

SAFFRON WALDEN BUS SURVEY REPORT - July 2018

by David Corke, 23 Tye Green, Wimbish, CB10 2XE

Contents

Introduction	2
Executive Summary	3
Main Bus Routes	6
Schoolday-only Public Buses	7
Untime-tabled DART Buses	8
Usage and Comments on Main Routes	9
DART Services	15
School Bus Journeys	16
Who Pays for the Buses?	17
Bus Stops and Timetables	18
Audley End Service to Link With Trains	20
Destinations Involving A Bus Change	22
Sunday Service	23
Proposed Tourist Bus Service	24
Proposed Park & Ride (for Saffron Walden)	25
Bus Stops, Timetables & Shelters	27

INTRODUCTION

The primary purpose of this study was to provide the Saffron Walden Neighbourhood Plan Group with factual information for use in the preparation of those parts of the plan related to public transport.

However, the investigation identified many issues that demand immediate attention by Essex County Council public transport services, Stephenson's and other bus service providers in Saffron Walden, the UDC and Town councils and local politicians.

The sources of information are as follows:

- A survey of bus usage on Tuesday 22nd May 2018 at the Saffron Walden High St and Common Hill bus stops. This involved a large group of volunteers covering every bus arrival and departure and seeking views and information from passengers waiting to board the buses.
- Information from ECC obtained in response to Freedom of Information Act enquiries.
- Checks on the state of bus stops in the area by the author of this report.
- Information available online, especially Traveline, ECC website, bus operators - Stephenson's & Stagecoach and Google maps bus stop data.

Thanks are due to the following volunteers for taking part in this study:

Chloe Fiddy, Pat Gregory, Jane Grey, David Hoy, Tina Holland, Emma Horton, Sheila Nightingale, Cecilia Patterson, Stephen Rapkin, Gay Veal, Isobel Warren, John Westnedge, Tom White, Janice Wrigley

EXECUTIVE SUMMARY

The bus services in the Saffron Walden area are almost all heavily subsidized by Essex County Council, either directly (contract services @ £21,336 a week) or indirectly (school bus services where ECC buys nearly all the tickets for pupils using the buses, 668 pupils @ £14,496 in total a week in term time)

With only a couple of exceptions, ECC contract services involve a direct payment to the operator for running the service with all of any fares paid (including the costs of bus pass travel refunded by national government, via ECC) being kept by the operator.

This means that ECC has no financial incentive to improve bus usage. Better timetables and time-tabling would cost only a fairly small amount but financially benefit the contractor not ECC. Indeed ECC has a financial incentive to make bus travel as unattractive as possible since, when the subsidy cost exceeds £5 per passenger journey, the route can be axed and the contract not renewed.

How to minimise the number of people using the bus services.

If ECC really did wish to reduce to a minimum the usage of the buses it pays big money to provide, it could hardly do any better. Here's what they do:

- Make sure that if there are two or more routes covering the same route sector (e.g. Saffron Walden to Audley End Stn), make sure that the two buses an hour run very close together leaving 50 mins or so between buses, thus avoiding providing a useful half-hourly service.
- Ensure that timetables on bus stops only give times for each route separately. For example passengers need to check the timetables of routes 59, 60, 301 and 590 to find the time of the next bus between SW High St and Audley End Station.
- Ensure that when buses to the same destination leave from opposite sides of the road, make sure that neither timetable indicates that there might be a bus coming sooner on the other side of the road (e.g. Bus 6 to Thaxted on south bound stop, bus 313 & 313A on north bound)
- When the only direct bus to a destination is infrequent to the point of only one or two return journeys being possible in a day, fail to point out that by changing buses at Stansted Airport bus station the route in question has an hourly service throughout the day (e.g. SW to Dunmow by 313/313A compared with bus 6 to Stansted Airport then 42a or 133 to Dunmow centre).
- Fail to publicise the links at Stansted Airport to high speed bus services (bus passes valid) to Chelmsford, Southend and Basildon
- Insist on sending subsidised route Citi7 the long way round to Addenbrooks and Cambridge centre and only a once an hour service. It makes a loss. The equivalent service from Haverhill to Cambridge (route Citi13 also by Stagecoach) runs direct, takes a little more than half the time and has a half-hourly service late into the night and seven days a week. It makes a profit and has no subsidy - so Stagecoach run a service people want to use.
- Ensure there are no "one-day" or "weekly bus passes" available. Users of route 7 have access to Stagecoach's excellent range of go anywhere all day or all week tickets but Essex has no weekly or longer passes and the one-day passes are expensive and not well advertised).
- Advertise PLUSbus tickets on Walden bus stops that give very good value freedom of the local bus network for train users and then ensure they are not available for Audley End users.
- Provide timetabled "shopper bus" services under the guise of Demand Responsive Services (DART 1 & 2). Although running useful, timetabled services these are not considered to be real buses. You have to phone in a booking in advance and details of the timetable are not available on Google maps or Traveline information services. You can use bus passes on these services but national rules suggest that it is illegal for ECC to reclaim the costs from national government as they can for "real" buses.

- Do not provide a useful Sunday service. The two most important bus destinations from Saffron Walden are Audley End Station and Stansted Airport. These have quite a good service Monday - Saturday but none on Sundays, consequently no-one can use the £4 all-day go anywhere Essex Sunday bus pass. Nor can they reach a railway station, airport or coach station.
- Issue good value Evening Saver & Sunday Saver tickets in most areas but make sure these are not available in Saffron Walden because our only Sunday bus leaves the county and does not link with any other Essex service and evening savers need a better evening service to be available.
- Essex Saver tickets (all day in Essex £10) are theoretically available but not any real use as they are not valid on the high speed buses from Stansted Airport to the big Essex towns and cities.
- Make sure that most bus stops do not display an accurate, up-to-date timetable and ensure that almost half of the stops listed in timetables do not even have a bus stop sign and are thus not used by any passengers at all.

Despite the very poor efforts by ECC to make the existing bus service known to potential users and time tabled to join-up with train services, Just short of 800 adults boarded, alighted at or travelled through the High Street stops on public service buses on Tuesday 22 May plus about 130 children on their way to or from school. These presumably represent 400 return journeys by individuals who would otherwise have travelled by car, had to rent a taxi or be left isolated at home and unable to travel. Although the occasional bus runs empty the overall pattern of use justifies the provision of the bus services.

The total weekly subsidy cost of Walden's bus services is £21,336. ECC has a rule that if the subsidy cost exceeds £5 per passenger then the bus service will be withdrawn. Thus Walden's bus services need about 800 passengers per weekday to avoid this fate. They achieved this just with the passengers counted using the Saffron Walden High St stops on the day of our survey. The subsidised routes are mostly long and serve many other towns and villages. They will carry many more passengers on other sectors of their routes so, overall, the subsidy cost per user is way below the maximum of £5.

In addition very large numbers of school children travel to and from school on private contract buses or Stephenson's routes 414, 417, 418, 419, 438, 441, 444, 446, which are also claimed to be usable by the public. Many students going to Cambridge educational establishments and workers at the Sanger complex are taken to work from the High St stops in private contract coaches.

