

ARRIVA BUSES PRESENTATION

Report of the Director of Environment & Infrastructure

Author: Matt Lale (Passenger Transport Manager 01992 588633)

Executive Member: Derrick Ashley, Growth, Infrastructure, Planning & The Economy

1 Purpose of report

- 1.1 This paper provides background information to support the presentation to Panel by representatives from Arriva Buses

2 Summary

- 2.1 Arriva is the biggest single operator in Hertfordshire with 50% of the scheduled mileage.
- 2.2 Over the last year the performance of Arriva, particularly in the west of the county, has been poor due to a number of issues with recruitment and quality of buses.
- 2.3 Arriva will attend the panel to give an update on current performance and future solutions.

3 Recommendation

- 3.1 The report is for information only and the Cabinet Panel is asked to note the presentation.

4 Background

- 4.1 Arriva plc forms part of one of the UK's large bus transport groups along with Go-Ahead, First, National Express and Stagecoach. Arriva is owned by Deutsche Bahn but is currently up for sale.
- 4.2 Most of their services are provided by Arriva Kent Thameside which also operates in Essex, North Kent and Surrey (Guildford). Headquarters is at Maidstone but there is commercial management at Stevenage. The depots in Hertfordshire are at Hemel Hempstead, Stevenage and Ware.

4.3 Below is a table of the current contracts that Hertfordshire County Council has awarded to Arriva:

ARRIVA LOCAL BUS SERVICE CONTRACTS AS AT MAY 2019

Expires	Contract name	Services	Details	Type	Notes
28/3/20	2 de minimis	2	Bennetts End - Woodhall Farm Estate, certain journeys	Sun	
28/3/20	3 de minimis	3, 4	Grove Hill West - Long Chaulden, early/late journeys	Sun	
26/3/22	4Su	3, 4	Grove Hill West - Marlowes	Sun	
28/3/20	8 de minimis	8	Woodside - Mt Vernon Hospital, evening jnys Daily	Evng/Sun	
28/3/20	8MV de minimis	8	Oxhey - Mt Vernon Hospital section Mon-Sat	VFM	
28/3/20	8 TR de minimis	8	Part-journeys in South Oxhey, Sundays	Ex	Fully supported by Three Rivers District Council
28/3/20	10E de minimis	10	Woodside - Holywell, evening jnys Daily	Evng	
26/3/23	55Su	55	Letchworth - Stevenage	Sun	
30/3/24	97/98PH	97, 98	Stotfold/Baldock - Hitchin	PH	
28/3/20	301 de minimis	301	Hemel Hempstead - Stevenage, jnys Sat & Sun	Evng/Sun	
28/3/20	320 de minimis	320	Hemel Hempstead - Maple Cross	Evng/Sun	
30/6/18	331	331	Buntingford - Hertford, certain jnys Mon-Fri, whole service Sat	VFM	S.106 contribution
27/3/21	395Su	395	Hertford - Ware local	Sun	
28/3/20	500 de minimis	500	Northchurch - Hemel Hempstead evening jny	Evng	
30/3/24	658	357	Harpenden - Borehamwood Mon-Sat	VFM	
28/3/20	SB8 de minimis	8	Symonds Green - Bragbury End, evening journeys Mon-Sat	Evng	
28/3/20	SB8/9Su	8, 9	Symonds Green - Poplars, evening journeys Sundays	Sun	

CONTRACT TYPES:	Evng	Evening
	Ex	Procured on behalf of external body
	PH	Public Holiday
	Sun	Sunday
	VFM	Value for Money

Arriva has recently taken on Hertfordshire County Council's largest single contract, the 357 Harpenden-Borehamwood, at a cost of £269,280 per annum but most of the Arriva services provided are relatively small scale evening/Sunday journeys.

4.4 Arriva runs core inter-urban services such as:

- 100/101 Stevenage-Hitchin-Luton,
- 300/301 Hemel Hempstead-St Albans-Hatfield-Welwyn Garden City- Stevenage (Lister Hospital)
- 310 Hertford-Broxbourne-Cheshunt-Waltham Cross,
- 320 Hemel Hempstead-Watford-Rickmansworth,
- 508/9/10 Harlow-Bishop's Stortford-Stansted Airport,
- 724 Harlow-Hertford-Welwyn Garden City-Hatfield-St Albans-Watford- Heathrow Airport on a largely/entirely commercial basis.
- 321 Luton-Watford
- 500 Aylesbury-Watford

4.5 Arriva runs the majority of town services in Hemel Hempstead, Stevenage, Welwyn Garden City and around the Watford area, again largely/entirely commercial.

4.6 Arriva London runs a number of services under contract to Transport for London which enter Hertfordshire i.e. which are:

279/N279 Waltham Cross-Manor House/Trafalgar Square
313 Potters Bar-Chingford

5. Performance

5.1 Within the Passenger Transport Unit there are four enforcement officers who enforce contracted services in Hertfordshire by checking punctuality. A summary of Arriva's operators' punctuality is shown below.

The checks are carried out at a number of locations including Bus Stations (Departures) and roadside checks (on route) across the bus network at various times during the day and various days of the week

	EARLY	ON TIME	LATE	DNO (Did Not Operate)	TOTAL
ARRIVA	11	3018	195	14	3238
%	0.34	93.21	6.02	0.43	

6 Financial Implications

6.1 This is a report on activities delivered by Arriva Buses. There are no financial implications for Hertfordshire County Council arising from this report.

7 Equalities issues

- 7.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 7.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the county council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EqIA) produced by officers.
- 7.3 The Equality Act 2010 requires the Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 7.4 At this preliminary stage a full EqIA has not yet been undertaken. However, subject to Panel's recommendations a full EqIA will be prepared to assist with informing any future decisions by Members.