

Surrey County Council

Local Transport Review

Second consultation summary report: 11 May to 8 June 2015

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1. Introduction

- 1.1** From October 2014 to February 2015, Surrey County Council (SCC) ran a public consultation, as part of our review of Local Transport services. Over 6,800 Surrey residents and stakeholders told us about the local transport services that matter most to them. The feedback submitted in this consultation helped inform what proposals to change local bus services were drawn up.
- 1.2** In this consultation, some stakeholder groups stressed how important it was for residents and stakeholders, to see the detailed proposals for change to individual bus services before they were agreed.
- 1.3** Based on this feedback, a further public consultation was launched on Monday 11 May and ran to Monday 8 June 2015. The aim was to obtain, and understand, views on the proposed changes that had been drawn up following the first consultation.

2. Approach

- 2.1** This second campaign broadly followed a similar approach to the first consultation, although resources were focused on areas where there were proposed changes to local bus services.
- 2.2** Residents and Stakeholders could respond by:
- Completing the online survey at surreycc.gov.uk/transportreview
 - Completing the hard copy survey contained inside the information booklet on proposed changes to local bus services. This was available in libraries, local council offices and on buses in affected areas of Surrey. Residents could also request for this to be sent directly to them in either the standard, easy read or large print format by calling the contact centre. Further information can be found in **appendix A**.
 - Attending a public event, explained further in paragraph 2.5
 - 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 survey.
- 2.3** Emails and letters were sent out to a variety of stakeholders (a full list can be found in **appendix A**), informing them of the second public consultation and encouraging them to be involved.
- 2.4** Posters advertising the second public consultation were printed and distributed to the affected areas of Surrey. Reference copies were also sent to other locations in Surrey where there were no changes proposed. More information can be found in **appendix A**.
- 2.5** On 21 and 22 May, a roving bus visited affected areas of Surrey. The roving bus visited Woking, Addlestone, Walton on Thames and Staines upon Thames. Over 200 residents attended these events, giving them an opportunity to find out about the proposed changes to local bus services. At these events, SCC officers handed out information booklets and encouraged residents to submit their views on how the changes might affect them.
- 2.6** Other communication medium were used to promote the consultation including:
- A dedicated website for the review (surreycc.gov.uk/transportreview)
 - Social media (Facebook promoted posts and Twitter campaign)
 - Digital advertising (Google Adwords search and display campaigns)
 - E-newsletters (Communicate members, Surrey Matters and Shelf Life)

- Press advertisements (Surrey Mirror, Surrey Advertiser and Staines Informer)
- Web banners on surreycc.gov.uk, getsurrey.co.uk and surreymirror.co.uk
- Editorial copy for District & Borough Council and Parish communications

2.7 Stakeholder meetings were held with:

- Local Committee Chairman's Group
- Local Transport Review Member Reference Group
- Environment & Transport Select Committee
- Disability Alliance Networks

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 findings to the second public consultation

3.1 The second consultation received a very high rate of responses. As expected, there was concern raised over the impact that some of the proposals could have on service users. However there were a number of respondents to the consultation that expressed support for some of the proposed changes

Consultation survey

3.2 The consultation survey received 1480 responses. Over three fifths (62%) of these were via the hard copy questionnaire and nearly two fifths (38%) via the online questionnaire. A further breakdown of this can be found at the beginning of **appendix B**.

Email and letters from residents and stakeholders

3.3 Sixty email responses and five letters were received in the consultation from residents. These were analysed together with the consultation survey responses.

3.4 18 responses were received from stakeholders via email. This is summarised below:

Stakeholder Type	Number of responses
Parish and Town Councils	5
Healthcare	3
District & Borough Councils	2
Resident Association	1
Bus User Group	1
Councillors and Others	6
Total	18

Telephone calls via the contact centre

3.5 Over 50 calls were fielded by the contact centre. Calls were mainly for assistance in understanding what the proposed changes were or to request for a hard copy information booklet.

3.6 The results to the consultation can be found in **appendix B**. A summary on these has been provided below:

Responses by area

3.7 Responses were generally from the North West of Surrey (Spelthorne, Elmbridge, Runnymede & Woking), where the majority of changes are proposed. These have been broken down by district and borough, where a postcode was provided, as illustrated in **appendix B, Q12.**

Profile of respondents

3.8 About four in five (81%) of responses came from those aged 45 and over. The majority of responses came from females with a share of 63% of the overall response. Most responses came from those that are either retired with 61%, and those that are in employment (full time, part time, self employed or in voluntary employment) with 29% of the overall response. This may reflect the age, gender and employment status of a typical bus user of the services proposed for change.