Recommendations

- ECC needs to change the timetables of routes 59, 60 & 301 so that a half-hourly service linking with trains at Audley End is provided instead of two bus each hour (not linking with trains) and running with two buses together then almost an hour to wait for the next pair.
- ECC should provide useful timetables on the bus stops serving more than one route, which enable passengers to find the next bus to their desired destination (and where to board it).
- ECC should provide better facilities at the High Street stops including more seating and electronic timetable displays. Out of date timetables from many other stops need to be updated.
- If ECC is no longer able to supply printed or online regional bus timetables, Saffron Walden Town Council should do so - providing a free online timetable which can be printed out and sold at cost by the Tourist Information Centre. This system would make it easy to maintain up to date timetables.
- Stephenson's need to put more effort into attracting passengers to use their buses, advertise the availability of all-day tickets and make their buses run on the advertised routes (or change the advertised routes)
- ECC & PlusBus need to provide a PlusBus ticket for Audley End train/bus passengers, at present it is not even possible to buy a return bus ticket to Audley End if one leg of the journey is provided by Viceroy's and the other by ECC/Stephenson's.
- A Sunday service linking Walden to Audley End and Stansted Airport is essential and should replace the subsidy for the not very useful 132 service
- UDC & Saffron Walden TC should seriously investigate provision of a park and ride service which, it is suggested, would be both profitable and an excellent way of reducing town-centre car travel.

MAIN BUS ROUTES (every weekday)

Route	Days		Company	Route	ECC daily subsidy
6	Mon-Sat	hourly	Stephensons	Stansted Airport via Debden & Thaxted [school run variations]	£779.48 contractor keeps all fares
7	Mon-Sat	hourly	Stagecoach	Cambridge via Gt Chesterford, Ickleton, Duxford, Addenbrooks	£82.02 contractor keeps all fares
301	Mon-Sat	hourly	Stephensons	Bishops Stortford via Audley End, Widdington, Stansted Mt Fichet & Birchanger	£891.00 contractor keeps all fares
59	Mon-Fri (few on Sat)	every two hours	Stephensons	From Audley End via SW to Haverhill via Ashdon [school run variations]	£598.12 in route 60 contractor keeps all fares
60	Mon-Fri (few on Sat)	every two hours	Stephensons	From Audley End via SW to Haverhill via Radwinter, Hempstead, Steeple Bumpstead [school run variations]	see route 59
590	Mon-Fri	5/6 a day	Viceroy	590 Audley End from SW Elizabeth Way via High St & Rowntree Way	none
59	Mon-Fri	2/4 a day	Viceroy	59 Audley End from SW Elizabeth Way via High St	none
313	Mon- Sat	2/3 a day	Stephensons	Dunmow via Debden & Thaxted	£358.98 inc. 313A less £20.28 revenue

BUS ROUTES RUNNING SOME DAYS ONLY

34	Tue & Thu	5 circuits a day	Stephensons	Saffron Walden Circular	£182.00 less £27.48 revenue
101	Tue only	1 a day	Myall	Inward return journeys only	??none
313A	Mon, Wed & Fri	1 a day	Stephensons	Dunmow via Wimbish & Thaxted (inward return journeys only)	see route 313
29	Tue only	3 a day	Arrow DART2	SW Aldi via Common Hill, Little Walden and Hadstock to Linton returning via Hadstock and Ashdon	see section on DART2 services
132	Sun	4	Myall	Cambridge via Littlebury, Chesterford, Addenbrooks	£157.59 contractor keeps all fares

SCHOOLDAY-ONLY PUBLIC BUSES

Route	Fre- quency	Company	Route	ECC daily cost
414	1 a day	Stephensons	Dunmow, Thaxted, Wimbish, SW High School	£2899 per schoolday time (payment for 668 "free-travel" pupils)
417	1 a day	Stephensons	Rayne, Bardfield, Sampford, Radwinter, SW High School, Newport School	
418	1 a day	Stephensons	Gt Saling, Finchingfield, Radwinter, SW High School, Newport School	
419	1 a day	Stephensons	Wethersfield, Finchingfield, Radwinter, SW High School, Newport School	
438	1 a day	Stephensons	Gt Yeldham, Baythorne End, Radwinter, SW High School, Newport School	
441	1 a day	Stephensons	Harlow, Takeley, Elsenham, Audley End, Newport School, SW High School	
444	1 a day	Stephensons	Barley Chrishall, Newport School, SW High School	
446	1 a day	Stephensons	Manuden, Berden, Langley, Newport School, SW High School	

Recommendations

- Services 417, 418, 419 & 438 have timetables saying they serve Saffron Walden High Street. They do not for the inward (morning) journeys. Stephensons should either correct their timetables or make the buses run where the timetable says they do.
- ECC should remove all these services from bus stop timetables as they are, in practice, useless for the general public and the timetables serve only to obscure the useful information for "real" bus services.

UNTIMETABLED DART SERVICES - must be booked

F13	1 return	1/2/3	Arrow DART1	Saffron Walden - Elmdon - Chrishall - Clavering	DART1 services cost
F21	1 rtn Mon. & Sat.	1	Arrow DART2	Wimbish - Saffron Walden	see section on DART2 services
F22	1 rtn Tues. & Fri.	1	Arrow DART2	Little Sampford - Maple End - Saffron Walden	see section on DART2 services

USAGE AND COMMENTS ON MAIN ROUTES

Hourly – Monday to Saturday Services

6 - Stepsons

A quite well used route - an average of 6.6 passengers at the High St stop for each bus but very early and late buses run nearly empty. One return run per day on school days is diverted also serves Saffron Walden County High and the pupils using this service will not pass through the High St and will not have been counted. Similarly normal passengers leaving SW from Cromwell Rd area (or returning there from out of town) will not have been counted.

Almost all passengers travel only to or from Cromwell Rd, Debden or Thaxted. This is very surprising since the bus provides a good way of getting to Stansted Airport and avoid the £25-£50 a day car-parking charge, high taxi-fare or even drop-off fee which is more than the bus fare.

In addition to connecting with low-cost flights to Europe, Stansted Airport is a major public transport hub with connections by coach to all parts of the UK and high speed buses to Chelmsford, Basildon, & Southend. This needs to be publicised properly and will certainly attract more fare-paying passengers if it is.

User comments & information

Many favourable comments on good reliable service. About 30-40% used it for travel within Walden the others to Debden, Thaxted and Stansted Airport (several of whom used it for daily commuting to work, in one case overnight - going to work by the last bus and coming home on the first. "Why can't I get a season ticket - I use it every day for work".

No one mentioned using this bus to make a journey involving another bus route from the airport.

Recommendations

- The destinations available by using this route and changing at Stansted Airport should be widely publicised.
- This route continues beyond Stansted Airport to Takely, Hatfield Broadoak & Bishops Stortford but is rechristened route 5 for this sector. One can use a single booking and stay on the bus. This should be publicised and included on timetables.

