



## Passenger Transport Strategy Consultation

No. of responses: 1,526

985 (64.5%) online, 541 (35.5%) paper

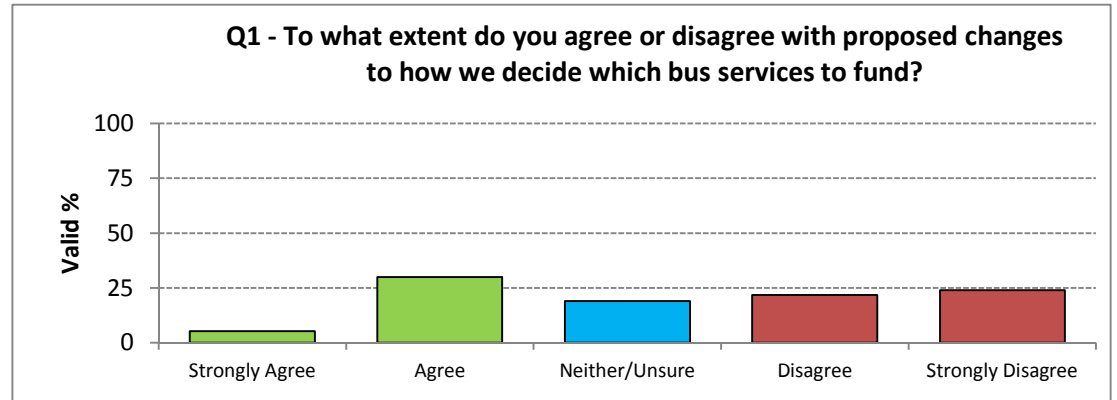
### Key

- Frequency – the actual number of responses
- Percent – is the percentage total including missing or don't/know
- Valid Percent – is the percentage total after excluding missing or
- Please note that numbers may not add up exactly due to rounding



**Q1 - To what extent do you agree or disagree with proposed changes to how we decide which bus services to fund?**

		Frequency	Percent	Valid Percent
Valid	Strongly Agree	77	5.0	5.3
	Agree	439	28.8	30.0
	Neither/Unsure	279	18.3	19.1
	Disagree	318	20.8	21.7
	Strongly Disagree	351	23.0	24.0
	Total	1464	95.9	100.0
Missing		62	4.1	
Total		1526	100.0	

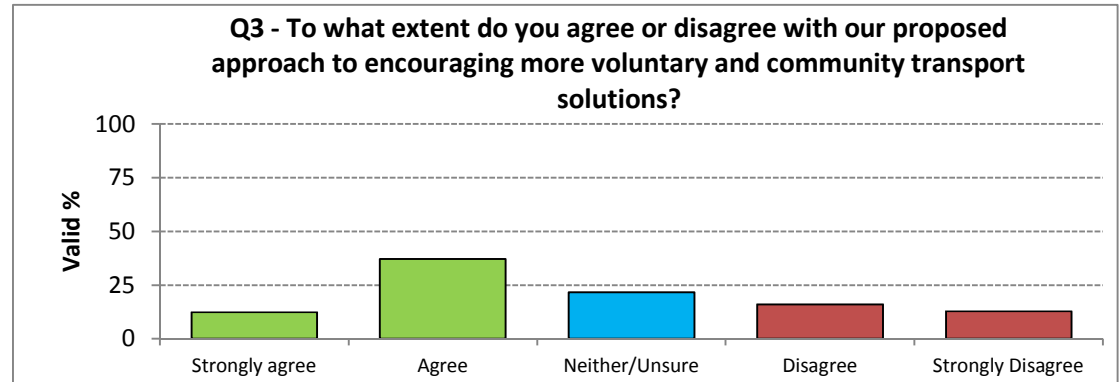


Q2 - Do you have any comments on this proposed approach?

