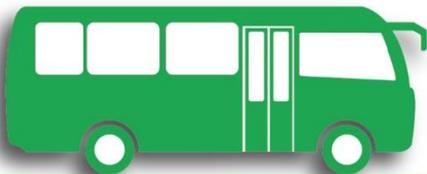
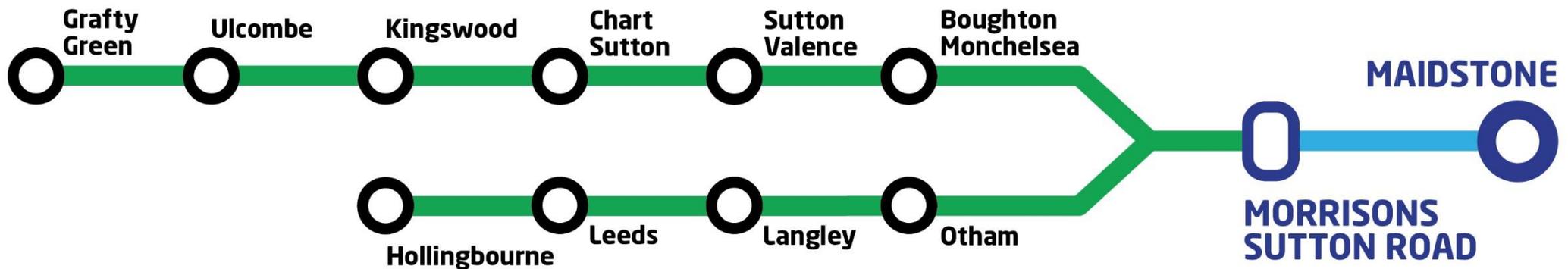


# Maidstone bus pilot consultation booklet

Proposed changes to the **13 & 59** bus services



**Have your say!**

22 January - 19 February 2019

[kent.gov.uk/maidstonebuspilot](http://kent.gov.uk/maidstonebuspilot)



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## 1. Introduction

From June to August 2018, Kent County Council (KCC) held a county wide consultation, the Big Conversation, with communities and transport providers to explore innovative and sustainable ways of providing transport to rural communities in Kent.

Despite ever-decreasing funding for local councils, we want to maintain and improve accessibility for those without an alternative means of travel in rural areas.

Some key findings from the consultation were:

- The biggest barrier to accessing public transport was that services are too infrequent
- The most important feature of a bus service was that it ran to a timetable
- The most popular idea was feeder services that connect rural areas to commercial bus routes.

The full results of the consultation are available at [www.kent.gov.uk/bigconversation](http://www.kent.gov.uk/bigconversation).

We have used the results of the consultation to develop a number of pilot schemes to test out the ideas and help shape the future delivery of public transport.

Some of these schemes are completely new services, and others propose making changes to services we already

support in order to improve them to see if we can make them more sustainable.

Where we are making changes to existing services, we are consulting with the public to make sure we understand the impact this would have on existing service users and the local community. **This document focuses on proposals for Rural Maidstone (services 13 and 59).**

We understand that any changes to bus services could have an impact on users. The pages that follow explain the proposals. No decisions have been made.

The results of this consultation and our Equality Impact Assessment (EqIA) will be used to help us decide whether to progress with these changes.

The document contains some terms that you may be unfamiliar with, therefore a glossary has been provided to give further explanation (see Appendix B).

## 2. Background

Bus services in Kent fall into two categories:

- Commercially (profit-making) operated services.
- Subsidised (KCC funded) services.

Since bus privatisation in 1985, operators in Kent run routes on a commercial basis, where there are enough passengers to fund the service. Around 97% of journeys in Kent run in this way – with around 40 operators covering 600 services – without any funding from Kent County Council (KCC). That means that we have no say over routes, timetables or fares.

But not all of Kent's bus services are run on a purely commercial basis. For the last 30 years, KCC has funded some routes which, while not commercially viable, have been considered important to the needs of the communities and passengers they serve. We have worked hard to protect this funding, but as central government funding has continued to reduce, we have had to make savings, changing the way we work and spending less.

