

# **Local Bus Consultation 2019**

- Supported evening and Sunday local bus services
- Getting the right type of service
- Proposals around Devolution of Local Bus Services

July 2019

## Contents

Introduction .....	3
Interpreting the data within the consultation .....	4
Key Conclusions.....	5
Executive Summary .....	6
Who gave their views? .....	8
Detailed findings.....	11
Views on proposals.....	11
Views on proposed changes to bus services – Monday to Saturday .....	23
Views on proposed changes to bus services – Sunday and Bank Holiday .....	48
Views on proposed changes to Getting the right service .....	79
Views on proposed changes to Devolution.....	82
Additional comments .....	86
Appendix 1: Affected bus services within consultation .....	88
Quality Assurance .....	89

## Introduction

In 2018 Essex County Council (ECC) began a thorough review of its support for those local bus services that it funds across the county. From December 2018 to March 2019, residents were consulted on three elements all related to bus services within Essex. The first part was council funded evening and Sunday local bus services, the second part looked at individual's journeys in regard to affected services within the consultation, and finally residents were asked to give their views on a proposal around devolving the responsibility for local bus services to a more localised supported provision.

This report looks at all three parts of the consultation and looks at the 32 affected services within the evening and 44 affected services on Sunday and public holidays across Essex where the current contracts end in 2020.

Most bus services in Essex are run by commercial operators. The county council's role is to decide (where the commercial operators do not provide a service) whether one is needed and if it determines that one is, then to provide it. To help make this decision ECC looks at many factors including what alternatives are available, how many people use them and whether they offer value for money. The council will not support a service where it pays the operator £5.00 or more per passenger journey after all the finances of that service has been taken into consideration (all paying fares and concessionary fares included). This is commonly known as Cost Per Passenger Journey (CPPJ) and is a criterion to determine whether services should be provided by the local authority when forward planning for future demand.

How the council decides whether a service is needed and what services it will support are set out in the Bus Services Priority Policy 2015 to 2020, which can be found here

<https://www.essexhighways.org/uploads/files/local%20bus%20service%20priority%20policy%202015%20to%202020.pdf>

The services provided under this policy are paid for by Essex taxpayers. The supported network mainly operates in rural areas, and at less popular times for travel, such as in the evenings and on Sundays. At present ECC spends a total of around £9m of taxpayers' money on these services each year.

The consultation was aimed at how ECC supports evening and Sunday services; and at how we can work with other local authorities in Essex and other organisations to provide bus services to communities.

Residents of Essex were consulted on these proposals via a series of surveys on bus services in all districts in the county: these could be completed online or by post which were collated via the Customer Contact Centre. The consultation document included all affected services, understanding the bus user, establishing reasons behind usage and whether alternative methods can be met to make the journey, and questions around different delivery models and devolving powers to other local councils or organisations.

This report shows the findings from this consultation. Respondents were given a list of proposals and options for services across the county and the analysis has been reported as an overall county wide view and data captured can be split into the following districts:

- Basildon
- Braintree
- Brentwood
- Castle Point
- Chelmsford
- Colchester
- Epping Forest
- Harlow
- Maldon
- Rochford
- Tendring
- Uttlesford
- Out of County (Including Southend and Thurrock)

## **Interpreting the data within the consultation**

This report contains several tables and charts that present the consultation findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- A response of between 0% and 0.5% will be shown as <1%.
- As the questionnaire was completed by respondents themselves (self-completion), not all respondents have answered all the questions. Therefore, the base size (the number of people answering a question) varies by question.
- To ensure inclusivity, the questionnaire was open for anyone to take part and was available online and in paper format.
- For the analysis of free text comments, all have been read through and a coding frame was developed on a theme by theme basis and quantified thereafter.

## Key Conclusions

- Transport is a key service and is seen as a vital service for many members of the community, and respondents stated how invaluable transport is across the county.
- When analysing the 3 parts of the consultation there was no overwhelming agreement or disagreement with the proposals within the consultation.
- More respondents answered section 1 (Supported evening and Sunday local bus services) than any other sections.
- A small number of respondents stated that they felt they wanted to have more information before agreeing or not agreeing to specific proposals. For example they wanted to know who would make decisions on exceptions, how the passenger journey numbers were gathered, and whether concessionary passengers were included in those numbers. They also felt they may have questions specific to routes not covered by this consultation and made general comments on the bus network and wider bus issues.
- A number of respondents gave comments on routes that were not affected by the proposals in the consultation.
- Respondents when responding with their community in mind typically spoke about the potential for their community to become isolated without a regular bus service.
- Although some respondents agreed with the devolution proposal, they still felt Essex County Council should have a part to play in this process.
- There were a high number of free text comments which made comments about other transport issues which were not related to the actual proposals which are subject to the consultation (**General Comments** in Detailed Findings).

## Executive Summary

There were 3 parts to the consultation:

- Supported evening and Sunday local bus services
- Getting the right type of service
- Proposals around Devolution of Local Bus Services

Of the supported evening and Sunday local bus services, the proposed changes to the evening service policy had 56% who did not agree with the proposal, compared to 44% of respondents who found these acceptable. Of those who approved the most popular reason was that it ***continues to support services up to 22:00 on weekdays and 23:00 on Saturdays***. Of those who did not agree with the proposals the most given reason was ***I or others do not have an alternative way to make my/their journey***.

When looking at the exceptional criteria for supporting evening services after 22:00 Monday to Friday and 23:00 on Saturdays, 51% agreed with the evening services exception compared to 49% who did not agree. Of those who approved the most popular reason was that it would ***allow specific cases to be taken into account***. Of those who did not agree with the proposals the most given reason was there ***should not be exceptions***.

The proposed changes to the Sunday service policy had 59% who did not agree with the proposal compared to 41% of respondents who found these acceptable. Of those who approved the most popular reason was that it ***continues to support services up to 08:00 and 19:00***. Of those who did not agree with the proposals the most given reason was ***I or others do not have an alternative way to make my/their journey***.

When looking at the exceptional criteria for supporting Sunday services, 41% agreed with the evening services exception compared to 59% who did not agree. Of those who approved the most popular reason was that it would ***allow flexibility in decision making***. Of those who did not agree with the proposals the most given reason was there ***should not be exceptions***.

The second part of the supported evening and Sunday local bus services related to specific journeys (You and your specific journeys section) and asked respondents to comment on the changes proposed for evening and Sunday services. A summary of the affected routes are available in Appendix 1 and Appendix 2. Each service has been analysed on a service by service section under the detailed findings below.

Getting the right type of service sets out possible changes in policy and approach that could apply to how services are delivered across Essex for county council contracted services. 72% said they support ECC making wider use of services requiring smaller vehicles and/or demand responsive transport, and 28% said they did not support this. Of those who approved the most popular reason was that it

provided **more flexibility** and of those who did not agree with the proposals the most given reason was **I prefer a fixed timetable**.

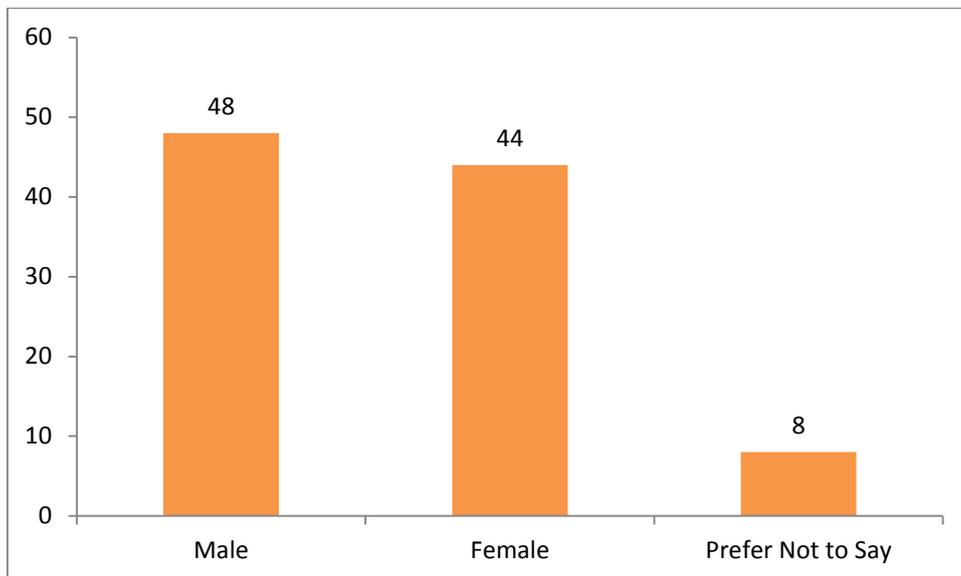
Proposals around devolution of local bus services showed that 56% of respondents said they supported passing the responsibility for the commissioning and delivery of local bus services to more localised community groups and 44% did not support this. Of those who approved the most popular reason was it enabled **better decisions made closer to the communities they serve** and of those who did not agree with the proposals the most given reason was **less consistent decisions across communities**.

More detailed analysis can be found in the detailed findings section below.

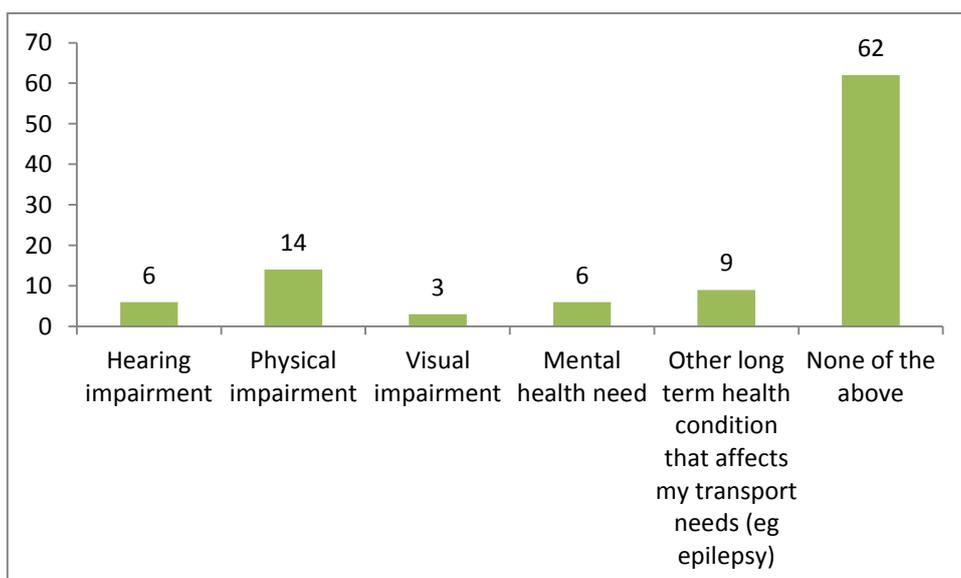
## Who gave their views?

**3,318** respondents responded to the survey, with a total of **1,220** people fully completing a questionnaire.

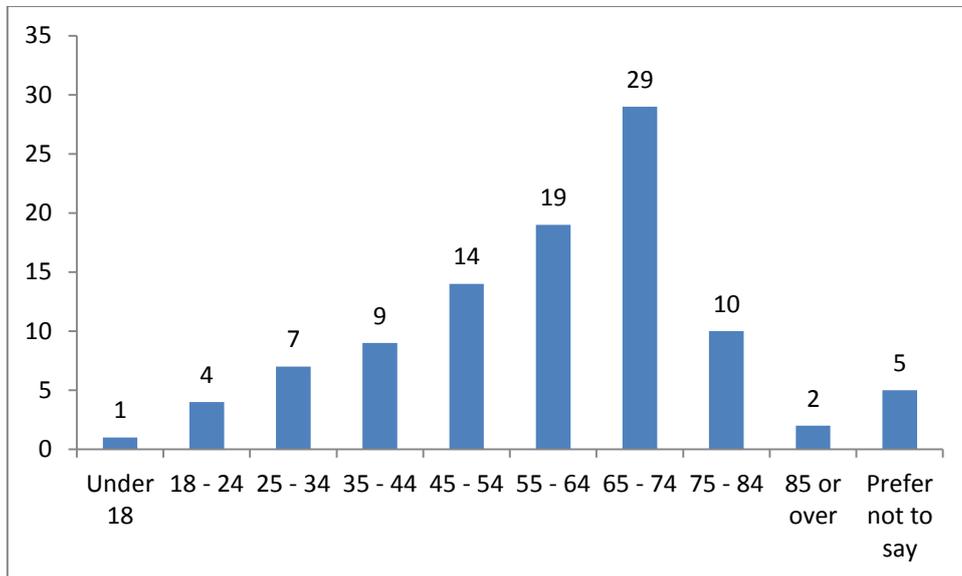
**48%** of respondents were **male**, **44%** were **female** and **8%** preferred not to say (Sample=1198).



