

Surrey County Council

Local Transport Review

Public consultation summary report: updated May 2015

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1. Background to the Local Transport Review

- 1.1** Surrey County Council (SCC) invests significant Council funding in local bus services and concessionary fares; both are statutory duties. SCC also invests in the funding of community transport, supporting partnership work with District/Borough, community and voluntary organisations. All these services benefit a large and diverse number of residents, giving them access to work, employment, health care and essential shopping, as recognised by the Department for Transport (DfT)
- 1.2** 29 million passenger trips are made each year on Surrey buses, half of them on services that we subsidise. And a third (31%) of these annual trips are made by concessionary pass holders (mostly older people) or children
- 1.3** SCC's budget for supporting local transport services is under increasing pressure because:
- Bus operating costs have risen faster than general inflation.
 - Increased road traffic in Surrey means bus services are becoming less efficient, which means higher operating costs.
 - Funding contributions made by Central Government to the council have been significantly reduced.
- 1.4** The directorate has been tasked in its medium term financial plan (MTFP) with delivering £2million in savings from an overall budget of £19.39 million over three years from 2015/16. A breakdown of this current spend (2014/15) is summarised below:

Transport stream:	Annual revenue spend:
Local bus contracts	£8.949 m
BSOG rebate (*see below)	£1.125 m
Concessionary fares	£8.676 m
Community transport	£0.643 m
Total	£19.393 m

*The £1.125m of 'BSOG' represents Bus Service Operators Grant, a fuel duty rebate grant that SCC disburses to bus operators on behalf of government.

- 1.5** The local transport review aims to grow the commercial value of the network, integrate services, find efficiencies, and make savings via three streams: local buses, concessionary fares and community transport.

2. Overview of the public consultation

- 2.1** On 23 September 2014 Cabinet authorised officers to carry out a wide ranging public consultation on proposed changes to local transport. The consultation wanted to understand:
- How important bus and community transport services are to our residents? And how this would impact them if it was reduced or no longer there?
 - What could be done to encourage more people to travel by bus/increase their bus travel?
 - How important and valued the two extra SCC funded concessions are to our qualifying English National Concessionary Travel Scheme (ENCTS) pass holders?

SCC funds two extra concessions to complement The English National Concessionary Travel Scheme funded by central government. These are:

1. Free travel for Surrey residents who hold a disabled person's bus pass but have no time restriction on travel, meaning they can also travel for free before 09:30am and after 11:00pm Monday to Friday. And all day Saturday, Sunday, and Public Holidays. There are about 190,406 concessionary passes in circulation across Surrey, with the vast majority of these older person pass holders (177,672) and a smaller number of disabled pass holders (12,734).

2. Companion passes (C+) are issued to qualifying Surrey residents (already disabled or older person's bus pass holders) who cannot travel without assistance. This means a pass holder who needs assistance can take someone with them to enable travel, such as a friend, carer or relative, and this companion

can also travel for free. There are currently 3,127 C+ bus pass holders in Surrey, with the vast majority of these issued to qualifying disabled pass holders (2859) and small number issued to qualifying older person pass holders (268)

- 2.2** The public consultation launched on 8 October 2014 and was originally set to run until 14 January 2015. However it was extended until 2 February 2015 in light of the overwhelming response to the consultation.
- 2.3** Residents and stakeholders could respond by:
 - Filling out a questionnaire (online and hard-copy). Hard copy questionnaires were available from multiple locations across the county including libraries, local council offices and on request via the contact centre. They were also available in easy read and large print format.
 - Emailing or writing to the project team.
 - Phone or SMS text the contact centre to submit their response or to ask how to access the questionnaire.
- 2.4** Emails and letters were sent out to a variety of stakeholders (a full list can be found in **appendix A**), informing them of the public consultation and encouraging them to be involved.
- 2.5** **3850** posters advertising the public consultation were printed and distributed to multiple locations around the county. **8870** hard copies of questionnaire were also printed and distributed to libraries and local council offices in Surrey. These were also available on request by contacting the contact centre or the project team. A summary of where posters and hard copy questionnaires were distributed can be found in **appendix A**.
- 2.6** Other communication medium were used to promote the consultation including a dedicated website for the review (www.surreycc.gov.uk/transportreview), social media (Facebook and Twitter posts), online newsletters (communicate, surrey matters, issues monitor), online advertising on the SCC website and Travel SMART website, editorial copy for District & Borough Council and Parish newsletters, and paid for press advertising in the Surrey Advertiser, Surrey Mirror and the Surrey Herald.
- 2.7** A comprehensive stakeholder engagement plan was undertaken with over 40 events held. A summary of these can be found in **appendix B**
- 2.8** It is important to note that the responses to this consultation do not represent a statistically representative sample of the population of Surrey and consequently, findings should not be extrapolated and used to represent the wider population. Typically, consultations are not intended to be statistically representative of a population. Instead they are a vehicle for those with a desire to contribute and voice their opinion to influence findings and contribute to the future direction of policy.

3. Summary of the public consultation findings

3.1 Responses by type/demography

- There were 6723 responses received via the consultation questionnaire. Two thirds (66%) of these were via the online questionnaire and one third (34%) via the hard copy questionnaire. A further breakdown of this can be found at the beginning of **appendix C**.
- 68 email and 14 postal responses were received from residents and stakeholders. A list of stakeholder organisations that responded to the consultation can be found in **appendix D**. Resident responses via email and post were incorporated into the free text responses we analysed in the questionnaire. The free text responses summary can be found at the end of **appendix C**.
- Hundreds of calls were fielded by the contact centre most of which were for assistance with accessing a hard copy of the consultation questionnaire.
- Responses were county-wide and were broken down by district and borough, where a postcode was provided, as illustrated in **appendix C, Q4.7 Responses by area**.
- The greatest number of responses received was from Guildford (14%), Waverley (13%) and Mole Valley (12%). A number of responses were received outside of Surrey (6%), with the most responses coming from Kingston upon Thames, Hampshire and West Sussex. The lower number of responses received from Epsom & Ewell (3%) is most likely because its well served by a number of Transport for London services that aren't subsidised by Surrey County Council.

- About three quarters (72%) of responses came from those aged 45 and over. The majority of responses came from females with a share of 58% of the overall response. Most responses came from those that are either retired with 46%, and those that are in employment (full time-part time) with 32% of the overall response. This may reflect the age, gender and employment status of a typical bus user in Surrey.

3.2 Local bus responses

- About 7 in 8 (87%) respondents told us that they have used bus services in Surrey in the last 12 months.
- More than 4 in 5 (85%) of these respondents consider the service that they use to either be important or very important to them. Respondents told us that buses are used to take them to/from shops/ schools/ colleges / university and work, to attend medical appointments, to visit friends and relatives, and for leisure and recreational activities.
- Almost a quarter (23 %) of respondents said that there is no alternative to using a bus to make their journey, and as a result would not travel.
- Some respondents were concerned that withdrawing bus services would lead to more car users on the road and therefore increased congestion in Surrey.
- Respondents told us that they use bus services generally about 3 to 5 days or less per week and the most popular time to travel is between 9:30am and 3pm.
- In the questionnaire 1 in 8 (13%) told us that they have not used bus services in the last 12 months. Of these respondents, about a third (37%) told us that they were either not frequent enough, couldn't rely on the timetable and journey times were too long. A quarter (26%) told us that they prefer other modes of transport such as driving.
- We asked non bus users what could be done to encourage them to start using bus travel? About three quarters (78%) of respondents told us that they would be encouraged to start using buses if there was better information, improved infrastructure or if a better journey experience could be provided. About 1 in 5 (22%) respondents said that none of these things would encourage them to start using buses which suggests that no intervention could change their travel preference to a journey by bus. We also asked bus users what could be done to encourage them to travel more by bus. About 9 in 10 (89%) respondents told us that if there was better information, improved infrastructure or if a better journey experience could be offered that they would increase their current bus travel.
- A third (33%) of fare paying bus users reported that they would support a fare increase if it helped maintain their current bus service
- The questionnaire compared SCC's local bus spend to the neighbouring counties of Hampshire and Kent. Despite having larger populations than Surrey. They spend less on bus support (Hampshire £4.7m and Kent £6.8m) compared to Surrey (£8.9m) and have more commercial services. More than 4 in 5 (85%) of respondents told us that we should be spending about the same or more on supporting bus services.

3.3 Community transport responses

- About 1 in 10 (8%) respondents told us that they use community transport (e.g., Dial-a-Ride, community minibuses, voluntary car schemes or taxi vouchers).
- More than 9 in 10 (95%) of these respondents that use community transport services told us that they are either important or very important to them. Respondents told us that they were vital for attending medical appointment, for essential and non essential shopping, visiting care and community centres, accessing leisure and recreational activities and visiting friends and relatives.
- About a third (34 %) of respondents said they would not travel if their community transport service was withdrawn. This could lead to social, economic and well being issues if a community transport service was withdrawn. Two thirds (66%) of respondents said that they would be able to find alternative transport if their community transport service was withdrawn.
- Respondents told us that community transport services were generally used 1 to 2 days per week or less, and similarly to buses the most popular time to travel was between 9:30am and 3pm.

3.4 Concessionary pass (extra concession) responses

- Over half the respondents to the questionnaire told us they hold a concessionary pass; older person's pass (47%) and disabled person's pass (8%).
- We asked the disabled pass holder respondents, what they would do to travel if they were unable to use their pass for free before 9:30am or after 11:00pm, and they had to make this journey. About a quarter (28%) of respondents told us that they would not be able to make their journey if this withdrawn.
- Less than 1 in 10 (5%) of respondents told us that they held a companion pass. These passes are issued to qualifying pass holders who cannot travel without assistance, and would entitle them to bring along a carer, relative or friend for free to accompany them on their journey.
- More than half (52%) of respondents that said they held a companion pass said they would not be able to travel if it was removed.
- The feedback given in the questionnaire and at our stakeholder meetings about the two extra SCC funded concessions (free disabled travel before 9:30 am or after 11.00pm and free companion passes) suggested that these are highly valued and vital to our users. We were told that withdrawal of these could cause isolation, frustration, depression and greatly reduce independence in an already vulnerable and disadvantaged community.

3.5 Other responses

- A number of responses were received about other public and school bus services that SCC doesn't subsidise. For a full list of bus services subsidised by SCC, please refer to **appendix E**.
- The comments received from the free-text sections of the questionnaire have been counted and broken down into key issues. These are shown at the end of **appendix C**. The top three key issues were about maintaining the current level of service (411), increasing the frequency of bus services (349) and extending the route/providing a better service (236)
- A number of responses were received concerning the older person's concessionary pass. No changes at all are proposed for concessionary passes for older people in this review. This is a nationally-funded scheme. From the comments received there was a willingness to pay an annual fee or a reduced fare for retaining their older person concessionary bus pass.
- Also a number of responses were received about the four Guildford Park & Ride services. These are separately funded with contributions from Guildford Borough Council and income from fares, and are not being reviewed or changed under this review.

4. Next steps in the process

- 4.1** The feedback given in the consultation has been vital in ensuring residents will continue to have the services they rely on to get to work, hospitals, schools and essential shopping, while also enabling the council to achieve the £2m saving needed from the review.
- 4.2** We have worked with bus operators to negotiate better contracts that will give the council better value for money. However to make the savings needed from the review, we are now proposing some changes to local bus services in Surrey. We want to hear the views of residents and stakeholders on these proposals so will be running a second consultation from **Monday 11 May to Monday 8 June 2015**.
- 4.3** Feedback submitted in the second consultation will be considered before we draw up final proposals for change. On 23 June the final proposals will go to Cabinet, the council's main decision making body, for its consideration.
- 4.4** We'll let residents and stakeholders know about any agreed changes to local transport services in July 2015, with the changes coming into effect from late August 2015.
- 4.5** As this is a 3 year programme, changes for 2016/17 and 2017/18, will again be consulted upon and go through Cabinet each year for consideration, and will be communicated to residents and stakeholders, well in advance of them coming into effect.

Appendix A: Summary of stakeholders contacted and where materials were distributed

Emails were sent to stakeholders informing them of the public consultation and encouraging involvement.

These were sent to:

- SCC Members, Borough Councillors, Local Committees, Surrey MP's, LEPS, Central Government
- District and Borough (D&B) Councils, Parish & Town Councils, Resident Associations, Neighbourhood Forums, Neighbouring Local Authorities.
- Employers & Business Organisations via Surrey Connects, Schools & Colleges, Phase Council, Public Health, Acute Hospitals, Clinical Commissioning Groups (CCG's)
- Equality organisations (disability and older people groups etc) , Faith Groups, Bus Users UK and North West Surrey Bus User Group
- Community transport providers and service operators
- Internally – Schools and Learning, Adult Social Care etc.

3850 posters advertising the public consultation were printed and distributed to:

- SCC offices, D&B offices, Parish & Town Councils, resident associations, equality organisations
- Libraries, community centres, village halls, GP's, Sixth form colleges, supermarkets and citizen advice bureaux's
- Bus stations, on buses and at our busiest bus stops
- Made available on request via our Contact Centre

8870 paper copies of the consultation were distributed to libraries, local council offices and available on request via the contact centre.

