

SPECIAL SCRUTINY COMMITTEE
Tuesday, 10 April 2018 at 7.30 pm
Council Chamber - Civic Centre

AGENDA

1. Apologies for Absence and Substitutions

2. Declarations of Interest

To receive Councillors' declarations of interest (if any) in relation to any matters on the agenda.

3. Improving the Provision of Bus Services in Harlow - Interim Report
(Pages 2 - 56)

4. Matters of Urgent Business

Such other business which, in the opinion of the Chair, should be received as a matter of urgency by reason of special circumstances to be specified in the minutes.

NEXT STEPS

6. Officers will advise the bus operators of the findings of the surveys following any comments by the Committee.
7. Officers will then work with the bus operators and ECC to develop a programme of implementable improvements and recommendations. These will be presented to the Scrutiny Committee along with the final report.
8. Information on sustainable transport futures for Harlow will also be presented with the final report as the consultants employed by the Garden Town Board are still completing their report.

IMPLICATIONS

Place (Includes Sustainability)

None specific.

Author: Graeme Bloomer, Head of Place

Finance (Includes ICT)

None specific.

Author: Simon Freeman, Head of Finance

Housing

None specific.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

None specific.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

None specific.

Author: Amanda Julian, Legal Services Manager

Appendices

Appendix A – Harlow Council Bus Survey

Appendix B – Consumer Responses

Appendix C – Driver Responses

Background Papers

None.

Glossary of terms/abbreviations used

ECC – Essex County Council

ETC – Eastern Traffic Commissioners



Harlow Council Bus Survey

March 2018

5

Agency: QRS Market Research Ltd.
Contact: Lee Tomlin, Research Director
Tel: +44 (0)1707 384 002
Email: lee.tomlin@qrs-research.co.uk



METHODOLOGY & OBJECTIVES	page 3
RESULTS - Passengers	page 4
RESULTS - Drivers	page 27
RECOMMENDATIONS	page 42
APPENDICES	page 44

9

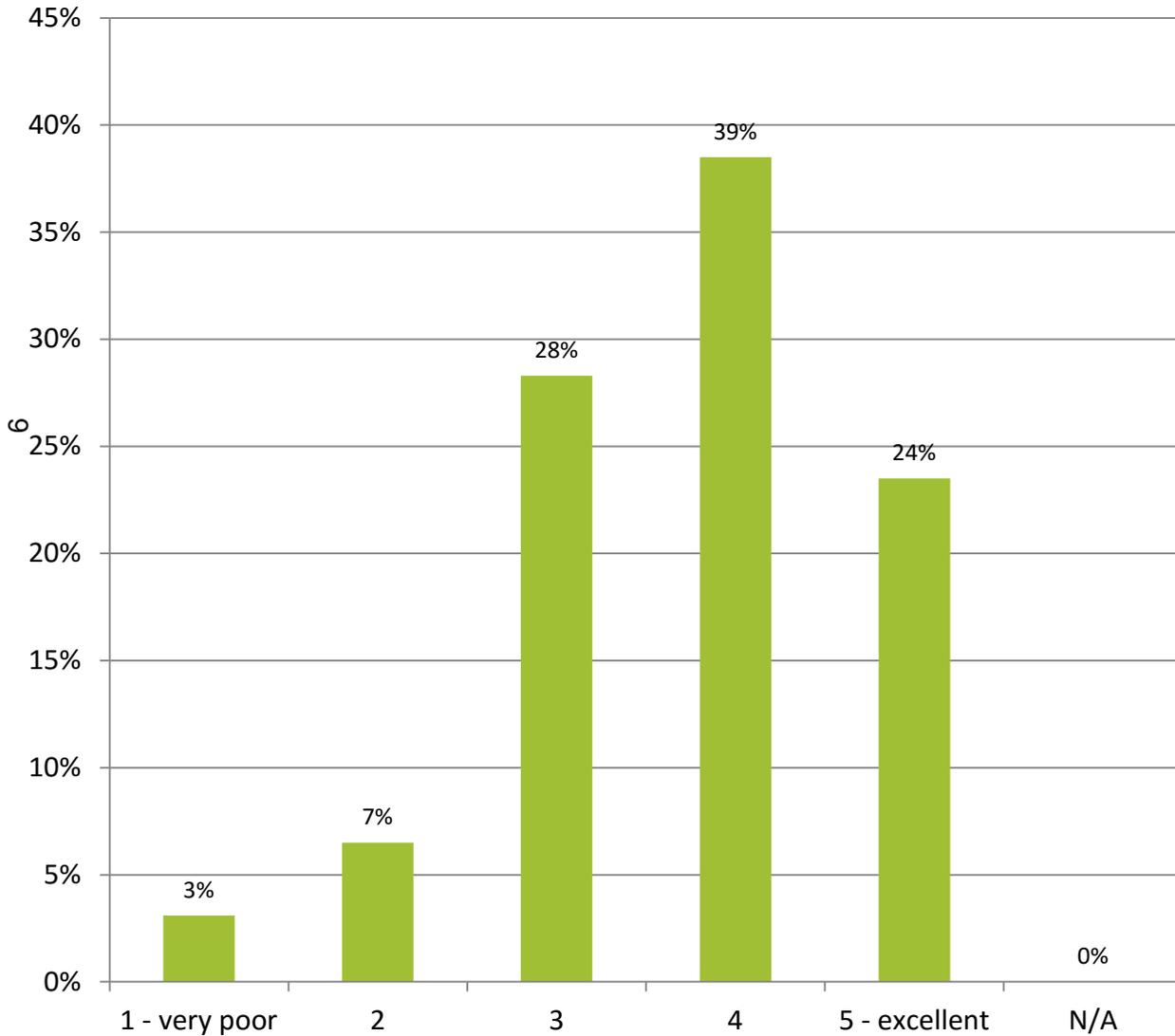


- ✿ A structured face to face survey methodology was adopted, with fieldwork taking place between 26th February and 12th March 2018. It should be noted that the weather during the first week of fieldwork was cold and towards the end of the week snowy. The weather during the 2nd week was significantly warmer.
- ✿ People were interviewed at either Harlow bus station or The Watergardens. Drivers were interviewed at the bus station.
- ✿ The core objectives were to measure passengers perception of the bus service and gauge how drivers are feeling. The questionnaires were 4-5 minutes in length.
- ✿ A final sample size of 353 passengers and 50 drivers was achieved. Please refer to page 46 for information on the sampling errors associated with these base sizes.
- ✿ A copy of the questionnaire and analysis tables are available from Lee Tomlin on request.
- ✿ This project was conducted in accordance with the Market Research Society Code of Conduct and in compliance with ISO20252:2012.



Results - Passengers

Service Rating – Overall Reliability Of The Service



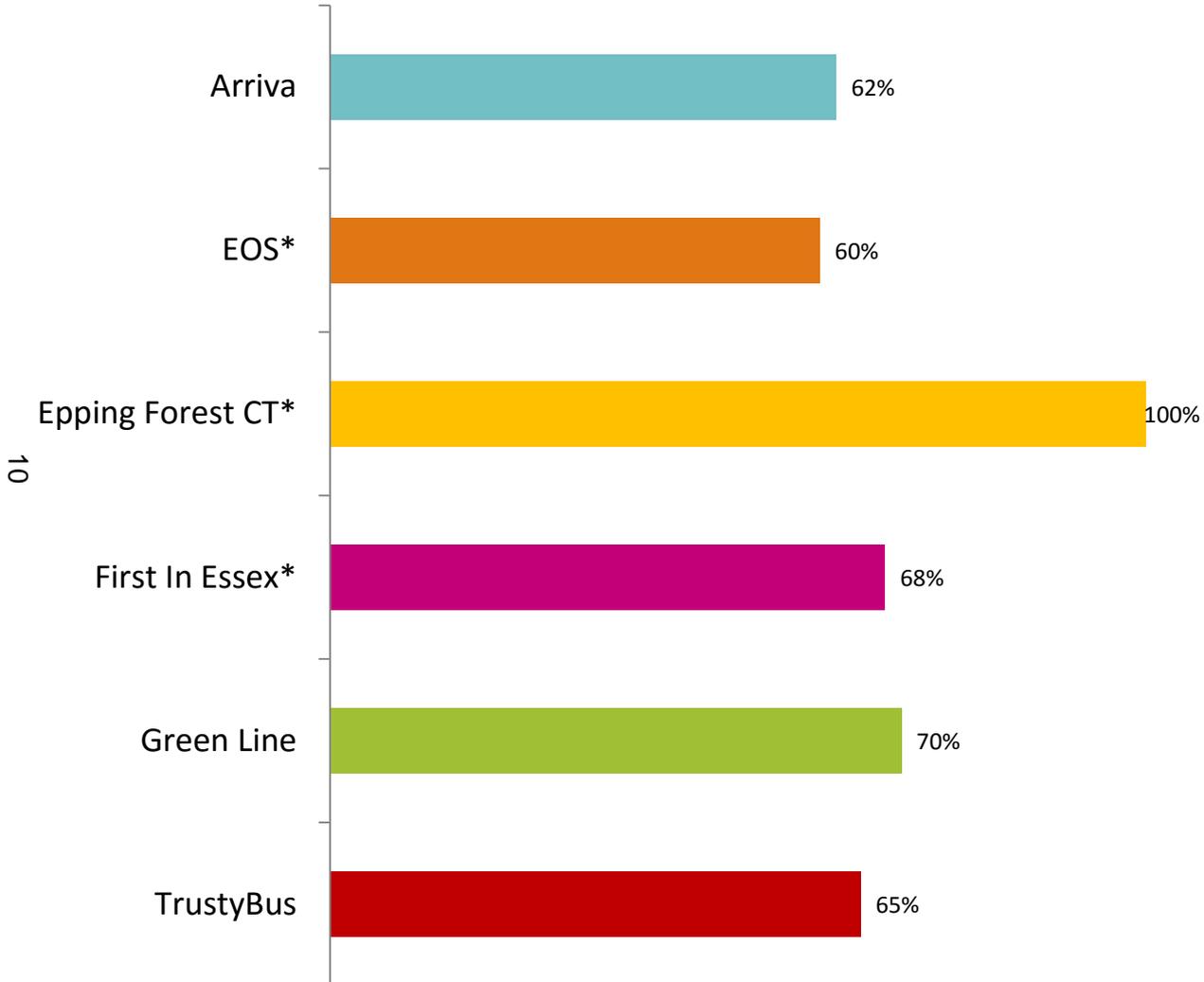
- Mean = 3.7
- Positive = 62%
- Those aged 55+ are most satisfied with the reliability (mean score of 3.9).

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
OVERALL RELIABILITY OF THE SERVICE

Service Rating – Overall Reliability Of The Service



Top box scores (score of 4 or 5)



There are no statistical differences between the operators.

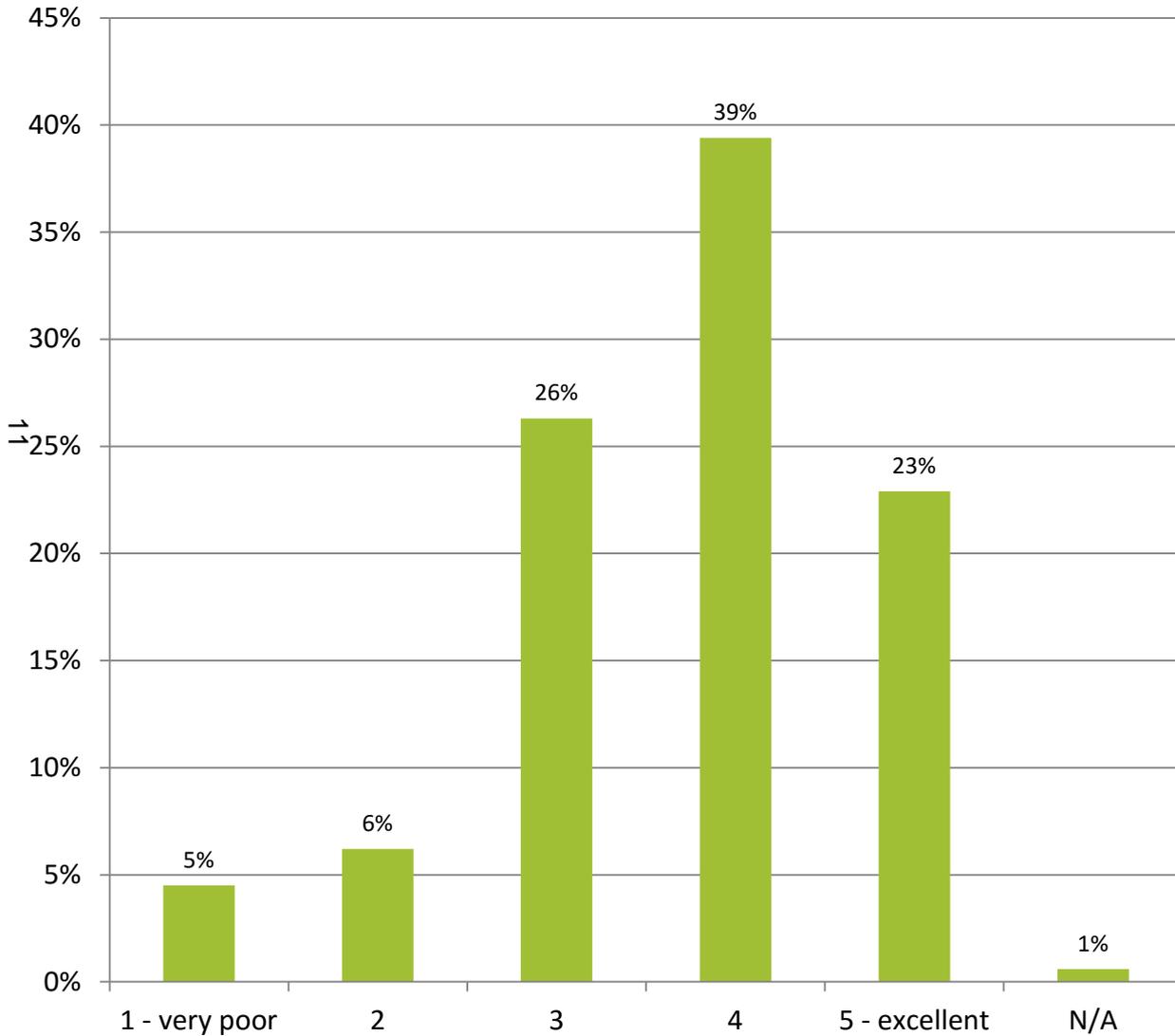
Base: 203, 15, 5, 22, 3, 33, 1, 94

* Base too low to be used in statistical tests

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:

OVERALL RELIABILITY OF THE SERVICE

Service Rating – Frequency Of The Service



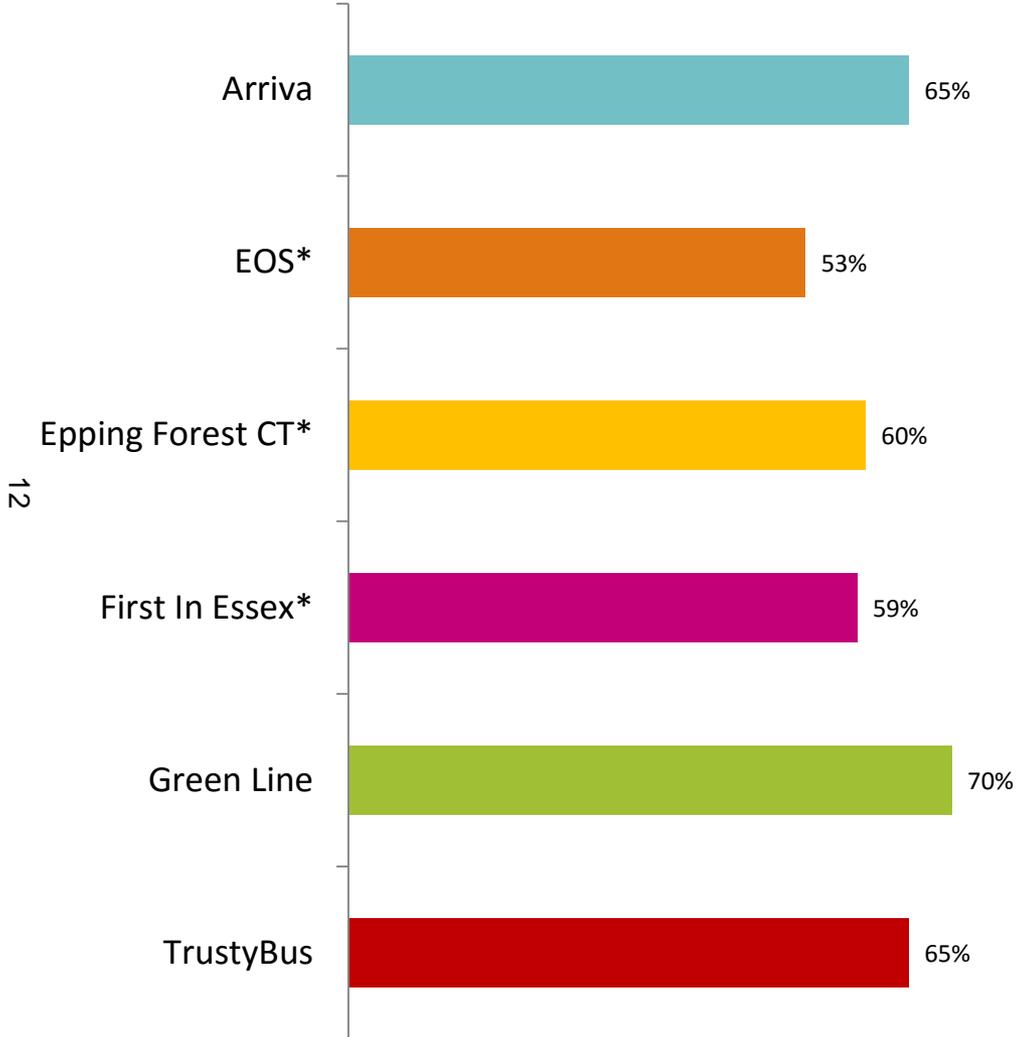
Mean = 3.7
Positive = 62%

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
FREQUENCY OF THE SERVICE

Service Rating – Frequency Of The Service



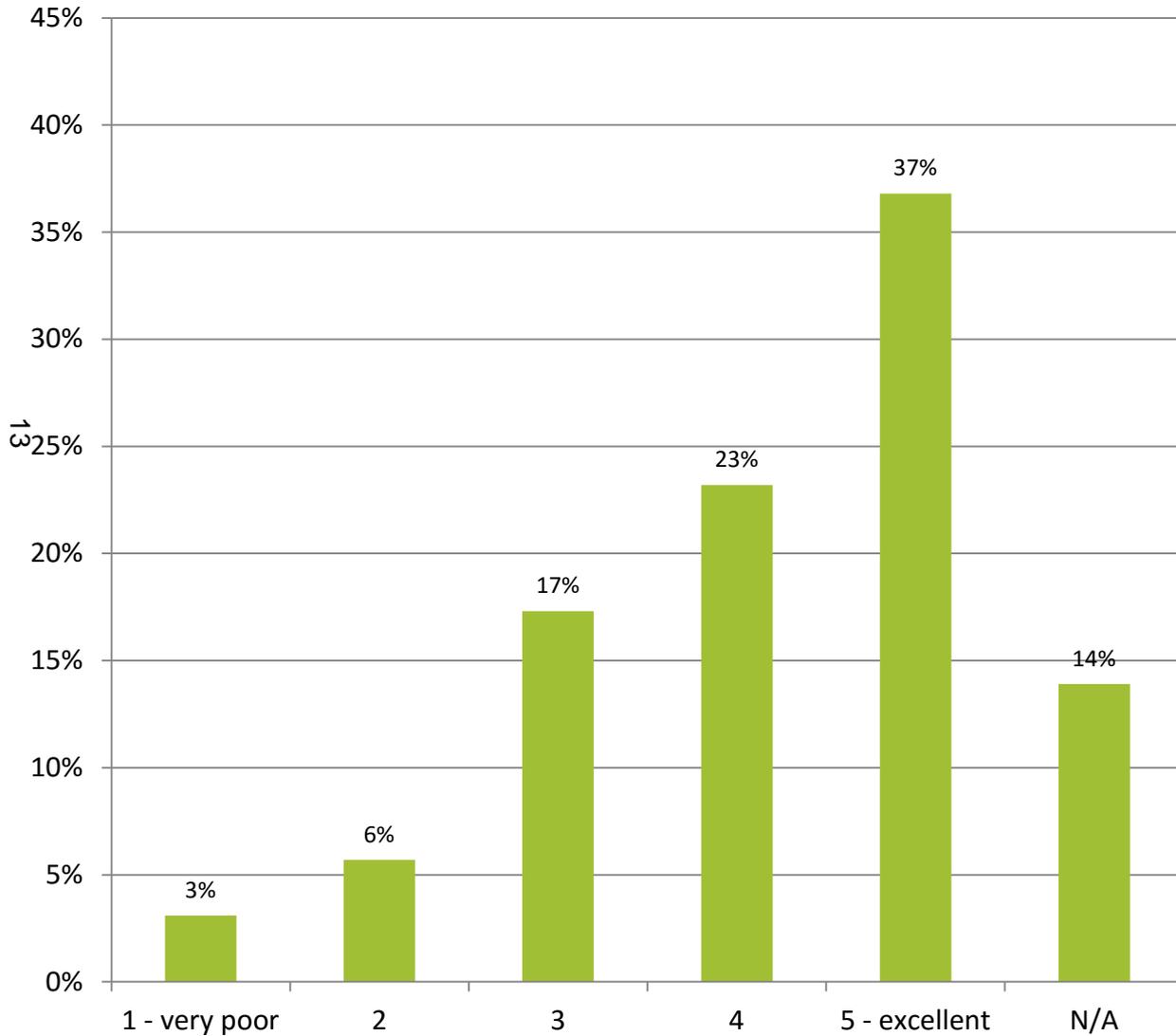
Top box scores (score of 4 or 5)



There are no statistical differences between the operators.