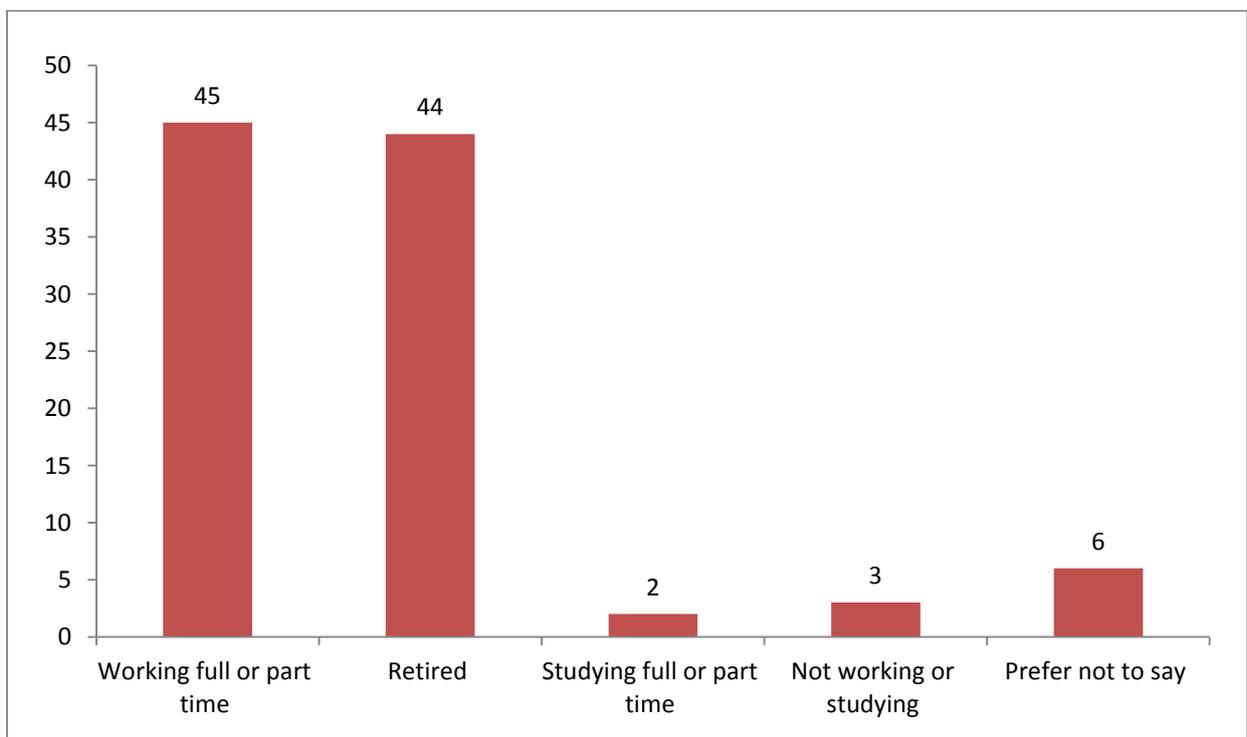
**14%** of respondents said that they have a **physical impairment**, **9%** have a **long term health condition** that affects their transport needs (eg epilepsy), **6%** have a **hearing impairment**, **6%** have a **mental health need** and **3%** have a **visual impairment**. (Sample=1165)



**29%** of respondents were aged **65 or over**, **19%** were aged between **55 and 64**, **14%** were aged between **45 - 54**, **10%** were aged **75 - 84**, **9%** were between **35 - 44**, **7%** were **25 - 34** years old, **4%** were **18 – 24**, **2%** were **85 or over** and **1%** were **under the age of 18**. **5%** of respondents **preferred not to say**.



**45%** of respondents **work** while **44%** are **retired**, **6%** **preferred not to say**, **3%** were **not working or studying**, with **2%** **studying full or part time**.



The number of respondents completing each district questionnaire is shown in the table below:

District questionnaires	Number completed	Percentage
Basildon	98	8%
Braintree	62	5%
Brentwood	67	6%
Castle Point	43	4%
Chelmsford	224	19%
Colchester	192	16%
Epping Forest	30	3%
Harlow	33	3%
Maldon	52	4%
Rochford	78	7%
Tendring	59	5%
Uttlesford	40	3%
Southend-on-Sea	18	2%
Thurrock	4	<1%
Other out of County	7	1%
Other*	188	16%
Total	1195	100%

\*Please note, respondents who had stated other are classified because they gave answers covering multiple districts. These have been broken down into sub analysis when looking at section 2 of the consultation - My journey.

1066 respondents gave the first 3 characters of their postcodes. This information is for further analysis to understand impact at local level with data captured within the previous question.

In addition, around 22 responses were received outside of the consultation via email, comment on consultation landing page or letter. All of these responses were inputted into the consultation and are included in the overall analysis where possible and others can be viewed within the Appendix below.

# Detailed findings

## Views on the proposed supported evening services policy

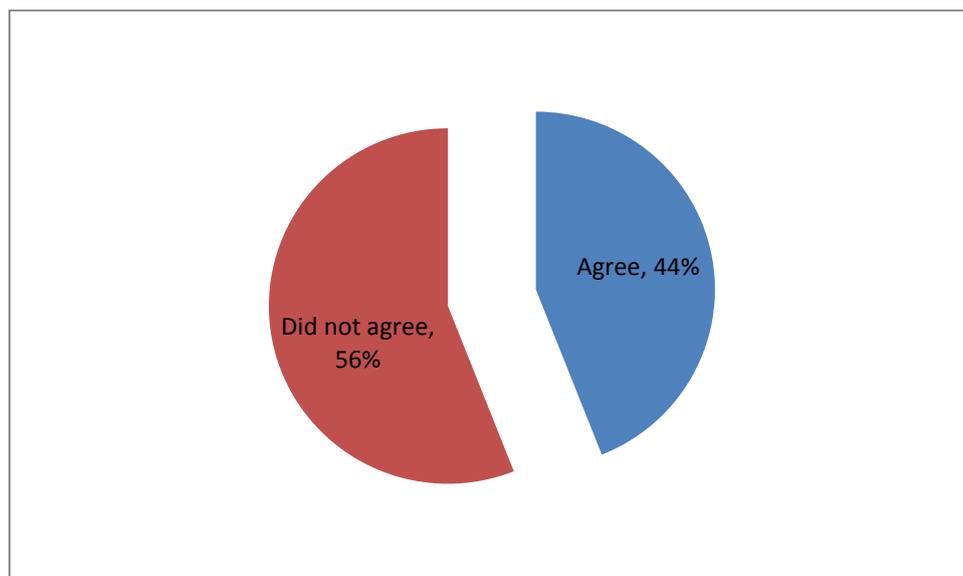
The consultation asked respondents to provide their views on the proposed evening services policy.

### The proposed policy:

ECC's proposal is to have a general policy that allows taxpayer funding to be focused on those services that are most well used, but which has the flexibility to deal with the exceptions, so that support can continue for as many well used journeys as possible. This means that ECC would:

- Continue to fund the existing journeys on evening services that depart before 22:00 on weekdays (Monday to Fridays) or before 23:00 on Saturdays
- Consider funding specific additional journeys starting after these times that meet specific 'exception' criteria. (Continue to support current evening services up until the times stated and would consider funding, as an exception to the policy, any journeys after those times that have an average of 6 passengers or more on board.).
- ECC will continue to consider our £5 cost per passenger journey criteria as set out in the Essex Local Bus Service Priority Policy 2015 to 2020.

Out of the 1462 respondents to this question **56% (n=822) did not agree with the proposals with 44% (n=640) agreeing.**



Where respondents agreed with the proposals, they were asked to indicate one of three reasons why they supported them. Respondents could select all they felt applied.

- **42% of respondents said that it continues to support services up to 22:00 on weekdays and 23:00 on Saturdays,**
- **35% said the most well used journeys are still supported and**
- **22% said it's a better use of taxpayer's money.**

**In regard to the free text comments box relating to responses from people supporting the proposed policy for evening services, these responses have been themed, coded and quantified below:**

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
Proposal largely maintains current services	17	28%
The provision supports activities at some non-social hours	7	12%
Smaller vehicles should be used on routes to reduce cost	6	10%
There should be more services – for example more night buses	5	8%
The policy takes into account user needs	3	5%
Combining routes could make savings	3	5%
Increase bus service frequency	3	5%
General comments	3	5%
Services should be run fully commercially	2	3%
Agree with passenger number criterion	2	3%
Vital for employment travel	2	3%
Vital for people with impairments/disabilities	2	3%
Better for the environment	1	2%
£5 per passenger journey test needs to be revisited	1	2%
New technology for new route suggestions	1	2%
Technology should be introduced to help improve bus user experience	1	2%
Supports passenger safety	1	2%

*Of the respondents who disagreed with the proposals, they were given two reasons and a free text option to understand why.*

**63% of respondents stated that I or others do not have an alternative way to make my/their journey and 37% of respondents stated It will have an adverse impact on the night time economy.**

**In regard to the free text comments box relating to not supporting changes to the evening services, these responses have been themed, coded and quantified below:**

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
The proposal doesn't take into account user needs	67	17%
The proposal will not support activities outside normal working hours	53	14%
The policy will affect current employment travel	49	13%
There is not enough affordable alternative sustainable transport	38	10%
The policy will have a negative impact on the community	26	7%
Comments on individual routes (these are covered in more detail later in the report)	21	5%
There should be a more co-ordinated approach for future bus travel	18	5%
ECC should maintain current services	17	4%
The policy is detrimental to personal safety	16	4%
There should be more night buses	11	3%
These services are vital for people with impairments/disabilities/health conditions	10	3%
There should be an increase in bus service frequency	10	3%
Combining routes could make savings	9	2%
The proposal is financially driven	8	2%
Environmental factors should be considered in making these decisions	8	2%
More information is needed to understand the proposal	7	2%
General comments	5	1%
I do not agree with the proposed passenger number criteria	4	1%
ECC should means test bus passes	4	1%
Smaller vehicles should be used on routes to reduce costs	3	1%
I do not agree with the time constraints proposed	3	1%
£5 per passenger journey test needs to be revisited	2	1%
Technology should be introduced to help improve bus user experience	2	1%

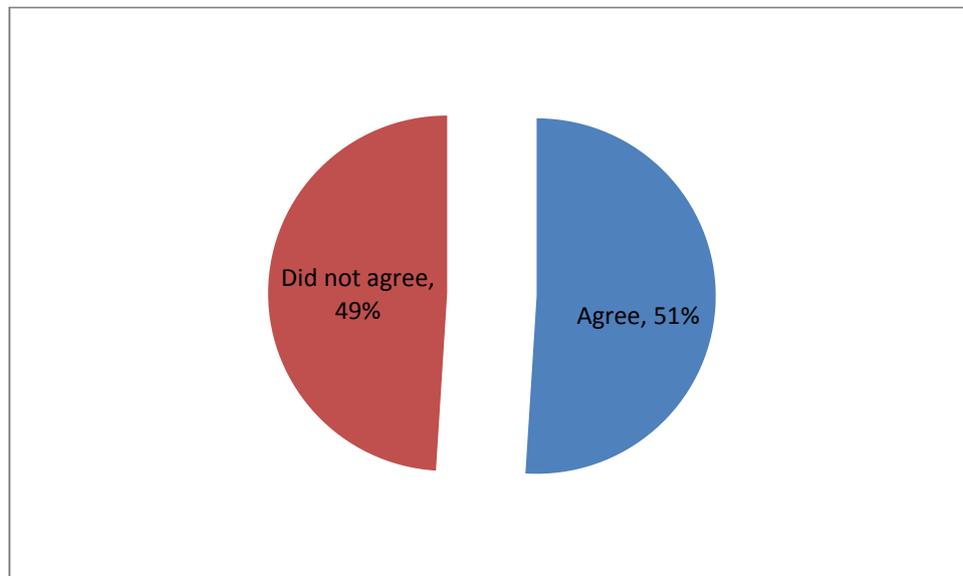
## Questions on exceptions to the proposed evening services policy

The consultation asked respondents if they agreed with the proposals around an evening exceptions policy.

### ***Exceptional criteria for supporting evening services after 22:00 Monday to Friday and 23:00 on Saturdays***

ECC will continue to support current evening services up until the times stated and would consider funding, as an exception to the policy, any journeys after those times that have 6 regular passengers or more on board. This will allow the vast majority of current passengers to travel.

Out of 1226 respondents to this question **51%** of respondents **agreed** (n=631) with the evening services exception and **49%** **did not agree** (n=595).