Citi-7 - Stagecoach

This is a high quality service in modern buses to and from Cambridge via Addenbrooks hospital. It was used by 6.6 people per bus with no possibility that those boarding or leaving the bus elsewhere in SW would not be counted at the High St. On the day of the survey, some journeys were severely disrupted by the closure of the normal route due to a level crossing failure. This was clearly not the fault of the operators.

Its main problem is that it takes a devious route to reach Cambridge (probably a result of Essex CC subsidies forcing Stagecoach to take a silly route). In consequence the journey time is more than 1 hour to Addenbrooks and more than 1.5 hours to central Cambridge. This contrasts with the direct and high-speed service from Linton to Addenbrooks and Cambridge which runs every half hour seven days a week and late into the night. It is an unsubsidised service so Stagecoach are free to run a service people want to use.

The fare structure on Stagecoach services is excellent: a £5 single ticket (buy on the bus) gets you to Cambridge but £7 (also buy on bus) gives you a return ticket and a days travel on any Stagecoach bus anywhere in a very large part of Cambridgeshire (as far as Peterborough). £8 buys a similar ticket that is also valid on the buses of other Cambridgeshire operators.

These tickets are also available as very good value season tickets for periods of a week to a year and are advertised on the bus.

User comments & information

Many passengers use the bus every day to and from work. Many said they would prefer to use the train but the journey to Audley End was too difficult. Most passengers lived in Walden but a significant number were visiting Walden from the Cambridge direction. A few complaints that timetabled buses would sometimes not appear and that there was no way of finding out what was happening. Also complaints that the journey took too long. Many people going to work at Sangers or to college in Cambridge used private coaches (Richmonds mainly) and these must take a good number of potential Citi7 passengers.

Recommendations

- Consult with Stagecoach & Essex CC to investigate possibility of modifying the route to speed the journey to Addenbrooks and Cambridge and increase frequency to half hourly and Sundays. This would cost £82 a day - a very low cost compared with other subsidised services
- Potential for attracting a large number of passengers who presently use private coaches if this were done.

301 - Stephensons

Not a well-used service – only 4.7 passengers per bus at the High St stop. This usage level would certainly be much higher if the buses to Audley End connected properly with the trains and did not duplicate the timings of the 59/60 services.

User comments & information

Generally favourable comments, “better service from Stehensons than when Arriva had the route”. Many users were regulars between Walden & one of the villages and towns on the route. Some complaints about drivers refusing to accept payment in notes. “Why can’t they take contactless cards?” Several comments on the need for digital timetable displays.

“Wasteful to have so many routes going the same way to Tesco. Why can’t the 6 or 301 take a different route and serve other parts of town?”

Lots of complaints about poor bus/train links.

Recommendations

- Re-timetable this (or route 59/60) to give a proper, half-hourly service to and from Audley End.
- Consider re-routing so bus continues from High St to Little Walden (which has no daily bus service) and Linton (where excellent connections to Cambridge exist). If the 301 no longer served Widdington (which has little use and adds over 6 minutes to the journey time between Audley End and Stortford) and saved the current 9 minutes for the journey High St to Tesco, this would allow 15 minutes for the journey High St to Linton.

59/60 - Stephensons

Together, these routes provide an hourly service from Audley End via SW to Haverhill. They alternate, with the 59 going via Ashdon and the 60 via Radwinter, Route 59 does not have a school run so usage is dramatically lower than route 60 – 3.2 passengers per 59 against 6.6 per bus 60. Without the school pupil passengers route 60 would have had 2.8 per bus. It is quite likely that usage of these routes was underestimated as passengers arriving from the Haverhill direction may alight at the Common and board there when leaving Walden.

Both routes could greatly increase their passengers on the SW to Audley End sector if the buses alternated with 301s rather than duplicating their timetable and if they actually linked with the trains.

The schoolday diversion of route 60 07:13 service to Newport school involves the bus being timetabled to miss the non-schoolday stop at Audley End. This renders the service useless to people travelling between Radwinter or Haverhill and Audley End. This is completely unnecessary since the morning run arrives at Newport School at 08:17 and then goes empty to Audley End where it becomes the route 59 departure at 08:27. The Newport to Audley End run needs to be added to the timetable of route 60 so the route is usable by adult passengers on *any* weekday.

The home from school departure of route 60 also misses its visit to Audley End and the positioning run involves route 59 (final run of day) being diverted away from Audley End. There is plenty of time for route 59 to arrive at Audley End at 15:19 (as on non-schooldays) and then become route 60 leaving Audley End at about 15:23 and travelling to Newport School for its 15:33 departure time from there.

User comments & information

Complaints about tight timetabling of arrival at Audley End too close to departure of the train. Drivers often refuse to accept return tickets - especially 301. Route 60 often drives past stop at station leaving waiting passengers standing.

Passengers using the service to Haverhill (including regular users to work or Job Centre) were happy with service. Ashdon residents were discontented with loss of some journeys such that last run is now very early.

Recommendations

- The timetabling of routes 301 and 59/60 should be adjusted so that a half-hourly service to Audley End is available throughout the day.
- Routes 59 & 60 should serve Audley End on all journeys including those that also serve Newport School.
- See comments under 590 regarding interchangeability of tickets.

Less than hourly

313 - Stephensons

This is a very under-used service with 1.1 people per bus at the High St terminus. It is the only daily service that terminates at the High St: it passes ALDI but does not stop there and does not continue to TESCO or pass WAITROSE. It once provided a school service which was hived off as route 413 and then closed. This has reduced the usage to the point where the service seems bound to be withdrawn in the near future.

The route duplicates route 6 between SW and Debden & Thaxted but, since it departs from the opposite side of the road and is not indicated on the route 6 timetable, few Thaxted or Debden residents ever use it.

The only possible way of saving this route is to make all buses run the 313A route: thus providing a thrice daily bus Wimbish – a much bigger village than Debden and with no other bus services except some DART services which are not timetabled as buses and are not available to the general public without prior reservation.

User comments & information

Hardly any passengers. The only two who spoke to us used the service regularly for trips to Dunmow. It seems few, if any, use this route to reach Debden or Thaxted (they use the more frequent route 6).

Recommendations

- All current route 313 buses should run the 313a route

Monday - Friday only

590/59 - Viceroy

The 590 buses run a well used service to and from Audley End with pick up points in Elizabeth Way, the Common, High St and Rowntree Way area. Passengers boarding or alighting at the High St said the service was near full when the buses reached or left Audley End. The measure of use per 590 was 4.4 – clearly a gross under-estimate. The Viceroy route 59 services running from Audley End to SW usually run empty with the wrong route number and destination displayed. They are simply route 590 buses returning to their start point as quickly as possible to begin their next 590 run. Presumably timetabling them as public buses enables Viceroy to claim the BSOG grant. They have almost no passengers in contrast to the two runs in the direction of Audley End which averaged 8.5 passengers per bus.

User comments & information

Much praise for reliable and useful service. Low passenger count on some services on survey day were a result of major trouble with train service.

Some comments that you cannot get return tickets that allow travel on any bus serving SW to Audley End

Recommendations

- Introduce PlusBus tickets for Audley End users. Failing that, get Viceroy & Stephenson's to agree to accept each other's tickets and provide season tickets.

