

Proposed local bus service changes from 29th August 2015

Service	Current route	Present Operator /New Operator	Frequency and days of operation	Borough / District served	Annual one-way passenger journeys on current service for 2014/15	***No of respondents to the first public consultation indicating usage	****No of respondents to the second public consultation indicating usage	Potential effect on current route	*Number of people on an average weekday potentially effected by proposed change	Current annual cost	New annual cost	Cost saving in 2015/16 financial year	Annual saving
400	Walton-Shepperton-Studios Estate-Charlton-Ashford Common-Ashford-Staines	Abellio	Monday-Friday 3/4 off peak journeys each way	Elmbridge, Spelthorne	8,654	20	29	Proposed changes: <ul style="list-style-type: none">• Reduce service on current route to one journey each way, arriving Staines approx. 10am and returning to Walton approx. 1pm.• Extend route from Walton to Vicarage Fields estate and Xcel Leisure Centre via Walton Hospital/ Health Centre with six journeys each way 9am-3.30pm, Mon-Fri.	4 out of 18 daily passengers	**	**	**	**
438	Staines-Royal Estate-Laleham-Shepperton	Abellio	Mon-Sat hourly	Spelthorne	54,188	33	97	Proposed changes: <ul style="list-style-type: none">• Change route and frequency to operate between Staines and Royal Estate only, every 90 minutes. Alternative services: <ul style="list-style-type: none">• Increase frequency of 458 service between Staines, Laleham and Shepperton to two buses per hour. A short section of Worple Road (between Pavilion Gardens and Staines Road) would not be served by the 458.	5 - out of 85 daily passengers	**	**	**	**
446	Woking-Sheerwater-West Byfleet-New Haw-Addlestone-Coombelands-Ottershaw-St. Peter’s Hospital-Chertsey-Penton Park-Staines	Abellio	Daily, hourly	Spelthorne - Woking - Runnymede	240,680	163	185	Proposed changes: <ul style="list-style-type: none">• Change route between Woking and Ottershaw to go via McClarens and Brox Road, replacing 557 service over this section of route and giving a faster more direct service between Woking and Staines. Alternative services: <ul style="list-style-type: none">• New service 556 between Woking and Addlestone• Service 461 between Addlestone and St. Peter’s Hospital, Chertsey and Staines.	39 - out of 410 daily passengers	**	**	**	**
451	Staines-Chertsey-Eastworth Road-Addlestone Moor-Addlestone-Weybridge-Brooklands Road-Byfleet-Brooklands Tesco/M&S (Mon-Sat, hourly)	Abellio	Mon-Sat hourly	Spelthorne - Woking - Runnymede - Elmbridge	79,013	69	127	Proposed changes: <ul style="list-style-type: none">• Withdraw service. Alternative services: <ul style="list-style-type: none">• Services 446 and 461 Staines to Chertsey.• Service 557 Chertsey to Addlestone via Eastworth Road.• Services 461 and 514 Addlestone to Weybridge.• Services 436, 437 and 514 Weybridge to Byfleet/Brooklands Tesco.	15 - out of 135 daily passengers	**	**	**	**
458	Kingston-Esher-Hersham-Walton Station-Walton-Shepperton-Laleham-Staines	Abellio	Daily, hourly	Spelthorne - Elmbridge	214,583	153	159	Proposed changes: <ul style="list-style-type: none">• Increase Mon-Sat daytime service from hourly to half-hourly.• Evening and Sunday services to remain hourly.• Introduce later evening services Mon-Sat.• Divert route between the Barley Mow at Hersham and Walton Station via Hersham Green, Queens Road, Ashley Road and Station Avenue to provide a more frequent link to Esher and Kingston and new direct link to Walton and Staines. Alternative services: <ul style="list-style-type: none">• Services 514 and 555 would provide a substitute on the withdrawn section of route between Hersham Library and Walton Station or town centre.	15 - out of 370 daily passengers	**	**	**	**
459	Kingston-Esher-Hersham-Queens Road-Weybridge-Addlestone-Coombelands-Rowtown-New Haw-Woodham-Sheerwater-Woking	Abellio	Mon-Sat hourly	Woking - Runnymede - Elmbridge	178,660	149	247	Proposed changes: <ul style="list-style-type: none">• Withdraw service. Alternative services: <ul style="list-style-type: none">• Service 458 between Kingston and Sir Richard’s bridge via Esher and Hersham.• Service 514 between Hersham Library and Weybridge via Walton Station and part of Queens Road.• Services 461 and 514 between Weybridge and Addlestone.• Services 556 and 557 between Addlestone and New Haw (direct).• Service 592 between Addlestone and New Haw via Rowtown.• Service 557 between New Haw and Woking via Woodham and Sheerwater.	55 - out of 215 daily passengers	**	**	**	**

