

Hullbridge Parish Council
98 Ferry Road
Hullbridge
Essex
SS5 6EX

Westway
Chelmsford
Essex
CMI 3AR
www.firstgroup.com

8th May 2026 by email

Dear Clerk,

RE: First Bus Service Changes from 31st May 2026

Thank you for your letter of 24th April 2026.

We have looked very carefully at our services in the Hullbridge area and across South Essex. We have considered recent data about how our passengers use our services and looked to ensure we match most of the journeys made with our new service patterns. As a result of this, changes are being made from 31st May.

Around 90% of current passengers on service 20 either use it between Hullbridge and Rayleigh or between Rayleigh and Southend. These journeys will be unaffected by the changes and will still be able to be made on the 25 (for Rayleigh to Southend) and 27 (for Hullbridge to Rayleigh) services. Journeys to and from Southend can still be made by changing between the 27 and the 25 or X30. The best place to make this change is at Rayleigh Station and the wait should be no more than 10 minutes for most of the day.

I am aware, from the feedback we have had, that there is concern about any additional cost for those people who do want to travel from Hullbridge onwards to Southend or in the opposite direction. I am pleased to say that we are planning on introducing a through ticket that will allow someone to only pay once to make those journeys. It is also our intention to accept our period products on the X30 and we will be asking that the Octopus ticket is also made valid on the X30.

A morning school day journey from Hullbridge at 07.20 will still operate through to Southend with a 15.30 return. These operate via Thomas More School and Westcliff High School.

Evening journeys on the 20 service will still be in place as these are operated under a tender. This means that no change of bus will be needed at Rayleigh at these times. These are the 19.30, 20.30, 21.30 and 22.30 Monday to Saturday evenings from Southend and on the same days at 20.25 and 21.20 to Southend.

The changes do mean that the new 27, replacing the 20, will offer links to and from Hullbridge beyond Rayleigh. The new 27 will operate to Canvey Island via Rayleigh Weir, Hadleigh, South Benfleet and Benfleet. This may open up new travel options for people such as getting to Sainsbury's at Rayleigh Weir.

I know that changes to bus services do concern people. We are planning a full marketing campaign to ensure as many people as possible are aware of the changes and how they might be affected. Full details of the changes are now starting to be put on our website.

[Service Changes from 31st May 2026 | First Bus](#)

We note your request for better consultation and information. This is something that we will take on board and look to improve for any future changes.

I would be very happy to arrange a meeting. Please let me know how this is best arranged.

In the meantime, please let me know if you have any further questions.

Regards,

A handwritten signature in black ink, appearing to read "Simon Mathieson", with a long horizontal line extending to the right.

Simon Mathieson

Regional Director · First Bus · East of England & Midlands