

05 Dec 2018 Environment Select Committee

Concessionary Travel Funding Consultation Update – High Level Summary

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1. Introduction

This paper provides an overview of the consultation responses received up to 22 Nov 2018.

The consultation looks to assess the impact of the proposals on people who currently make use of the additional concessions being consulted on. Specifically it considers how people use their passes and what they would do should the additional concession be removed.

It also asks people to state whether this is an appropriate area for the county council to make budget savings.

Hard copy survey material was sent to bus operators to put on buses and at some bus stations. Hard copy material was also sent to libraries.

Electronic material was sent to stakeholders with hard copy material, included easy read and large print formats, available on request.

The questionnaire is live for people to respond to online through the SurreySays website.

2. Breakdown of responses

A total of 1,231 consultation responses have been received as of 22 November:

- Online, via SurreySays – 1038
- Hard Copy – 66 input into SurreySays and 115 still to be processed
- Emails – 11
- Letters - 1

To make the analysis process quicker, hard copy surveys are manually entered into SurreySays.

3. Summary of key themes emerging from the public on the consultation

Below is the list of the themes from comments people are making related to the proposals. These need further analysis to assess the numbers of responses for each theme and also if there are any more themes that may come out as the consultation progresses.

- Any saving should be spent on / protect public buses
- Bus passes are not useful because of the Surrey bus network
- Can bus passes be Means Tested so people who really need it can get it?
- Can I pay a part fare with my pass, rather than full fare?
- Can you charge for bus passes to keep free travel?

Annex 1

- Companions should still be entitled to travel for free
- I agree with the proposals as free travel is available most of the day
- I value my bus pass and free travel
- I would not be able to afford to pay - either as a pass holder or companion
- It is not fair that some people get free bus travel and others do not
- Keep the additional concession for disabled pass holders & remove companion passes
- Keep companion passes & remove the additional concession for disabled pass holders
- Make savings from efficiencies or other SCC areas
- People are misusing their passes
- People can adjust their travel to still travel for free
- SCC should manage their finances better
- The proposals make this fair across all types of pass holders - older, disabled and companion
- The proposals particularly affect people with learning disabilities
- The result is already decided / outcome predetermined
- The survey is badly designed
- This is a small number of people & journeys so should be maintained
- This penalises people who rely on buses
- This penalises the most vulnerable Surrey residents
- This would cause / increase social and rural isolation
- Travel Off-Peak is not an option for work / education
- Will cause more people to drive / increase congestion
- Will impact on people's ability to live independently
- Will impact people's well being

4. Geographic response

The survey asks people to provide the first part of their postcode.

Most responses have been from GU postcodes.

- GU21, GU15 & GU16

Fewer responses have been from areas bordering London

- KT4, TW18, KT6

Full analysis of the numbers of responses by postcode will be completed once the consultation period has closed.