

Notice of Meeting

Cabinet Member for Highways, Transport and Economic Growth Decisions



Date and Time

Tuesday, 11 June
2024
13.00 pm

Place

Woodhatch Place, 11
Cockshot Hill,
Reigate

Contact

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Cabinet Member:
Matt Furniss

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AGENDA

1 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- i. Any disclosable pecuniary interests and / or
- ii. Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

2 PROCEDURAL MATTERS

a MEMBERS' QUESTIONS

The deadline for Members' questions is 12pm four working days before the meeting (05/06/2024).

b PUBLIC QUESTIONS

The deadline for public questions is seven days before the meeting (04/06/2024)

c PETITIONS

The deadline for petitions was 14 days before the meeting, and no petitions have been received.

3 BUS SERVICE IMPROVEMENT PLAN - JUNE 2024 UPDATE FOR SUBMISSION TO THE DEPARTMENT FOR TRANSPORT

(Pages
5 - 108)

In responding to the challenges set by the National Bus Strategy: Bus Back Better published in March 2020, the County Council drafted, consulted on and approved a Bus Service Improvement Plan (BSIP) in October 2021. The BSIP was subsequently updated in May 2023.

In late January 2024, the Department for Transport (DfT) published new guidance to Local Transport Authorities (LTAs) requiring them to update their BSIPs. These must be submitted to the DfT by 12 June 2024. Failure to meet this deadline puts future Government BSIP funding to LTAs at risk. For Surrey, this would put at risk the second £3.9m instalment of BSIP Phase 2 funding, previously called BSIP+.

The Council has responded positively to the challenge set by Government. This report details our updated BSIP, which is now ready to be submitted to the DfT.

Our updated BSIP will help the County Council support the economy of Surrey in a sustainable way by delivering better and more affordable public transport. It will also enable a Greener Future, by supporting a shift to public transport from the private car, coupled with an investment in more zero emission buses and minibuses. Reliable, attractive and affordable public transport will support all residents as they travel around Surrey, providing improved access to public transport ensuring that no one is left behind.

Michael Coughlin
Interim Head of Paid Service
Published: 03 June 2024

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QUESTIONS AND PETITIONS

Cabinet and most committees will consider questions by elected Surrey County Council Members and questions and petitions from members of the public who are electors in the Surrey County Council area.

Please note the following regarding questions from the public:

1. Members of the public can submit one written question to a meeting by the deadline stated in the agenda. Questions should relate to general policy and not to detail. Questions are asked and answered in public and cannot relate to “confidential” or “exempt” matters (for example, personal or financial details of an individual); for further advice please contact the committee manager listed on the front page of an agenda.
2. The number of public questions which can be asked at a meeting may not exceed six. Questions which are received after the first six will be held over to the following meeting or dealt with in writing at the Chairman’s discretion.
3. Questions will be taken in the order in which they are received.
4. Questions will be asked and answered without discussion. The Chairman or Cabinet members may decline to answer a question, provide a written reply or nominate another Member to answer the question.
5. Following the initial reply, one supplementary question may be asked by the questioner. The Chairman or Cabinet members may decline to answer a supplementary question.

SURREY COUNTY COUNCIL

MATT FURNISS, CABINET MEMBER FOR HIGHWAYS,
TRANSPORT AND ECONOMIC GROWTH

DATE: 28 MAY 2024



LEAD OFFICER: KATIE STEWART, EXECUTIVE DIRECTOR,
ENVIRONMENT, INFRASTRUCTURE & GROWTH

SUBJECT: BUS SERVICE IMPROVEMENT PLAN – JUNE 2024 UPDATE
FOR SUBMISSION TO THE DEPARTMENT FOR TRANSPORT

ORGANISATION STRATEGY PRIORITY AREA No One Left Behind / Growing A Sustainable Economy So Everyone Can Benefit / Tackling Health Inequality / Enabling A Greener Future / Empowered and Thriving Communities

SUMMARY OF ISSUE:

In responding to the challenges set by the National Bus Strategy: Bus Back Better published in March 2020, the County Council drafted, consulted on and approved a Bus Service Improvement Plan (BSIP) in October 2021. The BSIP was subsequently updated in May 2023.

In late January 2024, the Department for Transport (DfT) published new guidance to Local Transport Authorities (LTAs) requiring them to update their BSIPs. These must be submitted to the DfT by 12 June 2024. Failure to meet this deadline puts future Government BSIP funding to LTAs at risk. For Surrey, this would put at risk the second £3.9m instalment of BSIP Phase 2 funding, previously called BSIP+.

The Council has responded positively to the challenge set by Government. This report details our updated BSIP, which is now ready to be submitted to the DfT.

Our updated BSIP will help the County Council support the economy of Surrey in a sustainable way by delivering better and more affordable public transport. It will also enable a Greener Future, by supporting a shift to public transport from the private car, coupled with an investment in more zero emission buses and minibuses. Reliable, attractive and affordable public transport will support all residents as they travel around Surrey, providing improved access to public transport ensuring that no one is left behind.

RECOMMENDATIONS:

It is recommended that the Cabinet Member:

1. Agree the updated Bus Service Improvement Plan for Surrey.
2. Note the approach taken with operators, Members and stakeholders in developing the Bus Service Improvement Plan update.
3. Agree the approach for the Enhanced Partnership Board to sign off the updated Bus Service Improvement Plan to be submitted to the Department for Transport.
4. Agree the approach for revising the Enhanced Partnership Plan and Scheme between the County Council and the bus operators.

REASON FOR RECOMMENDATIONS:

LTAs are required to update their BSIPs and submit them to the DfT by 12 June 2024. The Council has been proactive in meeting this deadline, ensuring that existing Government BSIP Phase 2 funding is retained and available to support our agreed investment programme. It also places the Council in an advantageous position should additional Government funding become available.

Planned and potential future investment as detailed in the updated BSIP will improve the quality, breadth and attractiveness of public transport to all residents, whilst also helping to tackle emissions from transport.

Executive Summary:

Background

1. When new BSIP guidance was published in late January 2024, the DfT stated that for the DfT to have effective conversations with the Treasury, updated BSIPs should be:
 - More consistent across LTAs;
 - Shorter and easier for residents and stakeholders to understand;
 - Clear about what has been delivered, when and how it was funded; and
 - Clear about what will be delivered and priorities from 2025-29, when and how they will be funded.
2. This more standardised approach is to be supported by BSIP templates that all LTAs must complete.
3. Along with a change to the format of BSIPs, the DfT also want to see a greater focus on:
 - How operators and stakeholders (including Members) have been involved with the development of the 2024 BSIP update;
 - Delivery against the original BSIP from 2021, including how initiatives have been funded;

- A delivery plan for 2024/25, including how initiatives are being funded; and
 - Clear ambitions for 2025-2030, including any outline delivery plans and how these initiatives will be funded.
4. The DfT also want LTAs to have a greater focus on the 12 priority areas covered in the 2021 National Bus Strategy (NBS), in that buses are:
- More frequent;
 - Faster and more reliable;
 - Cheaper;
 - More comprehensive;
 - Easier to understand;
 - Easier to use;
 - Better integrated with other modes and each other;
 - Better to ride in;
 - Greener;
 - Accessible and inclusive;
 - Innovative; and
 - A safe mode of transport that is seen as safe.
5. Unlike the first BSIP development process in 2021, the DfT has stated that there is no Government funding to bid for. Instead, revised BSIPs will be used by the DfT as a tool for discussions with the Treasury on future national bus funding.
6. The areas the DfT want LTAs to cover are:
- The Bus Vision for the area;
 - The current offer to passengers;
 - The 2024/25 improvement programme;
 - The LTA's ambitions for 2025 to 2030 and beyond;
 - The targets, performance monitoring and reporting process; and
 - A BSIP Overview Summary table
7. The full BSIP for Surrey is attached to this report as **Annex A**, which covers the new structure for LTAs to use. A list of all BSIP ambitions and which of the 12 priority areas from the NBS that they meet is attached in **Annex B**. Overall, the Council wants buses to increasingly be the first choice of transport for residents.
8. At the time of publishing this report and supporting annexes, some information to complete the BSIP draft is outstanding. This specifically relates to the new target of Network Coverage and Accessibility and estimated cost of some future aspirations, where data is required from operators which is not ready for this decision meeting. On provision of the necessary data, the completed BSIP will be formally agreed by the Enhanced Partnership (EP) Board prior to submitting to Government. As

the chair of the EP Board, the Cabinet Member will receive the final copy of the BSIP at this stage.

9. The EP Board members have agreed to signing off the BSIP by exchange of emails. This is necessary due to the availability of board members being limited ahead of the 12 June DfT submission deadline.

Delivery of BSIP ambitions since 2021

10. The expectation from Government was that LTAs should have progressed with the delivery of their BSIP ambitions regardless of whether they received funding in 2021 (BSIP Phase 1).
11. Where LTAs did not receive any funding, LTAs were encouraged to look at their own budgets to see if there was scope to reallocate funds towards BSIP initiatives. Also, LTAs were asked to prioritise low and no-cost initiatives, such as developing and agreeing a Passenger Charter.
12. A Passenger Charter was developed for Surrey with input from bus operators and members of the Stakeholder Reference Group. All our bus operators are signed up to this Charter, and whilst not binding, it sets out what passengers should expect from bus services in Surrey. It is published on the Council's website and attached to this report as **Annex C**.
13. Although the Council was not allocated any BSIP Phase 1 funding, the Council was in a more favourable position to deliver against the 12 priority areas in the BSIP compared to many other LTAs. This was due to the decisions made to allocate Council funds towards initiatives prior to the announcement of the NBS and their subsequent inclusion in the BSIP. The Council's commitment to public transport was further strengthened in 2023, with the decision to increase the base service budget to support local bus services and promote new initiatives, such as the Surrey LINK Card that offers cheaper bus fares to all young people aged 20 and under.

BSIP Ambitions (Improvement Programme) for 2024/25

14. This section of the BSIP covers the prioritised plan for 2024/25, including how aspirations are being funded.
15. A new requirement for the DfT is for LTAs to reflect how they, in partnership with bus operators and Job Centres will coordinate effort to recruit more drivers.
16. The capital investment priorities are:
 - Continuing with the Surrey Bus Priority Programme with feasibility studies being undertaken for all the BSIP priority areas and starting in late 2024, the construction of the Redhill, Reigate A23 Bus Priority Scheme;
 - Continuing the expansion of Real Time Passenger Information; and
 - The delivery of the ZEBRA2 electric bus bid;

17. The revenue priorities are:

- Supporting and enhancing some bus services using BSIP Phase 2 funding;
- Expanding the DDRT scheme offer with County Council budget, but also using some BSIP Phase 2 funding; and
- Continued support and promotion of the Surrey LINK Card;

18. There are also a number of aspirations that are low or at no cost. Some of these have been suggested by members of the Stakeholder Reference Group and are being explored with operators and other partners. These aspirations are:

- Building on recognised best practice to develop a training offer and guidance for bus operators across Surrey on autism, dementia and disability awareness;
- To support people with visual impairments by requiring operators to stop where someone is waiting at a stop, even if they have not been flagged down;
- Working with operators on improving the quality and consistency of Real Time Information data, including trialling “real time cancellations”;
- Looking to standardise the timing of bus timetable changes to 3 windows each year so passengers know when to expect changes; and
- Producing a design guide for bus stops, including a hierarchy of bus stop infrastructure depending on the location.

BSIP Aspirations for 2025-2030 and beyond

19. This section of the BSIP, as required by the DfT, forms the basis for future negotiations with the Treasury on funding for buses. LTAs must set out their priorities for 2025 to 2029 and from 2030 to 2040..

20. Predicting the future of the bus market is far from easy, especially when considering the significant changes that have happened in Surrey over the last decade. However, we must be clear about where our ambitions lie, whether there is funding secured for delivery and where that funding is coming from.

21. From 2025 to 2029 our aspirations are to:

- Deliver the phased Bus Priority programme in the 5 identified priority areas. Leveraging developer funding to support improvements;
- Work with bus operators and developers, where major development is planned for delivery in this period, to agree funding for new or enhanced bus services or DDRT. With the potential for funding in

perpetuity to ensure the sustainability of any new or enhanced public transport offer;

- Develop, agree and implement a Surrey-wide flat fare scheme using new technology and systems to handle operator reimbursements;
- Have an agreed approach to bus stop design and a hierarchy based on the stop location. Implementing new design standards as funding is available;
- Identify suitable locations that can become Mobility Hubs;
- Work on standardising and improving information and marketing, making it easier for people to plan their journeys in advance and keep up to date whilst they travel;
- Continue with the programme started this year to roll out training, guidance and other material for operators on autism, dementia and disability awareness, including the time needed to make adjustments on buses; and
- Using SCC capital budget to facilitate the expansion of zero emission vehicles, in partnership with operators.

22. Aspirations from 2030 to 2040 are to:

- Ensure that all residential development has funding for bus enhancements and bus priority;
- Ensure that any airport expansion or major rail development come with funding for bus enhancements and bus priority;
- Ensure that all buses in Surrey are “Dementia Friendly”; and
- Develop a programme of bus stop, station and interchange modernisation and upgrades.

County Council financial support for local transport

23. Prior to the BSIP process, the Council had already allocated significant **capital funding** across four key investment areas, namely investing the following:

- £32.3m to bring more zero emission buses into Surrey to be delivered in partnership with bus operators;
- £6.3m to introduce more electric minibuses to be delivered in partnership with the community transport sector;
- £9m in bus priority measures at key pinch points to improve reliability and make buses more attractive to existing and potential users; and
- £1.4m to expand our RTPI system helping residents make more informed travel choices.

24. Alongside this capital investment, the Council’s revenue budget for public transport has been significantly increased since 2019/20. This has enabled the Council to quickly expand DDRT across Surrey, and respond to

challenging operating conditions post Covid-19, coupled with inflationary pressures. The net budget is now just over £13.5m, with the expenditure budget being in excess of £25.5m, when taking account of grant funding being used.

25. All LTAs are expected to publish bus routes in the county, identifying those routes that operate commercially and those that receive financial support from the Council. **Annex D** lists the current bus routes by category.

Funding requirements for full delivery beyond 2025

26. In August 2023, new funding (out of a pot that the Government termed 'BSIP+') was allocated by Government to support revenue activities in LTAs that did not receive any original BSIP funding. Positively, the Council was awarded £7.8m BSIP+ funding, split equally across 2023/24 and 2024/25. This funding has since been renamed as 'BSIP Phase 2'.
27. The County Council is already delivering against some of the BSIP priority areas using its own budgets, BSIP Phase 2 and private sector funding. However, the Council's own budget cannot stretch to full BSIP delivery, so to deliver all of our BSIP aspirations in full right across Surrey, additional and comprehensive Government funding is required.
28. Therefore, the current approach is to focus on those elements that will provide the best evidence to the DfT that we are investing the funding allocated to Surrey effectively to grow patronage. This will give us a strong basis by which to secure any future funding.
29. The funding requirement for full delivery of the BSIP being presented to Government is around £45m of capital and £30m of revenue. Where projects are already started, such as the bus priority areas, the funding stated would support additional measures to further improve the scheme outcomes. The BSIP gives the detail on the request to Government for future funding.

Targets, performance monitoring and reporting

30. At the end of October 2023, the County Council submitted our performance summary against our BSIP targets to the DfT. This is also published on the County Council's website here as the [Bus Service Improvement Plan Target Summary](#). It is also attached to this report as **Annex E**.
31. The reporting requirements have been changed for this BSIP update. The DfT are no longer requiring LTAs to report twice a year at the end of May and October. Instead, LTAs need to report at the end of October 2024 after which more detail will be provided on when performance needs to be submitted to Government. On this basis, SCC will now report at the end of October so that we can continue to demonstrate our progress against our BSIP targets. We have scope to revise our targets for 2025 and beyond as part of this update process.

32. For this meeting, the BSIP is still draft whilst we finalise the new Network Coverage and Accessibility target. This requires significant input and information from bus operators. We were not able to capture all this information in time for this report and associated annexes.

BSIP schemes and proposals overview tables

33. LTAs have the scope to share other sections of the BSIP in a way they think will work best for operators, stakeholders and residents to read and understand, and it is our intention to do so. However, in submitting this section of our BSIP it is mandatory that LTAs use the format set by the DfT, which will form the financial basis for the DfT to calculate the overall cost for all BSIPs across England.

CONSULTATION:

Governance

34. Cabinet agreed on 25 October 2022 that the Council should enter into an EP with bus operators. This has been operating since November 2022, with governance arrangements for this being as set out in **Annex F**. This shows the EP Board as the decision-making body for delivery against the BSIP, made up of representatives from:

- i. The County Council - The EP Board is chaired by the Cabinet Member for Highways, Transport and Economic Growth.
- ii. Bus operators in Surrey - Metrobus and Stagecoach as the two largest operators based on mileage, three 'Small Medium Enterprise' bus operators, as well as Transport for London

35. Alongside the EP Board, the NBS requires LTAs to have a body representing stakeholders across the area. This is sometimes called a Bus Forum. In Surrey, this is our Stakeholder Reference Group (SRG), chaired by an external representative and administered by the County Council. The SRG comprises 56 representatives covering bus users; disability groups; county, borough and district councillors; borough and district officers; town and parish councils; and others.

36. The very short timeline set by Government for LTAs to revise their BSIP has meant that a public consultation was not possible. However, our established governance arrangements have ensured that we have consulted key stakeholders. These arrangements will continue to be used for the decision-making process and influencing priorities for the BSIP.

37. The County Council's Communities, Environment and Highways Select Committee also considered this matter at their meeting of 29 April 2024.

38. More detail of the governance arrangements can be found in the EP Plan and Scheme, which is available on the Council's website as the [Surrey](#)

[Enhanced Partnership Plan and Scheme](#). Moreover, the update of the BSIP provides an opportunity to review the EP Plan and Scheme to ensure that they are still relevant for the delivery of the BSIP and that the governance, new reporting arrangements, new initiatives and priorities are properly reflected. Indicative timescales and the process for this are set out below.

Table 1: Timetable for the review of the EP Plan and Scheme

Activity	When
EP Plan and Scheme review and update	Through June and July
28 day required Operator Objection Period	Through August
Statutory Consultation	3 weeks in September
EP Board meeting – Sign off of new EP Plan & Scheme	21 October 2024

RISK MANAGEMENT AND IMPLICATIONS:

39. The key risk linked to this report is that should we miss the deadline of 12 June 2024 set by the DfT, the Council risks delaying or losing our second payment of BSIP Phase 2 allocation. This would mean potentially missing out on the next payment of £3.9m covering investment in service enhancements and DDRT expansion, for example.

40. In general, the BSIP update should be seen as “good news.” It sets out our vision to make ongoing positive change to our bus network in Surrey. However, there is a long list of aspirations in the BSIP, only some of which can be funded through the County Council’s budget allocations or are low or no cost. However, the desire amongst members and stakeholders, as well as bus users more broadly, is for an accelerated delivery against our BSIP aspirations. Work on managing the expectations on what we can deliver will mainly be focused on engagement with members and through the stakeholder group.

41. The guidance at the start of the BSIP process from the DfT still applies, in that LTAs should assess the financial sustainability of bus networks to avoid the need for Government funding to maintain bus services. This was to deal with the potential for large scale reductions in bus routes following the withdrawal of Covid funding support.

42. Local authorities have a duty to manage the budgets set against the services they provide. This includes our support for public transport. As part of the BSIP process, and also to ensure that our network is delivering Value for Money, we will need to undertake periodic network reviews as have been previously completed.

Financial and value for money implications:

43. Where budget is already agreed it has been linked to the relevant BSIP priorities. This includes the £7.8m BSIP Phase 2 funding towards revenue activities.
44. Outside of where SCC, operator and BSIP Phase 2 funding is being used, much of the BSIP is unfunded. We will need to show Government that we are delivering against our BSIP targets to give us the best possible chance to be awarded future funding, should any be available nationally.
45. We are submitting a request for circa £45m of capital and £30m of revenue. This is seen as being reasonable based on the bus market in Surrey and our collective ability to deliver against all the BSIP aspirations.
46. As the Enhanced Partnership, the Council and partners will continue to agree priorities for delivery against the BSIP that will be seen by residents as improvements for bus users. Should further Government funding not be forthcoming, the Council and partners can use their own funding, working in partnership with bus operators and focusing on low or no-cost aspirations that can be delivered. However, the outcomes of the BSIP would not be fully delivered, and the Partnership would need to be clear as to the impact of not receiving the full amount needed for Surrey.

Section 151 Officer commentary:
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47. The Council continues to operate in a very challenging financial environment. Local authorities across the country are experiencing significant budgetary pressures. Surrey County Council has made significant progress in recent years to improve the Council's financial resilience and whilst this has built a stronger financial base from which to deliver our services, the cost of service delivery, increasing demand, financial uncertainty and government policy changes mean we continue to face challenges to our financial position. This requires an increased focus on financial management to protect service delivery, a continuation of the need to deliver financial efficiencies and reduce spending in order to achieve a balanced budget position each year.
48. In addition to these immediate challenges, the medium-term financial outlook beyond 2024/25 remains uncertain. With no clarity on central government funding in the medium term, our working assumption is that financial resources will continue to be constrained, as they have been for the majority of the past decade. This places an onus on the Council to continue to consider issues of financial sustainability as a priority, in order to ensure the stable provision of services in the medium term.
49. The Bus Service Improvement plan is largely unfunded and as such is an ambition that can only be achieved through the provision of significant additional funding. E.G. additional government grant. In addition, the current service provision will also require a regular review to prioritise the

funding that is available and ensure that Value for Money is being achieved, which may require future efficiencies or other cost reductions.