Local bus responses

3.9 The most number of responses received indicating usage was for the 557 route (Woking-Chertsey-Sunbury-Heathrow Airport) with a total of 365 responses. The answers given in the consultation on service usage need to be analysed in the context of the actual number of users, as reported by operators. Further information can be found in **appendix B, Q1**

3.10 This consultation told us buses are used mostly 3 – 5 days or less, and usually between 9:30am – 3:00pm

Key findings in opposition of the proposed changes to local bus services

3.11 The proposal to change the route of the 557 (Woking-Chertsey-Sunbury-Heathrow Airport) and the 446 (Woking-Addlestone-Staines) could make it difficult for a number of people to access St Peter's Hospital direct.

3.12 Reducing the route and frequency of the 564 (Whitley Village-Hersham-Walton-Xcel) could make it difficult for some people to access medical appointments.

3.13 A small number of respondents said the proposals to withdraw sections of the 526/527 (Crawley-Charlwood-Horley-Crawley) could limit their access to shopping and reduce options to travel by bus.

3.14 The withdrawal of the 459 (Kingston-Weybridge-Addlestone-Woking) could increase journey times and reduce options to travel by bus.

Key findings in support of the proposed changes to local bus

3.15 Many respondents agreed with the proposals to:

- Increase the frequency of the 458 (Kingston-Walton-Staines)
- Change the route of 515 (Kingston-Cobham-Guildford) Sunday service
- Extend the route of 437 (Woking-Pyrford-West Byfleet)
- Extend the route of 555 (Heathrow Airport-Sunbury-Walton)

4. Next steps in the process

4.1 The feedback submitted in the second consultation will inform the final proposals that are submitted to Cabinet on 23 June.

4.2 If Cabinet agree to these proposals, a full communication programme will be launched with residents and stakeholders from July to ensure bus users are aware of the changes that will take effect from 29 August 2015.

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

Emails were sent to stakeholders informing them of the second 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.

The promotional campaign focused on areas of Surrey where changes to local bus services were proposed. Most of the changes were proposed in Spelthorne, Runnymede, Elmbridge, Woking and to a lesser extent in Mole Valley, Reigate and Banstead, Tandridge, Surrey Heath and Guildford.

1700 posters advertising the public consultation were printed and distributed to locations in these areas including:

- 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 bureauxs
- Bus stations, on buses and at our busiest bus stops
- Made available on request via our Contact Centre

9000 paper copies of the survey were distributed to libraries, local council offices, bus stations, and on buses in the affected areas. They were also made available on request via the Contact Centre in standard, easy read and large print format.

Appendix B: 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
A4 standard hard-copy booklet	842	56.9%
Online	558	37.7%
Printed PDF	57	3.9%
A4 easy read hard copy booklet	19	1.3%
A4 large print hard copy booklet	4	0.3%
Total	1480	100.0%

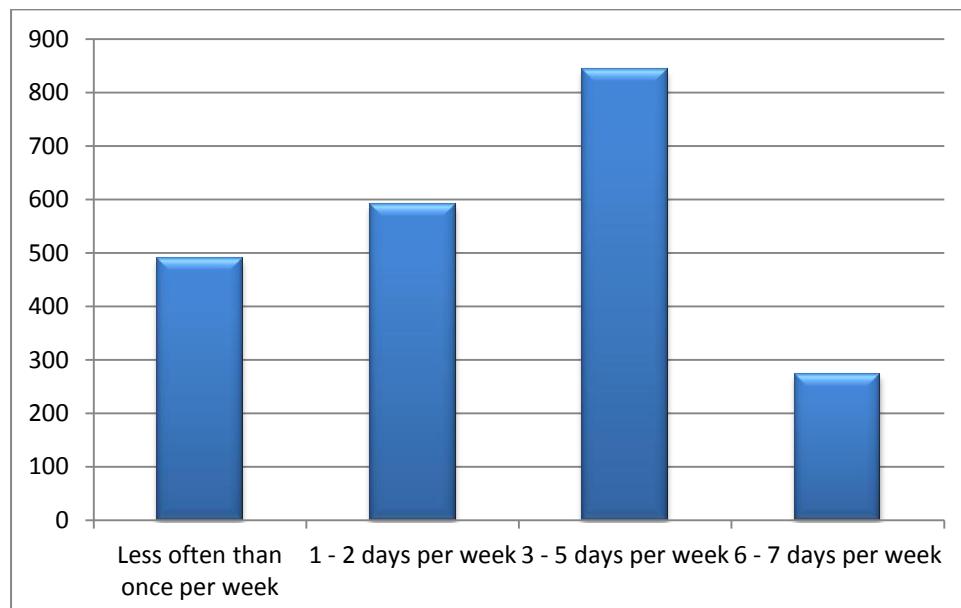
Responses to local bus services proposed for changes

Q1 Which number service(s) being proposed for change would you like to comment on? These have been sorted by the number of responses received with the highest first in the sort order. The results below indicate how many respondents use these services. Respondents could give comments on a maximum of three services that they use.

