

Wiltshire Local Transport Plan
Public Transport Strategy Review
Public Consultation Paper

January 2016

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Executive Summary

Introduction

We are reviewing the Wiltshire Local Transport Plan (LTP) Public Transport Strategy and its service delivery (e.g. Wiltshire Council supported bus services). This is as a result of continuing and growing pressures on Council budgets that mean that funding is no longer available to continue delivering services at the level that was envisaged when the LTP was published in 2011.

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.

We undertook a pre-consultation exercise with key stakeholders and partners between 8 July and 31 August 2015, which has helped shape the review and identify options for consideration in this public consultation. Further information on the pre-consultation can be viewed on Wiltshire Council's website:

www.wiltshire.gov.uk/Council/howtheCouncilworks/plansstrategiespolicies/transportpoliciesandstrategies/localtransportplan3.htm

This review of the LTP Public Transport Strategy is part of a wider review of all areas of Wiltshire Council's passenger transport remit (except rail and taxis). The wider review will include re-examining policy and spending in home-to-school and college transport, SEND transport and social care client transport to make sure that service provision is aligned to priorities and to identify any scope for further savings. Work on this wider review is proceeding in parallel with the Public Transport Strategy review, and if it results in any proposals for changes to policies, they will also be subject to consultation before implementation.

Format of document

The first half of this paper provides an overview of public transport at national and local levels. The second half then sets out the proposed review options. At various points in the paper, there are question references where we would be grateful to receive your views through the separate on-line electronic questionnaire (<http://consult.wiltshire.gov.uk/portal>). All responses will be considered in undertaking the review.

It should be noted, however, that in view of the significant constraints on Wiltshire Council's budget, it is important that any suggestions made, seek to reduce costs and/or increase revenues. If this is not possible, then suggestions need to at least be cost neutral or associated with a realistic proposal to address any negative cost implications.

Overview and strategic objectives of the Public Transport Strategy

Passenger transport makes a strong contribution to all three of the priorities that underpin the Wiltshire Council Business Plan:

- To protect those that are most vulnerable – passenger transport provides a vital link allowing those who do not have their own transport, including many older and less mobile residents, to access services and facilities and to lead full and independent lives.
- To boost the local economy – by allowing people to access jobs, training, education and further education, and by bringing people into the towns to support local businesses.
- To support and empower communities to do more for themselves – by allowing people to play an active part in society, even if they do not have access to private transport.

Current policy position and relevant research findings

There are a number of national and local documents which provide the current policy position on public transport. There are also a number of relevant research documents. The conclusion that is drawn from these is that public transport plays a key role in delivering national and local objectives, in connection with sustainable transport, economic development and spatial policy, and also in supporting equality, wellbeing, independence, social inclusion and community cohesion.

Despite this, because there is no statutory duty to provide any specified minimum level of service, and because of the enormous pressures on local authority spending, Councils across the country are being forced to make ever larger cuts in public transport provision. The impacts of this are beginning to be realised at a national level, but without any relaxation of financial pressures or firmer guidance from government, it is hard to see how continued reductions in service can be avoided.

Overall passenger and financial data for Wiltshire

The report includes data about what the Council currently spends on public and community transport in Wiltshire, what services are supported, and the use that is made of them.

Roughly 50% of the bus mileage that operates in the county is operated as a commercial venture with no funding from the Council, while the other 50% is not considered by the operators to be commercially viable and is funded by and operated under contract to Wiltshire Council. In the 2014/15 financial year, Wiltshire Council spent £5.1 million on supported bus services from its own resources (including demand responsive services but excluding the Salisbury Park & Ride), plus a further £984,500 of funding provided by central government to replace the Bus Service Operators Grant that they used to pay direct to the operators. There are currently 7 different operators of regular commercial bus services in Wiltshire, and 15 who provide supported services under contract to the Council.

The largest proportion of public transport expenditure (42% of the total) is on regular rural services. These typically operate between two market towns (e.g. Malmesbury – Cirencester, Shaftesbury - Salisbury), although their main function is to provide a service from the intermediate villages to either or both of the two towns. These services currently provide at least 4 journeys every weekday in each direction, often running two hourly or sometimes more often in each direction.

Local town services (for example within Devizes, Trowbridge, Melksham, Warminster etc.) account for the next highest proportion of spend (20% of the total), followed by non-commercial strategic network services, evening services, infrequent rural services (mainly

shoppers buses running only on certain days of the week), and Sunday services in that order.

Support per passenger journey overall works out at around £1.98 per passenger trip, with rural services generally costing more in relation to the number of passenger trips, reflecting both the lower population density of the areas served and the less frequent (and therefore less attractive) service offered.

In addition to the costs to the public transport budget identified on the previous page, many supported bus services also either carry school or college students (many of whom who are entitled to free transport), or are operationally linked to school or college transport journeys. The costs of providing this transport are charged to the education transport budget, and this integration of transport and the associated sharing of costs plays a vital role in reducing the cost of providing the public bus service. In the same way, entitled school and college students are also allocated to many commercial bus routes and this helps to support their viability.

In 2014/15 the Council also spent £381,600 on support for community and voluntary transport. This provided grants to support the operation of existing community transport minibuses, voluntary car and Link schemes, and also funding for staff in the voluntary sector who work with community groups to support and maintain their activities and to assist them to expand. Most of the community minibus schemes provide services for particular client groups, particularly elderly or disabled people who are unable to use ordinary bus services, although some also run community bus services open to the general public. The Link schemes, of which there are currently over 40 covering 98% of rural addresses in the county provide transport for essential journeys that would otherwise be difficult or impossible to make. Further information on community transport and Link schemes can be found on Community First's website www.communityfirst.org.uk/.

Suggested broad scope of review

Although the importance of good passenger transport services is recognised, Wiltshire Council faces significant budget constraints. The Council's Business Plan states that over the next few years we will have to manage savings of at least £120 million, on top of the major reductions in spending that have already been achieved in recent years. The Council's Passenger Transport Unit will have to bear its share of these reductions, and the Council's Medium Term Financial Strategy envisages a further reduction of £2.5 million in spending on passenger transport. This will require close scrutiny of all areas of passenger transport spending, including support for public and community transport.

These budget constraints and challenges are not unique to Wiltshire as many other local authorities have already made or are planning to make savings from subsidised bus routes. The Campaign for Better Transport commented in recent reports that since 2010, local authorities in England and Wales have cut £78 million in funding and over 2,400 routes have been reduced or withdrawn altogether.

The worsening financial situation therefore means that going forward, there will be much less funding available to support public transport provision than there was when the LTP was published in 2011. We therefore now need to review again the priorities for spending the much reduced level of funding that will be available, consider what level of service the Council can afford to support and what is no longer affordable, and look for alternative ways of delivering affordable transport services that may allow us to continue to meet a wider range of needs than would otherwise be the case.

This review of public and community transport strategy and spending will be accompanied by continuing work to identify savings in other areas of passenger transport spending, such as home to school and college transport, social care client transport and procurement and operational efficiencies.

At this point in time, we consider the review of the public transport element should:

- Scope out the current costs of services, as well as linking contract and other spend activity to identify measures of value for money, in order to baseline the ability of each option to deliver significant savings in order to meet identified financial plan targets.
- Look at what services people in Wiltshire need to be able to access and how often, including how public transport contributes to other Wiltshire Council policies and strategies and what impact reductions in public transport access might have on the achievement of other Council objectives (particularly in relation to older and disabled people, health and wellbeing, education and young people, economy and employment, sustainable development, and transport). This should include cost avoidance / transfer from withdrawal of other Council services, in particular social care.
- Evaluate usage and benefits of services and determine which should be given the highest priority in light of access needs and reduced availability of funding. This will include reviewing the priorities and guidelines for funding that are published in the LTP Public Transport Strategy and considering the effectiveness of the support given to community and voluntary transport.
- Recommend a range of actions and transport options that could be taken to make best use of resources in the light of reductions in available funding. This will include examining options for achieving major reductions in bus service spending by reviewing services in accordance with the revised priorities and guidelines for funding. The review will also be looking at the opportunities for adopting other approaches to the provision of transport that might allow a better level of service to be provided than would otherwise be the case. This will include holding discussions with bus operators to establish whether and how far they might step in to provide replacement commercial bus services if funding for Council supported services were withdrawn; Financial modelling will assess the sensitivity impact on demand, other services, contracts, as well as modelling alternative options, for example to maintain a reasonable level of access.
- Consult widely on options, opportunities and developments. There will be a full consultation with stakeholders, the public, and transport users about the proposed changes to the public transport strategy that will be recommended in order to achieve the spending reductions that will be necessary.
- Embed an equality culture within the scope and proposed deliverables. Equality issues will be considered throughout the review process, and an equality assessment will be carried out on the proposals that are developed and taken into account when decisions are made.

Review timetable

The timetable to undertake the review needs to not only include time to undertake and consult on the review itself, but also time to design and implement any changes.

Approach to undertaking the review

The review will be undertaken by Wiltshire Council officers reporting to Councillors, senior officers, and others through a project board. In addition, at key milestones, a cross-party scrutiny task group will review progress.

There may, however, subject to the availability of resources, be a requirement to 'buy in' technical expertise and/or services.

As the Public Transport Strategy is part of the Wiltshire LTP, the review would need to be subject to a Strategic Environmental Assessment, Habitats Regulation Assessment, and Equality Impact Assessment.

1. Introduction

In view of increasing and ongoing pressures on Wiltshire Council's budget and demand for its services, we are embarking on a review of the Wiltshire Local Transport Plan (LTP) Public Transport Strategy¹ and its service delivery (e.g. supported bus services).

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.

We undertook a pre-consultation with key stakeholders and partners between 8 July and 31 August 2015, which has helped shape the review and identify options for consideration in this public consultation.

The review of the LTP Public Transport Strategy is part of a wider review of all areas of Wiltshire Council's passenger transport remit (except rail and taxis). The wider review will include re-examining policy and spending in home-to-school and college transport, Special Educational Needs and Disabilities (SEND) transport and social care client transport to make sure that service provision is aligned to priorities and to identify any scope for further savings. Work on this wider review is proceeding in parallel with the LTP Public Transport Strategy review, and if it results in any proposals for changes to policies, they will also be subject to consultation before implementation.

It should be noted, however, that in view of the significant constraints on Wiltshire Council's budget (the Council's Business Plan² sets out that we need to manage savings of at least £120 million over the period 2013 to 2017), any policy or service changes need to seek to significantly reduce costs and/or increase revenues (and be broadly deliverable within the next two years). If this is not possible, then changes need to at least be cost neutral or associated with a realistic proposal to address any negative cost implications.

2. Format of document and how to respond

The first half of this paper provides an overview of public transport: the reasons for providing public transport and its benefits; the national and local policy context; relevant research findings; and a summary of relevant Wiltshire data. The second half then sets out the proposed review options.

At various points in the paper there are question references where we would be grateful to receive your views through the separate on-line electronic questionnaire. All responses will

¹

www.wiltshire.gov.uk/Council/howtheCouncilworks/plansstrategiespolicies/transportpoliciesandstrategies/localtransportplan3.htm

² www.wiltshire.gov.uk/Council/howtheCouncilworks/plansstrategiespolicies.htm

be considered in undertaking the review. At the end of the questionnaire there is an opportunity to provide any other comments and/or suggestions.

The following documents are available from the Council's consultation portal (<http://consult.wiltshire.gov.uk/portal>):

- Public Consultation Paper (this document).
- On-line electronic questionnaire (where you can answer the questions referenced in this document and make any other comments/suggestions).
- Frequently Asked Questions.
- Equality Impact Assessment.
- Public Transport Strategy.
- Following this, other supporting documents including the Strategic Environmental Assessment and Habitat Regulation Assessment will be available for viewing from 15 February 2016 at the latest.

Hard copies of the questionnaire will be available on buses operating contracted services. The questionnaire and public consultation document will also be available in libraries, and in Council hubs (Monkton Park Chippenham, Snuff Street Devizes, Bourne Hill Salisbury, and County Hall Trowbridge).

However, our preferred method to receive comments is via the on-line electronic questionnaire available from the consultation portal.

Alternatively, please send your completed questionnaire by post, email to the addresses below, return to a library, or return to a Council hub.

By post to: Public Transport Survey
 Passenger Transport Unit
 Wiltshire Council
 County Hall
 Bythesea Road
 Trowbridge
 Wiltshire
 BA14 8JN

By email to: passengertransport@wiltshire.gov.uk

If you have any other questions please contact Wiltshire Council's customer services team on 0300 456 0100 or email the Council's Passenger Transport Unit using the above address.

Please note that it is our usual policy to treat all responses as non-confidential.

Your comments need to be submitted by **5pm on 4 April 2016**.

3. Overview

3.1 What is public transport?

In Wiltshire, public transport includes buses, trains, community transport and taxis. For the purpose of this review, however, trains and taxis will only be included where they may have a significant role to play in supporting or providing an alternative to existing bus and community transport services.

3.2 Why is public transport important?

At a national level, the Campaign for Better Transport states that:

- 64 per cent of jobseekers either have no access to a vehicle or cannot drive.
- Young people are amongst the biggest users of bus services, whilst 40 per cent of people over 60 use the bus at least once a week.
- Passenger cars produce nearly 60 per cent of all CO2 emissions from road transport in the UK, compared with just 5 per cent from buses.
- If drivers switched just one in twenty five of their car journeys to bus or coach, it would mean one billion fewer car journeys per year.
- Every £1 of public investment in buses provides between £3 and £5 of wider benefits.
- Bus commuters generate £64 billion in economic output every year.

In Wiltshire, the most recent 'What matters to you survey' (this survey was carried out in 2013 inviting Wiltshire residents to comment on a range of topics that affect life where they live - 6,165 people responded to the survey) identified the following:

- 47.4% of respondents think that traffic volumes are one of the main threats to the environment in Wiltshire.
- 33.5% of respondents think the level of traffic congestion in their area needs improving.
- 28.6% of respondents think the level of public transport in their area needs improving.
- 24.2% of respondents think the level of public transport is one of the most important things in making somewhere a good place to live.
- 92.2% of respondents think the same (62.3%) or more (29.9%) should be spent on transport coordination and bus services.