7	461	461 Kingston-Hampton Court-Hurst Road-West Molesey-Molesey Road-Rydens Road-Ambleside Avenue-Cottimore Lane-Walton-Oatlands Drive-Weybridge-Addlestone-Coombelands-Ottershaw-St. Peter’s Hospital-Chertsey-Staines	Abellio	(Mon-Sat, half-hourly Kingston to St. Peter’s Hospital, hourly through to Staines: evenings and Sundays hourly throughout	Spelthorne - Runnymede-Elmbridge	520,753	208	n/a (no proposal to change this service)	Basic pattern of service, frequency and route unchanged (listed here for completeness of main Abellio network)	nil	**	**	**	**
	513	Downside-Cobham-Stoke D’Abernon-Oxshott-Esher-Weston Green-Thames Ditton-Hampton Court-Kingston	Abellio	Monday-Saturday, three off peak journeys each way	Elmbridge	9,136	16	16	Proposed changes: <ul style="list-style-type: none"> Reduce service from three to two off peak journeys each way, Mon-Fri. Withdraw Saturday service. Alternative services: <ul style="list-style-type: none"> Cobham Chatterbus C2 between Downside and Oxshott. Abellio 515 between Esher and Kingston. 	6 on a Saturday	**	**	**	**
	514	Kingston-Surbiton-Lovelace Road-Long Ditton-Winters Bridge-Thames Ditton-Imber Court-East Molesey-Beauchamp Road-West Molesey-Field Common Estate-Hersham Station-Hersham Library	Abellio	Mon-Sat hourly	Elmbridge	69,130	62	92	Proposed changes: <ul style="list-style-type: none"> Change route between Surbiton and Winters Bridge to go via Brighton Road and Portsmouth Road rather than Lovelace Road and Long Ditton. Extend route from Hersham Library via Hersham Road, Halfway, Walton Station and Queens Road to Weybridge, with an hourly service between Kingston and Weybridge. Extend route beyond Weybridge to Addlestone on two alternate routes: either direct via Weybridge Road, or via Weybridge Station, Brooklands Road, Manor Farm, Byfleet village, Brooklands Tesco/M&S, Byfleet and New Haw Station, and The White Hart. This would partly replace sections of services 451, 459 and 592, provide a direct link from Byfleet to Addlestone, and reinstate a direct service from Byfleet to Kingston. Journeys to and from Esher High School would be retained. 	10 - out of 130 daily passengers	**	**	**	**
	515	Kingston-Surbiton-Brighton Road-Portsmouth Road-Winters Bridge-Thames Ditton-Imber Court-Ember Lane-Lower Green-Esher-Cobham-Wisley-Ripley-Burnt Common-Burpham-Guildford	Abellio	Daily, hourly	Elmbridge, Guildford	176,121	162	47	Proposed changes: <ul style="list-style-type: none"> No changes to Mon-Sat service. Replace 515A Sunday service (via Hampton Court between Kingston and Imber Court) with same route as Mon-Sat 515 service. This would introduce a Sunday bus service for Thames Ditton village. 	nil	**	**	**	**
	555	Heathrow Airport Central Area-Hatton Cross-Terminal 4-Stanwell-Ashford Hospital-Ashford-Feltham Hill Road-Ashford Common-Sunbury Tesco-Sunbury Cross-Sunbury village-Upper Halliford-Shepperton-Walton-Walton Station	Abellio	(Mon-Sat, half-hourly, but hourly evenings and Sundays and extended on Sundays from Walton Station to Hersham Library)	Spelthorne - Elmbridge	523,895	141	95	Proposed changes: <ul style="list-style-type: none"> Extend Mon-Sat route to run through to Hersham (currently just extended on Sundays), offering a substitute for sections of service 458 in Hersham Road area. 	nil	**	**	**	**
	556	New Route: Woking - Sheerwater- West Byfleet- New Haw Black Prince-White Hart-Addlestone	Abellio	Daily, hourly	Woking - Runnymede	n/a	n/a	n/a	Proposed changes: <ul style="list-style-type: none"> New daily, hourly service that would replace current 446 route between Woking - Sheerwater- West Byfleet- New Haw Black Prince-White Hart-Addlestone. 	n/a	**	**	**	**
	557	Woking-McClarens-Ottershaw-St.Peter’s Hospital-Chertsey-Shepperton-Upper Halliford-Sunbury Cross-Sunbury Tesco-Ashford Common-Feltham Hill Road-Ashford-Ashford Hospital-Stanwell-Stanwell Moor-Heathrow Terminal 5	Abellio	Mon-Sat hourly	Woking - Runnymede - Spelthorne	138,032	119	365	Proposed changes: <ul style="list-style-type: none"> Change route to: Woking – Sheerwater – Woodham – New Haw Black Prince – White Hart – Addlestone – Addlestone Moor – Eastworth Road – Chertsey – Shepperton – Upper Halliford – Sunbury Cross – Sunbury Tesco. To run hourly, Mon-Sat except evenings. Alternative services: <ul style="list-style-type: none"> Service 446 between Woking and St. Peter’s Hospital/Chertsey. Service 555 beyond Sunbury Tesco to Stanwell and Heathrow Airport. 	32 - out of 250 daily passengers	**	**	**	**
	564	Whiteley Village-Hersham-Hersham Station-Walton Hospital-Walton-Vicarage Fields Estate-Xcel Leisure Centre	Abellio	(Mon-Fri every 40 minutes, Saturday every hour and ten minutes)	Elmbridge	75,265	28	133	Proposed changes: <ul style="list-style-type: none"> Reduce route and frequency to run between Whiteley Village and Walton town centre, hourly, Mon-Sat. Alternative services: <ul style="list-style-type: none"> Service 400 between Walton, Vicarage Fields and Xcel Leisure Centre 	6 - out of 138 daily passengers	**	**	**	**