50. As such, the Section 151 Officer agrees to the report's recommendations subject to the delivery of the plan being within agreed budgetary provision.

Legal implications – Monitoring Officer:

51. The Bus Services Act 2017 introduced amendments to the Transport Act 2000 giving new powers to local authorities to facilitate improvements to bus services in their areas.

52. Following publication of the National Bus Strategy for England in March 2021, delivery of the strategy to transform the quality of bus services in England (outside London) is set out at a local level in the Bus Service Improvement Plan (BSIP).

53. Department for Transport guidance published in January 2024 sets out requirements for updating BSIPs.

Equalities and diversity:

54. The proposals in the BSIP will all have a positive impact for current bus users and potential bus users. An Equality Impact Assessment was undertaken in 2021 for the original BSIP. This has been updated for this revision of the BSIP. This is attached to this report as **Annex G**.

55. This updated impact assessment takes account of those elements of the BSIP in 2021 and the update in May 2023 that have been implemented. It also looks at the impacts of the potential interventions and initiatives that could be implemented in future.

56. This updated assessment shows that all the interventions and initiatives in the BSIP will have a positive impact on all bus users, including those with protected characteristics. However, some BSIP aspirations will have a greater positive impact for disabled people or anyone who faces additional barriers to travel, for whatever reason.

57. It should be noted, and as mentioned previously in this report, that significant investment is needed to deliver against all the BSIP aspirations. Until such time as all the aspirations can be funded and implemented the positive impacts identified in the Equality Impact Assessment cannot be maximised.

58. The only potential negative impacts will result from bus services being reduced or removed. There are no current proposals to reduce or remove bus services in the BSIP. Should this be required in future a separate impact assessment will be written to understand the impact on bus users.

Other implications:

59. The potential implications for the following Council priorities and policy areas have been considered. Where the impact is potentially significant a summary of the issues is set out in detail below.

Area assessed:	Direct Implications:
Corporate Parenting/Looked After Children	Looked After Children all have access to the LINK Card to be able to get discounted bus travel.
Environmental sustainability	Local Bus service enhancements, DDRT service expansion and providing young people discounted travel are all a means to encourage people out of cars or other private vehicles, with associated air quality benefits, and onto public transport.
Compliance against net-zero emissions target and future climate compatibility/resilience	
Public Health	

WHAT HAPPENS NEXT:

60. Should the Cabinet Member approve the recommendations in this report, the next steps are:

- EP Board members sign off the BSIP by exchange of emails.
- The BSIP will be submitted to the DfT on or before 12 June 2024.
- Starting in June, the EP Plan and Scheme will be reviewed to account for what has been agreed and implemented since 2021.
- A 28 day Operator Standstill Period will be held during August.
- A 2-3 week statutory consultation period will take place in September.
- A new EP Plan and Scheme will be agreed at a meeting of the EP Board in October 2024.
- A BSIP Summary Target report will be published by the end of October 2024.

Report Author:

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Keith McKain, BSIP Programme Manager, Strategic Transport Group – keith.mckain@surreycc.gov.uk

Consulted:

All bus operators in Surrey.

A report was taken to the Communities, Environment and Highways Select Committee to scrutinise the BSIP aspirations

Neighbouring LTAs

Members of the Stakeholder Reference Group, which includes representatives from disability groups, user groups, local area transport bodies, as well as members at county and borough and district level.

Annexes:

- Annex A 2024 Bus Service Improvement Plan for Surrey
- Annex B BSIP Ambitions by Priority Area
- Annex C A Passenger Charter for Surrey
- Annex D Route Hierarchy and summary spend
- Annex E Bus Service Improvement Plan Target Summary
- Annex F Enhanced Partnership Governance Arrangements
- Annex G Equality Impact Assessment BSIP 2024 Update

Sources/background papers:

NATIONAL BUS STRATEGY – BUS BACK BETTER - a Bus Service Improvement Plan for Surrey, Cabinet Report 26 October 2021

Bus Back Better – An Enhanced Partnership for Surrey, Cabinet Report 25 October 2022

Future bus network review and local bus service investment, Cabinet Report 28 March 2023

BSIP+ Investment Decision Report, Cabinet Member Decision 28 November 2023

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Surrey County Council

Bus Service Improvement Plan for Surrey (BSIP)

June 2024



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1 OUR BUS VISION

1.1 Bus Vision for Surrey

We want buses to be the first choice of transport for people living and working in Surrey.

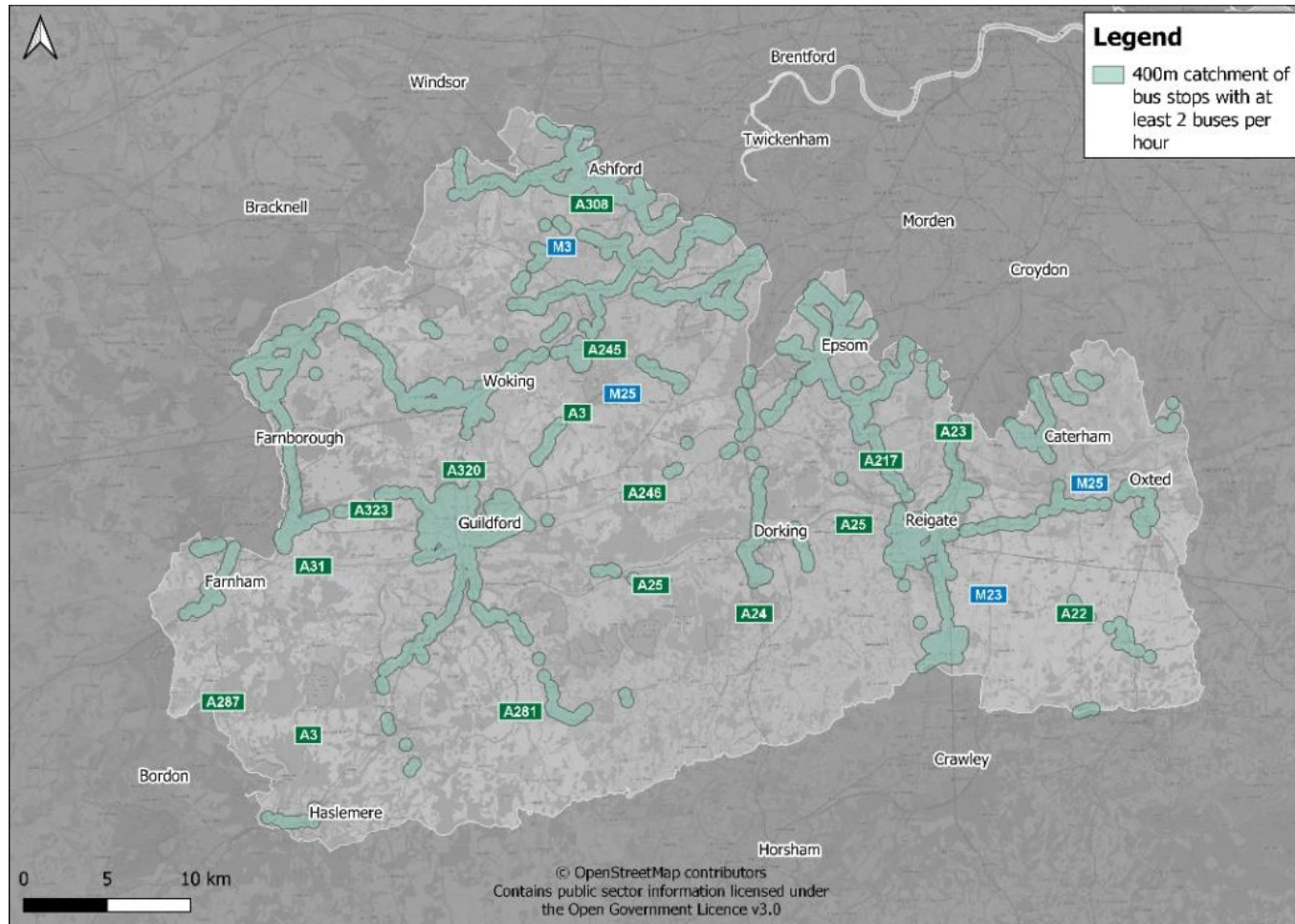
We are passionate about improving bus services in partnership with our operators so that all our residents and businesses can benefit.

We want to be seen as a leader in investing in bus services and infrastructure, with better and more comprehensive bus services, high quality supporting infrastructure for passengers, more bus priority measures, more real time Information and many more zero emission buses.

We want to use new technology and new delivery models so that public transport in Surrey meets the needs of residents and businesses and is financially sustainable.

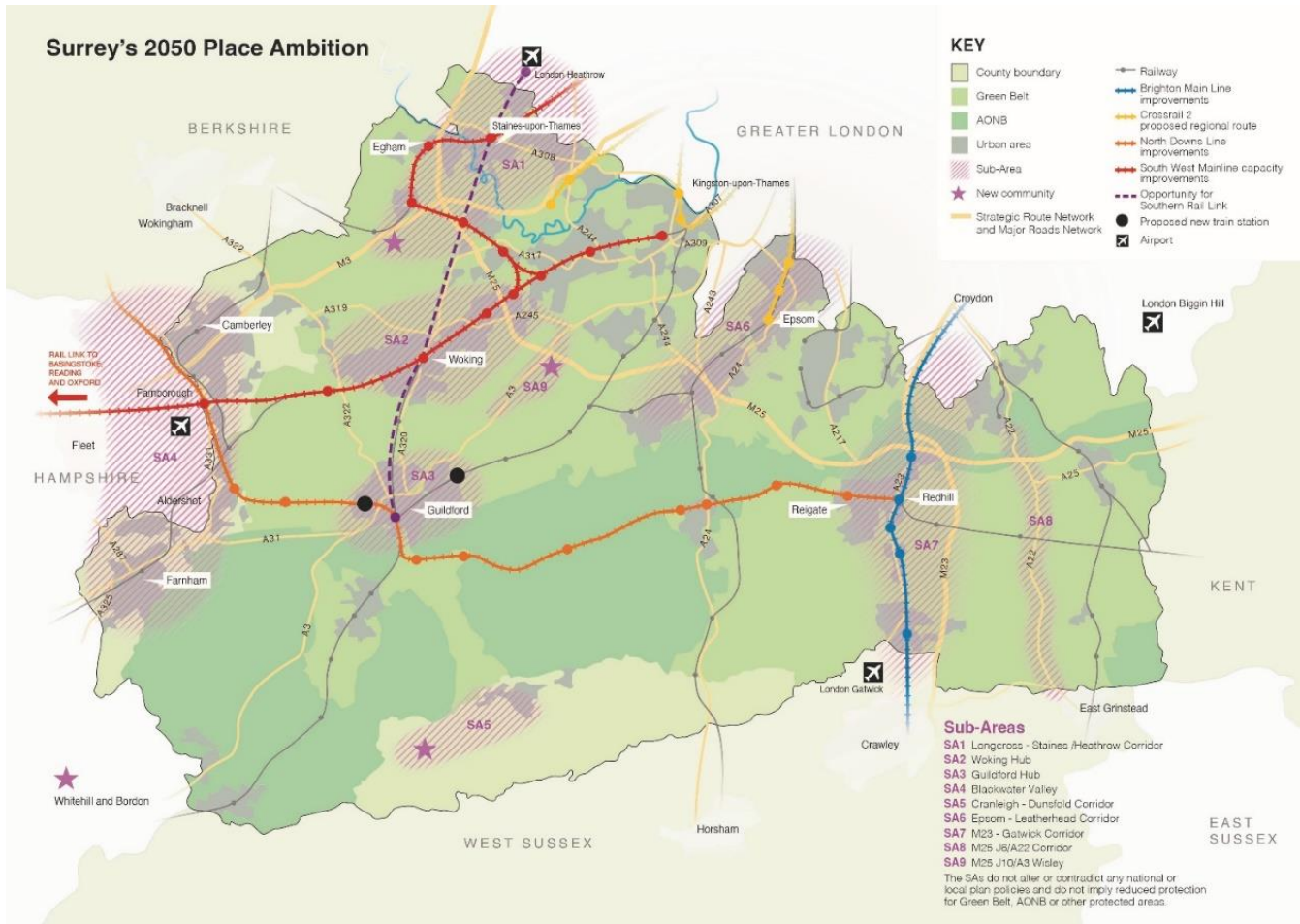
1.2 BSIP Area & Maps

This Bus Service Improvement Plan (BSIP) covers the county of Surrey. Our BSIP has been developed with input from bus operators and stakeholders and builds on our original 2021 BSIP and May 2023 BSIP update. Due to the size, unique natural and built environment, alongside the polycentric nature of Surrey, a dedicated BSIP covering our authority is still considered the best option to improve bus services throughout the county.



Map 1 400m catchment of bus stops with at least 2 buses per hour

The map shows the current catchment of bus stops in Surrey that have at least two buses per hour in the morning peak. This figure highlights the density of services in north Surrey and around areas such as Guildford and Reigate, but also outlines limited provision elsewhere, particularly in relation to east west inter-urban and rural services.



Map 2 Surrey's 2050 Place Ambition Map

Future development, both residential and commercial, will have an influence on the future bus market. Opportunities for future new trip generators and attractors will be important for bus planning and the availability of sustainable transport options for new residents and businesses.

The proximity of Heathrow and Gatwick Airports are both important trip attractors for the bus market. Transport improvement plans are being developed for both airports, including a separate BSIP specifically focused on Heathrow Airport. The current expansion plans for Gatwick includes support for bus service access, inclusive of proposed service enhancements for routes 20, 22 and 100.

Strategic development sites will provide the housing needed for the growing population. They also provide opportunities for new bus routes or enhancements to current bus routes to support sustainable transport choices for people moving to new development sites.

The table below gives a summary of where housing growth is planned in each of our eleven Borough and Districts and what timeframe they may come online. Where there is no set or outline timeframe for development, we will monitor the planning applications and the public transport considerations as they progress.

Table 1: Locations of strategic development, housing numbers and timeframe for delivery

Location	Number of total dwellings	Timeframe
Elmbridge	Cumulative development in Walton, Hersham and Weybridge likely to exceed 1,000+ dwellings	No set timeframe
Epsom & Ewell	No single development which exceeds 1000+ dwellings	No set timeframe. More detail is expected in 2025 as a result of the Local Plan consultation
Guildford - Blackwell Farm, Hogs back, to the West of Royal Surrey Hospital and Surrey Research Park	Estimated 1800 dwellings	1100 units 2029/30 to 2036/37 700 units delivered after 2037
Guildford – Gosden Hill and central borough development	Estimated 2100+ dwellings	1500 units 2028/29 with the remaining 650 homes delivered beyond this period
Guildford - Weyside Urban Village	Estimated 1500 dwellings	Delivery from 2024/25 to 2033/34
Guildford - Wisley Airfield	Estimated 2000 dwellings	Delivery from 2027/28 to 2036/37
Guildford – South and East Ash and Tongham (A31)	1460 dwellings	Construction started. 657 completed.
Mole Valley	No single development which exceeds 1000+ dwellings	No set timeframe
Reigate & Banstead – Westvale Park	1510 dwellings	Construction stated. 1300 completed with remaining dwellings complete by 2025. Service changes and enhancements are already being delivered for this site.
Runnymede – Longcross Garden Village	1778 dwellings	Construction started. 186 completed by 2024. Remaining to be complete in 2031/32

Location	Number of total dwellings	Timeframe
Spelthorne	No single development which exceeds 1000+ dwellings. Estimated 965 dwellings in Staines	Estimated completion of housing in Staines by 2025
Surrey Heath – Mindenhurst	1200 dwellings	Estimated completion in 2032
Surrey Heath – Camberley Town Centre	Number of new dwellings is unclear at this time	Estimated completion in 2038
Tandridge	No single development which exceeds 1000+ dwellings.	No set timeframe
Waverley – Cranleigh & Farnham	1000 dwellings	Covering 2018 to 2025
Waverley – Dunsfold Park	Estimated 1800 dwellings	Estimated completion in 2034
Woking – Goldsworth Road and Crown Place	929 and 366 dwellings	No set timeframe
Woking	Cumulative development in West Hall, Parvis Road and West Byfleet likely to exceed 1,000+ dwellings	No set timeframe

The importance of a viable bus offer to major development sites is significant and should not be undervalued in its ability to reduce reliance of private vehicle use, thereby reducing the impact of transport on both congestion and the climate. Our expectation is that where a single residential development has around, or over 2000 new homes being built, this site should have a bus service operation from every 15 minutes, 6.30 am to midnight, Monday to Saturday and every 30 minutes on Sundays. This should be delivered with the necessary bus priority measures to ensure the effective long-term operation of the service.

Developments below this level will receive a public transport offer scaled to their size. This could include provision of a new scheduled bus service(s), with bus priority, through to provision of additional DDRT.

1.3 Duration of the BSIP – 2024/25 and 2025-2030

This BSIP replaces the May 2023 version and covers the delivery plan for the 2024/25 financial year, plus aspirations for 2025/26 through to 2029/30. Where longer term aspirations may be delivered after 2030, such as major housing developments, these are also considered in this BSIP update.

1.4 Description of the bus market

Surrey has a well-established bus network, although the level of service varies greatly depending on location. The network typically serves movements within and between the larger towns and more populated areas of the county, with many routes in the north of the county classified as 'frequent' services. These serve areas such as Staines-upon-Thames, Walton-on-Thames, Epsom, Redhill, Woking and Guildford.

Within the county, there are currently:

- 22 bus operators running around 205 services, including approximately 40 'school special' services
- 7,000 bus stops
- 24 cross-boundary bus services to Greater London provided by Transport for London (TfL)
- 5 Digital Demand Responsive Transport schemes.

Due to the dispersed nature of the population with many small towns and villages, particularly around the south of the county, there are fewer routes and lower frequencies beyond the services offered in large towns, with many routes operating at less than hourly frequencies. This is particularly true for the inter-urban services within the county borders, with only a handful of these services running at or above one bus per hour throughout the day.

TfL also provide 24 services within the county providing connectivity into the Greater London area. These include high frequency services such as route 235 from Brentford to Sunbury-upon-Thames, along with some services that extend far into Surrey, such as the 465 service from Kingston-upon-Thames to Dorking. As a council, we have limited influence over the provision of TfL services.

There are two large bus operators in Surrey, Stagecoach operating in the west of Surrey, and Metrobus operating in the east of Surrey. The remaining operators within the county are mainly Small and Medium Enterprises (SMEs), including small family-run businesses. There are also three Community Transport providers operating registered services under Section 22 regulations.

Service planning by the large operators within Surrey is undertaken by regional offices, with close liaison with the council and with a good understanding of local travel requirements. Of the current services (excluding 'School Specials') within the county, approximately 30% of bus services are provided on a wholly commercial basis, with the remainder being supported financially to some degree by Surrey County Council or are operated by TfL.

There is regular, frequent and positive liaison between the council and all operators, with an excellent mutually beneficial relationship, with trust developed over a long period of time. This has meant that many issues are resolved promptly, cost effectively and amicably.

We have faced significant challenges in the bus market since the original BSIP was drafted, including Arriva pulling out of Surrey altogether, the impacts of the pandemic, changed commuting patterns and the associated building back of bus patronage, inflationary cost pressures on operating budgets, etc. However, due to proactive decisions and collaborative working with bus operators, we have been able to maintain much of the bus network. The tables below show how the network has changed from the initial BSIP in 2021.

