

# Transport Programme - Sutherland Public Questionnaire

## Introduction

These are very difficult times for public services as we continue to be in a period of austerity. The grant Highland Council receives continues to reduce in real terms. This means that the Council's annual cash grant is not expected to increase over the next 4 years, but we continue to face increasing costs and demands for public services. In order to balance its finances the Council must continue to make reductions in the services it currently provides.

Over the past 5 years Highland Council has made over £77.7 million of cuts including some through efficiency savings. This includes a large reduction in senior and middle management posts and changes in the way we deliver services. Due to the current situation with the Council's reduction of income in real terms, the budget gap is currently £56 million.

Although the demand from the public for a good service is still the same, it is impossible for the Council to continue to deliver these services in the same way or at the same level as before. Despite a range of options for further cuts and efficiency savings the Council is likely to be 10-15% smaller by 2019 than it currently is. This will mean a reduction in the number of staff we employ, the number of buildings we use and this will impact upon ALL services across the organisation.

The need to reduce spending will impact upon Highland Council's current level of expenditure on the transport services it supports. Across the Highland area the Council spends £15.003 million annually on providing mainstream home-to-school, public and dial-a-bus transport services. The target is to reduce this level of spending by £2.246 million.

In Sutherland £1.678 million is spent by Highland Council on providing mainstream home-to-school, public and dial-a-bus transport services. This spending supports the majority of bus services which operate in Sutherland. This level of funding support must be reduced by £252,236. Whilst Highland Council will seek to provide services as well as possible, the need to reduce expenditure will require consideration of the transport priorities for the area.

This questionnaire seeks your views on the current bus services provision in Sutherland and how it may be altered to reflect the still substantial, but lower level of funding which will be available.

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

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

This questionnaire will close at 5pm on the 30th March.

# Transport Programme - Sutherland Public Questionnaire

## Section 1. Current use of bus services

### 1. Which of these bus services do you and your family make use of in Sutherland and how frequently ?

	Daily	2 - 3 times per week	Once per week	2 - 3 times per month	Once per month	Less than once per month	Do not use this service
Durness – Thurso (The Durness Bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durness – Lairg (The Durness Bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durness – Inverness (The Durness Bus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tongue - Thurso (Stagecoach)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inverness – Durness bike bus (D&E Coaches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drumbeg - Ullapool (Highland Translink)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drumbeg - Lochinver (Highland Translink)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lairg - Helmsdale (MacLeod's Coaches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lairg - Tain (MacLeod's Coaches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kinlochbervie Dial-A-Bus (Allan Bruce)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assynt Dial-A-Bus (Lochinver Taxi)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dornoch Area Dial-A-Bus (MacKay's Taxis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ardgay/Lairg Dial-A-Bus (MacLeod's Coaches)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
North Sutherland Dial-A-Bus (Ormlie Taxis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Durness Area Dial-A-Bus (D. J. Mackay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Transport Programme - Sutherland Public Questionnaire

## Section 1. Current use of bus services (cont.)

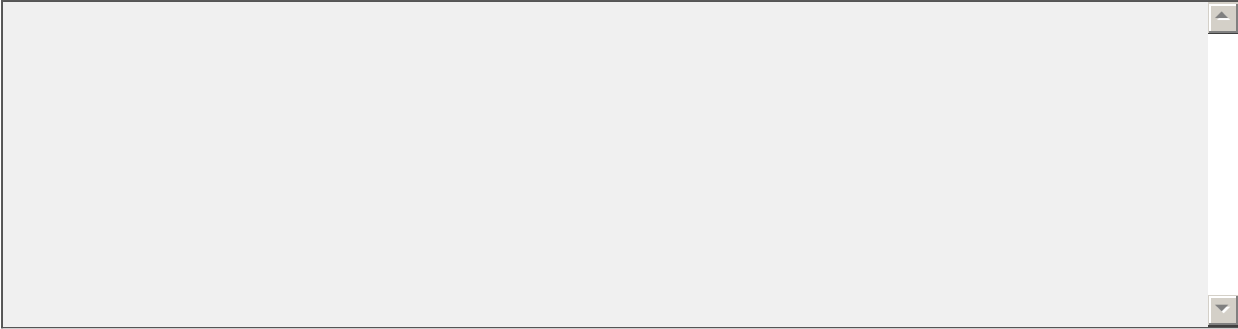
### 2. For those bus services you/your family make use of, what do you use them for? (Select all that apply).