		Frequency	Percent	Valid Percent
Valid	Present bus service are poorly run and promoted so not well used. Need improving not cutting	148	9.7	19.7
	Proposals could seriously impact or cut off rural communities	133	8.7	17.7
	Elderly and vulnerable rely on bus services - cutting them will impact them severely	107	7.0	14.2
	Proposals will block me/other commuters from being able to get to work/access job opportunities	96	6.3	12.7
	I/we rely on bus services/concessions - please don't take them away	89	5.8	11.8
	Proposals discriminate against/penalise older people and disadvantaged	88	5.8	11.7
	9.30 is too late a start time for bus passes	78	5.1	10.4
	Affected services needed for medical appointments	78	5.1	10.4
	Cutting services will isolate vulnerable people	54	3.5	7.2
	Passenger numbers do not reflect the importance of the routes to those who use them/their future usage	52	3.4	6.9
	Will increase car usage - more traffic and pollution	43	2.8	5.7
	Would contribute toward cost of concessions to avoid cuts	40	2.6	5.3
	Too little clarity around proposals	35	2.3	4.6
	Cutting services will young people in terms of getting to school, work and socialising	32	2.1	4.2
	Changes will affect those who need these services the most	31	2.0	4.1
	Will seriously impact or cut off Potton	27	1.8	3.6
	Savings should be found elsewhere	20	1.3	2.7
	Doesn't make sense given new building and expansion	20	1.3	2.7
	Goes against stated policy aims of council, central government, and/or town councils	8	0.5	1.1
	Total no. of responses	753	49.3	100.0
Missing		773	50.7	
Total		1526	100.0	

**Q3 - To what extent do you agree or disagree with our proposed approach to encouraging more voluntary and community transport solutions?**

		Frequency	Percent	Valid Percent
Valid	Strongly agree	180	11.8	12.3
	Agree	542	35.5	37.1
	Neither/Unsure	317	20.8	21.7
	Disagree	233	15.3	16.0
	Strongly Disagree	187	12.3	12.8
	Total	1459	95.6	100.0
Missing		67	4.4	
Total		1526	100.0	

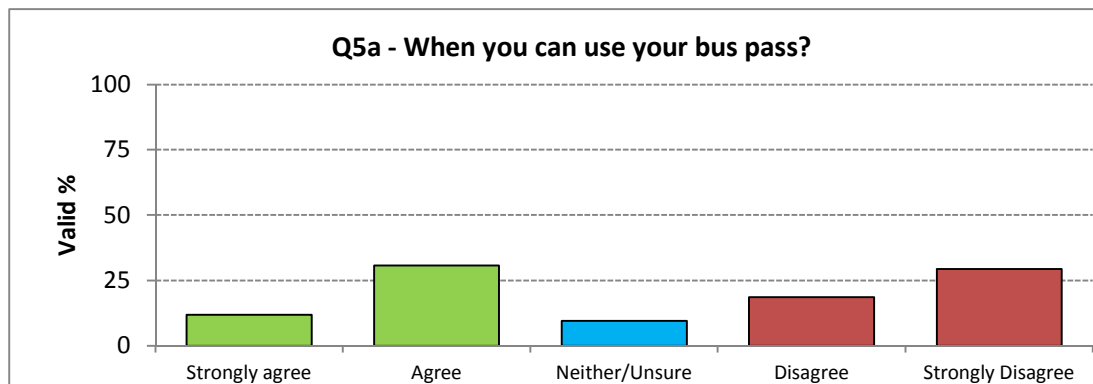


Q4 - Do you have any comments about this proposed approach?

