

REVIEW COMMITTEE– SCOPING FORM FOR BUS SERVICE PROJECT

Project Leader: Cllr T Livings	Date: 21 st June 2006
Review Title: Bus services	
Terms of Reference:	
To ascertain what the local Residents' requirements are with regard to a local Bus service and to provide evidence, if available, of this demand to the Bus Operators in the area.	
Out of Scope:	
The project will not look at issues of comfort or pricing at the current time.	
Brief outline of how review will be conducted:	
<p>As a starting point the project team will look at the last Council questionnaire, when comments on the local Bus Service were requested from the local community.</p> <p>The Bus Companies operating in the local area will be contacted to explain the nature of the review and to obtain details of customer demand and any complaints with regard to service coverage.</p> <p>The Parish Councils will also be contacted to obtain details of any complaints they had received in regard to the service or lack of coverage from the Bus operators.</p> <p>The transport section of the County Council will be contacted and details of any complaints regarding the local Bus service will be obtained.</p> <p>Finally schools in the local area will be contacted with a view to supplying a questionnaire on future bus requirements to be completed by the pupils.</p> <p>The information gathered from these 5 areas will be collated to establish the actual level of demand for any additional service or coverage with all figures etc. being supplied to the local Bus Operators.</p>	
Documents/information:	
<p>Document 1: Rochford District Council satisfaction survey</p> <p>Document 2: Bus Operators complaints register for area</p> <p>Document 3: Parish Councils' lists of complaints regarding local Bus Services.</p> <p>Document 4: Essex County Council's complaint list regarding the Rochford DC area Bus Services.</p>	
Witnesses:	
To be decided once the initial information gathering exercise has been completed.	

Site visits:
To be decided once the initial information gathering exercise has been completed.
Consultation/research:
None identified at this stage of the project.
Venues to be used for meetings/evidence gathering:
To be agreed once it has been determined who will need to be interviewed.
Officer support and other resources:
Overview & Scrutiny Officer
Timescale/milestones:
<p>June 2006 – March 2007</p> <p>WB 3rd Jul 06 - Commence initial evidence gathering</p> <p>26th Jan 07 - Completion of Investigation phase</p> <p>20th Mar 07 - Acceptance of report by Review Committee</p>
Reporting line for the Review:
<p>Project Leader into</p> <p>Review Committee with recommendations into Policy Committee / Full Council if appropriate.</p>