3.3 What is the role of public transport?

- **Reduces reliance on the car.** Public transport provides an alternative to travel by car.
- **Provides benefits to individuals and communities.** Public transport provides access to jobs and essential services / facilities for those people in communities who do not have use of a car. An individual's health can benefit from the use of public transport (e.g. walking to / from a bus stop can increase the amount of daily exercise undertaken).
- **Reduces traffic congestion and travel times.** Public transport has the capacity to transfer large numbers of people who might otherwise travel by car causing increased traffic congestion and delays.

- **Provides economic opportunities.** Public transport increases access options to employment sites and helps support sustainable development growth by, for example, providing bus services to new housing sites.
- **Reduces air pollution and greenhouse gases.** Public transport can produce less carbon monoxide, carbon dioxide and nitrogen oxide per passenger kilometre travelled compared to cars.

4. Strategic objectives

The Wiltshire LTP sets out the Council's objectives, plans and indicators for transport in Wiltshire. Furthermore, as a document developed through partnership working and extensive consultation, the LTP also provides the framework for all other organisations with a direct or in-direct involvement in transport in Wiltshire. The third Wiltshire Local Transport Plan (LTP3) covers the period from March 2011 to March 2026.

The vision of the Wiltshire LTP3 is:

To develop a transport system which helps support economic growth across Wiltshire's communities, giving choice and opportunity for people to safely access essential services. Transport solutions will be sensitive to the built and natural environment, with a particular emphasis on the need to reduce carbon emissions.

The LTP3 Public Transport Strategy forms an integral and important part of the Wiltshire LTP3, setting out the Council's long term strategy and short term delivery plan for public transport. The contribution of the Public Transport Strategy to some of the overall LTP3 objectives are set out in the following table (included in the LTP3 Public Transport Strategy):

Strategic transport objectives	Contribution of public transport strategy
SO1 – to support and help improve the vitality, viability and resilience of Wiltshire’s economy and market towns.	Important
SO2 – to provide, support and/or promote a choice of sustainable transport alternatives including walking, cycling, buses and rail.	Important
SO5 - to improve sustainable access to a full range of opportunities particularly for those people without access to a car.	Important
SO11 – to reduce the level of air pollutant and climate change emissions from transport.	Important
SO12 – to support planned growth in Wiltshire and ensure that new developments adequately provide for their sustainable transport requirements and mitigate their traffic impacts.	Important
SO15 – to reduce barriers to transport and access for people with disabilities and mobility impairment.	Important
SO3 – to reduce the impact of traffic on people’s quality of life and Wiltshire’s built and natural environment.	Limited
SO8 – to improve safety for all road users and to reduce the number of casualties on Wiltshire’s roads.	Limited
SO13 – to reduce the need to travel, particularly by private car.	Limited
SO14 – to promote travel modes that are beneficial to health.	Limited
SO16 – to improve the resilience of the transport system to impacts such as adverse weather, climate change and peak oil.	Limited
SO17 – to improve access to Wiltshire’s countryside.	Limited
SO18 – to enhance the journey experience of transport users.	Limited

Further information on the role and contribution of public transport is outlined in the section on the ‘Local Policy’ (see page 16).

In addition, many of the Council’s plans and strategies depend on the opportunities for access provided by passenger transport services. In particular:

- Good public transport is important for health and wellbeing, and provides a vital lifeline for many older and disabled people to keep them from social isolation and allow them to continue to live independently in their local community.
- The Children and Young Peoples’ Plan recognises the importance of providing access for young people to further education and employment, and the need for independent access to social and recreational activities for young people.
- Many of the Community Area Plans refer to the importance of good public transport for maintaining strong and vibrant communities and allowing residents to access local facilities, services and employment. The responses that have been received to consultations during the area reviews of supported bus services emphasise how important this is seen to be, and highlight the real impact on peoples’ lives when services are reduced.

5. Current policy position

5.1 Introduction

There are a number of national and local documents which provide the current policy or guidance position on passenger transport. There are also a number of relevant research documents on passenger transport. Key findings from these documents are briefly summarised below and in section six.

5.2 National policy

Transport Act 1985

Under this Act, Wiltshire Council has a duty to: secure the provision of such public passenger transport services as the Council considers it appropriate, to meet any public transport requirements within the county which would not, in their view, be met apart from by any action taken by them for that purpose and to have regard to the transport needs of members of the public who are elderly or disabled.

This means that the Council has to identify needs that would otherwise not be met and then consider if it is appropriate to provide a service. In doing so, the Council is entitled to take account of the funding that is available when deciding what, if any, level of service is needed and where.

Despite this, because there is no statutory duty to provide any specified minimum level of service, and because of the enormous pressures on local authority spending, Councils across the country are being forced to make ever larger cuts in public transport provision.

Local Transport Act 2008

The Local Transport Act 2008 provides enhanced powers for local transport authorities in England and Wales to influence the standard of local bus services in their areas. Among other things, it aims to make quality contracts schemes a more realistic option for local authorities where they are demonstrably in the public interest.

A quality contracts scheme is a scheme made under the Transport Act 2000 whereby the local transport authority determines what local bus services should be provided in the area to which the scheme relates, and local bus services may be provided in that area only in accordance with quality contracts entered into with the authority (subject to certain specific exceptions).

National Planning Policy Framework (Dept. for Communities and Local Government, March 2012)³

The NPPF states that transport policies have an important role to play in facilitating sustainable development but also in contributing to wider sustainability and health objectives. The transport system needs to be balanced in favour of sustainable transport modes, giving people a real choice about how they travel. Encouragement should be given to solutions which support reductions in greenhouse gas emissions and reduce congestion.

The Government recognises, however, that different policies and measures will be required in different communities and opportunities to maximise sustainable transport solutions will vary from urban to rural areas.

Creating Growth, Cutting Carbon: Making Sustainable Local Transport Happen (DfT, January 2011)⁴

This White Paper sets out the vision: *for a transport system that is an engine for economic growth but one that is also greener and safer and improves quality of life in our communities.*

Reflecting the above, the DfT's priority for local transport is to:

Encourage sustainable local travel and economic growth by making public transport and cycling and walking more attractive and effective, promoting lower carbon transport and tackling local road congestion.

The two key themes of the White Paper are:

- Offering people sustainable transport choices, particularly for shorter journeys, that will stimulate behavioural change.
- Demonstrating how localism and the big society can work for transport.

Door to Door: A strategy for improving sustainable transport integration (DfT, March 2013)⁵

The Door to Door Strategy builds on the above White Paper by setting out the Government's vision for an integrated transport system that works for everyone, and where making door-to-door journeys by sustainable means is an attractive and convenient option. The benefits of the Strategy's approach are stated as:

- **Protecting the environment** – by increasing use of sustainable transport to help cut carbon emissions and improve air quality.

³ www.gov.uk/government/publications/national-planning-policy-framework--2

⁴ www.gov.uk/government/publications/creating-growth-cutting-carbon-making-sustainable-local-transport-happen

⁵ www.gov.uk/government/publications/door-to-door-strategy

- **Boosting economic growth** – by improving connectivity and interchange and cutting congestion to help link businesses and markets.
- **Supporting society** – by providing a well-connected and accessible transport system that is safe and secure to help improve public health and the quality of life.
- **Delivering a good deal for the traveller** – by integrating the door-to-door journey as a whole to help make travel more reliable and affordable.

Passenger Transport in Isolated Communities (House of Commons Transport Committee, July 2014)⁶

The following is the published summary of the report:

People who live in isolated communities use passenger transport to access employment, education, training and healthcare. Passenger transport in isolated communities is therefore a concern for not only the Department for Transport (DfT) but other Departments and agencies. The DfT must show strategic leadership in driving joined-up policy making to allow people who live in isolated communities fully to participate in society.

Older people, younger people, unemployed people, people on low incomes and disabled people who live in isolated communities rely on passenger transport and are disproportionately affected by inadequate or reduced services. We conclude that policy makers must take the needs of all those vulnerable groups into account rather than making potentially damaging trade-offs between them.

Policy makers sometimes equate 'isolated communities' with 'rural communities', but we found that isolated communities also exist in urban and suburban areas. We recommend that the DfT drafts a definition of 'isolated communities' for use across central and local government, which should be used to target scarce resources.

We recognise the importance of community transport, but believe that Central Government and local authorities are being unrealistic if they expect voluntary community transport projects to compensate for decreased bus services.

'Total transport' involves pooling transport resources to deliver a range of services. For example, it might involve combining hospital transport with local bus services. That new approach could revolutionise transport provision in isolated communities by making more efficient use of existing resources. We recommend that the DfT initiates a large-scale pilot to test the concept in practice.

Total Transport

In response to the Transport Committee, the DfT has instigated a number of Total Transport pilots across the country which will run for up to two years⁷. More recently, Andrew Jones

⁶ www.parliament.uk/business/committees/committees-a-z/commons-select/transport-committee/inquiries/parliament-2010/passenger-transport-in-isolated-communities/

⁷ www.gov.uk/government/news/76-million-for-local-transport-in-rural-and-isolated-areas

MP (Parliamentary Under Secretary of State at Department for Transport) stated the following in relation to Total Transport⁸:

It involves integrating transport services that are currently commissioned by different central and local government agencies - and delivered by different operators. We believe this integration might improve passenger transport in isolated communities by allocating existing resources more efficiently. That could entail, for example, combining conventional bus services or dial-a-ride with hospital transport. It's meeting individual transport needs that's important, not what's written on the side of the vehicle. Around £2 billion of public funding for transport services is currently provided each year by a number of agencies. And add to that another billion for concessionary passes...But this funding is not in general co-ordinated or integrated at a local level.

Buses Bill⁹

A Buses Bill was announced by the new Government as part of the Queen's Speech in May 2015. In a background document issued by the DfT in September 2015, it states that the main aims of the Bill are to:

- *enable local authorities in England, outside London, to franchise their bus networks where they have agreement from Government;*
- *preserve the commercial and innovative strengths of private sector operators;*
and
- *ensure there is a good package of measures to improve local bus services in areas that may not wish or feel able to move to franchising.*

The intention is that the Bill will be introduced to Parliament before the end of the current 2015/16 session.

Other relevant national documents

The Council is also required by law to:

- have regard to the transport needs of members of the public who are elderly or disabled;
- cooperate with other authorities exercising/performing the same function;
- cooperate with other local authorities regarding school and social care transport, so as to ensure best value for money for these services when taken as a whole;
- have regard to the interests of the public and of providers of public passenger transport services.

⁸ www.gov.uk/government/speeches/total-transport-working-together-for-our-communities

⁹ www.gov.uk/government/publications/bus-reform-workshops-background-information

5.2 Local policy

Wiltshire Community Plan¹⁰

The Wiltshire Community Plan 2011-2026 sets out the way in which Wiltshire Council will work with other partners and with local communities to achieve shared ambitions for the future of Wiltshire. The plan includes the following key priorities:

- creating an economy that is fit for the future
- reducing disadvantage and inequalities
- tackling the causes and effects of climate change

One of the objectives of the community plan is to:

Provide a safer and more integrated transport system that achieves a major shift to sustainable transport, including walking, cycling and the use of bus and rail networks especially in the larger settlements of Trowbridge, Chippenham and Salisbury, and along the main commuting corridors.

Wiltshire Core Strategy¹¹

The Wiltshire Core Strategy, adopted in January 2015, includes the following policy (Core Policy 60) on sustainable transport:

The Council will use its planning and transport powers to help reduce the need to travel particularly by private car, and support and encourage the sustainable, safe and efficient movement of people and goods within and through Wiltshire.

This will be achieved by:

- Planning developments in accessible locations*
- Promoting sustainable transport alternatives to the use of the private car*
- Maintaining and selectively improving the local transport network in accordance with its functional importance and in partnership with other transport planning bodies, service providers and the business community*
- Promoting appropriate demand management measures*
- Influencing the routing of freight within and through the county*
- Assessing and where necessary mitigating the impact of developments on transport users, local communities and the environment.*

Core Policy 63 sets out that packages of integrated transport measures (including enhanced public transport services and facilities) will be identified in Chippenham, Trowbridge and Salisbury to help facilitate sustainable development growth. Transport strategies may also be developed for other urban and rural areas in the Plan area (e.g. Devizes).

¹⁰ www.wiltshire.gov.uk/communityandliving/communityplan.htm

¹¹ www.wiltshire.gov.uk/planninganddevelopment/planningpolicy/wiltshirecorestrategy.htm

Wiltshire Local Transport Plan and Public Transport Strategy¹²

As set out in the section on Strategic Objectives (see page 10), the Wiltshire LTP3 sets out the Council's objectives, plans and indicators for transport in Wiltshire from March 2011 to March 2026.

The LTP3 Public Transport Strategy forms an integral and important part of the Wiltshire LTP3, setting out the Council's long term strategy and short term delivery plan for public transport. The strategy includes:

- Promoting the viability of commercial bus operation to reduce the need for public funding.
- Definition of a hierarchy of bus services, distinguishing between strategic network and local access routes.
- Target minimum service levels for different types of bus service, and guidelines for the funding of contracted services based on agreed priority categories and maximum subsidy per passenger guidelines.
- Continued funding support for existing community and voluntary transport schemes.
- Promoting the development and expanding the capacity of the community and voluntary transport sector so that it can play a wider role in providing local access services.

Swindon and Wiltshire Strategic Economic Plan¹³

Local Enterprise Partnerships (LEPs) allow local areas the opportunity to take control of their future economic development. They are intended to be partnerships between local authorities and the business community to drive local economic growth. The Swindon and Wiltshire LEP also leads on the Growth Deal which will help enable major new housing, support the local innovation economy, promote the growth of skills and businesses, and improve transport connectivity in the LEP's three priority growth zones as identified in the Swindon and Wiltshire Strategic Economic Plan (SWSEP): Swindon M4, Salisbury A303 and A350 Corridor.