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 2 answers of which respondents could select all they felt applied.*

**54%** of respondents to the question said that they agree that the proposals **allow specific cases to be taken into account** and **46%** said the proposals **enable flexibility in decision making**

***In regard to the free text comments box relating to agreeing to the proposed exception criteria, these comments have been themed, coded and quantified below:***

Theme	Count	Percentage
ECC should maintain current services	8	19%
There should be a more co-ordinated approach for bus travel	6	14%
The policy must take into account user needs	5	12%
General comments	4	9%
The policy will have a negative impact on the community	3	7%
Smaller vehicles should be used to reduce cost	2	5%
Later services help support activities outside normal working hours	2	5%
Combining routes could make savings	2	5%
Exceptions could help with current employment in the area	2	5%
More information needed to understand proposal	2	5%
Need to take into account local demand	2	5%
Introduce on demand transport	1	2%
£5 per passenger journey test needs to be revisited	1	2%
There should be more night buses	1	2%
Free concessionary travel should be ended and the money invested in local buses	1	2%
The policy will have a positive impact on the environment	1	2%

*Of the respondents that disagreed with the proposals, the reasons given were broken down into 3 answers of which respondents could select all they felt applied.*

**53%** of respondents to the question said that **there should not be exceptions**, **30%** said the **exceptions are too narrow** and **17%** of responses said **the exceptions are too broad**.

***In regard to the free text comments box relating to exceptions, these responses have been themed, coded and quantified below:***

Theme	Count	Percentage
Comments on individual routes (these are considered in detail later in the report)	18	9%
The policy will have a negative impact on the community	15	8%
There should be a more co-ordinated approach for bus travel	14	7%
The proposal doesn't take into account user needs	13	7%
ECC should maintain current services	13	7%
The policy will be detrimental to passengers activities outside normal working hours	12	6%
I do not agree with the proposed passenger number criterion	12	6%
General comments	12	6%
I do not agree with the time constraints proposed	9	5%
The policy will affect current employment travel	8	4%
More information needed to understand proposal	7	4%
No exceptions at all	7	4%
There is a lack of alternative transport provision in the area	6	3%
Commercial services will be less viable	5	3%
The financial burden is placed onto current bus users	5	3%
Passenger numbers are reported correctly	5	3%
The policy is detrimental to personal safety	5	3%
The policy will have a negative impact on vulnerable people	5	3%
An overall strategy is needed	4	2%
Smaller vehicles should be used on routes to reduce cost	3	2%
More criteria to be included in exceptions	3	2%
£5 Fare needs to be revisited	3	2%
Seasonal exceptions should be allowed	2	1%
Occasional users should be considered	2	1%
Combining routes could make savings	1	1%
Residents should be involved	1	1%
The policy should consider the impact on Environment	1	1%
The policy should consider the impact on worship	1	1%
There is a lack of volunteers in the community	1	1%

## Views on the proposed supported Sunday services policy

The consultation asked respondents to provide opinion on the proposed Sunday services policy.

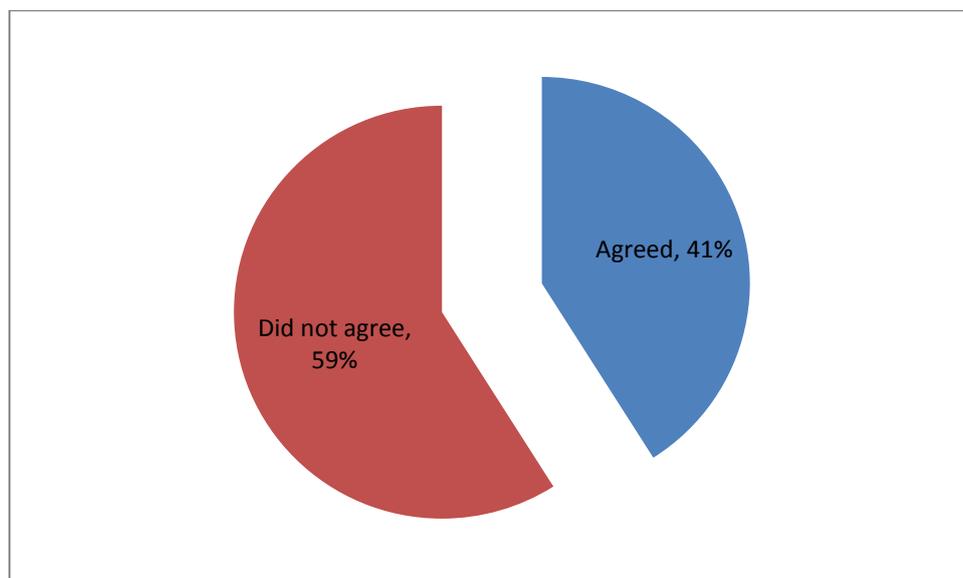
### The proposed policy:

ECC are proposing a new 'supported Sunday services' policy that allows taxpayer funding to be focused on those services that are most well used, but which has the flexibility to deal with exceptions, so that as many journeys as possible can be supported.

This means that ECC would:

- Fund current Sunday services departing between the hours of 08:00 to 19:00
- Set a minimum two hourly frequency for these services
- Consider funding specific additional journeys against a set of 'exceptions' criteria
- We will continue to consider our £5 cost per passenger journey criteria as set out in the Essex Local Bus Service Priority Policy 2015 to 2020.

Out of the 1307 respondents to this question **59% (n=771) did not support the proposals with 41% (n=536) supporting the proposals** outlined above.



Of the respondents that supported the proposals, the reasons given were broken down into 4 answers of which respondents could select all they felt applied.

**34%** of respondents said that **it continues to support services between 08:00 and 19:00**, **26%** said that it supports **the most well used journeys**, **24%** said **it focuses support on the times at which people are travelling** and **16%** said it was the **most appropriate use of taxpayer's money**.

***In regard to the free text comments box relating to supporting changes to the evening services, there were responses of which have been themed, coded and quantified below:***

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
There should be a more co-ordinated approach for public transport	8	13%
Comments on individual bus routes (these are dealt with in more detail later in the report)	8	13%
ECC should maintain current services	6	10%
There should be an increase in bus service frequency	5	8%
The policy takes into account user needs	4	6%
The policy supports activities at non-social hours	4	6%
The timings should be extended	4	6%
There should be other sustainable transport options	4	6%
Smaller vehicles should be used on routes to deliver savings	3	5%
Combining routes could make savings	3	5%
These services are vital for people with impairments/disabilities	3	5%
General comments	3	5%
The policy allows flexibility	2	3%
ECC should protect night buses over weekend transport	2	3%
Services are needed for employment travel	2	3%
Services should be fully commercial	1	2%
I agree with the proposed passenger number criteria	1	2%

*Of the respondents that did not support the policy, the reasons given were broken down into 3 answers of which respondents could select all they felt applied.*

***43% said I/others do not have an alternative way to make my/their journey,  
33% said the reduction to a two hourly frequency would significantly affect my journey and  
26% said it will have an adverse impact on the Sunday economy***

***In regard to the free text comments box relating to exceptions should include, these responses have been themed, coded and quantified below:***

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
Disagree with time proposals	66	16%
Doesn't take into user needs	48	12%
Individual bus service comments	47	12%
Will affect current employment/volunteering travel	37	9%
Negative impact on community	30	7%
Does not support activities outside Monday - Saturday	29	7%
Not enough affordable alternative sustainable transport	23	6%
Co-ordinated approach for future bus travel	21	5%
Increase bus service frequency not withdraw	17	4%
Maintain current services	13	3%
Impact potential future bus users	12	3%
Vital for people with impairments/disabilities/health conditions	10	2%
Miscellaneous	8	2%
Proposal is financially driven	7	2%
Environmental factors	7	2%
More information needed to understand proposal	6	1%
Combining routes could make savings	5	1%
Disagree with passenger base figure	4	1%
Seasonal differences need to be considered	4	1%
Detrimental to personal safety	3	1%
Reflect daytime service	3	1%
New strategy needed	3	1%
Use smaller vehicles	2	<1%
£5 limit needs to be revisited	2	<1%

## Questions on exceptions to the proposed changes to the Sundays exception criteria

The consultation asked respondents if they agreed with the proposals around changes to the Sundays exceptions.

Exceptional criteria for supporting Sunday services, before 08:00 and after 19:00 adopting a 2 hourly maximum frequency.

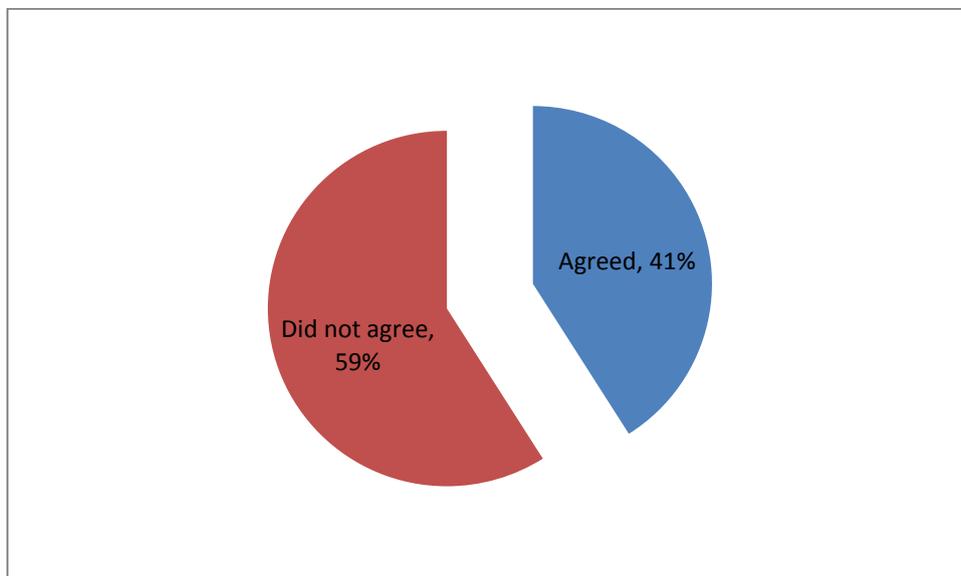
Allowing for exceptions enables flexibility in the policy where it is merited.

We would like to test the proposed exceptions criteria as part of this consultation.

We will continue to support current Sunday services between the times stated and would consider funding, as an exception to the policy, any journeys outside of those times that have 6 regular passengers or more on board.

This will allow the vast majority of current passengers to travel. Such exceptional support would only be possible where the necessary funding is available from the allocated local bus budget.

Out of 1281 respondents to this question **41%** of respondents **agreed** (n=524) with the evening services exception and **59% did not agree** (n=757).



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 2 answers of which respondents could select all they felt applied.*

51% of respondents to the question said that they agree that the proposals **allow flexibility in decision making** and **49%** said the proposals **enable specific cases to be taken into account**

**In regard to the free text comments box relating to agreeing to the proposed exception criteria, they have been themed, coded and quantified below:**

Theme	Count	Percentage
Individual route comments	7	14%
Better co-ordinated approach for future bus travel	6	12%
Must take into user needs	5	10%
Miscellaneous	5	10%
Maintain current services	3	6%
Link this to encourage bus travel	3	6%
No alternative transport methods in area	3	6%
Need to take into account local demand	3	6%
General agreement	2	4%
On demand transport	2	4%
Help support activities outside normal working hours	2	4%
Reduce frequency rather than lose buses overall	2	4%
Tax payers money can be spent elsewhere	2	4%
Flexibility needed for efficient service	2	4%
Negative Impact on community	1	2%
£5 fare needs to be revisited	1	2%
Suggestion around future bus plans (More night buses during the week)	1	2%
Could help with current employment in the area	1	2%
Free concessionary travel should be ended and the money invested in local buses	1	2%

*Of the respondents that did not agree with the proposals, the reasons given were broken down into 3 answers of which respondents could select all they felt applied.*

55% of respondents to the question said **there should be no exceptions**, **27%** said **the exceptions are too narrow** and **18%** said **the exceptions are too broad**.

**In regard to the free text comments box relating to disagreeing to the proposed exception criteria, they have been themed, coded and quantified below:**

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
Individual service route comments (these are covered in more detail later in the report)	21	10%
General comments	19	9%
I disagree with the proposed frequency for Sunday services	18	9%
Proposals must take into account current user needs	13	6%
ECC should maintain current services	11	5%
There will be a negative impact on the community	11	5%
There will be a negative impact on the most vulnerable members of society	10	5%
Services should be supported in line with retail/leisure demand	9	4%
Exceptions will allow for popular commuting times	7	3%
The policies are inconsistent with transport strategies	7	3%
There should be route changes	7	3%
The proposals should consider the availability of alternative transport	7	3%
ECC should support services that link to other transport links	7	3%
There should be consistency in measuring passenger numbers	6	3%
The proposal is financially driven	6	3%
ECC should support more bus services	6	3%
More information needed	5	2%
I do not agree with the proposed passenger number criterion	5	2%
There should be no exceptions	5	2%
Buses are the only viable transport for our community	4	2%
Future demand is not predictable	4	2%
The policy should consider the impact on the environment	4	2%
The proposals could affect employment	3	1%
Smaller vehicles should be used on routes to make savings	2	1%
The policy should consider access to hospital	2	1%
The policy should allow seasonal exceptions	2	1%
£5 per passenger journey test needs to be revisited	1	<1%
The policy needs to consider access to worship	1	<1%
The policy is detrimental to personal safety	1	<1%

## **You and Your Specific Journey**

**This part of the consultation was to understand respondent's journeys that they currently make to identify the specific impact on them, should their journey be changed or withdrawn.**

### **Views on proposed changes to bus services – Monday to Saturday**

This is an overall analysis of all respondents per service. Further analysis is being undertaken on a service by service basis to identify specific journeys relating to journeys affected within the consultation.

