

You Said	Response and rationale
Whilst bus services are generally good during daytime, Monday to Friday, they diminish considerably at weekends and in the evenings. Thus people find that just when they might most want a bus, none is available. This is especially so in the more rural or outlying districts.	These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme.
connectivity between outlying areas of Essex and key health services must be considered, as yet I have not seen any evidence of this.	These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme.
The EP plan & scheme seems to me is a Jobs Worth Operation and does not represent many peoples views on how & where buses run in their local communities. Buses that serve the public need to go where their want to go and not where the bus companies dictate to take them. You would do better to put out a survey, on line if necessary to the people in each area, as each area has different needs to find out what is required in those areas. In my area of Tendring in Essex, which includes Walton-on-the-Naze, Frinton-on-Sea, Clacton-on-Sea and the outlying districts of Tendring do not have a direct bus service to Colchester Hospital. We have an aging population in Tendring where many elderly folk cannot drive that has to go on an agonizing journey to their main hospital, which is Colchester Hospital that can take over three hours round trip whereby they have to change buses in Colchester, just because there is no direct bus service to take them there. Nice way to treat the elderly folk of Tendring.	This issue has been passed to the Tendring area network review team for consideration as part of the network review
Standardisation of branding has benefits but will destroy any incentive for operators to develop commercial services by removing their own identities. This also presents issues for cross-boundary services and redeployment of buses across national operations for larger operators.	Any branding proposition will allow operators to retain their own identity within a 'family' brand. We are cognisant of the issues of cross boundary services and are working to ensure any proposals do not cause issues for operators running those services. The proposal is also that we have discrete branding not full scale liveries.
Many bus stops are inconvenient, nay dangerous situations on busy and dark roads, making mounting and dismounting uncomfortable and unsafe. Many bus stops offer no shelter nor lighting and buses do on occasion fail to stop to pick passengers up.	These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme.
Bus Lanes need to be 24 hours across the board with strong deterrents for breaches by motorists.	These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme.
There is no actual bus station in Colchester. All the buses congregate on a given street where they cause congestion for passengers and other vehicles. There are no facilities such toilets, refreshments, manned inquiry office or waiting room. Colchester is a very large and growing town and thus these factors together are a real transport failure which put people off from using buses.	This issue has been passed to the Colchester network review team for consideration as part of the network review
Unlike trains, buses do not keep to strict and accurate timetables. This may not be the fault of the buses but is a function of traffic congestion: nevertheless it certainly mitigates against their usage.	The impact of congestion on bus punctuality and reliability will be a key part of the area network reviews and the intention is to identify proposals to help address the issue and improve services
For those who live close to the county boundaries this is an inward looking set of proposals. There must be coordination and collaboration with other authorities. For example, those living in the north of the county need bus links to Cambridge to benefit from the growth in high quality career opportunities. This needs collaboration with Suffolk and Cambridgeshire. There should be cross-authority liaison built into the governance structure with associated aims and goals.	Cross-border services will be a specific focus of the area network reviews. The specific issue on north Essex links to Cambridge has been passed to the Uttlesford and Braintree area network review teams for consideration as part of those area network reviews
I feel that most people who might try public transport think that the fares are too high and lack any underlying rationale. They have the impression that buses are slow, not kept clean, are cold in winter and are essentially unsafe.	Fare structures will be included in the area network reviews as will vehicle standards and punctuality.
The mindset of one image for ECC area needs careful consideration. Basildon and Colchester are further apart than Colchester and Ipswich and Harlow is closer to Hertford than Chelmsford. Bus travel is a predominantly a local need and as such any efforts for standardisation of tickets, appearance, information etc have to allow, where certain circumstances allow, localisation to be adopted. History in the transport sector has proven that the bigger the identity tries to be the worse it will be. Look at national bus brands of Stagecoach, First and Arriva v the localised brands of Go-Ahead companies. Which one, as a user of local services, feels more about the user and the local demand it serves? Large schemes (identity/website etc) compromise on trying to be everything to everyone and often ending failing on all counts whereas local schemes (identity/websites) achieve far more for the user. Successful wayfinding to the information is therefore more important than achieving the lowest common denominator of standards, however high the aspiration is.	These issues will be considered as part of the work on improving information. The intention is to help strengthen strong local identities and build new ones. But there is also a recognition that it is hard for non bus users to switch to bus and a significant part of that is easy access to information.
The other proposal I welcome is that of improved timetables and other relevant information both of which are woefully lacking in Brentwood at present.	These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme. In addition they have been passed to the Brentwood area network review team.
Some of the district plans are very basic and lack ambition, particularly Epping Forest.	The area network reviews have yet to be completed. The aim is to identify a set of proposals to support improvements to the bus network. These will be subject to consultation in due course.
The scheme on the whole sounds good but when you have commercial operators that care more about their shareholders than delivering anywhere near what you want then it just won't be deliverable. First bus have a virtual monopoly in the area and this needs to be removed.	The Enhanced Partnership model enables local transport authorities to work together with all operators in an area in a more formal way. It does not directly address issues of geographic monopolies which are common across Essex - the Bus Service Improvement Plan recognises this. Measures such as growing passenger numbers and improving bus priority can encourage new entrants. Ultimately if monopolies are preventing significant improvements to a network, franchising remains an option. However, Enhanced Partnerships are the approach to which ECC is currently committed.

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<p>As a person who does not own a car or other form of personal transport, then public transport is really vital for me. I use both train and bus services but since Covid I have mostly used the train as the bus service operating in my village has become unreliable and random . The buses do not seem to stick to the published time table.</p> <p>More specifically, I am a resident of the village of Bures which is half in Essex (Bures Hamlet) and half in Suffolk (Bures St Mary): I think this must by definition affect how far the Essex scheme can operate in the village, how far EssexCC's jurisdiction can reach. Currently the bus company operating through Bures has a monopoly and I do not know how far EssexCC can influence its operation.</p>	<p>These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme. In addition they have been passed to the Braintree area network review team.</p>
<p>Generally feels like more of the same and lacks ambition.</p> <p>Taking passengers back to 40m which is the same as 2019/20 is weak.</p> <p>Not enough passenger representation on governance - none on board for example.</p> <p>Barely any talk of increased frequencies and penalties for skipping services (which deter use). Fares need to be reduced as for short urban journeys they exceed the price of parking.</p> <p>12 separate studies per district just sounds like an excuse to write a lot of reports and delay action. People largely don't travel on a district basis so these should be grouped into 5-6 different documents at most.</p> <p>No mention at all of moving to a concession model where ECC is in control of all services.</p> <p>No mention of how ECC is going to deliver this at an officer level</p>	<p>There is passenger representation on both the Essex Bus Strategy Forum and the Essex Bus Strategy Board which are the bodies which will monitor progress and set the priorities for the Bus Service Improvement Plans and future Enhanced Partnership schemes. The Enhanced Partnership Management Board is intended to simply be a management mechanism for the two partners to the Enhanced Partnership. Bus frequencies and fares will be addressed by the area network reviews. The decision to pursue an Enhanced Partnership in preference to franchising was made at ECC in June 2021 and the Cabinet paper FP/063/05/21 sets out the background to that decision.</p>
<p>No BSIP nationally will succeed without a CC and its districts taking decisive anti-car measures such as reduced parking spaces, reduced on street parking in residential areas and more expensive parking charges.</p>	<p>The availability and pricing of parking will be addressed by the area network reviews.</p>
