

Have your say

Proposed changes to how we support passenger transport services in Leicestershire



Give us your views

Consultation on the draft passenger transport policy and strategy

Online: www.leicestershire.gov.uk/passenger-transport-consultation

For general enquiries or comments about this consultation
phone **0116 305 0002** or email ptps@leics.gov.uk

Public consultation: Please submit your views by midnight on
Wednesday 13 June 2018

Why change?

Leicestershire County Council has to consider if and how it can meet a need for public transport where this need cannot be met in other ways.

The vast majority of road-based passenger transport in Leicestershire is provided by commercial bus operators (such as Arriva or First Buses) at no cost to the tax payer.

Our current policy sets out that, where appropriate, we would meet daytime public transport requirements not met by the commercial bus network by:

- subsidising conventional bus services or
- through less frequent minibuses and demand responsive transport (DRT) type services in areas of low usage.

Since the policy was last reviewed in 2013, the commercial network has changed, with many areas seeing less frequent services.

For some services, the commercial operators have warned they would have to withdraw the service unless the council subsidises the route.

The Bus Services Act 2017 gives local transport authorities more tools to address inefficiencies in the local bus market and to work with commercial bus operators to improve services - although no extra money has been made available by government to support this.

In areas of lower usage, where services are not commercially viable, bus services can be a relatively expensive and inflexible way to transport people. Although some subsidised bus services are well used and provide reasonable value for money, usage of other services has declined or continues to be low. These services do not present best use of public money and alternative transport solutions should be considered.

There are
13 million
journeys by
bus each year

94%
of bus journeys
are on commercial
operators



Over a number of years, there has continued to be an increase in the cost of supporting passenger transport. These costs include:

- financial subsidies for some routes
- provision of infrastructure and passenger information
- the cost of concessionary travel for older and disabled people

At the same time, the county council has to make £50m of savings over the next four years. This is on top of the £178m saved since 2010 - which means difficult decisions being taken about services in all areas of the council's work.

It is therefore essential that we have a clear policy and strategy that will allow us to take decisions about supporting passenger transport in a clear and consistent way that ensures the most efficient use of reducing resources, while meeting our statutory duties.

The proposed passenger transport policy and strategy sets out how the county council would go about meeting its statutory duties and deliver value-for-money passenger transport services for Leicestershire.



What is Demand Responsive Transport?

It is a form of pre-booked transport using small vehicles rather than buses, such as taxis or minibuses. They have some things in common with bus services such as the fares charged but with differences such as only running when booked.

What is the council consulting on?

The county council is proposing a passenger transport policy and strategy to ensure it meets its statutory duties and delivers value for money passenger transport services for Leicestershire residents.

The new policy and strategy would replace the current 2013 'Revised Policy on the Supported Bus Network'.

We want your feedback about the draft policy and strategy proposals - the main points of which are summarised in this document.

What is our statutory duty?

Leicestershire County Council, as the local transport authority has a responsibility to:

“secure the provision of such public passenger transport services as the council consider it appropriate to secure to meet any public transport requirements within the county which would not in their view be met apart from any action taken by them for that purpose.”

(Transport Act 1985)

Put simply, this means that the council must:

- 1) identify public transport requirements which would not otherwise be met**
- 2) consider what would be appropriate services to meet those needs**

We welcome your views on what this means in practice:

- Which needs could only be met by the council?
- What represents good use of public money in supporting those needs to be met?
- What is appropriate for the council to provide in the current financial climate?

Our duties with regards to passenger transport are set out in more detail in the draft passenger transport policy.

What services are covered by the proposed passenger transport policy & strategy?

The proposed policy and strategy focusses on a wide range of public passenger transport services. This includes traditional bus services and DRT schemes, but also support given to community transport providers and other passenger transport solutions using smaller vehicles, including cars (such as good neighbour schemes and car share schemes). These transport services are described in more detail elsewhere in this document.

The proposed policy and strategy also sets out the council's approach to a range of related issues, such as providing passenger information services, fares and ticketing, providing and maintaining bus stops and bus lanes, and other infrastructure to support passenger transport.

The draft **passenger transport policy** sets out the objectives and supporting principles that would guide the county council's support for passenger transport services across Leicestershire.