Base: 203, 15, 5, 22, 3, 33, 1, 94
 * Base too low to be used in statistical tests
 Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
 FREQUENCY OF THE SERVICE

Service Rating – Value For Money



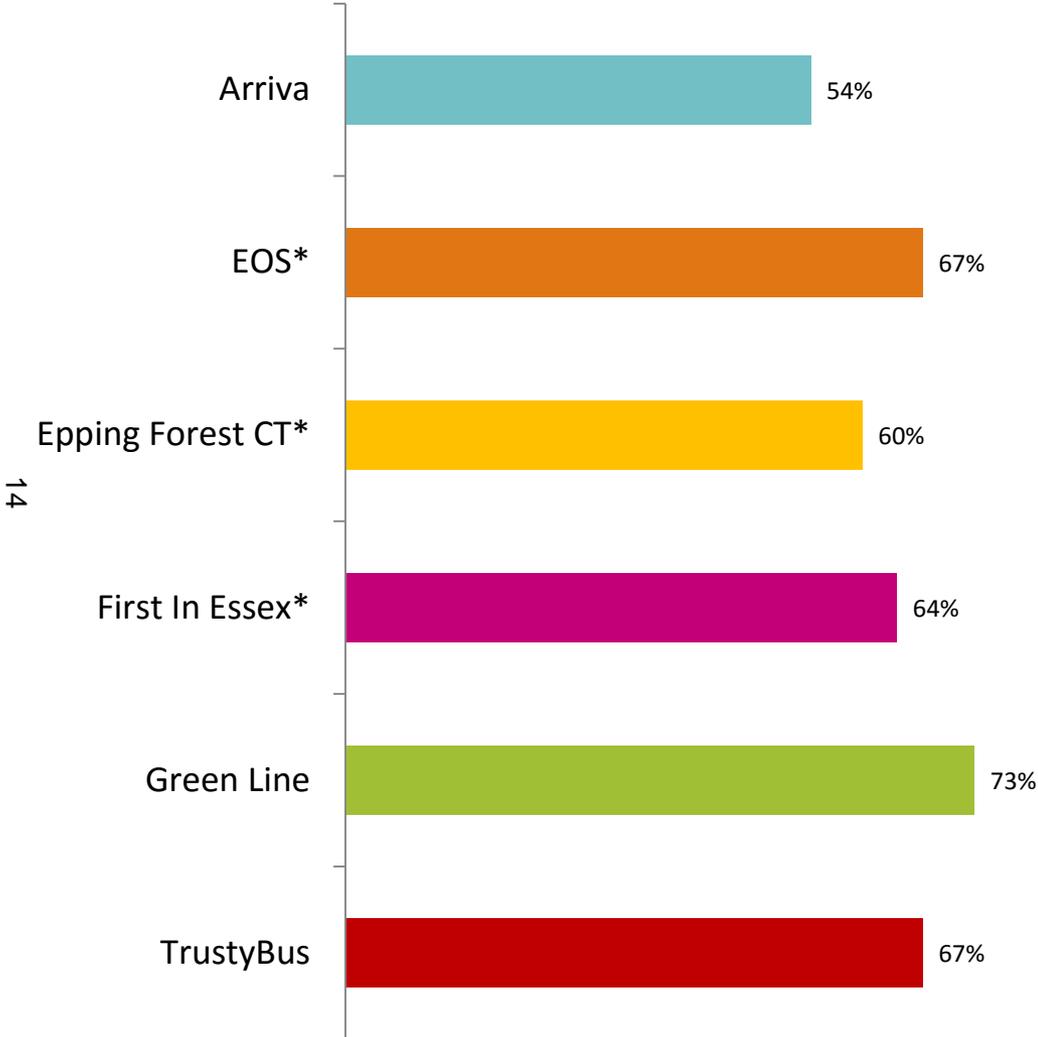
Mean = 4.0
Positive = 60%

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: VALUE FOR MONEY

Service Rating – Value For Money



Top box scores (score of 4 or 5)

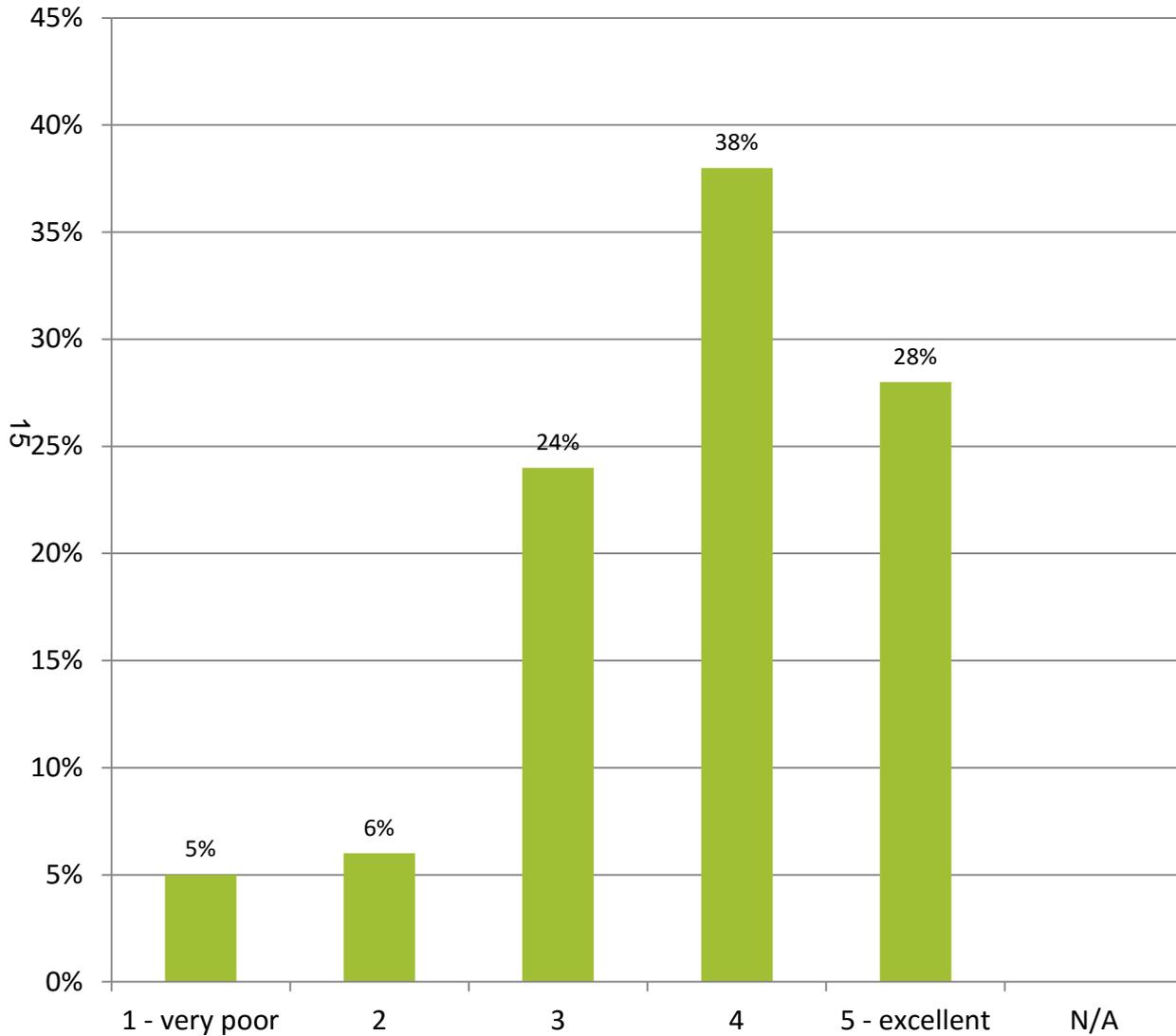


GreenLine and TrustyBus are offering greater value for money than Arriva (the result is statistically significant).

Those aged 65+ and social class E show highest value for money scores.

Base: 203, 15, 5, 22, 3, 33, 1, 94
 * Base too low to be used in statistical tests
 Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: VALUE FOR MONEY

Service Rating – Condition & Cleanliness Of The Buses



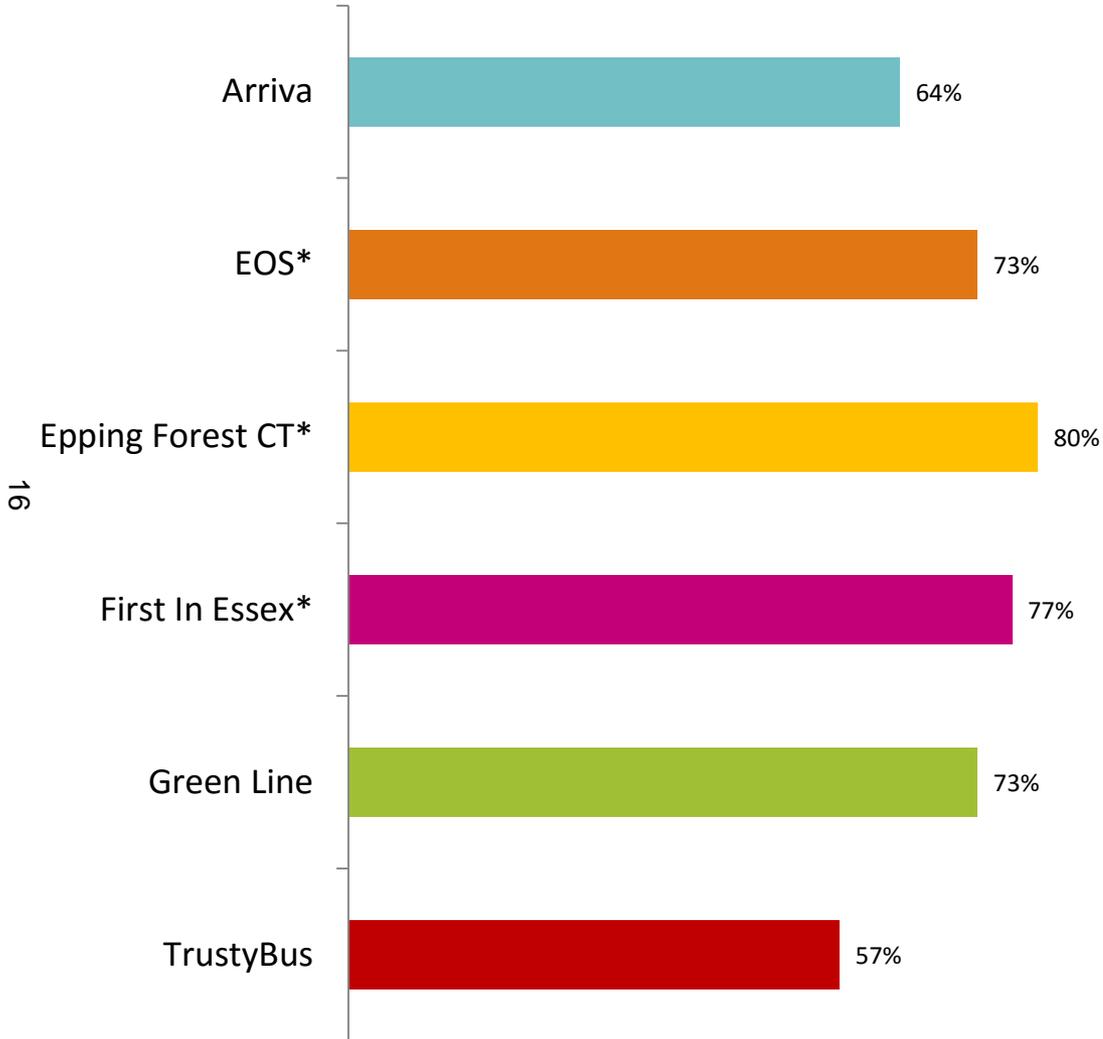
Mean = 3.8
Positive = 66%

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
CONDITION AND CLEANLINESS OF THE BUSES

Service Rating – Condition & Cleanliness Of The Buses



Top box scores (score of 4 or 5)



There are no statistical differences between the operators.

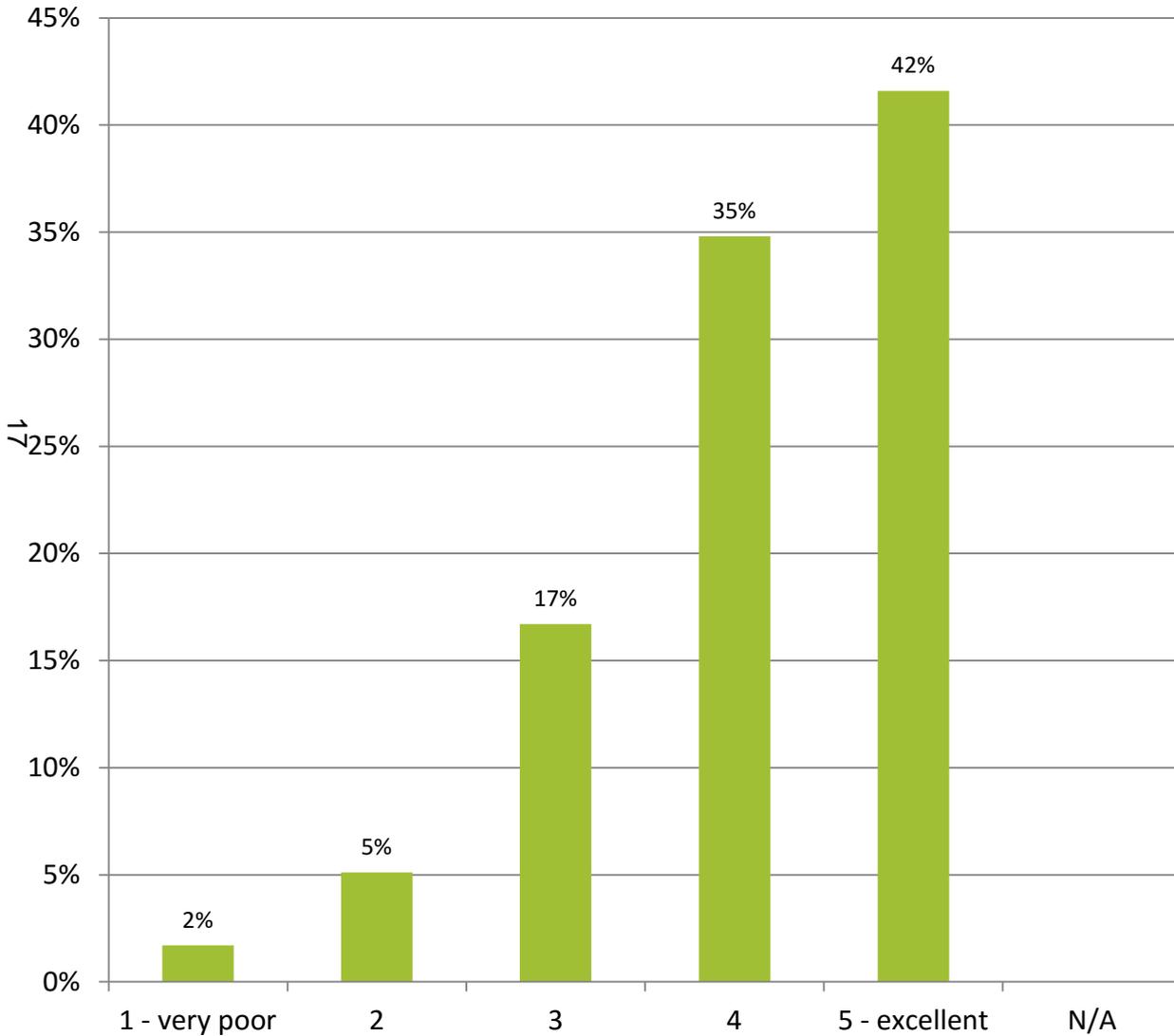
Base: 203, 15, 5, 22, 3, 33, 1, 94

* Base too low to be used in statistical tests

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:

CONDITION AND CLEANLINESS OF THE BUSES

Service Rating – Friendliness Of The Drivers



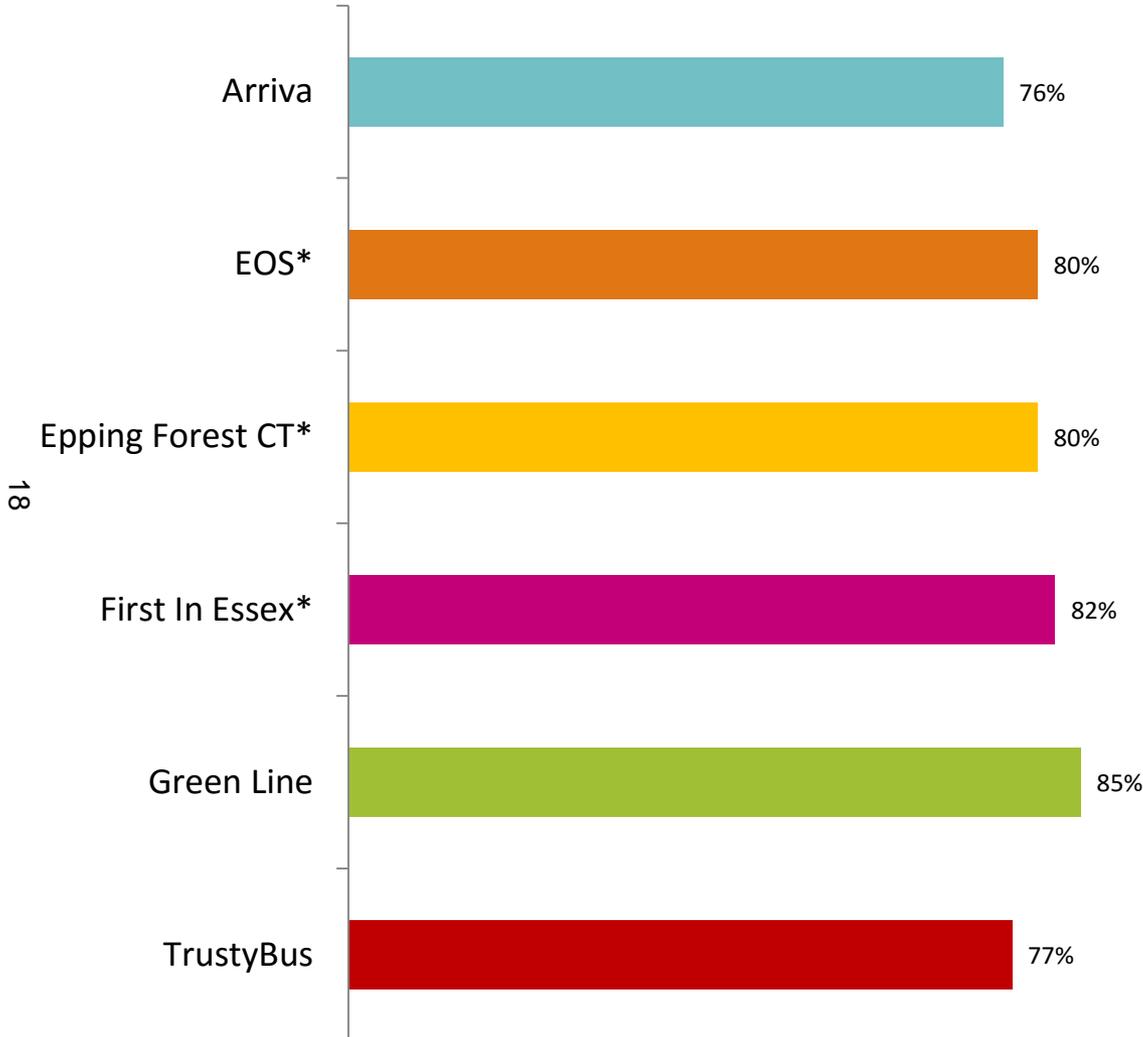
Mean = 4.1
Positive = 76%

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
FRIENDLINESS OF THE DRIVERS

Service Rating – Friendliness Of The Drivers



Top box scores (score of 4 or 5)



There are no statistical differences between the operators.

