

## Introduction

Essex County Council (ECC) is reviewing its support for 161 local bus services. We want your help to ensure that our future bus network is ready to meet new levels of passenger demand and is providing value for money. ECC is therefore carrying out this public consultation regarding these local bus services.

This consultation will commence xxxxx and close on [12 WEEKS]

As set out in the accompanying questionnaire, ECC is undertaking a review of local bus services which are paid for by Essex taxpayers. It **does not** cover services provided by the commercial transport providers. This review covers all 12 districts in Essex with the view of assessing whether to continue providing the service and in what capacity; or whether to look for alternative solutions.

## Background

We know that buses are important to many people. They help people reach employment, education, visit friends and to get to health appointments. The majority of the bus network in Essex (around 85%) is run commercially. The remaining 15% of services are not commercially viable and the transport providers will therefore not run them.

As Essex's local transport authority, when no commercial service is provided, the County Council has a duty to consider whether one is needed, and if, in the Council's view it is, then to provide it.

How the Council decides whether a service is needed and what services it will support are set out in its Local Bus Service Priority Policy which can be found [here](#). The Local Bus Service Priority Policy now forms part of the Bus Service Improvement Plan so has been extended from 2020 to 2026.

ECC has a strong record for supporting local bus services and ECC remains committed to supporting an effective and efficient bus service network offering value for money to the taxpayer in the services it provides.

However, the strong financial pressures on all local government funding means that ECC must look very carefully at how it will provide all its services to make sure that the limited funding available is focused where it will be of most benefit to the public.

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 around £10m of taxpayer's money on these services each year. The local bus service priority policy includes a value for money measure to ensure that taxpayers are not funding services that are not used much or have a high cost. This measure is currently valued at £5 per passenger journey. If the cost to the taxpayer is over £5 per journey made, then ECC will review the service.

The value for money measure was suspended during Covid-19 because of changing government advice on travel during the various lockdowns and then because ECC wanted to allow services time to recover. Patronage has indeed been increasing. But there are several services which were either struggling to attract passengers even before Covid-19 or where passengers have not returned. ECC is not proposing to re-introduce the £5 measure immediately because there is still some growth in patronage. However, there are several services which are substantially over the £5 measure – in fact they are costing taxpayers more than £10 cost per passenger journey to support.

These services are detailed later in this document alongside details of any changes or proposals.

## **What are we Consulting on?**

We are consulting on:

- Continuing most services as they are now;
- Redesigning some services (for example the days of operation; routes; the number of journeys and/or the timetable); or
- withdrawing services, where they are not sufficiently well-used to justify their cost and there is no likelihood of re-design improving that position.

Some of the services in this last group have had low usage for some considerable time. They are currently costing taxpayers over £10.00 per passenger journey. What we are proposing in this consultation for this group is to either:

- withdraw all of the timetable journeys of the service (as shown on the timetables below)
- re-design the service, potentially changing the route or timetable
- reduce the service (frequency and/or days of operation)

A re-designed or reduced service would need to either reduce costs significantly or attract much higher numbers of passengers or do both. This is because if we tender a service then it would then need to show a clear opportunity of meeting the £5 cost per passenger journey measure for us to go ahead and procure it. If it cannot show that it has the potential to meet that measure it may be withdrawn.

We would expect to make an announcement on the outcome of the consultation in Spring 2024. This means we will be using the most up to date passenger data available in any final decisions.

In order for us to consider your comments, we are seeking your views on these proposals. ECC will collate all the responses from the survey and summarise them as part of our report. This report will be used to help decide whether the proposal should be implemented. We will not identify individual people and your name will not be mentioned in any reports we write for this purpose. You do not have to take part if you don't want to - this is a voluntary activity.

Table 1 – 97 Services where we are not proposing to make any significant changes except for XXXXX.