#### ***1 - Sumners - Passmores - Central Harlow***

***Journey departing from Harlow Bus Station at: 2218***

***Journeys departing from Sumners at: 2200 & 2230***

***Arriva***

*There were 3 responses to the consultation relating to the above service. 2 respondents said they could not re-time their journey to use an alternative service.*

Reasons for usage of the service included work, leisure and shopping.

Comments relating to this service were: counterproductive to promote town centre services, and leave no public transport after 10pm, counterproductive to night-time economy, and not in line with town revitalisation.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes. Although it may want to promote the night time economy, we need to do so in a sustainable way.

## **1A**

### **Monday to Saturday**

#### **Ambrose Avenue – Greenstead**

**Journeys departing from Ambrose Avenue at: 2215, 2245 & 2315**

**Journeys departing from Greenstead at: 2215, 2245 & 2315**

#### **First**

*There were 8 responses to the consultation relating to the service above. 8 people responded directly to the Monday to Saturday proposal. All respondents said they could not re-time their journey to use an alternative service.*

Reasons for usage of the service included studying or training, leisure, babysitting and shopping.

Comments relating to this service were: local government should be encouraging sustainable travel and less cars on the road, reducing buses will affect isolation, local authority should be innovative in the ways in improving services rather than cutting back.

Although we wish to innovate, the economics of the cost of subsidy and the low number of people wishing to use public transport mean that there is little scope for innovation. Although we wish to reduce the number of cars on the road these services operate at times when the roads are quiet and we would want to prioritise investment to reduce the number of vehicles at peak times.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **2**

### **Monday to Saturday**

#### **Harlow - Passmores - Staple Tye**

**Journey departing from Harlow Rail Station at: 2240**

#### **Arriva**

*There were 3 responses to the consultation relating to the service above. 1 person said they could re-time their journey for an alternative service, 1 person said they could not re-time their journey and 1 person did not answer that question.*

Reasons for usage of the service are for work.

Comments relating to the service were: losing the service would be detrimental to passenger safety and increase financial burden on passengers.

The consultation was about a policy rather than specific services. We can confirm that this journey has more than six passengers on average and would therefore be retained under the policy.

## **2A**

### **Monday to Saturday**

#### **Highwoods - Great Horkesley**

#### **Journey departing from Highwoods at: 2226 & 2326**

#### **Journey departing from Great Horkesley at: 2258**

#### **First**

*There were 16 responses to the consultation relating to the Monday to Saturday timetable. 14 of the respondents said they could not re-time their journey for an alternative service while 2 respondents could re-time their journey.*

Detailed analysis shows that of those responses, 6 responses related to journeys covered by the consultation with 5 of them being unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

Reasons for usage of the service were work, leisure, healthcare, shopping, study or training.

Comments relating to the service were that a late bus should be considered so people do not feel stranded in town late at night; more circular routes should be considered; service changes should be made; that new infrastructure development is being put in place with a lack of public transport to support it; that public transport is only available for residents in profitable areas; that the changes will stop rural residents accessing town activities; that there is a lack of respect shown to residents; that it is cheaper to use buses than rely on taxis and that on-going infrastructure growth promoting modal shift requires reliable bus services.

The fact that buses are lightly used suggests that development has not yet generated significant demand for public transport at these times. Essex County Council subsidises significant bus operations where routes are otherwise unprofitable. We believe that circular routes are unlikely to increase usage significantly although longer journeys will increase the cost.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**4**

**Monday to Saturday**

**Latton Bush - Bush Fair - Tye Green - Central Harlow**

**Journey departing from Harlow Bus Station at: 2237**

**Journey departing from Latton Bush at: 2246**

**Arriva**

*There was 1 response directly related to the service above.*

*The respondent could not re-time their journey with alternative services.*

Detailed analysis shows that that response related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Leisure Healthcare, shopping, study or training.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**4**

**Monday to Saturday**

**Clacton – Jaywick**

**Journeys departing from Jaywick at: 2215 & 2315**

**Heddingham**

*There were 4 responses to the consultation relating to the service above. 3 respondents said they could not re-time their journey for an alternative service and 1 person said they could re-time their journey.*

Reasons for usage of the service were leisure and work.

Comments relating to the service were: employment requires reliable public transport links, use smaller buses to save on fuel, increase taxes to pay for this.

Smaller buses are unlikely to lead to a sufficiently large reduction in cost or significantly improve the economics of late night services. Increasing taxes is something that we have limited ability to do as a result of the requirement to hold a referendum for significant increases in council tax. These changes will impact on few people given that the journeys are used by fewer than six people on average.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **5**

### ***Monday to Saturday***

#### ***Basildon – Felmores***

***Journeys departing from Basildon at: 2220, 2230, 2300***

***Journeys departing from Felmores at: 2214, 2244***

#### ***First***

*There were 13 responses to the consultation to the service above. Of the 13 respondents, 5 respondents journey would be affected by the consultation Monday – Saturday and of this no people could re-time their journey with an alternative service.*

Detailed analysis shows that of those responses there were 5 responses related to journeys covered by the consultation, all of whom were unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

Reasons for usage of the service are leisure, healthcare, work, shopping, study and training, worship and learning lifeskills.

Comments relating to the service from respondents whose journey will be affected were: reliant on public transport for employment, cannot afford private transport, reliant on buses as safe methods of transport, operators earn enough money from day sales to keep evening service going, council run bus operator could ensure local transport is maintained putting the money gained back into local transport.

The low usage on these services means they are not commercial and a community led solution such as a shared taxi is likely to be a better approach. Wholesale franchising of the network is an option, but would come at significant additional cost and risk to the taxpayer.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**6**

**Monday to Saturday**

**Harlow - Little Parndon**

**Journey departing from Harlow Bus Station at: 2220**

**Arriva**

*There were 2 responses directly related to the service above.*

*The respondents could re-time their journey with alternative services.*

Detailed analysis shows that the responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were shopping, study or training.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**6A/6B**

**Monday to Saturday**

**Clacton - Bockings Elm - Point Clear**

**Journeys departing from Point Clear at: 2217 & 2317**

**Journey parting from Clacton at: 2250**

**Heddingham**

*There were 8 responses related to the service above.*

*Detailed analysis shows that of these, 3 responses related to journeys covered by the consultation. All respondents could not re-time their journey with alternative services. The other responses related to journeys that will not be affected by the consultation.*

The reasons for usage of the service were leisure, work, healthcare, shopping, study or training and worship.

Comments relating to the service were: stop making funding cuts, community cutbacks, additional timing issues for users, changes could harm local businesses, and could harm tourist trade within the area.

The late evening running times of these services mean that tourists will still have the choice of making journeys but doing so earlier. Local businesses continue to be supported by earlier journeys, but later ones are not proving a sustainable investment for taxpayers.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**7**

***Monday to Saturday***

***North Shoebury - Southend - Hockley – Rayleigh***

***Journeys departing from Southend at: 2200 & 2300***

***Journeys departing from Rayleigh at: 2215 & 2245***

***Arriva***

*There were 30 responses related to the service above.*

*Detailed analysis shows that of those responses, 21 related to journeys covered by the consultation. 19 respondents could not re-time their journey with alternative services, while 1 respondent could re-time their journey with alternative services. The other responses related to journeys that will not be affected by the consultation.*

The reasons for usage of the service were leisure, work, healthcare, shopping, visit elderly friend, attend council meetings, workers use and pay for this bus, attending classes, worship.

Comments relating to the service were: unreliable service since last change to service provision which has impacted on service use, services have been cut already, unable to attend sporting activity if proposed changes happen, rely on service for employment, align routes to provide a more complete service, revise methods of means testing for travel passes to save money, will leave people stranded, need to have the service to go shopping, meeting friends and other activities.

The usage assessment is based on an average of passenger data and so takes account of occasional unreliability. Whilst there will be individual adverse impacts, it has never been the case that supported local bus services can meet every individual travel need. Community led solutions such as shared taxis are likely to be more appropriate for these numbers of passengers. Under the law, ECC is not able to means test concessionary passes. Earlier journeys are still available even though they may be less convenient.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**7**

**Monday to Saturday**

**Frinton – Clacton**

**Journey departing from Frinton at: 2219**

**First**

*There were 2 responses directly related to the service above.*

*The respondents could not re-time their journey with alternative services.*

Detailed analysis shows that that response related to journeys that will not be affected by the consultation.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**8**

**Monday to Saturday**

**Old Harlow - Mark Hall – Harlow**

**Journeys departing from Old Harlow at: 2200 & 2230**

**Journey departing from Harlow Bus Station at: 2218**

**Arriva**

*There were 2 responses directly related to the service above.*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of those responses 1 response related to journeys covered by the consultation. The other response related to journeys that will not be affected by the consultation.

The reason for usage of the service is leisure, doctors appointment and light shopping.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### ***8/8A Monday to Saturday***

#### ***Laindon – Pitsea***

***Journeys departing from Laindon at: 2214, 2242 & 2314***

***Journeys departing from Pitsea Broadway at: 2214 & 2245***

#### ***First***

*There were 24 responses directly related to the service above.*

*20 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses, 9 responses related to journeys covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reason for usage of the service is work, leisure, shopping, visiting relatives, scouts, volunteering, healthcare, worship, study or training.

Comments relating to the service above were: unable to attend clubs if bus service withdrawn, unable to use current facilities (healthcare, leisure, work) and proposed facilities (multiscreen cinema, restaurants) if service withdrawn, feel unsafe if bus service withdrawn, council should control bus services for consistency purposes, use smaller buses, would have to find alternative employment as need the service to attend work, cheaper ticket alternative to incorporate all public transport, feel safer using public transport, withdrawal of service would affect mental and physical health.

Smaller buses are unlikely to lead to a sufficiently large reduction in cost or significantly improve the economics of late night services. For those making similar journeys a community led solution such as a shared taxi is likely to be a more appropriate approach. Supported local bus services have never been able to meet every individual travel need. An all Essex saver ticket is already available for bus travel and a plus bus ticket integrates train and bus travel.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**10**

**Monday to Saturday**

**Church Langley - Central Harlow**

**Journey departing from Harlow Rail Station at: 2210**

**Journey departing from Church Langley at: 2222**

**Arriva**

*There were 5 responses directly relating to the service above.*

*4 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses, 1 response related to journeys covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, healthcare, shopping, study or training.

Comments relating to the service above were: withdrawal of service would affect social life.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**21 B**

**Monday to Saturday**

**Canvey – Southend**

**Journey departing from Southend at: 2214**

**Journeys departing from Canvey at: 2216 & 2316**

**First**

*There were 27 responses directly relating to the service above.*

*23 respondents could not re-time their journey with alternative services, while 4 respondents stated they could re-time their journey with alternative services.*

Detailed analysis shows that of those responses, 12 related to journeys covered by the consultation with 11 being unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, healthcare, shopping, study or training, caring, volunteering, attending meetings.

Comments relating to the service above were: promotion of sustainable transport, stop cutting public services, change the way the service is delivered, service provision does not meet customer needs, would leave residents stranded and away from local amenities, service keeps people employed, proposals isolate more people, reducing bus services has detrimental effect on other public services (mental health services and health services), replacing service will cost council more money in the long term, public transport decisions affecting the area, needed for medical appointments, buses are more environmentally friendly.

A bus, even a smaller bus, is unlikely to be the most sustainable option for passenger numbers below six. A community led solution such as a shared taxi is likely to be more appropriate. The retention of earlier journeys still allows access to key services even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**31**

***Monday to Saturday***

***Chelmsford - Maldon – Burnham***

***Journeys departing from Chelmsford Bus Station at: 2215 & 2310***

***First***

*There were 25 responses directly relating to the service above.*

*22 respondents could not re-time their journey with alternative services, while 3 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 17 related to journeys covered by the consultation, 15 of which are unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work and job centre, leisure, healthcare, shopping, study or training, caring, volunteering, attending meetings.

Comments relating to the service above were: not cost effective to change service, affect social life, should look to extend service, service not reliable at the moment, reducing services is detrimental to communities, isolating communities, reducing social engagement, impacts personal choice, reduce service could lead to reduced mental health and wellbeing, reduced service will affect children, elderly and disabled, combine with other public transport schemes to improve transport within communities, promote sustainable transport, will have to use alternative more expensive travel, consultation needs to influence policy change.

