

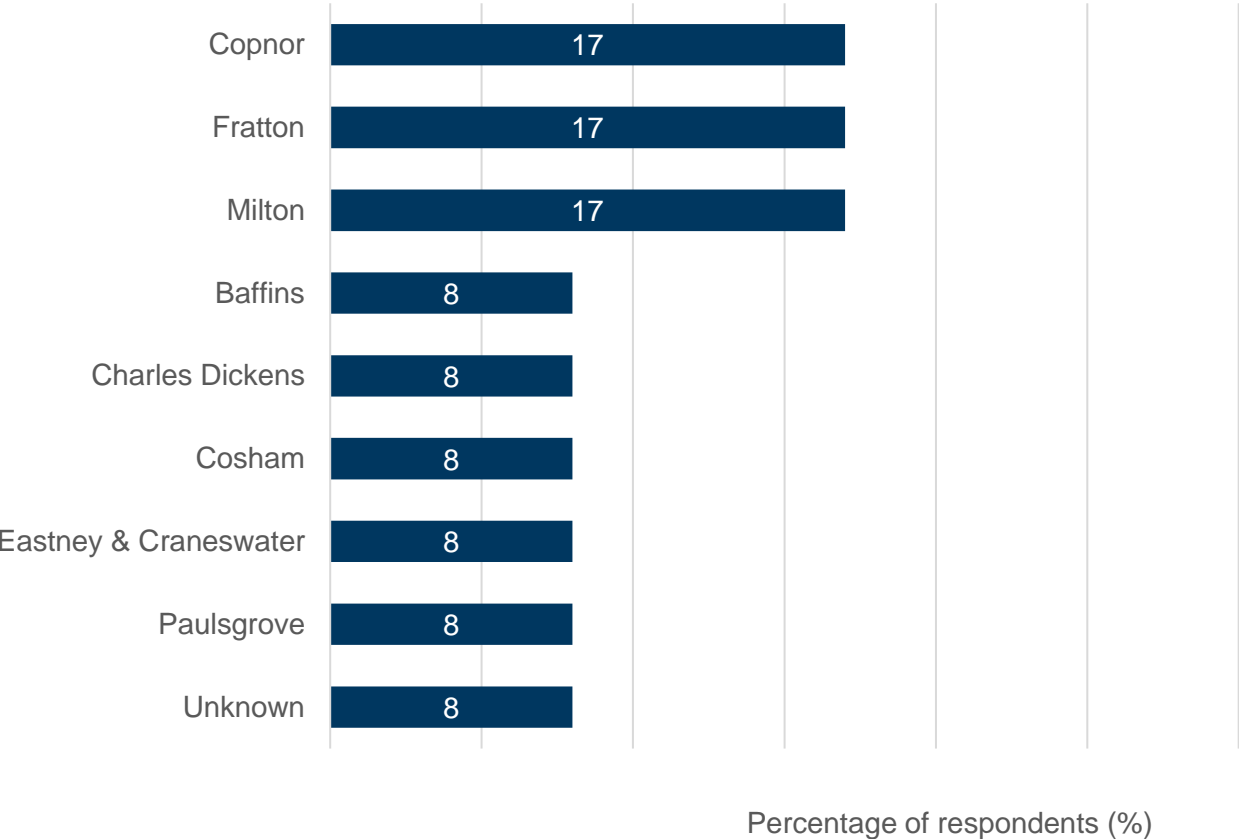
Tendered Bus Services Consultation 2022

Online Survey Results - Councillors

Research and Engagement, Corporate Services

Wards represented

In total, **12** councillors completed the online survey representing the following wards



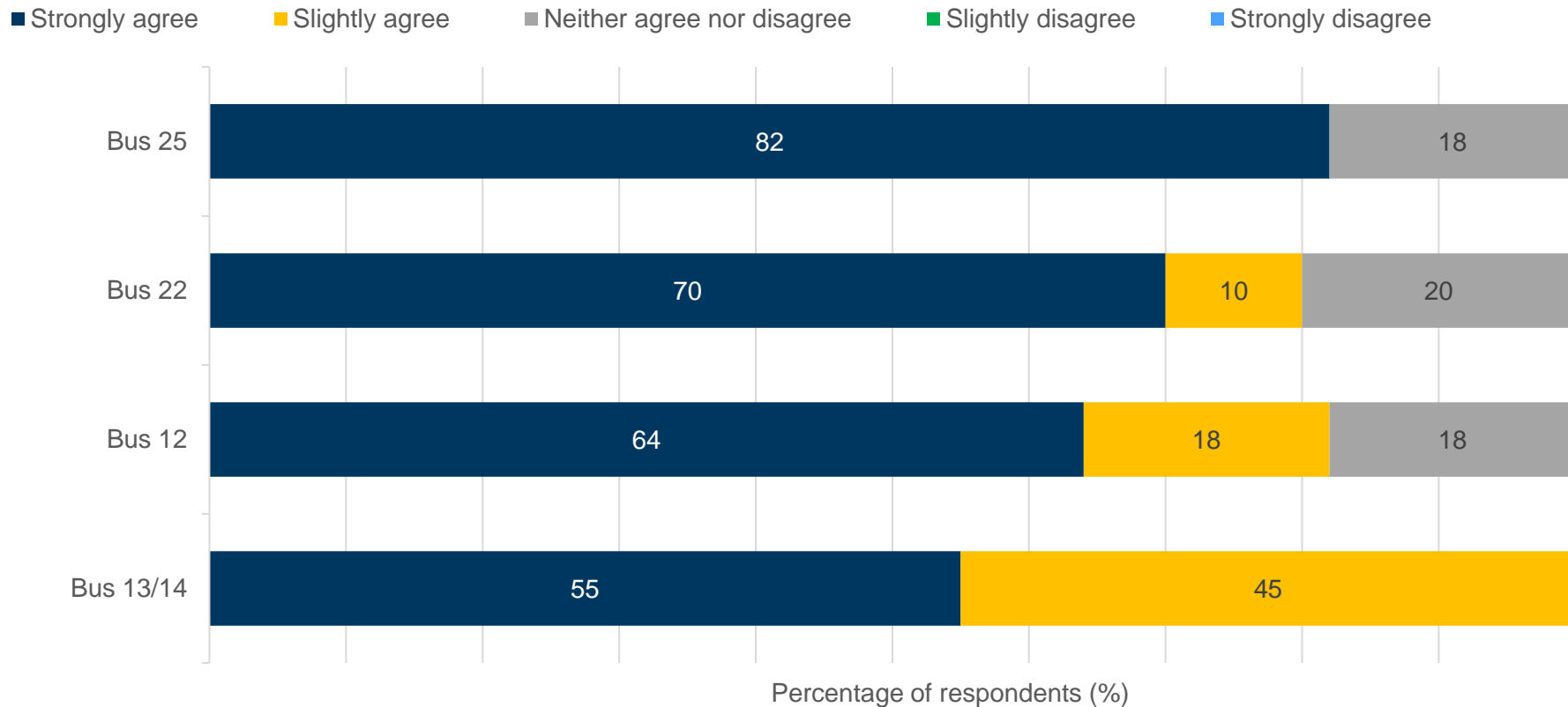
Open responses – do you have any comments on the current service?

