

Strathclyde Concessionary Travel Scheme Joint Committee



Strathclyde Concessionary Travel Scheme Review: Progress Update and Recommendations

Date of meeting 12 March 2021

Date of report 3 March 2021

Report by Treasurer/Secretary

1. Object of report

The object of this report is:

- To update the Joint Committee on progress of the review of the Strathclyde Concessionary Travel Scheme; and
- To recommend the introduction of a new Strathclyde Concessionary Travel Scheme fares structure.

2. Background

- 2.1 Members will recall recent revenue budget reports presented to the Joint Committee highlighting the ongoing financial pressures being experienced by the Strathclyde Concessionary Travel Scheme (hereinafter referred to as “the Scheme”).
- 2.2 The findings of an internal SPT review of the Scheme were presented to the Joint Committee in September 2019¹, highlighting that without intervention, the Scheme in its current form was not sustainable in the medium to longer-term with only one to two years’ worth of funding reserves remaining.
- 2.3 On 6 March 2020, in addition to approving an interim fare increase, the Joint Committee agreed that a more in-depth, independent review of the Scheme be commissioned². The review criteria included examining the Scheme’s future viability in a robust and accountable manner while seeking to protect as far as possible the access benefits for users that the Scheme provides.
- 2.4 The review commenced in June 2020 and is being carried out by consultants AECOM, with SPT having responsibility for overseeing and managing the process.

¹ http://www.spt.co.uk/documents/latest/CTJC200919_Agenda7.pdf

² http://www.spt.co.uk/documents/latest/SCTS060320_Agenda6.pdf

3. Impact of Covid-19

- 3.1 The impacts of the Covid-19 pandemic began soon after the Joint Committee's approval to undertake the review in March 2020. The pandemic has had a huge impact on transport, with demand for travel decreasing considerably in line with government advice, and patronage down by up to 95% on some public transport services. This has consequently had a significant impact on the Scheme, which has also experienced reductions in concessionary travel demand. There still remains much debate around what a post Covid-19 recovery period might look like for travel demand and the public transport market.
- 3.2 Members will recall that, given the on-going Covid-19 pandemic, the decision was taken not to introduce the March 2020 approved interim fare increase of £0.50 to the basic concessionary fare, thereby ensuring that those who had to make essential journeys, for example healthcare workers, people travelling for medical reasons or to care for vulnerable person(s), could continue to do so without additional financial burden. The decision not to implement the interim fare increase is consistent with decisions taken by rail, Subway and ferry operators, who similarly have not increased fares during this period. However, members are asked to note that standard operator fare increases are planned during 2021.
- 3.3 Notwithstanding the above, the review continued and, as far as possible, the process has sought to take account of Covid-19, with specific travel demand scenarios being considered as part of future financial modelling assumptions.

4. Progress Update

- 4.1 This section provides an update on key stages of the review undertaken since the previous progress report to the Joint Committee³, focusing on option generation, Scheme user consultation, key stakeholder engagement, scenario testing and recommendations.

Option Generation

- 4.2 From the outset, the review was tasked with exploring a wide range of options including, but not limited to, the following:
- Changes to fares levels and fare structures
 - Increased council funding requisition and/or alternative funding sources
 - Amending age eligibility criteria
 - Imposing a cap on reimbursement
 - Adjusting the formula used to calculate reimbursement
 - Other alternative arrangements or combination of the above
 - Scheme governance
 - Closure of the Scheme
- 4.3 As the review has developed, based on emerging findings from the initial stages and through work developing the financial model, it became clear that a number of the options were unsuitable in terms of addressing the

³ http://www.spt.co.uk/documents/latest/SCTSJC180920_Agenda8.pdf

Scheme objectives and importantly, ensuring financial sustainability. An overview of the options considered and the rationale for their selection or rejection for further assessment through the review is summarised in Appendix 1 of this report.

User Consultation

- 4.4 A key part of the review process has been to understand the opinions of the those who use and depend on the Scheme, the reasons why they use it, and their views on the impacts of potential changes.
- 4.5 To gather these views and opinions, an online survey was considered to be the most effective means of reaching an audience across a large geographical area, particularly during the restrictions associated with Covid-19.
- 4.6 The online survey went 'live' on 25 November 2020 and continued until 11 January 2021. The survey included a Screen Reader version for those who would find that useful, and email/telephone assistance was offered to people unable to complete the survey. In order to achieve maximum awareness, the survey was disseminated and promoted through 3 core channels:
- **Social Media:** SPT promoted the survey on Social Media pages, with local authorities in the region encouraged to promote the link using their own social media channels.
 - **Representative Groups:** Specific bodies that represent older and disabled users – such as Age Scotland, Disability Equality Scotland, RNIB Scotland and local Access Panels – were contacted directly and asked to promote the survey amongst their members.
 - **Island Communities:** Ensuring that the views of island communities were heard was considered of particular importance in recognition of the role of ferry services in these areas, in maintaining access to the mainland and therefore to essential services often not available locally. To raise greater awareness, postcards promoting the survey were distributed to a sample of 2,500 ferry card holders.
- 4.7 A total of 893 respondents eligible for Scheme discounts and who had used the Scheme to travel by train, Subway or ferry in the last two years completed the survey. This response rate is considered positive, and with the specific targeting towards a sub-set of the population, was pro-rata comparable with other recent extensive transport related surveys including that carried out as part of SPT's ongoing Regional Transport Strategy development.
- 4.8 In completing the survey, respondents were asked to consider their use of the Scheme in the longer term, once Covid-19 restrictions have been lifted, and they would feel safe travelling.
- 4.9 Key insights from the survey included:

74% of respondents said the Scheme ‘makes my travel more affordable’ when asked what will be important to them for their future travel needs.

86% of respondents said the Scheme helped to maintain, or improve, their physical health.

92% of respondents said the Scheme helped to maintain, or improve, their sense of wellbeing.

Having concessionary fares was considered of higher importance by ferry users than by users of other modes, with 99% of ferry users saying fares were Important or Very Important.

67% of regular rail and subway users said they could make all, most or some of the journeys by bus – *this question was not asked to ferry users.*

When asked about the impact of a small increase in the concessionary fare, 51% of regular ferry users said they would make fewer journeys with a further 3% making no journeys. This is notably higher than that of the train for fewer or no journeys (42% and 4% respectively) and Subway (37% and 5% respectively).

64% of regular ferry users said they would make fewer journeys when asked for their views about the impact of the concessionary fare being increased to half fare. 7% stated they would make no ferry journeys.

While a similar proportion (8%) would not make train journeys under half fare scenario, a considerably smaller proportion (47%) of regular train users said they would make fewer journeys.

12% of respondents said they used the Scheme for commuting, with 6% of respondents saying commuting was their main journey purpose.

- 4.10 The user responses suggest that the Scheme is helping make travel affordable, and positively contributes to users’ physical and mental-health and overall wellbeing. Survey findings were used to inform the option generation identification and assessment.
- 4.11 Further information on the User Survey, including detailed findings, can be found in Appendix 2.

Engagement with Key Stakeholders

- 4.12 One-to-one meetings were held with key stakeholders including Transport Scotland and participating transport operators. In addition, a joint workshop event was held with elected members and council officials. These engagement sessions were designed to provide an opportunity for frank discussion and to raise issues or opinions regarding the Scheme.
- 4.13 There was acknowledgement amongst transport operators that the Scheme is well used and popular amongst customers due to the cheaper fares. They also considered that people tend to travel more due to the affordability that it offers. Operators were keen to stress that any changes to fares or structure must continue to offer a simple proposition for both customers and staff managing point of sale / checking tickets. Overall,

there was a consensus from operators that the Scheme benefits users, and it was important that it be retained.

- 4.14 Views from others at the workshop echoed those of transport operators, acknowledging the benefits the Scheme provides. However, it was recognised that in recent years the Scheme has faced financial pressures and that local authority funds were being severely stretched, suggesting that to find increased funding from councils could be challenging.
- 4.15 Representatives from rural and island areas emphasised the importance and dependence that people living in remote communities place upon the Scheme; for example, describing ferries as being “the equivalent of bus services for the islands”. Emphasis on maintaining concessionary fares on ferry routes was strongly expressed.
- 4.16 There was emphasis that the Scheme should mirror the National Entitlement Card for older and disabled people in terms of eligibility criteria if possible to avoid confusion and potentially generate administrative issues. Also raised was the ask that plans to move to ‘smarter’ ticketing should be considered.
- 4.17 Finally, it was viewed that there is good alignment between the objectives of the Scheme and Social Inclusion objectives of Transport Scotland and the Scottish Government.

Financial Modelling

- 4.18 From the outset, a core objective of the review has been to explore ways of ensuring the future financial sustainability of the Scheme. In this regard, it has been necessary to examine and test the impacts of different types of concessionary fare changes, and to assess potential financial impacts.
- 4.19 A bespoke financial model was built to test both the short and longer term financial impacts of changes to fares. Following initial analysis, the financial modelling advanced four option tests requiring further examination, with ‘pessimistic’, ‘central’ and ‘optimistic’ scenarios evaluated in each case to provide a potential range of financial outcomes. The option tests were as follows:

- **Do Nothing:** no change in Scheme fares in any year;
- **Do Minimum:** no change in Scheme fares until 2022/23, following which Scheme fares increase in line with inflation each year thereafter;
- **Do Something:** no change in Scheme fares until 2022/23, with the 50p increase proposed in 2020/21 occurring in that year and with Scheme fares increasing in line with inflation each year thereafter; and
- **Do Maximum:** no change in Scheme fares until 2022/23, with half standard fare to a cap applied in that year and with Scheme fares increasing in line with inflation each year thereafter, and assuming that the cap also increases with inflation each year.

(note: none of these tests assume a fare increase in 2021/22 for reasons set out later in this report under Section 6).

4.19.1 From these tests, it has been estimated that **Do Nothing** and **Do Minimum** scenarios could exhaust available reserves by 2024/25 or 2025/26. While the **Do Something** test performs better, it has been estimated to exhaust reserves by as early as 2026/27 under a pessimistic scenario or by 2029/30 under a central scenario.

4.19.2 However, the **Do Maximum** scenario indicates a reimbursement reduction of c.£1.6M and that financial sustainability is more likely to be retained for the whole of the modelled period, with the central scenario suggesting that reserves could stabilise at c.£5M per annum.

4.19.3 The impacts of these combined option tests on reserves is presented in Appendix 3.

4.19.4 Table 1 below shows the change in average fare under a **Do Maximum** scenario and with fares being capped at £2.50 single and £4.00 return:

Table 1: Average Change in Fare Above and Below Cap

| | Capped at £2.50 single and £4.00 return | |
|-----------------------|---|-----------|
| | Below or at Cap | Above Cap |
| % Scheme Passengers | 89% | 11% |
| Average fare increase | £1.18 | £2.03 |

4.19.5 Appendix 4 gives examples of some of the largest fare increases under the **Do Maximum** scenario. It should be noted that around 30% of rail journeys made already pay half standard fare under the current structure through being over 10 track miles, and therefore these journeys would not be impacted under this scenario.

4.20 Scheme Eligibility Criteria

4.20.1 The review was tasked to examine changes to the age eligibility criteria of the Scheme and to assess likely financial impacts. The review looked at a scenario of increasing the age eligibility to state pension age, currently 66 in Scotland. There are around 170,000 people residing in the Scheme area between the ages of 60-65. A high-level analysis estimates potential reimbursement cost savings of up to 40% could be achieved in the event that age eligibility be increased. However, this was not considered viable and therefore there are no plans to alter the current age eligibility for persons 60 and over.

4.20.2 The Programme for Government published in September 2020 set out a commitment to introduce “free” bus travel for all under-19s in Scotland. Following conclusion of a recent Scottish Government consultation, it is anticipated that “free” bus travel for under-19s will be introduced within the current calendar year but this remains to be confirmed.

4.20.3 Although not part of the original review criteria, given the timing of this announcement, the review also examined a scenario which included under-19s within Scheme eligibility. There are currently around 350,000 under-19s residing within the Scheme area. A high-level analysis estimates inclusion of under-19s could result in an increase of at least 70% in Scheme reimbursement costs. This was not considered viable

and therefore there are no plans to extend the Scheme to this or any other age group category.

4.21 Equality Impact Assessment (EqIA)

- 4.21.1 It is widely recognised that transport affordability can be a barrier to enabling social interaction and to accessing a range of services, such as, healthcare, employment, retail services; with the cost of travel often being a key issue particularly for older and disabled people. This is reflected in the Scheme objectives.
- 4.21.2 The cost of travel and the potential impacts of fare increases on peoples' ability to travel was reflected in the responses to the user survey, with costs being a particular concern for those in rural and island communities where there are limited alternative travel options.
- 4.21.3 The review recognises that it is essential that, alongside maintaining financial sustainability, the Scheme must, as far as possible, continue to promote equality of opportunity for older and disabled people in maintaining access to public transport and enabling participation and inclusion, as well as recognising key challenges experienced by island communities.
- 4.21.4 The equality impacts were considered throughout the option generation and assessment stages across all users and communities. Through the financial modelling stages and EqIA stages it quickly became evident that the most financially sustainable option, the Do Maximum, also carried risks of certain Scheme users being disproportionately affected by increases in concessionary fares. This was particularly noticeable on ferry routes, where fares are traditionally much higher than those of other modes.
- 4.21.5 Recognising the importance of the cost of travel in influencing people's ability to make essential as well as discretionary journeys, it was felt essential that maximum fare caps were introduced into the options which were considered.
- 4.21.6 Once the inclusion of fare capping had been accounted for, the EqIA concluded that the benefits of protecting the viability of the Scheme, thereby securing more affordable travel for affected groups in the future, outweighed the negative impacts of the proposed fare increases.

5. Outline of Proposals

- 5.1 Under the proposals, it is recommended that there be no changes made to the Scheme structure or to concessionary fares during the next financial year (2021/22). The basic concessionary fare shall therefore remain £1.00 single and £1.50 return. This proposal is due to the change in the Scheme reserves position as a result of Covid-19 which saw significantly reduced travel demand during 2020/21 and a corresponding reduction in payments to operators (reported in the separate Performance and Monitoring paper being put to the Joint Committee).
- 5.2 Under the proposals, from the following financial year (2022/23), the current Scheme structure shall be replaced with a new simplified "half-fares" structure,

with capped fares applying to ferry routes and to existing rail 'rural zones'. The use of half fares would simplify the Scheme, would reduce the level of reimbursement and is shown to increase the longer-term financial sustainability of the Scheme considerably.

6. Conclusions

- 6.1 Since 2015, demand for the Strathclyde Concessionary Travel Scheme has increased year on year, carrying over 5 million concessionary journeys annually immediately prior to the onset of Covid-19. Operator reimbursement over the same 5-year period has risen by nearly half a million pounds, the equivalent of a 12% increase in Scheme costs.
- 6.2 It is apparent that reduced concessionary demand during 2020/21, due to Covid-19, is likely to extend the period over which the Scheme may remain financially viable. These reductions in demand appear to have somewhat eased immediate funding concerns, however, with the vaccination programme now well underway and restrictions likely to begin to ease, it is to be assumed that demand for travel may soon return and that these funding pressures will continue to exist, or perhaps worsen as local authority budgets face greater pressures as the Covid-19 recovery period begins. Even during periods of travel restrictions in place over the past 12 months, nationally there has been evidence of a disproportionately higher number of concessionary journeys being made.
- 6.3 Against a historical backdrop of increasing demand for concessionary travel, alongside regular operator fare increases, the review has found that the current Scheme arrangement consisting of a basic concessionary fare of £1.00 single and £1.50 return does not support the financial sustainability of the Scheme in the longer-term. For some journeys, this can mean discounts of up to 87% are being offered by the Scheme. This level of discount only results in higher reimbursement costs. The review also found that smaller or even moderate incremental fare increases do not financially sustain the Scheme as demand grows and operators apply annual increases to their own standard fares.
- 6.4 The review process, since it began in June 2020, has been extensive and thorough in its examination of options to ensure financial sustainability and to ensure the continuation of the Scheme in the longer-term.
- 6.5 Benchmarked against concessionary travel schemes elsewhere (in Scotland and across the UK), this has suggested that there are more schemes offering a percentage discount (usually 50%), rather than a flat fare, and that the Scheme might be perceived to be relatively generous, in that it covers both older and disabled passengers, and also covers multiple modes and serves an extensive geographic area.
- 6.6 One of the most important stages throughout this review process has been hearing views from those who use the Scheme. Feedback from the user survey highlighted the value of the Scheme including how important its users consider affordable transport is to them. This feedback also indicated the Scheme users strongly believed it helped them to maintain, or improve, their physical and mental health and overall sense of wellbeing.
- 6.7 Stakeholder engagement highlighted the increasing financial pressures being experienced by funding local authorities, and in line with the study brief, the

focus should be on maintaining scheme sustainability going forward. No alternative funding sources were identified through stakeholder engagement.

