

Consultation on Subsidised Bus Services
12th August – 18th October 2013
Evaluation of Responses

The consultation ran from 12th August until 18th October 2013 and was predominantly carried out by way of a questionnaire, which was available electronically via the Flintshire website and in paper hard copy.

We also held Bus Users' Surgeries on 24th and 25th September 2013 in Connah's Quay, Mold, Buckley, Holywell and Broughton. These were drop-in sessions for members of the public to come and speak directly to Council officers and representatives from the bus companies and Bus Users' UK. The events were very well attended and were extremely useful for gaining valuable feedback and information from passengers.



Connah's Quay Bus Users' Surgery 24.09.13

Mold Bus Users' Surgery 24.09.13





**Holywell Bus Users' Surgery
25.09.13**

**Buckley Bus Users'
Surgery 24.09.13**



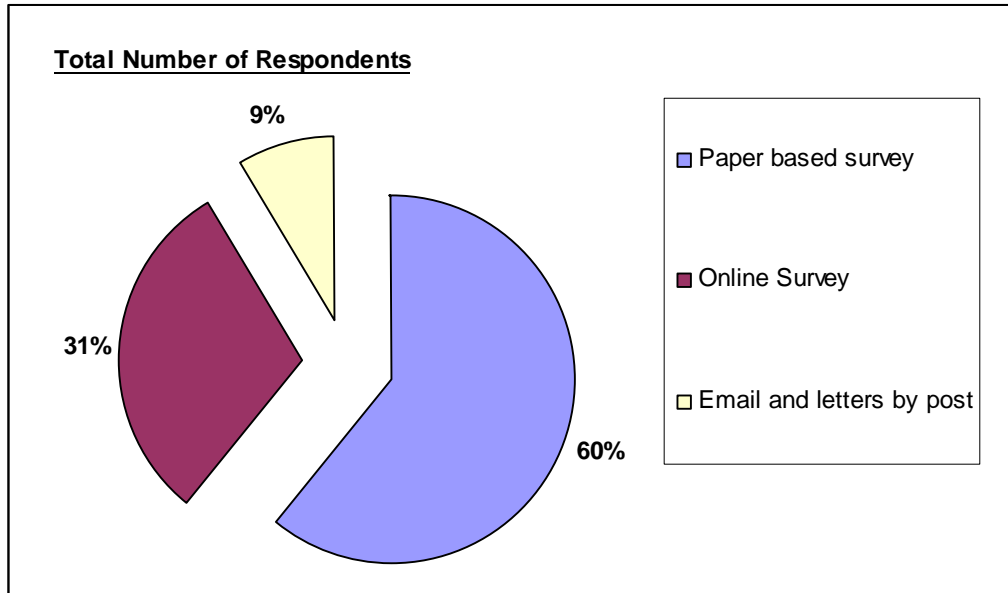
Neal Cockerton attended the Connah's Quay Tenant's Conference in September 2013 and briefed tenants on the options for subsidised services, inviting feedback via the questionnaires either online or by post. One tenant also phoned in with comments on behalf of herself and the other residents.

Ceri Lloyd and Katie Wilby attended Flint Town Council on 23rd September 2013 and Cilcain Community Council on 21st October 2013 to brief the Town and Community Council Members on the review.

In addition to this, individual letters, emails and comments were received from Holywell Town Council, Flint Town Council, Cilcain/Rhydymwyn Community Council, Caerwys Town Council, Buckley Town Council, Northop Hall Community Council and Members for Hawarden, Flint, Treuddyn/Cymau.

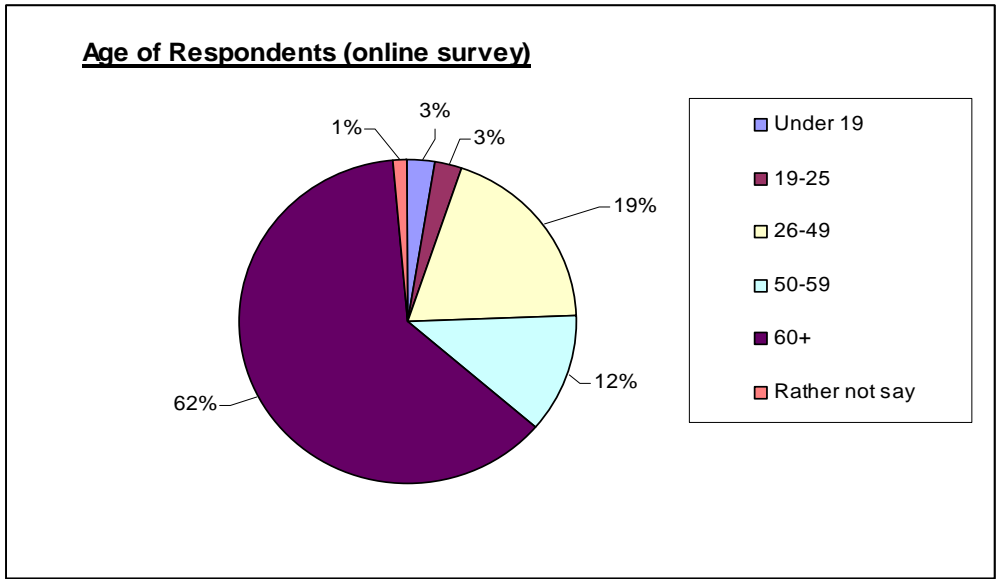
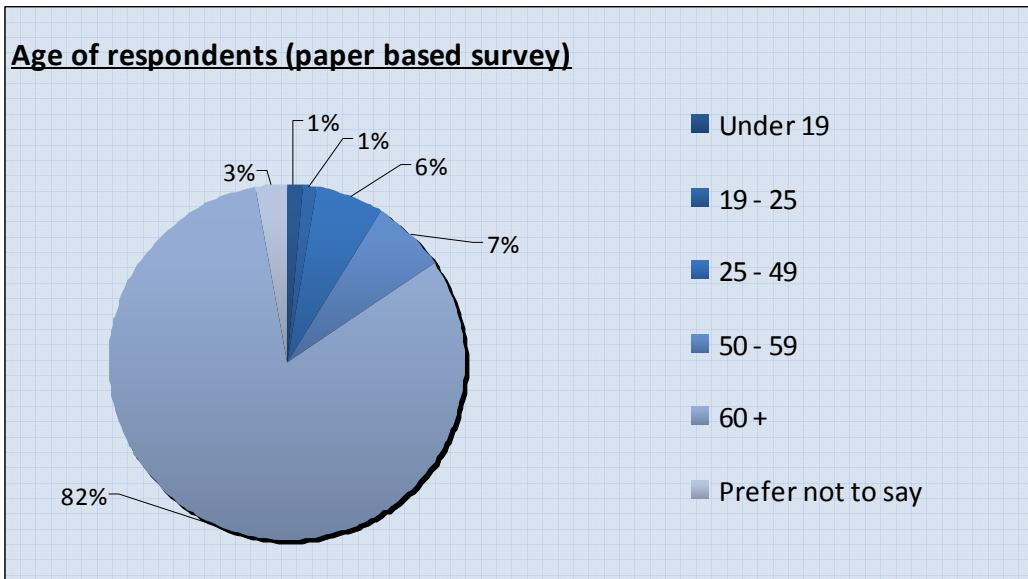
We also received a petition containing 965 names and addresses for the Buckley Town Service A and individual responses were received from Denbighshire County Council, the Campaign for the Protection of Rural Wales and Flintshire's Children and Young People's Partnership.