The consultation was about a policy rather than specific services. We can confirm that this journey has more than six passengers on average and would therefore be retained under the policy.

**36**

***Monday to Saturday***

***Chelmsford - South Woodham Ferrers***

***Journey departing from Chelmsford Bus Station at: 2240***

***Journey departing from South Woodham at: 2221***

***First***

*There were 60 responses directly related to the service above.*

*57 respondents could not re-time their journey with alternative services, while 3 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses, 30 related to journeys covered by the consultation. Only 2 said they could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work and job centre, leisure, healthcare, shopping, study or training and family commitments.

Comments relating to the service above were: would isolate people in surrounding villages, reliable service would reduce traffic congestion and air quality, greater marketing and encouragement to use buses, service always has high number of users, reduce using facilities in Chelmsford, reliable service for commuters into London, withdrawal of service is promotion private car ownership, could encourage crime (drink driving), weekends should be an exception to the reductions, service is unreliable at the moment, only source of public transport between two towns at that time of night, withdrawal of service will not allow travel, impact on employed people who work late, withdrawal would lead to spending more money on private transport, questioning validation of data used by bus companies, numbers would increase if service was more reliable.

Earlier journeys are still available to access key services, even if the times are less convenient. Supporting bus travel for low numbers is unlikely to contribute to improved air quality and congestion, particularly at these times. Marketing of services at a time when there is already less travel demand is unlikely to make a significant enough change to alter the economics of providing the service. Community led solutions such as shared taxis are likely to be a more appropriate

alternative. The passenger data is based on records from electronic ticket machines and is averaged to ensure variations, such as a service occasionally not running, are evened out.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**42**

**Monday to Saturday**

**Galleywood - Chelmsford - Great Waltham**

**Journeys departing from Galleywood at: 2200, 2230 & 2330**

**Journey departing from Great Waltham at: 2249**

**First**

*There were 20 responses directly related to the service above.*

*17 respondents could not re-time their journey with alternative services, while 3 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation with 2 being able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, healthcare, shopping, study or training.

Comments relating to the service above were: alternative transport methods should take accessibility into account, more services would increase uptake, suggested route improvements, withdrawal of service would lead to private vehicle hire or use, stop cutting services, reliant on public service for transport due to health condition.

Earlier journeys are still available to support access to key services, even if times are less convenient. Changes to routes are unlikely to change patronage sufficiently. It is not feasible to run more services given the already low levels of usage. Community led solutions, such as shared taxis, are likely to be more appropriate.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**45**

***Monday to Saturday***

***Moulsham Lodge - Chelmsford - Oxney Green***

***Journeys departing from Oxney Green at: 2200 & 2307***

***Journey departing from Moulsham Lodge at: 2230***

***First***

*There were 12 responses directly related to the service above.*

*11 respondents could not re-time their journey with alternative services, while only 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation, with 1 being able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, healthcare, shopping, study or training.

Comments relating to the service above were: service used as alternative to Sandon Park and Ride, service should be improved and not removed, unreliable service, use smaller buses, do not remove service, reliant on service for further travel.

Supported local bus services have never been able to meet every individual travel need. Increasing services at a time of low usage is not feasible. Smaller buses are unlikely to make a sufficiently large cost saving to change the economics of provision for such low numbers. Community led solutions such as shared taxis are likely to offer a better approach.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**57A/57C**

**Monday to Saturday**

**Chelmsford – Galleywood**

**Journeys departing from Chelmsford Bus Station at: 2216 & 2246**

**Journeys departing from Galleywood at: 2221, 2245 & 2313**

**First**

*There were 13 responses directly related to the service above.*

*12 respondents could not re-time their journey with alternative services, while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 5 related to journeys covered by the consultation. None of them were able to re-time their journeys. The other responses related to journeys that will not be affected by consultation.

The reasons for usage of the service were work, leisure, shopping, worship.

Comments relating to the service above were: withdrawal would affect social life, increase service frequency, increase service reliability, withdrawal of service would lead to increased private transport, authority should look at best practice across England relating to public transport strategies and replicate, consider environmental impact of reduction in service.

Increasing service frequency when patronage levels are already low is not feasible. For the numbers of passengers carried, private transport alternatives, such as shared taxis, are likely to represent a better alternative, including on environmental grounds. ECC already engages with other local authorities to ensure best practice is reflected in our approach.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**64/64A**

**Monday to Saturday**

**Greenstead - St Michaels Estate/Shrub End/Layer-de-la-Haye**

**Journeys departing from Greenstead at: 2200, 2230 & 2300**

**Journey departing from St.Michaels at: 2230**

**Journey departing from Shrub End at: 2200**

**Journey departing from Layer at: 2310**

**First**

*There were 11 responses directly related to the service above.*

*9 respondents could not re-time their journey with alternative services, while 2 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 7 related to journeys covered by the consultation, with 6 being unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, study or training, shopping, worship.

Comments relating to the service above were recommendations for route changes.

Route changes are unlikely to increase patronage sufficiently.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**66**

**Monday to Saturday**

**Colchester North Station – Rowhedge**

**Journey departing Colchester North Station at: 2240**

**Journeys departing from Rowhedge at: 2208 & 2308**

**First**

*There were 29 responses directly related to the service above.*

*25 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 12 related to journeys covered by the consultation, with 11 being unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, study or training, shopping, worship, attending meetings, voluntary work, onward journey and visiting relatives and families.

Comments relating to the service above were: recommendations for route changes, stop cuts relating to public services, withdrawal of service will affect people with impairments and/or disabilities, improve services, impact on the most vulnerable people within the community, bus services should be inclusive to all members of the public, ticketing system encouraging non-use, proposals go against travel plan regarding new housing infrastructure and borough council plans, proposals need to consider the community benefits of public transport, increase bus services, improve flexibility of ticketing, buses allow residents of Essex to visit the rest of the county, detrimental to sustainable transport plan proposed for the area.

Earlier journeys are retained to allow access to key services, even if times are less convenient. Route changes are unlikely to significantly increase patronage. A range of ticketing options are available both from the commercial operators and supported by ECC – such as the Essex saver. New infrastructure tends to generate increased peak travel, and those services are unaffected. Buses carrying this number of passengers are unlikely to be environmentally better than community led solutions such as shared taxis.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **66B**

### ***Monday to Saturday***

#### ***West Bergholt - Colchester - Old Heath***

***Journey departing from West Bergholt at: 2259***

***Journey departing from Old Heath at: 2233***

#### ***First***

*There were 12 responses directly related to the service above.*

*11 respondents could not re-time their journey with alternative services, while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses, 7 related to journeys covered by the consultation, all of whom are unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, study or training, Shopping, worship, healthcare, and onward journey.

Comments relating to the service above were consultation is just cutting services.

This proposal is about shaping services around passenger usage, not simply about cutting services. Well used services are retained.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**68**

***Monday to Saturday***

***Highwoods - West Mersea***

***Journey departing from Highwoods at: 2250***

***Journey departing from West Mersea at: 2255***

***First***

*There were 14 responses directly related to the service above.*

*11 respondents could not re-time their journey with alternative services, while 3 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 3 related to journeys covered by the consultation, 2 were unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, study or training, shopping, worship, healthcare.

Comments relating to the service above were: alternative route suggestions, public transport is important infrastructure for communities, improve flexibility of ticketing, buses allow residents of Essex to visit the rest of the county, detrimental to sustainable transport plan proposed for the area.

Alternative routes are unlikely to generate sufficient demand. A range of ticketing options are already available, both from the commercial operators and supported by ECC – such as the Essex saver. A bus carrying this number of passengers is

unlikely to be the best environmental option. Others, such as community led shared taxis, are likely to be more appropriate.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **71A**

### **Monday to Saturday**

#### **Chelmsford - Witham - Kelvedon – Colchester**

**Journey departing from Chelmsford Bus Station at: 2230**

**Journey departing from Kelvedon at: 2237**

**Journeys departing from Colchester at: 2205 & 2315**

#### **First**

*There were 47 responses directly related to the service above.*

*38 respondents could not re-time their journey with alternative services, while 9 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 15 related to journeys covered by the consultation, with 11 being unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, study or training, shopping, worship, healthcare, volunteering and visiting friends and relatives.

Comments relating to the service above were: alternative route suggestions, public transport is important infrastructure for communities regular and reliable service needed proposals do not consider local needs, affects the most disadvantaged within the communities, withdrawing service will effect employment (in particular night staff), withdrawing service not in line with proposed growth of towns villages on route, detrimental to pollution and environment, proposals lead to a biased consultation.

Alternative routes are unlikely to generate sufficient additional patronage. Local needs are supported by well used earlier journeys. If future growth generates sufficient demand then additional journeys can be considered. Currently patronage is low. A bus carrying this number of passengers is unlikely to be the best options in environmental terms. Community led solutions, such as shared taxis, are likely to be more appropriate. The consultation has allowed full scope for people to feed in their views.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **74B**

### **Monday to Saturday**

#### **Clacton - Alresford – Colchester**

#### **Journey from Colchester at: 2210**

#### **First**

*There were 7 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

Detailed analysis shows that of those responses 1 related to journeys covered by the consultation. They said they could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, visiting relatives and friends

Comments relating to the service above were: bus services monopolised by local providers and detrimental to local bus users, increase car usage in that area, service quality has diminished over time, alternative route suggestions, improved ticket flexibility would increase usage over time, withdrawal of services would affect current bus users in poor health.

Bus services are awarded at tender to the operators offering the lowest price. Alternative routes are unlikely to generate sufficient additional patronage. A range of ticketing options are already available both from operators and supported by ECC – such as the Sunday saver. Earlier journeys are retained to allow access to core services, even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**88**

**Monday to Friday**

**Colchester - Earls Colne – Halstead**

**Journey from Colchester at: 2240**

**Journey from Halstead at: 2330**

**First**

*There were 16 responses directly related to the service above.*

*14 respondents could not re-time their journey with alternative services, while 2 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 7 related to journeys covered by the consultation, all of whom are unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, study or training, healthcare, worship, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, increase car usage in that area, alternative route suggestions, withdrawal of services unable to predict future demand of service to the community, against proposals of regeneration of specific town.

Alternative routes are unlikely to generate sufficient additional patronage. Passengers are still able to make earlier journeys even if the times are less convenient. Journeys are at times when roads are already quieter, so car/taxi journeys are more appropriate for these volumes of travellers. Services can be reviewed if demand increases in future. Alternatives such as community led shared taxis are available for accessing the town centre.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**100**

**Monday to Saturday**

**Clacton – Walton**

**Journey from Clacton at: 2245**

**First**

*There were 2 responses directly related to the service above.*

*The respondents could not re-time their journey with alternative services.*

Detailed analysis shows that that response related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, shopping, Leisure.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**102**

**Monday to Saturday**

**Colchester – Harwich**

**Journey departing from Colchester at: 2335**

**Journey departing from Harwich at: 2215**

**First**

*There were 22 responses directly related to the service above.*

*18 respondents could not re-time their journey with alternative services, while 4 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 13 related to journeys covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, study or training, healthcare, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, service vital to local community, increase car usage in that area, withdrawal of service could lead to isolation, limited taxi service available in the area, alternative route suggestions, service needed for medical appointments, withdrawal would affect users with various impairments and health conditions, service to be run by smaller vehicles, service is vital and the reduction for local authority budget is minimal.

Earlier services are retained to allow access to core services, even if times are less convenient. Alternative routes or smaller vehicles are unlikely to create sufficient additional patronage or change the costs of running services sufficiently.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted

because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**352**

***Monday to Saturday***

***Chelmsford – Halstead***

***Journey departing from Chelmsford at: 2245***

***Hedingham***

*There were 14 responses directly related to the service above.*

*10 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 10 related to journeys clearly covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, attend social group, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, public transport offer in area is down to minimum before proposed reductions, increase car/private taxi usage in that area, increase costs due to private taxi hire, local authority to have arrangement for flexible fare for future taxi users relating to the withdrawal of the service, alternative route suggestions, withdrawal of services could affect people with poor health or impairments, against proposals of regeneration of specific town.

Earlier journeys are retained to allow access to core services even if times are less convenient. Private car and taxi alternatives are likely to be more appropriate for the numbers travelling. Alternative routes are unlikely to generate sufficient additional patronage. Access to the town centre is still available through more appropriate community led solutions, such as shared taxis.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**For the following services, the consultation is in relation to all journeys within the contract stated below, because these services are failing the £5 per passenger journey test.**

**418B**

**Monday to Saturday**

**Loughton – Harlow**

**Journey departing from Loughton at: 1945, 2045, 2145 and 2245**

**Journey departing from Harlow at: 2020, 2120 and 2220**

**TrustyBus**

*There were 15 responses directly related to the service above.*

*14 respondents could not re-time their journey with alternative services, while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 11 related to journeys covered by the consultation, 10 of which were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, attend social group, volunteering, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, reliant on service for further journey, improve flexibility of bus ticket offer to cater for changes, increase car/private taxi usage in that area, alternative route suggestions, service is unreliable already, affect Social life, future services need a coordinated approach to ensure all services serve as many people as possible.