The draft **passenger transport strategy** sets out how the policy objectives may be delivered and what support the council will offer in the following areas:

- Commercial passenger transport services
- Community transport services
- Subsidised passenger transport services
- Intervention in the planning system
- Passenger information
- Supporting infrastructure
- Fares and ticketing
- Concessionary travel
- Dealing with service disruptions

The passenger transport policy and strategy does not cover:

- **Park and Ride**
- **Home-to-School Transport**
- **Rail travel**
- **Commercial taxi and private hire services**
- **Specialist transport services for education and social care purposes**

The proposed changes set out in this consultation document therefore do not apply to these services.

What do the draft passenger transport policy and strategy say?

Both documents can be read in full at www.leicestershire.gov.uk/passenger-transport-consultation

Key elements of the proposed policy and strategy are:

- The policy reflects that commercial transport operators provide the vast majority of bus services in the county and meet many people's needs, so the council aims to work with operators to help shape services to meet local needs and to maximise use of those services.
- The county council may intervene by offering support for alternative passenger transport services to meet high priority needs that are not met by the commercial bus network.
- Any decision to intervene through financial support of services would be based on evidence of significant unmet demand for access to services and facilities, and would be subject to a value-for-money test.
- Priority would be given to connecting people to food shopping, primary healthcare and employment and training opportunities at a local centre.
- Priority would also be given to the needs of elderly, disabled or isolated people.
- We would only consider supporting services that depart from or arrive at their first Leicestershire location between the following times:

Monday to Friday 07.00am to 19.00pm

Saturday 08.00am to 18.00pm
- The county council would continue to provide financial support to community transport services and encourage them to become more self-sustaining.
- The county council would seek to encourage and support community organisations to provide local transport solutions that address access needs that are not covered by commercial or alternative transport services.

What would that mean in practice for current services?

If the draft policy and strategy were to be adopted without changes, this would mean the following:

Commercial services

Most bus services in the county are provided by commercial operators. These services are outside of the control of the county council. We would work with the commercial operators to ensure the commercial network is attractive, efficient and stable. This may include working with operators to ensure bus stops, shelters and service information are provided and maintained. We can also help ensure buses don't suffer unduly from traffic congestion and roadworks, and to help operators reduce vehicle emissions.

Where a bus operator decides to make changes to commercial services that would have a detrimental impact on the access to priority services for Leicestershire residents, the county council would work with operators to find ways to reduce that impact. The county council would only provide financial support if the proposed criteria for financial support to bus services is met. These criteria are set out on page 13 of this document.

Community Transport services

Community Transport (CT) services currently provide a valuable service for people from vulnerable groups, for example, disabled or older people with impaired mobility, and people who live in isolation, by helping them to access services and activities which they can't reach using the commercial bus network or links that are not provided by the commercial network.

CT services are provided by community organisations, with much of the work involved being undertaken on a voluntary basis. Although users of CT services pay towards the cost of their travel, providers rely on external fund-raising to cover the rest of their costs.

The county council will continue to pay grant funding to community transport organisations based on the number of trips carried and size of catchment population. Some CT services also receive grants from Leicestershire's Clinical Commissioning Groups (NHS) to connect people with healthcare.

We will encourage existing CT scheme operators to become more financially self-sustaining and to broaden their appeal to population groups other than older and disabled people.

Local transport solutions

In communities that currently only have a limited passenger transport service, we will work with local organisations and groups of local people who are interested in offering some form of additional service. These may be based on small vehicles, including cars, taxis or minibuses.

Examples include car sharing and good neighbour schemes, but could also include minibus journeys sponsored by local businesses and/or parish councils. In particular, we will offer advice on organisational, operational and funding issues.

We may also offer grant funding to help communities establish and start to operate any new transport services for local communities where essential transport needs are not met by other services and this provides value for money.

Subsidised bus services

The main impact of the proposed policy and strategy will be a likely reduction in the number of subsidised bus services. However, this does not mean that areas currently served by such buses would no longer have a passenger transport service in future.

For bus services that the council currently supports financially, contracts come to an end in June 2019. Should the policy and strategy be approved, the county council will review these services against the proposed criteria for financial support to bus services. The proposed criteria are set out on page 13 of this document.

Should continuing to provide a subsidised bus service no longer be appropriate, we would engage with local communities to consider alternative service provision, such as local transport solutions or lifeline demand responsive transport.

For illustration purposes, we have provided a table on the following page which shows how the current subsidised services would score based on costs and performance as at January 2018. It is important to note that bus services are continually subject to operational or market changes, so if the PTPS is adopted, the resultant table on the following page may look different at the time of the actual review.

