

# Surrey County Council

## Local Transport Review

Year Two public consultation summary report:  
20 January – 14 March 2016



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## 1. Introduction

- 1.1 From 20 January to 14 March 2016, Surrey County Council (SCC) ran a public consultation as part of Year Two of our review into Local Transport services. This review aims to provide maximum value for money for Surrey residents, whilst also delivering much needed savings for the council in the face of huge funding pressures. Changes made in the first year made vital savings, but further savings are required to maintain as many of the services as possible which residents rely upon.

## 2. Our approach

- 2.1 This public consultation followed a similar approach to the one undertaken in Year One of the Local Transport Review, with resources focused on areas where there were proposed changes to local bus services, but with materials still widely available for all other areas. The consultation for Year Two was allocated a budget of £9000.00. A breakdown of the expenditure for this consultation can be seen below:

Item	Cost (£)
Hard copy booklets and questionnaires (all formats) (9400)	£ 2,821
Posters (1400)	£ 214
Digital advertising	£ 2,810
Facebook	£ 410
Press advertisements	£ 2,263
<b>Total</b>	<b>£ 8,519</b>

- 2.2 Residents and stakeholders could respond by:
- Completing the online survey at [www.surreycc.gov.uk/transportreview](http://www.surreycc.gov.uk/transportreview)
  - Completing the hard copy survey, which was enclosed in the information booklet on proposed changes to the local bus services. This was available in libraries, local council offices and on buses in affected areas of Surrey. Residents and stakeholders could also request for this to be sent directly to them in either the standard, easy read or large print formats by calling the contact centre. Further information can be found in **Appendix A**
  - Attending a public event (explained in further detail in paragraph 2.5 below)
  - Emailing or writing to the project team
  - Telephoning or texting the contact centre to submit their responses 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**), which raised awareness of the public consultation and encouraged them to participate and to promote to their wider networks.
- 2.4 Posters advertising the public consultation were printed and distributed to the affected areas of Surrey and neighbouring regions; reference copies were also sent to other locations in Surrey and neighbouring regions. (More information can be found in **Appendix A**).
- 2.5 A roving bus visited affected areas of Surrey. On 26 February 2016, we visited Godalming and Farnham, and on 2 March 2016, we visited Caterham and Warlingham Green. Over 140 people attended these events, providing them with an opportunity to find out about the proposed changes to local bus services. At these events, SCC

officers handed out information booklets and questionnaires and encouraged residents to submit their views on how the proposed changes may affect them. Representatives from the bus operators, including Stagecoach, Metrobus and Southdown, were also in attendance.

**2.6** Other forms of communication were used to promote the consultation, including:

- A dedicated website for the review ([www.surreycc.gov.uk/transportreview](http://www.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 in the Surrey Advertiser and Surrey Mirror
- Surrey Matters magazine (sent to every household in Surrey)
- Web banners on surreycc.gov.uk homepage and bus pages and on the District and Borough local web pages
- Editorial copy which could be used in District and Borough and Parish newsletters

**2.7** Stakeholder meetings were held with:

- Local Area Committee Chairman’s Group (meeting of all Local Area Committee Chairmen) and Local Area Committee meetings (where changes were proposed)
- Local Transport Review Member Reference Group (a Member scrutiny panel set up for the Local Transport Review)
- Disability Alliance Networks
- Chairs Meeting of the Empowerment Board (meeting of all the Disability Alliance Networks Chairmen)
- Local bus meetings (Blackwater Valley meeting, County Wide Transport Group)

**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 of the public consultation

**3.1** This public consultation received a total of **2677** responses. Residents and stakeholders submitted their responses and feedback, including whether they supported or opposed the suggested proposals to change the local bus services. The table below shows a breakdown of how responses were received.