ECC recognise these potential adverse impacts of withdrawing these services, but we believe that the impact will be limited because of the low number of passengers affected. Car or taxi use is likely to be a more appropriate alternative – particularly community led shared taxis.

These services are failing the £5 per passenger journey test. £5 per journey is a level of subsidy that is in excess of many single fares. It is the level above which ECC policy states that services should no longer be supported as they do not offer value to the taxpayer.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these services.

**21**

**Monday to Saturday**

**Bocking - Black Notley**

**Journeys departing from Bocking at: 1930 & 2030**

**Journeys departing from Black Notley at: 1900 & 2000**

**Stephensons**

*There were 8 responses directly related to the service above.*

*7 respondents could not re-time their journey with alternative services, while 1 respondent did not answer.*

The reasons for usage of the service were work, leisure, shopping, healthcare, worship.

Comments relating to the service above were: proposals are privatising all services, would affect current employment travel, increase car/private taxi usage in that area, withdrawal of service will be detrimental to the local community.

ECC recognise these potential adverse impacts of withdrawing these services, but we believe that the impact will be limited because of the low number of passengers affected. Car or taxi use is likely to be a more appropriate alternative – particularly community led shared taxis.

These services are failing the £5 per passenger journey test. £5 per journey is a level of subsidy that is in excess of many single fares. It is the level above which ECC policy states that services should no longer be supported as they do not offer value to the taxpayer.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these services.

# You and Your Specific Journey

## Views on proposed changes to bus services – Sundays

This is an overall analysis of all respondents per Sunday service; further analysis is being undertaken on a service by service basis to identify specific journeys relating to journeys affected within the consultation.

### ***1 Southend - Hadleigh - South Benfleet - Rayleigh (Hadleigh to Rayleigh section under consultation only)***

#### ***Arriva***

*There were 11 responses directly related to the service above.*

*10 respondents could not re-time their journey with alternative services, while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation 7 of which said they could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, volunteering, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, detrimental to the environment, lack of alternative methods of transport, helps community access vital services, alternative route suggestions, Sunday service is vital for personal situations.

The vast majority of journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **1 Sumners - Passmores - Central Harlow**

### **Arriva**

*There were 4 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

Detailed analysis shows that of these responses there were 3 related to journeys covered by the consultation none of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, study or training, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, proposals could affect isolation within the community, work closer with local bus user groups, current service is unreliable.

The vast majority of journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. ECC already work with local bus user groups and their work in supporting core services is valuable. However, demand is still low at these later times.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **1A - Ambrose Avenue - Greenstead**

### **First**

*There were 9 responses directly related to the service above.*

*7 respondents could not re-time their journey with alternative services, while 2 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation, with 2 respondents able to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, worship, childcare commitments.

Comments relating to the service above were: directly affect work arrangements, proposal will be detrimental to health, proposals mean a change to social life, proposal will impact financial element of community, proposal will be detrimental to health of current service users.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **2 - Harlow - Passmores - Staple Tye**

### **Arriva**

*There were 9 responses directly related to the service above.*

*6 respondents could not re-time their journey with alternative services, while 2 respondents could re-time their journey with alternative services and 1 did not answer.*

Detailed analysis shows that of these responses 4 related to journeys covered by the consultation none of which could retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, healthcare, shopping, study.

Comments relating to the service above were: failure to understand the need to review the service, local demand has not been considered during proposals.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. The review is to enable ECC to focus support on the most well used services and ensure taxpayers' money is invested well. Local demand is considered because the services are shaped around it.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **2A - Highwoods - Great Horkesley**

### **First**

*There were 13 responses directly related to the service above.*

*12 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 8 related to journeys covered by the consultation 7 of which were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, detrimental to the environment, lack of alternative methods of transport, helps community access vital services, helps community access leisure activities, alternative route suggestions, goes against local authority plans for modal shift.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. There are likely to be other options, such as community led shared taxis that are a better alternative environmentally. Alternative routes are unlikely to create sufficient additional demand. Initiatives to focus modal shift are focused on times of peak demand, not Sunday travel when traffic is significantly less.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### **4 - Latton Bush - Bush Fair - Tye Green - Central Harlow**

##### **Arriva**

*There were 3 responses directly related to the service above.*

*1 respondent could not re-time their journey with alternative services, while 2 respondents could re-time their journey with alternative services.*

The reasons for usage of the service were leisure, shopping, healthcare, study or training.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### **4A - Southend - Shoeburyness**

##### **Arriva**

*There were 11 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

Detailed analysis showed that there were 9 responses to journeys covered by the consultation of which none were able to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service was leisure, work, shopping, visiting friends and family, job centre.

Comments relating to the service above were: expensive alternative transport, vital to access other transport services, cheaper compared to alternative transport methods, and bus service needed to visit relatives.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Although the cost to individuals for these services is potentially lower than alternatives, the additional cost to the taxpayer is significant.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **5 - Basildon - Felmores**

### ***First***

*There were 14 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

Detailed analysis shows that of these responses 10 related to journeys covered by the consultation of which none were able to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, volunteering, visiting relatives and friends, worship, learning life skills.

Comments relating to the service above were: proposals are detrimental to local bus users, detrimental to personal safety, lack of alternative methods of transport, helps community access vital services, alternative route suggestions, service is vital for personal situations, proposals would affect leisure activities.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. or later journeys, alternatives such as community led shared taxis are likely to be a better solution. The retention of core hours journeys will ensure key services can still be accessed. Alternative routes are unlikely to deliver sufficient additional patronage.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is

adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **6 - Harlow - Lt Parndon**

#### **Arriva**

There were no responses relating to the service above.

### **7/8 - North Shoebury - Southend - Rayleigh(Rayleigh to Rochford section under consultation only)**

#### **Arriva**

*There were 13 responses directly related to the service above.*

*12 respondents could not re-time their journey with alternative services while 1 respondent do not answer.*

Detailed analysis shows that of these responses 11 related to journeys clearly covered by the consultation, 8 of whom were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, volunteering, visiting & caring relatives and friends, attending meetings.

Comments relating to the service above were: proposals are detrimental to local bus users, proposals will affect congestion in the area, removal of service will affect current employment travel, lack of alternative methods of transport, helps community access vital services, alternative route suggestions, Sunday service is vital for personal situations.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Routine congestion is not a significant issue after 7pm on Sundays, journeys can still be made before this time.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **8 - Old Harlow - Mark Hall - Harlow**

#### **Arriva**

*There was 1 response directly related to the service above.*

*The respondent could not re-time their journey with alternative services.*

The reasons for usage of the service were shopping, healthcare.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **8/8A - Laindon - Pitsea**

#### **First**

*There were 23 responses directly related to the service above.*

*18 respondents could not re-time their journey with alternative services, while 5 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 15 related to journeys covered by the consultation, only 4 of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, volunteering, visiting relatives and friends, returning home, caring responsibilities.

Comments relating to the service above were: proposals are detrimental to local bus users, detrimental to current responsibilities, greater financial burden using

alternative methods, lack of alternative methods of transport, helps community access vital services, alternative route suggestions, Sunday service is vital for personal situations, affects current travel for employment, detrimental to physically impaired bus users, detrimental to users with mental health needs, proposals would affect safety of current bus users.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Additional costs to the individual of using alternatives are recognised but the costs to the taxpayer of supporting services levels with low usage or at frequency are significant. Access to vital services is maintained due to the retention of earlier journeys, even if times are less convenient. Bus users with specific needs or disabilities are still able to access services during core hours.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **10 - Church Langley - Central Harlow**

### **Arriva**

*There were 4 responses directly related to the service above.*

*3 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training,

Comments relating to the service above were: proposals are detrimental to local bus users, helps community access vital services, helps community access leisure activities, affects social life.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For

changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **21 - Black Notley - Braintree - Bocking**

### **NIBS**

*There were 9 responses directly related to the service above.*

*8 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 3 related to journeys covered by the consultation, 2 of which are unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, worship.

Comments relating to the service above were: proposals are detrimental to local bus users, helps community access vital services, helps community access hospital, helps community access leisure activities, affects travel arrangements for current employment, increases isolation within communities, use smaller buses.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Access to services and leisure activities are still available in core hours, even if times are less convenient. Smaller buses are unlikely to reduce cost sufficiently to change the economies of delivering these services.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **25 - Basildon - Wickford**

### **First**

*There were 12 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative service.*

Detailed analysis shows that of these responses 8 related to journeys covered by the consultation none of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, worship, volunteering, visiting hospital.

Comments relating to the service above were: proposals are detrimental to local bus users, helps community access vital services, helps community access leisure activities, affects travel arrangements for current employment, increases isolation within communities, financial constraints to source alternative transport, use smaller buses, detrimental to personal safety.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Access to services and activities is still available in core hours even if times are less convenient. The financial costs to the individual of alternatives are recognised, but the costs to the taxpayer of supporting low use services or higher frequencies are significant. Smaller buses are unlikely to reduce costs sufficiently to change the economies of supporting low use services. Alternatives are available, even though these are likely to be at higher cost to individuals.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **33 Broomfield - Chelmsford - Southminster**

### **First**

*There were 3 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative service.*

Detailed analysis shows that there were 3 responses to journeys covered by the consultation none of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were leisure, shopping, healthcare and worship.

Comments relating to the service above were: proposals are detrimental to local bus users, helps community access vital services, helps community access leisure activities, lack of alternative transport options, increases isolation within communities, service needs to be more reliable.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services and activities can still be accessed during core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **36 Broomfield - Chelmsford - South Woodham Ferrers**

#### ***First***

*There were 25 responses directly related to the service above.*

*24 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 10 related to journeys covered by the consultation only 1 of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, volunteering, visiting relatives and friends, worship.

Comments relating to the service above were: proposals are detrimental to local bus users, main access linking to Dengie area and Chelmsford, lack of alternative methods of transport, proposal detrimental to environment, helps community access vital services, alternative route suggestions, Sunday service is vital for personal situations, affects current travel for employment, only transport available due to health issues.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. There are likely to be more environmentally friendly alternatives to supporting low use services or services that run at a higher frequency such as community led shared taxis. Alternative routes are unlikely to generate sufficient additional patronage. Services are still accessible during core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### ***37 Brentwood - Pilgrims Hatch***

#### ***First***

*There were 10 responses directly related to the service above.*

*5 respondents could not re-time their journey with alternative services while 5 respondents could re-time their journey with alternative services.*

More detailed analysis shows that there were 10 responses to journeys covered by the consultation 5 of are unable to retime their journey. The other responses related to journeys that are not affected by this consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, Sunday service vital to the community.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is

adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### **42A Chelmsford - Stansted**

##### **First**

*There were 8 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

The reasons for usage of the service were work, leisure, shopping.

Comments relating to the service above were: proposals are detrimental to local bus users reliant on service when using Stansted airport, helps community access vital services, local people should deliver service, rely on service due to poor health.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services are still accessible during core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### **45A Oxney Green - Chelmer Village**

##### **First**

*There were 4 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

The reasons for usage of the service were work, leisure, worship.

Comments relating to the service above were: proposals are detrimental to local bus users, hope community need is taken into consideration, alternative route suggestions.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Community need is reflected in that retained journeys are shaped around usage.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### **48A Chelmsford - Boreham**

##### ***First***

There were no responses relating to the service above.

#### **54/56 North Melbourne - Beaulieu Park**

##### ***First***

*There were 7 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

Detailed analysis shows that of those responses 1 related to journeys covered by the consultation. They were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, worship, hospital visit, healthcare, shopping.

Comments relating to the service above were: proposals are detrimental to local bus users, proposals would affect current employment travel arrangements, bus travel helps with social isolation, current service is unreliable.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **57B/57C Chelmsford - Galleywood**

#### **First**

*There were 4 responses directly related to the service above.*

*3 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

The reasons for usage of the service were leisure, worship.

Comments relating to the service above were: proposals are detrimental to local bus users, impact on employment at hospital, hope community need is taken into consideration, use smaller vehicles, lack of alternative transport methods for that route.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Smaller vehicles are unlikely to deliver sufficient cost reductions to make supporting low used services viable. Alternatives such as community led shared taxis are available although they may be at higher cost to individuals.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **59 Chelmsford - Harlow**

### **First**

*There were 4 responses directly related to the service above.*

*3 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 3 related to journeys covered by the consultation, 2 of which were unable to retime their journey. The other response related to a journey that will not be affected by the consultation.

The reasons for usage of the service were leisure, shopping, visiting relatives and families.

