

CHELMSFORD PARK & RIDE CONSULTATION

1. Closure of Chelmer Valley Park and Ride on Saturdays
2. A discounted ticket offer
3. Raise the child ticket age from 16 to 18 years of age
4. Remove the on-site ticket machines

Introduction

Consultation on proposals for changes to the ticketing options and fares offered at Chelmsford Park and Ride services and on Saturday opening at the Chelmer Valley site.

Essex County Council is reviewing the ticketing options and fares offered and days of opening for the Chelmsford Park and Ride Services. This consultation gives you the opportunity to let us know your views about the proposals.

Once completed please send to the address listed on page 7.

About Essex County Council

Our high ambitions for Essex and Essex County Council have begun to be achieved.

Despite the ever-increasing financial challenges facing us, we have continued to provide the services residents and businesses need.

What we do is driven by four strategic aims: enabling inclusive economic growth, help people get the best start and age well, help create great places to live, work and grow up, and transform the council to achieve more with less.

Our strong track record of financial management has enabled us to do this, operating within a legally required balanced budget.

Last year, that meant finding over £1 million a week in efficiencies, through innovating to continue to provide services at lower cost, with greater efficiency. Increasing this has meant investing in digital services and seeking to generate income.

We also continued to invest in Essex infrastructure, a key element in driving economic growth.

Even greater challenges

How we are funded is changing. By the end of 2020, our main grant – the Revenue Support Grant – will have been phased out entirely. This will mean a £46m reduction in 2019/20.

Our income will come entirely from council tax, business rates, grants which are specific to our services and fees and charges.

As in previous years, we will aim to keep council tax as low as possible through generating income and revenue where people can afford to pay for services and where there is demand for them. Demographic changes – particularly an ever-aging, ever-growing population – which also create demand pressures, alongside inflation, also contribute to the financial pressures we face. The combination of these factors means that, unless we think differently about the services we offer and how residents and businesses access them, we will not succeed in delivering our ambitions for Essex. Unless we change, reform & transform, the services we are responsible for will stop keeping pace with what people need.

This means that, alongside those services which we retain and continue to invest in, or invest even more in than in previous years, some of them will change and some of them will no longer be provided where they are now.

Increasingly, digital platforms offer us new ways of connecting with individuals and communities and of offering services.

Leveraging the power of data to help us understand where the most pressing needs and the key challenges are, allied to new, more citizen-friendly ways of dealing with those needs through digital platforms is how we will develop our approach.

The way we shop, travel, work, learn and enjoy leisure time has been transformed over the past decade and the pace of change is ever increasing.

The information and analysis we now have at our disposal means we design services better for the present and the future. We have to make sure we seize that opportunity.

What we are consulting over

Chelmsford Park and Ride services were put in place to reduce congestion and therefore reduce pollution within the City by providing travellers with a high quality and frequent bus service from two sites: Sandon and Chelmer Valley. These services are continually under review with the aim of maximising the benefits of these services while keeping the cost to the taxpayer as low as possible. The proposals listed below aim to reduce costs to the taxpayer, improve the running times of the services and meet some customer requests received from the recent Park and Ride survey in summer 2018.

The proposed consultation will ask questions around the following:

1. Closure of Chelmer Valley Park and Ride on Saturdays due to low usage. Sandon would remain open for customers wishing to use Park and Ride and would run on a loop route around the City Centre.
2. A discounted ticket offer when tickets are purchased digitally through a mobile app.
3. Raise the child ticket age from 16 to 18 years of age.
4. Remove the on-site ticket machines as they approach the end of their lifespan from 2019, but continue to allow cash fares to be taken on bus.

We are also proposing to make the usual Consumer Price Index (CPI) increase to fares from August 2019 to ensure that the costs of the service continue to be met by users rather than taxpayers.

Consultation will run until **22 March 2019**.

We will then consider responses and make an announcement of how we intend to proceed in the summer 2019.

Proposal 1

Closure of Chelmer Valley Park and Ride on Saturdays due to the low usage.

Sandon would remain open for customers wishing to use Park and Ride and would run on a loop route around the City Centre.

