

Cheshire East Council

Review of Supported Local Bus Services

What is this consultation about?

Cheshire East Council is proposing changes to local supported (subsidised) bus services as part of its budget plans. Details of the proposed changes are set out in the information booklet enclosed in the consultation pack. This questionnaire and the supporting information are also available online (at www.cheshireeast.gov.uk/busreview) and printed copies can be found at Customer Service Centres and libraries across the borough. **Please read this information fully before completing this questionnaire.** This questionnaire is to gather your views on the proposed changes and to help us understand how the proposals would affect you.

How this consultation will work

Prior to this consultation Cheshire East Council carried out a review of the supported bus services based upon the following evidence:

- Passenger numbers using existing services
- Asking passengers details such as why, when and where they are travelling
- Mapping how many residents have access by public transport to the major towns in Cheshire East
- Mapping how well the bus network meets the policy priorities of the Council

This information can be found online at www.cheshireeast.gov.uk/busreview.

Consultation respondents can give feedback either by:

- Visiting www.cheshireeast.gov.uk/busreview and completing the questionnaire online
- Email your comments to: bus.review@cheshireeast.gov.uk
- Completing the questionnaire enclosed in the consultation pack and returning it in the freepost envelope provided to:
Freepost Plus RSJJ–YTHC–CHZK,
Research and Consultation,
Cheshire East Council, Westfields,
Middlewich Road, Sandbach, CW11 1HZ

The consultation closes on Wednesday 26th July 2017.

The consultation results will be made available via our [consultation results pages](#) later this year.

Contact us

For any queries about this survey please contact Customer Services on 0300 123 55 00.

Data protection

Your confidentiality is assured: Any personal information you supply will remain strictly confidential and anonymous and will be held and used in line with the Data Protection Act 1998. The information you provide will only be used by the Research and Consultation and Strategic Infrastructure Teams at Cheshire East Council to analyse the results of this survey and inform decision making. We will not pass on your personal information to other departments within the Council, or to any other third parties, without your prior consent.

Section 1 – Your use of Cheshire East bus services

1. What is your postcode? Please fill this in clearly and accurately, it will help us to understand the different needs across the borough. *If you are under 16, you do not need to provide your postcode*

The below list shows all the bus services which would be affected by the proposed changes. Details of the proposed changes to each service can be found in the enclosed information booklet.

2. Which of the following bus services, if any, do you use? Please tick all that apply

| | | | |
|---|--------------------------|--|--------------------------|
| I do not use bus services in Cheshire East / my bus is not here | <input type="checkbox"/> | Please go to question 18 – Only buses listed below have been considered in the review | |
| 1B Crewe-Marshfield-Nantwich | <input type="checkbox"/> | 72 Nantwich - Wrenbury – Whitchurch | <input type="checkbox"/> |
| 5,6 Macclesfield-Weston Estate | <input type="checkbox"/> | 73 Nantwich - Audlem – Whitchurch | <input type="checkbox"/> |
| 6E Brookhouse-Leighton Hospital | <input type="checkbox"/> | 75 Nantwich – Market Drayton | <input type="checkbox"/> |
| 8 Sydney-Crewe-Wistaston Green | <input type="checkbox"/> | 77 Congleton-Mow Cop-Kids Grove | <input type="checkbox"/> |
| 9 Macclesfield-Moss Rose | <input type="checkbox"/> | 78 Nantwich-Rode Heath/Scholar Green | <input type="checkbox"/> |
| 10, 10A Macclesfield-Bollington | <input type="checkbox"/> | 79 Nantwich - Hanley | <input type="checkbox"/> |
| 11 Macclesfield-Tytherington-Kerridge | <input type="checkbox"/> | 83 Nantwich - Chester | <input type="checkbox"/> |
| 12E Shavington-Leighton Hospital | <input type="checkbox"/> | 88 Knutsford-Wilmslow-Altrincham | <input type="checkbox"/> |
| 19 Macclesfield-Prestbury | <input type="checkbox"/> | 89 Nantwich – Wrexham | <input type="checkbox"/> |
| 27, 27A, 27B Macclesfield-Knutsford | <input type="checkbox"/> | 90/91/92 Beartown Network (Congleton) | <input type="checkbox"/> |
| 31 Crewe-Leighton Hospital-Winsford-Northwich | <input type="checkbox"/> | 99 Congleton-Macclesfield | <input type="checkbox"/> |
| 32 Sandbach-Crewe | <input type="checkbox"/> | 130 Macclesfield-Wilmslow-Manchester | <input type="checkbox"/> |
| 35 Altrincham-Warrington | <input type="checkbox"/> | 200 Wilmslow-Manchester Airport | <input type="checkbox"/> |
| 37 Crewe - Sandbach-Middlewich-Winsford-Northwich | <input type="checkbox"/> | 289 Northwich-Knutsford-Altrincham | <input type="checkbox"/> |
| 38 Crewe-Sandbach-Congleton-Macclesfield | <input type="checkbox"/> | 300 Knutsford-Longridge | <input type="checkbox"/> |
| 39 Nantwich-Wybunbury - Crewe | <input type="checkbox"/> | 315 Congleton-Rode Heath | <input type="checkbox"/> |
| 42 Crewe-Congleton | <input type="checkbox"/> | 319 Sandbach-Holmes Chapel-Goostrey | <input type="checkbox"/> |
| 47 High Legh-Warrington | <input type="checkbox"/> | 392/393 Macclesfield-Poynton-Stockport | <input type="checkbox"/> |
| 51/52/53 Nantwich Town Services | <input type="checkbox"/> | P1 Middlewood-Poynton-Hazel Grove | <input type="checkbox"/> |
| 56 Tiverton to Nantwich | <input type="checkbox"/> | SB1-3 Sandbach Town Services | <input type="checkbox"/> |
| 58 Macclesfield - Burbage-Buxton | <input type="checkbox"/> | ‘Crewe Flexirider’ | <input type="checkbox"/> |
| 60 Macclesfield-Hayfield | <input type="checkbox"/> | ‘Little Bus’ flexible transport services | <input type="checkbox"/> |
| 71 Wrenbury - Nantwich | <input type="checkbox"/> | | |