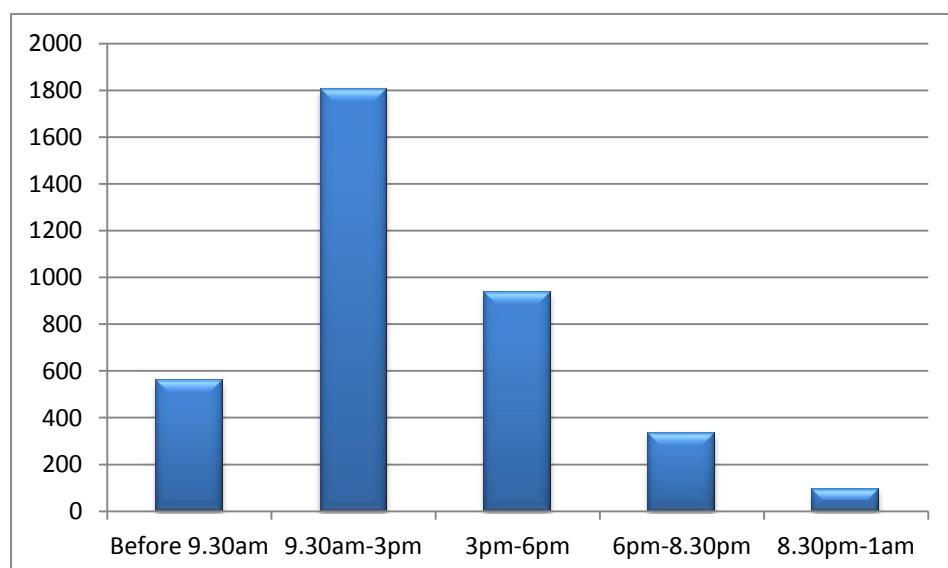
Service Number	No of responses indicating usage
557 Woking-Chertsey-Sunbury-Heathrow Airport	365
459 Kingston-Weybridge-Addlestone-Woking	247
446 Woking-Addlestone-Staines	185
458 Kingston-Walton-Staines	159
564 Whitley Village-Hersham-Walton-Xcel	133
451 Staines-Addlestone-Brooklands	127
526/527 Crawley-Charlwood-Horley-Crawley	98
438 Staines-Royal Estate-Shepperton	97
555 Heathrow Airport-Sunbury-Walton	95
514 Kingston-Molesey-Hersham	92
424 Redhill-Reigate-Horley-Copthorne-Crawley	79
34 Guildford-Woking-Camberley	71
436 Woking-Byfleet-Weybridge	69
35 Guildford-Woking-Badger Drive Briar Avenue	66
540 Woldingham-Caterham-Redhill	49
437 Woking-Pyrford-West Byfleet	47
515 Kingston-Cobham-Guildford	47
566/567 Staines-Thorpe-Knowle Hill	37
409 Caterham-Warlingham-Selsdon	32
400 Staines-Charlton-Shepperton-Walton	29
357 Warlingham - Caterham - Redhill – Page 103	25

22 Chart Downs-Dorking-Newdigate	23
513 Downside-Oxshott-Kingston	16
592 Morrisons Store-Woking town centre-Brooklands	
Tesco/M&S	8
590/591 Stanwell Moor-Staines	7
91 Woking-Goldsworth Park-Knaphill Sainsbury's	6
48 Woking-Brewery Road-Horsell	2
Grand Total	2211

