

## Appendix B

### Colchester Borough Council – Scrutiny Panel 27<sup>th</sup> February 2018 Bus Review - Bus Company Responses

Please provide below brief responses to questions outlined below. A copy of this response will be included in the public agenda for the meeting.

What are your views on operating bus services in the Borough of Colchester?

The Town is very Congested and competitive, With the car parking prices being unviably low offering no reason for a car driver to move across to bus.

An objective for this review is to investigate what bus companies are doing to improve punctuality of services, increase bus usage, reduce emissions and make buses more accessible. The following questions are aimed to understand your experiences in these areas.

Q1) Could you detail steps you are undertaking to improve punctuality of service?

Yes, We are in the process of building live surveillance centres to actively manage our bus services, All Arriva Colchester Buses have GPS and Radio. The Trial in Southend has seen the depot close in on 95% punctuality in an equally congested town.

Q2) What future plans do you have to increase bus usage in Colchester?

We are a commercial operator, and we are looking always to run profitable bus routes, we are looking to engage ore with the business community in town as we gain further market we will be in a position to understand the business needs a potentially grow the business. With no county council funding howther, the risk is all Arriva's in a declining market new services are scrutinised heavily before being delivered.

Q3) What steps are you taking to reduce emissions?

We have just won with ECC £1m to enable our fleet in Colchester to be converted to greener euro 6 standard engines.



## Arriva Bus Response

Q4) Thinking of bus accessibility, is there any way this can be improved?

Absolutely Arriva Click.

Another objective for this review is to improve the dialogue between bus companies that operate in the Borough and Colchester Borough Council, Councillors and residents. How do you feel that this could best be achieved?

Honestly the bus blueprint meeting style of meeting is always going to be challenging, you really need to see as a council each provider individually we are commercial operators we will not wish to openly talk to you or anyone else with opponents in the room, would England rugby share its tactics with Scotland ?. have a regular bus meeting as a council that the local bus users society sit in on and as well as the transport lead and transport officer for the council so that we can openly discuss our issues. Members of the public can then take their issues and requests via a bus user group.

Is there anything further that you would wish to share with the Scrutiny Panel.

I would like to have the opportunity to visit you separately from this meeting to show you the Click Product.