

## 1. Executive Summary of Consultation Responses

- The Worcestershire Passenger Transport Strategy has been developed to support Worcestershire's Local Transport Plan 4. The overarching objective of this Strategy is to ensure that residents and visitors have a level of access to services and facilities which will contribute to enjoy a good quality of life. Worcestershire County Council consulted with residents and stakeholders on the draft Passenger Transport Strategy in order to fully understand the contribution that these services make to the local economy, and their value in terms of community, health and well-being. The survey ran from 13th June 2019 to 13th September 2019 and in total received 2,505 responses. This report analysis the results of the survey.
- Responses were received from a range of respondents including those that live, work, visit and / or study in Worcestershire, as well as people representing organisations. Reasonable representation was achieved across all demographics and for all areas to give reasonable robust results for the required splits.
- Almost 20% of respondents travel by bus daily, with just under a quarter travelling by bus 1-4 times a week. Just over 3% use the railways daily, with less than 3% of respondents using community transport weekly or more often.
- Respondents in full-time education are the category most likely to use buses regularly, whilst those with long-term health conditions and those that are female are also likely to use the buses regularly. Trains are used regular by a higher proportion of employed and self-employed respondents, as well as those living in urban areas.
- The most used buses in Worcestershire are the 144 (Worcester - Birmingham) and the 44 (Worcester - Great Malvern) with many respondents using both bus services.
- Respondents are most likely to use a car/van for all types of journeys. Respondents are most likely to use the bus for shopping and personal business trips and social and leisure activities.
- About a quarter use buses to travel to work, and of those that do, almost a half do so daily and a third do so several times a week. Almost a third of all respondents who indicated that they travel to work by bus said that if there was no bus service available they wouldn't be able to get there, with proportions highest among females and younger respondents, and are particularly high in rural areas.
- Almost two thirds of respondents who indicated that they use a bus for travel to education and training did so daily. Proportions are particularly high among the 0-19 age group. Almost a third of all respondents who use a bus to access education and training indicated that they wouldn't be able to get there if the bus service was unavailable, with proportions particularly high among respondents in Bromsgrove and Wyre Forest.

- Over 40% of respondents who travel by bus to access healthcare do so less than once a month, with similar proportions using buses about 1-3 times a month. Those in full time education and those with long-term health conditions are most likely to use buses for healthcare regularly. 17% of respondents who indicated that they access healthcare using buses stated they would not be able to get there if the bus service was unavailable, with proportions particularly high among those in full time education.
- Over a quarter of all respondents who use the train to travel to work do so daily. Proportions are particularly high among respondents from Wyre Forest. A quarter of all respondents who use the train to travel to education and training do so daily.
- Respondents indicated that more frequent services, better or better-connected routes, and more reliable services are the three factors that would encourage them to use passenger transport services more frequently.
- In terms of the proposals as set out in the Worcestershire Passenger Transport Strategy, respondents were in particular agreement with the statements "Worcestershire County Council's aim should be to focus on meeting people's essential transport needs in the most cost-effective way", "The passenger transport network should be joined up (integrated) such as connecting to train services", and "Publicity for Passenger Transport Services should be improved."
- Support among respondents was fairly strong for all of the other statements, with the exception being "Worcestershire County Council should not provide support for services for which there is little use." Almost two thirds of respondents registered disagreement with that statement, with almost a quarter of respondents stating that they "strongly disagreed".
- Proportions disagreeing with the statement was particularly high among the unemployed, those that use buses regularly, females and those with a long-term health condition. Residents living in Bromsgrove were also highly against the proposal with over 70% "disagreeing" or "strongly disagreeing" with the statement.
- Over 60% of respondents indicated that the proposed strategy would improve their ability to access essential services. 10% said that the strategy would reduce their access to essential services. Proportions who feel that the proposed strategy would reduce their access to essential services are relatively high among those respondents who regularly use buses, those who are 19 and under, those who have a long-term health condition, and those residing in Bromsgrove.
- Over 40% of all respondents were in favour of the proposal of how to decide if a particular bus service is financially supported. 16% of respondents either "disagreed" or "Strongly disagreed". Proportions disagreeing were particularly high among those responding on behalf of an organisation.

Over 60% of all respondents agreed that the proposals would be a sensible way to spend Council funds to help make it possible for people to travel around Worcestershire on passenger transport when they need to. Less than 10% disagreed with the proposals overall.

An initial Equality Impact Assessment Screening has been undertaken and further assessments will be conducted as appropriate.