Table 2 Summary of bus provision in Surrey - excluding 'School Specials' May 2021 to May 2024

Operator	May 2021		May 2023		May 2024	
	Number of services	Approx % of total	Number of services	Approx % of total	Number of services	Approx % of total
Stagecoach	32	21	40	25	37	22
Metrobus	14	8	19	12	30	18
Arriva	13	8	-	-	-	-
Whitebus	-	-	16	10	-	-
Falcon	-	-	-	-	18	11
Other (inc TfL)	95	63	87	54	84	50

1.5 Links to other strategies

The BSIP forms the Bus Strategy of our fourth **Local Transport Plan (LTP4)**, which was adopted on 12 July 2022 and supersedes our third Local Transport Plan (LTP3), which was published in 2011. Further details can be found via the following link [Local Transport Plan \(LTP4\) - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/transport/local-transport-plan-ltp4)

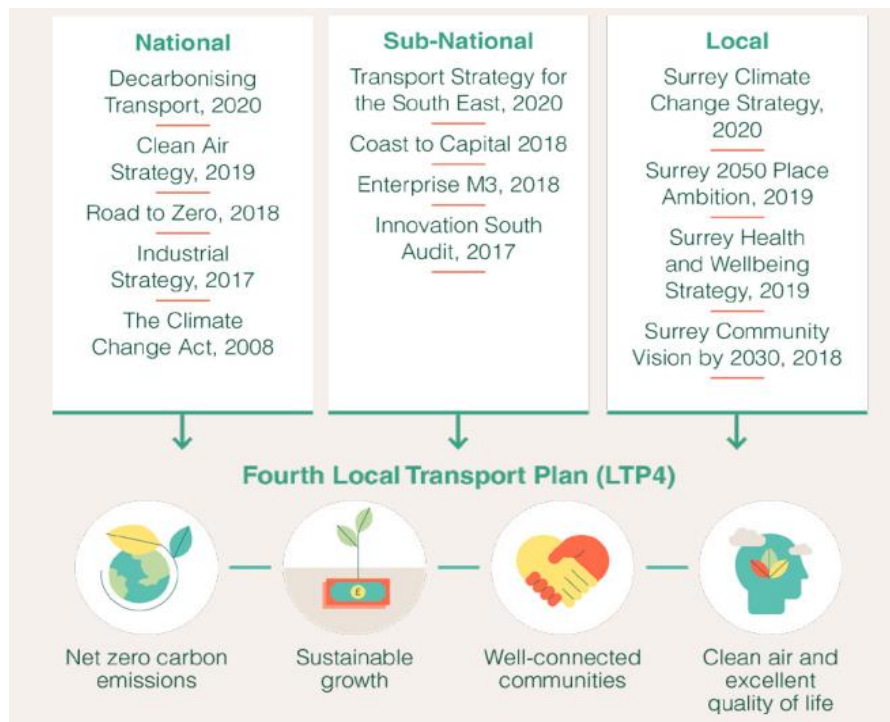
LTP4 aims to significantly reduce carbon emissions from transport to meet our commitment to net zero emissions by 2050, in line with the **Government's national legal commitment**. The BSIP will be integral to the success of our LTP4, with the availability of attractive, high quality, reliable, well planned and affordable bus services across Surrey playing a fundamental role in meeting each of our four LTP4 objectives.

Surrey Greener Futures is the title of the County Council's ambitious climate change plans, which also has a clear link to the BSIP.

With 41% of carbon emissions in Surrey coming from all forms of transport, we have a target to reduce transport sector emissions by 60% by 2035 against business-as-usual levels. To achieve this, we will deliver and promote integrated, accessible, affordable, and reliable public transport and active travel (walking or cycling) across the County, thereby reducing journeys and improving local air quality for improved health and wellbeing of our residents.

It is critical that we work alongside residents, the business community and other key partners to ensure we can secure the required innovation, behaviour change, and investment required to mitigate and adapt to climate change.

As public transport is an enabler of carbon reduction, encouraging people to make travel choices by sustainable transport modes, rather than private car use, by providing a high-quality bus network will play a key part of delivering the Surrey Greener Futures ambitions. The diagrams below set out how our approach sits within the nation context and how we aim to deliver improvements through the adoption of a hierarchy of transport, focusing on sustainable modes.



As part of the Greener Futures programme the County Council is working with all our large and small contractors and suppliers about carbon reductions in how they operate, including fleet, as well as how we can decarbonise the supply chains.

1.6 Bus Service Aspiration Priority Areas

The National Bus Strategy sets out the 12 priority areas that, successful delivery against, will drive passenger growth. The priorities are for buses to be:

- More frequent;
- Faster and more reliable;
- Cheaper;
- More comprehensive;
- Easier to understand;
- Easier to use;
- Better integrated with other modes and each other;
- Better to ride in;
- Greener;
- Accessible and inclusive;
- Innovative; and
- A safe mode of transport that is seen as safe.

Interventions and aspirations often cut across the 12 priority areas and rarely fit neatly into one priority area, and often provide additional benefits across priorities. For example, increasing a bus frequency and / or hours of operation:

- Makes the service more frequent;
- Makes the network coverage more comprehensive;
- Makes the service easier to use, with users having greater confidence in getting where they need to when they need to;
- Where a bus service also serves a rail station, it improves multi-modal integration; and
- Means the service has increased accessibility to the key locations it serves, for work, education, shopping, leisure, or health reasons.

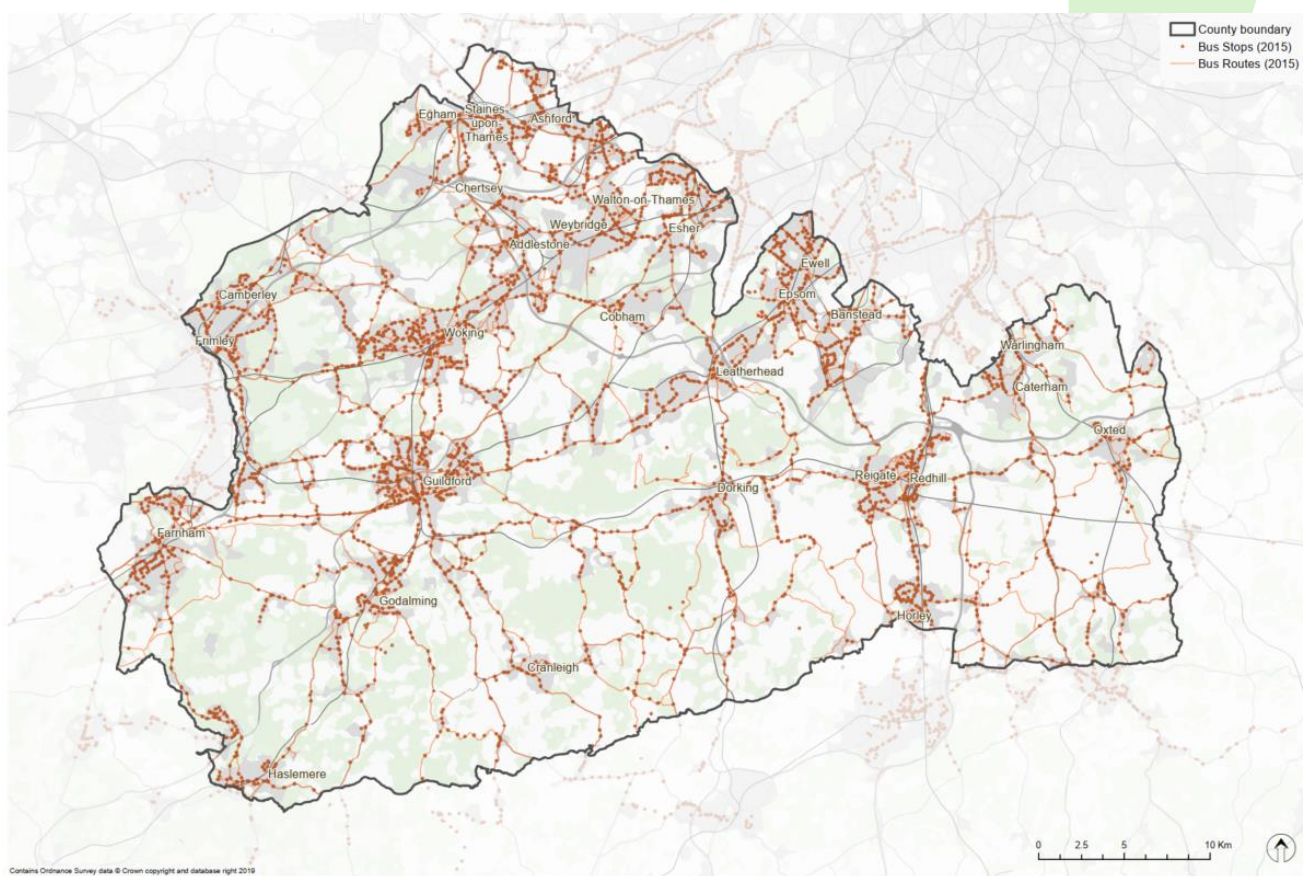
An example of how we have chosen to reflect our aspirations against the 12 priority areas is below. The full table of aspirations against the 12 priority areas is appended to this BSIP update as an annex and is also published separately online.

Aspirations for beyond 2025	Priority Area	More frequent	Faster and more reliable	Cheaper	More comprehensive	Easier to understand	Easier to use	Better integrated with other modes & each other	Better to ride in	Greener	Accessible and inclusive	Innovative	A safe mode of transport which is seen as safe
Network Coverage and Accessibility													
New services linked to major development sites		✓			✓						✓		
Explore scope for new park and ride sites alongside rationalisation of parking provision		✓			✓								
Explore opportunities to improve connectivity to remote employment sites					✓								
Investment in the Kite (Route 1) and Route 100 BRT corridors		✓					✓	✓			✓		
Funding all category 1 services to operate at least every 30 minutes, daytime, hourly evenings and Sundays		✓			✓		✓	✓			✓		
Provide some enhancement funding for selected category 2 services for specific reasons		✓			✓								
Providing a county wide offer of a "wheelchair user taxi guarantee" where the wheelchair space is already occupied							✓				✓		
Use the existing Public Transport Accessibility Model to evidence enhancing existing services					✓			✓					

2 CURRENT OFFER TO BUS PASSENGERS

Within Surrey the main bus operators are Stagecoach, Metrobus and White Bus who together provide 46% of bus routes within the county. The geographical distribution of these operators does however vary, with Stagecoach operating most of their services within the Woking, Guildford and Waverley boroughs, whilst Metrobus operations are focused within Reigate and Banstead Borough and Tandridge District, with White Bus services primarily within the north-west of the County, including Spelthorne and Woking. In north Surrey and in Mole Valley District, the operator mix is more varied.

As a result of the diversity of operators in Surrey, there are varying bus fare products on offer, particularly in areas such as Guildford and Redhill/Reigate where multiple operators' services overlap.



Map 3 Surrey's Bus Network Map

2.1 Key Locations

Some key areas for bus provision and associated route map excerpts have been provided below. These are:

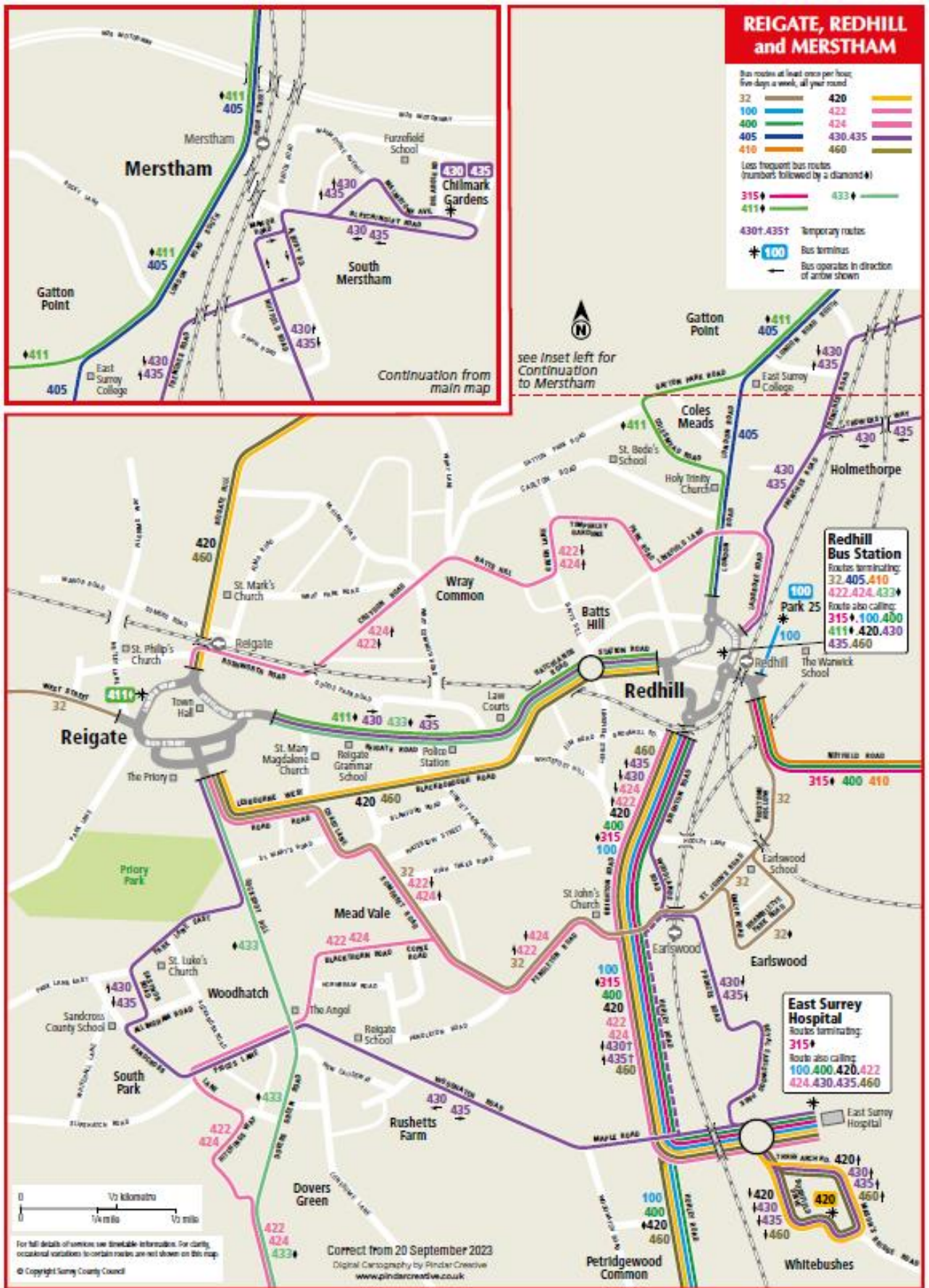
- Guildford
- Redhill & Reigate
- Horley
- Camberley & Frimley

Note: the full versions of the maps shown can be found on our website here:

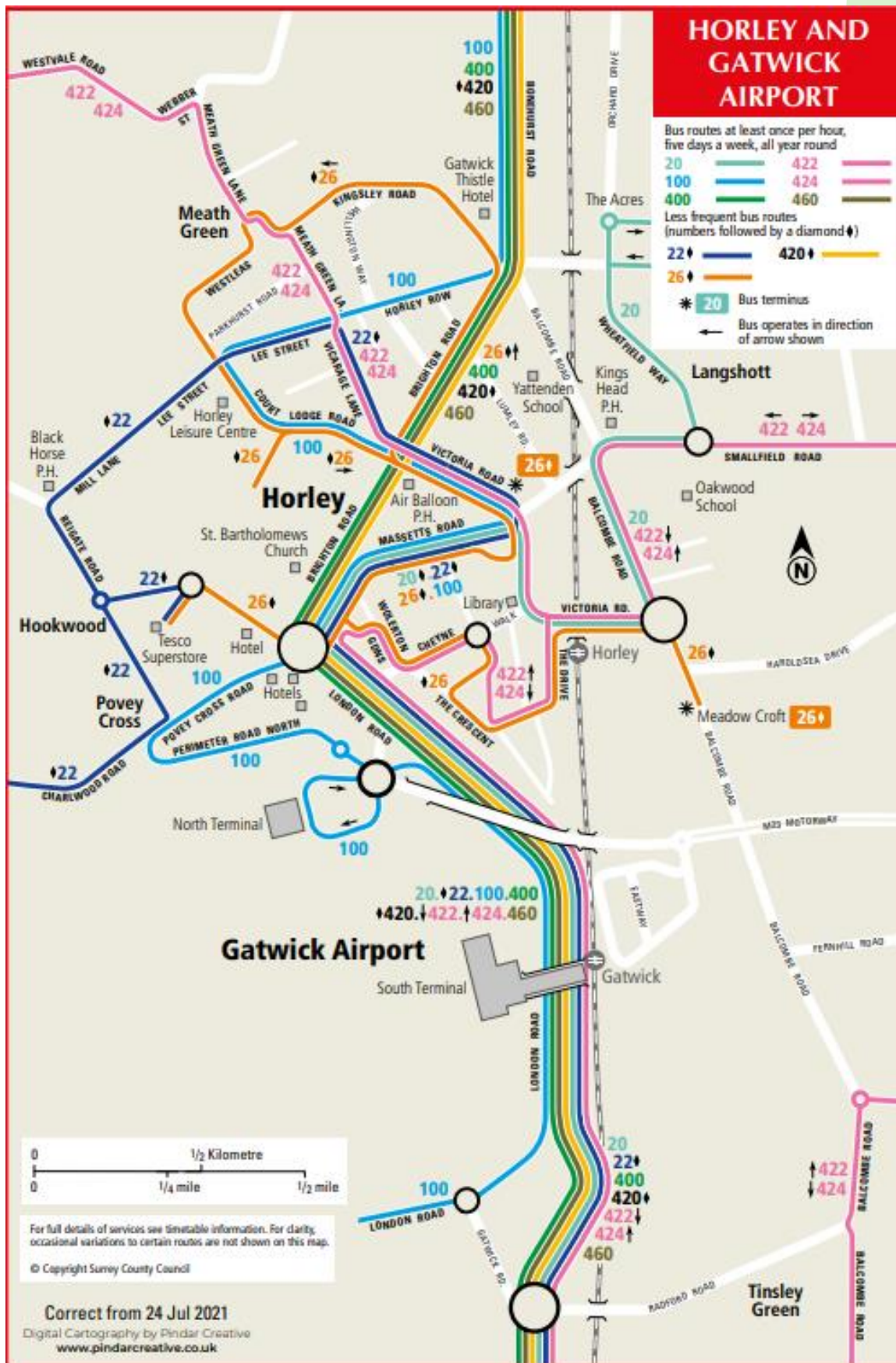
<https://www.surreycc.gov.uk/roads-and-transport/buses-and-other-transport/bus-timetables/maps-of-routes-and-stops>



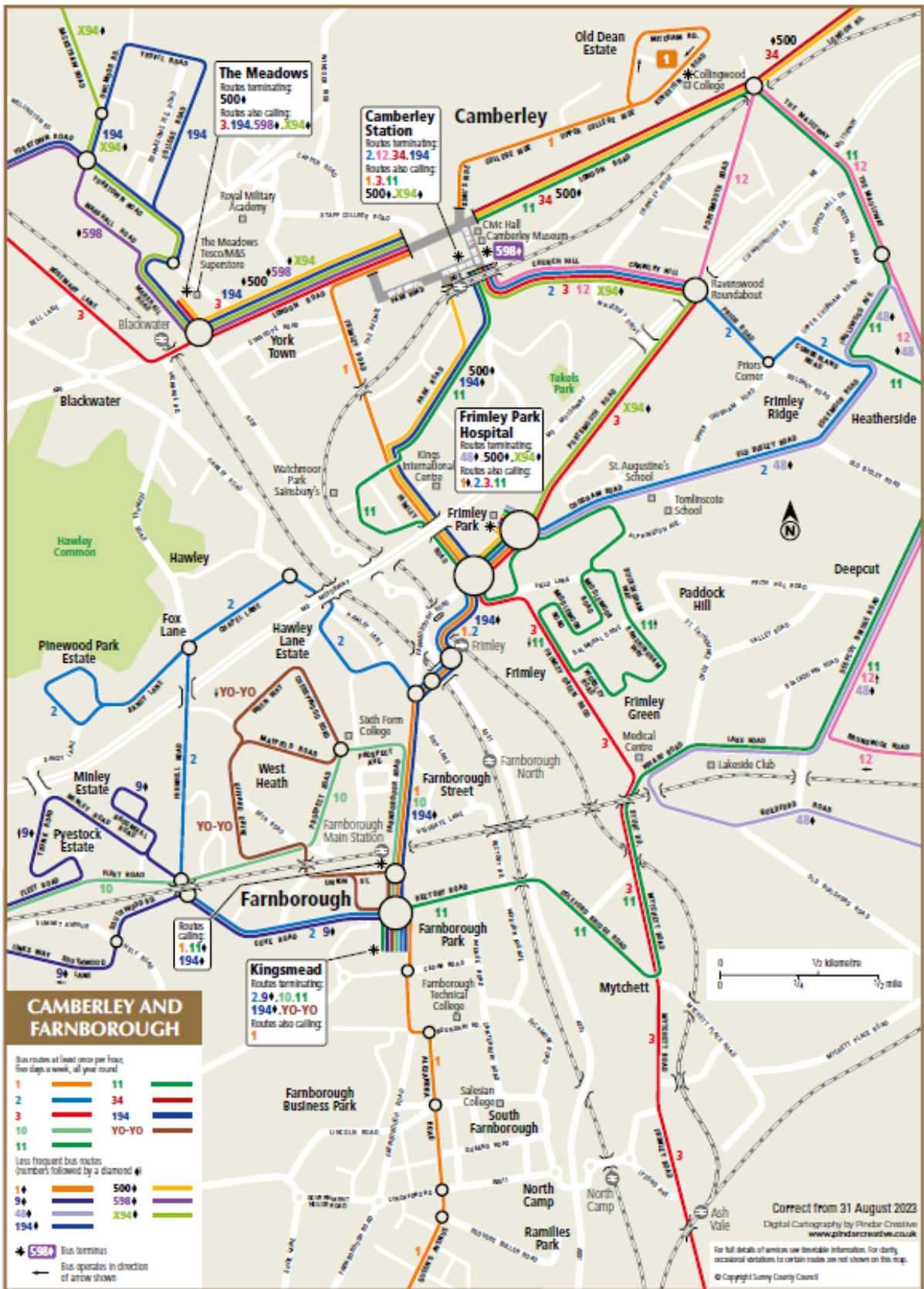
Map 4 Guildford Bus Network 2023



Map 5 Redhill & Reigate Bus Network (September 2023)



Map 6 Horley Bus Network (July 2021)



Map 7 Camberley, Frimley & Farnborough Bus Network (August 2023)

2.2 Surrey Support for bus provision

There is strong commercial provision of bus services in Surrey, with roughly 3 in every 4 passenger journeys made on commercial services. However, as a council, we support around 70% of the bus services in Surrey to varying degrees, with the net budget now just over £13.5m, with the expenditure budget being in excess of £25.5m when taking account of grant funding being used.