Service number	Origin	Destination	Days of operation	District	Current operator	Proposed Changes
4A	Great Wakering	Shoeburyness	Sunday & Public Holidays	Rochford	Arriva Kent Thameside	
59	Chelmsford	Harlow	Sunday & Public Holidays	Chelmsford	Arriva Kent Thameside	
2	Harlow	Harlow	Sunday & Public Holidays	Harlow	Arriva Kent Thameside	
4	Harlow	Harlow	Sunday & Public Holidays	Harlow	Arriva Kent Thameside	
6	Harlow	Harlow	Sunday & Public Holidays	Harlow	Arriva Kent Thameside	
8	Harlow	Harlow	Sunday & Public Holidays	Harlow	Arriva Kent Thameside	
10	Harlow	Harlow	Sunday & Public Holidays	Harlow	Arriva Kent Thameside	
1	Harlow	Harlow	Sunday & Public Holidays	Harlow	Arriva Kent Thameside	
2	Harlow	Harlow	Monday to Saturday Evenings	Harlow	Arriva Kent Thameside	
4	Harlow	Harlow	Monday to Saturday Evenings	Harlow	Arriva Kent Thameside	
1	Harlow	Harlow	Monday to Saturday Evenings	Harlow	Arriva Kent Thameside	
10	Harlow	Harlow	Monday to Saturday Evenings	Harlow	Arriva Kent Thameside	
3	Harlow	Harlow	Saturday Evenings	Harlow	Arriva Kent Thameside	
SB21	Fuller Street	Braintree	Monday	Braintree	Arrow Taxi's	
12	Wickford	Billericay	Monday to Saturday	Basildon	Arrow Taxi's	
132	Saffron Walden	Cambridge	Sunday & Public Holidays	Uttlesford	C G Myalls	
211 / 212	Waltham Cross	Breach Barns	Monday to Saturday	Epping Forest	Epping Forest Community Transport	
HSB01	Toot Hill	Harlow	Wednesday & Friday	Harlow	Epping Forest Community Transport	
B3	Felmores	Basildon	Monday to Saturday Evenings	Basildon	First Essex Buses Ltd	
B3	Felmores	Basildon	Sunday & Public Holidays	Basildon	First Essex Buses Ltd	
42B	Chelmsford	Halstead	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
C1	Great Waltham	Galleywood	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
14	Wickford	The Wick	Monday to Friday	Basildon	First Essex Buses Ltd	
21	North Benfleet	Basildon	Monday to Saturday	Castlepoint	First Essex Buses Ltd	

1A	Basildon	Pitsea	Saturday	Basildon	First Essex Buses Ltd	
21C	Canvey	Hadleigh	Monday to Friday	Castlepoint	First Essex Buses Ltd	
13 / 13A / 14	Chelmsford	Wickford	Monday to Saturday	Chelmsford	First Essex Buses Ltd	
3	Southend	Chelmsford	Monday to Saturday	Rochford	First Essex Buses Ltd	
47	Moulsham	Broomfield Hospital	Monday to Saturday	Chelmsford	First Essex Buses Ltd	
4	The Hythe	Stanway	Monday to Friday	Colchester	First Essex Buses Ltd	
16A	Canwick Grove	St Helena School	Schooldays	Colchester	First Essex Buses Ltd	
17	West Bergholt	Stanway	Schooldays	Colchester	First Essex Buses Ltd	
80 / 80A / 81 / 81A	Colchester	Boxted / Manningtree	Monday to Saturday	Colchester	First Essex Buses Ltd	
174 / 175	Colchester	Fingringhoe	Monday to Saturday	Colchester	First Essex Buses Ltd	
46	Chelmsford	Ongar	Monday to Saturday	Chelmsford	First Essex Buses Ltd	
11	Highwoods	Colchester	Monday to Friday	Colchester	First Essex Buses Ltd	
565	Grays	Brentwood	Monday to Saturday	Brentwood	First Essex Buses Ltd	
32	Chelmsford	Ongar	Monday to Saturday	Chelmsford	First Essex Buses Ltd	
B1 / B2 / B4 / 22	Pitsea	Laindon	Monday to Saturday Evenings	Basildon	First Essex Buses Ltd	
B1 / B2 / B3 / B4	Pitsea	Laindon	Sunday & Public Holidays	Basildon	First Essex Buses Ltd	
25	Basildon	Wickford	Sunday & Public Holidays	Basildon	First Essex Buses Ltd	
351	Chelmsford	Brentwood	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
80A / 80C	Brentwood	Hutton	Sunday & Public Holidays	Brentwood	First Essex Buses Ltd	
37	Warley	Brentwood	Sunday & Public Holidays	Brentwood	First Essex Buses Ltd	
21	Canvey	Southend	Monday to Saturday Evenings	Basildon	First Essex Buses Ltd	
336	Chelmsford	South Woodham Ferrers	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
31 / 332	Chelmsford	Burnham on Crouch	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
C4 / C5	Moulsham Lodge	Oxney Green	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
C2 / C3	North Melbourne	Beaulieu Park	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
70	Colchester Mason Rd	Chelmsford	Sunday & Public Holidays	Colchester	First Essex Buses Ltd	
71	Chelmsford	Colchester	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
42B	Chelmsford	Halstead	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
42A	Chelmsford	Stansted Airport	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	