Appendix B: Table of external stakeholder meetings held during the consultation

Audience	Date	Time	Location
Epsom & Ewell Local Committee (Informal)	15/10/2014	14:00	Epsom Town Hall
Sussex and Surrey Association Of Local Councils	16/10/2014	15:00 - 15:30	Newlands Corner
Woking Joint Committee (informal)	22/10/2014	18:00	Woking
DANS chairs group meeting	22/10/2014	15:00 - 16:30	Leatherhead
Elmbridge Local Committee (Informal)	24/10/2014	14:00 - 16:00	Elmbridge
Reigate & Banstead (Informal)	27/10/2014	10:00 - 13:00	Reigate Town Hall
Bus Users UK	28/10/2014	13:30 - 15:30	CPT London
Mole Valley Local Committee (Informal)	05/11/2014	10:00 - 13:00	CR1/2 Pippbrook
Surrey Coalition AGM	06/11/2014	10:30 - 15:30	Leatherhead Leisure Centre
Surrey Heath LAC (Informal)	06/11/2014	16:30	Camberley
Tandridge Local Committee (informal)	07/11/2014	09:00 - 12:00	Tandridge District Council Offices
Runnymede Local Committee (informal)	07/11/2014	10:00 - 12:00	Committee Room RBC Civic Centre
Empowerment Boards - Mid Surrey	10/11/2014	13:30 - 16:00	Mid Parkhouse Leatherhead
Empowerment Boards - South West	12/11/2014	10:30 - 12:30	South West Godalming Baptist Church
Guildford Local Committee (Informal)	13/11/2014	16:00	Guildford
Godalming Town Council	13/11/2014	18:30	Waverley Borough Council
Empowerment Boards - East	17/11/2014	13:30 - 16:00	Orpheus Centre , Godstone
Spelthorne Local Committee (informal)	17/11/2014	18:00 - 21:00	Goddard Room, Knowle Green, TW18 1XB
Empowerment Boards - North	18/11/2014	14:00 - 16:00	Chertsey
Surrey Heath Parish Group meeting	19/11/2014	19:30	West End Parish pavilion
South West Valuing people group	20/11/2014	10:00 : 12:30	Ash Community Centre
Worplesdon Parish Council (Plus Pirbright and Normandy)	20/11/2014	19:30 - 22:00	Worplesdon Memorial Hall, Worplesdon
Waverley Local Committee (Informal)	26/11/2014	14:00	Waverley
Horley Town Council	02/12/2014	19:15	Horley TC (92 Albert Road, Horley)
North West Valuing people group	04/12/2014	10:30 - 12:30	Quadrant Court Woking
Tandridge Borough Councillors/Parishes	04/12/2014	14:00 - 16:00	TDC - Council Chamber
Bus user group - North West Surrey	06/12/2014	Morning	Addlestone
Elmbridge Local Committee (Borough members)	08/12/2014	18:00	Elmbridge
Valuing people Mid Group Meeting	10/12/2014	10:00 - 12:00	Mayflower Centre Lyon's Court Dorking
East Valuing people Group Meeting	10/12/2014	13:00 - 15:00	Holy Trinity Church Redhill
Disability Forum	15/12/2014	10:30 - 12:30	Parkhouse, Leatherhead
Business Forum	15/12/2014	14:30 - 16:00	Surrey Technology centre, Guildford
Roving bus event	08/01/2015	09:30 - 11:30	Addlestone - Station Road outside Lloyds Bank
Roving bus event	08/01/2015	13:30 - 15:30	Walton on Thames - Hepworth Way
Roving bus event	09/01/2015	09:30 - 11:30	Oxted - Station Road East
Roving bus event	09/01/2015	13:30 - 15:30	Dorking - High Street
Roving bus event	10/01/2015	09:30 - 11:30	Godalming - High Street
Roving bus event	10/01/2015	13:30 - 15:30	Woking - Cawsey Way bus stop A
Community Transport Group Meeting	12/01/2015	14:00 - 16:00	Burpham, Guildford
Deaf forum meeting	29/01/2015	19:00 - 20:00	Redhill Methodist Church

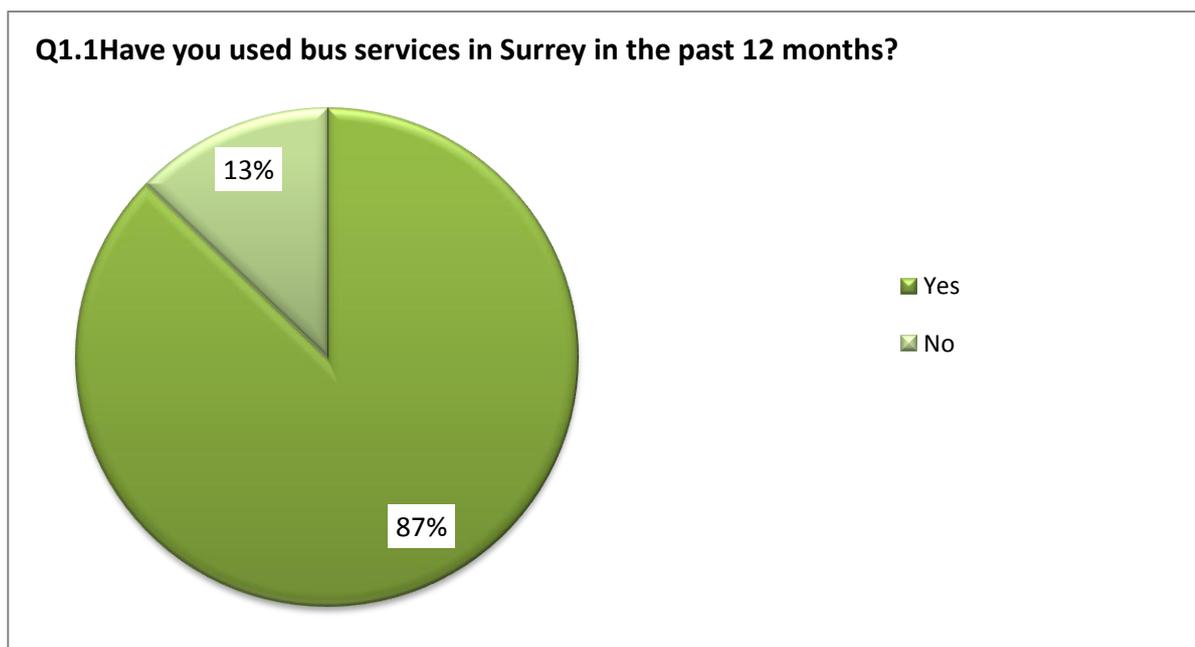
Appendix C: Responses to the consultation questionnaire

This appendix gives an analysis of the responses received to each question in the questionnaire. Some of the responses to questions in the questionnaire have been grouped for illustrative purposes but will still be treated as individual responses.

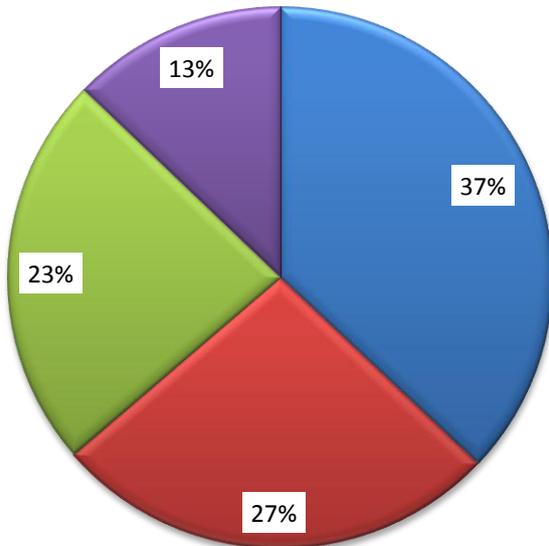
Response by type of questionnaire

Format	Number received	Percentage of response
Online	4456	66.3%
A5 normal hard-copy booklet	2040	30.3%
A4 easy read hard copy booklet	142	2.1%
A4 large print hard copy booklet	67	1.0%
Printed PDF	18	0.3%
Total	6723	100.0%

Section 1: Your bus and/or community transport usage

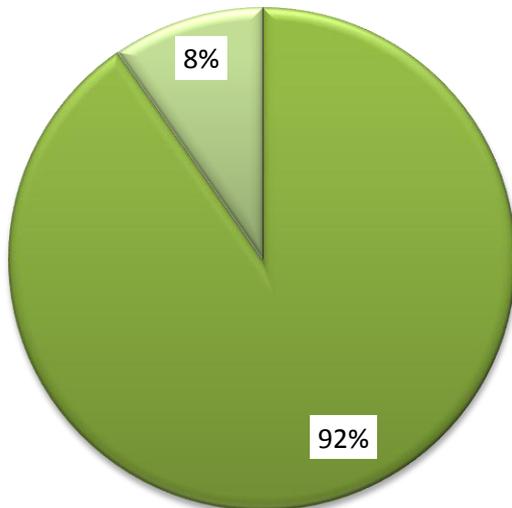


Q1.2 – Which statement(s) best describe why you don't use bus services in Surrey?



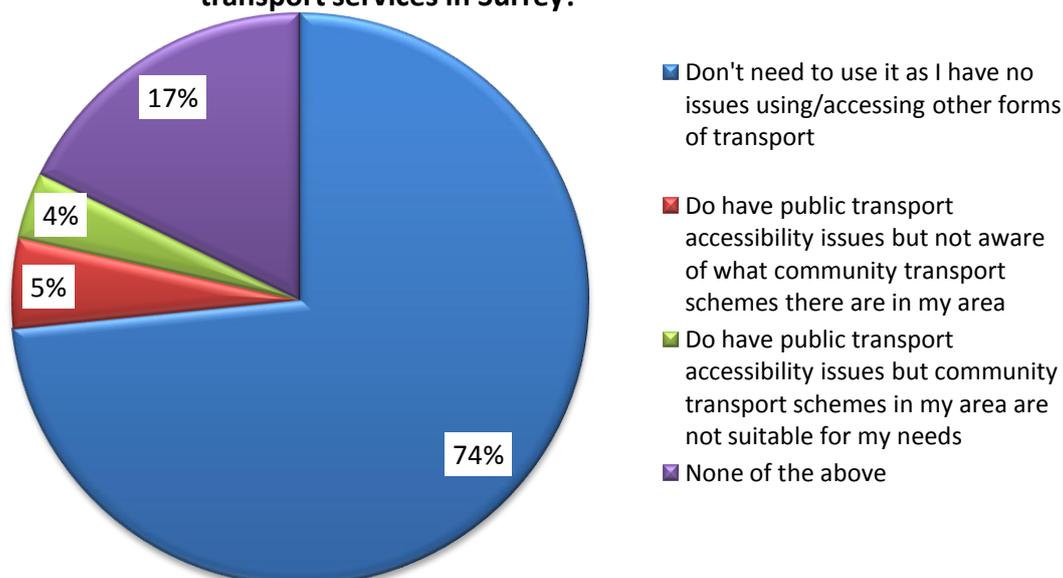
- Don't run frequently enough, Cannot rely on timetable or Journey times too long
- Prefer other modes of transport (driving, cycling, walking etc)
- No bus service where I live or Bus doesn't go where I want it to
- Too expensive or Availability of fare information in advance of travel

Q1.3 – Do you use community transport (e.g, Dial-a-Ride, community minibuses, voluntary car schemes or taxi vouchers)?



- No
- Yes

Q1.4 – Which statement best describes why you don't use community transport services in Surrey?



Responses to bus services Q1.5 – Q1.10

Q1.5 What is the number of the bus service you use? (These have been sorted by the number of responses received with the highest first in the sort order)

