

KENT YOUTH COUNTY COUNCIL



TRANSPORTATION BRIEF

KYCC Transportation Committee

Wednesday 12th April 2016

Authored by the KYCC Transportation Committee

Analysis of our questionnaire programme's results and recommendations of the KYCC
Transport Committee.
Edited and compiled by Joe Horsnell

Introduction

Welcome to the KYCC Transport Committee Outlook Meeting.

The Kent Youth County Council Transport Committee represents the interests of over 150,000 young people across the county and is looking towards improving the quality of services that our electorate deserve. Due to the fact that we are members of an elected body, we have a mandate to seek to do these things on behalf of the 11-18 demographic.

In this meeting, we hope to:

- Discuss the results of our recent questionnaire.
- Get the transport companies (Stagecoach, Arriva, NuVenture, Southeastern and Crosskeys) on board with our proposals.
- Get the backing of the Kent County Council.
- To seek real change over the way public transport is delivered.
- Discuss the issues that transport companies have with young people on their services and seek to develop a strategy to deal with the issues raised.
- Create a comprehensive strategy to combat issues raised in our questionnaire.

Thank you for attending this meeting and we hope to make real progress in our mutual aims to make public transport in Kent better.

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Questionnaire Details

We aimed to make our questionnaire as representative of the young people of Kent as possible. To ensure this, we gained a fair representation between genders, ages, regions and education types.

We gained a sample of **792**, so the results from our survey are representative.

Included is a copy of the questionnaire that we used. Below, are the instructions issued to all of our group members on how to complete the questionnaire.

KYCC TRANSPORTATION COMMITTEE QUESTIONNAIRE PROCEDURES

Administering the Questionnaires

In order to finish up with a representative set of results, there are a few things to consider when administering the questionnaires to the young people:

- Please try to visit **three different schools** in order to complete your quota of **90 questionnaires** – 30 per school.
- Try to make your sample of students in each school as representative as possible. You may want to consider:
 - An even mix of gender (if possible)
 - Different age groups
 - Grammar schools and secondary schools
- To ensure that conditions are roughly the same across all of our samples, try to get a quiet classroom and aim for minimal conferring between participants.

Answering Questions from Young People

If young people ask you a question about your opinion on public transport, aim to be neutral. When administering the questionnaires, try not lead participants into answering in a certain way.



TRANSPORTATION INFORMATION COLLECTION SURVEY

Please complete all questions in this survey. Thank you for taking part.

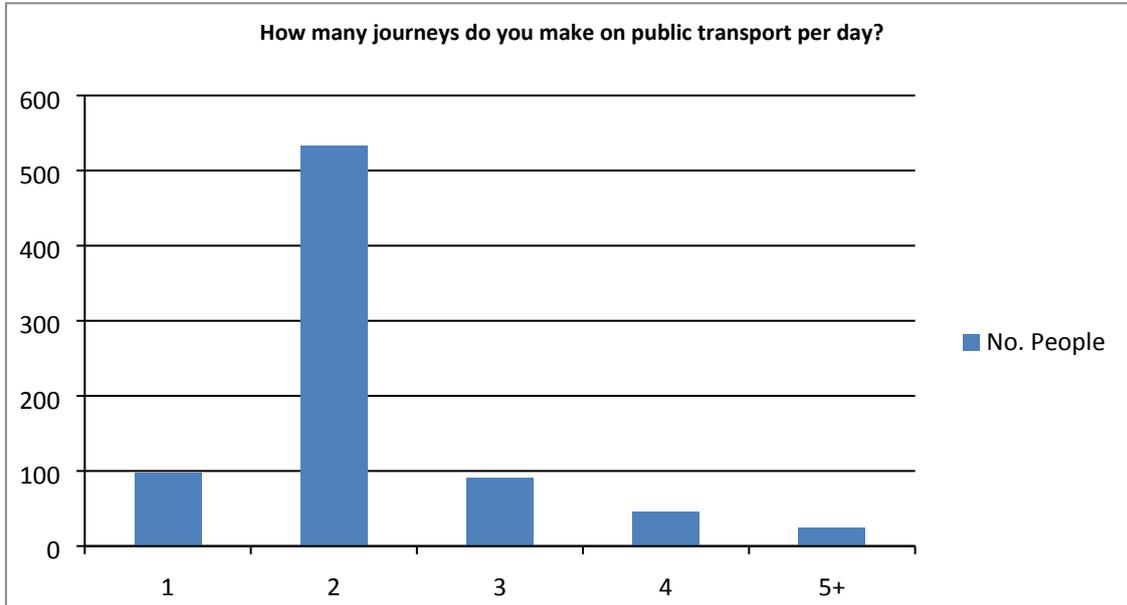
Please only complete this survey if you currently use or have previously used PUBLIC TRANSPORT IN KENT.

