Welcome and Introduction

Presented by

Mike Whiting
Cabinet Member for Planning, Highways, Transport and Waste
Agenda

Consultation Feedback
Pilot Development and Evaluation
Pilot Announcement
Next Steps
Questions and Answers
Summit Closure
Objectives

- Maintain and, where possible improve rural accessibility
- Help tackle social isolation
- Improve the use of existing transport resources and integrate with the wider commercial transport network
- Contribute to increasing resilience and service continuity
- Improve the sustainability of services
- Make best use of technology to transform access
- Arrange interchange from connector to main line bus
- Understand acceptability of charging or removing concessions
- Provide the “right transport solution for the right client need for the right price”
Idea 1 – Feeder Service
A service that links passengers from rural communities to frequent bus/rail services.

Idea 2 – Bookable Bus Service
A bookable, flexible bus service which uses technology and information to tailor services to demand from the public.

Idea 3 – Taxi Bus
A registered bus service that utilises smaller vehicles to transport passengers to their desired destination.
This is what you said…

Presented by

Dr Jo Simpson
Lake Market Research
How did we do it?

Consultation Booklet & Questionnaire

- Available on paper and online
- 2,335 responses
- Representation from Individuals & key stakeholders

Deliberative Sessions

- Recruited by Lake
- 110 attended at 3 venues across Kent
- Chance to assess appeal of ideas in more detail

Parish Meetings

- Invited in partnership with KALC
- 100 attended at 4 venues across Kent
- Chance to assess appeal / relevance of ideas in their areas

Public Meetings

- Open attendance
- 621 attended at 12 venues across Kent
- Present ideas and answer any questions

Bus summit - big conversation

30 October 2018
Current Barriers

“How does the availability of public transport where you live restrict the places that you go?”

Yes - 77% of rural Consultees

1. Too infrequent (72%)
2. Don’t run early or late enough (56%)
3. Don’t run on Sundays / Bank Holidays (50%)
4. Journeys not direct / too many changes (41%)
5. Journeys take too long (30%)
6. Restricted times with travel passes (25%)
7. Long walk to pick up (25%)
8. Expensive (21%)
9. Cannot get to nearest stop (14%)
10. No transport near me (14%)

No - 27%
What you said was important

“Please select up to three most important features for a rural transport service?”

- Timetabled service: 60%
- Goes where you want to go (stops where you need it to): 47%
- Linked to a wider bus & train network: 46%
- Goes when you want to go: 45%
- Price is cheaper than a one-off taxi journey: 40%
- Tickets cover the whole journey: 16%
- There are multiple ways of paying: 15%
- Provision for disabled access: 13%
- You could book within 1 hour’s notice: 7%
- There are multiple ways of booking: 6%
- Anyone could book & travel if registered: 4%
- Seats can be booked in advance: 3%
Support for the three ideas

“Based on the information provided in the consultation booklet, how likely would you or anyone in your household be to use ‘THIS IDEA’ if it was available?”

IDEA 1 – FEEDER SERVICE
• 56% LIKELY TO USE
• 23% UNLIKELY TO USE

IDEA 2 – BOOKABLE BUS
• 44% LIKELY TO USE
• 39% UNLIKELY TO USE

IDEA 3 – TAXI-STYLE BUS
• 50% LIKELY TO USE
• 34% UNLIKELY TO USE
Concessionary Travel

“Would you be prepared to pay extra for your journey if it provided an improved service compared to current provision?”

57% of Individuals responding to the Consultation use a bus pass (42% use the English National Concessionary Travel Scheme).

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All current bus pass holders

All current bus pass holders – Rural areas

Bus summit - big conversation

30 October 2018
Idea 1 – Feeder Service

PERCEIVED BENEFITS / ADVANTAGES

• Like it being on a timetable
• Good for those who have lost a service
• Provides valuable links to other services / areas / links
• Could provide a much needed lifeline for some communities
• Could reduce isolation
• Could encourage more community – social interaction
• If promoted well, communities would make use of the service
PERCEIVED ISSUES / CONCERNS

- The reliability of the main service to connect to
- Left by a roadside while waiting for connecting bus
- Some elderly/immobile did not like the idea of changing buses
- Space/overcrowding concerns
- Safety issues with small children/babies if prams or pushchairs have to be folded up.
- Safety issues for some elderly or those with mobility issues if they are forced to stand from lack of room.
Idea 1 – Feeder Service

“It would work really well for my mum who is quite rural and I like it on a timetable so she can connect to where else she wants to go.”

“Other benefits are that using buses you actually have a chance to talk to each other......it’s social connection and wellbeing.”

