

Date: 16 October 2018
Our Ref: Service 381 consultation

Dear Passenger

Consultation on Service 381 Harlow – Coopersale operated by Community Link

Service 381 operates Monday to Saturdays with financial support from Essex County Council (ECC). ECC are considering amending the Monday – Friday timetable and is carrying out a public consultation regarding this proposal for 6 weeks between 15 October 2018 and 26 November 2018.

Background: Due to low passenger numbers in the early morning and late afternoon period, ECC are looking at ways to increase patronage on the 381 service and propose to make the changes below.

Proposal: The service to start at **6:55 from Coopersale to Epping Station** with another run at **07:25**, the timetable will then resume the current operation from Coopersale to Harlow from 7:55. The last two journeys of the day will operate between **Epping Station - Coopersale at 18:05 and 18:30**.

Impact: the proposal will see the removal of the:

- 06:55 from Harlow to Coopersale
- 17:40 and 19:35 from Coopersale to Harlow
- 18:39 from Harlow to Coopersale.
- 16:45 from Harlow to Coopersale will operate at 16:55.

The Saturday timetable will remain unchanged

Proposed Timetable

COOPERSALE - EPPING - EPPING GREEN - HARLOW									
Mondays to Fridays									
Coopersale, Piazza	6:55	0725	07:55	1002	1201	1400	1550		
Fiddlers Hamlet, Merry Fiddlers	6:59	07:29	07:59	1006	1205	1404	1554		
Epping opp Woodlands (for station)	7:03 S	07:33:00 S	08:03	1010	1209	1408	1558		
Epping, Tesco Store				1020	1219	1418	1608		
Epping, High Street, Church			08:10	1024	1223	1422	1612		
Epping Green			08:20	1034	1233	1432	1622		
Broadley Common			08:22	1036	1235	1434	1624		
Tylers Cross			08:24	1038	1237	1436	1626		
Roydon, Telephone Exchange			08:30	1043	1242	1441	1631		
Harlow, Bus Station			08:40	1053	1252	1451	1641		
*S= Station									
HARLOW - EPPING GREEN - EPPING - COOPERSALE									
Mondays to Fridays									
Harlow, Bus Station			0904	1103	1302	1455	1655		
Roydon, Telephone Exchange			0914	1113	1312	1505	1705		
Tylers Cross			0919	1118	1317	1510	1710		
Broadley Common			0921	1120	1319	1512	1712		
Epping Green			0924	1123	1322	1515	1715		
Epping, Church			0934	1133	1332	1525	1725		
Epping, Tesco			0938	1137	1336	1529	1729		
Epping Station Road Woodlands (for station)			0948	1147	1346	1539	1739	18:05:00 S	18:30:00 S
Fiddlers Hamlet, Merry Fiddler			0952	1151	1350	1543	1743	1809	1834
Coopersale, Piazza			0956	1155	1354	1547	1747	1813	1838
HARLOW - EPPING GREEN - EPPING - COOPERSALE									
Saturdays									
Harlow, Bus Station		1100	1250	1445	16:40				
Roydon, Telephone Exchange		1110	1300	1455	16:50				
Tylers Cross		1115	1305	1500	16:55				
Broadley Common		1117	1307	1502	16:57				
Epping Green		1120	1310	1505	17:00				
Epping, Church		1130	1320	1515	17:10				
Epping, Tesco		1134	1324	1519	17:14				
Epping Station Road Woodlands (for station)		1144	1334	1529	17:24				
Fiddlers Hamlet, Merry Fiddler		1148	1338	1533	17:28				
Coopersale, Piazza		1150	1340	1535	17:30				
COOPERSALE - EPPING - EPPING GREEN - HARLOW									
Saturdays									
Coopersale, Piazza			1000	1155	1345	15:40			
Fiddlers Hamlet, Merry Fiddlers			1004	1159	1349	15:44			
Epping Station Road Woodlands (for station)			1008	1202	1353	15:48			
Epping, Tesco Store			1018	1212	1403	15:58			
Epping, High Street, Church			1022	1216	1407	16:02			
Epping Green			1032	1226	1417	16:12			
Broadley Common			1034	1228	1419	16:14			
Tylers Cross			1036	1230	1421	16:16			
Roydon, Telephone Exchange			1041	1235	1425	16:21			
Harlow, Bus Station			1051	1245	1436	16:31			

This questionnaire is designed to identify passenger's views on the proposal.

ECC will collate all the responses from the survey and summarise them as part of our report. This report will be used to help decide whether the proposal should be implemented. We will not identify individual people and your name will not be mentioned in any reports we write for this purpose. You do not have to take part if you don't want to - this is a voluntary activity.

Please complete and return this questionnaire to
Freepost RTKH-XUBZ-CJZS
Essex County Council
Passenger Transport
County Hall
Chelmsford
CM1 1QH

You may wish to complete this survey by telephone, or may require it in an alternative format. If so, please call 03457 430 430 to arrange this. Please complete and return this questionnaire by 27 November 2018.

Consultation questions on journey Service 381

1. Do you currently use this service?

- ☐ No ☐ Yes

2. If you use this service please tell us how often

- ☐ Daily ☐ Monthly
☐ Weekly ☐ Less than once a month

3. Do you agree with the proposed changes?

- ☐ No ☐ Yes

4. Please enter any additional comments below (Overleaf)

About you

In order to ensure the continued development of our Diversity and Equality practices, and ensure we meet legislative duties under the Equality Act 2010, everyone that we work with is asked to complete the information below. You are not obliged to answer all questions, but the more information you supply, the more effective our monitoring will be. If you choose not to answer questions, it will not affect your participation. The information you supply below is confidential and will be used solely for monitoring purposes.

Your gender:

- ☐ Male ☐ Female ☐ Prefer not to say

Where in Essex do you live?

- ☐ Basildon
☐ Braintree
☐ Brentwood
☐ Castle Point
☐ Chelmsford
☐ Colchester
☐ Epping Forest
☐ Harlow
☐ Maldon
☐ Rochford
☐ Tendring
☐ Uttlesford
☐ Other, please state

Please give us your
postcode:

What is your age?

- ☐ Age Under 18* ☐ Age 55 - 64
☐ Age 18 – 24 ☐ Age 65 - 74
☐ Age 25 - 34 ☐ Age 75 - 84
☐ Age 35 - 44 ☐ Age 85 - 94
☐ Age 45 - 54 ☐ Age 95+

*If you are under the age of 16 you should ask your parent/carer for permission to take part in this consultation

Do you consider yourself to have a disability, and if so please tell us what type of disability you have?

- ☐ Hearing impairment
☐ Physical impairment
☐ Visual impairment
☐ Learning disability
☐ Mental health need
☐ Other long term health condition that affects my transport needs (eg epilepsy)
☐ None of the above
☐ Prefer not to say

Your employment status.

Please pick the option that applies to the majority of your time.

- ☐ Working full or part time
☐ Retired
☐ Studying full or part time
☐ Not working or studying
☐ Prefer not to say
☐ Other, please specify

Thank you for your help

Further Information

If you have any queries, please contact Passenger.Transport@essex.gov.uk

Complaint, Comment or Compliment

If you would like to make a Complaint, Comment or Compliment regarding any services provided by Essex County Council, please contact **03457 430430**.

Under the Data Protection Act we have a legal duty to protect any information we collect from you. The information will only be used for the purposes described above and will not be kept longer than is necessary to do so, up to a maximum of two years. We will not share your personal details with any other agency unless we have concerns that you or another individual may be at risk of harm or if it is required by law. We do not collect personal information for commercial purposes.