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| **Bus Service Consultation**  Consultation on ECC funded bus service 381 Harlow - Coopersale  Operated by Community Link  October - November 2018 |
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**Introduction:** Service 381operates Monday to Saturdays with financial support from Essex County Council (ECC). ECC considered amending the Monday – Friday timetable and carried out a public consultation regarding this proposal for 6 weeks between 16 October 2018 and 26 November 2018

**Background:** Due to low passenger numbers in the early morning and late afternoon period, ECC looked at ways to increase patronage on the 381 service and proposed 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 would 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 would remain unchanged

**Proposed Timetable**





The consultation therefore put forward the following question:

* Do you agree with the proposed changes?

This was composed of a consultation letter available on bus and an online survey.

**Key Conclusions**

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| **Route** | **Findings** | **Frequency of responses** | **Summary of qualitative themes** |
| Service 381 operated by Community Link | 20 (26%) agreed with proposal  56 (74%)disagreed with proposal | 49 comments made | * Students use the 6.55 from Harlow for school and to commute to Epping Station. * More cars will be congesting roads * Will negatively impact Roydon residents * If the proposals are put into effect I will use the service |

**Who gave views**

* Of those who gave their age: 18% were 75 and over; 24% 65 - 74; 19% 55 - 64; 10% 45 - 54; 9% 35 - 44; 4% 25 - 34, 1% 18 - 24 and 7% were below 18.
* 58% of respondents were female and 40% male.
* 54% of respondents advised no disability; 4% advised physical impairment, 6% advised a visual impairment and 4% advised a hearing impairment, 6% advised other long term disability.
* 44% of respondents were retired, 36% work full or part-time, 11% were in full or part time study.

**Summary**

On the basis of the outcome of the consultation, it was agreed to take no action at this time.

**Final Decision**

As the comments from the survey were not conclusive, Essex County Council has decided to take no action following the consultation. The running of the service will be monitored further and Officers propose to meet with Local Parish Councils over the coming months to see how the current service can be improved for local residents.