

Service	Comments	ECC Response	Recommendation
6 Harlow to Harlow Monday to Saturday Evenings	<p>There were 3 comments on this service. Two respondents travelled less than once a month and one weekly. Journeys were spread across the week. Two journeys were made for health reasons and one for leisure. All respondents disagreed with the proposal which was to withdraw the service on the grounds that their journeys would be less convenient and the service served the hospital.</p>	<p>The service is due to be replaced by a new service which will allow respondents to continue their travel. If this does not proceed the decision to withdraw the service will be reviewed.</p>	<p>That the service is withdrawn as the journeys will be replaced by a new service.</p>
F315 Sudbury to Halsted Monday to Saturday	<p>There were 54 comments on this service. Nineteen people travelled weekly and nineteen less than monthly, eight travelled daily and eight monthly. Travel was spread across the day and week. Travel was for the following reasons: voluntary work - three, caring responsibilities - one, banking - one, employment - seven, social - sixteen, food shopping - fifteen, leisure - fourteen, health - ten, education - three, general shopping - four. All respondents disagreed with the proposal which was to withdraw the service on the grounds that for thirty-three respondents they could not make necessary journeys, for four respondents journeys would be less convenient, fourteen respondents gave other reasons as follows: the service needs to run more frequently, later in the day, be extended and provide links for onward travel, respondents would have to drive, children needed to access education, the service is a lifeline for older and younger residents, there was concern at increased isolation particularly for older people, there was significant concern for those who expected to stop driving in the near future, some respondents avoided car use for environmental reasons and to help reduce congestion. Ten respondents wished peak time journeys to be prioritised, thirty respondents wanted daytime journeys to be prioritised, three respondents wanted the journeys with the most passengers prioritised and nine respondents wanted other priorities as follows: all journeys (most respondents), other alternatives, journeys that link to trains. There was a desire for the service to be more frequent and cover new areas. There was a suggestion that the service was proposed for withdrawal because it crossed the county boundary. There was praise for the service and the friendly drivers. There was concern about the reliability of the service. There was concern about the impact of the withdrawal of the service on older people, those with a disability, younger people and on mental health, wellbeing and isolation.</p>	<p>Careful consideration was given to the impacts on respondents and others in their community of the proposal to withdraw the service. ECC funds a number of cross boundary services and this is not a criterion for withdrawal. The recommendation is that the service is replaced by the extension of the DaRT 3 demand responsive service. This will enable travel to be maintained and potentially expanded. This is considered to be the best way of ensuring the sustainability of the service.</p>	<p>That the service is withdrawn, and passengers who used it can instead use the DaRT 3 service.</p>
DART 5 Maldon to Stow Maries/North Fambridge/Althorne Monday to Saturday	<p>There were 24 comments on this service. Fourteen respondents travelled weekly, five daily, three less than monthly and two monthly. Travel was across the week and the day. Respondents travelled for the following reasons leisure - five, food shopping - fourteen, health - eight and social seven. Eight travelled for other reasons including: health and library, work, volunteering, general shopping and education. One respondent commented that without the service they would be confined to their home. All respondents disagreed with the proposal which was to withdraw the service on the following grounds: nineteen respondents would be unable to make necessary journeys, for one journeys would be less convenient, four gave other reasons including: Althorne, Stow Maries and North Fambridge will be completely cut off, there will be no access to doctors, dentists, post office or banking, many people would be unable to leave home, the service is a lifeline, there would be no access to Broomfield Hospital, driving would increase. There was concern about the impact on older people and those with a disability, one respondent said they would be left housebound. Twenty-two respondents said that they would like to prioritise daytime services, one respondent wished to prioritise peak services and one services to Althorne. There was concern that there was a lack of awareness about the service and advertising was needed.</p>	<p>Careful consideration was given to the impacts on respondents and others in their community of the proposal to withdraw the service (along with DaRT 4) and replace with a timetabled Service 45. Given the potential impacts, the new timetabled service will be procured until 2026 plus 1 year plus 1.</p>	<p>To procure a new timetabled Service 45 (in place of withdrawn services DaRT 4 and DaRT 5) to cover the following settlements as a Monday to Friday service: Bradwell Waterside, Bradwell-On-Sea, East End, Tillingham, Dengie, Asheldham, Southminster, Burnham-On-Crouch, Ostend, Althorne, North Fambridge, South Woodham Ferrers</p>