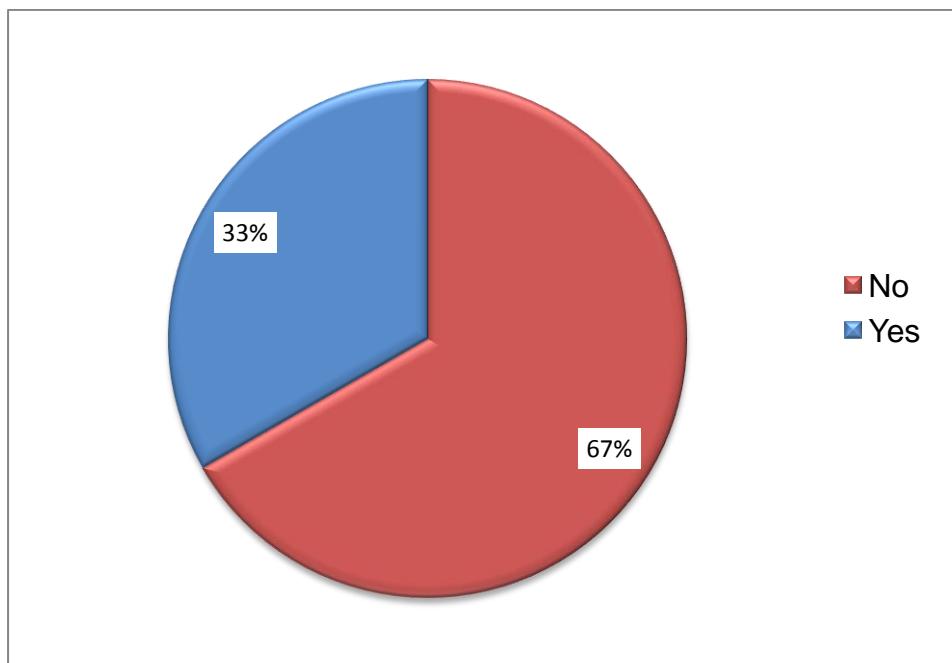
Q2 How frequently do you use each of these services?



Q3 At what times of the day do you use these services?



Q4 Do you have access to other forms of transport (eg, car, train, bicycle, car sharing schemes)?



Q5 What impact would the proposed changes to the bus services proposed for change have on you?

Comments received to this question have been broken down and categorised into groups. The table below demonstrates that the top key issues are options to travel by bus (210), increased journey times (207) and concern about no direct access to St Peter's Hospital (169). However there were a number of responses (193) that supported some of the proposals.

Issue	Number of responses
Proposal could reduce my options to travel by bus	210
Proposal could increase my journey time	207
Support proposal	193
Concern about no direct access to get to St Peter's Hospital	169
Proposal could limit access to medical appointments	152
Proposal could increase waiting times	150
Proposal could impact vulnerable people	149
Proposal could limit access to shopping	144
Consider increasing frequency of the service	137
Proposal could limit access to and from work	133
Proposal could limit my ability to socialise/reduce quality of life	103
Consider an evening service or Sunday service	60
Consider altering the route of the service	59

Proposal could limit access to education	49
Proposal could encourage me to switch to travel by car	43
Current bus service not reliable	37
Other	33
Consider a better timetable	20
No Impact	20
Consider increasing the capacity of a bus	10
Don't understand proposed changes	10
Proposal could have a negative impact on the economy	7
Proposal could impact the environment	7
Consider improving infrastructure, information or journey experience	4
Comments related to concessionary fares	2

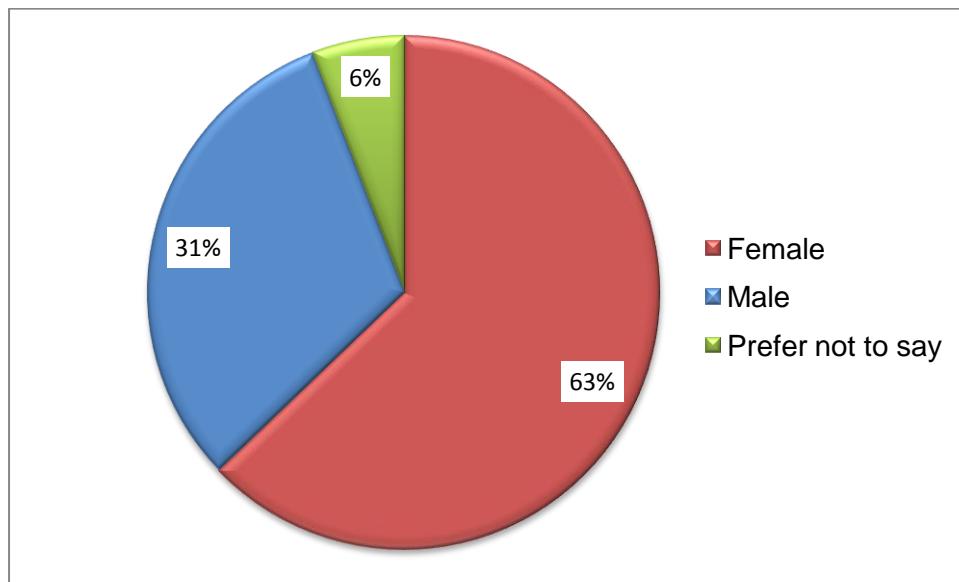
The responses to this question have been further analysed to understand what the main issue(s) are for each service proposal. Please see below:

Service Number	Main issue(s) raised
22 Chart Downs-Dorking-Newdigate	Proposal could reduce options to travel by bus on a Saturday
34 Guildford-Woking-Camberley	Proposal could increase journey times
357 Warlingham - Caterham - Redhill - Reigate	Proposal could limit access to shopping
400 Walton – Shepperton – Staines	Consider increasing frequency of service
409 Caterham-Warlingham-Selsdon	Proposal could increase journey time
424 Redhill-Reigate-Horley-Copthorne-Crawley	Proposal could reduce options to travel by bus. Support proposal to reduce the frequency
436 Woking-Byfleet-Weybridge	Consider increasing the frequency of the service
437 Woking-Pyrford-West Byfleet	Support proposal to extend the route
438 Staines-Royal Estate-Shepperton	Proposal could reduce options to travel by bus and could impact vulnerable people
446 Woking-Addlestone-Staines	Proposal could make it difficult to access St Peter's Hospital direct
451 Staines-Addlestone-Brooklands	Proposal could increase journey times
458 Kingston-Walton-Staines	Support the proposal to increase the frequency
459 Kingston-Weybridge-Addlestone-Woking	Proposal could increase journey times and reduce options to travel by bus
48 Woking-Brewery Road-Horsell	One respondent commented on this proposal, asking for an additional service during school hours to Woking train station
513 Downside-Oxshott-Kingston	Five respondents commented on this proposal with the main issue having to walk further to access a bus
514 Kingston-Molesey-Hersham	Support proposal to change and extend the route Proposal could limit access to shopping and reduce options to travel by bus
515 Kingston-Cobham-Guildford	Support the proposal to change the route of the Sunday service
526/527 Crawley-Charlwood-Horley-Crawley	Proposal could limit access to shopping and reduce options to travel by bus
540 Woldingham-Caterham-Redhill	Proposal could limit access to shopping and reduce options to travel by bus
555 Heathrow Airport-Sunbury-Walton	Support proposal to extend the route
557 Woking-Chertsey-Sunbury-	Proposal could make it difficult to access St Peter's Hospital direct

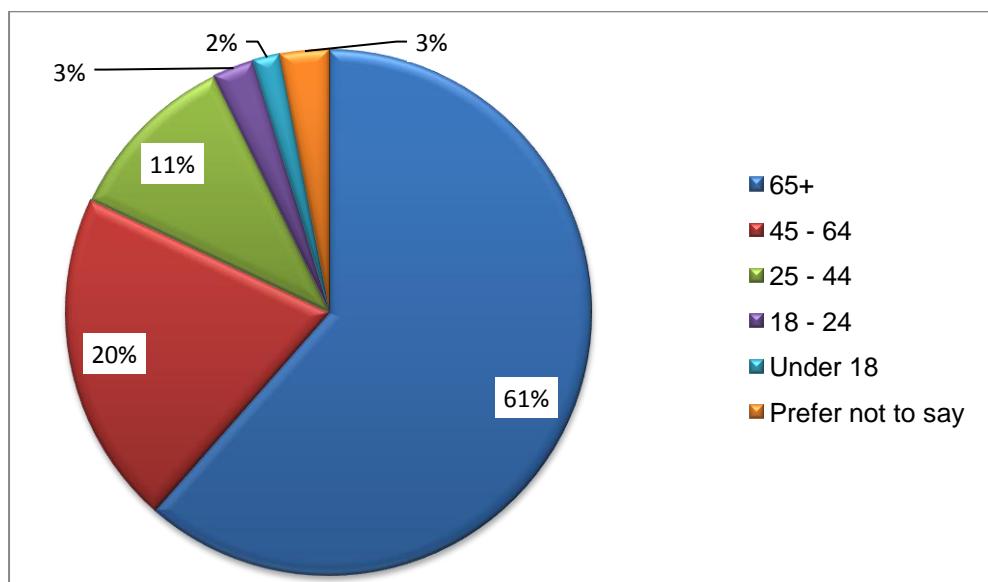
Heathrow Airport	Peter's Hospital direct
564 Whitley Village-Hersham-Walton-Xcel	Proposal could limit access to medical appointments.
566/567 Staines-Thorpe-Knowle Hill	Proposal could limit access to shopping and increase waiting times
590/591 Stanwell Moor-Staines	Two respondents commented on this proposal suggesting that proposal could reduce their options to travel by bus
592 Morrisons Store-Woking town centre-Brooklands Tesco/M&S	Three respondents commented on this proposal mostly suggesting it could limit their access to shopping.
91 Woking-Goldsworth Park-Knaphill Sainsbury's	Four respondents commented on this proposal mostly asking for an increased frequency of service