Analysis of repeat themes		Frequency	Percent	Valid Percent
Valid	Not possible / sustainable / realistic for services needed to be provided by volunteers	66	4.3	11.1
	Council should provide this service / should not cut this service	57	3.7	9.5
	Service more likely to be unreliable if staffed by volunteers (missed buses, smaller buses, services cut with no notice)	44	2.9	7.4
	Would need more volunteers than available / difficult to get volunteers	37	2.4	6.2
	Should not be the responsibility of the voluntary sector / does VS want the responsibility?	35	2.3	5.9
	The proposed approach is/might be a good idea	33	2.2	5.5
	Impact on older people	26	1.7	4.4
	Services need to be regular / 'decent' (not just once a week or once a day)	25	1.6	4.2
	Will there be an extra cost / They need to be covered by bus passes	25	1.6	4.2
	Issue with or support for a specific bus service	21	1.4	3.5
	Concerns about service in rural areas / small communities	21	1.4	3.5
	Needs to be reliable	19	1.2	3.2
	Would affect my employment / how would people get to work/college?	14	0.9	2.3
	Not enough information provided in the consultation	14	0.9	2.3
	Impact on disabled people	13	0.9	2.2
	Community transport should be better advertised / publicised	11	0.7	1.8
	How will it be funded?	10	0.7	1.7
	People providing service need to be properly trained / vetted	9	0.6	1.5
	More should be done to encourage (all) people to use the buses	9	0.6	1.5
	Already use community transport / could not do without it	7	0.5	1.2
	Would these services operate before 9.30am / need to use bus pass before 9.30am	7	0.5	1.2
	Volunteers reduce opportunities for paid employment	6	0.4	1.0
	Timetables need to be publicly available	6	0.4	1.0
	Buses need to be accessible / have space for wheelchairs / walking frames / shopping trolleys / buggies / people who need more room	6	0.4	1.0
	Concern about what would happen if the voluntary provider was unable to maintain a route	6	0.4	1.0
	Other forms of community transport (car pools, village 'taxi' schemes) should also be considered and promoted	5	0.3	0.8
	Need to make the tender / bidding process simple and one that doesn't exclude small VCS groups	4	0.3	0.7
	Impact on the vulnerable	4	0.3	0.7
	Routes will be too long / indirect	3	0.2	0.5
	Will make it more difficult to get around	3	0.2	0.5

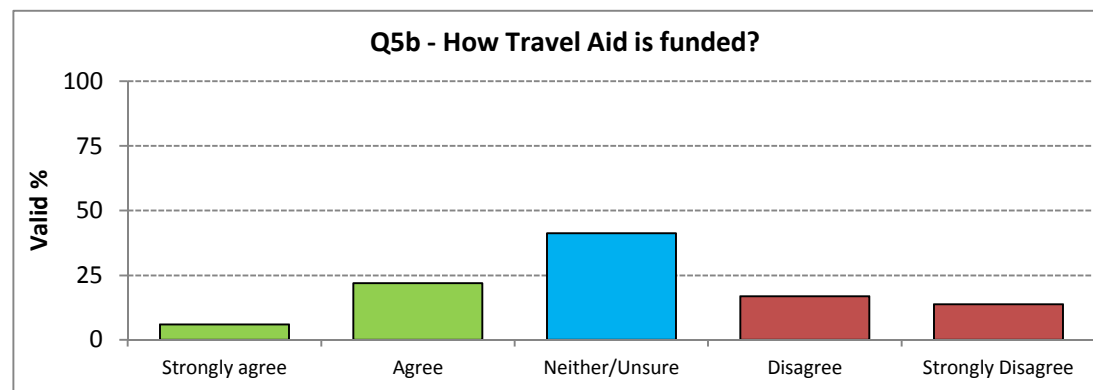
**Q5a - When you can use your bus pass?**

		Frequency	Percent	Valid Percent
Valid	Strongly agree	173	11.3	11.8
	Agree	450	29.5	30.7
	Neither/Unsure	140	9.2	9.5
	Disagree	273	17.9	18.6
	Strongly Disagree	430	28.2	29.3
	Total	1466	96.1	100.0
Missing		60	3.9	
Total		1526	100.0	