566/567	Staines-Egham-Thorpe/Stroude-Virginia Water-Knowle Hill	Abellio	Mon-Sat hourly	Spelthorne - Runnymede	31,540	40	37	Proposed changes: <ul style="list-style-type: none"> Reduce service from hourly to every 90 minutes, Mon-Sat. 	nil	**	**	**	**
590/591	Stanwell Moor-Staines	Abellio	(Mon-Fri, one journey at 0742)	Spelthorne	97	16	7	Proposed changes: <ul style="list-style-type: none"> Withdraw Mon-Fri service (one journey at 7.42am). Saturday 590 service (operated by Bear Buses) would continue. Alternative services: <ul style="list-style-type: none"> Carlone Buses Service 591 between Stanwell Moor, Stanwell, Ashford Hospital and Staines, Mon-Fri. 	3 per week	**	**	**	**
34/35	34: Guildford-Slyfield Green-Jacobs Well-Westfield-Kingfield Green-Woking-St Johns-Knaphill-Bisley-West End-Lightwater-Bagshot-Camberley 35: Guildford-Slyfield Green-Stringers Common-Mayford-Woking-St. Johns-Hermitage Estate-Knaphill-Bisley-West End-Lightwater-Badger Drive-Briar Avenue	Arriva	Monday-Saturday: three buses per hour Guildford to Woking, four per hour Woking to Lightwater, two per hour Lightwater to Camberley. Hourly Guildford to Camberley, evening and Sunday	Guildford, Woking, Surrey Heath	698,224	486	137	Proposed changes: <ul style="list-style-type: none"> Change Mon-Sat timetable to provide three buses per hour from Guildford to Camberley (two 34 buses per hour via Westfield and one 35 per hour via Mayford). No change to evening and Sunday service. Change route of service 35 to no longer serve Hermitage Estate in St John’s and to divert from Guildford Road in Lightwater to serve Macdonald Road, Clearsprings, Aplin Way, Badger Drive and The Avenue. Alternative services: <ul style="list-style-type: none"> Diverted service 28 for Guildford – Brookwood – St John’s – Woking via the Hermitage Estate. 	nil	£355,260	£322,260	£19,250	£33,000
48 and 91	48: Woking- Brewery Road-Horsell 91: Woking-Goldsworth Park-Knaphill sainsburys	Arriva	48: one journey at 1935 Monday to Saturday 91: one journey each way on Friday evening (only) 2313 from Knaphill, 2355 from Woking	Woking	48 - 55 91 - 100	48 - 52 91 - 1	48 - 2 91 - 6	Proposed changes to 48 service: <ul style="list-style-type: none"> Withdraw one journey at 7.35pm, Mon-Sat. Proposed changes to 91 service: <ul style="list-style-type: none"> Withdraw one journey each way, at 11.13pm from Knaphill and 11.55pm from Woking Station, Friday only. 	service 48- 1 passenger per day service 91- 2 passengers on a Friday	£3,000	nil	£1,750	£3,000
