

# Moving Forward: The future of passenger transport in Leicestershire

Engagement Pack (Part A)



# Introduction

Passenger transport services are changing while, at the same time, councils are facing significant financial challenges

Here in Leicestershire, we are striving hard to strike a balance between saving money while also trying to offer a better service in meeting the essential needs of residents.

More than 90 per cent of all passenger transport services are run by commercial operators with a view to making a profit. The county council is responsible for the rest and we are subsidising some journeys to the tune of £13 per passenger. In these challenging times, that is not a sustainable position.

What we are committed to doing is working alongside community groups and organisations to develop transport options which are fit for the future.

We're trying to be ahead of the curve. Some authorities, including neighbouring Northamptonshire County Council, don't support any passenger transport services at all. We are still spending around £2m, but do have to find £400,000 in savings over the next three years.

What we are outlining in this engagement pack is not a list of services which we plan to stop, it's about engaging with communities and making informed decisions.

We've already started speaking to people who use the routes about how well used the services are and potential alternatives which could be put in place.

We've also been working with detailed data about times, frequency and community specific factors across the length and breadth of the county.

What we end up with might not be a service that is as frequent but it will still mean that people can get to the core amenities.

It may also have a different look to it in the form of demand responsive transport (DRT).

Demand responsive transport means that if there are people wanting to use the service they can ring and book a place and the next day it will be there.

We recognise that there will be some challenges because it will mean a change in some areas but we will work with people during the transition. We must also reiterate that no communities will be left without a service.



Councillor Blake Pain  
Leicestershire County Council cabinet member for environment and transport

## Our strategy

The county council has developed a new Passenger Transport Policy and Strategy, approved in October 2018, to ensure provision is fit for purpose and cost-effective.

The strategy has cleared the way for the council to review all of the bus services which it financially supports, and score them based on an agreed scoring system.

Buses are not the only passenger transport option available and it is clear that one size does not fit all. There are five possible outcomes from reviewing each supported bus service:

- Remove the bus service if it does not fit the policy
- Continue to operate the bus service in its current form
- Change the bus service (e.g. hours of operation, route, stops, combine with other bus services, etc.)
- Replace the bus service with a demand responsive transport (DRT) service
- Replace the bus service with a community-led solution

To find out more about the strategy, visit [www.leicestershire.gov.uk/passenger-transport](http://www.leicestershire.gov.uk/passenger-transport)



# 94%

of bus journeys are on commercial services

# £400k

IN SAVINGS TO MAKE  
OVER NEXT 3 YEARS



## 1. The pack

This pack provides an introduction to the council's offer of an alternative service if it is anticipated that a bus service is no longer suitable for a particular area. It also provides information about other types of scheme that communities might wish to design and run themselves, either alongside or instead of, the council's offer. There is also an introduction to Community Transport (CT) and an outline of how communities might work with their local CT operator to look for a low-cost alternative solution, rather than developing a service from scratch.

## 2. Service review

The council assessed each service based on three factors:

### a) Cost

Value for money was calculated by comparing the cost of supporting a bus service with the demand for travel on it. The calculation included:

- The number of passenger journeys made on the service per year
- The amount of money the council paid the operator to run the service
- The average journey length, calculated as half the length of the whole route

The calculation resulted in a net cost per passenger kilometre. The score ranged from zero for a cost £0.80 or more per passenger km up to 20 for a score of less than £0.04 per passenger km. See Part B of this engagement pack for the score breakdown of your service.

### b) Access to Another Service

This considered the number of Leicestershire residents who live within a bus service's catchment area (which is defined as being within 800 metres of a bus stop for the service) and who don't have another service that they can use, or who live beyond an acceptable walking distance to a local centre. The measure for access to another service is having a stopping commercial bus or train service within 800 metres walking distance of home. 800 metres is also the acceptable distance for having access on foot to a local centre from home.

