

During March 2016 The Highland Council will be seeking providers for school transport, public transport and dial-a-bus services across Highland (except in Sutherland where this process has already happened). The new contracts will start in January 2017.

The Council currently spends £15 million on providing school and public transport services across Highland. Transporting certain pupils to and from school is something the Council must do; the council also supports the provision of bus services across Highland where it is unlikely these services would be commercially sustainable. There are also many bus services, particularly around Inverness and the Inner Moray Firth and on long-distance routes, which are provided commercially, without Council funding.

At this time of reducing budgets, the Council has agreed a target to reduce the amount spent on the provision of transport by 15%.

This questionnaire seeks your views on the current bus service provision across the Highlands and how it may be provided in the future to reflect the still substantial, but lower, level of funding which will be available. We want to hear your views about the bus services funded by The Highland Council in your area, as this will help us assess and plan for transport requirements.

This questionnaire will ask for your views on:

- How suitable are the current bus services – what works, what should change and are there any gaps?
- Is there anything that prevents or discourages use of bus services?
- What types of bus services will be important?
- What opportunities are there for savings by altering the current network?

We value your views and the information you provide. It is important that as many people as possible reply to this questionnaire so that we can build an accurate picture of individuals' views and needs. The survey should take around 20 minutes to complete. Everyone is welcome to provide their input, including individuals, representatives from community groups and Community Councils, commercial and community transport providers, and businesses. There is also an opportunity to discuss these issues at a series of public consultation meetings, which are taking place across Highland. To find the nearest meeting to you please go to: [www.highland.gov.uk/transport-programme](http://www.highland.gov.uk/transport-programme)

If you have any questions about this survey, please contact the Highland Council Policy Unit at [policy6@highland.gov.uk](mailto:policy6@highland.gov.uk) or 01463 702006.

Any personal information we receive from you will be treated in the strictest confidence and will not be used for any purposes other than this research.

Please submit your response to your nearest service point or library or send to:

Chief Executives Office – Policy Team  
Highland Council  
Glenurquhart Road  
Inverness, IV3 5NX

This questionnaire will close at 5pm on 13th December 2015.

Please note that if it suits you to do so, this questionnaire can be completed and submitted online at: <http://www.highland.gov.uk/transport-programme>

**Section 1 - Current services**

**1. Please indicate on what basis your response to this survey is being made.**

(Please tick only one option)

- As a member of the public
- As a community group representative
- As a Community Council representative
- As a commercial passenger transport company
- As a community transport organisation
- As a Highland Council Ward Councillor
- Other, please specify:

**2. Do you/anyone in your household use home-to-school transport as an entitled pupil?**

(Please tick only one option)

- Yes
- No (Please continue to question 4)
- Not applicable (Please continue to question 4)

**3. IF YES, how often do you/anyone in your household use this transport?**

(Please tick only one option)

- Almost every day
- At least once a week
- About once a month
- Within the last 6 months
- Within the last year
- More than a year ago

**4. Do you/your household/your group use other types of public bus or dial-a-bus transport?**

(Please tick only one option)

- Yes
- No (Please continue to question 7)
- Not applicable (Please continue to question 7)

**5. If YES, how often do you/ your household/your group use this transport?**

(Please tick only one option for each row)

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	More than a year ago	Never use
Public bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dial-a-bus transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. What do you use this service / these services for?**

(Please tick all that apply)

- Work
- School
- Further / Higher Education
- Leisure activities e.g. sports clubs, swimming pool
- Social activities e.g. meeting with friends or family
- Shopping
- To attend medical appointments
- Onward connections (train/bus/ferry)
- Not applicable – do not use services
- Other, please specify:

**Section 2 – Priorities and opportunities**

As with all public service providers, Highland Council’s budget is reducing. This will make it difficult for the Council to continue supporting services in the same way or at the same level as before. This section of the survey seeks your views on possible opportunities for creating savings by changing the current services and what impact you consider your suggestions might have on the wider community.

