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Further Information

You can look at the proposals online at www.worcestershire.gov.uk. This document can be downloaded and the questionnaire can also be filled out on-line.

If you require any further information, then please contact the Worcestershire Hub on **01905 765765**.

This document can be made available in other formats (large print, audio tape, computer disk and Braille) on request from The Worcestershire Hub on telephone number 01905 765 765 or by emailing Hub@worcestershire.gov.uk

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rkçe. Bu dokümanın içeriğini anlayamazsanız veya dokümanı sizin için tercüme edebilecek birisine ulaşamıyorsanız, lütfen yardım için 01905 765765 numaralı telefonu arayınız. (Turkish)

اردو۔ اگر آپ اس دستاویز کی مشمولات کو سمجھنے سے قاصر ہیں اور کسی ایسے شخص تک آپ کی رسائی نہیں ہے جو آپ کے لئے اس کا ترجمہ کر سکے تو، براہ کرم مدد کے لئے 01905 765765 پر رابطہ کریں۔ (Urdu)

کردی سۆزانی. ننگر ناتوانی تیجگدی له ناوهر زکی نهم بئلگهیه و دستت به ههچ کس ناگات که و بهیگهر یتوه بۆت، تکایه تهلخۆن بکه بۆ ژماردی 01905 765765 و داواى رینۆینی بکه. (Kurdish)

ਪੰਜਾਬੀ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮਹੱਤਵ ਸਮਝ ਨਹੀਂ ਸਕਦੇ ਅਤੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਤੱਕ ਪਹੁੰਚ ਨਹੀਂ ਹੈ, ਜੋ ਇਸਦਾ ਤੁਹਾਡੇ ਲਈ ਅਨੁਵਾਦ ਕਰ ਸਕੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਦਦ ਲਈ 01905 765765 'ਤੇ ਫ਼ੋਨ ਕਰੋ। (Punjabi)

To the best of our knowledge all information was correct at the time of printing: January 2011.

56033 01/11



Worcestershire County Council

Proposals for Reducing Subsidised Bus Services

Consultation closes 1st April 2011

Proposals for Reducing Subsidised Bus Services

Over the next four years, Worcestershire County Council estimates it will need to find savings of around £70 million. This is because of spending pressures and national and local budget reductions.

Worcestershire County Council's Cabinet has agreed that it should consider the following when deciding where to make savings:

- a. Efficiency and cost control – standardising common functions across Directorates, ceasing to deploy resources no longer needed and taking the cash savings out of budgets, focusing on leaner systems and delivery.
- b. Service Reform – looking for alternative ways to meet customers' needs at lower cost. Not seeking to continue to deliver services ourselves, if this can be done better, at lower cost, by others. Exploring options with partners, including enhanced-two tier with District Councils, and joint arrangements with the NHS and others.
- c. Spend less, do less – given the level of budget reduction, cuts will be inevitable. The challenge is to reduce the needs for cuts as far as possible, by achieving efficiencies and reforming services.

Worcestershire County Council offered residents the chance to help shape the future delivery of its services via consultation exercises including paper, electronic and face to face surveys and a series of road shows held in November 2010. The surveys and road shows enabled local taxpayers to tell County Hall decision-makers which areas are most important to them within the context of the budget cuts.

Councillor Derek W Prodger (MBE) Cabinet Member with Responsibility for Transport and the Safe Environment says "The consultation results indicate that though people recognise the importance of bus services they do not think that subsidising bus routes should be a high priority for the County Council at this time".

Subsidised bus services are one of a number of areas where savings are being considered. In order to prioritise subsidised bus services, it is proposed to use six enhanced Performance Indicators as a measurement. These will aim to define the value or benefit of services in relation to the cost of their provision.

The Current System

Worcestershire County Council supports the provision of an extensive passenger transport network across Worcestershire, both in fulfilment of statutory duties and to enable access to facilities and services. This support includes passenger transport and education travel services.

The Council supports the provision of local bus services, by financially subsidising routes that are not provided on a commercial basis by private operators. Worcestershire County Council are legally not permitted to change the commercial network, apart from through agreement with the local operators.

Reason for Change

The tax-payer currently pays approximately £4 million each year to support subsidised passenger transport services. This is spread across 115 contracts, enabling approximately 4.6 million passenger journeys per annum, out of a total of just under 17 million.