Below is an evaluation of all the responses received to the Consultation: -

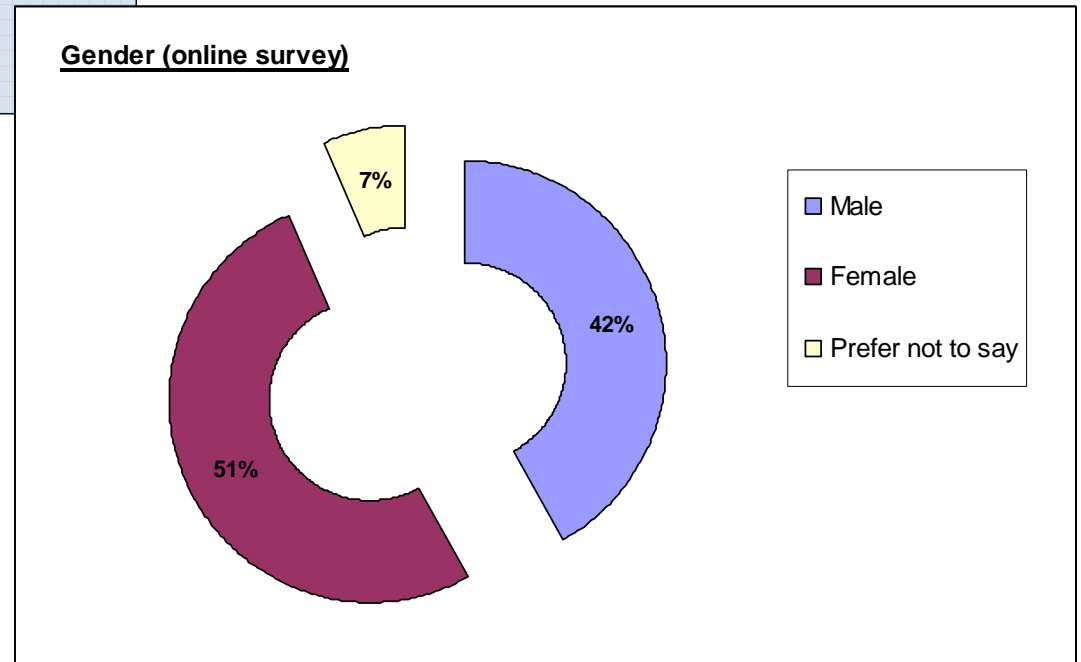
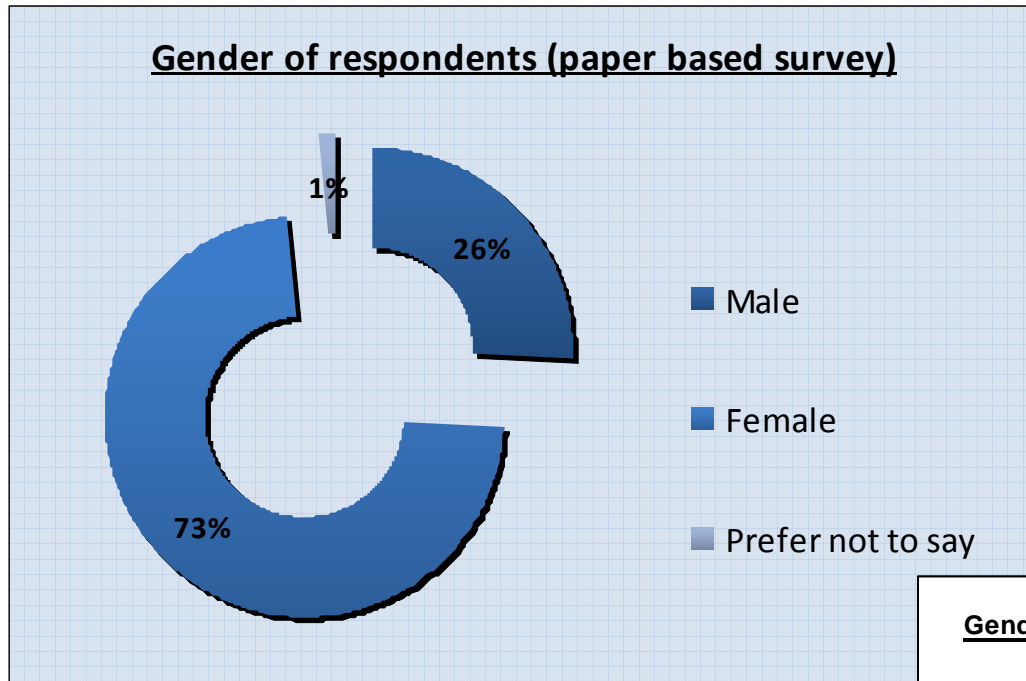


Total Number of Respondents = 242
 Paper based survey = 147
 Online survey = 74
 Individual letters and emails = 21

