

Appendix 1 – Consultation Summary

Service No.	Route	Response Themes	Mitigation and Actions	Initial Impact Score	Updated Impact Score	Estimated journeys per annum	Responses	Elderly (%)	Disabled (%)	Carer (%)
12RL	Tenterden to Headcorn Railway Station	<ul style="list-style-type: none"> Loss of Commuter Links Adequacy and Reliability of replacement service 	<ul style="list-style-type: none"> Increased awareness of revised service 12 timetable Review of timetable with Arriva with respect to reliability and ability to adjust 	14	17	15,435	51	27%	6%	6%
2	Ashford to Rolvenden (Evening Journeys on Monday to Saturday)	<ul style="list-style-type: none"> Loss of service for commuters and shift workers Loss of service for leisure activities Increased travel costs 	<ul style="list-style-type: none"> There are no mitigating measure other than further discussion with Stagecoach to look at the potential for later commercial journeys 	14	18	8,075	20	45%	15%	5%
89	Maidstone to Coxheath	<ul style="list-style-type: none"> Loss of service for commuters and shift workers Impact on caring responsibilities Driving/Taxis an option for some but concern about congestion 	<ul style="list-style-type: none"> Increase awareness of proposed Arriva service 5 route and timetable, which will partially replace journeys on the 89 	15	17	14,519	13	31%	8%	23%

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5	Maidstone to Hawkhurst	<ul style="list-style-type: none"> Changes to service 5 may result in passengers deciding to use their car instead due to the increase in journey time to cover Coxheath. This may increase pollution and congestion on local roads. Concern over service 5 connections with trains. 	<ul style="list-style-type: none"> Increased awareness of revised Arriva 5 route and timetable. Review of revised operation with Arriva to understand the effects of changing the route and timetable will have on train connections at Staplehurst. 	16	17	14,567	5	60%	0%	20%
89	Dover to Folkestone	<ul style="list-style-type: none"> Loss of service for commuters and shift workers Impact on caring responsibilities Feeling that the change will have a negative impact on all aspects of life Reference to closure of rail link between Dover and Folkestone. 	<ul style="list-style-type: none"> Increased awareness of proposed Stagecoach 102 evening timetable Review of revised operation with Stagecoach to understand if particular journey needs can be accommodated. 	14	18	68,109	11	27%	27%	27%
102	Dover to Lydd	See Service 89 above	See Service 89 above	14	18	See service 89 above	10	30%	20%	40%

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123	Kings Hill to West Malling Station	<ul style="list-style-type: none"> Concerns that the new service will not be linked to train times Concerns that the new service will not be reliable due to serving Maidstone as well Negative impact on roads and environment if more people forced to use cars 	<ul style="list-style-type: none"> Increased awareness of the timetable for the new developer funded service Review of intended timetable for new developer funded service to understand if particular train connections can be timetabled 	14	17	89,787	44	11%	14%	5%
203	Benover to Paddock Wood	<ul style="list-style-type: none"> Loss of service on Mondays may mean some family commitments will need to be rearranged 	<ul style="list-style-type: none"> Increased awareness of Kent Karrier service provided by Kent County Council, as an alternative 	14	17	2,313	1	0%	100%	100%
204	Tonbridge to Underriver	<ul style="list-style-type: none"> Getting to another bus stop to access other services would be difficult on the day it will no longer be running 	<ul style="list-style-type: none"> Increased awareness of Kent Karrier service provided by Kent County Council 	14	16	2,500	2	50%	50%	0%
205	Tonbridge to Paddock Wood	<ul style="list-style-type: none"> Concerns surrounding work commitments being disrupted. Concerns regarding replacement service not being as frequent. Train service between Paddock Wood and Tonbridge is more expensive than bus. 	<ul style="list-style-type: none"> Increased awareness of commercial Autocar 205 timetable to be provided 	14	16	4,650	6	50%	33%	0%

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402	Tonbridge to Hildenborough	<ul style="list-style-type: none"> Loss of journey for those users making personal trips to see family / friends Most users state that train is a viable alternative 	<ul style="list-style-type: none"> Increased awareness of Arriva commercial 402 timetable Increased awareness of train connections 	14	16	See 205	10	50%	10%	0%
217	Trench Wood to Ramslye via Tonbridge and Tunbridge Wells	<ul style="list-style-type: none"> Changes to timetable may affect some work commitments 	<ul style="list-style-type: none"> Increased awareness of revised Arriva commercial timetables 	16	16	18,630	1	100%	100%	0%
477	Swanley to Dartford	<ul style="list-style-type: none"> Loss of some evening journeys may restrict ability to attend hospital appointments or visit family/friends in hospital, particularly with the loss of the connection between Orpington and Swanley. Difficulty accessing leisure opportunities in Bluewater. Loss of Orpington to Swanley link will restrict the ability to meet with friends and family but also employment opportunities. 	<ul style="list-style-type: none"> Review of revised operation with Arriva to understand if particular journey needs can be accommodated and review the reliability 	16	18	19,305	16	19%	25%	19%

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14A	Canterbury to Deal	<ul style="list-style-type: none"> Service important to young people travelling home from socialising in Canterbury. Service needs to coincide with performances at Marlowe Theatre. Loss of train connections for commuters 	<ul style="list-style-type: none"> Increase awareness of revised timetable and replacement 22.35 journey Further discussion with Stagecoach to look at timing of replacement journey 	14	17	10,709	26	42%	19%	12%
15 / 15A	Dover to Sandown	<ul style="list-style-type: none"> Loss of service for workers returning home particularly to Sandown Concern for passenger without cars who will not be able to travel late afternoon/evening Loss of service for workers and those attending college <p>Concern around wider implication for sustainability of the service and the environment.</p>	<p>There are no mitigating measures other than further discussion with Stagecoach around evening provision and journeys to Sandown.</p>	14	18	8,031	9	22%	11%	11%
3 / 3B	Canterbury to Faversham	<ul style="list-style-type: none"> Potential impact on tourism Important for those attending courses at university or evening classes Loss of service will make it difficult 	<ul style="list-style-type: none"> Some passenger would be able to use rail services from Canterbury East Further discussion with Stagecoach to look at 	14	17	18,539	21	33%	14%	14%

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		<p>to attend social/entertainment events</p> <ul style="list-style-type: none"> • Increase in travel costs • Loss of service for workers 	potential for later commercial journeys							
541 / 542 / 544	Elvington to Dover, Walmer to Sandwich, Walmer to Canterbury	<ul style="list-style-type: none"> • Loss of service would affect independence of users • Important social role played by the service itself. Sense of community on the service providing only access to human interaction for some passengers • Most passengers unable to drive, therefore lack of alternative travel options providing access to medical appointments, food shopping and social activities. 	<ul style="list-style-type: none"> • Increased awareness of revised 541/542/544 and Kent Karrier Scheme 	17	17	6,651	30	63%	33%	23%