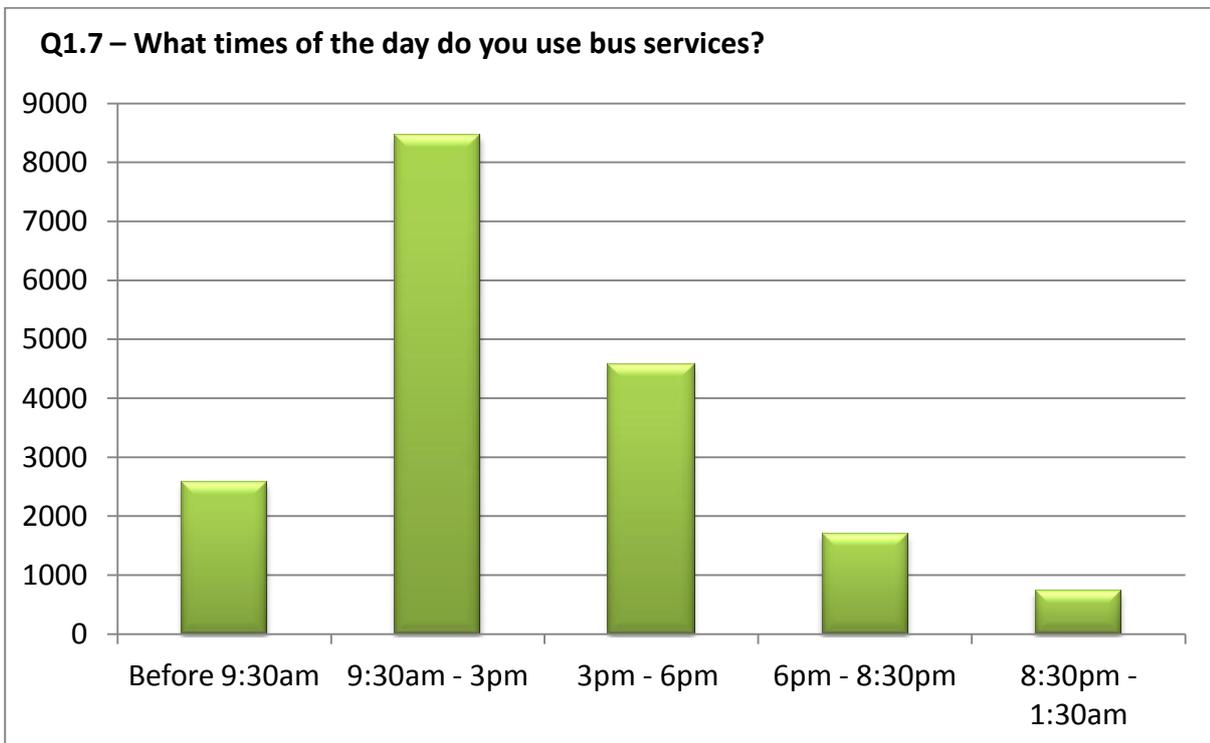
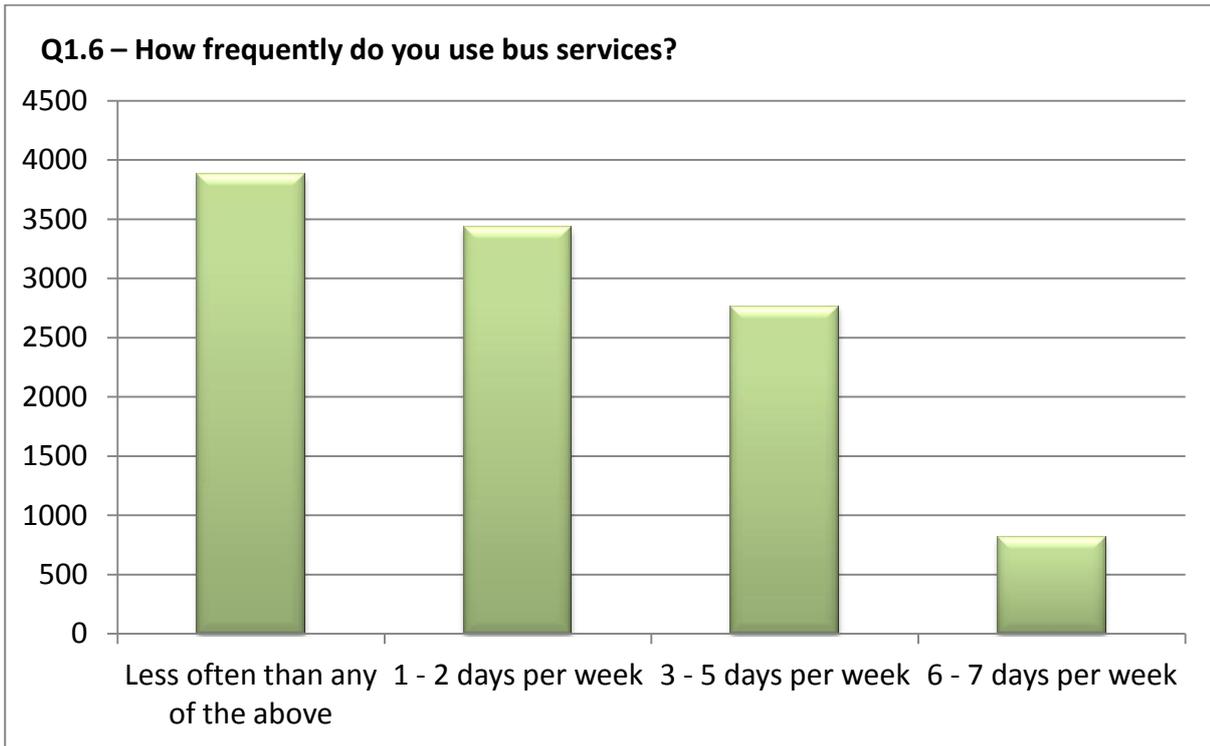
Service Number	Total number of responses
34/35/47 Guildford-Woking-Camberley	486
465 Dorking-Leatherhead-Kingston	401
479 Epsom-Leatherhead-Guildford	358
32 Guildford-Dorking-Redhill	320
70/71 Guildford-Haslemere-Midhurst	320
420/460/480 Epsom-Tadworth /Sutton-Tadworth-Redhill	246
461Kingston-Weybridge-St Peter's hospital	208
216 Staines-Sunbury-Kingston	197
100 Crawley-Horley-Redhill	190
406 Epsom-Kingston	187
410 Redhill-Godstone-Oxted	184
446 Woking-Addlestone-Staines	163
515 Kingston-Cobham-Guildford	162
430/435 Merstham-Redhill-Reigate	160
91 Woking-Goldsworth Park-Knaphill	158
20 Guildford-Ash-Aldershot	154
424 Redhill-Reigate-Horley-Copthorne-Crawley	154
458 Kingston-Walton-Staines	153
K3 Esher-Claygate-Kingston-Roehampton	153
459 Kingston-Weybridge-Addlestone-Woking	149
36/37 Guildford-Merrow-Burpham	149
400 Caterham-Redhill-Crawley-East Grinstead	147
4/5 Guildford-Park Barn	144

555 Walton-Sunbury-Heathrow Airport	141
1 Old Dean-Camberley-Aldershot	141
93 Dorking-Holmwood-Horsham	141
71 Slough-Staines-Heathrow T5	140
3 Camberley-Mytchett-Aldershot	138
26/27 Guildford-Uni-Grange Park circulars	132
46 Guildford-Elstead-Aldershot	126
557 Woking-Chertsey-Sunbury-Hatton Cross	119
19 Aldershot-Farnham-Haslemere	119
418 Kingston-Epsom	119
28 Guildford-Pirbright-Woking	110
65 Guildford-Farnham-Alton	106
441 Englefield Green-Staines-Heathrow	105
53 Guildford-Cranleigh-Ewhurst	103
462/463 Guildford-Send-Woking	103
411 West Molesey-Kingston	102
500 Camberley-Windlesham-Staines	98
18 Guildford-Onslow Village	95
20 Crawley-Gatwick-Horley(Fastway)	95
166 Epsom-Banstead-Croydon	95
117 Staines-Feltham-Hounslow	94
477 Banstead - Epsom - Leatherhead - Guildford	93
516 Dorking-Boxhill-Leatherhead-Epsom	93
526/527 Crawley-Charlwood-Horley-Crawley	93
408 Epsom-Leatherhead-Cobham	92
290 Staines-Sunbury-Twickenham	91
2 Camberley-Frimley-Farnborough	91
63/63x Guildford-Horsham	91
405 Redhill-Croydon	86
293 Espom-Ewell-Morden (TFL)	85
42 Guildford-Godalming-Cranleigh	84
509 East Grinstead-Lingfield-Caterham	83
695 Bishop Wand School	81
3 Guildford-Bellfields Estate	79
18 Aldershot-Farnham-Bordon-Haslemere	78
72 Guildford - Aarons Hill	74
E16 Epsom-Stoneleigh-Worcester Park	73
409 Caterham-Warlingham-Selsdon	72
436 Woking-Byfleet-Weybridge	70
4/5 Farnham-Sandy Hill-Aldershot	69
451 Staines-Addlestone-Brooklands	69
23/25 Guildford-Boxgrove Park-Peaslake-Cranleigh	68
11 Farnborough-Camberley-Frimley	65
17 Guildford-Wood Street	64
514 Hersham-Molesey-Kingston	62
357 Warlingham - Caterham - Redhill - Reigate Page 54	61

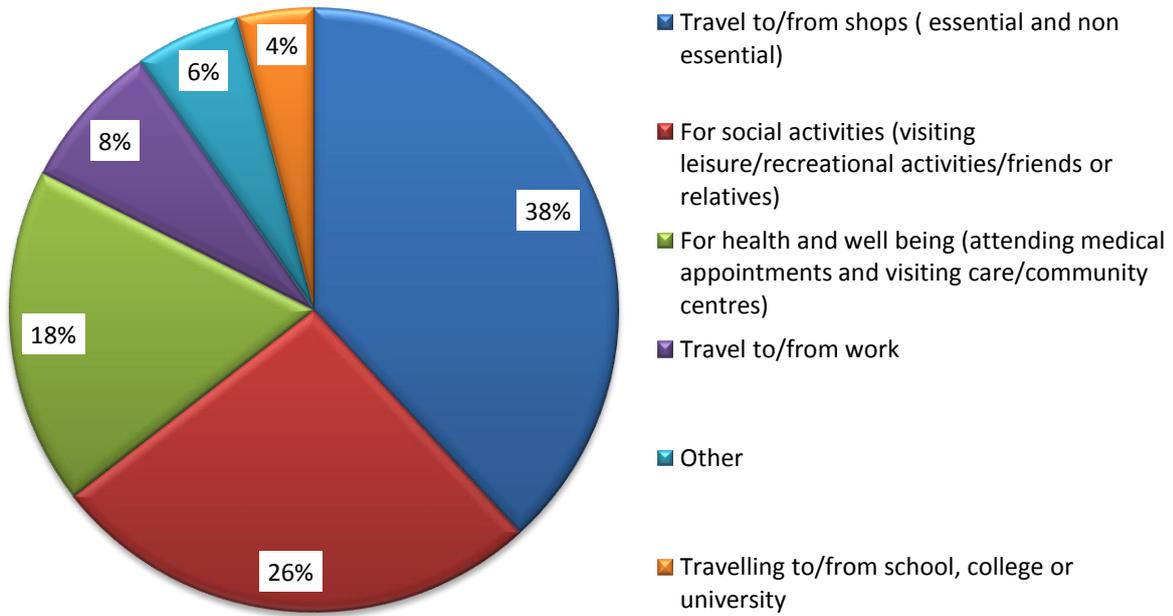
478 Guildford-West Horsley-Leatherhead	61
36/37 Guildford-Uni-Manor Park	60
315 Dormansland-Lingfield-Redhill	57
73 Woking-Chobham	55
48 Woking-Deepcut-Frimley	52
594/595 Oxted-Westerham	51
235 Sunbury Village-Brentford	48
470 Epsom-Sutton-Morden	47
E5 Watersedge-Epsom-Langley Vale	47
503/523/538 Hambledon-Godalming-Chilworth-Guildford	46
17 Aldershot-Farnham-Rowledge	44
16 Rowledge-Farnham-Weybourne	44
236 Oxted-Westerham-Lingfield-Crawley	42
59 Haslemere town service	42
407 Caterham-Croydon-Sutton	40
437 Woking-Pyrford-West Byfleet	40
566/567 Staines-Thorpe-Knowle Hill	40
467 Hook-Ewell-Epsom	38
S1 Banstead-Sutton-Mitcham	37
438 Staines-Royal Estate-Shepperton	33
466 Caterham on Hill-Croydon-Addington	31
564 Whitley Village-Hersham-Walton-Xcel	28
203 Staines-Bedfont-Hounslow	28
281 Lingfield-East Grinstead-Crawley	28
464 Tatsfield-New Addington	27
24 Guildford-Birtley-Cranleigh	27
403 Warlingham-Croydon	23
520 Aldershot-Christmaspie-Guildford	22
318 Banstead-Nork-Burgh Heath-Epsom	22
81 Woking-Barnsbury	22
39/40 Chobham/Woking area shopper services	21
400 Staines-Charlton-Shepperton-Walton	20
540 Woldingham-Caterham-Redhill	20
22 Newdigate-Chart Downs-Dorking-Holmbury	18
E9 Epsom-Manor Park-Clarendon Park	18
29 Ashcombe / Priory School	17
513 Downside-Oxshott-Kingston	16
591 Stanwell Moor-Long Lane-Staines	16
400 Thamesmead School	15
290 Staines-Sunbury-Twickenham	14
R68 Hampton Court - Richmond	14
525 Albury-Chilworth-Cranleigh	13
592/593 Runnymede/Woking shoppers services	13
649 St. Bedes School	11
94 Camberley-Bracknell	10
8 The Mount- Guildford town centre	10

545 Walliswood-Holbury-Blackheath-Guildford	10
123 Horley town service	9
599 Holmbury-Cranleigh- Guildford	9
43/45 Godalming/Rodborough School	8
116 Ashford Hospital-Hounslow	7
30/31 Frimley Park - Basingstoke	7
E10 Epsom-Manor Park-Noble Park	7
433 Oakwoodhill - Dorking - Redhill	6
656 Strodes College	6
50 Ockley-Walliswood-Horsham	6
603 Oxted School	6
504/505 Haslemere shoppers service	6
570-574 Spelthorne shopper services	6
814 Esher High School	5
404 Caterham - Coulsdon	5
773 Kingston-Banstead-Brighton	5
610 Oxted School	5
87 Collingwood School	4
862 Therfield School	4
533 Ewhurst-Ockley-Dorking-Ranmore	4
84 Collingwood School	4
231/233 Lingfield-Tunbridge Wells	4
522 Newdigate-Leigh-Dorking	3
85 Collingwood School	3
83 Collingwood School	3
661 Hinchley Wood School	3
40/50 Compton - Guildford	3
950 Staines - Thorpe Park	3
G4 Russ Hill - Gatwick	2
434 Coulsdon - Whyteleafe	2
623 Ashtead-Epsom	2
400 Caterham-Redhill-Crawley-East Grinstead	2
305 Staines-Colnbrook	2
637 Salesian School	2
479 Epsom-Leatherhead-Guildford	1
166 Epsom-Banstead-Croydon	1
676 Therfield School	1
690 St John Baptist/Winston Churchill	1
91 Woking-Goldsworth Park-Knaphill	1
606 Oxted School	1
598 Sandhurst - Camberley	1
866 Beacon School	1
420/460/480 Epsom-Tadworth /Sutton-Tadworth-Redhill	1
430/435 Merstham-Redhill-Reigate	1
Total Number of responses	10933

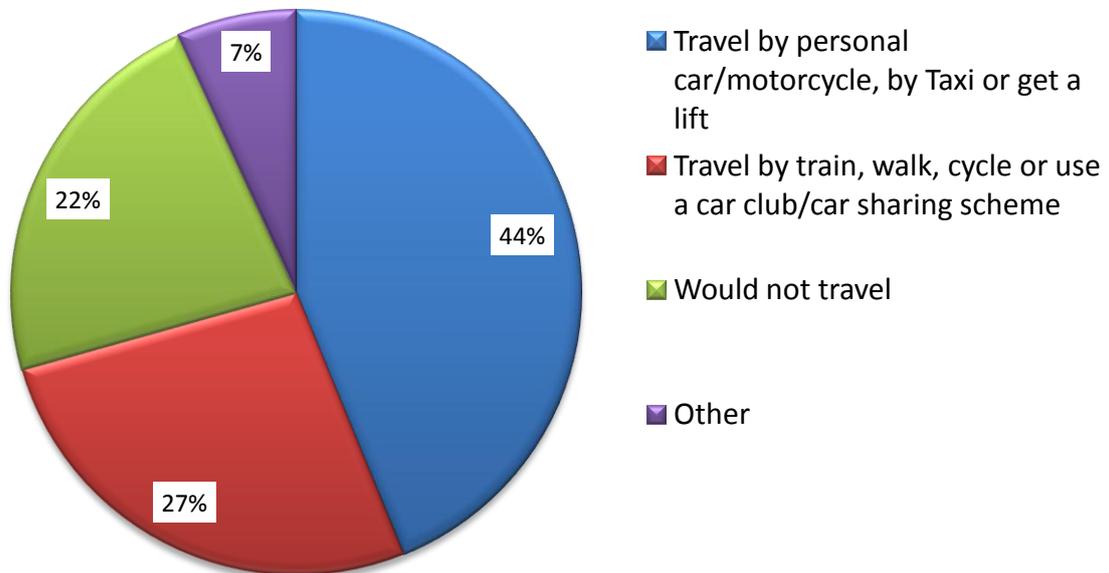
The responses to Q1.6 to Q1.10 have been summarised as an overall response for each category.