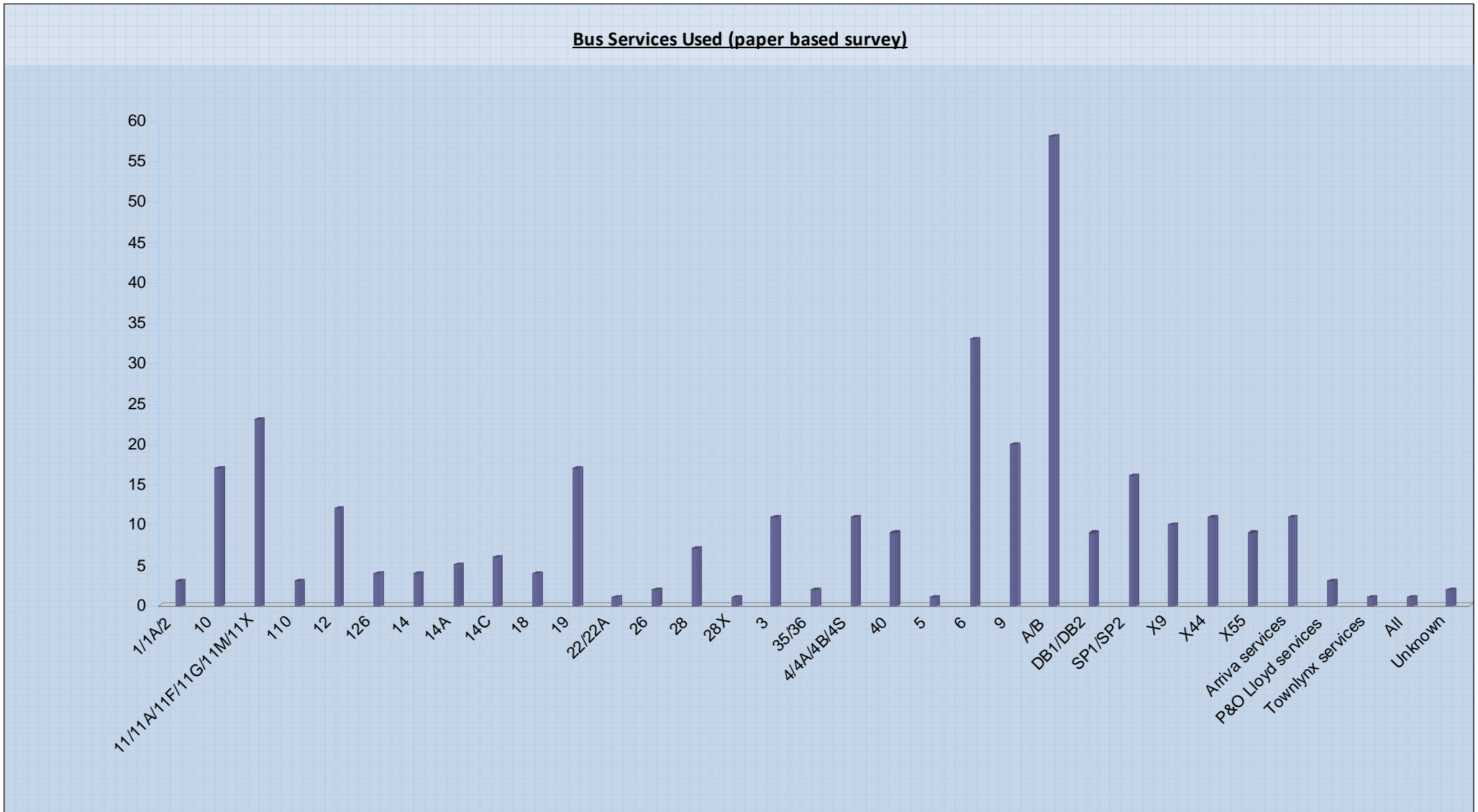
Age of Respondents



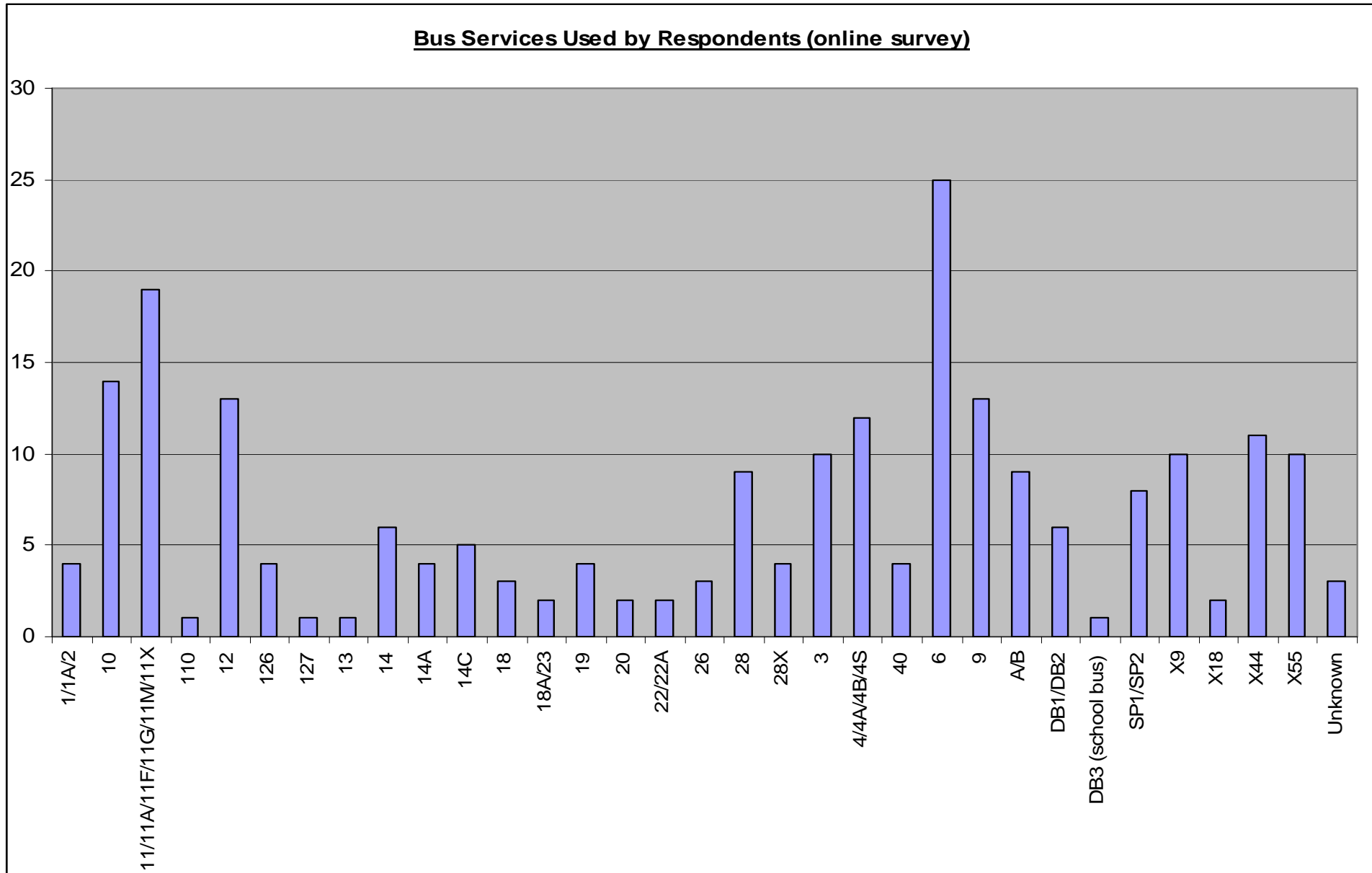
Gender of Respondents



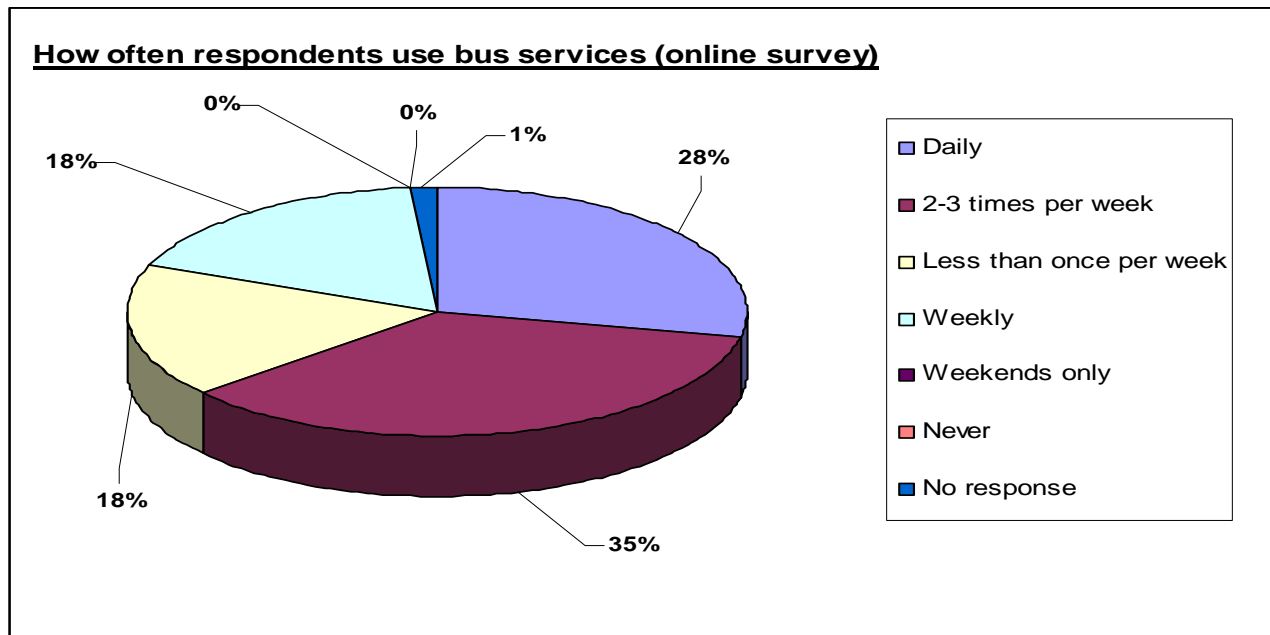
