

## Hertfordshire County Council's Bus Services Operators Grant survey response

Q1. What is your local transport authority name?	Hertfordshire County Council
Q2. Which geographical region are you in?	East of England
Q3. What type of authority are you?	County Council
Q4. How would you classify yourself geographically (NTS Area type definitions) ?	Partly Urban other - Rural
Q5. Name of the reporting officer:	Matthew Lale
Q6. Contact phone number of the reporting officer:	01992 588633
Q7. Email address of the reporting officer:	<a href="mailto:matthew.lale@hertfordshire.gov.uk">matthew.lale@hertfordshire.gov.uk</a>
Q8. What have you used the developed funds for?	
Q8.1. A. Maintain current tendered services	Yes
Q8.2. B. Increase level of tendered services	No
Q8.3. C. Invest in alternative services (e.g. community transport, taxi buses)	No
Q8.4. D. Invest in supporting bus infrastructure provision	Yes
Q8.5. E. Other	No
Q8.6. Other (please specify):	No
Q9. If you ticked C, D or E in Q8, please specify the type of services/infrastructure you have invested in:	
Q9.1. A. Community Transport run under a section 19 permit	No
Q9.2. B. Taxi Buses	No
Q9.3. C. Network re-design/configuration	No
Q9.4. D. Bus stops/shelters	No
Q9.5. E. Bus lanes	No
Q9.6. F. Bus priority signalling	No
Q9.7. G. RTI (Real Time Information)	No
Q9.8. H. Funding Kick-start services	No
Q9.9. Other (Please specify):	HAPS (Hertfordshire Advanced Passenger System) an internal database system that supports the Passenger Transport Department
Q10. If you have observed any direct or indirect impacts as a result of the way in which you have used the devolved funds?	
Q10.1. A. Cost reductions to the local authority	No
Q10.2. B. Successful Kick-starts	No
Q10.3. C. Increase in patronage due to investment in infrastructure	No
Q10.4. D. The commercial market replacing any lost tendered routes	No
Q10.5. E. There have been no observed impacts	Yes
Q10.6. F. Other (Please describe here):	No
Q11. Please provide a short description of whether you took any mitigating action to reduce the impact of the transfer of BSOG on operators?	In addition, operators tendering for new contracts awarded have been required to include an allowance for the loss of BSOG in their tender prices.

Q12. Please specify how much your local transport authority spent on tendered bus services in 2017/18?	£4,123,258
Q13. Please specify how much your local transport authority spent on tendered bus services in 2018/19?	£4,273,039
Q14. Did you spend all of your allocated BSOG 2018/19 grant?	
Q14.1. Yes	Yes
Q14.2. No	No
Q14.3. If no why not? What are your plans for the carry-over funds?	-