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Essex County Council

Public Transport in Essex

Welcome. You have been invited to participate in this survey because you live in Essex. The survey seeks to learn about your travel needs, how you use local public transport services, and how those might be improved. We would be grateful if at least one adult (aged 18 or over) in your household completes the questionnaire.

It is part of a research project being conducted by the University of the West of England (UWE Bristol) and the University of Leeds and is funded by UK Research and Innovation (UKRI). The project is being conducted in partnership with Essex County Council, with whom the summarised, anonymous results will be shared. Please note future scenarios for public transport included in the survey are not Essex County Council policy but are for the research group to better understand public preferences.

To help us with this project, we are asking you for your experiences and views of public transport in your area. Your participation is voluntary, and your responses will be fully anonymised. Before you take part, please review the [Participant Information Sheet](#), which provides more details about the project and the survey's purpose, as well as our [Privacy Notice](#) that outlines how we will store

and use the data you provide. If you have received an invitation to complete this survey from another source then please only complete it the one time. If you have any queries or would like more information, please contact the project manager, Dr Eda Beyazit, of the Centre for Transport and Society, UWE Bristol (email: Eda.BeyazitInce@uwe.ac.uk)

You can choose to be entered into a prize draw on completing the questionnaire. This will give you the opportunity to win a winner's prize of a £200 [Love2shop](#) gift voucher and four runners up prizes of £25 [Love2shop](#) gift vouchers available to residents in your area. Your responses to the questions will not impact your chances of receiving a voucher, as the winners will be chosen randomly.

Please confirm the following before proceeding with the survey.

- I am 18 years old or over.
- I understand the purpose of this study.
- I understand that my participation is voluntary and I am free to stop at any point.
- I understand that the data I provide will be processed in accordance with the applicable UK data protection legislation, as described in the Privacy Notice.
- I agree to take part in the research.

☐ I agree

☐ I disagree

With:



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and Innovation



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Essex County Council

Public Transport in Essex

Welcome. You have been invited to participate in this survey **because you have**

signed up to the TravelEssex App. The survey seeks to learn about your travel needs, how you use local public transport services, and how those might be improved.

It is part of a research project being conducted by the University of the West of England (UWE Bristol) and the University of Leeds and is funded by UK Research and Innovation (UKRI). The project is being conducted in partnership with Essex County Council, with whom the summarised, anonymous results will be shared. Please note future scenarios for public transport included in the survey are not Essex County Council policy but are for the research group to better understand public preferences.

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- I understand that my participation is voluntary and I am free to stop at any point.
- I understand that the data I provide will be processed in accordance with the applicable UK data protection legislation, as described in the Privacy

Notice.

- I agree to take part in the research.

- ☐ I agree
- ☐ I disagree

By selecting disagree, this means that you will not be able to take part in the survey. Please either indicate that you understand this below to end the survey, or use the back button to return to the previous page if you would like to continue.

- ☐ I understand and do not wish to proceed with the survey

Section 1 – How You Get Around for Different Travel Needs

How you get around for different travel needs

In this section, we'd like to know a bit about the vehicles you own and how you usually travel for different types of journeys.

How many cars or vans in total are available for your household to use at any time? This can include company vehicles if they are available for private use, but not vehicles that are only meant for goods transport

- ☐ 0
- ☐ 1
- ☐ 2

- ☐ 3
- ☐ 4
- ☐ 5 or more

How often are you able to ask someone else to drive you for local journeys?

- ☐ All or most of the time
- ☐ Some of the time
- ☐ I don't have anybody I can ask
- ☐ Not relevant to me

Do you hold a full driving licence valid in Great Britain?

- ☐ Yes
- ☐ No
- ☐ Not sure

Thinking about the various journeys you make, how would you usually travel for each of them? Please select the main modes of transport you would use. For each type of trip select all that apply.