In light of the requirement for all local authorities to review their spending, Worcestershire County Council cannot afford to continue to subsidised local bus services to the extent they have been in previous years. .

Significant financial savings have already been made through efficiency and operational reviews, for example:

- Route optimisation
- Procurement and tendering reviews

However, efficiency savings alone will not reduce expenditure sufficiently to make the savings required. Unfortunately, a focus on further cost savings through service reductions and withdrawals of services subsidised by the County Council is inevitable.

What are we Proposing?

An indicative list of services that are affected by this programme is shown below. These services are subject to review, for example, we are working with local Bus Operators to seek efficiency opportunities and potential commercial services being provided.

Indicative List of Services to be Withdrawn Due to Budget Cuts

Bus Services are shown by district; cross-boundary routes therefore appear in more than one district

Service No.	Service Description	Notes
Bromsgrove		
93	Bromsgrove - Charford Estate	Sunday
140	Bromsgrove - Stoke Wharf (circular)	
141	Bromsgrove - Droitwich via The Stokes	
143	Marlbrook - Redditch via Catshill, Bromsgrove	Early morning and Sunday
144	Birmingham - Worcester via Catshill, Bromsgrove, Droitwich	Early Morning, Monday to Thursday Evenings, Sundays
145	Bromsgrove - Cotteridge via Blackwell	
146	Birmingham - Redditch via Alvechurch	Evening and Sunday
158	Droitwich - Redditch via Stoke Prior, Feckenham	
175	Wythall - Solihull via Grimes Hill, Maypole, Shirley	
177	Wythall - Birmingham via Grimes Hill, Maypole, Moseley	
192	Kidderminster - Birmingham via Halesowen	
197	Kidderminster - Hagley (Circular) via Belbroughton, Blakedown	
202, 204	Bromsgrove - Halesowen via Lickey, Cofton Hackett, Frankley	Bromsgrove - Rednal section
318	Bromsgrove - Stourbridge via Sidemoor, Catshill, Belbroughton, Hagley	
334	Kidderminster - Redditch via Bromsgrove	Sunday
625	Cofton Hackett - Rubery, Great Park via Rubery	
822	West Hagley - Wolverley School via Blakedown, Stourbridge Road	
Malvern Hills		
44, 44A	Worcestershire Royal Hospital - Great Malvern (Link Top) via County Hall, Worcester, Malvern Link	Worcestershire Royal Hospital to County Hall section and Sunday
213	Stourport - Astley Burf (Circular)	
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
356	Stourport - Droitwich via Holt Heath, Ombersley	
359	Stanford Bridge - Droitwich via The Shelsleys, Holt Heath, Ombersley	
377	Malvern Link - Cheltenham via Malvern Wells, Pendock, Gloucester	
389	Rye Street - Tewkesbury via Bushley	
423	Worcester - Bromyard via Alfrick, Suckley	
424	Worcester - Knightwick via Broadheath, Berrow Green	
425	Great Malvern - Knightwick via Leigh Sinton, Alfrick, Suckley	
476	Malvern Link Top-St. Mary's School Lugwardine via St. Mary's School, Ledbury	Schools only
671	Sledge Green - Ledbury via Pendock, Rye Cross	
756	Menithwood - Tenbury via Knighton-on-Teme	
760	Eastham / Great Witley - Kidderminster via Menithwood, Stourport	
761	Stanford Bridge - Tenbury via Eastham and Highwood	
763	Netherwood - Tenbury Wells via Kyre	
767	Tenbury - Burford (circular)	