YOUR INFORMATION				QUESTIONS											
YEAR GROUP				1. How many journeys do you make on public transport per day?											
SCHOOL				1		2		3		4		5+			
FORM GROUP				2. Are you satisfied with the service that you receive? Please rate the following aspects of your journey on average. (10 = very satisfied and 0 = very unsatisfied).											
Which mode of public transport do you mainly use? (Circle appropriately)	Train (go to A)			Cleanliness	/10		Service Information	/10							
	Bus (go to B)			Punctual departure	/10		Space/seats	/10							
A Which train company do you mainly use?	Southeastern			Staff Conduct	/10		Amount of litter	/10							
	Other			Safety	/10		Punctual arrival	/10							
B Which bus company do you mainly use? (Please PRINT clearly)				3. If the issues you are unsatisfied with above were tackled, would you be happier paying the <u>current</u> price for the Young Person's Travel Card?											
Your KYCC Rep	<Insert name>			Yes (go to Q4)			No (go to Q5)								
4. In relation to your answer to Q3, which areas do you think could be improved to do with your service? Please select as many as you wish and explain <u>why</u> they should be tackled. (go to Q5)															
5. How often do you use a bicycle in general per week?						6. Would you feel safe riding a bike to school?									
0		1-2		3-4		5-6		7-8+		Yes			No		
7. Is the Young Person's Travel Card too expensive?						8. Does your school have suitable facilities to safely store your bike?									
Yes			No			Don't Know			Yes			No			
<p>Thank you for completing our questionnaire.</p> <p>Note: In completing this questionnaire, you agree to your anonymous answers being involved in our Kent Youth County Council research. The results will be correlated for use by the KYCC Transport Committee. Please return this questionnaire to your local KYCC member (or the person that handed it to you).</p>															



Findings

Question 1: How many journeys do you make on public transport per day?



kycc Analysis:

It is clear that most people use public transport twice per day, with the '2 journeys' column making up 67.2% of respondents. However, 20.3% of respondents use public transport even more often than that. This shows that young people heavily rely on public transport services in Kent.

Question 2: Satisfaction with aspects of journey

<u>Average Scores</u>
Cleanliness – 3.7
Service info – 5.4
Punctual dept – 4.6
Space & Seats – 5.2
Staff Conduct – 4.7
Litter – 3.5
Safety – 6.7
Punctual arr – 3.6
PT in Kent – 4.5

kent youth county council **kycc** **Analysis:**

- It is clear that **Safety** is a significant factor that young people are very happy with.
- However, Service Information (timetables etc.) and Space on public transport were rated at an average of 5.75 and 5.2 out of ten respectively. We interpret these as 'satisfactory'.
- Staff Conduct was rated at around 4.3, which is below our base mark of '5'.
- Cleanliness, Litter problems and Punctual Arrival were rated below average and a significant problem on all services including trains and buses.
- **The red line indicates the average score for public transport in Kent (4.5/10).**

Cross-company variations:

- Our data showed little to no variation in satisfaction with Stagecoach, Arriva, NuVenture and Southeastern or even between trains and buses.
- Crosskeys fared slightly better on all measures by around one point in the Shepway district on average.

