

**Wiltshire Local Transport Plan
Public Transport Strategy Review**

Pre-Consultation Responses

October 2015

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1 Introduction

In February 2011, Wiltshire Council adopted the Wiltshire Local Transport Plan (LTP) 2011-2026 Public Transport Strategy. We are now in the process of reviewing this strategy. This is as a result of continuing and growing pressures on local authority 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.

As a first step, a pre-consultation scoping paper, associated documents and questionnaire was developed to provide key stakeholders and partners with an overview of passenger transport, and an opportunity to shape the scope of the review. The paper, associated documents and questionnaire were made available via the Council's consultation portal between 8 July and 31 August 2015. Five workshops were undertaken during the pre-consultation phase with key stakeholder groups, to discuss the scoping paper, and to provide stakeholders with an opportunity to communicate their priorities, ideas, and concerns. Approximately 160 questionnaires were returned and a bus survey was provided by Christian Malford Parish Council. **It should be noted that the scoping paper was not the review itself, but simply a document that sought to set out the factors that would be used to shape the review. A public consultation exercise will be undertaken on the full review documents in late 2015 / early 2016.**

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

This paper sets out the questionnaire comments received along with the Council's responses.

2 Who responded?

Question 15 in the questionnaire asked "Who are you responding on behalf of?" (see table below):

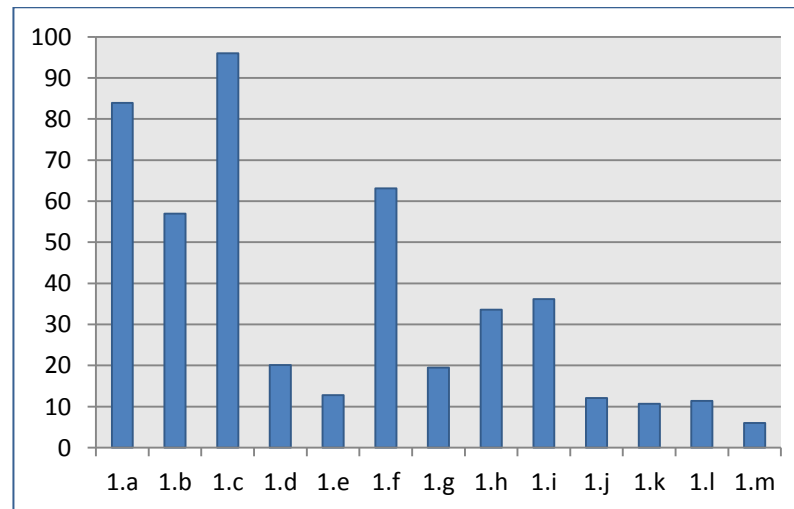
Representing	Number
Answering this survey as a resident/user	83
Answering this survey representing a parish or town or city council	38
Answering as a Wiltshire Council member	8
Answering this survey as a member of the public transport industry	2
Answering this survey as a representative of a voluntary transport group	29
Answering this survey as an organisation representing people who may use public transport	25
Other	15
Total	200

Note: some individuals selected multiple categories, and data does not include submissions received after the closing date.

3 Strategic objectives

Question 1 asked “There are a number of existing strategic transport objectives held within our Public Transport Strategy. Given that the financial climate has changed markedly and that the Council needs to make large savings to balance the budget which 5 of the following do you think are most important? (YOU MAY TICK UP TO 5 BOXES ONLY)” (see table and chart below):

Objective	Ref	Responses (%)
Support for the vitality, viability and strength of the Wiltshire economy and market towns by providing access to employment, education and training and providing access to shops and services for potential customers	1.a	83.9
Support for sustainable transport such as walking, cycling, bus and rail rather than just the car	1.b	57.0
To provide access for those without a car to essential services e.g. health related facilities or shops, and to enable them to live independent and active lives	1.c	96.0
To reduce the level of air pollution and climate change emissions	1.d	20.1
To support new growth and mitigate any traffic impacts	1.e	12.8
To reduce barriers to transport for people with disabilities and mobility impairment	1.f	63.1
To reduce the impact of traffic on peoples quality of life and natural environment	1.g	19.5
To improve road safety and reduce road casualties	1.h	33.6
To reduce the need to travel particularly by private car	1.i	36.2
To promote travel modes beneficial to health	1.j	12.1
To improve the resilience of transport to impacts from, for example, adverse weather, climate change and oil use	1.k	10.7
To improve access to the countryside	1.l	11.4
To enhance journey experience for transport users	1.m	6.0



4 Current policy position

A number of national and local policy documents were summarised in the scoping paper. **Question 2** asked respondents “*The pre-consultation document mentions a number of plans, strategies and research documents that it has taken into account. Do you think that there are other documents that should be included? (please say)*” (see table below):

The pre-consultation document mentions a number of plans, strategies and research documents that it has taken into account. Do you think that there are other documents that should be included? (please say)	Wiltshire Council response
Individual Town or Parish Plans and all Neighbourhood Plans	Comment noted.
A look at pilot public transport initiatives such as the electric buses with Arriva in Milton Keynes and electric cars for midwives in Lancashire. If the council is moving to social care at home, the carers will be making more car journeys, some quite a distance and at peak times, this needs to be considered and all transport pilots should be investigated for suitability. Even to the point of carers being based where they work - sheltered housing in a village/urban environment. Consider the cost benefits of installing charging points for electric vehicles and reducing the initial cost of purchasing electric vehicles (cars MPVs and buses) against continuing with low air quality and high use of oil fuel transport.	Document references noted. The Council is implementing electric car charging points and will continue to consider this and other options (e.g. electric buses) on a case-by-case basis as and when funding becomes available.
Age UK paper on the effects of Social Isolation on Older People	Comment noted.
All central government policies which impact on rural citizens e.g. care in the community and access for patients and visitors to main hospitals, education and training including night school/specialist skill training, sports activities, cultural activities, access to trains to reduce car use and to provide for those without cars, compliance with EU air quality rules, access to local govt. Etc facilities at a central campus for each market town with a feeder bus where needed i.e. where located other than in town centres already within walking distance of bus services, coordination of buses and trains e.g. Pewsey station and feeder buses to villages between Pewsey and Devizes, coordination of bus timetables so that villagers can travel easily between villages and main centres e.g. Swindon/Salisbury/Bath/Bristol, use of local buses as delivery/collection points for mail/ parcels/deliveries by commercial firms and library books where mobile library no longer calls-- where is the core document which shows{with hyperlinks} all the transport and non transport policies which are being brought together - if none, then produce one now so that all interested parties can readily see what has/has not been taken into account so that they can make informed decisions. Keep this info. Up to date e.g. Railtrack's cost cutting will rule out some far fetched ideas cost such as a rail interchange at Lydney on the a342 so don't waste any more time on it and tell Devizes plan makers to revise accordingly.	Identified and relevant studies will be considered as part of the development of the review. It is considered that putting together an all-encompassing document showing all transport and non-transport policies would be very difficult and time consuming both to initially develop and to keep up-to-date. Potential major transport schemes such as new railway stations will be considered by the Swindon and Wiltshire Local Enterprise Partnership.
Any Local plans	Comment noted.
Devizes Transport Strategy 2012, Wiltshire Council It supports public transport to tackle congestion, air pollution and social inclusion	Comment noted.

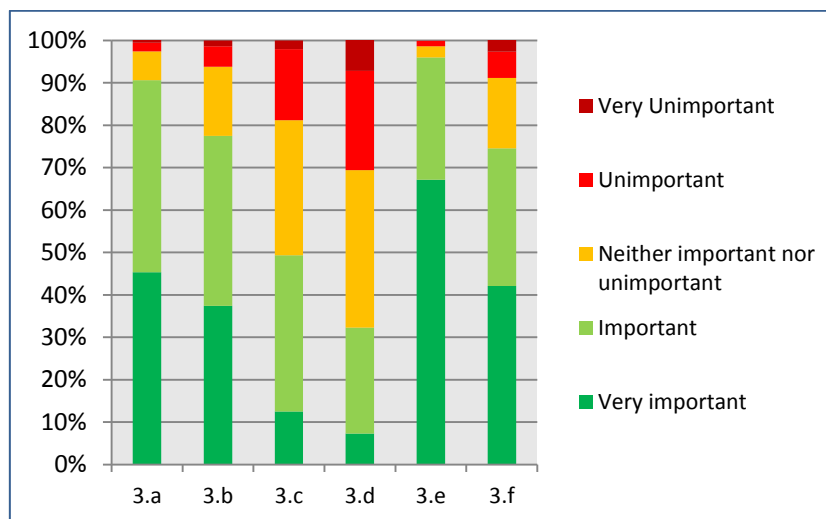
The pre-consultation document mentions a number of plans, strategies and research documents that it has taken into account. Do you think that there are other documents that should be included? (please say)	Wiltshire Council response
Do individual parishes have any relevant material?	The pre-consultation exercise was seeking to establish this.
Don't know what other documents have been taken into account but cycling infrastructure in Wiltshire is woeful. Even new infrastructure is poorly designed which renders it largely unusable and therefore a waste of money. Wiltshire needs to look to other countries for guidance and examples of well designed infrastructure which as a consequence is heavily utilised.	The Wiltshire Local Transport Plan Cycling Strategy sets out the Council's approach to cycling in Wiltshire.
Have you considered the findings of the Age Scotland report into the benefits of community transport in Scotland, see http://www.ageuk.org.uk/Documents/EN-GB-SC/Still Waiting campaign/Driving Change.pdf . I copy the following from the conclusions of this paper, which shows the clear physical and financial benefits to individuals, health services and local authorities, of investing in community transport. Expansion of community transport might be a viable targeted alternative that would allow for the large scale closure of a significant proportion of the Wilts bus services of the magnitude that is required in order to make the required public transport savings. pp33: For those in rural and remote communities underserved by commercial bus routes or for those who are infirm and are unable to get to their nearest bus stop, community transport services afford people the opportunity to get out of their home. Although many outcomes are difficult to measure, this report also draws out a number of objectives on which community transport delivers, such as helping older people maintain their independence and improving their quality of life. 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.	Document reference noted. Community transport forms part of the current approach to passenger transport as set out in the Wiltshire LTP Public Transport Strategy and its potential future role is being considered with community transport providers and service delivery partners as part of the review.
I have no idea. However the above can be taken a number of ways. I want to see public transport as a viable alternative to the car - reliable, accessible, quick, affordable, clean, comfortable. The rest is policy gobbledygook.	The general approach of the Wiltshire Core Strategy and Wiltshire Local Transport Plan is to support sustainable transport modes such as walking, cycling and public transport. However, the Council is facing significant budget pressures which means that all Council services have to make savings. The purpose of the review and consultation is to understand how best to make these savings.
I'm personally new to the Community Transport arena, but would guess that the CTA (Community Transport Association) would have themselves some supportive reporting that would be helpful.	Comment noted.
Individual Town or Parish Plans and all Neighbourhood Plans	Comment noted.
Joint strategic assessment covering age distribution and remoteness of specific areas	Comment noted.
Neighbourhood Plans may have comments on Public Transport	Comment noted.
Public opinion	Comment noted. A 12 week public consultation exercise will form part of the review, to commence in late 2015/early 2016.

The pre-consultation document mentions a number of plans, strategies and research documents that it has taken into account. Do you think that there are other documents that should be included? (please say)	Wiltshire Council response
<p>Since the plans, strategies and research documents listed total over 1800 pages of text, I haven't been able to put aside the hours of time it would take to read them all, digest the contents and then discern whether anything else might need to be included. Perhaps some evaluation of the changing socio-economic make-up of rural villages. As house prices increase, and many properties are second homes, affordable housing is rare, local people become less able to afford local housing, demand for public transport decreases, those few who use it have to move because the service no longer meets their needs...and so the cycle of rural demise continues.</p>	<p>The issue of meeting Wiltshire's housing needs and providing affordable homes forms part of the adopted Wiltshire Core Strategy.</p>
<p>The consultation on the Pewsey Connect2 service should be considered as part of this consultation.</p>	<p>The findings of this consultation will be considered as part of the review.</p>
<p>The future of CT groups in relation to Operator Licensing and Section 19/ 22 permits. Details can be found on the Route One website.</p>	<p>We are aware of and are keeping abreast of these issues</p>
<p>The Future of Transport in an Ageing Society - International Longevity Centre, UK</p>	<p>Comment noted.</p>
<p>The Wiltshire Council Campus Plan</p>	<p>Comment noted.</p>
<p>CTA State of the sector report</p> <p>Written submission from the CTA to the Transport Committee in connection with the inquiry into the funding of bus services in England (outside London) in light of the outcome of the comprehensive spending review</p> <p>CTA evidence to transport committee inquiry into transport in isolated communities</p>	<p>Comment noted.</p>
<p>Neighbourhood Plans may have comments on public transport</p>	<p>Comment noted.</p>
<p>The Wiltshire Council campus plans</p>	<p>Comment noted.</p>

5 Bus Services

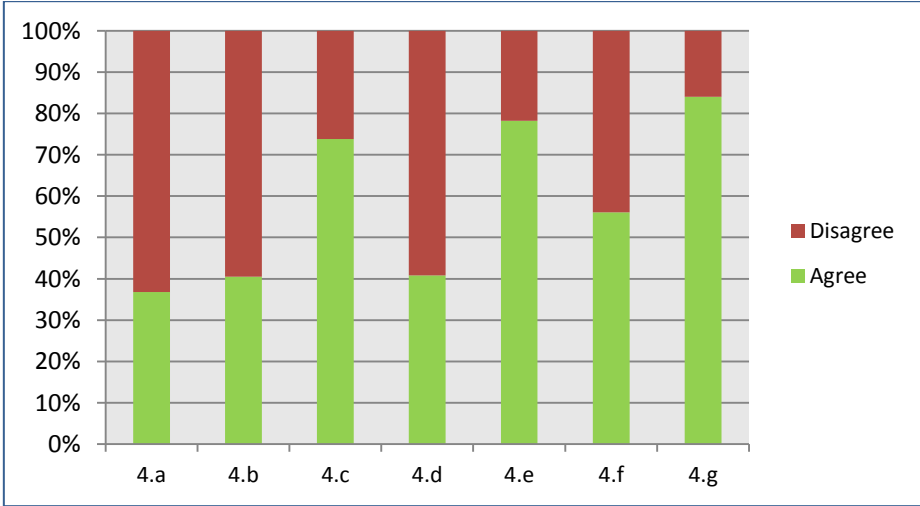
Question 3 asked respondents “*Bus services are currently grouped into a number of categories. Given the financial situation and the need to make substantial cost savings which of the following categories do you feel it is most important for the council to support.*” (see table below):