Certain days only

34 - Stephenson's (Tuesdays & Thursdays)

The town circular route is now provided by Stephenson's using a double-decker school bus. It only

runs on Tuesday (market day) and Thursday (for no obvious reason). It runs a figure-of -8 route passing through the High St twice on each complete double circuit. At the High St there were 3.9 passengers per bus but a number of others are likely to make journeys that do not go via the High St.

It is unclear why Thursday has been selected as the “other” day apart from the useful Tuesday market day service. Saturday would be better (also a market day) but Stephenson's would not have an otherwise idle school-bus to use.

Recommendations

- This is a circular bus route: something ECC's computerised timetabling can't cope with. For example the timetable at Tesco says the bus goes to the High Street and terminates there. So “you can't get there from here”. ECC should make it clear the route is circular and any bus will take you anywhere else on the route.
- ECC should consider switching the Thursday service to Friday (which should cost no more) or Saturday (better but probably more costly).

101 - Myall (Tuesdays)

This Tuesday-only shopper bus is clearly valued by Littlebury and Whittlesford residents (it is their only bus to and from Walden between Monday and Saturday). It also serves Duxford and Ickleton but these have the hourly citi7 service too. Surprisingly this route carried an average of 10 people per journey. The highest for any bus except the dedicated school buses. This service purely serves passengers visiting SW for a couple of hours on a Tuesday, it cannot be used starting in SW unless you wait a week to come home.

This is the only route which passes the entrance of Audley End House having crossed the Adam Bridge which has a 3 ton gross-weight limit. Myall's single decker bus appears to be of similar size to the small single-deckers used by Stephenson's so presumably they could use this route and avoid the long detour caused by the one-way system preventing use of the most direct route to Audley End station from the High School. It would also mean that there was a regular service between Audley End House and the station

Recommendation

- Check the weight limits and identify which buses are legally able to use the Adam Bridge.

29 - Arrow (Tuesdays)

This is the only so-called "DART" service (see below) that is designated as a proper bus and has its timetable available on Traveline and other online route finder services. Unfortunately, the timetable on the Essex County Council website (as part of the all DART services timetable) is wrong. Also ECC do not erect any timetables on the stops used by this service. The minibuses used for the service do not show route numbers or destinations and the drivers do not seem to know which route they are running (they know where they are going but not what the designated route number is). The few passengers that use this and the other DART services are full of praise for the drivers' helpful and friendly attitude especially to elderly and handicapped passengers.

There is still a requirement to phone in to make a reservation two hours or more before boarding the bus. This requirement should be withdrawn now the service is listed as a proper bus. The service only runs on Tuesdays and is the only service to visit ALDI. It also provides a high-speed service to Cambridge via Linton and then route 13. This is very much faster than the citi7 route from Saffron Walden.

As far as we could tell, the three return journeys to and from Saffron Walden carried only two people making the return journey from Linton (not Essex ratepayers). They commented that the service was not used because no one knew about it and that there were only two return journeys starting in Linton. In fact three are timetabled.

Recommendations

- F29 should become a proper bus route: no pre-booking, timetables on stops and online (Traveline) services. This would also make it legal for ECC to reclaim the costs of bus pass use from national government.
- The ECC website timetable should be corrected so that it agrees with the official (Traveline) one.

313A - Stephensons (Mondays, Wednesdays & Fridays)

This route (via Wimbish missing Debden) it replaces one return journey by 313. Usage not measured since it does not run on Tuesdays. The only public bus serving the main part of Wimbish it is timed as a shopping bus allowing a couple of hours in Walden centre. It does not serve Tesco and passes Aldi but does not stop. It does not run on either market day.

132 - Myall (Sundays)

Every two hours. This takes a much quicker route (and on less crowded Sundays) so the journey to Cambridge is much quicker (55 minutes). Five return journeys a day. Essex Sunday Saver tickets are not valid and (as this is not a Stagecoach service) you need an £8 Cambridge "go anywhere/ any operator) ticket for a return journey and use of all Sunday Cambridge area buses. Usage not measured as it does not run on Tuesdays.

Recommendation

- The subsidy for service 132 should be withdrawn and put towards a Sunday service serving Audley End and/or Stansted Airport

DART SERVICES

These are “Demand Responsive Services” introduced at the time many local bus services in our area were withdrawn. They were supposed to provide a more flexible and less expensive way of providing transport for those living in villages without good regular bus services.

Initially there were no fixed routes and the impression was given that these were a kind of “taxi-bus”: you phoned up, said where you wanted to do and agreed a time when the minibus would collect you. This did not work.

Today DART minibuses run regular routes which have their own numbers. Contract costs per route are not available but DART 1 costs £283.00 per day and its routes are in Uttlesford and Braintree while DART 2 costs £506 per day and serves Uttlesford alone

DART 1 route serving Saffron Walden

F13 SAFFRON WALDEN - ELMDON - CHRISHALL - CLAVERING

1 return schooldays plus 2 return Tuesdays and 1 return Wednesdays & Fridays. Exact routes vary.

DART 2 routes serving Saffron Walden

F21 WIMBISH - SAFFRON WALDEN 1 return Mondays & Saturday

F22 LITTLE SAMPFORD - MAPLE END - SAFFRON WALDEN 1 return Tuesdays & Fridays

F29 WALDEN - LINTON - HADSTOCK - SAFFRON WALDEN 2 / 3??? return Tuesdays only

None of these routes are advertised let alone timetabled on bus stops and, with the exception of F29, are not included in the online bus information services such as Traveline and Google maps.

The timetables (somewhat out of date, with errors and some routes missing, are on the Essex CC website. The official Traveline service F29 timetable shows three return journeys per Tuesday not just two as on the ECC timetable.

ECC state that it is essential to phone and make a booking at least two hours ahead of boarding a DART bus. This means the buses are used even less than they otherwise would be and disqualifies them as “buses” according to the UK National Government Dept of Transport rules for buses eligible for use with bus passes. Essex County Council accepts bus passes on DART services but this is only legal if ECC bears the full cost of re-imbursing the bus company for bus pass journeys. With proper buses, national government pays these costs. Thus ECC is forcing ratepayers to pay for DART services (instead of UK tax-payers) or is breaking the law by reclaiming bus pass costs for services which do not qualify as buses.

It appears that very few people use the DART services to and from Walden and that the otherwise very helpful drivers do not know the number of the route they are currently running. The buses do not display route numbers or destinations.

It seems certain that the cost per passenger carried on DART services exceeds that on the services provided by normal buses. If the current routes were declared to be real buses, with advertised timetables and open to use by anyone without advance booking it seems certain that usage would increase and costs to ECC ratepayers be substantially reduced.

Recommendation

- All “F” routes run by DART buses should become proper bus routes: no pre-booking, timetables on stops and online (Traveline) services. This would also make it legal for ECC to reclaim the costs of bus pass use from national government.

