

### Background

The consultation for service 3/3A was initiated to gain feedback from existing and potential users of the route on proposals to divert service 3A to operate via Hartsbourne Avenue rather than Childwall Valley Road and to omit Roseheath Drive in Halewood.

### 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. Concerns over the performance of drivers on the route and condition of the vehicles.
2. Concerns over the impact the changes will have on punctuality and reliability.
3. Change is welcomed as it will improve access to transport to Hartsbourne Avenue residents.
4. With 1 additional bus the network can be simplified.
5. Concerns about the route being withdrawn.
6. Any restriction or reduction along Arncliffe Road will be detrimental to passengers.
7. Would like the service extending to serve Speke Retail Park from Okell Drive
8. Residents of Barn Croft Road & Roseheath Drive will struggle if the service is withdrawn from these roads.
9. An app to track buses would be useful.
10. Concern over congestion and road safety on Hartsbourne Avenue if buses resume using it.

### Response to Comments

The responses to these comments are the following:

1. **Concerns over the performance of drivers on the route and condition of the vehicles.**

As a Merseytravel contracted services there are conditions that must be met by the bus operator. Any comments regarding any aspect of poor performance should be made to Merseytravel, where they can be logged and then investigated.

2. **Concerns over the impact the changes will have on punctuality and reliability.** Some of the changes made to the timetable are aimed at improving the punctuality and reliability, but Merseytravel will monitor the effects of the service change.
3. **Change is welcomed as it will improve access to transport to Hartsbourne Avenue residents.**

Merseytravel was aware of the difficulties residents were facing following Avon's withdrawal of the 164/165, and have been able to address this by diverting existing resource and thereby not costing additional monies.

4. **With 1 additional bus the network can be simplified.**

Whilst an additional vehicle would allow different connections and routes, the

budget for providing supported bus services is not sufficient to accommodate this cost.

**5. *Concerns about the route being withdrawn.***

There was no intention to withdraw the whole route.

**6. *Any restriction or reduction along Arncliffe Road will be detrimental to passengers.***

The journeys that are being withdrawn from Arncliffe Road are due to problems that the service has accessing the road due to parked cars during school drop off and pick up times. It can be difficult for the bus to travel along here, which delays the service. The majority of journeys will continue to operate along here.

**7. *Would like the service extending to serve Speke Retail Park from Okell Drive.***

Services 166/188 provide this link. To extend the 3A would require either an additional vehicle or sections of route to be omitted.

**8. *Residents of Barn Croft Road & Roseheath Drive will struggle if the service is withdrawn from these roads.***

The service remains close by on Leather's Lane and in Halewood Bus Station, but the service struggles to use Roseheath Drive due to parked cars, which in turn delay the service.

**9. *An app to track buses would be useful.***

The Merseytravel app will show the Real Time Information for the 3/3A at all bus stops along the route, informing passengers what time the next bus is expected.

**10. *Concern over congestion and road safety on Hartsbourne Avenue if buses resume using it.***

Drivers will be expected to drive with due care and attention and at safe speeds. Merseytravel will work with the operator and local councillors to look at ways in which awareness can be raised that a bus service will be operating along these roads again.

### **The Way Forward**

From 28<sup>th</sup> April 2019 Service 3/3A will be revised as per the consultation route and timetable.

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