A 'Transport Vision 2026 for Swindon and Wiltshire Local Enterprise Partnership' also forms part of the SWSEP which includes the following in its vision statement:

- *Our vision for the transport network is a resilient, affordable, accessible and efficient system.*

¹²

www.wiltshire.gov.uk/Council/howtheCouncilworks/plansstrategiespolicies/transportpoliciesandstrategies/localtransportplan3.htm

¹³ www.swlep.co.uk/docs/1

- *The diverse nature of the area, with large rural areas and busy urban centres, necessitates a vibrant and mixed transport offer.*
- *Real mode choices will be available for people to safely access employment and essential services, and to enable the efficient movement of people and goods within the LEP area and beyond its boundaries...coupled with continual investment in sustainable transport provision.*
- *Attractive town centre environments will be fostered and enhanced, served by high quality public transport corridors.*
- *Our rural areas will be thriving, with ready access to local centres by sustainable transport.*

Joint Strategic Assessment (JSA) for Wiltshire¹⁴

The JSA identifies key priorities for topics including housing, economy, health, transport, children and young people and the environment. The JSA is intended to support commissioning decisions and the development of strategic and local community plans.

The key countywide transport issues identified in the latest JSA reflect the goals of the Wiltshire LTP.

Individual Community Area JSAs can be viewed via: www.wiltshirejsa.org.uk/

Wiltshire Council Business Plan¹⁵

The role of passenger transport services in relation to the Council's business plan objectives are set out in the Passenger Transport Service Plan (2015/16). In summary, passenger transport makes a strong contribution to all three of the priorities that underpin the Business Plan:

- To protect those that are most vulnerable: passenger transport provides a vital link allowing those who do not have their own transport, including many older and less mobile residents, to access services and facilities and to lead full and independent lives.
- To boost the local economy: by allowing people to access jobs, training, education and further education, and by bringing people into the towns to support local businesses.
- To support and empower communities to do more for themselves: by allowing people to play an active part in society, even if they do not have access to private transport.

Other relevant local documents

- Wiltshire Air Quality Strategy¹⁶: a key document which identifies the importance of good air quality and provides a focus and mechanism to promote communication and

¹⁴ www.intelligencenetwork.org.uk/joint-strategic-assessment/

¹⁵ www.wiltshire.gov.uk/Council/howtheCouncilworks/plansstrategiespolicies.htm

cooperation within and between Wiltshire Council, external organisations and the community to address localised areas of poor air quality in Wiltshire.

- Energy Change and Opportunity Strategy 2011-2020¹⁷: a strategy setting out how Wiltshire as a Council and a community can act on climate change.
- Children and Young Peoples Plan¹⁸: sets out the vision ‘*To improve outcomes for children & young people in Wiltshire, promote safeguarding, reduce the effects of child poverty and enable resilient individuals, families and communities*’.
- Community Area Plans: available via Wiltshire Council’s area board webpages (www.wiltshire.gov.uk/Council/areaboards.htm).
- Neighbourhood Plans: available via the Wiltshire Council’s neighbourhood planning webpages (www.wiltshire.gov.uk/planninganddevelopment/planningpolicy/neighbourhoodplanning.htm)

Contribution to other Wiltshire Council strategies and plans

Passenger transport also plays a key role in supporting a number of other Council strategies and plans, including those related to equality, wellbeing, health, older people, social care, housing and campuses.

6. Relevant research findings

6.1 National research findings

Bus Statistics (Department for Transport)¹⁹

Appendix 3 provides some relevant data from the DfT on the following issues for comparable authorities to Wiltshire:

- Passenger journeys on local bus services per head by local authority
- Vehicle miles on local bus services by local authority and service type
- Non-frequent bus services running on time by local authority
- Elderly and disabled concessionary passenger journeys on local bus services by local authority

¹⁶ www.wiltshire.gov.uk/communityandliving/publicprotection/pollutionandnoise/airandwaterpollution/airquality.htm

¹⁷ www.wiltshire.gov.uk/eco-strategy.pdf

¹⁸ www.wiltshire.gov.uk/healthandsocialcare/childrenyoungpeople/childrenyoungpeoplesplan.htm

¹⁹ www.gov.uk/government/collections/bus-statistics

Valuing the social impacts of public transport (DfT, March 2013)²⁰

This report defines which social groups are particular beneficiaries of local public transport and identifies the types of benefits that arise from providing access to public transport.

In addition, the report established the following social benefits of public transport (defined as “the value bus users enjoy from accessing particular services that they would not otherwise have had easy access to”):

- £3.84 per return trip for concessionary travel pass holders (2010 prices); and
- £8.17 for other bus users (2010 prices).

The report adds that there are also likely to be external social benefits to the wider society.

Bus service reductions – the impact on passengers (Passenger Focus, July 2012)²¹

This study measured the impact of bus service reductions in four local authority areas through in depth interviews with users and former users. It found that there were wide ranging impacts including people not being able to travel like they used to, increased dependency on others, having to pay for alternative transport, and a loss of spontaneity. Although most people were still able to make essential journeys, the cumulative impact of the reductions resulted in a substantial reduction in the quality of life for many users.

Buses in crisis: A report on bus funding across England and Wales 2010 – 2016 (Campaign for Better Transport, November 2015)²²

This report gathers together a picture of cuts in local authority supported bus services in England and Wales.

A key finding is that in 2015/16, 63% of local authorities in England and Wales have cut funding for bus services, whilst 44% have reduced or withdrawn services. Since 2010/11, over 2,400 bus services have been reduced, altered or withdrawn altogether across England and Wales. And, over the same time period, the total cuts to supported bus services in England and Wales has amounted to £78.1 million, a reduction of 25 per cent.

The following table shows the extent of recent budget cuts to supported bus services in Wiltshire and some comparable local authority areas:

²⁰ www.gov.uk/government/publications/social-benefits-of-buses-valuing-the-social-impacts

²¹ www.transportfocus.org.uk/research/publications/bus-service-reductions-the-impact-on-passengers#

²² www.bettertransport.org.uk/buses/blog/our-buses-are-crisis

Local authority	Budget cut - 2013/14 (%)	Budget cut – 2014/15 (%)	Budget cut - 2015/16 (%)
Devon	N/A	N/A	6.98
Dorset	28	24	0.69
Gloucestershire	6	12	17.36
Hampshire	12	4	11.93
Oxfordshire	8	N/A	33.96
Somerset	N/A	7	14.96
Wiltshire	6	3	16.22

Source: Campaign for Better Transport Buses in Crisis reports December 2013, January 2015 and November 2015 (www.bettertransport.org.uk/campaigns/save-our-buses/bus-cuts)

In conclusion, the Campaign for Better Transport states that:

The context of our fifth report on supported bus services is again one of sustained decline. If the current Spending Review leads to further cuts to the central government funding stream for buses (BSOG), the immediate future for buses and, more importantly, their users is increasingly bleak.

The report therefore recommends that three key approaches – the Buses Bill, the Total Transport programme and the Connectivity Fund – should be linked together into a long-term vision and strategy for public transport.

Later life in rural England (Age UK)²³

This is a wide ranging assessment of the challenges facing older people living in rural areas, with lack of transport identified as a major issue given that 35% of older households do not have access to a car. The transport chapter highlights the importance of regular, convenient and reliable bus services to the lives of older people in rural areas, and identifies reductions in service as a serious concern, impacting on all aspects of their lives. It calls on authorities to recognise the wider value of bus services in preventing social isolation and to base funding decisions on impact assessments and not just costs and the number of people using a service.

How can we combat rural loneliness? (Rural Services Network)²⁴

This review of the issues surrounding loneliness in rural areas identifies the impacts of loneliness, not only on the quality of life but also in terms of direct and measurable impacts on physical and mental health and an increased likelihood of early admittance to care or hospital. Despite the perception of strong community networks in rural areas, the lack of transport for those without a car mean there is a high risk of mobility related exclusion in rural communities, particularly if bus services are reduced. Although older people are the most likely to be affected, loneliness can also be an issue for young people if cut off from friends and social activities, and also for carers or those with mental illness. A range of possible interventions is discussed, including transport but also Good Neighbour schemes, befriending or social activity programmes.

²³ www.ageuk.org.uk/herfordshireandworcestershires/campaigns-and-events/late-life-in-rural-england/

²⁴ www.rsnonline.org.uk/analysis/how-to-combat-rural-loneliness

Transport-Related Social Exclusion amongst Older People in Rural Southwest England and Wales (Centre for Transport & Society, University of the West of England, 2012)

This study considered the interactions between transport-related exclusion and older age, particularly in a rural context, though analysis of data collected from 900 older persons living in rural areas of southwest England and Wales. It concluded that:

“...the relatively short travel distances required to access community activities was a key factor in the high levels of community inclusion. However, the car dependent nature of travel overall means that there is a rising risk of mobility-related exclusion in rural areas, particularly amongst the oldest old. Greater consideration needs to be given to more formalised lift-giving as a transport solution, along with greater attention to mobility needs by sector-specific service providers, such as the health sector”.

The Future of Transport in an Aging Society (Age UK and International Longevity Centre, June 2015)

This report investigated the transport difficulties faced by older people, including their use of public transport. As things stand, the report argues that public transport is failing to meet the needs of older people - in particular it is failing to meet the needs of the over 80s, those in poor health, those with low incomes and those living in rural areas.

Three key opportunities for improvement are identified: opportunities presented by improvements in technology, opportunities from increased local decision making and opportunities from volunteering.

In achieving change, the report advocates the following:

- Local Government should encourage the pooling and sharing of resources to help fill gaps in local transport provision, working together with the voluntary sector.
- Older people's access to healthcare must be improved by better linking of health and transport services.
- Public transport providers should design their services with older transport users in mind, using technological improvements and customer insight to improve their experiences.

Promising approaches to reducing loneliness and isolation in later life (Age UK and The Campaign to End Loneliness, January 2015)²⁵

As part of this report's conclusions and recommendations it is stated that to be effective in tackling loneliness, communities need a number of services including what are called 'Gateway services' made up of transport and technology interventions:

These services can be the glue that keeps people active and engaged, and makes it possible for communities to come together. But if they are used inappropriately, or if they become inaccessible to older people, the problems of loneliness and isolation will only worsen.

²⁵ www.campaigntoendloneliness.org/resources/

Transport Barriers to Youth Employment (The Work Foundation, December 2012)²⁶

In its conclusion, this report states that:

Transport barriers are an important barrier to work for some young jobseekers. Travel costs and availability are two key obstacles to youth employment and training and are felt to different extents according to individual, household and area-based factors.

Young people are disproportionately impacted by transport disadvantages – they are less likely to have access to personal transport and are more likely to be reliant upon the public transport system.

Locked Out – Transport poverty in England (Sustrans, 2012)²⁷

This brief report outlines that nearly half of all households in England could be struggling with the costs of car ownership, and the absence of practical alternatives – including inadequate and expensive public transport – is forcing millions of people to choose between debt and social exclusion.

It states that the impact of transport poverty on people’s lives is real and far-reaching:

- Restricting individual opportunity to access jobs and education
- Denying access to frontline health care
- Disconnecting communities by restricting opportunities to social, cultural and leisure activities
- Slowing the economic recovery through an over-reliance on the car.

What next for Community Transport? – Insights and ideas for action (Community Transport Association, 2014)²⁸

This latest Community Transport Association ‘State of the Sector’ report highlights a number of key themes and makes associated recommendations. The conclusion includes that:

The economic climate is challenging. Making decisions on competing spending priorities is increasingly difficult as resources diminish. Community transport offers excellent value; it achieves much with comparatively little. Government at all levels should recognise and value its contribution, providing funding which helps to ensure its sustainability and keep its vehicles on the road.

²⁶

http://www.theworkfoundation.com/DownloadPublication/Report/327_Transport%20Policy%20Paper%202.pdf

²⁷ <http://www.sustrans.org.uk/lockedout>

²⁸ www.ctauk.org/in-your-area/state-of-the-sector.aspx

Driving Change: The case for investing in community transport (Age Scotland)²⁹

This report looks at existing transport options for older people in Scotland, their effectiveness in getting older people out and about, and puts forward recommendations to public bodies on how to improve bus service provision. The following forms part of the report's conclusions:

Lack of transport is often considered the tipping point that forces many older people into health and care setting, and the availability of community transport delays and avoids these expensive interventions. While subsidising transport for older people can be expensive, the associated health benefits can significantly outweigh the initial financial outlay. Community transport is a key pillar of preventative spending, helping to delay and even avoid entry into health settings or care homes.

Buses and the Economy II (Institute for Transport Studies, University of Leeds, July 2014)³⁰

Following a previous study in 2012, Greener Journeys and the DfT commissioned the ITS to undertake further work. Some highlight results from this further study include that:

- There is a significant relationship between accessibility by bus and employment.
- People in urban areas who are currently unemployed and seeking work depend heavily on the bus for access to employment. This is particularly the case for younger people, females, those with no car available and those with lower skills.
- The bus is a vital artery for shopping trips. Bus has the largest market share (one third) of retail/expenditure trips to city centres.
- The bus has an important social insurance dimension. This is the value of having the option available of using the bus, plus any social or community value buses have on behalf of others.

In summary, the study report states that: *the contribution of the bus to the working of the economy and society is multi-faceted. The bus is not simply a transport mode - it is more than that.*

Making the connections: The cross-sector benefits of supporting bus services (PTEG, July 2014)³¹

This report sets out the benefits of investing in the bus from the point of view of how the bus is key to achieving key policy goals of half of all Government departments. In doing so, it highlights that the cross-sector benefits of the bus often go unrecognised in the way in which bus services are supported - i.e. changes to funding streams are often made without consideration of the cumulative impact on bus services and the knock-on effects on the ability of other departments to achieve their goals.

