**York Older People’s Assembly**

**Concessionary Bus Pass Survey**

**June 2022**

**1 Background**

Whilst the number of people using York’s buses is now at around 90% of the pre-COVID restriction level, the number using concessionary passes is still only at about 50%. This has implications for the future funding of York’s bus services. The York Older People’s Assembly therefore agreed with the City of York Council’s Head of Sustainable Transport that it would carry out a short survey of its members to try and find out why this has occurred. The survey was also distributed through the Age Friendly York network.

**2 The Questions**

The Concessionary Bus Pass Survey asked four questions:

1. Do you have a concessionary pass ?
2. If yes, have you used it since COVID restrictions were first introduced ? (March 2020)
3. If less often, or not at all, is this because of 1 of 5 reasons (respondents were asked to tick all that apply)
4. Any other comments.

**3 Responses**

84 responses were received – the responses to the first three questions are attached in summary form.

Q3 provided the opportunity to state reasons other than those specifically offered in the survey – 21 people took that opportunity.

Q4 provided the opportunity for “free text” – 35 people took that opportunity and offered a range of thoughts.

**4 More on Q3**

Other reasons stated:

* Meetings going on line – no reason to travel
* Absence of COVID precautions
* Crowded places
* Poor ventilation
* Many people do not use a mask
* Going out less
* Reduced bus service

**5 More on Q4**

Comments offered in relation to Q4 included:

* Working from home – no need to travel
* Would help if more information was provided on where the bus pass can be used including Park and Ride
* Concern about absence of masks and not enough ventilation
* Lost confidence in using public transport
* COVID has not gone away
* People will return to bus travel – some are just waiting – it can be a confidence issue
* Value of buses and bus pass is recognised – buses are a lifeline – without them would be isolated.

**Acknowledgement**

The York Older People’s Assembly is grateful to the York Bus Forum for their help in designing the survey and producing this report.

**Organisations / groups to whom this report has been circulated**

* City of York Council
* York Bus Forum
* York Older People’s Assembly
* Age Friendly York Citizen Group
* Civic Trust Transport Advisory Group

12th July 2022