Work is delivered by the Bus Service Planning Team, which deals with contract administration and operations and consists of seven members of staff. In addition, there is a Public Transport Projects team, which deals with infrastructure improvements, capital projects, bus priority measures, liaison on new developer-related enhancements DDRT services and Real Time Information, as well as administering the Surrey element of the English National Concessionary Travel Scheme (ENCTS) and other concessionary fare schemes.

Our proactive involvement in the current network gives us a unique opportunity and insight into bus operations in Surrey, alongside a small but cohesive team to deliver our BSIP ambitions.

Surrey County Council recognised at an early stage the potential impact of Covid in suppressing patronage and income, and what that might mean for bus services.

Within Surrey, the number of bus kilometres operated within the county has reduced since the baseline year of 2013/14 to around 80% of this value in 2018/19. The majority of this decline occurred between 2014/15 and 2016/17. Bus service reviews responded to the financial pressure faced by the County Council at that time and, whilst resulting in a reduced kilometrage, did not see a reduction in the number of passenger trips. A small reduction in kilometres operated in 2019/20 represents the beginning of the impact of the COVID-19 pandemic. Since the pandemic, the bus industry has faced significant financial challenges, with rising inflationary pressures and increases in other costs. This has led to further reductions in kilometres of route offered to help manage the cost of operating bus services. However, bus services in the county have seen good levels of patronage against the kilometrage offered.

The decline in bus kilometres represents a reduced diversity and frequency of routes offered within the county. Our BSIP, and Enhanced Partnership Plan, focuses on building up frequencies in key locations, alongside a prioritisation of public transport for major developments. The expansion of Digital Demand Responsive Transport (DDRT) services, branded as Surrey Connect, and building up bus frequencies will reverse this trend, supporting our efforts to rebuild our bus network back better.

Responding to the challenge and taking the 2020/21 financial year as the base line, our local bus budget has been inflated by £2.5M / 31% up to the 2022/23 financial year. In 2023/24, against a challenging financial backdrop and wider pressures on other county services, the Council took a positive decision to increase the local bus budget by a further £1.7M / 21%; giving a total 52% increase in three years.

2.2.1 Revenue Funding Support

Table 4 Summary of SCC Bus Services Support by Category as of April 2024

Category	SCC Support (Gross Cost Per Annum as of April 2024)
Category 1	£7,380,820
Category 2	£8,231,077
Category 3	£1,862,348
DDRT	£4,850,000 (including planned expansion in Sept 2024)
CT	£416,463
Total	£22,740,708

Table 5 Summary of SCC Bus Services Support by Category as of April 2023

Category	SCC Support (Gross Cost Per Annum as of April 2023)
Category 1	£7,696,120
Category 2	£4,439,270
Category 3	£906,931
DDRT	£700,000 (estimated figure at the time)
CT	£416,463
Total	£14,158,784

**Table 6 Summary of SCC Bus Services Support by Category as of September 2021
(as reflected in the October 2021 BSIP)**

Category	SCC Support (Gross Cost Per Annum as of September 2021)
Category 1	£6,689,125
Category 2	£3,624,920
Category 3	£867,452
Total	£11,181,497

2.2.2 Capital Funding Support

Prior to the BSIP process, the Council had already allocated significant capital funding across four key investment areas, namely:

- Investing £32.3m to bring more zero emission buses into Surrey to be delivered in partnership with bus operators;
- Investing £6.3m to introduce more electric minibuses to be delivered in partnership with the community transport sector;
- Investing £9m in bus priority measures at key pinch points to improve reliability and make buses more attractive to existing and potential users; and
- An investment of £1.4m to expand our RTPI system helping residents make more informed travel choices.

2.2.3 Categories of bus routes in Surrey

As part of developing the BSIP, we have considered the relative strategic importance of both commercial and supported bus routes and defined this through a route hierarchy. Whilst each bus route is important to each resident using it, the route hierarchy has allocated routes to categories, along with routes operating to help children access schools and colleges, known as 'School Specials'. Our route hierarchy classification will inform decisions for selected service frequency enhancements, and consideration of enhanced evening and weekend provision.

Therefore, the Surrey supported bus network has been categorised within this hierarchy:

Table 7 – Bus Service Categories

Category	Description
Category 1 funded services	Core strategic network - as important as commercial services. All journey purposes (commuting, school, shopping etc.)
Category 2 funded services	Very important to communities. All journey purposes. Includes routes for school journeys (single morning and afternoon journeys)
Category 3 funded services	Least strategic importance but high social mobility value and relatively small proportion of overall budget.

The full list of categorised bus routes can be found as an annex to this BSIP and is published separately online. This shows the route hierarchy for supported services, including the total funding from the County Council, and commercial services.

2.2.4 Digital Demand Responsive Transport

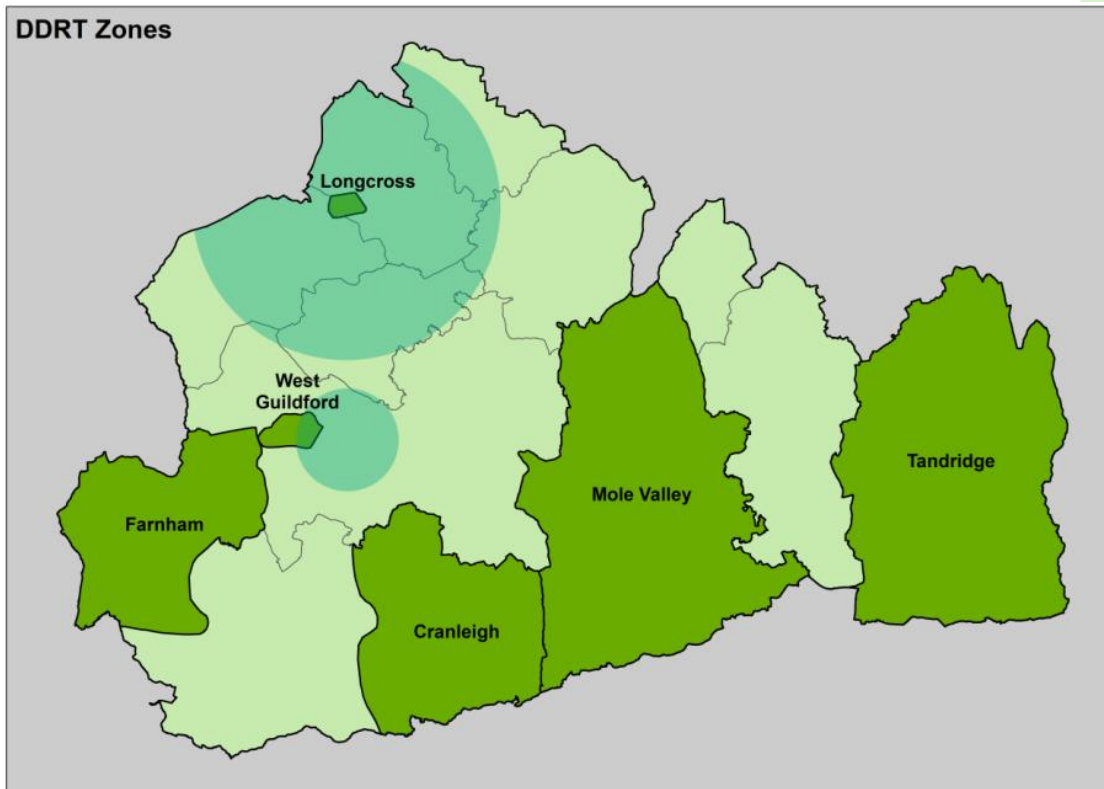
As part of the Future Bus Network Review undertaken in 2022/23, the County Council consulted with residents and stakeholders on the proposal to introduce more DDRT services and in some cases replace infrequent conventional local bus services with DDRT services. The aim was to provide all residents and across all age groups with greater flexibility with travel times and destinations, together with increased hours of operation. The DDRT services are similar to conventional local bus services in that passengers board and alight at predetermined bus stops (with physical infrastructure or virtual bus stops), yet with a greater flexibility of destination for those passengers.

On 28 March 2023 Cabinet agreed to the Phase 1 programme of new DDRT services. This was the expansion of the Mole Valley DDRT service to cover the whole of the District, plus a further five totally new schemes. Future phases are to be subject to service performance and identification of funding.

To support the Council's decarbonisation agenda, Greener Futures funding is being used to procure electric minibuses that our contractors use to provide the DDRT services. By September of this year, we plan to have 28 electric minibuses operating on DDRT services in Surrey, adding to the complementary work in transitioning the community transport fleet to zero emission vehicles.

In September 2023 five further Surrey Connect services started operation, using eight additional vehicles, making a total of 12 mini buses in service. Overall therefore, current DDRT schemes are as follows:

- a. West Guildford: this replaced a conventional limited public bus service.
- b. Tandridge: existing DRT scheme in Tandridge has been improved.
- c. Farnham area : existing DRT scheme centred on Farnham has been improved.
- d. Cranleigh area: new DDRT scheme introduced.
- e. Longcross: existing DRT scheme centred on the Longcross development improved.
- f. Mole Valley area: the original and now expanded RMF funded scheme.



Map 7 of DDRT Scheme Zones

All DDRT services operate Monday to Friday 7am – 7 pm, and 8am - 6pm on Saturday. Passengers can book their trips via the Surrey Connect App, through the website or by using the operations call centre. It should be noted that some 80% of trips are booked via the App.

Fares are set on a mileage basis. An adult single fare for journeys under 5 miles is £2, 5 to 7 miles is £4, 7 to 10 miles is £6. Younger people pay half the above fares.

2.3 Delivery of BSIP ambitions since 2021

Table 8 Capital delivery summary table

BSIP priority area	What was / is being delivered	Funding source	Delivery date
Greener Buses / Better to ride in	54 Hydrogen Fuel Cell Buses, in partnership with Metrobus	SCC and Metrobus	Estimated delivery of all buses by the end of the 2024/25 financial year.
Greener Buses / Better to ride in	19 battery electric buses, in partnership with Falcon Coach and White Bus	SCC, bus operators and ZEBRA 2 Government funding	Estimated delivery of buses by the end of the 2024/25 financial year.
Faster and more reliable	Reigate / Redhill / Horley A23 Bus Priority Corridor	SCC and developer contributions	Feasibility is complete. Construction to start Q4 2024 for completion in 2026.
Faster and more reliable	Guildford and Woking (including surrounding environment) Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year. Construction start estimated in 2026/27
Faster and more reliable	Blackwater Valley Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year.
Faster and more reliable	Wider Elmbridge Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year.
Faster and more reliable	North-west Surrey Bus Priority Programme Area (including access to Heathrow)	SCC	Feasibility to be completed in the 2024 calendar year.
Greener buses / Better to ride in	16 new electric minibuses for use on Surrey Connect DDRT services	SCC	Estimated delivery of buses by the end of the 2024/25 financial year.
Easier to understand	Investment in new RPTI displays across town locations and feeder routes	SCC	Estimated full completion by end of 2025/26 financial year

Table 9 Revenue delivery summary table

BSIP priority area	What was / is being delivered	Funding source	Delivery date
More frequent	Enhancing 15 bus services across Stagecoach, Metrobus and Falcon Coaches. Depending on the route these will provide additional services during the day, into the evening and / or at weekends	SCC and BSIP Phase 2. Including a shared contribution with Hampshire CC	Starting from April 2024. Other enhancements planned for April 2025. These will run for 2 years, with a commitment from operators to run for a further year.
More comprehensive	Expansion of DDRT from the initial scheme north of Dorking to cover 5 scheme areas	SCC funded	September 2023
Cheaper	The Surrey LINK Card was launched in summer 2023 to give people aged 20 and under access to half the standard adult fare. In November 2023 it was agreed that the LINK Card would apply to the £2 fare cap where it is in place	SCC with BSIP Phase 2 funding used to underwrite the cost of applying the discount to the £2 fare cap	November 2023
Easier to understand	Launched a project with our supplier, Trapeze, to improve the quality of Real Time Information.	SCC	Trailing real time cancellations currently. Further updates will follow in the by the end of the 2024/25 year

Alongside the elements that required funding, a bus Passenger Charter was agreed to be implemented and signed up to by all our bus operators. The charter, whilst not binding, sets out what passengers should expect from services in Surrey. This was developed with input from representatives of the Stakeholder Reference Group and bus operators. A copy of the charter is published on the council's website here [Passenger Charter for Surrey \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/passenger-charter)

Table 10 Summary BSIP Phase 2 (formerly BSIP+) Funding Allocations

	Sept-Mar 2023/24 (£m)	Full Year 2024/25 (£m)
Service Support	0.50	0.85
Service Enhancement	0.90	1.50
DDRT	0.70	1.70
LINK Card	0.50	0.77
Promotion of Initiatives	0.02	0.03
Risk & Contingency	0.13	0.20
Total	2.75	5.05

The table below gives the detail of the BSIP Phase 2 funding route enhancements. This does not include a breakdown of cost because of commercial sensitivity.

Table 11 BSIP Phase 2 Bus Route Enhancements

Operator	Route	Service Enhancement
Falcon	436	New evening and Sunday service
	456	Increase frequency to 30 minutes
	461	Increase frequency to 20 minutes
	479	Extended evenings and extra Sunday services
Metrobus	20	Extend the overnight bus to Langshott
	32	Sundays - add two return trips to and from Redhill
	100	Return to pre-Covid, hourly overnight service
	100	From spring 2025, increase main service to every 15 minutes, Monday to Saturday
	400	From spring 2024, extended operating hours and Sunday service to increase to hourly
	400	From spring 2024, 5th bus included to improve reliability and provide later evening services to Caterham, Monday to Saturday
	460	3 new hourly round trips Mon-Sat, replacing the 480, so that Preston and Tattenham Corner would gain new evening links to Reigate, Redhill, Horley, Gatwick and Crawley
	460	1 later return journey to add additional late night return trip
460	From spring 2025, 3 new later round trips on Sundays	
Safeguard	4 / 5	Additional evening journeys and enhanced bus services on Sundays and Public Holidays
Stagecoach	2	Increase frequency to 20 minutes
	6	
	7	
	65	Enhance to create an hourly service and introduce a new Sunday service. Cost shared with Hampshire CC.

3 IMPROVEMENT PROGRAMME FOR 2024/25

3.1 2024/25 Delivery Priorities

We will be delivering across many of the priority areas, covering both capital and revenue spend, as well as elements that are “no cost” options for the LTA and / or operators.

The table below summaries the proposed delivery plan for 2024/25.

Table 12 2024/25 BSIP Delivery Priorities

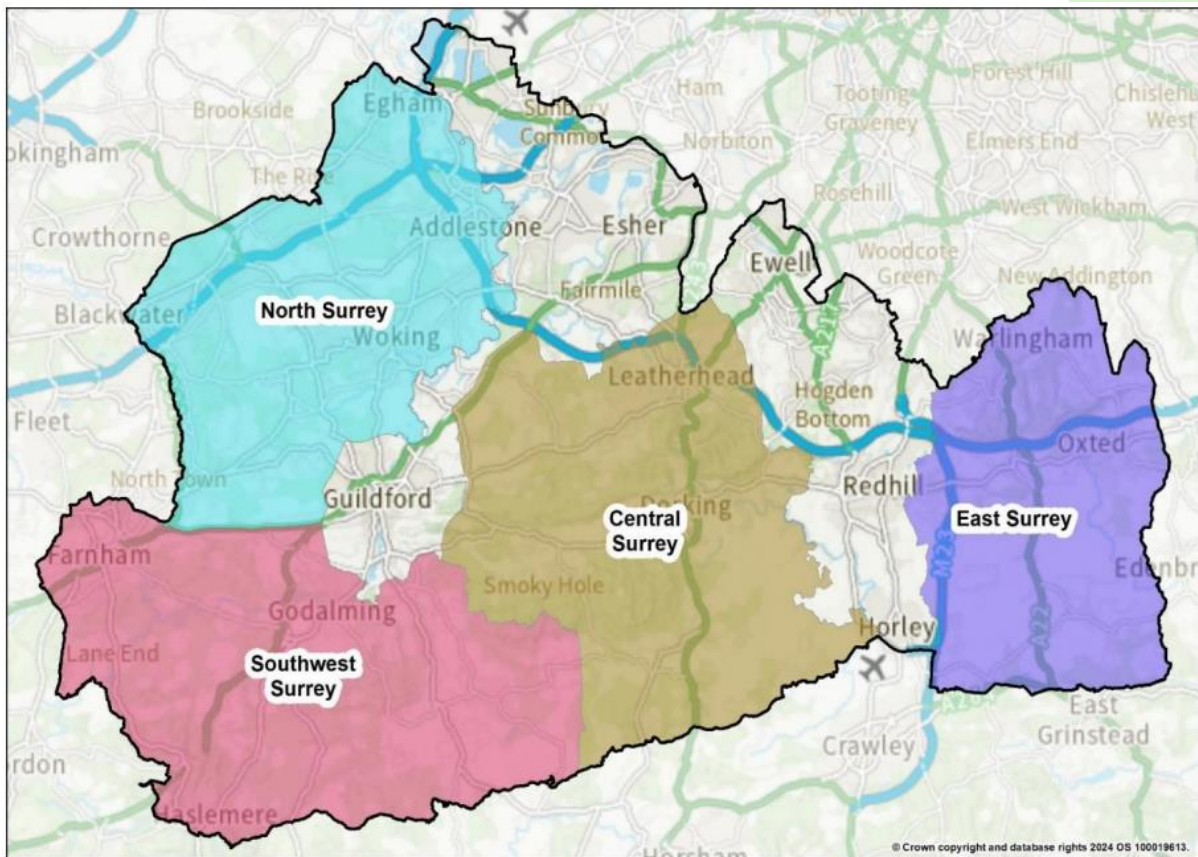
Priority Area	Scheme or initiative details	Budget/est. cost (£k)
Faster and more reliable	<p>Bus priority infrastructure</p> <p>Consultation on, detailed design and starting construction of the East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate). Construction is due to start in late 2024.</p> <p>Undertaking feasibility studies for the:</p> <ul style="list-style-type: none"> • Guildford and Woking (including surrounding environment) Bus Priority Programme Area • Blackwater Valley Bus Priority Programme Area • Wider Elmbridge Bus Priority Programme Area • North-west Surrey Bus Priority Programme Area (including access to Heathrow) 	<p>£3,200 est total scheme cost</p> <p>£300 for the combined feasibility work</p>
Other bus infrastructure	Continued countywide expansion of Real Time Passenger Information	£1,100
Bus fleet	Delivery of the ZEBRA 2 scheme, electrifying 2 depots and purchasing 19 battery electric buses, in partnership with Falcon Coach and White Bus. The project is due to be complete and buses in service by the end of the 2024/25 financial year.	£8,904
Bus fleet	<p>Expansion of Zero Emission Minibuses for DDRT and delivery of ZEBs to the Community Transport Sector.</p> <p>Building on the council’s Greener Future aspirations to continue to decarbonise public and Community Transport to have 28 electric minibuses from September 2024.</p>	£1,500
Bus service support	BSIP Phase 2 Service Support	£1,350
	BSIP Phase 2 Service Enhancements	£1,500

Priority Area	Scheme or initiative details	Budget/est. cost (£k)
More comprehensive	DDRT expansion. Funded by SCC and BSIP Phase 2, delivering expanded coverage across much of the county.	£4,850 (of which £2,400 is BSIP Phase 2)
Fares support	County Council and BSIP Phase 2 support for the Surrey LINK Card	£770
Ticketing reform	Investing in the Acorn multi-operator ticketing scheme to make it Smart enabled. With the option to expand to include Woking Travelwide.	£200
Ticketing reform	A review of the first year of the Surrey LINK Card. This will include the use across the year as well as options for expanding the offer to increase the age limit and cohorts as well as the potentially affordability.	To be determined
Accessibility and inclusion – Raising Autism, Dementia & Disability Awareness	Building on recognised best practice to develop a training offer and guidance for on bus changes for operators across Surrey. Ensuring this the delivery is scalable for large and SME operators. Starting this process in 2024/25 by working with partners, with the potential to work across LTAs, to share potential costs.	Not funded
Accessibility and inclusion – Supporting visually impaired bus users	Introduce a requirement for drivers to stop when a person is waiting at a designed bus stop without being flagged down. This will support and give confidence to people using buses with visual impairments that they will not be left waiting for the bus they want.	N/A
Bus information and network identity – Improving Real Time Information	Working with operators and the service provider to ensure the quality of Real Time Information is accurate, up to date and 'live' to feed into on route displays, for the benefit of bus users. Also, trialling live cancellations with operators.	N/A
Bus information and network identity – Standardising timetable changes	Standardising timetable change dates (three times per year) and Christmas and New Year level of operation across all operators. Giving passengers more confidence that timetable changes are and can be planned for and communicated well in advance. Also, that the number of potential short notice changes will be limited. The timing of timetable changes can differ based on the bus market areas.	N/A

Priority Area	Scheme or initiative details	Budget/est. cost (£k)
Faster and more reliable	<p>Investing in available technology solutions to improve service delivery when dealing with road works.</p> <p>Trail use of Causeway IT system to give bus operators live information on road work permit applications to support service and diversionary planning.</p>	£50 SCC funded
Other bus infrastructure – Bus stop design guide	<p>To produce a design guide to be implemented across the county. This will set out a minimum specific and design standard for bus stops in different locations, such as a rural village up to a busy town centre. This will focus on replacement of stops or where external funding is available and an applicable use of that funding. Any wider upgrade programme will only follow where funding is available.</p>	N/A

3.1.1 Planned DDRT Expansion – Phase 2, September 2024

Phase 2 of the Surrey Connect DDRT network expansion, starting in September 2024, will increase the operational fleet of minibuses from 12 to 28 and expand the services broadly in the areas as shown on the map below:



Map 9 Expanded DDRT Zones from September 2024

Within each of the four larger geographical areas in the map above, the Surrey Connect services will operate across three or four defined zones. These zones have been designed to enable users to access local services, including shopping, local medical facilities, leisure, and onward travel by bus and/or rail.