Illustration of potential impact

Likelihood of contracted services being (dis)continued if assessed against the proposed criteria for financial support to bus services, based on January 2018 costs and performance.

(Green means 'likely to be continued', amber means 'continuation at risk', red means 'likely to be discontinued and alternative local community or demand responsive transport solution be considered.')

Service*	Operator	Route	Subsidy Level	Journeys covered by subsidy
14 & 15	Centrebus	Melton Town Services	Partial	14 (Melton Valley Road - Melton Centre) Final pm journey Monday - Friday, All Saturday journeys 15 (Melton Dieppe Way - Melton Centre) First am journey Monday - Friday, All Saturday journeys
7 & 66	Arriva Hinckleybus	Hinckley Town	Partial	66 (Hinckley Wykin Rd - Hinckley Centre) 3 out of 5 off-peak return journeys 7 (Hinckley Trent Road - Hinckley Centre) 4 out of 12 off-peak return journeys
154	Centrebus	Leicester - Loughborough (Saturday)	Partial	All Saturday journeys only
8	Centrebus	Loughborough - Melton	Full	All journeys
X84	Arriva Hinckleybus	Leicester - Rugby (Saturday)	Partial	All Saturday journeys only
24	Centrebus	Melton - Bottesford/Bingham	Full	All journeys
X55	Arriva Hinckleybus	Hinckley - Leicester (Fosse Park)	Partial	First am journey (Hinckley - Leicester) First am journey (Sapcote - Hinckley) Final pm journey (Leicester - Hinckley)
100	Centrebus	Leicester - Melton (south of A607)	Full	All journeys
120	Roberts Travel Group	Leicester - Coalville	Full	All journeys
40	Centrebus	Circleline (outer ring)	Partial	Provision from circa 14:45 onwards (Monday - Friday) All Saturday journeys
27	Roberts Travel Group	Loughborough - Thurmaston	Full	All journeys
44	Centrebus	Harborough - Fleckney	Partial	Most journeys (NB some additional provision is provided commercially)
155	Roberts Travel Group	Coalville - Castle Donington	Full	All journeys
129	Paul S. Winson	Ashby - Loughborough (Community Bus Partnership)	Full	All journeys
8	Arriva Hinckleybus	Lutterworth - Hinckley	Full	All journeys
747	Centrebus	Leicester - Uppingham	Partial	Off-peak provision (Monday - Friday) All Saturday journeys

Service*	Operator	Route	Subsidy Level	Journeys covered by subsidy
113	Centrebus	Melton - Oakham (Community Bus Partnership)	Full	All journeys
661	Murphy's Taxis	Lutterworth - Rural Villages	Full	All journeys
X6	Centrebus	Bottesford - Grantham (Muston diversion)	Partial	One return journey per day (Muston - Grantham)
3 & 66	Arriva Hinckleybus	Hinckley Town + Dadlington Diversion	Partial	66 (Dadlington diversion) All journeys 3 (Burbage Three Pots - Hinckley) All journeys
3 & 13	Paul S. Winson	Loughborough Town Services	Full	All journeys
154	Centrebus	Leicester - Quorn	Partial	Single journey - 18:25 departure Monday - Friday (Leicester - Quorn)
23 & 25	Centrebus	Melton - Stathern/ Nether Broughton	Full	All journeys
22B	Centrebus	Leicester - Birstall (Early and late journeys)	Partial	First and last return journeys, Monday - Friday (Birstall - Leicester) First and last return journeys, Monday - Friday (Leicester - Birstall)
128	Centrebus	Leicester - Melton (north of A607)	Full	All journeys
X6	Centrebus	Bottesford - Grantham (am school journey)	Partial	am school journey; this is duplicate provision (over and above the commercial service)
22B	Centrebus	Leicester - Birstall (Saturday)	Partial	All Saturday journeys
7	Roberts Travel Group	Measham - Atherstone (Community Bus Partnership)	Full	All journeys
33	Centrebus	Market Harborough Town Services	Full	All journeys
X6	Centrebus	Bottesford - Grantham (pm school journey)	Partial	pm school journey; this is duplicate provision (over and above the commercial service)
55 & 56	Centrebus	Melton - Grantham (Community Bus Partnership)	Full	All journeys

* Services are listed as they are currently contracted. Any local services not listed are currently operated on a commercial basis.

We are not proposing to end any of the services in the table above at this time.