C7	Chelmsford	Galleywood	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
1	Ambrose Avenue	Greenstead	Monday to Saturday Evenings	Colchester	First Essex Buses Ltd	
2	Highwoods	Great Horkesley	Monday to Saturday Evenings	Colchester	First Essex Buses Ltd	
88A	Colchester	Halstead	Sunday & Public Holidays	Colchester	First Essex Buses Ltd	
S4 / S6 / S7	Greenstead	St Michaels Estate / Shrub End / Greenstead	Monday to Saturday Evenings	Colchester	First Essex Buses Ltd	
68	Highwoods	West Mersea	Monday to Saturday Evenings	Colchester	First Essex Buses Ltd	
88	Halstead	Colchester	Monday to Friday Evenings	Colchester	Hedingham & Chambers	
1A / 2A / S3 / S9	Colchester	Colchester	Sunday & Public Holidays	Colchester	First Essex Buses Ltd	
31	Chelmsford	Burnham on Crouch / Steeple	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
336	Chelmsford	South Woodham Ferrers	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
73	Chelmsford	Maldon	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
75	Maldon	Colchester	Sunday & Public Holidays	Maldon	First Essex Buses Ltd	
76	Clacton	Colchester	Sunday & Public Holidays	Tendring	First Essex Buses Ltd	
102	Colchester	Harwich	Sunday & Public Holidays	Colchester	First Essex Buses Ltd	
301	Bishops Stortford	Saffron Walden	Monday to Saturday	Uttlesford	Central Connect	
5	Sumners Farm	Harlow Bus Station	Monday to Saturday	Harlow	Central Connect	
306	Wicken Bonhunt	Bishops Stortford	Schooldays	Uttlesford	Central Connect	
66A	Waltham Cross	Debden	Sunday & Public Holidays	Epping Forest	Arriva Kent Thameside	
77 / 77A	St Osyth Beach	Colchester	Monday to Friday	Tendring	Hedingham & Chambers	
97A / 98A	Clacton on Sea	Walton on the Naze	Monday to Saturday Evenings	Tendring	Hedingham & Chambers	
97 / 98	Clacton on Sea	Walton on the Naze	Monday to Saturday Evenings	Tendring	Hedingham & Chambers	
71 / 72	Stondon Massey	Warley	Monday to Saturday	Brentwood	Hedingham & Chambers	
19	Rowhedge	Monkwick	Schooldays	Colchester	Hedingham & Chambers	
50 / 50A	Colchester	Tollesbury	Monday to Saturday	Colchester	Hedingham & Chambers	
63 / 63A	Colchester	West Mersea / Monkwick	Monday to Saturday	Colchester	Hedingham & Chambers	
694	Langham	East Bergholt	Schooldays	Colchester	Hedingham & Chambers	