Redditch		
50	Redditch - Batchley (Salters Lane) via Cedar Road, Woodlands	
55A, 55B, 56A, 56B	Redditch - Crabbs Cross via Oakenshaw, Webheath (Circular)	Evening and Sunday
57A, 58A	Redditch - Matchborough Circular via Woodrow, Alexandra Hospital, Church Hill	Evening
60	Redditch - Matchborough West via Abbeydale, Morrison's	
61	Sainsbury's - Redditch East via North Moons Moat	
63	Redditch - Bentley Close - Plymouth Road - Redditch	
64	Redditch - Woodrow North via Lodge Park, Greenlands	
70	Redditch - Astwood Bank via Crabbs Cross	Sunday
143	Marlbrook - Redditch via Catshill, Bromsgrove, including St. Augustine's RC School	Schools, Early morning and Sunday
146	Birmingham - Redditch via Alvechurch	Evening and Sunday
151	Droitwich - Redditch via Hanbury, Feckenham	
155	Callow Hill - Redditch via Feckenham Road	
158	Droitwich - Redditch via Stoke Prior, Feckenham	
247	Redditch - Evesham via Crabbs Cross, Studley, Bidford	Early morning, evening and Sunday
334	Kidderminster - Redditch via Bromsgrove	Sunday
350	Redditch - Worcester via Inkberrow	Certain journeys
S57, S58	Matchborough - St. Augustines RC School via Redditch	
S70	New End / Woodrow - Kingsley College via Ridgeway Middle School	
S71	Webheath -> St. Augustine's School via Walkwood	
S77	Redditch - Hunt End - Ridgeway Middle School	
S91	Kingsley College -> Webheath	
S92	Windmill Drive - Kingsley College via Rye Grass Lane, Walkwood, Meadway	
S94	Birchfield Road - Kingsley College via Meadway	
Worcester		
18	Droitwich - Worcester via Chawson, Fernhill Heath, Cornmeadows	
21	Worcester - Winchester Avenue	
22	Worcester - Broadway Grove	
23	Worcester - Longfellow Road	
24	Worcester - Worcestershire Royal Hospital via Prestwich Avenue, Kilbury Drive	
26, 26A, 27, 27A	Worcester - Diglis - Battenhall - Worcester	
30	Worcester - Dines Green	Evening
32	Worcester - Ombersley Road	Evening
33	Worcester - Warndon - Lyppard Centre - Worcester	Evening
34	Worcester - Lyppard Centre - Warndon - Worcester	Evening
35	Worcester - Blackpole via Brickfields, Warndon	Evening
37	Worcester - Worcestershire Royal Hospital via Tunnel Hill	
37A	Worcester - Grafton Flyford / Bradley Green / Droitwich via Tunnel Hill, Lyppards, Crowle	
44, 44A	Worcestershire Royal Hospital - Great Malvern (Link Top) via County Hall, Worcester, Malvern Link	Worcestershire Royal Hospital to County Hall section and Sunday
144	Birmingham - Worcester via Catshill, Bromsgrove, Droitwich	Early Morning, Monday to Thursday Evenings, Sundays
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
350	Redditch - Worcester via Inkberrow	Certain journeys
382	Worcester - Pershore via Wadborough, Eckington	
565	Evesham - Worcester via Hinton, Elmley Castle, Pershore, Drakes Broughton	