<p>There is also little mention of rural Essex in the document. I believe that this needs further exploration and a clear place in programme governance - what are the goals for rural bus services and how will we know if we are succeeding?</p>	<p>A significant proportion of Essex residents live in rural areas. Running sustainable services in these areas where population density is low and journey patterns can be dispersed is challenging. However, service options for these areas will be addressed as part of the area network reviews.</p>
<p>Child Fares should be U19 as this aligns with the state requirement for mandatory full time education or training. For some operators going to U16 would represent a significantly detracted service. I would also point out ECC scholars are listed as U19. Operators trying to argue for a lower child age are actively working against what should be a core philosophy of attracting in users young and keeping them into adulthood. That will not be achieved with higher child fares.</p>	<p>The standard for the child fare set by the Enhanced Partnership is a minimum and operators can choose to offer concessions to older groups. Changes to the minimum will be discussed as part of future schemes when there is an opportunity for wider consultation and engagement.</p>
<p>I agree with the need for a review of ticketing but not sure if that would include standardisation of ticket machines? I usually buy a Colchester Borough Card which allows unlimited travel with various operators (in my case) in the inner zone of the town. The tickets issued by First Bus, Arriva and Ipswich Buses are all different and so not compatible with the scanners on another operators buses - the last time I bought on an Ipswich Buses service, there was no QR code so wasn't accepted by other bus operators!</p> <p>The First Bus tickets - certainly on the app - are very clear and easy to read what type of ticket it is, when it expires etc. When using an Arriva ticket, I often had to explain to First drivers what it was.</p>	<p>This issue has been passed to the Colchester area network review team to address as part of the area network reviews</p>
<p>I look forward to the implementation of this scheme as a way of advancing bus usage in Essex .</p> <p>As a resident of Brentwood where we have 4 companies operating (First in Essex , NIBS , Stephenson's on behalf of ECC and Vectare on behalf of ECC) . I would welcome a common ticketing system as at present interchange of tickets between these companies <u>does not exist and this is a problem for both residents and visitors to the town.</u></p>	<p>This issue has been passed to the Brentwood area network review team to address as part of the area network reviews</p>
<p>The EP plan sounds like a very good scheme.</p>	<p>ECC and operators are grateful for the support of others, which will be crucial in delivering better services</p>
<p>This seems to be nothing more than a tick box exercise . The Labour Group have long since argued for ECC to assume franchising powers available. Bus use would improve substantially if there was better services and cheaper fares. I have recently surveyed 600 residents of Greenstead ward , the Longridge area which sits within Parsons Heath Division . I have been inundated with responses to my survey agreeing the need for a better bus service for this area. This part of Colchester is on the extreme easterly edge of Colchester Borough and is heavily populated by residents who have retired here. There are 145 additional housing units being developed off of Bromley road so demand is going to increase. The current provision is dreadful and although the Greenstead estate enjoys a really good service this does not extend to Greenstead. When new routes are being considered please look at the provision to Longridge to see what can be changed to help this community. Many Longridge residents cannot walk to Greenstead to get on the more frequent service. I shall be presenting the survey results to ECC when they have been fully gathered.</p>	<p>These issues have been passed to the Colchester area network review team to address as part of the area network reviews. Franchising was considered as an issue at ECC Cabinet in June as part of the Enhanced Partnership decision. The decision was that Enhanced Partnership offered the opportunity to deliver improvements more quickly. However, franchising will remain an option should the Enhanced Partnership process not deliver as expected.</p>
<p>First we need buses that are clean on time and more frequent , Harwich is absolutely a place you cannot rely on for a bus and they have been cut again</p>	<p>These issues have been passed to the Tendring area network review team to address as part of the area network reviews. The network reviews will also include reliability, frequency and vehicle standards</p>
<p>There is very little about improving rural bus services and I fear they will be the cinderella yet again. It should be possible to live in a rural area without being obliged to own a car!</p>	<p>These issues will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme.</p>
<p>It is vital that buses that travel via Stansted Airport reflect the shift patterns that exist. I was able to get to work by bus or get home again but never both - buses needed late into the evening and on Sundays. Buses in Uttlesford are not used much as they are no longer following a regular hourly timetable. Drivers should be permitted to pick up / drop off passengers any where on route when there are long distances between stops.</p>	<p>These issues have been passed to the Uttlesford area network review team to address as part of the area network reviews.</p>
<p>It will be fine if it's all carried out. The 351 has been cut to an hourly service for most of each day. How does that help people not to use their cars?It's impossible to use them for getting to work or appts. Also the tracking on the app can't be trusted. Half the time it doesn't work. The seats in the bus shelters are uncomfortable and some shelters have windows missing.</p>	<p>These issues have been passed to the Brentwood area network review team to address as part of the area network reviews. Bus infrastructure is already included in the area reviews. The quality of information from apps will be added to the work on information provision.</p>

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This is good for the future, whenever that might be, but right now the operator of Bus 5 in Uttlesford has cut two buses a day. If the plan has to rely on operators carrying out the plan then we will be in trouble, as the shortage of drivers is not going to be solved overnight, or overyear, or overdecade.	The issue of service frequency has been passed to the Uttlesford area network review team and will be addressed in the area network review. The bus industry is currently predicting that driver shortages are a short term issue and is taking steps to address recruitment and retention. If the issue proves to be a long term issue it can be addressed in a future EP scheme.
Local experience (Chelmsford)of service changes and reliability shows that urgent action is required by both bus companies and local authorities if there is any hope of improving the quality of bus services	The frequency and transparency around service changes is already included in the Enhanced Partnership scheme. The issue of reliability will be addressed as part of the area network reviews and this issue has also been passed to the Chelmsford area network review team.
This only will be of benefit if action is actually taken and we do not have simply words and jargon. The more rural areas must be reasonably given priority, all too often they are the Cinderella of the system. There should be an aim for bus frequency to be more than one per hour and there must be consistency in timings ie. a regular 30 or 45 minutes between buses. The aim must be that people should not need to own a car if they live in a rural area.	The area network reviews have already commenced and their completion is a commitment included in the Enhanced Partnership scheme. This includes addressing how rural services can be delivered in a sustainable way.
Information definitely needs to be easily available, for example on lost property as well as bus times and routes, and not simply via the internet which many older people do not have access to.	Lost property is a matter for individual operators. The provision of information at key stops will be addressed by the area network reviews.
I live in Ingatestone and rely on the 351 bus service. I am very disappointed that our service has been cut to one an hour. I use this bus to get to hospital appointments in Brentwood and Chelmsford. An hourly service makes it impossible to get to an appointment at an appropriate time. And usually means a long wait to get back. I am having to use a taxi to get to some appointments. Please do whatever is possible to reinstate our half hourly service.	This issue has been passed to the Brentwood area network review team to address as part of the area network reviews
There is not sufficient representation of actual bus users, there is no recognition of community requirements such as changing services to match health and re-located hospital treatment hubs, ie say travel to Southend hospital for cancer treatment from say Kelvedon Hatch. There is no overall vision or method of co-ordinating services to actually matching needs contained within the suggested structure of this document, there is a real danger that the groups/committees will end up as warring factions with no means of resolving disputes. There is a need to incorporate route/service provision from actual travel requirements and not be determined by a group that determines requirements from their own thoughts based on private travel needs.	The issues relating to demand led planning will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme. There is passenger representation on both the Essex Bus Strategy Forum and the Essex Bus Strategy Board which are the bodies which will monitor progress and set the priorities for the Bus Service Improvement Plans and future Enhanced Partnership schemes. The Enhanced Partnership Management Board is intended to simply be a management mechanism for the two partners to the Enhanced Partnership.
The main barrier to using buses is the cost, if it was cheaper to get the bus as a family than take the car I would. It is that simple.	The issues relating to fare structures will be addressed in the area network reviews which are a commitment in this first Enhanced Partnership Scheme.