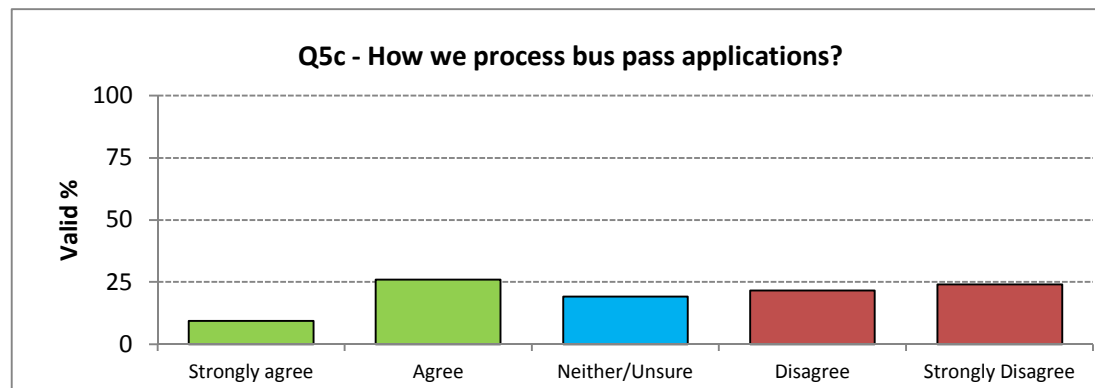
**Q5b - How Travel Aid is funded?**

		Frequency	Percent	Valid Percent
Valid	Strongly agree	82	5.4	6.1
	Agree	295	19.3	22.0
	Neither/Unsure	554	36.3	41.3
	Disagree	227	14.9	16.9
	Strongly Disagree	185	12.1	13.8
	Total	1343	88.0	100.0
Missing		183	12.0	
Total		1526	100.0	



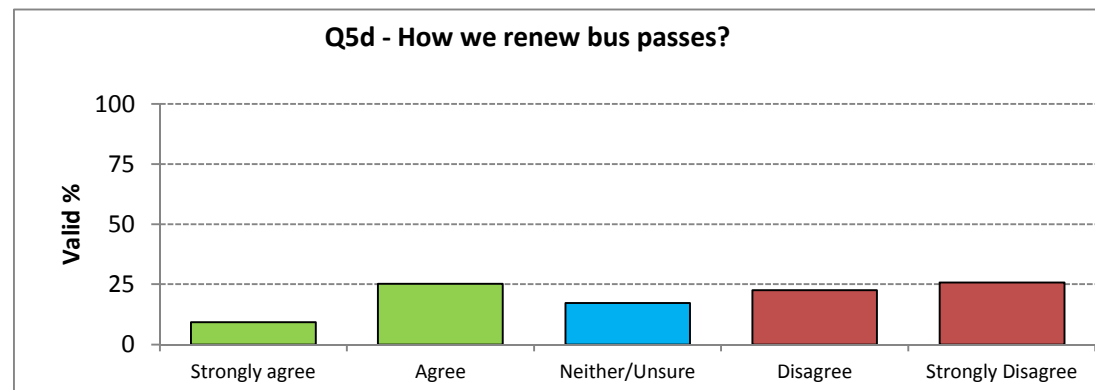
**Q5c - How we process bus pass applications?**

		Frequency	Percent	Valid Percent
Valid	Strongly agree	133	8.7	9.3
	Agree	369	24.2	25.9
	Neither/Unsure	273	17.9	19.2
	Disagree	307	20.1	21.6
	Strongly Disagree	341	22.3	24.0
	Total	1423	93.3	100.0
Missing		103	6.7	
Total		1526	100.0	



**Q5d - How we renew bus passes?**

		Frequency	Percent	Valid Percent
Valid	Strongly agree	133	8.7	9.2
	Agree	364	23.9	25.2
	Neither/Unsure	249	16.3	17.3
	Disagree	325	21.3	22.5
	Strongly Disagree	371	24.3	25.7
	Total	1442	94.5	100.0
Missing		84	5.5	
Total		1526	100.0	



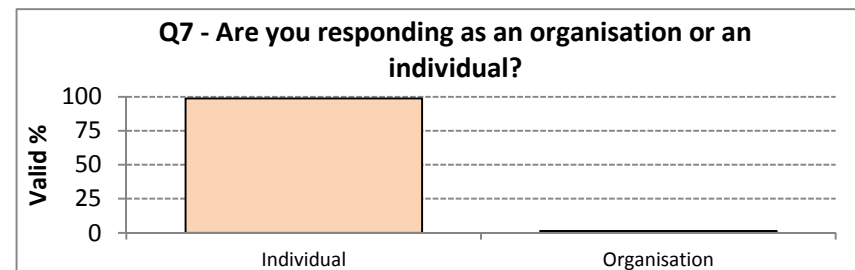
Q6 - Do have any comments on these proposals?