²⁹ www.ageuk.org.uk/scotland/get-involved/campaign-with-us/still-waiting-campaign-for-a-better-bus-pass-scheme/still-waiting---a-case-for-change/

³⁰ www.greenerjourneys.com/2014/07/buses-economy-ii/

³¹ <http://pteg.net/resources/types/reports/making-connections-cross-sector-benefits-supporting-bus-services>

Healthy transport = Healthy lives (British Medical Association, July 2012)³²

In considering the need to prioritise health in transport planning and policy decisions, this report highlights the benefits of developing a sustainable transport system where active travel (e.g. walking and cycling) and public transport represent realistic, efficient and safe alternatives to travelling by car. With particular regard to public transport the report states that:

Using public transport can help individuals to achieve recommended levels of daily physical activity by incorporating active travel as a component of the journey. It is also viewed as the most sustainable transport option for longer journeys because it emits less harmful emissions at average occupancy compared to car use.

Quality Partnerships, Statutory Quality Partnerships and Quality Contracts (Bus Users UK, January 2014)³³

This report sets out Bus Users UK views on the merits of the above concepts and includes the following on quality contracts:

The fact that well over a decade since the concept was introduced, in the 2000 Transport Act, there has still been no Quality Contract implemented shows how difficult this concept is to invoke. It does appear to have merits, especially in the major conurbations where bus ridership has declined catastrophically in recent decades.

As a result, Bus Users UK policy position includes the following:

Quality Contracts, whereby the local authority takes over responsibility for providing the entire network in a given area from the operators and effectively suspends the deregulated regime, are contentious and also an unknown quantity as none has been invoked.

Bus Users UK is maintaining a watching brief on Quality Contracts. We consider that effective partnership with willing participants is preferable to an enforced, contracted arrangement. However we will support measures that clearly improve the service for the public.

6.2 Local research findings

Wiltshire Uncovered Report 2014 (Wiltshire Community Foundation)³⁴

This report is a comprehensive view of the issues facing local communities in Wiltshire. In the transport chapter it identifies the difficulties of living in rural areas for the 11,575 households without private transport and faced with the current levels of bus service provision. The report identifies that a lack of transport has a disproportionate effect on the

³² <http://bma.org.uk/transport>

³³ <http://www.bususers.org/publications/>

³⁴ <https://wiltshirecf.org.uk/node/154>

elderly, infirm and those looking for work, with access to health services, other amenities and job seeking being identified as particular problems.

Rural Facilities Survey 2012 (Wiltshire Council, February 2013)³⁵

The Rural Facilities Survey (RFS) is a survey of the facilities available in some 230 rural settlements in Wiltshire. It has been carried out regularly since 1976, usually every three years. The most recent survey was carried out in 2012.

The availability of public transport services forms part of the RFS with the following graph from the latest RFS providing an historic picture:

Figure 7.7



Note: A Level 1 service requires that one service departs between 07:00 and 08:00 and another between 08:00 and 09:00. A return service must operate both between 17:00 and 18:00 and between 18:00 and 19:00. A Level 2 service requires that one service departs between 07:00 and 09:00 and a return service operates between 17:00 and 19:00.

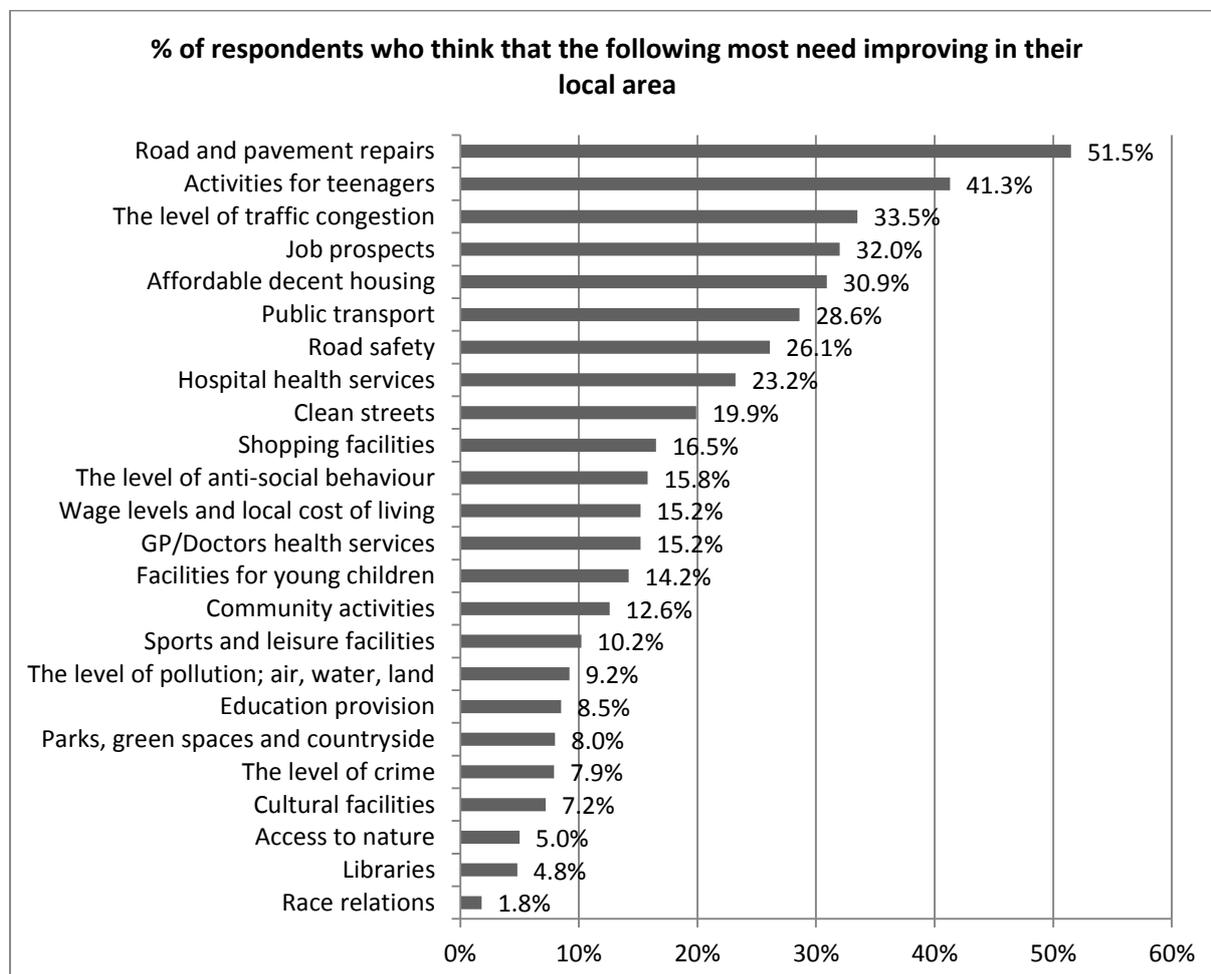
What matters to you survey³⁶

The most recent 'What matters to you survey' (this survey was carried out in 2013 inviting Wiltshire residents to comment on a range of topics that affect life where they live – a total of 6,165 people responded to the survey) identified that 24.2% of respondents think the level of public transport is one of the most important things in making somewhere a good place to live.

³⁵ www.intelligenetwork.org.uk/community/

³⁶ www.intelligenetwork.org.uk/consultation/

The survey also identified that a significant percentage of survey respondents considered that public transport needs improving in their local area (28.6%). A related issue is that 33.5% of respondents thought that the level of traffic congestion needs improving in their local area (see chart on the following page).



In terms of Council spending, 29.9% of respondents thought that more should be spent on public transport, 62.3% the same and only 7.8% thought that less should be spent.

Discussion with other authorities

To provide some background for the current review, telephone interviews were carried out with nine comparable rural authorities to see what approach they have taken to achieving public transport savings, and their future plans.

Although there were different approaches to the extent and nature of the savings that had been achieved or were being sought, the overall extent of savings achieved in Wiltshire was similar to the average. There was, however, some variation, with the reduction in spending over the last four years on supported bus services ranging between 14% and 45% (average 27%, compared with 31% in Wiltshire if 2014/15 is included).

Most of the authorities had, like Wiltshire Council, achieved savings from procurement and network efficiencies, but in some cases authorities had also made reductions in service provision (except where significant savings were being achieved from the integration of

public transport with education transport, which has been practised in Wiltshire for many years). These had generally been achieved by reductions in the frequency of services, and / or reductions or withdrawal of services that were considered to be lower priority (for example, evenings and Sunday services), rather than by the complete withdrawal of services from particular settlements.

In the authorities in question, the public response to the proposed changes had generally been strongly adverse, particularly where the changes were significant and were to be introduced countywide. Mitigation of impacts was limited and generally limited to 'buy backs' of a few services where the adverse reaction had been greatest. In no authority area had community transport provided more than very limited alternative services in a very few locations. Only in a few cases had bus operators stepped in to provide replacement commercial services, and these had sometimes been short lived. Most authorities were considering the options for further savings in future years.

Pre-consultation findings

A pre-consultation scoping paper, associated documents and questionnaire was developed to provide key stakeholders and partners with an overview of passenger transport in Wiltshire, and an opportunity to shape the scope of the review. The pre-consultation exercise was run between 8 July and 31 August 2015 and included five workshops and discussions with several bus operators. Approximately 160 questionnaires were returned and a bus survey was provided by Christian Malford Parish Council. Other non-questionnaire responses were also received from various groups.

In brief summary, the key points that came out of the pre-consultation exercise are as follows:

- The overall feedback highlighted the importance of bus services to users, communities and public sector service providers.
- Community transport will not be able to provide transport alternatives on any significant scale.
- There is little scope to make subsidised bus services commercial.
- There were no new 'big ideas' suggested that would make significant financial savings within the necessary timeframe.
- There is limited potential for further savings in other areas of the Council's public transport budgets.

Given the above, reductions in subsidised bus services are the only realistic way to achieve significant financial savings. However, these bus service reductions would likely have an adverse impact on a number of economic, social and environmental objectives, and the savings could likely be (partly) offset by an unknown impact on other Wiltshire Council and public sector budgets (social care, health, etc).

Further information on the pre-consultation can be viewed on Wiltshire Council's website:

www.wiltshire.gov.uk/Council/howtheCouncilworks/plansstrategiespolicies/transportpoliciesandstrategies/localtransportplan3.htm

7. Policy and research conclusion

The overall conclusion that is drawn from the policy documents, research reports and pre-consultation exercise outlined above is that public transport plays a key role in delivering national and local objectives, in connection with sustainable transport, economic development and spatial policy, and also in supporting equality, wellbeing, independence, social inclusion and community cohesion.

Despite this, because there is no statutory duty to provide any specified minimum level of bus service provision, and because of the enormous pressures on local authority budgets, councils across the country are being forced to make ever larger cuts in public transport provision. The impacts of this are beginning to be realised at a national level, but without any relaxation of financial pressures or firmer guidance from central government, it is hard to see how continued reductions in bus services can be avoided.

8. Current service provision and passenger and financial data for Wiltshire

Overview

Since the 1985 Transport Act, which deregulated and privatised the bus industry, local bus services have been provided by private bus companies as a commercial venture at times and on days when, in their view, they are commercially viable. These commercial services do not receive any financial support from the local authority, and the local authority has no control over the service that is provided. Local authorities do, however, have a duty to look at the services that are provided in this way and to consider whether there are transport needs that are not served by the commercial network, and whether to secure additional services to meet these needs. In most circumstances, these supported services are secured through competitive tendering and a contract awarded to the operator who offers the most advantageous bid.

In Wiltshire, roughly 50% of the bus mileage that operates in the county is operated on a commercial basis, with the other 50% operated under contract to Wiltshire Council. In the 2014/15 financial year, Wiltshire Council spent £5.1 million on supported bus services (including demand responsive services but excluding the Salisbury Park and Ride service), plus a further £984,500 of funding provided by central government to replace the Bus Service Operators Grant that it used to pay directly to the operators. There are currently 7 different operators of regular commercial services in Wiltshire, and 15 who provide supported services under contract to the Council. In 2012/13 (the last year for which data is available), 44% of households in rural areas lived within 800 metres of a bus service running at least every hour on weekday daytimes, 89% had access to at least a daily (weekday) bus service, 37% to an evening bus service, but only 20% to a Sunday service.

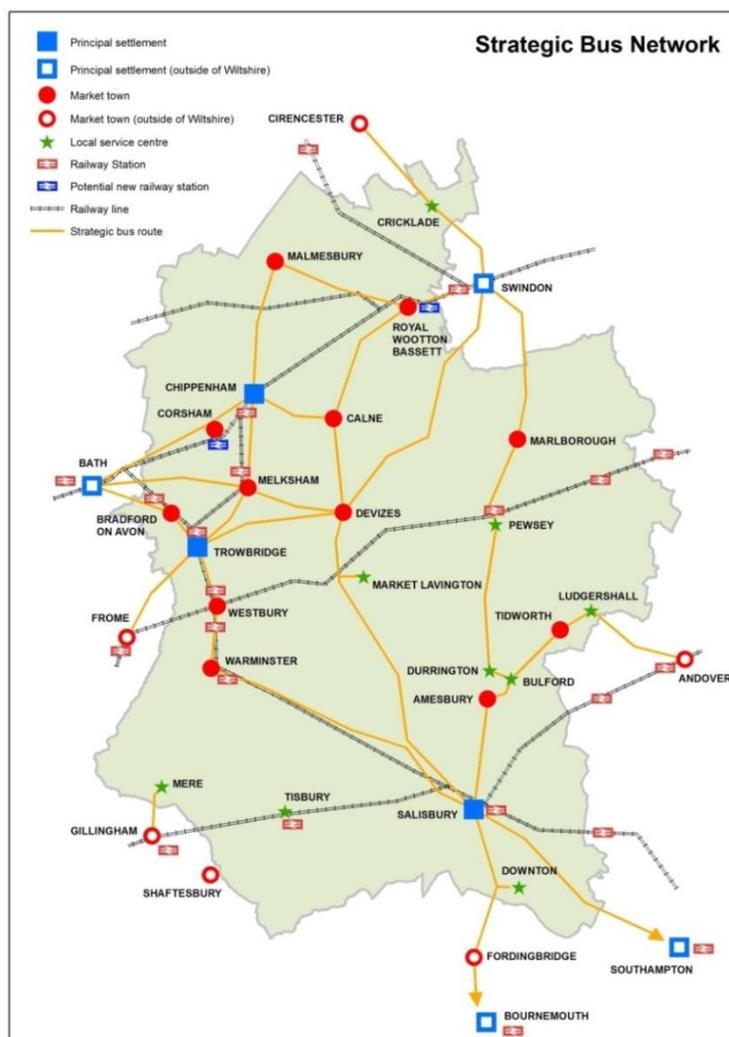
The Council also spent £381,600 in 2014/15 on support for community and voluntary transport. This provided grants to support the operation of existing community transport minibuses, voluntary car and Link schemes, and also funding for staff in the voluntary sector who work with community groups to support and maintain their activities and to assist them to expand.