“It’ll be great, we’ve got nothing at all. There’s loads of older people that don’t go out anymore, they will if there is a service like this”

“Well this is only as good as whatever it’s connecting to isn’t it...If that’s rubbish, the whole thing will be a rubbish service.”

“At peak times, will there be enough space on the main bus for everyone on the feeder bus?”

“I think I’d really struggle, on the way back, trying to get off the big bus and then onto a smaller bus with all my shopping and my trolley”
PERCEIVED BENEFITS / ADVANTAGES

• Many saw this as a preferred solution, particularly to get to appointments
• Flexibility of being able to book
• Many felt that this would work well for commuters
• Seen as a cheaper alternative to Taxi’s
• Good for those with reduced mobility
• Easier for the lonely or isolated to get out again
• More direct journey potential
PERCEIVED ISSUES / CONCERNS

• Perception that some will find it difficult to access
• Length of journey time if lots of pick ups
• Sharing the small vehicle with strangers
• Being unable to access due to potential overcrowding
• Lack of room for disabled, buggies, shopping trollies and bags
• Flexibility of hours – will it run evenings and weekends
• Waiting times for return journey
'Oh I love it, you ring up, someone comes to get you, and takes you to where you want to go, its really good.'

“It would be good to get to a hospital appointment but they take ages and you never know how long you’re going to be, so how can you book to go home? I’d get very stressed about that.”

“If I lived in a rural location that didn’t have a bus service and I didn’t have the budget to get a taxi, I would consider this to be a lifeline, if I had time in the day and I understood there was a window of time to collect me in then I think I would use it, it’s my way of getting out, not being lonely.”

“I think this is a brilliant idea for older people to get to appointments who aren’t on a direct route and this would be much cheaper than a taxi service.”

“Lots of older people just don’t have access to the internet or smartphones.”
PERCEIVED BENEFITS / ADVANTAGES

• Smaller vehicles on roads
• Less congestion
• Cheaper to run overall
• Cheaper than a taxi
• Reduce loneliness and isolation for those with no service
PERCEIVED ISSUES / CONCERNS

- Overcrowding concerns
- Reliability around school hours
- Elderly/immobile concerned about having to stand – unsafe;
- Lack of room for disabled, buggies, shopping trollies and bags
- Safety concerns - sharing with strangers
“I think it’s great for sociability. You do get to know who catches what bus and when and you see them every week – so if you don’t see someone for a few days you try and see if they are OK. We look after each other, good for friendships.”

“I think this would be good during the day as there are so few people around rurally during the day. I think this is a much better idea, I like timetabling, no changing, I like this.”

“I like the idea of a smaller timetabled service – the only disadvantage is that as it’s a set timetabled – you might be waiting and it would be full.”

“I’m worried about overcrowding – what happens if the buses are always full up because they’ve made them smaller? Can people stand on the smaller buses.”

“You have to share with strangers...I don’t like it...If you are on a bus you can stand up or move, if someone is making you feel bad.”
• Use the money to subsidise (improve and extend) existing bus routes;
  • *KCC are working with providers to assess routes*

• KCC to create and run their own bus company
  • *Not legally permissible under the Buses Act 2017*

• KCC to operate a car share scheme and manage it;
  • *KCC are exploring ways to extend this into communities*

• KCC to assist communities with setting up community buses – provide or part subsidise vehicle or driver etc.
  • *KCC are providing assistance to help communities set up their own schemes*
Overall, most popular ideas were the Feeder Service and the Taxi Bus service, although the Bookable Service was popular.
Schemes would be used by those in rural areas / those without services.
Schemes needed to be widely publicised to encourage use.
Primary concerns were accessing hospitals or GP’s;

The key issues raised across the schemes were;
- Reliability of a connecting service
- Smaller vehicles and concerns of overcrowding and not having capacity

The key benefits of the schemes were;
- That this would provide a service to those rurally that had nothing
- That this might aid social isolation
- These schemes might help to connect communities – promote sociability
- Reducing congestion on roads
Pilot Development and Evaluation

Presented by

Robert Clark
Commissioning Programme Manager
Identified Potential Pilots
- Listened to feedback from public/parish events
- Analysed current subsidised bus services and areas with no service

Consultation Report
- Evaluated consultation responses

Gathered statistical information
- Demographic and local information

Route Planning
- Identified stopping points/villages and links to commercial services

Market Identification
- Identified potential operators and pilots costings
- Identified potential positive/negative impacts
Evaluation Criteria

CONSULTATION – HIGH / MEDIUM / LOW
Was there a positive response to the consultation in the local area?

SERVICE IMPROVEMENT – HIGH / MEDIUM / LOW
What is the current service and its frequency within the local area?

LOCAL AREA – HIGH / MEDIUM / LOW
What is the demographic and amenities within the local area?