- 6.8 Whilst impacts of closure of the scheme were examined, this was never considered a desired outcome and would be contrary to national and regional policy objectives, particularly given the increasing focus on promoting equality and health and well-being. The EqIA stage was clear that closure of the Scheme would have adverse impacts on protected characteristic groups.
- 6.9 The cost of transport can often be a key barrier to achieving a more inclusive transport system. For older people especially, concessionary fares are seen as vitally important towards supporting social inclusion and maintaining health and wellbeing. Raising the age eligibility would disproportionately and negatively impact many older people and has therefore been ruled out as a current consideration.
- 6.10 The findings of the review however have served only to confirm the financial pressures being faced by the Scheme and that ultimately the short-term future of the Scheme is significantly at risk if changes are not introduced. As a result, it has been necessary for the review to explore all options to help safeguard the Scheme's continuation. This has required re-examination of the current structure of the Scheme as well as existing fare levels.
- 6.11 The current discount levels were found to be financially unsustainable and the new proposals would see concessionary fares increase from 2022/23, but with discounts of at least 50% relative to non-concessionary fares still being offered for affected journeys. The EqIA process, alongside user feedback and option testing, identified particular geographic areas that would be disproportionately impacted by the proposals, namely island and rural communities who often do not have access to alternative transport services or essential services locally. Given these journeys involve longer and more expensive trips, appropriately capped fares have been identified to be the most equitable solution to mitigate against otherwise expensive trips.
- 6.12 The survey evidence suggests that even with the fare increase set out above, that journeys would still be undertaken and that the Scheme would still offer benefits to users.
- 6.13 The financial modelling of options undertaken during this review estimates that a cost saving of £1.6M could be achieved under a 'half-fare to a cap' structure and could help stabilise reserves at c.£5M. This was the only option shown to still retain generous travel discounts whilst at the same time helping ensure financial sustainability.
- 6.14 The recommendations being put before the Joint Committee will ultimately result in proportionately larger fare increases being applied across all modes. Whilst these are extremely difficult and often unwelcome decisions, it is of paramount importance to all member councils that local concessionary travel is maintained throughout Strathclyde and can continue to complement Transport Scotland's free National Bus Scheme and importantly continue to offer substantial discounted travel benefits to users while being able to safeguard the Scheme's future.

7. Recommendations

7.1 The Joint Committee is asked to recommend the following changes to the existing fares structure to improve the financial sustainability of the Scheme, namely that:

- 1) There is no change in Scheme fares in 2021/22 due to the impacts of the ongoing Covid-19 pandemic; and
The current basic concessionary fare structure be replaced by:
- 2) Half standard fare is applied in 2022/23 for Subway and for rail journeys that are not wholly rural,
- 3) Half standard fare, with a fare cap, is applied for wholly rural rail journeys and all ferry journeys,
- 4) The cap is set at £2.50 for a single and £4.00 for a return,
- 5) In the future, all Scheme fares will automatically increase in line with the relevant fare inflation each year thereafter without a need for Joint Committee intervention, as operators increase their fares,
- 6) The cap should be increased, as a minimum, in line with fare inflation each year or at the discretion of the Joint Committee; and
- 7) A minimum fare of £1.00 single and £1.50 return be applied to all modes.

7.2 Should the recommendations be approved, a further paper will be taken forward to a future Committee setting out steps for implementation including communications, updates to Scheme guidance and dialogue with participating operators.

7.3 Building on the User Survey, consideration could also be given to more regular feedback of users to understand the impact of the proposed changes.

7.4 In line with current reporting arrangements, it will be necessary to monitor impacts of proposals alongside Scheme performance, reimbursement costs and budgets.

8. Committee action

The Committee are asked to approve the recommendations within this report.

9. Consequences

| | |
|-------------------------|---|
| Policy consequences | <i>The Scheme will continue to meet the RTS Objective "Access for All".</i> |
| Legal consequences | <i>None at present.</i> |
| Financial consequences | <i>Figures presented in this report present a major financial risk to the future viability of the Scheme in its present form.</i> |
| Personnel consequences | <i>None at present.</i> |
| Equalities consequences | <i>Equality, Socio-economic and the Island Communities impacts were considered throughout</i> |

the Review. The proposed option seeks to continue to provide cost effective access to a range of public transport services for older and disabled people in Strathclyde and particularly those in rural and island communities

Risk consequences

Without changes there is a major financial risk to the future viability of the Scheme.

Name Valerie Davidson

**Title Treasurer/Secretary,
Strathclyde Concessionary Travel Scheme Joint Committee**

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Appendix 1: Options Considered

| Option Type | Assessed | Rationale |
|--|----------|---|
| Changes to fare levels and fare structure | Yes | <ul style="list-style-type: none"> Changes to fare levels have the potential to increase the financial sustainability of the Scheme. They can also improve simplicity of the scheme, which was a point highlighted during stakeholder engagement. Examined further through the financial model development. |
| Increased council funding requisition and/or alternative funding sources | No | <ul style="list-style-type: none"> Stakeholder engagement highlighted the increasing financial pressures¹ experienced by local authorities and in line with the study brief, the focus should be on maintaining scheme sustainability going forward. No alternative funding sources were identified through stakeholder engagement. It is to be noted that in terms of assessing the future financial sustainability of Scheme fare change options, the financial model has accounted for potential upside and downside changes to requisition levels from partner local authorities. |
| Scheme governance | No | <ul style="list-style-type: none"> Previous reviews have highlighted that Scheme governance, including administrative costs, make up only a small proportion of overall scheme costs and more significant structural change would be required to ensure the future financial sustainability of the Scheme. |
| Amend age eligibility criteria | Yes | <ul style="list-style-type: none"> Option provides a useful comparison of the impacts of amending age eligibility on potential future levels of use and resulting financial impacts. Examined through a sensitivity test in the financial model development. |
| Impose a cap on reimbursement | No | <ul style="list-style-type: none"> This option would involve a cap on the payments to operators, irrespective of how many concessionary passengers are carried. Given that this is contrary to the Scheme objective that operators should be 'no better and no worse off' due to their participation in the Scheme, this option was rejected. |
| Adjust the formula used to calculate reimbursement | No | <ul style="list-style-type: none"> Reimbursement formula considered to be appropriate following a review of previous years' accounts. Therefore, any adjustment used to reduce reimbursement would again be contrary to the objective that operators should be 'no better and no worse off'. |
| A combination of options | Yes | <ul style="list-style-type: none"> Examined through financial model development, including potential impacts of phasing any proposed changes. |
| Closure of the Scheme | No | <ul style="list-style-type: none"> Findings from the stakeholder and public consultation exercises highlighted the significant benefits provided by the Scheme, including health and well-being benefits to Scheme users. Closure of the Scheme would not be aligned with policy objectives, particularly given the increasing focus on promoting equality and health and well-being. The EqIA has also identified that closure of the Scheme would have adverse impacts on protected characteristic groups. |
| Alternative options | No | <ul style="list-style-type: none"> Neither the benchmarking against other schemes, nor the stakeholder engagement identified any alternative options. |

¹ The SCTS Report to the Joint Committee in March 2020 highlighted that increasing the requisition from local authorities is unlikely to be possible, given reductions in local authority funding over recent years, which has reduced by almost 6% since 2016/17. Report available at: [SCTS060320_Agenda7.pdf \(spt.co.uk\)](#)

APPENDIX 2

Survey Findings

Strathclyde Concessionary Travel Scheme Review

Strathclyde Partnership for Transport (on behalf of the
Strathclyde Concessionary Travel Scheme Joint
Committee)

March 2021

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1. Introduction

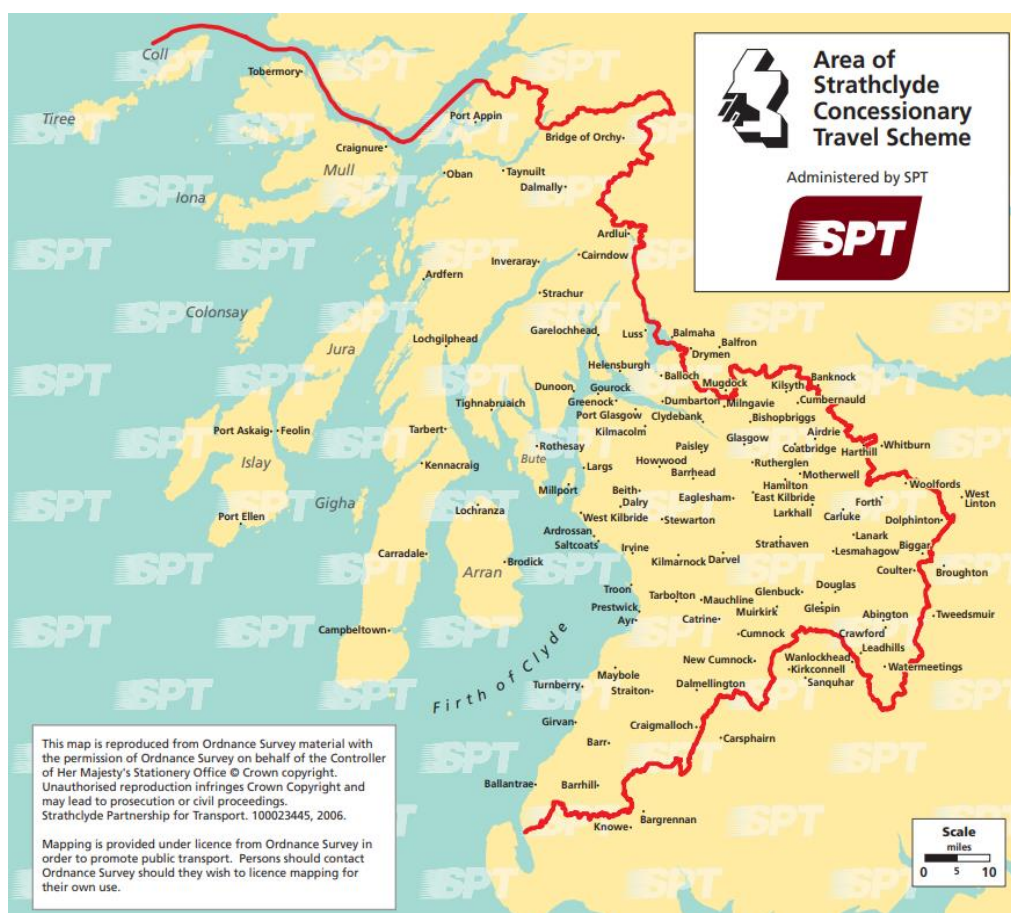
1.1 Background

Strathclyde Partnership for Transport (SPT) commissioned AECOM to undertake an in-depth and independent review of the Strathclyde Concessionary Travel Scheme (SCTS) with a specific focus on exploring options to ensure its future financial sustainability. One aspect of this is engagement with passengers to understand their attitudes to the SCTS and their views on the impacts of potential changes to the scheme. The findings of the engagement is the focus for this report.

1.2 SCTS Overview

The National Entitlement Card (NEC) gives holders free bus travel in Scotland, with SPT offering – via the SCTS – reduced fares on the train, Subway and ferry in the Strathclyde area, extended to cover the whole of Argyll & Bute. **Figure 1.1** shows the area covered by the SCTS and this reflects 12 local authority areas.

Figure 1.1: SCTS Area



Source: http://www.spt.co.uk/wmslib/Maps/scts_area.pdf

Eligibly for the NEC is as follows:

- **Over 60s:** A resident of Scotland aged 60 or older; and
- **Disabled:** A resident of Scotland aged five or older and meeting one of the criteria defined by Transport Scotland¹.

¹ <https://www.transport.gov.scot/concessionary-travel/60plus-or-disabled/#37403>

NEC cards issued for use in the SPT area provide concessionary fares for rail and Subway journeys as part of the SCTS. Meanwhile, a Strathclyde Concessionary Travel Ferry Card is also available for those aged 60+ who reside on an island or peninsula within the SCTS area, or those who own and pay council tax on a second home in this area. Eligible disabled NEC applicants are automatically issued with the Ferry Card by SPT when their NEC application is processed.

1.3 Report Structure

Following this introduction, this report is structured as follows:

- **Section 2** outlines the **methodology** for engaging with passengers and **characteristics of survey respondents**;
- **Section 3** presents the results regarding the **use and perception of the SCTS**;
- **Section 4** details the results about the **perceived impact of a change in the SCTS**; and
- **Section 5** provides a summary of the **key findings**.

2. Methodology

2.1 Overview

To understand the views of passengers using the SCTS, it was felt a survey would be the most effective means to reach the audience across a large geographical area, particularly during the restrictions associated with COVID-19.

2.2 Survey Design and Dissemination

2.2.1 Survey Design

The survey began with a Screening section to ensure respondents had a NEC, had used it to travel using concessionary fares in the last two years and were a resident (or second homeowner) within the SCTS area.

The survey subsequently contained the following sections:

- Use of the Scheme;
- Perception of the Scheme;
- Impact of Changes to Concessionary Fares; and
- Demographics.

A copy of the survey can be found in **Appendix A**.

The survey was available online, with a Screen Reader enabled version also provided. This was supplemented by the option for respondents to email SPT if they required assistance with accessing and completing the survey. A limited number of scheme users required assistance, with the survey completed via telephone.

2.2.2 Survey Dissemination

The survey went 'live' on the 25th November 2020 and closed on the 11th January 2021.

A link to the online survey was disseminated by three core channels:

- **Social Media:** SPT promoted the survey on Social Media pages (see adjacent image) with local authorities in the region encouraged to promote the link using their own social media channels.
- **Representative Groups:** SPT provided the details for a number of bodies that represent older and disabled users – such as Age Scotland, Disability Equality Scotland, RNIB Scotland and local Access Panels - and the link was sent directly to these groups requesting support to disseminate and promote the survey link to its members and the wider community.
- **Ferry Card:** A postcard promoting the survey was posted to a sample of 2,500 addresses from the Ferry Travel Card database. **Appendix B** summarises the sampling approach.



Source: Twitter

2.3 Response Rates

A total of **893 respondents** completed the survey that had a NEC, had used it to travel using the concessionary fare on the train, Subway or ferry in the last two years and were a resident (or second homeowner) within the SCTS area.

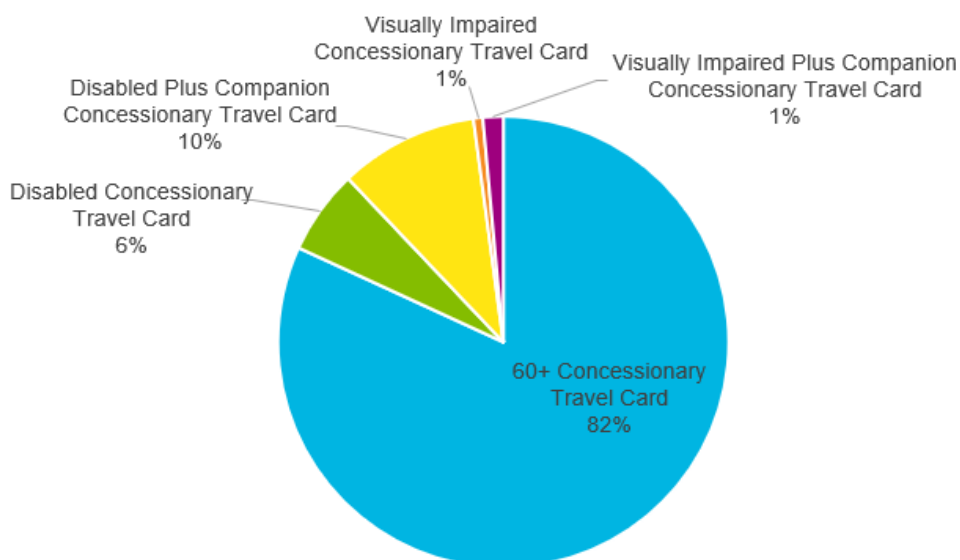
A further 89 respondents did have a NEC but had not used it to travel using the concessionary fare on the train, Subway or ferry in the last two years. These respondents were screened out of the survey.

2.4 Respondent Characteristics

2.4.1 Concessionary Travel Card Type

There are five different types of NEC and **Figure 2.1** shows the majority (82%) of respondents had a 60+ concessionary travel card. One in ten (10%) had a Disabled plus Companion concessionary travel card, while 6% had a Disabled concessionary travel card. Just 1% each had the Visually Impaired concessionary travel card (n=6) or the Visually Impaired plus Companion concessionary travel card (n=14).

Figure 2.1: Concessionary Card Type



Base: 893 | "What type of card do you have?" | Single response

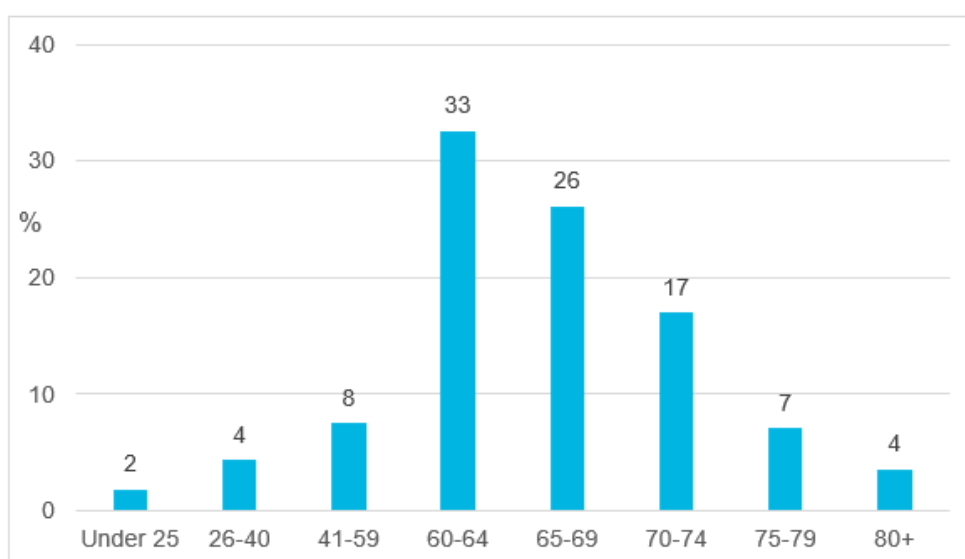
With regards to the Strathclyde Concessionary Travel Ferry Card, 45% of respondents (n=398) had this card, with the majority of these (88%) noting they were a permanent resident on an island / peninsula covered by the Scheme.