Bus services are currently grouped into a number of categories. Given the financial situation and the need to make substantial cost savings which of the following categories do you feel it is most important for the council to support.	Ref	Very important	Important	Neither important nor unimportant	Unimportant	Very Unimportant
Strategic network routes linking the main towns within and beyond Wiltshire	3.a	45.3%	45.3%	6.8%	2.0%	0.7%
Town/city day time services (running entirely within a town or city linking the main housing areas and the centre)	3.b	37.4%	40.1%	16.3%	4.8%	1.4%
Evening services (those which operate after 8pm)	3.c	12.5%	36.8%	31.9%	16.7%	2.1%
Sunday and Bank holiday services	3.d	7.3%	25.0%	37.1%	23.4%	7.3%
Rural regular services (linking smaller towns and rural areas and which generally have at least 4 journeys in each direction on 5 days a week)	3.e	67.1%	28.9%	2.6%	1.3%	0.0%
Rural infrequent services that serve rural areas generally on only certain days of the week	3.f	42.1%	32.4%	16.6%	6.2%	2.8%



In response to **Question 4**, “The following question asks you to agree or disagree to a number of statements about potential changes to bus services based on the financial savings that could be made and the present usage levels?”, the response was split as follows:

The following question asks you to agree or disagree to a number of statements about potential changes to bus services based on the financial savings that could be made and the present usage levels?	Ref	Agree	Disagree
The Council should withdraw support for those work journeys (classed as before 0900 and after 1700 weekdays) that are poorly used	4.a	36.8%	63.2%
On ‘rural regular’ services it would be better to retain the current frequency but operating only on 3 days a week rather than trying to provide a less frequent service every day of the week	4.b	40.5%	59.5%
It is better to withdraw evening services (classed as those after 8pm) so as to protect day time services	4.c	73.8%	26.2%
It is better to withdraw or reduce the service on Saturdays so as to protect Mon- Fri services	4.d	40.8%	59.2%
It is better to withdraw or reduce Sunday services so as to protect Mon- Fri services	4.e	78.2%	21.8%
Bus fares should be increased if this would help to reduce the need for service reductions to some extent	4.f	56.1%	43.9%
If funding is limited, the priority should be to provide services for people who have no alternative rather than to encourage people out of their cars	4.g	84.0%	16.0%



Question 5 asked respondents “Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?”

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
* Protect regular Monday-Friday services. There is less scope for people to get lifts from family or friends during normal working hours. * Encourage communities to plan evening (for young) and weekend (for all) bookings of buses on commercial basis.	Comment noted.
1. priority should be to provide bus services for people who have no alternative rather than to encourage people out of their cars. 2. as a matter of principle, why not - particularly for routes and times where number of passengers is low - spend less on these services and more on minibus community type services	Comment noted.
Use minibuses - most rural buses have only 1 or 2 people on board.	Council contracts do not require an operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet.
A charge of say £1 could be made for all pensioner bus passes.	This is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.
Please see attached results to a bus survey that the Parish Council asked residents to fill in re their current use of the bus service.	Comment and survey noted.
Access to healthcare must be protected at all costs. It is vitally important that car users are encouraged to use public transport, to avoid further clogging of our over-crowded road network.	Comment noted.

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
<p>Advertise the services in village and local shops. Brand the buses in a way that they are obviously Wiltshire Council routes to make the supported network more visible. Buses in the operators' liveries 'dilute' the image of a network. Try and structure routes so there is a traffic generator at both ends (i.e. not the traditional houses to town centre route), this will generate more trips in both directions for more of the working day. So extend the outer end of a route to the nearest out of town superstore rather than end it on a housing estate e.g. Chippenham Town Centre to Morrisons/Sainsbury's via the residential areas. Finally stop giving planning permission to large housing estates not already on a frequent bus route. Concentrate Chippenham's expansion as high density along existing major bus routes, and build in bus-only roads into new developments such that the new high density housing will produce the required population density that will support commercial bus routes so you don't have to subsidise them. Make this part of the planning permission that developers fund the busways. I suggest you visit Almere in The Netherlands to learn how this can be done see http://www.humantransit.org/2010/10/aimere-netherlands-as-bus-oriented-development.html and http://www.humantransit.org/2010/10/guest-post-richard-lenthall-on-the-busways-of-aimere-netherlands.html</p>	<p>Comments on route design noted. Many supported services are operated by buses which also run commercial services at other times, so branding would be confusing.</p> <p>The accessibility of large development sites by walking, cycling and public transport is considered at both the strategic level (i.e. for possible inclusion of the site in the Wiltshire Core Strategy) and when planning applications are submitted (i.e. through transport assessments). Core Policy 61 'Transport and New Development' of the adopted Wiltshire Core Strategy is also relevant here. In Chippenham, accessibility issues have also been considered as part of the Chippenham Transport Strategy (similar transport strategies have been developed for Devizes, Salisbury and Trowbridge). Core Policy 45 'Meeting Wiltshire's housing needs' deals with the type, mix and size of housing in Wiltshire and Core Policy 45 includes that "<i>Where appropriate, contributions will be sought towards sustainable transport improvements and travel plans will be required to encourage the use of sustainable transport alternatives...</i>". The document reference is noted.</p>
<p>Any transport designated for the transportation of vulnerable adults and children should be jointly prioritised with work and educational transport.</p>	<p>Comment noted.</p>
<p>As a care home in Countess Road, Amesbury Wiltshire whose residents have learning disabilities, physical health issues and have mobility issues which make the majority of them wheelchair bound, we consider it of the utmost importance that they continue to get hospital transport and wheelchair accessible transport to access the community. You have already withdrawn public transport services from our area.</p>	<p>Comment noted.</p>
<p>As the majority of your passengers will be elderly persons using the free bus pass, I think you should consider making available on a regular but infrequent basis services that connect surgeries and hospitals to rural communities.</p>	<p>Comment noted.</p>
<p>Ask the Town Council's to consider supporting the Town Services (they may have to increase their precept but at least they can without being penalised by Central Government).</p>	<p>This issue was also raised in the pre-consultation workshops. The Project Board will consider whether to include a related question in the public consultation.</p>
<p>Better marketing of services. Accurate timetable information more readily available. Providing reliable vehicles, and ensuring that drivers have a co-operative attitude. Any service that connects towns and villages by a direct route and so is attractive to use should be preserved and promoted.</p>	<p>Publicity, promotion and marketing are important, but operator experience is that they only lead to significant increases in use where the service is frequent enough to be attractive to non-users. Also, income/savings for the Council would only result from an increase in fare paying users (not bus pass holders).</p> <p>The Council's bus information strategy will be revised as an outcome of the review, with the emphasis on helping to maintain</p>

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
	and enhance the viability of commercial and near-commercial services and inform users of the availability of other services, but not with the expectation that this will significantly increase income on supported services.
Buses that may join villages and towns can often travel with few passengers, who maybe bus pass holders. This is very costly. The bus is an important link between villages and towns and you could say in underutilised. In Sweden buses in rural parts also act as delivery vehicles and the link to post offices, often delivering or collecting parcels. They have a sort of trailer on the back to transport items to villages and towns.	Comment noted although considered to be unlikely to be feasible on a scale that would create significant income.
Buses that run within Town and City limits carry more people, however, these same people would have to walk or cycle (or take a taxi) if the bus was not so convenient i.e. to school and to work. A radical step would be to make routes around town centres pedestrian and walker priorities with taxi access and all other "through traffic" routed around. Fast reliable bus services to all the counties rail stations to connect with trains and cross county bus routes for commuters at fares that compete with parking charges. The Devizes to Pewsey and Devizes to Melksham stations for example. Make school children use local bus services instead of providing them with an easy school only option. Some school buses have capacity to pick up other users but are not allowed to - why not? Wiltshire has a number of older and disabled people who could afford to pay a fare - restrict or remove bus passes, especially at peak times. Switch to Electric buses like Milton Keynes trial to improve air quality. All towns to have bike and trike plus mobility bike hire available. More park and rides that run past 7pm. The biggest problem is recruiting drivers and that needs addressing.	Core Policy 60 'Sustainable Transport' and Core Policy 45 'Transport and New Development' of the adopted Wiltshire Core Strategy seek to reduce the need to travel particularly by private car and support more sustainable modes such as walking, cycling and public transport. However, the implementation of extensive non-car routes/areas can lead to longer journeys, increased congestion, rat-running, etc which can in turn increase air pollution and carbon emissions. Therefore, any such proposals need to be very carefully considered and planned i.e. through the development of area transport strategies. Improving bus services (e.g. rail links, or evening park & ride) requires additional resource which experience shows would not be paid for by income generated, and is not affordable when council funding is being cut. School transport is already fully integrated with public transport and children travel on public buses where there is capacity and this is the most cost effective option. Current legislation does not allow restriction or removal of bus passes for travel between 0930 and 2300, the times specified in the concessionary fares legislation. The cost and risk of introducing electric or other ultra low emission buses is currently too high for operators to contemplate without financial assistance – opportunities to bid for Government funding are taken when available and appropriate.
City centre car parking should be used to subsidise bus journeys to discourage driving into our city centres.	A car parking review has recently been undertaken with revised charges in many areas planned to become operational in late October 2015.
Community Transport Schemes are vital, and must be protected at all costs	Comment noted.

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
Discourage the Ministry of Defence putting families in Married Quarters that are not on regular bus routes and then wanting extra buses run past their Married Quarters!	Comment noted.
Divert funding from councillor expense claims and management tiers that are self serving and not for the electorate.	Comment noted.
Do away with the extra services on Tuesdays and Saturdays as mostly they run at the same time as service buses.	Comment noted
Don't cut funding for public transport full stop. It's short sighted, you can't keep assuming that the voluntary sector will pick up the slack.	Comment noted. The community transport groups and voluntary sector representatives will be further engaged during the public consultation exercise.
Ensure that rural bus services receive proper shares of other budgets e.g. education, health, care in the community, to reflect that they are joined - up e.g. what use is an educational facility if rural youth etc can't get to it and back home late at night	Comment noted. The Council will consider impacts on other services and budgets when deciding how to allocate funding
Extend bradies taxis or similar for the rural areas as the most physically disabled are unable to use bus services. Have this subsidised and advertise so people know about it. Contact those that use the bus services- leaflets on the busses to get a true idea of what is needed. Some people work on Sundays and bank holidays so need the buses and often those most vulnerable attend groups in the evenings so if they can use buses it is encouraged rather than funding requests for transport. The impact is likely to hit the vulnerable and adult care/ CTPLD/ MH budgets.	Comments on needs and priorities noted. Bus users will be consulted during the public consultation exercise. Demand responsive services can be useful but are generally expensive to operate
Free bus passes for OAPs - introduce a small charge for each journey (50p) or for the bus pass (£10 or £20 pa) or make it means tested. Many users are well off and could afford to pay whereas some users need that pass.	This is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.
Charge everyone, even those with free bus passes (a nominal amount for these, say £1).	This is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.
Funding is essential to Community Transport survival, without, this will have an immense impact and without any doubt. The elderly, people with limited mobility and disabled should be protected.	Comment noted. An equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups.
Get rid of free bus travel of pensioners	This is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.
Has any survey's been done?	The pre-consultation work has included looking at the results of previous route based consultations which give an idea of the demographic characteristics of people using Council funded bus services and the sorts of journeys being made. A public consultation exercise on potential options will take place in late 2015 / early 2016. Consultation on options will include on-bus questionnaires to allow users to give their views. Parish surveys may be helpful at the implementation stage when new

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
	services are being planned.
I disagree with reducing public transport. Getting people out of their cars is a fundamental in addressing the effects of climate change.	Comment noted.
I have no suggestions and I think all services should be protected at all cost.	Comment noted.
I think that a survey of sometime has to be carried out to decide how many rural and occasional services are used. Some could probably be completely taken out and others which are used much more would then possibly remain the same.	Public consultation on options will include on-bus questionnaires to allow users to give their views. Parish surveys may be helpful at the implementation stage when new services are being planned.
I think that services allowing people to work are important even if not many use them	Comment noted.
If bus fares were reduced it would encourage more people to use the service. You have to run the service anyway, much better to have more people using the service so you would get more money in. More work should go into encouraging people to use the bus service for the poorly used work journeys to make them more profitable. There is a stigma about using the bus which if it was removed then more people would travel. In large cities the bus is an accepted form of transport in Salisbury the majority of people would not dream of using the bus, they use their car instead.	Operator experience is that additional patronage is generally not sufficient to offset the impact on income of lower fares; particularly on services where frequency is not sufficient to make the service attractive to non-users . Publicity, promotion and marketing are important, but operator experience is that they only lead to significant increases in use where the service is frequent enough to be attractive to non-users. Also, income/savings for the Council would only result from an increase in fare paying users (not bus pass holders).
Insist that bus journeys are 99per cent reliable, accessible, quick, affordable, clean, comfortable. That way the transport would be used and therefore viable.	These factors are all important, but operator experience shows that frequency and convenience of service is the most important, and that it is very difficult to achieve viability where there is not enough population to justify a relatively frequent service.
Instead of giving out so many free bus passes, maybe have these customers pay half of a fare instead.	This is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.
It is important that people who have not other means of transport have access to essential services. This includes the need to get to/from work not just between 9-5 mon-friday. More and more people are working 2 jobs and often work shift work and live in a rural area.	Comment noted.
It is important to protect rural services. Where there are new CAMPUS facilities being set up by Wilt Council it is imperative that there are rural bus services to allow access for teenagers particularly.	Where planning permission is required for Campus facilities, accessibility issues and options will be included in the associated transport assessment.
Look very closely at similar services to work out where they can be combined, either removing route completely or making two into one longer route. This has happened very successfully with the combining of P&R with the standard service.	Such matters will be considered in the development of potential bus service options.