As a Local Transport Authority, KCC has a duty to consider funding bus services that are not provided commercially. These are services which:

- Are considered important to the communities and passengers they serve.

- Provide transport links to key services that could not otherwise be accessed.

Authorities are not required to provide these services and can choose which services to support. KCC uses set criteria to guide our decision making and ranks services based on cost, usage, journey purpose and the availability of other forms of transport (such as the rail network).

### **Kent County Council's support for public transport**

KCC has a long tradition of supporting public transport in Kent and invests around £36m of public money into the County's bus network each year. Last year around £5.7m was invested in subsidising routes across 116 contracts facilitating 3.7m journeys. We also work closely with bus operators through our Quality Bus Partnerships, helping them to improve services.

These activities have helped sustain a comprehensive network of buses in Kent on which over 50 million journeys are made each year. Of these, around 4 million journeys are made on services paid for by KCC.

In other parts of the UK, many authorities have stopped their funding for bus services altogether but despite significant financial pressures, our commitment to bus travel has remained.

### 3. Our Proposal

The most popular idea from the Big Conversation consultation was the feeder service. A feeder service can provide a regular bus service to rural communities who may currently have no or an infrequent service. The feeder bus picks up passengers from villages in rural communities and then drops them off at a bus stop to transfer on to a commercial service to finish their journey.

This type of service makes good use of regular, high frequency commercial bus services to provide more frequent bus services. The time saved by shortening the distance the bus funded by KCC travels, means we can afford to provide more journeys per day.

The feeder service, whilst providing more journeys, does require passengers to change buses to reach their end destination and journeys may be longer depending on connection times.

Feedback from the Big Conversation (including a detail response from parish councils), and the frequency of commercial services into the town led to rural Maidstone being identified as a potential pilot area.

KCC currently supports the services 13 and 59 in Maidstone. We are proposing to revise these services to provide more frequent journey opportunities for the villages currently served.

The 59 service is a commercial service operated by Arriva Monday to Friday and KCC is aware that it is currently under review. This means if passenger numbers drop, Arriva may look to change or remove the service. As a commercial operator, Arriva are not obliged to consult with the public before making changes to their services. However, we are working together to see if we can make both services more sustainable by doing things differently.

In order to facilitate extra journeys, the 13 and 59 services would become feeder buses and they would no longer run all the way into Maidstone. Instead, they would terminate at Morrisons, Sutton Road where users could change onto high frequency buses into Maidstone or Tenterden.

If you use one of these services to travel to and from school, your journey will be unaffected, as school timed services will continue to run directly into Maidstone.

It would be possible on the 59 service to change buses at Warmlake Corner however, Morrisons, Sutton Road will be the transfer point so the buses will be timed to make good connections here. KCC are investigating whether it is possible to improve the bus stops and crossings at Warmlake Corner.

By feeding into Morrisons, passengers will have access to key facilities such as toilets, a taxi-freephone, and a café in case they're left waiting longer than anticipated.

Through the Big Conversation consultees told us that timetabled services are an important feature of a bus service. In order to facilitate a timetable, it is not always possible for buses to wait for each other. However, KCC is investigating the possibility of the feeder bus waiting at the transfer point. We would also upgrade the bus shelters and add Realtime Information (RTI) boards, so passengers could see when the next bus is coming and wait comfortably.