<p>552 Ramsden Heath to Billericay Station Monday to Friday</p>	<p>There were 19 comments on this service. Twelve respondents travelled less than monthly, four daily, two monthly and one weekly. Travel was across the week and the day. Respondents journeys were made for the following reasons: employment - five, Food shopping - four, social, leisure and health - three each. Five respondents travelled for other reasons including: onward travel and general shopping and education. All respondents disagreed with the proposal which was to withdraw the service. Six respondents disagreed because they would be unable to make necessary journeys without the service, for three journeys would be less convenient, eight gave other reasons which included: the service was too infrequent, the journey cannot be made by other means, the service needed to run more regularly throughout the day. Ten respondents wanted to prioritise daytime journeys, six wanted to prioritise peak journeys, two wanted to prioritise journeys with the most passengers and one wanted to retain the 1935 journey only to allow evening travel. There was a proposal to combine this service with the school buses travelling to Mayflower and Billericay Schools.</p>	<p>Careful consideration was given to the impact of the withdrawal of the service. Unfortunately the high cost of the service means it is unsustainable. There is no scope for re-design to reduce cost. The recommendation is therefore for the service to be withdrawn.</p>	<p>To withdraw the service</p>
<p>256 Basildon/Ramsden Heath to Billericay Tuesday, Thursday, Saturday</p>	<p>There were 13 comments on this service. Ten respondents travelled less than once a month, two respondents travelled monthly and one weekly Travel was across the day and across the days of operation. Travel was for the following purposes: social - four, health - two, leisure - two, food shopping - three, other - three, including general shopping and onward travel. All respondents disagreed with the proposal which was to withdraw the service, five respondents on the grounds that journeys would be less convenient, three on the grounds necessary journeys could not be made and three for other reasons which included: journeys could not be made at all, the service needed to be more frequent, more reliable and use smaller vehicles, the service needed to be re-routed to serve the health centre in Billericay, the service should run to Basildon. Ten respondents wanted daytime services prioritised, one wanted those journeys with the most passengers prioritised; and two wanted other journeys prioritised: including for the service to have more frequent journeys, journeys to specific facilities e.g. doctors, schools, rail station, Essex Wildlife Centre and Hanningfield Reservoir.</p>	<p>Careful consideration was given to the impact of the withdrawal of the service. Unfortunately the high cost of the service means it is unsustainable. There is no scope for re-design to reduce cost. The recommendation is therefore for the service to be withdrawn.</p>	<p>To withdraw the service</p>

<p>9/9A Great Saling/Great Bardfield to Great Notley Monday to Friday</p>	<p>There were 50 comments on this service. Twenty-three respondents travelled weekly, eleven daily, nine monthly and seven less than monthly. Travel was across the week and day. Travel was for the following purposes: education - two, employment - sixteen, food shopping - nine, health - seven, leisure - four, social - twelve and other - ten, including visiting the library, post office, onward travel, general shopping, voluntary work and banking. There was a desire for the service to serve new areas. All respondents disagreed with the proposal which was to replace the service with the DigiGo demand responsive service. This was on the grounds that they would be unable to make necessary journeys - thirty-six, journeys were less convenient - seven, or other - six, including it being required for travel to work and college, a concern that patronage was low because the service was unreliable, access would not be possible to health appointments and it would not be possible to book the DigiGo service. There was support for the extended hours the DigiGo service would offer. Respondents wished to prioritise daytime journeys - nineteen, peak time journeys - twenty-three, journeys that carry the most passengers - three, other journeys - five, including prioritising overall reliability of the service, a new link to Great Dunmow, smaller vehicles, a Saturday service, later evening journeys and journeys to the rail station. One of the respondents used the bus journey to care for a vulnerable adult. There was concern that the community would become isolated and there would be a significant adverse impact on wellbeing. There was concern that lack of access to Braintree for buses was causing issues for older people. There was concern that people would lose their independence particularly older people, younger people and those with a disability.