside busy times Reduce fares Better timetable information Introduce Oyster Card type scheme

Disabled Service Users

It is worth considering how individuals who consider themselves disabled compare in their views to the overall results as these are some of the most vulnerable users of the services.

In most cases the approval rate for the proposed ideas amongst those who consider themselves disabled is slightly below that of the overall results but in general remains positive.

Question	Overall Survey Approval Rate	Approval Rate Amongst Those Who Consider Themselves Disabled
12	79%	73%
13	47%	40%
14	57%	47%
15	67%	53%
16	72%	56%
17	76%	53%
18	64%	56%

The majority of comments were in relation to Question 13, relating to the removal of Sunday and evening services, and tended to mirror the overall feedback in that the respondents highlighted that many services may be essential even if not used very much.

Conclusion

This represents a very positive response so far, with the majority supporting all ideas with the exception of the removal/reduction of Sunday and evening services. A number of points will need to be considered prior to implementation, including:

1. Withdrawal of poorly used evening and Sunday services continues to raise concerns, as it as in all other areas.

2. On the whole the area is significantly more negative than other areas under consultation.

3. Idea number 3 where we may enable more pupils to travel on the local bus network rather than dedicated services raised a number of concerns regarding pupil behaviour. Pupil behaviour is usually better on the local bus network rather than on dedicated transport, but to ensure we minimise disruption to other customers we will liaise with CFCS and the schools staff to remind pupils of their responsibilities. This will be supported with a code of conduct being issued with all bus passes. In regard to overcrowding we will work with CFCS and operators to mitigate and manage this.

4. Vehicles catering for a variety of different users may slow services down, need to minimise any increase in journey times and weigh up the costs and benefits accordingly. In addition the concerns that vulnerable adults should not travel with children and children's safety put at risk.

5. Idea number 6 regarding an increased use of the third sector to provide transport solutions was met with concerns over reliability. The County Council is actively working with the third sector to upskill their staff and provide the necessary ICT tools to provide efficient and reliable services. The County Council also monitor all community transport sector contracts to ensure contract compliance.

6. Access to Nottingham City has been described as very good, a key issue that has arisen is access to events and attractions around the County.

Background Papers

Appendix A – Consultation Response – Supporting Letters

Letter from Residents – Rivergreen Crescent – 25/08/12

The residents expressed concern that there was a lack of cross-authority working across the County and City boundaries with regards to passenger transport.

Letter from Councillor D Sharp – Woodborough – 11/09/12

Expressed major concerns over the idea of 'on demand' services and suggested looking at the Lincolnshire model in addition to the following.

1. Issues arising from the questionnaire – What will happen if feeder routes are not sustained? These services may increase mileage of journeys which could adversely affect fares and increase journey times and need

to change services could put people off. Will the analysis of service usage take into account holiday periods and poor weather fluctuations?

2. Views and usage of local services – Emphasised that the Service 6 is a true community service. The main destination for passengers is Arnold which is used for connections elsewhere. Local people were very disappointed with the removal of the Newark and Southwell service back in 1998 and would like to see access again. Overall service number 6 is the one local residents are most protective of.

3. Proposals:

   - Lowdham - Newark Service 3 – could take in Oxton Moor Ln, Calverton and Woodborough
   - Nottingham –Oxton Service 5 – could take a slight reduction in frequency. The early morning journey from Lowdham could be extended to serve Calverton, and diverted via Colwick Industrial Estate to provide better employment access
   - Extend 29 Newark-Southwell to Lowdham – This could help maintain the present commercial service. Include commuter journeys for Newark to increase access to employment opportunities
   - New Service: Nottingham-Lincoln
   - Better promotion of Service 6

Appendix A4

TITAN Project Area 5 – Bassetlaw Interim Consultation Findings Report – 28th September 2012

Level of Feedback

A total of 225 surveys were completed:

- 143 online.
- 76 by post.
- 1 at a Bus Station.
- 5 at the Customer Service Centre.

We are very pleased with the response and we have a statistically significant survey to enable analysis of trends.