Ward represented	Open comments on the current service provision
Milton	It is something that a good chunk of my residents rely on, as out of all the services talked about on this consultation, all bar one run through Milton. Residents do use these services but the frequency is an issue. Some of the services stop running at a certain time of the evening which is not great for workers and those wanting to have a social life. Some also do not have quite the right times/frequencies to get maximum numbers on board eg school children/parents and those going out shopping to work. The bus services in question would be thoroughly missed if we got rid of them and would cut off a huge section of the ward of which there are a significant amount of elderly people, families and those considered to have serious health conditions.
Charles Dickens	In order to improve bus usage it is important to have a comprehensive network covering the city so people can get around wherever they need to go.
Cosham	essential transport link for many residents who could not get out of their houses so easily without.
Fratton	Residents are always grateful for having good bus links in Fratton; however I have had the issue of ticket pricing raised several times.
Fratton	Buses in general are ok, but most of the tendered services don't come near the ward.
Copnor	Services provide vital links around the city. Sad to see no option to bring back service servicing ocean retail park
Baffins	The main services that affect Baffins are the 12, 13 and 14. These are vital lifelines for local people and people want more services - on the 12 - and more frequently - on the 13 and 14. In addition, I know the 25 is very well liked and used.
Milton	The 25 is particularly valued by local people and its link to the Hayling and Gosport Ferries undoubtedly saves journeys from being made by car.
Copnor	Residents consistently tell me that the lack of across city service is problematic, especially for older residents
Paulsgrove	There is no service to Port Solent , and I have had many complaints about this from residents and business .. Also , no bus service into Cosham from Southampton road , Which means for non car owners in Port Solent they have to get taxis to Cosham
Unknown	I think that they value them but want more regular and extended service, especially in the evenings

Importance to local residents

Q: *'To what extent do you agree that each of the tendered bus routes offers an important service to local residents?'*

Base: From top to bottom 11, 10, 11, 11



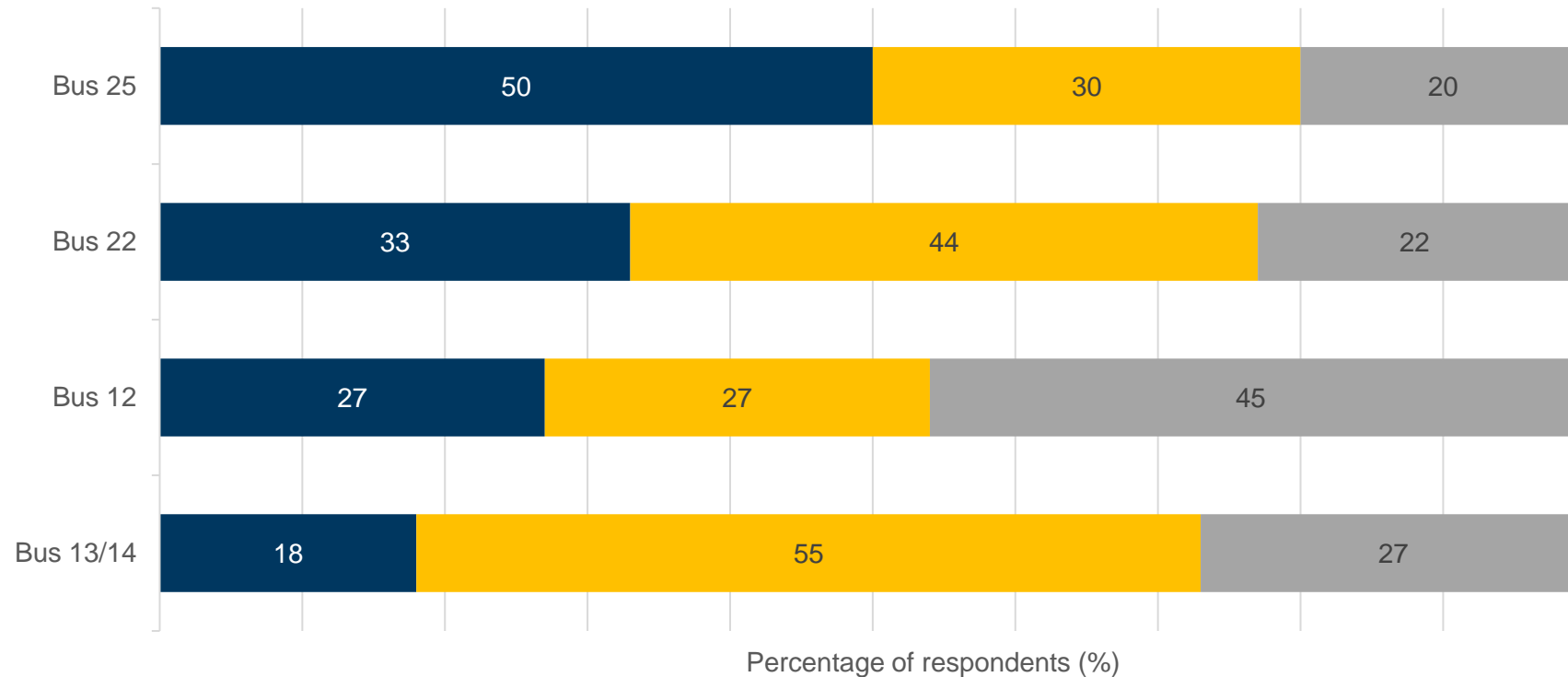
- All bus routes are seen as offering an important service to local residents, particularly Bus 25 (82% strongly agree)