</p>	<p>Careful consideration was given to the impacts of the proposal on respondents and their communities. The DigiGo demand responsive service is able to cover the journeys provided by the current service. DigiGo has a customer telephone booking service for those unable to access the TravelEssex app. DigiGo would provide improved travel opportunities and extended operating hours and frequencies.</p>	<p>To replace the service with the DigiGo demand responsive service until 2026 with the opportunity for extensions for a further year plus 1 year</p>
<p>84B Colchester to Gt Horkesley/Little Horkesley Thursday</p>	<p>There was one comment on this service. The respondent travelled less than once a month on a Thursday evening for social purposes. The respondent disagreed with the proposal which was to withdraw the service on the grounds that their journey would be less convenient. The respondent wished to prioritise daytime journeys.</p>	<p>Careful consideration was given to the impact of the withdrawal of the service. Unfortunately the high cost of the service means it is unsustainable. There is no scope for re-design to reduce cost given the limited nature of the service. The recommendation is therefore for the service to be withdrawn.</p>	<p>To withdraw the service</p>
<p>21 Bocking to Black Notley Sunday and Public Holidays</p>	<p>There were 2 comments on this service. One respondent travelled weekly for employment and one monthly for social purposes and both across the day. Both respondents disagreed with the proposal which was to replace the service with the DigiGo service one on the grounds that they could not make necessary journeys and the other on the grounds their journeys would be less convenient. One respondent wished to prioritise daytime journeys and the other peak journeys.</p>	<p>Careful consideration was given to the impacts of the proposal on respondents and their communities. The DigiGo demand responsive service is able to cover the journeys provided by the current service. DigiGo has a customer telephone booking service for those unable to access the TravelEssex app. DigiGo would provide improved travel opportunities and extended operating hours and frequencies.</p>	<p>To replace the service with the DigiGo demand responsive service until 2026 with the opportunity for extensions for a further year plus 1 year</p>

<p>21 Bocking to Black Notley Monday to Saturday Evenings</p>	<p>There were 3 comments on this service. Two respondents travelled monthly and one less than monthly. Journeys were spread across the week and the day. Two journeys were made for social reasons and one for employment. All respondents disagreed with the proposal which was to replace the service with the DigiGo service, two on the grounds that their journeys would be less convenient and one on the grounds they could not make necessary journeys. There was concern that DigiGo was unreliable. One respondent wished to prioritise daytime services, one peak services and one evening services.</p>	<p>Careful consideration was given to the impacts of the proposal on respondents and their communities. The DigiGo demand responsive service is able to cover the journeys provided by the current service. DigiGo has a customer telephone booking service for those unable to access the TravelEssex app. DigiGo would provide improved travel opportunities and extended operating hours and frequencies.</p>	<p>To replace the service with the DigiGo demand responsive service until 2026 with the opportunity for extensions for a further year plus 1 year</p>
<p>21 Bocking to Great Notley Monday to Saturday</p>	<p>There were 5 comments on this service. Two respondents travelled less than monthly and of the remainder one travelled daily, one weekly and one monthly. Travel was spread across the week and day and was for food shopping, employment, education, social and health. All respondents disagreed with the proposal which was to replace the service with the DigiGo service on the grounds that they could not make necessary journeys - two or journeys would be less convenient - two, other reasons included difficulty making hospital appointments. There was a proposal to redesign the route of the service. There was a desire for an hourly hopper bus to support vulnerable residents in Oxley House and schoolchildren. Two respondents wished to prioritise daytime journeys and two peak journeys. There was a wish for dedicated school buses to the John Ray Schools.</p>	<p>Careful consideration was given to the impacts of the proposal on respondents and their communities. The DigiGo demand responsive service is able to cover the journeys provided by the current service. DigiGo has a customer telephone booking service for those unable to access the TravelEssex app. DigiGo would provide improved travel opportunities and extended operating hours and frequencies.</p>	<p>To replace the service with the DigiGo demand responsive service until 2026 with the opportunity for extensions for a further year plus 1 year</p>