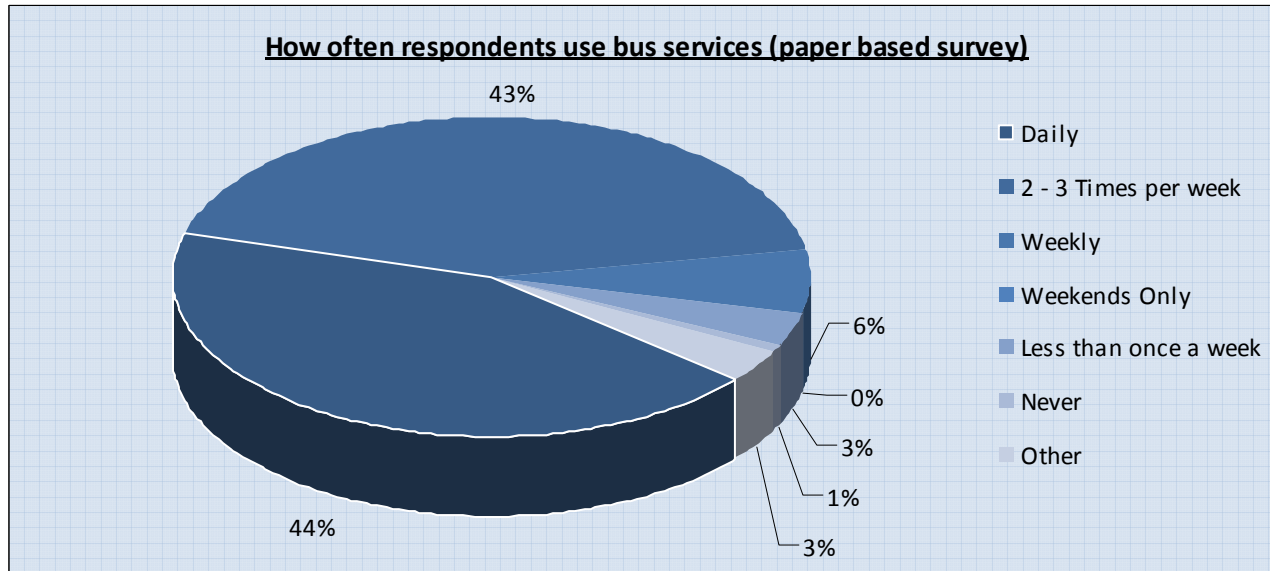
Bus Services used by Respondents (paper based survey)



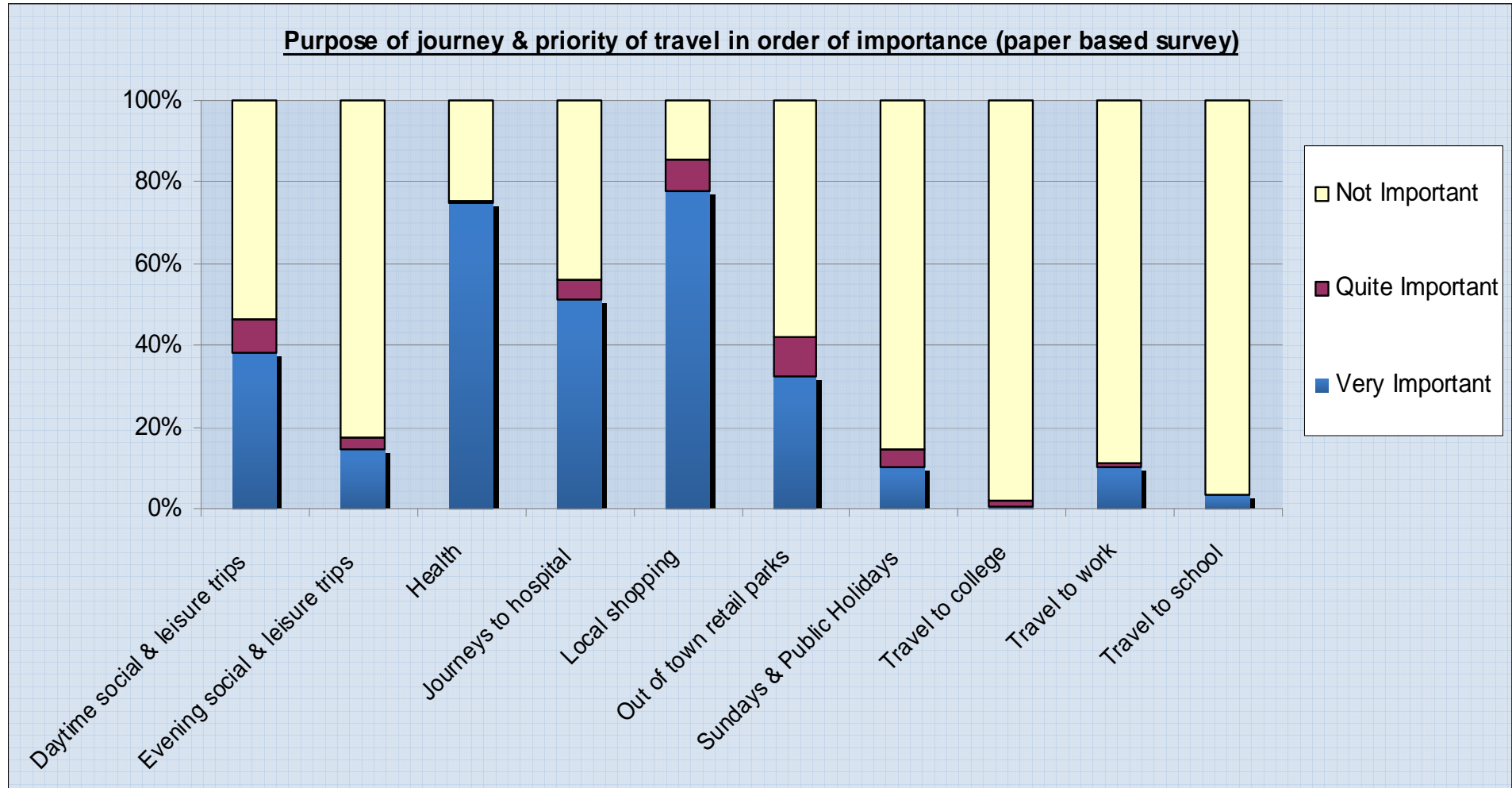
Bus Services used by Respondents (online survey)