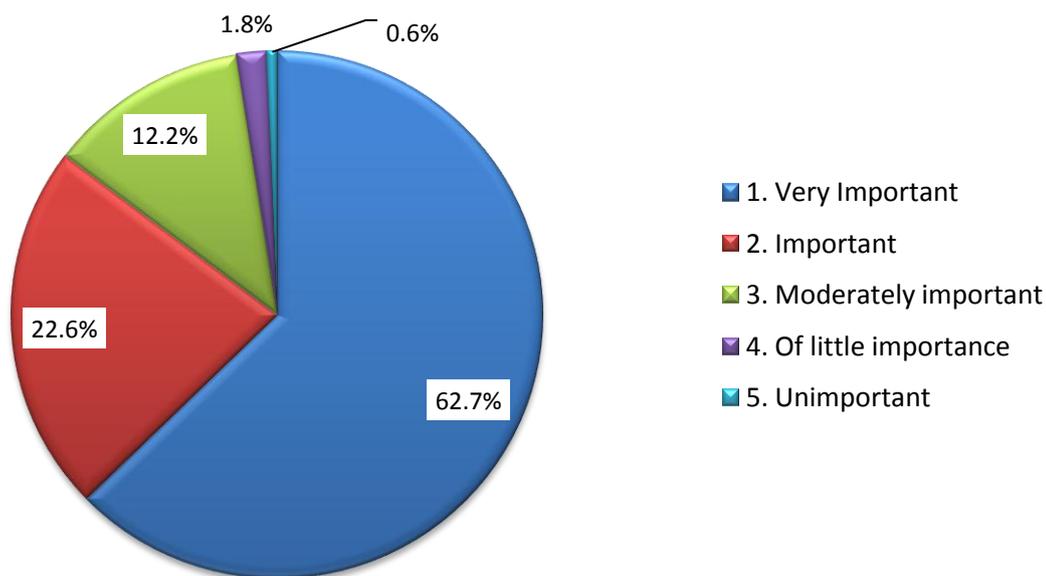
Q1.8 - What is/are the main reason(s) for using this bus service?



Q1.9 – If your bus service was no longer available to you, what would you do to make this journey?



Q1.10 – Please rank how important your bus service is to you?



Responses to community transport services Q1.5 – Q1.10

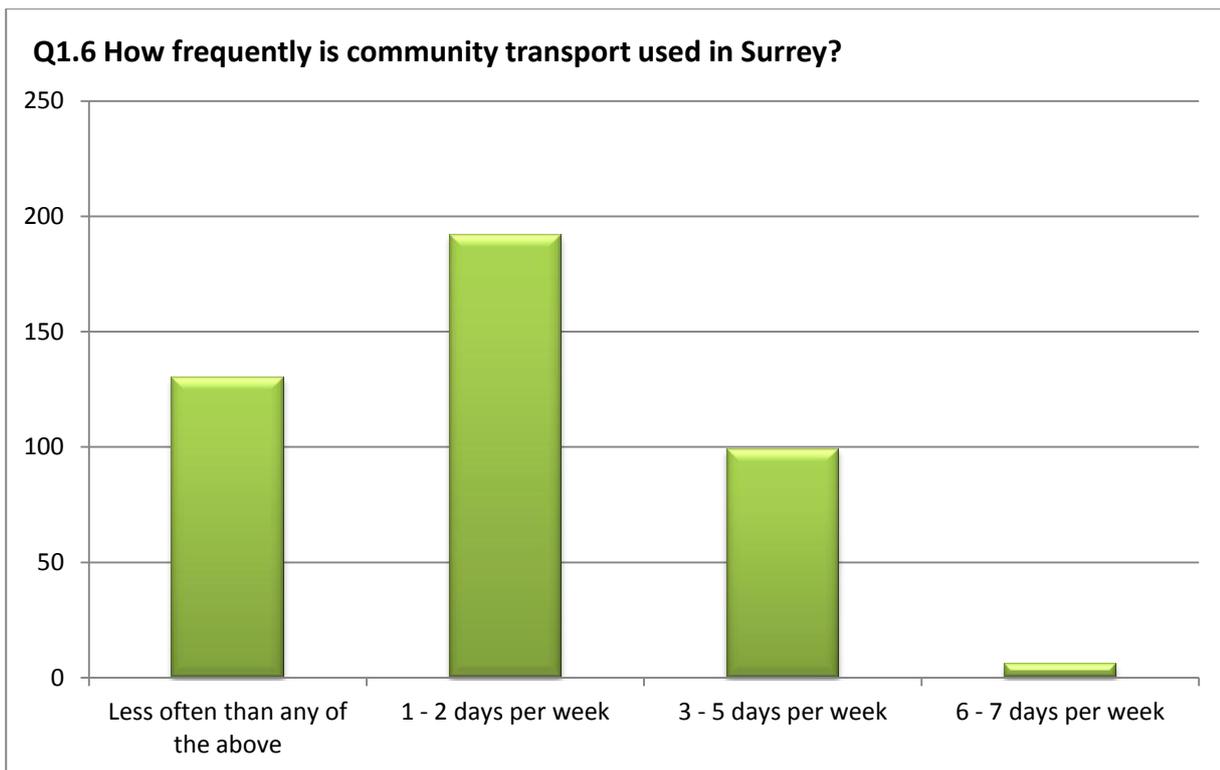
Q1.5 What is the name of the community transport service you use? (These have been sorted by the number of responses received with the highest first in the sort order)

Name of Service	Total number of responses
Waverley Hoppa	97
Woking Bustler DAR	69
*Unnamed Community Transport schemes	62
Buses4U (Tandridge)	34
Buses4U (Reigate and Banstead)	15
Compo Community Bus	14
Reigate and Banstead DAR	13
Guildford DAR	13
Mole Valley DAR	12
East Surrey Rural Transport Partnership	12
Buses4U (Mole Valley)	10
Epsom & Ewell DAR Route Call	10
Community Day Centre Transport	8
Link	6
Taxi Vouchers	5
Other Voluntary Car Schemes	5
Surrey Heath DAR	5
Camberley Care	4
Care for Guildford	4
East Surrey DAR	4
Brockham Wheels4U	4

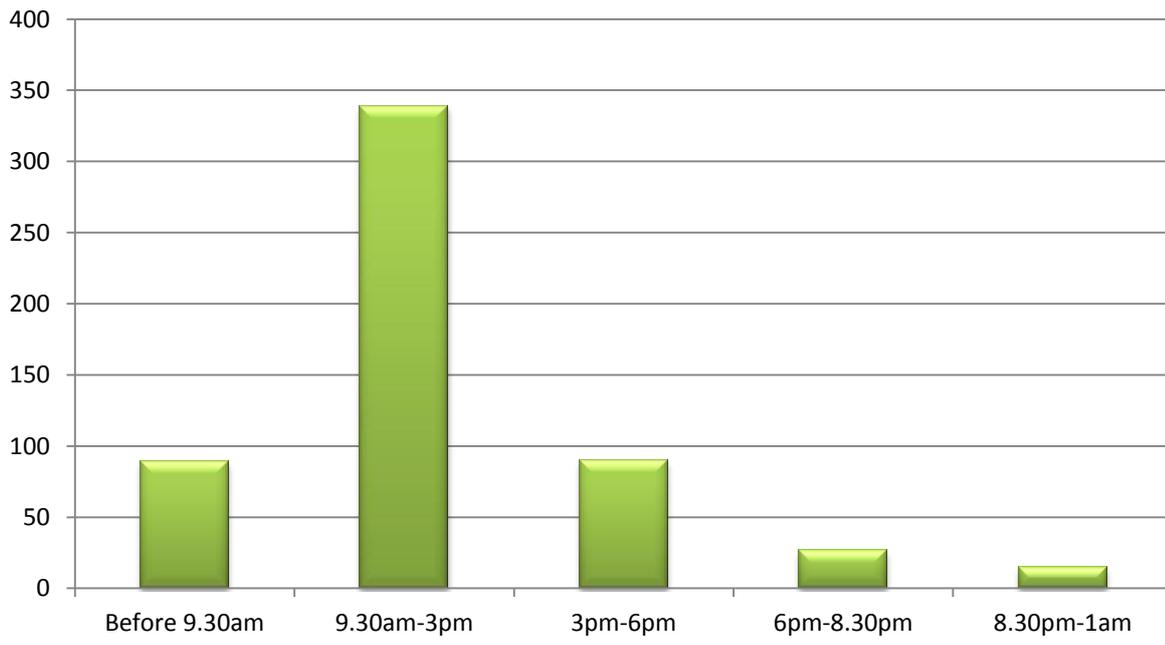
Age Concern	3
The Horsleys Community Bus Association	3
Care Farnham	2
Age Concern	2
Spelride	2
Netherne Community Bus	2
Peribus (Pirbright Community bus)	2
Good Neighbours Woncare	1
WASP Bus	1
Elmbridge DAR	1
West Horsley Wheel of Care	1
Runnymede DAR	1
Total number of responses	427

*These are responses where the respondent was either unclear or wasn't specific on the community transport scheme that they use. These responses have still been incorporated into the consultation.

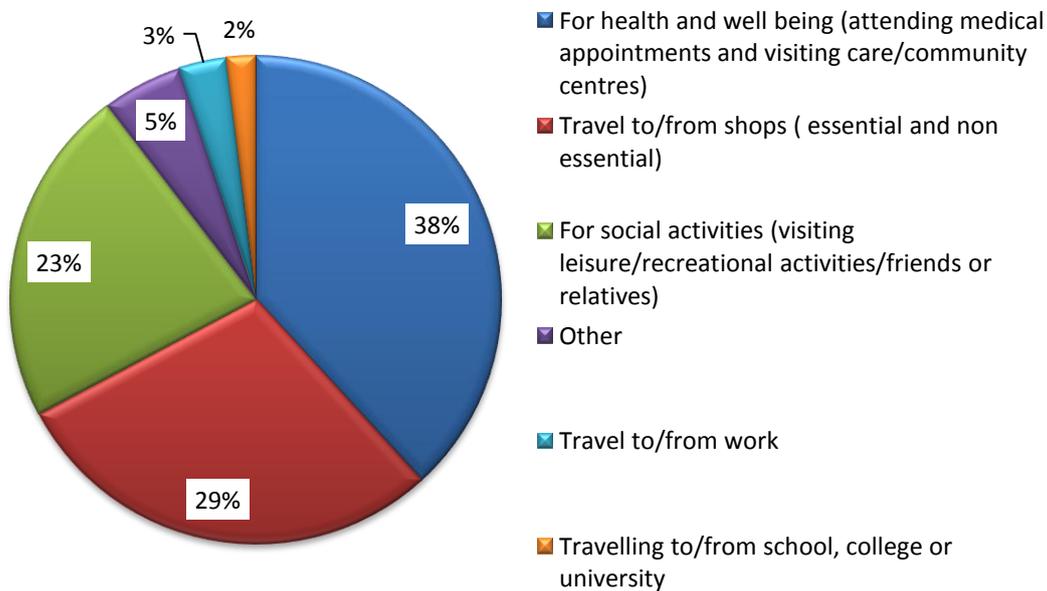
The responses to Q1.6 to Q1.10 have been summarised as an overall response for each category.



