

Due to the positive level of engagement received so far, Essex County Council has decided to extend the survey period until **30 October 2026** to provide additional time for residents to participate.

This will allow more time for residents, carers, volunteers, Community Transport users, and those interested in Community Transport services to share their views and experiences.

The survey aims to help us better understand:

- How residents use Community Transport services.
- Levels of awareness of services available locally.
- User experiences and satisfaction.
- Barriers to accessing services.
- Unmet transport needs.
- The wider impact Community Transport has on independence and wellbeing.

Survey Link:

<https://consultations.essex.gov.uk/iptu/community-transport-user-and-awareness-survey-2026>

Hard Copy Surveys

A hard copy version of the survey for residents who are unable to complete the survey online is published on the website.

Completed paper surveys should be returned to:

IPTU - Community Transport Survey

Integrated Passenger Transport Unit
Essex County Council
County Hall
Market Road
Chelmsford
CM1 1QH