Good value for money to the council and taxpayers

Q: *'To what extent do you agree that each of the tendered bus routes offers good value for money to the council and taxpayers?'*

Base: From top to bottom 10, 9, 11, 11

■ Strongly agree ■ Slightly agree ■ Neither agree nor disagree ■ Slightly disagree ■ Strongly disagree

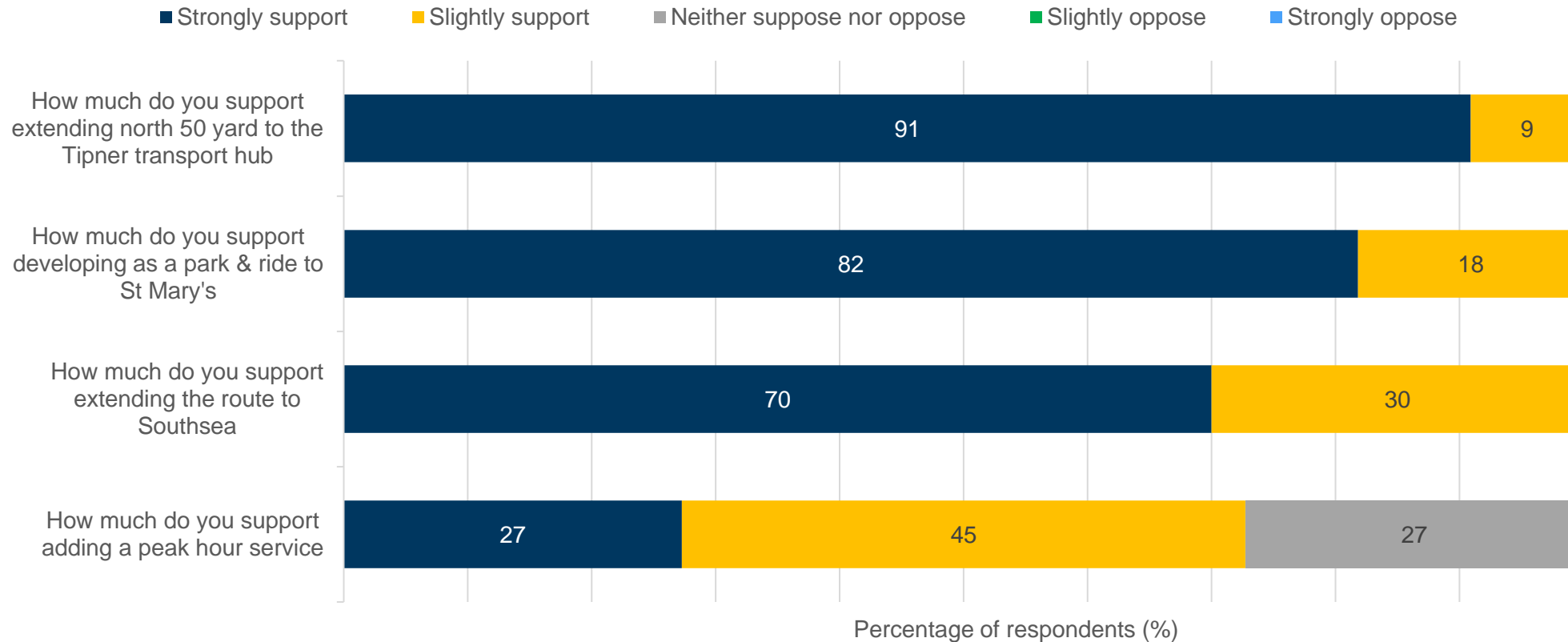


- Councillors mainly agree that the current tendered bus routes offer good value for money to the council and taxpayers.

Bus 12: Support for possible changes/improvements

Q: **'How much do you support each of the following changes?'**

Base: From top to bottom 11,11,10,11,9



- There is high level of support amongst councillors for all suggested changes, particularly extending to the Tipner hub, developing a park & ride route to St Mary's and extending the route to Southsea.