		Frequency	Percent	Valid Percent
Valid	Online-only bus pass applications/renewals would be problematic - not everyone can access the internet/a computer	296	19.4	37.0
	Should not adopt proposed time restrictions for bus passes - they are unreasonable and would make life difficult	266	17.4	33.2
	Not sure what will be achieved by new renewals process - will entail more admin costs and difficulties for users	98	6.4	12.2
	Proposals are unfair/discriminatory towards the old, vulnerable and disadvantaged	97	6.4	12.1
	People could pay a small contribution to fares instead of having bus pass times limited	65	4.3	8.1
	I don't have access to a computer/the internet	57	3.7	7.1
	Flittabus should be excluded from 9.30am cut-off	48	3.1	6.0
	These services are a lifeline - don't take them away	43	2.8	5.4
	Doubtful about how funding of Travel Aid will work in practice	34	2.2	4.2
	Don't change what works well	33	2.2	4.1
	What would be achieved by time restrictions? Would deliver few savings	33	2.2	4.1
	Not clear what is meant by "infrequent" services or how exclusions will work in practice	20	1.3	2.5
	Central Bedfordshire is behind other areas and countries in terms of public transport - it should be improved, not reduced	5	0.3	0.6
	Total no. of responses	801	52.5	100.0
Missing		725	47.5	
Total		1526	100.0	



**Q7 - Are you responding as an organisation or an individual?**

		Frequency	Percent	Valid Percent
Valid	Individual	1496	98.0	98.8
	Organisation	18	1.2	1.2
	Total	1514	99.2	100.0
Missing		12	.8	
Total		1526	100.0	

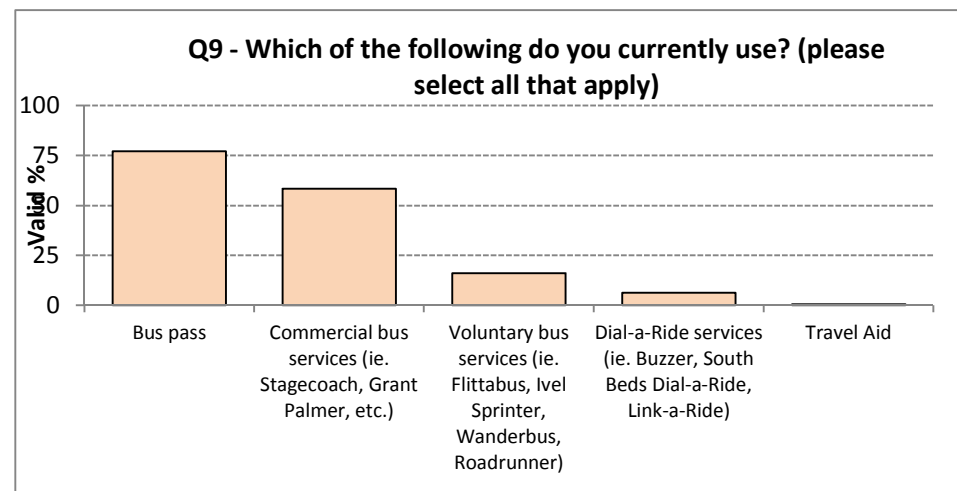


**Q8 Please tell us the name of your organisation?**

		Frequency
Valid	Ampthill Town Council	1
	B Woodward Vice Chair Maulden PC	1
	CBC	1
	Center Parcs	1
	Chalgrave Parish Council	1
	Collinswood Park Residents Ass	1
	Dunton Parish Council	1
	East Beds Community Bus Ltd. (Ivel Sprinter)	1
	Flittabus	2
	Flittabus voluntary driver	1
	Harlington Parish Council	1
	Haynes Parish Council	1
	I am a volunteer Flittabus driver	1
	Macular Society Woburn Group & Leighton Buzzard Visually Impaired Support Group	1
	Paul Whitton. Member of Chalgrave Parish council	1
	Road Runner Community Bus	1
	Total	17
Missing		1
Total		18