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
<p>Make it easier to pay for bus fares by introducing contactless debit card payment on buses. Make timetable information more accessible. Optimise bus size. Ask better-off to voluntarily contribute to cost of free pensioner bus passes. Look at more creative sharing of other vehicles - e.g. other council-owned or operated vehicles (the post-bus concept) particularly if driving regular routes, also supermarket home food delivery vehicles could be used. Service for people with no private transport option should be protected.</p>	<p>Smartcard ticketing is being pursued separately but will not have a major impact on the viability of supported services. Legislation does not permit asking pensioners to contribute to bus pass costs. Community First already operate a minibus sharing scheme (WaV VeS) but like similar schemes in other areas they find it difficult to encourage minibus owners to take part.</p>
<p>More use of bus services is possible when better services are provided</p>	<p>Comment noted.</p>
<p>My biggest concern about these cuts is that whatever reduction is made now will be lost forever; that public transport funding will not be regenerated even if future budgets allow, once people have had to find alternative means to get themselves around. At a time when the general consensus is that the mid-to longer term future must lie with a mixed transport economy with less reliance on individual cars and more communal methods of transport, reducing particulate air pollution and congestion, more walking and cycling, reducing journeys overall through home-working, localism etc, this consultation seems somewhat counter-intuitive.</p>	<p>While the general approach of the Wiltshire Core Strategy and Wiltshire Local Transport Plan is to support sustainable transport modes such as walking, cycling and public transport, the Council is facing significant budget pressures which means that all Council services have to make savings. The purpose of the review and consultation is to understand how best to make these savings.</p>
<p>People travelling for economic or health reasons are a priority, and we should support evening services which breathe life into towns' leisure economies. HOWEVER the current enormous cost of in-town services should be significantly subsidised, or met entirely, by the towns themselves, with perhaps higher fares. There also seem to be some gold-plated routes in need of urgent review.</p>	<p>Comment noted.</p>
<p>Perhaps the Parish Council's could offer small grants for bus passes to those in need. The rural bus services to the Secondary Schools should absolutely be protected at all costs.</p>	<p>Parish Councils are and will be able to fund ways of meeting local needs that are not met in other ways, and this could include issuing vouchers or passes for bus or taxi travel. Any bus pass would however have to be separate from the national bus pass, as this can only be issued to people who meet the eligibility criteria specified by legislation. The council has a statutory duty to provide free transport to the local secondary school for children living more than 3 miles away, and will continue to provide this whatever the outcome of the review.</p>

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
<p>Please protect the routes that go through the villages. I live in Sherston and need the 41 route to Yate. I would also like to have (and often need) a decent, more frequent service to Chippenham than currently offered on route 36. This service takes a very long time to reach Chippenham and Going via Malmesbury to connect with route 92 takes just as long. I would very much like to be able to get a bus from Sherston to Tetbury rather than trying to arrange travel on the Dolphin Community Bus. I believe that the council tax we pay should give us a bus service that means those of us without cars, can actually get out and about outside of the village. We should not be forced to rely on community and voluntary transport schemes.</p>	<p>Comment noted.</p>
<p>Possibility of rerouting some of the services to take in more villages even if this means longer journeys for some passengers. Reduce the size of buses which are underpopulated to minibuses. Extend opening times of park/drive parks so that commuters can use the buses.</p>	<p>Matters such as rerouting will be considered in the development of potential bus service options. Council contracts do not require an operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet. The Council has worked with the new operator of Salisbury's Park and Ride services to enable extended use by commuters, etc.</p>
<p>Priority should be: reliable services for those without their own transport, to enable them to carry out their basic needs - shopping, health, wellbeing an overriding commitment to reduce carbon emissions, from the buses themselves and be encouraging people out of cars. Any reduction of the bus service will certainly increase car use (personal or by taxi) so increasing emissions.</p>	<p>Comment noted.</p>
<p>Protect at all costs services that allow places of employment, schools, hospitals, clinics etc to be accessed.</p>	<p>Comment noted.</p>
<p>Public transport in Wiltshire is already very poor. To reduce it further, seriously disadvantages those without access to private transport - both young and old. People work all hours, across 7 days a week these days. The money needs to be found or raised to support existing services.</p>	<p>Wiltshire Council has so far reduced spending on public transport less than many other authorities, and services are relatively good compared with many other rural areas. An equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups.</p>
<p>Reduce area board grants and protect bus services to rural communities especially those times to get people to and from work. Increasing fares no good if the majority of people have bus passes. Lobby government to get rid of bus passes for well off pensioners.</p>	<p>Comments noted. Removing bus passes for pensioners is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.</p>
<p>Reduce the frequency of services to at least 15 minutes apart e.g.: P&R. Must keep a service for those who have no other option but these will always be low volume usage because so many have cars.</p>	<p>Comment noted.</p>

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
Reduce the size of the buses for non peak times which would be cheaper to run. Peak period should be protected at all costs to enable people to get to work.	Council contracts do not require an operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet.
RUH hopper bus as it is frequently used by people who are most vulnerable and who may not be able to access hospital appointments if this service wasn't provided, The LINK scheme is equally important for the same reasons.	Comment noted. The Hopper service is subject to a separate consultation.
Rural regular services e.g. 25 and 26 routes to Salisbury which are well used must be protected. Rural infrequent services e.g. one day a week to Shaftesbury, Tisbury, Warminster, etc. also need protecting. Residents in isolated rural areas need services for transport but also for social interaction.	Potential bus service options will be considered in the review and consulted on as part of the public consultation in late 2015 / early 2016.
Rural services to outlying villages where there is no alternative transport to service centres must be protected.	Comment noted.
Rural services which enable people to travel to and from work	Comment noted.
Services between major towns and serving villages on the route should be protected at all costs. Target services to link to events e.g. run Sunday services to Salisbury only when Sunday markets are held.	Comment noted.
Services to rural villages, especially those which do not have a Post Office or Shop, must be protected.	Comment noted.
Services to the villages MUST be protected	Comment noted.
Services which are for work/college/6th form journeys should be protected.	Comment noted.
Shared taxi style services would make better use of resources in rural areas.	This may be an option in areas with very few users. Possible to use taxibuses / shared taxis to provide a contracted public transport service where they are the most cost effective way of providing the required level of service. Area Boards / parish councils may consider taxi vouchers as an alternative to community / voluntary transport to meet local needs.
Skeletal services in rural areas suit very few, it is almost impossible to use rural transport to keep appointments. Maybe more cost effective to scrap the rural services and issue 'taxi' tokens for those in most need. Promote and support neighbourhood transport schemes such as Link. Reduce the size of buses on rural routes, a minibus would be more suitable/cost effective.	May be an option in areas with very few users with vouchers preferable to tokens to prevent misuse. Would need to issue a high value per user if intended to compensate for regular bus use; would need a robust procedure for determining eligibility to limit cost. If a realistic option, may best be administered and funded locally by parish councils. See response below re using smaller buses

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
Smaller more economic buses. Part time volunteer drivers , on rural routes .	Council contracts do not require an operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet. The pre-consultation feedback has given a strong message that volunteer drivers are very difficult to recruit and retain.
Social Media & a Bus Ambassador with knowledge & interest of buses and a frequent bus user I have given a name of Horace Prickett. Advertising Wiltshire Council should realise the need for buses and the increase in age of population. A thorough bus task group comprising those who have usage & knowledge of buses. All forms of public transport have a blockage with the Council.	Through the Wiltshire Core Strategy and Wiltshire Local Transport Plan the Council supports and encourages the use of sustainable transport modes such as public transport. The Council's Passenger Transport Unit includes officers with extensive knowledge and political direction is provided by Councillor Horace Prickett (Portfolio Holder for Public Transport). As part of the review, interested and relevant parties have been and will be included through consultation events, the Project Board and the Scrutiny Task Group.
Stop the use of large vehicles on the rural routes which have few passengers and tailor the size and running costs of vehicles according to the demand for the service; some routes may have very few passengers but those who do use the service probably really need and appreciate it. But far too often we see a full size bus being driven around the lanes with just 2 people on it and one of those is the driver. Investigate the potential of liaison with other organisations - such as bus passengers being allowed to use the school buses, as they always used to.	Council contracts do not require an operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet. Linking school transport with subsidised bus routes to save money is already done where possible.
Suggest you actually increase the precept instead of artificially holding it as is and having all these funding problems	This issue was also raised in the pre-consultation workshops. The Project Board will therefore consider whether to include a related question in the public consultation.
Support the rural areas. Town and City have a much wider range of alternatives	Comment noted.

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
<p>The above statements rather miss the point of a review, which should be to examine (a) best value for money and (b) opportunity to deliver services more efficiently. The questions assume value judgements about travelling after 8pm, on a Saturday or Sunday. Or that poorly used services cannot be improved, better targeted or better served by a more appropriate method. If the purpose of the above questions is to establish principles my suggestions are (a) reduce duplication, (b) increase levels of usage by improving marketing and information. We need an ambitious programme of investment e.g. capital from the LEP grants for excellence in waiting facilities and travel information. We also need to consider the benefits of investing now to save in the long run. For instance, would a two year kick start to increase frequency of inter urban routes lead to a more commercial service? Could that be deemed a programme of capital expenditure? Data: without good quality ridership data the review will be planning in the dark somewhat. Can there be sampling on each of the routes? Could not the communities be organised to assist in this task? It would raise awareness, increase ownership and encourage local problem solving.</p>	<p>The aim of the pre-consultation has been to develop high level principles and options which can then be tested in the full public consultation. This would then be followed by an implementation phase in which individual services will be considered using more detailed ridership data. Parish / community surveys might be able to assist at this stage. Most inter-urban routes are already commercially operated. Discussions with operators about the scope for further expansion of commercial operation suggests that those that are not already, are probably too far from viability to be able to become fully commercial even with kickstart investment, although this is something that will be explored further</p>
<p>The approach described in questions 3 & 4 above is insufficient to properly address and analyse the issue. Statements that e.g. evening services are more important than town services or strategic services, or Saturdays are more important than Sundays, rather misses the point - which is, that for example some strategic routes and times may be very important; others less so. Some evening services may be easily cut as little used; others may have a real need to remain e.g. to get a vulnerable group to a weekly event. Far greater depth of analysis is required in order to map the actual known and potential future requirement for bus services against known / expected future needs. This probably needs to be done on a route-by-route and time of day/day of week basis. It appears this level of granularity is unlikely to be explored in this consultation process, meaning that the outcome is likely to be seriously detrimental to some groups of residents, whose need is being met by what is deemed overall to be a less important type of bus service which is therefore most likely to be cut</p>	<p>The aim of the pre-consultation has been to develop high level principles and options which can then be tested in the full public consultation. This would then be followed by an implementation phase in which individual services will be considered using more detailed ridership data and knowledge of local circumstances.</p>
<p>The priority has to be to reduce car dependency. As more people move into the area (e.g. Army Rebasing) car use will continue to grow. Building new roads to accommodate ever more cars is not sustainable or affordable, and in areas such as Salisbury Plain, not possible. In many areas there is frequent gridlock on the roads, not just from local traffic but also traffic transiting across the county. This stifles economic activity and causes increased air pollution. A long term strategy is required, not policies that simply react to budgetary constraints.</p>	<p>Long-term strategy documents such as the Wiltshire Core Strategy, Wiltshire Local Transport Plan and Swindon and Wiltshire Strategic Economic Plan set out realistic policies and proposals which include seeking to reduce the need to travel particularly by private car and encouraging sustainable transport. However, the Council is facing significant budget pressures which means that all Council services have to make savings. The purpose of the review and consultation is to understand how best to make these savings.</p>
<p>Try to keep as many people with a service of at least two buses a day.</p>	<p>Comment noted.</p>

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
Use Smaller buses which use less fuel. Run some day services less frequently while maintaining the early morning and late afternoon services to enable people to get to and from work, colleges and training schemes.	Council contracts do not require an operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet. Similarly, reducing service frequencies in the middle of the day while maintaining early and late journeys would save little money as the bus and driver would still need to be paid for.
Use imagination and work with enthusiastic hard working people within the community and not treat bus users as second class citizens. As with early wigglybus a lot of work was done by volunteers to market the service but in later years this has fallen away. And as a council stand up to central government so look after the people in Wiltshire that need and wish to use public transport reducing the congestion within our towns. Come on get out of your offices and talk to the people not just the users but those who might wish to use a bus I could go on but with my passion for social inclusion it is time for action now.	Council officers have researched best and good practice nationally, and will consider all suggested options as part of the review. Community and voluntary representatives have participated in all the pre-consultation workshops as it is recognised the good work that is done by volunteer/community organisations and the potential future role that they could play. The Council stands up for the people of Wiltshire and does raise issues with central government when it is considered appropriate. However, the Council also has to operate within the rules and regulations set by central Government. The pre-consultation and public consultation exercises will enable all interested parties to have their say on the review.
Use smaller (Hopper) buses	Council contracts do not require operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet.
Use smaller buses (i.e. cheaper to run) at non peak times Peak periods to enable people to get to work	Council contracts do not require operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet.