Format	Number Received	Percentage of response
Consultation survey (online and hard copy formats)	2422	90.47
Letters and emails from residents	201	7.51
Letters and emails from stakeholders	54	2.02
<b>Total</b>	<b>2677</b>	<b>100.00</b>

#### Consultation survey

**3.2** The consultation survey received **2422** responses. Over three fifths (62.2%) of these were via the hard copy questionnaire (including the easy read and large print formats) and nearly two fifths (37.8%) via the online questionnaire. A further breakdown of this can be found at the beginning of **Appendix B**.

### **Emails and letters from residents and stakeholders**

**3.3** 201 letters and emails were received in the consultation from residents. 54 letters and emails were received from key stakeholders. These were all analysed together with the consultation survey responses. The key stakeholders have been summarised below:

<b>Stakeholder Type</b>	<b>Number of Responses</b>
Parish and Town Councils	25
District and Borough Councils	2
Councillors- SCC and others	7
Community/ Residents'/ Village Associations	4
Bus User Group	2
Local Publications	2
Disabilities Alliance Network	2
Other Local Stakeholder Groups	10
<b>Total</b>	<b>54</b>

### **Telephone calls via the Contact Centre**

**3.4** The Contact Centre fielded 111 telephone calls. Calls were mainly for assistance in understanding what the proposed changes were or to request a hard copy information booklet. In some instances, Contact Centre colleagues mediated calls and completed a questionnaire with the caller. This information is broken down in the below table.

<b>Type of Call Fielded</b>	<b>Number of Calls</b>
Information provided	15
Referred to service	2
Referred to webpage	2
Literature sent	77
Mediated	5
Calls related to Year 1 consultation	10
<b>Total</b>	<b>111</b>

### **Petitions received relating to the consultation**

**3.5** In total, 4 petitions have been received concerning the proposed changes to local bus services. One of these petitions (Arriva 17) was responded to. A further two of these (Stagecoach 46/ 72 and Southdown 509/ Metrobus 281) will be heard at the Cabinet Member for Environment and Planning Decision meeting on 12 April 2016, as they have received over 100 signatures, which is the required number for this process to take effect. Since the consultation process ended, one petition (Metrobus 409) has received over 100 signatures and will be heard at the following Cabinet Member for Environment and Planning Decision meeting on 11 May 2016. The table below provides some detail on the petitions received, highlighting which bus route it concerned and the number of signatures:

<b>Bus Route</b>	<b>Number of Signatures</b>
Arriva 17	322
Stagecoach 46/ 72	516
Southdown 509/ Metrobus 281	292
Metrobus 409	116

## **Results from the consultation**

**3.6** The results of 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 Waverley, Guildford, Tandridge and Surrey Heath, where the majority of changes are proposed. Some responses also came from outside of Surrey in neighbouring regions, including Hampshire and Greater London. These have been broken down by district and borough, where a postcode was provided, as illustrated in **Appendix B Question 12**.

### **Profile of respondents**

**3.8** Approximately four in five (83%) 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 60%, or 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, who have responded to this consultation process. This data can be seen in more detail in **Appendix B Questions 6, 7 and 10**.

### **Local bus responses**

**3.9** The most number of responses received, indicating usage, was for the current 46 route (Aldershot – Farnham – Shackleford – Godalming – Compton – Guildford) with a total of 309 responses. The answers given in the consultation on service usage need to be analysed in the context of the actual number of users, as recorded by operators. Further information can be found in **Appendix B Questions 1 and 5**.

**3.10** This consultation told us of those responding, buses are used mostly 3-5 days or less per week and usually between 09:30am- 3:00pm. Again, this data can be seen in more detail in **Appendix B Questions 2 and 3**.

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

**3.11** The proposal to change the current route of the 46 service (Aldershot – Farnham – Shackleford – Godalming – Compton – Guildford) to a new route could limit access to shopping, especially from Badshot Lea, Compton, Hurtmore and Shackleford to Godalming and Guildford. Respondents also told us that this proposal could also limit the ability to socialise and reduce quality of life e.g. visits to Watt's Gallery.