- The Chelmer Valley Park and Ride site opened in April 2011. First Essex Buses provide a service every 10 minutes under contract to Essex County Council between 07:08 – 19:30 on a Saturday.
- Despite a reduced adult fare of £1.50 on a Saturday and promotion of the service, through local newspapers, social media, roadside publicity and working with local businesses, passenger numbers on a Saturday are low compared with the Monday to Friday patronage and compared to usage at Sandon. On average 394 passengers use it each Saturday, which means that 60% of the spaces are unused. This compares with an average of 1,285 on a weekday.
- These numbers could be accommodated at Sandon which will remain open on a Saturday. The Sandon services would then run on a loop route (see map at 10).
- The proposed closure of the Chelmer Valley site on a Saturday **only** would have an impact on existing users. Current Chelmer Valley customers would need to adjust their journey in order to use the Sandon service. However, the loop service that will be offered from Sandon is popular with shoppers as it gives customers the options of getting off at the Duke St and New London Rd stops.
- Anglia Ruskin University (ARU) visitors would no longer have a service on a Saturday.

Questions

1.1. Do you currently use the Chelmer Valley site on Saturdays?

Please choose:

Yes

No

1.2. Do you support the proposed Saturday closure of the Chelmer Valley site?

Please choose:

Yes

No

1.3. If yes, why? Please tick all the following that apply:

The number of passengers using the service is relatively low and tax payers money can be invested elsewhere.

I use the Sandon site and want the option to get off the Duke St and New London Rd stops.

Other, please state.

1.4. If no, please tick all the following that apply:

I will have to pay more to park in Chelmsford City Centre.

I will have to adjust my journey to get to Sandon Park and Ride.

I cannot easily access Anglia Ruskin University.

It will increase emissions / congestion in the City Centre.

Other: please specify.

Proposal 2

A discounted ticket offer when tickets are purchased digitally through a mobile app.

The proposal is to sell 12 tickets for the price of 11.

- Digital ticketing helps customers board more quickly compared to a contactless card payment. Park and Ride tickets are already available through First's ticketing app. Greater use of the digital app will reduce boarding times and therefore queues at peak times.

Questions

2.1. Do you support the proposed discounted ticket when purchased through the app?

Please choose:

Yes

No

2.2. How do you currently purchase your ticket?

Please choose:

a) Cash on the bus

b) Cash or card at the machine

c) Contactless on the bus

d) Through the app

e) I travel for free with my bus pass

2.3. If you ticked 2.2 a-c above, will you change to buying a ticket through the app?

Please choose:

Yes

No

Proposal 3

Raising the child ticket to 18.

- Currently children are required to stay in education or training until 18 but are charged adult price for a Park & Ride ticket from age 16. The proposed change would better reflect this and would encourage parents to drop their children at Park & Ride sites rather than drive into Chelmsford.

Questions

3.1 Do you support the proposed raise in age for the child ticket from 16 to 18?

Please choose:

Yes

No

3.2 Will you change your mode of travel (or your child's transport) as a result of this change?

Please choose:

Yes

No

Proposal 4

Removing the Essex County Council owned ticket machines from Chelmsford sites as they reach their end of life (from July 2019).

- This would reduce ongoing costs at the Park & Ride sites for a declining number of ticket sales. Customers could still use cash to purchase tickets on the bus.

Questions

4.1. Do you support the proposal to remove ticket machines from Chelmsford sites as they reach their end of life from 2019?

Please choose:

Yes

No

4.2. If yes, why? Please tick all the following that apply:

I never use the ticket machines and will not be affected

I do use the ticket machines but for the reasons listed above will pay on the bus or through the app in the future

I agree taxpayer money should be used on other essential services

Other, please state

4.3. If no, please tick all the following that apply:

I do use the ticket machines and like to buy the tickets in my own time

Other: please specify

Inflationary increase

We propose to introduce an inflationary increase to Chelmsford Park and Ride fares from 1 August 2019 in line with the Consumer Price Index (CPI). As this is an existing policy we are not consulting on the increase.