**7. Are there any services that run in your area that you feel are not needed?**

(Please tick only one option)

- No
- Yes, please tell us which service and why you feel it is not needed

**8. Are there any services that run in your area that would be good to keep but could be run better with some minor changes?**

(Please tick only one option)

- No
- Yes, please tell us which services and what changes could be made

**9. What do you consider the impact may be on you/your household/your community if your service change suggestions made in questions 7 and 8 were to be implemented?**

**10. Thinking about the future, and the types of bus services that will be important to you/your household/your group:-**

**a. Are there specific venues/locations that bus services in your area should continue to reach?**  
(Please tick only one option)

- No
- Yes , please give details of venues/locations

**b. Are there particular times of the day when bus services are needed?**

(Please tick only one option)

- No
- Yes , please give details of venues/locations and tell us what times these services are needed

**c. Are there specific venues/locations that bus services do not presently reach but should?**

(Please tick only one option)

- No
- Yes , please give details of venues/locations

**d. Are there particular times of the day that bus services do not presently reach specific venues/locations but should?**

(Please tick only one option)

- No
- Yes , please tell us what times these services are needed and details of venue/locations

**11. Are there services that you/your household/your group use that connect with trains/buses/ferries?**

(Please tick only one option)

- No
- Yes , Please give details of these connections

**12. Are there new developments in the area that need to be supported?**

(Please tick only one option)

- No
- Yes , please tell us what additional service you feel may be needed

**13. Is there anything that prevents you or discourages you from using the bus or dial-a-bus services in your area?**

(Please tick only one option)

- Yes
- No (Please continue to question 15)

**14. IF YES, is this because:**

(Please tick all that apply)

- I cannot get to the bus stop
- The vehicle is not easy for me to access e.g. because it has steps
- The timetable does not fit in with my needs
- I have to wait too long for a return journey
- Drivers are unhelpful
- Other – please specify

**15. Is there any activity that you are prevented from doing or service you cannot access because of a lack of transport?**

(Please tick only one option)

- Yes
- No (Please continue to question 17)

**16. IF YES, which activities / services are you not able to take part in?**

(Please tick all that apply)

- Healthcare appointments
- Commuting or getting to work
- Personal business (e.g. bank)
- Sports and exercise
- Going to the theatre or cinema
- After school activities
- Visiting friends or family
- Shopping
- Going out for a meal or a drink
- Educational training / classes
- Other – please specify



### **Section 3 – Service delivery ideas**

This section asks some questions about transport services in specific parts of the Highlands. It is possible to respond for more than one area. We do not expect you to answer questions relating to every service in your particular area/areas.

The questions ask for your opinions on possible route and timetable changes – and although The Highland Council needs to reduce its expenditure on transport, improvements to services will be considered where better use of vehicles can be identified.

It would be helpful to the Council’s understanding of your priorities and to its understanding of possible impacts if you could be as specific as possible when responding. Stating “There are six people here who finish work at [Place] at 9pm” or “I would be unable to visit my daughter” is much more useful to us than “People would have to get taxis which are too expensive” or “there would be no transport”.

Please only answer the questions for the geographic areas, which are relevant to you, your group or to your community: Questions on specific areas can be found from:

- Inverness and Nairn **(Question 17 : Page 10)**
- Easter Ross and Black Isle **(Question 28. Page 13)**
- Lochaber **(Question 32. Page 14)**
- Skye **(Question 40. Page 16)**
- Wester Ross and Lochalsh **(Question 51. Page19)**
- Caithness **(Question 57. Page 21)**
- Badenoch & Strathspey **(Question 61. Page 23)**

You are also welcome to make any comments or suggestions about other routes that are not covered by these questions. **(Question 65. Page 24.)**

If you do not wish to answer any questions on possible route and timetable changes, please continue to **page 25, Section 4** to complete the final section.

**Inverness and Nairn Area**

**17. How would people be affected if the City Centre / South Kessock / Kinmylies evening bus finished earlier, or didn't run on Sundays?**

**18. What service is needed on the Whitebridge – Farr – Inverness route on Saturdays? What are the main journey purposes and preferred times?**

**19. From Whitebridge and Farr on weekdays, how long do people want to stay in Inverness on shopping trips?**

**20. Would a less frequent service from Foyers in the middle of the day cause difficulties?**

**21. What service is needed on the Foyers – Inverness route on Saturdays? What are the main journey purposes and preferred times?**

**22. Are the times of the last buses from Inverness to Foyers suitable? If not, what would be better?**

**23. How would people be affected if the Saturday evening bus to Drumnadrochit and Cannich was withdrawn?**

**24. For the buses from Strathglass and Aird, how long do you want in Inverness or Dingwall for shopping?**

**25. How would people be affected if there was no longer an evening bus service to Croy?**

**26. What frequency is needed for the Inverness – Ardersier evening service? Is there a need for evening transport between Ardersier and Nairn?**