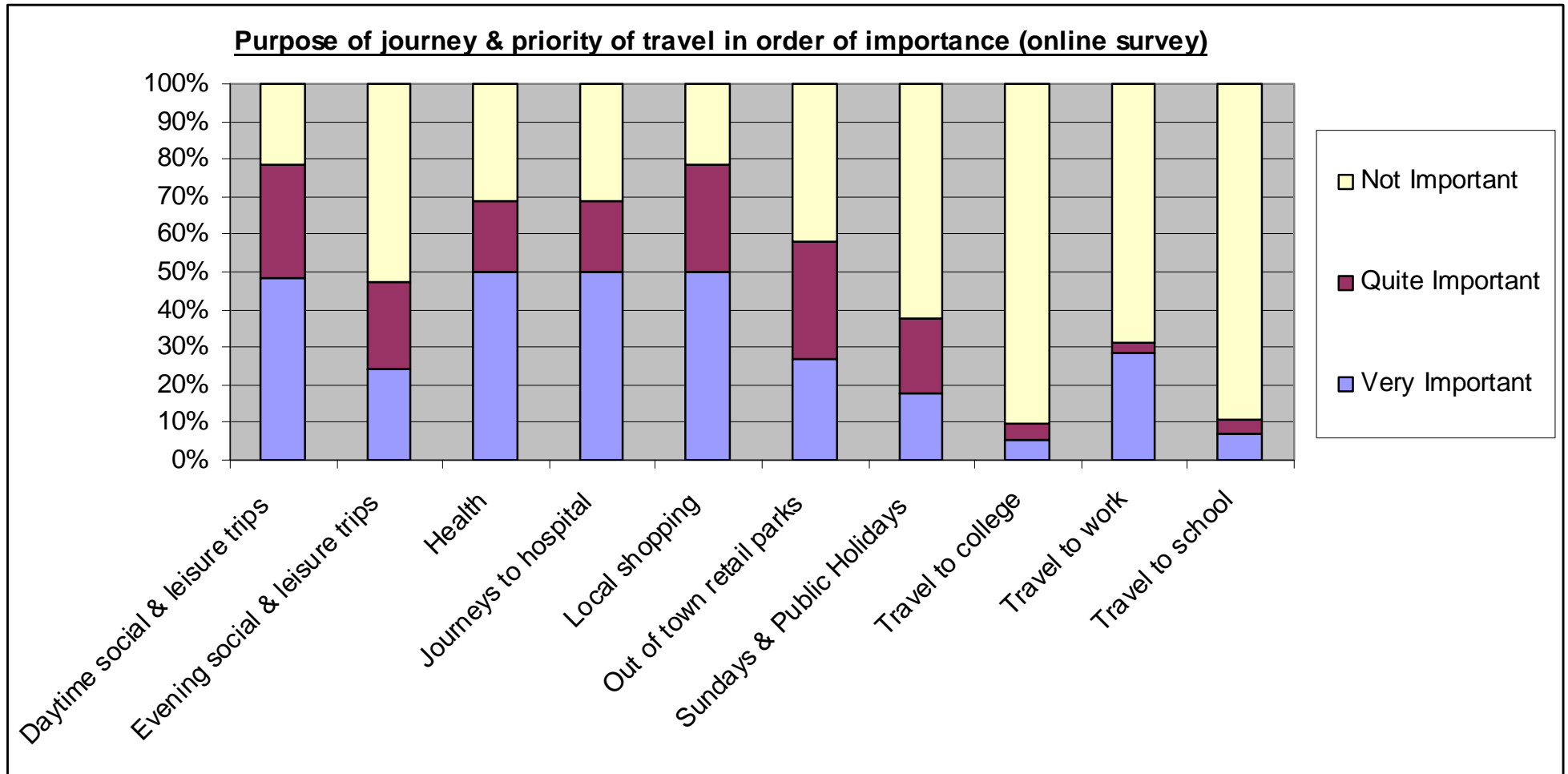
How often respondents use the bus services



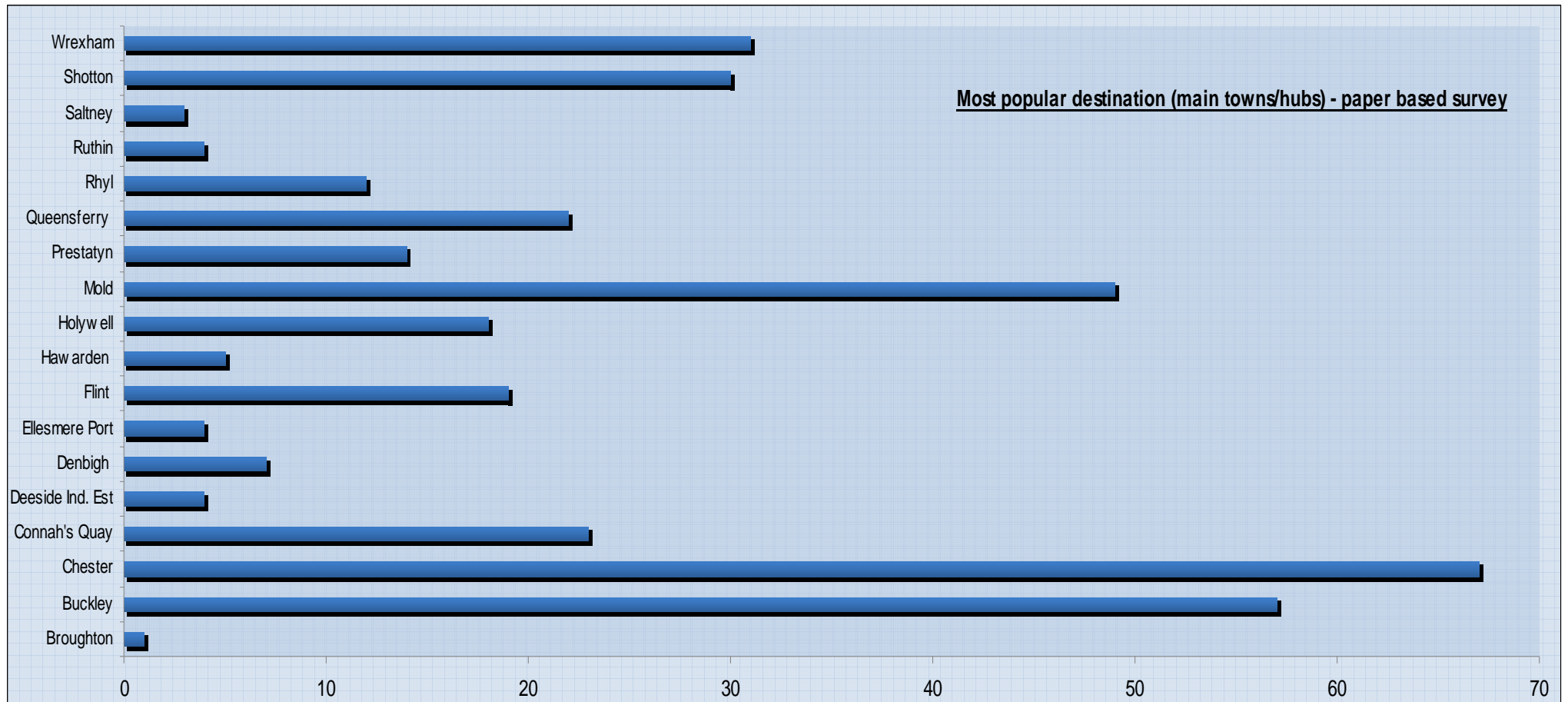
Priority of Travel (in order of importance)
Paper-based survey