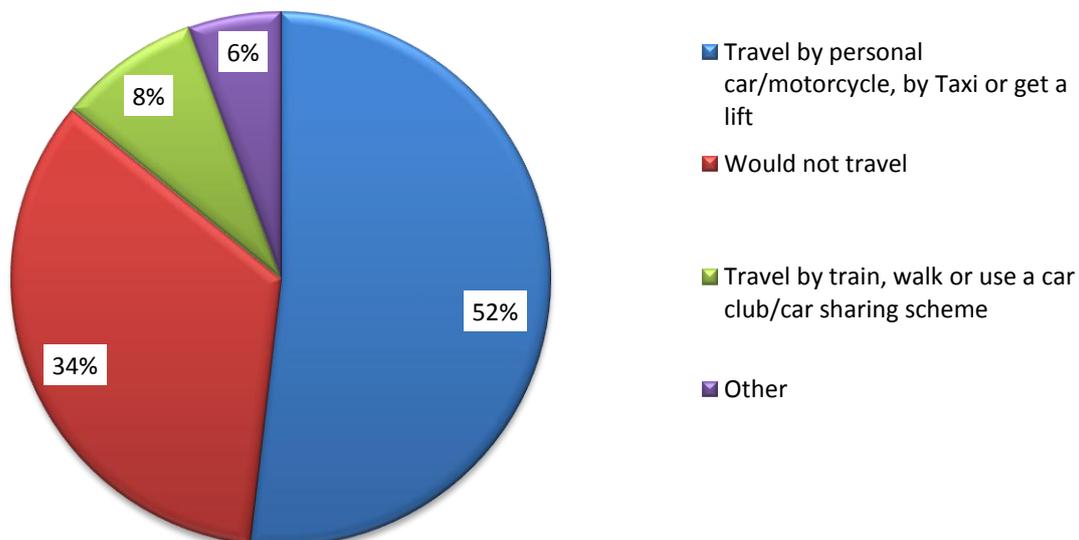
Q1.7 What times of the day is community transport used in Surrey?



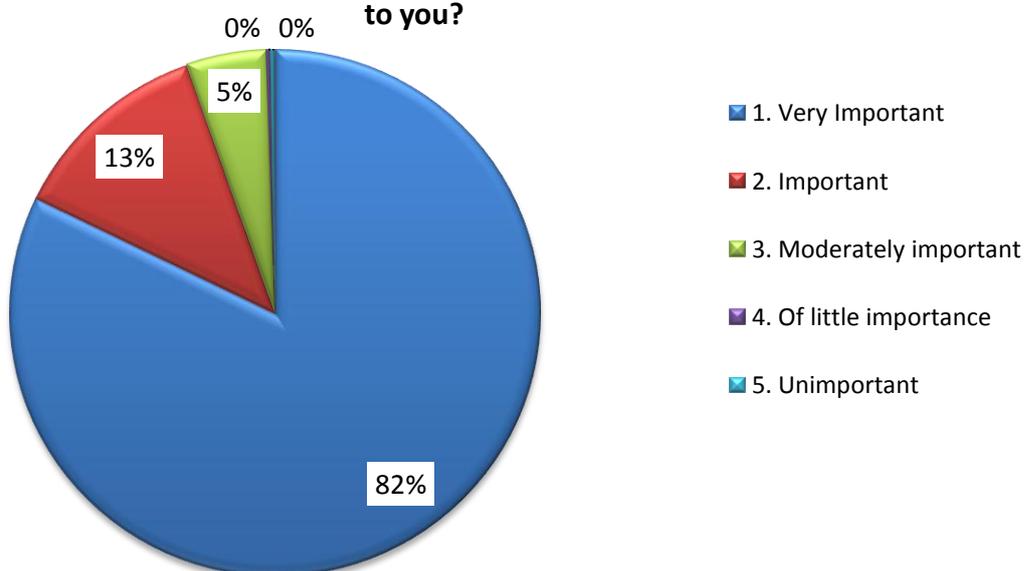
Q1.8 - What are the main reasons for using community transport in Surrey?



Q1.9 - What would you do to make a journey if the community transport service was no longer available?

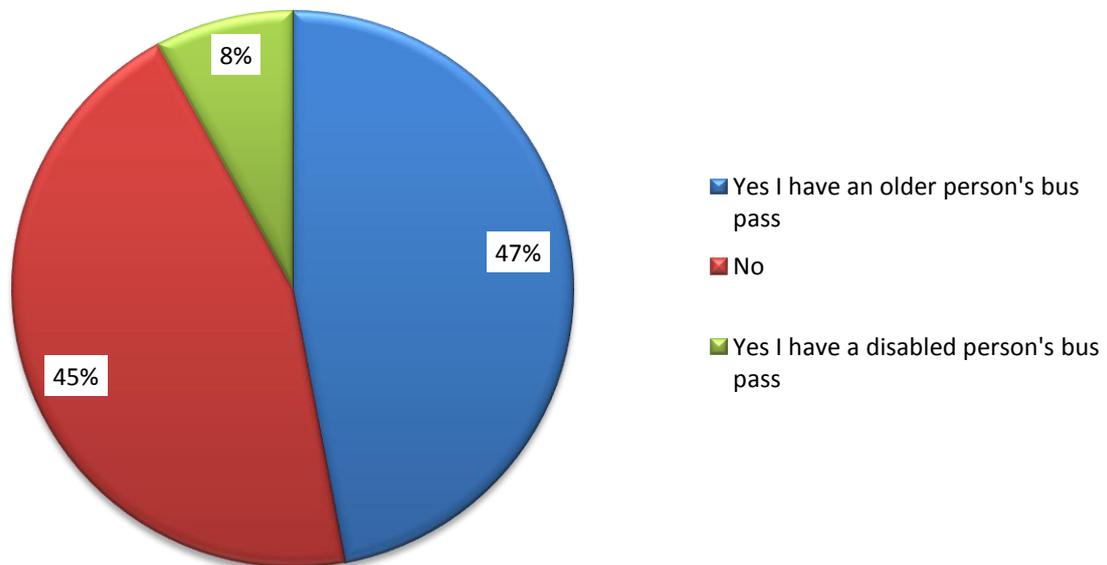


Q1.10 Please rank how important your community transport service is to you?

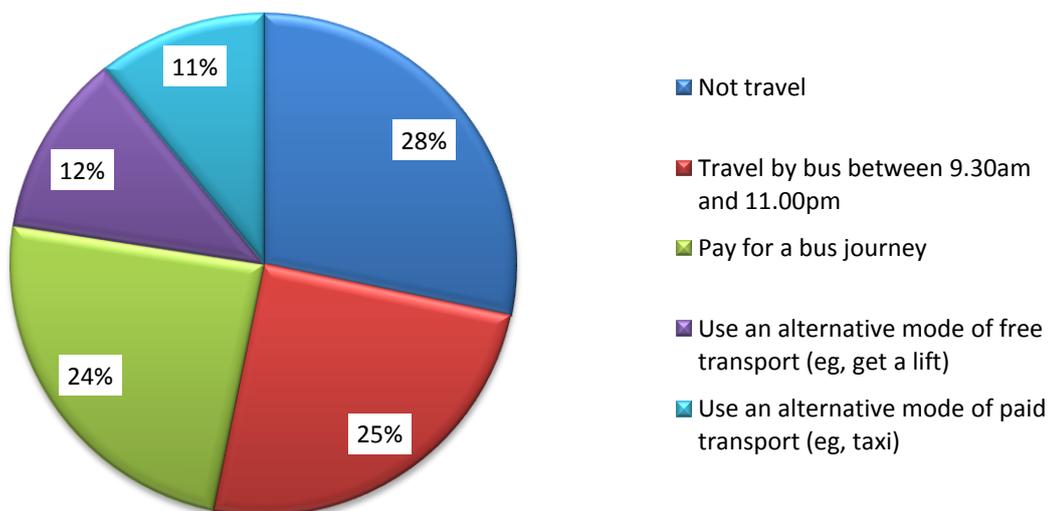


Section 2: Concessionary bus pass holders (disabled person's and older person's)

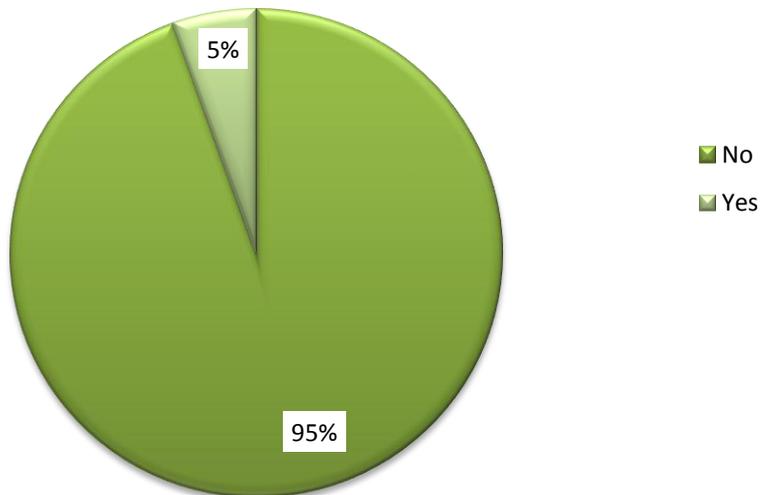
Q2.1 – Do you hold a disabled person's or older person's concessionary bus pass?



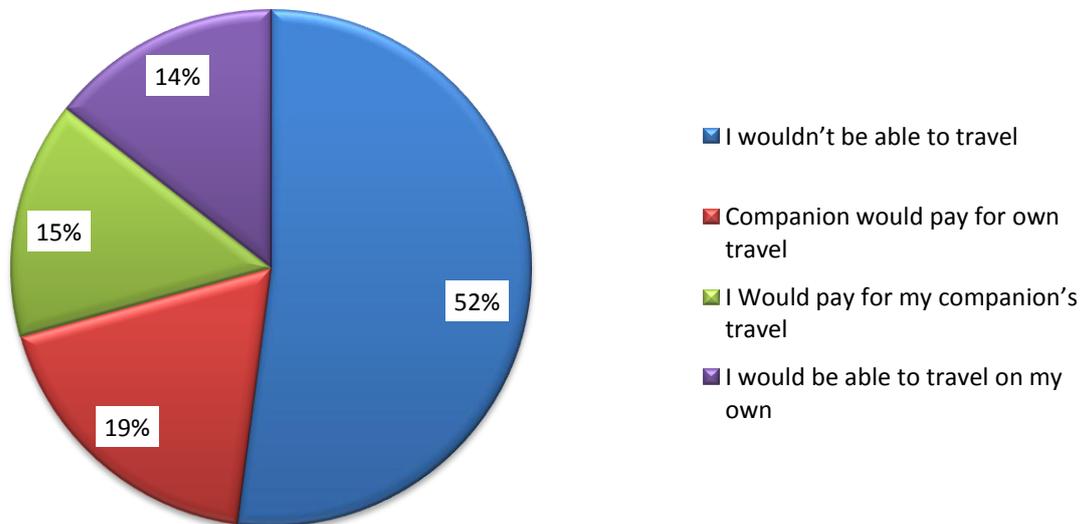
Q2.2 – If bus travel with your concessionary bus pass were no longer free before 9:30am and after 11:00pm and you had to travel, which statement(s) would best describe what you would do as an alternative?



Q2.3 – Do you hold a companion bus pass? (these are bus passes that are issued to qualifying pass holders who cannot travel without assistance)

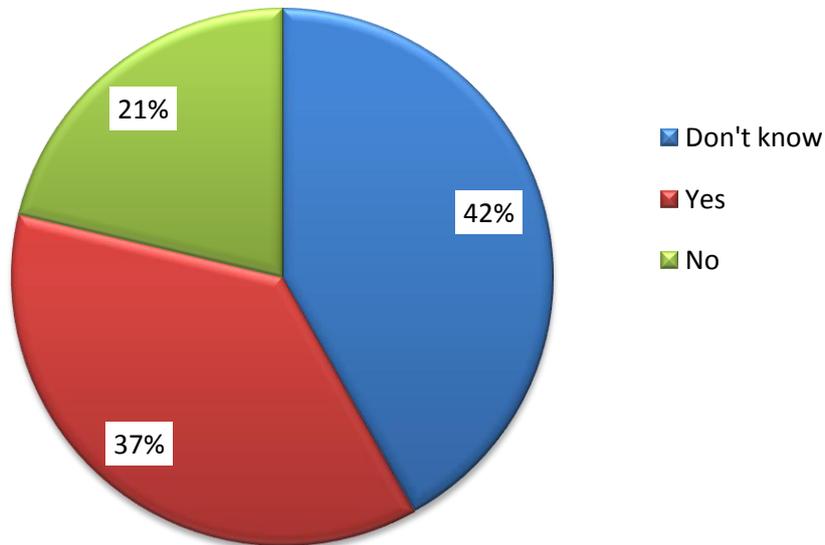


Q2.4 – If you were no longer entitled to one free companion bus pass with your concessionary bus pass, which statement(s) best describe what you would do as an alternative?