SCHOOL BUS JOURNEYS

There are five Stephensons services that are purely school bus routes but are designated as buses available for public use to enable Stephensons to claim the BSOG grant from National Government (this refunds part of the cost of tax on bus fuel).

The problem with this is that timetables for all these routes (effectively useless to the general public) appear on bus stop timetables and create confusion. This is particularly bad as Stephensons do not run four of the routes on the official route, stopping at High St. Southbound, but avoid the High Street on the morning runs by using Audley Road. Thus the High St timetables are completely erroneous for these routes

These routes are all designated as “commercial” services by ECC, run for profit by the operator and not in receipt of bus subsidies. ECC funds tickets for 668 school pupils attending SWCHS or Joyce Franklin and these cost £4.34 per pupil per day and the money goes to Stephensons.

In addition, parents are able to buy tickets privately for pupils not entitled to free school transport. I have been unable to discover how many pupils are in this category but it is unlikely to be many as 668 free travel pupils would come close to filling all the buses.

Transporting children to school by bus is very desirable and efficient. It is less clear that making them public buses enhances services for the general public. All buses carry primary school children or secondary school buses run by contractors other than Stephensons are not designated as public buses.

Diverting journeys of normal service buses to provide school runs (affecting routes 6, 59, 60) renders routes 59 and 60 much less useful to the general public and is quite unnecessary (see above section on routes 59/60)

Recommendations

- Stephensons should be required either to run their buses on the advertised routes or change the timetables so that they show the currently used routes.
- ECC should withdraw all these services from being advertised on bus stop timetables as they are of almost no use to the general public and greatly confuse the timetable display of useful routes.

WHO PAYS FOR THE BUSES?

Essentially, the tax payer. All the Saffron Walden services except Viceroy's Audley End to Walden 59/590 journeys and the Stephenson's school buses are subsidised contract services. Even they, like all buses, get some forms of subsidy from the state:

Bus Passes

All bus operators receive compensation for giving rides to users of bus passes. They don't get a full refund of the fare the passenger would have paid without a bus pass, but they do get most of it plus any costs they incur by having to run extra buses (or bigger buses) to cope with increased demand. County Councils must pay this and most say the grant-aid from UK government is insufficient to do so: so there is a ratepayer subsidy too. English tax-payers pay the equivalent of £20 per man, woman and baby each year to cover the national costs of bus pass travel. Bus pass take-up is about 66% in rural areas and 33% of eligible people actually use a bus pass regularly. Bus pass use is declining about 3% a year, especially in rural areas as services are cut back.

BSOG

This is a national grant payment made to all bus operators as a way of re-imbursing part (67%) of the road fuel taxes on the fuel they buy. Only local buses (not long-distance, express services) that are open to use by the public are eligible. That is why so many school buses, for secondary school kids, are designated as public buses - in order to get this grant. Almost no member of the public actually uses them. Primary school buses are not public, to protect the young children from the public, so they don't get the grant.

Fuel type	Unit payable
Diesel , Biodiesel, Bioethanol, biofuels	34.57 Pence per litre
Natural gas used or other gas used as road fuel	18.88 Pence per kilogram

Contract services

ECC contracts with operators to provide a socially desirable but commercially uneconomic services. These contracts are generally very expensive and mean that the operator will make a profit even running empty buses. There is little incentive to drum up users and the timetable is usually poorly related to what potential users want, as it is set by Essex CC not by an operator trying to maximise usage and fare income.

I asked ECC under the Freedom of Information Act, to provide up-to-date details of all contracts contracts for SW services. The information received is given in the table of routes. All but two of the routes are "Net Contracts" in which the operator keeps all the fare income. There is thus no financial incentive for ECC to spend money on timetables, bus shelters, publicity or sensible time-tabling as they would get no return. There is a perverse incentive to make the buses as little-used as possible since when the cost per passenger reaches a predetermined level the bus service can be axed.

Presumably the operators do have some financial interest in increasing bus usage: it will make the renewal of their contract more certain and increase daily income from fares. Unfortunately, the things that need doing are all under the control of ECC.

BUS STOPS AND TIMETABLES

The major bus stops have bus stop signs, bus shelters and timetable boards.

Many of the minor stops, away from the town centre and served only by one or a few routes, have no shelter or timetable and, in some cases, no stop sign. All the stops, with their facilities, are listed on page 28-29.

ECC relies almost exclusively on separate timetables for each route using a stop. These are fine as long as only one route serves a desired destination but, as is very often the case, where several routes serve the same journey (eg between SW High St & Audley End) when they are useless.

They are also useless for journeys involving a change of bus. For example the timetables in SW High St say the only way of getting to Dunmow is to use route 313/a and that at most there are three buses a day. In fact you can make the journey by route 6 to Stansted Airport and change to 42a or 133 once every hour six days a week. Audley End Trains

High Street “Bus Station”

This has far more routes and buses using it than any other pair of stops in the area and yet has some of the worst facilities:

Shelters: one has two seats the other none. One additional bench seat (provided by charity not ECC, and with no rain protection) if available on each side.

These shelters compare badly with the luxury wooden shelters provided at stops with few if any timetabled buses (like Common Hill south bound and the unused stop at Ridgeons).

The shelters need to be at least twice the size of shelters at stops with less than a quarter of the number of buses using them.:

Seating: The shelters have only two seats (on one side of road) and none on the other. One seat bench on each side (each allowing three people to sit unsheltered from the weather) have been provided by public spirited charities or individuals. ECC has provided many recent high-quality wooden shelters with seating. many of these have few bus services (the one on the car park side of Common Hill has no timetabled services (but is used by private coaches and some DART minibuses) and the bus stop and shelter at the entrance to Ridgeons new housing development has no bus services at all.)

The timetables need to include a “where to board your bus” panel as it is often not obvious which side of the road to wait.

There is no electronic timetable board even though over 140 departures a day use this pair of stops. the only stop in the walden area with an electronic timetable is Audley End station with about 40 departures a day

To make matters worse the timetable information on the bus stops is a mess: to find the time of the next bus to the station you need to know all four possible routes and then check the time of the next one on each route. When the lady employed by Essex County Council to design and place the timetables was taken by the ECC Saffron Walden Bus Consultation Group to see the situation she was unable in three attempts to get the right time for the next bus. Improvements were promised. They have not materialised.

If this sort of absurdity is cured (no cost involved) it should be possible to substantially increase the number of adult, fare-paying, car owners who chose to use buses. This will take cars off the street and reduce the subsidies that Essex ratepayers currently pay for a useless service.

High St Northbound is the terminus of routes 313/313a. The buses wait at the stop, blocking the access of other buses, for 10-15 minutes between arrival and departure.

Recommendations

- Provide both High St stops with shelters having at least six seats.
- Provide digital timetable boards
- Provide usable timetables and “where to board your bus” information for SW Town centre stops

TESCO Stops

This is the terminus for 6, 301, and stopped at by 34 and 60 as well as (in theory only) four schoolday routes. It is thus probably the most important set of stops after the SW High St.

