

## **CONSULTATION RESPONSE DOCUMENT:**

### **CONSULTATION ON CLARIFYING THE DEFINITION OF WHICH SERVICES ARE ELIGIBLE FOR THE STATUTORY BUS CONCESSION IN ENGLAND**

#### **PART 1 - INTRODUCTION**

1. On the 29 October a public consultation was launched about proposed changes to the eligibility of services criteria for the statutory bus concession in England. These changes are intended to clarify the existing criteria and ensure that only services within the spirit of the concession are included.
2. The statutory bus concession guarantees people aged 60 and over and eligible disabled people who are resident in England free off peak travel on local bus services anywhere in England. Off peak hours are between 9.30am and 11pm on weekdays and all day on weekends and bank holidays.
3. The statutory concession is intended to address the social exclusion of older and eligible disabled people in England by providing improved access to local services and amenities by using local bus services. However, it has never been intended to cover all local public transport services. The criteria for which services are eligible for concessionary is set out in the Travel Concessions (Eligible Services) Order 2002 (no: 1016).
4. The improvements to the statutory minimum concession since 2002, and in particular the introduction of the England-wide concession on 1 April 2008, have meant that the eligible service criteria have come under greater scrutiny. Feedback from authorities and operators has been that the current criteria allow for unhelpful uncertainty at the margins, leading to the potential inclusion of some services that are arguably not within the spirit and original intention of concessionary travel.

5. The primary aim of the consultation was to ask for views on the proposals to explicitly exempt the following services from the statutory concession:

- Services on which the majority of seats can be reserved in advance of travel;
- Services that do not run at least once per week for a period of at least 6 consecutive weeks;
- Services operated primarily for their historical interest or for tourism;
- Rail replacement services;
- Services where the fare charged by the operator has a special amenity element

6. The consultation document was published on the Department's web site and sent electronically to about 400 stakeholders, including all English Travel Concession Authorities, London Councils, and bus operators. The consultation ran for 12 weeks, finishing on 23 January 2009.

7. In total 128 responses were received. These responses can be broken down as follows.

Large Company	4
Small to Medium Enterprise (up to 50 employees)	4
Representative Organisation	19
Trade Union	0
Interest Group	5
Local Government	66
Central Government	0
Police	0
Member of the public	22
Other	8
<b>TOTAL</b>	<b>128</b>

The Local Government respondents can be broken down further as follows:

Shire Districts	26
Shire Counties	15
Unitary Authorities	9
PTEs	3
Other/ Unknown	13
<b>TOTAL</b>	<b>66</b>

8. A full list of those organisations that responded can be found at Annex C.

## **PART 2 - EXECUTIVE SUMMARY**

9. Overall, the majority of respondents were in favour of our proposals and of the five proposed amendments to the criteria for services eligible for the statutory bus concession. With some minor amendments, we intend to make the changes.

10. There were some concerns raised about possible unintended consequences of excluding some services from the statutory concession and we have taken these on board in drafting the order.

11. An important part of the proposals was that local authorities could generally include any service affected by the changes (and so outside of the scope of the statutory concession) in their concessionary travel scheme on a discretionary basis, either for their residents only, or for all concessionaires. The amount of funding local authorities receive for the concession will not be affected by the proposed changes.

12. Having made some small amendments where appropriate, the Department therefore intends to take forward the proposals. The amending order can be found at Annex A and an illustrative document showing how the new order amends the existing order can be found at Annex B.

### **Next Steps**

13. The changes to the eligibility criteria will come into force from 1 April 2009. An order to amend the existing 2002 order has been signed by Ministers and will be laid before Parliament at least 21 days before the commencement date of 1 April 2009.

14. We would encourage all local authorities to carefully consider the services included within their concessionary travel schemes in the light of the changes to the eligibility criteria. In the event of a service that is currently included within their statutory scheme becoming ineligible, the relevant local authority is free to decide whether or not it wishes to include the service in its discretionary scheme.

## PART 3 - DETAILED SUMMARY OF RESPONSES

### Question 1: Do you agree that services on which the majority of seats can be reserved in advance of travel should be explicitly excluded from the statutory bus concession?

#### *Summary of Responses*

Yes	89
No	25
Blank	14
<b>Total</b>	<b>128</b>

15. A clear majority of responses agreed that services on which the majority of seats can be reserved in advance of travel should be explicitly excluded from the statutory bus concession. This view was expressed throughout all categories of respondents.