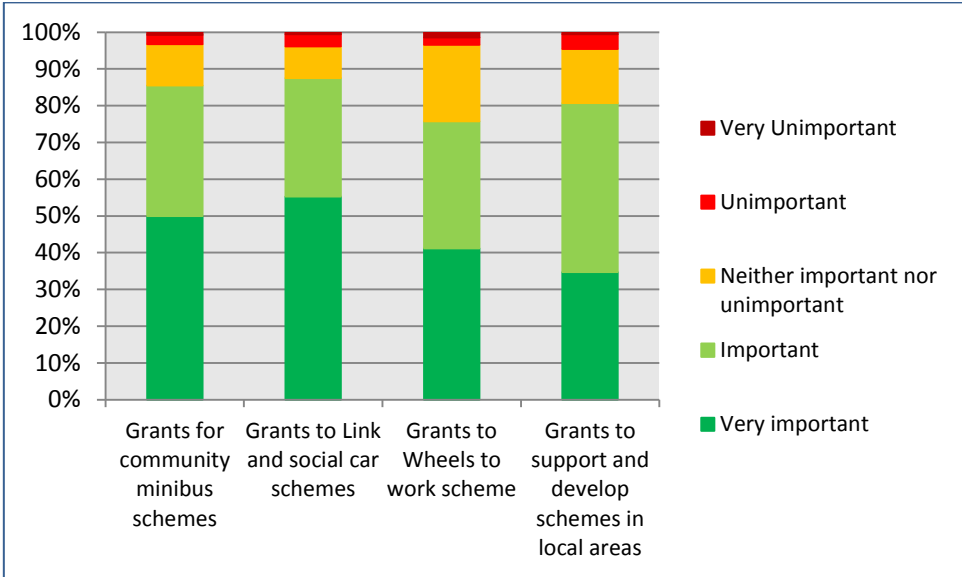
Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
Where transport is for purely work purposes, it might be possible for employers (e.g. Dyson) to send a vehicle round to collect their workers rather than us supporting the service.	Comment noted although outside of the planning process Wiltshire Council has little direct influence / control on how private companies provide travel arrangements for their employees.
Why not make a "Charge" for over 60s card holders of say £10-£20 per annum. I am sure that most people would be willing to pay. In Germany. the over 60s buy a monthly ticket for use on public transport, and at a cost of about £40 a month, it works well. The ticket can be bought on any time, and is then valid from that date, till the same date of the following month. Those who do not buy the monthly ticket, have to pay the normal full fare, which is almost double the fare.	This is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.
Yes - increase the council tax to provide/subsidise the services that the community requires. Wiltshire is a rural county and therefore private transport is a necessity. However, if you can't afford a car, or your health prohibits you from driving, and/or family/friends support is limited, you NEED public transport to access services, shops, employment and healthcare - never mind some leisure activity. Employment patterns have changed markedly, particularly in the retail sector. Shift working/7 days a week are commonplace, and lack of transport restricts employment opportunities, especially for young people.	This issue was also raised in the pre-consultation workshops. The Project Board will therefore consider whether to include a related question in the public consultation.
Yes, Inner London has shown the way. Introduce an explicit levy on private and commercial vehicles entering congested areas. This will cut noise- and air-pollution, promote walking and cycling, thus improving health, and provide a sustainable source of revenue for supporting public transport. Improve Park and Ride attractiveness by providing dedicated lanes for P&R buses, and bikes.	While the Council seeks to learn from best practice elsewhere, the circumstances of inner London and Wiltshire are very different. Dedicated bus lanes have been considered and where appropriate delivered as part of the Salisbury Transport Plan, and the Wiltshire Local Transport Plan Cycling Strategy sets out the Council's approach to cycling including the implementation of cycle networks in the main settlements.
The whole bus industry and those financing it should be encouraging bus use but there is a lack of initiative from both the companies and the Council to do this. The railways on the other hand have increased their usage by new ideas, e.g. loyalty cards (network card / senior citizen card etc.). More frequent services and investment in infrastructure. None of this has happened on the buses apart from free bus passes which have been a disaster as they are not properly funded by either the Councils or the passenger.	Documents such as the Wiltshire Core Strategy and Wiltshire Local Transport Plan seek to support and encourage the use of sustainable transport such as buses, and the council has worked in partnership with operators to boost use of services, for example in Salisbury and on interurban routes such as Trowbridge – Devizes – Swindon, Chippenham – Swindon and Salisbury – Andover. Unfortunately opportunities to fund such initiatives are now very limited. Regrettably, bus services outside London have never gained as high a political profile as rail, and public funding for rail services per passenger is consequently much greater than for bus services.
Protecting services for people who have no alternative. Particularly older/disabled people.	Comment noted. An equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups.

Do you have any suggestions as to how we can make better use of whatever funding is available for supported bus services and which services do you think must be protected at all costs?	Wiltshire Council Response
<p>1. Use smaller buses (i.e. cheaper to run) at non peak times 2. Peak periods to enable people to get to work</p>	<p>Council contracts do not require operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet.</p>
<p>We need to protect services linking rural villages to larger towns - not just to small, closer towns.</p>	<p>Comment noted.</p>
<p>Rural services should be protected at all costs as, although the numbers might be few, they do no alternative mode of transport and for the elderly it helps with their isolation</p>	<p>Comment noted.</p>
<p>As it happens in the rest of the world, small cheaper to run minibuses could operate an on demand service in small towns i.e. when enough people turn up the bus leaves.</p>	<p>On demand services as described tend to operate in countries where wage rates are low, and the demand for public transport is high as a result of low car ownership</p>
<p>Refrain from alteration to services which operate in both Gloucestershire and BANES although starting in Wiltshire. This is a long county and unavoidably, services stretch over several jurisdictions.</p>	<p>Any changes to cross boundary services will be discussed with the relevant local authorities, who share funding for services which benefit their residents</p>
<p>Young people going to school in Amesbury could use a new public bus service linking Amesbury, Larkhill, Shrewton, Stonehenge Visitors Centre, Larkhill again, Durrington, Solstice Park and back into Amesbury.</p>	<p>Comment noted. Planning of individual services will take place in the implementation phase</p>

7. Community and Voluntary Transport schemes

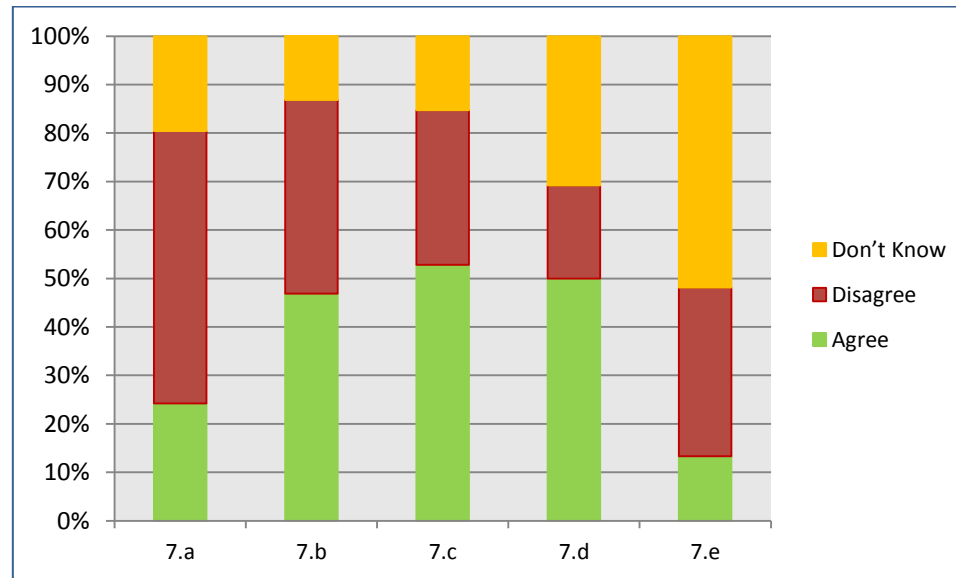
Question 6 asked respondents “How important do you think it is for the Council to continue to fund the following community based schemes?”

How important do you think it is for the Council to continue to fund the following community based schemes?	Very important	Important	Neither important nor unimportant	Unimportant	Very Unimportant
Grants for community minibus schemes	50.0%	35.5%	11.2%	2.6%	0.7%
Grants to Link and social car schemes	55.3%	32.2%	8.6%	3.3%	0.7%
Grants to Wheels to work scheme	41.2%	34.5%	20.9%	2.0%	1.4%
Grants to support and develop schemes in local areas	34.7%	46.0%	14.7%	4.0%	0.7%



Question 7 asked respondents “How far do you think Community Transport schemes can go to meet the transport needs currently being met by bus services?”

How far do you think Community Transport schemes can go to meet the transport needs currently being met by bus services?	Ref	Agree	Disagree	Don't Know
Given the right level of support, community transport could meet many of the needs currently met by bus services	7.a	24.2%	56.2%	19.6%
Given the right level of support, community transport could meet some of the needs currently met by bus services	7.b	46.9%	39.9%	13.3%
Given the right level of support, community transport could meet only a few of the needs currently met by bus services	7.c	52.8%	31.9%	15.3%
There is a natural limit to the amount of community transport that any community can organise and we are at or close to that limit in Wiltshire	7.d	50.0%	19.2%	30.8%
The group I represent would be willing to be actively involved in expanding the provision of community based transport (if you agree please make sure you give your contact details later in the survey at q18)	7.e	13.3%	34.8%	51.9%



Question 8 asked respondents *“Do you have any suggestions about how community based transport could be expanded in your area?”*

The questionnaire responses are included in the below table. The main issues and common themes identified in the questionnaire responses were reported and discussed in a pre-consultation community transport workshop designed to explore the issues and ideas put forward by stakeholders. This workshop was attended by representatives from community transport and link schemes, Community First; and the Wiltshire Community Foundation and will inform the options put forward for the public consultation.

Do you have any suggestions about how community based transport could be expanded in your area?
Access to a 'free' pool/shared minibuses that could be used on specific days/times for shopping trips. These should be funded centrally, insured and maintained by WC. They need to be held close to their areas of use - drivers in North Wiltshire are unlikely to travel 30 miles to collect a minibuses!
Allow use of concessionary passes on Community Transport
An innovative call up transport scheme might be viable.
Better information about times of services running especially the infrequent services to small outlying villages. Again in small villages with limited services the bus stopping area should be well signed with times of services and linking services shown.
By explaining how this would work and offering support in getting schemes set up in the first place. Most people would not have a clue where to start.
By the development of an Internet thumbing a lift scheme whereby the lift takers donate to a charity and the lift givers are given free parking
We have an active link scheme, the Dauntsey Vale Link, which covers Christian Malford, Brinkworth, and Dauntsey. I am one of the voluntary drivers and also co-ordinator for the scheme and have first hand knowledge that recruitment of voluntary drivers is a major problem when thinking about expanding the service the scheme can offer.
Communities can do their best but they should not be used to fill gaps left by a poorly supported bus service.
Community transport on a regular basis from satellite villages to their local town. Develop further Park and Ride schemes for smaller towns as well as larger.
Concentration needs to be focussed on rural areas where there is little or no alternative means
Encourage car sharing and lift services.
Expanding and enhancing current services
Explore whether village buses e.g. urchfont could also circulate round other villages
get more transport vehicles to go to similar place at same time.

Get some community "leaders" together to try and identify local issues in respect of transport. How can they be resolved? e.g. can some services be brought closer to the community to stop outflow of traffic? Also, if a community transport scheme is required, provision of assistance to community groups to help them set up schemes by providing easy access to advice/support on funding and regulations etc. Another suggestion is to provide "links" between towns with community minibuses. This will provide support network and may reduce the problem of minibuses/cars travelling "empty" between towns.

Have a dial-a-ride

I am not a fan of community based transport. It relies on goodwill and has no safety nets in place when things go wrong e.g. through illness etc. There is also a sense of Victorian Charity about it's provision that makes users feel uncomfortable. I believe that it is the Council's responsibility to provide adequate transport to it's tax payers.

I am the Station staff officer for Upavon Station, Trenchard Lines. Upavon Station is a geographically isolated site on the northern edge of Salisbury Plain with no public transport, extremely limited facilities on site and few local amenities within 7 miles radius. It was granted Isolated Unit Status in June 2010. Upavon Station which comprises Trenchard Lines, Upavon Airfield and the Service Families Accommodation (SFA) estate was originally scheduled to be placed in care and preservation as part of Project HYPERION. As a direct result of this there was no investment in the site until recently when disused buildings were converted to provide new Service Living Accommodation (SLA) for the increasing military population. There are 169 families living on the Station, the majority of which are junior ranks who work in Tidworth, Bulford and Larkhill. There are no recreational facilities such as a Families Bar/Club on Station for these junior ranks and their families. This together with no public transport links makes leisure/socializing a difficult if not impossible task for these young families whose head of household is frequently absent due to operational deployments. I would like to see a regular bus route from Upavon Village through to Tidworth. Connect to Go used but it only picks up and returns from Upavon village. I feel that it is missing the real need to provide transport to Tidworth where there is the Leisure Centre, shops and direct bus routes to Andover, Salisbury and Marlborough. With no bus service the residents are disadvantaged and the taxi option is not feasible due to the expensive charges to get the taxi to Upavon station before anyone actually gets into it.

I do not have the necessary knowledge to comment

I see public transport going in and out of rural areas with alarming low numbers of passengers. I'm sure WCC can provide information/researching/reporting on passenger demand/requirements around Salisbury surrounding areas etc. Would WCC help with researching targeted areas of demand for a service to be run?

If medical practices could set aside regular appointments, we could operate an accessible community bus to a number of local surgeries, each day of the week, at varying times. This could be operated at a low fee, to ensure that costs are covered, and this would also relieve the pressure on community car schemes. CT groups could also take on a number transport arrangements for hospital appointments, which aren't currently being managed to the desired effect, by Arriva.