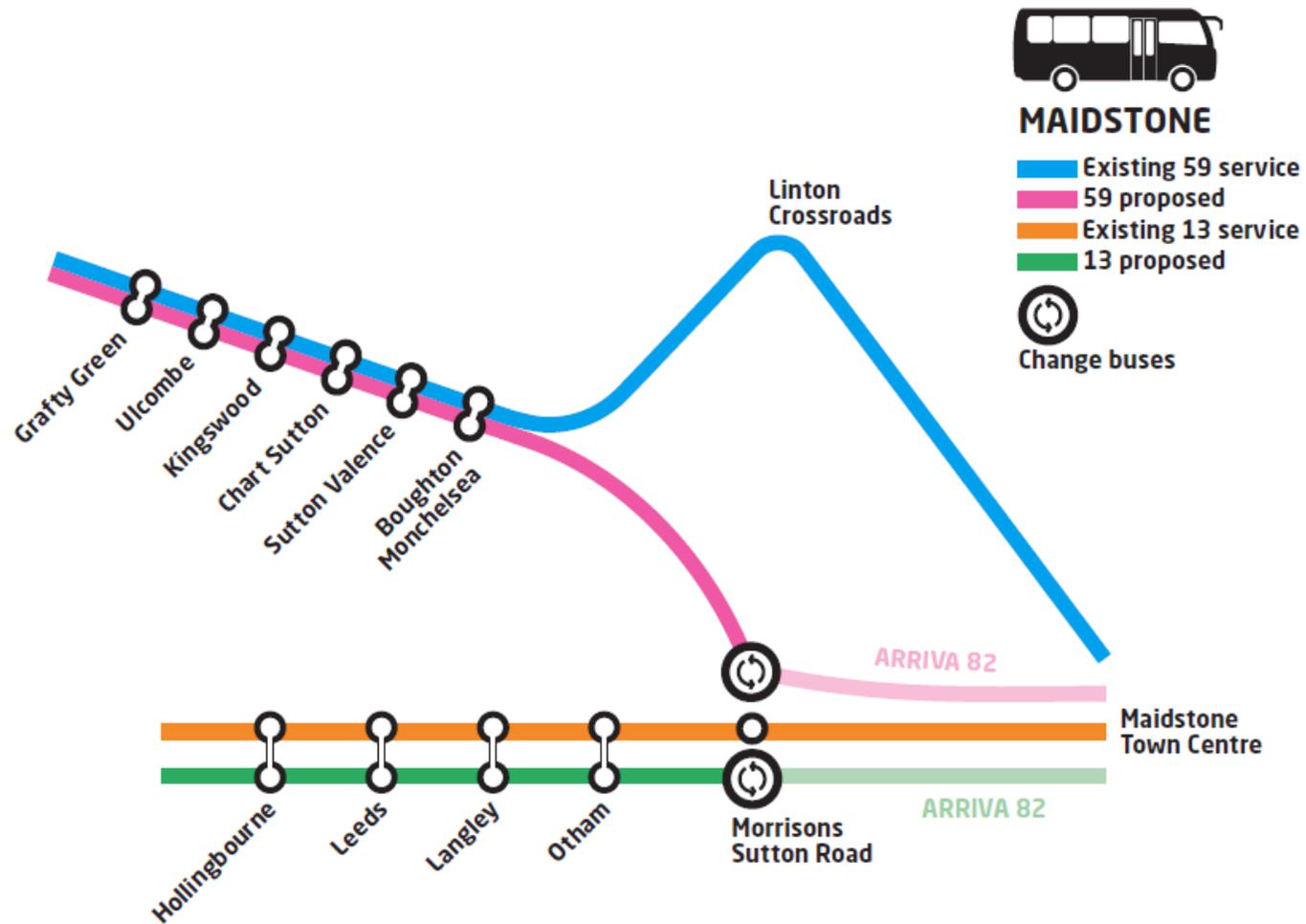
The Big Conversation also highlighted concerns about overcrowding and disabled access, so we're looking to use similar size vehicles to those currently in use.

We will work closely with operators to ensure fares remain in line with current charges for the entire length of the journey to Maidstone. We will also be working with the commercial operators to introduce "through ticketing", so you only need to buy one ticket which covers both buses.

These services will continue to accept concessionary travel passes, such as the older person's bus pass (ENCTS) and young person's travel pass (YPTP).

We've conducted an Equality Impact Assessment (EqIA) which has highlighted that the increased frequency of these services could positively impact all service users but particularly those with the protected characteristics age,

disability and carers. However, the requirement to change buses may adversely impact people with disabilities, and those that are pregnant or travelling with young children. For more information, see our full EqIA available online or in hard copy on request.