- ECC's policy is to increase fees and charges in line with inflation so that the costs of services are met as far as possible by those who use them. In line with that policy, Park and Ride historically has an inflationary fare increase introduced annually at the beginning of August. This proposal is in line with that approach.

The proposed new fares from August 2019 would be as follows:

Ticket Type	Current Fare	Proposed Fare (CPI 2.1%)*
Adult daily (weekdays)	£3.60	£3.70
Adult weekly	£18.00	£18.40
Adult monthly	£66.50	£67.90
Adult Saturday	£1.50	£1.55
Child daily	£1.00	£1.05
Child weekly	£5.00	£5.15
Child Monthly	£20.00	£20.45
Children under 5 years old	Free	Free
Group fare (up to 2 adults and 3 children)		
Off-peak on weekdays after 10am	£5.00	£5.15
Weekends	£3.50	£3.60

* fares have been rounded up to the nearest 5p

How to respond

Please complete and return the survey by 22 March 2019 17:00.

If you wish to submit a response for an organisation or group of people or wish to provide a more detailed response than allowed for in this document, written submissions will be accepted by post or email.

If you need help completing the survey or require it in an alternative format, such as large print, easy read or an alternate language, please call 0345 743 0430.

To respond

Return to: either Sandon or Chelmer Valley Park and Ride sites (a box will be available at each site building) or County Hall, Chelmsford

OR

Post: Freepost RTKH-XUBZ-CJZS,
Essex County Council,
Bus Review Chelmsford Park & Ride
(Integrated Passenger Transport Unit E1),
County Hall,
CHELMSFORD, CM1 1QH.

For further information:

Email: Passenger.Transport@essex.gov.uk

About you

Our Equality Impact Assessment has highlighted some groups who may be disproportionately affected by changes to our strategy. Questions are asked to ensure we have identified any specific issues for equality groups. It is not compulsory to answer these questions but it would be helpful in our analysis of the results.

Your gender:

Male Female Prefer not to say

Other, please state:

Where in Essex do you live?

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Basildon | <input type="checkbox"/> Braintree |
| <input type="checkbox"/> Brentwood | <input type="checkbox"/> Castle Point |
| <input type="checkbox"/> Chelmsford | <input type="checkbox"/> Colchester |
| <input type="checkbox"/> Epping Forest | <input type="checkbox"/> Harlow |
| <input type="checkbox"/> Maldon | <input type="checkbox"/> Rochford |
| <input type="checkbox"/> Southend-on-Sea | <input type="checkbox"/> Tendring |
| <input type="checkbox"/> Thurrock | <input type="checkbox"/> Uttlesford |
| <input type="checkbox"/> Out of County | |

Please tell us which age bracket you fall into:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Age under 16* | <input type="checkbox"/> Age 55 – 64 |
| <input type="checkbox"/> Age 16 – 18 | <input type="checkbox"/> Age 65 – 74 |
| <input type="checkbox"/> Age 19 – 24 | <input type="checkbox"/> Age 75 – 84 |
| <input type="checkbox"/> Age 25 – 34 | <input type="checkbox"/> Age 85 – 94 |
| <input type="checkbox"/> Age 35 – 44 | <input type="checkbox"/> Age 95+ |
| <input type="checkbox"/> Age 45 – 54 | |

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

Parental/Guardian Consent Form

Name of Parent/Guardian:*

Relationship to child/young person:*

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
- Mental health need
- Other long term health condition that affects my transport needs (eg epilepsy)
- None of the above

If you feel that your personal situation means you would be particularly adversely affected please explain in the free text box below.

The following section is left blank for you to make further comments relating to this consultation (please continue overleaf).

