Join the big conversation

Have your say!
Rural transport public consultation period 13 June - 8 August 2018
kent.gov.uk/bigconversation
Hello

We (Kent County Council) want to find out if there is a better way of providing transport to people living in rural (countryside) parts of Kent.

To do this we are working with bus and taxi companies to come up with some ideas.

But we also need your help.

We want to know what you think of our ideas.

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

You can fill in the form at the end of this document and return to us.

You can do this from the 13 June to the 8 August.
Our support for bus travel

There are lots of bus companies who run services in Kent.

These are companies like Arriva and Stagecoach.

These companies run nearly all bus services in Kent.

These services are paid for by having enough passengers to cover the cost of the journey.

These are commercial services.

Some bus services do not have enough passengers to pay for the service fully.

But are important to the people living in those places.

So, we have chosen to help these services by paying for them.

These are subsidised services.
What do we want to do?

The amount of money we have to spend on services keeps being reduced.

But we want to keep providing transport to people living in rural communities.

To do this we are looking at different ways of providing these services.

We are not looking to make any changes to Special Educational Needs (SEN) transport arrangements.
Our ideas for the future

We have come up with three early ideas.

Before we develop these ideas, we want your views.

These ideas try to provide a better service.

But this might mean people who travel for free using a bus pass may need to pay for some of their journey.

All these ideas could be provided by us (Kent County Council), a commercial company or by local volunteers.

Idea 1: Feeder services

A small bus or taxi would be used to connect people living in rural areas with an existing commercial bus service.
For example, a small minibus would pick up passengers from three villages and connect with Bus A four times a day and do the same for the return journey.

These services would run at fixed times. They would pick up and drop off passengers at fixed stops along the route.

Passengers could wait on the feeder minibus or taxi for their connecting bus to arrive.

Passengers could buy a ticket for the whole journey (feeder service and existing bus).

**How is this different to the current rural bus service?**

<table>
<thead>
<tr>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>More regular journey opportunities</td>
<td>Loss of direct journey</td>
</tr>
<tr>
<td>We might be able to connect more communities to the commercial bus routes</td>
<td>Passengers will have to change vehicles</td>
</tr>
<tr>
<td>Keeps a set timetable</td>
<td>Journeys may take longer</td>
</tr>
</tbody>
</table>
Idea 2: Bookable flexible bus services

A bookable bus service would collect passengers from chosen points and take them to a range of places in a set area.

This could be from a pick up point or from the passenger’s home.

Passengers would make a booking by telephone or on the internet.

They would say where they want to go and would be told when they could be picked up for their journey.

Bookings could be made 7 days, 1 day or hours before the journey.

Journeys would be shared with other passengers to make them as efficient as possible.

Passengers would need to be flexible with the time and length of their journey.

Passengers would need to allow more time to travel to fixed time appointments e.g. doctor’s appointment.
Idea 3: Use of taxi-bus style services instead of a bus

KCC uses taxis for taking some young people from their homes to school.

We can make greater use of these taxis.

Instead of a bus or as a new route, there could be a taxi-bus.

This is a smaller vehicle, such as 7-seater car or minibus.

The taxi-bus would run at fixed times and to a fixed route.

It would stop at fixed stops along the route.

<table>
<thead>
<tr>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not on a fixed route so can provide more journey opportunities</td>
<td>Journeys could take longer</td>
</tr>
<tr>
<td>Is available to passengers when they need it</td>
<td>Passengers would need to book in advance</td>
</tr>
<tr>
<td>Enables better access to locations where customer want to go</td>
<td>Booking times and journeys are shared, so passengers will need to be flexible</td>
</tr>
</tbody>
</table>
The amount passengers pay for their journey depends on where they are going (just like an existing bus).

### How is this different to the current rural bus service?

<table>
<thead>
<tr>
<th>Advantages</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Keeps a set timetable</td>
<td>Smaller vehicle may require some users with accessibility requirements, such as wheelchair users, to book their seat in advance</td>
</tr>
<tr>
<td>May be possible to keep existing bus routes</td>
<td>Size of vehicle limits the number of passengers per trip</td>
</tr>
</tbody>
</table>
### Key features of the 3 ideas