It is difficult not to agree with most, if not all of the content included in these proposals. The key is to move forward to the stage of implementation. It is important to ensure that passenger representation is included in the decision-making process. This survey does not allow for detailed responses on the problems which bus users experience - especially those who live in villages which have a very infrequent service and poor information on updates to the service. I was intrigued by the bus service during lockdown which provided a full, regular service with no passengers (32 Ongar - Chelmsford). I always gave the driver a wave!	The issue relating to the Ongar-Chelmsford service has been passed to the Chelmsford and Brentwood area network review teams. The issues of frequency and information provision will also be addressed by the area network reviews. There is passenger representation on both the Essex Bus Strategy Forum and the Essex Bus Strategy Board which are the bodies which will monitor progress and set the priorities for the Bus Service Improvement Plans and future Enhanced Partnership schemes. The Enhanced Partnership Management Board is intended to simply be a management mechanism for the two partners to the Enhanced Partnership.
Children should be included up to the age of 18. Or include a 17/18 year old as a child fare if they are in full-time education.	The standard for the child fare set by the Enhanced Partnership is a minimum and operators can choose to offer concessions to older groups. Changes to the minimum will be discussed as part of future schemes when there is an opportunity for wider consultation and engagement.
All new buses should be Electric.	This Enhanced Partnership scheme commits ECC to pursue Government funding for a first zero carbon bus scheme (in Basildon). The aim would be to use this as a first step to moving to zero carbon across the rest of Essex. Significant investment will be required - particularly in infrastructure - to enable all new buses to be electric (or hydrogen).

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<p>I am a Parish Councillor with responsibility for bus services at a Parish Level.</p> <p>I am broadly supportive of the principle objectives of this bus review and have completed my questionnaire feedback on this basis.</p> <p>I am however extremely disappointed at the lack of any mention of Parish Councils in any of the proposed governance or consultation arrangements.</p> <p>All Parish Councils in Essex will have an acute interest in this new strategy and its impact on local services many of which are currently subsidised by Essex. I can see no reference to subsidised services and how these might be incorporated into the review and no recognition of the need to work with and consult with Parish Councils.</p> <p>I support any effort to improve public transport in Essex, particularly in rural areas.</p>	<p>Parish councils will be invited to the Essex Bus Strategy Forum.</p> <p>There are also dedicated parish council engagement sessions run by the ECC local bus team. Supported services will be included in the area network reviews.</p>
<p>This consultation though is over complicated and typical of modern public sector decision making. The process has become more important than the outcome. It almost doesn't matter to the "decision makers" whether or not something is actually delivered so long as it can be shown the process was right!</p>	<p>The commitments made by both ECC and operators in the Enhanced Partnership scheme become legally binding once the scheme is made. If they are not delivered redress can be sought.</p>
<p>I rarely take the bus for many reasons. The emissions, when they drive past they ruin the air. The fares are too expensive. They are unreliable and many bus drivers have been rude to people with limited mobility. Buses don't seem to cater for wheelchair uses.</p> <p>Buses are awful for people who get sensory overload, they are too loud</p> <p>If these proposals hope to change this then I am all for it</p>	<p>The issues relating to vehicle standards (including accessibility), fares and reliability will be addressed by the area network reviews and this commitment is included in the Enhanced Partnership Scheme. Driver already receive training on supporting passengers with additional needs but we will continue to assess the issue to see if it might be addressed in a future Enhanced Partnership Scheme.</p>
<p>This is a very welcome review of the bus services in our area. The current services are poor and too often non existent. Will this review include school busses? An improvement to school busses would be another adult on board to monitor behaviour and assist the driver to enable a safer service. Thank you</p>	<p>School services which are also registered local bus services will be included in the area network reviews. Experiences of poor behaviour from other passengers on services should be raised with the relevant operator.</p>
<p>It is difficult to see how the projects listed in Appendix A add up to a co-ordinated strategy or how they should be prioritised for maximum impact</p>	<p>The projects listed in annex A to the scheme are committed projects that have been or will be delivered. Future strategy and investment will be established by the area network reviews.</p>
<p>Colchester needs a bus station . What is provided now is not fit for purpose..</p> <p>how can visitors to the town be expected to sit in that tiny waiting room with no facilities..</p> <p>how can you ask City status if the bus station looks just like a BUS STOP.</p> <p>The current waiting area is dirty and not maintained . We need visitors to town to be able to buy snacks go to the toilet and wait for their bus !</p> <p>School busses should be introduced so parents drive children to the park and ride site stop children and then school buses take the children into Colchester .. less cars in town !</p> <p>If all this work is going to be done then please get it right this time .</p> <p>Colchester needs to attract visitors but they are going to Ipswich and Chelmsford where there are better facilities</p>	<p>The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.</p>
<p>I hope as a result of this consultation, rural parts of Colchester will receive a better bus service, which should result in fewer cars accessing the town centre</p>	<p>The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.</p>
<p>Cleaner buses, reliable timetable, better quality drivers, cheaper fares, better accessibility for wheelchair uses, route changes so you only need catch one bus to hospital. A bus station and better bus stops. All things needed before I would personally consider using bus travel.</p>	<p>The issues will be addressed by the area network reviews and this commitment is included in the Enhanced Partnership Scheme. Driver training is not currently included but we will continue to assess the issue to see if it might be addressed in a future Enhanced Partnership Scheme.</p>
<p>Bus travel is absolutely essential to reduce pollution and congestion at the very least. Bus travel in Colchester, at present, is very expensive, unreliable and doesn't go where people need it to go.</p>	<p>The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.</p>
<p>I'm convinced public transport will play a major role in meeting our various goals especially reducing our impact on the planet when it is paid for by taxation like the NHS.</p>	<p>A publicly commissioned model (franchising) was considered as an issue at ECC Cabinet in June as part of the Enhanced Partnership decision. The decision was that Enhanced Partnership offered the opportunity to deliver improvements more quickly. However, franchising will remain an option should the Enhanced Partnership process not deliver as expected.</p>
<p>I am a great supporter of public transport and I would use it more if it was a comprehensive and reliable service</p> <p>The sooner this is achieved the better</p> <p>Linking stations shopping centres and town centres very important</p>	<p>The issues will be addressed by the area network reviews and this commitment is included in the Enhanced Partnership Scheme.</p>
<p>All I know is the bus service for our village at peak times isn't good enough at present! My daughter has attempted to get the 7.46am, 88 Hedingham service at Wood corner, eag , every Monday Wednesday and Thursday morning since the start of September... NOT ONCE HAS SHE BEEN ABLE TO GET ON THIS SERVICE ON A MONDAY! , it's driven straight past her most Wednesday mornings, and she has successfully managed to get on on a handful of Thursday mornings! She is either late or can't get in to her lessons in college because of this service, and the companies want approx £70 a month for this if you buy a monthly ticket!!! Its awful. I've written to Hedingham several times, they've not even bothered to respond. First Essex 88b at approx 8am is as bad ! We have 150 new houses being built in eag....more school and college children....a rubbish bus service!</p>	<p>The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.</p>

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<p>Any groups set up should also include 'user' representation and all meetings should be open to the public.</p> <p>ECC should actively liaise with adjoining Suffolk CC to improve bus services and connectively. For instance, there is a bus from Langham to Ipswich on a Saturday morning but no return bus! The consequence of this is obvious.</p> <p>Also, if I want to visit places like Sudbury, Walton or Mersea I have to go into Colchester town centre to get a connection. This creates a really complex, onerous journey.</p>	<p>There is passenger representation on both the Essex Bus Strategy Forum and the Essex Bus Strategy Board which are the bodies which will monitor progress and set the priorities for the Bus Service Improvement Plans and future Enhanced Partnership schemes. The Enhanced Partnership Management Board is intended to simply be a management mechanism for the two partners to the Enhanced Partnership. The service issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.</p>