**3.12** The proposal to review the current route of the 3 service (Yateley – Camberley – Frimley – Ash – Aldershot) to consider improving connections to Frimley Park Hospital and splitting the service at Camberley could limit access to medical appointments, especially from Yateley to Frimley Park Hospital. Respondents also told us that this proposal could also limit access to shopping, especially in Camberley.

**3.13** The proposal to amend the current route and frequency of the 4/5 service (North Town – Aldershot – Hale – Farnham) could limit access to shopping, especially from Folly Hill to Aldershot and/or Farnham, and the proposal could also adversely impact on vulnerable people.

**3.14** The proposal to amend the current route and frequency of the 409 service (Selsdon – Farleigh – Warlingham – Caterham Station) could limit access to shopping, especially from Selsdon and Farleigh. Respondents also told us that this proposal could also limit the ability to socialise and reduce quality of life.

**3.15** The proposal to amend the frequency and part of the route for the current 516 service (Dorking – Boxhill – Leatherhead – Epsom – Kiln Lane Sainsbury's) could limit access to shopping, especially to Epsom. Respondents stated that the current service is seen as acceptable and should be kept as it is. Conversely, respondents also gave support

to the alternative option to operate a service every two hours between Dorking and Epsom town centre Monday to Saturday.

**Key findings in support of the proposed changes to local bus services**

- Some respondents agreed with the proposal to maintain the current route and timetable of the 11 service (Farnborough – Frimley Green – Camberley – Paddock Hill – Ansell Road)

**4. Next steps in the process**

- 4.1** The feedback submitted in this public consultation will inform the final proposals to be submitted to Cabinet on 24 May 2016.
- 4.2** If Cabinet agree to these proposals, a full communication programme will be launched with residents and stakeholders from mid-June 2016 to ensure bus users are aware of the changes which will take effect from early September 2016.

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

Emails were sent to stakeholders informing them of the public consultation for Year Two of the Local Transport Review and encouraged involvement. These were sent to:

- SCC Members, District and Borough Councillors, Local Committees, Surrey MPs, Local Enterprise Partnerships, Central Government
- District and Borough Councils, Parish and Town Councils, Resident Associations, Neighbourhood Forums, Neighbouring Local Authorities, Libraries
- Employers and Business Organisations, Schools and Colleges, Phase Council, Public Health, Clinical Commissioning Groups (CCGs)
- Bus operators, Airports, Train operating companies
- Equality organisations (disability and older people groups etc), Faith Groups, Community transport providers
- Bus Users UK, North West Surrey Bus User Group
- 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 Waverley, Guildford, Tandridge, Surrey Heath and Woking and to a lesser extent Epsom and Ewell, Mole Valley, Reigate and Banstead and Runnymede.

**1400** posters advertising the public consultation were printed and distributed to locations in these areas including:

- SCC offices, District and Borough offices, Parish and Town Councils, resident associations, equality organisations
- Libraries, community centres, village halls, GP surgeries, sixth form colleges, supermarkets, citizens advice bureaux
- Bus stations, on buses and at the busier bus stops
- Public events
- Made available on request via our Contact Centre

**9400** 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. Neighbouring Councils and libraries were also included in receiving posters and hard copies of the survey.



## 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.

### Responses by type of questionnaire

Format	Number received	Percentage of response
Standard hard-copy booklet	1495	61.7
Online	915	37.8
Easy read hard-copy booklet	6	0.2
Large print hard-copy booklet	6	0.2
<b>Total</b>	<b>2422</b>	<b>100.0</b>

### Responses to local bus services proposed for change

#### Q. 1 Which of the bus services in this booklet would you like to comment on?

These have been sorted by the number of responses received with the highest first in sort order. The results below indicate how many respondents said they use these services. For this question, respondents could give comments on a **maximum of three services** that they use, which is why the total number of comments received was **3197** from the total of 2677 responses (including consultation responses, letters and emails from residents and letters and emails from key stakeholders). The services which received the most comments are highlighted at the top of the grid below.