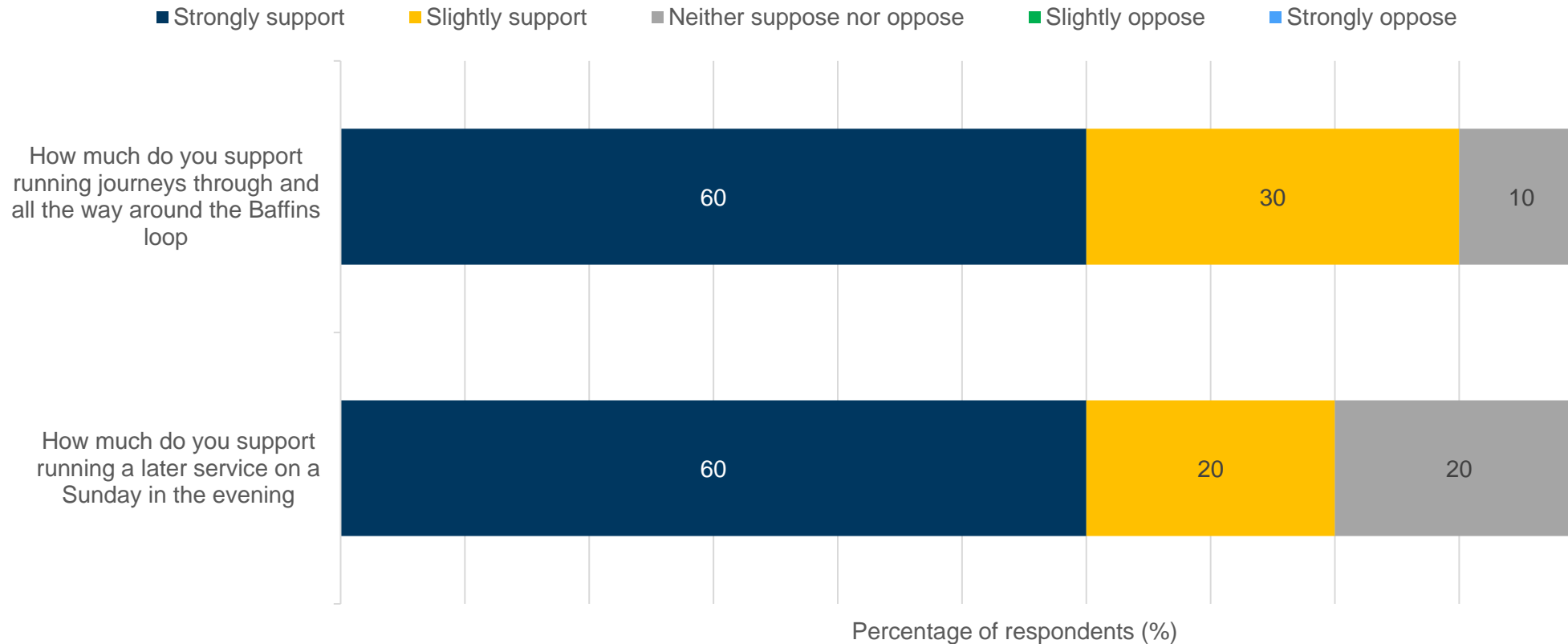
Open responses – Bus 12

Ward represented	Open comments on Bus 12
Copnor	Access to Hospital is vital. Whilst match day parking dose not had to much have to much impact on Copnor, the knock on effects of the increase in traffic and polution from this mean looking to facilitate a park and ride open is very welcome
Baffins	PCC needs to stand up to First, which does not want the service and so has come up with this compromise or nothing. Using this as a P&R for the hospital or for PFC matches will help boost patronage. An evening peak hour service will also work.
Copnor	Residents do not feel there is adequate links from Copnor to the city centre with having to travel a significant distance by other means

Bus 13/14: Support for possible changes/improvements

Q: *'How much do you support each of the following changes?'*

Base: 10



- The majority of councillors (60%) support the two proposed changes to Bus 13/14