<p>If parishes ran travel clubs, they could offer a subsidised taxi sharing service using retired drivers who would like to supplement their pension. Passengers would not be entitled to a free ride, but perhaps up to 50% discount depending on number sharing. These could be available hourly to travel a limited distance. There could be other variations in the mix e.g. car club, vol driver in one direction etc. Wiltshire would need to provide the right sort of communication infrastructure - worth following Total Transport projects. A rural version of Uber? If this were found to be viable could most services be reduced to inter urban? Lots of issues to overcome but it's this sort of experimentation that might be worth pursuing.</p>
<p>In addition to link schemes, isn't there good evidence that taxi services are more cost-effective than running 40-seater buses around?</p>
<p>Issue is finding volunteers even if a mini bus is available.</p>
<p>local link groups could take up some of the work if funding to buy mini buses is available</p>
<p>More mini buses, more volunteers.</p>
<p>Need to develop internet-based method for sharing journeys. See, e.g. www.blablacar.co.uk</p>
<p>No but Link schemes are vital and must be preserved if possible.</p>
<p>No this is a piecemeal approach to a county wide problem which relies too heavily on volunteers. The link scheme is excellent but bus services should be delivered by professional operators. Our life in their hands! Wiltshire Council would make better use of funds to commission professionals to design these rural services instead of trimming around the edges and always going for the cheap quick fix due to a lack of resources (staff, funds, buses, drivers, operators).</p>
<p>Offer more funding.</p>
<p>please see the AGE Scotland report referred to in an earlier comment. (This report also seems to have gleaned a lot of useful information from the Scottish Household Survey 2011 - has there been an equivalent in Wiltshire in recent years, that might help inform the current debate on public transport?)</p>
<p>Possibly by developing a more integrated approach? At present Link/CT and the Bus service/s operate largely in isolation from one another</p>
<p>Provision of local weekly service to Bath, accepting that this is in conflict with supporting the trade of Wiltshire towns.</p>
<p>Raise expectations by adverts and ensure that it was government funded. To the detriment of local taxis, utilize the community transport for Hospital visits, shopping, Dentist etc.</p>
<p>Replace most of Devizes Town Bus, they have duplicate timings, and poorly used. Needs more focussed small service, that doesn't duplicate main inter town services e.g. 49, X72</p>
<p>See item 9 Receive more funding and encourage and assist volunteers</p>
<p>Smaller vehicles where necessary, last bus times taking into account work finishing times, example Cirencester to Malmesbury 17:11 I believe my son has epilepsy getting a job in Cirencester how does he get home?? . Linking to Kemble two miles up the road no bus service except via Cirencester, car park there full can't park no late busses anyway impossible if you are young and can't drive, towns have all the advantages but in the rural communities you are penalised takes hours to get anywhere</p>

sorry no real idea. Do a local community-based trawl for volunteer drivers? Link it (no pun intended) to a specific reason as to why the service is needed - teenagers to work/college; elderly to hospital/primary care; etc. in order to attract volunteers willing to support their local community. Sorry but the previous questions in section 7 are unanswerable to anyone who is not currently involved in providing community based transport. the capacity to provide additional community transport is simply a function of what is currently provided (which might be - nothing / a little / a lot), and the extent to which it might be possible to expand this (a little / a lot / not at all) - this will be different for every community area. Might it be best to create defined local areas with a remit for their own community transport, alongside the defined need as described above?

support for lift-sharing schemes, support for seeking grant-funding (advise on sources and making an effective application)

Support the existing Link schemes with finance, and encourage new Link schemes elsewhere. In Cricklade, Link offers a vital service particularly with hospital visits.

The only community based transport in my area is the Link scheme, which is run by volunteers, most of whom are elderly, and getting older.

The village website could request volunteers.

there is a limit to how much volunteers can take on - the 'right level of support' really does mean providing proper financial support for investment and running costs, including volunteers time. it's worth talking to the community transport groups to discuss further but only if funds are on the table

Unfortunately my knowledge of community transport is almost none. This in itself is not good, and better information should be available as to what is available and what we might need in the future. I live in a financially affluent area, but this does not mean there are people in the area that may require transport help either now or in the future if there was no bus service at all.

Utilising a park and ride site for workers only, where a community working hub is created and people either park there or get taken there by community transport and then onto work. Make the office a hot desk for those with time to fill.

Volunteer Car Schemes

We need more knowledge about how to get started

Wilts Council should have a page on the website and advertise in waiting rooms etc for drivers. Move the issue of public transport up the Govt agenda. Get Council to pay for shelters & not concentrate on cycling & so called "sustainable transport"

Work with the major retailers, Waitrose Salisbury used to run community busses perhaps they could do so again?

Would be willing to consider suggestions, subject to the right support

yes lots lets get together

The whole schemes seem complex and daunting. I have heard they are very unreliable leaving people stranded.

I don't want community based transport expanded in my area. It is unreliable and depends on the generosity of volunteers. My council tax should provide a professionally run transport service.

To provide links between towns and their satellite villages. At present bus frequency is so poor that people often discount it altogether.
Link is suffering through lack of telephone service. Just get the bus service back to the original service provision.
You could employ more retired people who would like to help with a central call centre like a taxi service and then cover their cost

Question 9 asked respondents “*What do you think are the barriers to expanding community transport schemes?*”

The questionnaire responses are included in the below table. The main issues and common themes identified in the questionnaire responses were reported and discussed in a pre-consultation community transport workshop designed to explore the issues and ideas put forward by stakeholders. This workshop was attended by representatives from community transport and link schemes, Community First; and the Wiltshire Community Foundation and will inform the options developed for the public consultation.

What do you think are the barriers to expanding community transport schemes?
1 not well known 2 lack of community spirit 3 capacity constraints are unknown 4 not known whether they link with other buses e.g. ruh bath
Costs
Barriers are for breaking
Willing volunteers
Capital funding
Communication, people not knowing the alternatives.
Community transport schemes are unlikely to cater for wheelchair users.
Co-ordinations.
Cost, if it is not a viable proposition then it should not be utilised, the transport would soon collapse if not used or if the cost outstripped any income.
Difficulty in finding drivers. Not a regular service; unpredictable timings.
Driver availability and commitment. Vehicle breakdown contingency.
Drivers will be drawn from the retired/elderly community.
Enough suitably trained volunteers
Everyone leads busy lives. Many feel that we pay our taxes and our council tax but we receive ever diminishing levels of service. At the same time we see council leaders awarding themselves substantially increased remuneration packages or pursuing political honours. Lack of long-term strategic transport planning over many years means we're now having to pay for it.

Fairly obvious I would think - the availability of £ to buy the vehicles and the availability of people to do the driving
Finance and skills
Finance lack of knowledge by intended users.
Finances - it's no good assuming that volunteers will always be there
Finding volunteers and volunteer time available, cultural/organisational change , "not what set up to do", fear of stepping into a level of higher administration by employing people etc ,cost of purchasing vehicles,
Finding volunteers e.g. To drive limited numbers who may use it - especially in affluent areas
Finding volunteers. Too many schemes overlap, rationalisation needed.
Funding
Funding / formal contracts to support leasing for community buses and help with finding /employing paid drivers
Funding and lack of volunteers
Funding and limited volunteers. Wiltshire council charge for dbs checks
Funding to support community volunteer transport schemes
Funding, management, drivers
Further reliance on voluntary effort will increase inequality, and exhaust the pool of available volunteers. Use innovative ways of raising new revenue (see above) to improve the bus service. Consider taking the bus service back into local authority control.
Having enough volunteer drivers to be able to take on the extra work
I have no idea.
I have no knowledge of community transport schemes but would imagine that getting enough trained drivers is the major problem. Also locally available secure garaging for the vehicles could be an obstacle.
I would imagine the lack of volunteers to run them, as in all communities the same people are involved in all the community services e.g. parish council, village hall, church etc.
In order for people to do this they have to have additional insurance and responsibilities of driving others., there are many that could not get into or out of a volunteer car and it would be dangerous to expect someone to transport them. This is a goodwill thing and should not be relied upon. Also what happens if the driver is ill/ on holiday- these are all issues that need to be addressed for anything to work.
In small communities there is a limited resource and people lead busy lives with different times of travel.
It's quite a commitment to set up a transport scheme. Onerous regulations, funding, and the finding of volunteers to manage and drive vehicles especially if buses are run to an exact timetable like s22 permits. Also, there may be safeguarding issues to take into account, depending on the type of service offered.
Lack of funding.
Lack of funds
Lack of knowledge of how to access the schemes.
Lack of knowledge, experience, marketing, limitations, infrastructure, volunteers, it is just an easy option to a problem that needs addressing professionally with a long term view to being sustainable. Not for profit doesn't equal cost effective or efficient.

Lack of knowledge. Not sure how many people would be willing to volunteer.
Lack of relevant volunteer drivers
Lack of skills, innovation and resources.
Lack of volunteer drivers
Lack of volunteer drivers
Lack of volunteers
Lack of volunteers
Lack of volunteers and the rising costs of owning and running vehicles
Lack of volunteers, because most who are willing are already volunteering in other areas, i.e. Day centres and the link scheme.
Lack of volunteers.
Lack of volunteers.
Lack of reliable volunteers
Legal responsibilities, red tape, and availability of managing trustees and volunteers. Finance is also a barrier - but people are required to run and man the service.
Limited driver availability.
Link scheme - volunteer drivers scarce. Having your own minibus - problem: drivers to operate service, costs of maintaining vehicle etc. The link scheme re-inburses fuel at 0.45p per mile. Is this enough of a temptation to offer people giving their time to take passengers for appointments etc. Each trip per person may take up to 4 hours of time.
Local pride in ownership having invested hours/years of time filling gaps. Reluctance to embrace technology/cooperation with other groups. Narrow view of 'travel need' /charitable attitudes towards passengers/ not prepared to embrace wider constituency.
Main barrier is the natural limit of volunteer drivers available for car schemes; however, positive support and publicity could aid recruitment as well as a contributory amount for expenses for any (volunteer) minibus drivers that are not employed by community schemes may increase the pool of volunteers.
Maintaining continuity of service
Money
Money, time and the dependence on volunteers.
Money.
Money. People prepared to do the doing.
My perception is that they are fiendishly expensive and inefficient and only help a small proportion of Wiltshire residents.
Not increasing council tax, we need to pay more to keep services!!!
Number of possible drivers available

Number of volunteers in any area. I would say most people who would volunteer currently do and they are at capacity age of existing volunteers and need to renew their licenses as they get old + need for medicals to allow them the continue driving, etc. need for drivers to carry out training (midas)
Organisation
Organisation and too much dependency on volunteers.
People willing and able to do the hard work
People's time and money are at capacity.
Permit limitations / possible constitution changes / funding / lack of resources, including volunteers
Putting those with available vehicles in touch with those who need the service.
Recruiting suitable volunteer drivers
Recruitment of drivers / volunteers / hours availability. All organisations that use volunteers, not just community transport require volunteers, we are all after the same people. Could wcc help with recruitment campaigns for additional drivers?
Red tape and simply lack of people prepared to make the commitment.
Reliance on a level of unpaid commitment by the users themselves.
Reliance on people's goodwill. Not enough seating. Inadequate vetting of 'staff', no contingencies, sense of user's needing to be 'grateful', very limited routes/times available, finding enough capable, willing drivers.
See above.
Set up costs. Finding sufficient volunteers and or coordinators (I believe that this is an ongoing issue for link).
Shortage of people willing to volunteer. Volunteers unlikely to commit to providing a regular and reliable service. Costs of providing community transport actually as high as using professional operators, who have more expertise.
The above not being done. Lack of influence by older less well off people.
The barriers all cultural and could change if more is positive
The chief barrier is not (in our experience) funding but recruiting volunteers.
The community transport group I represent is working at full capacity
The cost of gaining an o licence, to operate in accordance with legal requirements. This includes: parking, staff training- d1, cpc, first aid, maintenance, financial reserves; all of which increase the running costs. Lack of professional drivers (nationally).
The dependence on volunteers to drive the vehicle on a regular basis. Paid driver schemes might help.
The often voluntary nature of provision - complexity of timetabling
The parishes being prepared to get involved.
The recruitment of sufficient volunteers to meet the expanding requirement. The increased workload on voluntary coordinators who have to match incoming requests for transport with available volunteer drivers. Cost of running schemes: it, telephone, dbs checks etc.
The reliability on volunteers to give up their time to support regular services.

The reliance on volunteer drivers. It carries a 'welfare stigma', more so than scheduled bus services. In fact quality public transport should be available to all not just the elderly, but also the young, and people who don't have access to the single car in their household, and people who actually prefer not to drive. Community transport won't attract optional users, it isn't seen as a professional service, more like private hire or a 'coach trip for the oldies'.
The vast majority of the funding is directed at areas that already have an adequate travel facility, i.e. Salisbury has many bus routes that run on a regular basis. Rural areas have very limited services, which run infrequently, and often not at all at weekendsetd1
They are run by a few volunteers, mostly older people, in our area by one particular person now in her eighties, it is not sustainable.
Time, resources, energy.
Too few people have time to commit to organising such projects; this leads to an increase in the workload and responsibility falling on a few shoulders. For such a scheme to be successful, there needs to be a significant amount of community involvement from the start.
Too many volunteers. People will get "volunteer fatigue" and so community transport may not be able to survive in the longer term with more pressure added. Volunteers tend to be older in years, will this be safe when driving mini buses for any length of time?
Volunteers are happy to provide a personal targeted service. They are not necessary willing to simply drive a minibus
Volunteers time and inclination, plus the cost of younger people getting the appropriate licence
Volunteers to run them
Volunteers, people's time, fear of being held accountable if anything goes wrong
Waste in other areas
Where schemes do not exist, the setting up costs could be prohibitive. If volunteers were needed, it might not be possible to recruit enough.
Lack of volunteers.
Lack of people to run the transport
Reliance on goodwill of unpaid workers and lack of accountability. We are regularly called to attend clinics at south Bristol hospital - Whitchurch! Nhs direct sends callers to frenchay.
Volunteer drivers, crb checks
You are in the main relying on elderly individuals prepared to use their own time and transport. They are typically dependent on relatively few key individuals who can't easily be replaced.

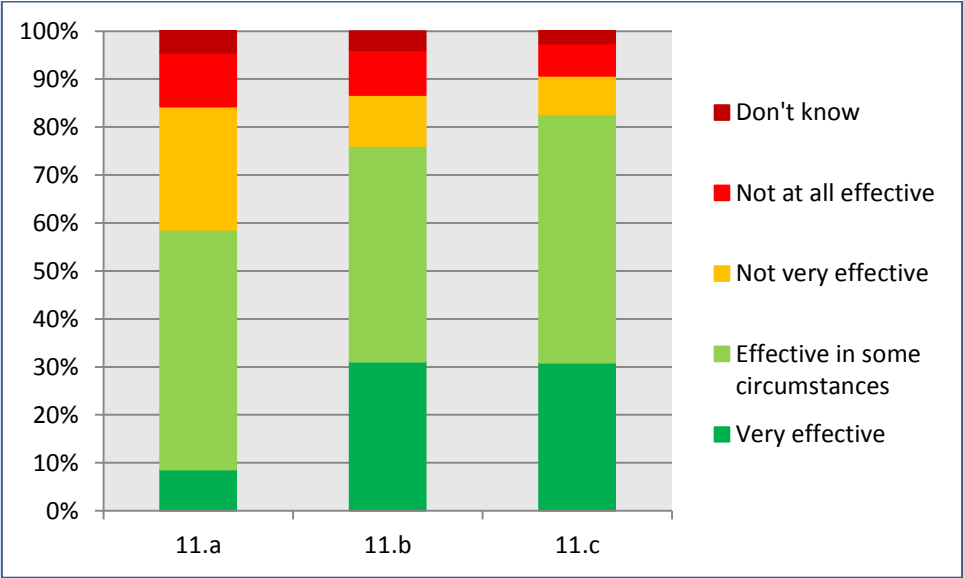
8. Reducing the need to travel

Question 10 asked respondents “Do you agree that the review should investigate these and other sorts of alternatives as a way of reducing the impact of any reductions to bus services?”