Thank you for your help

Further Information

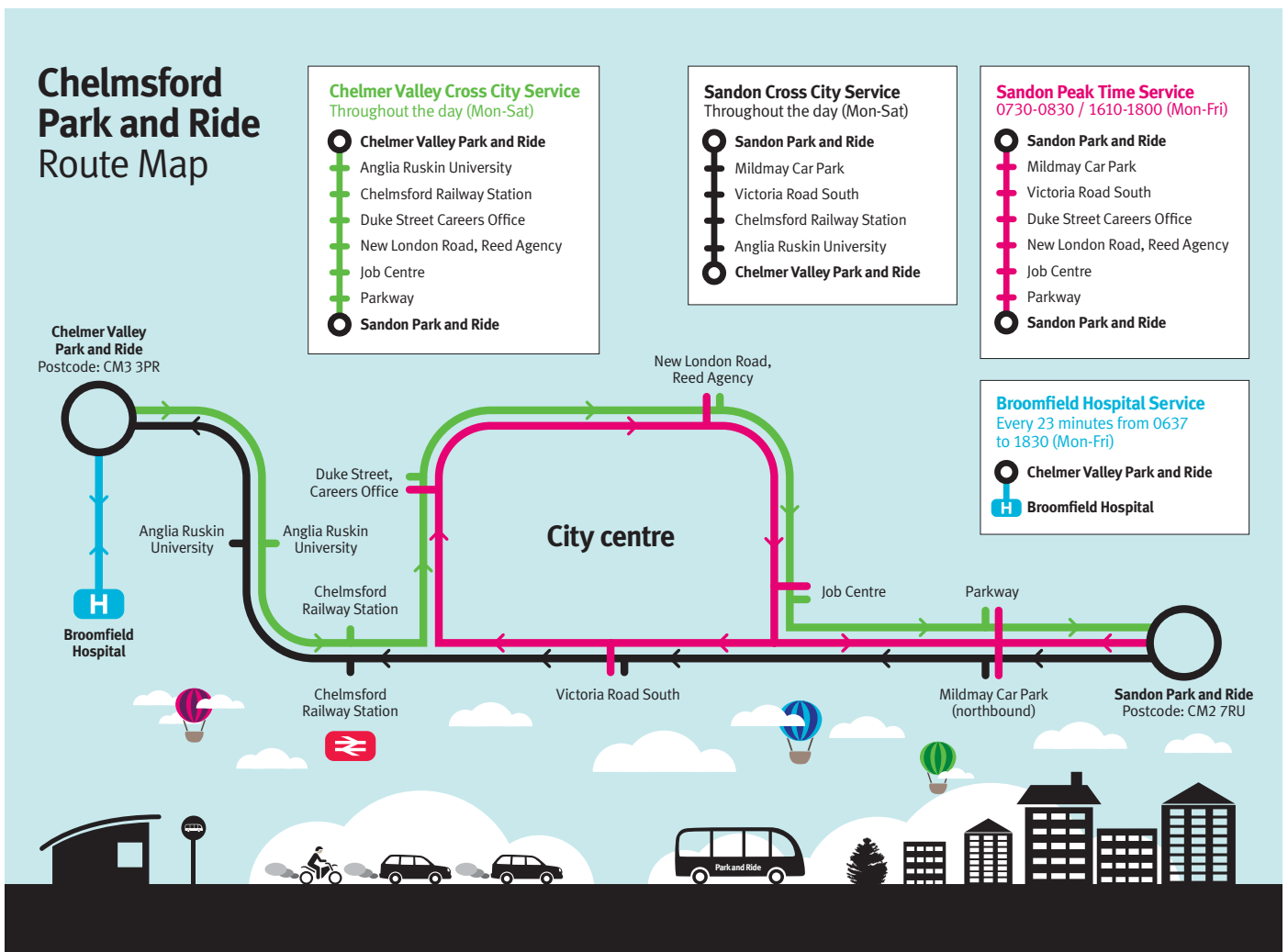
If you have any queries about this strategy, please contact **Passenger.Transport@essex.gov.uk**

Complaint, Comment or Compliment

Unfortunately it is not possible to respond to individual comments and questions.

If you would like to make a complaint, comment or compliment regarding any services provided by Essex County Council, please use our online form **essex.gov.uk**

Map showing the Sandon loop through the city centre (the pink route)



This information is issued by:
Essex County Council
Passenger Transport

Contact us:
passenger.transport@essex.gov.uk
www.essex.gov.uk/department
0345 743 0430

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The information contained in
this document can be translated,
and/or made available in alternative
formats, on request.

Published January 2019.