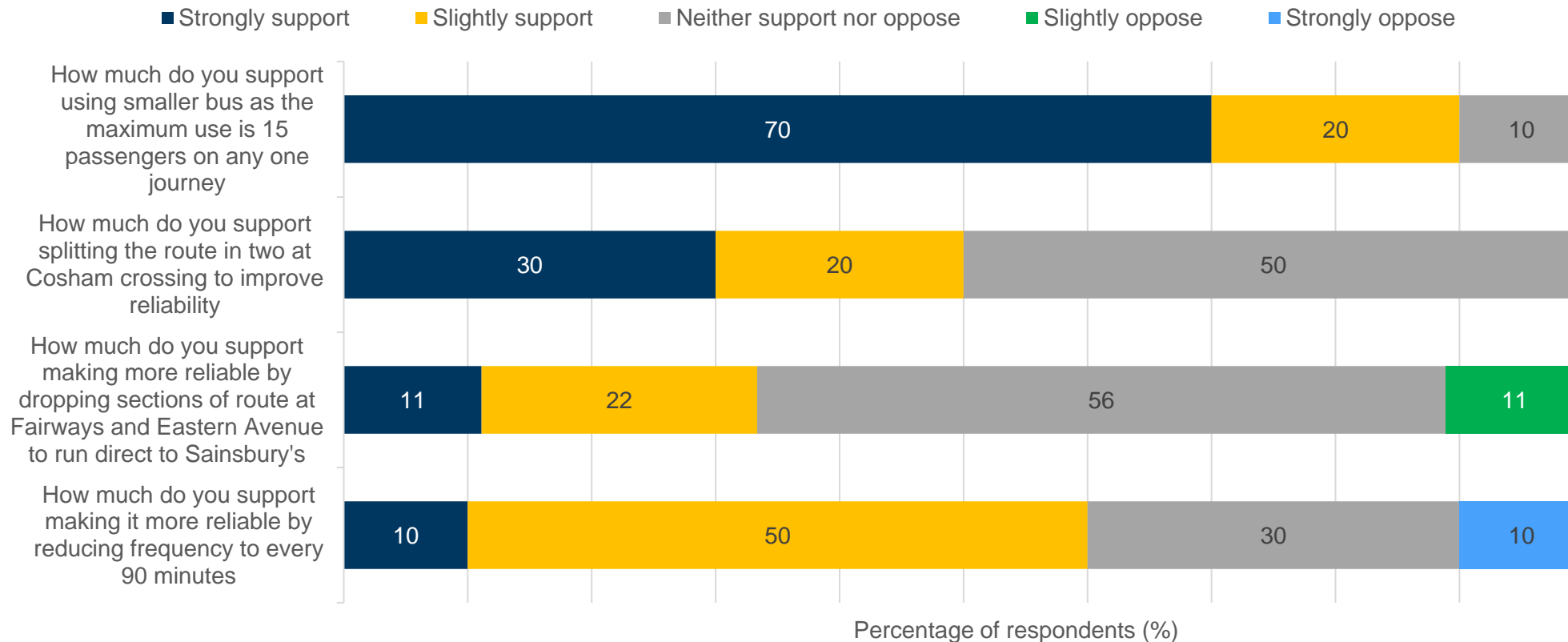
Open responses – Bus 13/14

Ward represented	Open comments on Bus 13/14
Milton	Looping the service rather than having 2 different buses would be a good step forwards. I have seen a lot of confusion at the bus stop in town as to which bus to get on between the two. Also, increasing the service into the evening would be great to allow workers to return home or people to be able to go out/come home later in the evening rather than rely on taxis. This is the only service that goes around the Moorings Way/Locksway Road estate with people having to walk down to Milton Road to get a bus if this service is not available which is quite a big distance especially if disabled or elderly or with children. Any loss of frequency or of the service itself would cut off a significant amount of the Baffins ward and Milton ward from public transport
Fratton	I have received comments from a few residents on New Road who have said the size of the buses is usually larger than is required and as this is the only service using New Road, means the bus stops have to be larger to accommodate them, taking space that could be redeployed as resident parking
Fratton	This also serves Fratton residents, which was not stated. It is rarely used by residents, as it is a fairly short and expensive route, and there are generally other bus services to get you where you want to go.
Baffins	With a bit of imagination, this service could help many, many more people in the area. I would have all services go back down Neville Road and Hayling Avenue, with separate feeder services for the College. This would provide a vital lifeline for many senior citizens and people who currently feel unable to use the bus. Locals want a more frequent service, reporting often that buses are full, so stopping them getting on.

Bus 22: Support for possible changes/improvements

Q: **'How much do you support each of the following changes?'**

Base: From top to bottom 10,10,9,10,10



- Using a smaller bus on the route is widely supported (90%).
- The remaining suggested changes are less unanimously supported with some low level opposition to dropping a section of the route and reducing the frequency

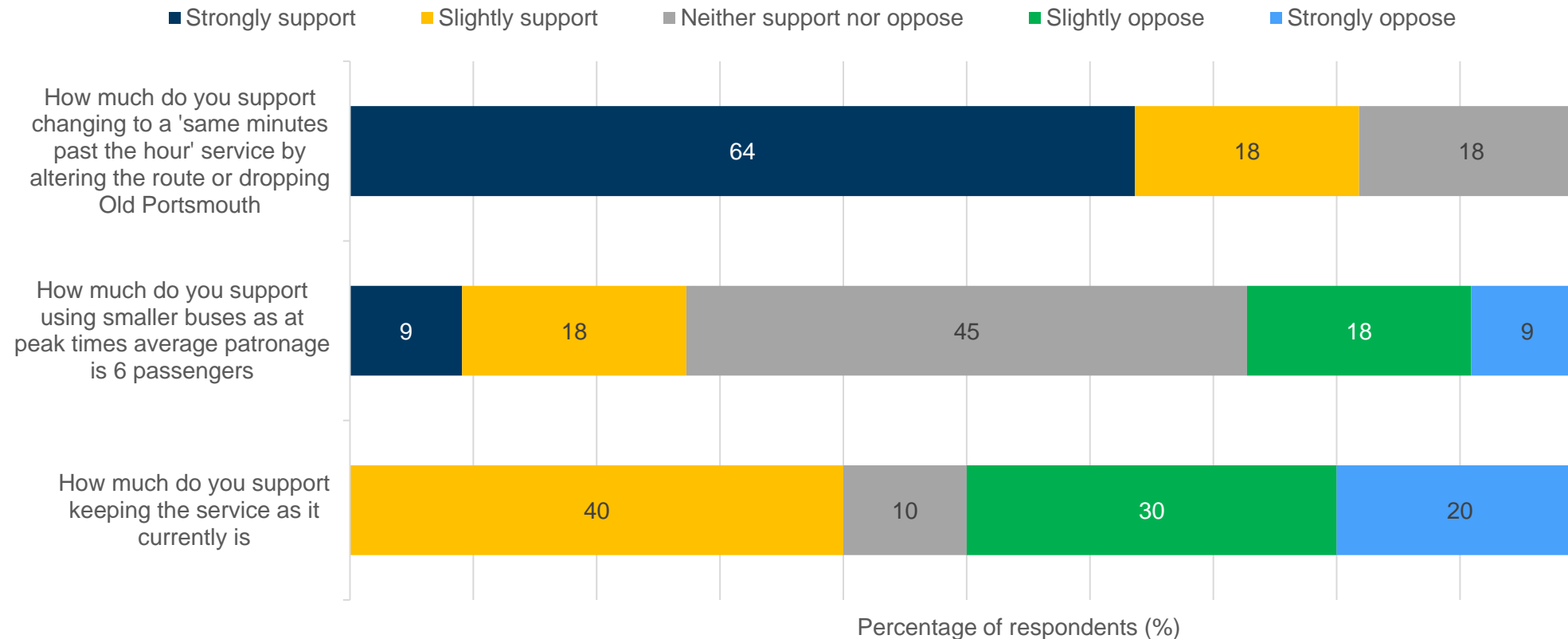
Open responses – Bus 22

Ward represented	Open comments on Bus 22
Cosham	Needs to continue later into evening, essential for elderly residents at end of medina, they complain its not frequent enough, an hourly service would be better. Would support changing to a smaller bus is secured the continuence of this service.