2.4.2 Demographics

It is important to appreciate the demographic characteristics of respondents to provide a contextual understanding of the survey findings.

Half (50%) of the respondents said they were female. **Figure 2.2** shows a breakdown, by age group, with 87% of respondents aged 60+ and the greatest proportions in the aged 60-64 group and aged 65-59 group (32% and 26% respectively). With regards to ethnicity, 79% identified themselves as White Scottish, while 12% identified as White Other British, 5% said they would 'prefer not to say' and the remaining respondents were from a variety of ethnic groups.

Figure 2.2: Age Group



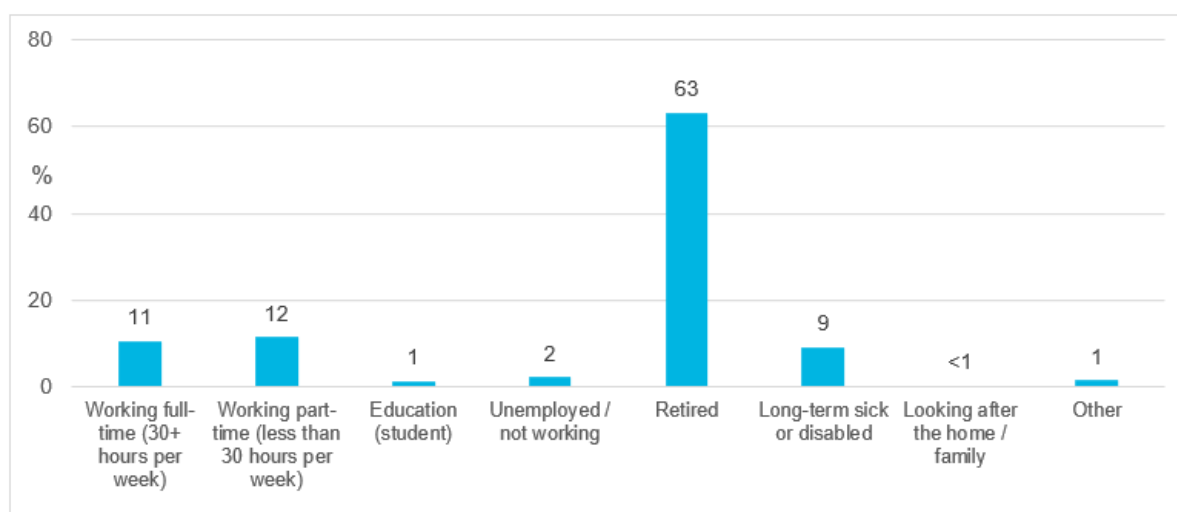
Base: 877 | “Which of these age groups do you belong to?” | Single response | Chart excludes those stating ‘prefer not to say’ (n=14)

All respondents were asked if their day-to-day activities were limited by any physical or mental health condition or illness lasting, or expected to last, 12 months or more. More than half (56%) said they did not, but 25% stated they were limited a little and a further 15% noted they were limited a lot². The remaining respondents said they would ‘prefer not to say’. Of those limited a little or lot, the most frequently cited issue / disability was as follows:

- Mobility (e.g. only able to walk short distances or difficulty climbing stairs) – 63%;
- Stamina or breathing fatigue – 28%; and
- Mental health – 20%.

With regards to the working status of respondents, more than three-fifths (63%) were retired, while 23% were working (full-time or part-time) and 9% were long-term sick or disabled. A full breakdown is shown in **Figure 2.3**.

Figure 2.3: Working Status

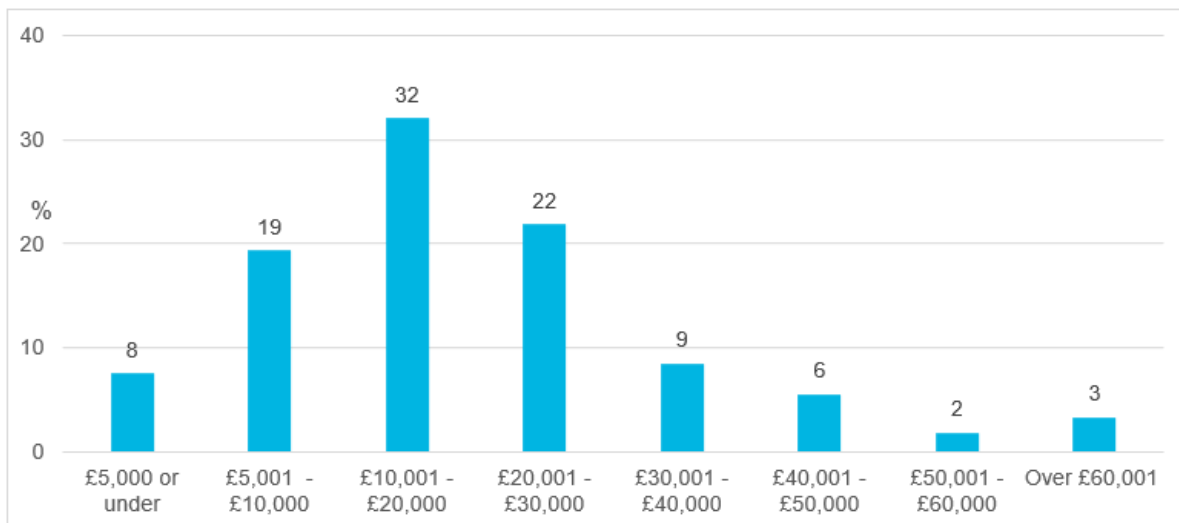


Base: 874 | “Which of the following best describes your working status?” | Single response | Chart excludes those stating ‘prefer not to say’ (n=17)

² N.B. 4% said ‘prefer not to say’.

Respondents were asked to identify the income group which best represented their annual income (before taxes and other deductions). A third said they would 'prefer not to say' (31%) or 'don't know' (2%) and, of the remaining respondents (**Figure 2.4**), 32% identified their income group as £10,001-£20,000, 22% stated £20,001-£30,000 and 19% said £5,001-£10,000.

Figure 2.4: Annual Income

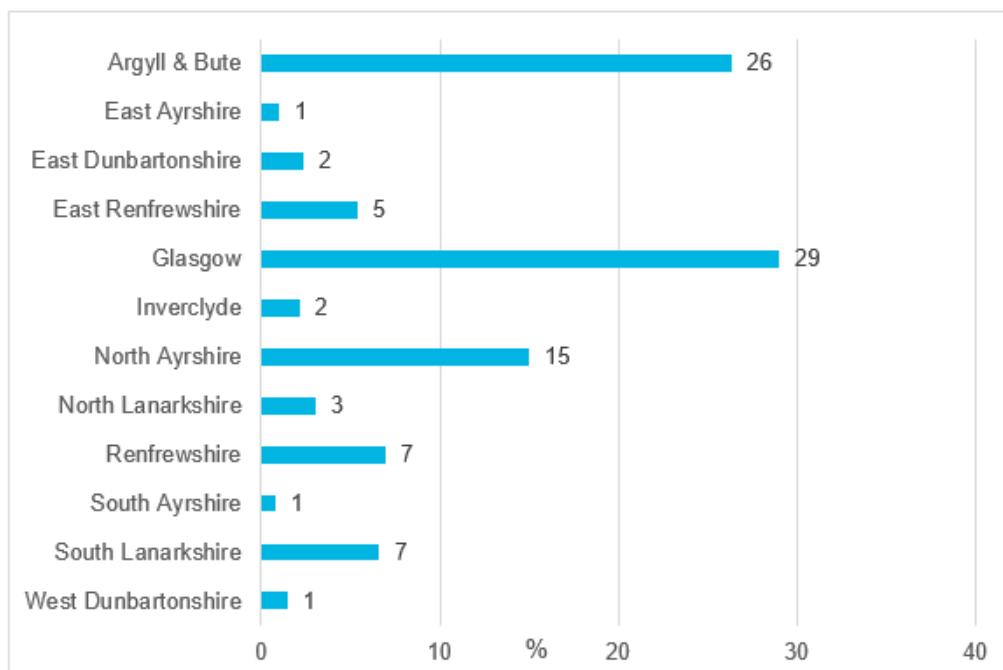


Base: 599 | “Thinking about all sources of income, which of the following best represents your total income before taxes and other deductions?” | Single response | Chart excludes those stating 'prefer not to say' (n=272) and 'don't know' (n=20)

2.4.3 Resident Location

Figure 2.5 shows the local authority respondents were a resident of. This highlights there were respondents from all 12 districts, with the greatest number of respondents from Glasgow (29%), Argyll & Bute (26%) and North Ayrshire (15%). It is likely this, to some extent, reflects the promotion channels with the postcard to a sample of Ferry Card holders (*i.e. Argyll & Bute and North Ayrshire residents primarily*) as well as the greater population size of Glasgow.

Figure 2.5: Resident Local Authority

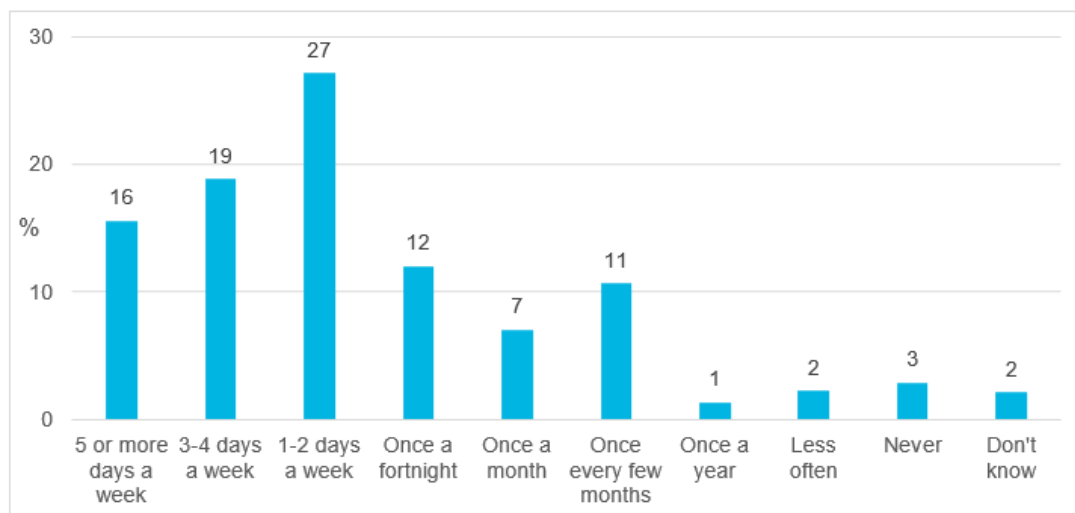


Base: 893 | “Which local authority are you a resident of?” | Single response

2.4.4 Bus Travel

The SCTS does not include the bus as this is covered by the free national concessionary travel scheme provided by the Scottish Government. Respondents were asked how often they make use of the free concessionary bus travel, with the results shown in **Figure 2.6**. This highlights 16% said they do so on five or more days a week, with 62% using it at least once a week. A notably smaller proportion of Argyll & Bute residents said they used concessionary bus travel compared with residents of Glasgow (44% and 79% respectively).

Figure 2.6: Concessionary Bus Travel



Base: 891 | “We are also keen to know about how often you make use of the free national concessionary travel scheme for bus provided separately by Transport Scotland” | Single response | Two respondents were not asked the question because of their response to an earlier question in the survey

3. Use and Perception of the SCTS

3.1 Introduction

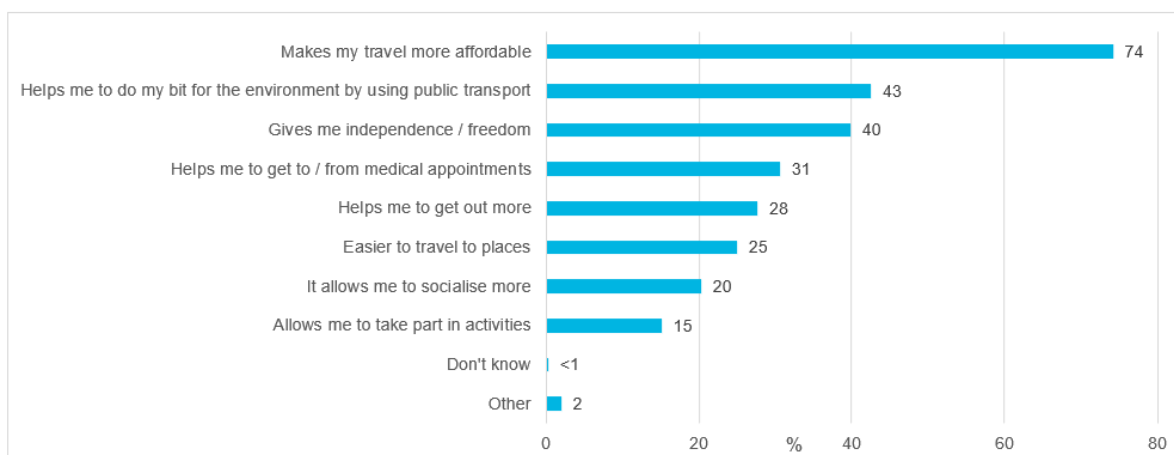
This section presents the results regarding respondents use and perception of the SCTS. The research recognised the impact of COVID-19 on travel behaviours so respondents were asked to consider their use of the Scheme in the longer term, once travel restrictions have been lifted and they feel safe travelling.

Respondents were asked to think about what will be important for their future SCTS needs and were able to select up to three aspects. As shown in **Figure 3.1**, the most frequently cited aspect was **‘makes my travel more affordable’** (74%). Almost a third (31%) noted the Scheme ‘helps me to get to / from medical appointments’ highlighting the importance of being able to access healthcare via these transport modes. Just over two-fifths (43%) said ‘helps me to do my bit for the environment by using public transport’ while a number of social aspects were also recognised:

- 40% said it ‘gives me independence / freedom’;
- 28% noted it ‘helps me to get out more’;
- 20% stated ‘it allows me to socialise more’; and
- 15% said it ‘allows me to take part in activities’.

For the purposes of analysis, ‘regular’ users were defined as those using the particular mode at least once a month. A greater proportion of regular ferry users said ‘makes my travel more affordable’ with 84% noting this compared with 70-71% of regular train and Subway users. This emphasises the financial importance of the concessionary fare for those travelling to / from the islands and peninsulas within the SCTS area. A larger proportion of regular ferry users also identified ‘helps me to get to / from medical appointments’ with 48% selecting this compared with 27% of regular train users and 20% of regular Subway users. This perhaps reflects the lack of alternative modes available for ferry users and the significance of the ferry in accessing services.

Figure 3.1: Important Aspects for Future SCTS Needs

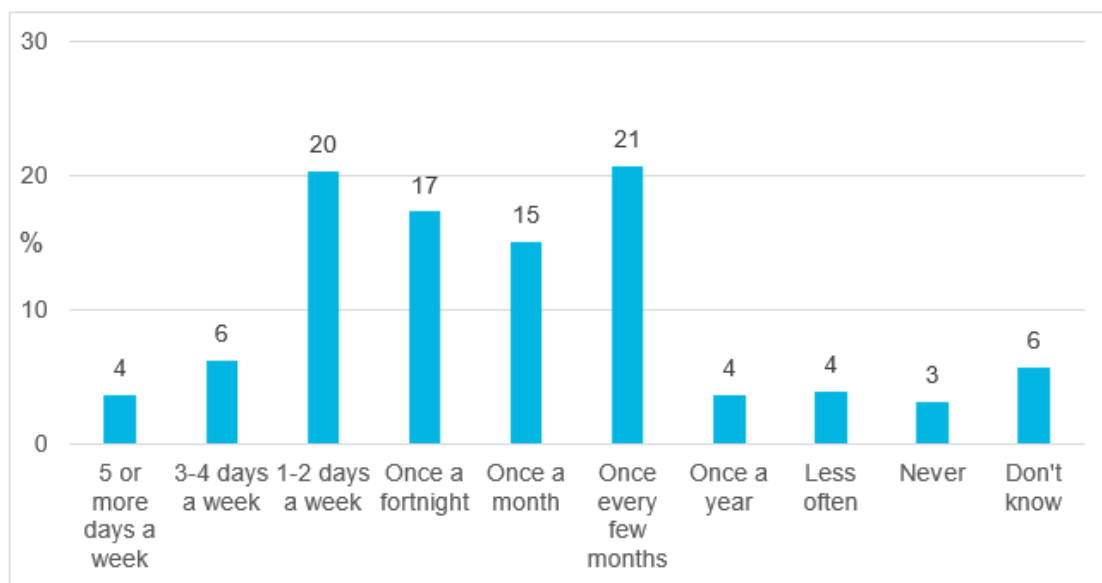


Base: 891 | “Thinking about your future Strathclyde Concessionary Travel Scheme needs, what do you think will be important?” | Multiple response, but maximum of three aspects | Two respondents were not asked the question because of their response to an earlier question in the survey

3.2 Train Journeys

Figure 3.2 summarises how often respondents expect to use the Scheme to receive reduced fares on the train in the longer term, once travel restrictions associated with COVID-19 have been lifted and they feel it safe to travel. This shows the majority (83%) of respondents said they would use the train at least once every few months, with 30% doing so at least once a week. A small proportion (4%) said they would use the train five or more days a week, which is a likely indication that the SCTS is being used by for commuting to work purposes, as expanded upon in the subsequent findings.