436	Woking-Sheerwater-West Byfleet-Manor Farm-Byfleet-Brooklands Tesco-Mercedes Benz World-The Heights-Weybridge	Arriva	Mon-Sat every 30 minutes	Woking, Elmbridge	230,226	70	69	Proposed changes: <ul style="list-style-type: none"> Reduce frequency from half hourly to hourly, Mon-Sat. Change route to no longer serve The Heights. No change to Sunday service 436 between Woking and Brooklands Tesco (operated by Abellio). Alternative services: <ul style="list-style-type: none"> Revised service 437 between Woking, Byfleet, Brooklands and Weybridge Means there would still be two buses per hour between Woking and Weybridge via Byfleet and Brooklands. 	nil	£72,600	£58,000	£8,517	£14,600
437	Woking-Maybury Estate-Warren Farm-Pyrford-West Byfleet	Arriva	Mon-Sat hourly	Woking	41,715	40	47	Proposed changes: <ul style="list-style-type: none"> Extend route from West Byfleet to Byfleet, Brooklands Tesco, Mercedes Benz World and Weybridge (hourly, Mon-Sat), giving new links from the Maybury and Pyrford areas. 	nil	£123,000	£96,000	£15,750	£27,000
592	Morrisons Store-Woking town centre-Kettlewell Hill-Woodham-New Haw-Addlestone-Orchard Way-Byfleet Station-Brooklands Tesco/M&S	Carlone Buses	(Tue/Thur/ Sat, three journeys each way)	Woking - Runnymede	4,458	13	8	Proposed changes: <ul style="list-style-type: none"> Change route to operate, as per current route, from Morrisons Store and Woking to New Haw Black Prince, then to Rowtown, Coombelands and Orchard Way, terminating at Addlestone. Replaces service 459 in the Rowtown area. Three journeys each way to/from Woking and Addlestone between 9.30am and 2.30pm. The link between Byfleet and New Haw Station/ Brooklands Tesco and Addlestone will be covered by the revised service 514. 	nil	£24,100	£24,100	nil	nil
22	Chart Downs - Westcott - Wotton - Abinger Hammer - Holmbury St Mary - Abinger Common with certain journeys also serving Newdigate and Leigh	Metrobus	Monday - Saturday basically every 2 hours	Mole Valley	24,099	18	23	Proposed changes: <ul style="list-style-type: none"> Withdraw Saturday service. Alternative services: <ul style="list-style-type: none"> Service 32 for Abinger Hammer, Wotton and Westcott to Dorking (hourly Saturday service). Newdigate, Leigh, Chart Downs, Sutton Abinger, Holmbury St Mary and Abinger Common would no longer have a Saturday service. 	11 - out of 55 passengers who travel on a Saturday	£124,233	£106,394	£10,406	£17,839
409	Caterham Valley - Caterham on the Hill - Whyteleafe - Warlingham – Farleigh - Chelsham - Selsdon	Metrobus	Monday to Saturday service operating approx every 30 minutes, hourly evenings	Tandridge	148,369	72	32	Proposed changes: <ul style="list-style-type: none"> Withdraw Mon-Fri 8.21am journey from Caterham The Village to Caterham Station. Change route of 7.33am journey from Chelsham Common so that it no longer diverts via The Village development. Change route to no longer divert via Caterham School. New link from Marden Lodge to Warlingham Secondary School. 	7 passengers who use the withdrawn journeys	£250,947	£250,947	nil	nil