To go to/from your place of work

- ☐ I do not usually make this type of journey
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibus, or coach
- ☐ Train

☐ Other (please specify)

To go to/from your place of education (e.g. school, college, or university)

- ☐ I do not usually make this type of journey
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibus, or coach
- ☐ Train
- ☐ Other (please specify)

To go somewhere for any type of personal appointment (non-social)

- ☐ I do not usually make this type of journey
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibus, or coach
- ☐ Train
- ☐ Other (please specify)

To visit friends or family

- ☐ I do not usually make this type of journey
- ☐ Walk

- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibuss, or coach
- ☐ Train
- ☐ Other (please specify)

To go food or grocery shopping

- ☐ I do not usually make this type of journey
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibuss, or coach
- ☐ Train
- ☐ Other (please specify)

To go shopping for things other than food

- ☐ I do not usually make this type of journey
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibuss, or coach
- ☐ Train
- ☐ Other (please specify)

To go somewhere for leisure/social reasons (e.g. to entertainment, to play sport or to visit a pub or restaurant)

- ☐ I do not usually make this type of journey
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van (as the driver)
- ☐ Bus, minibus, or coach
- ☐ Train
- ☐ Other (please specify)

Do any of the issues below affect the way you travel or conduct activities in your day-to-day life? Please select all that apply.

- ☐ Too far or long journey
- ☐ Journey not possible by public transport
- ☐ Unreliable public transport
- ☐ Cost of using public transport or taxis
- ☐ Poor information about public transport services
- ☐ Poor connections
- ☐ Find public transport unpleasant
- ☐ Don't have current driving licence or can't drive
- ☐ Cost of fuel
- ☐ Lack of parking facilities
- ☐ Cost of parking
- ☐ Personal health condition or illness
- ☐ Concerns over personal safety
- ☐ Traffic congestion or roadworks
- ☐ Other (please specify)

Section 2 – Availability and Use of Local Public Transport

Availability and use of local public transport

In this section we want to know what public transport is available where you live and how often you use it.

To what extent are local buses available in the area where you live? We mean bus services available to the general public running to fixed timetables.

- ☐ Yes, they are available and they take me to places I need to go
- ☐ Yes, they are available but they do not take me to places I need to go
- ☐ Not available
- ☐ Not sure
- ☐ Other (please specify)

How long does it take you to walk to the nearest bus stop from your home?

- ☐ Up to 5 minutes
- ☐ Between 6 and 10 minutes
- ☐ Between 11 and 15 minutes
- ☐ Over 15 minutes
- ☐ Not sure
- ☐ Too far for me to walk

How often do you use local buses?

- ☐ 5 or more days a week
- ☐ 3 or 4 days a week
- ☐ Once or twice a week
- ☐ Once a fortnight
- ☐ Once a month
- ☐ At least once every three months
- ☐ Less frequently
- ☐ Never

To what extent are rail services available in the area where you live?

- ☐ Yes, they are available and it is convenient to reach the station
- ☐ Yes, they are available but it is inconvenient to reach the station
- ☐ Not available
- ☐ Not sure
- ☐ Other (please specify)

How often do you use rail services?

- ☐ 5 or more days a week
- ☐ 3 or 4 days a week
- ☐ Once or twice a week
- ☐ Once a fortnight
- ☐ Once a month
- ☐ At least once every three months
- ☐ Less frequently
- ☐ Never

An on-demand bus service called DigiGo runs in Essex. It is a shared bus service where you can book your journey in advance and specify the location and time for pick-up and drop-off. There is no fixed route or timetable. This type of service is known as Demand Responsive Transport or DRT for short.

Are you aware of the DigiGo on-demand bus service?

- ☐ Yes
- ☐ No

Have you ever used DigiGo?

- ☐ Yes, have booked and travelled myself
- ☐ Yes, I travelled on it but did not book myself
- ☐ No, but I have booked for someone else to use it
- ☐ No, I have not travelled on it nor booked for somebody else

Click to write the question text

- ☐ Click to write Choice 1
- ☐ Click to write Choice 2
- ☐ Click to write Choice 3

Do you know of friends or relatives using DigiGo?

