



CONSULTATION

Future of the Community Bus Service

Introduction

We invite residents who use the Croxley Green Parish Council Community Bus Service to consider the future of the service. Please comment on the issues facing the Council by completing the survey overleaf. This consultation is open for six weeks, until 22nd August 2025, to ALL residents, but **we are specifically asking the bus users**.

Context

The Community Bus service was established many years ago providing a service escorted by volunteers to and from Croxley Green to the centre of Watford on Fridays. It runs on three routes around Croxley Green, picking up people along each route, and returning along the same three routes about 2 hours later. A couple of years ago, post COVID, the Parish Council agreed to try an additional service, on the same basis, on Tuesdays.

However, the Parish Council is now running at a loss (exceeding our budget). This means that we must either increase the Council tax or find ways to reduce costs met from Council tax. One of the increases is due to running the bus service two days per week, instead of one day.

Benefits

The main EXTRA benefits the Croxley Community Bus service provides compared with the public bus services (which are free to older residents who have a senior bus pass) are:

- the convenience of being collected from and returned to somewhere near home, often to users' front doors,
- having an escorted journey, with friendly volunteers and the experienced driver providing support and assistance,
- social inclusion, being part of a friendly group, offering passengers the opportunity to visit familiar places, and to be part of the wider community, while looking out for one another.

Number of people using the service

The Parish Council maintains a list of the names and addresses of people who wish to use the service. Currently 119 people have registered to use the service.

Costs per passenger

The service costs £200 per day for the hire of the bus and driver – ignoring the administration work that is needed.

- Dividing the ANNUAL cost of providing the service on two days by the TOTAL number of **registered users** gives an annual cost per user of £172.
- The number of users varies from week to week. On average, on Tuesdays there were 25 passengers per week at an average cost of **£8.10** each. On Fridays, 33 passengers per week at an average cost of **£6.16** each (return journey).

Options

There are options:

1. To continue the service, as at present, and increase the council tax
2. To find additional sources of income to supplement the cost of the service
3. To revert to providing the service one day per week.

Croxley Green Parish Council
11th July 2025



Future of the Community Bus Service SURVEY
From 11th July to 22nd August 2025
 Please complete ONE survey form PER PASSENGER, or
 ONE PER PERSON if you aren't registered to use the service.

If you need assistance, please ask someone to help you fill it in.

PLEASE write your POSTCODE here: WD _____

Q 1: Have you registered to use the service YES NO

Questions 2, 3 and 4 are ONLY for registered users of the service, 5 and 6 for ALL residents

Q 2: What kind of user are you?

	Frequent user (more than once a month)	Occasional user (once a month or less)	Registered but don't use the service
Tuesday			
Friday			
Both Tuesday and Friday			

Q 3: Would you prefer to keep a **free service** on Fridays (and **discontinue** the Tuesday service)

OR

Would you be willing to **pay something for each journey** (Tuesdays and Fridays) towards the cost of providing the service on BOTH days?

Q 4: **If you are willing to pay**, how much would you be willing to pay each time you used the bus (one payment for a RETURN journey) (**circle one or more**)

£2 £4 £6 £8

Q 5: (for **all RESIDENTS**) WOULD YOU PREFER: (Please select ONE option ONLY)

- (1) The Parish Council to continue to run **BOTH** the Tuesday and Friday services free to users (and accept the total amount in your council tax of about £4 per year)?
- (2) The Parish Council to reduce the service to once per week?
- (3) The users to pay something towards the cost of the service?

Q 6: (for **all RESIDENTS**) Do you have any comments for the Parish Council to consider?

PLEASE RESPOND BEFORE 22ND AUGUST 2025
Thank you for completing this survey