

## **Draft Bus Letter**

Dear [Bus Company/Essex County Council/Community360],

### **Scrutiny Panel Bus Review – Additional Questions**

I am writing on behalf of the Scrutiny Panel regarding the bus review that is currently in progress.

Members of the Panel would like to take this opportunity to thank you for attending the meeting on 16 April 2018. The information gathering session was extremely useful and the responses provided to the questions raised were appreciated.

At this meeting it was highlighted that the Panel would consider the information gathered before establishing the next steps of the Bus Review. Following publication of the minutes, and subsequent discussion about matters raised, the Panel has agreed to send letters to the bus companies outlining further questions resulting from the session.

It would be greatly appreciated if you could provide answers to the questions below. The intention would be to include the information received in a Scrutiny Panel agenda at a future meeting for discussion.

At the meeting in April, items covered included punctuality of services, increasing bus usage, reducing emissions, accessibility, communication with both passengers and Councillors and services in the Borough of Colchester. There were a number of areas where the Panel would like updates on progress and further information.

The questions below are set out in line with the original scope of the review.

#### **To understand the strategic role and benefits of bus operations and how buses can best serve the Community.**

- With regard to the Bus Blueprint, what are the current goals, deadlines and long-term targets for the group? *(for ECC only)*
- What discussions have taken place to link commercial services and those provided by Community360? *(for Community360 and Commercial Bus Operators)*
- What steps are being taken to encourage new bus users when new housing developments are built?
- What is your view on the consultation regarding the Bus Services Act 2017: accessible information and Bus Services Act 2017: bus open data?
- What is the assessment criteria for supported services? *(for ECC only)*

#### **Punctuality of Services**

- What technology would assist the transit of buses in central Colchester?
- At the meeting, it was mentioned that grouping of services for destination in the High Street may assist with congestion and new services, are there plans to introduce this?

### **Increasing Bus Usage**

- What is your company doing to challenge the current perception of bus travel?
- What family fares are in place in your network, and what else are you doing to encourage families to use buses?
- What is the current uptake in terms of businesses for the Colchester Park and Ride service, and what are the targets for the service? *(for ECC only)*
- Do you participate in Catch the Bus Week?
- What are the obstacles for introducing multi-operator travel cards?

### **Reducing Emissions**

- Could you confirm what proportion of the buses operating in the Borough of Colchester at Euro6 standard?
- Do you have plans to introduce or trial electric buses in the Borough?

### **Communicate with passengers when services are cancelled or altered**

- Could you outline the latest developments in technology, which would improve information for members of the public?

### **Improving dialogue between bus companies and Colchester Borough Council, Councillors and members of the public**

- What consultation do you conduct with members of the public regarding removal of services, or introduction of new services?
- Is there a named contact available for Councillors, when information on bus services in a locality is required?

As previously stated the Scrutiny Panel appreciates the assistance you have given and your anticipated responses to the questions.

If there is any information that you wish to provide to the Panel, please do include it within the response.

Yours

Cllr Beverly Davies,

Chairman, Colchester Borough Council Scrutiny Panel