Certain areas of Surrey are not covered by DDRT, for example, central Guildford, Epsom and Redhill. Whilst even more DDRT services are being considered to further expand DDRT coverage from 2025, we need to recognise that some areas of the county already have excellent local bus services which are, in the main, commercially operated. We need to ensure that DDRT does not abstract passengers and revenue from these local bus services, whilst supporting them to be even more attractive so that they may continue to serve local communities. This balance is very important, as DDRT needs to be complimentary to the local bus network.

3.2 Bus Driver Recruitment and Retention Plan

To start this process the County Council wrote to all bus and DDRT operators to ask the following:

- The number of drivers required to deliver a full service;
- If there are expected vacancies over the next 3, 6 and 12 months that the recruitment can be planned for;
- Whether there are other roles that are proving hard to fill, such as mechanics;
- How and where operators currently advertise jobs; and
- What involvement Job Centres play in recruitment and whether this is effective.

This was to understand the scale of the issue, whether there are particular areas or operators who need a greater focus and the scope of what a coordinated approach to recruitment might look like.

As with the overall BSIP, the scope of coordination for driver recruitment will be limited to operators who have depots in Surrey.

Feedback from operators included the following:

- Some operators stated that the pressure on drivers has eased. However, this was not unanimous;
- Operators, in general, were happy with the way in which they advertise vacancies, with some highlighting recent success from advertising campaigns designed to encourage greater driver recruitment; and
- Feedback on support from Job Centres was mixed and demonstrated the potential scope for raising awareness of what support is available from Job Centres.

Examples of support available from Job Centres (can be tailored to the employer requirements)

- Facilitation of sifting candidates and targeting specific groups, such as the 50+ age group, veterans;
- Organising job fairs where the operator can have a desk, and / or deliver a talk in a dedicated part of the fair site;
- Organising mentoring circles whereby the employer hosts a group of pre-sifted job seekers at their site, job seekers can meet staff and receive advice with regards to the application process, get a feel for the premises, logistics of travelling to the depot etc. Employers then deliver mock interviews then follow up with a formal interview for suitable candidates;
- Organising works trails and work experience; and
- Linking with Sector Based Work Academies (SWAP), which comprises an initial group information session (usually delivered by the employer, but it can be via a trainer), work experience and then a guaranteed interview at the end of the process. A SWAP can vary in duration from a few days to 6 weeks. The employer must have 4 live vacancies to be badged as a SWAP (data goes into national employment figures).

Future coordinated work needs bus operators to:

- Be clear about if they have an interest in getting support;
- Be clear about what roles are available, eligibility in terms of application (i.e. must have a full UK driver's licence), including pay and benefits, shift patterns, work base, minimum requirements, training available etc;
- Provide more information on "what a bus driver or mechanic role" such as having an information packs, a "day in the life" driver and mechanic testimonials; and
- Be clear about their policy towards recruitment of ex-offenders.

It is not the intention for the County Council to manage the coordination of recruitment on behalf of operators or require that operators to engage with Job Centres. However, the County Council will continue to engage with operators on their staff requirements to identify where there may be pressure on service delivery.

4 AMBITIONS AND PROPOSALS FOR 2025-2030 AND BEYOND

Looking ahead at the future of the Surrey bus market is far from easy. When looking back over the last decade, the bus market in Surrey has undergone significant change.

Starting with a staged savings exercise to review the whole bus network, around £3m was removed from the bus budget. This was delivered with large scale public consultation and stakeholder engagement yet it was planned and managed to avoid an overall detrimental impact on passenger numbers. Following this, there was another public consultation on travel habits, future planning toward the adopted new Local Transport Plan, the Covid-19 pandemic and the vast, and potentially lasting, impact that had on the bus sector and peoples' travel habits, more broadly.

Surrey has worked hard to buck the trend of managed reduction in investment in the bus sector and allocated significant investment in:

- Bus priority;
- Real Time Information;
- Zero emission vehicles; and
- Expanding Digital Demand Responsive Transport.

Much of this has been done solely by the County Council taking a proactive approach to increasing funding for public transport, supported by external funding where it has been available, and though the excellent relationship and partnership working between the County Council and the bus operators.

Our aim is for this trend to continue, but we need to be realistic in that the same level of County Council funding may not be available in the longer term.

More external funding will be required in future to deliver against this BSIP, working with developers and Government to ensure a vibrant and sustainable public transport offer to Surrey residents and businesses is maintained.

The tables below outline our ambitions for 2025 to 2029 and from 2030 to 2040.

Table 13 Ambitions for 2025 to 2029

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
Bus priority	<p>Completion of the current bus priority programme for the 5 target areas.</p> <ul style="list-style-type: none"> • East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate) • Guildford and Woking (including surrounding environment) Bus Priority Programme Area • Blackwater Valley Bus Priority Programme Area • North-west Surrey Bus Priority Programme Area (including access to Heathrow) • Wider Elmbridge Bus Priority Programme Area <p>Depending on if external funding is available or other factors might impact the delivery of these schemes, the programme can be amended to focus on delivering in a different area.</p>	<p>2026/27</p> <p>2026/27</p> <p>2027/28</p> <p>2027/28</p> <p>2028/29</p>	<p>Funding secured.</p> <p>Use of SCC funding and developer contributions.</p> <p>These schemes can be scaled up should new Government BSIP funding be available and allocated.</p>
Service levels and network coverage	<p>Working with operators on the potential for further priming of service enhancements, copying the approach using BSIP Phase 2 funding.</p> <p>Working with developers to secure funds to support both scheduled bus services and DDRT to make enhancements to the existing transport offer in the area.</p>	<p>2027</p> <p>Where developments come online by 2029</p>	<p>Not currently funded</p>
Fares and ticketing	<p>Developing a Surrey wide flat fare scheme, with agreed reimbursement options and shared back office to facilitate payments to operators.</p> <p>This will create a Tap-on Tap-off payment system for passengers</p>	<p>2027/28</p>	<p>Not currently funded</p>

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
	<p>where fares can be capped on a daily or weekly basis.</p> <p>This will simplify fares and ticketing across the county, making it easier for passengers to understand and manage their travel costs.</p>		
Improving the bus passenger experience	<p>Improved stops, stations and interchanges:</p> <p>Using the bus stop hierarchy to deliver bus stop improvements across the county.</p> <p>Identifying priority locations suitable to become Mobility Hubs.</p> <p>Bus information and network identity:</p> <p>To have a standard implemented for all bus stop display cases.</p> <p>Working with bus operators, to develop a countywide, or bus market focused, marketing and information. This could include, but not be limited to, common branding and / or information on fares and ticketing available across all digital and print media.</p> <p>Accessibility, inclusiveness and personal safety:</p> <p>Having all operators working at a higher level of Autism, Dementia and Disability awareness. With staff receiving training and, where funding allows, changes to bus fleet to better support people with their travel.</p>	<p>2029</p> <p>2027/28</p> <p>2026</p> <p>2029</p> <p>Starting in 2024. Changes to bus design will take longer to deliver</p>	Not currently funded

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
Improving bus fleet	<p>Using knowledge from the ZEBRA 2 bid and the current discussions with all Surrey bus operators on moving to ZEBs.</p> <p>Delivery 80 to 90 new ZEBs by the end of this time period.</p> <p>This will require a mix of solutions from overnight static charging at depots to forms of flexible top-up charging on routes to ensure effective delivery.</p>	By 2029/30	<p>SCC Funding secured.</p> <p>Will require co-funding from SCC and bus operators.</p>

Table 14 Ambitions for 2030 to 2040

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
Bus priority	<p>That all new developments with new or enhanced bus services receive bus priority infrastructure along all key routes to ensure the attractiveness of these services for residents of those housing developments.</p> <p>That all new rail station redesigns and airport expansions come with funding for bus priority along key sections of route to ensure that multi-modal links are an attractive option.</p>	2040	Not currently funded
Service levels and network coverage	<p>That all new developments are supported with new or enhanced bus services receive bus routes, ideally with in perpetuity funding, to ensure the attractiveness of these services for residents of those housing developments.</p> <p>That all new rail station redesigns and airport expansions come with funding for bus enhancements along</p>	2040	Not currently funded

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
	key routes to ensure that multi-modal links are an attractive option.		
Improving the bus passenger experience	Improved stops, stations and interchanges: That all bus stops in Surrey are upgraded to meet the new bus stop design guide.	2040	Not currently funded
	That bus stations are redeveloped and upgraded to make them more modern, easier to use for both operators and bus users.	2040	
	Bus information and network identity: Explore options for strengthening the network identity, including Franchising as an alternative operating model.	2040	
	Accessibility, inclusiveness and personal safety: That all bus fleet in Surrey is Dementia Friendly.	2040	
Improving bus fleet	That all buses in Surrey are all ZEBs.	2040	Not currently funded
Longer term network transformation	To continue working with operators to develop a sustainable bus network that is attractive to passengers and seen as a viable transport option. Exploring changing operating models, such as Franchising, to see if the current bus market is suitable to transition to a different means of delivery	2040	Not currently funded

5 TARGETS, PERFORMANCE MONITORING AND REPORTING

The performance summary submitted to the DfT for October 2023 showed positive steps towards our delivery against our BSIP aspirations. The report is available online as an annex to this BSIP update. Future performance summaries will be prepared for, submitted to the DfT and published online each October.

The targets covered in this BSIP update have been prepared with the aspirations in mind and with the hope that future Government funding for the bus sector will be available to support sector growth and popularity as a transport offer.

5.1 Headline Targets

The DfT have set out key target areas for LTAs to report against. These are:

- Average journey speed;
- Reliability, which means the bus arriving “On time.” This is defined as 1 minute early and up to 5 minutes 59 seconds late;
- Passenger numbers;
- Average passenger satisfaction; and
- Network coverage and accessibility.

For the new target area of Network coverage and accessibility, “accessibility” refers to key locations, trip attractors and generators. It is not a measure of improvement to facilities that make improvements to physical access to measures that would improve access to bus services information, for example.

Where targets are presented as a percentage year on year, these are cumulative targets.

Target 1. Average Journey Speed (mph)

Location	2019/20	Oct 2023 Update	May 2024 Update	Target for 2024/25	Target for 2026/27	Target for 2029/30	Target for 2030 - 2040
Countywide	14.53	15.7		+2%	+3%	+3%	+3%
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	10.61				+8%		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	12.73					+5%	
Blackwater Valley Bus Priority Programme Area	14.28					+7%	
Wider Elmbridge Bus Priority Programme Area	15.90					+5%	
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	15.19					+5%	

Target 2. Reliability

Location	Nov-19	June-21	Oct-23	May 24	Target for 2024 -25	Target for 2026 -27	Target for 2029 -30	Target for 2030 - 2040
Countywide	73%	85.5%	73.8%		+2%	+2%	+2%	+4%
East Surrey Bus Priority Programme Area	75.1%	87.7%	71.6%					
Guildford and Woking	78.5%	87.2%	75.0%					
Blackwater Valley Bus Priority Programme Area	76.9%	89.7%	77.3%					
Wider Elmbridge Bus Priority Programme Area	71.7%	78.2%	70.5%					
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	65.2%	71.5%	69.0%					

Target 3. Passenger numbers

Location	2019/20	2020/21	2021/22	Oct 2022/23 update	2022/23 full year	Target for 2024 -25	Target for 2026 -27	Target for 2029 -30	Target for 2030 - 2040
Countywide	25.2m	8.6m	17.1m	23.2m		+2%	+2%	+2%	+4%
East Surrey Bus Priority Programme Area	3.6m			-					
Guildford and Woking	7.2m			-					
Blackwater Valley Bus Priority Programme Area	2m			-					
Wider Elmbridge Bus Priority Programme Area	1.8m								
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	2.2m								

Target 4. Average passenger satisfaction

Location	2018/19	2019/20	2023/24	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	60%	56%	83%	83%	85%	88%

Target 5. Network coverage and accessibility

We are waiting for information to finalise this target.

6 BSIP SCHEMES AND PROPOSALS OVERVIEW TABLE

BSIP Overview tables for DfT

Name of Local Authority or Authorities	Surrey County Council
Enhanced Partnership(s) and/or Franchising Scheme(s) covered by the BSIP	Enhanced Partnership
Date of publication	12 June 2024
Web address (URL) of the published BSIP	Information about your local bus services - Surrey County Council (surreycc.gov.uk)

6.1 Improvements programme to 2025

Priority Area	List of named schemes and measures Where appropriate provide location and cost	Budget/est. cost (£k)
Bus priority infrastructure	<p>Consultation on, detailed design and starting construction of the East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)</p> <p>Undertaking feasibility studies for the:</p> <ul style="list-style-type: none"> • Guildford and Woking (including surrounding environment) Bus Priority Programme Area • Blackwater Valley Bus Priority Programme Area • Wider Elmbridge Bus Priority Programme Area • North-west Surrey Bus Priority Programme Area (including access to Heathrow) 	<p>£3,200 est total scheme cost</p> <p>£300 for the combined feasibility work</p>
Other bus infrastructure	Countywide expansion of Real Time Passenger Information	£1,100
Bus fleet	Delivery of the ZEBRA 2 scheme, electrifying 2 depots and purchasing 19 battery electric buses, in partnership with Falcon Coach and White Bus	£8,904
Bus fleet	Expansion of Zero Emission Minibuses for DDRT and delivery of ZEBs to the Community Transport Sector. Building on the council's Greener Future aspirations to continue to decarbonise public and Community Transport to have 28 electric minibuses from September 2024.	£1,500
Bus service support	BSIP Phase 2 Service Support BSIP Phase 2 Service Enhancements	£1,350 £1,500
Fares support	County Council and BSIP Phase 2 support for the Surrey LINK Card	£770

Priority Area	List of named schemes and measures Where appropriate provide location and cost	Budget/est. cost (£k)
Ticketing reform	Investing in the Acorn multi-operator ticketing scheme to make it Smart enabled. With the option to expand to include Woking Travelwide.	£200
Ticketing reform	A review of the first year of the Surrey LINK Card. This will include the use across the year as well as options for expanding the offer to increase the age limit and cohorts as well as the potentially affordability.	To be determined
Other schemes & measures	DDRT expansion. Funded by SCC and BSIP Phase 2, delivering expanded coverage across much of the county.	£4,850 (of which £2,400 is BSIP Phase 2)
Accessibility and inclusion – Raising Autism, Dementia & Disability Awareness	Building on recognised best practice to develop a training offer and guidance for on bus changes for operators across Surrey. Ensuring this the delivery is scalable for large and SME operators. Starting this process in 2024/25 by working with partners to share potential costs.	Not funded
Accessibility and inclusion – Supporting visually impaired bus users	Introduce a requirement for drivers to stop when a person is waiting at a designed bus stop without being flagged down. This will support and give confidence to people using buses with visual impairments that they will not be left waiting for the bus they want.	N/A
Bus information and network identity – Improving Real Time Information	Working with operators and the service provider to ensure the quality of Real Time Information is accurate, up to date and 'live' to feed into on route displays, for the benefit of bus users. Also, trialling live cancellations with operators.	N/A
Bus information and network identity – Standardising timetable changes	Standardising timetable change dates (three times per year) and Christmas and New Year level of operation across all operators. Giving passengers more confidence that timetable changes are and can be planned for and communicated well in advance. Also, that the number of potential short notice changes will be limited. The timing of timetable changes can differ based on the bus market areas.	N/A
Other bus infrastructure – Bus stop design guide	To produce a design guide to be implemented across the county. This will set out a minimum specific and design standard for bus stops in different locations, such as a rural village up to a busy town centre. This will focus on replacement of stops or where external	N/A

Priority Area	List of named schemes and measures Where appropriate provide location and cost	Budget/est. cost (£k)
	funding is available and an applicable use of that funding. Any wider upgrade programme will only follow where funding is available.	

6.2 Ambitions and proposals for 2025 and beyond

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
Service level and network coverage	Category 1 Bus Service Enhancements. Focusing on routes with the most potential to become fully commercial when funding ends and where not already operating at this level - To enhance selected Category 1 services to operate up to every 30 minutes, Monday to Saturday, at least hourly 1900-2300 hrs and hourly on Sundays.	£22,000
Service level and network coverage	Category 2 Bus Service Enhancements. Focusing on routes with the most potential to become commercial or closer to financial sustainability once funding ends - Introduce selected enhancements to Category 2 Services to increase frequency and extend operating hours and days of operation.	£7,300
Service level and network coverage – Access to new development sites	Using the 2050 Place Aspirations to develop new routes or enhancements or amendments to current routes to serve new residential and commercial development, using developer contributions. Assessing accessibility to major trip attractors, such as Gatwick and Heathrow, and ensuring coordinated public transport provision planning alongside airport expansion plans.	TBD
Service level and network coverage – New & Rationalised Park & Ride Sites	Exploring options to create new or rationalise the current provision of park & ride sites.	TBD
Service level and network coverage – Access to remote employment	With Surrey's geography and the rise in remote working, increasing numbers of start-up companies and with the expansion of superfast broadband, and the cost of leasing office space, more companies have the opportunity to work outside of larger towns. We can assess opportunities to improve connectivity	TBD

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
	to remote employment sites using both bus and DDRT.	
Service level and network coverage – Using modelling to influence service enhancements	Taking the approach to use the Public Transport Accessibility Model as the main determiner for assessing changes and enhancements to the bus network.	TBD
Guildford and Woking (including surrounding environment) Bus Priority Programme Area.	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; all bus corridors including A25 Epsom Road; town centre - University/Research Park corridor (Sustainable Movement Corridor); A320/A322/A323/A246/A247/A3100/A25/A31 corridors; all bus services to/through Guildford and Woking. Estimated delivery in 2026/27	£3,000 if LTA funded £5,150 with additional BSIP funding
Blackwater Valley Bus Priority Programme Area	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; Farnham - Ash - Frimley - Camberley corridors including roundabout improvement at A325 Frimley; improved public transport access to/from Frimley Park Hospital - bus services 1/2/3/4/5/11/17/18/19/34/35/194. Estimated delivery 2026/27	£1,700 if LTA funded £4,100 with additional BSIP funding
Wider Elmbridge Bus Priority Programme Area	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A244/A245/A307/A309/A317 bus corridors. Estimated delivery 2027/28	£1,000 if LTA funded £3,400 with additional BSIP funding
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; including all bus corridors. Estimated delivery 2027/28	£1,000 if LTA funded £3,000 with additional BSIP funding

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
Countywide Intelligent Bus Priority programme	A review of key locations outside of the Bus Priority Programme Areas for signal rephasing and UTMC updates will facilitate improved bus reliability. This is to provide additional benefits to the schemes already planned for delivery with county council funding.	£2,000 of additional BSIP funding
Real Time Passenger Information Programme (In addition to the County Council funded expansion of Surrey's RTPI)	Providing RPTI displays the main bus stops in all Surrey's 28 towns, at significant trip generators and to prioritise locations where demand is greatest. To focus on areas with gaps in the real time information network and that are outside of the Bus Priority Schemes. Including options for audio "next bus" announcements at stops along key routes.	£1,500 of additional BSIP funding
Raising the age limit of the Surrey LINK Card up to 25	Expanding the scheme from people aged 20 and under so that the 50% reduction of the adult fare applies to people up to their 25 th birthday. Capturing additional bus users, encouraging great level of sustainable travel into adulthood and later life.	£980 of additional BSIP funding
Free travel for Care Leavers and young carers	Providing free bus travel for all people leaving care and young people providing unpaid care for family members.	£120 of additional BSIP funding
Employment Recovery & New Worker Support	Working with DWP Job Centres & Major employers - taking referrals of people starting work, who need financial support to pay for travel until their first month's pay, providing a discounted fare option for a 1-to-3-month period. This expands the scheme already offered by Metrobus so that there is support across the whole county.	£250 of additional BSIP funding
Ticketing – Transition to Tap-on Tap-off	Capital Investment in the latest ticketing technology and equipment to accelerate the transition of Tap-on Tap-off fares collection across the Surrey bus network together with the introduction of fare capping. Including any back-office changes are required for effect & efficient administration. Which will result in a simpler, more seamless and in some cases cheaper fares offer.	£1,650 of additional BSIP funding
Phase 2 of Multi-operator Ticket	Increasing multi-operator ticketing options so that journeys are seamless for passengers.	£130 of additional