If you use a bus service listed above please go to question 3. If you do not use a bus service listed above please go to question 18.

Section 2 – Your bus service

If you are a bus user, please complete a separate page for EACH SERVICE you have ticked in Question 2. You can use an additional questionnaire if required or additional questionnaires can be completed online at www.cheshireeast.gov.uk/busreview.

3. Bus service number:

4. How often do you use this bus service? Please tick one box only

| | | | |
|-------------------------|--------------------------|------------------------|--------------------------|
| At least 4 times a week | <input type="checkbox"/> | 2-3 times a month | <input type="checkbox"/> |
| 2 – 3 times a week | <input type="checkbox"/> | Once a month | <input type="checkbox"/> |
| Once a week | <input type="checkbox"/> | Less than once a month | <input type="checkbox"/> |

5. On which days and times do you usually travel? Please tick all that apply

| | | | |
|----------------------------|--------------------------|--------------------|--------------------------|
| Monday – Friday before 6pm | <input type="checkbox"/> | Saturday after 6pm | <input type="checkbox"/> |
| Monday – Friday after 6pm | <input type="checkbox"/> | Sunday | <input type="checkbox"/> |
| Saturday before 6pm | <input type="checkbox"/> | | |

6. What is the main purpose of your bus journey? Please tick all that apply

| | | | |
|---------------------|--------------------------|---|--------------------------|
| Education | <input type="checkbox"/> | Leisure / social | <input type="checkbox"/> |
| Medical/healthcare | <input type="checkbox"/> | Travelling to / from a place of worship | <input type="checkbox"/> |
| Travelling to work | <input type="checkbox"/> | Other (please write in below) | <input type="checkbox"/> |
| Shopping / services | <input type="checkbox"/> | | |

Please read the information in the enclosed booklet before answering the following questions.

7. Thinking about the proposals for this bus service only, how much do you think the changes below would affect you? Please tick one box to indicate how you are affected by the changes to your service. If your bus is not affected, please tick NA (Not Applicable)

| | The change will be much better | Slightly better | Unaffected | Slightly worse | The change will be much worse | Don't know how this will affect me | NA |
|---------------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|------------------------------------|--------------------------|
| Changes to timing of the bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes to frequency of the bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes to the route | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cuts to evening service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cuts to Sunday service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. Do you have alternative transport available if you could not use this bus? *Please tick one box only*

| | | |
|------------------------------|-----------------------------|---------------------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | I don't know <input type="checkbox"/> |
|------------------------------|-----------------------------|---------------------------------------|

9. In the box below, please provide any further details on how you are affected by the proposed changes to this service. *Please write in below*

If you use no other services please skip to question 18. If you use another bus service listed in Question 2 please continue to question 10.

