

## DigiGo

### Consultation options

#### Option 1: No changes to the service

#### Option 2: Change to evening hours of service based on travel demand

The DigiGo service currently finishes at 10pm, 7 days a week. Passenger use and travel behaviours highlight certain days where the 9pm until 10pm period is underused, on average, by 35% compared to the overall service.

There is also an opportunity to increase patronage by operating later on certain days of the week.

It is therefore proposed to amend the service finish time as follows:

- Sunday, Monday, Tuesday, Wednesday – 9pm
- Thursday, Friday, Saturday – 11pm

#### Option 3: North zone boundary revision to improve availability

The North zone has been in operation since July 2024. The current zone boundary is shown below:



Figure 1: DigiGo North Zone - Current

During that time, journeys to and from the Dunmow/Stebbing area to the remainder of the zone have been low. They've also had a disproportionate impact on service availability. For example, average journey times to this area are 76% higher than the overall North zone, but for around 5% of all journeys undertaken in the zone.

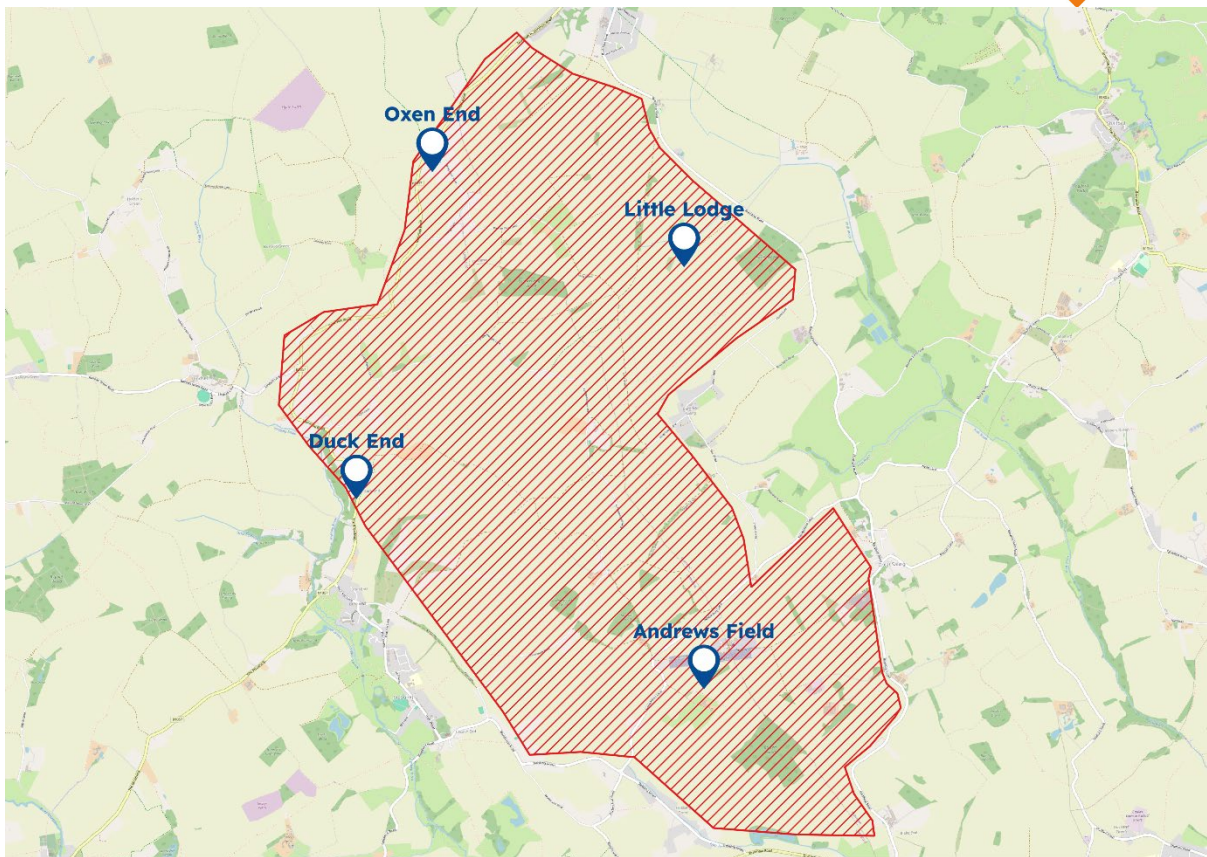
This reduces availability of the service for most users. It is therefore proposed to alter the North zone boundary with a view to improving availability and increasing patronage.

The revised zone proposed is shown below:



Figure 2: DigiGo North Zone - Proposed

This change would result in direct journeys from the revised zone to the Dunmow/Stebbing area are no longer being possible. These journeys instead could be undertaken via Braintree Bus Interchange. It would also result in the area shown below not being served by DigiGo, affecting 14 addresses.



*Figure 3: Area that would not be served by DigiGo if Option 3 proceeds*

Current journeys available via the current North/South Zone overlap area would remain available to residents via the South Zone. The South zone remains unchanged by this proposal.

For more information about the DigiGo service, [please visit their website](#).