- ☐ Yes
- ☐ No
- ☐ Not sure

If you have never used DigiGo, could you tell us why? Please select all that apply.

- ☐ Not sure how to use it
- ☐ Wasn't able to book
- ☐ Wouldn't take me to places I need to go
- ☐ Expensive
- ☐ Wouldn't feel safe
- ☐ Other options are better/more convenient
- ☐ I don't like riding vehicles with people I don't know
- ☐ I thought it was for other groups of people
- ☐ Other

How likely is it for you to consider using DigiGo in the future if it were to become more suited to your needs, if your circumstances changed, or if your normal means of transport was unavailable?

- ☐ Very likely
- ☐ Likely
- ☐ Neither likely or unlikely
- ☐ Unlikely
- ☐ Very unlikely

Section 3 – The Last Occasion You Used

The last time you used DigiGo

You said you have used DigiGo. We would like to know a bit about the last occasion you used DigiGo.

What was the main purpose of this journey?

- ☐ Getting to or from paid work
- ☐ Getting to or from voluntary work
- ☐ Getting to or from education, training or apprenticeship
- ☐ Looking for work (if currently unemployed)
- ☐ GP appointment
- ☐ Hospital appointment (non-emergency)
- ☐ Shopping and personal errands
- ☐ Visiting friends or relatives at their home
- ☐ Leisure and entertainment (e.g. club, café, pub, cinema or to play/watch sport)
- ☐ Culture and heritage (e.g. museum, art gallery, zoo)
- ☐ Visiting green space (e.g. park, open space)
- ☐ Accompany someone else
- ☐ To visit someone to care for them
- ☐ Other (please specify)

What was the main reason you chose to use DigiGo for this journey?

- ☐ Cheaper than the car
- ☐ More convenient than the car (e.g. parking)
- ☐ Better for the environment than the car
- ☐ Better for the environment than other transport
- ☐ More convenient than other transport
- ☐ Cheaper than other transport
- ☐ Preferred DigiGo to walking/wheeling/cycling
- ☐ I didn't have the option of travelling by another means

☐

Other reason (please specify)

How long did you spend at the destination you travelled to on DigiGo (not including the journey itself)? e.g. if you went shopping and had a coffee with a friend and it took 2 and a half hours in total, please put 2 hours and 30 minutes below.

Hours

Minutes

Did you arrange to travel together with anyone else (members of your household or other people) on DigiGo and, if so, how many people travelled including you?

- ☐ Just you
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5

Did you need the help of the person(s) accompanying you to make the journey or did they need your help to make the journey?

- ☐ Yes, I needed their help to make the journey
- ☐ Yes, I helped them to make the journey
- ☐ No
- ☐ Not sure

Did you use any other method of transport as part of your journey to the destination you needed to get to?

- ☐ Yes
- ☐ No
- ☐ Not sure

What other modes of transport did you use along with DigiGo for this journey?
Please select all that apply.

- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Car or van as driver
- ☐ Get a lift by car/van from member of household
- ☐ Get a lift by car/van from somebody outside household
- ☐ Local bus
- ☐ Train
- ☐ Taxi
- ☐ Motorcycle or moped
- ☐ Other (please specify)

How was this journey by DigiGo booked?

- ☐ Phone call
- ☐ Mobile app
- ☐ Website
- ☐ Other (please specify)

What type of ticket or pass did you use for this journey? (not all options below may be applicable in your area)

- ☐ Single
- ☐ Return
- ☐ A weekly, monthly or annual pass
- ☐ Older person's bus pass
- ☐ Veteran's bus pass
- ☐ Young person's bus pass
- ☐ Disabled person's bus pass
- ☐ Not sure
- ☐ Other (please specify)

Overall taking everything into account from the start to the end, how satisfied were you with the journey?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know, no opinion

If DigiGo was not running that day, how would you have made this journey?

- ☐ Would not have made journey and would have missed an essential activity (e.g. work, or GP appointment)
- ☐ Would not have made journey but would not miss any essential activity
- ☐ Would have used other method of transport

Which main method of transport would you have used instead of DigiGo to make this journey?