kent youth county council **kycc** **Transport Problems:**

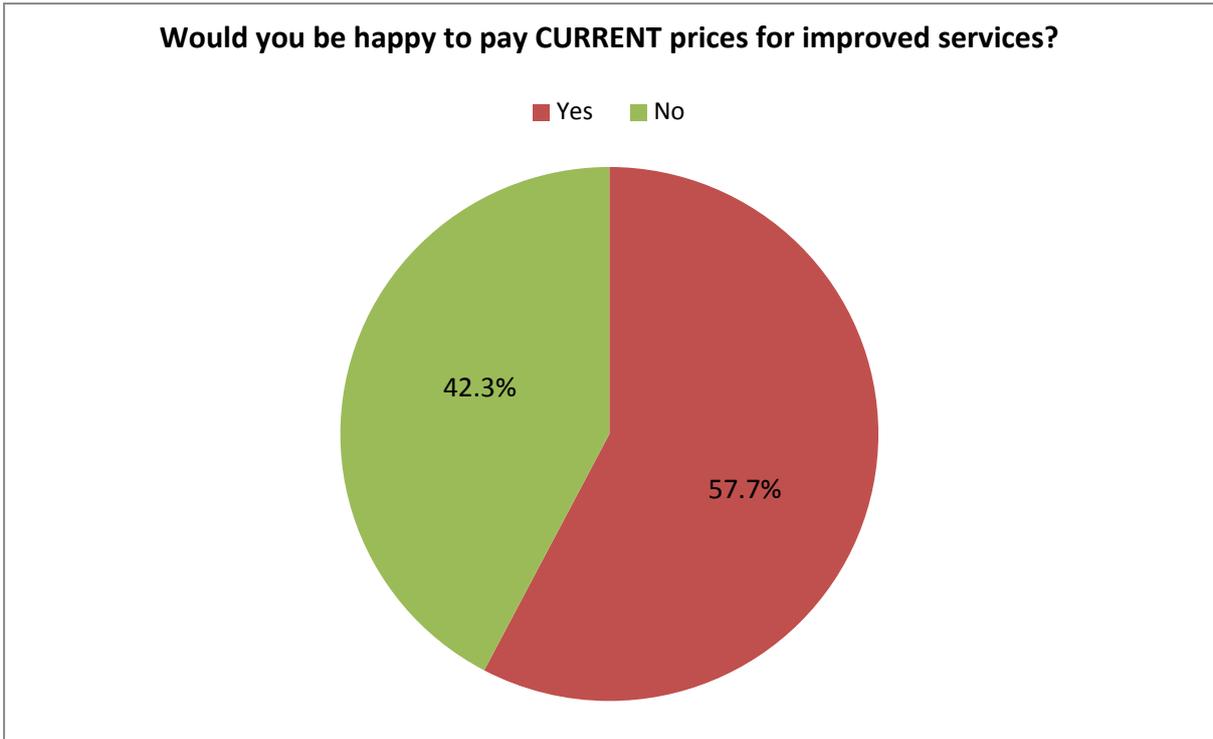
- The main problems, as highlighted in our research, are as follows.
- **Cleanliness:** Respondents found that buses and trains are too dirty on all services.

- **Litter:** Respondents found that there was an unacceptable level of litter on almost all services, but admitted that this was partly down to students themselves (**see page 11**). The 'used ticket' bin was frequently cited as the only place to put waste.
- **Punctual Arrival:** Respondents across Kent noted that their bus and train services are often late. This is particularly a problem for school services. There were even instances where buses did not turn up.
- There are many other issues that the graph illustrates, which we feel should be tackled but the three main issues are discussed above.

kent youth county council
kycc Solutions:

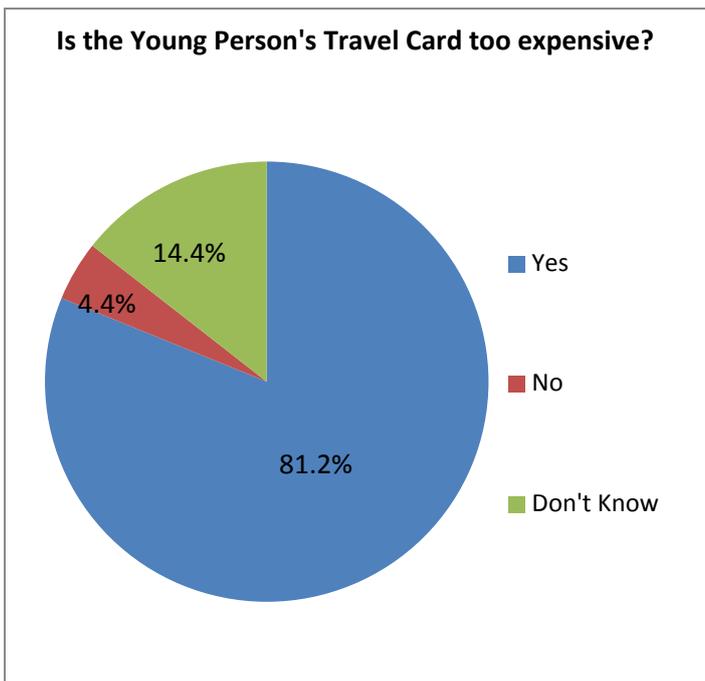
- **Cleanliness:** More cleaners or services cleaned more frequently. Schools should appoint student position to act as monitors on public transport. Respondents voiced concerns that in some cases, buses could be seen as being hazardous to health.
- **Litter:** Install bins on buses and promote them through stickers etc. Even plastic bags could be available on all buses. Perhaps a no food rule on school services (difficult to enforce?)
- **Punctual Arrival:** Either make sure that drivers arrive on time or adapt timetables to fit a more realistic expectation for bus arrival at the destination. Most respondents commented that they had been on a bus that has broken down at some point. Ensure that all buses are in working order.

Questions 3 & 7: Public Transport prices



kycc Analysis:

- Some 54.1% of people said that they would be happy to pay the current £200 for the Young Person’s Travel Card (or £400 for the post-16 travel pass).
- Improving our transport services could be seen as a way of making young people more content with the price they pay for their transport to and from their place of education.
- An astonishing 45.9% said that they would not be happy to pay current prices for transport in Kent. Public transport in Kent is not worth £200/£400 per year.



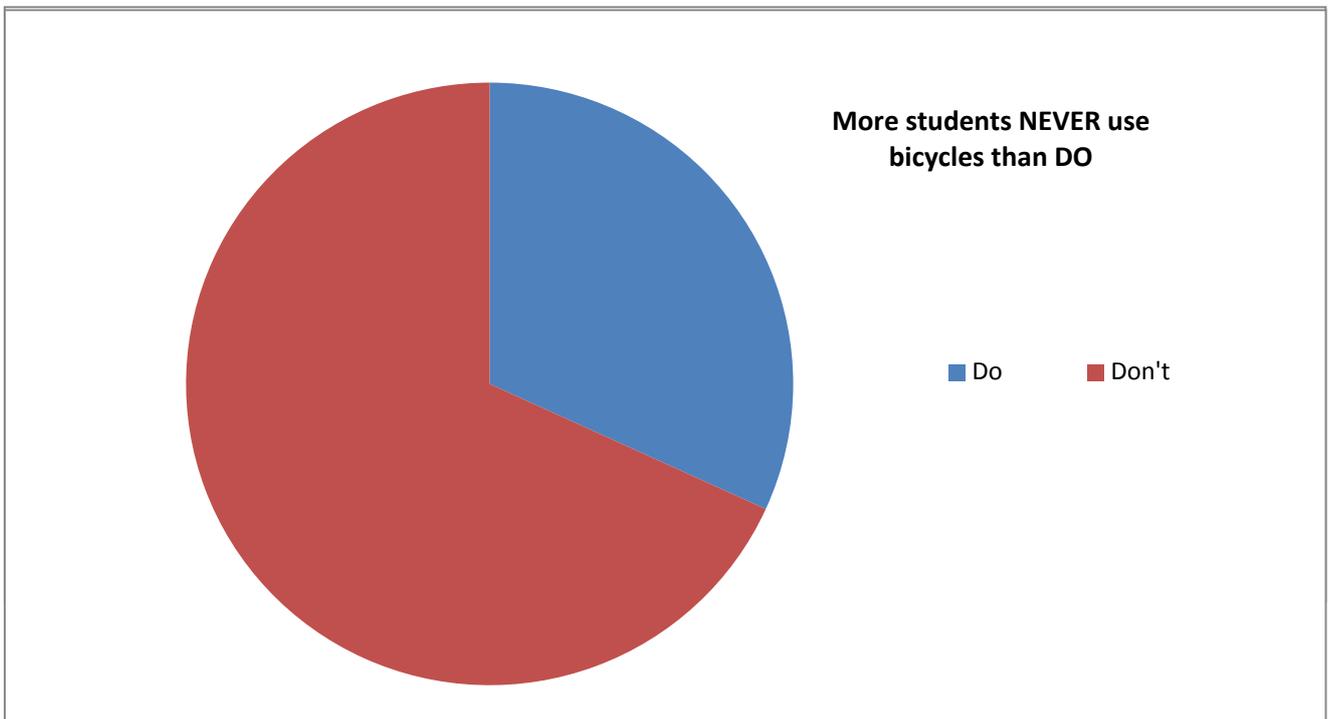
kycc Analysis:

- An absolutely overwhelming proportion of young people in Kent believe that the YPTC is too expensive for the CURRENT service standard they receive (some 81.2%/ over 8 in 10!)
 - ‘Don’t Know’ was mainly train users or those who were unaware of the cost (this accounts for **14.4%**)
 - ‘No’ is a tiny proportion at **4.4%**.
 - *Extract from the KYCC Manifesto:* “KYCC stands against high transport fees, including that of the Young Person’s Travel Card and post-16 Travel Pass”.

kycc Solutions to the cost of YPTP/P-16TC:

- Lower the price for the Young Person's Travel Pass and post-16 Travel Card to make it more affordable for ordinary families and those from more disadvantaged backgrounds.
- We recommend a price of **£100** for under-16s and **£200** for over-16s and payable in monthly instalments, not bi-annually as current.
- More generous means-testing than the existing system for more disadvantaged households.
- Split the overall price into monthly instalments of £16.60 per month for the Young Person's Travel Pass and £33.34 per month for the post-16 Travel Card.

Bicycle Questions

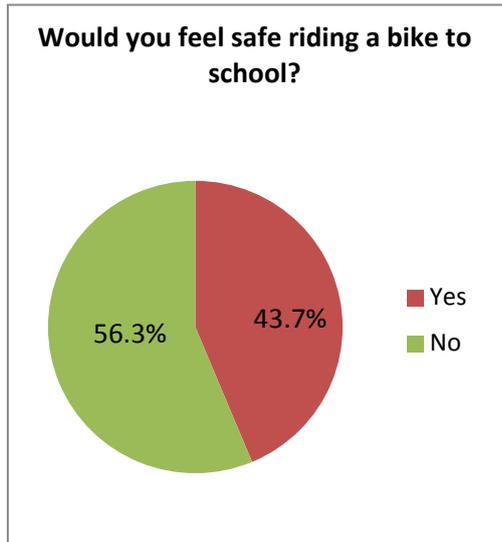


Analysis:

- It astonished us that more young people NEVER use a bicycle than DO at least once per week.
- Some 64.7% of young people NEVER use a bike.
- 22.2% use a bike once or twice per week, 8.2% use a bike three to four times per week, 2.4% use a bike five to six times per week and 2.5% use their bike more than seven or eight times per week.

Problems:

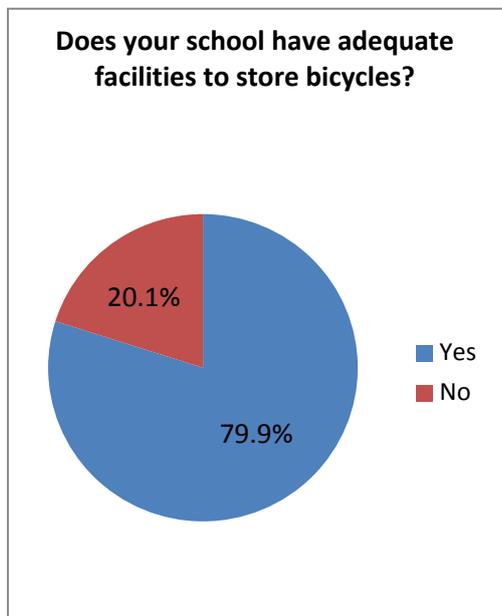
- Most people never ride their bike in a week – almost 450 out of our sample of 679.
- Not enough bike lanes for people to ride in.
- Only 150 people use their bike once-twice per week.
- Roads are too busy and motorists are unaware of cyclists/cyclists are unaware of dangers.