16. However, a number made the comment that, whilst long-distance, express coach-type services are outside the spirit of the original scheme, there are occasions where parts of their routes provide the most viable local transport, particularly in rural areas.

17. Concern was also expressed that demand-responsive and flexibly-routed local services, on which pre-booking is required as a condition of registration, should not be specifically excluded as these are often the only service open to concessionary pass holders in rural areas and their exclusion would disadvantage significant numbers of people.

#### *Government Response*

18. The mandatory concession is a local bus concession. There is a separate concessionary travel scheme giving older and eligible disabled people half-price travel on many of these scheduled coach services. This scheme has been in place since May 2003, with Government funding of around £15 million a year. These arrangements would not be affected by any of the proposals in this consultation.

19. However, we accept that there may be exceptional circumstances where a service may primarily function as a long-distance express service and as such be outside of the scope of the mandatory concession, although it also meets an important local travel need.

20. If there is such a service, which was part of the statutory concession under the old criteria and is excluded by these changes, a local authority can include it in its concessionary travel scheme as a discretionary enhancement. We believe a local

authority is best placed to make this decision. The funding the local authority receives for the statutory concession will not be affected.

21. Some concerns were also raised about demand responsive services. Although it is for individual local authorities to assess the eligibility of individual routes, we do not believe that the majority of demand-responsive services are eligible for the mandatory concession under the existing criteria and so would be unaffected by the proposal. It is possible for a Section 22<sup>1</sup> service to have a flexibly routed portion in a service which otherwise qualifies for the statutory concession. In such circumstances we would expect that the service will remain eligible for the statutory concession. As such, we do not believe that the proposed changes will affect the eligibility of demand responsive services for the statutory concession.

22. We intend to include the following exclusion in the new eligible services order:

**4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—**

**(a) more than half of the accommodation on the vehicle by means of which the service is provided can be reserved by members of the general public in advance;**

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<sup>1</sup> Under sections 22 and 23 of the Transport Act 1985, a Traffic Commissioner may grant a community bus permit to certain groups in relation to the provision of a local, community bus service.

**Question 2: Do you agree that services that do not run at least once per week for a period of at least 6 consecutive weeks should be made ineligible for the statutory concession?**

*Summary of Responses*

Yes	69
No	46
Blank	13
<b>Total</b>	<b>128</b>

23. There was a clear majority amongst those that expressed a view that services that do not run at least once per week for a period of at least 6 consecutive weeks should be made ineligible for the statutory concession.

24. However, concerns were raised that the proposal would exclude rural services which are infrequent, perhaps operating once or twice a month but which provide crucial links to local services. In a related comment, some respondents also felt that the important factor to be considered is the minimum period the service runs for, rather than frequency.

*Government Response*

25. We understand the concerns that have been raised about the exclusion of infrequent services which may provide a necessary link in rural areas. To take account of this, we intend to remove the requirement for a service to run at least once a week. However, we intend to maintain the requirement that the service must run for at least six consecutive weeks.

26. We believe that the modified exemption will still ensure that short term buses for special events, which we believe are outside of the spirit of the original scheme, will not be eligible but will not have the unintended consequence of excluding infrequent rural services.

27. Again, the local authority would be able to include any service affected by the changes in their scheme on a voluntary basis should they wish to do so, even though it would be outside of the scope of the mandatory concession. As such, we intend to include the following modified exemption in the amended regulations.

**4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—**

**(b) it is intended to operate for less than six consecutive weeks;**

**Question 3: Do you agree that services operated primarily for their historical interest or for tourism should be explicitly excluded from the statutory concession?**

*Summary of Responses*

Yes	86
No	29
Blank	13
<b>Total</b>	<b>128</b>

28. A clear majority of responses agreed that services operated primarily for their historical interest or for tourism should be explicitly excluded from the mandatory concession. Many respondents commented that these services do not generally provide access to local services and frequently charge higher fares than scheduled local services.

29. However, there was concern that some local services popular with tourists may be excluded and that, in rural areas, local residents might share the service with round trip tourists, therefore to remove the qualification of the entire service could remove the guarantee of the right of free travel on local services from the local residents. This concern was raised by both those who agreed and those who disagreed with the proposed exclusion.