There are actually three stops involved but only one of them is any use. That is the one inside the Tesco carpark which has a good shelter and only slightly out of date timetables. It is used by 6, 34, 301 only. There is no information that you can board route 60 at the pair of stops in the road outside. The roadside stop on the towards walden side of the road has its own layby and bus stop sign. It is usually rendered useless because the layby is occupied permanently during schooldays by two unused double-deckers thus preventing the stop from being used.

The stop on the other side of the road (towards Radwinter) is unmarked in anyway and is never used.

It appears that ECC is giving an unfair trading advantage to Tesco compared with Aldi. Aldi has three visits on Tuesdays from an unpublicised DART bus. Tesco has 2 - 3 buses visiting its car park every hour six days a week.

Whereas people can get home deliveries from Tesco (or any other big supermarket) they must visit Aldi to shop there. It is likely the the low Aldi prices would be important to many non-car owners who must use the bus.

Recommendations

- All three stops should have a bus stop sign, an up to date timetable and information as to where to board your bus for the other two stops.
- Stephenson's should be prevented from blocking one of the stops with parked school buses
- .ECC should re-route some of the town buses to give Aldi & Tesco equal bus services.

Audley End Station

This has a good electronic timetable display plus route by route paper timetables that are not easy to use if you need to find the next bus to Saffron Walden.

The “Where to board your bus” information panel includes a route that has not existed for years.

Other stops

Just over half the remaining stops in Walden (most served by one or a few routes) have a stop sign and some a timetable board. There are many stops that appear on the route timetables but which are unmarked and consequently unused. These need either a stop sign or removal from the timetables to avoid confusion.

There is one stop (allegedly used by routes 7 and 132) outside the old post-office in the High St. This is not marked and buses cannot stop there as it has a double yellow line and would completely block the road. It is essential to remove these from the timetable so they no longer appear on online timetable services.

AUDLEY END SERVICE TO LINK WITH TRAINS

One thing that is blatantly obvious already is the appalling situation regarding the ECC paid for services between the town and Audley End.

The routes in question (301 every hour each way, 59 & 60 (every two hours each route each way) in principal could provide a half hourly service through the main part of the day timed to link with the day-time half hourly service of trains to and from London. Run all three services only a minute of two apart so there is not a half-hourly service but two buses at the same time and then almost an hour to wait for the next.

This situation is so bad that, if you use the Government-sponsored travel advice service (<http://www.travelinesoutheast.org.uk>) to get times and routings for journeys between Saffron Walden High Street and Liverpool Street Stn you will usually be told to use a bus to Audley End then travel by train to Stansted Airport and change for London or to take a citi7 bus to Great Chesterford then back to London on the train from there. This is because, during the daytime when Stephenson's/ECC provide the buses) it is impossible to link bus with train at Audley End without either a long wait or serious risk of missing the connection.

In the morning and evening when the unsubsidised service 590 buses are run by Viceroy there is no problem.

Train: Morning to London	Bus arrival – minutes past hour	Bus route	Wait – minutes
34	23	590	11
04	53	590	11
Train: Evening from London	Bus depart – minutes past hour	Bus route	Wait – minutes
18	29	590	11
48	59	590	11

During the morning and evening peak hours the above half-hourly bus service is timed to link well with the trains (but leaving a safety margin to allow for delays to either a bus or a train). These buses also serve parts of Walden remote from the centre of town and cost Essex County Council nothing in subsidies.

In contrast, during the main part of the day (see opposite page) the services provided with ECC subsidies (59/60 and 301 which together cost ECC £1489 a day in subsidies) are timed such that the two buses an hour service has two buses very close together and then a 50 plus minute gap. The buses involve long waits for trains or are so close that you will almost certainly miss your connection. Note: in almost all cases service 59/60 provides some sort of train connection but route 301 is almost never any use.

PLUSBUS non-availability

PLUSBUS tickets are available to train users at Harlow, Stortford, Royson & Braintree. They give a whole days travel on all local buses (no time restrictions) for £2.80 - £3.40 a day (£1.85 - £2.25 for rail Travel card holders). This is much cheaper than the return fare to Audley End and would also allow other buses to be used in town. Unlike the present system, you could go to the station on a Stephenson bus and return on a Viceroy one.

I

To London – minutes past hour	Bus arrival – minutes past hour	Bus route	Wait – minutes
19	14	301	5
40	19	59/60	21
To Stansted Airport			
25	19	59/60	6
46	19	59/60	27
To Cambridge			
	Bus arr min past hour	Bus route	Wait – minutes
24	19	59/60	5
30	19	59/60	11
40	19	59/60	21
51	19	59/60	32
From London			
	Bus dep min past hour	Bus route	Wait – minutes
30	32	301	2
51	27	59/60	36
From Stansted Airport			
	Bus dep min past hour	Bus route	Wait – minutes
24	27	59/60	3
40	27	59/60	47
From Cambridge			
	Bus dep min past hour	Bus route	Wait – minutes
19	27	59/60	8
25	32	301	7
40	27	59/60	47
46	27	59/60	41

Recommendations

- Provide both High St and Audley End stops with a combined for all routes serving the journey to and from the station.
- Re-timetable 59/60 and/or 301 to provide a half-hourly service linking with trains throughout the day.
- ECC & PlusBus should co-operate to introduce PlusBus tickets in Saffron Walden

DESTINATIONS INVOLVING A BUS CHANGE

There is a long list of important destinations, accessible by bus, where there is no information available on bus stops or ECC or contractor sponsored websites. The only way to find out the timings and details of journeys is to use the excellent Traveline website (<http://www.travelinesouth-east.org.uk/>) which can also be used easily with a smart phone while at a bus stop to get information on the arrival time of the next bus to your destination. ECC should advertise this good and free service prominently on bus stops instead of the poor and expensive ones they do plug.

Here are the major destinations available on an hourly basis via Stansted Airport Bus Station:

Destination	Bus 6 Arrives STN (minutes past hour)	Onward Route	Departs (minutes past hour)	Wait for Link (minutes)
Chelmsford	17	X10	20	3
if missed	17	X30	0	43
Dunmow	17	42A	50	33
Basildon	17	X10	20	3
if missed	17	X10	01:20	63
Southend	17	X30	0	43
Braintree	17	133	15	58
To S Walden from	6 departs (minutes past hour)	Inward Route	Arrives STN (minutes past hour)	Wait for Link (minutes)
Chelmsford	57	X10	9	12
Dunmow	57	42A	23	26
Basildon	57	X10	9	12
if missed	57	X10		
Southend	57	X30	39	42
Braintree	57	133	10	13

There are also useful onward destinations via Haverhill (bus 59/60) to Bury St Edmunds and by highspeed bus routes onward from Cambridge (bus 7) to Huntingdon, Peterborough (Busway) and Bedford, Milton Keynes, Buckingham & Oxford (X5)

All the routes described above can be used with a bus pass during normal bus pass validity times.

Recommendations

- The availability and full timetables for these routes need publicising and through tickets made available (Stagecoach via Cambridge do this, Stephenson's/ECC do not as the Essex all-day ticket is not valid on X10 & X30 services)

SUNDAY SERVICES

The only route is the 132 which, although it is subsidised by ECC, actually mainly serves village in Cambridge. It no longer serves Audley End Station, thus using a bus to get a train on a Sunday is near impossible - two or three journeys each way are possible via Great Chesterford station but since each journey takes 2.5 hours and the last homeward journey leaves Liverpool Street at 12:43, there is no point going to London for a one-day visit.