Any decision about the future of these services would be based on the final policy and strategy and would be based on data collected as part of the review of the service at the time individual contracts come to an end. Any decision on the future of services would also consider the implications on the overall passenger transport in the local area and the impact on people who are reliant on the service and cannot reasonably use other means of travel.

Lifeline demand responsive transport services

These services are currently operated by contracted small vehicle or taxi operators in areas where there are no alternative passenger services to meet a significant demand. These services provide a lifeline service for people in areas without bus services who cannot reasonably use other means of travel (eg. community transport, private car, car-sharing, commercial taxi/minicab, walking, cycling or Wheels to Work) for high priority journey purposes to a local centre at core times. The case for maintaining such DRT services will be reviewed at least every three years.

Where subsidising a bus service is not or no longer considered appropriate, we would take into consideration the number of people who were reliant on the bus service and who cannot reasonably use other means of travel. In such cases, the council will consider providing a localised 'lifeline' demand responsive transport (DRT) service - where there is significant need - and costs do not exceed £1.20 per passenger-km.

What else does the passenger transport policy and strategy cover?

The policy and strategy also sets out the council's intentions for a range of other passenger transport related issues. These intentions are mostly a continuation of current practice.

Securing passenger transport services for new housing developments	Working with planning authorities, developers and transport operators to ensure new housing developments have access to passenger transport services.
Fares and ticketing	Working with transport operators to keep fares low and consistent, encourage schemes that enable tickets to be used on buses from different operators and support introduction of electronic 'smart ticketing'.
Concessionary travel	We will continue to fund the national concessionary travel scheme for older and disabled people.
Passenger information	Working with transport operators and Traveline to ensure that information on local services is provided and easily accessible.
Dealing with service disruptions	Working with operators to minimise service disruptions from planned roadworks.

How the consultation will work

The consultation runs from 21 March and ends at midnight on 13 June, 2018.

During the consultation, we will be holding a series of meetings to provide you with information to help you submit your views on the proposed passenger transport policy and strategy. Details of these events can be found on page 14.

To submit your views, please fill out the consultation survey and make sure it reaches us by **midnight on 13 June 2018** at the latest. The survey is available online at www.leicestershire.gov.uk/passenger-transport-consultation

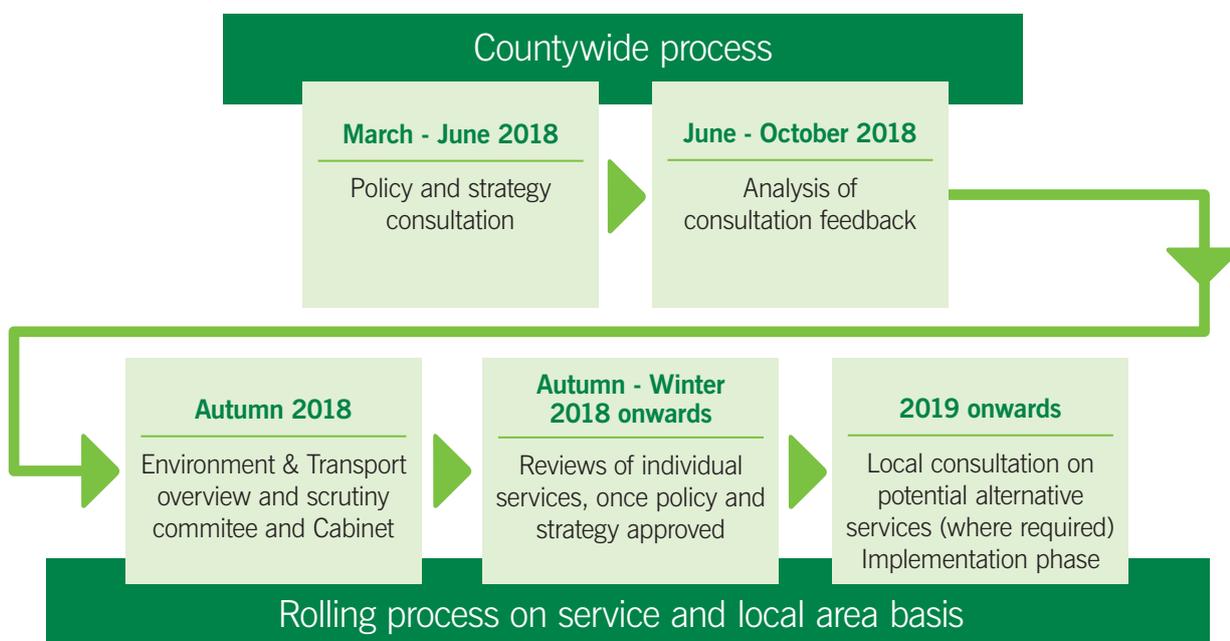
Paper copies of the survey are available on request by calling **0116 305 0002**.