*Government Response*

30. We believe this proposal will only affect services which are clearly tourist sightseeing services. By this we mean the type of services which charge premium fares and may provide a commentary or tour. Similarly, a service will be excluded where it only operates because the vehicle is of historic value, rather than because of the local service it provides.

31. The Department's view is that this exemption would not in any way exclude normal local bus services that charge standard fares but which happen to stop at tourist or historic destinations. As with the other proposals, if a service is excluded from the mandatory concession which performs an important local service, the local authority may offer concessionary travel on that service at its own discretion.

32. The following exclusion will be included in the new Order:

**4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—**

**(c) it is operated primarily for the purposes of tourism or because of the historical interest of the vehicle;**

## Question 4: Do you agree that rail replacement services should be explicitly excluded from the statutory concession?

### Summary of Responses

Yes	106
No	12
Blank	10
<b>Total</b>	<b>128</b>

33. There was a very clear view that rail replacement services should be explicitly excluded from the mandatory concession

34. However, some expressed the view that if a rail service is withdrawn permanently and a bus service provided in its place, this should not be excluded as a rail replacement service.

### Government Response

35. That the proposal is not intended to mean that where a rail service has been withdrawn permanently and a new, permanent bus service has been scheduled in place of the rail service, that the bus service would be excluded from the mandatory concession.

36. We have taken note of this concern in drafting the new regulations and believe that the following exemption will only exclude temporary rail replacement bus services:

**4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—**

**(d) it is a bus substitution service;**

**(2) For the purposes of paragraph (1)(d) “bus substitution service” means a service for the carriage of passengers by road provided temporarily in place of the whole or a part of any service for the carriage of passengers by railway that has been temporarily discontinued, reduced or modified.**

**(3) For the purposes of paragraph (2) “railway” has the meaning described as the “wider meaning” in section 81(2) of the Railways Act 1993<sup>(2)</sup>.**

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<sup>(2)</sup> 1993 c. 43.

**Question 5: Do you agree that services where the fare charged by the operator has a special amenity element should be explicitly excluded from the statutory concession?**

*Summary of Responses*

Yes	67
No	41
Blank	20
<b>Total</b>	<b>128</b>

37. Of the respondents that expressed a view, the clear majority thought that that services where the fare charged by the operator has a special amenity element should be explicitly excluded from the mandatory concession.

38. The comments suggested there was some concern at the possible exclusion from the mandatory concession of park and ride services, where the fare paid includes the cost of parking. A number of responses expressed the view that park and ride services should be included as a matter of policy. Another suggestion was that where there was an amenity element to the fare, the fare should be free and the concessionaire would pay for the amenity element only.

39. There was a sizeable minority however, who felt that such services are often erroneously seen as part of public transport provision rather than as an extension of parking policy and should not be treated as mainstream public transport. The view was that where there is an amenity element, only that element should be paid for.

*Government Response*

40. Whilst we understand the concerns of respondents, we would like to be clear about our proposal, which is to exclude services which include an amenity element in their fare - this does not mean excluding all Park and Ride services.

41. The use of the term "park and ride" suggests that there is a clear type of service that can be easily identified as a "park and ride". However, the reality is far more complex. There is a multitude of different arrangements for car parks and bus services and a considerable number of charging arrangements. In some cases there may be a dedicated shuttle bus, in others there may be a normal local service. In some cases all payment will be at the car park, in others all payment will be on the bus. There may be payment at the car park and on the bus.

42. We believe the proposal gives local authorities flexibility to choose the best approach for them while not forcing them to offer (and fund) free parking to concessionaires if they do not wish to do so.

43. A common suggestion was that the bus fare should be free, while the concessionaire should pay for the amenity element. This would be practically impossible to achieve through legislation. Furthermore, we maintain that these services are not within the scope of the mandatory concession. However, a local authorities would be able to offer reduced rates as a concession on a service should they wish to do so.

44. We therefore will include the following text in the amending regulation:

**4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—**

**(e) the fare for the service includes a special amenity element**

**(4) For the purposes of paragraph (1)(e) a fare is to be regarded as including a special amenity element if it is significantly high in relation to the general level of fares for comparable journeys**

## Question 6: Do you have any further comments about the proposals or the existing eligibility criteria?

### Summary of Responses

Yes	75
No	35
Blank	18
<b>Total</b>	<b>128</b>

45. Of the respondents that expressed a view, the majority thought that any proposed alterations to the eligibility criteria must keep in mind the central point behind the mandatory concession: to provide free travel on local bus services in order that persons aged over 60 and eligible disabled persons can access local services and amenities.

