

## Annex A2 – Public responses on main bus network

### Number and demographics of respondents

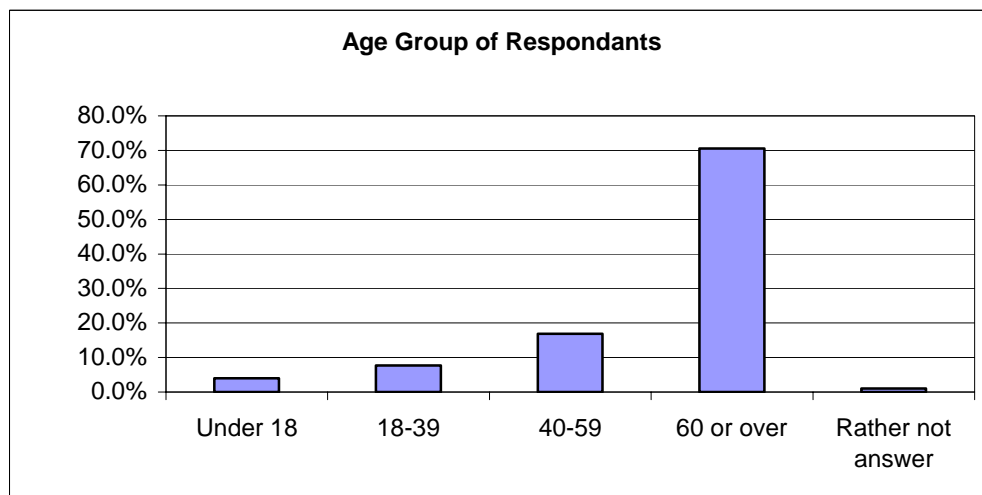
The table below shows the level of response from the public to the proposals out for consultation.

Method of response	Number
Survey – hard copy and online submission	1546
Written response – by letter and email	276
Petitions	2*
Total	1822

\*Two petitions were received. These comprised of 112 signatures to 'Retain the 408' and 928 signatures for 'Save Our Buses, Nos. 70 and 71'.

Bus Review also received 46 written responses from stakeholders. A summary of the comments can be found in Annex B of this report.

Responses to surveys (both hard copy and online) have provided an overview of who uses Surrey buses. As respondents sending comments in by post or by email did not provide the following information these respondents have therefore not been included in demographic analysis.



\* Based on survey respondents only

The majority of respondents to the survey are over 60 and this highlights the high take up of the concessionary fare scheme. 67% stated that they hold a free bus pass.

The number of survey respondents stating that they have a disability or longstanding condition that affects how they live their life is also higher than percentages for the general population of Surrey. Within the Surrey population the figure is 14% according to the 2001 Census, compared to 29% of survey respondents.

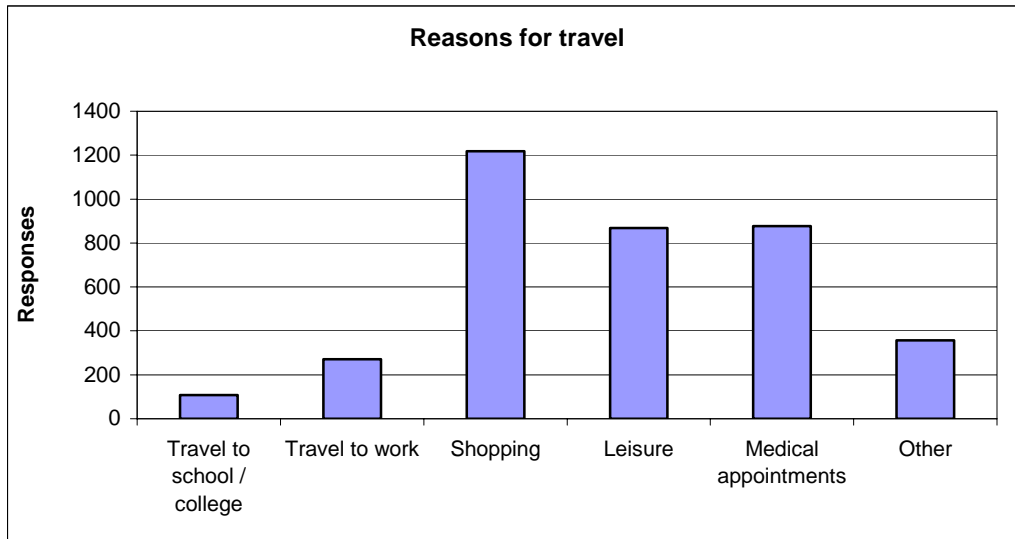
Other characteristics of survey respondents include

- 63% female
- 93% white British or white other
- just over 1.5% of respondents were of any other nationality

The high proportion of older, disabled bus users or users with a longstanding condition are issues that are considered in the updated Equality Impact Assessment.