91	Tollesbury	Witham	Monday to Saturday	Maldon	Hedingham & Chambers	
92	Tollesbury	Colchester	Monday to Saturday	Maldon	Hedingham & Chambers	
95 / 95A	Maldon	Tollesbury	Monday to Saturday	Maldon	Hedingham & Chambers	
9	Walton on the Naze	Great Holland	Monday to Friday	Tendring	Hedingham & Chambers	
105 / 107	Walton on the Naze	Colchester	Monday to Saturday	Tendring	Hedingham & Chambers	
115	Weeley	Thorpe le Soken	Schooldays	Tendring	Hedingham & Chambers	
101	Point Clear	Brightlingsea	Schooldays	Tendring	Hedingham & Chambers	
21	Ongar	Brentwood	Saturday	Brentwood	NIBs Buses	
2	Harwich	Harwich	Monday to Saturday	Tendring	Panther Travel	
Citi 7	Cambridge	Saffron Wallden	Monday to Saturday	Uttlesford	Stagecoach	
30	Beckers Green	Marks Farm	Monday to Saturday	Braintree	Stephensons of Essex	
61	Blackmore	Brentwood	Monday to Saturday	Brentwood	Vectare Ltd	
13	Waltham Cross Bus Station	St Margaret's Hospital Epping	Monday to Saturday	Epping Forest	Vectare Ltd	
73 / 73A	Chelmsford	Maldon	Monday to Saturday	Chelmsford	First Essex Buses Ltd	
82A / B / 83A / B	Colchester	Colne Engaine	Monday to Saturday	Colchester	First Essex Buses Ltd	
269	Brentwood	Grays	Monday to Saturday	Brentwood	First Essex Buses Ltd	
418	Loughton	Harlow	Monday to Saturday	Harlow	Vectare Ltd	
S9	Colchester North Station	Rowhedge	Monday to Saturday Evenings	Colchester	First Essex Buses Ltd	

Table 2 – 44 contracts for ‘at risk’ services where re-design options include: reduced frequency, removal of journey(s). These services will be continued for 2 years during which time the contracts will be reviewed.

Service number	Origin	Destination	Days of operation	District	Current Operator	Proposed changes
8	Harlow	Harlow	Monday to Saturday Evenings	Harlow	Arriva Kent Thameside	
10	Temple Grove	Pleshey	Monday to Friday	Chelmsford	Arrow Taxi's	
99A	Chelmsford	Woodham Walter	Monday to Friday	Chelmsford	Arrow Taxi's	
SB28	Stisted	Braintree Freeport	Wednesday	Braintree	Braintree Community Transport	
104 / 106	Langdon Hills	Basildon	Monday to Friday	Basildon	First Essex Buses Ltd	

345	Fuller Street	Braintree	Wednesday	Braintree	First Essex Buses Ltd	
63	Rayleigh	Great Wakering / Landwick	Wednesday & Friday	Rochford	First Essex Buses Ltd	
251	Warley	Wickford	Sunday & Public Holidays	Brentwood	NIBS Buses	
371 / 71	Oxney Green	Chelmer Village	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
C7 / C57	Chelmsford	Galleywood	Monday to Saturday Evenings	Chelmsford	First Essex Buses Ltd	
S3	Old Heath	West Bergholt	Monday to Saturday Evenings	Colchester	First Essex Buses Ltd	
74	Clacton	Colchester	Monday to Saturday Evenings	Tendring	First Essex Buses Ltd	
102	Harwich	Colchester	Monday to Saturday Evenings	Tendring	First Essex Buses Ltd	
316 / 318	Stansted Airport	Saffron Walden	Monday to Saturday	Uttlesford	Central Connect	
14	Harlow	Pinnacles	Monday to Saturday	Harlow	Central Connect	
7 / 7A	Bishops Stortford	Stansted Airport	Monday to Saturday	Uttlesford	Central Connect	
542	Debden	Loughton	Monday to Saturday	Epping Forest	Central Connect	
4	Jaywick/ Clacton	Great Clacton / Holland on Sea	Monday to Saturday Evenings	Tendring	Hedingham & Chambers	
16	Wethersfield	Chelmsford	Monday to Saturday	Chelmsford	Hedingham & Chambers	
94 / A / B	South Woodham	Basildon	Monday to Saturday	Basildon	Hedingham & Chambers	
79	Colchester	Tiptree	Friday	Colchester	Hedingham & Chambers	
85 / 92	Colchester	Tollesbury / Layer Breton	Wednesday	Colchester	Hedingham & Chambers	
2 / 2A	Clacton	Mistley	Monday to Saturday	Tendring	Hedingham & Chambers	
D1 / D2	Maldon	Bradwell	Monday to Saturday	Maldon	Hedingham & Chambers	