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
Acceptance Expansion	Expansion of the current Acorn Multi-operator ticketing systems to expand to include the whole of Guildford. And the introduction of electronic payment options, in advance and at point of travel, with a broader option of ticket type validity e.g. daily, weekly, monthly, flexible weekly etc	BSIP funding
Bus Station & Interchange Improvements	Focused primarily on Guildford and Redhill Bus Stations, undertaking safety and accessibility reviews to identify necessary improvements to the layouts, waiting environment, onward travel information, step free access at interchange points at rail stations, walking and cycling access, etc to improve passenger experience and support the enhancements to services with improved site infrastructure and design.	£3,500 of additional BSIP funding
Bus Stop Inventory and Waiting Environment Improvements Programme	Development and delivery of an agreed standard and hierarchy for bus stop design and accessibility across Surrey. To make waiting environments more pleasant and convenient, with better information, accessibility and modern shelters. Ensuring that bus stop provision across all our 28 towns and at village centres with a minimum of an hourly bus services are of a consistent quality and meet minimum requirements, with improved walking and cycling access.	£2,250 of additional BSIP funding
Developing mobility hubs and improving multi-modal accessibility	Identifying locations where interchanges across different modes can intersect and improve connectivity for travellers making ongoing journeys. Provide access to a range of modes, predominantly rail and bus, but also DDRT drop off and pick up and, for instance, bike and car clubs in larger hubs. With easily accessible information on travel options and other services such as retail and digital hubs.	TBD
Accessible and inclusive – Wheeling user taxi guarantee	Expanding the wheelchair user taxi guarantee to cover all operators in the county. Currently offered by Metrobus, where the wheelchair space is already occupied, this gives the wheelchair user the option to have a taxi arranged for them or to wait for the next bus.	£50 of additional BSIP funding
Bus information and network identity – Adoption	Rationalising the control over bus stops in Surrey will improve the ability to manage information available to residents, the potential to link to a future bus stop	£1,200

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
of TfL bus stops in Surrey	infrastructure programme and increase the network identity for Surrey.	
Bus passenger experience – On bus quality improvements	Where not already installed on modern vehicles, to install USB charging points and Wi-Fi to improve the offer to bus users.	£3,000 of additional BSIP funding
Improving Reliability through Traffic Enforcement	Using ANPR to enforce bus priority, when restrictions are in place, and to replacing infrastructure elements, such as rising bollards, to reduce ongoing maintenance costs.	£1,000 of additional BSIP funding
Bus Fleet Decarbonisation – Expansion of Zero Emission Buses	Supporting County Council investment and the ZEBRA 2 bid to further grow the ZEB fleet in Surrey. Delivering 80-90 ZEBs by supporting operators with investment options for depot improvement, such as charging infrastructure, and additional cost of ZEBs compared to diesel.	£15,900 if LTA funded £10,000 of additional BSIP funding
Bus Fleet Decarbonisation – Retrofitting older vehicles	Retrofitting Euro Rated 3, 4 and 5 buses to meet Euro 6 emission standards.	£6,000 of additional BSIP funding
Accessibility and inclusion – Raising Autism, Dementia & Disability Awareness	Building on recognised best practice to develop a training offer and guidance for on bus changes for operators across Surrey. Ensuring this the delivery is scalable for large and SME operators.	£255 of additional BSIP funding
Longer term transformation of the network	Exploring alternative operating models, such as franchising. Using major developments to fund the growth of the bus and DDRT markets, where the scale of public transport offer is sufficient to make it attractive to residents and comes with necessary bus priority.	TBD

7 LIST OF ANNEXES

- Hierarchy of bus routes (need weblink once it is published along with the BSIP update)

- Bus Passenger [Charter Passenger Charter for Surrey \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- BSIP Target Summary October 2023 [Surrey Bus Service Improvement Plan Summary Update \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- Statements of support (need weblink once it is published along with the BSIP update)
- May 2023 BSIP [Surrey BSIP May 2023 Update \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- Supporting data note (May 2023) [Appendix B BSIP Supporting date Note 2023 update \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)

Aspirations for beyond 2025	Priority Area	More frequent	Faster and more reliable	Cheaper	More comprehensive	Easier to understand	Easier to use	Better integrated with other modes and each other	Better to ride in	Greener	Accessible and inclusive	Innovative	A safe mode of transport which is seen as safe
Network Coverage and Accessibility													
New services linked to major development sites	✓			✓						✓			
Explore scope for new park and ride sites alongside rationalisation of parking provision	✓												
Explore opportunities to improve connectivity to remote employment sites				✓									
Investment in the Kite (GOLD 1) and Route 100 BRT corridors	✓				✓	✓				✓			
Funding all category 1 services to operate at least every 30 minutes, daytime, hourly evenings and Sundays	✓			✓		✓	✓			✓			
Provide some enhancement funding for selected category 2 services for specific reasons	✓			✓									
Providing a county wide offer of a "wheelchair user taxi guarantee" where the wheelchair space is already occupied						✓				✓			
Use the existing Public Transport Accessibility Model to evidence enhancing existing services				✓			✓						
Bus Friendly Traffic Management / Bus Priority													
Reigate / Redhill / Horley A23 Corridor	✓			✓	✓					✓			
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	✓			✓	✓					✓			
Blackwater Valley Bus Priority Programme Area	✓			✓	✓					✓			
Wider Elmbridge Bus Priority Programme Area	✓			✓	✓					✓			
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	✓			✓	✓					✓			
Bus Stop Infrastructure													
Review bus stop layouts to improve operational efficiency and accessibility							✓			✓			✓
Improving personal safety at bus stops. As well as what can be done to improve safety to and from bus stops							✓			✓			✓
Bus stop inventory survey to identify and develop solutions to meet accessibility standards at bus stops							✓			✓			✓
Provide step free access at interchange points at rail stations							✓			✓			
Improve walking and cycling routes to bus stops													
The Enhanced Partnership to consider the replacement of all TFL stops in Surrey with SCC bus stop infrastructure							✓						
Devise a minimum specification for bus stops within the county and devise a hierarchy of specification for different locations or environments							✓	✓	✓		✓		✓
Bus Stations, Interchanges and mobility hubs													
Expanded DDRT network – linked to major bus hubs / other transport interchanges				✓			✓			✓			
Improve physical connections between bus and rail services							✓						
Develop mobility hubs							✓	✓		✓			✓
Accessibility and quality improvement at Guildford, Redhill and Staines bus stations							✓	✓		✓			✓
Ticketing and Fares													
Expanded multi-operator ticketing schemes / bus area based / county wide		✓			✓	✓							
Discounted travel for care leavers		✓								✓			
Implement a free travel for young carers		✓								✓			
Standardised discounts for groups		✓			✓	✓							
Work with Plusbus to expand the scheme offer in Surrey		✓			✓	✓							
Exploring options with operators for a future county flat fare scheme from Nov 2024		✓			✓	✓							
Decarbonisation of bus and DDRT / Fleet Moderisation													
ZEBRA 2 funded ZEBs / SCC funded ZEBs							✓	✓	✓				
Proactively working with operators on transitioning to zero emission buses including private sector (operator) investment in both vehicles and depot upgrades							✓	✓	✓				
Expansion of zero emission fleet across DDRT schemes							✓	✓	✓				
Expansion of zero emission fleet across the Community Transport sector							✓	✓	✓				
Bus service information													
Revise the processes for the provision of roadside information and standardise display cases where possible					✓	✓							
Bus operators to ensure that RTPi data is up to date, accurate and 'live' to feed into the Real Time Information system					✓	✓							
Operators will work collaboratively to share service information on each other's apps and websites					✓	✓							
Operators to publicise other company's services on the same route					✓	✓							
Standardised timetable change dates (three times per year)					✓	✓							
Standardise Christmas and New Year level of operation across all operators					✓	✓							
Surrey County Council to strengthen marketing and information capacity, including behaviour change work to encourage bus use					✓	✓					✓		
Customer experience & Safety													
Disability, autism and dementia awareness training for staff					✓	✓				✓			✓
CCTV will be mandated on bus services													✓
Requirement for buses to stop when people are there, regardless of being flagged down						✓				✓			✓
EP Performance Monitoring													
Improve the quality, consistency and timeliness of data from bus operators					✓						✓		
Seek the standardisation and expansion of data collection to ensure the performance of specific interventions and the overall performance of the EP. Including													
•agreeing the scope of data to be collected,					✓						✓		
•how the data will be collected, stored and treated (i.e. treated as shareable or commercially sensitive)													
•how data will be used to assess the performance of the partnership													

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SURREY
COUNTY COUNCIL

A Bus Passenger Charter for Surrey



Introduction

The Charter sets out commitments to customers on what you can expect when you travel in Surrey.

The Charter is a statement of shared commitments. It is not a legal agreement and does not change your statutory rights.

Areas of commitment:

1. Reliability

You can expect:

To be confident that your bus will arrive on time and get you where you want to go when you need to.

To see investment in bus priority to support bus services run better.

That when there are delays, we will work to minimise disruption and keep customers informed.

2. Network coverage and frequency

You can expect:

The bus network will serve people based on demand, with higher frequencies connecting people to towns and lower frequency in more rural areas.

3. Value

You can expect:

To have a range of ticket options for customers, where regular bus users save more, compared to buying single tickets or returns.

To have a range of payment options, including cash, mobile tickets and contactless payments.

4. The journey

You can expect:

To feel safe when travelling, with everyone treated with respect.

For your journey to be comfortable, with clean and well-maintained buses.

To see investment in more zero emission vehicles.

5. Inclusivity

You can expect:

Buses with a range of accessibility features for a wide range of needs and drivers who are disability aware.

To see more improvement to waiting areas and boarding to support people with reduced mobility, such as shelters and adjusting kerb heights.

6. Information

You can expect:

Information at bus stop is kept up to date.

That information on disruption and changes to services will be available so people can make informed choices about their travel.

To find accurate travel information online to help plan your journeys. Information on timetables and travel planning can be found here:

- Bus timetables on the Surrey County Council website surreycc.gov.uk/buses
- Plan Your Journey facility on the Traveline website www.traveline.info

7. Customer feedback

We want to know when expectations are not met.

We also want to know when things go well as well as any suggestions you might have.

All the feedback you send will help to improve bus services for the future.

Who you should contact:

If you have any feedback, complaint, or suggestion about the buses you use you can contact the bus operator who runs the service. Details can be found on the Contact for bus operators page of the Surrey County Council website surreycc.gov.uk/busoperators

You can also contact the County Council's Passenger Transport Group via email passenger.transport@surreycc.gov.uk

What you can expect:

That we will acknowledge your complaint or feedback when it is received.

That we will listen to your feedback and aim to resolve it in one go. If that is not possible, we will let you know.

You will get a timely, clear, and easy to understand response.

What you can do if you are not happy with the resolution:

If you are not happy with the response about a complaint you can contact Bus Users UK via the Bus Users UK website www.bususers.org to raise a complaint with them.

If you would like this information in an alternative format or language, please contact us on:

- **Telephone:** 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays. Emergencies only at all other times)
- **Email:** contactcentre@surreycc.gov.uk
- **Textphone (via Text Relay):** 18001 0300 200 1003
- **SMS:** 07860 053 465
- **VRS:** [Sign Language Video Relay Service](#)
- **Fax:** 020 8541 9575

Local Bus Services funded by Surrey County Council - April 2024

Category 1 Services					
Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
2	Canterbury to Frimley and Farnborough	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings/Sundays every 60 mins
3	Yateley to Camberley, Mitcham and Aldershot	Primarily Commercially provided	Sundays	Stagecoach	Sundays every 90 mins
19	Aldershot to Farnham and Haslemere	Partially funded	Mon to Sat	Stagecoach	Every 60 mins
20	Crawley to Gatwick and Horley (Fastway)	Partially funded	Mon to Sun	Metrolink	Even 20/30 mins
20 BSIP Phase 2	Crawley to Gatwick and Horley (Fastway)	Fully funded	Mon to Sun	Metrolink	Overnight service extended to Langshott Horley
28	Guildford to Woking	Fully funded	Mon to Fri	Stagecoach	Stagecoach 10 mins early AM journey
28	Guildford to Woking	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins
32	Guildford to Dorking and Redhill	Partially funded	Mon to Sat	Compass Bus	Every 60 mins
32	Guildford to Dorking and Redhill	Fully funded	Sundays	Metrolink	Sundays every 120 min
32 BSIP Phase 2	Guildford to Dorking, Stood Green and Redhill	Fully funded	Sundays	Metrolink	Two return trips established to serve Redhill
34	Guildford to Woking and Camberley	Partially funded	Mon to Sun	Stagecoach	Funded evenings/Sundays 60 mins (package bid with 35 & 47)
35	Guildford to Woking	Partially funded	Mon to Sat	Stagecoach	Funded Woking to Guildford as part of package bid with 34 & 47
65	Guildford to Alton	Primarily Commercially provided	Mon to Fri	Stagecoach	Evening journey
83	Dorking to Holmwood and Horsham	Partially funded	Mon to Sun	Metrolink	Every 60 mins, Sundays every 120 mins
100	Crawley to Horley and Redhill	Primarily Commercially provided	Mon to Sun	Metrolink	Funded evenings 60 and Sundays every 30 mins
166	Epsom to Borestead and Croydon	Partially funded	Mon to Sat	Arriva London (TL)	Every 60 mins, funded Epsom to Borestead
216	Kingston to Sunbury and Staines	Partially funded	Mon to Sun	London United (TL)	Every 20/30 min, funded Ashford Hospital to Staines
408	Epsom to Leatherhead and Cobham	Fully funded	Mon to Fri	Falcon Bus	Every 60 mins (package bid with E5 & E16)
409	East Grinstead to Caterham, Weybridgeham and Selkirk	Fully funded	Mon to Sun	Metrolink	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
410	Redhill to Godstone, Oxted and Hurst Green	Primarily Commercially provided	Mon to Sun	Metrolink	Funded hourly/Sundays and all Oxted to Hurst Green Mon to Sat
411	Worthington to Caterham and Redhill/Reigate	Partially funded	Mon to Fri	Metrolink	Hourly to Caterham, every two hours to Redhill & Reigate (Package bid with 594/595,236,424,409,410A,411,324)
420	Redhill to Reigate, Tadworth, Banstead and Sutton	Partially funded	Mon to Sun	Metrolink	Every 60 mins Monday to Saturday, 120 mins Sunday (package bid with 460, 460 & 620)
424	Redhill to Horley, Shifeld, Gatwick, Horley, Reigate and Redhill	Fully funded	Mon to Sun	Metrolink	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
436	Woking to Egham and Weybridge	Primarily Commercially provided	Mon to Sat	Falcon Bus	Every 30 mins, hourly Saturdays, Funding is for Weybridge Town extension
143/1442	Staines to Heathrow Terminal 3	Fully funded	Mon to Sun	Carline	Every 60 mins
456	Woking to Staines	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins
458	Kingston to Walton and Staines	Fully funded	Mon to Sun	White Bus	Every 30 to Walton, 60 to Kingston, Sunday every 60 mins
460	Epsom to Tadworth, Redhill and Crawley	Partially funded	Mon to Sun	Metrolink	Every 60 mins Mon to Sat, 120 Sundays (package with 420, 480 & 620)
461	Kingston to St Peters Hospital	Primarily Commercially provided	Mon to Sun	Falcon Bus	Funded evenings & Sundays 60 min (Sunday Kingston to Chertsey)
461 BSIP Phase 2	Kingston to St Peters Hospital	Fully funded	Mon to Sat	Falcon Bus	Enhanced commercial offer to run every 20 mins until 1900
465	Dorking to Leatherhead and Kingston	Partially funded	Mon to Sun	London United (TL)	Every 30 mins, Sun 60 mins Dorking to Leatherhead funded
479	Epsom to Leatherhead and Guildford	Fully funded	Mon to Sun	Falcon Bus	Every 30 mins Epsom to Bookham, 60 mins to Guildford, 120 mins Sundays (package bid with 461 evenings and weekends)
480	Tadworth to Epsom	Partially funded	Mon to Sun	Metrolink	Every 20/40 Mon to Sat, 120 Sundays package with 420 & 460
500	Camberley to Windesham and Staines	Fully funded	Mon to Sat	White Bus	8 Journeys each way, 3 Saturdays (package bid with 48)
515	Kingston to Weybridge and Booklands	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with 514 & 564)
555	Whiteley Village to Walton, Sunbury and Heathrow Central	Fully funded	Mon to Sun	Haltmark Connections	Every 60 mins
557	Sunbury to Chertsey and Addlestone	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with 715 & 437)
715	Kingston to Ripley and Guildford	Fully funded	Mon to Sun	Falcon Bus	Every 60 mins, every 90 mins Sundays (package bid with 437 & 657)
53	Guildford to Cranleigh and Earshott	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded evenings and Sundays every 60 mins
67	Guildford to Merton and Buppam	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded Sundays every 30 mins
67 BSIP Phase 2	Guildford to Merton and Buppam	Primarily Commercially provided	Mon to Sat	Stagecoach	Enhanced commercial offer to run every 20 mins
3a	Guildford to Belfields	Primarily Commercially provided	Mon to Sun	Safeguard	Funded Sundays every 60 mins
45	Guildford to Park Barn	Primarily Commercially provided	Mon to Sun	Safeguard	Funded evenings and Sundays every 20/30 mins
45 BSIP Phase 2	Guildford to Park Barn	Primarily Commercially provided	Sundays	Safeguard	Enhanced Sunday offer
430/435	Mersham to Redhill and Reigate	Primarily Commercially provided	Mon to Sun	Metrolink	Funded evenings and Sundays every 30 mins
420	Guildford to Ash, Aldershot and Farnham	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 60 mins
TV7/172	Guildford to Haslemere and Midhurst	Partially funded	Mon to Sun	Stagecoach	Funded Midhurst to Haslemere 30 mins, Sundays every 60 mins
81/34	Woking to Godsworth Park and Knaphill/Guildford	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 30 mins plus 3 evening journeys
Total Funding Support for Category 1 Services					£7,380,820

