

Community Transport User and Awareness Survey 2026

Overview

Essex County Council (ECC) would like to hear about your experiences of Community Transport services and your transport needs. We are carrying out this survey to better understand how people use Community Transport, how aware residents are of the services available, and what difference these services make to local communities.

Community Transport services play an important role in helping people access healthcare, shopping, education, employment, social activities and other essential destinations. They provide transport for residents who may be unable to access mainstream public transport due to mobility needs, disability, location, or other barriers.

Community Transport services currently support around 370,000 passenger journeys each year across Essex and help many residents remain independent, active and connected to their communities.

We are carrying out this survey to:

- Understand how Community Transport services are being used.
- Identify what works well and what could be improved.
- Understand barriers facing people who do not currently use Community Transport.
- Identify unmet transport needs.
- Gather feedback on operator websites and information availability.
- Help shape future funding and commissioning decisions.

The survey should take approximately 10 minutes to complete.

All responses will be considered as part of this research. Individual responses will remain confidential and will only be reported in summary form.

Why your views matter

This is the first countywide survey specifically focused on Community Transport services in Essex.

Community Transport services play an important role in helping residents across Essex access healthcare, shopping, employment, education, social activities and other essential services. They also help many people remain independent, active and connected to their communities.

We are seeking feedback to better understand how people use Community Transport services, how aware residents are of the services available, and the difference these services make to people's daily lives.

Your feedback will help us:

Understand how Community Transport is supporting local communities.

Measure awareness of available services.

Identify barriers to accessing Community Transport.

Better understand unmet transport needs.

Gather feedback on information, communications and provider websites.

Identify what is working well and where improvements could be made.

Build an evidence base to support future planning and decision-making.

Whether you currently use Community Transport, have used it in the past, have tried to access a service, or simply want to learn more about the services available in your area, your views are important to us.

All responses will be treated confidentially and reported anonymously. Thank you for taking the time to share your views.

Before You Start

What is Community Transport?

Community Transport provides accessible and flexible transport services for people who cannot easily use conventional public transport.

These services may include:

Dial-a-Ride services

Door-to-door transport

Community minibuses

Social and shopping trips

Healthcare transport

Volunteer driver services

Community Transport helps people access:

Healthcare appointments

Shopping

Education and training

Employment

Social activities

Community services and facilities

Community Transport Schemes in Essex

Please click the link below to find your local Community Transport provider.

Community Transport Schemes by District

District Area	Provider	Website
Basildon District	Basildon Community Transport	Link <https://www.basildoncts.co.uk/>
Braintree District	Braintree Community Transport	Link <https://www.braintree.gov.uk/community-health-wellbeing/community-transport>
Brentwood District	Brentwood Community Transport	Link <https://www.brentwoodct.co.uk/>
Castle Point District	Wyvern Community Transport	Link <https://wyvernct.org.uk/>
Chelmsford District	Community360	Link <https://community360.org.uk/>
Colchester District	Community 360	Link <https://community360.org.uk/>
Epping Forest District	Epping and Harlow Community Transport	Link <https://efcommunitytransport.co.uk/>
Harlow District	Epping and Harlow Community Transport	Link <https://efcommunitytransport.co.uk/>
Harwich Area – Tendring	Harwich Connexions	Link <https://www.harwichconnexions.co.uk/>
Maldon District	Community 360	Link <https://community360.org.uk/>
Rochford District	Wyvern Community Transport	Link <https://wyvernct.org.uk/>
Tendring District	Tendring Community Transport	Link <https://dial-a-ride.org/>
Uttlesford	Uttlesford Community Travel	Link <https://uttlesfordcommunitytravel.org/>

1 Section 1: Awareness and Access - District choice

(Required)

Please select only one item

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

2 Before receiving this survey, were you aware that Community Transport services operate in your area?

(Required)

Please select only one item

- ☐ Yes
- ☐ No

3 What best describes your relationship with Community Transport?

(Required)

Please select only one item

- ☐ I currently use a Community Transport service
- ☐ I have used a Community Transport service in the past
- ☐ I have tried to join or use a Community Transport service
- ☐ I am aware of Community Transport but have never used it
- ☐ This is the first time I have heard of Community Transport

4 How did you first hear about Community Transport?

(Required)

Please select only one item

- ☐ Friend or family member
- ☐ Healthcare professional
- ☐ Social care professional
- ☐ Local authority
- ☐ Community group
- ☐ Internet search
- ☐ Social media
- ☐ Local newspaper
- ☐ Other