	Work	School/Nursery	Further/higher education	Extra-curricular activities	Leisure and social	Shopping	To attend appointments	Onward connections (train/bus/ferry)	Other	Do not use this service
Durness – Thurso (The Durness Bus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Durness – Lairg (The Durness Bus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Durness – Inverness (The Durness Bus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tongue - Thurso (Stagecoach)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inverness – Durness bike bus (D&E Coaches)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drumbeg - Ullapool (Highland Translink)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drumbeg - Lochinver (Highland Translink)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lairg - Helmsdale (MacLeod's Coaches)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lairg - Tain (MacLeod's Coaches)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kinlochbervie Dial-A-Bus (Allan Bruce)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assynt Dial-A-Bus (Lochinver Taxi)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dornoch Area Dial-A-Bus (MacKay's Taxis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ardgay/Lairg Dial-A-Bus (MacLeod's Coaches)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
North Sutherland Dial-A-Bus (Ormlie Taxis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Durness Area Dial-A-Bus (D. J. Mackay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

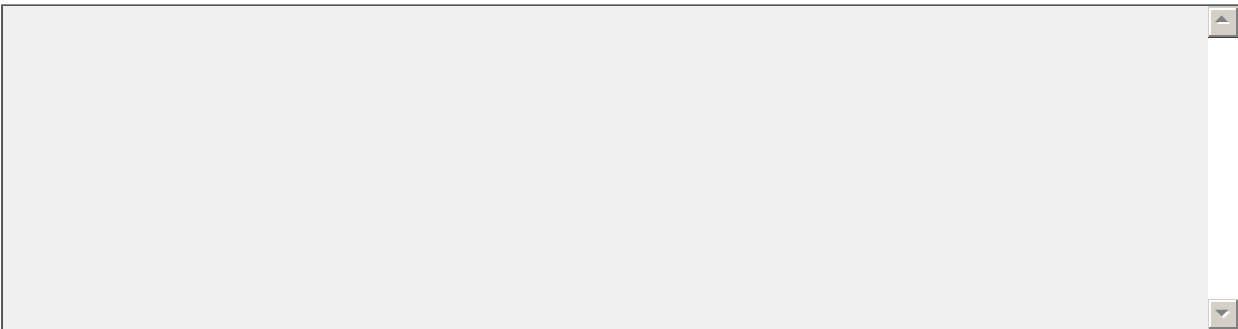
## Section 2. Potential impact of changes in level of service

Focusing again on the public and dial-a-bus services in Sutherland, please describe what impact a change in the bus service provision - that is, a reduction in frequency or withdrawal - would have on you, your family and possibly the wider community. Please ensure you clearly indicate the services you are referring to in your comments.

### 3. Impact of a reduction in the frequency of services

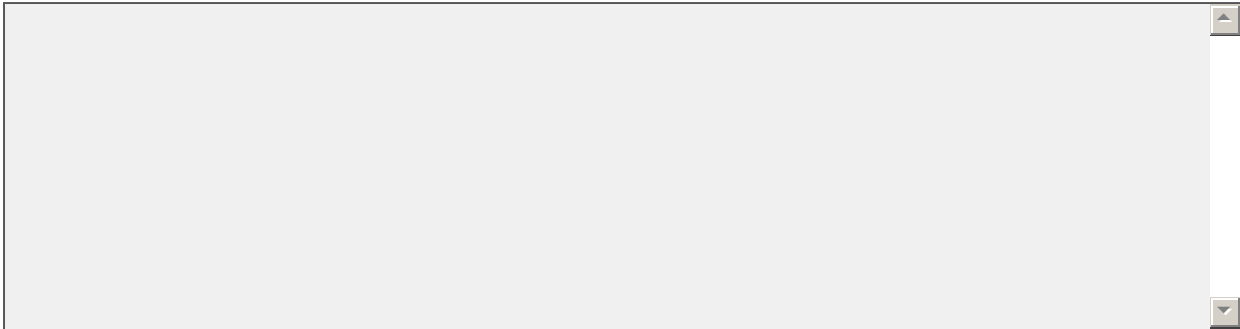
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### 4. Impact of a withdrawal of a service

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## Section 2. Potential impact of changes in level of service (cont.)