- ☐ Car or van as driver
- ☐ Get a lift by car/van from member of household
- ☐ Get a lift by car/van from somebody outside household
- ☐ Local bus
- ☐ Taxi
- ☐ Walk
- ☐ Cycle or e-cycle
- ☐ Motorcycle or moped
- ☐ Other (please specify)

What difference would it have made to you if you had not been able to make this journey using DigiGo? Please briefly comment.

Section 4 - Your use of DRT in the Last Three Months

Your use of DigiGo in the last three months

Over the last three months approximately on how many occasions have you used DigiGo for the following activities?

Getting to or from paid work	0
Getting to or from voluntary work	0
Getting to or from education, training or apprenticeship	0
Looking for work (if currently unemployed)	0
GP appointment	0
Hospital appointment (non-emergency)	0
Shopping and personal errands	0
Visiting friends or relatives at their home	0

Leisure and entertainment (e.g. club, café, pub, cinema or to play/watch sport)	0
Culture and heritage visit (e.g. museum, art gallery, zoo)	0
Visiting green space (e.g. park, open space)	0
Accompany someone	0
To visit someone to care for them	0
Other	0

Which of these activities would not be possible without DigiGo? Please select all that apply.

- ☐ None of the following
- ☐ Getting to or from paid work
- ☐ Getting to or from voluntary work
- ☐ Getting to or from education, training or apprenticeship
- ☐ Looking for work (if currently unemployed)
- ☐ GP appointment
- ☐ Hospital appointment (non-emergency)
- ☐ Shopping and personal errands
- ☐ Visiting friends or relatives at their home
- ☐ Leisure and entertainment (e.g. club, café, pub, cinema or to play/watch sport)
- ☐ Culture and heritage visit (e.g. museum, art gallery, zoo)
- ☐ Visiting green space (e.g. park, open space)

- ☐ Accompany someone
- ☐ To visit someone to care for them
- ☐ Other (please specify)

Thinking about your most recent leisure and entertainment trip using DigiGo, how many people were in your group on the DRT service (including yourself)?

How much did you/your group spend at the destination in total (excluding travel costs)? Complete value to the nearest £5, if unsure skip question.

£	
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If DigiGo was no longer available what would you do? Please select all that apply.

- ☐ Drive more frequently
- ☐ Use other public transport services
- ☐ Use taxis more frequently
- ☐ Buy a car
- ☐ Learn to drive
- ☐ Work from home
- ☐ Walk more frequently
- ☐ Cycle more frequently
- ☐ Require a carer to accompany me on activities

- ☐ Do some/all activities online/phone
- ☐ Change to different course/class/training
- ☐ Miss occasional course/class/training
- ☐ Look for a different job
- ☐ Live away from home during the week
- ☐ Give up looking for work (if currently unemployed)
- ☐ Look for somewhere else to live
- ☐Other (please specify)

Please share any comments about how using DigiGo has affected you (positively or negatively).

Overall how satisfied or dissatisfied are you with DigiGo in the following respects?

			Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Overall quality of service								
Length of time your journey takes								
Directness of routes to your destination(s)								

			Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know no opinion
Cost			☐	☐	☐	☐	☐	☐
Punctuality for pick-up/drop- off times			☐	☐	☐	☐	☐	☐
Safety/security			☐	☐	☐	☐	☐	☐
Ability to book a slot to reach the desired location at a desired time			☐	☐	☐	☐	☐	☐
Proximity of nearest stop			☐	☐	☐	☐	☐	☐
Operating hours			☐	☐	☐	☐	☐	☐
Destinations covered by DRT zone			☐	☐	☐	☐	☐	☐

Section 5a - SP_Essex

Your preferences for DigiGo

We now would like to understand your preferences if you could change DigiGo in your area, whether you have used it or not. Please note Essex County Council has no immediate plans to alter the service in Essex but we, the research team, would like to understand how DigiGo might better serve the population.

