Review of KCC Funded Bus Services

Consultation document and questionnaire

Have your say

Kent County Council helps pay for around 3% of bus routes in Kent.

Find out what we need to change and tell us how this could affect you.

kent.gov.uk/busreview
Consultation closes 15th May 2016
Hello

We (Kent County Council) would like to tell you about our ideas for funded bus services in Kent.

A funded bus service is one we give money towards to help run it.

We need to look at ways of saving money in the way we fund these services.

We would like your help to make sure we get this right.

We will look at what everyone tells us. And look carefully at the services to make sure no one is treated unfairly.

If it does affect people we will do our best to make sure there are alternatives.

At the end of this document you can tell us what you think.

You can do this from the 21st March to the 15th May.

You can fill in the form online at: www.kent.gov.uk/busreview

Or fill in and return the form at the end of this document.
Bus services in Kent

There are a number of different bus companies who run services in Kent. These are companies like Arriva and Stagecoach.

These companies run nearly all bus services.

These services are funded by having enough passengers to run the routes so pay for themselves.

But some bus routes do not have enough passengers to pay for the service fully.

We choose to help these services run by funding them.

We look at lots of things when checking if we can fund a service.

This way we make sure they are needed by the community they serve.
Some facts and figures

There are around 50 million bus journeys in Kent each year.

Of these 4.1 million journeys are on services we give funding too.

We spend £6.4 million pounds to support 150 services which otherwise would not operate.

Why do things need to change?

The amount of money given by the government to Kent County Council (KCC) has dropped over the last 5 years.

With less money we have to look at ways to use what we have carefully.
We have already saved £1 million pounds on what we spend on busses. But we still need to save more.

This means we will have to look at how we can run services with less.

So some might have to change.

We need your help to make sure we get it right.

**How do bus subsidies work?**

What do we mean by a subsidy?

A subsidy is when you put money towards helping something run.
What do we do in Kent?

We have a checklist to see what services we can choose to help fund.

This checklist is called our ‘criteria’.

We use this to decide which services we can give money to.

All local transport authorities have to see if they can help fund bus services that are not provided normally.

This is because they do not have enough passengers to make them pay for themselves.

They can then choose to fund the service if they feel there is a real need for it.
When we do this we look at how the service:

• helps people get to work

• helps people get to school, colleges and places of learning

• helps people get to healthcare

• helps people get to the food shops.

We also look at how often a service runs, the time it runs and the cost per journey.

You can see our full criteria on our website at: www.kent.gov.uk/busreview
How we will look at saving money

We know that stopping or changing a service can not be good for some people.

To make sure any changes have the least impact we will:

• use our criteria to check the service

• follow the law on equality to make sure people are not disadvantaged unfairly

• look carefully at what people tell us.

We want to protect services where:

• if they were stopped it would leave users with no other public transport
• or where they serve a particular need

• or serve a vulnerable group of society.

**Services that might be affected**

We have identified services, which we could reduce our funding for, and looked at what could be run instead.

The services we have looked at are ones where there will still be a bus service, but operating at different times or on another day of the week.

But, no final decisions have been made.

The list on the next page shows which services could be affected. They are not going to stop, but they may change or reduce in some way.

The bus timetables for these services, showing the journeys currently funded by KCC, are available on our website or on request.
## Services that may be affected