What happens next ?

Following the consultation, we will consider all of the responses received and a report will be taken to the council's cabinet in Autumn 2018.

Current contracts for subsidised bus services have all been extended until June 2019.

If the passenger transport policy and strategy are agreed, the council would start a rolling programme of reviewing all current subsidised bus services against the agreed policy and strategy. Where a bus service is not considered to provide good value, the council would consult locally on potential alternative services. Changes to passenger transport provision as a result of these reviews would not come into effect until the summer of 2019 at the earliest.



Additional information

Proposed criteria for financial support to bus services

To inform the council's decision about financial support, bus services will be put through an objective assessment of the benefits and costs of supporting that service. We propose to use the following key indicators:

- **Subsidy cost per passenger-km.** This is the main indicator of value for money and compares the cost of supporting the service with the actual or forecast demand.
- **Number of Leicestershire residents within the bus service's catchment area¹ who:**
 - don't have access to another direct service to a local centre by other means (e.g. another bus or train service stopping within 800m of their home), and
 - who aren't within reasonable walking distance (800m) of a local centre.

This indicator relates to the number of people for whom a particular service has a high value.

- **Journey purposes served.** Bus services that accommodate a number of high priority journey purposes are considered more 'valuable' than those that focus primarily on lower priority journey purposes.

We have developed a scoring mechanism, which is weighted to reflect the relative importance of these indicators and enable us to differentiate between the merits of different service options.

Indicator	Points scale
Net subsidy cost per passenger-km	0 - 20 points
Number of people for whom the service has a high value	0 - 10 points
Journey purposes served	0 - 5 points

Once a service has been through the scoring mechanism, the resultant overall score (out of 35) will be viewed in the context of a case-for-support rating. This is shown in the table below.

Overall service score	Case for support rating
25 or more	Strong
20 - 24	Marginal
Less than 20	Weak

¹ Catchment area defined as within 800m of a bus stop.

Consultation information events

Date	Venue	Time
Thursday 3rd May 2018	Measham Leisure Centre High Street Measham Leicestershire DE12 7HR	7pm - 8.30pm (registration from 6.30pm)
Thursday 10th May 2018	Lutterworth Town Hall Market Square Lutterworth LE17 4AT	7pm - 8.30pm (registration from 6.30pm)
Thursday 17th May 2018	Green Towers Richmond Road Hinckley Leicestershire LE10 0DZ	7pm - 8.30pm (registration from 6.30pm)
Monday 21st May 2018	Melton Civic Suite Parkside Station Approach Burton Street Melton Mowbray Leicestershire LE13 1GH	7pm - 8.30pm (registration from 6.30pm)
Wednesday 23rd May 2018	Rosebery St Peter's Community Centre Storer Road Loughborough Leicestershire LE11 5EQ	7pm - 8.30pm (registration from 6.30pm)

There is no need to register in advance for these consultation events. If you have any special requirements, such as a hearing loop, or you require support to enable you to attend an event, please contact us on **0116 305 0002** or email ptps@leics.gov.uk

Notes

You can view the latest information in a number of ways

Visit us online at www.leicestershire.gov.uk/passenger-transport-consultation Our web pages will be kept up-to-date with the latest information and developments. You'll also be able to access the survey here.

Send an email to ptps@leics.gov.uk to register for the latest news and updates.

Follow us [@leicscountyhall](https://twitter.com/leicscountyhall) for general updates from the council, including the developments on the budget.

Alternatively, you can telephone **0116 305 0002** to ask for information in printed or alternative formats.

ਜੇ ਆਪ ਆ ਮਾਭਿਤੀ ਆਪਨੀ ਆਧਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ
ਓਝੜਨਾਂ ਡੋ ਨੋ 0116 305 0002 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰਥੋ ਅਨੇ
ਅਮੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਓਵਥਾ ਕਰੀਥੁੰ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 0002 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন
সাহায্যের প্রয়োজন হয়, তবে 0116 305 0002 এই নম্বরে
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 0002 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，
請致電 0116 305 0002，我們會安排有關人員為你
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji
w Twoim języku, zadzwoń pod numer 0116 305 0002,
a my Ci pomożemy.

