



Supported Bus Service Review Update after Public Consultation

**Environment and Regeneration
Overview and Scrutiny Committee**

September 2017

Background



- 1 The review includes all Cheshire East supported local bus and flexible transport services;**
- 1 To inform a revised network**
- 1 Target Saving of £1.576m from an existing budget of £3.5m**
- 1 Approvals by Cabinet for methodology (Feb17) and consultation (May17);**
- 1 Proposals to be considered by Cabinet in November 2017.**
- 1 Network changes would start to be implemented in April 2018 (or later)**

The Bus Network



1 The local bus network in Cheshire East is a mixture of:

- Supported (subsidised) services – completely subsidised by the Council;
- Partly supported services - commercial services which the Council pays to extend the hours of operation (e.g. evenings / Sundays etc.); and
- Commercial bus services - run by private operators who have full control over how, where and when bus services are run.

1 Total of 59 routes within CE:

- 31 supported (subsidised) routes;
- 13 partly supported routes; and
- 15 commercial routes.

1 Of the 59 routes in Cheshire East:

- 16 wholly supported routes kept or merged with other routes with minor changes to route or timetable;
- 13 partially supported services no longer subsidised to run on evenings and weekends;
- 15 services withdrawn; and
- 15 commercial services not affected by review.

1 Also includes Little Bus flexible transport service (Dial a ride) and Crewe Flexirider.

Consultation



- 1 **Questionnaire and survey packs posted to all Little Bus members**
- 1 **Promotional posters and packs given to operators for display on buses**
- 1 **Survey packs sent to Council's Citizens Panel**
- 1 **Focus groups with disability/elderly/special users**
- 1 **Meetings with current and prospective bus operators**
- 1 **Consultation sent directly to stakeholders including businesses, voluntary groups, Town and Parish Councils and neighbouring local authorities.**

Consultation



- 1 **10 week public consultation between 18th May and 26th July 2017**
- 1 **Consultation targeted both bus users and non-users**
- 1 **Over 6,700 printed consultation packs distributed**
- 1 **Over 3,900 responses received in total**
- 1 **13 staffed drop-in events met with circa 600 attendees**
- 1 **Response rates compare favourably with other Bus Review consultations e.g.**
 - 1,610 responses to Cheshire East 2012 review
 - 2,600 responses to Surrey CC Bus Review
 - 2,656 responses to Oxfordshire Bus Review

Actions from Last Scrutiny



Recommendation	Action
That Disley be included as part of the consultation events	Drop-in Event held in Disley on 11 July
That the consultation events in principal town and key service centre be expanded to include suitable shopping centres and railway stations.	Promotional banners at Crewe Railway Station and shopping centres
That Members encourage all Town and Parish Councils to appoint a champion to improve engagement with them during this process.	Promotional posters provided to clerks of all Town and Parish Councils

Profile of respondents



1 Age of respondents:

- Under 16 – 1%
- 16 to 24 – 3%
- 25 to 44 – 10%
- 45 to 59 – 14%
- 60 plus – 69%
- Prefer not to say – 3%

1 **29% of respondents identified themselves as having a disability**

1 **7% do not use a bus**

1 **22% of Little Bus members responded (491 out of 2,232)**

Responses reflect the make-up of bus users but tend to under-represent the views of young people and residents who do not use buses.

Responses by route

Responses	Bus Route
over 400	38 – Crewe – Sandbach – Congleton – Macclesfield – no evenings 78 – Nantwich – Rode Heath/Scholar Green – no evenings / withdrawal
300-400	P1 – Middlewood – Poynton – Hazel Grove – partial withdrawal
200-300	392, 393 – Macclesfield – Poynton – Stockport – change to route and hours of operation 42 – Crewe – Middlewich - Congleton – no evenings
100-200	37 – Crewe – Sandbach – Middlewich – Winsford – no evenings 88 – Knutsford – Wilmslow – Altrincham – change to frequency 130 – Macclesfield – Wilmslow – Manchester – no Sundays 319 – Sandbach – Holmes Chapel – Goostrey – withdrawal 315 – Congleton – Rode Heath – withdrawal 10, 10A – Macclesfield – Bollington – no Fri, Sat, Sun late night services 8 – Sydney – Crewe – Wistaston Green – no evenings 1B – Crewe – Nantwich – amalgamation of routes SB1, SB2, SB3 – Sandbach Town Services – withdrawal
80-100	77 – Congleton – Mow Cop – Kidsgrove – withdrawal 27, 27A, 27B – Macclesfield – Chelford – Knutsford – change to times 99 – Congleton - Macclesfield – withdrawal 12E – Shavington – Leighton Hospital – first bus on Sunday withdrawn