It must be noted that some routes, or part of a route, are operated on a commercial basis and are not funded by SCC and in turn SCC has no control over them. It is the prerogative of the bus operator to make any changes they feel necessary and these routes were therefore included for information only. These routes are noted below in bold and with an asterisk.

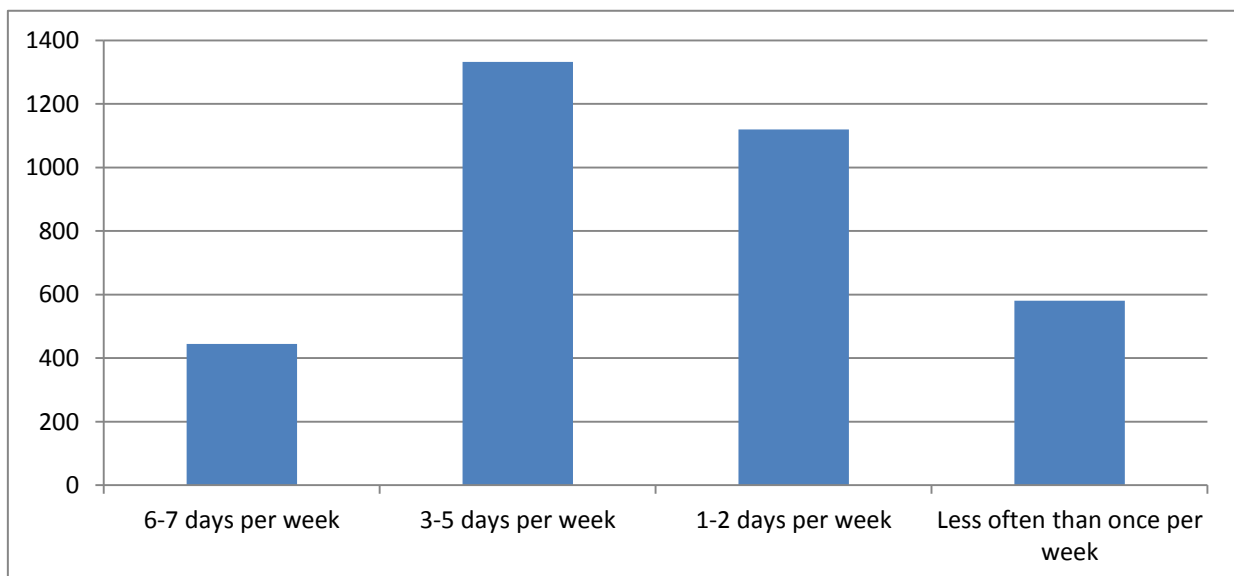
Service Number including Current Route	Total Number of responses indicating usage
46 Aldershot - Farnham - Shackleford - Godalming - Compton - Guildford	309
<b>* 3 Yateley - Camberley - Frimley - Ash - Aldershot</b>	245
<b>*4/5 North Town - Aldershot - Hale - Farnham</b>	186
409 Selsdon - Farleigh - Warlingham - Caterham Station	180
516 Dorking - Boxhill - Leatherhead - Epsom - Kiln Lane Sainsbury's	164
<b>*1 Gold Aldershot - Farnborough - Camberley - Old Dean</b>	135
509 Caterham on the Hill - Godstone - Lingfield - East Grinstead	131
<b>*281 Lingfield - Dormansland - East Grinstead - Crawley Down - Crawley</b>	129
11 Farnborough - Frimley Green - Camberley - Paddock Hill - Ansell Road	120
70 Guildford - Godalming - Witley - Haslemere - Midhurst	111
446 Woking - Chertsey - Stanwell Moor - Heathrow Terminal 5	108
72 Guildford - Godalming - Aarons Hill	104
462/ 463 Woking - Send - Burpham - Guildford	103