5 How easy was it to find information about Community Transport services?

(Required)

Please select only one item

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult

6 Section 2: Joining and Registration - Have you ever tried to become a member of a Community Transport service?

(Required)

Please select only one item

- ☐ Yes
- ☐ No

7 How easy was the joining or registration process?

(Required)

Please select only one item

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult
- ☐ Not applicable

8 If you chose not to join or have not joined, what were the reasons?

(Required)

Please select only one item

- ☐ I did not know enough about the service
- ☐ I was unsure if I was eligible
- ☐ Membership process was difficult
- ☐ Unable to join, added on the waiting list
- ☐ Cost concerns
- ☐ Services did not meet my needs
- ☐ No services available where I wanted to travel
- ☐ Other

9 Section 3: Booking Journeys - How do you usually book journeys?

(Required)

Please select only one item

- ☐ Telephone
- ☐ Website
- ☐ Email
- ☐ Through a family member or carer
- ☐ Not applicable

10 How easy is it to book a journey?

(Required)

Please select only one item

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult

11 How satisfied are you with the booking process?

(Required)

Please select only one item

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable

12 Have you had trouble booking a journey when needed?

(Required)

Please select only one item

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Not applicable

13 If yes, what was the reason?

(Required)

Please select only one item

- ☐ Booking office closed
- ☐ Needed more notice
- ☐ Cost was too high
- ☐ No Driver or vehicle available
- ☐ Fully booked
- ☐ My area not covered by the scheme
- ☐ Not applicable

14 Section 4: Website and Information - Have you ever visited your Community Transport provider's website?

(Required)

Please select only one item

- ☐ Yes
- ☐ No

15 If yes, how satisfied were you with the website?

(Required)

Please select only one item

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable

16 Were you able to find the information you needed?

(Required)

Please select only one item

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Rarely
- ☐ Never
- ☐ Not Applicable

17 What information were you looking for?

(Required)

Please select only one item

- ☐ Membership information
- ☐ Booking information
- ☐ Timetables
- ☐ Costs/fares
- ☐ Contact details
- ☐ Service areas
- ☐ Other
- ☐ Not Applicable

18 Section 5: Service Quality and Satisfaction - Overall, how satisfied are you with your Community Transport service?

(Required)

Please select only one item

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Not Applicable

19 How would you rate the following aspects of your Community Transport service?

(Required)	Very Good	Good	Fair	Poor	Very Poor	Not Applicable
Reliability of service <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐
Punctuality <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐
Driver helpfulness <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐
Staff helpfulness <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐
Vehicle comfort <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐
Safety and security <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐
Value for money <i>Please select only one item</i>	☐	☐	☐	☐	☐	☐

20 Section 6: Impact and Importance - How important is Community Transport in helping you remain independent?

(Required)

Please select only one item

- ☐ Extremely important
- ☐ Very important
- ☐ Somewhat important
- ☐ Not very important
- ☐ Not important at all
- ☐ Not Applicable

21 What journeys do you use Community Transport for? (Select all that apply)

(Required)

Please select all that apply

- ☐ Shopping
- ☐ Medical appointments
- ☐ Social activities
- ☐ Visiting friends or family
- ☐ Employment
- ☐ Education
- ☐ Accessing local services
- ☐ Other
- ☐ Not Applicable

22 If Community Transport was not available, what would you most likely do?

Please select only one item

- ☐ Ask family or friends for help
- ☐ Use a taxi
- ☐ Use a bus
- ☐ Stay at home and not make the journey
- ☐ Other
- ☐ Not Applicable

23 Has Community Transport improved your quality of life?

(Required)

Please select only one item

- ☐ Significantly
- ☐ Somewhat
- ☐ No change
- ☐ Not sure
- ☐ Not Applicable

24 Are there any areas within your district that you would like Community Transport to serve that are not currently covered?

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(Required)

25 Are there any days or times when it is particularly difficult to access Community Transport services?

Are there any days or times when it is particularly difficult to access Community Transport services? (Required)

26 What do you value most about your Community Transport service?

What do you value most about your Community Transport service?

27 Please use the space below to tell us about any improvements you would like to see, or any other comments you wish to make about Community Transport services.

Any other comments

About You

28 Please provide your full postcode. This helps us understand where respondents are located and identify areas where there may be unmet transport needs.

Full postcode *(Required)*

29 What age group do you belong to?

(Required)

Please select only one item

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

30 Do you consider yourself to have a health condition, disability or impairment?

(Required)

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Prefer not to say