423	Worcester - Bromyard via Alfrick, Suckley	
424	Worcester - Knightwick via Broadheath, Berrow Green	
839	Ombersley Road - Bishop Perowne School	Morning Journey
S1, S2	Droitwich / Primsland - Blessed Edward Oldcorne School via Fernhill Heath	
S5	Evesham - Blessed Edward Oldcorne School via Fladbury, Pershore	
S27	Worcester - Blessed Edward Oldcorne Catholic College	
W1	Worcester North (Perdiswell) Park & Ride - Worcester	
W2, W3	Sixways Park and Ride - Worcestershire Royal Hospital via Lyppard Centre	
Wychavon		
18	Droitwich - Worcester via Chawson, Fernhill Heath, Cornmeadows	
19	Droitwich - Meadows Estate - Tagwell Heights (circular)	
20A	Droitwich - New Chawson (Chalverton Court)	
37A	Worcester - Grafton Flyford / Bradley Green / Droitwich via Tunnel Hill, Lyppards, Crowle	
133	Droitwich - Kidderminster via Cutnall Green, Chaddersley Corbett, Harvington	
137	Dunhampstead - Droitwich	
141	Bromsgrove - Droitwich via The Stokes	
144	Birmingham - Worcester via Catshill, Bromsgrove, Droitwich	Early Morning, Monday to Thursday Evenings, Sundays
151	Droitwich - Redditch via Hanbury, Feckenham	
157	Droitwich - The Ridings	
158	Droitwich - Redditch via Stoke Prior, Feckenham	
247	Redditch - Evesham via Crabbs Cross, Studley, Bidford	Early morning, evening and Sunday
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
350	Redditch - Worcester via Inkberrow	Certain journeys
354	Droitwich - Hanbury	
356	Stourport - Droitwich via Holt Heath, Ombersley	
359	Stanford Bridge - Droitwich via The Shelsleys, Holt Heath, Ombersley	
382	Worcester - Pershore via Wadborough, Eckington	
383	Pershore Plum Line, Pinvin - Pershore Estates via Pershore	
385	Inkberrow - Cookhill - Alcester	
395	Bredon's Norton - Tewkesbury via Bredon	
540, 545	Evesham - Cheltenham via Charity Crescent, Beckford, Bredon, Tewkesbury	
552	Evesham - Long Lartin via Offenham, South Littleton	
554	Evesham - Chipping Campden via Badsey, Honeybourne	
556	Peopleton - Pershore via Drakes Broughton	
559	Willersey - Evesham Tesco via Broadway, Wickhamford	Certain journeys or parts of journeys
565	Evesham - Worcester via Hinton, Elmley Castle, Pershore, Drakes Broughton	
S1, S2	Droitwich / Primsland - Blessed Edward Oldcorne School via Fernhill Heath	
S5	Evesham - Blessed Edward Oldcorne School via Fladbury, Pershore	
W2, W3	Sixways Park and Ride - Worcestershire Royal Hospital via Lyppard Centre	
Wyre Forest		
1	Kidderminster - Rifle Range via Bewdley Hill, Sutton Farm	Early morning and late afternoon
2	Kidderminster Rly Stn / Kidderminster - Bewdley (Bark Hill) via Habberley	Morning and Evening
3	Kidderminster Rly Stn - Areley Kings via Birchen Coppice, Walshes	Evening and Sunday

5	Kidderminster - Puxton Drive - Fairfield - Franche - Kidderminster	Early morning and late afternoon
10	Kidderminster -> Offmore -> Spennells -> Kidderminster via Comberton Hill	Certain journeys
133	Droitwich - Kidderminster via Cutnall Green, Chaddesley Corbett, Harvington	
192	Kidderminster - Birmingham via Halesowen	
197	Kidderminster - Hagley (Circular) via Belbroughton, Blakedown	
213	Stourport - Astley Burf (Circular)	
292	Kidderminster - Ludlow via Bewdley and Cleobury Mortimer	Sunday
300	Worcestershire Royal Hospital - Worcester - Kidderminster via Ombersley, Stourport	Sunday
334	Kidderminster - Redditch via Bromsgrove	Sunday
356	Stourport - Droitwich via Holt Heath, Ombersley	
580	Kinver - Kidderminster via Wolverley	
760	Eastham / Great Witley - Kidderminster via Menithwood, Stourport	
812	Habberley - Wolverley School via Ferndale	
813, 814, 816	Foley Park - Wolverley School via Blakebrook, Marlpool Lane	
818	Caunsall - Wolverley School via Cookley	
822	West Hagley - Wolverley School via Blakedown, Stourbridge Road	
877	Land Oak - Offmore First School - Comberton Middle School	

How Have the Proposals been Calculated

Worcestershire County Council is keen to approach this challenge in a fair and equitable way. As such, six Performance Indicators have been used to measure the value or benefit of all bus services in relation to the cost of their provision. These indicators have been used to assess the value of each service and enable prioritisation of the most valuable services first.

Each service was then scored against the six Performance Indicators as a means of assessing the cost of providing the services against the benefits of the scheme (passengers carried and areas served). These are:

Cost Per Passenger

Passengers per Journey

Index of Multiple Deprivation

Car Ownership Index

Primary Journey Purpose

Access to Other Services

It may be that some indicators are considered more important, in which case, these can be afforded a greater weight. The six Performance Indicators can then be added together to make a complete score, which recognises the value of the service against other services.

The Performance Indicators are shown in greater detail below.

Cost Per Passenger

This is a measure of the actual 'net' cost for providing a contracted service. The net cost is calculated as the amount paid to the operator, less any deductions for fares paid (either full fare or concessionary pass revenue).

The patronage is measured in terms of the actual numbers of passengers carried on the specified contracted journeys. The total net cost of the service to WCC is then divided by the number of passengers carried. This is

a good measure as it actually shows how much the service costs to provide for each passenger journey made. Therefore, it has been proposed to be the most important category.