Most of the community minibuses schemes provide services for particular client groups, especially elderly or disabled people who are unable to use ordinary bus services, although some also run infrequent community bus services open to the general public. The Link schemes, of which there are currently over 40 covering 98% of rural addresses in the county, offer 'good neighbour' assistance to people in their communities who need it. Due to the rural nature of the county, a high proportion of this assistance is in the form of providing transport for essential journeys that would otherwise be difficult or impossible to make.

Bus services – provision

The current guidelines for the funding of local bus services (as published in the LTP Public Transport Strategy) give a high priority to maintaining hourly or two hourly weekday daytime service frequencies on 'strategic network' bus services (those linking the main towns and on which there is a relatively high demand for bus travel – see MAP 1). A high priority is also given to maintaining an hourly service on routes serving the larger housing areas within the main towns, and at least a daily service on weekday daytimes to rural settlements. Medium priority is given to providing higher levels of service where these are justified by the number of passengers travelling relative to the cost to the Council of providing the service. Lower priority is given to funding evening and Sunday services, and to supporting more than an hourly frequency on daytime services.

MAP 1 – strategic bus network



MAPS 2 to 5 show the current provision of services across the county. During weekday daytimes, most of the strategic network is operated commercially (with the exception of some routes, for example Malmesbury – Swindon, Malmesbury – Chippenham and Salisbury – Devizes), as are most Salisbury city bus services and some in Chippenham town. Even on these routes, however, there may be some journeys at certain times of the day that require Council funding.

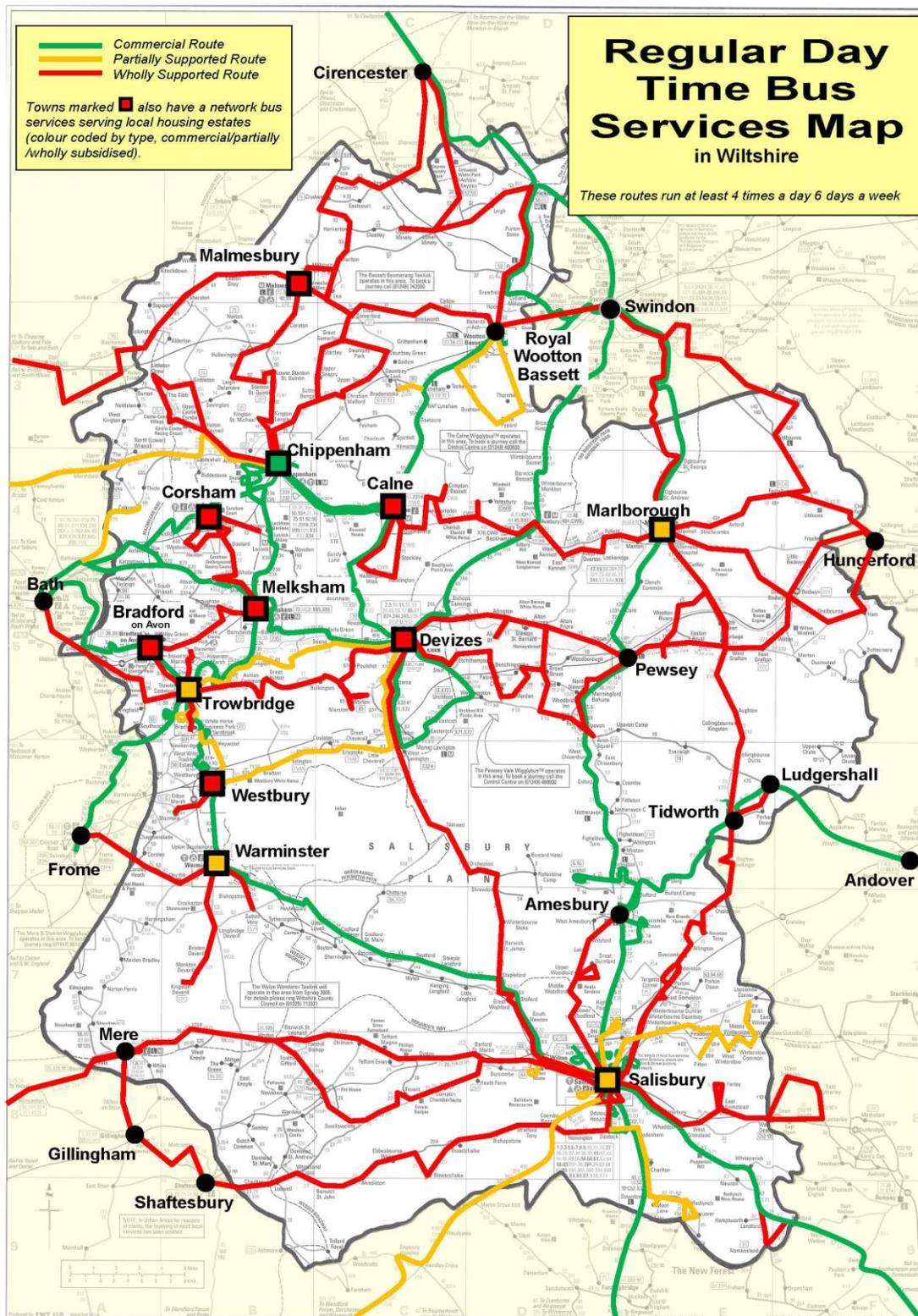
Evening and Sunday services are generally only available on strategic network services and in Salisbury city, and with only a few exceptions are run under contract to the Council.

Rural services are also, with few exceptions, run under contract to the Council. Despite recent service reductions, most routes still offer a choice of several buses a day in each direction, including in many cases journeys before 0900 and after 1700 to cater (to an extent) for the journey to work. In order to provide higher levels of rural bus service than would otherwise be possible, services are planned alongside the transport the Council has to provide for entitled school and college students, so that on most routes school pupils and / or college students either travel on the public bus or the same vehicle is used for public and school runs at different times of day.

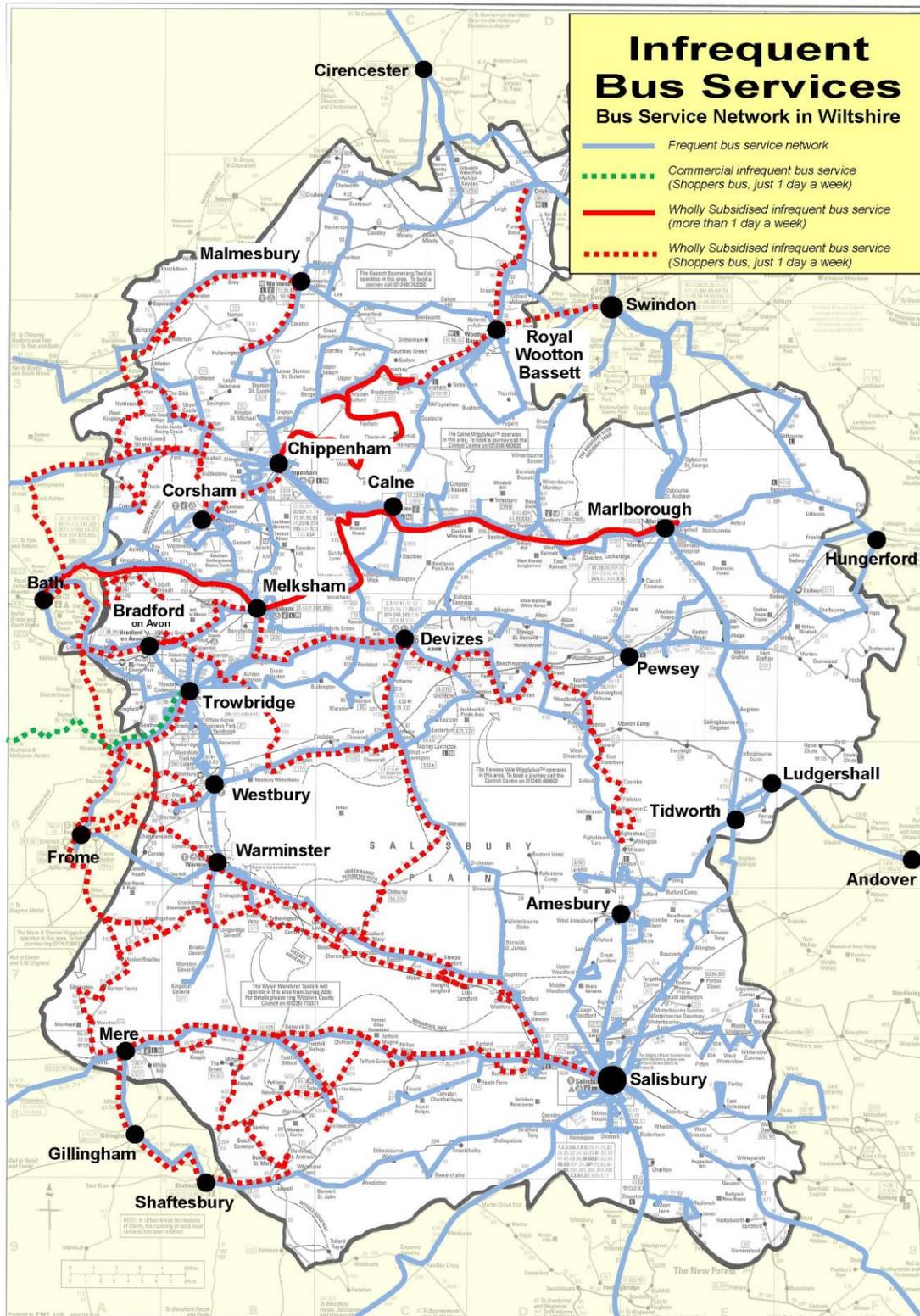
Infrequent services are those that largely run into towns from rural villages and operate a shopper bus type service during the day. By name they are infrequent and often only run once or twice a week, usually to coincide with a local market.

Appendix 2 lists all regular services that are operated entirely or mainly on a commercial basis, showing which parts of the service (if any) are funded by Wiltshire Council.