46. Concern was expressed that the wording of the questions were very general and did not take into account the variety of services that are run. It was felt that this could inadvertently affect some services to such a scale that their viability may be compromised.

47. Some respondents felt that too much of a burden was being placed on local authorities' discretionary powers without the necessary funding support. Concerns were also raised about the funding of concessionary travel in general.

### Government Response

48. There was clear agreement by the majority of respondents that on the whole the categories of services described in the questions should be explicitly excluded from the mandatory concession.

49. We have taken account of the concerns raised by respondents when drafting the regulations and taken care to avoid possible unintended consequences.

50. It is also a very important part of the proposals that if a TCA believes that specific services affected by the proposals do provide a vital local service, it can choose to include them within its own scheme as a discretionary enhancement. The funding to local authorities will not be changed as a result of the proposals.

51. We would also like to draw attention to the fact that bus operators should be reimbursed so that they are "no better, no worse off" as a result of the mandatory concession. This means that the exclusion of a service from the concession should not affect its financial viability.

52. Where exceptional local circumstances exist, we have given local authorities the flexibility to make allowances for this. We believe that local authorities are best placed to make these decisions based on local factors. However, we believe that the changes only clarify the existing criteria and that the number of services affected will be small and clearly outside the mandatory concession.

53. The amount of funding local authorities receive is outside of the scope of this consultation and is not affected by any of the changes. We are confident that there is sufficient funding in total for the mandatory concession. Central government funding has only ever been intended to cover the mandatory concession. Where a service is clearly outside of the scope of the mandatory concession and a local authority wishes to offer concessionary travel, this should be funded from local resources.

# Annex A – Amending Regulations

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## STATUTORY INSTRUMENTS

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**2009 No. 0000**

### **PUBLIC PASSENGER TRANSPORT, ENGLAND**

#### **The Travel Concessions (Eligible Services) (Amendment) Order 2009**

<i>Made</i>	- - - -	2009
<i>Laid before Parliament</i>		2009
<i>Coming into force</i>	- -	1st April 2009

The Secretary of State for Transport makes the following Order in exercise of the powers conferred by section 94(4) of the Transport Act 1985<sup>(3)</sup> and sections 146 and 160(1) of the Transport Act 2000<sup>(4)</sup>.

#### **Citation, commencement and extent**

1.—a. This Order may be cited as the Travel Concessions (Eligible Services) (Amendment) Order 2009 and shall come into force on 1<sup>st</sup> April 2009.

(1) This Order applies in relation to England.

#### **Amendment of Order**

2.—b. The Travel Concessions (Eligible Services) Order 2002<sup>(5)</sup> is amended as follows.

(1) In article 3 (eligible services) in paragraph (1), for “A service is an eligible service” substitute “Subject to article 4, a service is an eligible service”.

(2) After article 3 insert the following article—

“4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—

- (a) more than half of the accommodation on the vehicle by means of which the service is provided can be reserved by members of the general public in advance of travel;
- (b) it is intended to operate for less than six consecutive weeks;
- (c) it is operated primarily for the purposes of tourism or because of the historical interest of the vehicle;
- (d) it is a bus substitution service; or
- (e) the fare for the service includes a special amenity element.

(2) For the purposes of paragraph (1)(d) “bus substitution service” means a service for the carriage of passengers by road provided temporarily in place of the whole or a part of any service for the carriage of passengers by railway that has been temporarily discontinued, reduced or modified.

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<sup>(3)</sup> 1985 c. 67; section 94(4) was amended by the Transport Act 2000 (c. 38) Schedule 11, paragraph 16.

<sup>(4)</sup> 2000 c. 38; the definition of “eligible service” in section 146 of the Transport Act 2000 has been amended by Part II of Schedule 31 to that Act (as read with, in relation to England, S.I. 2002/1014).

<sup>(5)</sup> S.I. 2002/1016.

(3) For the purposes of paragraph (2) “railway” has the meaning described as the “wider meaning” in section 81(2) of the Railways Act 1993<sup>(6)</sup>.