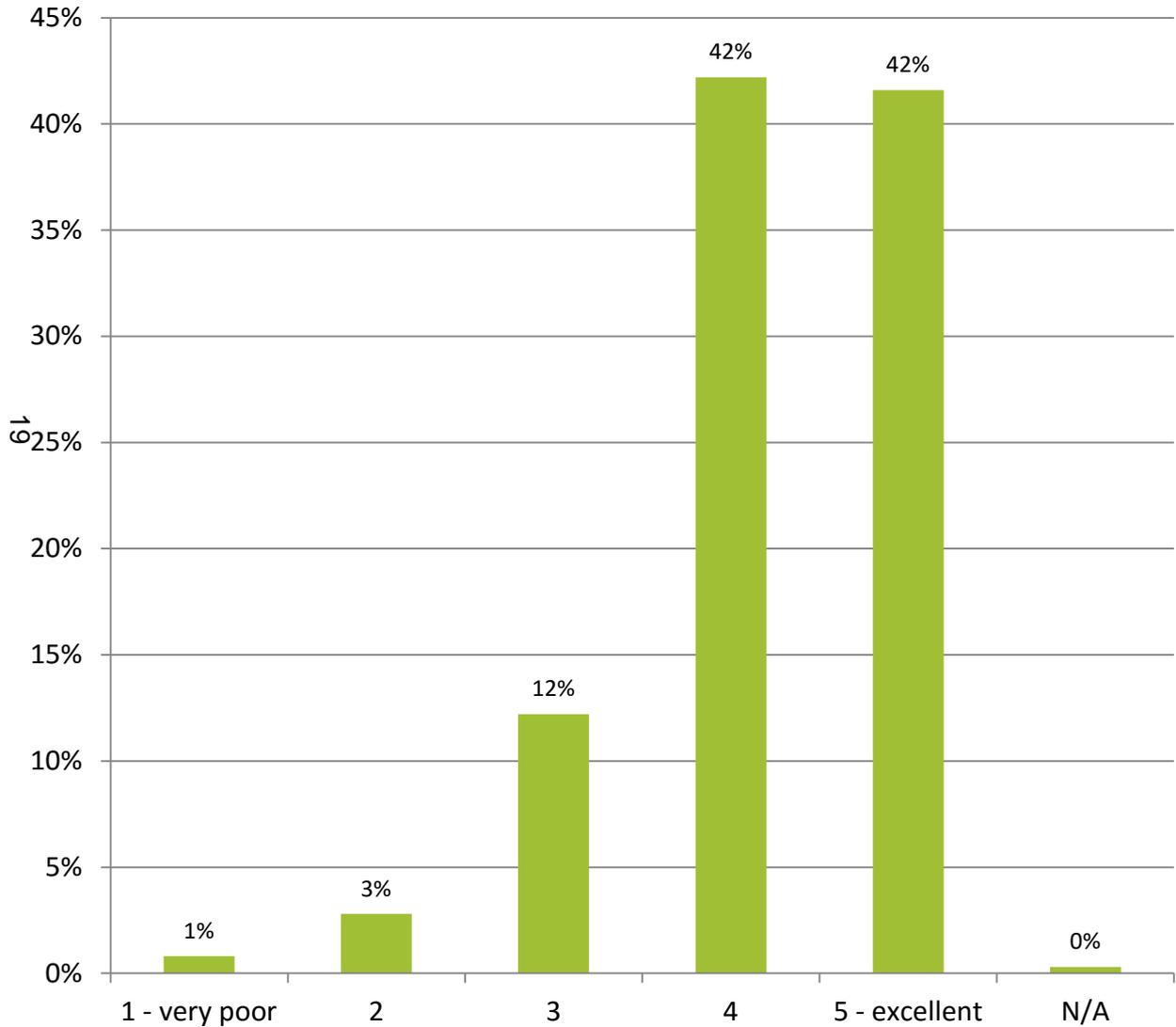
Base: 203, 15, 5, 22, 3, 33, 1, 94

* Base too low to be used in statistical tests

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:

FRIENDLINESS OF THE DRIVERS

Service Rating – Efficiency Of The Drivers



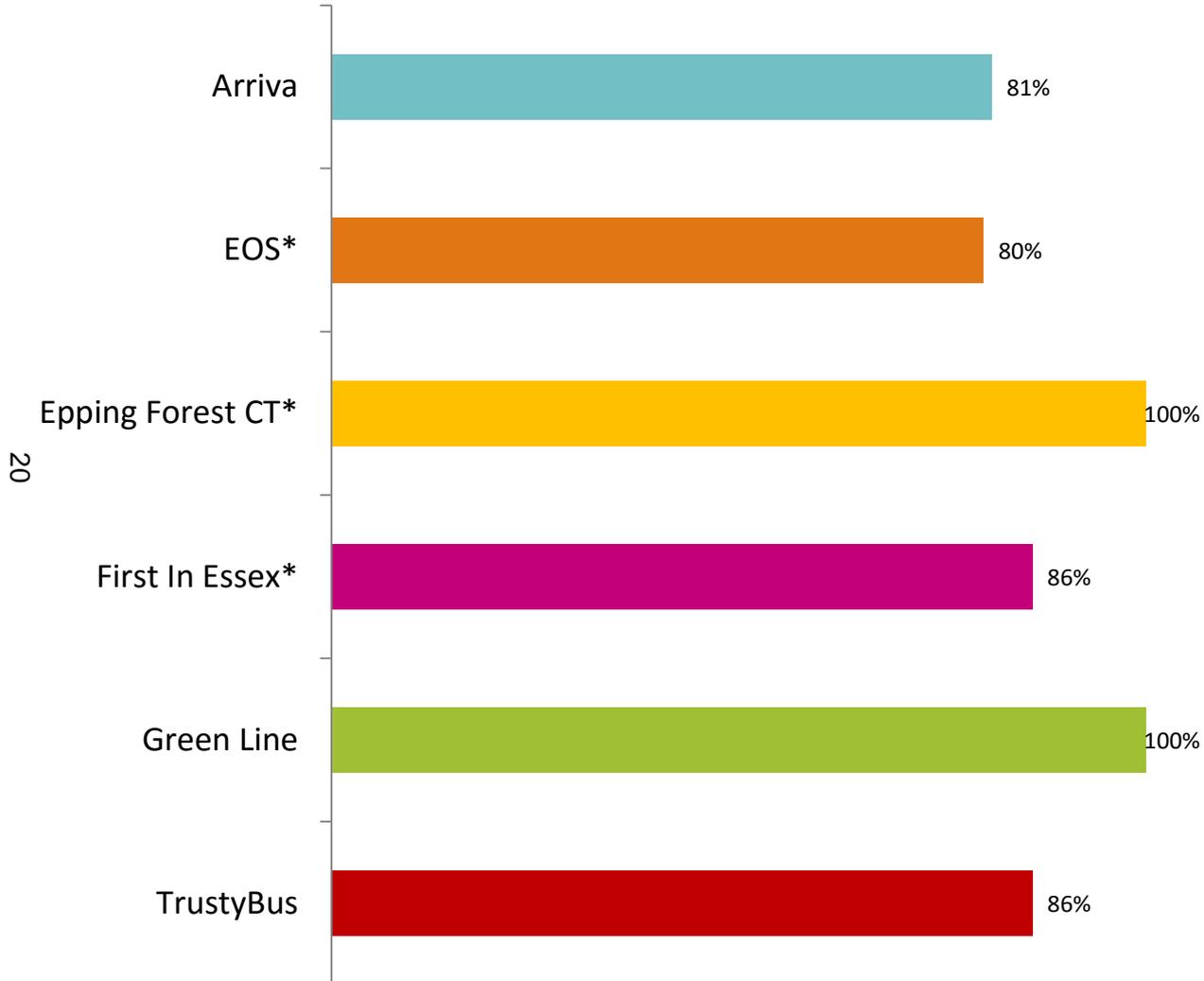
Mean = 4.2
Positive = 84%

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
EFFICIENCY OF THE DRIVERS

Service Rating – Efficiency Of The Drivers



Top box scores (score of 4 or 5)



Those using the GreenLine service on the day of interview rated their drivers significantly more efficient than Arriva and TrustyBus.

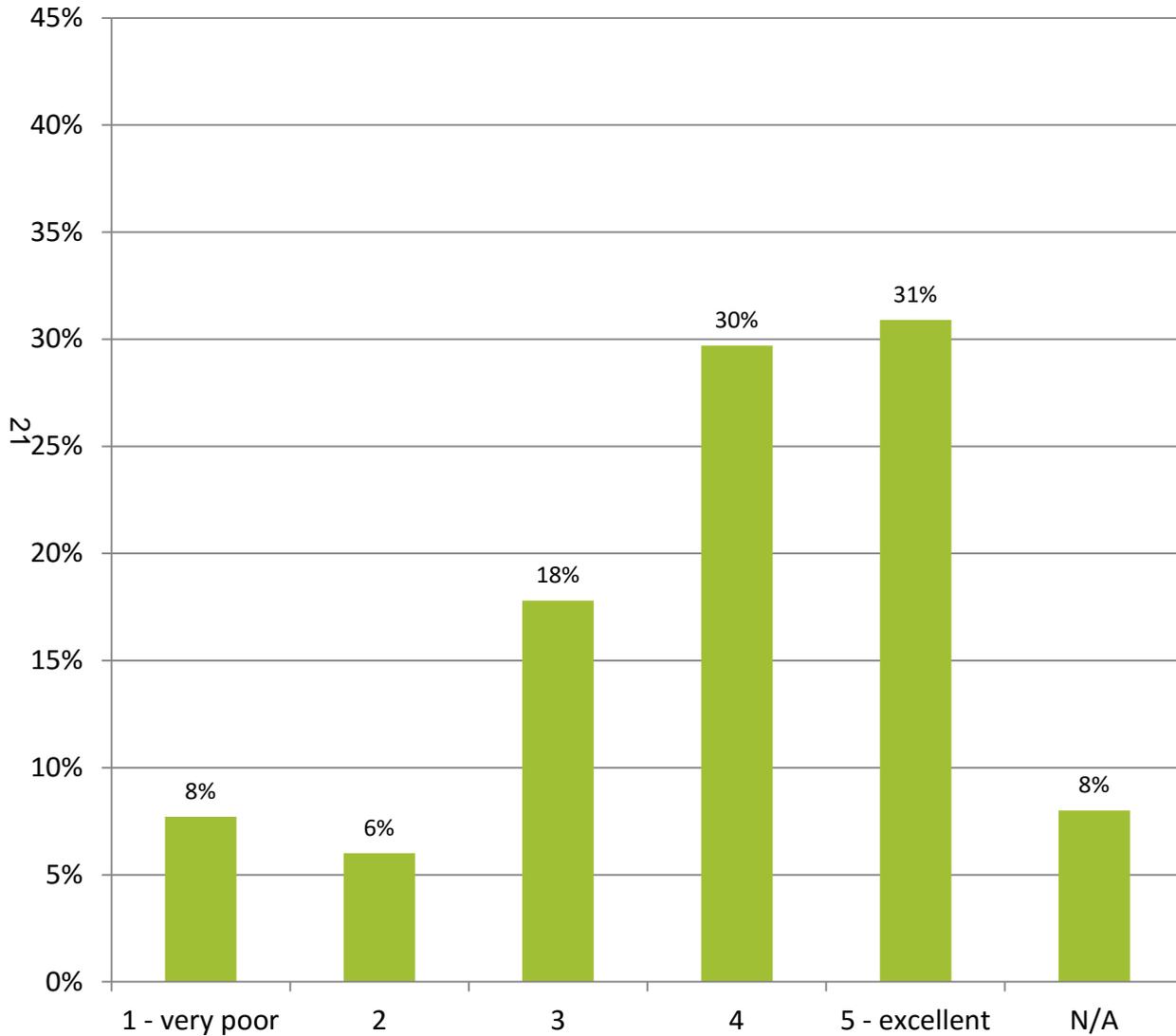
Base: 203, 15, 5, 22, 3, 33, 1, 94

* Base too low to be used in statistical tests

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:

EFFICIENCY OF THE DRIVERS

Service Rating – Information At The Bus Stops



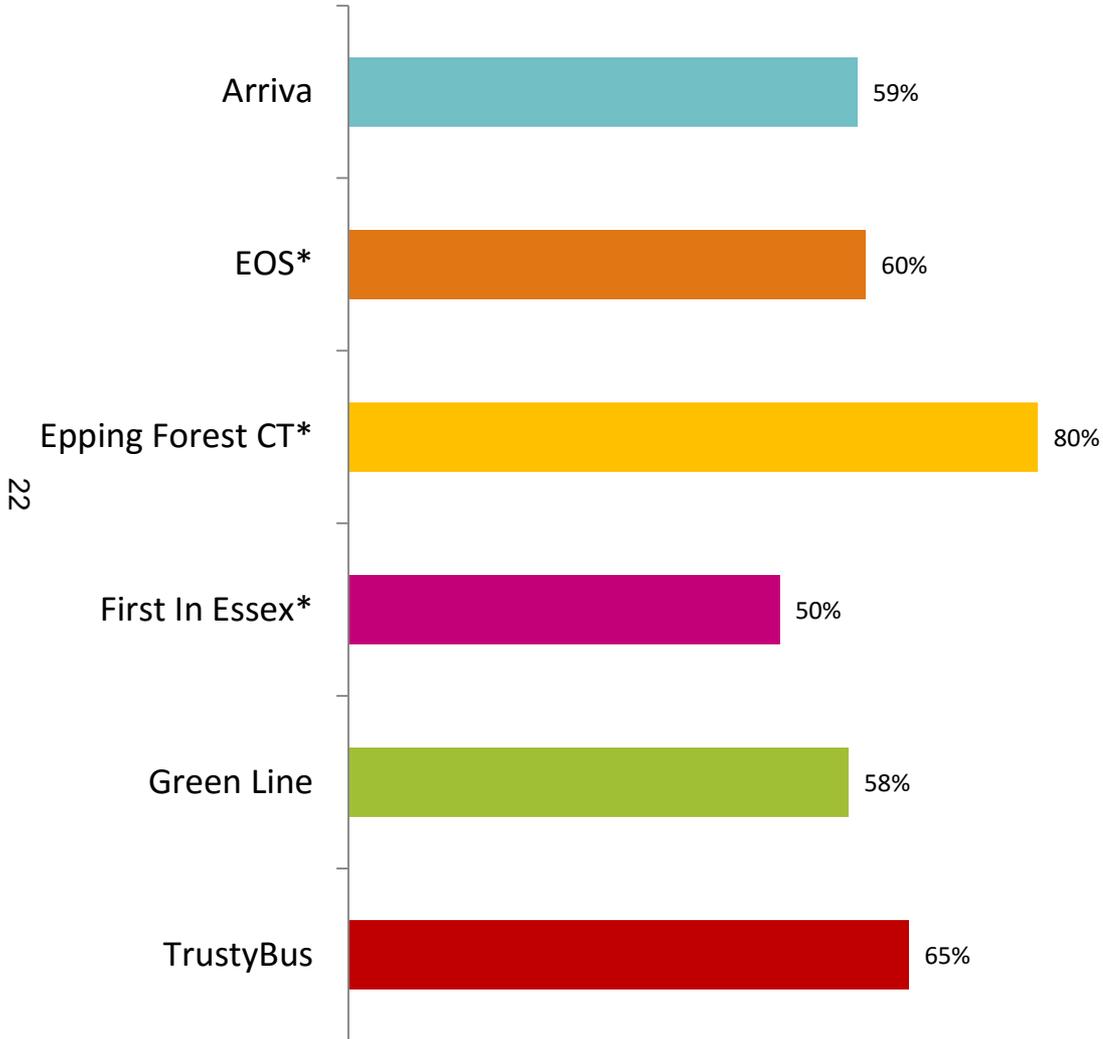
Mean = 3.8
Positive = 61%

Base: 353
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
INFORMATION AT THE BUS STOPS

Service Rating – Information At The Bus Stops



Top box scores (score of 4 or 5)



There are no statistical differences between the operators.