Comments relating to the service above were: proposals were unfavourable compared to current service delivery.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **66**

### **Colchester - West Bergholt**

#### **First**

*There was 1 response directly related to the service above.*

*The respondent could not re-time their journey with alternative services.*

The reasons for usage of the service was leisure and work.

The comment relating to the service above was: late services are still needed to meet community need.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

**66**

### ***Colchester North Station - Rowhedge***

#### ***First***

*There was 29 responses directly related to the service above.*

*The respondent could re-time their journey with alternative services.*

26 respondents could not re-time their journey with alternative services while 3 respondent could re-time their journey with alternative services.

Detailed analysis showed that there were 16 responses to journeys covered by the consultation, only 5 of whom could retime their journey. The other responses related to journeys that are unaffected by the consultation.

The reasons for usage of the service were work, leisure, study or training, shopping, worship, attending meetings, voluntary work, onward journey and visiting relatives and families.

Comments relating to the service above were: recommendations for route changes, stop cuts relating to public services, withdrawal of service will affect people with impairments and/or disabilities, improve services, impact on the most vulnerable people within the community, bus services should be inclusive to all members of the public, ticketing system encouraging non-use, proposals go against travel plan regarding new housing infrastructure and borough council plans, proposals need to consider the community benefits of public transport, increase bus services, improve flexibility of ticketing, buses allow residents of Essex to visit the rest of the county, detrimental to sustainable transport plan proposed for the area.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

Alternative routes are unlikely to generate sufficient additional patronage. People with disabilities are still able to make journeys during core hours, even though the times may be less convenient. A range of ticketing options are available both from operators and supported by ECC – such as the Sunday saver. Services can be reviewed if development generates new demand outside of core hours. For low use or higher frequency journeys, alternatives such as community led shared taxis or re-timing journeys are likely to offer more environmentally friendly and sustainable alternatives to a supported local bus.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **66A**

### ***Waltham Cross - Waltham Abbey - Loughton - Debden***

#### ***Swallow***

*There was 1 response directly related to the service above.*

*The respondent could not re-time their journey with alternative services.*

The reasons for usage of the service were work and shopping.

The comment relating to the service above was: service does not allow weekly ticket due to service being provided by different operators and is financially detrimental to the users.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Where a service is run by a different operator on Sundays to weekdays separate ticketing will be in place.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **67B**

### ***West Mersea - Peldon - Monkwick - Colchester***

#### ***First***

*There was 4 responses directly related to the service above.*

*2 respondents could re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services.*

The reasons for usage of the service were leisure and work.

The comments relating to the service above were: there is a lack of alternative transport provision within the community and the service is vital to people with impairments/disability.

Most journeys can still be made on Sundays, including by those with disabilities, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **70 Colchester - Chelmsford**

#### ***First***

*There were 8 responses directly related to the service above.*

*7 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 6 relate to journeys covered by the consultation, only 1 of which was able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were leisure, shopping, worship, work, study or training, visiting relatives and families.

Comments relating to the service above were: understanding community value towards bus service delivery, affects current travel arrangements for employment.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### ***71C Chelmsford - Witham - Kelvedon - Colchester***

#### ***First***

*There were 30 responses directly related to the service above.*

*28 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services and 1 respondent did not answer.*

Detailed analysis shows that of those responses 17 related to journeys covered by the consultation, none of which are able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, worship, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, whole bus services need a co-ordinated approach, increase service frequency, Sunday service vital to the community, detrimental to the environment, lack of alternative methods of transport, helps community access vital services, helps community access leisure activities, alternative route suggestions, goes against local authority plans for modal shift, current unreliable service.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

There will be no increase in frequency unless there is sufficient demand to justify it. Alternative routes are unlikely to generate sufficient additional patronage. Alternatives, such as community led shared taxis, are likely to be available and while they will potentially cost more to individuals they offer a more sustainable alternative. Services can still be accessed between core hours, even if the times are less convenient. Investment in modal shift is focused on peak times, whereas Sundays travel demand is much lower.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### ***75 Maldon - Colchester***

#### ***First***

*There were 9 responses directly related to the service above.*

*8 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation, only 1 of which was able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, worship, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, current bus travel too expensive, un-coordinated follow on bus journeys, current unreliable service, helps community access vital services; health conditions make public transport a necessity.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Most fares are set by commercial operators and reflect the costs of delivery of the service and current market rates. Bus services serve a range of passenger needs and so individual onward journeys cannot be catered for easily. Access to services, including for those with health issues, are still available in core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening

withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **76 Clacton - Colchester**

### **First**

*There were 4 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

The reasons for usage of the service were work, leisure, shopping, study or training.

Comments relating to the service above were: proposals are detrimental to local bus users, current bus travel too expensive, un-coordinated follow on bus journeys, current unreliable service, providers should work closer to get more co-ordinated approach for bus users.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Bus services cater for a range of passenger needs and so individual onward journeys are not easily delivered. Most fares are set by commercial operators and reflect the cost of delivering the service and current market rates.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **80A/80C Brentwood - Shenfield - Hutton**

### **First**

*There were 22 responses directly related to the service above.*

*13 respondents could not re-time their journey with alternative services while 7 respondents could re-time their journey with alternative services and 2 did not answer if they could re-time their journey.*

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, worship, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, current bus travel too expensive, un-coordinated follow on bus journeys, current unreliable service, helps community access vital services, health conditions make public transport necessity, Sunday service is vital to community, proposal could affect isolation within community.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Most fares are set by commercial operators and reflect the cost of the service delivered and current market rates. Bus services cater for a range of passenger needs so individual onward journeys are not easily delivered. Services are still supported within core hours and can be accessed then. Including by those with health conditions, even if the times are less convenient. ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### ***88A Halstead - Eight Ash Green - Colchester***

#### ***First***

*There were 10 responses directly related to the service above.*

*9 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.*

Detailed analysis shows that of these responses 4 related to journeys covered by the consultation, none of which are able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, worship, visiting relatives and friends, relationship.

Comments relating to the service above were proposals are detrimental to local bus users, current bus travel too expensive, bus services should cater the demands on

the community, current unreliable service, helps community access leisure services, proposal could affect isolation within community.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Fares are mostly set by commercial operators and reflect the costs of delivering the service and current market rates. These services are shaped around community usage. Services are still accessible in core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### **94CSouth Woodham - Marsh Farm**

##### ***First***

*There were no responses related to the service above.*

#### **100 Clacton - Thorpe-le-Soken**

##### ***First***

*There was 1 response directly related to the service above.*

*They could not re-time their journey with alternative services.*

The reasons for usage of the service were leisure, shopping.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **102 Colchester - Harwich**

#### **First**

*There were 13 responses directly related to the service above.*

*9 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.*

Detailed analysis shows that of those responses 10 related to journeys covered by the consultation, 6 of which were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training.

Comments relating to the service above were: proposals are detrimental to local bus users, reliant for medical appointment, helps community access leisure services, transport operators should encourage more initiatives, detrimental to environment. Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Health and leisure services are still accessible even if times are less convenient. Supporting services with low usage or at high frequency when there is not high demand is not environmentally sustainable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **106 Colchester - Harwich**

#### **First**

*There were no responses related to the service above.*

## **132 Saffron Walden - Cambridge**

### **C G Myall & Son**

*There were 5 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

The reasons for usage of the service were leisure, shopping, healthcare, worship.

There were no comments relating to the service above.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

## **251 Warley - Wickford**

### **First**

*There were 10 responses directly related to the service above.*

*6 respondents could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services and 2 respondents did not answer.*

Detailed analysis shows that of these responses 6 related to journeys covered by the consultation 3 of which could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were leisure, shopping, healthcare, study or training.

Comments relating to the service above were: proposals are detrimental to local bus users, helps community access leisure services, Sunday service access is vital, transport operators and ECC should encourage more initiatives, cleanliness of buses, services are unreliable.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services are still accessible during core hours, even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **351 Chelmsford - Brentwood**

#### ***First***

*There were 21 responses directly related to the service above.*

*16 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services and 1 respondent did not answer.*

Detailed analysis shows that of those responses 15 related to journeys covered by the consultation, 12 of which could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were work, leisure, shopping, healthcare, study or training, worship, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users; reliant for medical appointment, helps community access leisure services, transport operators should encourage more initiatives, detrimental to environment.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services are still accessible in core hours even though times may be less convenient. Supporting low use bus journeys or higher frequency when demand does not justify it is unlikely to be environmentally sustainable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is

adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **352 Broomfield - Halstead**

#### **First**

*There were 5 responses directly related to the service above.*

*3 respondents could not re-time their journey, 1 respondent could re-time their journey with alternative services while 1 respondent did not answer.*

Detailed analysis showed that there were no responses to journeys clearly covered by the consultation. Other responses were related to services that will not be affected by the consultation.

The reasons for usage of the service were leisure and work.

Comments relating to the service above were: proposals are detrimental to local bus users, helps community access leisure services, financial burden to use alternative transport methods.

Most journeys can still be made on Sundays, including to access services, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Although alternatives can be financially more costly to individuals the cost to taxpayers of supporting low use journeys is significantly less.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

### **418B Loughton - Harlow**

#### **Arriva**

*There were 7 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

Detailed analysis shows that of those responses 4 related to journeys clearly covered by the consultation, none of whom were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were leisure, shopping, healthcare, worship, study or training, volunteering, visiting relatives and friends.

Comments relating to the service above were: proposals are detrimental to local bus users, more initiatives to use public transport, helps community access leisure services, financial burden to use alternative transport methods, current service unreliable.

Most journeys can still be made on Sundays, including to access services, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Although alternatives can be financially more costly to individuals the cost to the taxpayers of supporting low use journeys is significantly less.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

#### ***420 Ongar – Harlow (Ongar to North Weald section under consultation only)***

##### ***Trustybus***

*There were 3 responses directly related to the service above.*

*All respondents could not re-time their journey with alternative services.*

The reasons for usage of the service were leisure, healthcare, visiting relatives and friends.

Comments relating to the service above were proposals are detrimental to local bus users, fully integrated ticketing for all public transport, redesign of how bus services should be delivered, lack of public transport links.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so

continuing to support them is not viable. Integrated ticketing is available across buses – the Essex saver, and with trains – Plus Bus.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers' view is that there are no exceptional circumstances which would suggest that the council should depart from that policy on these routes.

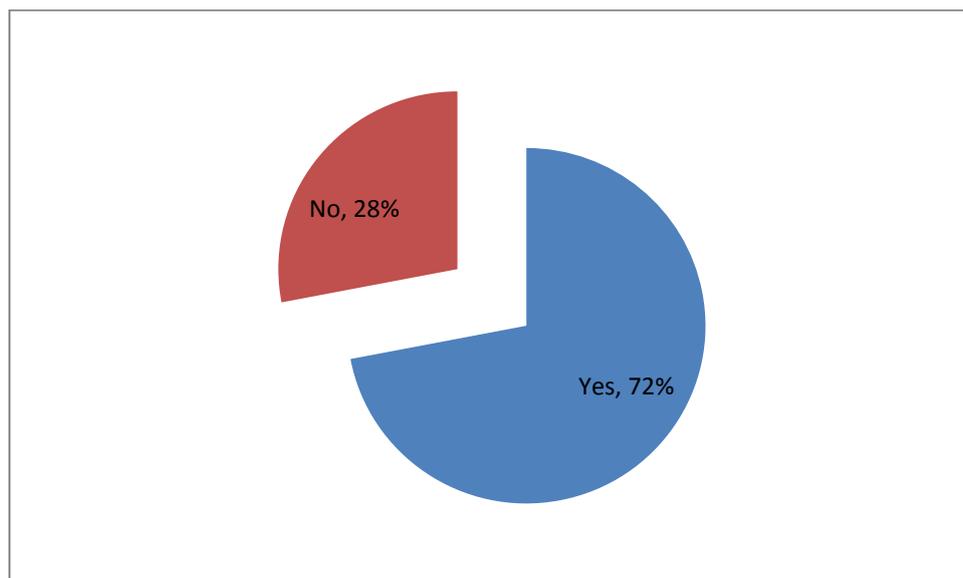
## Getting the Right Type of Service

The County Council is considering making wider use of services requiring smaller vehicles and of demand responsive transport – with the outcome being transport that runs when it is needed.

Essex County Council needs to consider carefully what type of transport service best meets the travel needs in a community or area, while remaining affordable in the longer term, and were seeking to find views on this proposal.

Respondents were asked if they supported ECC making wider use of services requiring smaller vehicles and/or demand responsive transport – transport run when it is needed.

