

Equality Impact Assessment

Reference: EQIA217348968

Submitted: 15 June 2020 10:09 AM

Executive summary

Title of policy or decision: Coronavirus Outbreak – Reopening of Park and Ride services

Describe the main aims, objectives and purpose of the policy (or decision):

- introduce a parking only charge (£3 for all day parking) at the Chelmsford Park and Ride sites
- introduce a Park and Pedal charge of (£3) at all three sites from 01 July, discounted by 100% for 2 months
- reopen the Park and Ride sites for Park and Pedal and a reduced Park and Ride bus service from 01 July 2020 and then a phased return to the pre- COVID 19 services, dependent on usage of the bus service, with a full service being in place by 01 January 2021
- remove of ticket machines at both Chelmsford Park and Ride sites when they reach the end of their life in December 2020
- raise the child ticket from age 16 up to age 18 from 01 September in order to meet demand for transport into the town and city when schools and colleges return
- when social distancing measures are no longer recommended on public transport services, introduce a discounted ticket offer of 12 tickets for the price of 11

What outcome(s) are you hoping to achieve?: Help create great places to grow up, live and work

Which strategic priorities does this support? - Help create great places to grow up, live and work: Help secure sustainable development and protect the environment

Is this a new policy (or decision) or a change to an existing policy, practice or project?: a change to an existing policy, practice or project

Please provide a link to the document / website / resource to which this EqlA relates:

<https://www.essexhighways.org/getting-around/bus/park-and-ride.aspx>

Please upload any documents which relate to this EqlA, for example decision documents:

<https://www.essexhighways.org/getting-around/bus/park-and-ride.aspx>

Assessing the equality impact

Use this section to record how you have assessed any potential impact on the communities likely to be affected by the policy (or decision): During January - March 2019, Essex County Council ran a public 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. The consultation was available for residents to complete online via our consultation platform (Citizen Space), and paper copies were also available at both Park & Ride sites. A total of 1,323 responses were gathered, as well as a small number of responses received directly from other local authorities.

81% support the proposal to raise the age for the child ticket, and 17% do not support this. 30% said they will change their own or child's mode of travel as a result of this change.

77% of respondents support the proposed discounted ticket when purchased through the mobile app. The question was asked to those who currently pay at machines and by cash or card on

the bus if they would change to buying a ticket through the app: 45% said they would.

62% of respondents support the proposal to remove ticket machines from the Chelmsford sites as they reach their end of life from 2019. 37% currently purchase their ticket with cash or card at the machine. The most common reason for supporting the proposal to remove ticket machines, was 'I never use the machines and won't be affected', followed by 'taxpayer money should be used on other essential services'. The vast majority of comments under 'other' related to concerns about longer queues and slower boarding times if people cannot purchase their ticket at the machines. Many comments suggested boarding times have increased significantly since the introduction of contactless payments on board, and that this would worsen with the removal of the ticket machines.

In addition to the consultation responses, a small number of comments on the proposals were also received from other local authority councils. Chelmsford City Council support the proposals to raise the children's ticket, introduce the discounted ticket brought through the app and remove the ticket machines.

Responses were received from three other local authority councils. They were broadly supportive of the proposals to raise the child ticket age, introduce discounted ticket offers via the app, and remove on-site ticket machines. Some reservations were expressed about these proposals.

Does or will the policy or decision affect:

Service users: Yes

Employees: No

The wider community or groups of people, particularly where there are areas of known inequalities: Yes

Which geographical areas of Essex does or will the policy or decision affect?: All Essex

Will the policy or decision influence how organisations operate?: No

Will the policy or decision involve substantial changes in resources?: No

Is this policy or decision associated with any of the Council's other policies?: No

Is the new or revised policy linked to a digital service (website, system or application)?: No

Description of impact

Description of Impact. If there is an impact on a specific protected group tick box, otherwise leave blank. You will be given the opportunity to rate identified impacts as positive, negative or neutral on the next page: Age, Disability - learning disability, Disability - physical impairment, Disability - sensory impairment