Recommendation

ECC should cancel its support for service 132 and, instead, run a full Sunday service on a modified route 6: Audley End - Saffron Walden - Thaxted - Stansted Airport.

This would give all Walden residents a way of getting to both major transport hubs: Audley End station (and then any train destinations) and Stansted Airport for any flight, train or national coach destination as well as linking with the rest of the ECC Sunday bus network.

ECC offer a very good value Sunday all day anywhere in Essex bus pass which is not available in the Saffron Walden area because the ticket is not valid on route 132 and, anyway, there is no way of getting to any Essex Sunday bus service without using a car or a taxi.

PROPOSED TOURIST BUS SERVICE

There are two major tourist attractions for people visiting Saffron Walden: Audley End House, & miniature railway and Saffron Walden town centre with its galleries, castle, museum and restaurants.

There is no way any of these attractions can be reached on a Sunday by tourists arriving by train.

Even if the modified route 6 proposal (see above) is accepted the buses could not visit Audley End House or miniature railway without taking a devious route to avoid the Adam Bridge (unless it proves possible to use that bridge with a small bus).

It should be possible to run a summer Sunday heritage bus service using buses small enough to use the Adam Bridge (or with time enough to use the route via Saffron Walden School, avoiding the Adam Bridge). There are commercial operators of heritage bus services who run, for example, the highly successful service associated with Ongar heritage railway at North Weald.

Heritage Buses at North Weald station



More information on Heritage bus clubs and hire:
www.classicbuses.co.uk/

There is also the possibility of using a rota of buses provided and driven by volunteer owners of heritage buses. These would not legally be able to charge fares but can accept donations from passengers. I believe it would be possible to recruit enough such owners who enjoy using their buses for "real" bus services. It would cost SW Town Council nothing to make enquiries. If successful, it would greatly boost tourist use of the town.

Recommendation

- SW Town Council should investigate running a volunteer-based summer heritage bus service.

PROPOSED PARK & RIDE FOR SAFFRON WALDEN

It has been announced that the Army will leave Carver Barracks in some years time. UDC's immediate assumption seems to be that it should be used to build a new town (garden village) adding to the impossible road conditions, air pollution and school crowding in Walden. That is long in the future but there is a way of using Carver Barracks now, in a way that would both generate a large income and go a long way towards reducing car use in Saffron Walden town.

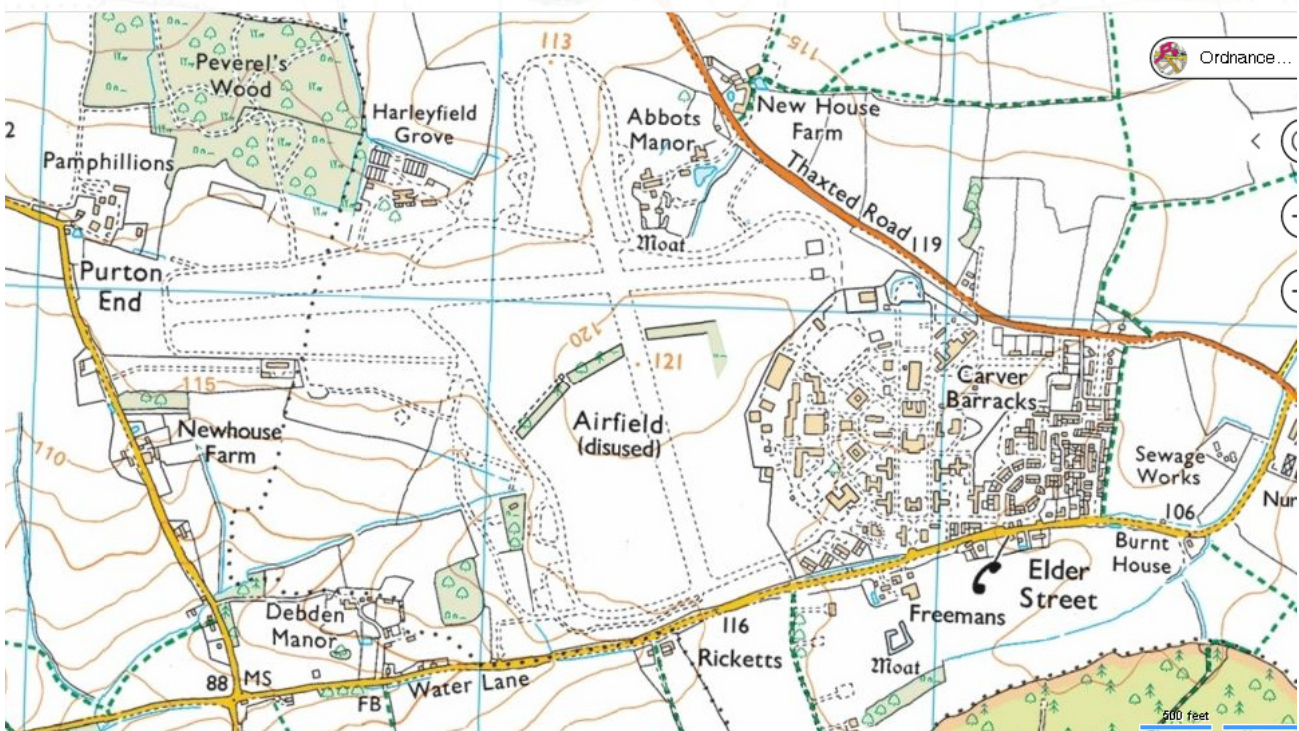
Carver Barracks has a huge length of unused concrete runway and associated roads. As they stand they could be used for parking over a 1200 cars (many more with a bit of new hard-standing construction.)

If a 15-minute-interval bus service were provided linking Audley End, SW town with the Carver Barracks Park & Ride and on to Stansted Airport then Walden would have both a locally valuable Park & Ride service and a bus-linking Walden with our two best local transport hubs seven days a week from very early morning to late at night.

There would be plenty of space to allow long-term parking and a bus link to Stansted Airport at prices about half that charged by Stansted Airport in their long-term car parks. Whole-day parking fees would undercut the Audley End station fees as well as (by a huge margin) Stansted Airport's where a day's parking costs more than most flights to anywhere in Europe. It is this that would generate the income to provide the rest of the park and ride service. The new service would annoy the owners of Stansted Airport but everyone else would benefit.

At present, although Stansted Airport is a major transport hub (frequent trains to London & Birmingham; coach services all over UK, fast buses to major Essex towns) the cost of parking (or drop-off charges) make it impossible to use this hub unless one arrives there on public transport. For this reason alone, a good 7-day a week bus service to Stansted Airport is essential.