If you haven't heard of DigiGo it is a shared bus service where you can book your journey in advance and specify the location and time for pick-up and drop-off. There is no fixed route or timetable. This type of service is known as Demand Responsive Transport or DRT for short.

On each of the following five screens, you will see three different options for the future operation of DigiGo in Essex. On each screen, we ask you to choose which service option you would prefer.

Note: If you are using a mobile phone to fill out this survey, change the orientation to "landscape mode" for better viewing of the scenarios in the next set of questions.

After this task, only two short sections of the survey remain.

Scenario 1 /5:

Consider the three DRT service options below. Based on their characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or [Click Here](#))

	Service I	Service II	Current Service (Status quo)
Operating hours			6 AM to 10 PM
Chance of booking requested time slot			5 out of 10
Fare	£ 	£ 	£2
Monthly local tax			No tax

Monthly users	\$e://Field/D1_C1_	\$e://Field/D1_C1_	500
Your choice:	Service I	Service II	Current Service

Scenario 2 /5:

Consider the three DRT service options below. Based on their characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or)

	Service I	Service II	Current Service
Operating hours	\$e://Field/D1_C2_	\$e://Field/D1_C2_	6 AM to 10 PM
Chance of booking requested time slot	\$e://Field/D1_C2_	\$e://Field/D1_C2_	5 out of 10
Fare	£ \$e://Field/D1_C2_	£ \$e://Field/D1_C2_	£2
Monthly local tax	\$e://Field/D1_C2_	\$e://Field/D1_C2_	No tax
Monthly users	\$e://Field/D1_C2_	\$e://Field/D1_C2_	500
Your choice:	Service I	Service II	Current Service

Scenario 3 /5:

Consider the three DRT service options below. Based on their characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or [Click Here](#))

	Service I	Service II	Current Service
Operating hours	£ \$e://Field/D1_C3_	£ \$e://Field/D1_C3_	6 AM to 10 PM
Chance of booking requested time slot	\$e://Field/D1_C3_	\$e://Field/D1_C3_	5 out of 10
Fare	£ \$e://Field/D1_C3_	£ \$e://Field/D1_C3_	£2
Monthly local tax	\$e://Field/D1_C3_	\$e://Field/D1_C3_	No tax
Monthly users	\$e://Field/D1_C3_	\$e://Field/D1_C3_	500
Your choice:	Service I	Service II	Current Service

Scenario 4 /5:

Consider the three DRT service options below. Based on their characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or [Click Here](#))

	Service I	Service II	Current Service
Operating hours	\$e://Field/D1_C4_	\$e://Field/D1_C4_	6 AM to 10 PM
Chance of booking requested time slot	\$e://Field/D1_C4_	\$e://Field/D1_C4_	5 out of 10

Fare	£ \${e://Field/D1_C4_}	£ \${e://Field/D1_C4_}	£2
Monthly local tax	\${e://Field/D1_C4_}	\${e://Field/D1_C4_}	No tax
Monthly users	\${e://Field/D1_C4_}	\${e://Field/D1_C4_}	500
Your choice:	Service I	Service II	Current Service

Scenario 5 /5:

Consider the three DRT service options below. Based on their characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or)

	Service I	Service II	Current Service
Operating hours	\${e://Field/D1_C5_}	\${e://Field/D1_C5_}	6 AM to 10 PM
Chance of booking requested time slot	\${e://Field/D1_C5_}	\${e://Field/D1_C5_}	5 out of 10
Fare	£ \${e://Field/D1_C5_}	£ \${e://Field/D1_C5_}	£2
Monthly local tax	\${e://Field/D1_C5_}	\${e://Field/D1_C5_}	No tax
Monthly users	\${e://Field/D1_C5_}	\${e://Field/D1_C5_}	500
Your choice:	Service I	Service II	Current Service

Section 6 - Your Local Area and Wellbeing

Your local area and wellbeing

We now would like to know how long you have lived in your local area, about your contributions to the local community and how satisfied you are with it and with life in general.

How long have you lived in your community?