<p>DART 4 St Lawrence to Burnham on Crouch Monday to Saturday</p>	<p>There were 48 comments on this service. Ten respondents travelled daily, thirteen travelled weekly, six travelled monthly and nineteen travelled less than once a month. Journeys were across the day and week. Journeys were made for food shopping - fifteen, education - three, employment - four, health - eleven, leisure - eighteen, social - eight and other - thirteen, including food bank, appointments, volunteering, general shopping, religious purposes, holidays and onward travel. All respondents disagreed with the proposal which was to withdraw the service on the grounds that they could not make necessary journeys - thirty-nine, journeys would be less convenient - three and other - six, including there were no alternatives, withdrawal would encourage car use, there were concerns about the impact on wellbeing particularly on older people and those on low incomes and there were concerns it would undermine people's independence. Respondents wished to prioritise: daytime journeys - twenty-four, peak journeys - seven, journeys that carried the most passengers - two and other - fourteen, including all journeys, having a dial-a-ride service, services for onward travel, journeys on Fridays and Mondays and direct journeys from Maldon to Bradwell.</p>	<p>Careful consideration was given to the impacts on respondents and others in their community of the proposal to withdraw the service (along with DaRT 5) and replace with a timetabled Service 45. Given the potential impacts, the new timetabled service will be procured until 2026 plus 1 year plus 1.</p>	<p>To procure a new timetabled Service 45 (in place of withdrawn services DaRT 4 and DaRT 5) to cover the following settlements as a Monday to Friday service: Bradwell Waterside, Bradwell-On-Sea, East End, Tillingham, Dengie, Asheldham, Southminster, Burnham-On-Crouch, Ostend, Althorne, North Fambridge, South Woodham Ferrers</p>

<p>DART 7 Moreton/Matching Green/Stanford Rivers to Epping Monday and Thursday</p>	<p>There were 8 comments on this service. Five journeys were weekly, one monthly and two less than monthly. Journeys were spread across the days of operation. Three were for food shopping, three for health and two others where the reason for travel was not specified. All respondents disagreed with the proposal which was to withdraw the service on the grounds that necessary journeys could not be made - six and other - two, including services should run throughout the week and day, withdrawing the service would cause isolation and increase car use and there would be adverse impacts on vulnerable rural residents. Respondents wished to prioritise daytime journeys - six, peak journeys - one and other - one, including journeys for people who would otherwise be isolated or do not have access to a car. There was a desire for services to be more frequent and reliable.</p>	<p>Careful consideration was given to the impacts on respondents and others in their community of the proposal to withdraw the service. There is an opportunity to retain the service and seek to grow patronage through a pilot as set out in the ECC Bus Service Improvement Plan.</p>	<p>This service will form part of a Bus Service Improvement Pilot as set out in the ECC Bus Service Improvement Plan p104 to 105. This will be for 3 years until 2027 and will then be reviewed.</p>
<p>94 South Woodham to South Woodham Sunday and Public Holidays</p>	<p>There were 2 comments on this service. Both respondents travelled less than once a month and did not specify the time of day. One respondent travelled in order to access the foodbank and the other did not specify a reason. Both respondents disagreed with the proposal which was to withdraw the service. One respondent did not specify a reason and the other supported a demand responsive approach over provision of a timetabled service. Both respondents wished to prioritise peak journeys. There was support for the £2 single fare. There was a request that children should travel for free.</p>	<p>Careful consideration has been given to the comments of respondents about the proposal and its impacts on them and their communities. Unfortunately the high cost of the service means it is unsustainable and the assessment was that there were no re-design options that would either reduce the cost significantly or increase patronage at no additional cost. Unfortunately the recommendation is therefore that the service is withdrawn.</p>	<p>To withdraw the service</p>