About you

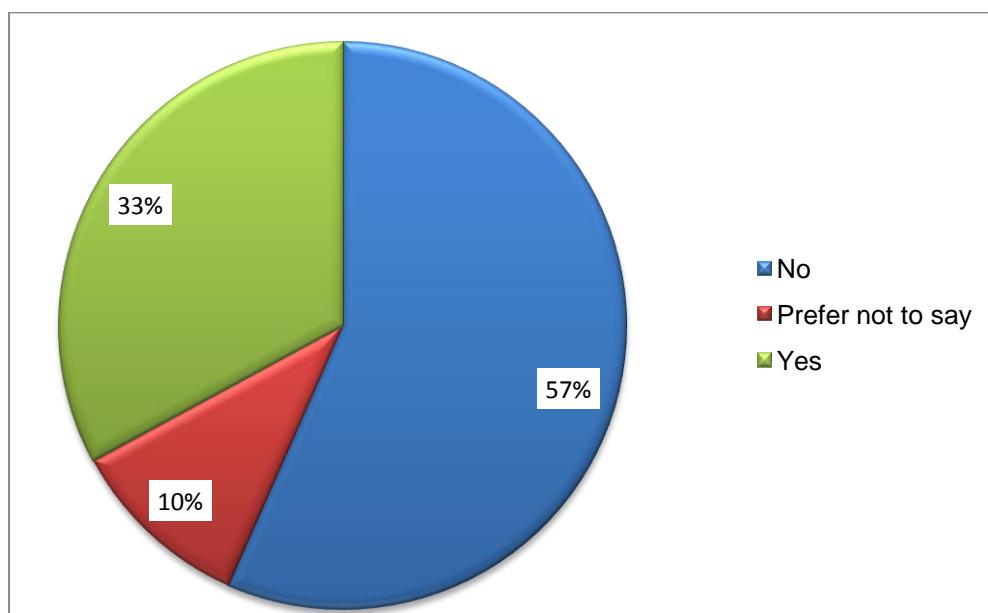
Q6 What is your gender?



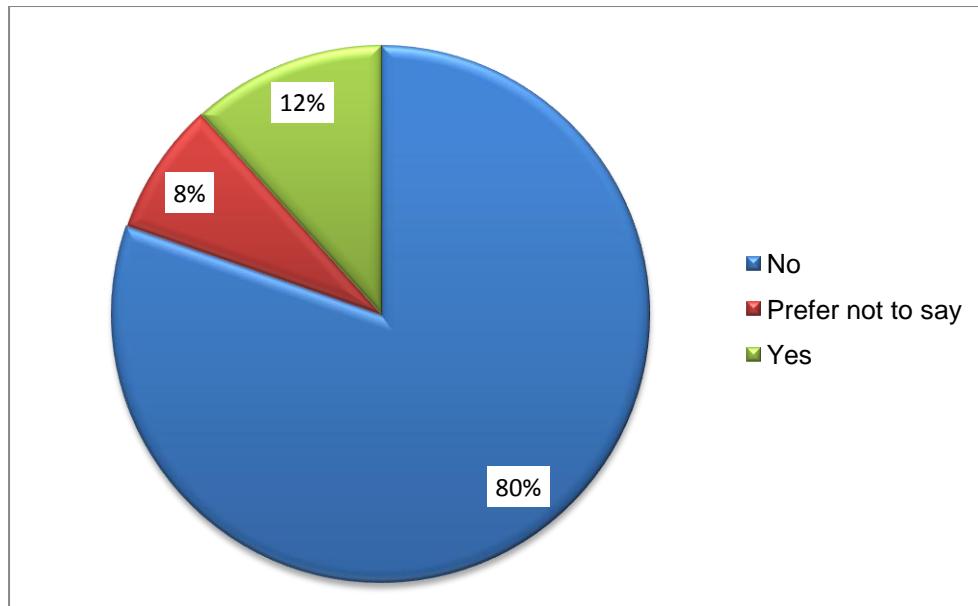
Q7 What is your age?