Do you agree that the review should investigate these and other sorts of alternatives as a way of reducing the impact of any reductions to bus services?	Agree	Disagree	Don't Know
Do you agree that the review should investigate these and other sorts of alternatives as a way of reducing the impact of any reductions to bus services?	77.7%	18.9%	3.4%

Question 11 asked respondents “How effective do you think the following could be in reducing the need to travel by bus?”

How effective do you think the following could be in reducing the need to travel by bus?	Ref	Very effective	Effective in some circumstances	Not very effective	Not at all effective	Don't know
Village schemes to enable and support people without internet access to shop online	11.a	8.6%	50.0%	25.7%	11.2%	4.6%
Working with the NHS to reduce the need to travel to access health services	11.b	31.1%	45.0%	10.6%	9.3%	4.0%
Investing in local services to help overcome social isolation experienced by many of the elderly	11.c	30.9%	51.7%	8.1%	6.7%	2.7%



Question 12 asked respondents “Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?”

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
- Multiple use vehicles combining multiple functions e.g. delivering parcels/post/shopping/taking people to and from day care/etc. - online ad hoc bookable services for one-off trips or longer term car sharing. The technology exists and already happens	It is considered unlikely that parcel / post / shopping delivery companies would considered shared services due to the logistical issues of providing passenger journeys without compromising the efficiency of their operations. Car sharing suggestions discussed at the community transport workshop referred to under questions 8 & 9 above
A village hub with internet that is manned at certain times to help those without the internet at home access online facilities to save having to visit the local towns. Could be manned by volunteers from the community	Comment noted.
Be aware that not all those isolated elderly will want to leave home. They have many reasons for not wanting to visit a club or social group. Many would like regular contact with someone nearby. Care at home carers travelling great distances don't always turn up if the weather is bad! Parish councils and local amenities such as schools halls and pubs could help redress this with some support. Local solutions for local issues reduces travel time.	Comment noted.
Encourage supermarkets to run a minibus service weekly to rural villages - some support from the council may be required. This keeps people independent.	Comment noted although it is considered unlikely that supermarkets will provide wider network of bus services, particularly in view of the cost and profit pressures they are generally facing.
Be careful of thinking internet shopping is helpful to those isolated - often shopping is more valuable than the things purchased	Comment noted.
Bring in to villages the clubs held in larger places	Comment noted.
Bringing advice services to towns and villages.	Comment noted.
Broadband is still not available throughout the county. Some villagers have to visit the nearby town to access internet. Joined up thinking would work best, keep buses available to those villages unable to access internet, remove buses from towns that do have internet.	A key outcome of the Wiltshire Online project (see http://www.wiltshireonline.org/) will be to enable all premises to receive the standard broadband of 2Mb (Government target 2015), with a minimum of 91% receiving superfast broadband. The project will also provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.
Carry out a specific survey of needs in a pilot rural area	Consultation on options will include on-bus questionnaires to allow users to give their views. Parish surveys may be helpful at the implementation stage when new services are being planned.

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
Doctors/dentists surgeries to specially cater for villagers on market days	Comment noted.
Encouraging online shopping (in areas with poor internet connections - but that's another story) seems counter to addressing social isolation...	A key outcome of the Wiltshire Online project will be to enable all premises to receive the standard broadband of 2Mb (Government target 2015), with a minimum of 91% receiving superfast broadband. The project will also provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.
Funding would be required to establish a focal point for the community, if one did not exist. This may prove prohibitively expensive, if new building is necessary. Many rural communities do not have any sort of hub.	Comment noted.
Greater integration with rail services.	The Council has set-up a Station Travel Plans Steering Group to bring together representatives from the Council, Network Rail, train operating companies and the local community to investigate issues such as better bus-rail integration.
I do not think that working with the nhs to reduce the need to travel will work. I am trying to get a health visitor to run a baby clinic on trenchard lines and am told that the nhs is also cutting back and cannot provide this service due to a cut in hours of staff. All organisations are feeling the pinch and will not help as their budgets are also cut.	Health and social care service providers have been contacted through the pre-consultation process and will be consulted further on bus service options to better understand impacts and any potential opportunities for funding, joint provision, etc.
I have several ideas but the reality is that the council are wasting money on other things rather than spending on the real problems	The Council's Business Plan sets out its spending priorities and justification.
Improved internet services to enable more people to work from home. Our village has finally received superfast broadband in places but there is insufficient bandwidth so there is no discernible difference in the service. We still have a third world internet service which hinders growth and development.	A key outcome of the Wiltshire Online project will be to enable all premises to receive the standard broadband of 2Mb (Government target 2015), with a minimum of 91% receiving superfast broadband. The project will also provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.
In the grand scheme of things it would help if government stopped closing smaller local hospitals and making everyone travel so far to keep appointments for relatively minor ailments. Hospitals should be encouraged to offer their own transport schemes to people living in rural areas. It would also be helpful if buses stopped outside hospitals and they connected well with ongoing routes to rural areas.	Health and social care service providers have been contacted through the pre-consultation process and will be consulted further on bus service options to better understand impacts and any potential opportunities for funding, joint provision, etc.
It is important that we recognise that past reductions in public transport have damaged the viability of the scheme as a whole. It is equally important to realise that there are literally thousands of people determined to be independent and drive but are frankly a liability on the road. Cutting public transport increases road deaths.	Comment noted. Wiltshire Council and Wiltshire Police take road safety very seriously and use a mixture of education (e.g. the Safe Driving With Age programme), engineering and enforcement measures to address

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
	identified issues.
Link services currently support the need for medical journeys. Social isolation can be improved by making journeys to see friends.	Comment noted.
Local authorities investing in local services will only work for one budget cycle. Next time you will be looking to cut this as well.	The Council's Business Plan 2013-2017 sets out that: <i>"With the ongoing decrease in funding from central government, combined with the increase in demand for services, it has meant that we have had to adopt new and innovative ways of working. We have looked at how we can work differently, not just within the council, but with communities and our public sector and voluntary partners, so that we can maintain vital frontline services"</i> .
Loss of rural facilities is the main reason for the rise in rural car ownership. Very few people would move to a village without a car these days. But it is a commonplace to find members of the household whose needs cannot be met by the household car. Village halls on line might be useful for all sorts of training, video conferencing even. It pays GPs to bring patients to their surgeries - they can see 6/hour compared to approx 1/hr at home. So worth asking for contributions from surgeries for access to primary care.	Comment noted. Health and social care service providers have been contacted through the pre-consultation process and will be consulted further on bus service options to better understand impacts and any potential opportunities for funding, joint provision, etc.
Many communities already hold regular events e.g. coffee mornings / lunch clubs. There could well be scope for additional people to get there via e.g. link schemes if they were encouraged to work together. There is currently a review happening to do with older people's provision and this should come out of that review.	Comment noted.
Many link schemes are already providing good practice in Wiltshire villages. However, many link schemes would find it difficult to add more to the present workload as volunteers are becoming harder to recruit	This point was made a number of times by attendees to the pre-consultation workshops.
Many people in rural villages already feel isolated. The proposals would isolate them further.	As part of the pre-consultation Council officers have engaged with relevant service providers to understand the possible adverse impacts of bus service cuts. This work will continue as part of the review and public consultation.
Need greater support of local shops, not internet shopping, maybe support local delivery, or establish shared service.	Support of local businesses is offered through 'Inspire' by Wessex Chambers (see www.inspirebiz.co.uk/).
NHS provision of peripheral clinics, whilst reducing the need to travel for patients is more expensive for consultants, nurses and other clinic staff to travel and NHS trusts may be reluctant to set these up without a reasonably large cohort to attend. The better care fund for community schemes and GPs to access for any scheme that can help prevent hospital admissions may be a path to GPs offering more services, preventing the need to attend general /district hospitals for some patients.	Comment noted.
No - the above is common sense. Bring the services to an accessible point in a town e.g. campus building, local council offices, GPs etc, and advertise it widely in local free magazines and via service providers that have direct access to the target audience.	The Council's Business Plan 2013-2017 sets out that: <i>"With the ongoing decrease in funding from central</i>

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
	<i>government, combined with the increase in demand for services, it has meant that we have had to adopt new and innovative ways of working. We have looked at how we can work differently, not just within the council, but with communities and our public sector and voluntary partners, so that we can maintain vital frontline services”.</i>
No, not immediately.	Comment noted.
Offer village hopper buses, that work through more rural areas, feeding into supermarkets, post offices, surgeries etc.	Comment noted.
Online skype session for doctor/nurse to talk to patients for minor ailments, promotion of car share to employers, incentivising employer car share schemes, advice for communities to set up a low tech lift share in their community	Comment noted. Advice on car sharing and other transport options are available from the Connecting Wiltshire website (see www.connectingwiltshire.co.uk/).
People who use the buses are often the elderly so it would be imperative to ensure that this group did not lose what independence and socialising of shopping, going to the library etc have, but if there was a way for the council, NHS to work with local pubs, village halls or even churches, more could be brought back into village communities which would I believe be a great benefit.	Comment noted.
Reinstatement of local village surgery - this village has a population of c.1700 with the nearest surgeries in boa and Melksham. We used to have a surgery in the village hall which was very popular and it would save numerous journeys if it was brought back. The new holt tannery development will have a number of small business (micro) units, which could provide a hub for internet shopping etc.	Comment noted.
Smaller vehicles as said above	Council contracts do not require operator to use a larger vehicle than required to carry the maximum expected load. However, operators choose to use the same vehicle throughout the day as it would be more costly to have a smaller vehicle available for use in the middle of the day. Fuel and direct operating costs are only a small proportion of overall costs, so the saving from using a small vehicle would be outweighed by costs of having a larger fleet.
Some people only go out when they need to shop, making them shop online will create social isolation	Comment noted.
The majority of the current older generation are not computer literate and would be frightened to use a computer; shopping on line, especially for food, is certainly a real opportunity; however, you would need a volunteer operator on hand to assist. You would also need to improve the broadband in rural areas.	A key outcome of the Wiltshire Online project will be to enable all premises to receive the standard broadband of 2Mb (Government target 2015), with a minimum of 91% receiving superfast broadband. The project will also provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
The NHS already gives a telephone service in some areas this could be extended for non life threatening occasions. Shopping on line does help those who work and/or have several children at home but for the elderly, infirm or isolated doing the shopping at the supermarket or village shop does give them a social outlet which is much valued.	Comment noted.
The NHS lags behind other services in enabling internet access to patients, but with good reason. Those who most need the NHS are the elderly, many of whom find the internet baffling, and are at risk of exploitation. However, there are ways around, which could be tested in small areas before wider roll-out.	Comment noted. A key outcome of the Wiltshire Online project will be to enable all premises to receive the standard broadband of 2Mb (Government target 2015), with a minimum of 91% receiving superfast broadband. The project will also provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.
The problem will be The elderly, frail, hard of hearing or disabled in some way will and do struggle with modern day communications. Generations to come will be more adaptable when they become much older. In my view it is important for the elderly to still have opportunities to visit facilities and services, not to be isolated, most of us at our age would not want to be confined to our homes, people generally would like the opportunity to get out and about!	Comment noted. The Wiltshire Online project will provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.
There is a fundamental mismatch in the core strategy where villages (i.e. the rural community) are protected from development because they are not deemed viable. Yet here we are in a rural county trying to work out how to get a few people on a bus. With more houses the villages would be more viable and there would be more passengers for the bus service - a win win. You cannot continue fighting the two sides against each other. People living outside the main conurbations need to wake up and be made to realise that if they don't have any new developments then they lose the bus service. Also if they insist on living in 'remote' areas then they should not expect the rest of us to pick up the bill!	The adopted Wiltshire Core Strategy sets out a Settlement Strategy that focuses development growth at Wiltshire's Principal Settlements and Market Towns, and limits rural development growth given the general lack of employment opportunities, services and facilities.
There is no substitute for good transport infrastructure. People like to get out and about for a change of scene, to work, to see other people - none of this is covered by the internet. I work from home but I still need to get out for client meetings. I don't see how 'putting resources into overcoming loneliness' - however laudable - would be cheaper than having an effective bus service.	As part of the pre-consultation Council officers have engaged with relevant service providers to understand the possible adverse impacts of bus service cuts. This work will continue as part of the review and public consultation.
These ideas would still be dependent on financial support for local transport schemes such as the link schemes	Comment noted.
This seems in direct opposition to the decision to take out the campus provision in Cricklade (we will now just get an updated leisure centre). A campus would have helped access to NHS and other provision!	The review of the Cricklade Campus is to ensure that the campus is delivered within the approved budget and that the options for the community continuing to manage the facility are also being looked at. The affordability of the full extent of the plans (in Cricklade) will be reviewed to ensure that the facilities delivered are reflective of local community need and are within budget.