Analysis of Feedback

Respondents

- 70% were individuals.
- 21% were families.

- 9% were organisations.
- The most common respondents are from Worksop and Retford.
- 97% over 26.
- 58% over 61.
- 56% were retired.
- 37% employed.
- 27% consider themselves disabled.

Organisational Weighting

Large organisations are those with 1000+ Representatives, which totalled 1.
Medium 300-999 Representatives, which totalled 4.
Small 1-299 Representatives, which totalled 13.

Current Passenger Transport Usage

- 74% of respondents use passenger transport and do so on the following frequencies:

If yes, how often?

23% | 31%

10%

36%

- Daily
- Weekly
- Monthly
- Occasionally
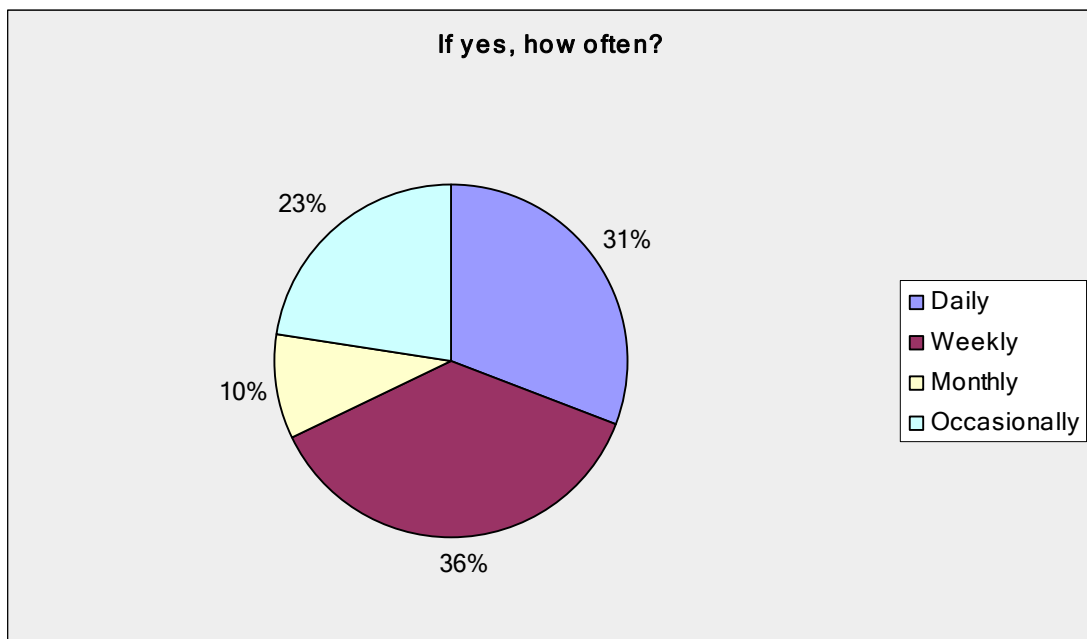
- 44% used transport provided by NCC.

- The top five reasons that might encourage more public transport use were:

16. Routes
17. Frequency
18. Times
19. Cost
20. Information

21. **Responses to Questions**

Question 12 - 18	Yes	No
Q12. We may be able to provide more regular and faster bus services to popular destinations if we put in more 'main road' type services that were supported by smaller feeder buses that travelled around the minor roads and villages? *25 Comments – Most of these comments were negative with concerns over people with disabilities and learning difficulties having to change services and concerns over guaranteeing connections.*	**79%**	**12%**
Q13. There are some public bus services that are supported with County Council funding, mainly those running on evenings and Sundays that do not get used very much. We collect information from bus operators showing the numbers of passengers on each journey. We will look at these and where usage has been very low for more than six months, we will consider either reducing frequency or removing services so that this money can be better used to support more people's needs? *56 Comments – Main theme advised they may be under used but still vital and a recurring suggestion was to use smaller vehicles on such routes as opposed to removing them.*	**47%**	**31%**
Q14. We want to encourage pupils and students to use public transport services. We may do this by enabling more (11 year old or over) pupils and students to use public transport for their school journeys instead of dedicated school buses? *43 Comments – vast majority are negative and relate to slower service, overcrowding and school children's bad behaviour.*	**60%**	**24%**
Q15. We want to help save money by making better use of vehicles, and reducing the number of vehicles used, whilst at the same time ensuring that people can still access the services they need. So we are considering: (a) Transporting users of different services within the same vehicle? *26 Comments – Negative comments relate to a slower service, types of transport to be used and passengers specific needs.*	**76%**	**11%**
Q16. (b) Using one vehicle for multiple journeys? *23 Comments –Comments were about school times not being determined by available transport and disruption.*	**72%**	**14%**
Q17. We want to give people who have learning or mobility difficulties the opportunity to develop the skills to enable them to travel independently on public transport? *20 Comments – Generally positive, but some negative comments concerned individuals not being suitable for such training.*	**74%**	**9%**
Q18. We wish to promote greater use of voluntary and community transport services in your area. Do you support this idea? *21 Comments – Mostly positive, but some concerns around reliability and how it would be funded in the future.*	**76%**	**11%**

Questions 19 – 20
Q19. Please tell us if there is anywhere you need to travel to regularly, or any particular time of day you need to travel, that is not served by local transport at the moment?
When asked about particular areas and times of travel that were not covered many comments related to small villages not having a regular enough service. The recurring comments were in relation to poor services across the area. The key issues being as follows: Reduce journey times x 3 Improve/increase connections x 2 Earlier buses x 2 Better services to Doncaster x 12 Better services to Lincoln x 3 Direct service to Nottingham x 9 Direct Service to Sheffield x 3
Q20. Please tell us if you have any other suggestions on how we might make savings without compromising quality of services or access to key destinations?
Make a small charge to those applying for free bus passes Better Bus Stops so if waiting you're sheltered Prepaid bus cards that can be topped up in local shops Better parking at bus & train stations Stop Stage Coach monopoly in my area Use Turkish `Dolmus` bus system Reduce/remove under used services (recurring answer) Use of smaller buses on quieter routes (recurring answer)

Disabled Service Users

It is worth considering how individuals who consider themselves disabled compare in their views to the overall results as these are some of the most vulnerable users of the services.

In most cases the approval rate for the proposed ideas amongst those who consider themselves disabled is slightly below that of the overall results but in general remains positive.

Question	Overall Survey Approval Rate	Approval Rate Amongst Those Who Consider Themselves Disabled
12	79%	60%
13	47%	44%
14	60%	48%
15	76%	72%
16	72%	60%
17	74%	54%
18	76%	70%

The majority of comments were in relation to Question 13, relating to the removal of Sunday and evening services, and tended to mirror the overall feedback in that the respondents highlighted that many services may be essential even if not used very much.

Conclusion

This represents a very positive response so far, with the majority supporting all ideas with the exception of the potential removal of Sunday and evening services. A number of points will need to be considered prior to implementation, including:

1. Withdrawal of poorly used evening and Sunday services raised significant concerns, so we will need to ensure we give this due consideration when re-casting the network.

2. Idea number 3 where we may enable more pupils to travel on the local bus network rather than dedicated services raised a number of concerns regarding pupil behaviour. Pupil behaviour is usually better on the local bus network rather than on dedicated transport, but to ensure we minimise disruption to other customers we will liaise with CFCS and the schools' staff to remind pupils of their responsibilities. This will be supported with a code of conduct being issued with all bus passes. In regard to overcrowding we will work with CFCS and operators to mitigate and manage this.

3. Vehicles catering for a variety of different users may slow services down, need to minimise any increase in journey times and weigh up the costs and benefits accordingly.

4. Idea number 6 regarding an increased use of the third sector to provide transport solutions was met with concerns over reliability. The County Council is actively working with the third sector to upskill their staff and provide the necessary ICT tools to provide efficient and reliable services. The County Council also monitor all community transport sector contracts to ensure contract compliance.

Background Papers

No supporting letters were received for the Bassetlaw consultation area.