(4) For the purposes of paragraph (1)(e) a fare is to be regarded as including a special amenity element if it is significantly high in relation to the general level of fares for comparable journeys.”

Signed by authority of the Secretary of State for Transport

March 2009

Parliamentary Under Secretary of State  
Department for Transport

### **EXPLANATORY NOTE**

*(This note is not part of the Order)*

This Order amends the Travel Concessions (Eligible Services) Order 2002 to provide that the following services are not eligible services for the purposes of the mandatory English national concession:

- (a) Services where more than half of the accommodation on the vehicle can be reserved in advance of travel;
- (b) Services intended to operate for less than six consecutive weeks;
- (c) Services operated primarily for the purposes of tourism or because of the historical interest of the vehicle;
- (d) Bus substitution services; and
- (a) Services where the fare for the service includes a special amenity element.

A fare is to be regarded as including a special amenity element if it is significantly high in relation to the general level of fares for comparable journeys.

An impact assessment of the effect that this instrument will have on the costs of business and the voluntary sector is available from the Regional and Local Transport Policy Directorate, Department for Transport, Zone 3/11 Great Minster House, 76 Marsham Street, London SW1P 4DR. The impact assessment is also annexed to the Explanatory Memorandum which is available alongside the instrument on the website of the Office of Public Sector Information at [www.opsi.gov.uk](http://www.opsi.gov.uk).

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<sup>(6)</sup> 1993 c. 43.

# Annex B – Updated Regulations

**2002 No. 1016**  
**THE PUBLIC PASSENGER TRANSPORT, ENGLAND**  
Travel Concessions (Eligible Services) Order 2002

The Secretary of State for Transport, Local Government and the Regions, in exercise of the powers conferred upon him by section 94(4) of the Transport Act 1985<sup>7</sup> and section 146 of the Transport Act 2000<sup>8</sup> hereby makes the following Order:

## **Citation, commencement and extent**

1.—(1) This Order may be cited as the Travel Concessions (Eligible Services) Order 2002 and shall come into force on 1st May 2002.

(2) This Order extends to England only.

## **Interpretation**

2. In this Order, the expressions “elderly person” and “disabled person” have the same meaning as in section 146 of the Transport Act 2000.

## **Eligible services**

3.—(1) *Subject to article 4*, a service is an eligible service under section 94 of the Transport Act 1985 and under section 146 of the Transport Act 2000 if it is of one of the following classes—

(a) a local service provided or secured—

(i) by a local education authority pursuant to arrangements made under section 509 of the Education Act 1996<sup>9</sup>, or

(ii) for elderly persons or disabled persons, and in respect of which the conditions set out in paragraph (2) are satisfied;

(b) a local service, other than a service described in paragraph (1)(a) which is provided by means of a vehicle adapted to carry more than eight passengers (or by a smaller vehicle, but only if the services are operated in accordance with a time table), and in respect of which the conditions set out in paragraph (3) are satisfied.

(2) The conditions referred to in paragraph (1) (a) are that—

(a) seats on the vehicle by means of which the service is provided are normally available to members of the general public and the service is regularly used by such members;

(b) the stopping places (other than those to or from which the service is mainly provided) are situated at locations where they are likely to be used with reasonable frequency by members of the general public;

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<sup>7</sup> 1985 c. 67; section 94(4) was amended by the Transport Act 2000 (c. 38)

<sup>8</sup> 2000 c. 38. See definition of “eligible service”.

<sup>9</sup> 1996 c. 56.

(c) such members are able to make a single journey between any two stopping places upon payment of a fare which is not a deliberate deterrent to their use of the service;

(d) such members are able to pay the fare at a place and in a manner which are not a deliberate deterrent to their use of the service; and

(e) arrangements are made which afford members of the general public a reasonable opportunity to inform themselves of the existence of the service, the times of its operation, and the places which it serves.

(3) The conditions referred to in paragraph (1)(b) are that—

(a) at least half of the accommodation on the vehicle by means of which the service is provided is normally available to members of the general public and the service is regularly used by such members;

(b) the stopping places are situated at locations where they are likely to be used with reasonable frequency by members of the general public;

(c) such members are able to make a single journey between any two stopping places upon payment of a fare which is not a deliberate deterrent to their use of the service;

(d) such members are able to pay the fare at a place and in a manner which are not a deliberate deterrent to their use of the service;

(e) there is not displayed on the vehicle by means of which the service is provided any sign or description intended or likely to convey the impression that the service is only available to a particular category of person; and

(f) arrangements are made which afford members of the general public a reasonable opportunity to inform themselves of the existence of the service, times of its operation and the places which it serves.