Figure 3.2: Frequency of Train Travel



Base: 893 | “Thinking about your future travel using the Strathclyde Concessionary Travel Scheme, how often will you be likely to use the Strathclyde Concessionary Travel Scheme to travel by TRAIN?” | Single response

Those stating they would use the train at least once a year (n=779) were subsequently asked a series of questions about their journey purpose, importance of concessionary fares and whether the journeys could be made by bus.

With regards to the purpose of journeys that respondents anticipated making by train in the future, **Table 3.1** shows two-thirds (66%) identified shopping journeys, while 60% said to visit friends / family and 55% noted social / leisure purposes. Commuting to / from work was identified by 12% and reflects the demographics presented earlier.

With regards to the main purpose of their journeys by train, just under a quarter (23%) said visit friends / family and 20% said social / leisure purposes. This highlights the importance of the scheme in facilitating opportunities to socialise with others, despite shopping being most frequently identified as a journey that would be made by train.

When asked to think about their future travel and the importance of concessionary fares for train travel, more than half (57%) said this was very important with a further 34% stating it was important. Just 7% said it was not important and 1% felt it was not at all important. This echoes the sentiment in **Figure 3.1** with ‘makes my travel more affordable’ identified as the most important aspect of the Scheme.

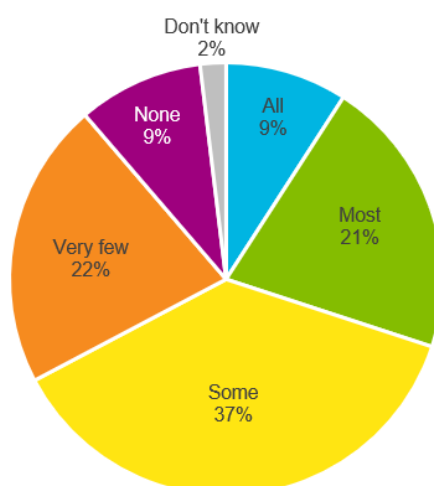
Table 3.1: Journey Purpose of Train Travel

| | All Journey Purposes | | 'Main' Journey Purpose | |
|------------------------------|----------------------|-------------|------------------------|--------------|
| | Count (n) | Percent (%) | Count (n) | Percent (%) |
| Commuting to / from work | 92 | 12 | 46 | 6 |
| Visit friends / family | 466 | 60 | 182 | 23 |
| Shopping | 518 | 67 | 134 | 17 |
| Health / medical appointment | 319 | 41 | 81 | 10 |
| Personal business | 213 | 27 | 40 | 5 |
| Social / leisure | 431 | 55 | 159 | 20 |
| Day trip / holiday | 379 | 49 | 72 | 9 |
| Just to get out | 301 | 39 | 56 | 7 |
| Other | 18 | 2 | 9 | 1 |
| Base | 779 | 100 | 779 | 100.0 |

“What type of Strathclyde Concessionary travel Scheme journeys do you expect to make in the future by TRAIN?” | Multiple response | “What will be the main purpose of your journeys using the Strathclyde Concessionary Travel Scheme?” | Single response

Figure 3.3 summarises whether respondents felt they could make their future train journeys by bus. Almost one in ten (9%) said they could not make these journeys by bus, while 22% could make very few of their train journeys by bus. Two-thirds (67%) could make all (9%), most (21%) or some (37%) of these journeys by bus; these respondents were subsequently asked why they would travel by train rather than bus (**Figure 3.4**).

Figure 3.3: Able to Make Train Journeys by Bus



Base: 779 | *“Thinking about the future TRAIN journeys you will make using the Strathclyde Concessionary Travel Scheme, which of the following best describes whether these journeys could be made by bus?” | Single response*

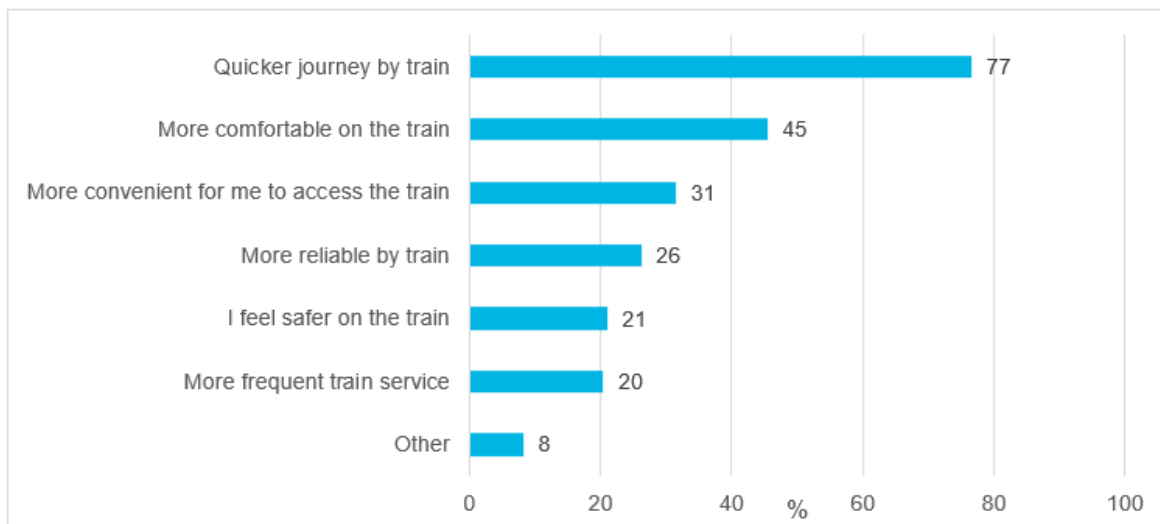
The most frequently cited reason for travelling by train (rather than bus), was that it is a quicker journey by train (77%). The journey being more comfortable on the train was stated by 45%, while just under a third (31%) said it was more convenient to access the train and 26%

“The train takes half-hour, the same journey by bus takes an hour and ten minutes”

“If it’s a long journey, the train is more comfortable and there are toilets”

felt the journey was more reliable by train. Approximately one-fifth of respondents each said they feel safer on the train (21%) and that there is a more frequent train service (20%). With regards to the ‘other’ reasons identified by respondents these included becoming travel sick on the bus, toilets being available on the train and the journey being “easier” by train.

Figure 3.4: Reasons for Train Travel (rather than bus)

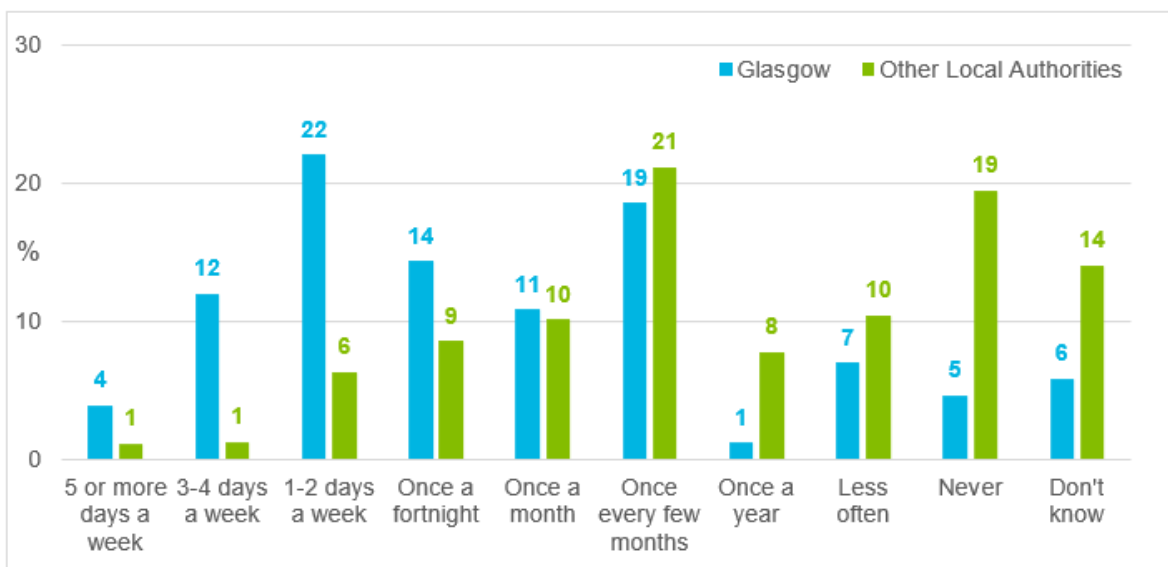


Base: 524 | “Why will you choose to travel by TRAIN rather than BUS for journeys?” | Multiple response

3.3 Subway Journeys

With regards to the frequency with which respondents anticipate using the Scheme to receive reduced fares on the Subway in the longer term, **Figure 3.5** provides a comparison between residents of Glasgow City and the 11 other local authorities in the region. This highlights 38% of Glasgow residents felt they will use the Subway at least once a week compared with 8% of residents of one of the other local authorities.

Figure 3.5: Frequency of Subway Travel



Base: Glasgow – 259, Other Local Authorities - 634 | “Thinking about your future travel using the Strathclyde Concessionary Travel Scheme, how often will you be likely to use the Strathclyde Concessionary Travel Scheme to travel by SUBWAY?” | Single response

Similarly to the train, those stating they would use the Subway at least once a year (n=570) were subsequently asked a series of questions about their journey purpose, the importance they place on concessionary fares and whether the journeys they make using Subway could be made by bus.

With regards to the journey purposes that respondents anticipated making by Subway in the future, **Table 3.2** highlights 55% said they would use the Subway to travel for shopping purposes, while 49% indicated social / leisure purposes and 38% stated to visit friends / family. These three purposes were also most frequently cited as the main purpose of Subway journeys. Compared with the train (**Table 3.1**), notably smaller proportions identified visit friends / family, health / medical appointment, day trip / holiday and just to get out. This perhaps reflects the comparatively smaller catchment of destinations served by the Subway.

Table 3.2: Journey Purpose of Subway Travel

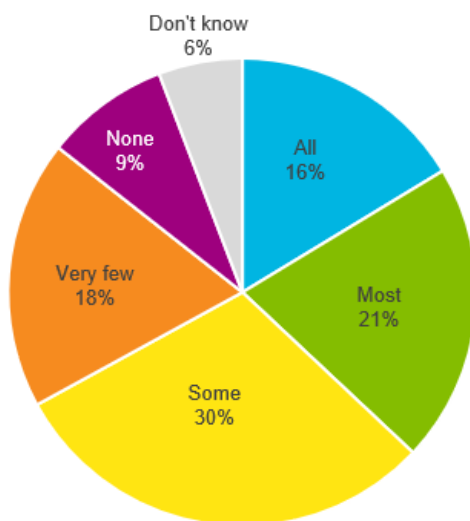
| | All Journey Purposes | | Main Journey Purpose | |
|------------------------------|----------------------|-------------|----------------------|-------------|
| | Count (n) | Percent (%) | Count (n) | Percent (%) |
| Commuting to / from work | 50 | 9 | 33 | 6 |
| Visit friends / family | 214 | 38 | 95 | 17 |
| Shopping | 316 | 55 | 149 | 26 |
| Health / medical appointment | 128 | 23 | 46 | 8 |
| Personal business | 119 | 21 | 30 | 5 |
| Social / leisure | 281 | 49 | 159 | 28 |
| Day trip / holiday | 94 | 17 | 17 | 3 |
| Just to get out | 105 | 18 | 29 | 5 |
| Other | 13 | 2 | 12 | 2 |
| Base | 570 | 100 | 570 | 100 |

“What type of Strathclyde Concessionary travel Scheme journeys do you expect to make in the future by SUBWAY?” | Multiple response | “What will be the main purpose of your journeys using the Strathclyde Concessionary Travel Scheme?” | Single response

When asked to think about their future travel and the importance of concessionary fares for Subway travel, just over three-quarters (77%) said this was very important (39%) or important (38%). Meanwhile, 22% said it was not important / not important at all.

Figure 3.6 summarises whether respondents felt they could make their future Subway journeys by bus. Almost one in ten (9%) said they could not make these journeys by bus, while 18% could make very few of their Subway journeys by bus. Two-thirds (67%) could make all (16%), most (21%) or some (30%) of these journeys by bus, which was consistent with train travel (**Figure 3.3**). A greater proportion said they could make all their Subway journeys by bus compared with the train journeys (16% and 9%) respectively which likely reflects the alternatives available for the typical urban catchment of Subway journeys.

Figure 3.6: Able to Make Subway Journeys by Bus



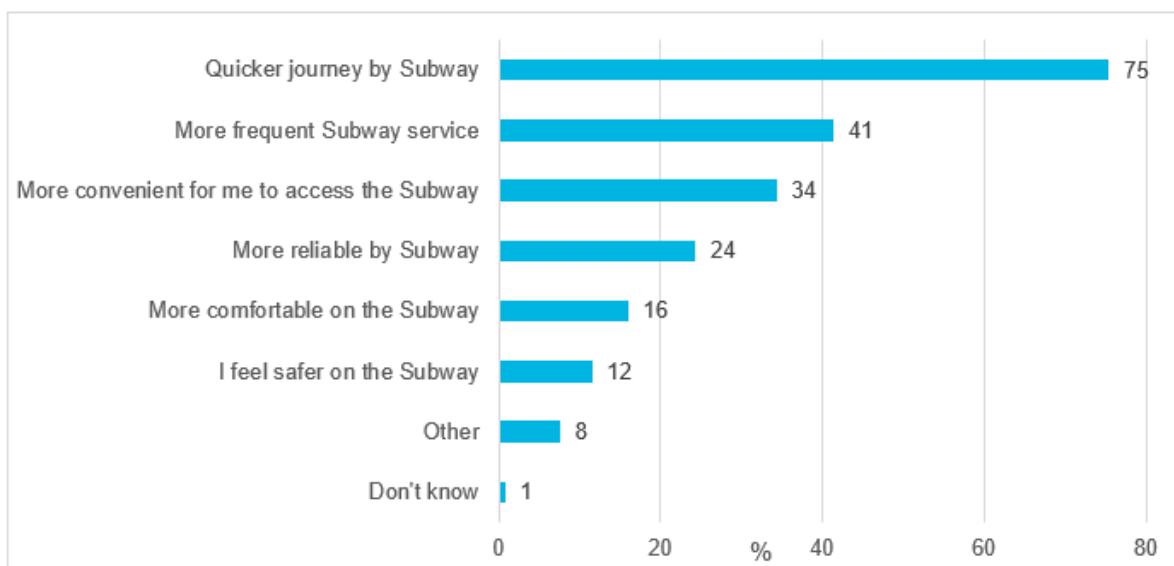
Base: 570 | “Thinking about the future SUBWAY journeys you will make using the Strathclyde Concessionary Travel Scheme, which of the following best describes whether these journeys could be made by bus?” | Single response

Those respondents stating they could make some, most or all Subway journeys by bus were subsequently asked why they would travel by Subway rather than bus and the results are shown in **Figure 3.7**. The most frequently cited reason for travelling by Subway (rather than bus), was that it is a quicker journey by Subway (75%), and the frequency of Subway services was identified by 41% of respondents. Similarly to the reasons for travelling by train rather than bus, convenience and reliability were also high scoring reasons (34% and 24% respectively).

“If the Subway goes to, or near to, my destination I would always choose it over the bus, it is so much more predictable, and you do not need a knowledge of the current bus operators, numbers and routes”

“Subway travels under the river, therefore, quicker and more convenient”

Figure 3.7: Reasons for Subway Travel (rather than bus)

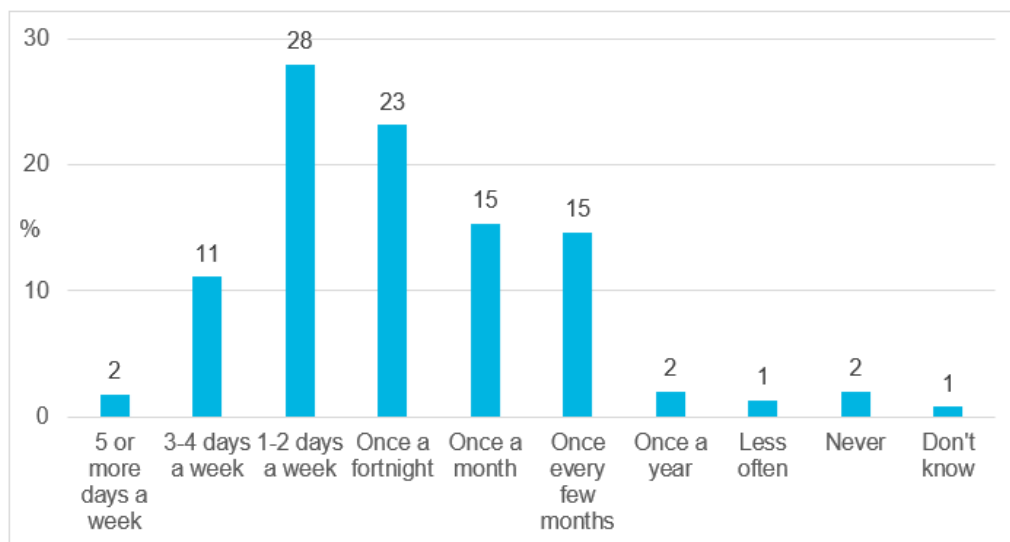


Base: 382 | “Why will you choose to travel by SUBWAY rather than BUS for journeys?” | Multiple response

3.4 Ferry Journeys

All respondents with a Ferry Card (n=398), were asked how often they will use the Scheme to receive reduced fares on the ferry in the longer term. **Figure 3.8** highlights 41% stated they would use the ferry at least once per week, while a further 23% said they would do so at least once a fortnight.