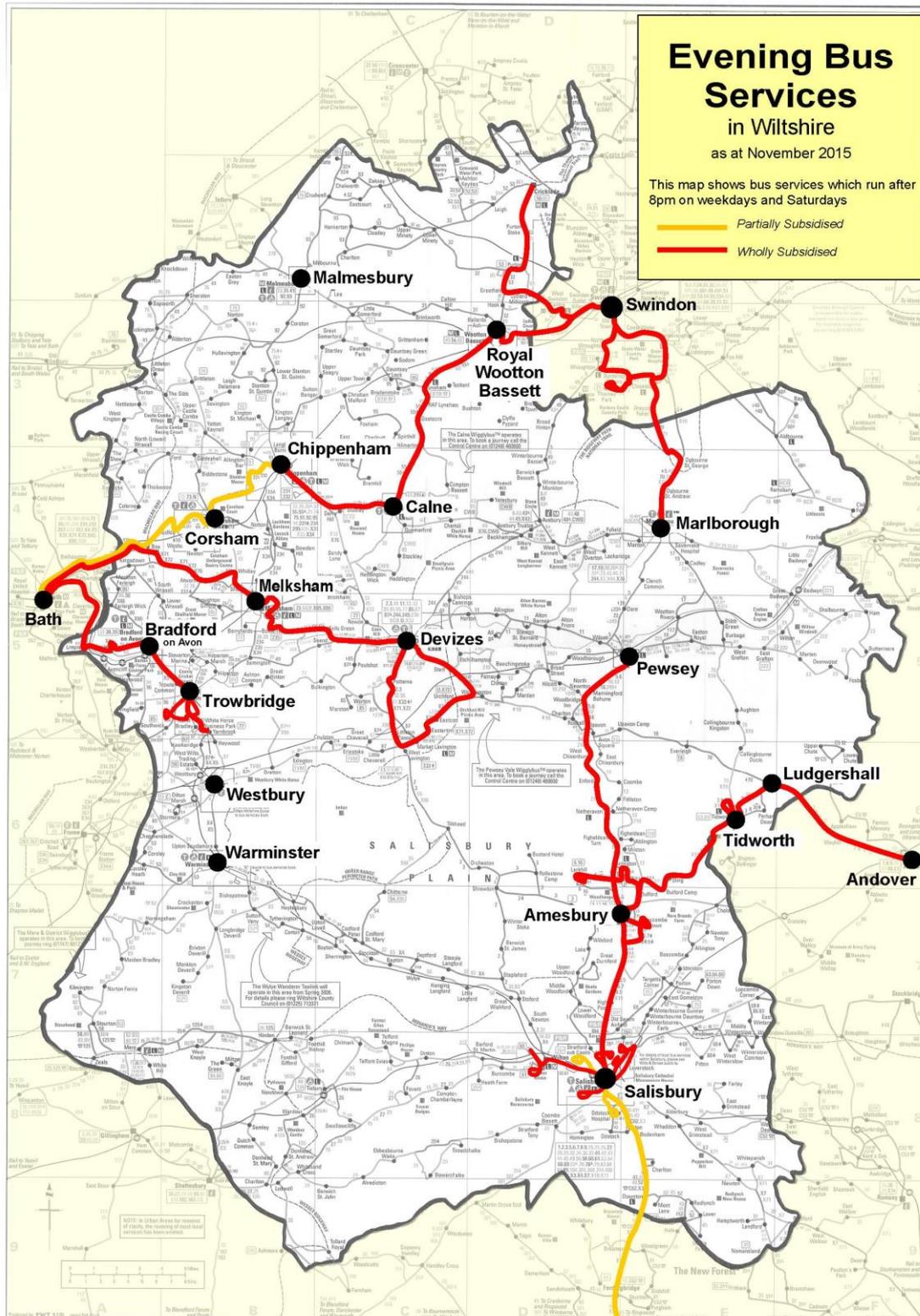
MAP 2 - regular daytime services



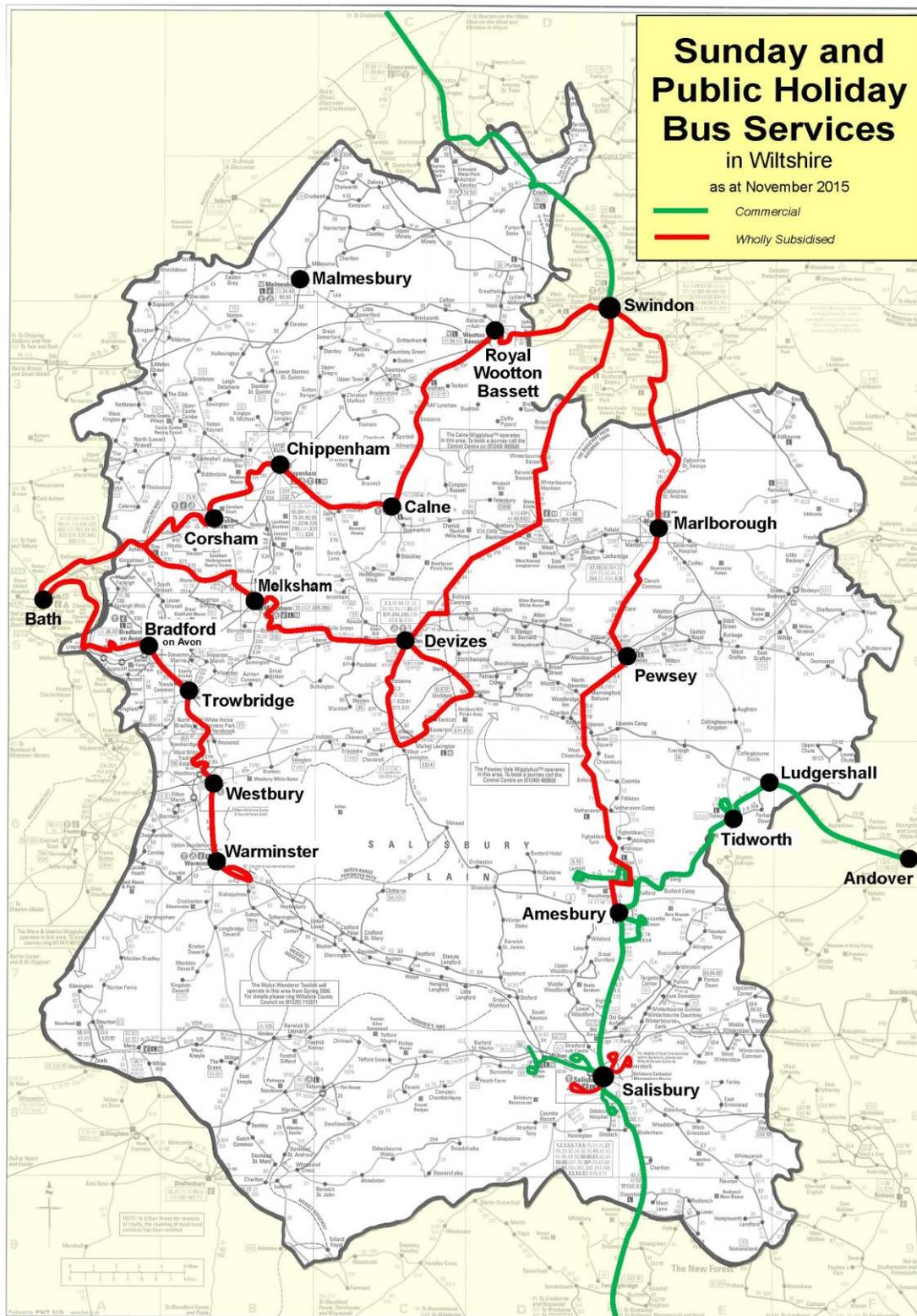
MAP 3 – infrequent daytime services



MAP 4 – evening services



MAP 5 – Sunday services



Bus services – passenger use

Overall, 9.27 million bus passenger journeys were made in Wiltshire in 2014/15. Table 1 illustrates that 2.5 million passenger journeys were on services operated under contract to the Council.

Although there is no comprehensive data about what these journeys were made for, responses to the questionnaires returned in recent consultations about proposed bus service reductions give an indication of the sorts of people using Council-funded services and what they use the bus for. From over 1,200 questionnaires relating to 12 different supported services:

- Most of the respondents said they were regular users, with over 85% saying they use the bus more than once a week and over 40% three or more times a week.
- 60-85% said they used the bus for shopping, 30-70% for visiting/social trips and 30-70% for medical appointments.
- Depending on the suitability of the timetable, up to 40% said they travelled to make connections with other buses and trains, and 13-20% used the bus for journey to work.
- One evening service was included and this showed a different pattern of use, although 68% used it for visiting / social reasons, 23% used it for work journeys and 9% for college.
- School pupils and college students generally did not return a questionnaire, unless there was a threat to the continuation of the journey they used. There are however a large number of entitled school pupils and college students that use Council supported bus services and so a considerable number of journeys will be made by these.
- Of users who did complete a questionnaire, around two thirds were female, and on most routes 60-75% were aged over 65. On less frequent services the proportion of older respondents was even higher (75-90% aged over 65). Data from concessionary fares reimbursement claims suggests that overall, around 39% of all passenger journeys in Wiltshire are made by concessionary pass holders.
- On most daytime services, 15-35% of respondents considered themselves disabled, and a high proportion of these said they had difficulty in walking.
- On the one evening service for which there are questionnaire returns, the user profile was very different, with only 12% of respondents over 65 and 37% aged under 25, and only 8% considering themselves disabled.

Bus services – costs and use by type of service

A breakdown of the current costs of all Council-funded bus service contracts is attached as **Appendix 1**. The appendix also gives information about the number of passenger journeys a year made on each service. As far as is possible the contracts have been grouped to show the type of service provided (regular rural service, town service etc.).

The totals for each type of service are summarised in Table 1 below.

Table 1 – Costs and use of supported bus services

	Cost to bus support budget (£pa)	Annual passenger journeys (2014/15)	Average cost per passenger journey (£)
Interurban (strategic network) routes – daytimes (10 contracts)	£788,650	464,551	£1.63 (note a)
Town / city services – daytimes (18 contracts)	£1,014,190	654,206	£1.55
Rural regular services (27 contracts)	£2,175,360	888,436	£2.42 (note a)
Rural infrequent services (25 contracts)	£294,310	75,969	£3.86 (note a)
Evening services (10 contracts)	£639,080	328,245	£1.95
Sunday services (7 contracts)	£165,180	144,783	£1.14
TOTALS	£5,076,770	2,556,190	£1.98 (note a)

Note (a) – adjusted for services where passenger data not available

Key conclusions from this are that;

- The largest proportion of spend (42% of the total) is on regular rural services. These typically operate between two market towns (e.g. Malmesbury – Cirencester, Shaftesbury - Salisbury), although their main function is to provide a service from the intermediate villages to either or both of the two towns. They currently provide at least 4 journeys every weekday in each direction, often running two hourly or sometimes more often in each direction.
- Town services (for example in Devizes, Trowbridge, Melksham, Warminster etc.) account for the next highest proportion of spend (20% of the total), followed by non-commercial strategic network services, evening services, infrequent rural services (mainly shoppers buses running only on certain days of the week), and Sunday services in that order.
- Support per passenger journey overall works out at around £1.98 per passenger trip, with rural services generally costing more in relation to the number of passenger trips, reflecting both the lower population density of the areas served and the less frequent (and therefore less attractive) service offered. Infrequent rural services (mainly shopper buses) are particularly expensive to provide in relation to numbers carried, although the total cost is relatively low and the services are usually very popular with their users, who often travel every week.
- It is worth noting that since the Council adopted its guideline maximum of £3.50 subsidy per passenger trip in 2011, the government has devolved Bus Service Operators' Grant for supported services to the local authorities (BSOG, originally a rebate on fuel duty, was until 2013/14 paid direct to the operators by central government). This has had the effect of increasing the subsidy paid by the Council by £984,000 a year in total, for the same level of service provision, and so some services that would have been below the threshold in 2011 are now above it.

In addition to the costs to the public transport budget identified in the table on the previous page, most regular daytime supported bus services also either carry school or college students who are entitled to free transport, or are operationally linked to school or college transport journeys. These services are identified with a diamond symbol in **Appendix 1**. The costs of providing this transport are charged to the education transport budget, and this integration of transport and the associated sharing of costs plays a vital role in reducing the cost of providing the public bus service. In the same way, entitled school and college students are also allocated to many commercial bus routes and this helps to support their viability.

Community and voluntary transport

Wiltshire Council funding for community and voluntary transport is summarised in Table 2 below, with a commentary about the types of service supported and approximate passenger journey totals.

Table 2 – Funding for community and voluntary transport

	Annual spend (£ in 2014/15)	Approx. annual passenger journeys	Commentary
Grants to community transport minibus schemes	121,900	119,000	Grants to community transport groups towards transport services provided for the benefit of their community (either for specific groups e.g. elderly or disabled, or for general public)
Grants to Link and social car schemes	62,100	106,000 (clients carried x 2)	Grants to Link schemes and community transport South Wilts towards transport provided by their volunteers (using their own cars) for individuals in need. Excludes £25,100 paid from concessionary fares budget but withdrawn from April 2015.
Grant to Wheels to Work scheme	10,000	12 clients helped for up to 6 months each	Grant towards provision of a Wheels to Work service offering short term moped hire to young people without other transport to access work, training or further education
Grant for support and development of community transport schemes	45,800	n/a	Funding for Community First to provide technical and organisational support to community transport groups and Link schemes, to help them develop and expand their capacity and services, encourage them to work together, and help them overcome difficulties
Grant for support and development of Link schemes	43,000	n/a	
Grant to Accelerate project	28,900	n/a	Short term funding to establish a self-sustaining community transport 'umbrella organisation' that will encourage and support the community transport sector to deliver a substantial increase in its capacity to deliver new and expanded community transport services
Community Transport Development Fund grants (CTDF)	69,900	n/a	Grants awarded to successful bids to the CTDF from community groups to help increase their capacity to deliver services (includes £29,500 awarded in 2014/15 but paid in 2015/16 financial year)
TOTAL	381,600		

The first five lines of the table show ongoing Council funding to community and voluntary transport schemes, to support existing service provision. There are 15 community minibus groups receiving annual grants, most operating one or two minibuses and providing specialised services in their area for particular groups who are unable to use ordinary bus services, for example group hire and 'shopper bus' services for older or disabled people. Some other groups are village-based "community buses" and provide a range of services within their village and to nearby towns.

There are currently over 40 Link schemes which, due to the support and development work of Community First over many years, now cover 98% of rural households in the county, providing transport (in the volunteers' own car) and other 'good neighbour' assistance to those living in their area who need it. Community Transport South Wilts also operate a social car scheme in the Salisbury city area which provides the same function.

The Wheels to Work scheme operates countywide, and seeks external funding to supplement the relatively small contribution from the Council. Its capacity to assist young people needing help with access to work, training and education depends on the success of these bids for external funding as well as continued support from the Council.

The last two lines of the table are more recent funding, using two grants received from central government in 2011/12 and 2012/13 for the specific purpose of supporting community transport, and which total £480,000. The awarding of these grants was timely, as the third Local Transport Plan published in 2011 had identified an objective to increase the capacity of the community and voluntary transport sector so that it might be able to play a greater role in meeting the needs of local communities, given the likelihood of further reductions in the availability of bus services. With the benefit of advice from the national Community Transport Association it was decided that the best way to achieve this objective would be to set up a countywide 'umbrella organisation' within the voluntary sector that would act as a catalyst for encouraging groups to develop their own capacity and to work more closely together to expand the types and volume of service provided. This resulted in the setting up of the 'Accelerate' project to carry out this role. It is anticipated that 'Accelerate' will become self funding at the end of a 5 year period of grant funding. The rest of the funding was used to create the Community Transport Development Fund (CTDF), which is open to bids from community groups for projects that will expand the capacity of existing or new groups or help to establish new service provision. To date, grants totalling £130,000 have been paid from the CTDF, and a further £200,000 remains available in the fund.

9. Suggested scope of review

Although the importance of good passenger transport services is recognised, Wiltshire Council faces significant budget constraints. The Council's Business Plan states that over the next few years we will have to manage savings of at least £120 million, on top of the major reductions in spending that have already been achieved in recent years. Passenger transport will have to bear its share of these reductions, and the Council's Medium Term Financial Strategy envisages a reduction of £2.5 million in spending on passenger transport over the next few years. This will require close scrutiny of all areas of passenger transport spending, including support for public and community transport.

The worsening financial situation therefore means that going forward, there will be much less funding available to support public transport provision than there was when the LTP was published in 2011. We therefore now need to review again the priorities for spending the much reduced level of funding that will be available,

consider what level of service the Council can afford to support and what is no longer affordable, and look for alternative ways of delivering affordable transport services that may allow us to continue to meet a wider range of needs than would otherwise be the case.