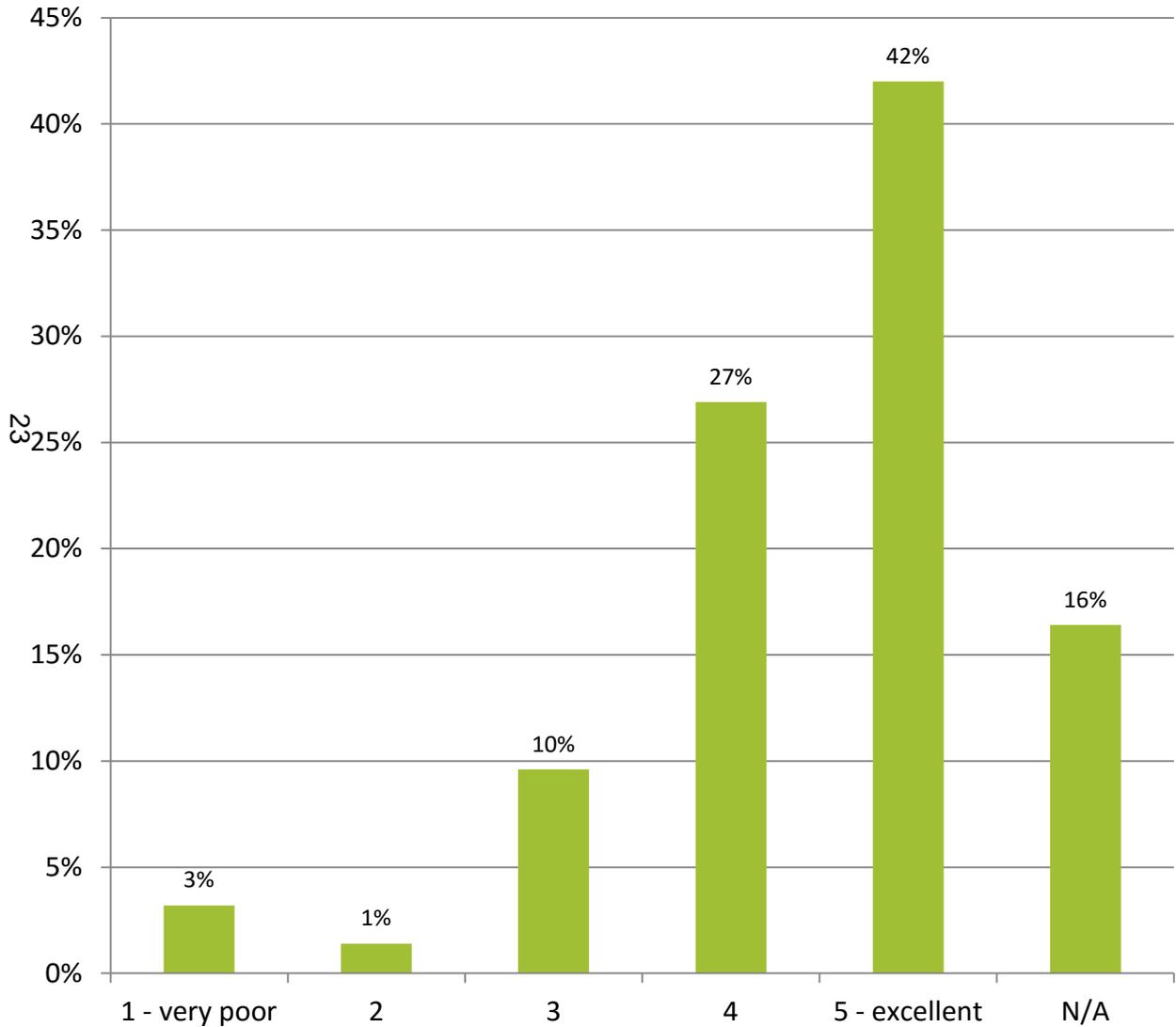
Base: 203, 15, 5, 22, 3, 33, 1, 94

* Base too low to be used in statistical tests

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:

INFORMATION AT THE BUS STOPS

Service Rating – Your Satisfaction With The Service At The Bus Station Information Point



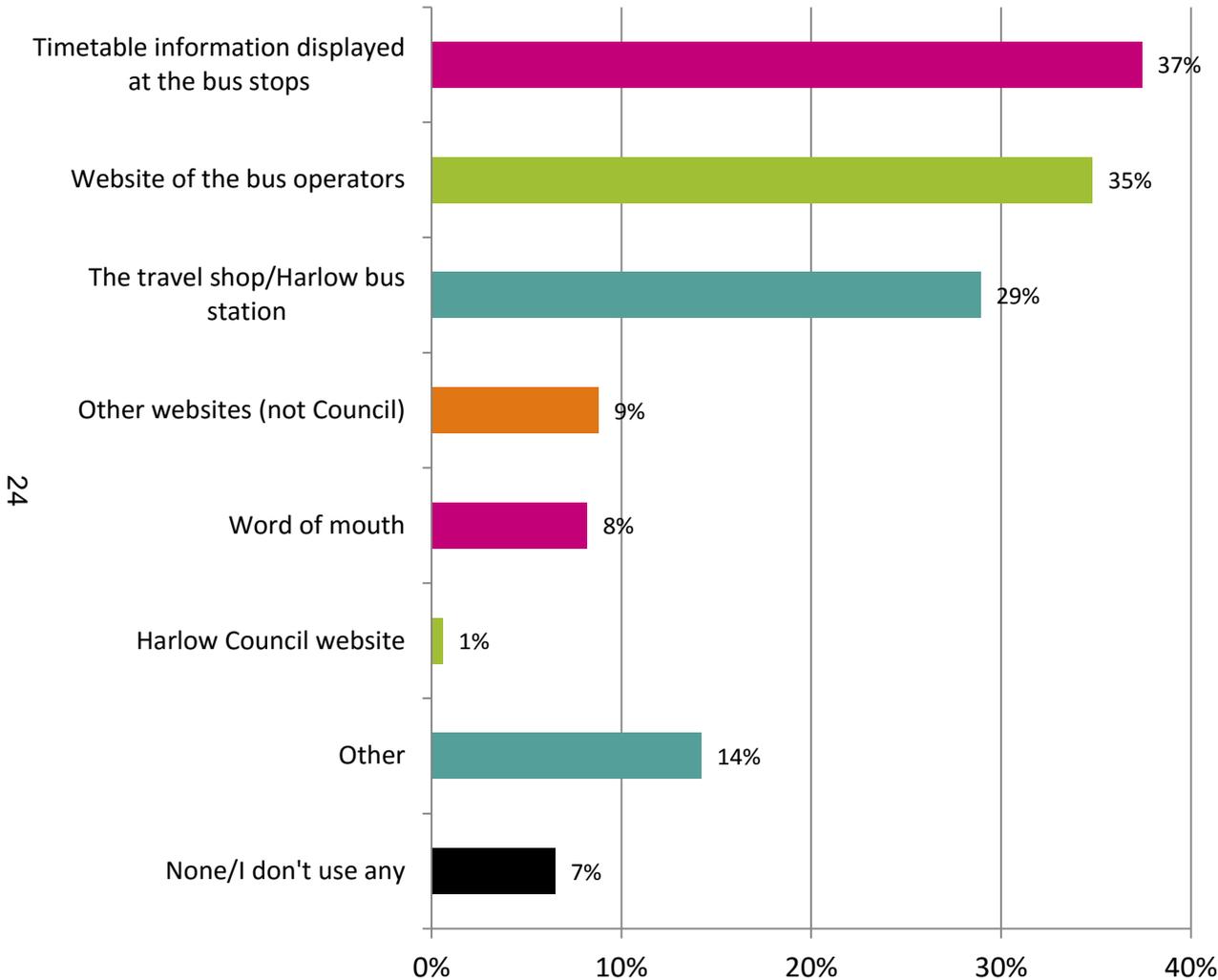
Mean = 4.2

Positive = 69%

Base: 353

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: YOUR SATISFACTION WITH THE SERVICE AT THE BUS STATION INFORMATION POINT

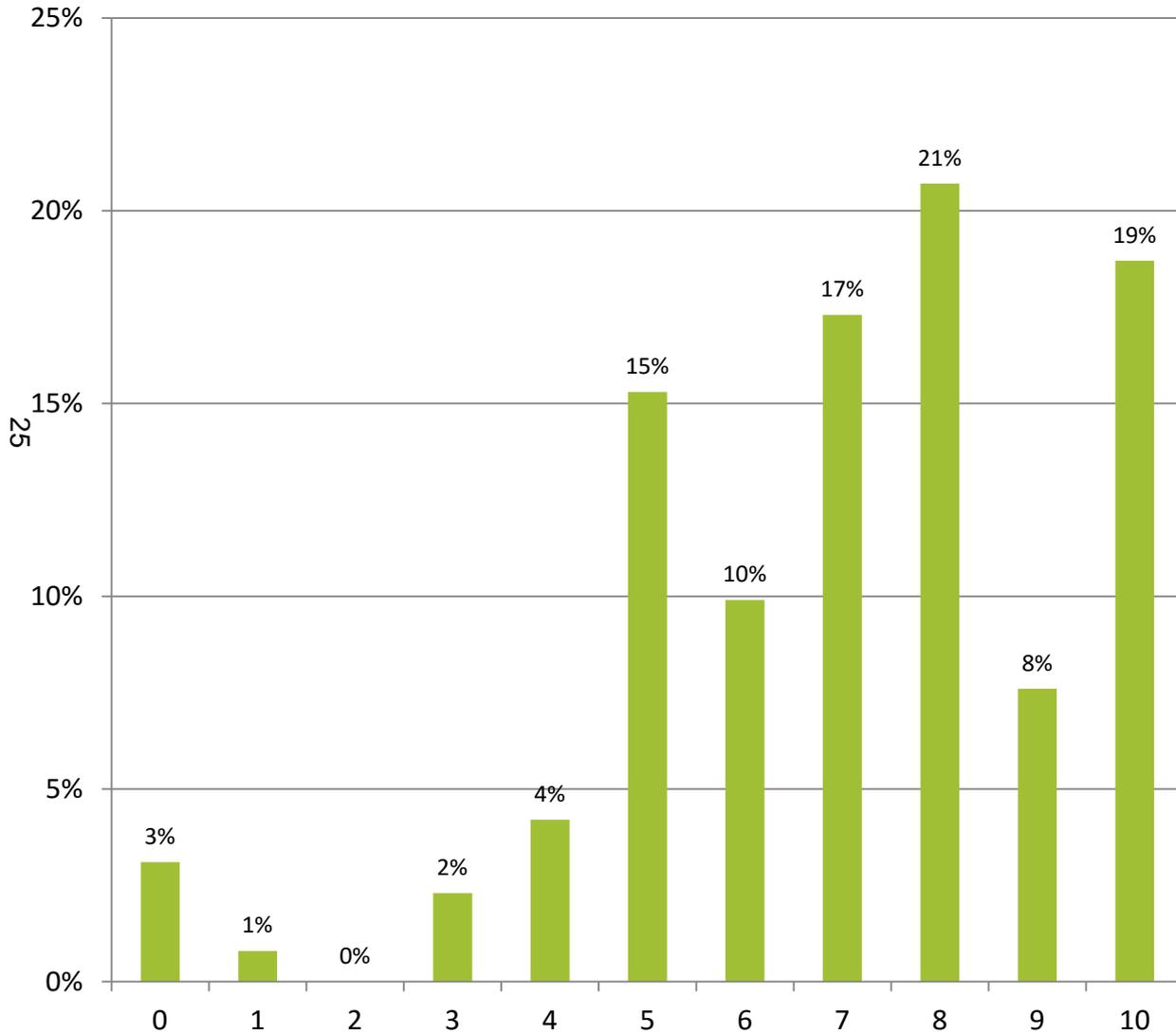
Information Sources Used



- The importance of providing up to date information at the bus stops is evident.
- People under the age of 55 are significantly more likely to use the bus operator websites.
- Those aged 45+ are significantly more likely to use the travel shop at the bus station.

Base: 353
Q2 What information sources do you use to find out about the local bus services?

Likelihood To Recommend (Net Promoter Score)



Mean = 7.0

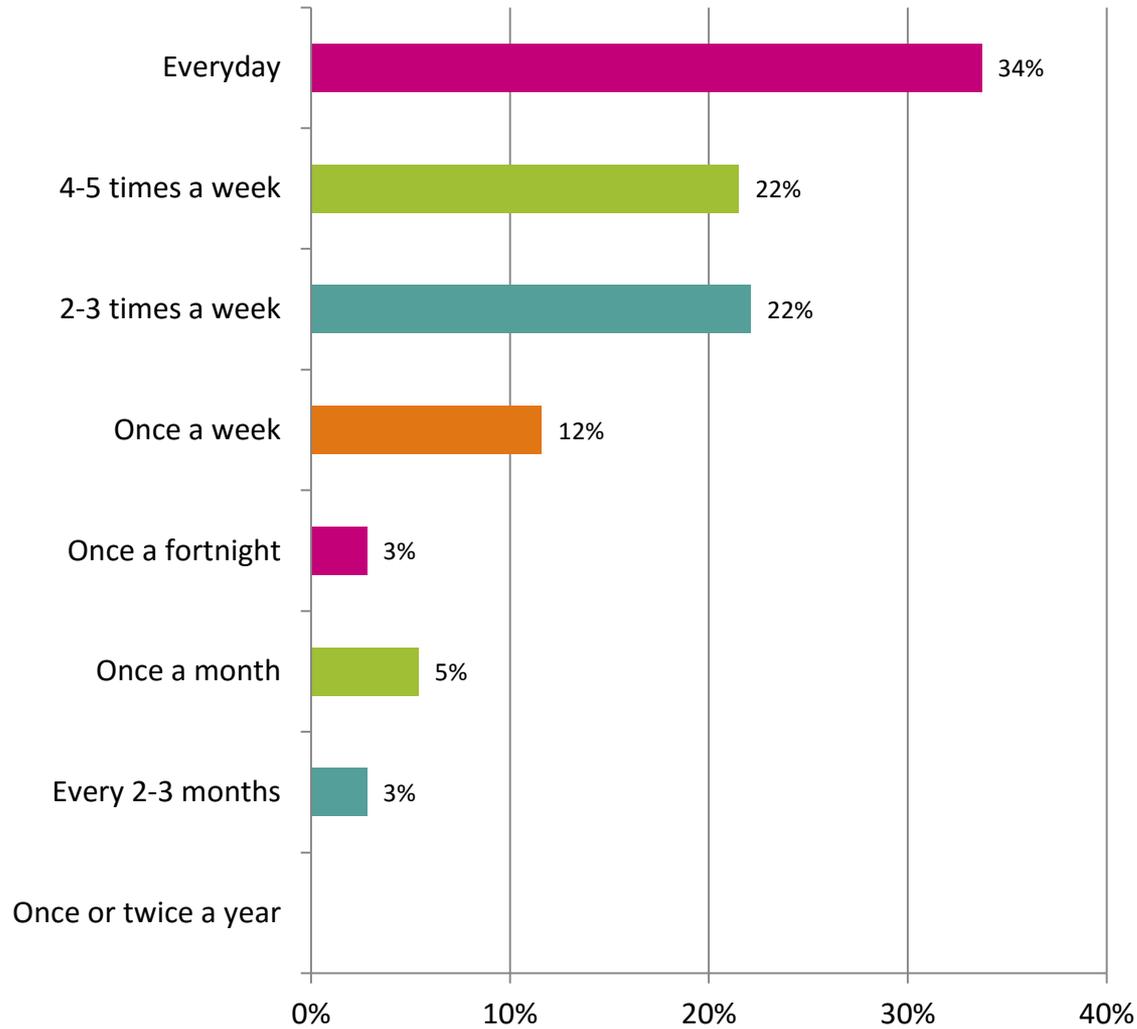
NPS = -8

Base: 353

Q3 How likely would you be to recommend the bus services in Harlow to a friend or family member on a scale of -10, where 10 means extremely likely and 0 means not at all likely?

NPS = Positive (9-10) minus Detractors (0-6)

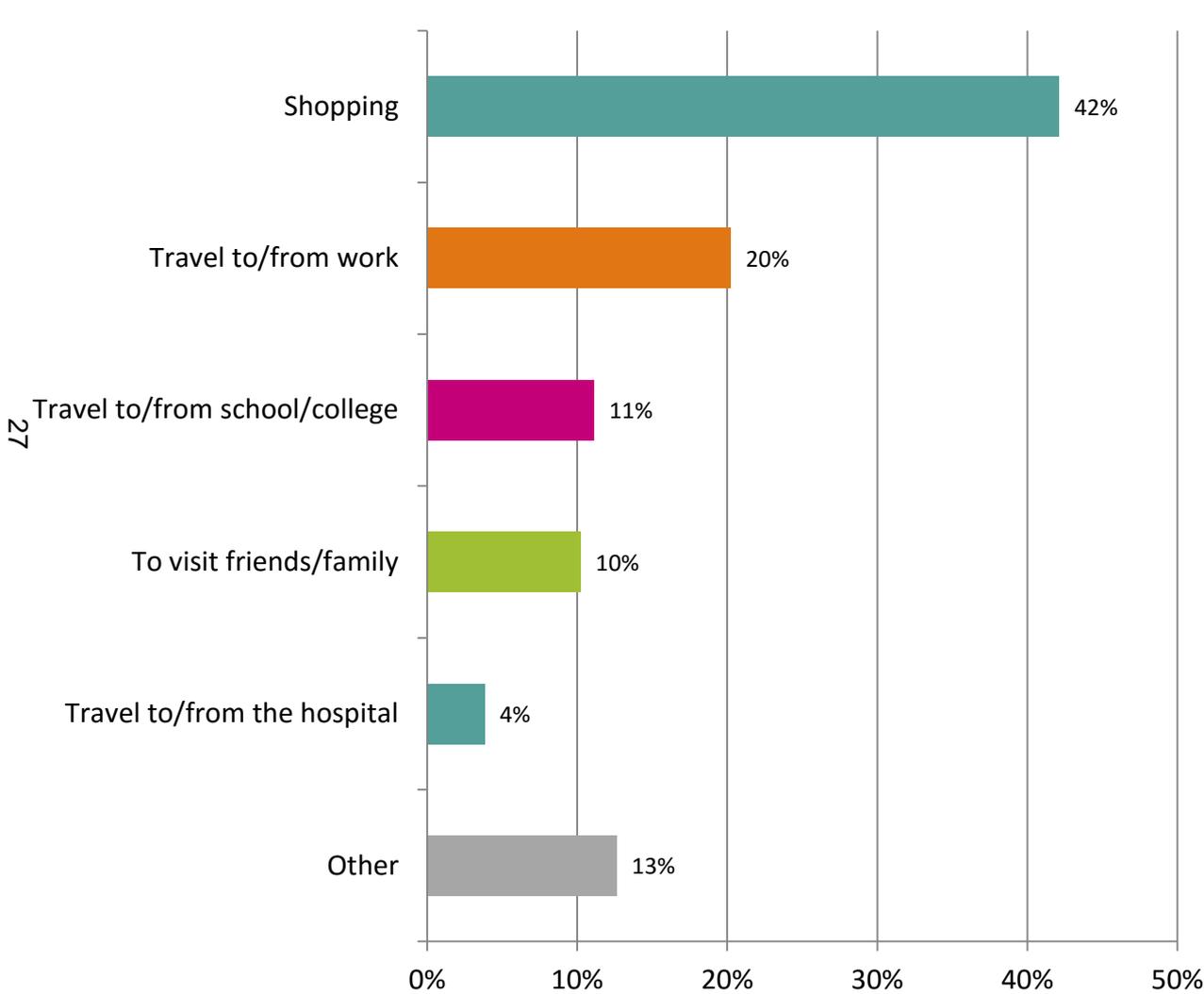
Frequency Of Usage



- Mean = 210 days/annum.
- More than three quarters (77%) of our sample use the bus services at least twice a week.

Base: 353
S1 How frequently do you use the bus services in Harlow and the local area?

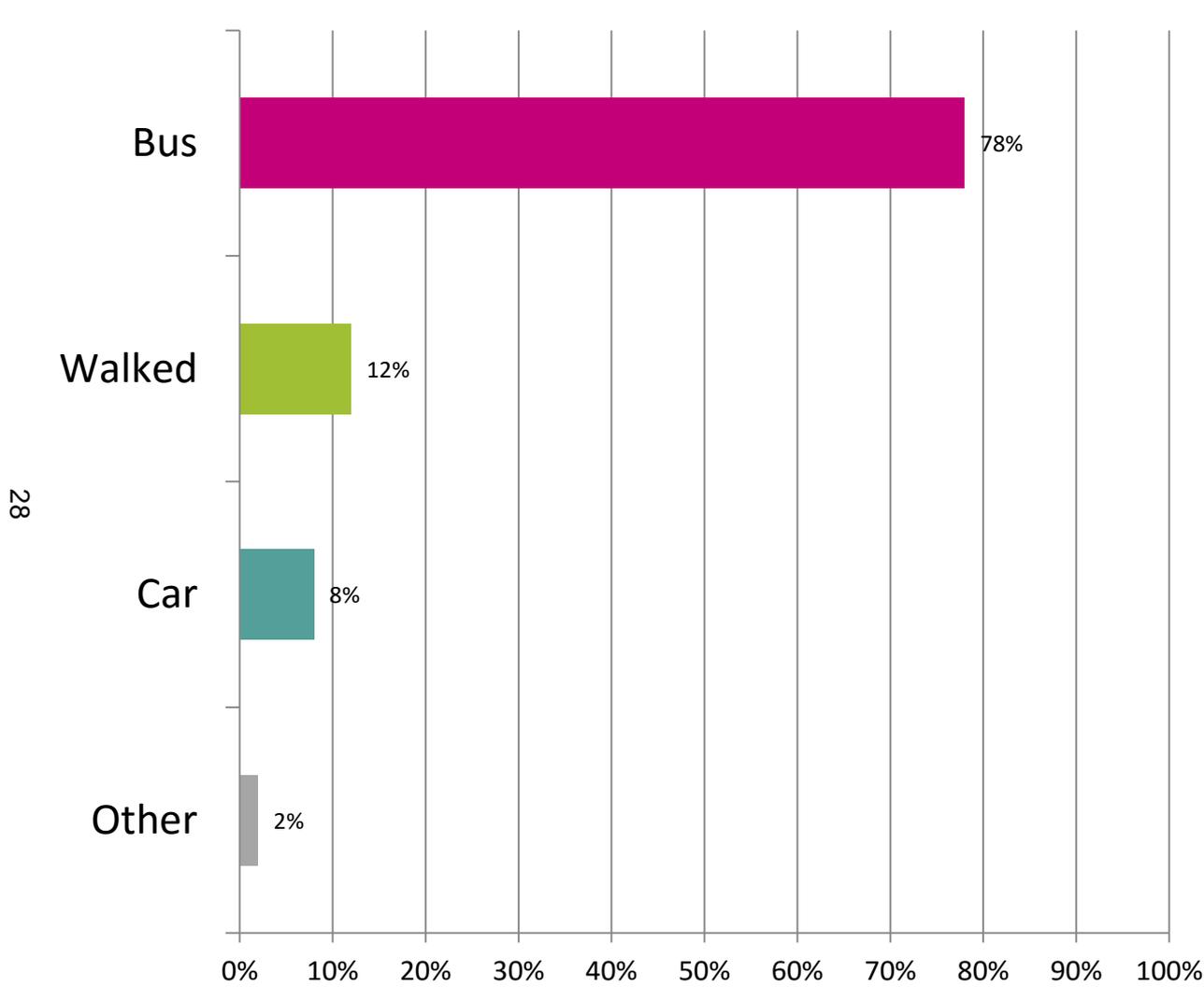
Reason For Bus Usage – On Day Of Interview



Shopping has the highest frequency of mention.