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
<p>Unfortunately living in a remote area by definition means restricted access to services. Therefore maybe as a wider remit the question should be - how best do we ensure access to services for those who are socially isolated. And the answer might be - that we offer them the opportunity of relocation to a place that is less socially isolated. So the answer is not about transport but about where people choose to live</p>	<p>Comment noted.</p>
<p>Volunteers could help people shop online. NHS could have mobile services for routine testing or prescription delivery, e.g. blood clotting time testing that many older people on anticoagulant drugs require at regular intervals - it would be easy to provide testing equipment (cost is a few 100 £) and training of a local competent person.</p>	<p>Comment noted. The Wiltshire Online project will provide opportunities for all adults to receive digital literacy support, free online resources, recycled computers for families on low income and greater take-up of council e-services.</p>
<p>We need the NHS including ccgs to play their part. There is an urgent need for community leadership to bring people together, collaborate and build community resilience. The debenham project is great example of how communities can successfully coalesce, see: http://www.england.nhs.uk/2015/06/25/alistair-burns-17/?utm_source=feedburner&utm_medium=email&utm_campaign=feed%3a+nhsboard+%28nhs+england%29</p>	<p>Comment and document reference noted. The Wiltshire Assembly brings together hundreds of organisations from the public, private and voluntary sectors and Wiltshire's communities to decide how to ensure a bright future for the county.</p>
<p>We should be encouraging people to use the buses.</p>	<p>The general approach of the Wiltshire Core Strategy and Wiltshire Local Transport Plan is to support and encourage the use of sustainable transport modes such as buses.</p>
<p>Where a village does not have a village hall, perhaps a local business (e.g. a garden centre) could be given an incentive to sell basic items or provide an internet hub. Churches are also often underused.</p>	<p>Comment noted.</p>
<p>Why would you want to pay trained NHS staff to travel to villages etc. You also need the facilities for treatment. It is surely more sensible for the patient to travel to the health professional even though that may be problematical at times.</p>	<p>Comment noted.</p>
<p>Wi-fi provision in all village halls to enable online shopping hubs to be set up. Working with local village pubs to encourage use of the premises during the day for the elderly and socially isolated. Skype some consultations for health care. Outreach clinics for vaccinations or routine check-ups. Evaluate against time wasted by people not attending GP/nurse appointments at surgeries - possibly more time efficient to have focused drop-in outreach clinics. Re q13 - I'm not representing an organisation.</p>	<p>Comment noted.</p>
<p>Will you be encouraging car users not to travel? Why should non-car users have their freedoms curtailed? This is social exclusion. Especially when compared to frequent calls to subsidise motorists with reduced or free parking.</p>	<p>Both The Wiltshire Core Strategy and Wiltshire Local Transport Plan seek to reduce the need to travel particularly by private car and encourage and support sustainable travel modes such as walking, cycling and public transport. However, the Council is facing significant budget pressures which means that all Council services have to make savings. The purpose of the review and consultation is to understand how best to make these savings. An equality impact assessment will form part of</p>

Do you have any suggestions how these ideas might be put into practice, or other ideas you think we should investigate?	Wiltshire Council Response
	the review.
Wiltshire Council members should make themselves fully aware of the needs of rural village residents which are very different from those living in Trowbridge, Chippenham etc.	The pre-consultation, evidence gathering and the public consultation will enable officers to fully appraise councillors of all the impacts of bus service cuts including in rural areas. In addition, a Scrutiny Task Group has been set-up which is made up of a variety of councillors.
No, as I do not agree with these ideas. Shopping by internet (assuming all old people could do it) and travelling as least as possible will only lead to increased loneliness amongst both old and young. This will increase health problems putting extra strain on the HNS. Many young people are being priced out of owning a car or even learning to drive. Many older people are finding driving becoming too stressful or dangerous, indeed many should not be driving at all. Buses are therefore becoming increasingly important.	Comment noted.
Where I live buses don't serve the above needs anyway so the suggested initiatives would make little difference to bus travel.	Comment noted.
Internet is of no help to many elderly unless they are prepared to part with privacy by having help. NHS are spreading net wider rather than giving local facilities.	Comment noted.
You use some of our tax to finance these schemes then it might work	This issue was also raised in the pre-consultation workshops. The Project Board will therefore consider whether to include a related question in the public consultation.

Question 13 asked respondents “*Would the organisation you represent be willing and able to actively assist developing and investigating any of these ideas?*”

Yes 46.5%
No 53.5%

Question 14 asked respondents “This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us?”