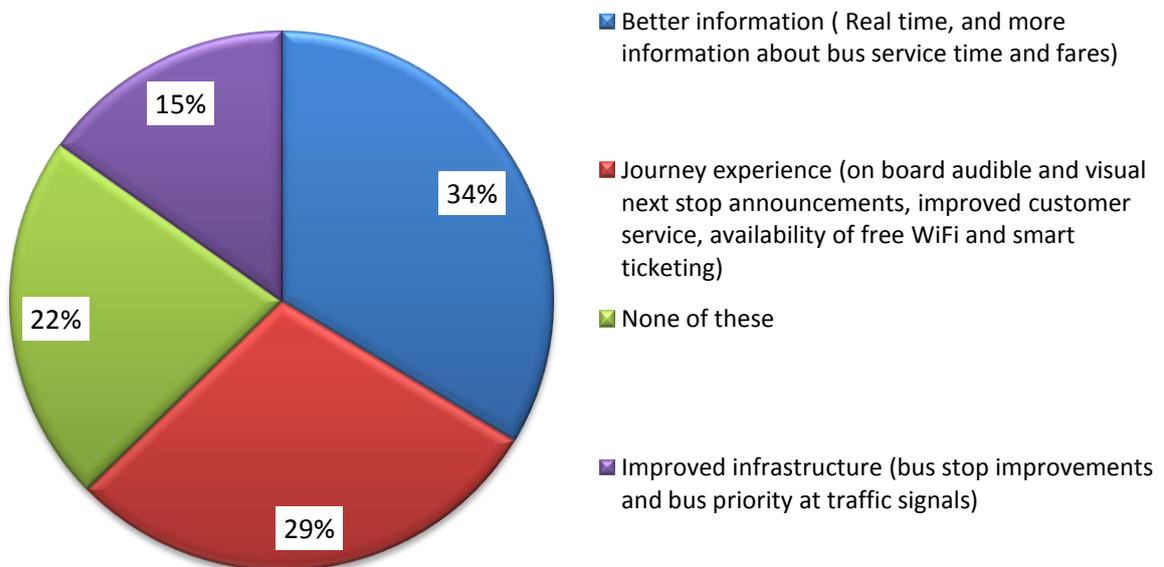


Section 3: Your Say

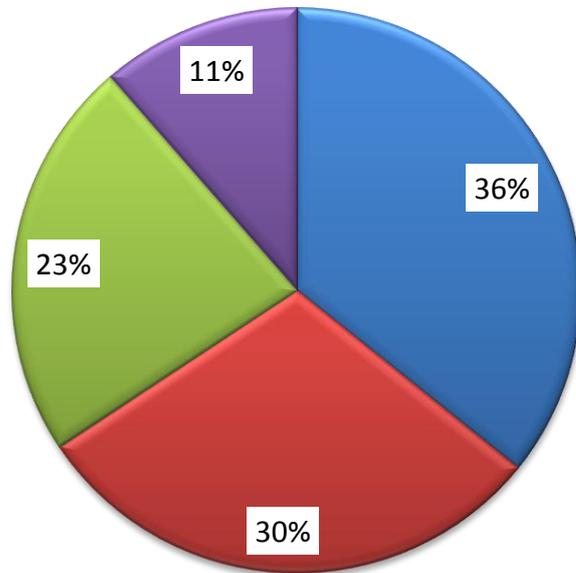
Q3.1 – One way to provide rural public transport could be to invest in a community transport scheme, run by the community. Do you think this is a good idea?



Q3.2 What would encourage you to start using bus travel? (non bus user respondents)

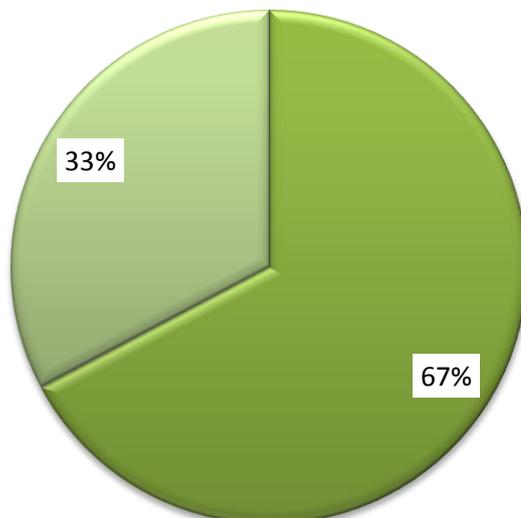


Q3.2 What would encourage you to increase your bus travel? (bus user respondents)



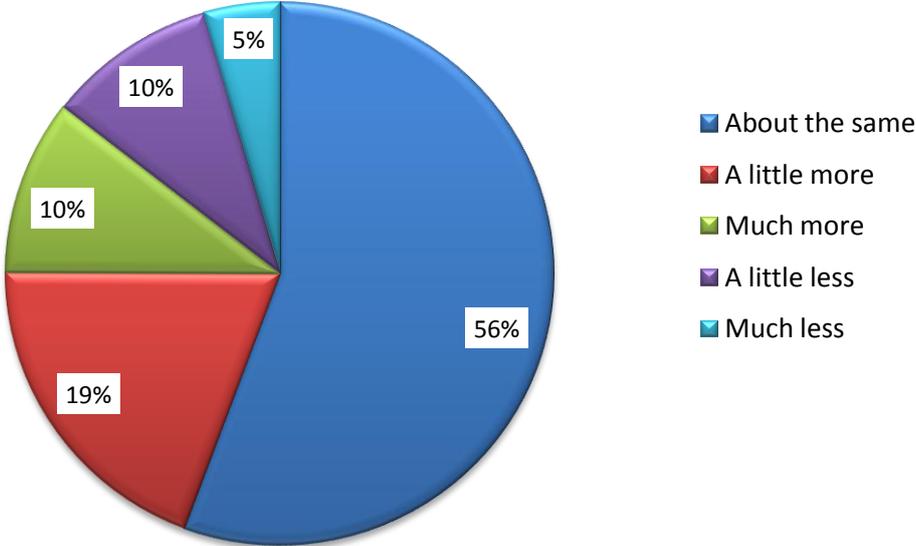
- Better information (Real time, and more information about bus service time and fares)
- Journey experience (on board audible and visual next stop announcements, improved customer service, availability of free WiFi and smart ticketing)
- Improved infrastructure (bus stop improvements and bus priority at traffic signals)
- None of these

**Q3.3 – Thinking about the bus service(s) you use, one way to reduce the subsidy paid by the council would be if bus companies increased their fares. Would you support a fare increase if it helped maintain the current service level?
(only fare paying custom**



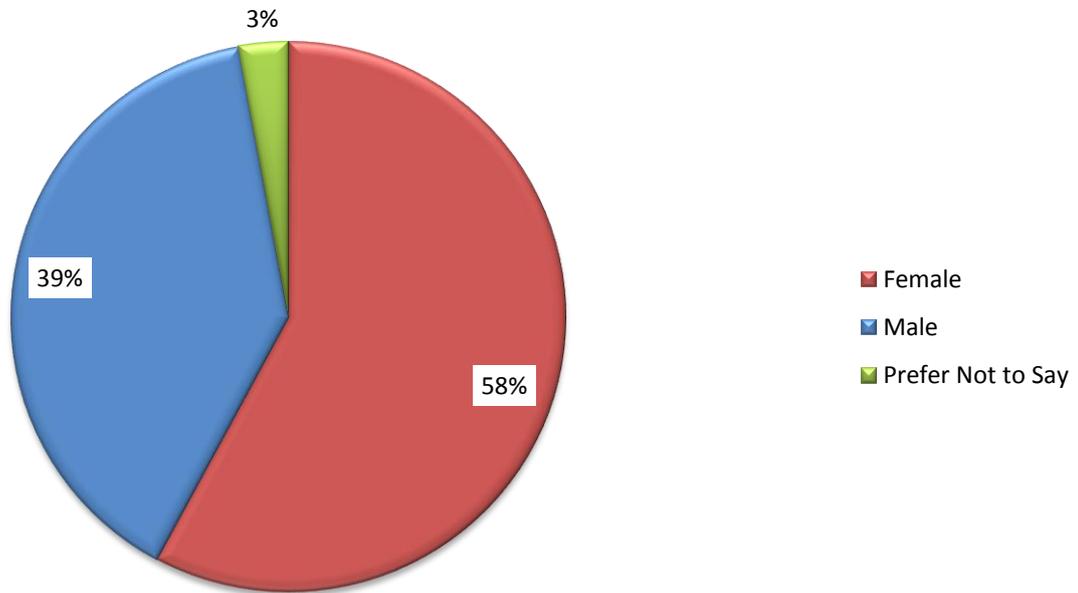
- No
- Yes

Q3.4 How much should SCC be spending on supporting bus services?

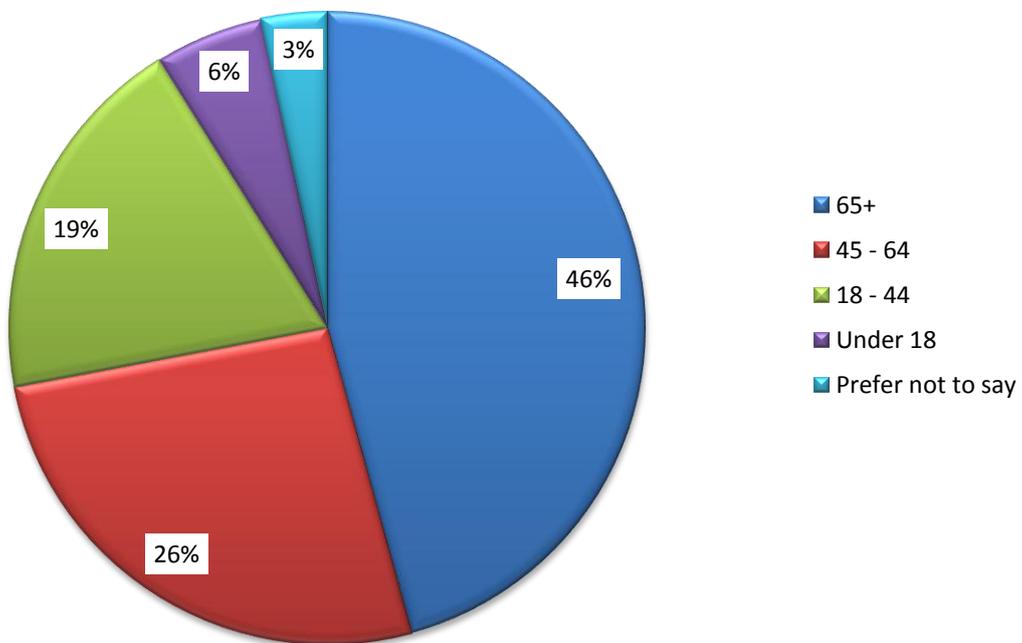


Section 4: About you

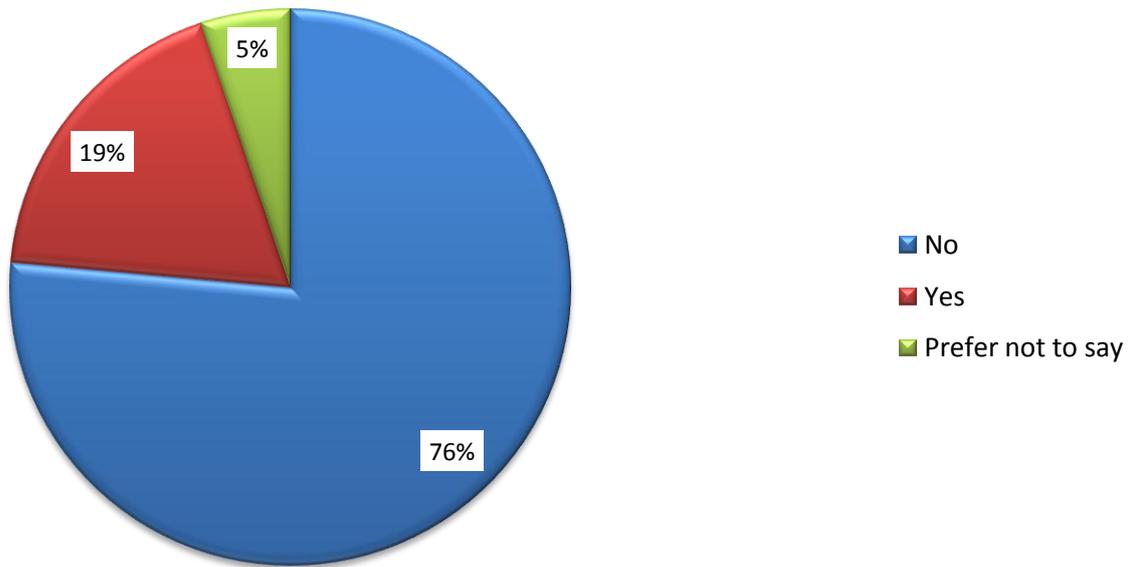
Q4.1 – What is your gender?



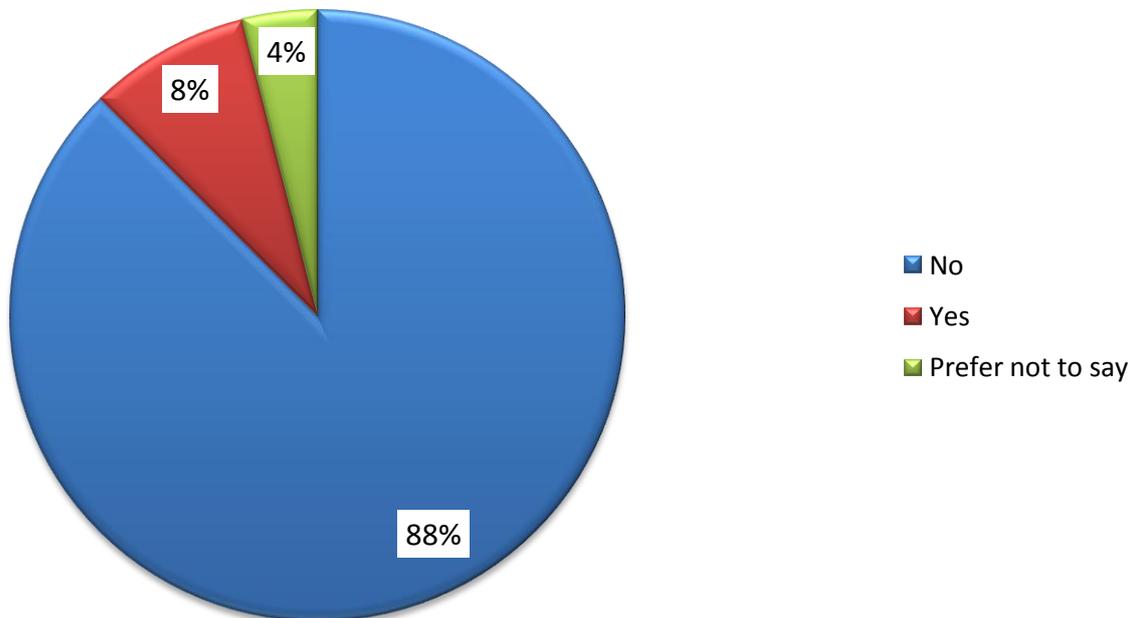
Q4.2 – What is your age?