Bus 25: Support for possible changes/improvements

Q: **'How much do you support each of the following changes?'**

Base: From top to bottom 10,11,11



- There is a high level of support for moving to a clockface service (82%)
- Some 45% of councillors are undecided on the idea of using smaller buses at peak times with support and opposition split exactly either side (27% support, 27% oppose)
- Half of councillors oppose keeping the service as it currently is

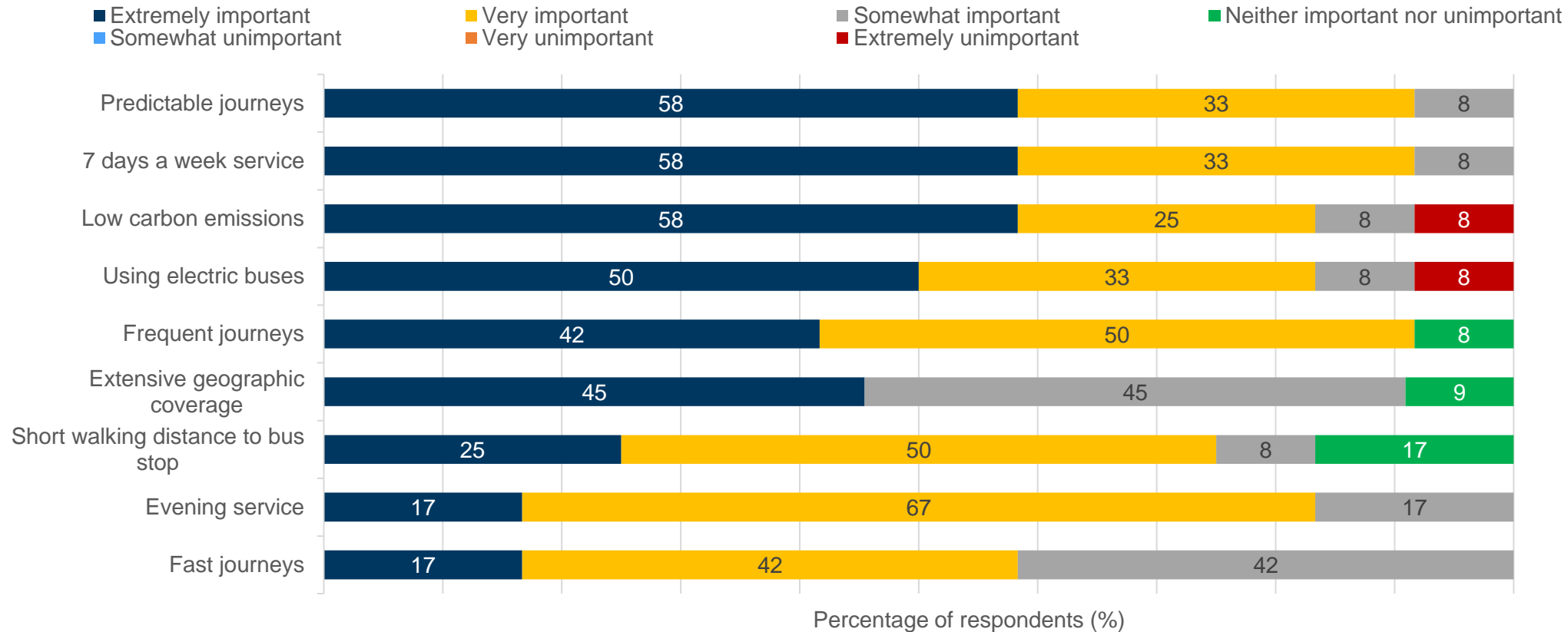
Open responses – Bus 25

Ward represented	Open comments on Bus 25
Milton	One issue that I have been told is that the service does not cover school pick up/drop off times. The Grammar School, St Judes and several other schools are on or nearby to the bus route. As an example, I believe that the Grammar School finishes at 3:45 and St Judes at 3:20 however, the 25 passes through the area at 3:17pm and then the next one is not until 4:45pm which leaves a significant amount of time to wait for a bus or leaving children to have to walk the distance into town to get a bus. Increasing the service around school commuting time would help a lot of families. Also, increasing into the evening would be great. The hot walls is a great evening spot to visit with the funfair, gunwharf and palmeston road on/nearby to the route and visited in the evening. It would be great to have a service to here. Also, would it be possible for the service to end at the hard so you have a through route from the hard/gosport ferry right the way down to the Hayling Ferry?
Cosham	a minibus service might be the way forward.
Baffins	This is the big success story for buses in the city. The patronage levels are astonishing. Based on that, it is close to commercial levels at - I think - 16p per passenger. The main way to change the service is to have it connect with every Hayling Ferry, especially in the Summer and on Sundays. At the very least, it should connect with the last Ferry throughout the year and have a Summer/Winter timetable. Integrated fares with the Ferry will aid both. The only alteration to the route would be to have it go straight to the Ferry, rather than this loop.
Milton	Retaining the link to the Hayling Ferry is important. I was unsure how changing to a minutes past the hour service might impact that link. Clearly this service is well used compared to other currently tendered routes and given its relatively new status and that travel habits using public transport are yet to recover post-Covid, I would think that this service, if frequent and reliable, could end up becoming a commercial service.
Unknown	People like this and value the Summer evening service. Need to keep OP in the route

How important are the different factors?