I confirm that I have considered the potential impact on all of the protected characteristics: I confirm that I have considered the potential impact on all of the protected characteristics

Describe any actions that have already been taken to mitigate negative impacts on any of the protected characteristics:

- raising the child age for the children's ticket from 16 to 18 will have a positive impact as it aims to reduce the number of people driving into Chelmsford
- offer a discounted ticket when tickets are purchased on the app will have a positive impact for those individuals using the app but this will only be introduced when social distancing measures are lifted on public transport. Individuals on low income may not have the technology to take advantage of this offer. Tickets purchased through the app will speed up boarding onto the vehicles and this will have a positive impact on all users of the service.
- remove ticket machines as they reach end of life will save money for the council. It could be argued that this may have a negative impact on people who like to take time to buy the ticket from the machine in advance in cash. To mitigate this, cash and contactless options will be available on the service. Staff are also on site to help.
- introduce Mi Permit for longer term and overnight parking. ENCTS disabled pass holders currently travel for free but will now have to register their cars. To mitigate this, clear instructions will be available online and in the form

of a written leaflet available at each site and staff will be available on site to help individuals upload their information onto the system. In addition, the customer can complete the information in advance at home or through the app.

Age

Nature of impact: Adverse

Please provide more details about the nature of impact: Introduce Mi Permit for parking.

ENCTS Disabled pass holders currently travel for free and will now have to register their cars. ENCTS older people pass holders will now have to register their cars.

To mitigate this, clear instructions will be available online and in the form of a written leaflet available at each site and staff will be available on site to help individuals upload their information onto the system. In addition, the customer can should they choose complete the information in advance at home or through the app.

Extent of impact: Low

Please provide more details about the extent of impact: It is a new digital system that customers will have to complete.

The introduction of Mi Permit has previously been successfully introduced at Colchester Park and Ride. The staff on site have worked with customers and feedback from customers has been positive.

Therefore we expect the impact to be low.

Disability - learning disability

Nature of impact: Adverse

Please provide more details about the nature of impact: Introduce Mi Permit for parking.

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To mitigate this, clear instructions will be available online and in the form of a written leaflet available at each site and staff will be available on site to help individuals upload their information onto the system. In addition, the customer can should they choose complete the information in advance at home or through the app.

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The introduction of Mi Permit has previously been successfully introduced at Colchester Park and Ride. The staff on site have worked with customers and feedback from customers has been positive.

Therefore we expect the impact to be low.

Disability - physical impairment

Nature of impact: Adverse

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To mitigate this, clear instructions will be available online and in the form of a written leaflet available at each site and staff will be available on site to help individuals upload their information onto the system. In addition, the customer can should they choose complete the information in advance at home or through the app.

Extent of impact: Low

Please provide more details about the extent of impact: It is a new digital system that customers will have to complete.

The introduction of Mi Permit has previously been successfully introduced at Colchester Park and Ride. The staff

on site have worked with customers and feedback from customers has been positive. Therefore we expect the impact to be low.

Disability - sensory impairment

Nature of impact: Adverse

Please provide more details about the nature of impact: Introduce Mi Permit for parking.

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To mitigate this, clear instructions will be available online and in the form of a written leaflet available at each site and staff will be available on site to help individuals upload their information onto the system. In addition, the customer can should they choose complete the information in advance at home or through the app.

Extent of impact: Low

Please provide more details about the extent of impact: It is a new digital system that customers will have to complete.

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Therefore we expect the impact to be low.

Action plan to address and monitor adverse impacts

Does your EqlA indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?: No

Details of person completing the form

I confirm that this has been completed based on the best information available and in following ECC guidance: I confirm that this has been completed based on the best information available and in following ECC guidance

Date EqlA completed: 15/06/2020

Name of person completing the EqlA: Rachael Price

Email address of person completing the EqlA: Rachael.Price@essex.gov.uk

Your function: Infrastructure & Environment

Your service area: IPTU

Your team: Commercial

Are you submitting this EqlA on behalf of another function, service area or team?: No

Email address of Head of Service: helen.morris@essex.gov.uk