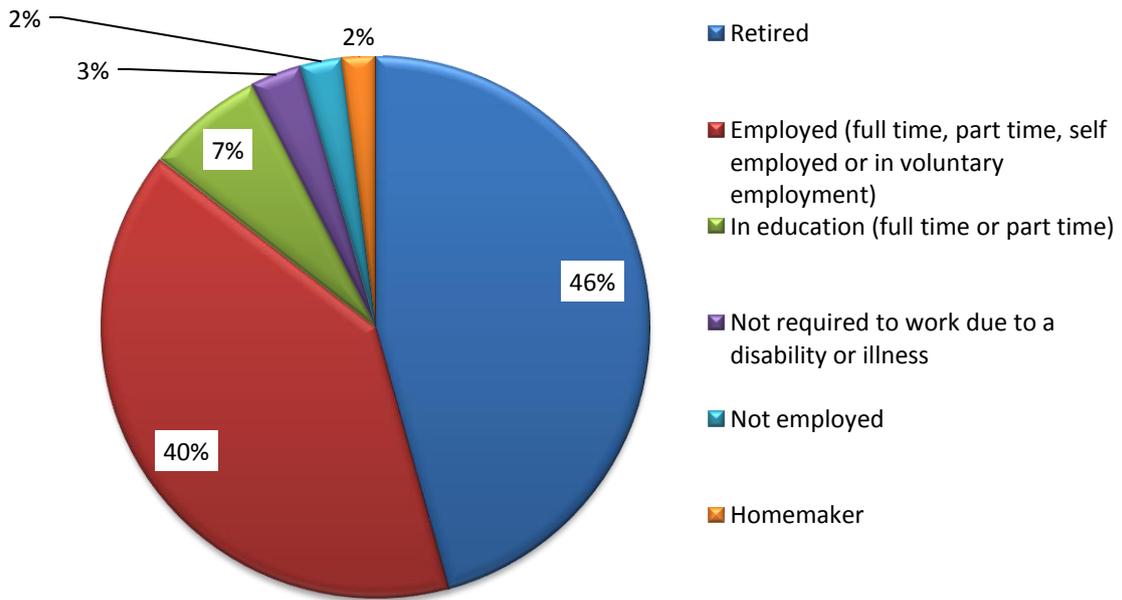
Q4.3 – Do you consider yourself to have a disability or a longstanding condition which affects how you travel?



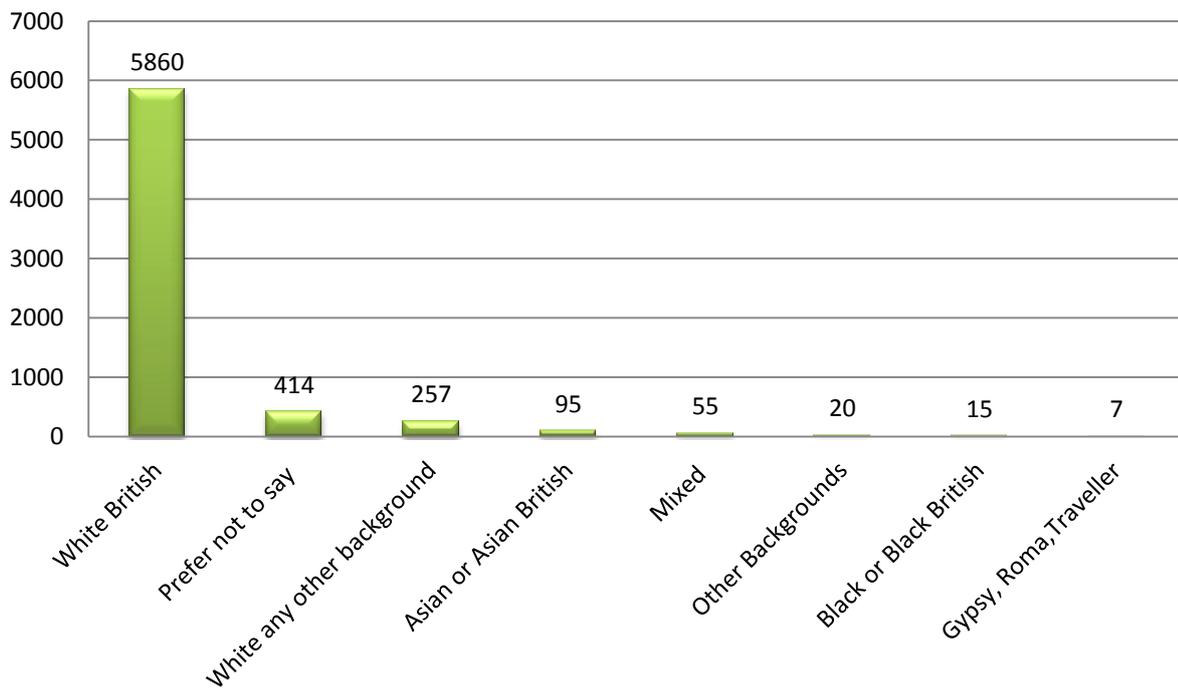
Q4.4 – Do you have a caring responsibility for an adult or a child with a disability?



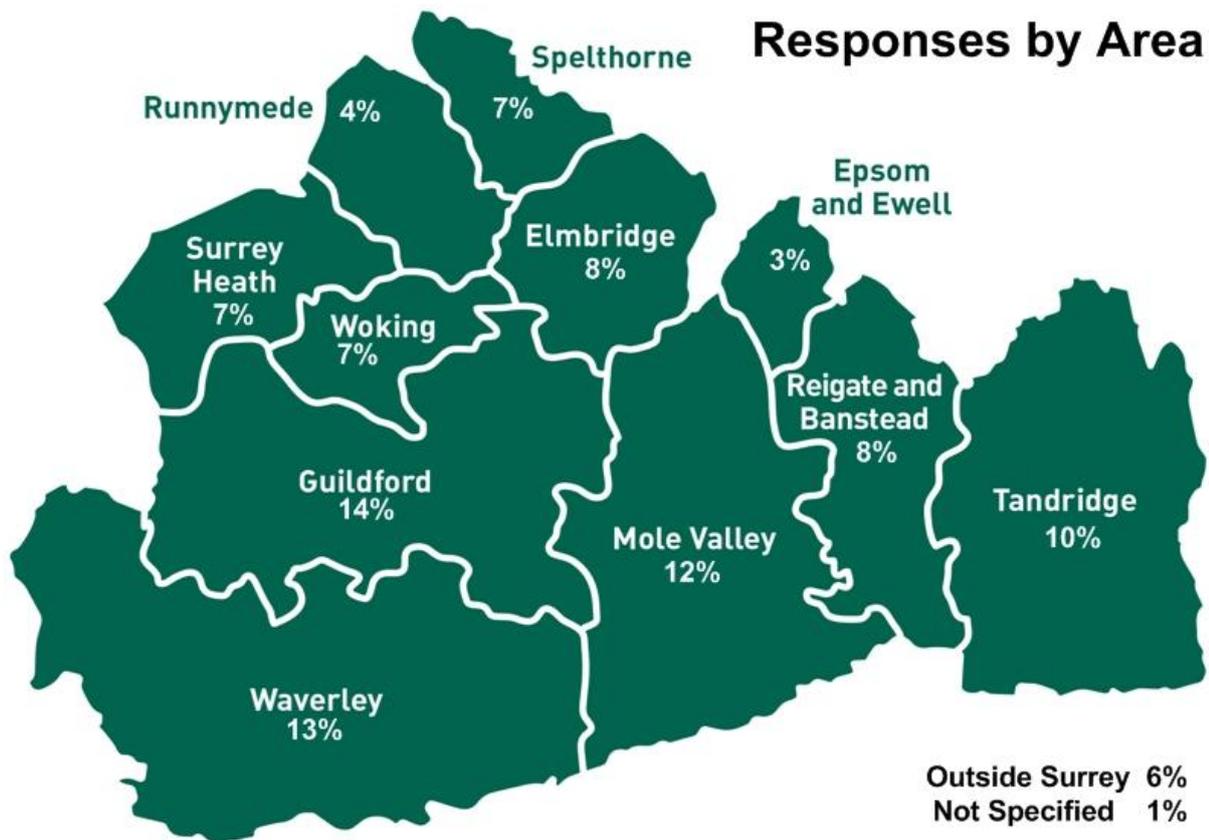
Q4.5 – Which of the following categories do you feel best describes your employment status?



Q4.6 Which of the following categories best describes your ethnicity?



Q4.7 Responses by area



Borough/District	Number of responses received	% of total response
Guildford	911	14%
Waverley	845	13%
Mole Valley	775	12%
Tandridge	686	10%
Elmbridge	549	8%
Reigate & Banstead	543	8%
Surrey Heath	491	7%
Spelthorne	487	7%
Woking	480	7%
Runnymede	261	4%
Epsom & Ewell	231	3%
Outside Surrey	427	6%
Not specified	37	1%
Grand Total	6723	100%

Breakdown of comments and suggestions by issue (Free text box in the questionnaire)

Responses to the free text box in the questionnaire have been reviewed extensively. The table below gives a breakdown of these comments received. For each issue an example of what was said has been provided.

Issue	Number of comments received	Example of comments
Maintain bus service	411	<ul style="list-style-type: none"> The 478 bus service is essential to both east and west Horsley, particularly to shop in Horlsey village and also access to Guildford. To beg a lift from a neighbour is demeaning. Request to maintain the 16 bus service, as it's the only way to access essential services for older people.
Increase the frequency of bus service	349	<ul style="list-style-type: none"> In the morning and evening peak (Monday to Friday), the 117 service desperately needs an increase in frequency; the route is limited to single-deck vehicle operation, so passengers are either unsafely packed onto these vehicles or cannot board at all. Running bus services at 1-2 hour frequencies with no service in the evenings/Sundays does not really offer a service. People reliant on public transport have to plan their day around infrequent bus services
Extending the route/providing a better service	236	<ul style="list-style-type: none"> Extend bus route 20 (fastway) into The Acres, Horley as the new development phases are a 15 min walk from the current bus stop. This would assist the less able to use the bus more often There really needs to be better transport options between Chilworth and Godalming. I live in Chilworth and go to Godalming College and it's really annoying that there's no bus/train that goes directly there.
Bus reliability/punctuality	212	<ul style="list-style-type: none"> Buses keeping to time, at lot of the buses are late, if driven left main bus stations on time services would improve. Buses are far to unreliable and infrequent and stop far too early in the day to be considered a viable option for me a Godalming resident
Older person concessionary pass	155	<ul style="list-style-type: none"> As an older person with a concession card I would be willing to contribute to fares by buying this card on an annual basis like a Seniors Railcard and at a similar price. As a pensioner would be prepared to pay a token fare 50p to £1.00 a journey
Better information on bus services	115	<ul style="list-style-type: none"> Access to correct timetables needs to be more easily available and clear. Information at bus stops is not clear enough. I would like to use buses if I could be sure the service was reliable Real time information is available on some services e.g. the 4/5 to and from the hospital but not on the route 70/71/72 that I need to complete my journey. Knowing how long I need to wait for a bus would save anxiety on visits to the hospital.
Trains	106	<ul style="list-style-type: none"> Buses should link to times when trains go from Dorking station

		<ul style="list-style-type: none"> One way to improve public transport provision in Surrey Heath would be to work with the railway companies to improve train services from Frimley/Camberley/Bagshot. This would remove cars from the roads (particularly to/from Farnborough or Sunningdale).
Fares too high/Keep the same	93	<ul style="list-style-type: none"> If fares were cheaper more people would use buses and therefore there would be fewer buses travelling almost empty and therefore unnecessarily. Increasing bus fares would not make any difference to myself personally but would to younger family members who also travel by bus and would have to pay more per travel. Not everybody can afford a car and buses are expensive enough.
Community Transport	88	<ul style="list-style-type: none"> Dial a Ride provide a door to door service which is invaluable as I have hip problems & can't walk far. Community transport services could do as good a job as the current big operators. More frequent services with a more courteous approach to passengers.
Social impact/isolation concerns/access to essential shopping	85	<ul style="list-style-type: none"> Bus services are vital to the older community. This allows them to get in to shops and visit friends and relations. Bus services are vital and need to be supported. Elderly people with no bus services would be confined to the house or local area. This would significantly contribute to an increased need for other costly services.
Better infrastructure	82	<ul style="list-style-type: none"> Guildford Bus station needs updating – information on screens are inaccurate, seating areas are poorly maintained, If a bus never appears, there is no information for travellers despite having the Arriva bus apps on my phone. Bus shelters need to be better and we need at more bus stops. Why would you think it reasonable to expect passengers to wait in the rain. Disgraceful. Invest in bus shelters.
Congestion	76	<ul style="list-style-type: none"> Congestion on hogs back/A3 is ridiculous at peak hours Buses are essential in Surrey given the very busy roads and unpleasant driving conditions. Buses help reduce congestion and are the only means of transport for many.
Bus driver/condition of the bus	75	<ul style="list-style-type: none"> Better training for drivers, such as how to address people politely, to be a little more friendly. There are a hard core of drivers whom lack good social skills.....something which would not be tolerated in many other front-line posts. The buses on route 464 are rattly old boneshakers and pretty uncomfortable, especially in view of the nature of the roads on the route, these being steep hills, narrow country lanes etc. A smaller more comfortable vehicle would be welcomed.
Education travel	74	<ul style="list-style-type: none"> The 465 bus service is an essential route to get children to and from two high schools in Dorking. These families would be completely stuck if the service was no longer available. Both my children rely on the 695 to get to their school. Without this service it would be extremely difficult for them to get away from Bishop Wand School safely and securely.