<table>
<thead>
<tr>
<th></th>
<th>1. Feeder services</th>
<th>2. Bookable flexible bus services</th>
<th>3. Taxi-bus style services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency (how often?)</td>
<td>Timetabled</td>
<td>Changes based on bookings with more flexible pick up points</td>
<td>Timetabled</td>
</tr>
<tr>
<td>Destination (where does it go?)</td>
<td>Connects to commercial service</td>
<td>Flexible (within set options)</td>
<td>Fixed</td>
</tr>
<tr>
<td>Journey length and time</td>
<td>Fixed but longer than a direct service</td>
<td>Will change dependent on combined bookings</td>
<td>Fixed</td>
</tr>
<tr>
<td>Booking</td>
<td>Not required</td>
<td>Advance booking via the phone or internet required</td>
<td>Not required</td>
</tr>
<tr>
<td>Changing vehicles</td>
<td>Must change with guaranteed onward connection at a bus stop</td>
<td>Not required</td>
<td>Not required</td>
</tr>
</tbody>
</table>

### How you can help us

Tell us what you think of our ideas. This will help us to develop our thinking which will be presented at an event in October.

Please complete the paper form and return to: FREEPOST, BIG CONVERSATION

You can do this from 13 June until 8 August 2018.
If you feel you need more information to take part email us at: bigconversation@kent.gov.uk or call 03000 413814.

Or alternatively, attend one of our events to find out more or ask questions:

<table>
<thead>
<tr>
<th>Public meeting venue</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dover Town Hall</strong></td>
<td><strong>Tuesday 19 June</strong></td>
</tr>
<tr>
<td>The Maison Dieu, Biggin Street, Dover CT16 1DL</td>
<td></td>
</tr>
<tr>
<td><strong>Margate Football Club</strong></td>
<td><strong>Thursday 21 June</strong></td>
</tr>
<tr>
<td>Hartsdown Park, Hartsdown Road, Margate CT9 5QZ</td>
<td></td>
</tr>
<tr>
<td><strong>Elite Venue Centre</strong></td>
<td><strong>Tuesday 26 June</strong></td>
</tr>
<tr>
<td>Dunkirk Close, Gravesend DA12 5ND</td>
<td></td>
</tr>
<tr>
<td><strong>Stag Community Arts Centre</strong></td>
<td><strong>Wednesday 4 July</strong></td>
</tr>
<tr>
<td>London Road, Sevenoaks TN13 1ZZ</td>
<td></td>
</tr>
<tr>
<td><strong>Borough Green Village Hall</strong></td>
<td><strong>Thursday 5 July</strong></td>
</tr>
<tr>
<td>Borough Green TN15 8DG</td>
<td></td>
</tr>
<tr>
<td><strong>University of Kent</strong></td>
<td><strong>Tuesday 10 July</strong></td>
</tr>
<tr>
<td>Darwin Conference Suite, Canterbury CT2 7NZ</td>
<td></td>
</tr>
<tr>
<td><strong>The High Weald Academy</strong></td>
<td><strong>Wednesday 11 July</strong></td>
</tr>
<tr>
<td>Angley Road, Cranbrook TN17 2PJ</td>
<td></td>
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<tr>
<td><strong>St Mary’s Bay Village Hall</strong></td>
<td><strong>Thursday 12 July</strong></td>
</tr>
<tr>
<td>Romney Marsh TN29 0SW</td>
<td></td>
</tr>
<tr>
<td><strong>Homewood School &amp; Sixth Form Centre</strong></td>
<td><strong>Tuesday 17 July</strong></td>
</tr>
<tr>
<td>Ashford Road, Tenterden TN30 6LT</td>
<td></td>
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<tr>
<td><strong>UK P Leisure</strong></td>
<td><strong>Wednesday 18 July</strong></td>
</tr>
<tr>
<td>Avenue of Remembrance, Sittingbourne ME10 4DE</td>
<td></td>
</tr>
<tr>
<td><strong>Sessions House</strong></td>
<td><strong>Thursday 19 July</strong></td>
</tr>
<tr>
<td>Lecture Theatre, County Hall, Maidstone ME14 1XQ</td>
<td></td>
</tr>
</tbody>
</table>
Questions

Section 1 - About you

Q1. 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 bus operator

☐ As a local community group or residents’ association

☐ For a school or college

☐ For a Parish, Town, Borough or District Council

☐ As a Parish, District or County Councillor

☐ A business owner
For a charity or voluntary organisation

Other please write:

Q1. (a) If you are filling in the form for Council, business, VCS organisation please tell us its name.

Q2. What is your postcode?

We would like to ask you about transport.

If you would rather just let us know what you think about our ideas please go to question 12.
Q3a. How often do you use buses?