**27. Are there services which you find difficult to get to in Nairn?**

**Easter Ross and Black Isle**

**28. How would people be affected if there was no longer an evening bus service between Muir of Ord and Dingwall?**

**29. There is a dial-a-bus in the Black Isle for journeys to Dingwall. Would this be better on a fixed route? If so, what route and timetable would you suggest?**

**30. What are the main journey purposes between Alness, Evanton and Dingwall? How long would people want to spend in Dingwall?**

**31. Does the Balintore – Tain bus meet the needs of the community? Are the connections at Tain satisfactory?**

**Lochaber**

**32. The Mallaig – Fort William timetable allows for commuting. Is this important? Are there people who would be unable to get to work without these buses?**

**33. How long do people from the Acharacle / Kinlochmoidart area want to spend in Fort William?**

**34. How often does Lochaline need a bus to Fort William? Which days would be preferred?**

**35. Would a bus every 2 hours between Kinlochleven and Fort William be acceptable? If not, what difficulties would this cause?**

**36. How would people be affected if the Fort William – Kinlochleven evening buses finished earlier?**

**37. In Fort William, the main town bus service is reduced when school buses are running. Would you like the main town service to be improved even if it meant there were fewer school buses?**

**38. In Fort William, which of these is most important to you:**

(Please tick all that apply)

- Regular service at times I can remember
- Frequent services
- Buses go close to where I live or want to go

**39. How would people be affected if the Tresaig – Fort William buses (apart from the school bus) ran on fewer days per week? Are any days particularly important?**

**Skye**

**40. Would a less frequent service from Dunvegan or Uig/Flodigarry/Staffin in the middle of the day cause difficulties?**

**41. What are the main uses of the Dunvegan and Uig/Flodigarry/Staffin services on Saturdays? Are the times suitable?**



**42. Is there a need for local transport to the villages in north Skye (e.g. Dunvegan, Uig) rather than all services going to Portree? If so, how often?**

**43. Would the evening taxi from Portree to Flodigarry be better to connect with the bus from Inverness and not wait for the Glasgow bus? How would people be affected if it was withdrawn?**

**44. Does the morning shopping trip from Fiscavaig to Portree need to be daily (Mon-Fri)?**

**45. How is the Saturday service from Fiscavaig used? What would be the most useful times on Saturdays?**

**46. How much need is there for buses between Portree and Broadford (apart from school buses and Citylink services)?**

**47. Where are the most important destinations from Sleat (e.g. Broadford, Portree, Kyle) and why?**

**48. Is the current level of service between Broadford and Kyle suitable? If not, why not?**

**49. Would one return trip between Elgol and Broadford be enough, especially in the winter?**

**50. How is the Saturday service from Elgol used? What would be the most useful times on Saturdays?**

**Wester Ross and Lochalsh**

**51. How would people be affected if the bus between Glenelg and Kyle ran on fewer days per week? Are any days particularly important?**

**52. For people from Glenelg making longer journeys, which connections are most important?**

**53. How would people be affected if the bus between Torridon and Strathcarron (apart from the school bus) ran on fewer days per week? Are any days particularly important?**

**54. The Gairloch area has weekly shopping buses to Ullapool and Dingwall. How would people be affected if one of these was withdrawn? Which of these is the more important?**

**55. What are your views on a service for Ullapool of:**

- a. Connection to Braemore for Inverness on Mondays, Wednesdays and Saturdays (as now);

**What are your views on a service for Ullapool of:**

- b. Through run to Inverness on Tuesdays, Thursdays and Fridays, returning in early afternoon (to replace the Stagecoach Service 61)?

- 56. How useful is the Saturday service from Achiltibuie? Would a different timing be better? How would people be affected if it was withdrawn?**

**Caithness**

- 57. What are the main uses of the evening buses between Thurso and Wick? Are they important for travel to or from work? If so, where are the main employers?**

**58. What are the main uses of the Sunday buses between Thurso and Wick?**

**59. From the John o’Groats – Thurso area, which are the main destinations:**

- Thurso
- Wick
- Connections to longer journeys?
- Other, please specify:

**60. Do you have any additional questions, comments, concerns and/or suggestions regarding routes in your area?**

**Badenoch and Strathspey**

**61. Are the school bus and dial-a-bus adequate for the Cromdale / Advie / Tormore area, or is another scheduled bus needed? If so, at what times and for what journey purposes?**

**62. Does the Aviemore – Cairngorm bus need to be hourly throughout the year? If not, what savings would you suggest?**

**63. How useful is the two-hourly Newtonmore – Carrbridge bus (with connections for Inverness)? Are there changes which would make it more suitable for your needs?**