Base: 353
S4 What is your main reason for using the bus today?

Travel Mode – WaterGarden Participants



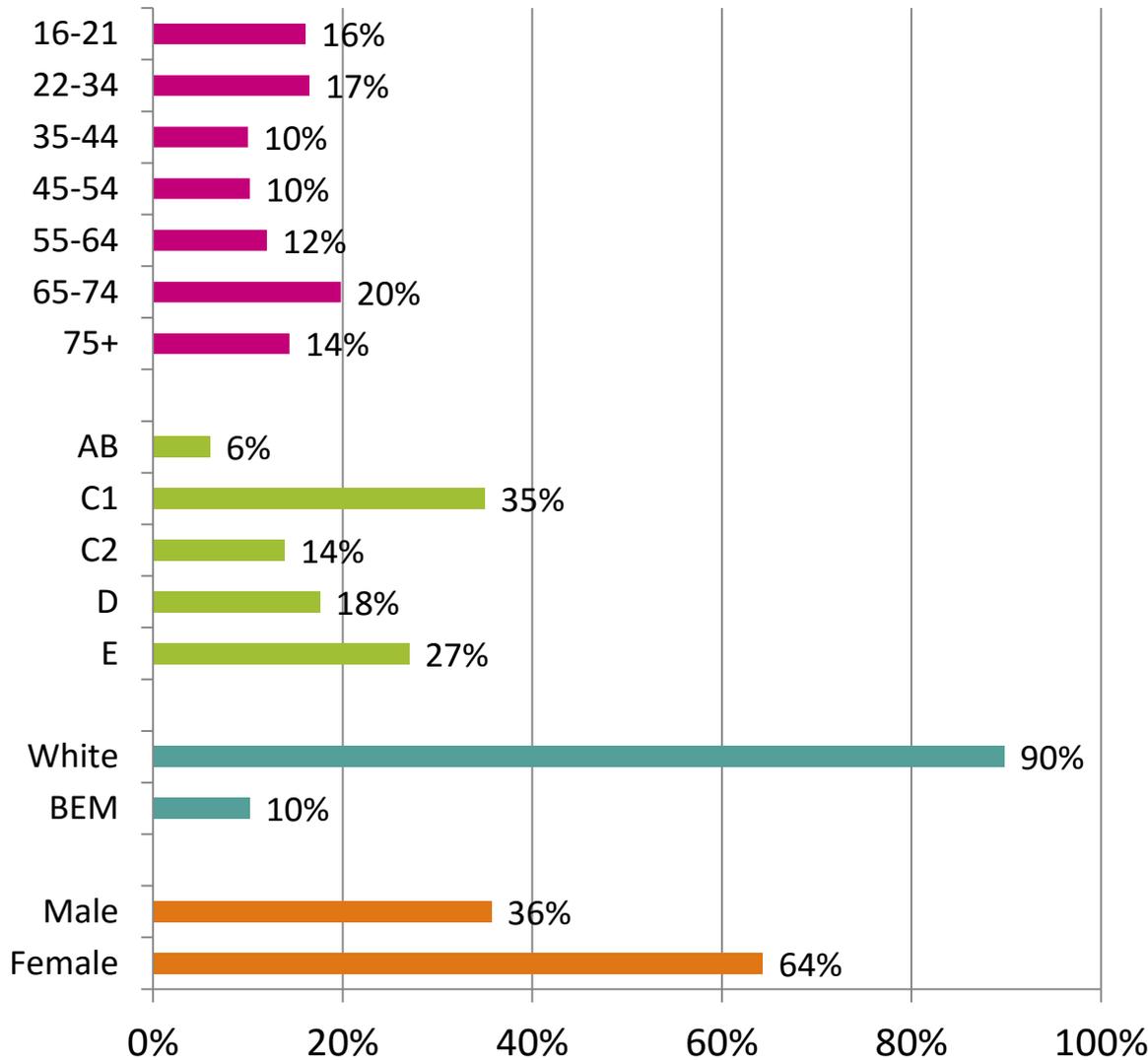
Bus had the highest frequency, but we must be mindful that the screening question filtered out people who did not use the bus at least once a year.

Base: 50 – Note that all those surveyed had to use the bus at least once a year.
S2b How did you travel here today? – WATERGARDEN SAMPLING POINTS

Passenger Demographic Profile



29



- The bus service is serving a wide range of ages. The average age of user in our sample is 49.
- More than a quarter (28%) are on social benefits.

Base: 353
DEMOGRAPHICS

Suggestions for improvements - Selection of free text comments



TrustyBus you can't track the buses, on Arriva you can.

Clean the buses as you can't see out of the windows on some of them.

Need one to run down Edinburgh Way and to Potter Street shops and one past Livingstone House.

Be more polite and helpful e.g. put the ramp down when getting on and off.

Stop charging people with a pensioners bus pass before 9.am - not fair if I need to be somewhere early.

Need more buses after 5pm to Old Harlow when people are leaving work.

Clean outside of buses; some routes don't have enough buses.

Bus needed to Edinburgh Way where all the shops and cinema are.

Employ British drivers who understand locations.

Seats cleaned and monitored.

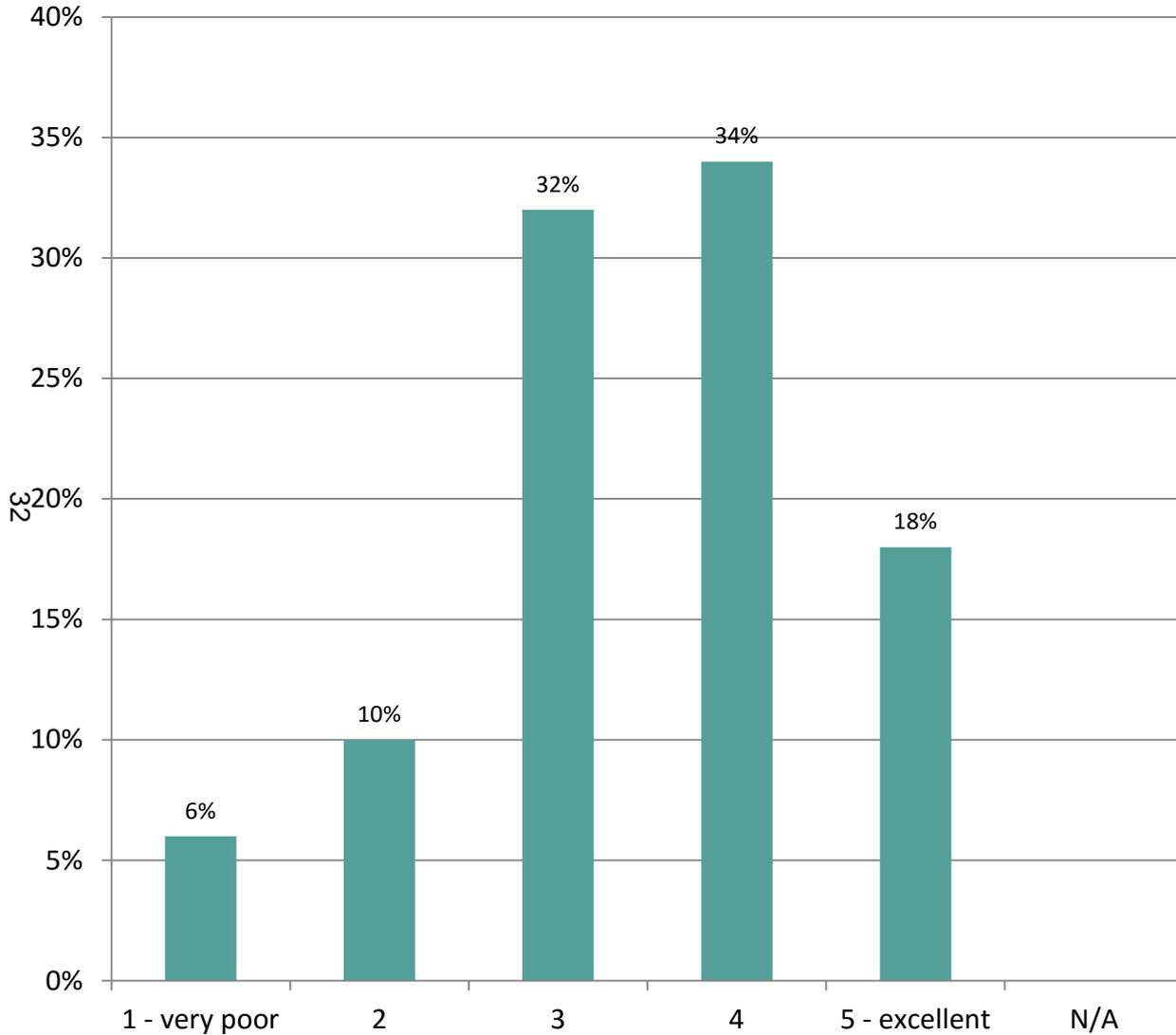
Reduce the return journeys, only a 10p difference with a return to Harlow all day.

Timetables aren't up to date and there are electric boards at other places.



Results - Drivers

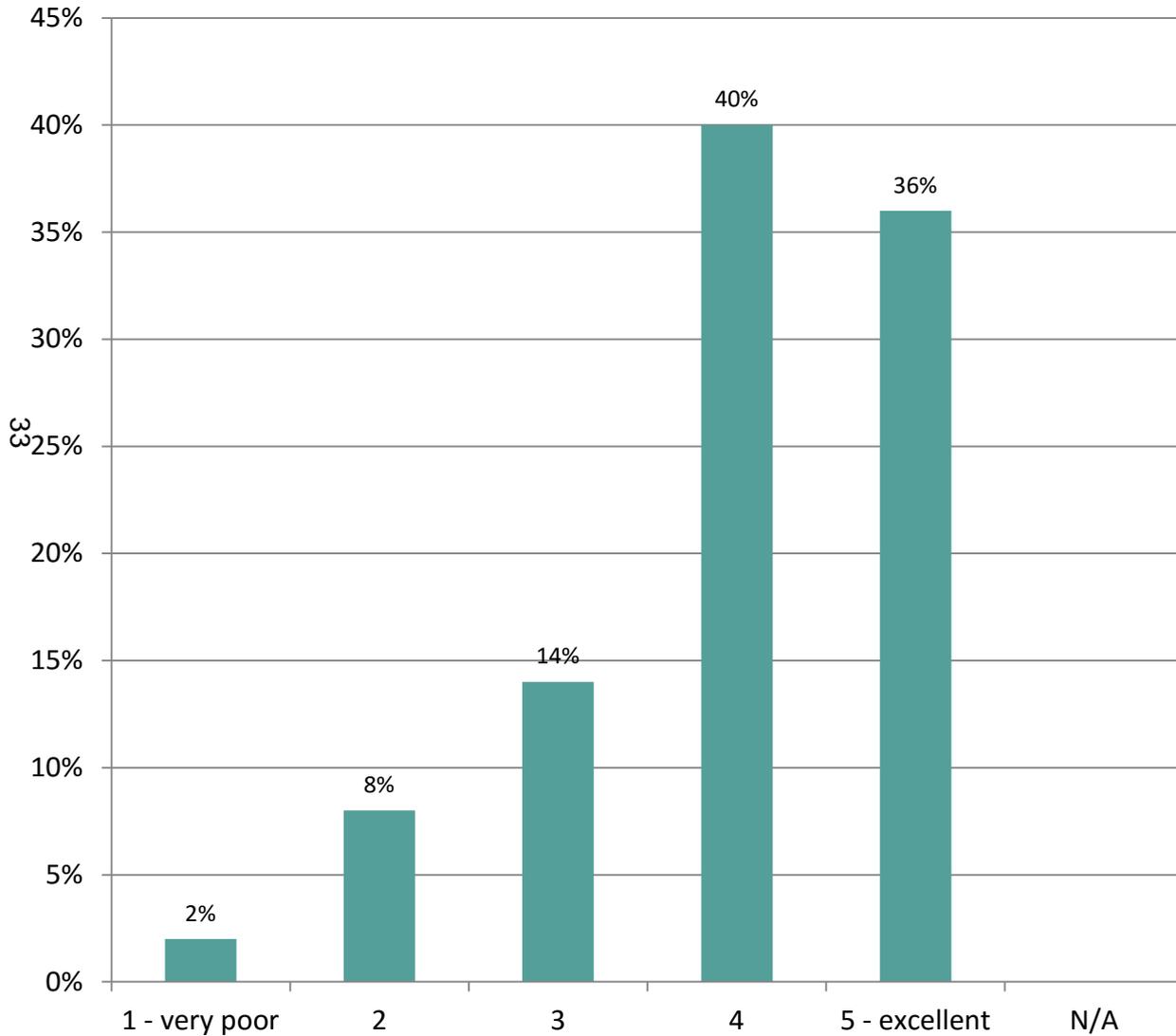
Service Rating – Overall Service Your Operator Delivers In & Around Harlow



Mean = 3.5
Positive = 52%

Base: 50
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: THE OVERALL SERVICE YOUR OPERATOR DELIVERS IN AND AROUND HARLOW

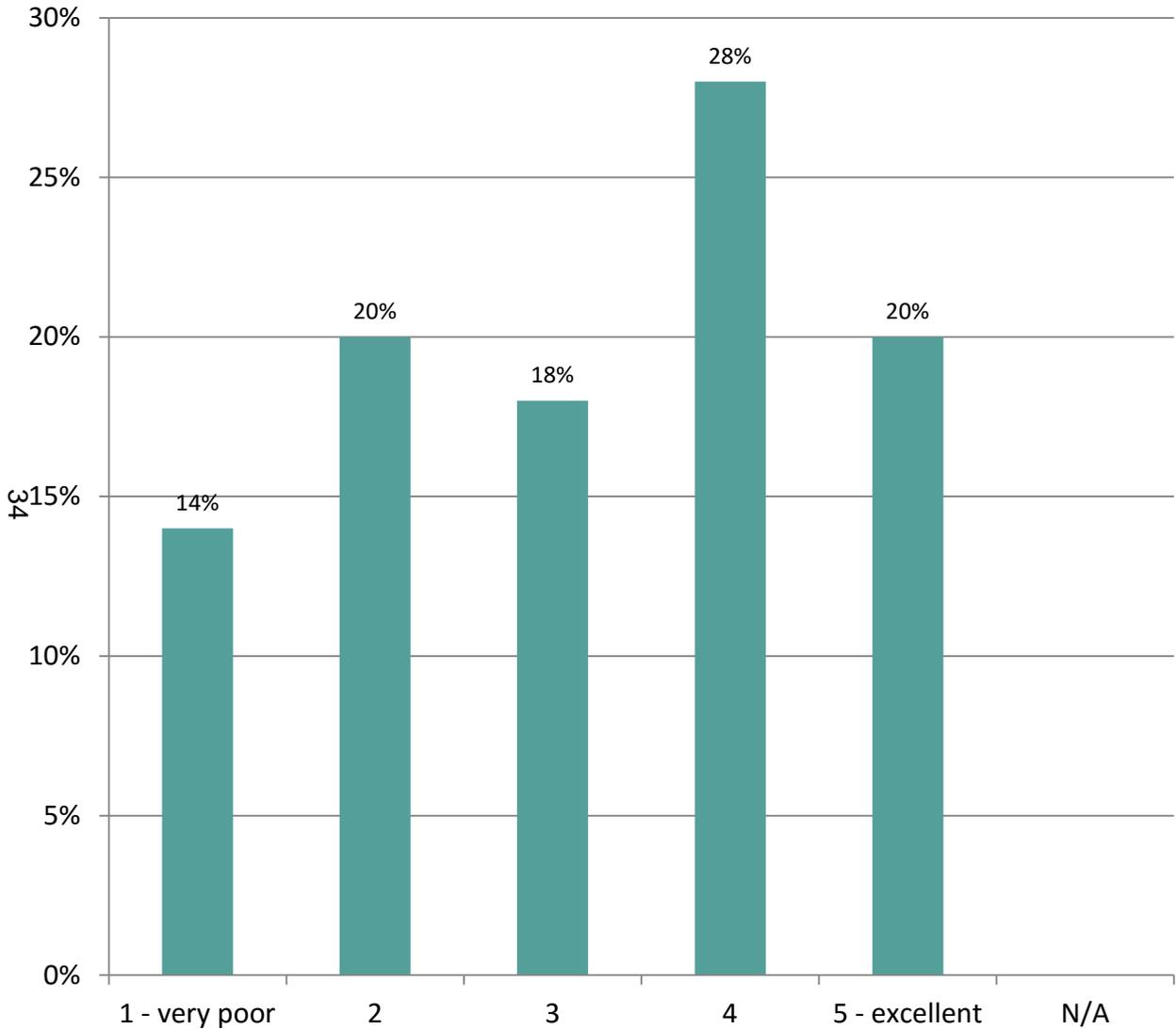
Service Rating – Frequency Of The Service



Mean = 4.0
Positive = 76%

Base: 50
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on:
FREQUENCY OF THE SERVICE

Service Rating – The Fares Charged (Value For Money)

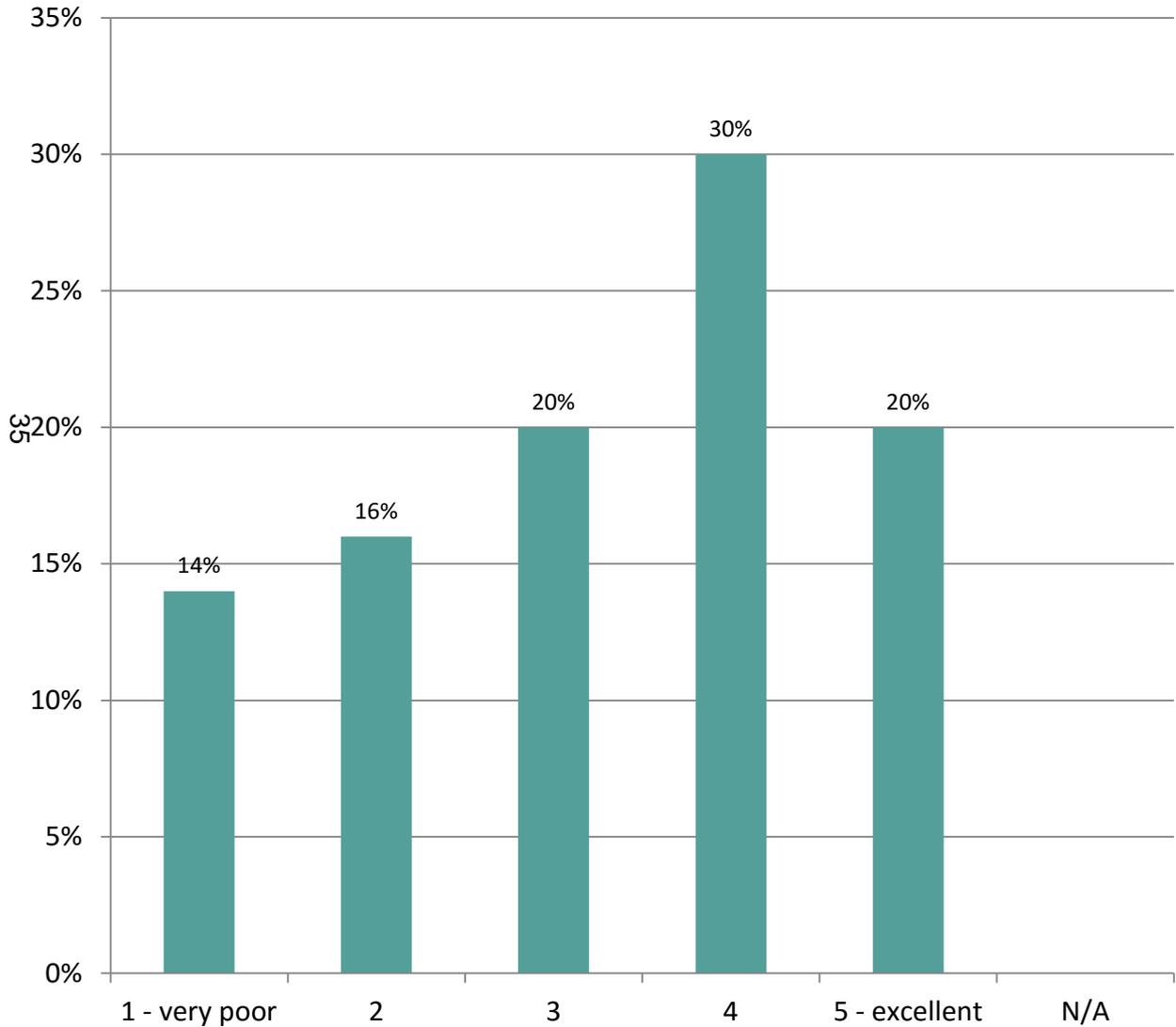


Mean = 3.2

Positive = 48%

Base: 50
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: THE FARES CHARGED (VALUE FOR MONEY)

