

Bus User Survey - frequently asked questions

Why are you carrying out this survey?

The County Council is currently reviewing its approach to supporting non-commercial bus services and community transport.

Further to our recent [Bus Strategy Consultation](#), we would now like to know more about how people use our supported bus routes across the county. We are keen to gather feedback from passengers and others to help us understand the impact of any potential changes to the routes listed in the survey.

Which routes are included in the survey?

Below is a list of bus services which are currently either wholly or partly subsidised by the county council and are included in the survey:

Arriva	63
Brighton & Hove	59A
Compass Travel	8/8A, 16, 19, 30, 31, 33, 36A/36C, 39, 42 52, 62, 64, 66A/66C, 67, 69, 71, 74/74A/74B 85/85A, 89, 93, 96, 99, 100, 150
Metrobus	61, 65, 84, 98, 200, 270, 272, 291, 606, 610 692, 693
Stagecoach	46, 47, 50, 54, 56, 70, 91/92/93
Shared taxi service	Billilinks (Villages Transport Link)

WSCC bus subsidies were reduced drastically just a few years ago by £2 million, how can further savings now be justified?

The County Council has to reduce its overall spending following significant grant reductions from central government. Regretfully some tough decisions have to be made with regards to how we use the limited resources we have.

The majority of bus services in West Sussex are run commercially, without funding or control from the County Council. However some services receive a subsidy from the council to help them run. The Council spends £3.9m per year on funding these non-commercial bus services.

No decisions have yet been made on the future of any of our subsidised bus routes. The current survey will help us understand how these routes are being used and what the impacts would be if the bus service was not available.

Pensioners and disabled people receive free bus travel, won't any changes further restrict where they can travel and so potentially isolate them?

It is recognised that any decision to reduce bus subsidies could affect many people who rely on affected bus services.

The County Council will engage with customers and carry out an Equality Impact Report. Disabled passengers will be considered as part of this process, as well as elderly people and those living in rural areas.

Please note that the removal of a subsidy does not necessarily mean the end of a service. We are currently working with bus companies and other stakeholders to look at all possible alternatives. We are keen to work with local residents and community transport schemes to look at alternative ways for people to make their journeys, especially in rural areas. We are open to all possible solutions should changes be made.

Will changes to bus subsidies affect routes that children use to get to school/college?

A small number of routes used by school children who are not eligible for free transport may be affected. The review will not affect any of our contracted routes for pupils who are eligible for assistance with home to school travel.

When are changes to these services likely to happen?

The decision on the future of West Sussex County Council subsidised bus routes will be taken in late 2018.

Any changes to services as a result of this decision would then be made in 2019/2020.

How can I take part in the survey?

You can complete our online survey at www.westsussex.gov.uk/buses

Or fill in a paper questionnaire by calling 01243 642105 or picking a form on the bus or from your local library.

If you would like help completing the survey, more copies or alternative formats, please email buses@westsussex.gov.uk or call 01243 642105. If you are deaf or hard of hearing you can contact us via NGT Text Relay 18001 01243 642105 providing you have this app downloaded onto your PC, laptop or smartphone.

You can also submit your feedback by emailing buses@westsussex.gov.uk or writing to: Transport Bureau, West Sussex County Council, County Hall, West Street, Chichester, PO19 1RQ.

Please ensure your responses are submitted by the closing date which is 18 November 2018.