

## 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?

Car parking is too cheap, therefore people tend to use their car.

Traffic in and around Colchester is a big problem especially at peak times. East Gates can be down for 10-15 minutes having knock on effects to all bus operators.

The bus station is inadequate in its location, size and facilities.

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?

All of our services since we started operating out of Colchester in April 2016, as at 19<sup>th</sup> February have run, albeit sometimes a little late due to Colchester Traffic. We have not cancelled any trips.

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

We are monitoring our existing services at the moment with the option to increase frequency on our commercial routes if demand necessitates it.

Q3) What steps are you taking to reduce emissions?

We have made all of our service buses that operate within the Colchester area LEZ compliant.

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

A better layout of bus stops around the town centre as parking next to the curb is a big problem and therefore passengers can have difficulty in boarding/alighting. Re-design Osborne Street bus station to make it fit for purpose.

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?

Meetings every quarter-six months?

Regular e-mail newsletters detailing future plans and asking for suggestions

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

The bus station in Osborne Street is inadequate and creates big problems for all bus operators in Colchester