

### Background

The consultation for service 211 was initiated to gain feedback from existing and potential users of the route on proposals to change how the circular service operated in the Speke area. Journeys had struggled with punctuality and reliability for a period of time due to not always being able to complete the round trip in 27 minutes, which was resulting in late running and journeys having to be dropped from the schedule in order to make up time.

To improve the punctuality and reliability of the service, two proposals were considered.

- Option 1 looked to maintain the existing 30 minute service, but on alternative trips either the Dymchurch or Mains Estate would not be served.
- Option 2 maintained the route as it is currently, but reduced the frequency to every 40 minutes.

### The Consultation Process

The consultation was held online between 08/02/19 & 24/02/19 and resulted in a number of responses. These have now been examined and considered, and Merseytravel would like to thank all participants for taking the time to feed into how the proposals would impact on their journeys.

### Summary of Comments

The themes of the comments received can be summarised as the following:

1. The service offers important links within Speke.
2. Without the service some passengers would have a lengthy walk to an alternative

### Response to Comments

The responses to these comments are the following:

**1. *The service offers important links within Speke.***

This is acknowledged and reinforces the requirement for the service to be able to operate reliably.

**2. *Without the service some passengers would have a lengthy walk to an alternative.***

By choosing option 2 and reducing the frequency to every 40 minutes it ensures that all those who currently have access to the 211 will continue to do so on every journey.

### The Way Forward

From 28<sup>th</sup> April 2019 Service 211 will be reduced to operate every 40 minutes, with all areas continuing to be served. While the timetable is not as easy to understand as a 30 minute service, the schedule should now be both achievable and reliable.

The new timetable information booklet can be found on the Merseytravel website.