10. Bus service number:

11. How often do you use this bus service? *Please tick one box only*

| | |
|--|---|
| At least 4 times a week <input type="checkbox"/> | 2-3 times a month <input type="checkbox"/> |
| 2 – 3 times a week <input type="checkbox"/> | Once a month <input type="checkbox"/> |
| Once a week <input type="checkbox"/> | Less than once a month <input type="checkbox"/> |

12. On which days and time do you usually travel? *Please tick all that apply*

| | |
|---|---|
| Monday – Friday before 6pm <input type="checkbox"/> | Saturday after 6pm <input type="checkbox"/> |
| Monday – Friday after 6pm <input type="checkbox"/> | Sunday <input type="checkbox"/> |
| Saturday before 6pm <input type="checkbox"/> | |

13. What is the main purpose of your bus journey? *Please tick all that apply*

| | |
|--|--|
| Education <input type="checkbox"/> | Leisure / social <input type="checkbox"/> |
| Medical/healthcare <input type="checkbox"/> | Travelling to / from a place of worship <input type="checkbox"/> |
| Travelling to work <input type="checkbox"/> | Other (<i>please write in below</i>) <input type="checkbox"/> |
| Shopping / services <input type="checkbox"/> | |

Please read the information in the enclosed booklet before answering the following questions.

14. Thinking about the proposals for this bus service only, how much do you think the changes below would affect you? *Please tick one box to indicate how you are affected by the changes to your service. If your bus is not affected, please tick NA (Not Applicable)*

| | The change will be much better | Slightly better | Unaffected | Slightly worse | The change will be much worse | Don't know how this will affect me | NA |
|---------------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|------------------------------------|--------------------------|
| Changes to timing of the bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes to frequency of the bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes to the route | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cuts to evening service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cuts to Sunday service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

15. Do you have alternative transport available if you could not use this bus? *Please tick one box only*

| | | | | | |
|-----|--------------------------|----|--------------------------|--------------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | I don't know | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|--------------|--------------------------|

16. In the box below, please provide any further details on how you are affected by the proposed changes to this service. *Please write in below*

If you use more than 2 services, please use an additional questionnaire and attach it to this one. Additional questionnaires can be carried out online at www.cheshireeast.gov.uk/busreview.

17. Please provide any general comments or suggestions on how the proposals could be improved. *Please write in below.*

18. If you do not currently use buses, what would encourage you to use buses? If you currently use buses what would encourage you to use buses more often? Please write in below

Section 3 – Your overall views on our proposals for supported bus services

This section asks questions about how you feel about the proposed changes to the supported bus services. The proposals for each service are set out in the booklet which accompanies this questionnaire.

19. Thinking about the proposals for supported bus services, what are your views on our proposals?

Please tick one box to indicate your thoughts on the changes. If you are not affected, please tick NA (Not Applicable)

| | I strongly agree | I agree | I neither agree or disagree | I disagree | I strongly disagree | I don't know | NA |
|---------------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Changes to timing of the bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes to frequency of the bus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Changes to the route | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cuts to evening service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cuts to Sunday service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

20. In the box below, please provide any further details on how you are think Cheshire East Council can improve the proposals. Please write in below

Section 4 – Your views on the Little Bus Flexible Transport Service

Little Bus is a borough-wide flexible transport service for Cheshire East residents who are unable to use scheduled bus services (e.g. elderly, disabled, no other bus service). The fare for using the service is £3.00 for each journey or free of charge for concessionary bus pass holders travelling after 9:30am. Please read the information about our proposed changes to Little Bus in the attached booklet before answering these questions.