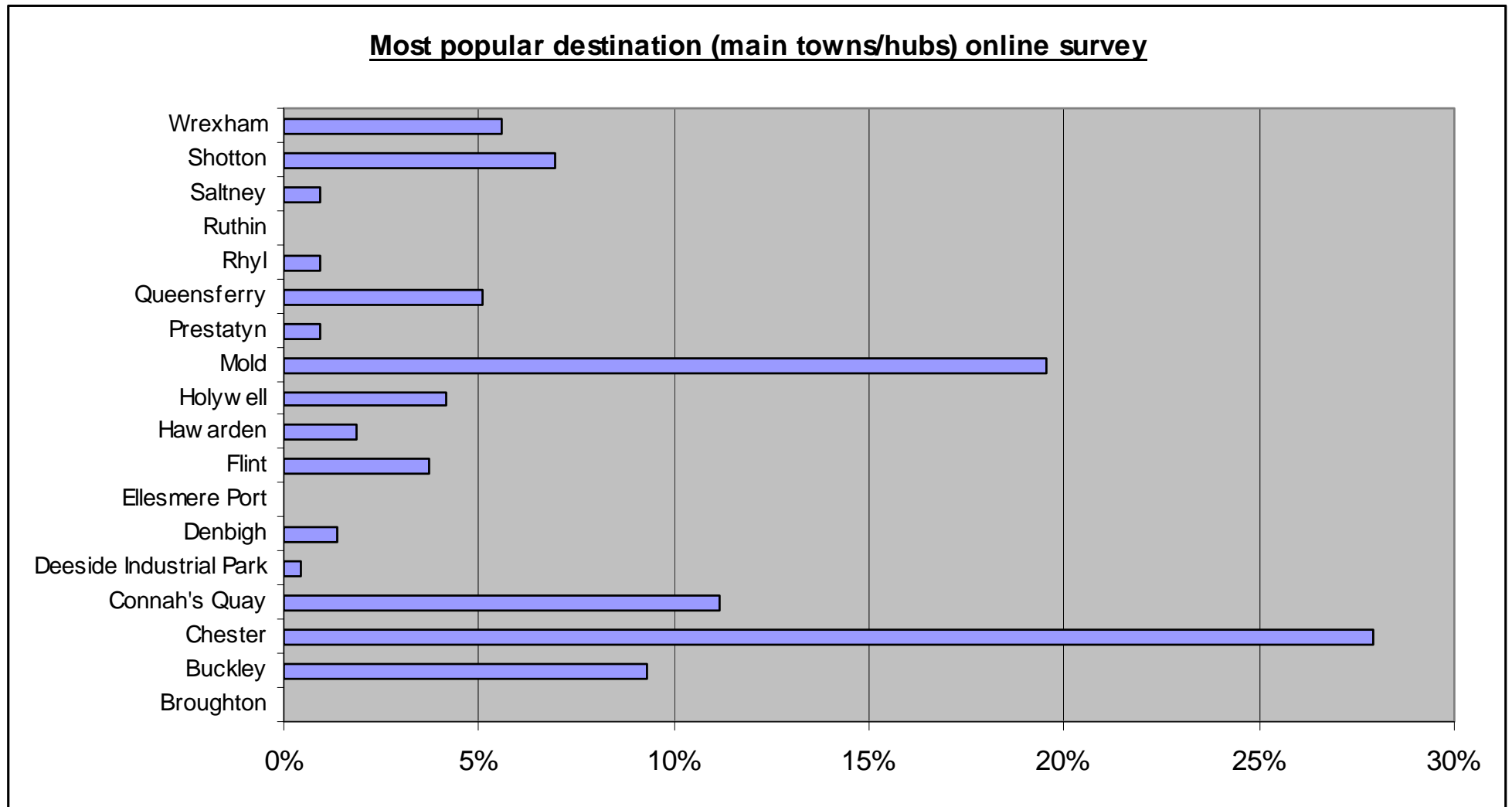
Purpose of Journeys & Priority of Travel (in order of importance)
Online survey



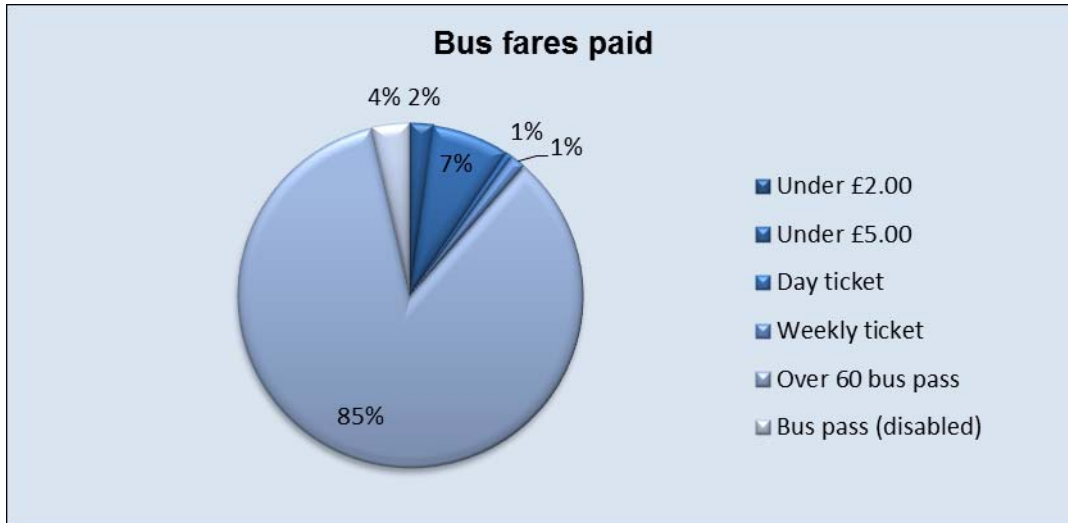
Most Popular Destination (main towns/hubs) – paper based survey