71 Guildford - Godalming - Witley - Haslemere - Shottermill	99
<b>*17 Aldershot - Farnham - Rowledge - Shortheath</b>	95
<b>*65 Guildford - Hog's Back - Farnham - Alton</b>	93
<b>*18 Aldershot - Farnham - Bordon - Grayshott - Haslemere</b>	74
24 Guildford - Bramley - Nanhurst - Cranleigh	72
520 Aldershot - Ash Green - Fairlands - Guildford/ Woking	70
19 Aldershot - Farnham - Churt - Haslemere	65
25 Cranleigh - Gomshall - Merrow - Guildford	61
16 Dockenfield - Ridgway Road - Farnham - The Avenues - Weybourne	60
503 Hambledon - Godalming - Wonersh - Godalming	60
<b>*236 Oxted - Westerham - Lingfield - Copthorne - Crawley</b>	58
<b>*2 Camberley - Frimley Park Hospital - Cove - Farnborough</b>	56
48 Frimley Park Hospital - Frimley Green - Knaphill - Woking	55
500 Frimley Park Hospital/ The Meadows - Camberley - Egham - Staines	49
Kite Service Guildford - Normandy - Ash - Aldershot	42
23 Guildford - Warren Road - Merrow	39
538 Worplesdon Road - Stoughton - Jacob's Well - Burpham Sainsbury's Store	32
No Bus Route Specified/ Route Not Part of this Consultation	26
<b>*424 Redhill - Reigate - East Surrey Hospital - Horley - Three Bridges - Crawley</b>	23
523 Milford Hospital - Godalming - Guildford	21
59 Hammer Hill - Shottermill - Grayswood	9
305 Poyle - Wraysbury - Staines - Magna Carta School	5
29 Newdigate - Leigh - Brockham - Dorking	4
Tandridge Demand Responsive Service	4
<b>Total</b>	<b>3197</b>

**\* Commercial changes proposed**

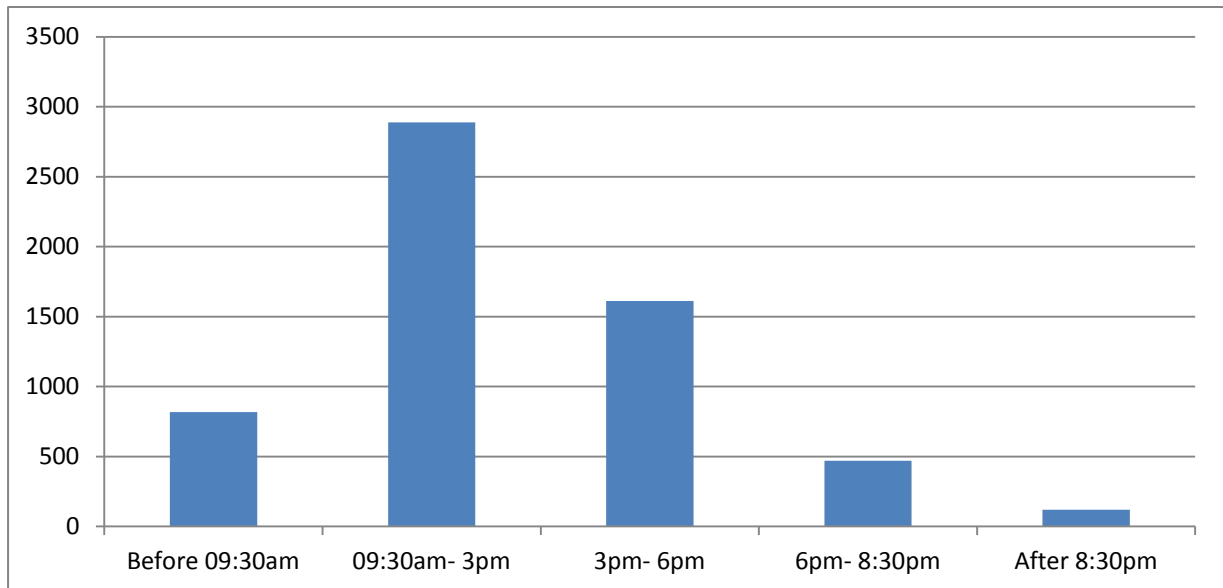
**Q. 2 How frequently do you use each of these services?**

Again, respondents could give comments on a **maximum of three services** that they use.