KYCC Analysis:

- It would seem that safety is still an issue with 56.3% of people, the majority view.
- This would suggest that this is a main contributing factor into the low ridership rates above.

We then proceeded to look at whether places of education have the adequate facilities to store bicycles that students cycle to school.



KYCC Analysis:

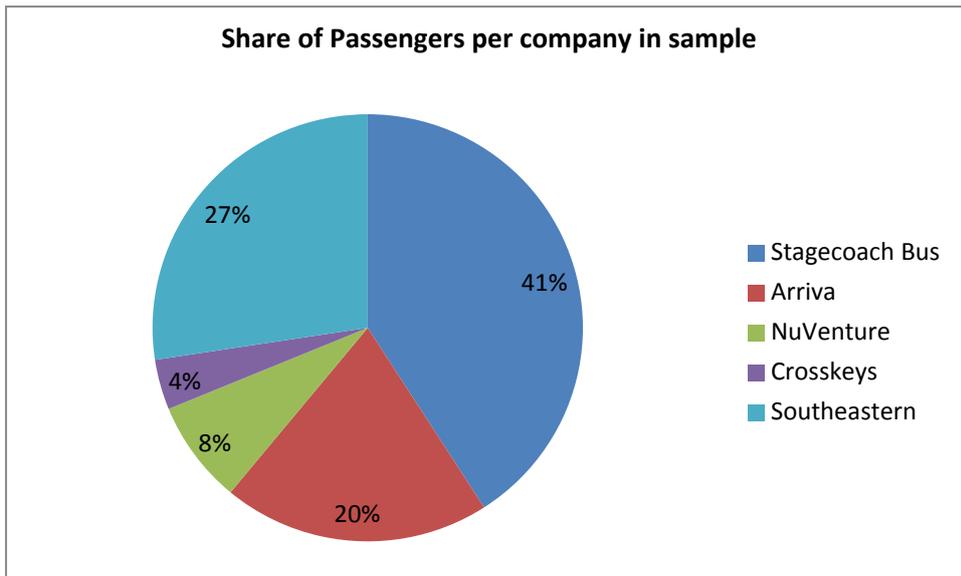
- Our research shows that schools in Kent tend to have adequate facilities, so this is not the reason for low cycling levels amongst young people.
- The KYCC Transport Committee concluded that safety concerns and the social trend away from riding to and from school were factors.
- Inconvenience was also a factor that was raised – school students tend to have large books and bags to carry.

KYCC Solution:

- Develop a pro-cycling campaign with the backing of KCC.
- Print high-viz vests with KCC/KYCC logo and offer them to schools to give out to their students – improved safety.
- A majority percentage of people still think that they are unsafe if they ride to school, so we also suggest the following to tackle this:
 - Create an app or z-card with safe routes to/from schools with safety guidelines for cyclists (advice on helmets, lights on bikes, high-viz).
 - Cycling education programme at primary and secondary schools.
 - More cycle lanes in high-traffic areas.
 - Make motorists more aware of cyclists.