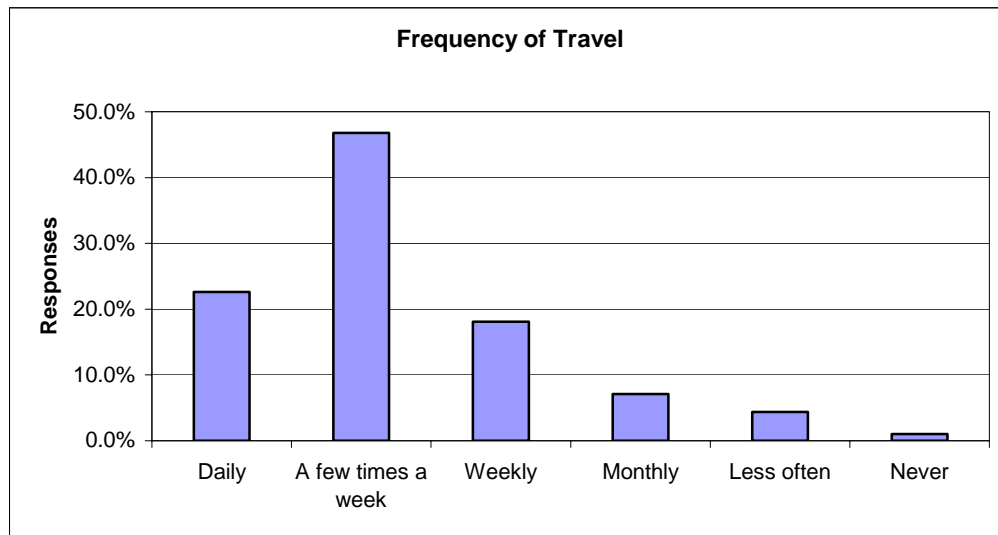
## Reasons for and frequency of travel

The reasons for travel were also requested in the survey.



\* Based on survey respondents only

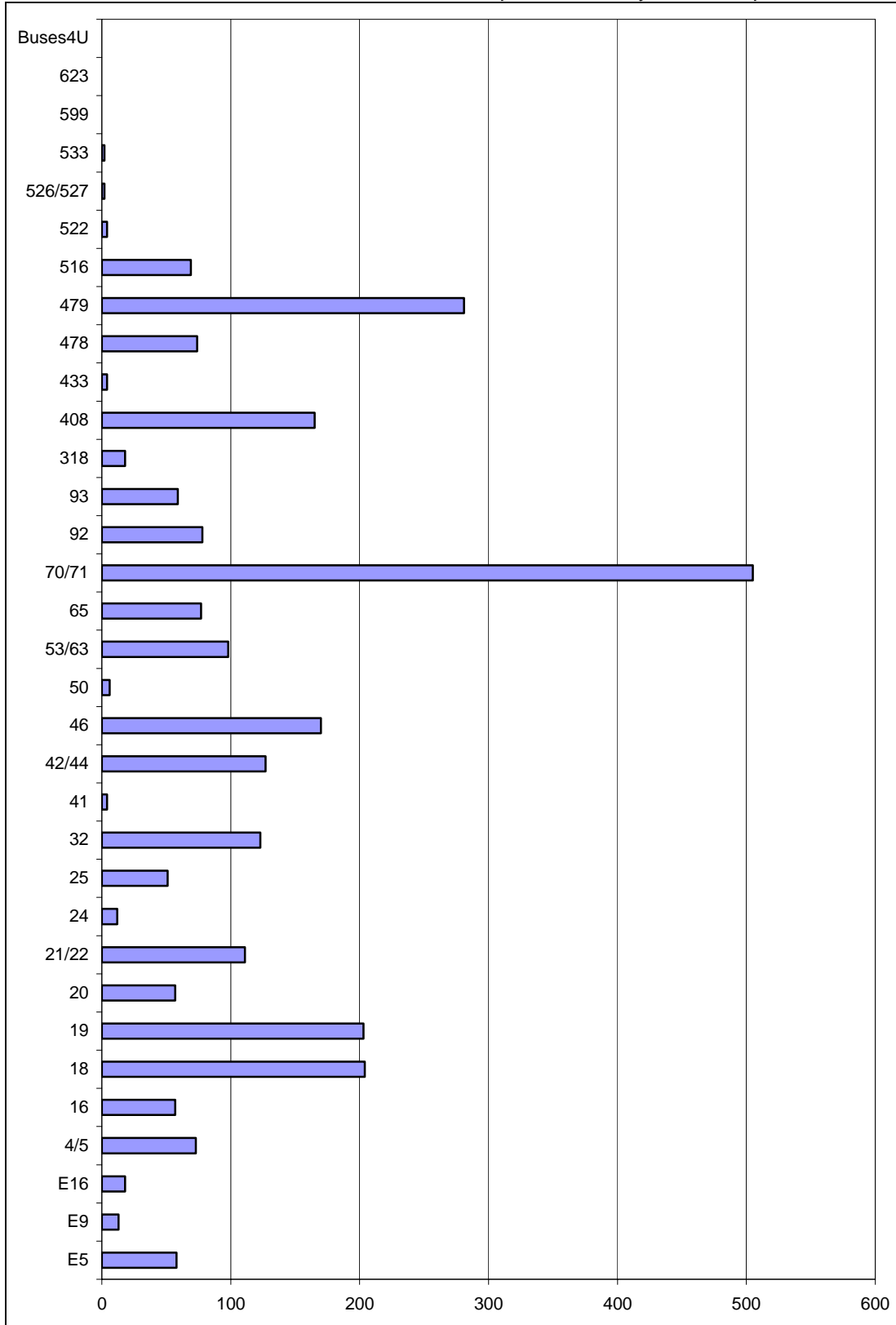
Journeys to work would appear to be under represented. This could suggest that these bus users replied by other methods, were less aware of the consultation or were not inconvenienced by proposals. However, as can be seen from the chart below, the 23% of survey respondents stating they travel on a daily basis seems to correlate with 25% of users traveling to school/college or work.