Q: **'How important do you consider each of the following factors as they relate to bus services?'**

Base: 12 (Extensive geographic coverage: 11)

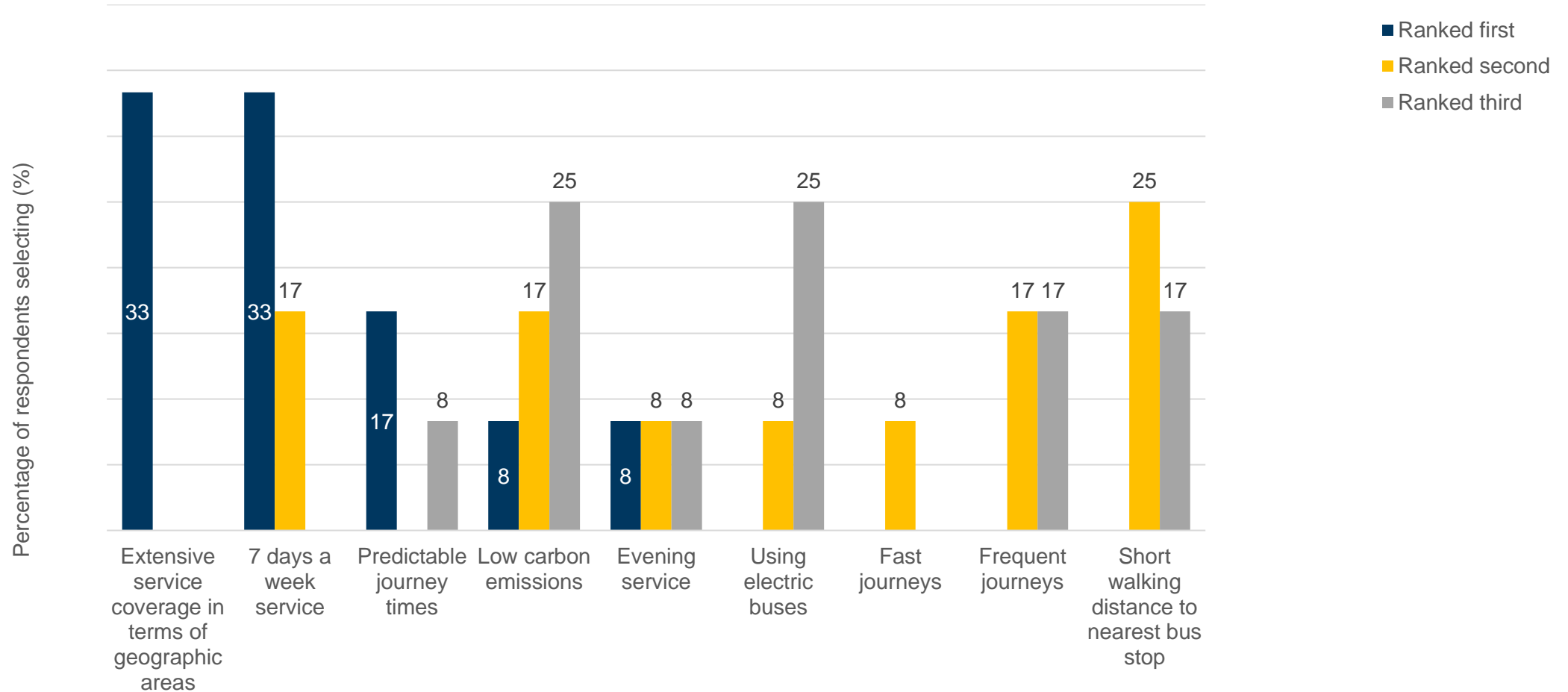


- All factors are considered important (top 3 boxes) by a large majority of councillors.
- Predictable journeys, 7 days a week service and low carbon emissions are deemed as extremely important by 58% of councillors

Ranking the different factors

Q: *'You consider the following factors to be "very" or "extremely important". Please now rank your top 3 factors in order*