Category 2 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
11	Farnborough to Camberley and Frintley	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
12	Middlehurst to Camberley	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
16	Rowledge to Farnham and Aldershot	Fully funded	Mon to Sat	Stagecoach	6 journeys each way
18	Guildford to Onslow Village	Fully funded	Mon to Sat	Compass Bus	Every 60 mins
21	Crawley to Newdigate, Dorking, Buxhill, Leatherhead and Epsom	Fully funded	Mon to Sat	Metabus	Every 120 mins (package bid with 23)
22	Crawley to Horley, Charlwood, Dorking and Chart Downs	Fully funded	Mon to Fri	Metabus	Every 120 mins (package bid in 21)
23	Guildford to Charltonville, Boagrove Park and Merrow Woods	Fully funded	Mon to Sat	Compass Bus	4 journeys each way (package bid with 24, 25 & 625)
24	Guildford to Betcher and Cranleigh	Fully funded	Mon to Sat	Compass Bus	120 mins (package bid with 23,25&26)
25	Guildford to Gomshall and Cranleigh	Fully funded	Mon to Fri	Compass Bus	6 journeys each way and duplicate school bus (package bid with 23, 24 & 625)
42	Guildford to Godalming and Cranleigh	Partially funded	Mon to Sat	Compass Bus	Every 90/120 mins
42	Guildford to Godalming College (Relief Bus)	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way 2 terms only (with main service 42)
46	Guildford to Egham and Farnham	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
71	Chiddingfold to Woodmer Hill School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
73	Woking to Chobham	Fully funded	Mon to Sat	White Bus	Every 60 mins
74	Fish Hill to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
75	Rushmore to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
81	Woking to Basingstoke	Fully funded	Mon to Sat	Safeguard	Every 30 mins
83	Comeslight Park to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
84	Knaphill to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
85	Asht to Collingwood College	Fully funded (School Special)	School Days Only	White Bus	1 journey each way 2 buses
87	Chobham to Collingwood College	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
236	Oxted to Westharm, Lingfield and Crawley	Fully funded	Mon to Fri	Metabus	Every 120 mins (Package bid with 594,595,236,424,409,410A,411,324)
281	Lingfield to Dormansland and Crawley	Partially funded	Mon to Sat	Metabus	1 morning journey Lingfield to Crawley
315	Dormansland to Lingfield and Redhill	Partially funded	Mon to Fri	Cardinal	2 journeys each way
324	Copthorne to St Bedes Redhill	Fully funded (School Special)	School Days Only	Metabus	1 journey each way (Package bid with 594,595,236,424,409,410A,411,324)
400	Stamwell to Thamesmead School	Fully funded (School Special)	School Days Only	Bear Buses	1 journey each way
410A	Lingfield to Oxted School	Fully funded (School Special)	School Days Only	Metabus	1 journey each way (Package bid with 594,595,236,424,409,410A,411,324)
437	Woking to Pyrford, West Byfleet and Brooklands	Fully funded	Mon to Sat	Falcon Bus	Every 90 mins (package bid with 557 & 715)
438	Staines to Royal Estate	Fully funded	Mon to Sat	White Bus	5 journeys each way (package bid with 566 & 567)
455	Quinton to Woking and Merris Wood College	Partially funded	Mon to Fri	Cardinal	3 journeys each way (college 1 return journey)
456	Addlestone to Woking	Fully funded	Sundays	White Bus	Every 60 mins
478	Guildford to West Horsley and Leatherhead	Fully funded	Mon to Fri	Reptons	5 journeys each way (package bid with 678)
514	Addlestone to Haslemere and Kingston	Fully funded	Mon to Sat	Falcon Bus	3 journeys each way (package bid with 515 & 564)
564	Vicarage Fields to Walton and Haslemere	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with 514 & 515)
609	East Grinstead to Lingfield and Oxted School	Partially funded (School Special)	School Days Only	Metabus	1 journey each way
612	Smalfield to Oxted School	Partially funded (School Special)	School Days Only	Metabus	1 journey each way
611	Reigate to Oxted School	Partially funded (School Special)	School Days Only	Metabus	1 journey each way
616	Stamwell Moor to St Pauls Sunbury	Fully funded (School Special)	School Days Only	Cardinal	1 journey each way
621	Quinton to Howard of Egham School	Fully funded (School Special)	School Days Only	Falcon Bus	1 journey each way (package bid with 400)
625	Shafted to George Abbott/St Peters Merrow	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way (package bid with 23, 24 & 25)
637	Byfleet to Salesian School	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (package bid with 513, 570, 1, 2 & 574)
656	Sunbury to Strodes College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 667)
661	Hersham Court to Haslemere Wood	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 666)
663	Walton to Haslemere and Egham High School	Fully funded (School Special)	School Days Only	Falcon Bus	1 journey each way (package bid with 400)
667	Stamwell Moor to Matthew Arnold	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 656)
678	Riley to Howard of Egham	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (relief bus) (package bid with 478)
690	Worplesdon to St John the Baptist	Fully funded (School Special)	School Days Only	Safeguard	1 journey each way
694	Tongham to Broxbourne School	Fully funded (School Special)	School Days Only	Cardinal	1 journey each way
695	Westerham to Oxted School	Partially funded (School Special)	School Days Only	Metabus	3 journeys each way
697	Park Barn to St Joseph's Guildford	Fully funded (School Special)	School Days Only	Cardinal	1 journey each way
814	Fair Common to Esther High School	Fully funded (School Special)	School Days Only	Falcon Bus	1 journey each way (3 buses)
820	Stones Barnstead to St Bedes, Redhill	Fully funded (School Special)	School Days Only	Metabus	1 journey each way (package bid with 420, 460 & 490)
856	Upper Hallford to Woking Sixth Form College	Partially funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 661)
862	Oxted to St Andrew's School	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
866	Crookley to Woodmansterne and The Beacon	Fully funded (School Special)	School Days Only	Metabus	1 journey each way (package bid with 316)
868	Westerham Park to Epsom & Ewell High Sch, Benham, St Joseph's	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
881	Hampden Court to Three Rivers	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (2 buses)
4345	Crawley to Woodmansterne and The Beacon	Fully funded (School Special)	School Days Only	Compass Bus	3 journeys each way (plus relief bus)
462/463	Guildford to Send and Woking	Fully funded	Mon to Sat	White Bus	Every 60 mins plus 2 am journeys on 81
556/567	Staines to Virginia Water and Knowle Hill	Fully funded	Mon to Sat	White Bus	Every 90 mins (package bid in 438)
594/595	Oxted to Westerham	Fully funded	Mon to Sat	Metabus	Every 60 mins (Package bid with 594,595,236,424,409,410A,411,324)
Tandridge DRT	Tandridge area	Fully funded	Mon to Sat	ESRP	Flexible
E10	Epsom to Noble Park	Fully funded	Daily	Metabus	Every 30 mins hourly evenings and Sundays (package bid with E6)
E16	Epsom to Stoneleigh and Worcester Park	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with E6)
E5	Watersedge to Epsom and Langley Vale	Fully funded	Mon to Sat	Falcon Bus Buses	Every 60 mins (package bid with E16)
E9	Epsom to Manor Park and Clarendon Park	Fully funded	Daily	Metabus	Every 30 mins, hourly evenings and Sundays (package bid with E10)
615	Chalstead Valley to St Andrews	Fully funded	School Days Only	Falcon Bus Buses	1 journey each way
618	Walton on the Hill to Langley Vale and Rosebery/St Andrews	Fully funded	School Days Only	London General	1 journey each way
619	Lower Kingswood to Tadworth and St Andrews/Therfield	Fully funded	School Days Only	Metabus	1 journey each way
668	North Chisen to Stoneleigh and St Andrews	Fully funded	School Days Only	London General	1 journey each way
669	Walton on the Hill to Priory School	Fully funded	School Days Only	London General	1 journey each way
613	Ashford to Thamesmead	Partially funded (School Special)	School Days Only	Bear Buses	1 journey each way
100 P&R	Onslow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
200 P&R	Ardenroy to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
300 P&R	Merrow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
Total Funding Support for Category 2 Services					£8,231,077

Category 3 Services

Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
8	The Mount to Guildford Town Centre	Fully funded	Mon to Fri	Cardinal	2/3 journeys each way
26	Holey Loan service	Fully funded	Mon/Wed/Fri	Compass Bus	4 journeys each way
40	Ripley to Send and Woking	Fully funded	Tues	Safeguard	1 journey each way (package bid in 39)
47	West End to Brookwood	Fully funded	Mon to Fri	Stagecoach	24 journeys each way (package bid with 34 & 35)
48	Woking to Deepcut and Frintley	Fully funded	Mon to Fri	White Bus	3 journeys each way (package bid with 500)
318	Barsted to North, Burgh Heath and Epsom	Fully funded	Mon to Fri	Metabus	5 journeys each way (package bid with 866)
400	Staines to Walton	Fully funded	Mon to Fri	Falcon Bus Buses	3 journeys each way (package bid 671)
513	Downside to Oshott and Kingston	Fully funded	Mon to Fri	Reptons	Two journeys each way (package bid with 570, 1, 2, 574 & 637)
525	Albury to Chilworth and Cranleigh	Fully funded	Thurs	Cardinal	1 journey each way (package bid with 533, 545 & 599)
533	Bathurst to Oakley, Dorking and Ramorne	Fully funded	Tues	Cardinal	1 journey each way (package bid with 525, 545 & 599)
545	Walliswood to Holmbury, Blackheath and Guildford	Fully funded	Wed	Cardinal	1 journey each way (package bid with 525, 533 & 599)
570	Grovebarns to Staines/Ashford Tesco	Fully funded	Mon/Wed/Fri	Reptons	Mon/Wed/Fri (package bid with 513, 571, 572, 574 & 637)
574	Ashford to Sunbury Tesco	Fully funded	Tue/Thu	Reptons	1 journey each way (package bid with 513, 570, 571, 572 & 637)
599	Holmbury to Cranleigh and Guildford	Fully funded	Thu and Fri	Cardinal	1 journey each way (package bid with 525, 533 & 545)
623	Ashford to Epsom	Fully funded	Fri	ESRP	1 journey each way
594/BC	Chobham/Woking area shopper services	Fully funded	Mon to Fri	Safeguard	2/3 journeys each way (package bid with 40)
503/52	Ockley to Walliswood, Horsham/Newslette, Leigh and Dorking	Fully funded	Mon to Sat	ESRP	Package 50, 522 Tue/Wed/Fri
503/523	Hambledon to Godalming, Chilworth and Guildford	Fully funded	Mon to Fri	Stagecoach	1 or 2 journeys each way 503 Mon, Wed, Fri & 523 Tue & Thu
504/505	Hambledon shoppers service	Fully funded	Tue/Thu	Waverley Hopsa	1/2 journeys each way
520/538	Aldershot to Christmasey, Guildford and Burgham	Fully funded	Tue/Wed/Fri	Stagecoach	3 journeys each way 520 Tue, Wed, Fri, 538 Tue & Fri
571/572	Grange Farm/Sunbury Common to Sunbury Tesco/Staines	Fully funded	Mon to Fri	Reptons	1/2 journey each way (package bid with 513, 570, 4 & 637)
592/593	Rushmore/Woking shoppers services	Fully funded	Mon to Sat	Cardinal	Both operate 3 days / 3 journeys each way
Longcross DRT	Longcross Area DRT	Fully funded	Mon to Sat	Woking Buster	Flexible
Farnham DRT	Farnham Area DRT	Fully funded	Mon to Sat	Waverley Hopsa	Flexible
West Guildford DRT	West Guildford Area DRT	Fully funded	Mon to Sat	Woking Buster	Flexible
Mole Valley DRT	Mole Valley Area	Fully funded	Mon to Sat	Mole Valley	Flexible
Total Funding Support for Category 3 Services					£1,862,348

Local Bus Services NOT supported by Surrey County Council

Category 1 Commercial Services					
Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including service frequency
63/63X	Horsham to Guildford	Not Funded	Mon to Sat	Stagecoach	Every 60 mins
1	Camberley to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 10 mins, 30 mins evenings, Sat & Sun 15 mins, 30 mins evenings
17	Wokingham to Aldershot	Not Funded	Mon to Sat	Stagecoach	Every 60 mins Mon to Sat
18	White Hill to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 60 mins Mon to Sat, 120 min Sunday
116	Ashford Hospital to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 12 mins Mon to Sun, 20 min evenings
117	Staines to West Middlesex Hospital	Not Funded	Mon to Sun	Metroline (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
194	Camberley to Bracknell	Not Funded	Mon to Sun	Courtesy Buses	Every 30 min Mon to Sat, 60 mins Sun
203	Staines to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins Sun evenings
235	Sunbury to Brentford	Not Funded	Mon to Sun	Metroline (TFL)	7/8 min Mon to Sat, 12 min evenings, every 12/15 mins Sunday
290	Staines to Tringham	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
293	Epsom to Morden	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
400	Caterham to East Grinstead	Not Funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, every 120 mins Sunday
403	Wokingham to West Crofton	Not Funded	Mon to Sun	London General (TFL)	Mon to Sat every 12 minutes
404	Caterham on the Hill to Coultoun	Not Funded	Mon to Sun	Abello London (TFL)	Every 30 mins Mon to Sat
405	Redhill to West Croydon	Not Funded	Mon to Sun	Arriva London (TFL)	Every 15 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
406	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
407	Caterham to Sutton	Not Funded	Mon to Sun	Abello London (TFL)	Every 12/15 mins Mon to Sat, 20 min on Sundays
411	West Molesey to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sat, 30 mins on Sundays
418	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
422	Reigate to Crawley	Not Funded	Mon to Sun	Metrobus	Every 60 mins
434	Whiteale to Coultoun	Not Funded	Mon to Sun	London General (TFL)	Every 30 mins Mon to Sat
446	Woking to Haslemere	Not Funded	Mon to Sun	White Bus	Every 30/60 mins
441	Staines to Englefield Green	Not Funded	Mon to Sun	White Bus	Every 30 min Mon to Sat, 60 mins Sun
461	Addlestone to Walton and Kingston	Not Funded	Mon to Sat	Falcon Bus Buses	30 mins Mon to Sat
464	Tandridge to New London	Not Funded	Mon to Sun	Abello London (TFL)	Every 30 mins Mon to Sat, 60 mins Sunday
466	Caterham to Addington Village	Not Funded	Mon to Sun	Arriva London (TFL)	Every 7/8 mins Mon to Sat, 15 mins evenings, 12/15 mins on Sundays
467	Epsom to Hook	Not Funded	Mon to Sat	London United (TFL)	Every 60 mins
730	Frimley to Heathrow	Not Funded	Daily	Newbury & District	Every 60 mins
731	Basingstoke to Frimley	Not Funded	Daily	Newbury & District	Every 60 mins
82	Epsom to Colliers Wood	Not Funded	Mon to Sat	London United (TFL)	Every 30 mins Mon to Sat
17	Guildford to Unweath/Revel Surrey College	Not Funded	Mon to Sun	Stagecoach	Every 15 min Mon to Sat, 20/30 min evenings, Sun every 30 mins
2	Guildford to Stoughton	Not Funded	Mon to Sun	Stagecoach	Every 20 min Mon to Sat, 20 min evenings, Sun every 30 mins
8	Heathrow to Slough	Not Funded	Mon to Sun	First Berkshire	30 min, 60 mins evenings, every 60 mins Sat & Sun
H3	Exeter to Reamington Vale	Not Funded	Mon to Sun	Abello London (TFL)	10/15 mins Mon to Sat, 30 min evenings, 20 min, Sundays 30 mins evenings
R68	Hampden Court to Richmond/Kew	Not Funded	Mon to Sun	Abello London (TFL)	Every 15/20 mins Mon to Sun
RA2	Guildford to Heathrow	Not Funded	Mon to Sun	First Berkshire	60 mins
81	Barnstead to Mitcham	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sun

Category 2 Commercial Services					
Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
403	Hitchett to All Hallows	Not Funded	School Days Only	Stagecoach	1 journey each way
603	All Hallows to Frimley	Not Funded	School Days Only	Stagecoach	PM journey only
617	Barnstead to Tattenham, Epsom and St Andrews	Not Funded	School Days Only	Metrobus	1 journey each way
624	Holly to Imberhome Sch	Not Funded	School Days Only	Metrobus	1 journey each way
655	Stamwell to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
657	Worthington to Reigate	Not Funded	School Days Only	Metrobus	1 journey each way
658	Worthington to St Bede's	Not Funded	School Days Only	Metrobus	1 journey each way
695	Staines to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
23	Haslemere to Basingstoke	Not Funded	Mon to Sat	Stagecoach	Both operate 120 mins Mon to Sat
404/405/416	Frimley College	Not Funded	School Days Only	Stagecoach	School Days Only
RHJ	Hox Park to Egham	Not Funded	Daily	Hallmark Connections	40 mins
DRT	Mole Valley Area	Not Funded	Mon to Fri	ESRTP	Demand responsive
SP1	Stoughton to St Peters Mew	Not Funded	School Days Only	Stagecoach	School Days Only
SP2	Craneleigh to St Peters Mew	Not Funded	School Days Only	Stagecoach	School Days Only
SP3	Chiddingfold to St Peters Mew	Not Funded	School Days Only	Stagecoach	School Days Only
SP4	Godalming to St Peters Mew	Not Funded	School Days Only	Stagecoach	School Days Only
m4	Frimley Park Hospital to Alcott	Not Funded	Mon to Fri	White Bus	5/6 journeys each way

Category 3 Commercial Services					
Route No.	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
69	Alford to Worthing	Not Funded	Tue & Fri	Compass Travel	1 journey each way
305	Staines to Fife	Not Funded	Mon to Fri	Bear Buses	6/8 journeys each way
433	Ockley to Dorking, Leigh, Woodhatch, Redhill and Reigate	Not Funded	Mon & Thur	ESRTP	1 journey each way
485	Snow Hill to East Grinstead	Not Funded	Mon to Fri	Metrobus	3/4 journeys each way
508	Camberley to Sandhurst	Not Funded	Tue & Thur	Courtesy Buses	1 journey each way
950	Staines to Thorpe Park	Not Funded	Mon to Sun	Sullivan Buses	Every 15/20 mins when Thorpe Park is open
RHS	Woking to Wisley Gardens	Not Funded	Daily	Stagecoach	60 mins

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SURREY
COUNTY COUNCIL

Surrey Bus Service Improvement Plan Target Summary

October 2023



Overview

This summary paper sets out how Surrey has progressed against the initial targets stated in our Bus Service Improvement Plan (BSIP).

The target areas are set by Government and are used to assess the success of the BSIP for each Local Transport Authority (LTA).

In early November 2022, Surrey County Council entered into the Enhanced Partnership (EP) with bus operators in the county. Prior, and subsequently, to the creation of the EP, the County Council had already set out a clear path of investment and improvement for bus use. This was backed by local funding from County Council budgets and were not boosted by the initial round of national BSIP funding.

It is hoped that through continued partnership working with operators, ongoing local investment and use of the recently announced BSIP+ funding the results of the targets in this summary can be maintained or improved upon.

Target 1. Average Journey Speed

Location	2019/20	Oct 2023 Update	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	14.53mph	15.7mph	+2%	+3%	+6%
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	10.61mph		+8%		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	12.73mph			+5%	
Blackwater Valley Bus Priority Programme Area	14.28mph				+7%
Wider Elmbridge Bus Priority Programme Area	15.90mph				+5%
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	15.19mph				+5%

Target Commentary

Increasing average journey speeds across the county is a complex mix of investment in bus priority, which takes time to plan, design and deliver, and analysing journey patterns and demand to review timetables and service provision.

Average speeds, as a countywide figure, are improved from the 2019/20 and ahead of our 2024/25 target of a 2% increase in speed. However, an increase of this amount was not expected and will be reviewed to ensure the accuracy of the countywide average speed. This will be part of the next round of reporting to ensure there are not outliers in speeds or errors in data artificially inflating the overall speed.

Whilst any increase in average speed is welcome, this does not correspond with an improvement in reliability. This shows that there are wider associated factors affecting bus industry performance such as road works and length of route, etc. It is hoped that these results will continue to be seen once bus priority has been delivered, starting with East Surrey, and that this corresponds with improved reliability.

Target 2. Reliability

Location	Nov-19	June-21	Oct-23	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	73%	85.5%	73.8%	88.5%	89%	90%
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	75.1%	87.7%	71.6%	90.7%		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	78.5%	87.2%	75.0%		90.2%	
Blackwater Valley Bus Priority Programme Area	76.9%	89.7%	77.3%			92.7%
Wider Elmbridge Bus Priority Programme Area	71.7%	78.2%	70.5%			81.2%
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	65.2%	71.5%	69.0%			74.5%

Target Commentary

Bus service reliability across the Surrey bus network is 74%, that is 3 out of every 4 buses operate on time. This data includes every bus stop along the route and at all times of the day. This is more detailed than standard reporting to the DfT reporting which only requires data on peak periods.

“On time” is defined as 1 minute early and up to 5 minutes 59 seconds late.

Bus reliability is not as good as we expect in Surrey. This is due to Surrey having some of the most traffic congested roads outside of London which continues to be exacerbated by the number of roadworks taking place.

We are working with bus operators we are identifying several pinch-points where we will be able to improve bus journey time and reliability. Intelligent traffic light priority for buses is installed at 28 traffic signal-controlled junctions across Guildford and this will be rolled out elsewhere in the county.

Target 3. Passenger Numbers

Location	2019/20	2020/21	2021/22	2022/23	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	25.2m	8.6m	17.1m	23.2m	26m	27m	28.78m
East Surrey Bus Priority Programme Area	3.62m			-	3.85m		
Guildford and Woking Bus Priority Programme Area	7.24m			-		8.53m	
Blackwater Valley Bus Priority Programme Area	2.05m			-			2.30m
Wider Elmbridge Bus Priority Programme Area	1.87m			-			1.96m
North-west Surrey Bus Priority Programme Area (including Access to Heathrow)	2.21m			-			2.39m

Target commentary

Passenger numbers in Surrey have built back well with 23.2m journeys made last year. This is up from 17.1m in 2021/22 and is viewed as a significant success in bouncing back towards pre-pandemic levels.

With the continued investment from the County Council and with Government BSIP+ funding available to support service enhancements and other BSIP priorities, it is hoped to get passenger growth back to and above pre-pandemic levels.

Target 4. Average passenger satisfaction

Location	2018/19	2019/20	Oct-23	2023/24	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	60%	56%	81%	80%	82%	84%	88%

Target commentary

As mentioned in the May update to the BSIP, since January this year Surrey has been part of the Transport Focus “Your Bus Journey” user survey for 2023.

The interim survey results from January to September 2023 are showing that overall satisfaction is at 81%. This is a significant increase from previous satisfaction scores and is extremely positive.