\* Based on survey respondents only

## Which routes are people using and where are they starting their journey?

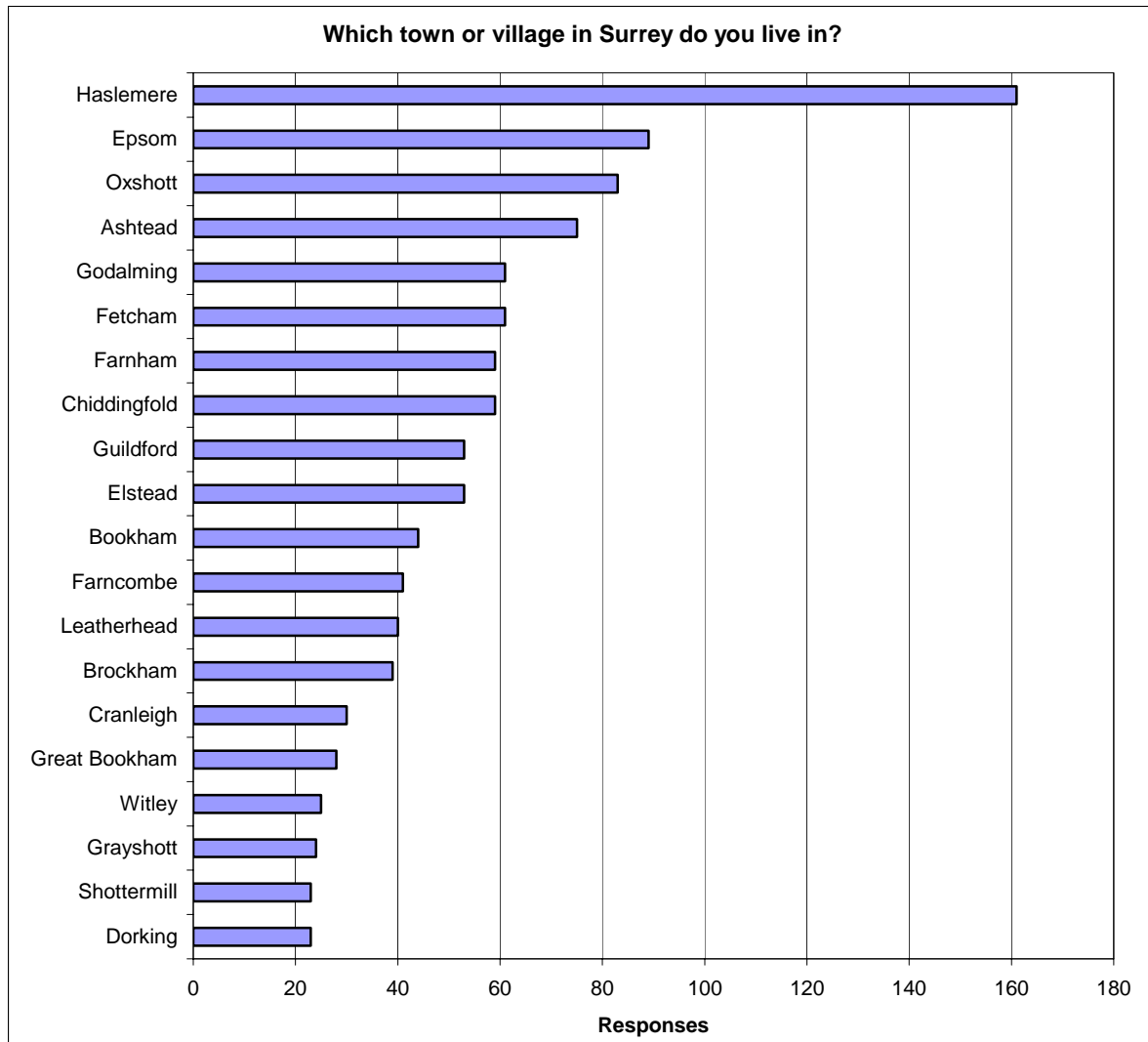
Based on survey responses, the number of respondents saying that they use a particular route included in the review is shown below. Respondents may use multiple routes.



\* Based on survey respondents only

\* Details of places served by the above bus services are given in Annex B.

Feedback from the Phase one consultation resulted in a change of question for Phase 2, replicated for Phase 3. Instead of asking for a respondent's postcode it was decided that the town or village they live in would be more poignant for planning service provision, especially when looked at in conjunction with route usage. Respondents stated 137 different areas. The 20 areas with highest numbers of responses are shown below.



\* Based on survey respondents only

### Reaction to route proposals

Survey respondents were asked their reaction to the proposals. The following responses were given.

- 59% stated that the proposals will make their journeys worse
- 26% said that it would make no change or improve their journeys
- 15% did not know how the proposals would impact their journey

However, people do tend to feel the need to respond if they are inconvenienced.

The Bus Service Planning Team have reviewed specific comments and suggestions on route improvements and/or amendments to the proposals for planning purposes.

**Sample responses - Reasons for support/opposition** (for services that received over 100 responses)

<b>Route</b>	<b>Main reasons for opposition</b>	<b>Main reasons for any support</b>
<b>18 &amp; 19</b>	<p>Many people rely on the 18 to get them to their doctor and journeys to Godalming, Guildford for the Royal Surrey County Hospital. We consider the link to Bordon and Whitehill to be a necessity. Leaving Headley Down /Headley with no bus service is unthinkable.</p>	<p>Welcome the suggestion for all buses from Whitehill direction to travel to Farnham. Excited at the possibility of an extra service calling at Puttenham.</p>
<b>21 &amp; 22</b>	<p>The services are already at a level which offers the bear minimum to address the most basic needs of the community I can't see what difference it will make, the 22 service only runs through Leigh 2/3 times a day, why would you really take it away?</p>	<p>No supportive comments</p>
<b>32</b>	<p>The current timetable is unsympathetic to commuters and school children. It would be better if 32 ran directly from Reigate to Redhill, with a longer layover to compensate for not uncommon delays from traffic congestion. If there were more buses between 0730 and 0830 and between 1600 and 1800 more people would use it.</p>	<p>I am glad to see that the direct route will be retained with an hourly service, as that will provide bus links from Dorking to Guildford, Reigate and Redhill</p>
<b>42 &amp; 44</b>	<p>Few people use the existing service because it is inadequate. The 44 buses are a lifeline for rural customers without other transport. Waverley's decision to permit the Square Medical Centre to relocate to Catteshall Mill which necessitates car or public transport 42 &amp; 44 service to access.</p>	<p>No supportive comments</p>
<b>46</b>	<p>2 hrly service for a bus from Godalming to Elstead, is just not acceptable Important link from Elstead to Farnham (Farnham Hospital), Godalming and Guildford People do not use the service more because it is unreliable and not frequent enough. Fragmenting the service will further reduce patronage.</p>	<p>No supportive comments</p>
<b>70 &amp; 71</b>	<p>If the Chichester to Guildford routes (60/70) routes are not retained in total, then there is a broken chain that will prevent us from traveling to either the Royal Surrey Hospital or the West Sussex St Richards Consider extending the Service 70 route from Haslemere to meet up with the Service 71 route at Chiddingfold, Witley or Milford. I am baffled why the 70 on the main route from Guildford and Godalming to the neighbouring town of Haslemere would ever be threatened with closure. We live on the outskirts of Chiddingfold and the No. 71 bus is the public transport that the local community relies upon to reach Guildford and Haslemere. Children and young adults use this bus to reach their secondary school at Rodborough in Milford, and Godalming College.</p>	<p>No supportive comments</p>
<b>408</b>	<p>Use this infrequently as there are now too few buses between Cobham and Leatherhead. Great mistake not to have 408 come through Oxshott. If the 408 bus is discontinued, then I would be stuck in Oxshott,not being able to drive it would be an awful thing marooned in my own home, I need it for hosptial, shopping, social etc. I need the 408 to get to Cobham and Epsom for shopping and medical appts.</p>	<p>Will provide a much better service along the A24 Leatherhead Road Pleased to hear the 408 service is going to be increased to hourly</p>
<b>479</b>	<p>I have nothing positive to say about this service but at least I have it. The last 479 bus, from Guildford which terminates at Leatherhead and then returns empty as 'out of service' to Guildford, should be extended to Epsom and the return journey run for passengers. There is no bus at 1545 from Leatherhead during weekdays and on school days. This results in 1 hour gap between buses and proves very inconvenient to many people. This is not acceptable.</p>	<p>A Sunday service on the 479 would be extremely useful. The service needs to be later running The option of extending the last journey through to Epsom would surely be a godsend.</p>

## General comments on impact of review

Respondents made comments on specific routes but many also expressed views on the review as a whole. The most commonly voiced general views are summarised below.

<b>Most quoted general comments</b>	<b>Response count</b>
This would penalise older people, disabled people, people on low incomes and those without cars	251
Services to hospitals/medical centres must be maintained or improved	159
Services should run earlier and later weekdays with more weekend services	120
This will increase social exclusion and rural isolation	84
Timetabling, marketing and infrastructure need to be improved (e.g. bus lanes, smaller buses, bus use promotion, better online details, real time info, integrated timetabling)	77
Services to schools should be protected	67
Patronage would increase if services were more frequent, reliable and quicker	54
Dial a Ride services do not meet the needs of users e.g. charged services vs. free bus pass travel, regular timetable vs. phone and book	42
This is contrary to both Government and SCC policy on promoting public transport	40
This will increase traffic congestion	27

### Sample comments from the Phase 3 consultation

Captured below are some sample comments that have been submitted by members of the public.

Also included in this section are some summarised comments on the proposed re-location of the bus station in Guildford. Whilst not included in the review process respondents raise this issue on a number of occasions. Therefore, officers thought it prudent to bring to Cabinet's attention.

"There are four council housing estates on route 25 bus service between Cranleigh & Gomshall and the residents of these estates tend to use bus services maximally."

"The 70 service through to Midhurst is a much appreciated service throughout the summer months for its connectivity to the coast and is a highly valued service."

"The connections between the 479 and 465 need to be looked at. One runs late and the other is easily missed."

"Narrow lanes, poor or no street lighting, make walking dangerous especially for children and even more dangerous after dark. Buses are essential for these reasons."

"I'm sure you're aware that the population is ageing and many, especially older people, feel isolated and lonely. It is vital that you do not make this worse."

"I think it would be better to retain the service (516) which goes to Epsom, and stops in Ashted, and Epsom Hospital. Easy ability to visit the Hospital for many elderly on Boxhill is important."

"A later bus is required from Leatherhead to Boxhill to allow residents to use the service to return from work and for children to make maximum use of after school clubs and to enable a later service home from college - say a service leaving from Leatherhead at 18.30."

"This service (503) is very important to a number of people who live in Hambledon and, although we can see that in many ways a response-demand 'dial ride' service might be more feasible, we should be extremely concerned if people using this were not able to use their bus pass."

"I am an elderly widow living alone and frequently use the 53 bus to go to Guildford bus station where I connect with a bus to the hospital."

"Notices posted on bus stops are grossly misleading as they refer to "continually working to improve and maintain availability of transport service... " rather than explicitly mentioning contemplated reductions!"

"To lose these buses would mean isolation at Plaistow which would be a real hardship."

"Buses are a vital community service funded by SCC. I am very fearful that a reduction in this service may be considered."

"It is madness to sever link between Guildford and Haslemere. If the company is losing money why not bring back half fares for oaps who can afford the bus fare?"

## **Comments regarding Guildford Bus Station**

“There is a lot of opposition to this proposal (relocating to Bedford Road from The Friary). It could never be a good idea to move a bus station away from a town center and may detrimentally affect bus services in the area.”

“The proposals will increase traffic congestion in an already congested area. Introducing traffic signals and a right hand turn for buses on Onslow Street could cause more congestion than it saves by car park traffic having to enter the same road as the buses.”

“The vast majority of bus users travel to Guildford to work and shop and not to get connecting trains. Moving the bus station next to the train station may affect the town centre economy.”