No account is taken here of whether the passengers are "relevant". By this we mean having access to an alternative passenger transport service. This is considered as a separate Performance Indicator: "Access to other Services Index".

Passengers per Journey

This is a direct measure of the actual number of passengers carried (on average) over all the journeys forming part of the contract. This information is supplied by the contracted operator on a monthly basis.

Although the patronage of each journey is clearly useful in determining the value of any particular contract, this needs to be measured against the type and cost of that journey. Those journeys which are longer and so more expensive will require more passengers to justify the cost of funding them.

Index of Multiple Deprivation

This Performance Indicator is derived from published government data released by the Department for Communities and Local Government in 2007. It allows a comparison of the relative deprivation of different areas in terms of their geographical access to services and facilities (such as Health, Employment, Leisure, Education, Retail and Transport Interchanges) and a direct measure of poverty (through data on benefit receipts). These datasets are ranked to provide an indexed score.

The Index is made up of seven distinct dimensions of deprivation, including: household income, employment; health and disability; education, skills and training; barriers to housing and services; living environment and crime.

The need to fund passenger transport in more deprived areas is generally recognised as socially necessary to ensure a fair and equitable society. This category has therefore been given a high ranking and is based on the primary area served by the bus

Car Ownership Index

The provision of a funded local bus service should be given a higher priority in residential areas of low car ownership as it is less likely that a car will be available for any particular journey. Indeed, low car ownership can indicate areas where there are lower income levels and / or high concentrations of the very young and very old who are more dependent on passenger transport. However, even in an area with high car ownership it is likely that certain categories of residents, such as elderly or young people, will be less likely to have exclusive or first use of their own private transport.

The data source is the Office for National Statistics 2001 Census and is based on the primary area served by the bus.

Primary Journey Purpose

On local bus services, invariably passengers travel to reach a destination or access an activity. These journey purposes range from regular essential journeys such as for work or education, through less frequent trips for essential shopping or to visit health facilities to journeys for non-essential shopping and leisure (including tourism) purposes.

It is generally agreed that the journeys for the more essential activities should be considered more important and therefore provided more frequently or with a wider choice of destination.

Each contract is categorised according to the majority use made of the journeys provided as a result of the contract. This is based on the time and route of the service operated, backed up by passenger surveys.

It is recognised that many bus services are used for a variety of purposes. Indeed, most individuals would suggest that their journeys were important, otherwise they would not take the time, trouble and expense to make them. However, a line must be drawn, so a distinction has been made between essential trips (to access health, employment, shopping or education services) and non-essential trips (to leisure activities).

Access to Other Services

Certain passengers using funded bus services may have an alternative bus service available. This may take the form of another bus service running over part of the route or at certain times, or by walking a little further to access another route. Determining how reasonable these alternatives are will depend upon how time critical the journey is, for example to work or school, and the mobility needs of prospective passengers.

It should be noted that if all residents served by a route could reasonably be said to have alternative services then the need to fund the route would not exist. Therefore, the score given to a contract under this category is one of the most important in determining the value of a contract.

Scoring

A score is given for each of these categories based on, for example, the cost per passenger or number of passengers carried. In the case of the journey purpose, if the service is mainly for work purposes or essential shopping then a higher score is given than for non-essential shopping or leisure activities.

The scores for each category are also weighted to give greater importance to the cost per passenger category, followed by deprivation and availability of other services.

The weighted scores for each contract are added together to produce the overall Performance Indicator. This figure can then be used to rank contracts objectively to determine those which are of most value to Worcestershire's residents taking into account patronage, cost and a measure of importance to the passengers.

This is clearly an objective and effective way of making reductions in expenditure, as the contracts which score worst (and therefore most likely to be terminated) are, by definition, the least well used, least needed and most expensive per passenger to provide.

The Review Process

The Performance Indicators have enabled us to rank all subsidised bus routes according to the criteria detailed above. The second stage of the review process is to pursue all available options to provide the services in a more efficient way. This may include :

- Amalgamating local bus services
- Amalgamating local bus services with education travel services to reduce vehicle requirements and therefore lower the cost of provision
- Removing individual journeys that are not well used
- Reducing the extent of a service (e.g. geographical coverage, hours of operation, days of operation)
- Procuring the service using the electronic tendering process, which has already proven to increase competitiveness amongst potential contractors.