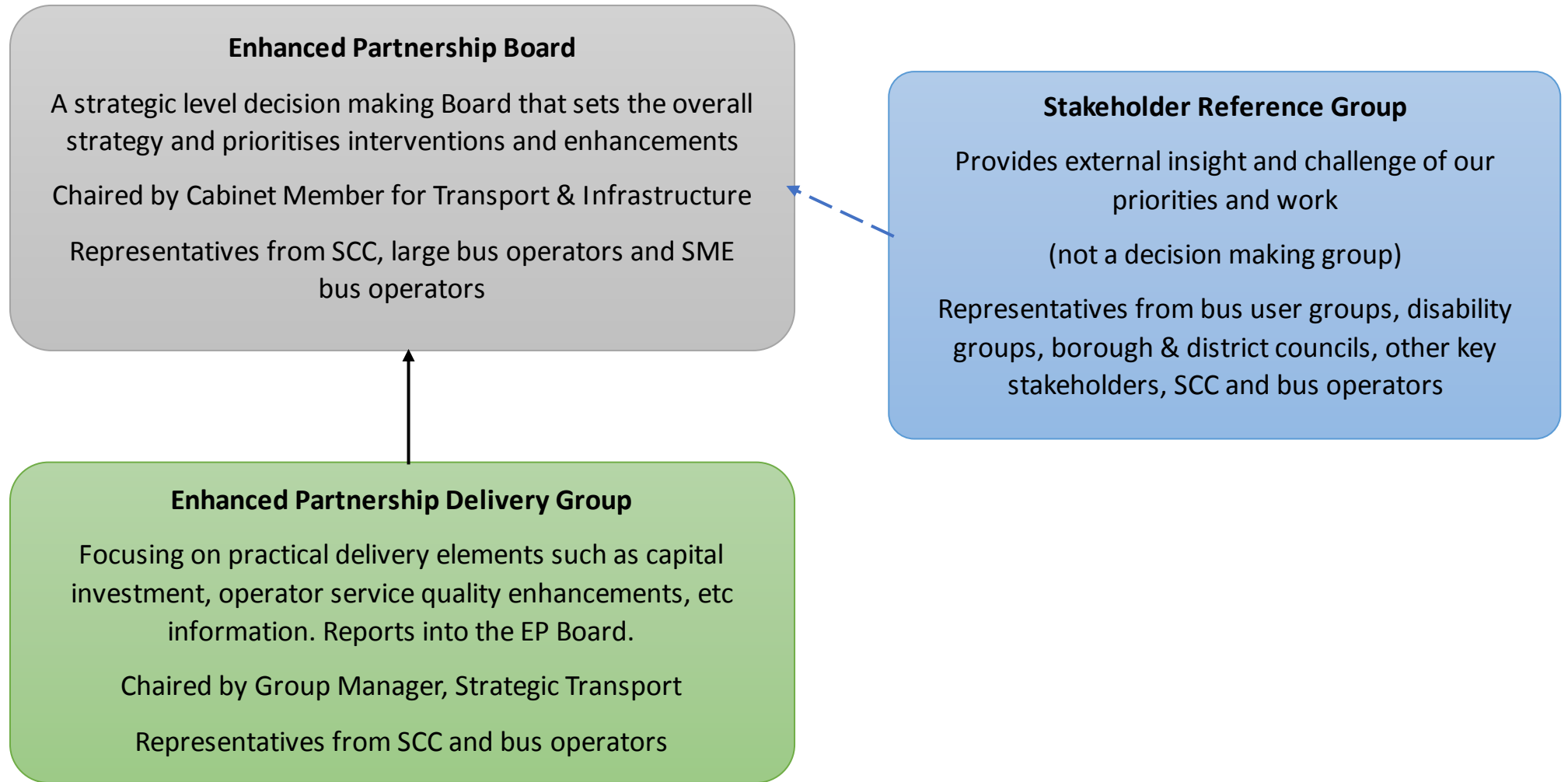
This increase in overall satisfaction can be attributed to the surveys being targeted at bus users, unlike the National Highways and Transport Surveys previously used to measure satisfaction. The NHT survey is sent to a random sample of households in Surrey, many of whom were not regular bus users or bus users at all and covers a wide range of subjects, not just public transport.

Whilst overall satisfaction is high, this drops when considering other aspects. Particularly, “Value for Money” (VFM) and “Length of Bus Wait”. The lower VFM score was not expected due to, and as reported by the DfT, 90% of all bus journeys in the last year were made using the National Bus Fare Cap scheme that gives people a £2 single fare.

However, as mentioned by Transport Focus in their interim report, VFM for buses is viewed more highly than when compared with rail. Also, that there are multiple factors that could be affecting the responses. For example, the current cost of living pressures making people think more about every expense.

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Annexe 2 - Bus Back Better: National Bus Strategy for England Enhanced Partnership Summarised Draft Governance Model



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EIA Title

Question	Answer
Did you use the EIA Screening Tool? (Delete as applicable)	Yes (please attach upon submission) / No

1. Explaining the matter being assessed



Equality Impact Assessment

Question	Answer
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Equality Impact Assessment

<p>What policy, function or service change are you assessing?</p>	<p>On the 31st of October 2021, Surrey County Council, as the Local Transport Authority (LTA), published its Bus Service Improvement Plan (BSIP). This plan set out our aspirations for improvements for bus services across the county. This was submitted to the Government along with a bid for around £120m of funding from the £3bn that was available at the time.</p> <p>This impact assessments looks at the interventions that are being, or could be, delivered as part of the BSIP process. All of these are positive improvements for all bus users, with some having greater benefits for people with protected characteristics. Particularly, disabled people, older people and anyone who may had additional needs when, or barriers to, travelling by bus.</p> <p>We cannot afford all of the improvements with the budget the County Council has available. More funding will be needed from the Government, with no new money being available at this time.</p> <p>As part of this update process, no negative impacts have been identified. Negative impacts would result from proposals to removed or reduce bus services. There are no such proposals in this BSIP update.</p> <p>Where bus services were removed or reduced in 2023, the impact of this was covered in a separate impact assessment. This can be found as part of the Future Bus Service March 2023 Cabinet Report here, Agenda for Cabinet on Tuesday, 28 March 2023, 2.00 pm - Surrey County Council (surreycc.gov.uk). In November 2022 the County Council and all the bus operators in Surrey entered into an Enhanced Partnership (EP) arrangement to agree and monitor bus service improvements.</p> <p>Since the drafting of the original impact assessments:</p> <ul style="list-style-type: none">• Surrey was not awarded any BSIP Phase 1 funding (the £120 originally bid for)• the County Council has entered into an Enhanced Partnership• the Enhanced Partnership has agreed different initiatives to be delivered to improve bus services, including agreeing a Passenger Charter• The County Council was allocated £7.8m of BSIP Phase 2 (formally called BSIP+) funding and• We have submitted our progress against the BSIP targets to the DfT
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Equality Impact Assessment

	<p>In January 2024, the Government told LTAs that their BSIPs need to be updated by 12 June.</p> <p>Following being sent the guidance from the Department for Transport (DfT), updated BSIPs should be:</p> <ul style="list-style-type: none">• Shorter and easier for people to read and understand and• Focus more of the 12 priority areas covered in the National Bus Strategy <p>Our BSIP continues to set out:</p> <ul style="list-style-type: none">• Targets for journey times, reliability, passenger numbers, satisfaction and network coverage• Bus priority measures, such as priority at traffic lights• Plans for improvements for passengers, such as fares and information improvements• The current level of LTA support for the bus network and how we want it to grow. <p>The BSIP should now more clearly set out what we want to deliver and when. However, significant additional funding is needed to deliver against all the aspirations in the BSIP.</p> <p>.</p> <p>As part of the EP governance arrangements, we have a stakeholder group who have suggested new options for improvements, particularly for people who have additional needs. For example, having a higher standard of disability awareness training, over and above the training drivers get when they qualify to drive buses.</p> <p>Using the BSIP aspirations, in partnership with bus operators, and using mainly County Council with some Government funding, we have delivered or will deliver by 2025/26:</p> <ul style="list-style-type: none">• 54 new hydrogen buses in the east of Surrey, with Metrobus• 19 new electric buses with Falcon and White Bus• A programme of bus priority improvements to support buses run on time• Expanded the Digital Demand Responsive Transport (DDRT) to cover more areas with a more flexible public transport offer• 16 new electric minibuses to use across the DDRT scheme areas• Further expansion of DDRT schemes from September 2024
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Equality Impact Assessment

- Investment in Real Time Passenger Information so people can see live bus information. Also, working with bus operators to improve the consistency of live bus information so displays are accurate. Including a trail for displaying short notice cancellations.
- Enhancements to 15 bus services
- Implemented the Surrey LINK Card to give people aged 20 and under half the standard adult fare
- Having the Surrey LINK Card discount apply to the National Bus Fare Cap, to give access to a £1 single fare

Because there is no new funding available, we have needed to prioritise what we choose to deliver. Suggestions for new initiatives for inclusion in a future BSIP update and prioritising what to deliver comes from the County Council, bus operators and the Stakeholder Reference Group.

Stakeholder priorities are mainly focused on improvements for disabled people and removing barriers people have when travelling.

Whilst needing the agreement by the EP Board, these are:

- To support visually impaired people, a requirement for buses to stop where someone is waiting, regardless of if they have been flagged down
- Developing a training package to share and raise the level of disability, dementia and autism awareness for bus operators.

Stakeholder feedback also identified a need for broader representation on the reference group. Particularly from younger people and those from minority ethnic backgrounds.

The Surrey Minority Ethnic Forum has been engaged. They are keen to see where they may be able to support communities and groups they work with to be more involved with this work and help influence improvements they want to see.

Equality Impact Assessment

	<p>Similarly, work is starting with the Customers and Communities Team to ensure that younger people become involved with the stakeholder process.</p>
<p>Why does this EIA need to be completed?</p>	<p>This updated assessment assesses the impacts from the elements of the BSIP that have been agreed and those that are new to the BSIP process.</p> <p>There are many elements of the BSIP that are still valid and unchanged from the original BSIP and impact assessment.</p>
<p>Who is affected by the proposals outlined above?</p>	<p>Potentially all Surrey residents from all protected characteristics categories.</p>
<p>How does your service proposal support the outcomes in the Community Vision for Surrey 2030?</p>	<ul style="list-style-type: none"> ▪ Children and young people are safe and feel safe and confident. ▪ Everyone benefits from education, skills and employment opportunities that help them succeed in life. ▪ Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing. ▪ Residents live in clean, safe and green communities, where people and organisations embrace their environmental responsibilities. ▪ Journeys across the county are easier, more predictable and safer. ▪ Everyone has a place they can call home, with appropriate housing for all. ▪ Businesses in Surrey thrive. ▪ Well-connected communities, with effective infrastructure, that grow sustainably.

Equality Impact Assessment

<p>Are there any specific geographies in Surrey where this will make an impact?</p> <p>(Delete the ones that don't apply)</p>	<ul style="list-style-type: none">• County-wide <p>However, it is likely that priority areas and routes will need to be identified for targeting available funding that will boost bus use most quickly.</p> <p>These locations will most likely be key towns or routes between towns.</p> <p>There may therefore be an impact on more rural services. However, where bus services are less frequent or there is no or no regular bus service, DDRT can fill that gap for public transport.</p> <p>The BSIP includes lists of:</p> <ul style="list-style-type: none">• Bus services receiving enhancements• Locations of major housing development where new or enhanced bus services can be introduced and• The DDRT areas
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Equality Impact Assessment

<p>Briefly list what evidence you have gathered on the impact of your proposals</p>	<p>The data and insight used to develop the ambitions in the BSIP were compiled from:</p> <ul style="list-style-type: none">• Previous public consultations on buses and public transport• Priorities from bus operators• Priorities and new initiatives suggested by stakeholders <p>As mentioned previously, stakeholder input to delivery priorities has focused on accessibility improvements for disabled people and others who have barriers to travelling by bus.</p> <p>To set the priorities for delivery for 2025 and to ensure the EP arrangements are working effectively, we will be consulting on a revised EP Plan and Scheme.</p> <p>This is a statutory consultation process, not a public consultation process. This asks the following people and groups specifically about the Enhanced Partnership Plan & Scheme:</p> <ul style="list-style-type: none">• All operators of local bus services that would be affected by any of the proposals• Organisations that represent local passengers• Other local authorities that would be affected by the proposals• The Traffic Commissioners• The chief officer of police for each area to which the plan relates• Transport Focus (a national group representing public transport users)• The Competition and Markets Authority (CMA). <p>As part of the statutory consultation, there will be targeted stakeholder engagement, more around priorities and potential impacts rather than the specific documents. This will be focused on disability and other similar groups, as well as business groups, to understand travel patterns.</p> <p>We were part of the Transport Focus “Your Bus Journey” survey for 2023. The survey contains high level equalities monitoring information.</p> <p>Responses to this survey showed that most people (83%) were satisfied with their bus journey. However, this satisfaction dropped when people were asked about the cost of their journey and the wait for the bus.</p>
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Equality Impact Assessment

This shows that more can be done to reduce the cost and reliability of bus travel.

We know the numbers of concessionary bus pass holders, under the English National Concessionary Travel Scheme (ENCTS).

Current total concessionary pass holder numbers are, as of December 2022:

Disabled +C	2,323
Senior +C	383
Senior	148,946
Disabled	4,776
Total	156,428

Because of how this data is collected we are not able to separate out older people from disabled pass holders.

We know the number of people using buses and the DDRT services. These are being monitored to check whether passenger numbers are growing.

We now the numbers of young people who have applied for and been sent their LINK Card. These are as follows:

Total valid u16 LINK cards	2365
Total valid u21 LINK cards	4943

Through surveying bus users, using the Your Bus Journey survey, and DDRT users, we will check how satisfied people are with the services they use.

We will be using the Stakeholder Reference Group to support people completing spot surveys at specific points over the year, or where specific interventions are being delivered, to check whether an impact is being seen and felt.

2. Service Users / Residents

There are 10 protected characteristics to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships
10. Carers protected by association

Though not included in the Equality Act 2010, Surrey County Council recognises that socio-economic disadvantage is a significant contributor to inequality across the County and therefore regards this as an additional factor.

Therefore, if relevant, you will need to include information on this. Please **refer to the EIA guidance** if you are unclear as to what this is.

Equality Impact Assessment

All Equalities groups will be impacted by some or all of proposals that may be implemented

Question	Answer
<p>What information (data) do you have on affected service users/residents with this characteristic?</p>	<p>We hold information related to age and disability because of having information on concessionary bus pass holders. We also have information on children who use school services and holders of the Surrey LINK Card. We hold a significant amount of information from historic bus and transport consultations that cover other protected characteristics and other information related to bus use and barriers to use. The main barriers being:</p> <ul style="list-style-type: none"> - Reliability. Will the bus arrive and get me where I want when I need it to? - Affordability. Is bus travel a viable transport option compared to driving, the train or other transport? - Accessibility. Can I use a bus stop and a bus with my mobility needs? Can I get information in a format and way that is usable for me?
<p>Impacts (Delete as applicable)</p>	<p>Positive – impacts are subject to funding availability. This means that all the positive impacts identified in this document may not be delivered. Some may be delivered but potentially only in some areas of the county. Positive impacts will mainly be associated with accessibility improvements that will benefit all bus users, not just people with protected characteristics. However, improvements to accessibility will most benefit people with additional needs when travelling and those who need public transport to maintain their independence.</p> <p>Negative – To this point, no negative impacts have been identified from the proposals. Negative impacts would be as a result of reducing or removing bus services in Surrey and so limiting peoples’ travel choices and / or ability to travel. There are no current proposals to reduce or remove bus services.</p> <p>This EIA will continue to be updated during this process to better show where impacts can be demonstrated, where this is possible.</p> <p>The impacts are summaries in the next section of this impact assessment. Full details can be found in the BSIP document.</p>

Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	<i>Who is responsible for this?</i>
Implementing the Surrey LINK Card for half price travel for people aged under 20.	Reduced or no financial barrier to travel for young people.	Advertising availability of a scheme	August 2023	SCC
Bus enhancements by increasing frequencies, hours or days of service	More frequent services are more likely to be used.	Advertising, improved information availability	Spring 2024 and more in Spring 2025	SCC
Information improvements	Better detail on timetabling, costs, journey times, destinations will give users confidence about using buses over other forms of transport	It is difficult to link better information to more people travelling. Advertising of new services, such as DDRT. All households and businesses in the DDRT scheme areas received hard copy material about the scheme before the launch.	September 2023. Again in September 2024	SCC
Ticketing & Payment changes	Easy payment methods, more varied fares, fare promotions will encourage people to use buses over other forms of transport		Cannot be defined at this time	TBC

Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
Accessibility Improvements	<p>Making using buses easier with improvements at stops, stands and stations will benefit all users but particularly those with specific needs. Focusing on reducing or removing conflicts with other travellers. For example, bus stops on shared spaces with pedestrians and cyclists.</p> <p>An on-bus example would be audio announcements.</p>	<p>Working with stakeholders on the development of the material.</p> <p>Working with partners on sharing material across operators and, potentially, operating areas.</p>	<p>Subject to the agreement of the EP Board - October 2024 – for the training offer to operators on raising autism, disability and dementia awareness.</p> <p>Other accessibility improvements will need to be assessed and agreed</p>	SCC & EP Board
Bus stop and station accessibility improvements	<p>Improving peoples' ability to get to bus stops and improving waiting environment encourages bus use</p>	<p>Undertaking a bus stop inventory and a hierarchy of bus stop design.</p> <p>There is no funding for a programme of bus stop and bus station upgrades.</p>	<p>2024</p> <p>Subject to funding</p>	SCC

Equality Impact Assessment

Question	Answer
<p>What other changes is the council planning/already in place that may affect the same groups of residents?</p> <p>Are there any dependencies decisions makers need to be aware of</p>	<p>The Government have recently announced the National Disability Strategy. A large part of that strategy is focused on transport. The BSIP will account for this in our approach to accessibility to and on bus services, subject to the funding being available.</p> <p>Being 'greener' and looking to get greener buses on our roads will help with air quality and the county council's aspiration to be carbon neutral by 2030 and as a county by 2050.</p> <p>Not specific to the BSIP because it is covered in separate legislation, the new Passenger Information Regulations start from October 2024. This requires bus operators to have audio and visual "next stop" announcements on buses. Depending on when the bus first went into service, operators have until October 2026 to have fully comply with the requirements in the legislation.</p>

Question	Answer
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>	<p>There are no negative impacts identified in this update.</p>

You will need to copy and paste these boxes for each of the protected characteristics likely to be impacted.

Equality Impact Assessment

3. Staff

All staff who use buses will have the same impacts as those covered in the equalities section above

Question	Answer
What information (data) do you have on affected service users/residents with this characteristic?	As per section 2
Impacts (Delete as applicable)	As per section 2.

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

Question	Answer
What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of	If so, please detail your awareness of whether this will exacerbate impacts for those with protected characteristics and the mitigating actions that will be taken to limit the cumulative impacts of these changes.

Equality Impact Assessment

Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	Same as Section 2.

You will need to copy and paste these boxes for each of the protected characteristics likely to be impacted

4. Amendments to the proposals

CHANGE	REASON FOR CHANGE
What changes have you made as a result of this EIA?	Why have these changes been made?
Updated some delivery priorities for agreement.	Feedback from stakeholders focused on improving accessibility for disabled people. Also anyone who may have additional needs when travelling or faces barriers to them travelling.

5. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

Outcome Number	Description	Tick
Outcome One	No major change to the policy/service/function required. This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken	
Outcome Two	Adjust the policy/service/function to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?	
Outcome Three	Continue the policy/service/function despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • Sufficient plans to stop or minimise the negative impact • Mitigating actions for any remaining negative impacts plans to monitor the actual impact. 	✓
Outcome Four	Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination (For guidance on what is unlawful discrimination, refer to the Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act concerning employment, goods and services and equal pay).	



Equality Impact Assessment

Question	Answer
Confirmation and explanation of recommended outcome	<p>Recommended Outcome Three.</p> <p>Entering into an Enhanced Partnership between the County Council and bus operators is required to access current and any future Government funding to support bus services in the county.</p> <p>Not to do so would result in Surrey not being able to access the Bus Recovery Grant which would lead to operators either withdrawing services or looking to the county council to fund more services.</p> <p>The partnership also has other elements in the EP Scheme that need to be delivered or can potentially be delivered at moderate, low or no cost. For example, a Passenger Charter, which will be developed with the Stakeholder Reference Group. Also, the potential for more coordinated marketing for bus promotion or formalising and / or expanding multioperator ticket schemes.</p>

Equality Impact Assessment

6a. Version control

Version Number	Purpose/Change	Author	Date
0.2	Update following BSIP funding announcement	Keith McKain	19 April 2022
1.1	Updated as part of the June 2024 BSIP refresh process	Keith McKain	05 May 2024
1.2	Updated V1.1 following feedback from the Equalities Impact Assessment Champions Network	Keith McKain	07 May 2024

The above provides historical data about each update made to the Equality Impact Assessment. Please do include the name of the author, date and notes about changes made – so that you are able to refer back to what changes have been made throughout this iterative process. For further information, please see the EIA Guidance document on version control.

6b. Approval

Approved by*	Date approved
Head of Service	
Executive Director	
Cabinet Member	
Directorate Equality Group	

EIA Author	Keith McKain
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*Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

6c. EIA Team

Name	Job Title	Organisation	Team Role
Keith McKain	Programme Manager, National Bus Strategy	SCC	Author

Equality Impact Assessment

Name	Job Title	Organisation	Team Role

If you would like this information in large print, Braille, on CD or in another language please contact us on:

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