- ☐ Less than a year
- ☐ 1 – 2 years
- ☐ 3 – 5 years
- ☐ 6 – 10 years
- ☐ 11 – 20 years
- ☐ More than 20 years
- ☐ Don't know

Thinking about your community and where you live how satisfied are you with...?

The ease of getting to good jobs and career opportunities where you live

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Prefer not to answer

The ease of getting to leisure facilities (sports clubs, entertainment, retail etc.)

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Prefer not to answer

Local bus services. By local we mean services which operate near your home, including fixed timetable services and flexible, on-demand services. We are interested in your views, even if you do not use buses.

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Prefer not to answer

My local area as a place to live

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Prefer not to answer

Overall, how satisfied are you with your life nowadays?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Prefer not to answer

How often do you feel lonely?

- ☐ Often or always
- ☐ Some of the time
- ☐ Occasionally
- ☐ Hardly ever
- ☐ Never
- ☐ Prefer not to answer

Thinking about how you felt before you used DigiGo. What impact has having access to DigiGo had on your feelings of isolation, loneliness, and companionship?

- ☐ Very positive
- ☐ Somewhat positive
- ☐ About the same
- ☐ Somewhat negative
- ☐ Very negative
- ☐ Prefer not to answer

We are now going to ask you about contributing to the local community. Thinking over your lifetime, please indicate the frequency with which you have carried out these acts.

			Never	Once	Occasionally	Often	Very often
I have given money to a charity			☐	☐	☐	☐	☐
I have donated blood			☐	☐	☐	☐	☐
I have done volunteer work for a charity			☐	☐	☐	☐	☐
I have bought charity Christmas cards deliberately because I knew it was a good cause			☐	☐	☐	☐	☐
I have offered to help a disabled or elderly person across the street			☐	☐	☐	☐	☐

Please indicate the extent to which you agree with the following statement:

Paying taxes is important because they fund services such as schools and roads from which everyone benefits.

☐ Strongly agree

- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

Section 7 – Personal and Household Details

Personal and household details

Finally, we would like to know a little more about you so that we can understand how public transport needs and use vary amongst the population of Essex. Any personal information you provide will be treated as confidential, will only be used by the research team for this project and will be anonymised at the earliest possible point in the research process.

What is your full home postcode? (This will only be used to identify which part of Essex you live in and the information will be removed from our data as soon as that is done - please ensure there are no spaces after the postcode)

Who normally lives with you (select all that apply)

- ☐ Live alone (Single)
- ☐ Partner/spouse, including same-sex partner
- ☐ Dependent child/children under 18 (how many?)

- ☐ Dependent child/children 18 or over (how many?)
- ☐ Parent(s)
- ☐ Dependent adult (someone you are carer for who is not your child)
- ☐ Housemates/friends
- ☐ Other (Please specify)

Which of the following best describes your gender?

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ My gender is not listed
- ☐ Prefer not to say

What is your age category?

- ☐ 18-20
- ☐ 21-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60-69
- ☐ 70 or older

How would you describe your ethnic group or background? Choose one option that best describes your ethnic group or background

White

- ☐ English/Welsh/Scottish/Northern Irish/British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background, please describe

Mixed/Multiple Ethnic Groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed/Multiple ethnic background, please describe
-

Asian/Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background, please describe

Black/ African/Caribbean/Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black/African/Caribbean background, please describe
-

Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group, please describe
- ☐ Prefer not to say

Do you have any educational qualifications for which you received a certificate?

- ☐ Yes
- ☐ No

Do you have any professional, vocational or other work-related qualifications for which you received a certificate?