**5. The Highland Council also supports a number of school bus services in Sutherland. These cost Highland Council £1.3million per year to provide (two-thirds of the £1.3m is spent on school-only bus services and and the other one-third is for mixed school-public use). Do you have views on how these school transport services might be delivered for a lower cost?**



## Section 3. Your use of other transport services

**\*6. Do you, or your family, make use of any other forms of transport?**

Yes

No

# Transport Programme - Sutherland Public Questionnaire

## Section 3. Your use of other transport services (cont.)

### 7. Please select what other forms of transport you use and the purposes for doing so (select all that apply)

	Work	School/Nursery	Further/higher education	Extra-curricular activities	Leisure and social	Shopping	To attend appointments	Onward connections (train/bus/ferry)	Other	Do not use this service
Community transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stagecoach long distance routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends and family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car sharing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer transport (e.g. Lunch clubs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other transport service (please specify what)

**8. Is there anything that prevents you or discourages you from using the bus services available in Sutherland?**

Yes

No



**\*9. What would enable or encourage you to use these services more?**

**\*10. Is there any activity that you are prevented from doing or service you cannot access because of a lack of public transport?**

Yes

No

**\*11. Please provide details**

## Section 4. Mobility and sensory impairment measures

**\*12. Do you know of any bus services which are difficult to use for disabled or elderly passengers who may have, for example, mobility difficulties, sensory impairments or learning disabilities?**

Yes

No

**13. Which services are these and why is it difficult for people to use them?**

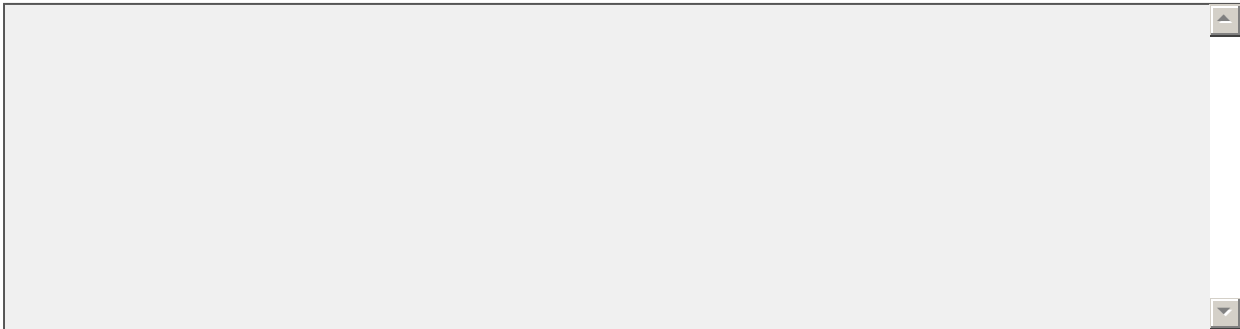
## Section 5. Looking forward for the next 5 years

The Highland Council supports, as listed in previous questions, a number of public and dial-a-bus services in Sutherland. These cost Highland Council £800k to provide (45% of the £800k is spent on dedicated public bus services and 55% supports mixed public-schools use).