<table>
<thead>
<tr>
<th>Service no</th>
<th>Operator</th>
<th>Route</th>
<th>What we pay for</th>
<th>What may change</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Stagecoach</td>
<td>Ashford to Rolvenden</td>
<td>Evening journeys Monday to Saturday</td>
<td>The 22:05 Ashford to Rolvenden and 22:49 Rolvenden to Ashford journeys will no longer run. The other journeys will not be funded by KCC but will continue to be provided by Stagecoach without subsidy.</td>
</tr>
<tr>
<td>89</td>
<td>Arriva</td>
<td>Maidstone to Coxheath</td>
<td>Evening journeys Monday to Saturday</td>
<td>Evening journeys will be withdrawn. The route will be replaced by evening journeys on service 5 which will divert to serve Coxheath providing a similar level of service.</td>
</tr>
<tr>
<td>5</td>
<td>Arriva</td>
<td>Maidstone to Hawkhurst</td>
<td>Evening journeys Monday to Saturday</td>
<td>This service will divert via Coxheath in the evenings to provide a replacement to cover the withdrawal of service 89 (above).</td>
</tr>
<tr>
<td>89</td>
<td>Stagecoach</td>
<td>Dover to Folkestone</td>
<td>Evening journeys Monday to Saturday</td>
<td>The 19:43 and 21:57 from Dover and 22:27 from Elvington will no longer run. The other journeys will not be funded by KCC but will continue to be provided by Stagecoach without subsidy.</td>
</tr>
<tr>
<td>102</td>
<td>Stagecoach</td>
<td>Dover to Lydd</td>
<td>Evening journeys Monday to Saturday</td>
<td>The 20:35 journey from Dover will run as far as New Romney. The current 22:06 from Lydd will start from New Romney at 21:48. The 21:06 journey from Lydd will terminate at Folkestone. The 22:40 and 23:35 journeys from Dover to Folkestone will be replaced by a journey at 23:05. The 22:05 and 23:05 journeys from Folkestone to Dover will be replaced by a journey at 22:35.</td>
</tr>
<tr>
<td>123</td>
<td>Nu-Venture</td>
<td>Kings Hill to West Malling Station</td>
<td>All journeys Monday to Friday</td>
<td>Service 123 will be withdrawn. Instead a new X1 service will be introduced which will operate between Kings Hill and Maidstone via West Malling Station which alongside other existing services will provide similar links.</td>
</tr>
<tr>
<td>203</td>
<td>Autocar</td>
<td>Benover to Paddock Wood</td>
<td>Monday and Wednesday Shopper Bus</td>
<td>The service will no longer run on Mondays. The Wednesday service would continue unchanged.</td>
</tr>
<tr>
<td>204</td>
<td>Autocar</td>
<td>Tonbridge to Underriver</td>
<td>Two round trips on Monday to Friday</td>
<td>The service will no longer run on Wednesdays. The rest of the service continues unchanged on all other days.</td>
</tr>
<tr>
<td>Route</td>
<td>Operator</td>
<td>Service Details</td>
<td>Notes</td>
<td></td>
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<tr>
<td>205</td>
<td>Arriva</td>
<td>Tonbridge to Paddock Wood</td>
<td>Saturday service. KCC will no longer fund this service. Autocar will provide a reduced level of service without subsidy from KCC.</td>
<td></td>
</tr>
<tr>
<td>402</td>
<td>Arriva</td>
<td>Tonbridge to Hildenborough</td>
<td>The 17:03 journey on a Saturday.</td>
<td></td>
</tr>
<tr>
<td>217</td>
<td>Arriva</td>
<td>Trench Wood to Ramslye via Tonbridge and Tunbridge Wells</td>
<td>The Tunbridge Wells to Ramslye section will be withdrawn but will be covered with existing service 28. Other journeys will not be funded by KCC but will continue to be operated by Arriva without subsidy.</td>
<td></td>
</tr>
<tr>
<td>477</td>
<td>Arriva</td>
<td>Swanley to Dartford</td>
<td>Early morning and evening journeys Monday to Saturday. The morning journey and some evening services will continue to operate without subsidy but the evening service will finish at 21:00 on Mondays to Fridays and 22:00 on Saturdays. The evening service from Swanley to Orpington will stop entirely.</td>
<td></td>
</tr>
<tr>
<td>12RL</td>
<td>Clarkes</td>
<td>Tenterden to Headcorn Railway Station</td>
<td>Early morning and evening journeys Monday to Friday commuter service. This service will be withdrawn. KCC are arranging for Arriva to make changes to the timetable for the existing number 12 service, which will provide cover for some 12RL journeys.</td>
<td></td>
</tr>
<tr>
<td>14A</td>
<td>Stagecoach</td>
<td>Canterbury to Deal</td>
<td>Evening journeys Monday to Saturday. The existing 22:00 journey from Canterbury will run at 22:35. The 22:50 from Canterbury and 23:30 from Sandwich will no longer run. Other journeys will continue to be operated by Stagecoach without subsidy.</td>
<td></td>
</tr>
<tr>
<td>15 / 15A</td>
<td>Stagecoach</td>
<td>Dover to Sandown</td>
<td>Evening journeys Monday to Saturday. The 17:47 and 18:56 from Deal to Sandown and the 17:54 and 19:03 from Sandown as far as Deal will stop entirely and will not extend to Sandown after 16:55. Other journeys will continue to be operated by Stagecoach.</td>
<td></td>
</tr>
<tr>
<td>3 / 3B</td>
<td>Stagecoach</td>
<td>Canterbury to Faversham</td>
<td>Evening journeys Monday to Saturday. The service will continue to be operated by Stagecoach without subsidy but will finish after 21:00.</td>
<td></td>
</tr>
<tr>
<td>541 / 542 / 544</td>
<td>Regents Coaches</td>
<td>Elvington to Dover, Walmer to Sandwich, Walmer to Canterbury</td>
<td>Off peak shoppers services on Monday to Saturdays. The service will be reduced to operate on Tuesdays, Wednesdays and Thursdays only.</td>
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</tbody>
</table>
How will we make a final decision?

We will look at everything very carefully and use our criteria to make sure we have identified the right services which could change.

We will check people will not be affected unfairly by following the equality laws.

We will do this for each affected service.

These are called ‘Equality Impact Assessments’ and you can see these on our website at: www.kent.gov.uk/busreview

You can also read more on our criteria on our website.

By doing this we will be able to see the full impact on a service.

This could be a big impact or a small impact.

Services with a small impact will be looked at for a change or reduction.
How you can help us

Tell us what you think of our plans. This will help us make the right decisions.