Figure 3.8: Frequency of Ferry Travel



Base: 397 | “Thinking about your future travel using the Strathclyde Concessionary Travel Scheme, how often will you be likely to use the Strathclyde Concessionary Travel Scheme to travel by FERRY?” | Single response | N.B. One respondent did not answer the question

Those stating they would use the ferry at least once a year (n=381) were subsequently asked a series of questions about the purpose of their ferry journeys and the importance of concessionary fares.

With regards to the journey purpose for ferry journeys that respondents anticipate making in the future, **Table 3.3** highlights almost three-quarters (73%) said they will use the ferry for shopping journeys, two-thirds (68%) will visit friends / family and 65% will travel to a health / medical appointment. When asked to identify the main purpose of their journeys by ferry, half said visit friends / family (25%) or shopping (25%), while 19% stated health / medical appointment.

Table 3.3: Journey Purpose of Ferry Travel

| | All Journey Purposes | | Main Journey Purpose | |
|------------------------------|----------------------|-------------|----------------------|-------------|
| | Count (n) | Percent (%) | Count (n) | Percent (%) |
| Commuting to / from work | 36 | 9 | 18 | 5 |
| Visit friends / family | 258 | 68 | 95 | 25 |
| Shopping | 79 | 73 | 94 | 25 |
| Health / medical appointment | 248 | 65 | 73 | 19 |
| Personal business | 160 | 42 | 16 | 4 |
| Social / leisure | 190 | 50 | 15 | 4 |
| Day trip / holiday | 214 | 56 | 40 | 11 |
| Just to get out | 121 | 32 | 10 | 3 |
| Other | 29 | 8 | 20 | 5 |
| Base | 381 | 100 | 381 | 100 |

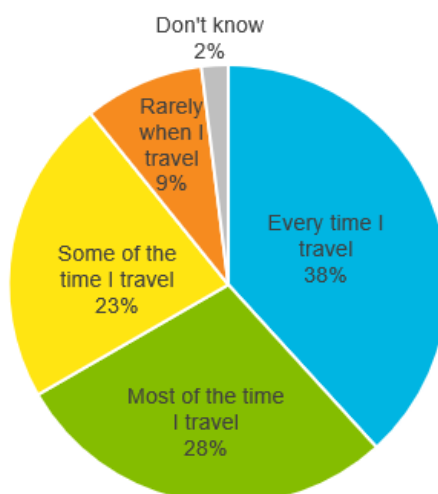
“What type of Strathclyde Concessionary travel Scheme journeys do you expect to make in the future by FERRY?” | Multiple response | “What will be the main purpose of your journeys using the Strathclyde Concessionary Travel Scheme?” | Single response

When asked to think about their future travel and the importance of concessionary fares for ferry travel, almost all respondents stated this was very important (87%) or important (11%). Just 1% said it was not important (1%) or not important at all (<1%). The proportion identifying the concessionary fare was very important was notably higher than the proportion stating this for train and Subway travel.

3.5 Companion Journeys

A total of 102 respondents indicated they had a NEC which included ‘plus Companion’ and these respondents were asked how often someone travels with them as their Companion (**Figure 3.9**). The results highlight 38% said they had a Companion every time they travel and a further 28% said they did most of the time.

Figure 3.9: Accompanied by Companion

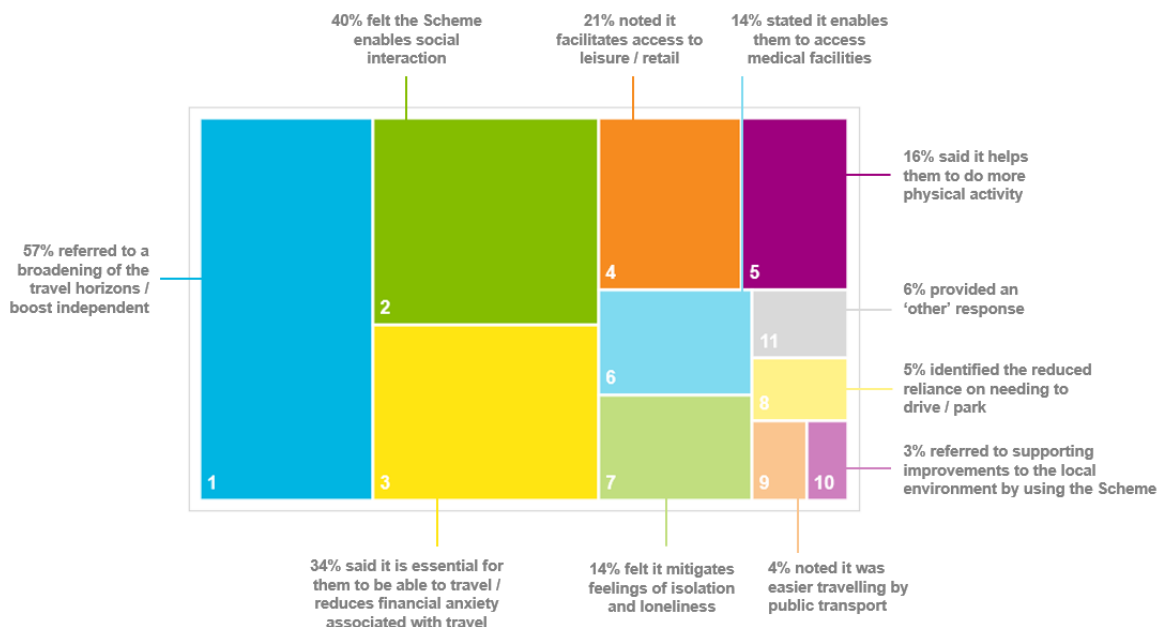


Base: 102 | *“How often will you have someone travelling with you as your Companion?” | Single response*

3.6 Health and Wellbeing

The majority of respondents said the Scheme helped them to maintain, or improve, their physical health (86%) and sense of wellbeing (92%). These respondents were subsequently asked to explain how the Scheme does this and two-thirds (67%) of respondents took the opportunity to expand on their response. **Figure 3.10** provides a summary of the ten key themes of these responses and is supplemented by a variety of quotes which illustrate this analysis.

Figure 3.10: How does the Scheme Support Physical Health and Sense of Wellbeing



Base: 560 | “Can you explain why you consider that the Strathclyde Concessionary Travel Scheme helps you to maintain, or improve, your physical health and sense of wellbeing?”

“Without this Scheme I would have to limit my travel off the island...It is important to mental wellbeing that an Islander does not feel isolated due to lack of funds for travel to the mainland, especially when at an older age they may need to access their families and their support”

“I don’t need to worry about how much cash I need for the bus. I don’t use technology or like using my bank card to pay for things. My [SCTS] card takes that worry away”

“Scheme helps me to maintain and sustain my physical and mental health giving me a sense of wellbeing by giving me a purpose to get up in the morning and get out of the house...I do not drive anymore and the travel scheme has made it possible to maintain my independence”

“The scheme makes all travel financially more accessible and travelling to a range of activities keeps body and mind active”

“Access to good transport links at reasonable cost opens opportunities for wellbeing activities for me in outdoors settings that I don’t have on my doorstep...the bus service in my area is slow and crowded, rail is quiet, fast and much more disabled friendly. I honestly don’t know what I would do without it”

“Having the card prevents me from being isolated”

“Fantastic scheme, couldn’t get about without it, especially as I’m on low income”

“It allows the choice to get out and about at an age when some people are alone and isolated. The pass not only gives access to get out, but the opportunity for social interaction with people”

“The concessionary travel pass means it is more affordable to travel, therefore, meaning I can get out more. Going out for different purposes is extremely important for my mental health, sense of purpose and enjoyment of life”

4. Impact of SCTS Changes

4.1 Introduction

The review of the SCTS is considering a number of changes to the current levels of concessionary fares provided. The survey asked respondents that use the train, Subway or ferry at least once a month to consider what the impact would be on their journeys if there were changes to the concessionary fare.

4.2 Train Journeys

A total of 561 respondents said, in the longer term, they will use the Scheme to receive reduced fares on the train at least once a month.

These respondents were asked to think about the train journeys they make most often and how much they usually pay for these journeys. Two-fifths (40%) said they pay £1.00 single / £1.50 return, while a quarter (25%) pay £2.00 single / £3.00 return and the remaining respondents stated they paid another amount.

Respondents were then asked about the impact of the following changes on their journeys by train:

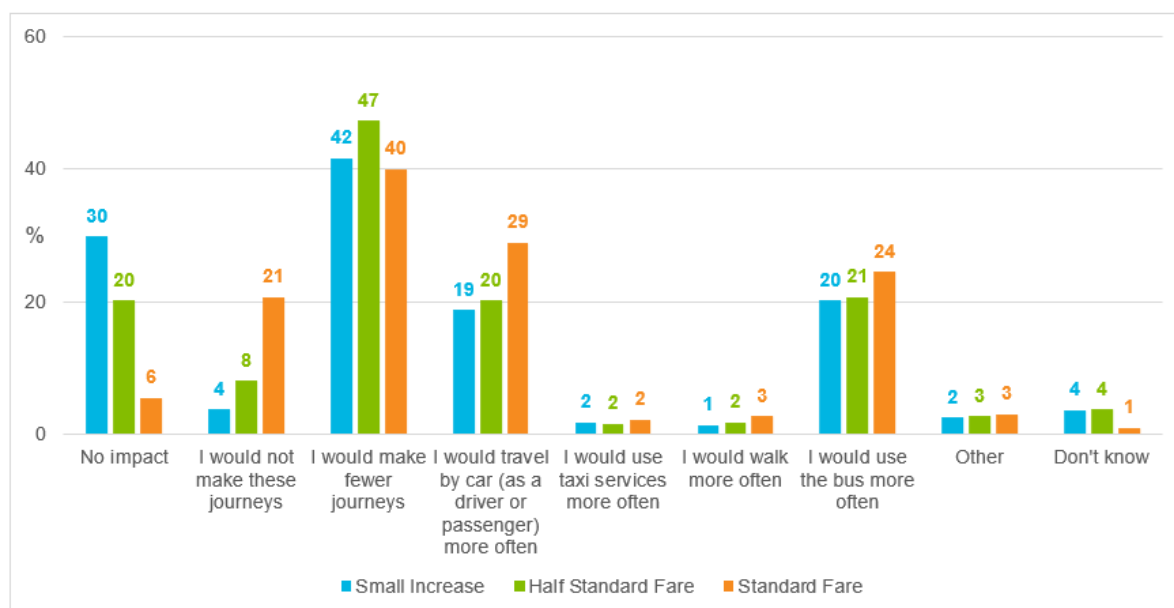
- A small increase to the existing concessionary fare;
- An increase in concessionary fares to be half the Standard Fare; and
- If the Scheme did not exist and they had to pay the Standard Fare.

Figure 4.1 presents the results and shows 30% felt a small increase to the concessionary fare would have no impact on their train journeys. However, 4% said they would not make train journeys and 42% stated they would make fewer train journeys. Around a fifth each said they would travel by car (as a driver or passenger) more often (19%) and use the bus more often (20%) if there was a small increase.

If the concessionary fare was increased to be half the Standard Fare, almost half (47%) said they would make fewer journeys and a further 8% said they would not make train journeys. There was also a comparative reduction in the proportion stating it would have no impact on their journeys (20% compared with 30% if there was a small increase).

Just over a fifth (21%) of respondents said the removal of the Scheme (i.e. with the Standard Fare needing to be paid) would result in them not being able to make journeys and a further 40% said they would make fewer journeys. Slightly greater proportions also identified that they would travel by car (as a driver or passenger) more often or travel by bus more often.

Figure 4.1: Impact of a Change in Concessionary Fares – Train



Base: 561 | “What impact would a small increase to the existing concessionary fare have on your Strathclyde Concessionary Travel Scheme journeys by TRAIN?” | “What impact would an increase in concessionary fares to be Half the Standard Fare have on your Strathclyde Concessionary Travel Scheme journeys by TRAIN?” | “If the Strathclyde Concessionary Travel Scheme did not exist and you had to pay the Standard Fare, what impact would this have on your Strathclyde Concessionary Travel Scheme journeys by TRAIN?” | Multiple response

Further analysis of the results in **Figure 4.1** has been undertaken to understand any trends based on respondent characteristics. This has highlighted the following trends in each scenario:

Small Increase to the Concessionary Fare

- A slightly higher proportion of those aged under 60 said they would not make journeys (8%) compared with those aged 60-69 and 70+ (3% each). A slightly smaller proportion of those aged 70+ said they would make fewer journeys (36%) compared with those aged under 60 and 60-69 (43% each).
- Those with an annual income of £30,001+ were more likely to say a small increase would have no impact on their journey (39%) compared with those with an annual income of less than £10,000 (19%). While a similar proportion across income bands said they would not make journeys (3-4%), almost half (49%) of those with an annual income of less than £10,000 said they would make fewer journeys compared with 30% of those earning £30,000+.
- A slightly higher proportion of male respondents said they would travel by car (as a driver or passenger) more often (22% compared with 15% of female respondents).
- While a third (34%) of those indicating they usually pay £1.00 single / £1.50 return said a small increase would have no impact, approximately a quarter (24%) of those that usually pay £2.00 single / £3.00 return said it would have no impact. A greater proportion of those paying £2.00 single / £3.00 return noted they would travel by car (as a driver or passenger) more often (26%) compared with those paying £1.00 single / £1.50 return.

Half Standard Fare

- Similarly to a small increase in the concessionary fare scenario, if the concessionary fare was increased to be half the Standard Fare, a slightly higher proportion of those aged under 60 said they would not make journeys (12%) compared with those aged 60-69 and 70+ (8% each).
- Those stating they would make train journeys at least once a fortnight or at least once a month were more likely to say an increase to half the Standard Fare would have no impact

(23-25%) compared with those travelling on 3+ days per week or 1-2 days per week (16-17%).

- Those with an annual income of £30,001+ were less likely to say they would make fewer journeys if they had to pay half the Standard Fare (36%) compared with those with an annual income of less than £10,000 (47%) or £10,001-£20,000 (48%).
- A higher proportion of male respondents said they would travel by car (as a driver or passenger) more often compared with female respondents (25% and 15% respectively).

Standard Fare

- A third (32%) of those under 60 said they would not make journeys in this scenario compared with 18% of those aged 60-69 and 21% of those aged 70+.
- Those with an annual income of £30,000+ were more likely to say they would make fewer journeys (42%) rather than that they would not make the train journeys (12%). Meanwhile, of those earning less than £10,000, approximately a third (32%) said they would make fewer journeys and a further third (32%) said they would not make the journeys. A notably lower proportion of those earning less than £10,000 said they would travel by car (as a driver or passenger) more often, with just 15% stating this compared with 37% of those earning £20,001-£30,000 and 39% of those earning £30,000+.
- Higher proportions of male respondents stated they would use the bus more often (29% compared with 21% of female respondents) or travel by car (as a driver or passenger) more often (33% compared with 25% of female respondents).
- A slightly higher proportion of respondents that indicated they usually pay £1.00 single / £1.50 return for their train journeys said they would use the bus more often (30% compared with 22% of those that pay £2.00 single / £3.00 return). Meanwhile, the inverse trend was evident for the proportion that would travel by car (as a driver or passenger) more often.

Those respondents stating they would not make journeys, or would make fewer journeys, in either of the three scenarios were asked to state which journeys they would not make or would make fewer of. The results in **Table 4.1** show the number of respondents identifying each purpose and the proportion based on whether the purpose had been previously identified in **Table 3.1** (for the identified sample of respondents).

Almost three-quarters (74%) of those that had previously said they would make social / leisure journeys in the longer term said they would no longer make / make fewer social / leisure journeys. A similarly high proportion was also identified for shopping (72%), journeys just to get out (68%) and visiting friends / family (65%). Meanwhile, just a third (32%) stated this for health / medical appointments reflecting the necessity of making these journeys, with limited alternatives.