This review of public and community transport spending will be accompanied by continuing work to identify savings in other areas of passenger transport spending, such as procurement, home to school and college transport and social care client transport.

At this point in time, we consider that the objectives of the public transport review should be:

- **To scope out the current costs of services, as well as linking contract and other spend to activity to identify measures of value for money, in order to baseline the ability of each option to deliver significant savings in order to meet the Medium Term Financial Plan target.**
- **To look at what services people in Wiltshire need to be able to access and how often, including how public transport contributes to other Wiltshire Council policies and strategies and what impact reductions in public transport access might have on the achievement of other Council objectives (particularly in relation to older and disabled people, health and wellbeing, education and young people, economy and employment, and sustainable development and transport). This should include cost avoidance / transfer from withdrawal on other Council services, in particular social care.**
- **To evaluate the usage and benefits of public transport services and determine which should be given the highest priority in light of access needs and reduced availability of funding.**

To fulfil these objectives we intend to;

- Use information from previous consultations about the reasons why people use supported bus services and how often they travel.
- Ask stakeholders for their views on which transport needs it is most important to continue to satisfy given the reduced availability of funding.
- Establish through discussions with other Council departments and partner organisations how and where public and community transport support the achievement of other Council objectives, and what the impact would be if services were curtailed or withdrawn (including whether reductions in transport spending would lead to higher costs in other areas, for example social care).
- Review the use, benefits and costs of the various types of public and community transport services that are supported by the Council.
- Review the priorities and guidelines for funding that are published in the LTP Public Transport Strategy, and the effectiveness of the support that is provided for community and voluntary transport, in the light of the above.

- **To recommend a range of actions and transport options, that could be taken to make best use of resources in the light of reductions in available funding. Financial modelling will assess the sensitivity impact on demand, other services, contracts, as well as modelling alternative options, for example to maintain a reasonable level of access.**

Over the last few years we have been undertaking a rolling programme of reviews of supported bus services, which have achieved substantial savings by reducing service frequencies in particular on services which are relatively poorly used or expensive to provide. This programme is however now virtually complete, and to achieve significant further savings we will need a new approach. The review will therefore include examining options for achieving major reductions in bus service spending by reviewing services in accordance with the revised priorities and guidelines for funding.

As a result of the economics of bus operation, if further significant reductions are made in bus service contract spending it will lead to a much greater impact on bus users than has been the case with the reviews completed to date. The reason for this is that most of the cost of operating a bus service arises from providing a bus and driver – fuel and mileage are a relatively low proportion of overall operating costs. Significant savings can therefore normally only be made by reducing the number of buses and drivers needed to operate the service; and conversely, once a bus and driver are on the road, only very limited savings can be made by withdrawing individual journeys even if they are poorly used. Following the recent review programme, many supported services are now operated by a single bus and driver that are intensively used for the maximum period of a driver's shift, providing work and school journeys in the morning and late afternoon and a regular service frequency in between.

If further significant cost reductions are needed, there will need to be a further reduction in the number of buses and drivers used, and/or a reduction in the length of the operating day as this would also allow driver costs to be reduced. If a service is already operated by only one vehicle, this would mean sharing a bus and driver between two routes, which as well as reducing the frequency would also make it very difficult to provide a service on both routes at times convenient for most users. An alternative in these circumstances might be to continue to provide a higher level of service on each route but on alternate days, with no service at all on the other days.

It would also not be possible to provide a convenient work time service on both routes. Savings could be made by withdrawing early morning and late afternoon (work time) journeys on rural routes, which are often poorly used on non-school days although those who do use them may have no alternative means of getting to work.

Withdrawal of evening services, Sunday services or Saturday services would also achieve savings as vehicle and driver costs would be reduced.

The suggestion is often made that rather than cut costs, we should seek to increase fares income by better promotion and marketing and/or by improving the attractiveness of the service to encourage greater use. Unfortunately, for the majority of supported services this is not a realistic option as the likely increase in patronage would not be enough to generate savings of the magnitude that will be required, particularly as a high proportion of users are bus pass holders who do not pay a fare.

Another option that may be considered is to increase income by raising the fares that are charged to passengers. This would need careful consideration as, apart from the possible impact on affordability for users, it would increase the cost to the Council of concessionary fares reimbursement payments to the operators. There would also need

to be re-negotiation of operating contracts as most are awarded on a 'net cost' basis under which the Council pays a fixed contract price and the operator keeps the revenue.

As part of the review we will be asking the bus operators for their views on how we could make the best use of a much reduced supported services budget, and would also welcome suggestions from other stakeholders.

The review will also be looking at the opportunities for adopting other approaches to the provision of transport that might allow a better level of service to be provided than would otherwise be the case. In this connection we intend to;

- Hold discussions with bus operators to establish whether and how far they might step in to provide commercial bus services if funding for Council-supported services were withdrawn.
- Approach other authorities to see what approaches they may have adopted or considered, and how far these have been successful.
- To establish the ability and willingness of local communities to meet a much greater proportion of the transport needs of their communities through community-based transport provision.

- **To consult widely on actions, options, opportunities and developments**

The review involves consultation at two stages;

- Engagement with key stakeholders early in the review process, in particular to establish the feasibility of radical alternatives to the current approach to transport provision but also to gather data about the potential impacts of significant reductions in public transport provision on other services provided by the Council or partner organisations (this pre consultation took place over the summer of 2015).
- A full consultation, with stakeholders, the public and transport users, about the proposed changes to the public transport strategy that will be proposed by the review to achieve the spending reductions that will be necessary.

- **To embed an equality culture within the scope and proposed deliverables**

Equality issues will be considered throughout the review process, and an equality assessment will be carried out on the proposals that are developed and taken into account when decisions are made.

10. Consultation Options

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 below to guide their decisions.

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. You can refer to a table below showing which routes would be affected.

Please see Questions 10 & 11 in the Questionnaire

Service Number	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

Option 2 - Withdraw funding for all supported Sunday and Bank 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. You can refer to a table below showing which routes would be affected.

Please see Questions 12 & 13 in the Questionnaire

Service Number	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

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.

Please see Questions 14 & 15 in the Questionnaire

Service Number	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

Rural 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.

Please see Questions 16 & 17 in the Questionnaire

Service Number	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	Wheelers
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
41	Malmesbury – Sherston – Yate	Coachstyle
42	Calne – Cherhill – Avebury – Marlborough	APL Travel Ltd
43	Calne – Stockley & Heddington	APL Travel Ltd
44	Salisbury – Downton – Woodfalls	Wheelers
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
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)	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
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
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

Town 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 services to 2-3 buses a day on regular routes. Existing buses used by 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

Please see Questions 18 & 19 in the Questionnaire

Service Number	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)	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

Option 6 - Withdraw all funding for Council-supported 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.

Please see Questions 20 & 21 in the Questionnaire

11. Review timetable

The timetable to undertake the review of the LTP Public Transport Strategy needs to not only include time to undertake and consult on the review itself, but also time to design and implement any changes.

Review timetable

The timetable for the review needs to build in a number of key stages:

- Development of the review scope and consultation with key stakeholders, including organising and attending workshops.
- Undertaking of the review itself which includes the gathering and consideration of relevant data, and the drafting of a revised strategy document.
- The public consultation exercise.
- Analysis of the consultation responses and writing of a report for Wiltshire Council's Cabinet and possibly Full Council.

The proposed timetable for the review is set out below (not including implementation):

	2015										2016						
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Finalise initial scope / Project Plan	■	■	■	■													
Data collection and analysis		■	■	■	■												
Stakeholder pre-consultation and scope revisions			■	■	■	■	■										
Undertake review				■	■	■	■	■	■								
Consultation preparation								■	■	■							
Public consultation on policy / strategy options											■	■	■	■	■		
Public consultation on other areas of savings											■	■	■	■	■		
Review consultation feedback												■	■	■	■		
Produce Cabinet report on policy / strategy options													■	■	■	■	
Present report to Environment Select															■	■	
Cabinet meeting																■	

12. Approach to undertaking the review

Governance

The review will be undertaken by Wiltshire Council officers reporting to Councillors, senior officers, and others through a project board. In addition, at key milestones, a cross-party scrutiny task group will review progress.

Technical work

It is proposed that the majority of the review will be undertaken internally by Wiltshire Council officers. There may, however, be a requirement to 'buy in' technical expertise and/or services. It should be noted that the 'buying in' of expertise and/or services will be subject to the availability of resources. As the Public Transport Strategy is part of the Wiltshire LTP, the review would need to be subject to a Strategic Environmental Assessment, Habitats Regulation Assessment and Equality Assessment.

13. Other comments and suggestions

If you have any other comments and/or suggestions, please detail them in the box at the end of the interactive questionnaire available on the consultation portal.

Please see Question 25 in the Questionnaire

Please note, however, that in view of the significant constraints on Wiltshire Council's budget, it is important that any suggestions seek to reduce costs and/or increase revenues. If this is not possible, then suggestions need to at least be cost neutral or associated with a realistic proposal to address any negative cost implications.

Appendix 1 - A breakdown of the current costs of all Council-funded bus service contracts

Service Number	Service Description	All or part Subsidised	Operator	OAP / Disabled Passes	Cost per annum to public transport budget per annum	Load per annum 2014-15	Subsidy per passenger	
Daytime Interurban Bus Services				Total Cost for Daytime Interurban Bus Services = £788,651.47				
2	Dezives - Shrewton - Salisbury	All	Salisbury Reds (GSC)	◆	46666	£216,995.01	127,475	£1.70
X5	Pewsey-Salisbury(early AM) / Pewsey-Swindon (Lat	Part	Salisbury Reds (GSC)	◆	N	£26,511.75	9,936	£2.67
X7	Landford Diversion of service X7	Part	Salisbury Reds (GSC)	◆	N	£24,374.28	11,936	£2.04
X7R	Salisbury - Whiteparish - Romsey	Part	Salisbury Reds (HCC cor	◆	N	£75,290.00	42,260	£1.78
X12	Salisbury - Coombe Bissett - Blandford	Part	Dorset County Council	◆	N	£14,568.18	3,328	£4.38
31	Malmesbury to Swindon	All	Coachstyle	◆	37113	£105,384.39	76,796	£1.37
33	Calne -Dezives (off-Peak)	Part	APL Travel Ltd	◆		<i>included in contract for services 40/42/43</i>		
33/X33	Derry Hill Diversion	Part	APL Travel Ltd	◆	N	£4,614.84	N	N
X34	Service X34 diversion via Notton	Part	Faresaver Buses	◆	N	£7,219.68	N	N
X34 / 60	Paxcroft Mead & St.Thomas Road Diversion	All	Faresaver Buses	◆	N	£20,000.00	New Service	
49	Trowbridge to Swindon	Part	Stagecoach West	◆	N	£39,499.96	77,230	£0.51
X72	Urchfont - Dezives (early mornings)	Part	Faresaver	◆	N	£10,071.96	730	£13.80
80	Swindon - Marlborough - Burbage - Tidworth	All	Stagecoach West	◆	18668	£138,737.02	49,968	£2.78
92	Malmesbury to Chippenham	All	Coachstyle	◆	25054	£105,384.39	64,892	£1.62
Daytime Town Bus Services				Total Cost for Daytime Town Bus Services = £1,014,194.12				
1, 1a 1c	Dezives Town Services	All	Stagecoach West	◆	59787	£170,997.96	97,035	£1.76
12 14	Salisbury City services 7 (part), 12 & 14	All	Wheeler's Travel	◆	35210	£76,583.50	43,658	£1.75
City	Wilton & Salisbury City early morning services.	Part	Salisbury Reds (GSC)	◆	N	£25,171.98	17,039	£1.48
City	Salisbury City early morning services.	Part	Salisbury Reds (GSC)	◆	N	£32,051.14	17,415	£1.84
r8	Ditchampton & Quidhampton to Salisbury	Part	Salisbury Reds (GSC)	◆	N	£28,954.42	15,560	£1.86
10	Corsham Town Service	All	First Somerset & Avon	◆	23154	£79,305.84	35,806	£2.21
14	Melksham Town Service	All	Frome Minibuses	◆	55088	£138,479.06	86,314	£1.60
30	Malmesbury Town Service	All	Coachstyle	◆	19332	£44,899.47	26,064	£1.72
40	Calne Town Service	All	APL Travel Ltd	◆	7389	£49,000.00	11,376	£4.31
44	Chippenham Town Allington Way	Part	Faresaver	◆	N	£9,927.68	3,840	£2.59
50, 54, 57	Warminster Town & Rural Services	All	Frome Minibuses	◆	49412	£128,935.48	99,783	£1.29
58	Westbury Town Service + Westbury Frome	All	Frome Minibuses	◆	30131	£92,335.88	59,652	£1.55
65,66,67,68	Trowbridge Town Services 65, 66, 67 & 68	All	Frome Minibuses	◆	81485	£52,615.68	106,879	£0.49
98	Bradford on Avon Town Service	All	Frome Minibuses	◆	21601	£82,112.08	33,046	£2.48
217	Marlborough Town Services (late afternoon)	Part	Thamesdown Transport	◆	N	part of rural services 19-23		
DT-WW	Dezives Taxibus - Waiblingen Way	All	Dezives Taxis	◆	155	£995.88	155	£6.43
DT-RG	Dezives Taxibus - Roundway Gdns	All	Dezives Taxis	◆	584	£1,828.08	584	£3.13
Daytime Rural Bus Services - Regular				Total Cost for Daytime Rural Bus Services - Regular = £2,175,357.62				
19,20,21,22	Marlborough-Bedwyn-Hungerford area services	All	Thamesdown Transport	◆	15288	£201,228.85	47,919	£4.20
25,26,27	Mere / Tisbury / Hindon to Salisbury	All	Salisbury Reds (GSC)	◆	40575	£271,324.01	107,274	£2.53
29	Shaftesbury - Chalke Valley - Salisbury	All	Wheeler's	◆	12617	£198,520.45	58,210	£3.41
35 +635	Chippenham to Yatton Keynell & Castle Combe	All	Faresaver Buses	◆	5256	£92,000.00	10,956	£4.02
37	Salisbury - Grimsteads - Farley - Dean - Lockerley	All	Salisbury Reds (GSC)	◆	8504	£86,963.48	23,545	£3.69
41	Malmesbury - Sherson -Yate	All	Coachstyle	◆	11346	£59,989.76	23,378	£2.57
42 / 43	Calne - Cherhill - Avebury - Marlborough	All	APL Travel Ltd	◆	11736	£98,000.00	33,924	£2.89
44	Salisbury - Downton - Woodfalls	Part	Wheeler's	◆	2554	£51,223.67	9,758	£5.25
46 / 48	Marlborough / Hungerford - Aldbourne - Swindon	All	Thamesdown Transport	◆	11366	£130,431.47	90,306	£1.44
52	Ashton Keynes & Minety to Swindon & Cirencester	All	AD Rains Coaches	◆	5979	£55,160.00	15,616	£3.53
53	Warminster - Corsley - Frome	All	Frome Minibuses	◆	19235	£48,199.46	58,650	£0.82
66	Salisbury - Winterbournes - Porton & Idmiston	All	Salisbury Reds (GSC)	◆	32164	£14,688.48	77,822	£0.19
66 / 67	Tidworth - Newton Toney - Salisbury.	All	Wheeler's	◆	8133	£83,631.95	22,380	£3.74
68 / 69	Zig Zag service Corsham - Melksham - Trowbridge	All	Faresaver Buses	◆	11627	£81,549.80	26,890	£3.03
77,85,87	Trowbridge - Steeple Ashton - Dezives	Part	Libra Travel + Frome M	◆	12667	£63,965.87	22,020	£2.90
87	Dezives - Bratton - Westbury - Trowbridge	Part	Faresaver Buses	◆	N	£13,493.90	36,389	£0.37
87	Winterslow to Salisbury (Peak Hours)	All	Salisbury Reds (GSC)	◆	N	£37,771.18	41,989	£0.90
87	Salisbury to Winterslow Saturday Afternoons,	Part	Wheeler's Connect Ltd	◆	N	£6,849.96	25,008	£0.27
91	Chippenham to Dauntsey Vale & the Somerfords	All	Faresaver Buses	◆	6971	£35,228.00	20,210	£1.74
93	Malmesbury - Crudwell - Cirencester	All	Coachstyle	◆	8367	£53,341.99	22,755	£2.34
94	Trowbridge - Westwood - Limpley Stoke - Bath	All	Libra Travel	◆	5786	£45,786.64	32,592	£1.40
158	Shaftesbury - Gillingham - Mere - Wincanton	Part	Dorset County Council	◆	N	£24,410.93	C	C
228	Colerne-Bath (certain journeys)	Part	Faresaver Buses	◆	N	£10,000.08	3,096	£3.23
WBTB	Wootton Bassett are TaxiBus to Broad Town	All	Bradies Private Hire	◆	14845	£25,551.12	16,769	£1.52
BAV	Avon & Bourne Valley Community Bus	All	Community Transport f	◆	1521	£14,000.63	1,885	£7.43
C2W	Connect 2 Wiltshire Pewsey Vale service	All	Wiltshire Council + API	◆	19560	£346,452.00	55,056	£6.29
Mere TB	Mere area Taxibus	All	A & G Minibuses	◆	2910	£25,593.96	4,039	£6.34