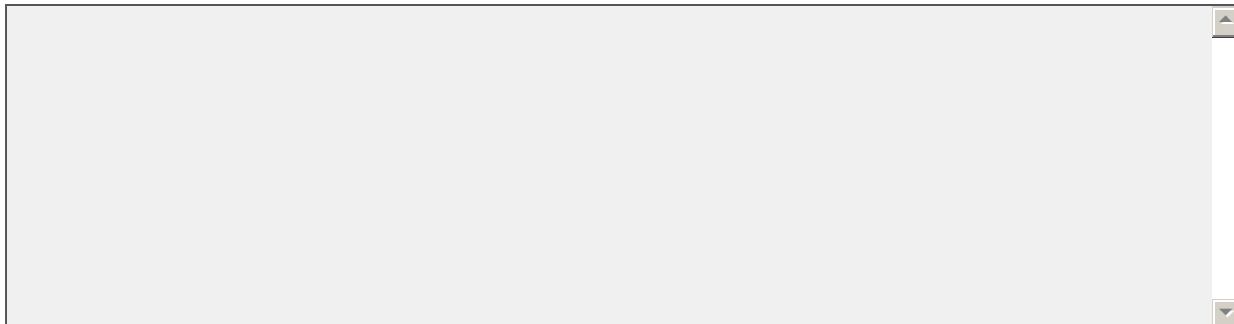
### **\* 14. Will the current services meet the needs of Sutherland over the next 5 years?**

- Yes
- No
- Do not know

**15. What are your views on how they can be delivered more cost effectively?**



**16. In that case, and bearing in mind that the Highland Council has a lower budget for expending on transport service over the next 5 years, what should change - in terms of what should be provided and how it should be provided?**





## Section 6. About you

### **\*17. How long have you lived in The Highland Council area?**

- Less than one year
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- Over 10 years

### **\*18. How long have you lived in the Sutherland area?**

- Less than one year
- 1 - 2 years
- 3 - 5 years
- 5 - 10 years
- Over 10 years
- Do not live in Sutherland

## Section 5. About you (cont.)

**\*19. If you live in Sutherland which settlement do you live in or closest to?**

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| <input type="radio"/> Melvich       | <input type="radio"/> Ardgay       |
| <input type="radio"/> Bettyhill     | <input type="radio"/> Bonar Bridge |
| <input type="radio"/> Tongue        | <input type="radio"/> Lairg        |
| <input type="radio"/> Durness       | <input type="radio"/> Dornoch      |
| <input type="radio"/> Kinlochbervie | <input type="radio"/> Golspie      |
| <input type="radio"/> Scourie       | <input type="radio"/> Brora        |
| <input type="radio"/> Drumbeg       | <input type="radio"/> Helmsdale    |
| <input type="radio"/> Lochinver     | <input type="radio"/> Altnaharra   |
| <input type="radio"/> Elphin        | <input type="radio"/> Forsinard    |
| <input type="radio"/> Edderton      |                                    |

## Section 5. About you (cont.)

### \*20. Which of these best applies to you?

- 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 or disability
- Unemployed
- Retired
- Looking after the home or family
- In full-time education
- Carer

## Section 5. About you (cont.)

**\*21. Which of the following best describes your current housing situation?**

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

## Section 5. About you (cont.)

### \*22. Gender

Male

Female

### \*23. Age

16 - 17

18 - 24

25 - 34

35 - 44

45 - 54

55 - 64

65 - 74

75 and  
over

## Section 5. About you (cont.)

Disability

**\*24. Do you consider yourself to have a disability (i.e. a physical or mental impairment which has a substantial and long-term adverse effect upon your ability to carry out normal day-to-day activities)?**

Yes

No

## Section 5. About you (cont.)

Families with children

**\*25. Are there school age children in your household?**

Yes

No

## Section 5. About you (cont.)

How would you describe your ethnicity? (Please select one from the following groups).

### 26. WHITE

- Scottish
- Other British
- Irish
- Gypsy/Traveller
- Polish

Other (please state)

### 27. MIXED or MULTIPLE ETHNIC GROUPS

**Any Mixed or multiple ethnic group (please state)**

### 28. ASIAN, ASIAN SCOTTISH or ASIAN BRITISH

- Pakistani, Pakistani Scottish or Pakistani British
- Indian, Indian Scottish or Indian British
- Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- Chinese, Chinese Scottish or Chinese British

Other (please state)

### 29. AFRICAN

- African, African Scottish or African British

Other (please state)

### 30. CARIBBEAN or BLACK

- Caribbean, Caribbean Scottish or Caribbean British
- Black, Black Scottish or Black British

Other (please state)



## 31. OTHER ETHNIC BACKGROUND

Arab, Arab Scottish or Arab British

Other (please state)

## Thank you

Thank you for taking the time to complete this questionnaire. Your response will provide valuable input to the Transport Programme.