21. Are you currently a member of Little Bus? Please tick one box only

| | | |
|------------------------------|--|---------------------------------------|
| Yes <input type="checkbox"/> | No - please continue to question 23 <input type="checkbox"/> | I don't know <input type="checkbox"/> |
|------------------------------|--|---------------------------------------|

22. Do you have alternative transport available if you could not use Little Bus? Please tick one box only

| | | |
|------------------------------|-----------------------------|---------------------------------------|
| Yes <input type="checkbox"/> | No <input type="checkbox"/> | I don't know <input type="checkbox"/> |
|------------------------------|-----------------------------|---------------------------------------|

23. How much do you agree, or disagree, with each of the options for changes to the Little Bus service?

Please tick one box only in each row

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| Little Bus should operate on a first come first served basis. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pre-booked 'essential' journeys such as for health appointments, work and education should be prioritised. Remaining seats on the bus should be available to book after a certain time the day before travel. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Little Bus should operate 5 vehicles between 9:30 am and 2:30 pm | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Little Bus should operate 4 vehicles between 9:30 am and 2:30pm and between 4:00pm and 5:00pm | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Little Bus should serve different parts of the borough on different days | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A charge should be applied for concessionary pass holders. This would provide further funding for more vehicles. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Membership of Little Bus should be limited to people with more severe mobility constraints (e.g. receiving Disability Living Allowance, Attendance allowance, blue badge holder, wheelchair user, etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

24. People without concessionary bus passes currently pay £3 per journey for using Little Bus (10 journeys for £20). How much do you think concessionary bus pass holders should be charged for using Little Bus? Please tick one box only

| | | | |
|---|--------------------------|--------------------------------|--------------------------|
| £3 per journey (the same as those without a concessionary bus pass) | <input type="checkbox"/> | Don't know / Prefer not to say | <input type="checkbox"/> |
| £2 per journey | <input type="checkbox"/> | Other (please write in below) | <input type="checkbox"/> |
| £1 per journey | <input type="checkbox"/> | | |
| Nothing | <input type="checkbox"/> | | |

25. In the box below, please provide any further comments on the options for Little Bus including any suggestions for how the service could be improved. Please write in below

Section 5 – About You

We want to make sure that everyone is treated fairly and equally. We'll only use this information to help us make decisions and improve our proposals. If you would rather not answer any of these questions, the validity of your response will not be affected.

26. Which of the following best describes you? Please tick all that apply

I am a local resident – please continue to question 27 ☐

I am responding on behalf of a business or organisation. Please state the name of the organisation below. **You do not need to complete the rest of the 'About you' section.** ☐

Name of organisation

27. Are you...? Please tick one box only

Male ☐ Female ☐ Other (please write in below) ☐ Prefer not to say ☐

| 28. Which age group do you belong to? <i>Please tick one box only</i> | | | |
|---|--------------------------|-------------------|--------------------------|
| Under 16 | <input type="checkbox"/> | 45 to 59 | <input type="checkbox"/> |
| 16 to 24 | <input type="checkbox"/> | 60 plus | <input type="checkbox"/> |
| 25 to 44 | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |

| 29. Are you pregnant, on maternity leave or returning from maternity leave? <i>Please tick one box only</i> | | | |
|---|--------------------------|-------------------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |

| 30. To which of these groups do you consider you belong? <i>Please tick one box only</i> | | | |
|--|--------------------------|---|--------------------------|
| White English / Welsh / Scottish / Northern Irish / Irish | <input type="checkbox"/> | Black / African / Caribbean / Black British | <input type="checkbox"/> |
| Any other white background | <input type="checkbox"/> | Other Ethnic group | <input type="checkbox"/> |
| Mixed: White and Black Caribbean / African / Asian | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |
| Any other mixed / Multiple background | <input type="checkbox"/> | Other <i>(please write in below)</i> | <input type="checkbox"/> |
| | | | |

| 31. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? This includes problems related to old age. <i>Please tick one box only</i> | | | |
|--|--------------------------|-------------------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |

| 32. Which of the following best describes your religious belief/faith? <i>Please tick one box only</i> | | | |
|--|--------------------------|--------------------------------------|--------------------------|
| Buddhist | <input type="checkbox"/> | Jewish | <input type="checkbox"/> |
| Christian | <input type="checkbox"/> | Muslim | <input type="checkbox"/> |
| Hindu | <input type="checkbox"/> | Sikh | <input type="checkbox"/> |
| | | None | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |
| | | Other <i>(please write in below)</i> | <input type="checkbox"/> |
| | | | |

Thank you for completing this questionnaire. Please return it in the freepost envelope provided, or to your local library.

The consultation closes on the 26th July 2017.

Accessing Cheshire East information and services

Council information is also available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at EqualityAndInclusion@cheshireeast.gov.uk.

Telephone: 0300 123 55 00

Email: EqualityAndInclusion@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/busreview