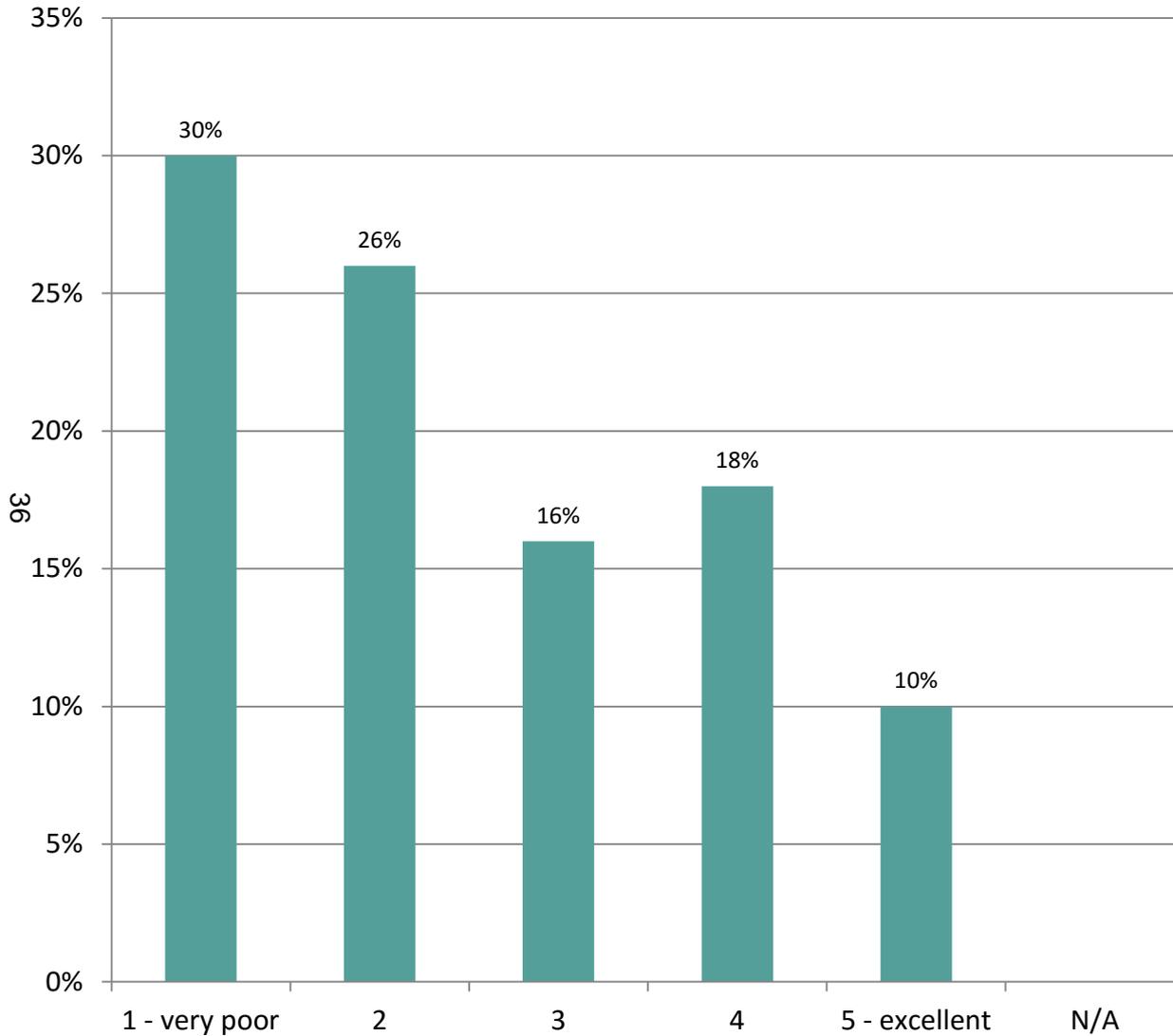
Service Rating – The Condition Of The Buses That You Drive



Mean = 3.3
Positive = 50%

Base: 50
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: THE CONDITION OF THE BUSES THAT YOU DRIVE

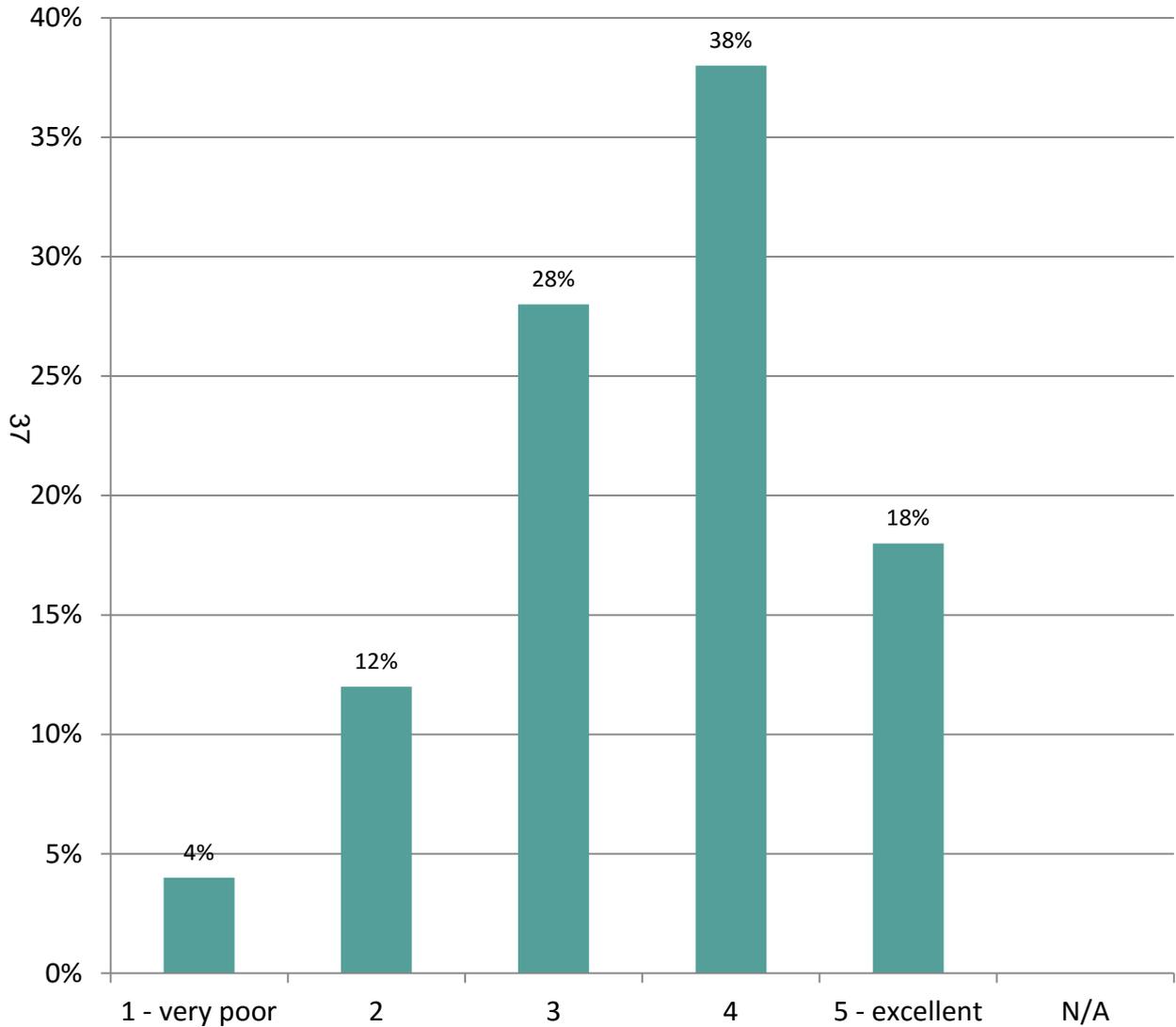
Service Rating – How Valued You Feel By Your Employer



Mean = 2.5
Positive = 28%

Base: 50
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: HOW VALUED YOU FEEL BY YOUR EMPLOYER

Service Rating – How Valued You Feel By Your Passengers



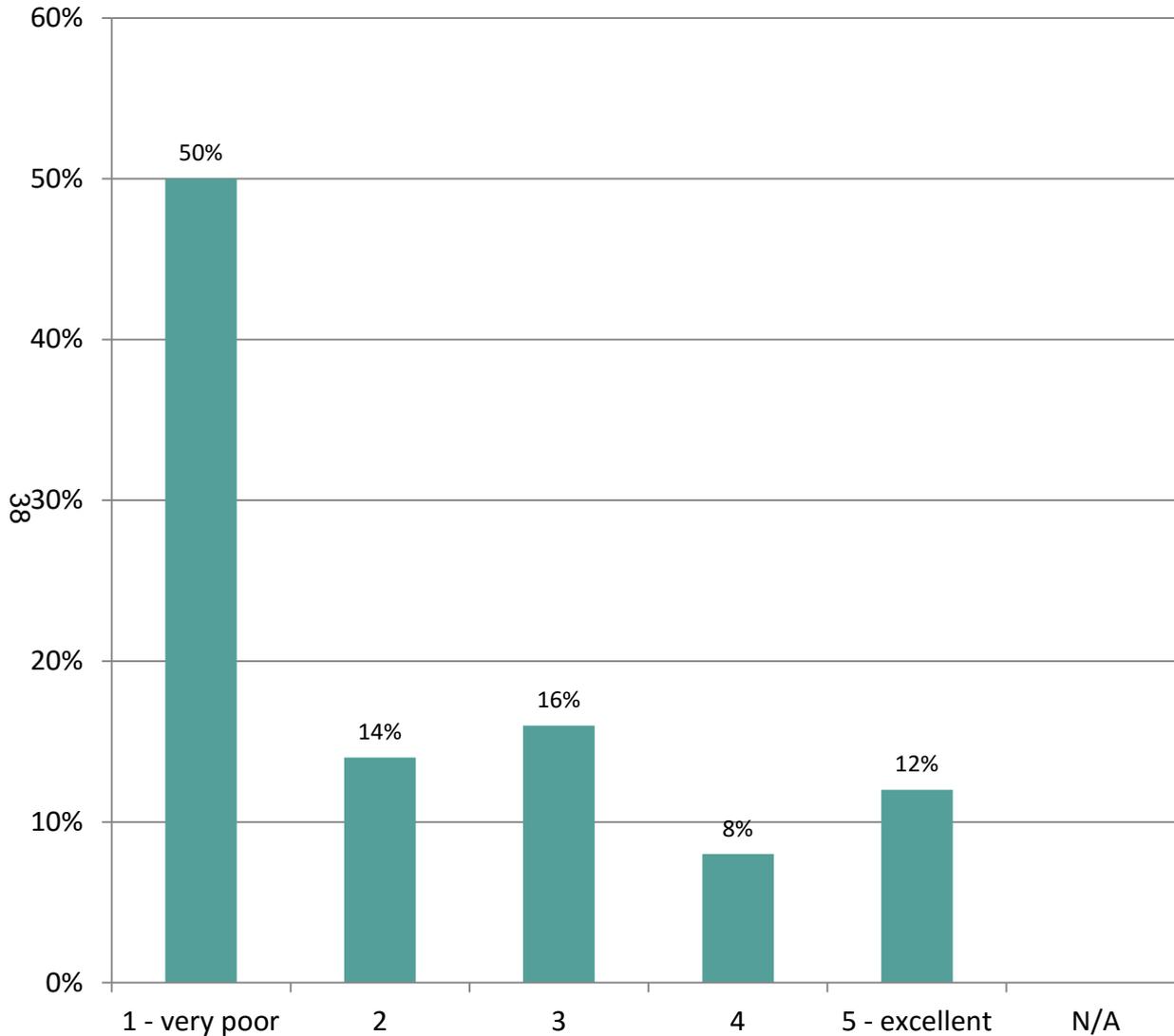
Mean = 3.5

Positive = 56%

Base: 50

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: HOW VALUED YOU FEEL BY YOUR PASSENGERS

Service Rating – How Approachable Your Employer Is To The Ideas & Suggestion Of Drivers



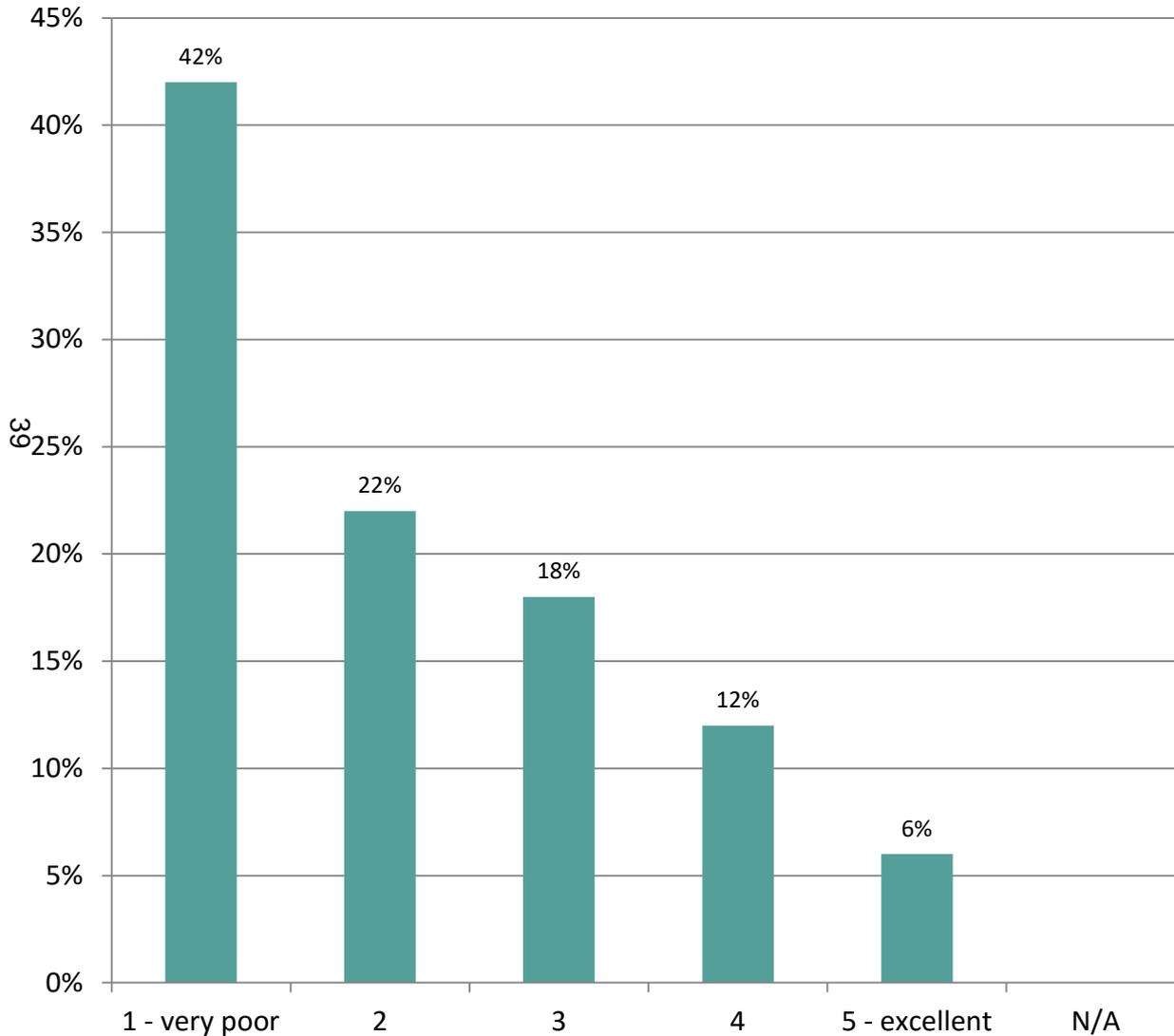
Mean = 2.2

Positive = 20%

Base: 50

Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: HOW APPROACHABLE YOUR EMPLOYER IS TO THE IDEAS AND SUGGESTIONS OF DRIVERS

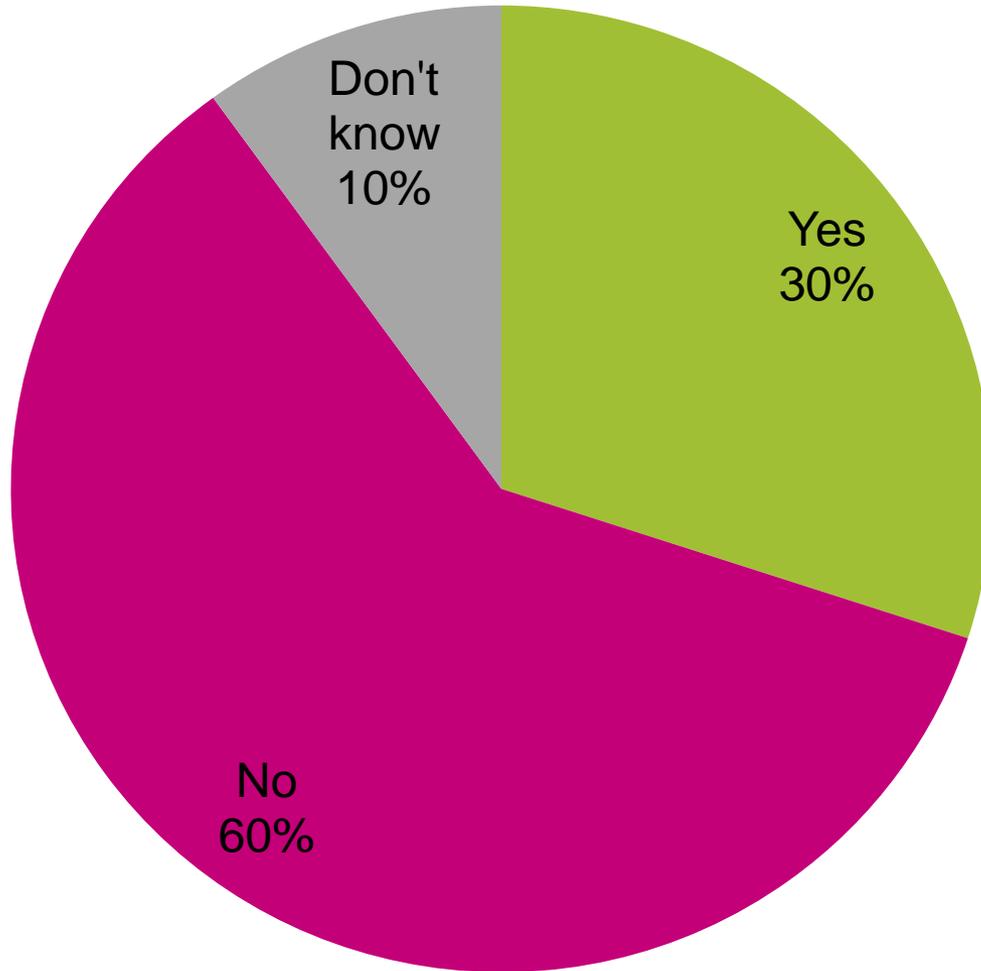
Service Rating – The Bus Routes In Harlow Being Clear For Bus Drivers