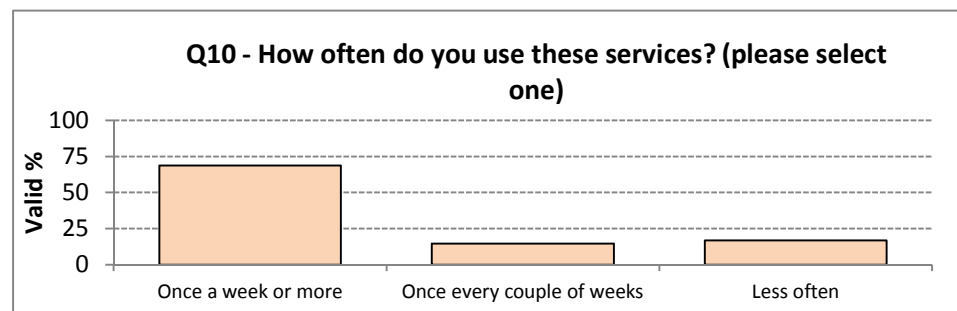
**Q9 - Which of the following do you currently use? (please select all that apply)**

		Frequency	Percent	Valid Percent
Valid	Bus pass	1073	70.3	77.0
	Commercial bus services (ie. Stagecoach, Grant Palmer, etc.)	814	53.3	58.4
	Voluntary bus services (ie. Flittabus, Ivel Sprinter, Wanderbus, Roadrunner)	223	14.6	16.0
	Dial-a-Ride services (ie. Buzzer, South Beds Dial-a-Ride, Link-a-Ride)	88	5.8	6.3
	Travel Aid	7	0.5	0.5
	Total	1393	91.3	100.0
Missing		133	8.7	
Total		1526	100.0	



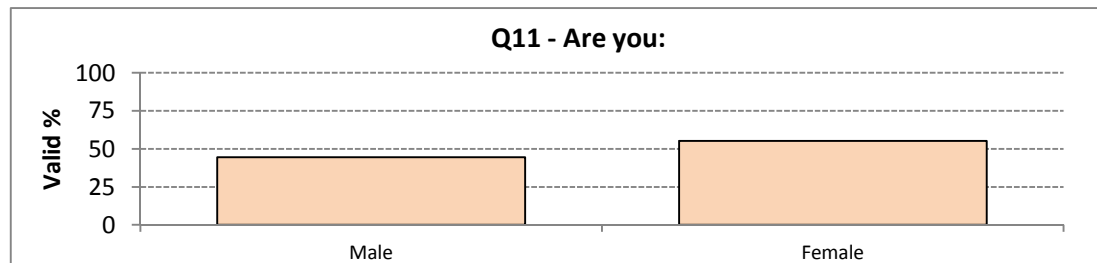
**Q10 - How often do you use these services? (please select one)**

		Frequency	Percent	Valid Percent
Valid	Once a week or more	975	63.9	68.8
	Once every couple of weeks	206	13.5	14.5
	Less often	237	15.5	16.7
	Total	1418	92.9	100.0
Missing		108	7.1	
Total		1526	100.0	