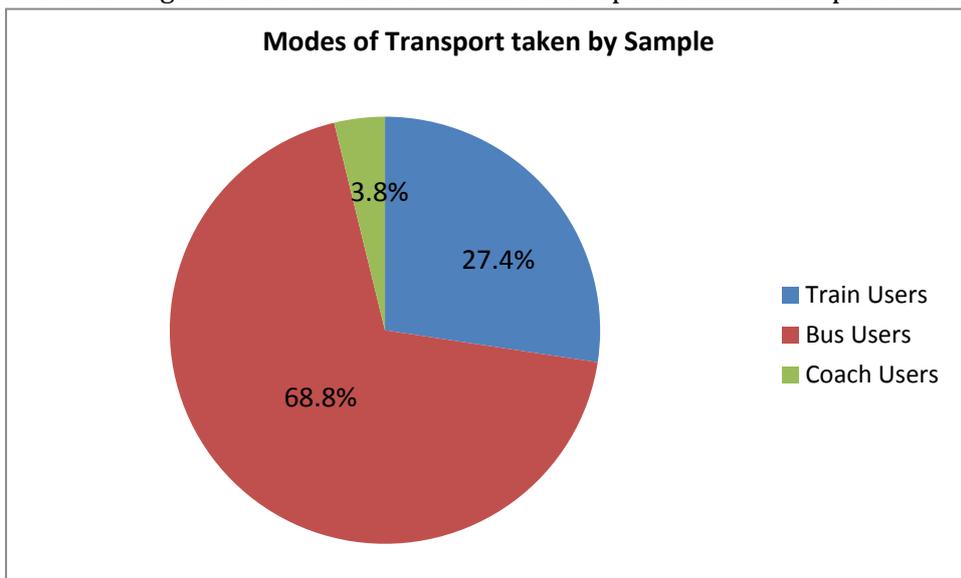
Companies Involved

The following chart identifies the share of passengers each of the transport companies had in our sample.



Modes of Transport Used

The following chart identifies the modes of transport that our sample used.



KYCC Proposals for Young Person’s & Post-16 Travel Cards

Although as a group the KYCC Transport Committee has **voted to steer away from its traditional message over the pricing** of transport cards for young people, we would like to reemphasise our ambition to get the cost of travel for our age group down.

All of the following figures are based on the 2014-15 and 2013-14 approved KCC budgets.

YOUNG PERSON’S TRAVEL PASS				
Budget year	Cost of pass	Gross Expend. (£000’s)	Service Income (£000’s)	Net Cost (£000’s)
2013-14	£100	14,547.0	-2,459.0	12,088.0
2014-15	£200	13,301.0	-4,596.0	8,705.5

2015-16 KYCC Proposal	£100	12,056.0	-2,298.0	9,758.0
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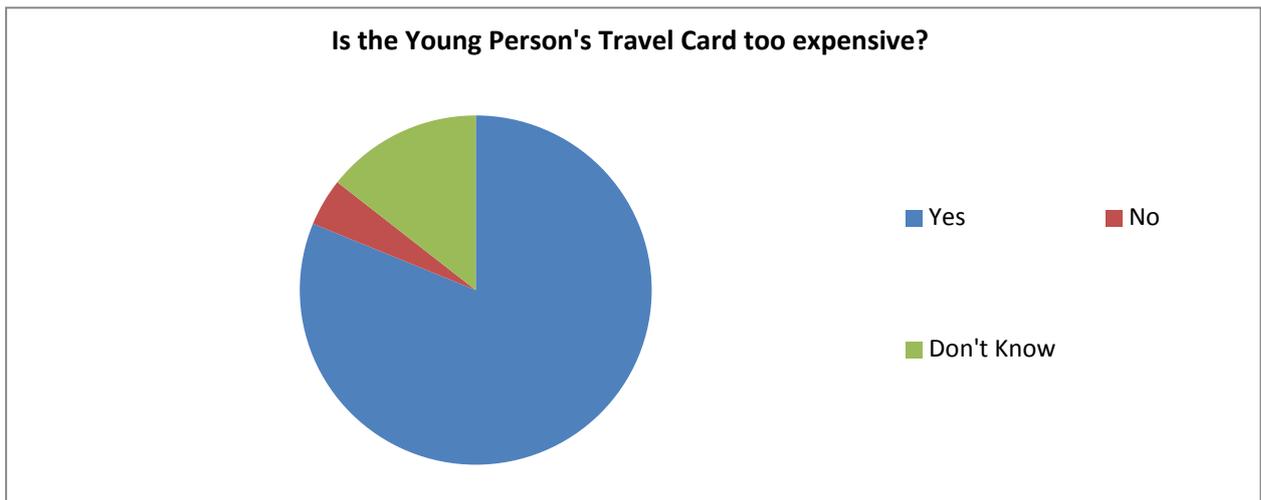
The above figures show how there would be relatively very little increase in net costs to KCC.

POST-16 TRAVEL CARD				
Budget year	Cost of pass	Gross Expend. (£000's)	Service Income (£000's)	Net Cost (£000's)
2013-14	£200	3,174.2	-1,720.0	1,454.2
2014-15	£400	4,705.7	-2,780.0	1,925.7
2015-16 KYCC Proposal	£200	6,237.2	-1,390.0	4,847.2

We also expect that more young people in both age categories would purchase the newly-priced travel pass than currently do.

Trains

- KYCC recognises that all private companies need to make a profit.
- However, with a turnover of £755.2million in the year to June 28,2014*, we believe that Southeastern should help make young people’s train travel cheaper.
- SE recieved £53.2million in subsidies from the Government. What was this used for?