17 / 18	Great Dunmow	Chelmsford	Tuesday, Thursday, Friday, Saturday	Chelmsford	J W Lodge	
118	Parkeston	Ramsey	Schooldays	Tendring	Panther Travel	
90	Maldon	Witham	Monday to Saturday	Maldon	Stephensons of Essex	
14	Southend	Great Wakering	Monday to Saturday	Rochford	Stephensons of Essex	
60 / 60A	Southend	Paglesham	Monday to Saturday	Rochford	Stephensons of Essex	
31	Toot Hill	Harlow	Monday to Saturday	Harlow	First Essex Buses Ltd	
10	Shotgate / Wickford	Basildon	Monday to Saturday	Basildon	Vectare Ltd	
40	Witham, Ebenezer Way	Witham, Town service	Monday, Wednesday, Saturday	Braintree	First Essex Buses Ltd	
34	Saffron Walden	Saffron Walden	Tuesday and Thursday only	Uttlesford	Stephensons of Essex	
319/320/321/5 9/590	Haverhill	Saffron Walden/Newport	Monday to Saturday	Uttlesford	Central Connect	
6A / 6B	Clacton	Point Clear	Monday to Saturday Evenings	Tendring	Heddingham & Chambers	
505	Harlow	Waltham Abbey	Saturday	Harlow	Vectare Ltd	
418B	Loughton	Harlow	Monday to Saturday Evenings	Harlow	Central Connect	
418B	Loughton	Harlow	Sunday & Public Holidays	Harlow	Central Connect	
322/323/324	Great Dunmow	Saffron Walden	Monday to Saturday	Uttlesford	Central Connect	
305/315/325	Bishops Stortford	Stansted Airport	Monday to Saturday	Uttlesford	Central Connect	
505	Harlow	Waltham Cross	Monday to Friday	Harlow	Vectare Ltd	
313 / 314	Great Dunmow	Saffron Walden	Monday to Saturday	Uttlesford	Stephensons of Essex	
DaRT 299	Uttlesford	Braintree	Monday to Saturday	Uttlesford	Arrow Taxi's	



Table 3 – 21 services with low passenger usage where services will be re-designed but are also at risk of withdrawal.

Service number	Origin	Destination	Days of operation	District	Current Operator	Proposed Changes
6	Harlow	Harlow	Monday to Saturday Evenings	Harlow	Arriva Kent Thameside	
F315	Sudbury	Halstead	Monday to Saturday	Braintree	Arrow Taxis	
DaRT 5	Maldon	Stow Maries/Nth Fambridge/Althorne	Monday to Saturday	Maldon	Arrow Taxis	
552	Ramsden Heath	Billericay Station	Monday to Friday	Basildon	First Essex Buses Ltd	
256	Basildon	Ramsden Heath	Tuesday, Thursday, Saturday	Basildon	First Essex Buses Ltd	
9 / 9A	Great Saling/Great Bardfield	Great Notley	Monday to Friday	Braintree	Central Connect	
84B	Colchester	Great Horkesley	Thursday Only	Colchester	Heddingham & Chambers	
21	Bocking	Black Notley	Sunday & Public Holidays	Braintree	Heddingham & Chambers	
21	Bocking	Gt Notley	Monday to Saturday	Braintree	Stephensons of Essex	
DaRT 3	Braintree	Braintree	Monday to Saturday	Braintree	Essex and Suffolk Dart C I C	
DaRT 4	Burnham On Crouch	Burnham on Crouch	Monday to Saturday	Maldon	Essex and Suffolk Dart C I C	
DaRT 7	Moreton/Matching Green/Stanford Rivers	Epping	Monday & Thursday Only	Harlow	Epping Forest Community Transport	