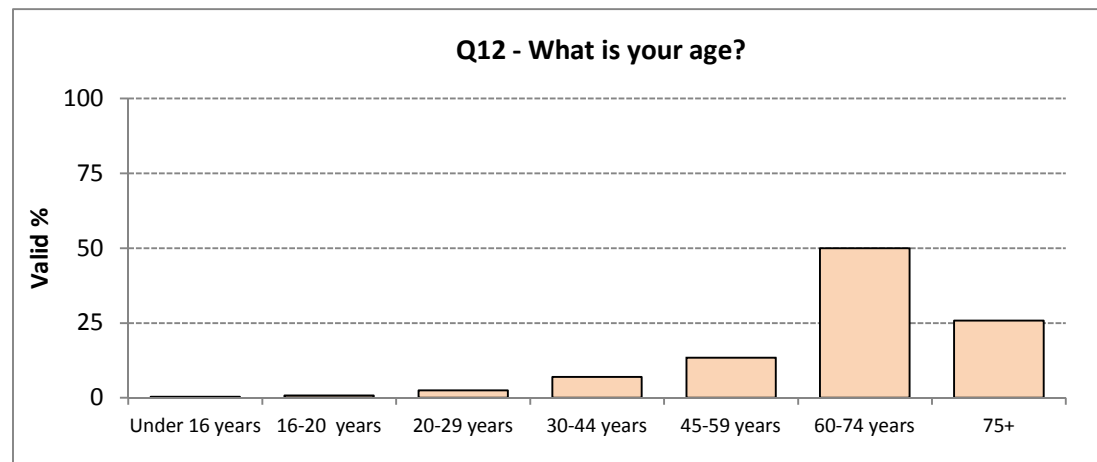
**Q11 - Are you:**

		Frequency	Percent	Valid Percent
Valid	Male	642	42.1	44.7
	Female	795	52.1	55.3
	Total	1437	94.2	100.0
Missing		89	5.8	
Total		1526	100.0	



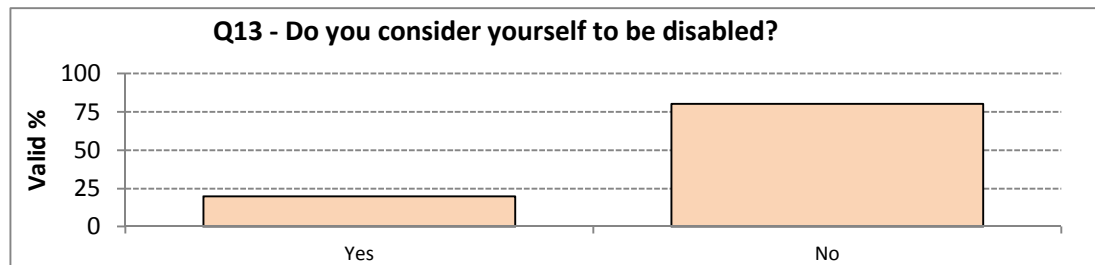
**Q12 - What is your age?**

		Frequency	Percent	Valid Percent
Valid	Under 16 years	6	0.4	0.4
	16-20 years	12	0.8	0.8
	20-29 years	36	2.4	2.4
	30-44 years	103	6.7	7.0
	45-59 years	199	13.0	13.5
	60-74 years	737	48.3	50.0
	75+	382	25.0	25.9
	Total	1475	96.7	100.0
Missing		51	3.3	
Total		1526	100.0	



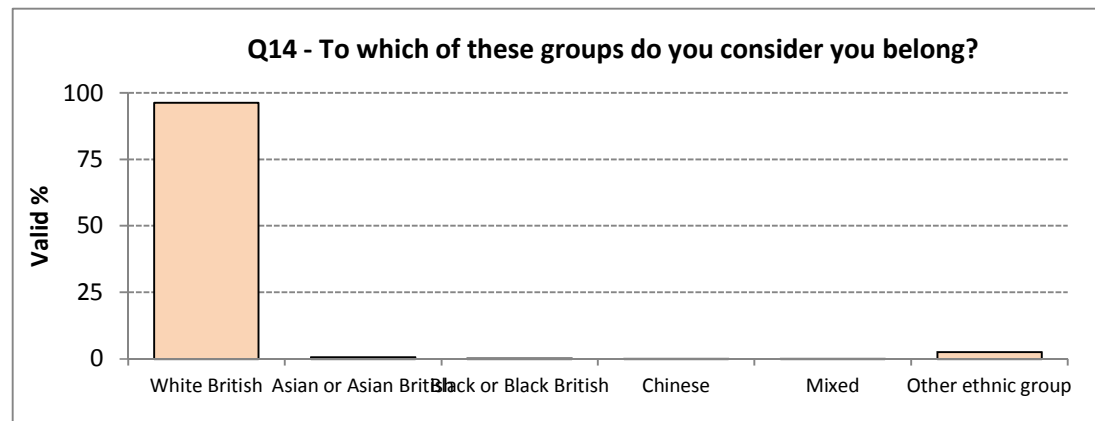
**Q13 - Do you consider yourself to be disabled?**