Other responses on routes



Responses	Bus Route
50-80	<p>73 – Nantwich – Audlem – Whitchurch – change in route</p> <p>32 – Sandbach – Crewe – withdrawal</p> <p>11 – Macclesfield – Kerridge – amalgamation of route</p> <p>200 – Wilmslow – Manchester Airport – withdrawal</p> <p>6E – Brookhouse – Leighton Hospital – evening withdrawal</p> <p>289 – Northwich – Knutsford – High Legh – Altrincham – amalgamation / partial withdrawal</p> <p>83 – Nantwich – Chester (once a week) – withdrawal</p> <p>5, 6 – Macclesfield – Weston Estate – no Sundays</p> <p>51, 52, 53 – Nantwich Town Services – change in frequency</p> <p>72 – Nantwich – Wrenbury – Whitchurch – change in route</p> <p>31 – Crewe – Leighton Hospital – Winsford – Northwich – no evenings</p> <p>90, 91, 92 – Congleton (Beartown) Network – no change</p>
40-50	<p>300 – Knutsford – Longridge – evenings and Saturday withdrawal</p> <p>39 – Nantwich – Wynbunbury – Crewe – no change</p> <p>56 – Tiverton – Nantwich (once a week) – withdrawal</p> <p>58 – Macclesfield – Forest Cottage – Burbage – Buxton (mostly in Derbyshire) – no change</p>
20-40	<p>19 – Macclesfield – Prestbury – timetable change</p> <p>9 – Macclesfield – Moss Rose – no Fri, Sat, Sun late night services</p> <p>75 – Nantwich – Market Drayton (once a week) – withdrawal</p>
10-20	<p>47 – High Legh – Warrington (6 bus stops within Cheshire East) – withdrawal</p> <p>35 – Altrincham – Warrington (6 bus stops within Cheshire East) – withdrawal</p> <p>60 – Macclesfield – Hayfield (mostly in Derbyshire) – no change</p>
Less than 10	<p>79 – Nantwich – Hanley (once a week) – withdrawal</p> <p>71 – Wrenbury – Nantwich (school service) – timetable change</p> <p>89 – Nantwich – Wrexham (once a week) – withdrawal</p> <p>Flexirider – (Crewe only) – withdrawal</p>

Consultation Results



Key Points:

- 1 **60% of people using a route did so at least twice a week.**
- 1 **Monday to Friday (before 6pm) was the most popular time for using a route – 87% of respondents.**
- 1 **The main reasons for using routes were:**
 - **Shopping- 67%**
 - **Leisure/Social – 49%**
 - **Medical – 43%**
- 1 **76% of respondents had no alternative transport available**
- 1 **10 routes (out of 39) elicited significant negative responses to proposals on evening and/or weekend services.**

Consultation Results



What are your views on...

No. of responses = 2,621 to 2,906



■ I strongly agree
 ■ I agree
 ■ I neither agree nor disagree
 ■ I disagree
 ■ I strongly disagree
 ■ I don't know
 ■ NA

