

Service 1, Night Bus passenger consultation

Stagecoach has received and examined all responses from the 1, 'Night Bus' service consultation held in March 2019. Stagecoach had initiated the consultation exercise due to the financial performance of the service and the intention to withdraw these late evening journeys on 28th April.

The services are in a position where revenue received from fares on the route do not cover its operating costs. It is unsustainable to continue operating a service at a loss, and therefore the proposal was to withdraw the service.

Stagecoach understood that this would have a significant impact on passengers using the these journeys on a Friday and Saturday evening and sought to use the consultation exercise to investigate in what way passengers would be affected and if any alternative travel options could be provided.

Stagecoach would like to thank all participants of the consultation exercise for providing constructive feedback.

Many comments were received as part of the consultation, and we have summarised the most frequent comments into the following:

- 1.) The service provides a needed alternative to taxis across the Mersey
- 2.) The 0135 departure from Liverpool is more important than the 0305 departure
- 3.) There are few passengers using the service between Bromborough and Chester
- 4.) These services are often well used leaving Liverpool
- 5.) The services are vital to the night time economy and late shift workers on Fridays and Saturdays.
- 6.) Stagecoach should market the service more.

The responses to these comments are below:

Stagecoach has examined alternatives to a complete withdrawal of the service. The current service uses two vehicles and is the only bus operating from the depot at this time in the evening, and there are significant costs associated with the supervisory staff needed at the depot in case of breakdown or emergency.

In response to the feedback, Stagecoach will not implement the proposed full withdrawal of these services. Stagecoach will continue to operate late evening services on Friday and Saturday evenings beyond 28th April, albeit to a reduced timetable. This will mean that buses will finish earlier and only operate between Liverpool and Bromborough.

We are hopeful that this reduction in costs will secure the long term future of the service, and will review the service in the coming months to understand the effectiveness of these changes. The full timetable will be published in the coming days.

We can understand that some people will be inconvenienced by this amended timetable however it is regrettable that the service could not continue in its current form without cost reductions.

Stagecoach will review the effectiveness of publicity surrounding the service.