No alternative mode of transport	62	<ul style="list-style-type: none"> I don't drive and there are no trains to my work. Furthermore elderly people rely heavily on buses and it is their life line. The bus service is my only means of transport. Sunday services are a must and should not be used as a cost cutting exercise.
Spend comparison to neighbouring authorities	57	<ul style="list-style-type: none"> I suspect SCC is not demanding value for money. This does not mean the individual bus costs are too high but the expenditure is not being intelligently targeted. Hampshire County Council may spend half of that spent by Surrey CC but the bus service in Portsmouth/Southsea is excellent. I visit Southsea frequently and use the buses.
Change the fare structure	51	<ul style="list-style-type: none"> Price of an adult ticket for bus travel is not proportional to the amount of distance travelled compared to that of a train ticket where the distance covered is far greater on a train.
Medical appointments	39	<ul style="list-style-type: none"> Very difficult to use buses to attend medical appointments because of unreliable bus times, sometimes the bus is more than 10 mins late and occasionally never arrives
Environment	37	<ul style="list-style-type: none"> We were encouraged to use public transport to lower our so called carbon footprint. Is this policy now to be forgotten?
Disabled concessionary pass	37	<ul style="list-style-type: none"> Guildford Disabled Pass Holder. Pass enables me to get to work. If I had to pay I wouldn't be able to get to my job.
Bus accessibility issues	36	<ul style="list-style-type: none"> I can't use a bus as I am in a mobility scooter and the buses won't take them
Government/Local Authority /management issues	26	<ul style="list-style-type: none"> Don't think any council or government should subsidise any public transport, they don't subsidise our food bills or energy bills or flights to holiday destinations so why transport? You pay for what you get. Nothing in this life if free!
Park & Ride	23	<ul style="list-style-type: none"> Park and ride essential with a gridlocked town like Guildford. We need a modern, user friendly bus station that does Guildford justice. More park and ride facilities if space permits. The 300 service is well used and a real success story.
Employment	21	<ul style="list-style-type: none"> Metrobus provides an incredible reliable service throughout the area; this supports jobs and businesses in the areas. Without it the town would greatly suffer
Smart ticketing	19	<ul style="list-style-type: none"> A link with Oyster card system would make travelling easier and simpler in addition to reduced hassle and time-consumption
Reduce bus service	18	<ul style="list-style-type: none"> No need to waste public money on bus services to rural areas. It cannot be value for money and if people choose to live away from train lines and other transport links that is their problem that I should not be paying for
Parking	17	<ul style="list-style-type: none"> Increase parking charges in towns and cities like Guildford.
Council Tax	11	<ul style="list-style-type: none"> If there was a higher band for the most expensive homes for council tax would that not provide additional income from those most able to pay towards services.
Cycling	10	<ul style="list-style-type: none"> If Surrey invested in safe, continuous cycle infrastructure then there would be less cars and people would be able to go by bike (even old and disabled). How much do you spend per head on bike infrastructure, bet it is a fraction of the bus

		spend.
Councillors	6	<ul style="list-style-type: none"> Reduce the over inflated wages, pensions and expenses of councillors might be a better way to start saving money other than to hit the hard pressed with more transport costs rises.
In support of fare increases	5	<ul style="list-style-type: none"> Would rather pay for local bus than lose it. Plenty of money for 1 parent families with lots of kids. Why take local buses away from old people as will be isolated

Appendix D: List of stakeholders that responded to the consultation

A number of responses were received to the consultation from stakeholder organisations. These have been reviewed and will be considered when drawing up the plans for changes. A list of those who responded can be found below:

Local Authorities

- Spelthorne Borough Council
- Woking Borough Council
- Waverley Borough Council
- Tandridge District Council
- Reigate and Banstead Council
- Guildford Borough Council
- Surrey Heath Borough Council

Town and Parish Councils

- Farnham Town Council
- Witley Parish Council
- Horley Town Council
- Hambledon Parish Council
- Yateley Town Council
- Ash Parish Council
- Caterham on the Hill Parish Council
- Outwood Parish Council
- Salford & Sidlow Parish Council
- Warlingham Parish Council
- West Clandon Parish Council

Residents and housing associations

- Burgh Heath Residents Association
- Molesey Residents Association
- Compton Village Association
- Stanwell Moor Residents Association
- Jacobs Wells Residents Association
- English Rural Housing Association
- Windlesham Neighbourhood Plan

Education and training

- Oxted School
- Secondary Phase Council
- Rosebery School
- Waverley Training Services
- Strode's College
- Bletchingley Skills Centre
- Brooklands College

Healthcare

- Ashford and St Peter's Hospital NHS Foundation Trust
- Action for carers (Surrey)
- Carers support (Guildford)

Voluntary, Charity, Faith and Other Groups

- North West Surrey Bus User Group
- Reigate and Banstead Green Party
- East Surrey Rural Transport Partnership
- Friends of the Earth - Guildford and Waverley
- Project Oasis North Downs (Puttenham Eco Camping Barn) Downs

Appendix E: List of subsidised local bus services

Route No.	Route Direction	Funding Status	Route No.	Route Direction	Funding Status
2	Camberley-Frimley-Farnborough	Primarily Commercially provided	459	Kingston-Weybridge-Addlestone-Woking	Fully-funded
3	Guildford-Bellfields Estate	Primarily Commercially provided	461	Kingston-Weybridge-St Peter's hospital	Primarily Commercially provided
3	Camberley-Mytchett-Aldershot	Primarily Commercially provided	462/463	Guildford-Send-Woking	Fully-funded
4/5	Farnham-Sandy Hill-Aldershot	Primarily Commercially provided	465	Dorking-Leatherhead-Kingston	Partially-funded
4/5	Guildford-Park Barn	Primarily Commercially provided	467	Hook-Ewell-Epsom	Partially-funded
8	The Mount- Guildford town centre	Fully-funded	470	Epsom-Sutton-Morden	Partially-funded
11	Farnborough-Camberley-Frimley	Fully-funded	478	Guildford-West Horsley-Leatherhead	Fully-funded
16	Rowledge-Farnham-Weybourne	Fully-funded	479	Epsom-Leatherhead-Guildford	Primarily Commercially provided
18	Guildford-Onslow Village	Fully-funded	500	Camberley-Windlesham-Staines	Fully-funded
19	Aldershot-Farnham-Haslemere	Partially-funded	503/523/538	Hambledon-Godalming-Chilworth-Guildford	Fully-funded
20	Crawley-Gatwick-Horley(Fastway)	Partially-funded	504/505	Haslemere shoppers service	Fully-funded
20	Guildford-Ash-Aldershot	Primarily Commercially provided	509	East Grinstead-Lingfield-Caterham	Fully-funded
22	Newdigate-Chart Downs-Dorking-Holmbury	Fully-funded	513	Downside-Oxshott-Kingston	Fully-funded
23/25	Guildford-Boxgrove Park-Peaslake-Cranleigh	Fully-funded	514	Hersham-Molesey-Kingston	Fully-funded
24	Guildford-Birtley-Cranleigh	Fully-funded	515	Kingston-Cobham-Guildford	Partially-funded
28	Guildford-Pirbright-Woking	Partially-funded	516	Dorking-Boxhill-Leatherhead-Epsom	Fully-funded
29	Ashcombe / Priory	Fully-funded	520	Aldershot-Christmaspie-Guildford	Fully-funded
32	Guildford-Dorking-Redhill	Partially-funded	522	Newdigate-Leigh-Dorking	Fully-funded
34/35/47	Guildford-Woking-Camberley	Partially-funded	525	Albury-Chilworth-Cranleigh	Fully-funded
36/37	Guildford-Merrow-Burpham	Primarily Commercially provided	526/527	Crawley-Charlwood-Horley-Crawley	Fully-funded
39/40	Chobham/Woking area shopper services	Fully-funded	533	Ewhurst-Ockley-Dorking-Ranmore	Fully-funded
42	Guildford-Godalming-Cranleigh	Partially-funded	540	Woldingham-Caterham-Redhill	Fully-funded
43/45	Godalming/Rodborough	Fully-funded	545	Walliswood-Holbury-Blackheath-Guildford	Fully-funded
46	Guildford-Elstead-Aldershot	Fully-funded	555	Walton-Sunbury-Heathrow Airport	Fully-funded
48	Woking-Deepcut-Frimley	Fully-funded	557	Woking-Chertsey-Sunbury-Hatton Cross	Fully-funded
50	Ockley-Walliswood-Horsham	Fully-funded	564	Whitley Village-Hersham-Walton-Xcel	Fully-funded
53	Guildford-Cranleigh-Ewhurst	Primarily Commercially provided	566/567	Staines-Thorpe-Knowle Hill	Fully-funded
59	Haslemere town service	Fully-funded	570-574	Spelthorne shopper services	Fully-funded
70/71	Guildford-Haslemere-Midhurst	Partially-funded	591	Stanwell Moor-Long Lane-Staines	Fully-funded
72	Guildford - Aarons Hill	Primarily Commercially provided	592/593	Runnymede/Woking shoppers services	Fully-funded

73	Woking-Chobham	Fully-funded	594/595	Oxted-Westerham	Fully-funded
81	Woking-Barnsbury	Fully-funded	599	Holmbury-Cranleigh- Guildford	Fully-funded
83	Collingwood School	Fully-funded	603	Oxted School	Fully-funded
84	Collingwood School	Fully-funded	606	Oxted School	Fully-funded
85	Collingwood School	Fully-funded	610	Oxted School	Fully-funded
87	Collingwood School	Fully-funded	623	Ashtead-Epsom	Fully-funded
91	Woking-Goldsworth Park-Knaphill	Primarily Commercially provided	637	Salesian School	Fully-funded
93	Dorking-Holmwood-Horsham	Partially-funded	649	St. Bedes School	Fully-funded
100	Crawley-Horley-Redhill	Primarily Commercially provided	656	Strodes College	Fully-funded
117	Staines-Feltham-Hounslow	Partially-funded	658	Reigate School	Fully-funded
123	Horley town service	Partially-funded	661	Hinchley Wood School	Fully-funded
166	Epsom-Banstead-Croydon	Partially-funded	663	Esher High School	Fully-funded
203	Staines-Bedfont-Hounslow	Partially-funded	667	Matthew Arnold School	Fully-funded
216	Staines-Sunbury-Kingston	Partially-funded	676	Therfield School	Fully-funded
236	Oxted-Westerham-Lingfield-Crawley	Fully-funded	678	Howard of Effingham School	Fully-funded
293	Epsom-Ewell-Morden (TFL)	Partially-funded	690	St John Baptist/Winston Churchill School	Fully-funded
315	Dormansland-Lingfield-Redhill	Partially-funded	694	Broadwater School	Fully-funded
318	Banstead-Nork-Burgh Heath-Epsom	Fully-funded	694	St Marys Oxted School	Fully-funded
400	Staines-Charlton-Shepperton-Walton	Fully-funded	695	Bishop Wand School	Fully-funded
400	Thamesmead School	Fully-funded	697	St Josephs School	Fully-funded
408	Epsom-Leatherhead-Cobham	Fully-funded	813	Thamesmead School	Fully-funded
409	Caterham-Warlingham-Selsdon	Fully-funded	814	Esher High School	Fully-funded
410	Redhill-Godstone-Oxted	Primarily Commercially provided	862	Therfield School	Fully-funded
411	West Molesey-Kingston	Partially-funded	866	Beacon School	Fully-funded
420/460/480	Epsom-Tadworth /Sutton-Tadworth-Redhill	Fully-funded	868	Blenheim/Epsom & Ewell High/ St Josephs School	Fully-funded
424	Redhill-Reigate-Horley-Cophthorne-Crawley	Fully-funded	881	Rydens School	Fully-funded
430/435	Merstham-Redhill-Reigate	Primarily Commercially provided	DRT	Tandridge area	Fully-funded
436	Woking-Byfleet-Weybridge	Primarily Commercially provided	DRT	Farnham Area Waverley Hoppa DRT	Fully-funded
437	Woking-Pyrford-West Byfleet	Fully-funded	DRT	Farley Green Taxi Bus	Fully-funded
438	Staines-Royal Estate-Shepperton	Fully-funded	E16	Epsom-Stoneleigh-Worcester Park	Fully-funded
446	Woking-Addlestone-Staines	Primarily Commercially provided	E5	Watersedge-Epsom-Langley Vale	Fully-funded
451	Staines-Addlestone-Brooklands	Fully-funded	E9	Epsom-Manor Park-Clarendon Park	Fully-funded
458	Kingston-Walton-Staines	Fully-funded			

Funding status key : **Fully-funded:** Service is fully funded by SCC, **Partially-funded:** Service is partially funded by SCC, **Primarily commercially provided:** Commercial services that receives some top-up support such as evening and Sunday services, provided by the council