<p>Honestly the bus network in this country is broken since the advent of companies running for profit rather than to serve the community.</p> <p>I do not see this scheme being successful purely down to how much is included (however good parts are) and the dealing with various operators who are having their own struggles etc.</p>	<p>A publicly commissioned model (franchising) was considered as an issue at ECC Cabinet in June as part of the Enhanced Partnership decision. The decision was that Enhanced Partnership offered the opportunity to deliver improvements more quickly. However, franchising will remain an option should the Enhanced Partnership process not deliver as expected. Bus operators are facing significant challenges at the present time but they have engaged fully with the process and the commitments made in the Enhanced Partnership.</p>
<p>Firstly, the consultation contains far too much information followed by a simple yes//don't care answer. For example, contained in Annex A are what looks to be a hundred different improvements under with a single response. This is no consultation that has any meaning.</p> <p>Secondly, there is no space for people to comment on the bus service improvements they'd like to see in their local area. For example, the series of bus stops the council like to call a "bus station" in Colchester are wholly inadequate. This is not a bus station, but a series of stops with a small glass cabin that isn't open half the time. They are a scary and dangerous place to be at night, badly lit, little in the way of security, and full of nefarious characters. Little information can be found on the whereabouts of the buses. At busy times, buses clog the entire area, preventing free movement of both buses and other traffic. Bus drivers often just drive by the badly labelled bus stops, not caring their are passengers to pick up, presumably in order to avoid the chaos of the dozen other buses parked where there is only enough room for 6.</p> <p>Next, in Colchester bus lanes have been converted into cycle lanes that nobody uses - the cycle lane on Headgate and the cycle lane by the train station that used to be a bus lane are both causing havoc for buses and traffic in general. Taking the one by the train station as an example, there's barely enough room for 2 buses to pull into the bus stop. Regularly, particularly at rush hour, 4 buses turn up at once causes total chaos for everyone.</p> <p>And much was written in this consultation about encouraging more users on the bus, making it more attractive etc. The elephant in the room so conveniently looked over is the cost of a ticket. A return for a single person from my home to town (about 15 mins journey time) is about the same price as an all day parking ticket - why would I get the bus? It's not a case of making car parks extortionate, that would kill the town and make Chelmsford and Ipswich councillors leap with joy. It's about making bus tickets cheaper - how about a family ticket the same cost as all day parking? How about an adult ticket half that?</p> <p>In terms of representation on this committee, it's heavily balanced away from the users. Sure there are a few user group representatives (far fewer than councillors, bus operators and the likes), but these are very much in the minority and they are self selecting (who signs up to bus user groups? It'll be councillors and the like, not normal people who need them to go to work). You need to make more effort to capture the needs of more people in the community who are unconnected with councils, bus operators and lobby groups. You need people who use the buses, day in day out. You should have lots of sub committees based on user area that report into a larger committee, to ensure there is representation. Detailed knowledge from actual users is needed.</p> <p>Finally, one of the biggest problems with buses is they stop at 7pm. I doubt anyone who has ever decided on timetabling or routes has worked in London. It simply isn't possible to get the bus to the station if you are restricted to 7pm. One minor delay on the train means missing the last bus home. If you want to reduce the number of cars going to the station car parks, make a cheap and regular bus service that has much extended hours, that goes to the places that commuters live.</p> <p>Finally, the park and ride in Colchester is a waste of resources. Buses mostly empty because it's really expensive and inconvenient, partly because of that stupid cycle lane by the station.</p> <p>Clearly, this survey should have been much better written, with capacity for more localised feedback (eg why are you limping specific changes to bus routes in Basildon in the same section as a Chelmsford, Colchester, Wickford etc?). You must do better.</p>	<p>The timetable set by central Government in Bus Back Better the new national bus strategy has meant that the opportunity for consultation has unfortunately been curtailed. However, we are intending to bring local proposals forward as part of the area network reviews and there will then be an opportunity for more detailed engagement. The issues raised that relate specifically to Colchester have been passed to the Colchester area network review team and will be addressed as part of the area network review. There is significant passenger representation on both the Essex Bus Strategy Forum and the Essex Bus Strategy Board which are the bodies which will monitor progress and set the priorities for the Bus Service Improvement Plans and future Enhanced Partnership schemes.</p>
<p>Build a proper bus station in Colchester - it is dangerous when buses arrive together in Osborne Street and traffic is at a standstill clogging up other roads with pedestrians trying to dodge between buses to cross the road.</p>	<p>The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.</p>
<p>I would like to see representatives from large user groups for travel also included in the decision making process. For example, Abberton Rural Training participants attend centres on a regular basis and are often the largest users of a service in the area. I would like to see the participant forum included in discussions or their views able to inputted where possible.</p>	<p>We will engage Abberton Rural Training as part of the network review consultations</p>

You Said	Response and rationale
<p>I think this proposal misses some key points, showing a, lack of diversity or voice for diverse groups.</p> <p>1) misses the fact that the cost of a bus journey added to length is a major barrier to engage, not just for car owners, but those who are not but can order a taxi.</p> <p>2) the description of frequent services is laughable. In Brighton and Hove a roughly £5 ticket gets you access to the whole city for a day with busses going from the centre every 5-6 mins, with multiple routes overlapping so even quicker. I could traverse the city in under half an hour.</p> <p>3) there is an over reliance online services and ticketing which ignores a lot of the older generation or those in low income families who may not have the technology or data to access but would most benefit from improving services.</p> <p>4) this is echoed in the low passenger representation on boards and groups, ignoring the diversity of travellers and leading to a marginalised, and therefore I herently biased view of ways to proceed.</p> <p>5) no real mention of improved accessibility for disabled or chronically I'll groups.</p> <p>6) rebranding is focused on heavily, when the key aim is a unification of messaging and signposting by partners - the key outcomes could get lost in the 'developing an Essex brand' with style going before substance as has been seen with other projects locally.</p> <p>7) there is little mention of public consultation, and some of the passive aggressive statements about car drivers (I am not one fir reference) is concerning. Add this to lack of diversity of passenger voice mentioned before.</p> <p>8) a lot of the action by ECC seems to revolve around fixing infrastructure rather than addressing the key issues of engagement with the service in terms of community behavioural change.</p> <p>9) environmental improvements are not strong enough, this should have more aims associated and be a higher priority.</p> <p>10) nothing mentioned about passenger safety and confirm which is important in encouraging engagement.</p> <p>11) given the amount spent on socialising in the county, I am surprised changes to support later bus times doesn't go hand in hand with town centre redevelopment and recovery - I have always found it odd I cannot get a bus home after the cinema or a late meal out.</p>	<p>Ticketing and fares, frequency, information and accessibility will be included in the area network reviews and this commitment is included in the Enhanced Partnership Scheme. The timetable set by central Government in Bus Back Better the new national bus strategy has meant that the opportunity for consultation has unfortunately been curtailed. However, we are intending to bring local proposals forward as part of the area network reviews and there will then be an opportunity for more detailed engagement. There is significant passenger representation on both the Essex Bus Strategy Forum and the Essex Bus Strategy Board which are the bodies which will monitor progress and set the priorities for the Bus Service Improvement Plans and future Enhanced Partnership schemes. The branding exercise will focus on better information accessed from a single point, which is an issue of substance for residents. Behavioural change is addressed through Stop. Swap. Go! and further details are included in the Bus Service Improvement Plan.</p>
Buses that start before 6am would really help	The start and finishing times of services will be included in the area network reviews and this commitment is included in the Enhanced Partnership Scheme.
From the area I come there is no direct route to the mainline station or hospital and necessitates two bus journeys. There are also other areas I can't reach directly either, e.g nearest community centre, nearest supermarket and East Colchester. These trips necessitate two bus journeys with sometimes with other bus operators. I have no choice to get a Borough ticket which can be a more expensive option, particularly if making a return journey differently. The price for a Borough ticket if more than two to three adults make a taxi a better, more efficient and faster option. If working you cannot also get a weekly or monthly pass to use more than one bus operator.	The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.