☐ Once a day or more
☐ At least once a week
☐ At least once a fortnight
☐ Less often
☐ Never

Q3b. Why do you use buses?

☐ To get to school/college/university
☐ To get to work
☐ To get to healthcare appointments
☐ To get food shopping
☐ To get to leisure/activities
☐ To care for a friend or relative
☐ Other - please write below:
☐ To visit friends and family

Q4a. How often do you use trains?

☐ Once a day or more
☐ At least once a week
☐ At least once a fortnight
☐ Less often
☐ Never
Q4b. Why do you use trains?

[ ] To get to school/college/university
[ ] To get to work
[ ] To get to healthcare appointments

Other - please write below:

To get food shopping
To get to leisure/activities
To care for a friend or relative
To visit friends and family

Q5a. How often do you use Community Transport like a minibus or car service if you cannot access public transport?

[ ] Once a day or more
[ ] At least once a week
[ ] At least once a fortnight
[ ] Less often
[ ] Never

Q5b. Why do you use community transport?

[ ] To get to school/college/university
[ ] To get to work
[ ] To get to healthcare appointments

Other - please write below:

To get food shopping
To get to leisure/activities
To care for a friend or relative
To visit friends/family
Q6a. How often do you use taxis?

- Once a day or more
- At least once a week
- At least once a fortnight
- Less often
- Never

Q6b. Why do you use taxis?

- To get to school/college/university
- To get to work
- To get to healthcare appointments
- To get food shopping
- To get to leisure/activities
- To care for a friend or relative
- To visit friends and family

Other - please write below:

Q7a. How often do you use your own car?

- Once a day or more
- At least once a week
- At least once a fortnight
- Less often
- Never
Q7b. Why do you use your own car?

- To get to school/college/university
- To get to work
- To get to healthcare appointments
- To get food shopping
- To get to leisure/activities
- To care for a friend or relative
- To visit friends and family

Other - please write below:

Q8a. How often do you use someone else's car (for example family, friend, neighbour)?

- Once a day or more
- At least once a week
- At least once a fortnight
- Less often
- Never

Q8b. Why do you use someone else's car?

- To get to school/college/university
- To get to work
- To get to healthcare appointments
- To get food shopping
- To get to leisure/activities
- To care for a friend or relative
- To visit friends/family

Other - please write below:
Q9. How often do you use hospital arranged transport (excluding emergency services)?

☐ Once a day or more  ☐ Less often

☐ At least once a week  ☐ Never

☐ At least once a fortnight

Q10. If you travel by any other type of transport, please tell us in the box below. Tell us how often you use this type of transport and the reason why?
Q11. Does the public transport available where you live limit the places that you can go?

☐ Yes  ☐ No

Q11a. If you responded ‘Yes’ to the question above, please tick the reasons for not being able to travel to where you want to go from the list below:

- No public transport (buses or trains) near me
- Long walk to bus stop or train station
- Journeys not direct / too many changes
- Journeys take too long
- Buses / trains are too infrequent
- Buses / trains don’t run early or late enough
- Buses don’t run on Sundays / Bank Holidays
- Restricted times with travel passes
- Public transport is too expensive
- Lack of disabled accessible transport, e.g. no wheelchair access
- Cannot get to or access my nearest bus stop / train station
- Do not feel safe waiting at bus stop

Other reasons or comments on the above:
Section 2 – Feedback on possible ideas for the future

This document highlights three early ideas for delivering public transport to rural communities in the future. We want to understand what is most important to you to help us develop these ideas.

Q12. Please tick up to three most important features for a rural transport service from the list below.

<table>
<thead>
<tr>
<th>Features</th>
<th>Tick 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go where you want to go (stops where you need it to stop and is not limited to bus stops)</td>
<td></td>
</tr>
<tr>
<td>Goes when you want to go</td>
<td></td>
</tr>
<tr>
<td>You could book within 1 hour’s notice</td>
<td></td>
</tr>
<tr>
<td>Timetabled service</td>
<td></td>
</tr>
<tr>
<td>Tickets cover the whole journey</td>
<td></td>
</tr>
<tr>
<td>Seats can be booked in advance</td>
<td></td>
</tr>
<tr>
<td>There are multiple ways of booking e.g. by phone or online</td>
<td></td>
</tr>
<tr>
<td>Anyone could book and travel if registered</td>
<td></td>
</tr>
<tr>
<td>Is linked to a wider bus and train network</td>
<td></td>
</tr>
<tr>
<td>There are multiple ways of paying e.g. by phone or online</td>
<td></td>
</tr>
<tr>
<td>The price is cheaper than a one-off taxi journey</td>
<td></td>
</tr>
<tr>
<td>Provision for disabled access</td>
<td></td>
</tr>
</tbody>
</table>
Q12a. Please tick up to three least important features for a rural transport service from the list below.