59 Route Description: From Grafty Green Headcorn Road via; Eastwood Road, The Street, Ulcombe Hill, Lenham Road, Gravelly Bottom Road, Cayser Drive, Charlesford Avenue, Broomfield Road, Duck Pond Lane, Chartway Street, Warmlake Road, Amber Lane, Brishing Road, B2163 Heath Road, Green Lane, Church Street (Boughton Monchelsea), B2163 Heath Road, Five Wents, A274 Sutton Road to Morrisons.

13 Route Description: From Hollingbourne via B2163 Eyhorne Street, (Leeds Castle Grounds served seasonally), A20, B2163 Penfold Hill, B2163 Lower Street, B2163 Upper Street, Heath Road, Horseshoes Lane, A274 Sutton Road, New Road, Honey Lane, White Horse Lane, Gore Court Road, A274 Sutton Road to Morrisons.

### 13 - Hollingbourne, Otham, Leeds, Langley, Maidstone

	<b>Current service</b>	<b>Proposed service</b>
<b>Destination</b>	Maidstone Town Centre	Morrisons, Sutton Road
<b>Number of Journeys</b>	6 return journeys	10 return journeys
<b>Connections</b>	No Connections Required	Maidstone Town Centre every 10 minutes, Headcorn and Tenterden every 30 mins
<b>Estimated Total Journey Time (Hollingbourne – Maidstone)</b>	36 minutes	42 minutes

<b>Advantages</b>	<ul style="list-style-type: none"> <li>• Don't need to change buses</li> </ul>	<ul style="list-style-type: none"> <li>• More frequent journey opportunities</li> <li>• Connections to Headcorn and Tenterden</li> <li>• Shelters on Sutton Road upgraded with Real Time Information</li> <li>• Less buses will travel on the A274 between Maidstone Town Centre and Morrisons helping to ease congestion</li> <li>• New opportunities for commuters to travel to Hollingbourne Station</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>• Less journey opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Need to change buses</li> </ul>

## 59 - Grafty Green, Ulcombe, Kingswood, Chart Sutton, Boughton Monchelsea, Maidstone

	<b>Current service</b>	<b>Proposed service</b>
<b>Destination</b>	Maidstone Town Centre	Morrisons, Sutton Road
<b>Number of Journeys</b>	3 return journeys	6 return journeys
<b>Connections</b>	No Connections Required	Maidstone Town Centre every 10 minutes, Headcorn and Tenterden every 30 mins
<b>Estimated Total Journey Time (Grafty Green – Maidstone)</b>	50 minutes	62 minutes

<b>Advantages</b>	<ul style="list-style-type: none"> <li>• Don't need to change buses</li> </ul>	<ul style="list-style-type: none"> <li>• More frequent journeys</li> <li>• Ability to travel to Headcorn and Tenterden</li> <li>• Bus will serve Morrisons on Sutton Road</li> <li>• Less buses on the A229 and the A274 between Maidstone Town Centre and Morrisons helping to ease congestion</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>• Less journey opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Need to change buses</li> <li>• Heath Road at Loddington Lane in Boughton Monchelsea and Linton Road (A229) will no longer be served by the 59. Alternative stops would be at Church Street, Boughton Monchelsea or Linton Crossroads</li> </ul>

## 4. How to get involved and have your say

Before any decisions are made, we want to hear your views on:

- How the proposal put forward in this consultation could impact you.
- The assumptions we have made in the draft EqIA.
- Any additional information that you think we need to consider about the proposed changes to the routes identified in this document.

Please let us know your views by visiting [www.kent.gov.uk/maidstonebuspilot](http://www.kent.gov.uk/maidstonebuspilot) and completing the online questionnaire.

Alternatively, complete a paper copy of the questionnaire available in your local library and return to: FREEPOST: BIG CONVERSATION

**This consultation will run for four weeks from 22 January until 19 February 2018 (inclusive).**

If you require this or any of the consultation documents in hard copy or an alternative format, please request these via email to [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or by telephone on 03000 421553 (text relay service 18001 03000 421553). This number goes to an answer machine, which is monitored during office hours.

