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| **Bus Service Consultation**  Consultation on ECC funded bus service 11 Highwoods Circular  Operated by Arriva  November 2018 - January 2019 |
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**Introduction:** Service 11operates Monday to Friday with financial support from Essex County Council (ECC). ECC considered amending the Monday – Friday timetable and carried out a public consultation regarding this proposal between 28 November 2018 and 02 January 2019.

**Background:** Due to congestion around Severalls Business Park and Colchester North Station in the late afternoon and evening, ECC proposed amending the existing timetable with the aim of improving reliability.

**Proposal:**

* The timings of some the morning journeys to be slightly adjusted
* Journey times in the evening to be longer and as a result the number of journeys to be reduced to provide more running time.

**Impact:** The proposal would see:

* An earlier afternoon start at 15.59
* A reduction in the total number of afternoon journeys from eleven to eight
* One Colchester Station to Highwoods journey after 19.00, commencing at 19.25 (currently there are two journeys after 19.00)
* The evening journey time increase by 15 – 20 minutes

**Current Timetable:**

|  |  |  |  |  |  |  |  |  |  |  |  |
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| **HIGHWOODS - ST JOHNS ESTATE - COLCHESTER NORTH STATION - NORTH COLCHESTER BUSINESS PARKS** | | | | | | | | | | | 11 |
| **Monday - Friday** |  |  |  |  |  |  |  |  |  |  |  |
| Colchester North Station |  |  | 0612 | 0632 | 0652 | 0712 |  |  |  |  |  |
| North Colchester Business Pk, Axial Way |  |  | 0619 | 0639 | 0659 | 0719 |  |  |  |  |  |
| Severalls, Wincolls Rd |  |  | 0625 | 0645 | 0705 | 0725 |  |  |  |  |  |
| Highwoods Square | 0550 | 0610 | 0630 | 0650 | 0710 | 0730 |  |  |  |  |  |
| Arden Close | 0552 | 0612 | 0632 | 0652 | 0712 | 0732 |  |  |  |  |  |
| Wilmington Road | 0553 | 0613 | 0633 | 0653 | 0713 | 0733 |  |  |  |  |  |
| St Johns Est Shops | 0555 | 0615 | 0635 | 0655 | 0715 | 0735 |  |  |  |  |  |
| Goring Rd East | 0558 | 0618 | 0638 | 0658 | 0718 | 0738 |  |  |  |  |  |
| Colchester Leisure world | 0604 | '0624 | 0644 | 0704 | 0724 | 0744 |  |  |  |  |  |
| Colchester North Station | 0608 | 0628 | 0648 | 0708 | 0728 | 0748 |  |  |  |  |  |
| Monday - Friday |  |  |  |  |  |  |  |  |  |  |  |
| Colchester North Station | 1613 | 1633 | 1653 | 1713 | 1733 | 1753 | 1813 | 1833 | 1853 | 1913 | 1933 |
| Colchester Leisure world | 1617 | 1637 | 1657 | 1717 | 1737 | 1757 | 1817 | 1837 | 1857 | 1917 | 1937 |
| Goring Rd East | 1623 | 1643 | 1703 | 1723 | 1743 | 1803 | 1823 | 1843 | 1903 | 1923 | 1943 |
| St Johns Est Shops | 1626 | 1646 | 1706 | 1726 | 1746 | 1806 | 1826 | 1846 | 1906 | 1926 | 1946 |
| Wilmington Road | 1628 | 1648 | 1708 | 1728 | 1748 | 1808 | 1828 | 1848 | 1908 | 1928 | 1948 |
| Arden Close | 1629 | 1649 | 1709 | 1729 | 1749 | 1809 | 1829 | 1849 | 1909 | 1929 | 1949 |
| Highwoods Square | 1631 | 1651 | 1711 | 1731 | 1751 | 1811 | 1831 | 1851 | 1911 | 1931 | 1951 |
| Severalls, Wincolls Rd | 1636 | 1656 | 1716 | 1736 | 1756 | 1816 | 1836 | 1856 | 1916 |  |  |
| North Colchester Business Pk, Axial Way | 1642 | 1702 | 1722 | 1742 | 1802 | 1822 | 1842 | 1902 | 1922 |  |  |
| Colchester North Station | 1649 | 1709 | 1729 | 1749 | 1809 | 1829 | 1849 | 1909 | 1929 |  |  |