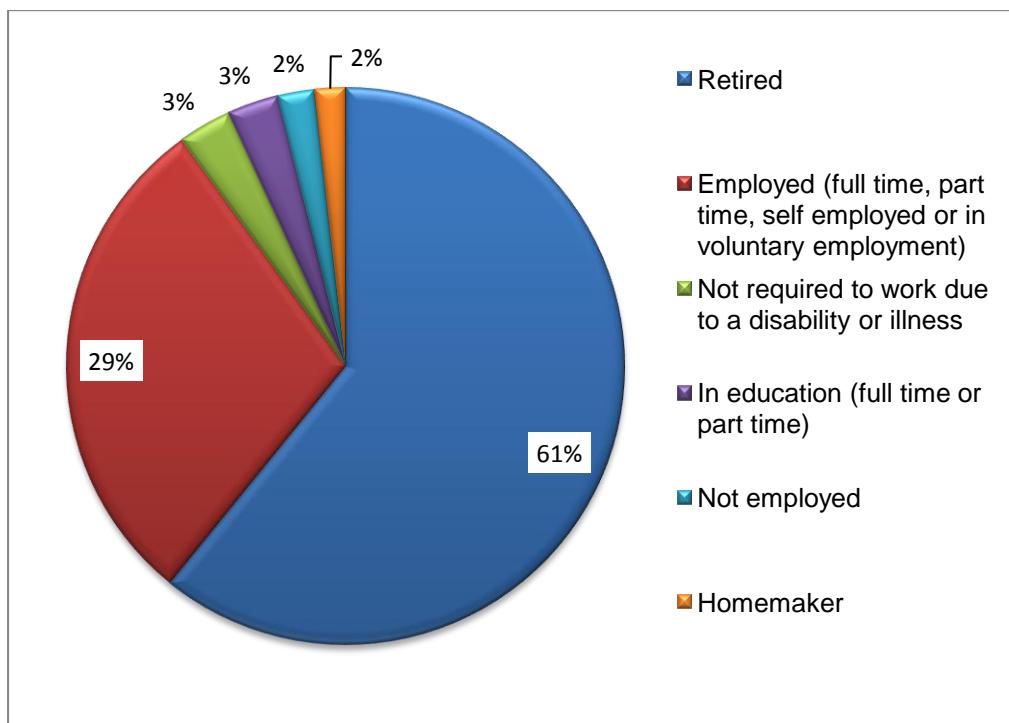
Q8 Do you consider yourself to have a disability or a longstanding condition which affects how you travel?



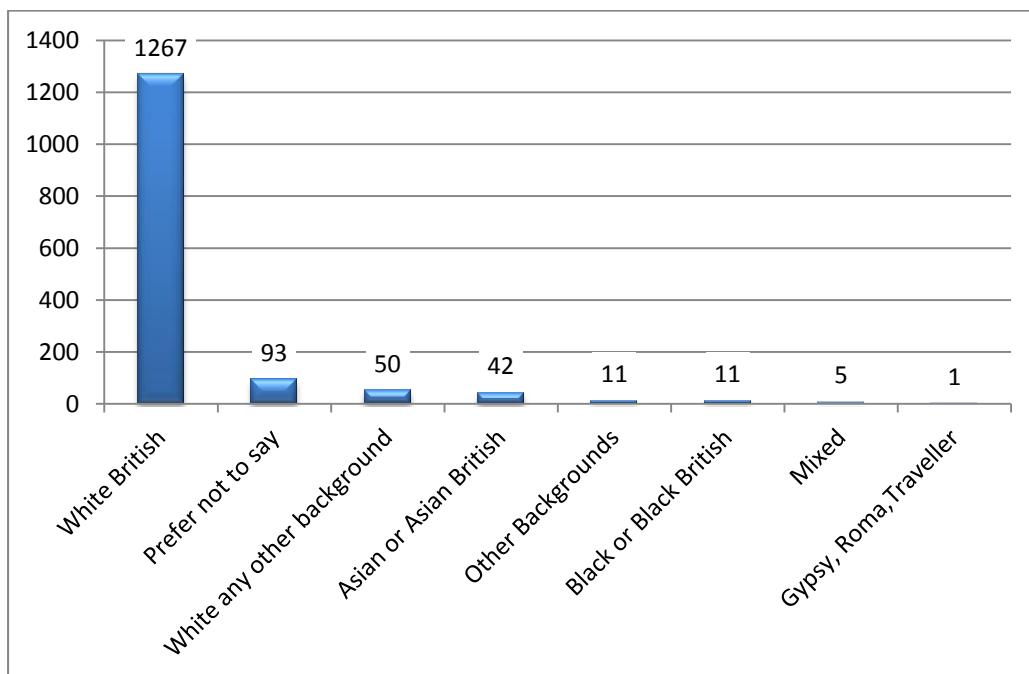
Q9 Do you have a caring responsibility for an adult or a child with a disability?