Table 4.1: Journey Purpose for Train Journeys Not Made if Concessionary Fares were Reduced / Removed

| Journey Purpose | Count (n) | Percent (%) | Base (n) |
|------------------------------|-----------|-------------|----------|
| Commuting to / from work | 33 | 50 | 66 |
| Visit friends / family | 186 | 65 | 285 |
| Shopping | 230 | 72 | 320 |
| Health / medical appointment | 66 | 32 | 205 |
| Personal business | 82 | 55 | 150 |
| Social / leisure | 200 | 74 | 269 |
| Day trip / holiday | 137 | 61 | 224 |
| Just to get out | 138 | 68 | 202 |
| Other | 3 | 38 | 8 |

Base shown in table and as is the frequency with which the purpose was identified in Table 3.1 amongst the sample asked the question – Note low base for some purposes so results should be treated with caution | “*What type of TRAIN journeys would you make fewer of?*” | Multiple response

4.3 Subway Journeys

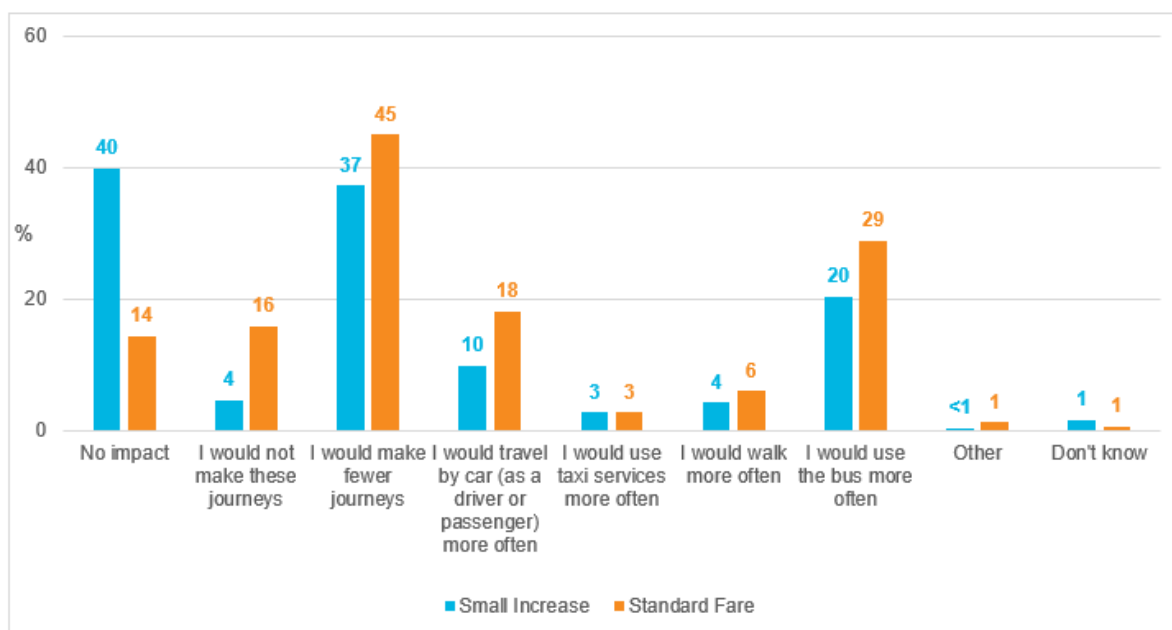
A total of 336 respondents said, in the longer term, they will use the Scheme to receive reduced fares on the Subway at least once a month. These respondents were then asked about the impact of the following changes on their Subway journeys:

- A small increase to the existing concessionary fare; and
- If the Scheme did not exist and they had to pay the Standard Fare.

The impact is summarised in **Figure 4.2** and shows two-fifths (40%) felt a small increase to the concessionary fare for Subway travel would have no impact on their journeys, but if the Scheme was removed and they needed to pay the Standard Fare, just 14% said this would have no impact. If the Scheme did not exist, 14% said they would not make Subway journeys and a further 45% said they would make fewer Subway journeys. If there was a small increase to the concessionary fare, a slightly smaller proportion (37%) said they would make fewer journeys and notably fewer said they would not make these journeys (4%).

Figure 4.2 highlights the potential for an increase in the Subway concessionary fare to lead to greater levels of bus use and reliance on the car, particularly if the Scheme did not exist and the Standard Fare needed to be paid. The proportion stating they would use the bus more often was reasonably similar to the response for train journeys (**Figure 4.1**); however, the proportion stating the car was lower than that for train journeys. Although the proportion stating walk more often was low, this was comparatively higher than the proportion identifying this for train journeys and likely reflects the distance typically travelled by Subway.

Figure 4.2: Impact of a Change in Concessionary Fares – Subway



Base: 336 | “What impact would a small increase to the existing concessionary fare have on your Strathclyde Concessionary Travel Scheme journeys by SUBWAY?” | “If the Strathclyde Concessionary Travel Scheme did not exist and you had to pay the Standard Fare, what impact would this have on your Strathclyde Concessionary Travel Scheme journeys by SUBWAY?” | Multiple response

Additional analysis of the respondent characteristics in both scenarios has been undertaken with the key findings summarised below:

Small Increase to the Concessionary Fare

- A greater proportion (50%) of those aged 70+ said the small increase would have no impact on their journeys compared with a third (33%) of those aged under 60 and 39% of those aged 60-69. Conversely, a greater proportion of those under 60 said they would not make these journeys (9% compared with 2% of those aged 70+) and, similarly, around two-fifths of those aged under 60 (41%) and aged 60-69 (39%) felt they would make fewer journeys compared with 27% of those aged 70+.
- Those that anticipated they would use the Subway at least once a week were less likely to say the small increase would have no impact (30% of those using it 3+ days a week and 34% of those using it 1-2 days a week) compared with those using it at least once a fortnight (47%) or at least once a month (45%). While a similar proportion said they would not make journeys across the frequency of use categories (3-7%), a considerably higher proportion of those that would use the Subway at least 3 days a week (50%) said they would make fewer journeys compared with those making journeys at least once a fortnight (32%) or at least once a month (30%).
- Similarly to the train user findings, a higher proportion of those on lower incomes said they would make fewer journeys (45% of those with an annual income of less than £10,000) compared with those on higher incomes (36% of those with an annual income of £30,000+).
- A slightly higher proportion of female respondents said they would make fewer journeys (39%) compared with male respondents (33%).

Standard Fare

- While there were some marginal differences in the impact of a Standard Fare according to the frequency with which respondents anticipated using the Subway, this was less pronounced compared with the small increase to the concessionary fare.

- Just 2% of those with an annual income of less than £10,000 said there would be no impact on their journeys if they had to pay the Standard Fare compared with almost a quarter (24%) of those with an annual income of £30,000+. Although the bases by income cohort are low (so should be treated with caution), it appears the proportion stating they would make fewer journeys is reasonably consistent across the cohorts, but the proportion that felt they would not make the Subway journeys varied considerably from 30% of those with an annual income of less than £10,000 to 10-16% of respondents in the other cohorts.
- While a slightly higher proportion of male respondents said they would not make journeys if the Scheme did not exist and they had to pay the Standard Fare (20% compared with 12% of female respondents), a slightly higher proportion of female respondents said they would make fewer journeys compared with male respondents (48% compared with 41%).

Those stating they would not make journeys, or would make fewer journeys, were asked to state which journeys they would make fewer of. The results are shown in **Table 4.2**, with the percentage of those identifying the purpose in **Table 3.2** for this sample of respondents. The results show a greater proportion of journeys to visit friends / family (75%), for shopping (73%) and for social / leisure (71%) purposes would be affected. Smaller proportions identified health / medical appointment (42%) and commuting to / from work (54%) being undertaken less often if the concessionary fares were increased.

Table 4.2: Journey Purpose for Subway Journeys Not Made

| Journey Purpose | Count (n) | Percent (%) | Base (n) |
|------------------------------|-----------|-------------|----------|
| Commuting to / from work | 13 | 54 | 24 |
| Visit friends / family | 89 | 75 | 118 |
| Shopping | 111 | 73 | 152 |
| Health / medical appointment | 30 | 42 | 71 |
| Personal business | 45 | 64 | 70 |
| Social / leisure | 95 | 71 | 133 |
| Day trip / holiday | 23 | 51 | 45 |
| Just to get out | 35 | 66 | 53 |
| Other | 2 | 67 | 3 |

Base: The frequency with which the purpose was identified in Table 3.2 amongst the sample asked the question – Note low base for some purposes so results should be treated with caution | “What type of SUBWAY journeys would you make fewer of?” | Multiple purposes could be selected

4.4 Ferry Journeys

In the longer term, 315 Ferry Card respondents said they will use the ferry at least once a month. These respondents were then asked to think about the ferry journeys they make most often and how much they usually pay, with nearly three-quarters (71%) stating they pay £1.00 single / £1.50 return and the remaining respondents pay £2.00 single / £2.90 return.

Respondents were subsequently asked about the impact of the following changes to the ferry journeys they make:

- A small increase to the existing concessionary fare;
- An increase in concessionary fares to be to half the Standard Fare; and
- If the Scheme did not exist and they had to pay the Standard Fare.

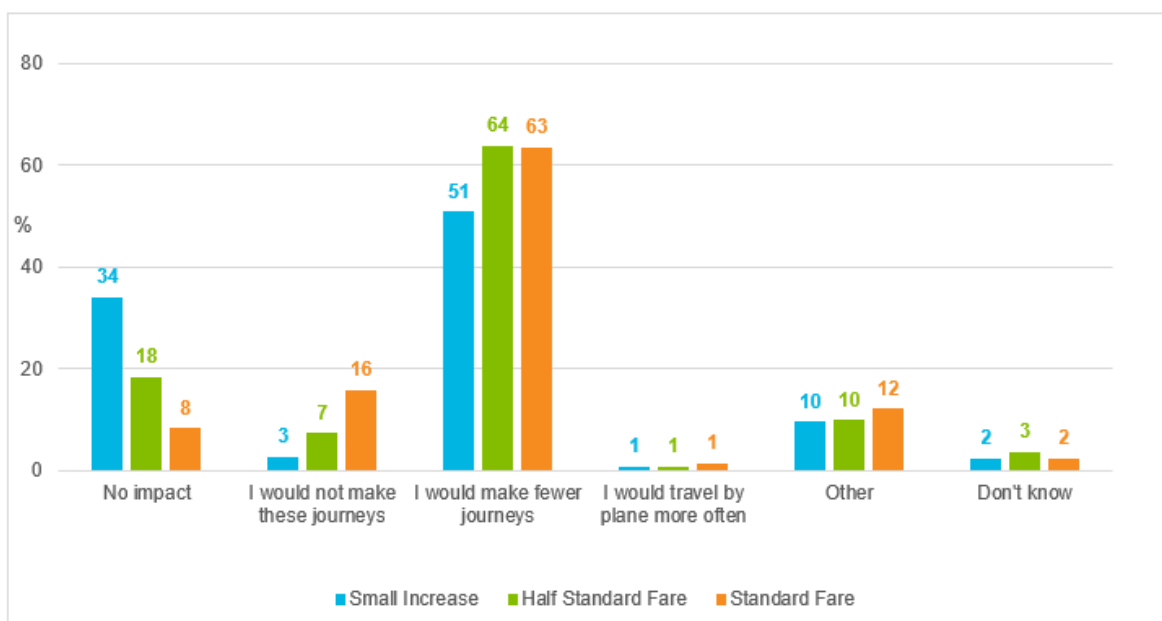
In each of the scenarios, the majority of respondents stated they would make fewer journeys, **Figure 4.3** highlights almost two-thirds said this if they had to pay half the Standard Fare (64%) or the Standard Fare (63%), while 51% stated this if there was a small increase. A considerably higher proportion felt they would not make journeys if they had to pay the Standard Fare (16%) compared with 3% if there was a small increase and 7% if it increased to be half the Standard Fare.

A third (34%) of respondents said there would be no impact on their journeys if there was a small increase to the concessionary fare, compared with 18% if fares increased to be half the Standard Fare and just 8% if they had to pay the Standard Fare. There are fewer alternative options available for ferry travel, with 1% noting they would travel by plane and a number of those responding ‘other’ stating they would travel by car more often.

Figure 4.3 highlights a greater proportion of regular ferry users said ‘other’ to this question and when asked to specify the impact, there were four key themes to the responses provided. These themes are summarised by the quotes below. These highlight the importance of the concessionary fare for ferry travel and the impact it could have both financially as well as the ability to make social / leisure journeys. It is also evident that, for some respondents, health / medical appointments could also be constrained particularly in the scenario where the Scheme did not exist, and the Standard Fare would need to be paid.



Figure 4.3: Impact of a Change in Concessionary Fares - Ferry



Base: 561 | “What impact would a small increase to the existing concessionary fare have on your Strathclyde Concessionary Travel Scheme journeys by FERRY?” | “What impact would an increase in concessionary fares to be Half the Standard Fare have on your Strathclyde Concessionary Travel Scheme journeys by FERRY?” | “If the Strathclyde Concessionary Travel Scheme did not exist and you had to pay the Standard Fare, what impact would this have on your Strathclyde Concessionary Travel Scheme journeys by FERRY?” | Multiple response

Further analysis of the results presented in **Figure 4.3** has identified the following differences between respondent characteristics. There was less variation by age and gender compared with the analysis of the impact on train and Subway journeys.

Small Increase to Concessionary Fare

- Less than a quarter (23%) of those with an annual income of less than £10,000 said a small increase to the concessionary fare would have no impact, whereas 38% of those with an income of £10,001-£20,000 and 43% of those with an income of £20,001-£30,000 felt this way. Conversely, a higher proportion of those with an annual income of less than £10,000 stated they would make fewer journeys (59%) compared with 48% (£10,001-£20,000) and 43% (£20,001-£30,000).

Half Standard Fare

- Similar to the small increase to a concessionary fare, the scenario with half the Standard Fare also highlighted the varying response by income cohort with a greater proportion of those on lower incomes stating they would be impacted.
- Those stating they would use the ferry 3+ days per week were more likely to say they would not make these journeys (14%) compared with just 5-6% of those using it less often (i.e. 1-2 days per week, once a fortnight or once a month).

Standard Fare

- A slightly higher proportion of those that would make ferry journeys once a fortnight (11%) or once a month (12%) felt removal of the Scheme and the need to pay the Standard Fare would have no impact, compared with 5-6% of those using the scheme 3+ days per week or 1-2 days per week.
- In this scenario, no respondents with an annual income of less than £10,000 said there would be no impact on their journeys; therefore, this highlights the significance of the SCTS for those on lower incomes as their ferry journeys would be impacted.

Those stating they would not make journeys, or would make fewer journeys, were asked which of the journey purposes they had previously identified that they make would be impacted. **Table 4.3** highlights social / leisure (78%) and shopping (75%) journeys were most frequently affected. Just over a quarter (27%) said they would not make, or would make fewer, journeys to a health / medical appointment while 36% stated their commute to / from work would be affected.

Table 4.3: Journey Purpose for Ferry Journeys Not Made

| Journey Purpose | Count (n) | Percent (%) | Base (n) |
|------------------------------|-----------|-------------|----------|
| Commuting to / from work | 11 | 36 | 31 |
| Visit friends / family | 131 | 67 | 195 |
| Shopping | 163 | 75 | 218 |
| Health / medical appointment | 51 | 27 | 192 |
| Personal business | 78 | 58 | 134 |
| Social / leisure | 123 | 78 | 158 |
| Day trip / holiday | 104 | 67 | 155 |
| Just to get out | 65 | 68 | 95 |
| Other | 10 | 46 | 22 |

Base: The frequency with which the purpose was identified in Table 3.3 amongst the sample asked the question – Note low base for some purposes so results should be treated with caution | “What type of FERRY journeys would you make fewer of?” | Multiple purposes could be selected

5. Conclusions

5.1 Key Findings

The survey with SCTS users was live for approximately six weeks between 25th November 2020 and 11th January 2021. A total of 893 respondents completed the survey that had used the Scheme to travel with reduced fares on the train, Subway and ferry in the last two years. With a high number of respondents from Argyll & Bute and North Ayrshire, it is considered that the distribution of a postcard to a sample of the Ferry Card database was effective in raising awareness of the survey. When utilising the findings, it is important to note this is the views of the sample of respondents that completed the survey and those that are likely to be adversely affected by a change to the Scheme are more likely to complete the survey.

Table 5.1 provides a summary of the results and highlights the variation in results between train, Subway and ferry passengers. Concessionary fares were very important / important to the majority of train, Subway and ferry users but this was particularly evident amongst ferry users (98%). Similarly, the scheme being affordable was identified by three-quarters (74%) of respondents as being important for their future Scheme needs.

It is apparent the SCTS is well-used with 63% using the train at least once a month, 63% of Glasgow residents using the Subway at least once a month and 79% of Ferry Card holders using the ferry at least once a month. Whilst two-thirds of respondents felt they could make all, most or some train and Subway journeys by bus, it is evident the train and Subway offer additional benefits to the bus, including journey time, frequency, convenience and reliability benefits.

Amongst regular users (*defined as using the mode at least once a month*) a small increase in the concessionary fare would result in 51% of regular ferry users making fewer journeys and a further 3% making no journeys. This is notably higher than that of the train (42% and 4% respectively) and Subway (37% and 5% respectively). Similarly, an increase in the concessionary fare to be half the Standard Fare would result in 64% making fewer journeys and 7% making no ferry journeys. While a similar proportion would not make the train journeys in the same scenario (8%), a considerably smaller proportion of regular train users said they would make fewer journeys (47%). This variation reflects the alternatives available for train with at least a fifth of respondents noting they would travel by car (as a driver or passenger) or bus more often. If the Scheme did not exist and the Standard Fare needed to be paid, a similar proportion of regular users said they would not make these journeys (16-21% across all three modes) and a further 40-45% of train and Subway users would make fewer journeys, while a further 64% of ferry users would make fewer journeys.

When asked which journeys they would not make, or would make fewer of, across the train, Subway and ferry, journeys for shopping, social / leisure, visit friends / family and just to get out were most likely to be impacted. However, for some respondents, their access to health / medical appointments would be constrained by an increase in the concessionary fare.