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
<p>1 tap into central govt. policy funding 2 reduce head office admin/salary costs and apply savings to front line delivery e.g. copy practice in some armed forces requiring each post holder to justify their role each year to inform budgeting 3 where citizens are willing/able to provide help don't discourage it 4 research other counties to find out best practice / ideas to experiment with 5 stay flexible- don't get locked into unproven contracts, avoid use of expensive consultants</p>	<p>Comments noted. Extensive efficiency savings have already been made including reductions in staffing costs, and good practice ideas are shared with other authorities. Community volunteering already plays an important role and this will increase in future</p>
<p>Are you sure that all staffing in the PTU is efficiently allocated</p>	<p>Staffing levels in the Council's PTU team have been reduced already and the remaining resource is needed to deliver the service effectively.</p>
<p>As I represent a group who put the views and needs of older people forward, together with the cuts in social care already that have taken place this will affect older people living on low incomes the most.</p>	<p>Comment noted.</p>
<p>As in Nottingham charge commercial companies for parking spaces in towns and putting the revenue into subsidising public transport.</p>	<p>The Council has recently completed an extensive review of its Car parking Strategy. The next review is scheduled to occur in 4-5 years time.</p>
<p>As part of the move to a unitary authority, we were 'sold' savings. So far, we have seen nothing but cuts, and yet the same administration appears to be responsible. Those who mislead the public should fall on their swords.</p>	<p>Extensive savings have been achieved through the move to a unitary authority, and through efficiencies in delivery of all services. However, the savings required by government have continued to increase and cannot now be achieved without more radical changes and reductions in service delivery.</p>
<p>As stated, to achieve the level of savings required needs a radical new approach. I think it is important to question the rationale for having any bus services, and question whether it is still relevant. Bus services were introduced in the time before mass car ownership, as a means of enabling the movement of large numbers of people over long distances. Now, the car is an almost ubiquitous item, for most of the population. The provision of bus services today should simply be targeted at those segments of the population that do not have access to a car. Thus the young/youths, unemployed, elderly, and those on low incomes. Next, the specific needs of these groups should be mapped to identify where they are, how many of them there are, when they need to travel, and where they need to travel to. Then, create a bespoke service that specifically is targeted to meet these needs, in terms of to/from and timings. Amend the provision to reflect changing needs. On the assumption that such groups will typically rarely fill a conventional bus, replace conventional busses with a range of smaller vehicles. Dispense with all other bus services. Provide directly-bookable additional community transport services to allow for fluctuation in demand.</p>	<p>Council-funded bus services are already primarily targeted at people who do not have access to a car, and evidence from previous consultations suggest that even with current frequencies they are not able to cater for all of the needs of those who use them. Using smaller vehicles during the day would not save money as large vehicles would still be needed for home to school transport. The feedback from the pre-consultation has suggested that while community transport may be able to meet some local needs, it will not be able to replace the majority of bus service needs.</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
<p>Bus services are important. Both to reduce car traffic (particularly car traffic in our cities) and as a means of transport for those either without a car or too elderly to drive. See above re using income from parking to subsidise public transport.</p>	<p>Comment noted.</p>
<p>By putting the precept up in Wiltshire</p>	<p>This issue was also raised in the pre-consultation workshops. The Project Board will therefore consider whether to include a related question in the public consultation.</p>
<p>Cut backs should be within the council rather than passed on to the community by reducing the ability to travel beyond villages and small towns. These people need good access to larger towns and the facilities they offer via public transport.</p>	<p>Wiltshire Council's Business Plan outlines the Council's financial model for the four years 2013 to 2017: doing things differently for less and managing at least £120 million reduction in funding. The plan includes significant internal (including staff) reduction costs.</p>
<p>Do not let down the "lower tier" of society - the unwaged, vulnerable, disabled or disadvantaged.</p>	<p>An equalities impact assessment will be produced as part of the review identifying impacts on protected groups.</p>
<p>Don't forget we speak of a bus service not a bus commercial and I believe that most people have an expectation that their council tax is spent on bus services.</p>	<p>Wiltshire Council's Business Plan sets out what the Council receives in income and what it plans to spend on services. The current Plan outlines the Council's financial model for the four years 2013 to 2017: doing things differently for less and managing at least £120 million reduction in funding.</p>
<p>For isolated villages and areas a car or mpv that residents can book out to use collectively or individually for shopping trips, health trips etc. Promote a wider network of charging points and use of dual fuel cars. Higher parking charges and lower bus fares where there is an effective service. Make children use services already there to get to school, block parking dropping off at schools. More of beat the street initiatives.</p>	<p>Comment noted. Information on car clubs, car sharing and electric charging points can be found on the Connecting Wiltshire website. The Council undertook an extensive review of its Car Parking Strategy last year which was based on local circumstances including the provision of sustainable transport options.</p>
<p>How much are these reviews costing? Is the consultation being listened to or are the outcomes predetermined as a result of cuts?</p>	<p>The Review is being undertaken by Wiltshire Council officers, therefore costs are related to staff time. This exercise is a pre-consultation. A public consultation will take place later in 2015 / early 2016.</p>
<p>I do not understand the role of the Swindon and Wiltshire LEP, nor the associated transport board, but it seems to me that the level of reductions envisaged will impact on the local economy, education and training. The LEP needs to take a lively interest in this review and finds ways it can help by using its resources and position creatively.</p>	<p>The LEP were invited to comment on the pre-consultation material and will be made aware of the public consultation exercise.</p>
<p>I don't agree with the financial constraints if you keep cutting back you will end up like a communist state not a free capitalist environment where our taxes pay for our requirements.</p>	<p>Comment noted.</p>
<p>I object strongly to the cuts to local services coming from Westminster. And I'm pretty sure you've decided what you're going to cut anyway, and this is just covering your back.</p>	<p>Wiltshire Council's Business Plan outlines the Council's financial model for the four years 2013 to 2017: doing things differently for less and managing at least £120 million</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
	<p>reduction in funding. In terms of the public transport review, the Council has not made any decisions as yet – these won't be made until after the public consultation exercise and review is complete next year.</p>
<p>I really feel this questionnaire will make no difference at all to the outcome, so past experience has told me. The only way forward to improve public transport and get people out of their cars is to have a viable alternative to the car, which requires investment. And there isn't a cat's chance in hell that is going to happen at the moment. So this is lodging my protest about the rubbish choices this questionnaire has given me.</p>	<p>While the Council is facing significant budget challenges that will require some difficult decisions, the aim of the review is to try and understand how best to make any bus service cuts. The Council's Cabinet will consider and decide on the outcomes of the review and public consultation in 2016.</p>
<p>I think it is important to ensure that the Wiltshire community are kept informed on what progress is being made and any further meetings or seminars that are held. I know you have many constraints but it is always important to clearly explain why cuts have to be made and why the decisions are made, not just that they are. Also, should our MP for Wiltshire be taking forward to the government, if giving a hundred percent free buses nationwide is quite right, even charging every pensioner 50p or £1 would create a tremendous amount of revenue, particularly if they were aware that many bus routes nationally would be lost completely.</p>	<p>The public consultation on the review will set out the reasons for bus service cuts / options and be advertised through several channels (e.g. press releases, parish newsletter, area board announcements, etc). With regard to concessionary fares, charging 50p or a £1 is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis.</p>
<p>I think this is quite a technical questionnaire which requires more than a degree of understanding of council speak. If it is sent out to the wider population it will require significant re-drafting.</p>	<p>Comments noted although the scoping paper and associated questionnaire was aimed at key stakeholders / partners and not the general public.</p>
<p>I would be very concerned about cuts to transport for those with disabilities who are unable to drive and to send school transport. I am disabled and have two disabled children although we live in a largish village we are often isolated because we cannot get from our house to the centre of the village to access public transport. If my son was not collected he could not get to school and the same will be the case when he goes to college</p>	<p>Comment noted. An equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups. The council has a statutory duty to provide free transport to the local school for children living beyond the specified distances and this will not change whatever the outcome of this review. Transport to college is not however statutory and so options to change the council's current post 16 transport scheme may be included in the public consultation.</p>
<p>If community transport grants are to be axed, might it be possible to phase this in over 2/3 years to reduce the impact on community transport groups?</p>	<p>Comment noted</p>
<p>If we understand why people are making the journeys then we can potentially provide something more tailored. E.g. a bus to get people to work is different to a shopping bus.</p>	<p>Comment noted.</p>
<p>It is accepted that there are and will be severe financial constraints but as bus transport for rural villages is vital, and funding must be found. It is hoped that this consultation process (unlike others) will prove to Wiltshire Council the need and they will accept and act on the findings.</p>	<p>Through the outcome of the review and public consultation process, officers will be able to advise councillors of the likely impact of any bus service cuts. However, as set out in the Business Plan 2013-17, the Council has to contend with a £120 million reduction in funding over this four year period.</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
<p>It is already impossible, without a car, to visit Chippenham hospital on a Sunday, and bank holidays, and as a senior citizen without a car, a taxi at £20 each way is not the answer.</p>	<p>Comment noted.</p>
<p>It seems to me that the whole thrust of this review is to make the savings and put more onus on communities to help themselves. As a volunteer link driver myself I do not have a problem with this per se. However, I think in practice there will be great difficulty in getting enough people to "volunteer".</p>	<p>Similar points were made by representatives attending the pre-consultation workshops and therefore this issue will inform the review.</p>
<p>Make greater use of park and ride car parks as hubs for community transport passenger vehicles. Increase fares for bus services. Reduce free transport for older people (including me, although I could voluntarily not use my pass). Increase parking charges in central car parks, to encourage greater use of public transport.</p>	<p>Community transport suggestion noted. Raising bus fares will be considered, but may not achieve much saving as a majority of passengers on many council funded services are free bus pass holders. With regard to concessionary fares, charging 50p or a £1 is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis. The Council undertook an extensive review of its Car Parking Strategy last year which was based on local circumstances including the provision of sustainable transport options such as local bus services.</p>
<p>More support such as drivers for link car schemes</p>	<p>Similar points were made by representatives attending the pre-consultation workshops and therefore this issue will inform the review.</p>
<p>My village already does well in volunteering, but they cannot be relied on to take up the slack because of a lack of transport. Money for some of these schemes needs to be found from other areas.</p>	<p>Similar points were made by representatives attending the pre-consultation workshops and therefore this issue will inform the review.</p>
<p>Not at this stage, but happy to be involved as much I as can</p>	<p>Comment noted.</p>
<p>Other than wondering what you are spending (wasting) so much money on?</p>	<p>Wiltshire Council's Business Plan 2013-17 sets out how the Council allocates its funding.</p>
<p>To run smaller vehicles such as a minibus to rural areas on 3/4 weekdays keeping to current frequency. Keep Saturday buses (or minibus).</p>	<p>Comment noted. Using minibuses does not necessarily save money as it is often cheaper to use a larger bus that is already running in the area to provide home to school transport</p>
<p>People must be able to get to work and to medical services - other aspects of life are less important.</p>	<p>Comment noted.</p>
<p>Perhaps parish councils could implement a small increase in their precept so that all households would contribute to a grant scheme run by the parish councils to help those in need of transport in their local areas?</p>	<p>This issue was also raised in the pre-consultation workshops. The Project Board will therefore consider whether to include a related question in the public consultation.</p>
<p>Put up council taxes</p>	<p>This issue was also raised in the pre-consultation workshops. The Project Board will therefore consider whether to include a related question in the public consultation.</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
<p>Regarding question 13 above, happy to input into discussions about bringing local services closer to the community. However, the trustees do not wish to expand their current community transport responsibilities. From our experience, many members rely on family and friends for transport. For those that can't, living in a rural county such as Wiltshire with poor transport links, is very challenging. Services such as link should continue to be supported.</p>	<p>Comment noted.</p>
<p>Rethink your planning policies that favour car users at the expense of bus users. Think bus when considering the location of all new developments. Concentrate high density housing and new commercial sites along existing bus corridors, or such that they will provide sufficient demand to support new commercial corridors. So for example, the Range in Chippenham is exactly what you shouldn't be doing.</p>	<p>Core Policy 60 'Sustainable Transport' and Core Policy 45 'Transport and New Development' of the adopted Wiltshire Core Strategy seek to reduce the need to travel particularly by private car and support more sustainable modes such as walking, cycling and public transport. The Core Strategy also sets out a Settlement Strategy which concentrates development in the Principal Settlements which generally have the highest concentration of jobs, services (including bus services) and facilities, and therefore offer the best opportunity to build sustainable communities. The Range is subject to the planning application process.</p>
<p>Rural transport is a key issue in rural communities, with an ever increasing aging population, I echo the Age UK report that asks for the wider social value of bus services to also be considered alongside their financial cost during this review.</p>	<p>The social value of bus services will be considered as part of the review. In addition, an equality impact assessment will form part of the review.</p>
<p>Services to rural areas must not be withdrawn completely until alternative schemes are in place otherwise people who are already elderly and who may not drive or use computers will feel they are being discriminated against and their less good quality of life in their remaining years may mean deterioration in health both physical and mental.</p>	<p>An equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups.</p>
<p>Simple financial equations are not met by looking at transport in isolation. I for example cannot drive as I am partially sighted. My mother is 89 and lives 5 miles away in Malmesbury, how can I improve this situation,? What are the true costs of what currently is an inadequate bus service?</p>	<p>The economic, social and environmental impacts of any bus service cuts will be considered in the review. In addition, an equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups.</p>
<p>Simply (by way of a small token of encouragement!) To say that the pre-consultation process (and supporting document) strike me as being extremely well thought through and thorough.</p>	<p>Thank you.</p>
<p>Social isolation should be addressed by the means most likely to be able to address and mitigate it, at the lowest possible price. I do not think bus services fit this remit. Local village-based/local community-based and operated services, might.</p>	<p>Comment noted.</p>
<p>Stand up to central government</p>	<p>The Council does raise issues with central government when it is considered appropriate. However, the Council also has to operate within the rules and regulations set by central government.</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
<p>The 91 bus service has already been reduced and cannot cope with a further reduction. Also, it is often late leaving Chippenham bus station. To save time on each journey, it would be a good idea to reduce the amount of bus stops in each village to 1 or 2, and to only allow people to get off the bus at official bus stops, rather than outside of their own home. This only further delays the journey time.</p>	<p>Comment noted. There is a balance between journey time and convenience for passengers, and on rural routes many elderly passengers appreciate being able to board / alight close to home</p>
<p>The attitude seems to be "how can we save money?" rather than "how can we provide the services which people need?" Savings in one area can lead to greater increases in costs in another.</p>	<p>Wiltshire Council's Business Plan 2013-17 sets out that the Council has to contend with a £120 million reduction in funding over this four year period. As a result, every Council service has to consider further efficiencies and potential budget cuts. The aim of the review is to assess how best to make any of these efficiencies and cuts.</p>
<p>The financial data given on pages 4 and 8 of the consultation paper are not clear. It's not clear what figures relate to WC's five-year plan and what are annual figures. The figures could be read to say that WC needs to cut £2.5m of the current £4.65m annual budget, which I doubt.</p>	<p>The paper 'Wiltshire Council's Financial Plan Update 2015/16' was presented to Council on 24th February 2015 and this contained an update on Wiltshire's Medium Term Financial Strategy (MTFS). The MTFS is a strategic document produced to provide members with an indication of the potential size of the authority's revenue budget over the next three years, the anticipated resource levels, the impact of this on our activities and the level of savings required. Moving forward it is anticipated that savings of £26.312m in 15/16, £24.878m in 16/17 and £25.290m in 17/18 are required to be delivered in order to allow the Council to deliver a balanced budget each financial year. The savings are required in order to combat a combination of decreases in funding from central government, increase in demand on services i.e. the effects of the demographics of an ageing population and managing investment in key priority areas as identified in the business plan. With savings targets at such a high level, the Passenger Transport review was commissioned to examine spending within the passenger transport services and identify efficiencies, savings and alternative ways of delivering transport to contribute substantially towards required savings identified in the MTFS. The pre-consultation document highlights that a £2.5m cut is equivalent to a 14% cut against Wiltshire Council Passenger Transport budgets (Education and Public Transport budgets). The review is still in the pre-consultation phase and not until option generation and full consultation is completed will a full picture of potential savings be presented to Cabinet for</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
	<p>approval and inclusion as savings in future years.</p>
<p>The income local councils get from council tax is falling, because there has been no revaluation of property for nearly 20 years. Also, the bands a to h should be expanded so that very lavish houses pay a larger tax than the current band h. I know these depend on national decisions, but there's nothing to stop Wiltshire lobbying via the LGA and other means for such changes. Local services matter, and we should pay for them.</p>	<p>The Council does raise issues with central government when it is considered appropriate. However, the Council also has to operate within the rules and regulations set by central government.</p>
<p>The positive answer to no 13 would depend on community agreement and a knowledge of what was being proposed. Clear guidance would have to be given and public transport problems should be addressed before communities are asked to provide more help.</p>	<p>Further information on options will be included in the public consultation exercise.</p>
<p>The review is coloured by political ideology and does not represent fair and transparent democracy.</p>	<p>Wiltshire Council's Business Plan 2013-17 sets out that the Council has to contend with a £120 million reduction in funding over this four year period. As a result, every Council service has to consider further efficiencies and potential budget cuts. The aim of the review is to assess how best to make any of these efficiencies and cuts. The review is being and will be carried out in a fair and transparent way. A 12 week public consultation exercise will form part of the review (to be undertaken in late 2015 / early 2016) and the Council's Cabinet will meet in 2016 to make its decision on the review outcomes at which anyone can make representations in accordance with the Council's constitution.</p>
<p>There is a lack of professional drivers nationally across the UK, whether it be hgv or pcv. Due to a lack of military personnel completing driving qualifications as part of their resettlement courses, there are fewer and fewer drivers available. Many of those who are, are typically a lot older than the demographic 30 years ago. I would like to see support for setting up apprenticeships to recruit young drivers into the industry. Whilst many more of the experienced drivers, have a number of skill sets, many ct drivers are above retirement age, which creates issues about physical fitness when it comes to assisting passengers and securing wheelchairs etc. We need the support to recruit apprentices, and offer them worthwhile roles as a career, not a stop-gap summer job etc.</p>	<p>Suggestion noted. Lack of drivers both for pcv (bus) and community transport has been identified as a key issue in the pre-consultation.</p>
<p>Those with sight loss need to be considered particularly in light of the bus pass changes. Any changes to bus time tables need to be provided in large print at the very least. With the growing number of people with sight loss in Wiltshire unless this is considered now there will be an increasing reliance of those individuals on the social care system as they will lose their independence</p>	<p>Comment noted</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
<p>To withdraw buses in rural areas where the retired, are reliant on them would have a profound effect on the villages. To be able to travel is one of the ways to prevent isolation, to shop for necessities, to access services that might be in the town. For Wiltshire with its large rural communities this would have a huge adverse impact.</p>	<p>Comment noted.</p>
<p>Trying to educate people that if they decide to move to a cutesy Wiltshire village that regular urban style public transport won't exist there. What there is probably subsidised (= supported) and if the council has funding cuts imposed on it then some subsidised transport is likely to be lost.</p>	<p>Comment noted. The level subsidy for routes was included in the pre-consultation document. This information will also be available as part of the public consultation exercise.</p>
<p>Unfortunately in all of these situations concentration is on those people who already have some access to available facilities. Sadly rural areas are omitted from improvements, mainly because it is impossible to improve where the service only benefits the minority</p>	<p>The aim of the review is to assess how best to make any bus service efficiencies and cuts.</p>
<p>Vital that there is a service to get country people to and from work. The council should for further savings in management headcount costs.</p>	<p>Wiltshire Council's Business Plan outlines the Council's financial model for the four years 2013 to 2017: doing things differently for less and managing at least £120 million reduction in funding. The plan includes significant internal (including staff) reduction costs.</p>
<p>We are already a voluntary tourism organisation trying to improve local economy, with not help from Wiltshire Council funded organisation. Tourism relies on predictable good bus services, from stations.</p>	<p>Comment noted.</p>
<p>We have had a car park review to improve the revenue collection and effectiveness of the system. Car parking revenue is required to subsidise passenger transport. There has not been any effective time since the car park review to determine how effective the car park charging changes might be and to determine the need for cuts on passenger transport.</p>	<p>Financial modelling carried out for the car parking review indicates a small forecast reduction in the combined on and off street parking income of around £0.080 million to £0.135 million against 2013/14 income levels. This represents a reduction of 1.3% to 2.3%.</p>
<p>Whilst funding cutbacks well understood, it should be recognised that retention of public transport is a high priority with the public and was top of the list at a recent survey in south of the county.</p>	<p>The 12 week public consultation exercise to be undertaken in late 2015 / early 2016 will allow the public and stakeholders to make their comments clear.</p>
<p>Wiltshire Council must work as a whole. It appears, from a stakeholders point of view, that departments do not speak to each other. Better communication, both talking and listening, would ease some of these financial constraints.</p>	<p>Wiltshire Council departments and officers do communicate with each other where necessary, and as part of the pre-consultation process, PTU officers met with relevant officers in a number of other key Council departments.</p>
<p>You may well have to consider 'spend' to 'save' measures.</p>	<p>Comment noted.</p>
<p>Working with government to withdrawer free senior bus passes (as they have not funded them properly). Introducing loyalty cards similar to railways (e.g. Family card/senior card) a yearly fee and reduced fares. Taking money out of the total road budget including rta costs which is enormous compared to public transport budget.</p>	<p>With regard to withdrawing free senior bus passes, this is not allowed by Government legislation. The Project Board will, however, consider whether to lobby Government on this matter and if so on what basis. Most large bus companies offer discounted travel for regular passengers (e.g. season tickets, network tickets) and</p>

<p>This is a challenging review against a backdrop of severe financial constraints. Do you have any further comments or suggestions that will help us</p>	<p>Wiltshire Council Response</p>
	<p>sometimes for group/ family travel. It is more difficult to broker national or local offers for bus than rail travel due to the fragmented nature of the bus industry. In terms of transferring budgets, this is difficult given the funding pressures on all Council services and the fact that many road budgets are for 'capital' and most funding needs in public transport are 'revenue'.</p>
<p>My travel arrangements have been seriously curtailed by the withdrawal of the pre 9:30am oap travel pass. I know of nobody who pays to travel earlier, yet the buses still run. There is a concession to travel on the 53 cricklade-purton-swindon which is well used. Unfortunately the bus drivers are often surly about this. My point is that if you make it more difficult for people to travel by exclusion or by limiting travel on even days, that will give up and revert to car/taxi. Not all old people want to be ferried to the day centre by mini bus; people need to get to and from work; people work shifts.</p>	<p>Comment noted</p>
<p>We would be happy to be further involved in the review process to be appraised of potential new service opportunities for community transport via community first.</p>	<p>Comment noted.</p>
<p>Do not cut villages off from large shopping and employment areas. Do not force us into cars and be aware that many do not have cars either.</p>	<p>Comment noted.</p>
<p>We must keep bus services running - I have a disabled son who would be trapped in Sherston except when I am available to drive him or when friends can help - he relies on the bus!!</p>	<p>Comment noted. An equalities impact assessment will be produced as part of the review identifying potential impacts on protected groups.</p>
<p>Why does the bus service come first on the hit list</p>	<p>The Council faces considerable financial pressures in setting its budget for 2015/16 and beyond. The key thrust of the proposals is to protect those services that deliver the Business Plan priorities, in particular protecting the vulnerable. This will mean that whilst Children and Adult care budgets will remain around the same levels as the 2014/15 budget the services will still need to take tough decisions to manage over £7 million of demand pressures. It also means that there will need to be dis-investment in other areas. The Council has managed this in the last four years largely through removing the inefficiencies that existed under the need to have a two tier (district and county council) system. Whilst £123 million has been saved largely from this and back office services, the continuing reduction in funds means we now have proposals that start to challenge the level of service in most areas. Whilst this is minimal in 2015/16 the ongoing reductions will see more savings and tougher decisions having to be found across all functions in subsequent years.</p>

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<p>Get councillors to take the bus instead of a mileage based allowance scheme.</p>	<p>Councillor and officers are encouraged to use sustainable transport modes (e.g. cycling, buses and trains) where appropriate. Often, however, working and meeting patterns / timings do not readily allow this.</p>
<p>You posit in this survey that cut backs are unavoidable. A huge number of people don't agree and challenge why the deficit has to be reduced at this pace and in this way. We'd like to see Wiltshire fight back against government policy and defend the people the council is here to serve. That might not be conducive to the pursuit of political honours though.</p>	<p>The Council does raise issues with central government when it is considered appropriate. However, the Council also has to operate within the rules and regulations set by central government.</p>