Bus Service Review Questionnaire

We have closely considered the implications of the proposals, but as we move forward with the review of our the bus service we are interested in your views on the specific proposals and what you think the impact will be for you, your family or organisation.

Worcestershire County Council has a commitment to protecting personal information and all your answers will be treated in accordance with the Data Protection Act.

Q1 If you would like to make any comments on the proposed Bus Service withdrawals please do so in the boxes below:

Service Numbers: _____

Comments: _____

Q2 Why do you, or people that you represent, use the bus services proposed for withdrawal?

Please tick **ALL** that apply

To travel to work	<input type="checkbox"/>	If other please specify _____
To travel to school/college	<input type="checkbox"/>	_____
To travel to the supermarket/food shopping	<input type="checkbox"/>	_____
To travel to high street shops	<input type="checkbox"/>	_____
To access health care services	<input type="checkbox"/>	_____
To access leisure facilities	<input type="checkbox"/>	_____
To visit family and/or friends	<input type="checkbox"/>	_____
Other	<input type="checkbox"/>	_____

Q3 How would the proposed service reductions affect your travel plans?

Please tick **ALL** that apply

Would not make the journey	<input type="checkbox"/>	If other please specify _____
Would use an alternative bus route	<input type="checkbox"/>	_____
Would travel by private car	<input type="checkbox"/>	_____
Would walk/cycle	<input type="checkbox"/>	_____
Other	<input type="checkbox"/>	_____

Q4 Please tell us how important you consider each of the following Performance Indicators are when measuring the value of a bus service?

Please tick **ONE** for each Performance Indicator

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Don't know
Actual Cost per passenger carried	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Average number of passengers on each journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deprivation Index for the areas served by the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car ownership levels in the areas served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary journey purpose of bus users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of alternative services for the journeys being made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 To what extent do you agree or disagree that ranking subsidised bus services by a combined performance indicator is the best way to make decisions on how to allocate resources?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

Q6 Do you believe that the Performance Indicators should be amended perhaps to give certain categories greater weighting? If so, how?:

Q7 Please use the box below for any comments or additional information about passenger transport services that you would like us to consider?

Q8 Are you..?

- Bus passenger
- Key Stakeholder (e.g. Bus Operator)
- Elected representative
- Other

Q9 Please enter your postcode

This information will not be shared with any other party and will be used for internal purposes only.

Please return this form to:

The Transport Policy and Strategy Team
Worcestershire County Council
FREEPOST SWC 1253
HI County Hall
WORCESTER
WR5 2NP

Please send the completed questionnaire back to the above address before the 1st April 2011.

If you would prefer, you can complete the survey online at:

www.worcestershire.gov.uk/public&schoolbusservicereview

Consultation closes 1st April 2011

We will continue to:

- Support local bus services but obviously at a lower level.
- Where passenger transport routes are being withdrawn, we will endeavour to explore every avenue in order to provide alternatives, including flexible transport solutions. We are also in discussions with Community Transport providers in order to assess where they can assist.
- Remind, advise and promote sustainable transport options including cycling, walking, car sharing as a potential alternative to a withdrawn bus service
- Seek to obtain alternative funding to support passenger transport services in the county, including improvements such as new bus stops, stations, signals etc. which will improve the efficiency of operations and reduce call for public subsidy
- Monitor the performance of passenger transport services

How do I tell you my views?

If you are a passenger or represent anyone who might be affected by the review of bus services, you are invited to complete the attached questionnaire.

Further Information

You can look at the proposals online at www.worcestershire.gov.uk/public&schoolbusservicereview

This document can be downloaded and the questionnaire can also be filled out on-line.

If you require any further information, then please contact the Worcestershire Hub on 01905 765765.

What happens next?

All the consultation responses will be assessed and the findings included in a report for Worcestershire County Councillors to consider. The information will then be used to make an informed decision on the Performance Indicators and the impact they have on any service changes.

Thank you for taking the time to respond to this consultation. Your response will be considered in full. We will not be responding directly to your feedback, but we will be producing a summary at the end of the process. This will be available on our website from May 2011.

Please note that the majority of bus services will not change or be withdrawn until September 2011.