Lower the age of eligibility for a bus pass. 60 instead of state pension age. Many people have stopped working before state pension age due to early retirement, ill health or redundancy and are in the same financial position as those receiving state pension.	Concessionary Fares are part of a national statutory scheme which also sets the qualification age. There are no proposals to offer concessions below this age.
I use buses from Gt Horkesley infrequently 2 & 2A but I do notice that the last bus from Colchester town centre is quite early in the evening weekdays Also I notice that the North Station bus times No 2 & 2A are sometimes not co-ordinated with Greater Anglia fast train arrival times from London and indeed the last evening bus service misses the nearest GA arrival ...I hope these points are of some use in evaluating the service	The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.
All we want is a regular and reliable bus service. That does not seem to be that case at the moment when services do not run due to many other issues such as road closures and staff problems. All the committees in the world will not be able to change the basic issues involved here and I am concerned that it will be another expensive talking shop. The bus operators need to make profits else they will not run the services and foisting them with unsustainable terms and conditions will not achieve the aim.	The frequency and reliability of services will be addressed by the area network reviews and these are already a commitment in the Enhanced Partnership. The majority of operators in an area need to agree to the terms of an Enhanced Partnership for it to be put in place and the intention is that the obligations are deliverable and do not impact the financial sustainability of services.
Regular and reliable bus service needed. Information needed on cancelled buses for users. Affordable fares.	Frequency, reliability, information d ticketing will all be picked up in the area network reviews and these are already a commitment in the Enhanced Partnership Scheme.
<p>'All' buses that pass through Or near to Manningtree MUST stop at TRAIN station!</p> <p>Currently the Harwich to Colchester service does not stop at Manningtree TRAIN station. (103 / 104). This is utter madness.</p> <p>It will be a damning reflection on this exhaustive exercise if there is not connectivity between trains and buses at MANNIGTREE.</p> <p>Connectivity is not a few buses a day (81/81a as an example); connectivity is trains and bus routes aligning as often as possible.</p> <p>I suggest you have rail representation on your committee.</p>	<p>The issues raised have been passed to the Tendring area network review team and will be addressed in the area network review. We will invite train operating companies to the Essex Bus Forum.</p>
It's mainly words. All we need is smaller and more bus to service outlying villages. A guarantee 7 day service moretha 2 time a day,bettetter links with mainline bus routes. Nothing has changes in the 31 years I have lived in my village. Its a useless timetable and never had more than 3 passengers on a double decker.	These issues will be included in the area network reviews and this commitment is included in the Enhanced Partnership Scheme.
As a resident of Kelvedon Hatch (Brentwood BC) we need a better bus service including Sundays as once elderly people can no longer drive they are quite trapped unless they can afford to get taxis everywhere	The issues raised have been passed to the Brentwood area network review team and will be addressed in the area network review.

You Said	Response and rationale
BDC agree with the formation of the Essex Bus Strategy Forum (EBSF) and the Essex Bus Strategy Board (EBSB) and would welcome the opportunity to have a member of representation in both of these groups.	We welcome the involvement of district council colleagues on both the Forum and Strategy Board. Planning, regeneration and parking policy will all be key to delivering a better bus network.
BDC agree that there is a requirement to rebuild the bus network within Braintree District to not only recover from the impact of the Covid-19 pandemic but also from the decline of bus usage. We believe the increase in customer information and bus identify would encourage the public to review their journey modal. BDC would like to see included high quality bus stops and shelters, including both urban and rural areas, with access to real-time departure and fare information. Public transport in rural areas is often seen as too infrequent, particularly for commuting and therefore the frequency and reliability will need to be reviewed to ensure that customer information is relevant and useful.	The issues raised have been passed to the Braintree area network review team and will be addressed in the area network review.
<p>BDC supports investment into the bus service to enable a more sustainable and attractive bus network. We would comment that there should be some prioritisation of this investment to consider:</p> <ul style="list-style-type: none"> •An improved network to help communities to connect within our rural areas •Priority on roads to buses on the busiest routes •Better frequencies and earlier starts/later finishes on many bus routes. •Improved fast daytime links and a night bus network. <p>We would also be very interested in exploring further opportunities to rejuvenate market town services and how these objectives will enable us to reach a number of our targets with the Action Plan for the BDC Climate Change Strategy 2021-2023.</p>	The issues raised have been passed to the Braintree area network review team and will be addressed in the area network review.
BDC agree with the undertaking of a District review of the commercial and supported network and will be interested in those that pertain particularly to Braintree District.	ECC welcome Braintree District Council's support for the area network reviews and look forward to working in partnership to develop and deliver them.
BDC has recently adopted a Climate Change Strategy and support exploring options to improve public health. BDC would request to see baseline measurements and targets for these options.	Much of the data underpinning this work is included in ECC's Bus Service Improvement Plan. Additional data can be shared as part of the network review process.
<p>Obligation 1</p> <p>BDC understand ECC have committed to the following Braintree District projects, with a delivery date of April 2023 and support these packages.</p> <p>Improvement packages</p> <p>Works</p> <p>Access for residents with no service Investment of £1.1m for a digital demand responsive service supported by electric minibuses</p> <p>Braintree bus Braintree Bus Park, including increased capacity and improved access</p> <p>Braintree Manor Street car parking review</p> <p>Braintree district bus stops Provision of bus stop at Kelvedon rail station forecourt</p> <p>Provision of bus stop at Finchingfield Doctor's surgery</p> <p>Sible Hedingham bus stop improvements</p> <p>Braintree to Halstead corridor Enhancements to improve access in Bocking</p> <p>Colchester to Chelmsford corridor</p> <p>Bus stop in Witham to serve new Aldi food store</p> <p>Witham Town Centre Bus stop enhancements on Forest Road</p> <p>Bus stop enhancements on Laurence Avenue</p> <p>BDC would like to see further improvement packages around the bus network in rural areas of the district. Safety and reliability of transport, particularly in rural areas, can make people feel private cars are their only option and with barriers to improving active travel options such as narrow roads and perceived safety issues, BDC are keen to work with ECC to improve public transport services in these rural areas, as a more sustainable transport option.</p> <p>Transport networks need to provide for economic growth and reduce emissions whilst still providing better accessibility to communities and services in our rural areas.</p>	The issues raised have been passed to the Braintree area network review team and will be addressed in the area network review.
BDC are fully supportive of the Thrive package and in particular £5m a year over three years to rejuvenate struggling market town services, and in particular the wider use of demand-responsive transport for rural and isolated communities within the District. BDC request to be informed of project progress and have a representative present at relevant meetings.	ECC welcome Braintree District Council's support for this project. We hope to secure Department for Transport funding to proceed and will work in partnership with colleagues if we do so.
The overall improvements to customer information, branding and marketing campaigns is supported, although further details would be required and equally there is a requirement for accessibility for all residents of the District, including in rural areas where there is limited digital connectivity. BDC are supportive to ECC to improve customer information and make bus travel more accessible and attractive. However, it should be noted that further information on customer communication will be required. There is some concern that the elderly and those with limited digital connectivity will be a hard to reach, yet important demographic.	ECC recognise the need to ensure individuals and communities have access to information where digital access is difficult
This obligation relates to Uttlesford and until a consultation is undertaken and further details received, BDC are unable to comment.	A full public consultation will be held in due course
BDC whilst broadly supports a wholesale review of the commercial and supported networks, including ticketing and fares and vehicle standards, we will require further details of all works applicable to the District.	District council colleagues will be engaged in the area network review process
BDC are supportive of local bus operators working jointly with ECC on the network, ticketing and vehicle standards review.	
<p>BDC would like to promote the review of ticket options available before travel begins, from a bus driver, at a ticket machine, online or through a new app. The payment options would also need to be considered for a customer to use cash, contactless bank card, mobile phone payment app, or a Pay As You Go smartcard to pay for travel.</p> <p>BDC would welcome a bus passenger charter to set standards and expectations and to transparently report on performance.</p>	The issues raised have been passed to the Braintree area network review team and will be addressed in the area network review. The Bus Passenger Charter will include performance reporting.