- ☐ Yes
- ☐ No

From the list below, please select the highest level of qualification you have completed:

- ☐ Higher degree or postgraduate qualifications (e.g. M.A., MSc., M.Ed, Ph.D. etc)
- ☐ First degree level qualification Degree, or degree level equivalent (e.g. BA; BSc,) including foundation degrees; such as PGCE
- ☐ Diploma in higher education; HNC; HND; Nursing or Teaching qualification (excluding PGCE)
- ☐ A level; AS level; NVQ level 3; GNVQ Advanced; or equivalent
- ☐ GCSE grade A* to C or 4 to 9; O level; CSE grade 1; NVQ level 2; GNVQ intermediate; or equivalent
- ☐ GCSE grade D to G or 1 to 3; CSE below grade 1; NVQ level 1; GNVQ Foundation level; or equivalent

Please indicate your current employment status:

- ☐ Full-time paid employment
- ☐ Part-time paid employment
- ☐ Full-time self-employment

- ☐ Part-time self-employment
- ☐ Unemployed
- ☐ Retired
- ☐ Full time Student
- ☐ Not working to look after home or family
- ☐ Temporarily sick or disabled
- ☐ Long term sick or disabled
- ☐ Other (please describe)

What is your household's estimated annual income? i.e. the total before deducting tax or National Insurance.

- ☐ Less than £10,000
- ☐ £10,000–£19,999
- ☐ £20,000–£29,999
- ☐ £30,000–£39,999
- ☐ £40,000–£49,999
- ☐ £50,000–£59,999
- ☐ £60,000–£74,999
- ☐ £75,000–£99,999
- ☐ £100,000 or more
- ☐ Prefer not to say

How is your health in general?

- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Bad
- ☐ Very bad

- ☐ Don't know/unsure
- ☐ Prefer not to say

Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

What does your condition affect?

- ☐ Vision
- ☐ Hearing
- ☐ Mobility
- ☐ Dexterity (difficulty lifting objects)
- ☐ Learning or understanding or concentrating
- ☐ Memory
- ☐ Mental health
- ☐ Stamina or breathing or fatigue
- ☐ Socially or behaviourally
- ☐ A condition not mentioned above
- ☐ Prefer not to say

Does your condition or illness / do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Not at all

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? Exclude anything you do as part of your paid employment.

- ☐ No
- ☐ Yes, 9 hours a week or less
- ☐ Yes, 10 to 19 hours a week
- ☐ Yes, 20 to 34 hours a week
- ☐ Yes, 35 to 49 hours a week
- ☐ Yes, 50 or more hours a week

Section 8 - Wrap-up

You have completed the questions. Please indicate below whether you wish to be entered into the prize draw for Essex and are happy to participate in follow-up research.

Please tick this box if you wish to be entered into the prize draw. This will give you the opportunity to win a winners' prize of a £200 [Love2shop](#) gift voucher and four runners up prizes of £50 Love2shop gift vouchers available to residents in Essex.

- ☐ I wish to be entered into the prize draw

We want to make sure your experiences and views are taken into account, now and in the future. Are you happy for us to contact you for a follow-up interview

(this would be in person, on the phone or online and likely to take between 45 and 60 minutes)?

☐ I am happy to be contacted for follow-up research

If you have indicated that you wish to be entered into the prize draw and/or that you would be happy to be contacted for a follow-up interview then please provide your contact details below. This information will only be used to contact you if you have won a prize or we would like you to participate in a follow-up interview. It will be destroyed by the end of the project (31st April 2025) at the latest. Winners of the prize draw will be contacted before this date.

Contact email (this is our preferred method of contact):	
Contact phone number:	

If you wish to enter the prize draw or be contacted for future research please return to the previous page and enter a contact detail. Otherwise please proceed to the end of the survey

Section 5b - SP_No DRT

Your preferences for a future DRT service

We would now like to understand your preferences for a new DRT service in

your area.

If you haven't heard of DRT, it is a shared bus service where you can book your journey in advance and specify the location and time for pick-up and drop-off. There is no fixed route or timetable. This type of service is known as Demand Responsive Transport or DRT for short.

Please note that Essex County Council has no immediate plans to introduce a new service in your area, but we, the research team, would like to understand how a new DRT service could serve the population of your area.

On each of the following five screens, you will see three different options for the future operation of DRT service in the your area. On each screen, we ask you to choose which service option you would prefer.