		Frequency	Percent	Valid Percent
Valid	Yes	290	19.0	19.9
	No	1166	76.4	80.1
	Total	1456	95.4	100.0
Missing		70	4.6	
Total		1526	100.0	



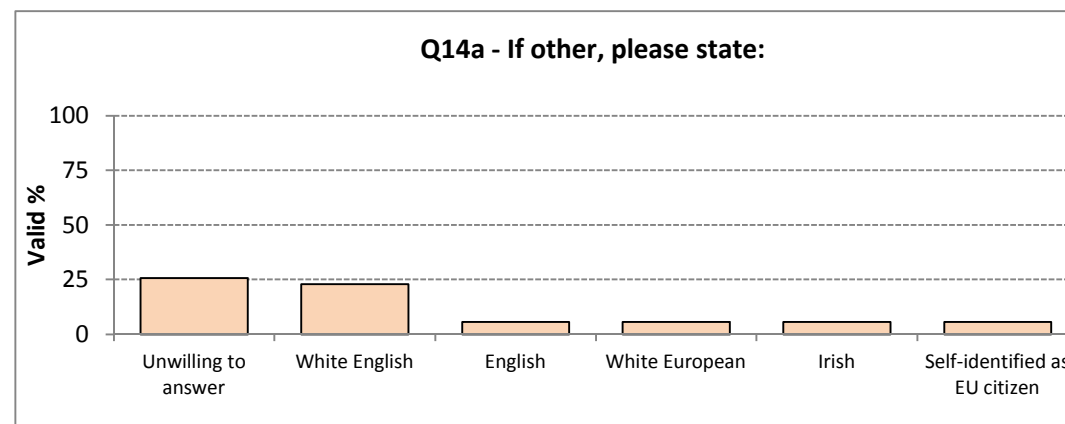
**Q14 - To which of these groups do you consider you belong?**

		Frequency	Percent	Valid Percent
Valid	White British	1391	91.2	96.3
	Asian or Asian British	9	0.6	0.6
	Black or Black British	3	0.2	0.2
	Chinese	2	0.1	0.1
	Mixed	2	0.1	0.1
	Other ethnic group	38	2.5	2.6
	Total	1445	94.7	100.0
Missing		81	5.3	
Total		1526	100.0	



Q14a - If other, please state:

		Frequency	Percent	Valid Percent
Valid	Unwilling to answer	9	23.7	25.7
	White English	8	21.1	22.9
	English	2	5.3	5.7
	White European	2	5.3	5.7
	Irish	2	5.3	5.7
	Self-identified as EU citizen	2	5.3	5.7
	Total no. of responses	35	92.1	100.0
Missing		3	7.9	
Total		38	100.0	



Q15 - What is your home postcode?

Repeat postcode areas		Frequency	Percent	Valid Percent
Valid	MK45	332	21.8	22.8
	SG19	301	19.7	20.7
	LU6	190	12.5	13.0
	LU5	150	9.8	10.3
	LU7	146	9.6	10.0
	SG18	93	6.1	6.4
	SG17	50	3.3	3.4
	LU1	40	2.6	2.7
	MK44	25	1.6	1.7
	SG16	18	1.2	1.2
	MK43	16	1.0	1.1
	SG5	16	1.0	1.1
	MK42	15	1.0	1.0
	SG15	13	0.9	0.9
	LU4	12	0.8	0.8
	LU2	7	0.5	0.5
	LU3	6	0.4	0.4
	MK41	6	0.4	0.4
	MK40	2	0.1	0.1
	SE19	2	0.1	0.1
	Total no. of responses	1457	95.5	100.0
Missing		69	4.5	
Total		1526	100.0	

**Contact us...**

by telephone: 0300 300 8000

by email: [customers@centralbedfordshire.gov.uk](mailto:customers@centralbedfordshire.gov.uk)

on the web: [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

Write to Central Bedfordshire Council, Priory House,  
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ

