

# Your buses, your say...

We are looking at changing bus services in Elmbridge, Runnymede, Spelthorne and east Woking. We want to hear your views.

We are looking at changing bus services in your area.

Surrey's buses carry over 28 million passengers per year.

Running buses costs the council a large sum of money and we need to ensure that they are affordable in the future. Research has shown that some of our routes are not being used very much, but other routes are very popular.

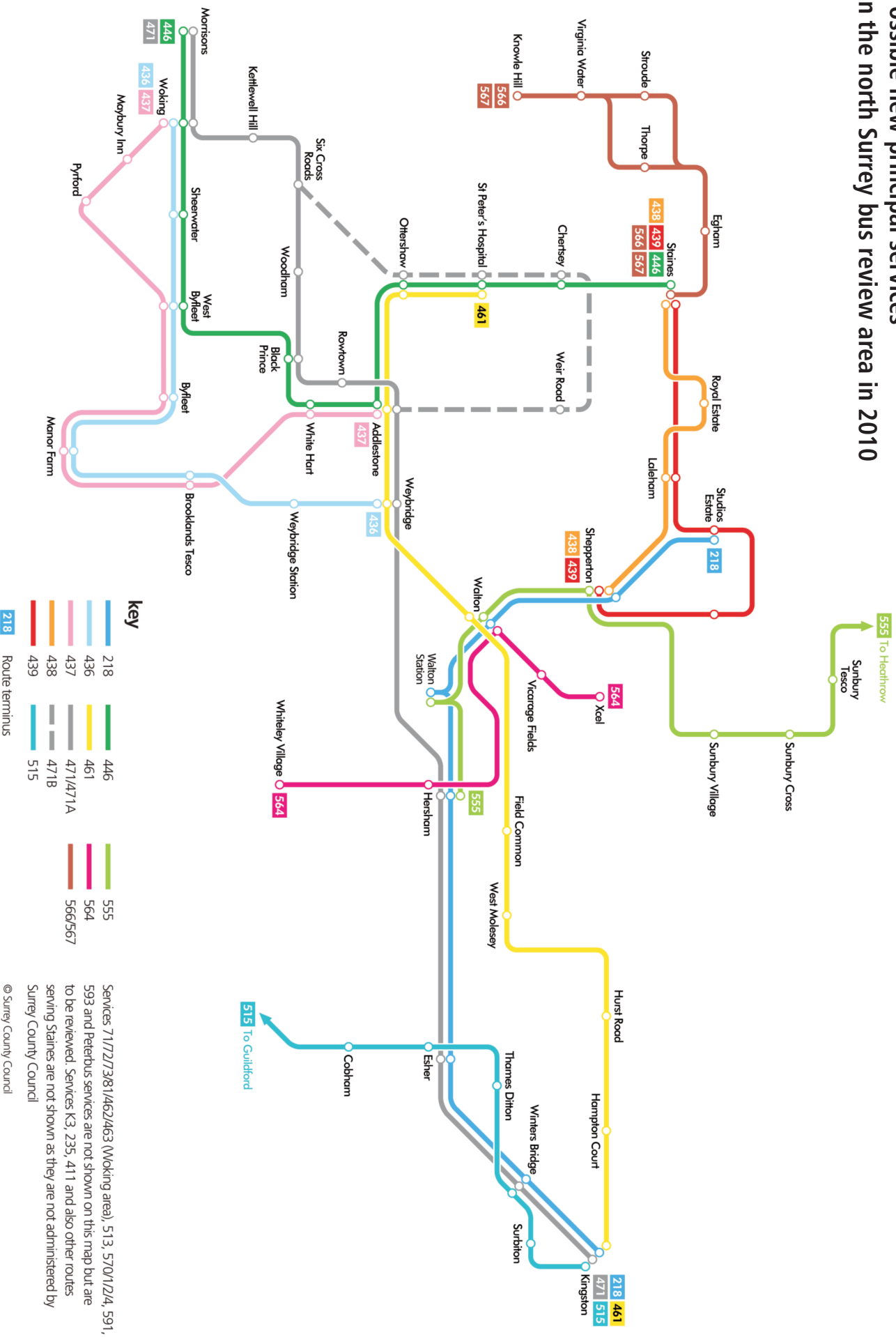
Our priority is to make bus services more efficient and provide the taxpayer with value for money. We want to provide a better service on the routes you use the most and look at running some more evening and Sunday services. This means we may have to reduce some of our less popular services in order to do this.

We want to hear your views on the suggested changes, as they could affect your individual bus routes and journeys. The detail that follows provides a starting point to help us shape the eventual network.

We are running a three-month public consultation from 1 November 2009 to 31 January 2010 to help us shape the service.

This leaflet details the bus routes affected and how you can get involved and tell us your views. If agreed, any proposed changes will take place from September 2010.

# Possible new principal services in the north Surrey bus review area in 2010



# Proposed changes to bus services

Following our research, we are proposing changes to the following services. The frequency of the buses shown are for Monday to Saturday day time services.

## **Service 218 (Kingston-Esher-Walton-Shepperton-Staines)**

- To be withdrawn between Shepperton Green and Staines and diverted instead to Studios Estate (or Charlton, Hetherington Road), subject to acceptable stand arrangements.
- To replace part of service 400.
- To remain hourly, but half-hourly between Kingston and Hersham in conjunction with service 471.
- Replaced between Shepperton and Staines by services 438 and 439.
- Evening and Sunday service to be considered.

## **Service 400 (Shepperton-Charlton-Ashford-Staines)**

- To be withdrawn, although separate consideration to be given to Thamesmead School journeys.
- Alternatives are provided from Studios Estate/Charlton to Shepperton and Staines (see 218 and 439), but not to Ashford/Ashford Hospital as this part of the route is not used widely.

## **Service 426 (Staines-Chertsey-St. Peter's Hospital-Ottershaw-Sheerwater-Woking)**

- To be withdrawn. See service 446 and parts of others for replacement facilities over certain sections.

## **Service 436 (Woking-Sheerwater-West Byfleet-Byfleet-Brooklands-Weybridge Station)**

- To be extended from Weybridge Station to Weybridge town centre via Heath Road, replacing service 451.
- Diverted in West Byfleet to operate via Sheerwater Road and Old Woking Road, instead of Madeira Road and Station Approach.
- Diverted via Manor Farm in Byfleet and the forecourt of Brooklands Tesco.
- To remain every 30 minutes, but on a constant interval 15 minute frequency between Woking and east end of Albert Drive in Sheerwater, in conjunction with service 446.
- Evening and Sunday service to be considered.

## **Service 437 (Woking-Pyrford-West Byfleet-Byfleet-Brooklands-Addlestone)**

- No change to route.
- Reduced from hourly to every two hours, as it is not used very much on sections such as Maybury Inn and Pyrford areas and between Brooklands Tesco and New Haw White Hart.
- Woking to Byfleet/Manor Farm journeys to be catered for by revised 436.
- Change at Addlestone for service 446 to St. Peter's Hospital, Chertsey and Staines.
- Will not serve Station Approach in West Byfleet.

### **Service 438 (Staines-Royal Estate-Laleham-Shepperton)**

- Diverted to operate between Staines and Laleham via Laleham Road, Worple Road, Pavilion Gardens, Berrycroft Road, Elizabeth Avenue and Ashford Road, not serving Kingston Road and Edinburgh Drive.
- With 439, replaces 218 between Staines and Shepperton.
- To remain hourly.
- Connects with trains to Kingston at Shepperton.
- With 439 gives improved two buses per hour along Laleham Road, south eastwards from Staines town centre.
- Evening and Sunday service to be considered.

### **Service 439 (Staines-Laleham-Studios Estate-Shepperton)**

- New hourly service.
- Operates via Studios Estate, to replace part of service 400 and serves Upper Halliford village to partly-replace current service 557 to Shepperton.
- With 438, replaces 218 between Staines and Shepperton.
- Connects with trains to Kingston at Shepperton.
- With 438 gives improved two buses per hour along Laleham Road, south eastwards from Staines town centre.

### **Service 446 (Staines-Chertsey-St. Peter's Hospital-Addlestone-New Haw-West Byfleet-Sheerwater-Woking)**

- To operate every 30 minutes to replace current one bus per hour on each of 426 and 446, but offering every 15 minutes on a constant interval between Woking and the east end of Albert Drive in Sheerwater, in conjunction with 436.
- Diverted in West Byfleet to operate via Sheerwater Road and Old Woking Road, instead of Madeira Road and Station Approach.
- Possibly diverted to serve Brox Road in Ottershaw.
- Evening service considered and Sunday service retained.

### **Service 451 (Kingston-Walton-Weybridge-Byfleet-Addlestone-Chertsey-Staines)**

- To be withdrawn. See services 436, 437, 461 and 471 (B) for replacements over various sections.

### **Service 461 (Kingston-Walton-Weybridge-Addlestone-St. Peter's Hospital-Chertsey-Staines)**

- To be withdrawn between St. Peter's Hospital and Staines.
- Diverted between Rydens Road and Walton town centre to operate a standard route via Ambleside Avenue and Cottimore Lane and not via Walton Station and Rodney Road.
- To operate every 30 minutes, replacing current one bus per hour on each of 451 and 461.
- Possibly diverted via Brox Road in Ottershaw.
- Evening and Sunday service to be considered.

### **Service 471 (Kingston-Esher-Weybridge-Addlestone-Rowtown-New Haw-West Byfleet-Sheerwater-Woking)**

- To remain hourly between Kingston and Woking.
- Between Addlestone and Woking, alternate journeys could take different routes, each every two hours:
  - A: via Orchard Way, Coombelands, Rowtown, Parkside, New Haw Black Prince, Woodham Lane, Six Cross Roads, Shores Road and Kettlewell Hill, or
  - B: Chertsey Road, Addlestone Moor, Fordwater Road, Weir Road, Chertsey, St. Peter's Hospital, Ottershaw, Six Cross Roads, Shores Road and Kettlewell Hill.
- Extended from Woking Station to Cawsey Way and Morrisons.
- Continues to give half-hourly service between Kingston and Hersham in conjunction with service 218.
- Route option B gives new link for Fordwater Road/Weir Road residents to access Chertsey, Addlestone and beyond. A new facility to St. Peter's Hospital would also be available from the Kettlewell Hill/Chobham Road area of Woking.

### **Service 472 (Byfleet-New Haw-Woodham-Kettlewell Hill-Woking)**

- To be withdrawn.
- See service 471(A) for two-hourly replacement between New Haw Parkside area and Woking.
- Limited direct shopper service may be considered from New Haw area to Brooklands Tesco.

### **Service 514 (Kingston-Thames Ditton-Molesey-Hersham)**

- To be withdrawn. Level of service between Thames Ditton and Surbiton/Kingston reduced to hourly (service 515 only). Separate consideration given to journeys to Esher High School.

### **Service 515 (Kingston-Thames Ditton-Esher-Cobham-Ripley-Guildford)**

- No change, but later evening journeys Monday-Saturday considered for whole route.

### **Service 555 (Walton-Shepperton-Sunbury-Ashford-Stanwell-Hatton Cross-Heathrow Airport Central)**

- Early morning journeys before the 7am arrival at Heathrow to be reviewed in conjunction with BAA.
- Option to curtail service at Hatton Cross could be considered, with frequent buses/tube from Hatton Cross or Heathrow Express train/tube from Terminal 4, to link with Central Area.
- To remain generally every 30 minutes although with the option of an hourly service on Sundays.
- Possible extension from Walton Station to Hersham on all days, increasing number of buses per hour into Walton from Hersham from three currently, to four under the new scheme.

### **Service 557 (Addlestone-St. Peter's Hospital-Chertsey-Shepperton-Sunbury-Ashford-Stanwell-Hatton Cross)**

- To be withdrawn. Service 555 provides an alternative between Shepperton and Hatton Cross.
- The section of 557 between Addlestone and Sunbury (Nursery Road) sees very little use, despite serving St. Peter's Hospital.

### **Service 564 (Whiteley Village-Hersham-Walton-Vicarage Fields-Xcel Centre)**

- No change to route.
- To be reduced to every 60 minutes.
- As a consequence service 662 to Hinchley Wood School may be withdrawn – this carries a very small number of students.

### **Services 566/567 (Staines-Egham-Thorpe/Stroude-Virginia Water-Knowle Hill)**

- No change to route. Reduction in level of service to be considered from every hour to every two hours.

### **Other services included in the review, which we would like your views on are:**

- 71 Woking-Kingfield Green-Old Woking local service
- 72 Woking-Maybury Estate
- 73 Woking-Horsell-Chobham
- 81 Woking-Barnsbury Estate
- 462 Woking-Old Woking-Send-Ripley-Burpham-Guildford
- 463 Woking-Old Woking-Send-Ripley-West Clandon-Merrow-Guildford
- Peterbus services 1, 2, 3 and 4 to St. Peter's Hospital
- 513 Downside-Cobham-Oxshott-Esher-Thames Ditton-Kingston
- 570/571/572/574 Spelthorne Shoppa services
- 591 Stanwell Moor-Staines
- 593 Lyne-Staines/Addlestone/Brooklands
- 601/602 Woking area Accessbus services.

### **We are also consulting on the future operation of the special school services:**

- To Salesian School, Chertsey: 637
- To Magna Carta School, Pooley Green: 305
- To Strodes College, Egham: 646, 656
- To Bishop Wand School, Sunbury: 655, 695
- To Hinchley Wood School: 661, 662
- To Esher High School: 514, 663
- To Bishop David Brown School, Sheerwater: 664
- To Matthew Arnold School, Staines: 667
- To Howard of Effingham School: 671, 672
- To Rydens School, Hersham: 681
- To George Abbot School, Burpham: 686, 699
- To Winston Churchill School, St. Johns and St. John the Baptist School, Kingfield Green: 690
- To Tiffin Girls School, Kingston: 801
- To Thamesmead School, Shepperton: 400, 811, 813
- To Fullbrook School, New Haw: 837.

**For full details of existing bus services in your area please visit [www.surreycc.gov.uk/buses](http://www.surreycc.gov.uk/buses).**

## Have your say...

We want to hear your views on these proposed changes so that we can understand and plan for your travel needs.

There are a number of ways in which you can give us your feedback:

- Attend one of our surgery sessions at your nearest major library:  
10am – 2pm, 4 December, Walton Library  
10am – 2pm, 7 December, Woking Library  
10am – 3pm, 9 December, Staines – watch for announcements  
10am – 2pm, 11 December, Runnymede Civic Centre, Addlestone  
Our transport officers will be on hand to answer your questions and listen to your comments.
- Fill in our online survey from our website at [www.surreycc.gov.uk/busreview](http://www.surreycc.gov.uk/busreview)
- Fill in a hard copy survey, which you will find in your local library or help shop. You can also request one from our contact centre by calling 03456 009 009.
- Give your views to your county councillor who will feed these back to us. If you don't know who your councillor is, you can find their details on our website at [www.surreycc.gov.uk](http://www.surreycc.gov.uk) or by calling 03456 009 009.
- Email your thoughts to [busreview@surreycc.gov.uk](mailto:busreview@surreycc.gov.uk).

Transport officers cannot respond to individual comments or complaints, but all will be carefully noted and may influence the final proposals presented to the Surrey County Council Cabinet for approval.



# Background

## The way buses are run

In Surrey bus services are provided in two main ways:

- By bus operators as commercial ventures, without subsidy, contract or control from us.
- By bus operators with subsidy from Surrey County Council. These are felt necessary, but are not commercially viable services. The bus companies run these under contractual arrangement to routes, frequencies and times set by us.

## Why the need for a review?

Over the past 10 years, costs in the bus industry have been rising much faster than general inflation. Many main bus services, including those in towns, have stopped being commercially viable, requiring Surrey County Council to spend much more in order to keep the network running.

Many of the 250 or so bus services in Surrey require some degree of financial support. In 2001 the cost to us was around £4million. Now, we give over £11million net support each year. This amount of subsidy is continuing to rise and will soon become unaffordable over the coming years due to the budget pressures we are facing.

The bus review gives us an opportunity to take a fresh look at the whole network, where people are travelling to and how often. This means we can focus our investment on the areas or travel opportunities where it is needed the most.

## Where and when

For logistical reasons we can't consider changes to services across the whole county at once, so we are looking at services in three phases by area. Any changes will start this September to coincide with the new school year.

- Phase 1 September 2010: north Surrey (Elmbridge, Runnymede and Spelthorne) and the eastern side of Woking as well as Reigate and Banstead.
- Phase 2 September 2011: Surrey Heath, western part of Woking and Tandridge.
- Phase 3 September 2012: Epsom, Mole Valley and Waverley.

Most bus services in Guildford are run commercially, whilst the contracted services in the rural part will be dealt with at the same time as that for the borough or district in which they also run.

## **Our aims**

Through the review we want to:

- focus on the areas with strong demand;
- make the network work better, with routes that complement each other;
- make the network simpler and easier to understand;
- reduce the need for subsidy in the long term;
- increase some services where needed;
- maintain service to areas of greatest social need;
- shorten routes to improve reliability;
- reduce services which are under used; and
- where possible, evenly space out services running along common sections of route.

## **How does the consultation process work?**

From November 2009 to January 2010 the public consultation is open to anyone to feedback on the principles of the review and proposed phase 1 changes.

This feedback will then be included in a proposal which is submitted to Surrey County Council's Cabinet who will make the final decision.

## **Key dates**

- **November 2009 - January 2010: public consultation on phase 1 proposed changes.**
- **March 2010: proposals submitted to Cabinet.**
- **June 2010: final service change details published.**

For more information on our buses, or this bus review please visit

[www.surreycc.gov.uk/busreview](http://www.surreycc.gov.uk/busreview) or call our contact centre on **03456 009 009**.