BDC are in support of improving ticketing options and information and in relation to those quoted for All Essex Saver and All Essex Sunday Saver and standardising the child fare at 16 years as of 31 August in a year. However, BDC would also like to highlight the requirement to increase bus use for specific targets for young people (under 19's), rural dwellers and people travelling to work and education. This could include value for money affordable fares for under 19s and 'Kids go free' for under 12s on bus services.	The issues raised have been passed to the Braintree area network review team and will be addressed in the area network review.
BDC would like to understand further the proportion of reinvesting in an improved network as a percentage of savings and how this will be apportioned across the operators.	The levels of reinvestment will be agreed with operators on a case by case basis as network improvements are made and these will be included in future Enhanced Partnership schemes

You Said	Response and rationale
BDC are fully supportive of introducing cleaner vehicles but require further details on timescales of when brand new vehicles will be introduced and how these will be monitored and measured against clean air targets.	Vehicle standards, including emission standards will be considered as part of the area network reviews. Investment in zero emission buses will be an issue for future Enhanced Partnership Schemes.
BDC would also be interested in a commitment from ECC for all buses in the District to be either zero-emission or the highest emission standard for conventional buses by March 2030.	The greatest carbon gain remains journeys moving from car to bus, even where the bus is diesel.
BDC supports the arrangement of an Enhanced Partnership Management Board (EPMB). Minutes of meetings would be kindly requested to be available to view.	ECC welcomes Braintree District Council's support. ECC is happy to make the note from meetings of the EPMB available.
In summary BDC are fully supportive of improvements to the Essex Enhanced Partnership Plan 2022-2027 and First Essex Enhanced Partnership Scheme. BDC are happy to partner with ECC on District projects with the correct levels of resources and capacity available to support such schemes.	ECC welcomes Braintree District Council's support and look forward to working in partnership.
1.Do you agree with the proposed review and consultation process for the Essex Bus Strategy Forum? Yes. We are pleased that the EP will be reviewed annually alongside the BSIP, and that Colchester Borough Council will also be invited to join the Essex Bus Strategy Forum. We also ask that adequate time is allowed for future consultations and workstreams to ensure that district's views can be included in the process.	ECC welcomes Colchester Borough Council's support. Consultation on this first Enhanced Partnership Plan and Scheme has necessarily been curtailed due to the deadlines set by central Government. However, in future fuller consultation will be undertaken.
1.Do you agree with the proposed review and consultation process for the Essex Bus Strategy Board? Yes. We are happy that district council's views can be represented by three members from the 12 districts authorities, and would like to offer Colchester Borough Council to be a member of the Board.	ECC welcome the involvement of district council colleagues on the Strategy Board. Planning, regeneration and parking policy will all be key to delivering a better bus network.
2.Do you agree with the first Enhanced Partnership scheme's approach to meeting the BSIP objective 1? Yes. We agree that rebuilding the Essex bus network to recover from the impact of the Covid 19 pandemic by improve customer information and make bus travel more accessible and attractive, developing a clear Essex identity for bus travel and developing a single portal for information and advice is the correct approach.	ECC welcome the support of Colchester Borough Council
3.Do you agree with the first Enhanced Partnership scheme's approach to meeting the BSIP objective 2? Yes. We feel that developing an attractive, sustainable, affordable, bus network offering a realistic alternative to car use for as many people as possible can be obtained by investing in schemes that deliver bus network and service improvements. Seeking funding for transformational projects, delivering a step change in service delivery and a zero-carbon fleet, providing better access to jobs, training and education is also important. Also providing high quality rapid transit service, rejuvenating market town services; and to offer digital demand responsive services to those who currently have no access to services is important, as is making improvements to ticketing.	ECC welcome the support of Colchester Borough Council
4.Do you agree with the first Enhanced Partnership scheme's approach to meeting the BSIP objective 3? Yes. Reversing the long-term decline in passengers both in absolute terms and as a modal share of all journeys should be tackled by a wholesale review of the 12 district areas, of the commercial and supported network to identify opportunities for improvement. We are pleased that included in those reviews the network (e.g. routes and service frequencies); the supporting infrastructure (e.g. bus priority); ticketing and vehicle standards will be considered.	ECC welcome the support of Colchester Borough Council
5.Do you agree with the first Enhanced Partnership scheme's approach to meeting the BSIP objective 4? Yes. Improving public health and helping address climate change by reducing carbon emissions and pollutants such as particulate matter, nitrogen dioxide, ozone and sulphur dioxide produced by people travelling to and around Essex should be tackled by identifying opportunities for improved vehicle technology and modal shift.	ECC welcome the support of Colchester Borough Council
6.Do you agree with the Essex County Council's obligation number 1? We are pleased that the EP scheme will commence in March 2022 Colchester has been allocated a very comprehensive list of improvement schemes. We look forward to working with ECC and the operators to prioritise schemes and ensure the investment is made in the schemes which serve to increase passenger numbers.	ECC welcome the support of Colchester Borough Council
7.Do you agree with the Essex County Council's obligation number 2? We are disappointed that Colchester is not included in the top three towns for investment but that residents may benefit from the Reach and Thrive schemes. We look forward to hearing more about these proposals and are pleased that ECC are to seek investment from DfT for these schemes.	ECC recognises Colchester Borough Council's wish to be at the forefront of transformation. The projects involving Basildon, Clacton and Harlow are intended to provide a model for other towns and so ultimately if they secure funding there will be benefits for Colchester in time. If Thrive and Reach received Department for Transport funding we look forward to working with CBC colleagues to develop and deliver them.
8.Do you agree with the Essex County Council's obligation number 3? We are pleased that improvements to customer information and the accessibility and attractiveness of bus travel will be delivered by developing a single Essex brand for the bus network and to use it on ECC digital and physical assets, and that ECC will develop a single branded portal which includes links to bus information, journey planning tools, maps, bus stop information, and to develop and launch a joint marketing campaign with operators by October 2022	ECC welcome the support of Colchester Borough Council
9.Do you agree with the Essex County Council's obligation number 4? The obligation to progress improvements to the supported local bus network refers to Uttlesford only. We are disappointed that this does not include Colchester.	The area network review work in Uttlesford has been partially accelerated in order to achieve value for money from £106 investment. The same time constraints do not apply to Colchester. The commitment to complete the area network review in Colchester - albeit it to a slightly longer timescale - is included in the Enhanced Partnership Scheme.
10.Do you agree with the Essex County Council's obligation number 5? We welcome a wholesale review of commercial and supported networks including ticketing, fares and vehicle standards is to be carried out, and the measures to be considered is very comprehensive. We would like to highlight the need for fast access into the town centres be given a high priority to give a good reliability of service.	The issues raised have been passed to the Colchester area network review team and will be addressed in the area network review.
