

## Angus Council Public Transport Services Review 2021

**\* 1. Are you responding to this survey as?**

- An individual
- On behalf of a group

**\* 2. Do you?**

- Live in Angus
- Work in Angus
- Neither
- Prefer not to say

**3. Based on pre-COVID use, how often do you use public transport services (bus and train) in Angus?**

- Very often (more than once per week)
- Rarely (less once per month)
- Less often (less than once per week)
- Very rarely (more than once per year)
- Occasionally (more than once per month)
- Never

**4. What is the percentage split of public transport services you use in Angus between bus and train?**

Buses Trains

5. The public transport services budget for 2021/22 is £1.9million.

We currently spend 99.8% of our budget on local bus operators that deliver all of our public transport services.

We currently spend 0.2% of our budget on other, demand responsive transport (DRT) services in one location provided by a taxi firm.

**DRT** (Demand Responsive Transport) is a transport service that delivers a greater level of flexibility, when compared to local bus services.

A good example of DRT is a taxi service, in the sense that you can 'call' a taxi and then travel wherever and whenever you wish. However, for DRT passengers would pay a cost similar to a bus fare and would likely travel with other passengers onboard the service, although it may not be as 'flexible' as a taxi service.

DRT can be operated by any size of vehicle (car, minibus, bus), would operate in a specific area and within a set time period. It differs from a local bus service in that it does not follow a fixed line route or timetable. DRT is therefore required to be booked in advance, but it offers the passenger the ability to be collected from their preferred location and then alight at their preferred location. DRT could be used as part of an integrated transport system, for example the DRT could get you from home to the bus or train station, so that you can make a connection to onward travel.

**How do you think we should share our resources between traditional fixed bus service routes with set times and services that are more demand responsive, i.e. DRT?**

- 0.2%DRT/99.8%Buses (current split between DRT/traditional fixed bus service routes with set times)  20%/80%
- 5%DRT/95%Buses  30%/70%
- 10%/90%
- Other (please specify)

- Don't know

**6. On a scale of 1-10 where 1 is low priority and 10 is high priority, which of these should we focus on to encourage you to use public transport services more (based on pre-COVID use)?**

	Low priority									High priority
Better quality buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleaner stations/shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More fixed bus routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More fixed bus times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More demand responsive, i.e. flexible routes and times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

7. Community involvement to date in providing public transport has been limited. We are seeking views on where the public, communities and voluntary organisations can be more involved in helping people get from one point to another. This involvement might be as currently to add to the core public transport services subsidised by the council or could communities and voluntary organisations be more involved in the direct delivery of core public transport services.

**Which of the following should provide public transport services?**

- Council providers, such as bus operators and taxi firms
- Voluntary organisations, such as Voluntary Action Angus
- Community groups
- Individual volunteers
- Other (please specify)

- Don't know

**8. How should the council seek to use community volunteers for public transport services?**

- For non-core services only, so in additional areas or increased level of service, such as more frequent or more days in the week
- For core services, so use volunteers directly in a way similar to contracted providers to replace traditional fixed bus routes, set times
- Not at all
- Don't know

**9. On a scale of 1-10 where 1 is low priority and 10 is high priority, which of these technologies should we focus on to develop for you to use public transport more (based on pre-COVID use)?**

	Low priority									High priority
Real Time Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel Planning Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cashless payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart and Integrated Ticketing (allowing travel across range of transport operators and cashless payments)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active Travel Hubs (where you can store or hire a bike for onward journeys on foot or wheeling or by public transport)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park & Chose Sites (where you can park your car for onward journeys on foot or wheeling, by bike or by public transport)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**10. And finally...**

This survey is very much seen as a first step in the review of public transport services. What other key issues that we have not included in this survey should we consider in future phases? Please use this question if you wish to provide any comments or other remarks on our public transport services review.