If you require any further information about the proposed changes before responding to the consultation, please contact

us at [bigconversation@kent.gov.uk](mailto:bigconversation@kent.gov.uk) or speak to us at one of our consultation drop in events:

4 February from 10:00 to 13:00 at St Nicholas Church, Lower Street, Leeds ME17 1RL

9 February from 09:30 to 12:30 at Kingswood and Broomfield Village Hall, Maidstone, ME17 3PX

### What happens next?

The responses to the consultation will be analysed and presented in a consultation report. This report will be published on our consultation webpage.

Your responses, along with the final EqIA, will be presented to KCC Members in March, following which we will publish the decision and notify consultees and service users via our website and notices on impacted buses.

Any changes to bus routes resulting from decisions made by Council Members would most likely take effect in June 2019. If changes are made, KCC will regularly review the impact of the changes on passenger numbers and travel patterns seeking feedback from local representatives and service users. If the pilot is successful, we will look to make the changes permanent. If the pilot is not successful, KCC would work with commercial operators to reinstate direct journeys to Maidstone.

## Appendix A: Indicative Timetables

Please note: The bus times in blue have been included for information only as they offer connections with the least waiting time. Other departure times are available, and passengers would not be required to travel on the services highlighted in blue.

<b>Hollingbourne - Langley - Morrisons, Sutton Road</b>														<b>13</b>	
<b>Mondays to Fridays</b>															
Eyhorne Street, opp Post Office	0620	0640	-	-	-	-	-	-	-	-	-	-	-	1904	1924
Hollingbourne, opp Troys Mead	0622	0642	-	-	-	-	-	-	-	-	-	-	-	1906	1926
Hollingbourne, o/s Church	0624	0644	0712	0840	0940	1040	1140	1240	1340	1440	1650	1750	1908	1928	
Leeds	-	-	0719	0847	0947	1047	1147	1247	1347	1447	1657	1757	-	-	
Langley	-	-	0727	0855	0955	1055	1155	1255	1355	1455	1705	1805	-	-	
Otham	-	-	0733	0901	1001	1101	1201	1301	1401	1501	1711	1811	-	-	
Sutton Road, Morrisons	-	-	0738	0906	1006	1106	1206	1306	1406	1506	1716	1816	-	-	
<i>Buses into Maidstone (AKS 82)</i>			0749/0800	0909/0912	1009/1019	1109/1119	1209/1219	1309/1319	1409/1419	1509/1519	1719/1731	1759/1809			
<i>Bus to Maidstone Market (Tues) (Hamms 24)</i>					1037										
<i>Buses to Tenterden (AKS 12)</i>				0932	1032	1132	1232	1332	1437		1720	1821			
Maidstone (SDO)	-	-	0750	-	-	-	-	-	-	1518	-	-	-	-	
<i>Trains depart for London @ 0637/0643 and 0700/0717</i>										<i>Trains arrive from London @ 1832/1900 &amp; 1908</i>					
<b>Morrisons, Sutton Road - Langley - Hollingbourne</b>														<b>13</b>	
<b>Mondays to Fridays</b>															
Maidstone (SDO)	-	-	0800	-	-	-	-	-	-	-	1610	-	-	-	
<i>Buses from Maidstone (AKS 82)</i>				0901/0903	1001	1101	1201	1301	1401		1709/11/19	1802/1811/1812			
<i>Bus from Maidstone Market (Tues) (Hamms 24)</i>									1337						
<i>Buses from Tenterden (AKS 12)</i>					0952	1041/1111	1141/1211	1241/1311	1341/1411		1627/1724	1750/1818			
Sutton Road, Morrisons	-	-	0812	0910	1010	1110	1210	1310	1410	1619	1720	1820	-		
Otham	-	-	0817	0915	1015	1115	1215	1315	1415	1624	1725	1825	-		
Langley	-	-	0823	0921	1021	1121	1221	1321	1421	1626	1731	1831	-		
Leeds	-	-	0827	0925	1025	1125	1225	1325	1425	1630	1735	1835	-		
Hollingbourne o/s church	0630	0645	0834	0935	1035	1135	1235	1335	1435	1640	1745	1845	-		
Hollingbourne, adj Troys Mead	0632	0647	-	-	-	-	-	-	-	-	-	-	1850	1915	
Hollingbourne, adj Post Office	0634	-	-	-	-	-	-	-	-	-	-	-	1854	1917	
													1856	1919	
<i>Trains depart for London @ 0637/0643 and 0700/0717</i>										<i>Trains arrive from London @ 1832/1900 &amp; 1908</i>					