Finally, it is evident that the Scheme is important for the physical health and sense of wellbeing of Scheme users. The affordable travel provided by the Scheme enables card holders to have greater mobility and independence, with a broadening of their travel horizons / accessibility catchment. This facilitates access to leisure / retail opportunities as well as socialising with friends / family which, for some, can mitigate loneliness and isolation that are detrimental to wellbeing. When presented with the scenarios regarding an increase in concessionary fares, those respondents stating they would not make, or would make fewer journeys, were more likely to identify journeys that can combat this (i.e. visit friends / family, social / leisure). Several respondents also recognised the Scheme encourages them to be more physically active, whether this is the walk to / from stations or to travel to a location for exercise. The Scheme enabling access to medical appointments was identified by a number of respondents as supporting their health and wellbeing.

Table 5.1: Results Summary, by Mode

| | | Train (%) | Subway (%) | Ferry (%) |
|---|--------------------------------------|------------|------------|------------|
| User (defined as at least once per year) | | 87 (n=779) | 64 (n=570) | 96 (n=381) |
| 'Regular' user (defined as at least once per month) | | 63 (n=561) | 38 (n=336) | 79 (n=315) |
| Concessionary Fares | Very important / important | 91 | 78 | 98 |
| | Not important / Not at all important | 9 | 22 | 1 |
| All / Most / Some Journeys could be by Bus | | 67 | 67 | n/a |
| Impact of a Small Increase to Existing Concessionary Fare | No Impact | 30 | 40 | 34 |
| | I would not make these journeys | 4 | 5 | 3 |
| | I would make fewer journeys | 42 | 37 | 51 |
| Increase in Concessionary Fare to Half Standard Fare | No impact | 20 | n/a | 18 |
| | I would not make these journeys | 8 | n/a | 7 |
| | I would make fewer journeys | 47 | n/a | 64 |
| Standard Fare (i.e. no SCTS) | No impact | 6 | 14 | 8 |
| | I would not make these journeys | 21 | 16 | 16 |
| | I would make fewer journeys | 40 | 45 | 64 |

5.2 Next Steps

Findings of the survey will help to inform the option identification and assessment process for the future of the SCTS.

Appendix A: Survey

INTRODUCTION

Strathclyde Partnership for Transport (SPT) is reviewing the Strathclyde Concessionary Travel Scheme on behalf of the Strathclyde Concessionary Travel Scheme Joint Committee. The purpose of the review is to examine all options for the Scheme's future financial sustainability that will continue to achieve the Scheme's objectives for improving access for older and disabled people living in the Strathclyde region and for island communities.

It is important that SPT hear the views of those who use the Strathclyde Concessionary Travel Scheme to help inform the review.

The survey will take 10-15 minutes to complete.

[Data Privacy Statement]

SCREENER

| | | |
|-----------|---|---|
| S1 | Do you have a National Entitlement Card (NEC) issued for use in the Strathclyde Concessionary Travel Scheme (SCTS) area? <i>Select one only</i> National Entitlement Cards eligible to use the Strathclyde Concessionary Travel Scheme display an orange 'S' symbol at the top of the card next to the council logo. | |
| | Yes | 1 |
| | No | 2 |
| | Don't know | 3 |

If S1=2 or 3: Thank & Close

| | | |
|-----------|--|---|
| S2 | What type of National Entitlement Card do you have? <i>Select one only</i> | |
| | 60+ Concessionary Travel Card <i>(shown as an orange 'C' symbol on the card)</i> | 1 |
| | Disabled Concessionary Travel Card <i>(shown as an orange 'C' with green 'L' symbol on the card)</i> | 2 |
| | Disabled Plus Companion Concessionary Travel Card <i>(shown as an orange 'C' with green 'L' and '1' symbol on the card)</i> | 3 |
| | Visually Impaired Concessionary Travel Card <i>(shown as an 'eye' symbol on the card)</i> | 4 |
| | Visually Impaired Plus Companion Concessionary Travel Card <i>(shown as an 'eye' and '1' symbol on the card)</i> | 5 |

| | | |
|-----------|---|---|
| S3 | Do you have a Strathclyde Concessionary Travel Ferry Card? <i>Select one only</i> | |
| | Yes – I am a permanent resident on an island / peninsula covered by the Strathclyde Concessionary Travel Scheme | 1 |
| | Yes – I own and pay council tax for a second home on an island / peninsula covered by the Strathclyde Concessionary Travel Scheme | 2 |
| | No | 3 |
| | Don't know | 4 |

| | | |
|-----------|--|---|
| S4 | Have you travelled using the concessionary fare on the train, Subway or ferry in the last two years? <i>Select one only</i> The Strathclyde Concessionary Travel Scheme gives NEC holders reduced fares on the train and Subway in the Strathclyde area. [If S3=1 or 2] Strathclyde Concessionary Travel Ferry Card holders are also able to receive reduced ferry fares. | |
| | Yes | 1 |
| | No | 2 |
| | Don't know | 3 |

If S4=2 or 3: Thank & Close

| | | |
|-----------|--|----|
| S5 | [If S1=1 and S3=1, 3 or 4] Which local authority are you a resident of? <i>Select one only</i> [If S1=1 and S3=2] Which local authority is your second home in to receive the Strathclyde Concessionary Travel Ferry Card? <i>Select one only</i> | |
| | Argyll & Bute | 1 |
| | East Ayrshire | 2 |
| | East Dunbartonshire | 3 |
| | East Renfrewshire | 4 |
| | Glasgow | 5 |
| | Inverclyde | 6 |
| | North Ayrshire | 7 |
| | North Lanarkshire | 8 |
| | Renfrewshire | 9 |
| | South Ayrshire | 10 |
| | South Lanarkshire | 11 |
| | West Dunbartonshire | 12 |
| | None of the above | 13 |

If S5=13: Thank & Close

SECTION A: YOUR USE OF THE STRATHCLYDE CONCESSIONARY TRAVEL SCHEME

We appreciate that travel and daily life has changed considerably this year for many people as a result of COVID-19. When answering questions in this survey, please think only about how you expect to travel once travel restrictions implemented have been lifted and you consider it safe to do so.

| A1 | Thinking about your future travel using the Strathclyde Concessionary Travel Scheme, how often will you be likely to use the Strathclyde Concessionary Travel Scheme to travel by...? Select one only per column | | | |
|----|---|-----------|------------|-----------|
| | | (a) Train | (b) Subway | (c) Ferry |
| | | | | |
| | 5 or more days a week | 1 | 1 | 1 |
| | 3-4 days a week | 2 | 2 | 2 |
| | 1-2 days a week | 3 | 3 | 3 |
| | Once a fortnight | 4 | 4 | 4 |
| | Once a month | 5 | 5 | 5 |
| | Once every few months | 6 | 6 | 6 |
| | Once a year | 7 | 7 | 7 |
| | Less often | 8 | 8 | 8 |
| | Never | 9 | 9 | 9 |
| | Don't know | 10 | 10 | 10 |

Go to A2 for each mode with 1-7 selected

| A2 | What type of Strathclyde Concessionary Travel Scheme journeys, do you expect to make in the future by...? Select all that apply | | | |
|----|--|-----------|------------|-----------|
| | | (a) Train | (b) Subway | (c) Ferry |
| | | | | |
| | Commuting to / from work | 1 | 1 | 1 |
| | Visit friends / family | 2 | 2 | 2 |
| | Shopping | 3 | 3 | 3 |
| | Health / medical appointment | 4 | 4 | 4 |
| | Personal business (e.g. library, bank, hairdresser) | 5 | 5 | 5 |
| | Social / leisure (e.g. restaurant, pub, cinema) | 6 | 6 | 6 |
| | Day trip / holiday | 7 | 7 | 7 |
| | Just to 'get out' | 8 | 8 | 8 |
| | Other (please specify) | 9 | 9 | 9 |
| | | | | |

| A3 | What will be the main purpose of your journeys using the Strathclyde Concessionary Travel Scheme? <i>Select one only per column</i> | | |
|---|--|------------|-----------|
| | <i>Journey purposes shown based on response to A2</i> | | |
| | (a) Train | (b) Subway | (c) Ferry |
| Commuting to / from work | 1 | 1 | 1 |
| Visit friends / family | 2 | 2 | 2 |
| Shopping | 3 | 3 | 3 |
| Health / medical appointment | 4 | 4 | 4 |
| Personal business (e.g. library, bank, hairdresser) | 5 | 5 | 5 |
| Social / leisure (e.g. restaurant, pub, cinema) | 6 | 6 | 6 |
| Day trip / holiday | 7 | 7 | 7 |
| Just to get out | 8 | 8 | 8 |
| Other | 9 | 9 | 9 |

| A4 | How often will you have someone travelling with you as your Companion? <i>Select one only</i> | |
|---------------------------|--|---|
| Every time I travel | | 1 |
| Most of the time I travel | | 2 |
| Some of the time I travel | | 3 |
| Rarely when I travel | | 4 |
| Never | | 5 |
| Don't know | | 6 |

SECTION B: YOUR OPINION ABOUT THE STRATHCLYDE CONCESSIONARY TRAVEL SCHEME

| | | |
|-----------|---|----|
| B1 | Thinking about your future Strathclyde Concessionary Travel Scheme needs, what do you think will be important? <i>Select up to three reasons</i> | |
| | Makes my travel more affordable | 1 |
| | Easier to travel to places | 2 |
| | It allows me to socialise more | 3 |
| | Helps me to get to / from medical appointments | 4 |
| | Gives me independence / freedom | 5 |
| | Helps me to do my bit for the environment by using public transport | 6 |
| | Helps me to get out more | 7 |
| | Allows me to take part in activities | 8 |
| | Other (please specify) | 9 |
| | Don't know | 10 |
| | | |

| | | | | |
|-----------------------------|---|-----------|------------|-----------|
| B2 | Thinking about your future travel, how important to you are concessionary fares on ...? <i>Select one only</i> | | | |
| | <i>[If S3=1 or 2 show B2c]</i> | | | |
| | | (a) Train | (b) Subway | (c) Ferry |
| | Very important | 1 | 1 | 1 |
| | Important | 2 | 2 | 2 |
| | Not important | 3 | 3 | 3 |
| | Not at all important | 4 | 4 | 4 |
| Don't know / not applicable | 5 | 5 | 5 | |

| | | | |
|--|---|---------------------|--|
| B3 | Do you feel that the Strathclyde Concessionary Travel Scheme helps you to maintain, or improve, your physical health and mental health / sense of wellbeing? <i>Select one only per column</i> | | |
| | | (a) Physical Health | (b) Mental Health / Sense of Wellbeing |
| | Yes | 1 | 1 |
| | No | 2 | 2 |
| | Don't know | 3 | 3 |
| <i>[If B3(a)=1 or B3(a)=2] Can you explain why you consider that the Strathclyde Concessionary Travel Scheme helps you to maintain, or improve, your physical health and sense of wellbeing? N.B. Wording based on (a) and (b)</i> | | | |
| | | | |

| | | |
|-----------|--|---|
| B4 | [If A1a=1~7] Thinking about the future TRAIN journeys you will make using the Strathclyde Concessionary Travel Scheme, which of the following best describes whether these journeys could be made using bus? <i>Select one only</i> | |
| | I could make all of these journeys by bus | 1 |
| | I could make most of these journeys by bus | 2 |
| | I could make some of these journeys by bus | 3 |
| | I could make very few of these journeys by bus | 4 |
| | I could not make any of these journeys by bus | 5 |
| | Don't know | 6 |

| | | |
|-----------|---|---|
| B5 | [If B4= 1, 2, 3] Why will you choose to travel by TRAIN rather than BUS for journeys? <i>Select all that apply</i> | |
| | More convenient for me to access the train | 1 |
| | More reliable by train | 2 |
| | Quicker journey by train | 3 |
| | More frequent train service | 4 |
| | I feel safer on the train | 5 |
| | More comfortable on the train | 6 |
| | Other (please specify) | 7 |
| | | |

| | | |
|-----------|--|---|
| B6 | Thinking about the future SUBWAY journeys you will make using the Strathclyde Concessionary Travel Scheme, which of the following best describes whether these journeys could be made using bus? <i>Select one only</i> | |
| | I could make all of these journeys by bus | 1 |
| | I could make most of these journeys by bus | 2 |
| | I could make some of these journeys by bus | 3 |
| | I could make very few of these journeys by bus | 4 |
| | I could not make any of these journeys by bus | 5 |
| | Don't know | 6 |

| | | |
|-----------|---|---|
| B7 | [If B6= 1, 2, 3] Why will you choose to travel by SUBWAY rather than BUS for journeys? <i>Select all that apply</i> | |
| | More convenient for me to access the Subway | 1 |
| | More reliable by Subway | 2 |
| | Quicker journey by Subway | 3 |
| | More frequent Subway service | 4 |
| | I feel safer on the Subway | 5 |
| | More comfortable on the Subway | 6 |
| | Other (please specify) | 7 |
| | | |

SECTION C: YOUR OPINION ABOUT THE IMPACT OF A CHANGE IN THE STRATHCLYDE CONCESSIONARY TRAVEL SCHEME

The Strathclyde Concessionary Travel Scheme is being reviewed to ensure it is financially sustainable. This review is considering a number of options, including changes to the current levels of concessionary fares provided. Note: This review of the Strathclyde Concessionary Travel Scheme is not connected to the National Concessionary Travel Scheme for bus. The national scheme is provided separately by Transport Scotland.

Concessionary Train Journeys [Regular Train Users i.e. if A1a =1~5]

| | | |
|-----------|--|---|
| C1 | The cost of your concessionary fare for train journeys currently depends on how far you travel and where you travel. Thinking about the train journeys that you make most often, how much do you usually pay for these journeys? <i>Select one only</i> | |
| | £1.00 single or £1.50 return | 1 |
| | £2.00 single or £3.00 return | 2 |
| | Another amount | 3 |

| | | |
|-----------|---|---|
| C2 | What impact would a small increase to the existing concessionary fare have on your Strathclyde Concessionary Travel Scheme journeys by TRAIN? <i>Select all that apply</i> | |
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by car (as a driver or passenger) more often | 4 |
| | I would use taxi services more often | 5 |
| | I would walk more often | 6 |
| | I would use the bus more often | 7 |
| | Other (please specify) | 8 |
| | Don't know | 9 |
| | | |

| C3 | What impact would an increase in concessionary fares to be Half the Standard Fare have on your Strathclyde Concessionary Travel Scheme journeys by TRAIN? <i>Select all that apply</i> | |
|-----------|---|---|
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by car (as a driver or passenger) more often | 4 |
| | I would use taxi services more often | 5 |
| | I would walk more often | 6 |
| | I would use the bus more often | 7 |
| | Other (please specify) | 8 |
| | Don't know | 9 |
| | | |

| C4 | If the Strathclyde Concessionary Travel Scheme did not exist and you had to pay the Standard Fare, what impact would this have on your Strathclyde Concessionary Travel Scheme journeys by TRAIN? <i>Select all that apply</i> | |
|-----------|---|---|
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by car (as a driver or passenger) more often | 4 |
| | I would use taxi services more often | 5 |
| | I would walk more often | 6 |
| | I would use the bus more often | 7 |
| | Other (please specify) | 8 |
| | Don't know | 9 |
| | | |

| | | |
|-----------|--|---|
| C5 | [If C2=2or3 OR C3=2or3 OR C4=2or3] What type of TRAIN journeys would you make fewer of? Select all that apply | |
| | Show options based on A2a | |
| | Commuting to / from work | 1 |
| | Visit friends / family | 2 |
| | Shopping | 3 |
| | Health / medical appointment | 4 |
| | Personal business (e.g. library, bank, hairdresser) | 5 |
| | Social / leisure (e.g. restaurant, pub, cinema) | 6 |
| | Day trip / holiday | 7 |
| | Just to get out | 8 |
| Other | 9 | |

Concessionary Subway Journeys [Regular Subway Users i.e. If A1b=1~5]

| | | |
|-----------|---|---|
| C6 | The cost of the concessionary fare for Subway journeys is £1.00 for a single and £1.50 for a return / day ticket. | |
| | What impact would a small increase to the existing concessionary fare have on your Strathclyde Concessionary Travel Scheme journeys by SUBWAY? Select all that apply | |
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by car (as a driver or passenger) more often | 4 |
| | I would use taxi services more often | 5 |
| | I would walk more often | 6 |
| | I would use the bus more often | 7 |
| | Other (please specify) | 8 |
| | Don't know | 9 |
| | | |

| | | |
|-----------|--|---|
| C7 | If the Strathclyde Concessionary Travel Scheme did not exist and you had to pay the Standard Fare, what impact would this have on your Strathclyde Concessionary Travel Scheme journeys by SUBWAY? <i>Select all that apply</i> | |
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by car (as a driver or passenger) more often | 4 |
| | I would use taxi services more often | 5 |
| | I would walk more often | 6 |
| | I would use the bus more often | 7 |
| | Other (please specify) | 8 |
| | Don't know | 9 |
| | | |

| | | |
|-----------|---|---|
| C8 | [If C6=2or3 OR C7=2or3] What type of SUBWAY journeys would you make fewer of? <i>Select all that apply</i> | |
| | <i>Show options based on A2b</i> | |
| | Commuting to / from work | 1 |
| | Visit friends / family | 2 |
| | Shopping | 3 |
| | Health / medical appointment | 4 |
| | Personal business (e.g. library, bank, hairdresser) | 5 |
| | Social / leisure (e.g. restaurant, pub, cinema) | 6 |
| | Day trip / holiday | 7 |
| | Just to get out | 8 |
| Other | 9 | |