If you feel you need more information to help you make your decision email us at: public.transport@kent.gov.uk

You can tell us what you think by filling in the form on the internet at: www.kent.gov.uk/busreview

Or you can fill in the paper one and post it to: Freepost, Kent County Council Bus Funding Review.

You can do this from the 21st March to the 15th May 2016.

Everything you tell us together with our findings will be presented to Kent County Council Members to make a decision in July.

We will publish the results.

Changes to services will not happen until at least August 2016.
Questions

1. Please tick a box if you are filling in this questionnaire:

- [ ] For yourself
- [ ] For a friend or relative (please answer all the questions in this survey using their details and not your own)
- [ ] A District/Town/Parish Council
- [ ] A voluntary or community sector organisation (VCS)
- [ ] A business
- [ ] Other (please write below.)
1. (a) If you are filling in the form for Council, business, VCS organisation please tell us its name.

2. What is your postcode?

3. Can you tell us how much you agree or disagree with our approach to making these savings - as on page 8 and 9. (please tick one).

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<td>😊</td>
<td>?</td>
</tr>
<tr>
<td>Very good idea</td>
<td>Good idea</td>
<td>Okay</td>
<td>Bad idea</td>
<td>Very bad idea</td>
<td>Do not know</td>
</tr>
</tbody>
</table>

3. (a) Do you have any comments on the scoring method?
If you are answering this as an organisation please go to question 6 (page 18).

4. Do you travel on any of the bus services on pages 10 and 11?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

If no please go to question 6 (page 18)

5. Using the following questions please tell us about your journey.

If you travel on more than one of the services affected, please tell us about it on a separate piece of paper.

5.(a) What is the service number?

5.(b) Where do you start your journey

5. (c) Where do you end your journey
5. (d) How often do you use the service? (please tick one)

- Four or more days a week
- One to three days a week
- Once or twice a month
- Once or twice a year
- Other - write below

5. (e) Why do you use the service?

- To get to school/college/university
- To get to work
- To get to healthcare appointments
- To get food shopping
- To get to leisure
- To care for a friend or relative
- Other - please write

5. (f) If the service stopped what would you do instead?

- Rely on others for a lift
- Drive myself
- Use a taxi
- Go at a different time
- Go on a different day
- Not travel
- Walk or cycle
- I don’t know
- Other - please write
6. Please tell us how the possible changes could affect your or the person / group you represent.

7. Are you a member of the Kent Karrier scheme?

- [ ] Yes
- [ ] No, I was not aware of the scheme but may be eligible
- [ ] No, I am not eligible for this scheme

What is Kent Karrier?

Kent Karrier is a dial-a-ride service. It takes you from your home to set locations, such as the nearest town centre or supermarket.
It is for people who have a medical condition which makes it difficult to travel on public transport, people who live in a rural area more than 500 metres from a bus route or railway station or are aged 85 or over.

8. Do you travel using any of the following bus passes?

☐ Mobility Impairment  ☐ Older Person’s

☐ Young Person’s  ☐ Companion

☐ Kent 16+  ☐ No, I do not use any bus pass

☐ Other, please write

9. We have completed a draft Equality Impact Assessment. This means we have looked carefully to see if anyone will be unfairly disadvantaged by this. You can read it on our website.

Is there anything you would like to add?
These questions are about you.

You do not have to fill them in if you do not want to. If you are responding on behalf of a friend or relative, please answer these questions using their details and not your own.

We want to make sure that everyone is treated fairly and equally, and that no one gets left out.

That’s why we are asking you these questions.

We won’t share the information you give us with anyone else. We’ll use it only to help us make decisions, and improve our services.

10. Are you…?

☐ Male

☐ Female

☐ I prefer not to say

11. How old are you?

☐ I prefer not to say
12. **What ethnic groups do you belong to?** (Your ethnic group is about lots of things, such as where your family comes from and the language you speak).

13. **Do you have a disability?**
(A disability is if you have a problem or an illness to do with your mind or body, and it makes it hard for you to do everyday things)

- [ ] Yes
- [ ] No
- [ ] I prefer not to say

14(a). **If you have answered Yes** to the question above, please tell us the disability or the impairment you have. You can tick more than one box.

- [ ] Learning disability
- [ ] Mental health condition
- [ ] Physical impairment
15. Do you belong to a religion or belief?

☐ Yes
☐ No
☐ I prefer not to say

16(a). If you have answered Yes to the question above, which religion or belief is it?

Other (please write)
If you would like feedback on this consultation please let us know:

Your name

Email address

Postal address if no email
Thank you for taking the time to give us your views.

Kent County Council (KCC) collects and processes personal information in order to provide a range of public services. KCC respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the Data Protection Act 1998.

What do I do with this form?

You can post it to us for free using this address:

Freepost
Kent County Council Bus Funding Review

This is all you need to put on the envelope.

Alternative formats

If you would like this document in any other format or language, please email: alternativeformats@kent.gov.uk or call 03000 421553. Text relay 18001 03000 421553.

This number goes to an answer machine, which is monitored during office hours.