Ordnance Survey map of Carver Barracks



Aerial photograph of Carver Barracks



BUS STOPS, TIMETABLES & SHELTERS

Stop code	Stop Name	No	Routes using stop													Sign	Times	Shelter	
			59	60	301	590													
esxdawjp	Audley E d Railway Statio	4	59	60	301	590											y	y	y
esxdawmp	Audley E d The ighti g Cocks, opp	4	59	60	301	590											y	y	y
esxjgmtj	Audley E d Village (N-bou d)	4	59	60	301	590											n	n	n
esxjdm pj	Audley E d, Lio Lodge o/s	1	101														n	n	n
esxjdmpm	Audley E d, Lio Lodge opp	1	101														n	n	n
esxadtgw	SW rie ds Walk opp	1	590														n	n	n
esxdmajg	SW Adams Court adj	1	301														y	n	n
esxdmajd	SW Adams Court opp	5	34	59	60	301	590										y	n	n
esxadtgt	SW adj rie ds Walk	1	590														n	n	n
esxjdw dj	SW Bell School opp	1	34														n	n	n
esxdmajp	SW Birdbush Ave ue opp	1	590														n	n	n
esxdmdaj	SW Chaters Hill (W-bou d)	6	6	34	59	60	301	590									y	n	n
esxdmawt	SW Church Street (SW-bou d)	6	6	34	59	60	301	590									y	y	y
esxdmdgd	SW Commercial Ce tre o/s	1	59														n	n	n
esxgwptp	SW Commercial Ce tre opp	1	59														n	n	n
esxdmawp	SW Commo Hill (N-bou d)	5	6	34	59	60	590										y	y	y
esxdmagp	SW Cou cil Offices o/s	6	6	59	60	101	132	301									y	y	n
esxdmagt	SW Cou cil Offices opp	5	34	59	60	101	301										y	y	n
esxdmapd	SW Cromwell Road Shops adj	1	6														y	y	n
esxgwmtp	SW Cromwell Road Shops opp	1	6														n	n	n
esxdmatw	SW East Street (E-bou d)	4	6	101	301	313											y	n	n
esxdmdgj	SW Elizabeth Way (NW-bou d)	2	60	590													y	n	n
esxjdm dm	SW Elizabeth Way (SE-bou d)	3	34	60	590												n	n	n
esxjmgta	SW rie ds' School o/s	1	6														y	n	n
esxdmdaw	SW rie ds' School opp	1	6														y	n	n
esxdmajt	SW ulfe Way adj	1	590														y	n	n
esxadama	SW Goddard Way (SE-bou d)	1	34														n	n	n
esxdmatp	SW Hatherley Court opp	4	6	34	101	301											y	y	n
esxdmatw	SW Hatherley Court adj	3	6	101	301												n	n	n
esxgmdga	SW High School o/s	3	6	60	101												y	y	n
esxdmaja	SW High School opp	8	6	59	60	60	101	132	301	590							y	y	n
esxdmatg	SW High Street - (S-bou d)	8	6	7	34	59	60	101	301	590							y	y	y
esxdmatj	SW High Street (N-bou d)	10	6	7	34	59	60	101	132	301	313	590					y	y	y
esxdmdag	SW Highfields (S-bou d)	1	34														n	n	n
esxdmdat	SW Hill Top La e adj	1	34														n	n	n
esxdmawa	SW Hospital o/s	2	6	301													y	y	y
esxdmapj	SW Katheri e Semar Sch opp	1	34														y	y	y
esxadpda	SW Lambert Cross (E-bou d)	1	34														n	n	n
esxjppgap	SW La dscape View (E-bou d)	1	34														y	n	n
esxdmajm	SW Loompits Way opp	1	590														y	n	n
esxdmagw	SW Lower School Gate o/s	3	6	60	101												y	y	n
esxgmpmw	SW Lower School Gate opp	7	6	59	60	60	101	132	301								y	y	n
esxdmagw	SW Ma deville Road adj	1	6														n	n	n
esxgwptj	SW Ma i gs Close adj	1	6														n	n	n
esxdmapa	SW Ma i gs Close opp	2	6	34													y	n	n
esxgwgpg	SW Peasla ds Road adj	1	313														y	n	n
esxdmapt	SW Peasla ds Road opp	1	313														y	y	n
esxadta w	SW Post Office o/s	2	7	132													n	n	n
esxdmapg	SW Ross Close (SW-bou d)	1	34														n	n	n
esxdmamj	SW Row tree Way (SE-bou d)	2	34	590													y	y	y
esxdmdap	SW Seven evils Lane adj	1	6														n	n	n
esxgwgpd	SW South Road adj	1	6														n	n	n
esxjdtmp	SW South Road opp	2	6	34													n	n	n
esxgmpmj	SW Statio Road adj	2	6	590													y	n	n

esxgmpmg	SW Statio Road opp	2	6	590													n	n	n
esxdmamd	SW Statio Street (N-bou d)	2	7	313													y	y	y
esxdmawj	SW Tesco i side	4	6	34	101	301											y	y	y
esxgmtmp	SW Tesco St opp	2	101	60													n	n	n
esxdmawg	SW Tesco Store o/s	4	34	60	101	301											y	n	n
esxdmata	SW Thaxted Road (NW-bou d)	1	313														n	n	n
esxdmamd	SW Thaxted Road (SE-bou d)	1	313														n	n	n
esxadpdg	SW The Axe o/s	4	34	59	60	590											n	n	n
esxjdgjtj	SW The Axe opp	3	59	60	590												n	n	n
esxdmajw	SW The Crocus o/s	2	34	590													y	n	n
esxdmajpm	SW The Glebe opp	1	34														y	n	n
esxdmawd	SW The Spike opp	5	6	34	60	101	301										y	y	n
esxgwptg	SW Tukes Way adj	1	6														y	n	n
esxdmamw	SW Tukes Way opp	2	6	34													y	n	n
esxmdmad	SW Usterdale Road (E-bou d)	1	34														n	n	n
esxgmpmt	SW West Road adj	2	6	590													n	n	n
esxgmpmp	SW West Road opp	2	6	590													n	n	n
esxmdmdam	SW Whiteshot Way adj	1	59														y	y	n
esxgwptm	SW Whiteshot Way opp	1	59														y	n	n
esxdmamt	SW Wi sta ley Rd (N-bou d)	2	6	34													y	y	n
esxdmamp	SW Wi sta ley Rd (S-bou d)	1	6														y	n	n
esxdawpa	We de s Ambo Sparrowse d Hill , opp	4	59	60	301	590											y	n	n
esxdawmw	We de s Ambo, Sparrowse d Hill adj	1	301														y	n	n

KEY

“No” indicate the number of routes (excluding schoolday only routes) using the stop.

Sign” “ Times” & “Shelter” indicate wheteghr the stop has a bus stop sign, a timetable and a bus shelter.

The Stop codes are nationally recognised codes that may be sed with text-based applications to get live information on arrivals at the stop. These are doisplays on teh bus stop sign (if there is one).

Recommendations

- Totally unmarked bus stops serve only to confuse the users of published and online timetables. They should be deleted from the official databases so they disappear from online information sources.
- All remaining stops should be provided with accurate and usable timetables