The calculation for scoring access to another service combined the number of Leicestershire residents within the bus service's catchment area who:

- did not have another commercial bus or train service to use within 800 metres of their home, or
- live more than 800 metres walking distance from their local centre

The score ranged from one for 751 – 1500 people without another service or beyond walking distance of a local centre to 10 for more than 7500 people without an alternative service or beyond walking distance. The full table of scores for access to another service is provided on the website.

Where the catchment area includes areas of employment deprivation, residents within the employment-deprived areas count double.

### **c) Journey Purpose**

This considered each bus service in relation to the types of journey made by passengers. The scoring system rated work and training, food shopping and primary healthcare (doctors and dentists surgeries) as the three high priority journey purposes. It rated education, non-food shopping, leisure and social as 'other' journey purposes.

Bus services which provided access for the high priority journey purposes scored more highly than those providing access for other journey purposes. The score ranged from zero for a bus service which 'serves less than two other purposes' to five for a service which 'serves three high priority journey purposes plus at least two others'. The full table of scores for journey purpose is provided on the website. The information for making the calculation was drawn from passenger surveys and/or bus drivers who often know what passengers use the bus for at different times of the day.

### **Total Score**

Each bus service was reviewed based on assessing these three factors and given a total score out of 35. The higher a service scored, the stronger the case for support by the council in the future. A score of 25 or more had a strong case for support, a score of 20 to 24 had a marginal case for support and a score of less than 20 had a weak case for support.

### 3. What is the Demand Responsive Transport (DRT) Offer?

**When is a bus service not a bus service?**

**When it's a demand responsive transport service. Watch our video on DRT here:**

**[www.leicestershire.gov.uk/passenger-transport](http://www.leicestershire.gov.uk/passenger-transport)**

If there is a need to provide access to key destinations at certain times, the council will consider providing a Demand Responsive Transport or 'DRT' service(s).

DRT is a combination of a bus service and a taxi service. The destinations are fixed like those of a bus service, but the trips are booked like those of a taxi.

From the council's point of view, DRT offers an affordable service for residents in areas which are too costly to serve by conventional buses, but which still have a need to access local facilities and services because there are no other bus services available. DRT services are planned to run at the times when most people want to travel. There are also environmental benefits from reducing the number of underused buses in operation.

The council will ensure that a DRT is operating before a supported bus service is removed, so communities will not be left without a service.

### 4. Community-led Options

The council recognises that it does not have all the solutions when it comes to accessing local facilities and services and is open to ideas from communities about designing and running transport services for the benefit of local residents.

Some community-led services might be:

- A social car scheme
- A car sharing scheme
- A car club
- A good neighbour scheme
- A community minibus scheme

If a community decides that it wishes to look at other ways of serving its residents, the council will fund a DRT while those options are being developed. Any community-led solution could be run alongside or replace a DRT service, as long as the services are affordable and provide value for money.

As well as providing this pack, the council will offer support by attending meetings where possible and answer questions and queries by email or telephone.

Email: [PTPS@leics.gov.uk](mailto:PTPS@leics.gov.uk)

Phone: **0116 305 0001**

Before starting to develop a new community-led solution, it is worth bearing in mind that Leicestershire already has a network of Community Transport (CT) operators covering all parts of the county. Although these operators receive grant funding from the council, there is always a need for new volunteers so that the travel requirements of more residents can be met. Communities may wish to consider whether they might be able to strengthen their local CT provision, by offering new volunteers in order to better meet the additional travel demand from their area. Further information on community transport is available on the website.

## **5. Recommendations from the Review**

Part B of this Engagement Pack provides details of individual supported services, including the results of the review and the council's intended solution(s) for passenger transport provision in that area in the future.

# You can view the latest information in a number of ways

Visit us online at [www.leicestershire.gov.uk/passenger-transport](http://www.leicestershire.gov.uk/passenger-transport)  
Our web pages will be kept up-to-date with the latest information and developments.

Send an email to [ptps@leics.gov.uk](mailto: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 0001** to ask for information in printed or alternative formats.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 0001 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 0001 ਨੰਬਰ ਤੇ ਫੋਨ 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 0001 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 0001 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 0001，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 0001, a my Ci pomożemy.