**64. How would people be affected if the Grantown – Aviemore – Newtonmore evening bus (which runs on Fridays and Saturdays only) was withdrawn?**

**65. Do you have any additional questions, comments, concerns and/or suggestions regarding routes in your area?**



**Section 4 – About you**

**Please only complete questions 66 – 73 if you are answering the survey as an individual member of the public as indicated in question 1.**

**The information will be used to help analyse the information you provided in sections 1 - 3 and will be treated with the strictest confidence.**

**66. What Council Ward do you live in?**

(Please tick one box only)

<input type="checkbox"/> 1.North, West and Central Sutherland	<input type="checkbox"/> 2.Thurso	<input type="checkbox"/> 3.Wick	<input type="checkbox"/> 4.Landward Caithness
<input type="checkbox"/> 5.East Sutherland and Edderton	<input type="checkbox"/> 6.Wester Ross, Strathpeffer and Lochalsh	<input type="checkbox"/> 7.Cromarty Firth	<input type="checkbox"/> 8.Tain and Easter Ross
<input type="checkbox"/> 9.Dingwall and Seaforth	<input type="checkbox"/> 10.Black Isle	<input type="checkbox"/> 11.Eilean a' Cheò	<input type="checkbox"/> 12.Caol and Mallaig
<input type="checkbox"/> 13.Aird and Loch Ness	<input type="checkbox"/> 14.Inverness West	<input type="checkbox"/> 15.Inverness Central	<input type="checkbox"/> 16.Inverness Ness-side
<input type="checkbox"/> 17.Inverness Millburn	<input type="checkbox"/> 18.Culloden and Ardersier	<input type="checkbox"/> 19.Nairn	<input type="checkbox"/> 20.Inverness South
<input type="checkbox"/> 21.Badenoch and Strathspey	<input type="checkbox"/> 22.Fort William and Ardnamurchan		

**67. How long have you lived in The Highland Council area?**

(Please tick one box only)

- Less than 3 years
- 3 - 5 years
- 6 - 10 years

- Over 10 years

**68. Which of these best applies to you?**

(Please tick one box only)

- Working for a single employer full-time  
 Working for a single employer part-time  
 Working for more than one employer  
 Self-employed  
 Unable to work (long-term sickness)  
 Unable to work (disability)  
 Unemployed  
 Retired  
 Looking after the home or family  
 In fulltime education  
 Carer

**69. Which of the following best describes your current housing situation?**

(Please tick one box only)

- Own home / mortgage  
 Rent from a housing association  
 Rent from the Council  
 House comes with job  
 Private rented  
 Living with parents

**70. Gender**

(Please tick one box only)

- Male  
 Female

**71. Age**

(Please tick one box only)

<input type="checkbox"/> 16-17	<input type="checkbox"/> 18-24	<input type="checkbox"/> 25-34	<input type="checkbox"/> 35-44
<input type="checkbox"/> 45-54	<input type="checkbox"/> 55-64	<input type="checkbox"/> 65-74	<input type="checkbox"/> Over 75

**72. Do you consider yourself to have a disability (i.e. a physical or mental impairment which has a substantial and longterm adverse effect upon your ability to carry out normal day-to-day activities)?**

(Please tick one box only)

- Yes  
 No

**73. Are there school age children in your household?**

(Please tick one box only)

- Yes  
 No

**74. How would you describe your ethnicity?**

White

- Scottish  
 Other British  
 Irish  
 Gypsy / Traveller  
 Polish  
 Other (Please specify)

Mixed or multiple ethnic groups

- Any mixed or multiple ethnic group  
 Other (Please specify)

Asian, Asian Scottish or Asian British

- Pakistani, Pakistani Scottish or Pakistani British  
 Indian, Indian Scottish or Indian British  
 Bangladeshi, Bangladeshi Scottish or Bangladeshi British  
 Other (Please specify)

African

- African, African Scottish or African British
- Other (Please specify)

Caribbean or Black

- Caribbean, Caribbean Scottish or Caribbean British
- Black, Black Scottish or Black British
- Other (Please specify)

Other ethnic background

- Arab, Arab Scottish or Arab British
- Other (Please specify)

**Thank you for taking part in this survey**

Please submit your response to your nearest service point or library or send to:

**Chief Executives Office – Policy Team  
Highland Council  
Glenurquhart Road  
Inverness  
IV3 5NX**