Mean = 2.2

Positive = 18%

Base: 50
Q1 Using a scale of 1-5 where 1 is very poor and 5 is excellent please rate the local bus service on: THE BUS ROUTES IN HARLOW BEING CLEAR FOR BUS DRIVERS

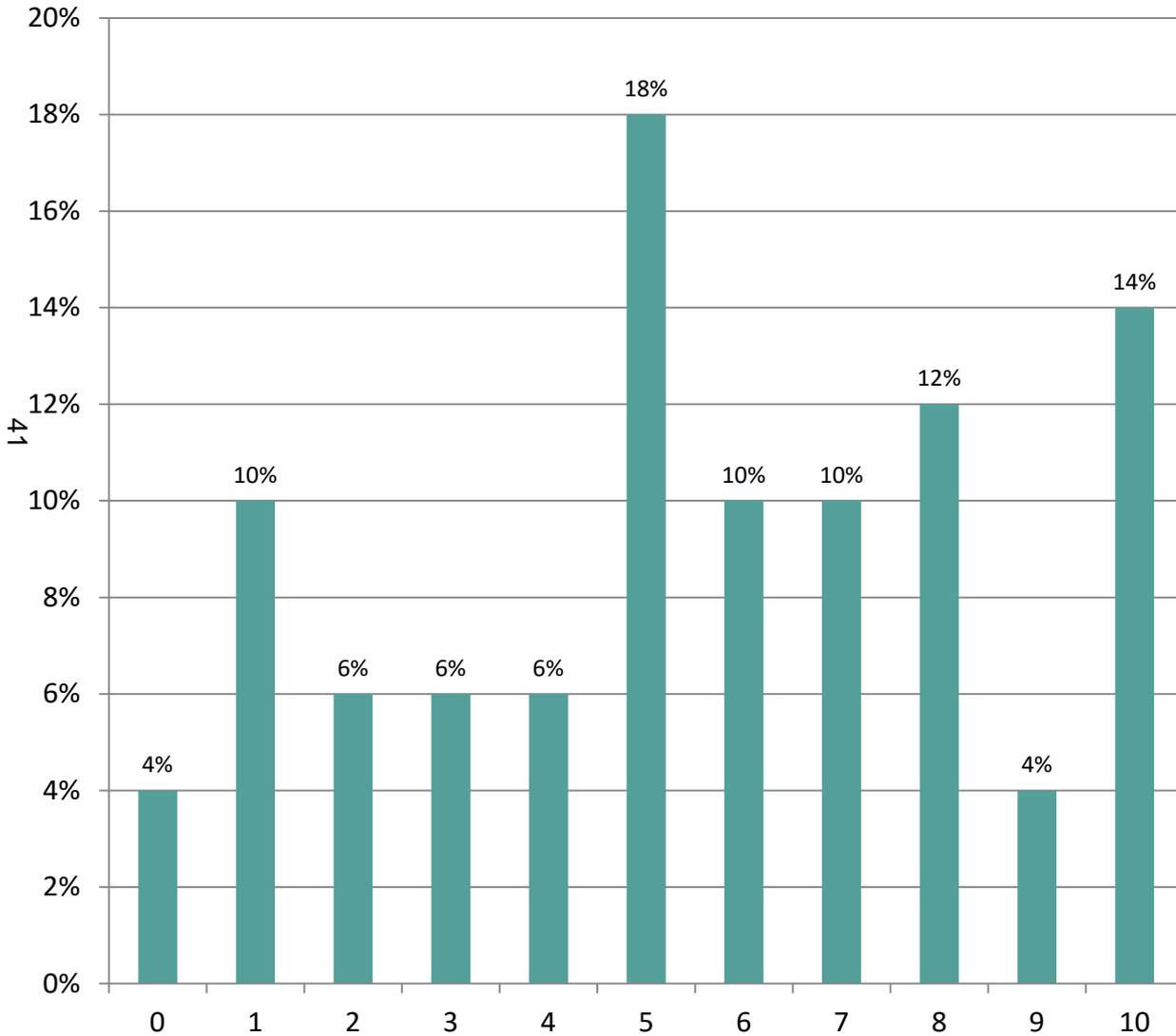


40

- Only 3:10 of drivers feel that their employer engages with drivers to seek their views and opinions.
- 28% of Arriva drivers answered that their employer engages with them compared to 40% of TrustyBus drivers.

Base: 50
Q2 Does your employer engage with drivers to seek their views and opinions?

Likelihood To Recommend Employer (NPS)

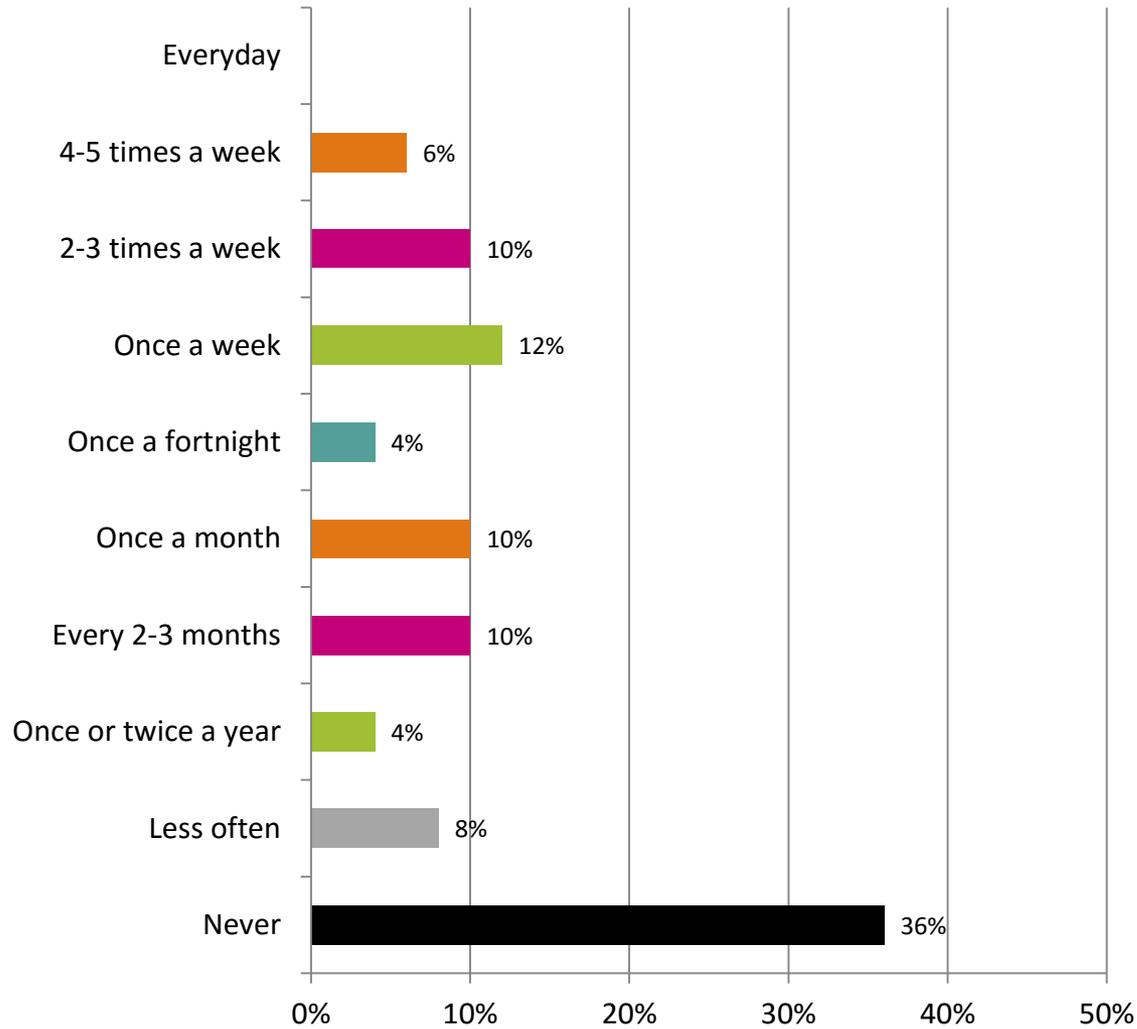


-  Mean = 5.6
-  NPS = -42
-  Arriva NPS = -51
-  TrustyBus NPS = 0
-  NPS is positive for those drivers who say they are engaged with (+13 compared to -77 for those who say they are not).

Base: 50
Q3 How likely would you be to recommend your employer as a place to work on a scale of -10, where 10 means extremely likely and 0 means not at all likely?

NPS = Positive (9-10) minus Detractors (0-6)

Frequency Of Bus Usage

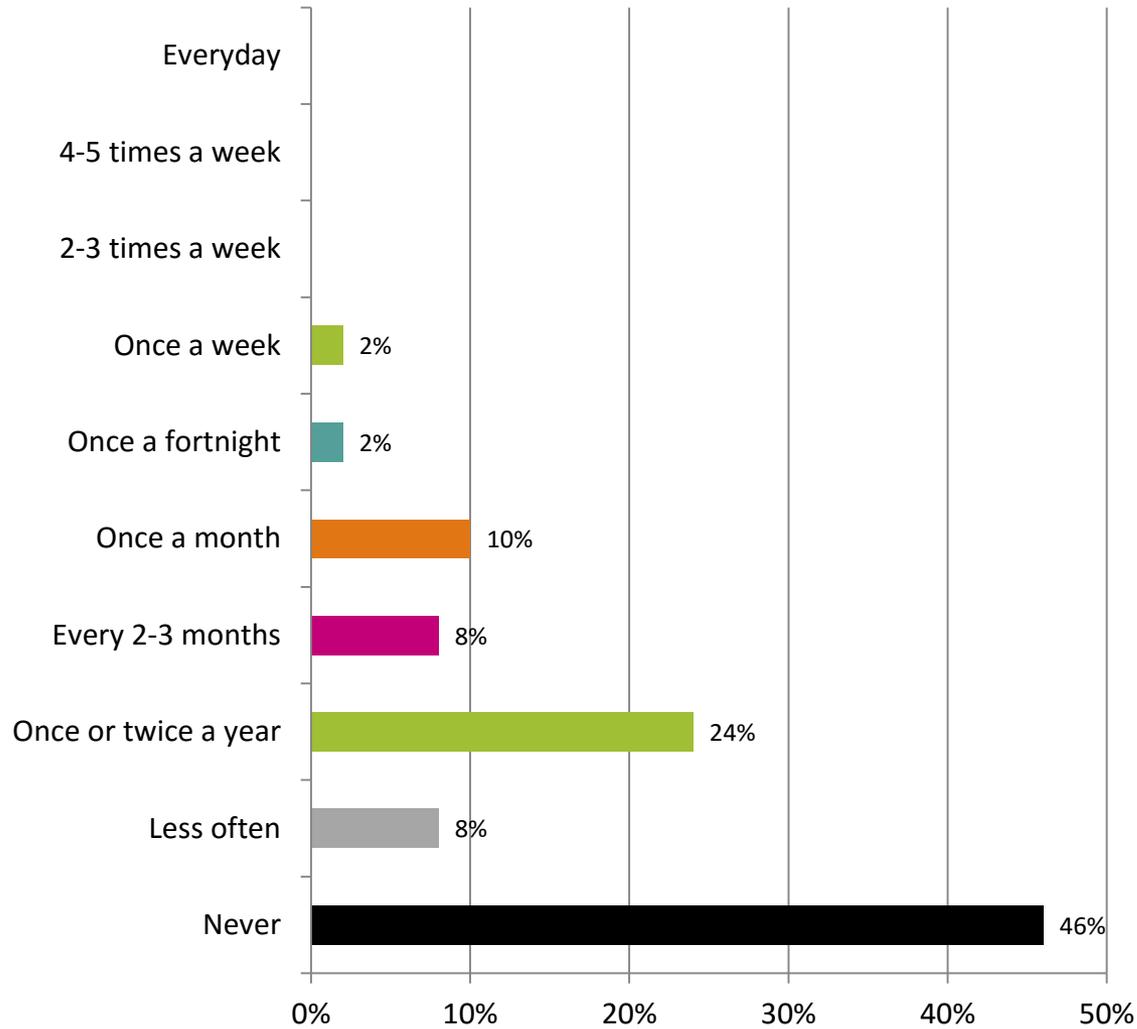


Mean = 36 days/annum.

28% of drivers surveyed use the bus themselves at least once a week.

Base: 50
Q5a In your personal life how frequently do you use the bus?

Frequency Of Train Usage



- Mean = 3 days/annum.
- Usage of the train is clearly very infrequent.

Base: 50
Q5b In your personal life how frequently do you use the train?

Suggestions for improvements - Selection of free text comments



Night services can't get home after 10:45pm; poor service reliability.

Wash buses as the washer is broken. Info service should have an Arriva employee.

More communication between Arriva and passengers and drivers; more reliable buses.

Everything - someone looking at routes timings get lost.

Council sort out parking in certain areas at bus stops.

Continue the good service particularly later at night for workers and passengers after 10pm.

Bad car parking delays buses. Come up to date with ticketing machines use oysters etc.

End buses where people need instead of routes covered by other companies.

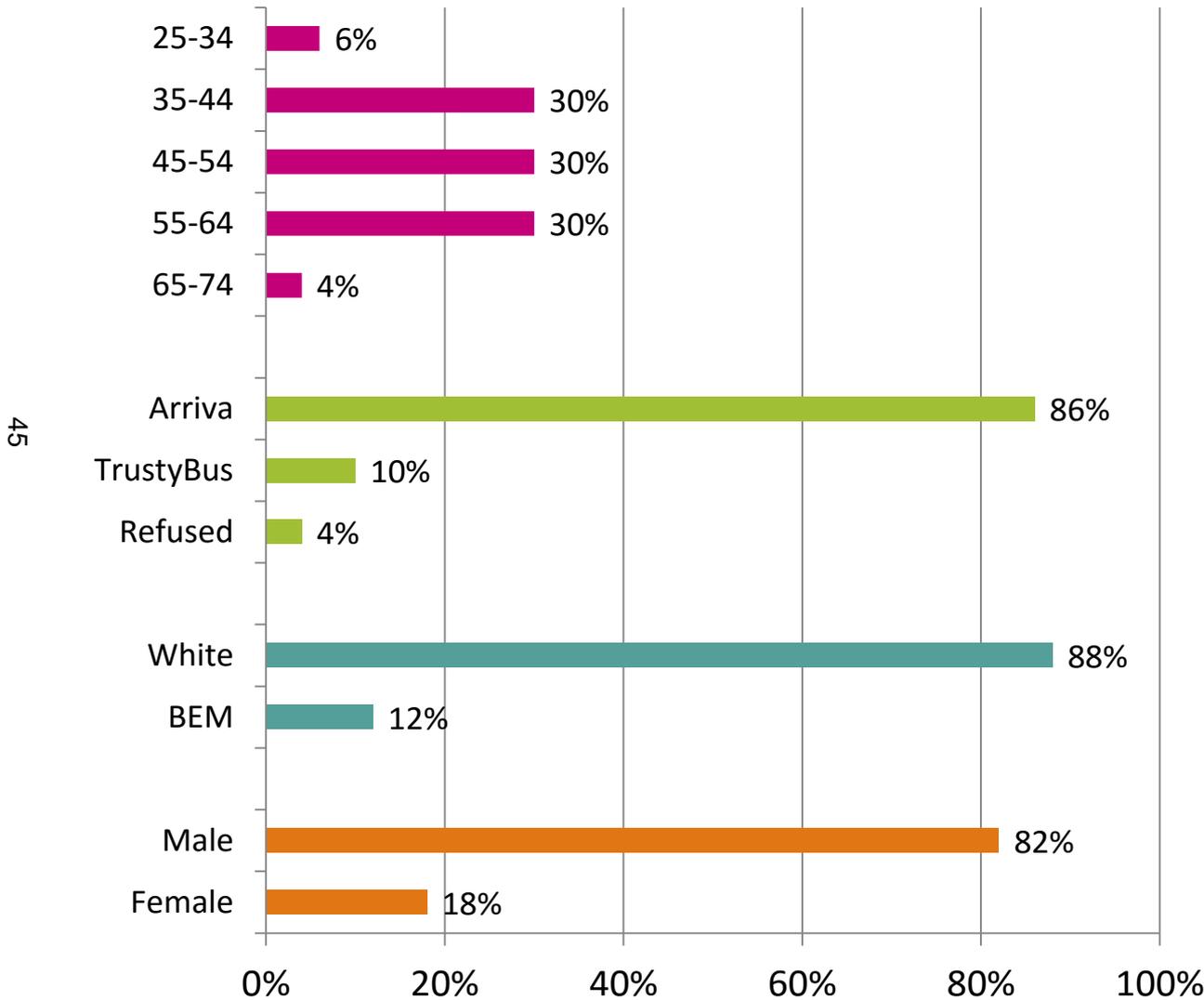
The bus station needs a decent Manager who knows what he is doing.

Better more reliable buses that effects everything/reduce the fare; bring back more customers.

Cover most of it but put a bus on to Edinburgh Way.

Listen to passengers more - take their views into consideration and listen to drivers.

Driver Demographic Profile



- The average age of bus driver in our sample is 49.
- Our sample is heavily skewed towards Arriva employees.

Base: 50
DEMOGRAPHICS



Conclusions



- The result indicated that passengers are generally positive towards the service provided by the drivers There is a positive skew for friendliness of drivers and efficiency of drivers.
- However, there are clearly specific areas for the operators and Council to focus on to improve passenger experience most notably; improving the information displayed at the bus stops, overall reliability and frequency of service.
- The detailed results indicate that Greenline and TrustyBus are offering better value for money than Arriva.
- The negative passenger NPS score is disappointing. More initiatives should be introduced to encourage 'positive word of mouth'.
- The reason for using the buses with the highest frequency is 'shopping'. Future consultation should focus on this segment to test new services.
- Free text passenger comments were varied and included; improving the cleanliness of buses, improving the frequency of buses later into the evening and suggestions for new routes e.g. Edinburgh Way.
- Drivers feel undervalued by their employers. The results indicated that they feel their employers are failing to listen to their needs and concerns. A significant number of drivers believe that the operators are failing to offer value for money.
- Drivers clearly feel that more needs to be done to keep bus routes clear.
- A significantly negative driver NPS score shows that drivers are unlikely to talk about their employer in a positive way.



APPENDICES



- Computer rounding may mean that figures add up to slightly more or slightly less than 100%.
- Sampling errors will be higher where sub group analysis is quoted and differences may not be statistically significant.
- Don't know responses have been excluded from mean score calculations.
- Base sizes for all questions are shown on the charts. Although a total 353 passengers and 50 drivers were interviewed, on some questions the base figures will be lower due to questionnaire routing and / or other filters applied.
- 49 • As with any data collection where a sample is being drawn to represent a population, there is potentially a difference between the response from the sample and the true situation in the population as a whole. Many steps have been taken to help minimise this difference but there is always potentially a difference between the sample and population – this is known as the standard error.
- The standard error can be estimated using statistical calculations based on the sample size, the population size and the level of response measured (as you would expect you can potentially get a larger error in a 50% response than say a 10% response simply because of the magnitude of the numbers).
- To help understand the significance of this error, it is normally expressed as a confidence interval for the results. Clearly to have 100% accuracy of the results would require you to sample the entire population. The usual confidence level used is 95% - this means that you can be confident that in 19 out of 20 instances the actual population behaviour will be within the confidence interval range.