Concessionary Ferry Journeys [Regular Ferry Users i.e. A1c=1~5]

| | | |
|-----------|---|---|
| C9 | The cost of your concessionary fare for ferry journeys currently depends on how far you travel. Thinking about the ferry journeys that you make most often, how much do you usually pay for these journeys? <i>Select one only</i> | |
| | £1.00 single or £1.50 return | 1 |
| | £2.00 single or £2.90 return | 2 |

| | | |
|------------|---|---|
| C10 | What impact would a small increase to the existing concessionary fare have on your Strathclyde Concessionary Travel Scheme journeys by FERRY? <i>Select all that apply</i> | |
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by plane more often | 4 |
| | Other (please specify) | 5 |
| | Don't know | 6 |
| | | |

| | | |
|------------|---|---|
| C11 | What impact would an increase in concessionary fares to be Half the Standard Fare have on your Strathclyde Concessionary Travel Scheme journeys by FERRY? <i>Select all that apply</i> | |
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by plane more often | 4 |
| | Other (please specify) | 5 |
| | Don't know | 6 |
| | | |

| | | |
|------------|---|---|
| C12 | If the Strathclyde Concessionary Travel Scheme did not exist and you had to pay the Standard Fare, what impact would this have on your Strathclyde Concessionary Travel Scheme journeys by FERRY? <i>Select all that apply</i> | |
| | No impact | 1 |
| | I would not make these journeys | 2 |
| | I would make fewer journeys | 3 |
| | I would travel by plane more often | 4 |
| | Other (please specify) | 5 |
| | Don't know | 6 |
| | | |

| | | |
|------------|--|---|
| C13 | [If C10=2or3 OR C11=2or3 OR C12=2or3] What type of FERRY journeys would you make fewer of? <i>Select all that apply</i> | |
| | Show options based on A2c | |
| | Commuting to / from work | 1 |
| | Visit friends / family | 2 |
| | Shopping | 3 |
| | Health / medical appointment | 4 |
| | Personal business (e.g. library, bank, hairdresser) | 5 |
| | Social / leisure (e.g. restaurant, pub, cinema) | 6 |
| | Day trip / holiday | 7 |
| | Just to get out | 8 |
| Other | 9 | |

| | | |
|------------|--|---|
| C14 | Although bus travel is not part of this review, we are also keen to know about how often you will make use of the free national concessionary travel scheme for bus provided separately by Transport Scotland? <i>Select one only</i> | |
| | 5 or more days a week | 1 |
| | 3-4 days a week | 2 |
| | 1-2 days a week | 3 |
| | Once a fortnight | 4 |
| | Once a month | 5 |
| | Once every few months | 6 |
| | Once a year | 7 |
| Less often | 8 | |

SECTION D: ABOUT YOU

This last set of questions are about you and are important to help us ensure we hear views from a wider range of people from different backgrounds and with different characteristics, different user needs and from a range of different communities including urban, rural and island. If there are questions, you would prefer not to answer, please choose the 'prefer not to say' option.

If you answering on behalf of the Card Holder, please complete the following questions for the Card Holder.

| D1 | How do you describe your gender? <i>Select one only</i> | |
|-----------|--|---|
| | Female | 1 |
| | Male | 2 |
| | Non-binary (gender neutral) | 3 |
| | Prefer to self describe | 4 |
| | Prefer not to say | 5 |

| D2 | Which of these age groups do you belong to? <i>Select one only</i> | |
|-----------|---|---|
| | Under 25 | 1 |
| | 26 – 40 | 2 |
| | 41 – 59 | 3 |
| | 60 - 64 | 4 |
| | 65 – 69 | 5 |
| | 70 -74 | 6 |
| | 75 – 79 | 7 |
| | 80+ | 8 |
| | Prefer not to say | 9 |

| D3 | Are your day-to-day activities limited by any physical or mental health condition or illness lasting, or expected to last, 12 months or more? <i>Select one only</i> | |
|-----------|---|---|
| | No | 1 |
| | Yes, limited a little | 2 |
| | Yes, limited a lot | 3 |
| | Prefer not to say | 4 |

| D4 | Could you please tell me which of the following best describe your health issues or disability? <i>Select all that apply</i> | |
|----|---|----|
| | Vision | 1 |
| | Hearing | 2 |
| | Mobility | 3 |
| | Dexterity | 4 |
| | Learning or understanding or concentrating | 5 |
| | Memory | 6 |
| | Mental health | 7 |
| | Stamina or breathing fatigue | 8 |
| | Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome) | 9 |
| | A condition not mentioned above | 10 |
| | Prefer not to say | 11 |

| D5 | What is your ethnic group? <i>Select one only</i> | |
|----|--|----|
| | White Scottish | 1 |
| | White Other British | 2 |
| | White Irish | 3 |
| | Gypsy / Traveller | 4 |
| | Polish | 5 |
| | Any other White background | 6 |
| | Mixed or Multiple Ethnic Background | 7 |
| | Indian, Indian Scottish or Indian British | 8 |
| | Pakistani, Pakistani Scottish or Pakistani British | 9 |
| | Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 10 |
| | Chinese, Chinese Scottish or Chinese British | 11 |
| | Any other Asian background | 12 |
| | African, African Scottish or African British | 13 |
| | Caribbean, Caribbean Scottish or Caribbean British | 14 |
| | Any other Black background | 15 |
| | Arab, Arab Scottish or Arab British | 16 |
| | Any other group (please specify) | 17 |

| | | |
|--|-------------------|----|
| | Prefer not to say | 18 |
| | | |

| | | |
|-----------|--|---|
| D6 | Which of the following best describes your working status? <i>Select one only</i> | |
| | Working full-time (30+ hours per week) | 1 |
| | Working part-time (less than 30 hours per week) | 2 |
| | Education (student) | 3 |
| | Unemployed / not working | 4 |
| | Retired | 5 |
| | Long-term sick or disabled | 6 |
| | Looking after the home / family | 7 |
| | Other (please specify) | 8 |
| | Prefer not to say | 9 |
| | | |

| | | |
|-----------|--|---|
| D7 | Does your household have access to a car / van for personal use? <i>Select one only</i> | |
| | Yes | 1 |
| | No | 2 |

| | | |
|-----------|--|--|
| D8 | Please provide your home postcode below: This is only used for analysis purposes. | |
| | What is the first part of your home postcode (e.g. G8, G52)? | |
| | What is the first character of the second part of your home postcode (e.g. 8)? | |

| | | |
|------------|---|---|
| D9 | We would like to ask you a question about your annual household income. Thinking about all sources of income (e.g. salary, Wages, benefits, pensions, etc), which of the following best represents your total income before taxes and other deductions? <i>Select one only</i> | |
| | Please be assured that your responses are treated with the strictest confidence and reported anonymously when analysed | |
| | £5,000 or under | 1 |
| | £5,001 - £10,000 | 2 |
| | £10,001 - £20,000 | 3 |
| | £20,001 - £30,000 | 4 |
| | £30,001 - £40,000 | 5 |
| | £40,001 - £50,000 | 6 |
| | £50,001 - £60,000 | 7 |
| | Over £60,001 | 8 |
| | Prefer not to say | 9 |
| Don't know | 10 | |

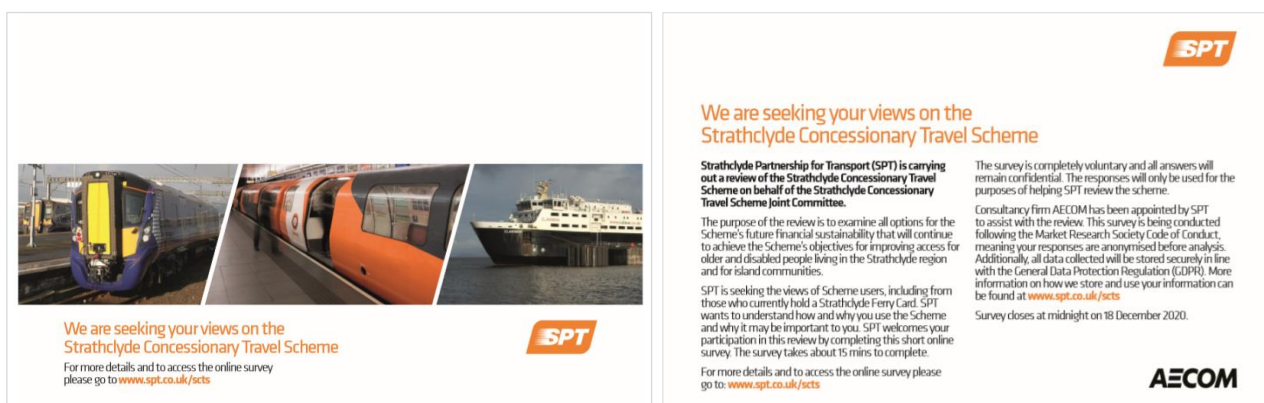
| | | |
|------------|---|---|
| D10 | Which of the following best describes your sexual orientation? | |
| | Heterosexual | 1 |
| | Gay | 2 |
| | Lesbian | 3 |
| | Bisexual | 4 |
| | Other | 5 |
| | Prefer to self describe | 6 |
| | Prefer not to say | 7 |

Appendix B: Ferry Travel Card Sampling

Introduction

To support the promotion of the survey to SCTS users, SPT provided the contact details for 5,648 individuals within the Ferry Card database. It was understood that these individuals had applied or renewed their card in the last three years and, therefore, they were likely to be users of the Scheme.

A postcard was designed (see images below) to promote the review and provide the link to the online survey. This postcard was distributed to a sample of 2,500 Ferry Card holders.



Methodology

Upon receipt of the database, the cases were reviewed to identify unique households (n=5,018) for which the postcard could be distributed. The database included a “Ferry Destination” variable and this was used to identify a sample of 2,500 unique households. **Table 1** provides a breakdown of the sample by “Ferry Destination”. In addition, the proportion of male and female respondents was also reviewed to confirm there was a similar distribution amongst the sample (**Table 2**).

Table 1: Ferry Card Sample – Ferry Destination

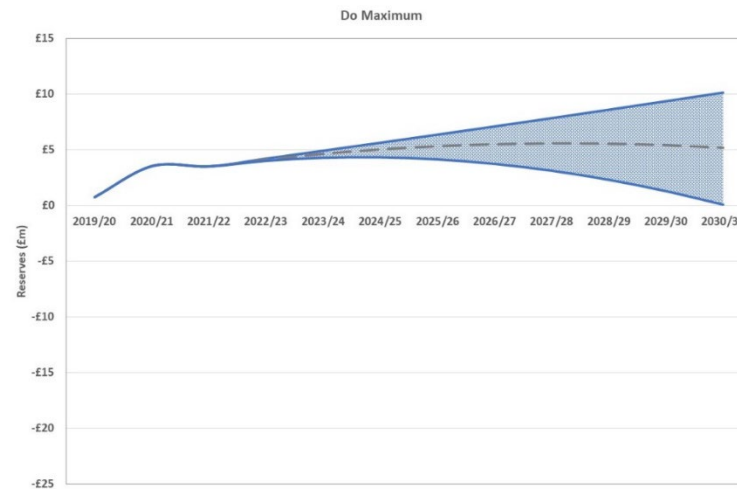
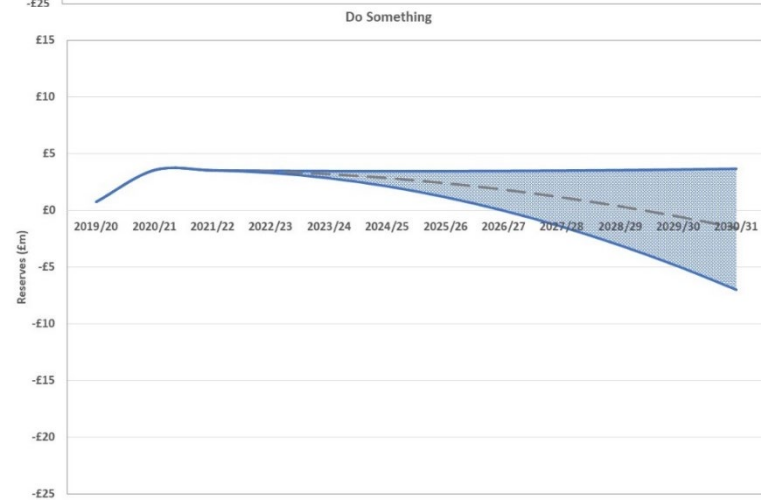
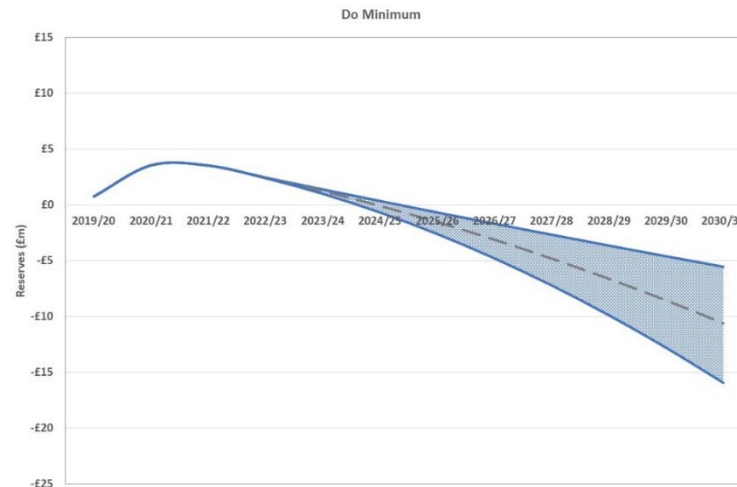
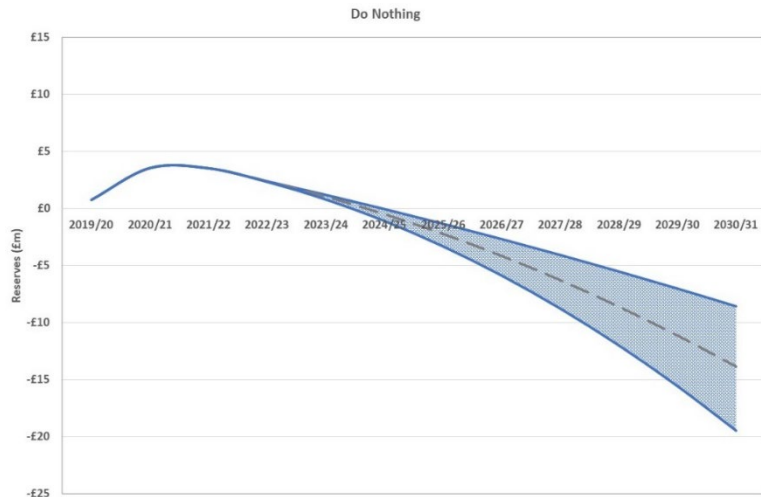
| Ferry Destination | Percentage (%) | Sample (n) |
|--------------------|----------------|------------|
| Isle of Arran | 13.0 | 324 |
| Isle of Islay | 5.7 | 142 |
| Cowal Peninsula | 39.2 | 979 |
| Isle of Cumbrae | 6.5 | 161 |
| Isle of Bute | 21.6 | 540 |
| Isle of Tiree | 1.6 | 40 |
| Isle of Mull | 5.8 | 145 |
| Isle of Colonsay | 0.3 | 7 |
| Isle of Coll | 0.4 | 10 |
| Rosneath Peninsula | 4.1 | 103 |
| Isle of Iona | 0.3 | 10 |

| Ferry Destination | Percentage (%) | Sample (n) |
|-------------------|----------------|--------------|
| Isle of Jura | 0.5 | 12 |
| Isle of Lismore | 0.4 | 11 |
| Isle of Gigha | 0.4 | 10 |
| Isle of Kerrera | <0.1 | 2 |
| Isle of Luing | 0.1 | 3 |
| Isle of Easdale | <0.1 | 1 |
| Total (n) | 5,018 | 2,500 |

Table 2: Ferry Card Sample – Gender

| | Full Database (%) | Sample (%) |
|--------------|-------------------|--------------|
| Male | 49.6 | 50.3 |
| Female | 50.4 | 49.7 |
| Total | 5,648 | 2,500 |

Appendix 3: Impact of Combined Option Tests on Reserves



Appendix 4: Largest Fare Increases by Mode under Do Maximum Scenario (single unless otherwise stated)

| Route | % of Demand for that Mode | Current Fare (as at Mar-21) | New Fare (Do Max) | Increase |
|--|---------------------------|-----------------------------|-------------------|----------|
| Urban Rail < 10 Miles | | | | |
| Burnside – Larkhall | <0.1% | £1.00 | £2.35 | £1.35 |
| Four routes, including Johnstone – Glasgow | 0.7% | £1.00 | £2.25 | £1.25 |
| Rural Rail | | | | |
| Ayr – Girvan | 11% | £1.00 | £2.50 (Capped) | £1.50 |
| Kilmarnock – New Cumnock | 2% | | | |
| Oban – Taynuilt | 1% | | | |
| Twelve other routes | 1.5% | | | |
| Ferry | | | | |
| McInroy's Point – Hunter's Quay | 33% | £1.00 | £2.35 | £1.35 |
| Gourock – Dunoon | 1% | | | |
| Gourock – Dunoon (return) | 7% | £1.50 | £4.00 (Capped) | £2.50 |
| Oban – Craignure (return) | 5% | £1.50 | £3.60 | £2.10 |
| Gourock – Kilcreggan (return) | 0.9% | £1.50 | £3.50 | £2.00 |