Base: 12

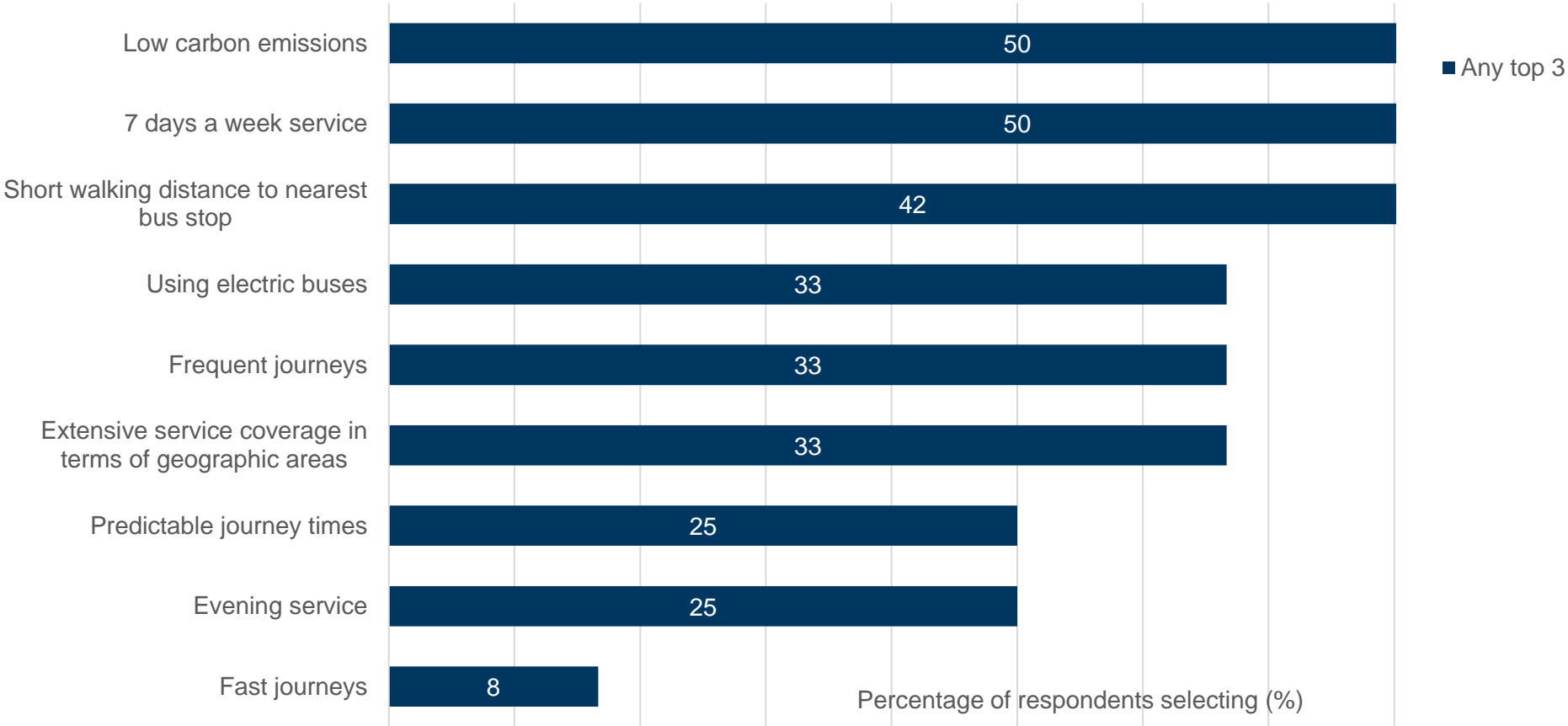


- When asked to rank their top 3 factors from those considered “very” or “extremely important” the factor most frequently ranked first is extensive geographic coverage and a seven day a week service (both chosen first by 33%)
- Interestingly, low carbon emissions and using electric buses are ranked third by 25% of councillors suggesting they are important factors but not top priority

Any top 3 ranking

Q: *'You consider the following factors to be "very" or "extremely important". Please now rank your top 3 factors in order*

Base: 12

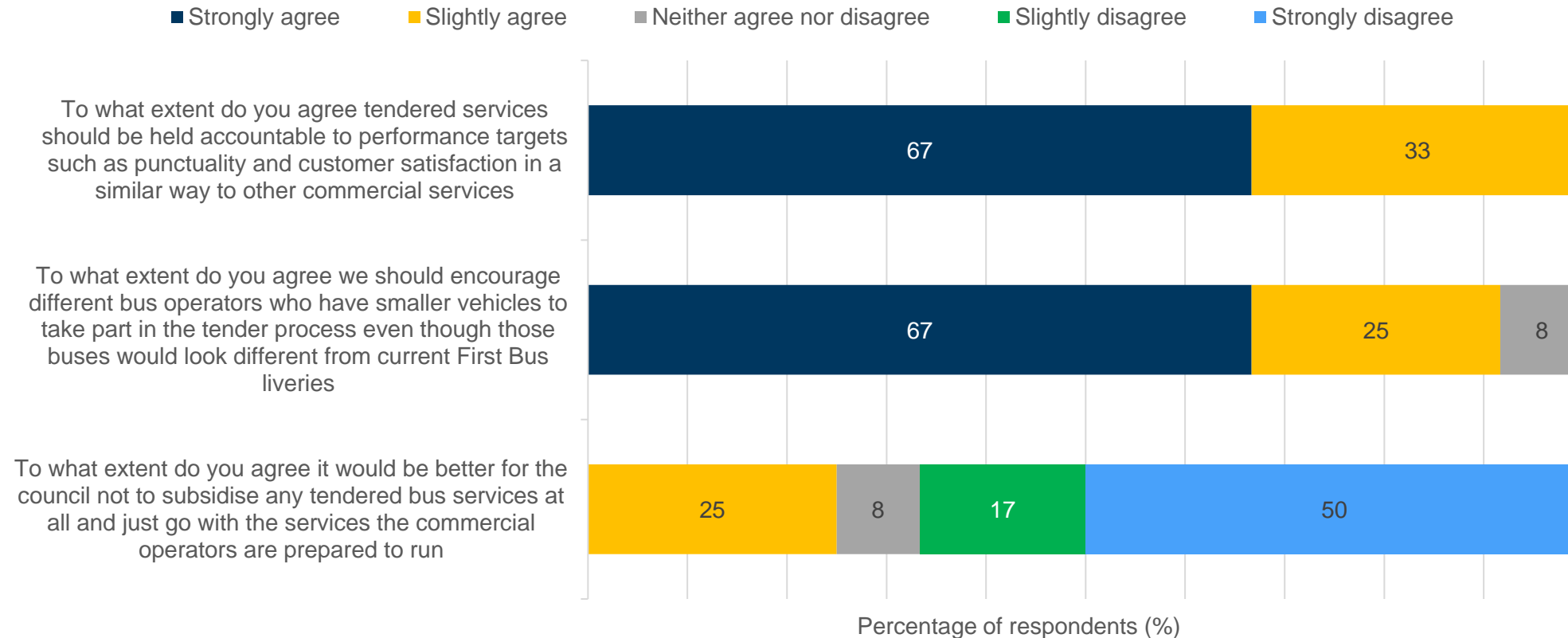


- When all factors ranked first, second or third are added together, the most frequently selected are low carbon emissions and a seven day a week service with 50% of councillors selecting those factors in their top three choices.

Other factors affecting the tender process

Q: *'To what extent do you agree with the following statements?'*

Base: 12



- There are high levels of agreement with implementing performance targets and encouraging different bus operators with access to smaller vehicles
- The majority of councillors **disagree** that not offering a subsidised bus service is a good idea (67%)

Open responses – any other factors to consider?

Ward represented	Any further comments on other factors to consider
Milton	Making sure that areas with large populations have access to at least one bus service that can link onto a connecting route to get to different parts of the city. Eg, if the 13 was not running, a huge section of Baffins/Milton would not have access to public transport
Cosham	The needs of those who depend on public transport
Eastney & Craneswater	We should definitely encourage different bus operators who have smaller vehicles to take part in the tender process even though those buses would look different from current First Bus liveries
Baffins	We need to use the BSIP to recast routes and cut fares.
Copnor	Bus companies MUST reduce the price of travel as in many cases it is prohibitively expensive negating the so called 'green option' of public transport
Paulsgrove	No on the services mentioned , but i will be pushing for a Port Solent service , and a service from Southampton road to Cosham