

## Scoping Document

### Objectives

- To understand the strategic role and benefits of bus operation and how it can best serve the community.
- To investigate and scrutinise what bus companies are doing to;
  - Improve the punctuality of services
  - Increase bus usage
  - Reduce emissions
  - Make buses more accessible
  - Communicate with passengers when services are cancelled or altered.
- To improve the dialogue between bus companies that operate in the Borough and Colchester Borough Council, Councillors and Residents.

### Scope

To review a range of issues identified by Councillors regarding the bus services across the Borough of Colchester, including;

- The reliability and punctuality of the service across the borough of Colchester
- Customer Service provided by the bus companies
- The cost of the services
- How decisions are made on routeing of services
- Emissions
- Accountability of the bus companies
- Measures that can be taken to improve the level of communication between the Bus companies and Colchester Borough Councillors

### Key Stakeholders, Partners or other agencies involved

The key stakeholders and interested bodies are likely to include: -

- Bus companies
- Bus user groups
- Members of the Public
- Councillors
- Colchester Borough Council
- Essex County Council
- North Essex Clinical Commissioning Group

### Evidence and research to be gathered

- Evidence from the bus companies will be required to complete the review. Information requested will include;
  - Bus usage and punctuality statistics
  - Price scales over the last five years
  - Information on any plans for new buses and current bus emission levels
  - Routeing policies
- Evidence will also be gathered from user groups and members of the public.
- Essex County Council will also be required asked to provide information relating to supported bus services.
- Research of similar sized areas to Colchester Borough and the bus services in those areas.

### Timescales and Reporting

Detailed timescales to be determined.

## Appendix A – Original Scoping Document

The Panel may wish to finish the review by the end of the municipal year, which would require a report to be submitted to the March 2018 meeting.

An update on the review would be brought back to the Panel within six months.

### **Lead Officers**

Jonathan Baker, Democratic Services Officer

Pamela Donnelly, Strategic Director for Customers and Relationships

Paul Wilkinson, Transportation Policy Manager

Belinda Silkstone, Environmental Protection Manager