<b>Hollingbourne - Langley - Morrisons, Sutton Road</b>										<b>13</b>
<b>Saturday</b>										
<b>Hollingbourne</b>	0840	0940	1040	1140	1240	1340	1440	1650	1750	
<b>Leeds</b>	0847	0947	1047	1147	1247	1347	1447	1657	1757	
<b>Langley</b>	0855	0955	1055	1155	1255	1355	1455	1705	1805	
<b>Otham</b>	0901	1001	1101	1201	1301	1401	1501	1711	1811	
<b>Sutton Road, Morrisons</b>	0906	1006	1106	1206	1306	1406	1506	1716	1816	
<i>Buses into Maidstone (AKS 82)</i>	<i>0909/0912</i>	<i>1009/1019</i>	<i>1109/1119</i>	<i>1209/1219</i>	<i>1309/1319</i>	<i>1409/1419</i>	<i>1509/1519</i>	<i>1719/1731</i>	<i>1759/1809</i>	
<i>Buses to Tenterden (AKS 12)</i>	<i>0932</i>	<i>1032</i>	<i>1132</i>	<i>1232</i>	<i>1332</i>	<i>1437</i>		<i>1720</i>	<i>1821</i>	
<b>Morrisons, Sutton Road - Langley - Hollingbourne</b>										
<b>Saturday</b>										
<i>Buses from Maidstone (AKS 82)</i>		<i>0901/0903</i>	<i>1001</i>	<i>1101</i>	<i>1201</i>	<i>1301</i>	<i>1401</i>		<i>1709/11/19</i>	<i>1802/1811/1812</i>
<i>Buses from Tenterden (AKS 12)</i>			<i>0952</i>	<i>1041/1111</i>	<i>1141/1211</i>	<i>1241/1311</i>	<i>1341/1411</i>		<i>1627/1724</i>	<i>1750/1818</i>
<b>Sutton Road, Morrisons</b>	0812	0910	1010	1110*	1210*	1310*	1410*	1619	1720	1820
<b>Otham</b>	0817	0915	1015	1115	1215	1315	1415	1624	1725	1825
<b>Langley</b>	0823	0921	1021	1121	1221	1321	1421	1626	1731	1831
<b>Leeds</b>	0827	0925	1025	1125	1225	1325	1425	1630	1735	1835
<b>Hollingbourne</b>	0834	0935	1035	1135	1235	1335	1435	1640	1745	1845
* 13 Feeder bus can wait until 15 mins past the hour for the number 12 bus										