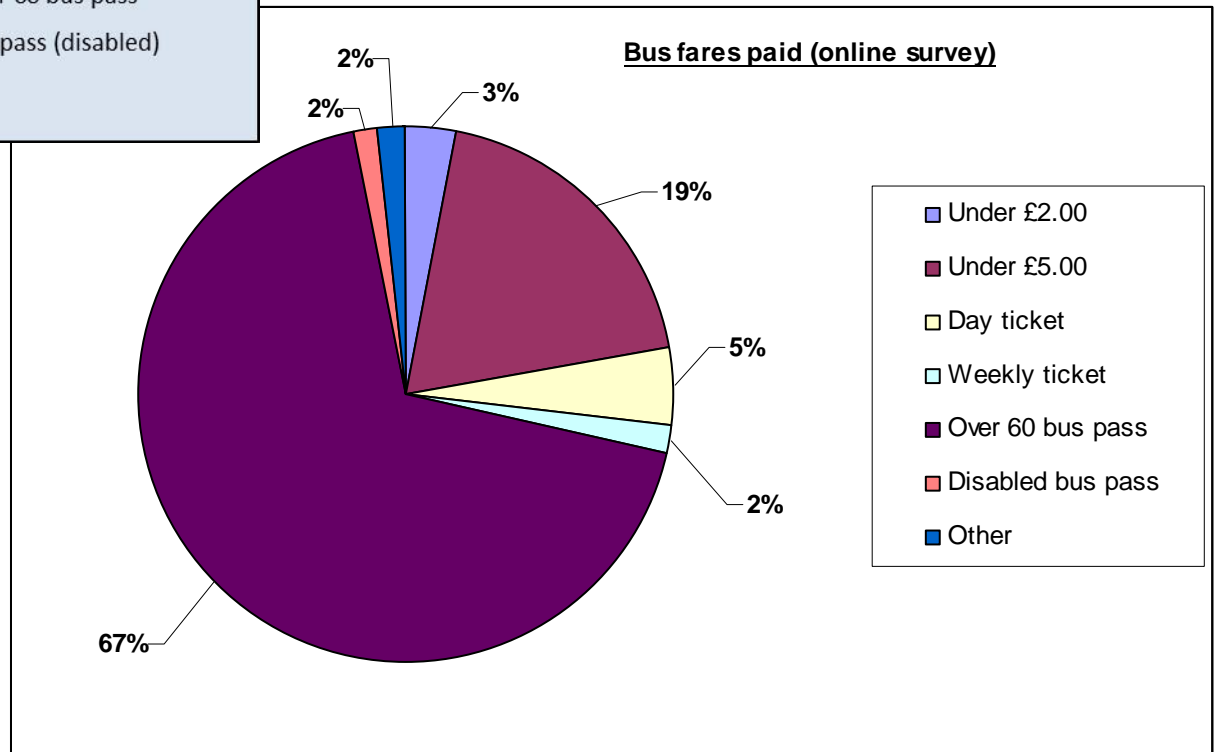
Most Popular Destination (main towns/hubs) – online survey



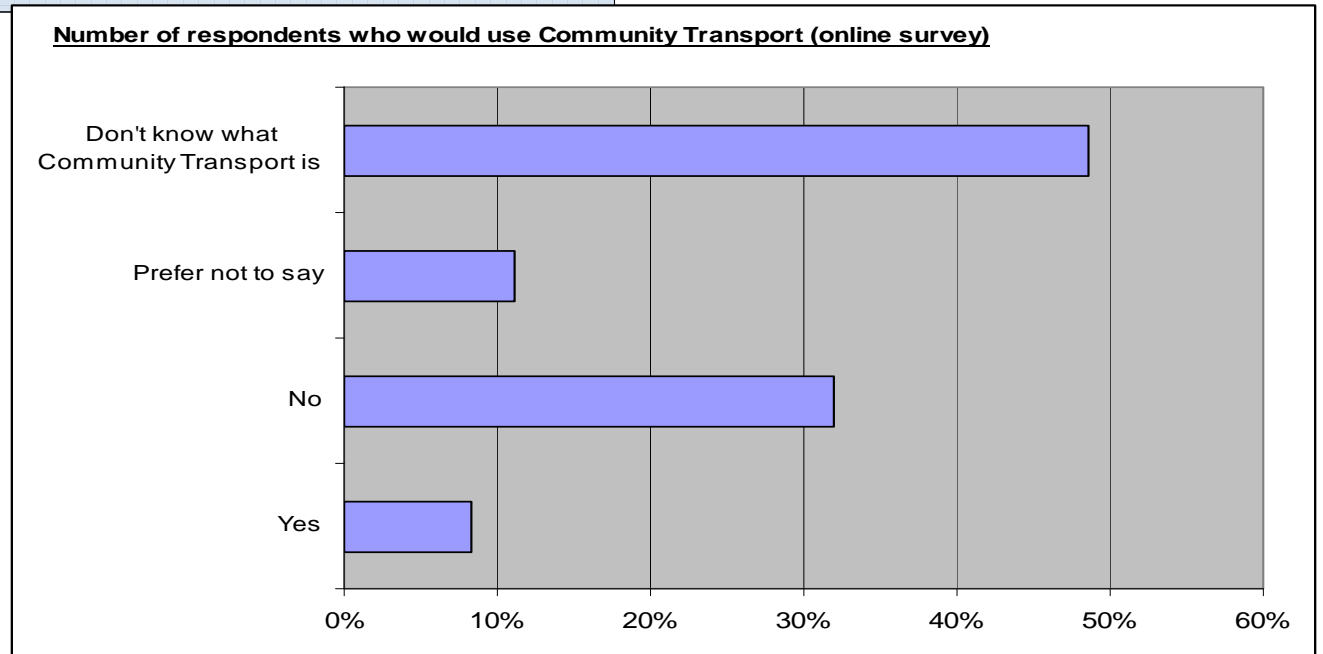
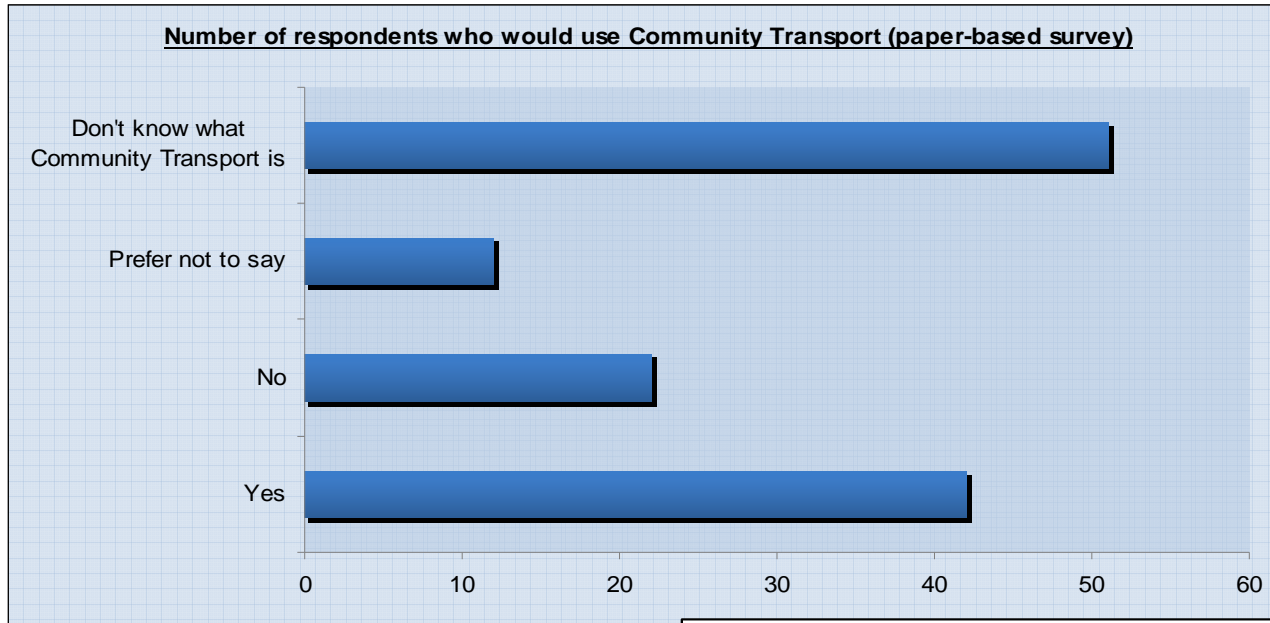
Typical Bus Fares Paid by Respondents (paper based survey)