RISK AND IMPACTS – LOW / MEDIUM / HIGH
What are the risks and negative/positive impacts of this pilot?

PILOT COST – LOW / MEDIUM / HIGH
What is the cost of pilot to implement for a 12-month period?

DELIVERABILITY YES / NO
Is there market capacity to implement this for June 2019?
Pilot Announcement

Presented by

Mike Whiting
Cabinet Member for Planning, Highways, Transport and Waste
DOVER FEEDER BUS SERVICE
Serving Northbourne, Staple, Great Mongeham

MAIDSTONE FEEDER BUS SERVICE
Surrounding 9 villages south and east of Maidstone

SEVENOAKS TAXI-BUS SERVICE
Surrounding 4 villages north and east of Sevenoaks

TENTERDEN TAXI-BUS SERVICE
Surrounding 9 villages of Tenterden

WEST MALLING FEEDER BUS SERVICE
Surrounding 7 villages east of Larkfield
Pilot Details

Presented by

Stephen Pay
Planning and Operations Manager
DOVER Feeder Bus Service

New service for Northbourne, Staple and Mongeham re-establishing links with the commercial bus network

Benefits
- Reinstatement of public transport for villages served
- Increased journey opportunities

Key Features
- Timetabled service
- Accepts all bus passes
- Full sized, accessible vehicles
- Connections with frequent commercial bus routes
- Improved waiting facilities at interchange points
MAIDSTONE Feeder Bus Service

New feeder services linking rural villages in the east of Maidstone with regular bus services to Maidstone and Tenterden

Benefits
- Significantly improved frequencies for villages served
- Increased journey opportunities
- Modification of existing services improves sustainability
- New links to Tenterden

Key Features
- Timetabled service
- Accepts all bus passes
- Full sized, accessible vehicles
- Connections with frequent commercial bus routes
- Improved waiting facilities at interchange points

Bus summit - big conversation
SEVENOAKS Taxi-bus Service

New Taxi Bus service for Fairseat, Stansted, West Kingsdown and East Hill

Benefits
- New and improved links to Sevenoaks for outlying area
- Daily service for all areas linking to the local town

Key Features
- Timetabled service
- Accepts all bus passes
- Accessible vehicles

Bus summit - big conversation
30 October 2018
**TENTERDEN Taxi-bus Service**

New Taxi Bus network for the Tenterden area

**Benefits**
- New and improved links to Tenterden for outlying area
- Daily service for all areas linking to the local town

**Key Features**
- Timetabled service
- Accepts all bus passes
- Accessible vehicles

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*Bus summit - big conversation*

30 October 2018
WEST MALLING Feeder Bus Service

Feeder service linking outlying area with West Malling and Lunsford Park, Tesco’s for onward journey to Maidstone

Benefits
- Improved frequencies for villages served
- Increased journey opportunities
- New link to Lunsford Park Tesco
- Builds upon existing service improving sustainability
- Enables use of developer funding

Key Features
- Timetabled service
- Accepts all bus passes
- Full sized, accessible vehicles
- Connections with frequent commercial bus route
- Improved waiting facilities at interchange points
Next Steps

Presented by

Robert Clark
Commissioning Programme Manager
Next Steps

• Work with Parish Councils and local residents
• Explore options with commercial providers for connecting services
• Finalise pilot routes and costings
• Work with the local area and operator to promote the scheme
• PR Message - ‘Use it or Lose it’
• Monitor passenger numbers throughout duration of Pilots
• Evaluate after 12 months
Timeline

- **Bus Summit**: 30 Oct 2018
- **Pilot Development**: Nov 2018 – Jan 2019
- **Pilot Approval**: January 2019
- **Pilot Mobilisation**: Feb – May 2019
- **Pilot Commencement**: 1 Jun 2019
- **Pilot Review**: 1 Jun 19 – 31 May 20
Other Action/Positive Stories

Folkestone and Hythe (St Mary’s Bay)
• 199 Residents attended public event
• Working with Stagecoach – Improvements have been made
• Community scheme is being explored

Isle of Sheppey
• Working with Arriva
• Identify if service improvements can be made
• Make better use of KCC Subsidy
KCC Community Transport Grant

• Community Transport Grant launched November 2017
• £165K awarded to 7 CT schemes
• Second phase launched 24 October 2018
• Deadline 14 December 2018
• Grants will be paid February 2019

Enabling communities to tailor their transport solutions to their needs
Community Transport Toolkit

• Step by step guide for local communities
• Guidance and signposting
  – Business plan
  – Funding
  – Licencing
  – Marketing
  – Volunteers
  – Vehicles
  – Sustainability

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Questions and Answers