\*SDO – School day only journey

**Grafty Green - Chart Sutton - Morrisons, Sutton Road** **59**

Mondays to Saturdays	SDO 89	NSD 59	SATS					
Grafty Green	0645	0711	0733	0930	1100	1250	1430	1710
Ulcombe	0652	0719	0740	0938	1108	1258	1438	1718
Kingswood	0702	0726	0745	0945	1115	1305	1445	1715
Warmlake Corner (W-bound)	0708	0732	0751	0951	1121	1311	1451	1721
Chart Sutton	0714	0735	0756	0954	1124	1314	1454	1724
Boughton Monchelsea	0722	0741	0802	0959	1129	1319	1459	1729
Sutton Road, Morrisons	-	-	-	1010	1140	1330	1503	1743
<i>Buses to Maidstone (AKS 82)</i>	<i>0749/0800</i>			<i>1019/1029</i>	<i>1149/1159</i>	<i>1339/1349</i>	<i>1509/1519</i>	<i>1749/1759</i>
<i>Bus to Maidstone Market (Tues) (Hamms 24)</i>				<i>1037</i>				
<i>Buses to Tenterden (AKS 12)</i>				<i>1032</i>	<i>1202</i>	<i>1332</i>	<i>1545</i>	<i>1821</i>
Maidstone, Oakwood Site	0825	-	-	-	-	-	-	-
Maidstone, King Street	-	0804	0820	-	-	-	1515	-

**Morrisons, Sutton Road - Chart Sutton - Grafty Green** **59**

Mondays to Saturdays	M-F	SATS				SDO	
Maidstone	0810	0845	-	-	-	1612	-
<i>Buses from Maidstone (AKS 82)</i>			<i>1001/1011</i>	<i>1141/1151</i>	<i>1321/1331</i>		<i>1731/1740</i>
<i>Bus from Maidstone Market (Tues) (Hamms 24)</i>					<i>1337</i>		
<i>Buses from Tenterden (AKS 12)</i>			<i>0952</i>	<i>1141</i>	<i>1311/1341</i>		<i>1724/1750</i>
Sutton Road, Morrisons	-	0859	1015	1200	1340	-	1750
Boughton Monchelsea		-	1026	1211	1351	1635	1801
Chart Sutton	0839	-	1032	1217	1358	1638	1807
Warmlake Corner (E-bound)	0842	-	1035	1220	1401	1641	1810
Langley, adj The Plough	-	0904	-	-	-	-	-
Warmlake Corner (S-bound)	-	0906	-	-	-	-	-
Kingswood	0848	0914	1045	1230	1407	1649	1816
Ulcombe	0855	0921	1050	1235	1414	1655	1823
Grafty Green	0902	0928	1057	1242	1421	1702	1830

\*SDO = School day only journey  
 \*NSD = Non-school day journey  
 \*SATS = Saturdays only

## Appendix B: Glossary of terms

**Commercially Viable:** these services are run by bus operators for profit with no funding from Kent County Council. They do not need permission from the Council who have no contractual relationship or control over them. They are regulated by the Department for Transport.

**Council Members:** KCC's elected politicians, in this instance represented through those members forming part of relevant Cabinet Committees.

**Criteria for bus service support:** the KCC Member approved way of ranking existing and new bus services to identify if they will or won't be paid for by KCC. The criteria take account of value for money and journey purpose.

**English National Concessionary Travel Scheme:** the older person's and disabled person's bus pass. KCC has to pay operators for each journey made by the pass holder.

**Equality Impact Assessment (EqIA):** the assessments carried out by Council officers to understand the impact of proposed changes on existing bus users based on their protected characteristics. These are: age, disability, gender, gender identity, race, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership and carers' responsibilities.

**Local Transport Authority:** the local government organisation with responsibility for local transport (roads, drainage, public transport etc.) matters. In this instance, this means Kent County Council.

**Quality Bus Partnership:** a voluntary arrangement between KCC, the local District Council and bus operators. The partners work in collaboration with each other to improve bus services in the area.

**Real Time Information:** an electronic display which tells you which the next expected scheduled services

**Subsidised Bus Service:** services that are not commercially viable because of low passenger usage but that the Council pays bus operators to run because they are important for bus passengers.

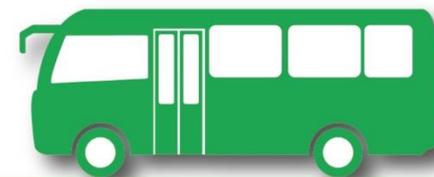
**Through Ticketing:** Where one ticket will cover you journey on the feeder bus and the connecting bus.

**Young Person's Travel Pass:** KCC's scheme that provides reduced cost bus travel for secondary aged school children. KCC has to pay operators for each journey made by pass holder.





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