Service Number	Service Description	All or part Subsidised	Operator	OAP / Disabled Passes	Cost per annum to public transport budget	Load per annum 2014-15	Subsidy per passenger
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Daytime Rural Services - Infrequent

Total Cost for Daytime Rural Services - Infrequent = £294,313.34

25A	Heath Farm to Wilton Market	All	Tourist Coaches	304	£4,127.16	336	£12.28
28	Wincanton - Mere - Salisbury (Tues & Sat)	All	Tourist Coaches	2150	£15,954.05	5,100	£3.13
36-37	Malmesbury-Bath and Colerne to Chippenham	All	Coachstyle	2229	£12,480.00	2,317	£5.39
39	Bradford on Avon to Devizes Market. Thursday Onl	All	Beeline (R&R) Coaches	1484	£2,433.41	1,528	£1.59
52	Bourton - Dinton & Tisbury to Warminster, Thursd	All	Shaftesbury & District	1702	£6,984.96	1,956	£3.57
54, 55, 56	Warminster villages Shoppers buses 54, 55, 56	All	Beeline (R&R) Coaches	7662	£23,736.49	7,740	£3.07
54, 57	Warminster to Sutton Veny & the Deverills	All	Frome Minibuses		<i>Part of contract for Warminster Town</i>		
64	Hilperton to Bath, Fridays Only Shoppers Bus	All	Beeline (R&R) Coaches	767	£3,661.66	1,680	£2.18
X76	Marlborough - Calne - Bromham - Bath	All	AD Rains	9029	£53,674.72	9,804	£5.47
80-83,51	Maiden Bradley area shoppers services	All	Frome Minibuses	4055	£10,679.64	5,019	£2.13
80	Shaftesbury/Gillingham to Frome/Bath Saturdays S	All	Frome Minibuses	564	£14,705.76	1,788	£8.22
84, 86	East Knoyle to Salisbury & Shaftesbury	All	Tourist Coaches Ltd	462	£23,526.95	3,404	£6.91
86	Semington - Holt - Bath	All	Beeline (R&R) Coaches	1206	£5,700.78	2,008	£2.84
X86	Holt to Bath (early mornings)	Part	Faresaver Buses	34	£3,937.44	600	£6.56
X88	Chitterne & Bratton To Bath Shoppers Bus	All	Real Coaches	2016	£6,968.04	3,264	£2.13
95/60/61/62	Bradenstoke & Foxham area shoppers buses	All	APL Travel Ltd	4842	£46,800.00	6,288	£7.44
96	Monkton Farley - Bradford - Westwood - Trowbridg	All	Libra Travel	7558	£34,089.92	11,904	£2.86
149	Charlton All Saints to Salisbury . WCC contribution	Part	Hampshire C.C	384	£1,400.00	384	£3.65
201	Figheledean - Woodford Valley - Salisbury Shoppers	Part	Tourist Coaches	1300	£2,634.52	1,848	£1.43
210	Figheledean - Upavon - Devizes Shoppers Bus.	Part	Tourist Coaches	1289	£2,634.52	1,452	£1.81
615	Larkhill to Avon Valley College (farepayers)	All	Salisbury Reds (GSC) ♦	0	£4,253.40	5,700	£0.75
WATB	West Ashton Taxibus Service	All	Alpha Taxis	191	£2,110.08	411	£5.13
Malmsby	Malmesbury to Minety Taxi	All	Minety PH	74	£1,299.84	74	£17.57
BC	Malmesbury Taxi-Bus Service from Dauntsey	All	Bradies Private Hire	New	£4,800.00		<i>New Service</i>
HCB	Holt Community Bus. Holt to Chippenham Fridays c	All	Holt Community Bus	480	£3,120.00	480	£6.50
RCT	Froxfield-Hungerford	All	Ramsbury Community Bus	884	£2,600.00	884	£2.94

Evening Bus Services

Total Cost for Evening Bus Services = £639,078.76

70A	Marlborough - Swindon evening service	Evenings	Thamesdown Transport	263	£45,440.97	9,352	£4.86
Hosp	Salisbury Hospital evening service, plus odd journe	Evenings	Salisbury Reds (GSC)	N	£35,322.58	28,161	£1.25
City	Salisbury City evening services, plus odd journeys o	Evenings	Salisbury Reds (GSC)	N	£123,442.96	66,683	£1.85
X5	Pewsey-Salisbury evening service.	Evenings	Salisbury Reds (GSC)	N	£57,035.08	23,739	£2.40
8	8 Salisbury-Andover evening service + X5 to Durrin	Evenings	Sal.Red.s + Stagecoach	N	£93,441.25	51,609	£1.81
53	Swindon to Cricklade evenings	Evenings	Stagecoach West	N	£43,755.48	9,249	£4.73
55A	Swindon - Chippenham evenings	Evenings	Stagecoach West	N	£108,615.40	102,983	£1.05
231	Chippenham - Corsham - Bath	Evenings	First Somerset & Avon	N	£17,250.72	6,835	£2.52
265	Trowbridge-Bath evenings	Evenings	First Somerset & Avon	N	£61,619.48	14,803	£4.16
271	Bath - Melksham - Devizes - Urchfont	Evenings	First Somerset & Avon	N	£53,154.84	14,831	£3.58
C2W	Connect 2 Wiltshire Pewsey Vale Nightbus	Evenings	Wiltshire Council + APL		<i>Part of C2W daytime contract</i>		

Sunday Bus Services

Total Cost for Sunday Bus Services = £165,177.35

5	Swindon - Marlborough - Salisbury	Sundays	Stagecoach West	1357	£24,582.79	9,122	£2.69
City	Salisbury City Sunday services	Sundays	Salisbury Reds (GSC)	N	£26,823.83	23,506	£1.14
City	Salisbury-Tidworth-Andover (Evenings)	Sundays	Salisbury Reds (GSC)	N	£11,264.36	7,215	£1.56
49	Swindon to Devizes	Sundays	Stagecoach West	N	<i>included in Weekday contract</i>		
55A	Swindon - Chippenham (Sundays)	Sundays	Stagecoach West	N	£33,197.69	67,757	£0.49
231 / 271	Chippenham / Devizes to Bath	Sundays	First Somerset & Avon	N	£35,292.28	26,723	£1.32
265	Trowbridge-Warminster	Sundays	First Somerset & Avon	N	£34,016.40	10,460	£3.25

Total Cost to Wiltshire Council Public Transport Budget = £5,076,772.67

- C Contribution to a contract organised by a neighbouring council - latest loading information awaited.
- N Contract only covers part of service so not able to separate out loadings for these journeys.
- ♦ Also carries children to/from School

Appendix 2 Commercially provided bus services

Regular Bus Services in Wiltshire where the majority of journeys are operated as a commercial venture

as at November 2015

The following bus services are mainly operated during the daytime as a commercial venture by the bus company with little or no funding by Wiltshire Council:

Town / City Local Services

<u>Route</u>	<u>When funded by Wiltshire Council</u>
R1 Bemerton Heath – Salisbury Centre – Hospital	Evening journeys between City and Hospital
R2 Salisbury Centre – Bishopdown Estate	Evenings
R3 / PR3 Salisbury Centre – Wilton	Evenings & Sundays + diversion via Park & Ride site
R4 Salisbury Centre – Pauls Dene Estate	Early morning and early evening journeys
R5 Salisbury Centre – Harnham	Early Mornings, Evenings & Sundays
R6 Salisbury Centre – Laverstock	Early morning and early evening journeys
R8 Salisbury Centre – Quidhampton - Ditchampton	Early Mornings, Evenings & Sundays
44 Chippenham town services	Saturdays + diversion via Allington Way
60 Trowbridge town service to Studley Green	Trowbridge to St.Thomas Road journeys
217 Marlborough Town Service	Saturdays + mid afternoon journeys

Interurban Services

<u>Route</u>	<u>When funded by Wiltshire Council</u>
X3 Salisbury – Downton – Ringwood – Bournemouth	Not funded by Wiltshire Council
X5 Salisbury – Amesbury – Pewsey – Marlborough – Swindon	Evenings
X7 Salisbury – Alderbury – Whiteparish – Southampton	Diversion via Landford + journeys via Romsey
Actv8 Salisbury – Amesbury – Tidworth – Andover	Evening Journeys
33 / X33 Chippenham – Calne – Bromham – Devizes	Diversion via Derry Hill plus off-peak journeys
44 Salisbury – Downton – Redlynch – Woodfalls	Early morning and late afternoon journeys
49 Swindon – Avebury – Devizes – Trowbridge	Early Morning, late afternoons & Sundays
51 Swindon – Cricklade – Cirencester – Cheltenham	Not funded by Wiltshire Council
53 Swindon – Lydiard Millicent – Purton – Cricklade	Evenings
55 Swindon – Royal Wootton Bassett – Calne – Chippenham	Evenings and Sundays
87 Trowbridge – Westbury – Erlestoke – Devizes	Saturdays + Late afternoon journeys
231 Bath – Box – Corsham – Chippenham	Evenings and Sundays
265 Bath – Bradford – Trowbridge – Warminster – Salisbury	Evenings and some on Sunday
272 Bath – Atworth – Melksham – Bowerhill	Evenings & Sundays (service 271)
X31 Bath – Box – Corsham – Chippenham	Not funded by Wiltshire Council
X34 Chippenham – Melksham – Trowbridge – Frome	Diversions via Castle Mead and Notton
X72 Bath – Melksham – Devizes – Urchfont & the Lavingtons	Early morning journeys east of Devizes to/from Calne

Appendix 3: DfT Bus Statistics

Local authority	Passenger journeys per head of population	Vehicle miles (millions) on local bus services by local authority, and service type			Non-frequent bus services running on time	Elderly and disabled concessionary passenger journeys on local bus services by local authority	
		Local authority supported	Commercial	Proportion supported		Journeys (million)	Percentage of total passenger journeys
Cornwall	18.7	2.8m	7.9m	26%	82.0%	3.8m	37%
Devon	37.6	6.0m	13.6m	31%	76.0%	11.4m	40%
Dorset	23.9	1.5m	4.8m	24%	81.0%	4.3m	43%
Gloucestershire	32.9	3.1m	7.3m	30%	95.0%	6.5m	32%
Hampshire	24.0	3.2m	12.9m	20%	83.0%	11.9m	37%
Oxfordshire	63.4	3.0m	14.4m	17%	74.0%	8.0m	19%
Somerset	16.4	1.8m	6.3m	23%	78.0%	4.2m	47%
Wiltshire	20.5	3.2m	4.0m	44%	89.0%	4.0m	41%

Source: www.gov.uk/government/collections/bus-statistics

Note: Data refers to latest available year – generally 2014/15 but in some instances 2013/14.