Note: If you are using a mobile phone to fill out this survey, change the orientation to "landscape mode" for better viewing of the scenarios in the next set of questions.

After this task, only two short sections of the survey remain.

Scenario 1 /5:

Consider the two DRT service options below along with the option of 'No DRT Service' in your area. Based on the service characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or [Click Here](#))

	Service I	Service II	No DRT Service
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Operating hours	{e://Field/D1_C1_	{e://Field/D1_C1_	
Chance of booking requested time slot	{e://Field/D1_C1_	{e://Field/D1_C1_	
Fare	£ {e://Field/D1_C1_	£ {e://Field/D1_C1_	
Monthly local tax	{e://Field/D1_C1_	{e://Field/D1_C1_	
Monthly users	{e://Field/D1_C1_	{e://Field/D1_C1_	
Your choice:	Service I	Service II	No DRT Service

Scenario 2 /5:

Consider the two DRT service options below along with the option of 'No DRT Service' in your area. Based on the service characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or)

	Service I	Service II	No DRT Service
Operating hours	{e://Field/D1_C2_	{e://Field/D1_C2_	
Chance of booking requested time slot	{e://Field/D1_C2_	{e://Field/D1_C2_	
Fare	£ {e://Field/D1_C2_	£ {e://Field/D1_C2_	
Monthly local tax	{e://Field/D1_C2_	{e://Field/D1_C2_	
Monthly users	{e://Field/D1_C2_	{e://Field/D1_C2_	

Your choice:	Service I	Service II	No DRT Service
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Scenario 3 /5:

Consider the two DRT service options below along with the option of 'No DRT Service' in your area. Based on the service characteristics, which one would you prefer to see in your area?

*(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or

Click Here

)*

	Service I	Service II	No DRT Service
Operating hours	£	£	
Chance of booking requested time slot			
Fare	£	£	
Monthly local tax			
Monthly users			
Your choice:	Service I	Service II	No DRT Service

Scenario 4 /5:

Consider the two DRT service options below along with the option of 'No DRT Service' in your area. Based on the service characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or [Click Here](#))

	Service I	Service II	No DRT Service
Operating hours	{e://Field/D1_C4_	{e://Field/D1_C4_	
Chance of booking requested time slot	{e://Field/D1_C4_	{e://Field/D1_C4_	
Fare	£ {e://Field/D1_C4_	£ {e://Field/D1_C4_	
Monthly local tax	{e://Field/D1_C4_	{e://Field/D1_C4_	
Monthly users	{e://Field/D1_C4_	{e://Field/D1_C4_	
Your choice:	Service I	Service II	No DRT Service

Scenario 5 /5:

Consider the two DRT service options below along with the option of 'No DRT Service' in your area. Based on the service characteristics, which one would you prefer to see in your area?

(To see the definition of the characteristics of the service, please hover the pointer over that characteristic or [Click Here](#))

- **Operating hours:** The time of day during which the service can be booked.
- **Chance of booking requested time slot:** The chance of getting a ride within the 10-minute window of the requested time. For instance, if you request a ride for 2 PM, a 9 out of 10 chance indicates that 9 times out of 10, you will get a ride between 1:55 pm and 2:05.
- **Fare:** The fare for a single journey.
- **Monthly local tax:** To sustain the service in the long run, one possibility would be to introduce an additional local tax payable by all households. This shall be

paid by all households irrespective of whether they use the service.

- **Monthly users:** *The minimum number of residents who benefit from the DRT service each month.*

)

	Service I	Service II	No DRT Service
Operating hours	{e://Field/D1_C5_	{e://Field/D1_C5_	
Chance of booking requested time slot	{e://Field/D1_C5_	{e://Field/D1_C5_	
Fare	£ {e://Field/D1_C5_	£ {e://Field/D1_C5_	
Monthly local tax	{e://Field/D1_C5_	{e://Field/D1_C5_	
Monthly users	{e://Field/D1_C5_	{e://Field/D1_C5_	
Your choice:	Service I	Service II	No DRT Service

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