11.Do you agree with the obligation 1 for the bus operators? Yes we agree that the actions listed in the consultation which include marketing, livery and developing a Bus Passenger Charter by the bus operators will help improve customer information and make bus travel more accessible and attractive	ECC and bus operators welcome Colchester Borough Council's support
12.Do you agree with the obligation 2 for the bus operators? We agreed with the obligation on the bus operators to working jointly with ECC on the network, ticketing and vehicle standards review.	ECC and bus operators welcome Colchester Borough Council's support
13.Do you agree with the obligation 3 for the bus operators? We agree that improvements to ticketing options and information could include making all Essex Saver and All Essex Sunday Saver readily available on all ticketing platforms and to publicise the ticket and standardise the child fare at 16 years as of 31 August in a year (to allow older year 11s to qualify).	ECC and bus operators welcome Colchester Borough Council's support

You Said	Response and rationale
<p>14.Do you agree with obligation 4 for operators? We agree where highway network changes are made that result in resource savings as a result of faster journey times operators will reinvest a proportion of the benefits in more frequent services, or new buses, or other improvements of mutually agreed value in conjunction with local network reviews.</p>	<p>ECC and bus operators welcome Colchester Borough Council's support</p>
<p>15.Do you agree with obligation 5 for the operators? Introducing cleaner vehicles is important to the Council as we have AQMAs declared in the borough. The bus operators in procuring new buses to be built to a minimum Euro VI emission standard, and where brand new vehicles are introduced within the County, their allocation will be cognisant of local air quality concerns as one of the factors considered within the operator's business case.</p>	<p>ECC and bus operators welcome Colchester Borough Council's support</p>
<p>16.Do you agree with the proposed governance process? We feel that the proposed governance process for the EP scheme should include representatives from the district authorities. This will help link in the work of the planning authorities with the transport authorities, helping longer term plans for services in the district areas.</p>	<p>District council colleagues can be represented on both the Essex Bus Forum and the Essex Bus Strategy Board. The Enhanced Partnership Management Board is designed to be the forum for bilateral management discussions between the two parties legally bound by the Enhanced Partnership. This is considered proportionate.</p>
<p>The Council is pleased that ECC are developing a vision for delivering the step-change in bus services necessary to increase bus patronage and is looking forward to working with ECC and the bus operators in helping design the Enhanced Partnership plan and the wholesale review of bus travel in Colchester.</p> <p>The EP should help increase bus passenger numbers, thereby helping the Council meet its sustainability objectives and improve communities' connectivity; and promote the town centre as a major destination to work and visit.</p> <p>The resulting Colchester EP must ensure it aligns with the Council's plans and policies contained in the emerging Local Plan and the Town Centre masterplanning work.</p> <p>In addition to supporting the EBSIP objectives and approach to delivering on the objectives, it is also suggested that ECC include a commitment to: -</p> <ul style="list-style-type: none"> -Working with operators to ensure carbon reduction targets are met in line with ECC climate commitment of net zero by 2050 -access the funding necessary to implement the plan. However, in addition as part of development proposals ECC may require developers to forward fund new or support existing services (clearly this needs to be balanced with other s106 priorities) This will enable expansion of the network, better access to services and providing a realistic alternative to car use. -review existing policy and long-term planning aspirations and parking management with the districts/boroughs/towns to ensure bus access is prioritised to enable quality, sustainable access, and help increase the numbers of people delivered to the town centre by bus with corresponding reduction in car use. -explore other funding mechanisms to ensure infrastructure is provided to encourage bus use. For example, infrastructure and services such as: quality stops with shelters, seating, real time information, and cycle parking (where appropriate). -maintain information on bus services so they can be tracked in real time on apps, and include push notifications to inform passengers of any issues with their service, (i.e. delays, diversions, temporary changes to bus stop location, service cancellations) to give users confidence in their service. -develop a bus cleanliness standard, inside and out, to make bus a travel choice and not just a necessity for those with no alternative. -the EP for Colchester promotes measures contained in the Colchester Future Transport Strategy, improving bus access into and through the town centre to help promote it as a destination and reduce delays due to congestion. -provision of modern transport interchange facilities will be required in the town centre and possibly other locations designed to allow onward journeys to be made (and need to be included in the EBSIP) -promotions and marketing campaigns by ECC be considered to encourage shoppers and visitors to travel to the town centre by bus. -the EBSIP supports those in the towns and villages in the Borough to help access jobs and services. 	<p>Many of these issues will be addressed by the area network reviews (the opportunity for developer investment, parking management, infrastructure provision). The move to zero carbon vehicles will require significant investment and hence will need to be an issue for future Enhanced Partnership Schemes, although a first model town is included in the Basildon Volt bid to the Department for Transport which is a commitment in this scheme. Some proposals will require further work and will be considered for future Schemes (personalised digital information). Others are included in other proposals e.g. cleanliness will be included in the Bus Passenger Charter.</p>
<p>Need to think about enhancement and overhaul of services provided in rural parts of Essex e.g in Brentwood you say improved access on Doddinghurst road. The service provided at the moment, as i'm sure it is the same in other parts of Essex is very poor. In frequency of buses, poor communication. No appeal to use local buses at all.</p>	<p>The issues raised have been passed to the Brentwood area network review team and will be addressed in the area network review.</p>
<p>What a complete waste of time. All questions are 'Do you agree' - no chance for actual bus users to feed back. Decisions already made, likely by people who don't use the bus and the failing bus companies who let us down.</p>	<p>The consultation on the first Enhanced Partnership for Essex is not intended to be a consultation on the Essex bus network. It is very specifically about what should be included in our first Enhanced Partnership – hence the yes or no questions. In normal circumstances we would complete a more detailed consultation. However, the timetable set by central government for this first stage unfortunately does not leave time for that. The consequences of missing the deadline would be a significant loss of funding to both ECC and the bus industry. We do expect to bring forward further Enhanced Partnership schemes in future – most significantly as a result of the area network reviews which are a commitment in this first scheme. That will then provide the opportunity for detailed comments on the network and there will be no time constraints so full public consultation will be possible.</p>
<p>1. Need to introduce a time limited requirement on all Operators to have all vehicle comply with Euro IV standards, not just new vehicles.</p> <p>2. Need to ensure that all routes operate a timetable that at least allows an arrival at each end of the route at or before 8am, Monday to Saturday and a departure from each end of the route at or after 8pm Monday to Saturday. Restricted operating hours is a major barrier to bus usage for real world commuting situations, as opposed to the focus on School day and shopping hours services today.</p>	<p>Vehicle standards and operating day lengths are both issues which will be considered as part of the area network reviews which are a commitment in this first Enhanced Partnership Scheme.</p>
<p>Need to think about enhancement and overhaul of services provided in rural parts of Essex e.g in Brentwood you say improved access on Doddinghurst road. The service provided at the moment, as i'm sure it is the same in other parts of Essex is very poor. In frequency of buses, poor communication. No appeal to use local buses at all.</p>	<p>The issues raised have been passed to the Brentwood area network review team and will be addressed in the area network review.</p>

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<p>What a complete waste of time. All questions are 'Do you agree' - no chance for actual bus users to feed back. Decisions already made, likely by people who don't use the bus and the failing bus companies who let us down.</p>	<p>The consultation on the first Enhanced Partnership for Essex is not intended to be a consultation on the Essex bus network. It is very specifically about what should be included in our first Enhanced Partnership – hence the yes or no questions. In normal circumstances we would complete a more detailed consultation. However, the timetable set by central government for this first stage unfortunately does not leave time for that. The consequences of missing the deadline would be a significant loss of funding to both ECC and the bus industry. We do expect to bring forward further Enhanced Partnership schemes in future – most significantly as a result of the area network reviews which are a commitment in this first scheme. That will then provide the opportunity for detailed comments on the network and there will be no time constraints so full public consultation will be possible.</p>