94	South Woodham	South Woodham	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	
99	Clacton	Walton on the Naze	Monday to Saturday Evenings	Tendring	Heddingham & Chambers	
15	Marks Tey	Marks Tey	Monday to Friday	Colchester	Heddingham & Chambers	
50B	Colchester	Colchester	Monday Only	Colchester	Heddingham & Chambers	
69 / 69A	Colchester	East Mersea	Tuesday Only	Colchester	Heddingham & Chambers	
804	Debden	Chigwell	Schooldays Only	Epping Forest	NIBS Buses	
21	Bocking	Black Notley	Monday to Saturday Evenings	Braintree	Stephensons of Essex	
7	Hockley	Rayleigh	Monday to Saturday Evenings	Roschford	Stephensons of Essex	
C56	Chelmsford	Galleywood	Sunday & Public Holidays	Chelmsford	First Essex Buses Ltd	

For the 97 successful services, timetables can be found on the operator websites.

Links to copies of timetables for all other services are available at the end of this document.

If you require assistance with this survey or require it in alternative format, such as large print or audio, please call XXXX or email us at: [passenger.transport@essex.gov.uk](mailto:passenger.transport@essex.gov.uk)

Service/s XXXXXX the following changes are proposed: XXXXXXXX. For all other services listed here [insert table 1] we are not proposing to make any significant changes until at least 2028. If you would like to comment on that service please choose the service and add your comment.

When you have answered the questions, you will be given the choice of finishing the survey or returning to the list of services. Please give your views on the service(s) that you use.  
**Need to emphasise that they need to answer all questions about each service**

For services listed here [insert table 2] we are proposing to retain the service until at least

2026 and may also be proposing some potential improvements. These will be shown in the table. Please choose the service you would like to comment on from the table.

When you have answered the questions, you will be given the choice of finishing the survey or returning to the list of services. Please give your views on the service(s) that you use.

**Need to emphasise that they need to answer all questions about each service**

For services listed here [insert table 3] we are proposing to re-design the service to try and reduce the cost or increase patronage. If this is not possible the service could be withdrawn entirely. Please choose the service you would like to comment on from the table

When you have answered the questions, you will be given the choice of finishing the survey or returning to the list of services. Please give your views on the service(s) that you use.

**Need to emphasise that they need to answer all questions about each service**

**List all services in table 2 and table 3 we consider potential changes on at this stage**

**Table 1**

- ☐ **Service 7** - Hockley /Rayleigh/ Southend on sea – Monday to Saturday (Evenings Only)

## Questions

### 1. Please tell us how often you use this service?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than once a month

### 2. Please specify which time of day you use this service tick box

**Eg 0600 – 0900, 0900 - 12.00, 12:00 - 16:00, 16:00 - 19:00, 19:00 onwards**, please select all that apply.

### 3. Please specify which days of the week you use this service? – tick box for days of week. Tick all that apply

### 4. What is the main purpose of your journey/s? (Character limit of 50)

tick box? food shopping, employment, education, health, social, leisure, other

please specify .....

### 5. Which ECC proposal would you support in relation to this service?

I agree with the proposed withdrawal of this service

I agree with the proposed change of this service as specified in Table 2 or 3

I disagree with the above, please specify why:

- I could not make necessary journeys without this service
- The journeys I make will be less convenient

- Other – including any changes you would propose to reduce cost or increase passenger usage ( no more than 100 Characters)

**6. If journeys from this service are maintained, which would you prefer us to support?**

- ☐ Focus on Journeys that carry the most passengers
- ☐ Focus on peak time journeys for travel to and from school and/or work
- ☐ Focus on daytime journeys for shopping. Leisure and healthcare.
- ☐ Any other comments:

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If you wish to comment on another service, please click here to take you back to the list of services.

If not click here to finish the survey.

Add standard demographic questions and questions for ECIA.