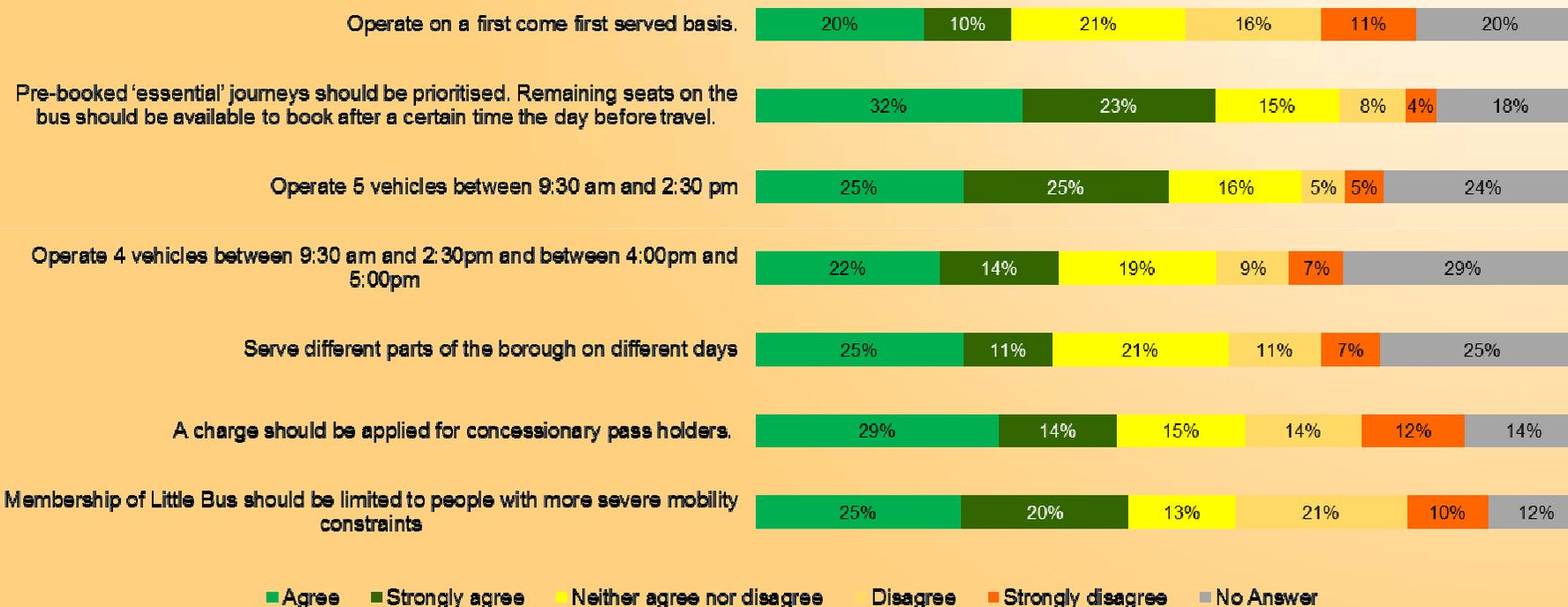
- **More interest about frequency of services and loss of evening services.**
- **Less interest about loss of Sunday services and changes to routes.**

Consultation Results – Little Bus



Do you agree or disagree with the following options for managing the Little Bus Service:

Little Bus Member Responses



Overall results = 491

- Preference for pre-booked journeys rather than turn-up-and-go
- Less interest about serving different areas on different days

Refining our proposals

- 1 **Work currently ongoing to refine the proposals following analysis of the consultation. Options include:**
 - Reorganisation of services to improves coverage in some areas
 - Removal of dead time in schedules to increase in-service mileage
 - Further service integration to enhance coverage
 - Adjustments to operating hours (start and finish)
 - Alternate day working in some areas
 - Incorporating school contracts where possible
 - Consideration of Northern Rail May 18 timetable changes
 - Review any areas of potential over-provision

- 1 **Transitional and phasing arrangements are being developed and costed (e.g. for Little Bus)**

Programme



Strategic Programme for Supported Bus Service Review

Development of recommended network	September to November 2017
Statement to Cabinet	12 September 2017
Scrutiny Committee to consider response to consultation	Expected October (TBC)
Publication of results and engagement with operators	Late October 2017
Cabinet	7 November 2017
Pre-tendering engagement with operators (subject to Cabinet Decision)	From 8 November
Re-tendering of supported bus contracts, statutory registrations of services (Subject to Cabinet Decision)	November 2017 to March 2018
Implementation of new supported bus network	1 April 2018