*1014 respondents answered this question and **72%** said **Yes they support ECC making wider use of services requiring smaller vehicles and/or demand responsive transport (n=727)** and **28%** said **No they do not support ECC making wider use of services requiring smaller vehicles and/or demand responsive transport.***



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 6 answers of which respondents could select all they felt applied.*

***20%** of respondents to the question said that they agree that the proposals would provide **More flexibility**, **20%** said the proposals would mean **Buses would run at the times when they are most needed**, **17%** said the proposals would mean **Buses not running empty**, **15%** said the proposals would mean **More boarding options**, **15%** said the proposals would be **More environmentally friendly** and **14%** of respondents said the proposals would be a **Better use of tax payers money.***

***In regard to the free text comments box relating to agreeing with ECC making wider use of services requiring smaller vehicles and/or demand responsive transport, they have been themed, coded and quantified below:***

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
Use smaller vehicles	33	20%
Must take into account user needs	16	10%
Comments on individual routes	15	9%
General comments	12	7%
There should be a better co-ordinated approach for bus travel	11	7%
Services should meet the demands of the employed who rely on bus travel	10	6%
Timetables are needed/real time timetables	10	6%
ECC should maintain current services	8	5%
Services should help support activities outside normal working hours	6	4%
There is an issue with the reliability of bus services	6	4%
ECC should improve marketing to encourage bus travel	6	4%
Services should have a positive impact on the community	5	3%
There should be on demand transport	5	3%
The policy should take into account local demand	5	3%
Flexibility is needed for an efficient service	4	2%
Accessibility requirements must be met	3	2%
Environmental factors should be considered in making these decisions	3	2%
Comments on route changes	2	1%
More information needed	2	1%
General agreement	1	1%
Services should be expanded e.g. more night buses during the week	1	1%
DBS should be required for drivers	1	1%
Safety factors should be considered	1	1%

*Of the respondents that disagreed with the proposals, the reasons given were broken down into 4 answers of which respondents could select all they felt applied.*

**42% of respondents to the question said I prefer a fixed timetable, 30% said they Do not like to pre-book a journey, 16% said the proposals would make transport Less accessible and 12% said they prefer Larger buses.**

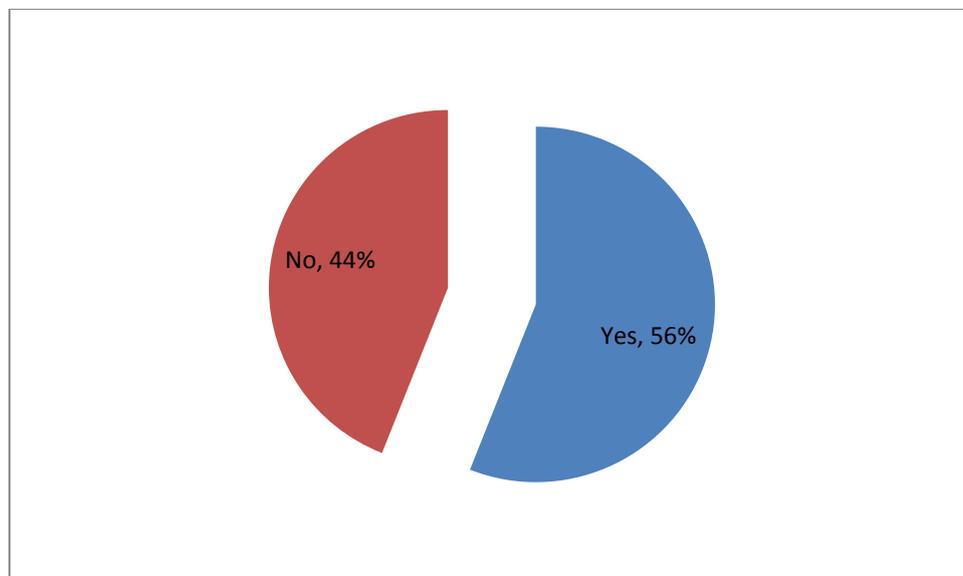
***In regard to the free text comments box relating to not agreeing with ECC making wider use of services requiring smaller vehicles and/or demand responsive transport, they have been themed, coded and quantified below:***

Theme	Count	Percentage
The policy does not take into account user needs	11	10%
There is a reliability issue with bus services	11	10%
Timetable are needed/real time timetables	11	10%
There should be a better co-ordinated approach for bus travel	9	8%
Comments on individual routes (these are reflected in more detail elsewhere in the report)	9	8%
Accessibility requirements are not met	8	7%
Flexibility is needed for an efficient service	7	6%
Smaller vehicles should be used on routes to reduce cost	7	6%
The proposal will have a negative impact on the community	6	5%
It is difficult to understand possible future services	6	5%
Proposals should meet the demand of the employed who rely on bus travel	6	5%
I do not agree with on demand transport	4	3%
The proposals are financially driven	4	3%
There are insufficient passenger numbers	3	3%
ECC should maintain current services	3	3%
There are financial pressures for alternative transport options	3	3%
No restrictions should be put in place	2	2%
Need to take into account local demand	2	2%
The policy needs to consider safety factors	2	2%
Tax payers should not be funding this	2	2%
The proposal is detrimental to the environment	2	2%
General comments	2	2%
Buses should be re-nationalised	1	1%
Proposals around route changes	1	1%
There is significant reliance on volunteer drivers	1	1%
More information needed to understand	1	1%

## Devolution - Giving people more control over what, when and where services are run

The consultation was seeking to capture views on how ECC can better enable communities, parishes, districts and local groups to lead the commissioning and delivery of their own local services.

*Respondents were asked if they supported the passing of responsibility for the commissioning and delivery of local bus services to more localised community groups (devolution). 896 answered this question with **56% said Yes they supported passing the responsibility for the commissioning and delivery of local bus services to more localised community group (n=500)** and **44% said No they do not support passing the responsibility for the commissioning and delivery of local bus services to more localised community group (n=396)**.*



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 4 answers of which respondents could select all they felt applied.*

**34%** of respondents to the question said that they agree that the proposals provide **Better decisions made closer to communities they serve**, **29%** said the proposals gave **More local control**, **22%** said the proposals gave **People making decisions are easier for users to contact** and **15%** said the proposals gave **Better value**.

***In regard to the free text comments box relating to agreeing with the devolution proposals, they have been themed, coded and quantified below:***

Theme	Count	Percentage
The proposal will take into account user needs	12	15%
It is easier to make changes based on local demand	11	14%
Comments on individual routes	7	9%
The proposal will have a positive impact on the community	5	6%
The proposal is taking away services from commercial operator driven travel	5	6%
Funding needs to be transferred fairly	5	6%
There should be a combined approach (ECC and local councils) for future bus travel	5	6%
Providers should work more closely with local business/organisations	5	6%
Reliable bus travel is needed	4	5%
Governance is needed to oversee transport provision	4	5%
Needs to maintain current service standards	3	4%
Gives communities a greater say in delivery of transport	3	4%
More information/marketing needed around devolution	3	4%
The proposal enables the local promotion of sustainable transport	2	2%
Need to ensure the safety of passengers	2	2%
General comments	2	2%
The proposal will support the easing of local traffic	1	1%
Technology should be introduced to improve bus user experience	1	1%
There should be changes to fare paying procedures	1	1%

*Of the respondents that did not agree with devolution, the reasons given were broken down into 4 answers of which respondents could select all they felt applied.*

***27% of respondents to the question said that the proposals provide Less consistent decisions across communities, 26% said Non statutory bodies are less accountable, 24% said Too much work for smaller groups to manage and 23% said Local communities would need to work together to achieve cost effective cross boundary services.***

***In regard to the free text comments box relating to agreeing with the devolution proposals, they have been themed, coded and quantified below:***

<b>Theme</b>	<b>Count</b>	<b>Percentage</b>
There should be a combined approach (ECC and local councils) for bus travel	27	14%
Proposals risk a negative impact on the community	21	11%
Funding needs to be transferred fairly	17	9%
Expertise would be needed at community level	14	7%
Governance/ Regulation needed to oversee transport provision	13	7%
The proposal risks not taking user needs into account	11	6%
The proposal risks cross-boundary differences	11	6%
The proposal could have a negative impact on current provision	8	4%
The proposal risks a lack of ownership of local transport	7	4%
The proposal needs to maintain current service standards	7	4%
More information needed around devolution	7	4%
The proposal risks bureaucracy rather than service delivery	6	3%
Providers need to work closer with local business/organisations to succeed	6	3%
The proposal needs to take into account local demand	5	3%
Comments on individual routes	5	3%
General comments	5	3%
The proposal risks being too reliant on volunteers	4	2%
Reliable bus travel is needed	4	2%
The proposal could have a negative effect on vulnerable people	4	2%
The proposal could remove provision from commercial operator driven travel	3	2%
The proposal needs to ensure accessibility requirements are met	2	1%
The proposal would not keep up with changes based on local demand	2	1%
Public transport should be renationalised	2	1%
The proposal is not sustainable in the long run	2	1%
The proposal risks a negative impact on the environment	1	1%

## Views on organisations best placed to reflect and support passenger transport needs

The consultation asked respondents to provide views on organisations best placed to reflect and support the passenger transport needs of their community and in getting them to where they need to go.

*Of the respondents that answered the question, there were 4 answers of which respondents could select 1 option or provide a free text response of who they felt best placed to deliver passenger transport needs.*

**34% of respondents to the question said that Essex County Council (current commissioner of passenger transport and local transport authority), 30% said Local councils (District and/or Parish), 23% said Bus users groups, 7% said Community transport schemes and 6% said Community groups.**

***In regard to the free text comments box relating to other organisations who respondents felt best placed to deliver passenger transport needs, they have been themed, coded and quantified below:***

Theme	Count	Percentage
General comments	14	21%
Co-operative model (all organisation listed)	11	17%
Community transport schemes	8	12%
ECC	7	11%
Bus user groups	7	11%
Combined parish/district and county council	6	9%
District and/or parish council	6	9%
Bus operators	4	6%
Service similar to Transport for London	4	6%
A national organisation	4	6%
Community groups	4	6%
Public transport commissioner/regional transport executive	3	5%
ECC and bus forums	3	5%

## Additional Comments

The consultation had an additional comments section asking if respondents had anything additional to the consultation:

*The following section is left blank for you to make further comments relating to this consultation. Please state which service you are referring to.*

There were 613 respondents who provided comment within this section.

Upon further analysis there were 318 service specific comments directly linked to the routes specified within the “*You and your service*” section of the consultation. There were 40 general comments.

***Of the other comments captured within this part of the consultation, these have been themed, coded and quantified below:***

Theme	Count	Percentage
Proposals will affect the whole community	57	10%
Proposals will affect the most vulnerable members of the community	54	10%
Proposals should advertise/market/encourage more bus use	42	7%
Maintain and/or improve current bus services in general	37	7%
Proposals should encourage more sustainable transport solutions	36	6%
Consultation not simple to complete/difficult to understand	33	6%
Lack of alternative transport in the community	28	5%
Sunday travel is essential/bus travel is essential	27	5%
Will affect cultural/social/leisure activities	25	4%
Would affect/consideration needed for current employment travel methods	24	4%
Counterproductive to local plans	23	4%
More coordinated approach to bus transport needed	22	4%
Disagree with policy around Sunday services every 2 hours	20	4%
Smaller transport needs to be considered/made available to communities	20	4%
Proposals will be detrimental to environment	19	3%
Not a true consultation/decisions have already been made	14	2%
More information needed to understand the proposals fully	13	2%
Alternative methods of funding/commercial ideas	11	2%

to be considered		
Consultation will not reach the affected cohort of bus users	9	2%
More localised commissioning decisions needed	9	2%
Disagree with policy around time for evenings	8	1%
Agree with consultation proposals	6	1%
Disagree with policy around passenger numbers	5	1%
Concerns over roll out of DRT/accessible vehicles	4	1%
Proposals would affect night-time economy in Essex	3	1%
Proposals will lead to more expenditure money spent on travel	3	1%
Proposals need to include new digital solutions to demand transport	2	<1%
Local authority have a duty under the UN convention on disability to provide public transport for all their residents	2	<1%
Revise proposals to reconsidered withdrawal of day services	2	<1%
Specific vehicles for specific routes	2	<1%
Review policy around price per passenger per trip	2	<1%
Specific EQIA needed for each district	2	<1%

## **Appendix 1: Bus service routes considered within the consultation**



Appendix A - for  
consultation 2018.pdf



Appendix B -  
Sundays - use this on

## **Appendix 2: PDF Copy of the consultation survey**



Bus Consultation  
Final Copy.pdf

## Quality Assurance

Report authors: Sean Marks (Research), Research and Citizen Insight

Quality assured by Poppy Reece (Research)

Signed off by Helen Morris (Head of IPTU) for publication

This information is issued by:

**Research and Citizen Insight**

**Essex County Council**

**D202, County Hall, Chelmsford, Essex CM1 1QH**

You can contact us in the following ways:

By email: **sean.marks@essex.gov.uk**

By telephone: **033301 36522**

Visit our Council website: [www.essex.gov.uk](http://www.essex.gov.uk)

Follow us on Twitter



**Essex\_CC**

Find us on



**facebook.com/essexcountycouncil**

The information contained in this document can be translated, and/or made available in alternative formats, on request.