7	526/527	Crawley - Ifield - Charlwood - Gatwick South - Hookwood - Horley - Smallfield - Burstow - Shipley Bridge - Gatwick Road North – Crawley	Metrobus	Monday to Saturday - hourly]	Mole Valley - Reigate & Banstead - Tandridge	38,360	93	98	Proposed changes: <ul style="list-style-type: none">• Withdraw service between Horley, Smallfield, Burstow, Shipley Bridge, Gatwick Road North, Crawley.• Change route to no longer serve Gatwick Airport.• Reduce frequency of remaining service (Crawley to Horley via Ifield, Charlwood and Hookwood) from hourly to every 90 minutes, with an off-peak Saturday service (9.30am-5pm).• Journeys for Oakwood School from Smallfield and Charlwood would be maintained. Alternative services: <ul style="list-style-type: none">• Revised service 424 for Horley to Smallfield, Burstow and Crawley via Shipley Bridge and Gatwick Road North.	19 - out of 178 daily passengers	£227,491	£122,814	£61,062	£104,677
	540	Woldingham – Marden Lodge – Caterham – Chaldon – Merstham – Colesmead Road – Redhill	Metrobus	Monday to Friday operating 2 hourly	Tandridge - Reigate & Banstead	28,101	20	49	Proposed changes: <ul style="list-style-type: none">• Withdraw service. Alternative services: <ul style="list-style-type: none">• Service 357 between Marden Lodge and Redhill (revised to divert via Colesmead Road).• Proposed Buses4U service from Woldingham to Caterham and Caterham on the Hill Tesco.• Revised journeys on service 409 serving Caterham, Marden Lodge to Warlingham Secondary School.	4 - out of 115 daily passengers	£52,872	nil	£30,842	£52,872
	357	Warlingham - Whyteleafe - Marden Lodge - Caterham - Chaldon - Merstham – Gatton Point - Redhill – Reigate	Southdown PSV	Monday - Friday operating hourly	Tandridge - Reigate & Banstead	not included - commercially sensitive	61	25	Proposed changes: <ul style="list-style-type: none">• Divert to serve Colesmead Road in Redhill (replacing service 540) and to serve Wray Common and Timperley Gardens instead of operating direct via Reigate Road (replacing reduced service 424).	nil	nil	nil	nil	nil
	424	Redhill - Timperley Gardens - Reigate – Woodhatch - Meadvale - East Surrey Hospital - Whitebushes - Salfords - Horley - Smallfield - Burstow - Copthorne - Crawley	Southdown PSV	Monday to Friday service operating hourly Redhill to Crawley but half hourly off peak Redhill to East Surrey Hospital. Saturday service operates hourly Redhill to Crawley	Tandridge - Reigate & Banstead	131,731	154	79	Proposed changes: <ul style="list-style-type: none">• Reduce frequency of Mon-Fri service to hourly throughout.• Change section of route in West Sussex, between Copthorne and Crawley to go via Shipley Bridge, Gatwick Road North and Tinsley Lane. Alternative services: <ul style="list-style-type: none">• Revised service 357 between Redhill, Timperley Gardens and Reigate.	nil	£141,670	£113,243	£16,582	£28,427
	**		Abellio						Services featured above annotated as **		£2,337,770	£2,089,863	£144,612	£247,907
									Additional savings secured by contract price negotiations, by retendering or by operators converting services to commercial provision, but NOT resulting in a change to the route or level of service offered.	nil	£1,149,422	£840,487	£274,779	£308,935
										Current Annual Cost	£4,862,365			
										New Annual Cost		£4,024,108		
										Cost saving in 2015/16 financial year			£583,550	
										Annual cost saving				£838,257

* See explanatory note in paragraph 34 of the Cabinet Report

** Some contract packages contain more than one service. As the negotiated contracts or services offered to tender are not necessarily packaged in the same way as previously, the overall current and future prices, and savings for the services operated by Abellio are best shown in an aggregated form, as individual comparisons would be misleading.

*** The first consultation questionnaire received a total of 10,993 response (the overall consultation response was 6,723 but bus users could tell us about a maximum of three services that they use) to bus services that are used in Surrey. These respondents told us when, how often and why they use these bus services. They also told us how important the service was to them and what they would do to make a journey if it was no longer available. Using this information and all of the other responses to the consultation, and through iterative work with our operators, as well as considering other important factors, the above proposals for change have been drawn up.

****The second consultation questionnaire received a total of 2,211 responses indicating usage on the bus services that were proposed for change. (the overall consultation questionnaire response was 1,480 but bus users could tell us about a maximum of three services that they use) These respondents told us how frequently they used them, at what times of day and how the proposed change would impact them.