 The confidence intervals at a confidence level of 95% are as follows:

95% Confidence level	Confidence interval N=353	Confidence interval N=50
50	±5.2%	±13.2%
40	±5.1%	±12.9%
30	±4.8%	±12.1%
20	±4.2%	±10.5%
10	±3.1%	±7.9%

50



- No part of this report may be reproduced or transmitted in any form or by any means, or stored in any retrieval system of any nature without the prior written permission of QRS.
- QRS warrants that reasonable skill and care has been used in preparing this report. Notwithstanding this warranty QRS shall not be under liability for any loss of profit, business, revenues or any special indirect or consequential damage of any nature whatsoever or loss of anticipated saving or for any increased costs sustained by the client or his or her servants or agents arising in any way whether directly or indirectly as a result of reliance on this publication or of any error or defect in this publication.
- 51 • QRS makes no warranty, either express or implied, as to the accuracy of any data used by QRS in preparing this report nor as to any projections contained in this report which are necessarily of a subjective nature and subject to uncertainty and which constitute only QRS's opinion as to likely future trends or events based on information known to QRS at the date of this publication.
- This publication is intended for use only by the client for whom it was prepared and shall not be quoted or made public in any way without QRS's written consent. QRS shall not in any circumstances be under any liability whatsoever to any other person for any loss or damage arising in any way as a result of reliance on this publication.
- This publication is made available to you subject to QRS's terms of engagement to which your attention is hereby drawn.



4th Floor, 29 Broadwater Road
Welwyn Garden City
Herts. AL7 3BQ
Tel: +44(0)1707 331 332

www.qrs-research.co.uk

Q4

Appendix B

- 1 Nothing they are okay as they are/ that's all
- 2 More buses/ more regular timetable on my route only 2 every hour/ need to run on time past my stop coming into Harlow/ that's all
- 3 Bus drivers need to be a bit friendlier/ that's all
- 4 I am very satisfied at the moment/ that's all
- Information regarding how late your bus is going to be at your bus stop as sometimes you stand for ages with no info on how late it is going to be need
- 5 electronic bus stops that give that kind of info/ that's all
- 6 They need to turn up on time and need to supply information as to when it will turn up if ever/ that's all
- 7 Nothing
- 8 Not in Harlow but the other end in Chelmsford needs to give more info/ that's all
- 9 Nothing it is quite good/ that's all
- 10 Make the timetables up to date/ that's all
- 11 Need more buses at the right stops as sometimes they park at other stops so you don't notice they are there and then they go/ that's all
- 12 Nothing really they are really nice as they are/ that's all
- 13 Nothing everything is fine/ that's all
- 14 Nothing
- 15 Nothing really/ that's all
- 16 Not sure really
- 17 Have more buses at nighttime even 1 an hour as some people need them in the early hours to get home/ that's all
- 18 There isn't anything really/ that's all
- 19 Need more frequent buses on my route/ that's all
- 20 They need to be on time/ need more cover when drivers are late/ that's all
- 21 410 needs more regular and bring 410a/ that's all
- 22 I don't know really they are ok/ only a couple of the drivers can be rude so maybe more training/ that's all
- 23 Nothing really except maybe running on time, new buses and make sure they are warm when you get on/ that's all
- 24 Make the 59 more regular/should be 4 in an hour not just one/ that's all
- 25 More information on cancellations so you know what is happening/ especially at Harlow/ that's all
- 26 They have to be on time/ 510,509 never are they on time!/ They make me late for work/ that's all
- 27 Have tickets like the interlink explorer operative on all buses/ that's it
- 28 I don't know
- 29 Need a book with all the bus routes and times so if you want to go somewhere other than your normal route you can plan it/ that's all
- 30 More frequent buses on the route I use 724/ only 1 per hour/ that's all
- 31 They need 2 doors on the buses/ like London buses/ that's all
- 32 The orange Eos bus seriously needs to get more buses on certain routes as they are only 1 every 1/2 hour need more!/ that's all
- 33 Nothing but at times delays
- 35 Run on time, less delays
- 36 Bus shelter could be warmer
- 37 The evening service should be more frequent.
- 38 Better frequency and be more on time.
- 39 Newer buses.
- 40 Increase the number and frequency of buses
- 41 If there could've a service to Edinburgh way/tesco
- 42 Get back buses to tesco and Sainsburys I bishop stortford
- 43 Dk
- 44 Nothing
- 46 More on time service, not cutting any out.
- 47 Some buses are a bit old. Make the bus shelter warmer.
- 48 Show up on time
- 49 Nothing
- 50 Dk
- 51 Better bus frequency
- 52 Turn up and on time. Improve the Sunday service and expand the route.
- 53 Dk
- 54 Dk
- 55 More connections instead of always coming back into the town.
- 56 Better facilities for drivers, management should listen to them more . Need newer buses on all routes not only a few.
- 57 Nothing
- 58 No
- 59 More buses going to temple fields
- 60 Less buses to epping. Ned more from potter stret to harlow
- 61 Be more reliable. I dont use them as often as i couldcos theyre hit annd miss. Make them cheaperr
- 62 Run more
- 63 Be more on time
- 64 More buses. More weekend routes and regularity. Information pints so you know if it's been cancelled. Info at every bus stop
- 65 Keep them running later at night
- 66 Times. Frequency. Reliability. Cleanliness
- 67 More frequency.
- 68 Be consistent with timing.
- 69 Be on time
- 70 Timetable
- 71 Cleanliness
- 72 The price
- 73 Timing. Communication. Verbally as well as on screen. Times are lays wrongb
- 74 Information. More reliable at night and Sunday's. Better service to station
- 75 Should take card. Only take cash. The quality of buses. Smells musty. Bus station is quite disgusting
- 76 Dk
- 77 No
- 78 Their friendliness. Being on times
- 79 Attitude of drivers. And drivers need more change.
- 80 Run a service to temple fields
- 81 More buses
- 82 Run more buses and stick to the timetable
- 83 Put on more buses on this route/ that's all
- 85 Nothing really
- 86 I think they need to go to more places where people work like the pinnacles/ difficult to get there/ that's all
- 87 Nothing really it is quite good/ that's all
- 88 Not sure don't usually use them that often/ that's all
- 89 Warmer buses/a bit more modern and friendlier drivers/ that's all
- 90 Become more reliable more frequent more buses at the weekend to Hoddesdon/ that's all
- 91 Nothing
- 92 Put more services on of an evening/ just generally across all the buses/ every 1/2 an hour is needed like it was and up to midnight/ that's all
- 93 I think it is alright as it is/ that's all
- 94 Make the bus station customer friendly/more shelter in the evening/ a point of contact to the police as there are insistent beggars here/ that's all
- 95 Shelter at nighttime/ especially in winter/ that's all
- 96 More buses on our service/ that's it
- 97 Buses on time/more buses Oman my route/ that's all
- 98 More shelters on the routes especially when it is cold or raining/ that's it
- 99 Wait until people sit down especially the elderly / that's all
- 100 Need more buses later on in the evening/that's all
- 101 Run on time and stop cancellations/ that's all
- 102 Be on time/make sure they turn up/ that's all
- 103 Don't know
- 104 The electronic timetables are not always working so need to improve them/ that's all
- 105 More buses on some routes/ that's all
- 106 Nothing
- 107 Not sure
- 108 Need more buses after 5pm to old Harlow when people are leaving work/ that's all
- 109 Be on time/shorter routes/ run the shorter route in the evening and Sunday's/ that's all
- 110 Nothing
- 111 Nothing
- 112 Nothing
- 113 Attitude of the drivers/ need more politeness/ that's all
- 114 They don't need to change/maybe put a service on that goes down Edinburgh way / that's all
- 115 Carry more change on the buses/ that's all
- 116 A regular timetable and the kiosk needs to be open at the weekend/ that's all
- 117 Not sure
- 118 Not sure
- 119 Be on time/bit more frequent/ some of them need to be friendlier/ that's all
- 120 More buses to Romford/ that's all

121 Be on time/ that's all
 122 Tun up on time/ and don't cut out buses/ that's all
 123 Not sure
 124 Put on a bus that goes down to temple fields as I can't get there to the shops/ that's all
 125 Nothing really I am satisfied the way it is/ that's all
 126 Put heaters in the bus station as it is freezing in the winter/ that's all
 127 Run to schedule/ think more about the passengers and their needs/that's about it
 128 Nothing really
 129 Trusty buses drivers go to quickly they move before some people have sat down causing them to stumble/ that's all
 130 Have nicer drivers who are polite to customers some are lovely some are not/ that's all
 131 Don't know really/ that's all
 132 I am quite happy with it/ that's all
 133 Be on time/ that's all
 134 Not sure
 135 Needs better organisation/ reliable buses/ that's it
 136 Have more buse on bank holidays and weekends/ that's all
 137 Buses need to go round one way and return/ that's all
 138 Not sure I think it is ok/ that's all
 139 Nothing major needs to change/ that's all
 140 Nothing
 141 They need to spread buses out to be fair to all passengers/ at moment 2 or 3 buses at same time/ that's all
 142 Dont wait for people and they could be more helpful
 143 None
 144 Cleanliness and reliability.Easy access for information.
 145 But more careful in selecting bus drivers,better English needed spoken and can speed whilst driving.Drivers dont know points that people will be using.
 146 None
 147 Buses vanish on app and not turn up at bus station so need to keep constant
 148 Reliability,later running times especially at weekend
 149 More information
 150 More on time
 151 Arriva be more accurate when buses not turning up so get stuck in places
 152 Clean the buses more
 153 Want the route to romford back
 154 Sunday services need one every half hour
 155 Sunday service more frequently
 156 None
 157 More routes to go around residential area so dont have to come into center to come back out to get to areas
 158 More frequent buses
 159 Give upto date bus timetables on the bus sides
 160 Get more buses
 161 None
 162 Be more polite
 163 More buses regularly
 164 Number 10 is very annoying as cut out in morning so late to work so needs to have the service
 165 Live in retirement community so the buses that we had have stopped we need buses back
 166 Buses on time,improve sunday services
 167 None
 168 Be more friendly to customers
 170 None
 171 Make it cleaner,reduce the price
 172 Proper integrated services in Harlow
 173 None
 174 Bus 419 need back especially for the hospices around there as silly the route replacements
 175 None
 176 Be more friendly
 177 None
 178 Make them more frequent at weekends
 179 Clean buses more
 180 None
 181 Automatic bus timetable
 182 How often the buses on my phone oute will br
 183 Nothing
 184 Need a service from newhall
 185 Make more frequent routes to chelmsford and Hertfordshire
 186 Dont know
 187 Turn up on time do not cancel
 188 Dont use them often enough to quote
 189 Nothing
 190 Stop being racist
 191 Nothing
 192 Make sure school kids d not bunch at tye front and you cant get passed to get to the seats
 193 Nothing
 194 Don't know
 195 More buses on the no 9 route
 196 More punctual
 197 Bring back the service for templefields and pinnacles for my route
 198 Clean the inside of the buses E6.50 expensive do a travel card like the railways
 199 Better customer service
 200 Its the roads not the buses
 201 Come in on time lower prices
 202 Nothing
 203 The odd driver is speedy
 204 Nothing
 205 Stop cancelling buses
 206 Make buses more or add one more bus to the route.
 207 To put more info on the information board when buses are cancelled or delayed
 208 The number 9 route between brays grove and the Phoenix pub there should be traffic wardens there as people just park any where blocking buses and local residents alike.
 209 More buses on the route.
 210 It's fine as it is.
 211 There is no service at chuchgate street on a community bus and those who aren't able to walk down to the 59 bus stop are crippled because of this.
 212 Put more buses on route. More regular and keep the doors on the bus station closes or use a push button operated service where doors and open and close
 213 Dk
 214 Not having bus going the same route at same time, needs to be spaced out
 215 Dk, I find it pretty good.
 216 Give more and better information.
 217 Close the bus shelter it very cold in winter
 218 Make them more reliable.
 219 More frequent buses
 220 Needs spaces between 9 and trusty buses.
 221 Cheaper fares.
 222 More frequency.
 223 Just more frequently
 224 Dk
 225 More buses down tumbler road
 226 Buses should run to timetable.
 227 A bit more on time, as it can be cold waiting here.
 228 More people at the information point to help passengers.
 229 Nothing
 230 Not sure
 231 410 cheaper as pay adult price as a student in order to get student saver have to live Herts I can't get that
 232 Make some routes more frequent
 233 Allow more change I have a ten pound note and missed bus because driver couldn't help and I missed my bus
 234 Price of bus is high sometimes comes earlier and most of time I miss it
 235 Could inform of cancellations and lateness on the info screens at Harlow if it's late I miss my connecting bus for school run
 236 Don't turn up in bad weather quickly
 238 Nothing
 239 Cheaper please update app if not coming
 240 Nothing I'm happy where I live I can get a few buses

241 More leaflets as I pick up timetables
 242 All fairly good Friday had to get a cab cancelled in snow
 243 Some old routes like 3
 244 All excellent they are every 10 minutes
 245 Stop mucking about with routes always changing and wash Windows on buses
 246 My route is good cleanliness if anything
 247 Wash the Windows clean them
 248 Operate and update timetables no signs if routes changed etc
 249 Buses we need are not running we used to have 392 nothing now
 250 Nothing I'm happy
 251 Get to the Stowe can't get over there
 252 Leave as it is nothing
 253 Not to start 3 at a time then a 90 minute wait 3 come together
 254 Update trusty buses break down
 255 420 needs 2 buses on route stretch 428 to Ongar
 256 Timetable boards at local stops
 257 Buses cleaner eg Windows
 258 Be on time
 259 Wifi on buses
 260 More buses on some routes
 261 Connections should be better u get in on one bus and connections gone
 262 More info at bus stops and info office open longer
 263 Need o change buses seats
 264 Be regular on the route and have timetables displayed on bus stops/ that's all
 265 Be on time/ that's it
 266 I can't think of anything at the moment/that's all
 267 No idea
 268 A better timetable/that's it
 269 Printed timetables would be useful/ that's all
 270 Just make the buses come on time/ that's it
 271 Later buses/ running later at night on the 59 route/no don't think so
 272 Drivers need to be friendlier./that's all
 273 Update the timetables/drivers need to display number and where it goes on the front at the top/ that's all
 274 Clean the buses as you can't see out of the Windows on some of them/ that's all
 275 More buses on this route/ that's it
 276 Run them frequently on my route I have to wait between 1/12 hours to 2 hours to get home from college when I finish/ that's all
 277 Put more buses on we need a good service over the weekend/ on Sunday there are no buses / that's all
 278 Stop charging people with a pensioners bus pass before 9 am not fair if I need to be somewhere early like a hospital appointment/ that's it
 279 You need more communication as the boards are not always right / buses don't turn up no info why/ that's all
 280 The 310 always comes on time but the 410 never does why?/ that's it
 281 Nothing really
 282 Turn up/ they don't show up or they are very late/ that's all
 283 They don't need to change/ that's all
 284 Nothing I am happy with it/ that's all
 285 More frequent buses/ cheaper prices/ more routes to get to/ concessions for younger people/ that's all
 286 Nothing really
 287 Clean the buses more at the moment they are filthy/ better info when buses are cancelled/that's it
 288 Nothing really everyone is very pleasant/ I do think they need an inspector here just to help people with info when things go wrong/ thats all

 Be more polite and helpful/ e.g put the ramp down when getting on and off all the time not when it suits the driver/ a driver told me I would have to ask
 290 before they lower it which is unacceptable / say good morning to passengers when we say it to them some drivers are very arrogant/that's all
 291 I can't think of anything/they are ok/ that's all
 292 Nothing
 293 More buses needed on routes especially ours/ that's it
 294 More buses like London/ that's all
 295 Nothing
 296 Reduce the return journeys as 10p difference with a return or Harlow all day/ that's it
 297 Buses running on time and be more consistent stop missing out buses/approachable drivers/ that's all
 298 Needs to be on time/that's all
 299 Make the seats more comfortable/that's it really
 300 We need our buses back especially on a Sunday/ that's all
 301 Nothing
 302 Nothing
 303 Nothing
 305 Stop cutting services at the last minute
 306 Prices
 307 Th timetable
 308 Nothing
 309 Nothing
 310 Nothing
 311 The timetable
 312 Nothing
 313 More buses on the south side
 314 Put back the no 6 bus for the elderley
 315 Reliability
 316 Run buses more frequently
 317 Nothing
 318 More buses for the south side
 319 Bring the fares down
 320 Make ure on time
 321 More buses earlier service
 322 Run on time
 323 Uptodate services
 324 Earlier bus on a Saturday morning
 325 Nothing
 326 Bring bus passes back
 327 Nothing
 328 Nothing
 329 Inspectors on the buses
 330 Need one to run down edinburgh way and to potter street shops and one past livingstone house
 331 Nothing
 332 It's good as is
 333 Make sure on time
 334 Turn up
 335 If one isn't coming tell us please
 336 Trusty us you can't track the buses on arriva you can
 337 Seats cleaned and monitored
 338 Nothing
 339 Don't know
 340 More buses and come on time
 341 Timetables aren't up to date electric boards at other places
 342 Inspectors because they are own buses red ones do what want
 343 Clean outside of buses some routes don't have enough buses
 344 I found it ok
 345 I'm happy as are
 346 More buses or monorail
 347 Keep timetables updated
 348 Have it all free
 349 It's excellent already bus to saffron walden
 350 Nothing happy
 351 Bus needed to Edinburgh way where all shops cinema are
 352 More reliable
 353 Only thing 6 is share bus confusing
 354 Can't really think never had problems maybe a bit more regular than 90 minutes
 355 Employ British drivers who understand locations
 357 Not for me nothing go where I want
 358 3 buses go to story ford all same route yet there isn't one bus goes to Edinburgh way need Edinburgh way bus
 359 Info board above bus stop electronic
 360 Run to time some not in service
 361 Fine as they are

Q4

Appendix C

- 1 Not sure
- 2 Services are still the same as when this terminal was built people travel further now for schools needs more cross country routes/ that's it
- 3 Not sure
- 4 Listening to people/ staff and drivers + general public/ that's it
- 5 Testy bus shouldn't be allowed to run a service/ general quality of driving is very poor/ thatsall
- 6 Listen to the drivers they know more about the routes than management/ that's all
- 7 No
- 8 Nothing, it's not perfect but it fine.
- 9 Dk
- 10 More frequent buses lower fare/ and good road access/ that's all
- 11 Fares need to be more affordable/services shouldn't be run just as a profit needs to be run for passengers/ that's all
- 12 Not sure
- 13 No idea
- 14 The bus station needs a decent Manager who knows what he is doing/ that's all
- 15 Service for passengers not profit/ that's all
- 16 Provide a decent bus service for passengers not just think about profits/ that's all
- 17 Timings are totally wrong route no.9/that's it
- 18 Better more reliable buses that effects everything/reduce the fare bring back more customers/ that's all
- 19 None
- 20 None
- 21 420a runs a minute before so need to take away bus or redo bus times
- 22 Listen to drivers
- 23 Better buses and get. Timetables changed so that drivers can meet the requirements to the timetable.
- 24 Nothing
- 25 Routs how many buses on each some routes swamped and some only one an hour
- 27 Listen to drivers and passengers to get maximum benefit don't service Edinburgh way lots ask for it
- 28 Cover most of it but put a bus on to Edinburgh way
- 29 Good now
- 30 Cover more areas of town quite poor like industrial estate area and outskirts of town
- 31 End buses where people need instead of routes covered by other companies
- 32 Listen to the drivers more/ removed routes after we said not to then had to put them 6 months later/ that's it
- 33 Wash their buses/they don't look very inviting/ that's all
- 34 Not sure
- 35 Listen to the drivers/ change the timetables to reflect running times/that's all
- 36 Nothing
- 37 Listen to the passengers needs
- 38 Listen to passengers more take tgeir views into consideration and listen to drivers
- 39 Ok as it is for the most part
- 40 Bad car parking delays buses come up to date with ticketing machines use oysters etc
- 41 Continue the good service particular with later at night for workers and passengers after 10pm
- 42 Council sort out parking in certain areas at bus stops
- 43 Everything someone looking at routes timings get lost
- 44 Nothing quite good
- 45 Listen to needs on route mapping they want
- 46 More communication between arriva and passengers and drivers more reliable buses
- 47 Wash buses as washer broken info service have an arriva employee
- 48 It's ok as is
- 49 Night services can't get home after 1045pm poor service reliability
- 50 Spend more on reliability
- 51 Railway station buses on Sunday