*“4.—(1) A service is not an eligible service under section 146 of the Transport Act 2000 if—*

*(a) more than half of the accommodation on the vehicle by means of which the service is provided can be reserved by members of the general public in advance;*

*(b) it is intended to operate for less than six consecutive weeks;*

*(c) it is operated primarily for the purposes of tourism or because of the historical interest of the vehicle;*

*(d) it is a bus substitution service; or*

*(e) the fare for the service includes a special amenity element.*

*(2) For the purposes of paragraph (1)(d) “bus substitution service” means a service for the carriage of passengers by road provided temporarily in place of the whole or a part of any service for the carriage of passengers by railway that has been temporarily discontinued, reduced or modified.*

*(3) For the purposes of paragraph (2) “railway” has the meaning described as the “wider meaning” in section 81(2) of the Railways Act 1993<sup>(10)</sup>.*

*(4) For the purposes of paragraph (1)(e) a fare is to be regarded as including a special amenity element if it is significantly high in relation to the general level of fares for comparable journeys.”*

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<sup>(10)</sup> 1993 c. 43.

## Annex C - Respondents

<p>Action in rural Sussex  ATCO  Basingstoke &amp; Deane Borough Council  Bath &amp; NE Somerset Council  Bedford Borough Council  Bedfordshire Rural Transport Partnership Forum  Blackburn with Darwent Older People's Forum  Brighton &amp; Hove City Council  Bristol City Council  BUS USERS UK  Cambridge City Council  Cambridgeshire County Council  Charnwood Borough Council  CHAS  Chelmsford Borough Council  Cheltenham Borough Council  Cheshire County Council  Chichester Older People's Project  City of York Council  Colchester Borough Council  CPT  Craven District Council  Cumbria County Council  Cumbria Tourism  Dales &amp; Bowland CIC  Daventry &amp; District Over 50s Forum  Daventry District Council  Devon County Council  Dorset County Council  DPTAC  East Lindsay District Council  East Staffordshire Borough Council  East Suffolk Travellers Association  EESTRAF  Equality &amp; Human Rights Commission  Essex County Council  First  Forest of Dean District Council  Gloucestershire County Council  GMPTE  Go Ahead Group PLC  Greater Manchester Community Transport Forum  Guildford Borough Council  Hambleton Over-50s Forum &amp; Richmondshire Senior Forum  Herefordshire Council</p>	<p>LCTWG Lancashire  Leicestershire TCAs  LGA  Lincolnshire County Council  Maidstone Borough Council  Marlow-Maidenhead Passengers' Assoc  MCL  Medway Council  National Express  NORDCAT  Norfolk County Council  North Dorset District Council  North Lincolnshire Council  North Somerset Council  North Yorkshire County Council  Northampton Borough Council  Norwich City Council  Nottinghamshire Countywide  NYMNP  Older Wiser East Northants  Peterborough City Council  pteg  Ryedale District Council  Scarborough Borough Council  Scilly Isles  Selby District Council  Sharnbrook Parish Council  Sherborne Transport Action Group  Shropshire County Council  Slough Older People's Forum  South Kesteven District Council 1  South Kesteven District Council 2  Staffs &amp; Stoke on Trent Partnership  Stagecoach Group PLC  Stephensons of Essex Ltd  Suffolk County Council  Suffolk Coastal District Council  Surrey County Council  Tavistock Community Transport Assoc  Tendring District Council  Tewkesbury Borough Council  Torbay Council  Totally Transport CIC  TravelWatch East Midlands  TravelWatch Northwest CIC  TravelWatch Southwest CIC  Uttlesford District Council  Voice of Ripon, Age Concern  Waveney District Council</p>
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Hertfordshire County Council Hull City Council Huntingdonshire District Council Institute of Transport and Tourism Ipswich Borough Council	Waverley Borough Council West Dorset District Council Windsor & Maidenhead Borough Council Worcestershire County Council Yorkshire Dales National Park Authority 17 Members of the public
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