<p>99 Clacton to Walton Monday to Saturday Evenings</p>	<p>There were 2 comments on this service. Both respondents travelled less than once a month with one reporting they only travelled on a Thursday for leisure purposes and the other reporting no specific travel times or purposes. Both disagreed with the proposal which was to withdraw the service, one on the grounds that their journeys would be less convenient and the other on the grounds that the withdrawal would result in a loss of travel opportunities for residents particularly in an area of deprivation. One respondent wished to prioritise peak journeys and the other the entire route.</p>	<p>Careful consideration was given to the impacts of the proposal on respondents and their communities. Journeys could be made by rail instead. The high cost of the service, lack of opportunities for re-design given its limited nature and the availability of alternatives mean that the recommendation is to withdraw the service.</p>	<p>To withdraw the service</p>

<p>15 Colchester/Lexden to Marks Tey/Colne Engaine/Bures Monday to Friday</p>	<p>There were 14 comments on this service. Eight respondents travelled daily, two weekly, one monthly and three less than monthly. Travel was across the week and the day and for education - one, employment - twelve and other - one respondent who did not use buses. All respondents disagreed with the proposal which was to withdraw the service on the grounds that they could not make necessary journeys - nine, journeys would be less convenient - three and other - two including reduced opportunity for links to the train station. Respondents wished to prioritise peak journeys - eleven, journeys that carry the most people - one and other including routes to the station There was concern that it would be impossible to make a return trip to and from Marks Tey station and that the service was vital for travel for work. There was a proposal that the service start later in the morning. There was a proposal that the route return to serving Colchester North Station. There was a desire for the route to be more frequent and to serve new areas.</p>	<p>Careful consideration has been given to the comments of respondents about the impacts of the proposal on them and their community. The assessment is that the service could potentially be interworked with other services (for example the 82/82A/83/83A) which would lower the cost. The service will therefore be tendered with that option offered. If the cost per passenger journey at tender is £10 or below a contract will be awarded until 2026 with extension opportunities for two years. If the cost per passenger journey at tender is over £10 the service will be withdrawn.</p>	<p>To tender the service making clear it could be interworked with other services. If the cost per passenger journey at tender is £10 or below to award a contract until 2026 with opportunities for extension for a further year plus 1 year. If the cost per passenger journey is over £10 to withdraw the service</p>
<p>50B Colchester to Tollesbury/East Mersea/Layer Breton/Tiptree/Gt Wigborough Monday</p>	<p>There were no comments on this service where the proposal was to retain it as part of a combined 85/92/79.</p>	<p>N/A</p>	<p>To procure the service until 2026 with the opportunity for extensions of a further year plus 1</p>
<p>69/69A Colchester to Tollesbury/East Mersea/Layer Breton/Tiptree/Little Horkesley Tuesday</p>	<p>There were 3 comments on this service. All three respondents travelled less than once a month. Travel was split across the day and was for health, leisure and employment. All three respondents disagreed with the proposal which was for the service to be withdrawn on the grounds that the service should be merged with another service, the service should be better publicised, the service should run earlier and later and more frequently. All three respondents wanted peak journeys prioritised and one respondent also wanted the first and last journey prioritised. There was a suggestion that Sunday and Public Holiday services should be withdrawn instead of weekday services.</p>	<p>The impacts of the proposal on the community were carefully considered. There is potential to re-design the service to reduce costs. The redesign ensures East Mersea still has a local bus service.</p>	<p>Procure a new Service 69 timetable until 2026 with the opportunity for extensions of a further year plus 1. The new timetable will include the current 11:33 Service 69 journey from East Mersea and the 15:05 Service 69 journey from Colchester Osborne Street. The new timetable will exclude the current 11:05 Service 69A journey from Colchester Osborne Street and the 15:42 Service 69A journey from East Mersea as those two 69A journeys will be withdrawn.</p>

<p>804 Debden to Chigwell Schooldays</p>	<p>There was one comment on this service. The respondent used the service less than once a month and was commenting on behalf of their community. They disagreed with the proposal which was for the service to be withdrawn. There was a desire for car reduction measures to be put in place around the school The respondent wanted peak journeys prioritised.</p>	<p>The impacts of the proposal on the community were carefully considered. The high cost of the service meant it was not sustainable and the assessment was that there was no re-design option that could improve that position. The recommendation is therefore to withdraw the service.</p>	<p>To withdraw the service</p>