**Proposed Timetable:**

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| **HIGHWOODS - ST JOHNS ESTATE - COLCHESTER NORTH STATION - NORTH COLCHESTER BUSINESS PARKS** | | | | | | | | **11** |
| **Monday – Friday** |  |  |  |  |  |  |  |  |
| Colchester North Stn Forecourt | - | - | 0612 | 0632 | 0652 | 0712 |  |  |
| Axial Way | - | - | 0619 | 0639 | 0659 | 0719 |  |  |
| Severalls - Wincoll Road | - | - | 0624 | 0644 | 0704 | 0724 |  |  |
| Highwoods Tesco | 0550 | 0610 | 0629 | 0649 | 0709 | 0729 |  |  |
| Arden Close | 0552 | 0612 | 0631 | 0651 | 0711 | 0731 |  |  |
| St Johns Estate Shops | 0555 | 0615 | 0634 | 0654 | 0714 | 0734 |  |  |
| Harwich Road/Goring Road | 0558 | 0618 | 0639 | 0659 | 0719 | 0739 |  |  |
| Leisureworld | 0604 | 0624 | 0645 | 0705 | 0725 | 0745 |  |  |
| Colchester North Stn Forecourt | 0608 | 0628 | 0649 | 0709 | 0729 | 0749 |  |  |
|  |  |  |  |  |  |  |  |  |
| Colchester North Stn Forecourt | 1559 | 1629 | 1655 | 1725 | 1750 | 1820 | 1850 | 1925 |
| Leisureworld | 1604 | 1634 | 1700 | 1730 | 1755 | 1825 | 1855 | 1929 |
| Harwich Road/Goring Road | 1619 | 1649 | 1715 | 1745 | 1810 | 1840 | 1905 | 1935 |
| St Johns Estate Shops | 1622 | 1652 | 1718 | 1748 | 1813 | 1843 | 1908 | 1938 |
| Arden Close | 1625 | 1655 | 1721 | 1751 | 1816 | 1846 | 1911 | 1941 |
| Highwoods Tesco | 1629 | 1659 | 1725 | 1755 | 1820 | 1850 | 1915 | 1943 |
| Severalls - Wincoll Road | 1636 | 1706 | 1732 | 1802 | 1827 | 1857 | 1922 | - |
| Axial Way | 1642 | 1612 | 1738 | 1808 | 1833 | 1903 | 1928 | - |
| Colchester North Stn Forecourt | 1649 | 1719 | 1745 | 1815 | 1840 | 1910 | 1935 | - |
|  |  |  |  |  |  |  |  |  |

The consultation therefore put forward the following question:

* Do you agree with the proposed changes?

This was composed of a consultation letter available on bus and an online survey.

**Key Conclusions**

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| **Route** | **Findings** | **Frequency of responses** | **Summary of qualitative themes** |
| Service 11 operated by Arriva | 13 (68%) agreed with proposal  6(32%)disagreed with proposal | 215 total responses, 19 responded to proposal  11 comments made | * More reliable timetable is needed and this should address it. * Pulling off an afternoon service will not benefit us * Would prefer the service started 10 mins earlier * Would be useful to move the evening times back at least 10 mins. |

**Who gave views**

* Of those who gave their age: 21% 65 - 74; 21% 55 - 64; 16% 45 - 54; 5% 35 - 44; 16% 25 - 34, 16% 18 – 24.
* 74% of respondents were female and 21% male.
* 59% of respondents advised no disability; 18% advised physical impairment, 6% advised other long term disability.
* 84% work full or part-time, 11% were retired

**Summary**

On the basis of the outcome of the consultation, it was agreed to amend the timetable in accordance with the proposal.

**Final Decision**

The new timetable will come into operation on Monday 18 March, stakeholders have been informed.