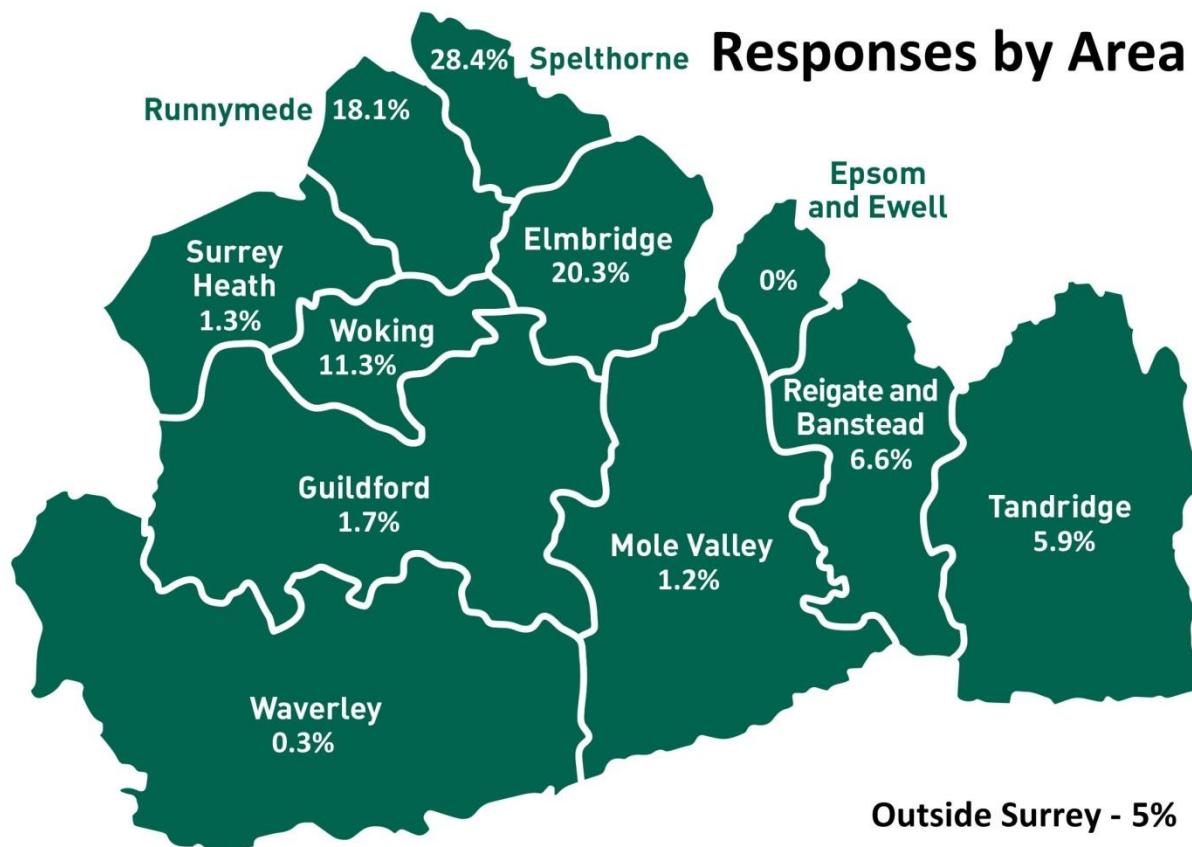
Q10 Which of the following categories do you feel best describes your employment status?



Q11 Which of the following categories best describes your ethnicity?



Q12 Responses by area



Area	Number of responses	Percentage of overall response
Spelthorne	420	28.4%
Elmbridge	301	20.3%
Runnymede	268	18.1%
Woking	167	11.3%
Reigate & Banstead	98	6.6%
Tandridge	87	5.9%
Outside Surrey	73	4.9%
Guildford	25	1.7%
Surrey Heath	19	1.3%
Mole Valley	18	1.2%
Waverley	4	0.3%
Grand Total	1480	100.0%

Q13 Do you have any other feedback?

The analysis for this question was included in the responses to question 5.

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