Note:
Other tickets bought by respondents were Arriva's monthly ticket for £59.95 per month



Number of respondents who stated that they would use Community Transport as an alternative to local bus services



Here is a snapshot of just some of the Individual comments and feedback received from the Consultation: -

- If the number 6 Bus stopped running or was stopped at 9am and returning at half past 2 I would have to stop working and become unemployed...
- We would like to give up our car but cannot [because of] the "Hole" between 2.30pm and 4.30pm
- Lack of integration between buses and rail, especially in Shotton
- The 11A evening bus services should be scrapped altogether and a system similar to the Train Taxi which is common on the Continent should be introduced
- The number 14 route should be regarded as a Core Matrix Bus Link for the purposes of the Integrated Transport Vision for North East Wales, so as to provide access from Denbigh and intermediate communities to the key centres and network hubs of Mold and Chester
- The service between Mold and Denbigh should continue to operate on an hourly basis, so as to provide a high quality, efficient and reliable service accessible to all members of the community, including in particular those without a car.
- The buses are quite punctual, but the schedule seems a bit erratic after about 2p.m. due to the school runs
- Although the 14 bus route may not be used to it's maximum capacity it does provide a valuable service in connecting several large villages to bus route 'hubs' in Denbigh and Mold and thus to wider transport networks
- Need better multi operator bus / train travel cards
- The existing bus service from Rhydymwyn to Mold (14/14C) does not meet current needs which is why we rarely use the service. Residents in rural villages have to have their own transport because public transport is inadequate
- Young people living in rural villages have to travel to main towns/retail parks for social activity activity/entertainment. The local transport network does not facilitate this, leaving young people socially isolated
- Bus services good in general but concerned about future of service 6 to Mold
- Getting people around the county is vital for economic stability as it keeps people in jobs and transport viability is often a barrier when looking for work.
- Rural areas need buses to have contact with the outside world and allow residents to access work
- Work is no longer Monday to Friday 9-5, so services have to include both early starts and late finishes, weekends including Sundays and bank Holidays
- Any changes to the present bus services would be a real blow to those of us who don't drive and who rely on buses for getting out of our houses
- You may be able to justify a reduction in the frequency of services to Caerwys, but a complete loss would be totally unacceptable
- Instead of trying to cut bus services, you could be aiming to see how to make them more attractive to users
- As I live in a semi rural area, the bus service we do receive is only hourly but is important to myself and others in the area
- Consideration should be given to those off the beaten track, that don't have easy access to transport
- Bus services from Flint are poor especially to Chester as they terminate in the bus exchange and do not go through Foregate Street
- In the main I think the local bus service is pretty good and should be retained at the same level as at present
- The lack of consistency and ridiculous pricing schemes make using the bus with the family restrictive and not being able to transfer tickets between companies
- Transport in Flintshire really needs to be redressed for those that don't have access to transport, unemployed, disabled, low income families etc. and live in isolated areas
- Any reduction in bus services in this area will virtually cut off communication between Penyffordd and other parts of the area for a disproportionately large number of people, particularly those in higher age groups and young mothers.

- Better on demand services for low demand areas which are easier to access than the typical phone to book at least X days before you know you even need to travel; perhaps using taxi services in place of buses
- Not enough buses weekends & evenings - biggest problem is not having enough bus services - might as well live up mountains - Communication a big problem, unemployed - fares are too expensive! Congestion & traffic - cars vs non car owners
- The present bus service is only just working for communities and the OAP passengers. Any withdrawal would drastically effect basic daily needs
- Workers buses must be protected.
- I rely on the local bus services for me to access trips into Buckley shopping, visiting Doctors and travel to the surrounding areas
- Certain routes must be protected, in particular any service that connects hospitals to the community and also rural services
- With regard to the No 4 & 4S service (Mold to Chester (Railway Station) I welcome the comments made in the recommendation
- We do not have a bus service now to Sealand Manor
- Cut route 13, only provides a service to 'out of County' visitors
- As I do not drive, I rely on the bus service for work & shopping
- As the County takes over responsibility for Civil Parking Enforcement in the autumn, I believe that the effects of this also may also encourage some motorists to start to use the bus
- Need more effective use & promotion of community transport
- Without the No.9 service, I would be completely house bound.
- Bus routes are essential to young people facing hard time seeking work and who often have to work outside of the 9-5 cliché working hours and often in the service sector
- Being unable to travel will have a negative impact on the community and its residents for their independence and well being
- Without the local A service I would be house bound and I could not connect with the main bus services 3s and 4s
- The public service is a cost effective service for the residents of the community, having to use community transport such as taxis is unrealistic and too expensive
- The Bus pass for the over 60's is very important as it lets people travel from one district to another
- Bus service is vital as you get older, or, your finance restricts vehicle ownership, it's a lifeline to everything. In towns it will save on parking space, but, the service must be good, regular, safe and on time
- I don't think there are enough buses to Carmel as it is - without any cuts!
- We need the community bus for all elderly residents of Buckley, especially those who live on the housing estates and cannot walk to the bus stop as it can be some distance
- Consider using smaller buses to save on fuel
- As I am disabled I would not be able to get to the most important destinations necessary in my life
- Northop Hall has a lot of older people who rely on a public transport system. Without an adequate system they would be unable to leave the village
- The over-riding objective of the bus network should be to encourage modal shift from private to public transport by ensuring that a network of high quality, efficient and reliable services is accessible to all members of the community, including in particular those without a car
- Running costs could be reduced by running smaller (e.g. 15 seater) minibuses for journeys from outlying rural communities to nearest towns, which could then link up with main bus services to larger commercial centres
- The bus service in our area is excellent for people of my age-group and I would not like to see the services which I use, changed
- The number 12 bus is a lifeline to people living in the higher Shotton area and the issue of bus passes enables the elderly and people with disabilities to get to shops
- Rely on buses to have contact with people, pay bills etc and small bits of shopping. Even a minibus is better than nothing so long as it shows up! A reliable bus service is essential to Treuddyn.
- Good bus service, held up by traffic congestion.