<p>1. Need to introduce a time limited requirement on all Operators to have all vehicle comply with Euro IV standards, not just new vehicles.</p> <p>2. Need to ensure that all routes operate a timetable that at least allows an arrival at each end of the route at or before 8am, Monday to Saturday and a departure from each end of the route at or after 8pm Monday to Saturday. Restricted operating hours is a major barrier to bus usage for real world commuting situations, as opposed to the focus on School day and shopping hours services today.</p>	<p>Vehicle standards and operating day lengths are both issues which will be considered as part of the area network reviews which are a commitment in this first Enhanced Partnership Scheme.</p>
<p>First of all, please put down your Communist Manifestos, step away from your five year plans. The Country, the County don't need even more Socialism. Desist. Please, I beg you. The problems don't stem from lack of govt. intervention. The solution isn't even more govt. intervention.</p> <p>The big problem is the extent to which governments subsidise car-driving, through taxpayer-funded roads, and on- and off-street car-parking. e.g. Colchester Borough Council is waiving all Council owned car-parks' charges for late night shopping.</p> <p>Planning standards also have standards that require minimum car-parking. This combined with other standards lead to urban sprawl, which leads to car usage, which leads to sprawl, etc.</p> <p>Start charging every parking space (on-street/off-street/on private land) a charge/tax proportional to the unimproved land value [1] and you will see driving plummet, and buses/alternatives become more competitive, without any more government meddling.</p> <p>Also have a think about not building and maintaining roads via taxation ((preferably surveillance-free) road-pricing).</p> <p>You won't do that because you like spending other people's money, wasting time on setting up lots of new committees and bureaucracy, and making things worse for the constituents you represent.</p> <p>If you insist on your five year plan, please read: https://www.smartertransport.uk/plan/, https://www.smartertransport.uk/travel-hubs/, https://www.smartertransport.uk/buses/, https://www.smartertransport.uk/cambridge-city-bus-hub/, https://www.smartertransport.uk/rail/, https://www.smartertransport.uk/street-parking/, https://www.cambridge-connect.uk/</p> <p>Next, any changes have to be decided *locally*, in a similar manner to the reasonably successful Active Travel Steering Group, not imposed from Chelmsford.</p> <p>P.S. Rather than have one portal/app/..., which will cost lots of money and be hideously delayed and overpriced, make the data open and then let a thousand flowers bloom [2]</p> <p>[1] Frisby, D., Daylight Robbery (2019), https://www.penguin.co.uk/books/309/309526/daylight-robbery/9780241360842.html</p> <p>[2] https://f-droid.org/en/packages/de.grobox.liberario/, https://f-droid.org/en/packages/org.billthefarmer.buses/ and https://f-droid.org/en/categories/navigation/</p>	<p>The area network reviews will consider parking issues and bus priority. Proposals will be issued for local consultation. Planning issues are led by district councils but the case for sustainable travel provision will continue to be made for new developments. The Bus Act 2017 has introduced open data requirements on bus operators but these have yet to feed through into direct passenger benefits.</p>
<p>The ECC document makes some very (Unusually!) realistic comments about the situation in Colchester, either openly or by obvious reference to this particular District, but the CBC response merely emphasises their continuing head in sand commitment to doing nothing to rectify their own damaging attitudes e.g. insisting on continuing hyper cheap commuter parking in their own town centre car park even though they have themselves now admitted in writing that they know this damages transfer to bus and to the P&R in peak periods in particular, whilst at the same time they still waffle self-contradictorily about more P&R being a solution to problems. It is time that it was recognised that with there being no sign of ANYBODY in CBC with any interest in doing anything to change their attitude, it is a waste of time even trying to achieve anything in Colchester in the same way that it might be in normal places; and similarly it would be a waste of their time making Colchester people participate in any consultation process on how things might be improved in such a neanderthal place. (On top of that is the problem of the huge number of private employer free parking spaces, which can only be solved with a WPL, which is unlikely to be politically achievable without the carrot of very major public trt impvts such as were offered in Nottingham but are beyond what would be possible here with low population density even under better governance). CBC also continue to further institutionalise car based attitudes by ever more fringe car based developments OF THEIR OWN on top of what cannot be resisted from others - what other council would be so unwith it as to boast of its two new big DRIVE THROUGH EATERIES at the same to as the start of the Glasgow conference!!</p>	<p>Parking issues will be addressed by the area network reviews which are a commitment in the Enhanced Partnership Scheme. These comments have been passed to the Colchester area network review team. A work place parking levy is not currently under consideration.</p>

You Said	Response and rationale
<p>Pages 5+6 – Essex Bus Strategy Forum (EBSF) and Essex Bus Strategy Board (EBSB)</p> <p>Why does the Essex Bus Service Improvement Plan (BISP) need two governing bodies both of which are only advisory, only meet occasionally (once or twice a year) and have similar composition? This appears to be unnecessary duplication. The Forum seems to be purely a talking shop with no required outputs. The only output from the Board is an annual statement to outline its progress.</p> <p>Although all district, borough and city councils will be represented on the Forum town councils and parish councils are not represented as such. Parish rural areas have been hit hardest by cuts to bus services; these areas need to properly represented on any body seeking to improve bus services across the county.</p> <p>Page 9 – EP Plan (cont'd) – Analysis of local bus services (Objective 2)</p> <p>This objective and the proposed approach are vague and, to some extent, impracticable. You can't deliver a zero carbon fleet except by replacing all the diesel powered buses in the county. Whilst this is a responsible aspiration it would hugely expensive and involve the scrapping of hundreds of perfectly good diesel vehicles. Not only would new, presumably mostly electric, vehicles would be needed, so would hundreds of charging points which could mean upgrading power lines to garages. Who would pay for all this, ECC or the operators? If forced on the operators it could see them abandon all but the most profitable routes – the exact opposite of what's intended.</p> <p>I'm not convinced by the need for more "digital demand responsive services". I take it that this means you can call up a bus a bit like an Uber by using an app on your smartphone? However, many bus users are elderly or infirm. These are the groups who are least likely to own or use a smartphone. Conventional dial-a-ride schemes have the advantage that a bus can be hailed by making a simple phone call from a landline and speaking to a real person. If dial-a-ride schemes can be made significantly cheaper than taking a taxi then I'm all in favour of them.</p> <p>Page 14 – EP Scheme (Section 3) – Obligation 1</p> <p>In Appendix A – Commitment to Projects by District only three schemes are listed for Brentwood. Two of these (Doddinghurst Rd and Kings Rd/High St junction) are in or near the town centre. The third (Pilgrims Hatch) is listed as Brentwood Villages whereas Pilgrims Hatch is not a village per se, it's part of the urban conurbation. There is no mention of improvements to services to the villages north of the town (Kelvedon Hatch, Doddinghurst, Stondon Massey and Blackmore). While Kelvedon Hatch, Doddinghurst and Blackmore currently have hourly services to and from Brentwood for most of the day (no Sunday service) buses are often late, there are no services from Brentwood after 19:00 and services between the villages are very poor.</p> <p>Page 15 - EP Scheme (Section 3 cont'd) – Obligation 2</p> <p>In Appendix B – Transformation Projects neither Brentwood nor Chelmsford is listed. I therefore assume that no major schemes are planned for these two important centres.</p> <p>Page 24 – EP Scheme (Section 5) – Governance Arrangements</p> <p>The Management Board (EPMB) will meet quarterly and actually make decisions. For this reason I question the need for the two advisory groups (EBSF and EBSB) mentioned earlier. Only ECC and the bus operators will be represented on the Board. Representatives from parish, town, district, borough and city councils should also be included.</p>	<p>The Bus Strategy Forum is designed to enable a wide range of views and strategy priorities. Parish councils will be invited to attend. The outputs from the Forum will then feed in to the Bus Strategy Board which will set the priorities for the following Bus Service Improvement Plan review. The aim is to capture a wide range of views. Any move to cleaner vehicle technologies will need to be supported by the appropriate infrastructure; the appropriate investment; and a suitable transition phase. Zero emission vehicles are the long term objective, but the greatest contribution to reducing carbon would come from those making car journeys switching their journeys to the existing bus fleet. ECC already invest £1m annually in supporting Community Transport schemes which provide dial-a-ride services across the county as well as existing demand responsive services. Evidence shows that many Essex residents cannot access a bus service because of the rural nature of large parts of the county. Digital demand responsive offers a potential solution for dispersed communities. The issues raised that relate to Brentwood have been sent to the Brentwood area network review team. Brentwood and Chelmsford could potentially benefit from two of the five transformation projects: Thrive and Reach. The Enhanced Partnership Management Board is intended to allow bilateral discussion between the two parties to the Partnership. The other two bodies (the Forum and Strategy Board) provide for wider representation.</p>