<table>
<thead>
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</tr>
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<td></td>
</tr>
</tbody>
</table>
Please answer the following questions on each of the three initial ideas.

Q13. Can you tell us how likely would you or anyone in your house be to use ‘Idea 1 - Feeder services’ if it was available?

Please tick one.

- [ ] Very likely
- [ ] Quite likely
- [ ] Not very likely
- [ ] Very unlikely
- [ ] Don’t know
- [ ] Does not apply to me

Q13a. Do you have any comments on ‘Idea 1 - Feeder services’?


Q14. Can you tell us how likely would you or anyone in your house be to use ‘Idea 2 - Bookable flexible bus services’ if it was available?

Please tick one.

- [ ] Very likely
- [ ] Quite likely
- [ ] Not very likely
- [ ] Very unlikely
- [ ] Don’t know
- [ ] Does not apply to me

Q14a. Do you have any comments on ‘Idea 2 - Bookable flexible bus services’?
Q15. Can you tell us how likely would you or anyone in your house be to use ‘Idea 3 - Use of taxi-bus style services’ if it was available?

Please tick one.

- [ ] Very likely
- [ ] Quite likely
- [ ] Not very likely
- [ ] Very unlikely
- [ ] Don’t know
- [ ] Does not apply to me

Q15a. Do you have any comments on ‘Idea 3 - Use of taxi-bus style services’?
Q16. Do you travel using any of the following bus passes?

- [ ] Mobility Impairment
- [ ] Older Person’s
- [ ] Companion
- [ ] Young Person’s
- [ ] KCC Free School Bus Pass
- [ ] Kent 16+
- [ ] No, I do not use any bus pass
- [ ] Other, please write

Q16a. If you travel using any of the passes above (excluding those entitled to receive free Home to School Transport) would you pay extra for your journey if it provided an improved service compared to your current service?

- [ ] Yes - up to £2
- [ ] Yes - up to £4
- [ ] No
- [ ] Not applicable
- [ ] Don’t know

Q17. 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: www.kent.gov.uk/bigconversation

Is there anything you would like to add?
Q18. Thank you for taking part in the Big Conversation – your feedback will help us to shape the future of rural transport in Kent.

If you have any further comments or other ideas, please write them here.
Section 4 - More About You

You do not have to fill these questions in if you do not want to. If you are responding to this questionnaire 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.

Q19. Which of the following options best describes what you are doing at present? Please select one.

- Working - in full-time job (30+ hours per week)
- Working - in part-time job (under 30 hours per week)
- On a government supported training programme (e.g. Modern Apprenticeship, Training for Work)
- Full time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- I prefer not to say
- Other, please write: [ ]
Q20. Are you…?

☐ Male

☐ Female

☐ I prefer not to say

Q21. Is your Gender the same as your birth?

☐ Yes

☐ No

☐ I prefer not to say

Q22. How old are you?

☐ I prefer not to say
Q23. Do you belong to a religion or belief?

☐ Yes
☐ No
☐ I prefer not to say

Q23a. If you have answered Yes to the question above, which religion or belief is it?

☐

Q24. 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
Q24(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
- Sensory impairment (hearing, sight or both)
- Long-standing illness or health condition
- I prefer not to say

Other (please write)

Q25. Are you a Carer?
(A Carer is anyone who cares, unpaid for a friend or family member who due to illness, disability, mental health problem or addiction cannot cope without their support)

- Yes
- No
- I prefer not to say
Q26. 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).

Q27. Are you...?

- [ ] Heterosexual/Straight
- [ ] Bi/Bisexual
- [ ] Gay/Lesbian
- [ ] Other
- [ ] I prefer not to say

Thank you for taking the time to complete this questionnaire, your feedback is important to us.
Thank you for taking the time to give us your views.

**Privacy**: Kent County Council collects and processes personal information in order to provide a range of public services. Kent County Council respects the privacy of individuals and endeavours to ensure personal information is collected fairly, lawfully, and in compliance with the General Data Protection Regulation. Please go online for more information: https://consultations.kent.gov.uk/consult.ti/PrivacyNotices

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

FREEPOST BIG CONVERSATION

This is all you need to put on the envelope.

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