<p>7 Southend to Rayleigh Monday to Saturday Evenings</p>	<p>There were 27 comments on this service. Respondents used the service daily - seventeen, weekly - four, monthly - four and less than monthly - two. Journeys were spread across the week. Travel was for education - two, employment - thirteen, food shopping - three, health - one, leisure - three, social - six and other - one, including general shopping. The service was vital for employment for one respondent. One respondent used the journey to care for their parent. There was a desire for the service to run later. All respondents disagreed with the proposal which was to withdraw the service on the grounds that they could no longer make necessary journeys - eighteen, that journeys would be less convenient - five and other - two, including that there was a risk to public safety as people could be left stranded, that they would lose their job if the service is withdrawn, their journey home would be significantly more difficult, the respondent could not get to school. There was a desire for earlier buses and for the service to run more frequently. There was a desire for the service to be extended. Respondents would prioritise daytime journeys - three, peak journeys - seven, journeys that carry the most people - one and other - sixteen including journeys which support the vibrant night time economy, all the current journeys to enable people to travel home from work, the 10.15pm journey, journeys up to 7pm and school journeys. There was concern about the reliability of the service.</p>	<p>Careful consideration has been given to the comments of respondents about the impacts of the proposal on them and their community. The assessment is that the service could potentially be re-designed to lower the cost. The timetable will therefore be re-drawn to withdraw later journeys and tendered. If the cost per passenger journey at tender is £10 or below a contract will be awarded until 2026 with extension opportunities for two years. If the cost per passenger journey at tender is over £10 the service will be withdrawn. Issues relating to the reliability of the service will be raised with the operator</p>	<p>To tender the timetable without the current 22:00 journey from Southend, and 22:45 journey from Rayleigh Train Station. If the cost per passenger journey at tender is £10 or below to award a contract until 2026 with opportunities for extension for a further year plus 1 year. If the cost per passenger journey is over £10 to withdraw the service.</p>
<p>C56 Chelmsford to Galleywood Sunday and Public Holidays</p>	<p>There were 2 comments on this service. One respondent travelled daily for employment and one less than monthly for social purposes and both across the day. Both respondents disagreed with the proposal which was to withdraw the service on the grounds that for the daily traveller they could not make necessary journeys and for the less than monthly traveller their journey would be less convenient. One respondent would prioritise daily journeys and the other peak journeys.</p>	<p>Careful consideration was given to the impacts on respondents and others in their community of the proposal to withdraw the service. The service is currently unsustainable due to its high cost and low usage. The assessment was there was no scope for re-design to improve that position. The recommendation is therefore to withdraw the service.</p>	<p>To withdraw the service</p>

<p>DaRT 3 Braintree to Braintree Monday to Saturday</p>	<p>There were 24 comments on this service. Two respondents travelled daily, four weekly, one monthly and seventeen less than monthly. Respondents travelled across the week and the day for the following reasons: education - two, employment - two, food shopping - seven, health - four, Leisure - three, social - one and other - three, including one respondent who did not use the service, health, onward travel, banking and shopping, social and general travel. All respondents disagreed with the proposal which was to withdraw the service. This was for the following reasons: ten could not make necessary journeys, for three journeys would be less convenient, and ten for other reasons including: it is the only service available, the service provides support to older people and reduces loneliness, withdrawal of the service would leave people and villages isolated. There were comments that the service was inconvenient, that journeys were frequently cancelled, journey times were inconvenient and the £2 single fare was not available. Respondents wished to prioritise the following journeys: daytime journeys - nine, peak time - five and other - nine, including journeys to new areas, school journeys, market days and all journeys.</p>	<p>Careful consideration was given to the impacts of the proposal on respondents and their communities. Although the service is currently high cost there is an opportunity to potentially reduce that cost by including journeys provided by the F315 service. This recommendation will therefore be taken forward. Issues relating to the reliability of the service will be raised with the operator</p>	<p>Tender service until 2026 with the opportunity for extensions of a further year plus 1</p>
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