KYCC Transport’s Response to KCC’s increase as of 01/06/2015

The KYCC Transportation group is utterly disappointed and aghast at Kent County Council’s decision to increase the cost of our transport passes to £250 for under-16s.

We were not involved in the consultation process and it is a widely-know fact that many people in Kent think that the previous price of £200 is too expensive.

We predict:

- Revenues from the service will decrease as fewer people will be able to afford the new freedom pass.

- Therefore, travel companies will lose this income of approx. £588 per child using the Young Person's Travel Pass.
- The number of young people using the pass has already fallen at the current price of £200 from £100.
- The number of passengers on buses and trains will fall and there will be an increased number of cyclists and drivers as a result of this – leading to environmental issues?

The KYCC 'PTECK' Campaign

We recognise that some of the issues presented as problems by young people in our survey are partly caused by young people themselves. In order to help transport companies clamp down on these factors, we have developed the 'PTECK' campaign.

Public Transport Esteem Campaign in Kent

This is a campaign which we aim to take to young people to encourage greater respect for the public transport services that they receive through several different means of communication

with our age group. We think that because this is a project **aimed** at young people and **promoted** by young people **for the benefit** of young people, that we will achieve our aims. The programme will consist of:

- Posters sent to all schools and education facilities in Kent.
- Education programme – e.g. School assemblies
- Possible use of advertisement space to put up posters inside public transport (buses/trains)
- KYCC Z-cards for appropriate use of public transport – make them school-specific to detail bus routes for new students etc.

Foreseeable issues:

- Lack of funding available to reach all schools/publish necessary materials including posters, z-cards and developing assembly packs.
- Lack of input from transport companies as to what they see are the main issues surrounding young people on their services and promoting the project.

As you can see, the two main issues we have with this campaign can be solved easily. We would like a degree of funding from KCC and a donation from transport companies to be able to carry out our work.

KYCC Transport Committee

Everyone in the Transport Committee played their part in helping make this meeting and work possible.

The Transport Committee consists of members from all regions bar one (Tunbridge Wells).

NAME	REGION	CONTRIBUTIONS
Fred Wright	<i>Canterbury & Swale</i>	<i>Chair and Leader of the KYCC Transport Committee Questionnaire research</i>
Joe Horsnell	<i>Folkestone & Shepway</i>	<i>Deputy Chair of Transport</i>

		<i>Questionnaire design, processing and analysis</i>
Angel Layer	<i>Canterbury & Swale</i>	<i>Social Media, Q'nnaire research & processing</i>
Sidonia Megan Woodward-Wallace	<i>Thanet</i>	
Reuben Skeates	<i>Canterbury & Swale</i>	<i>Questionnaire research & processing</i>
Austin Scott	<i>Canterbury & Swale</i>	
Arpana Rai	<i>Ashford</i>	
Kyle Siwek	<i>Maidstone and Tonbridge & Malling</i>	
Toby Apps	<i>Maidstone and Tonbridge & Malling</i>	
Alexander Roberts Dunn	<i>Sevenoaks</i>	
Harry Davis	<i>Dartford and Gravesham</i>	
Daniel Sexton	<i>Maidstone and Tonbridge & Malling</i>	
Elena Ewence	<i>Maidstone and Tonbridge & Malling</i>	

Our research was carried out between **Sunday 26th April** and **Sunday 17th May** in over 25 schools/youth centres across Kent.

Final Note

Thank you for coming along to our outlook meeting today. I hope that we have made a convincing case as to why you should support our Public Transport Esteem Campaign in Kent and back our calls for a better quality of public transport in Kent. We also hope that our research has shown you the opinions of young people in Kent in terms of both public transport and cycling issues so that transport companies and the KYCC can work together in delivering an excellent service for all. KYCC Transport is not all about moaning at the excessive costs of public transport in Kent, we want to make real, far-reaching changes to benefit young people and adults alike. We hope that this meeting marks the start of transport companies and KYCC Transport working together on the issues we discussed and once again, thank you for attending.

Notes

Fred Wright ~ Chair of the KYCC Transport Committee

(Please make any additional notes here...)