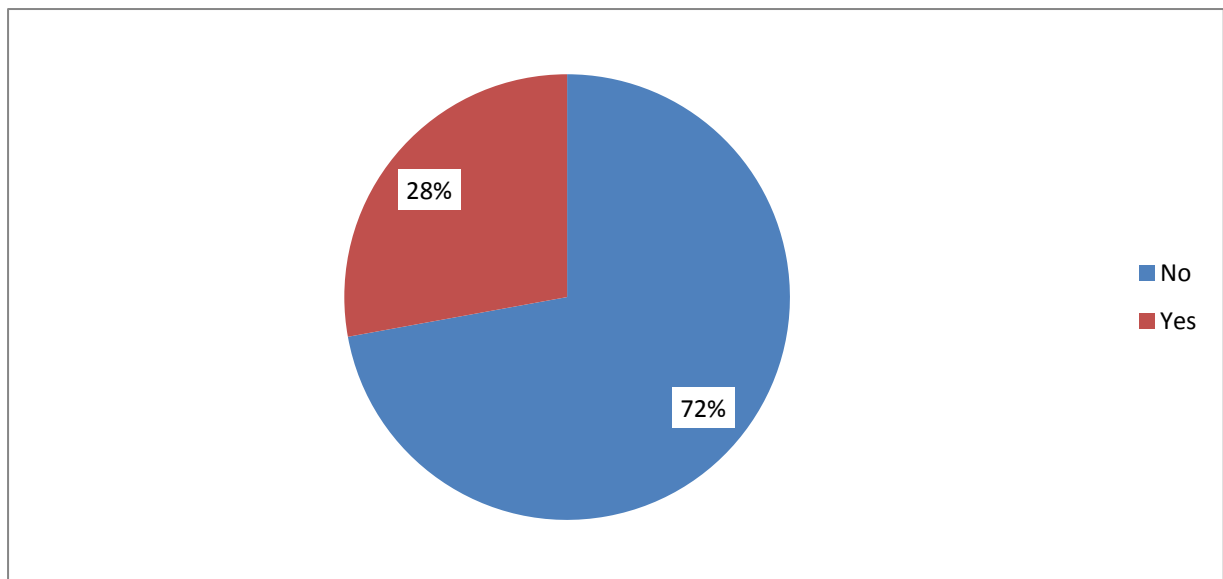


**Q. 3 What time(s) of day do you use each of these services?**

Respondents were able to tick more than one box for this question. Again, respondents could give comments on a **maximum of three services** that they use.



**Q. 4 Do you have access to an alternative form of transport, other than this bus service(s)?**



It must be noted that Questions 2-4 use data obtained from online and hard-copy responses only, therefore from 2422 responses.

**Q. 5 Would any of the proposed changes to the bus service(s) you have listed above have an impact on you?**

Question 5 (and Question 13) considered all 2677 responses (including consultation responses, letters and emails from residents and letters and emails from key stakeholders). Respondents could provide details of what the potential impact could be by providing comments in a free-text box. Comments received to this question (and Question 13) have

been broken down and categorised into groups. The table below demonstrates what the top key issues are and these are highlighted at the top. However, there were 121 responses which supported some of the proposals.

Issue	Number of Responses
Proposal would limit access to shopping or town centre	939
Proposal would limit access to medical appointments	603
Proposal would impact vulnerable people	525
Proposal would limit ability to socialise or reduce quality of life	509
Respondents stated that the current service is seen as acceptable and should be kept as it is	431
Proposal would limit access to and from work / voluntary work	333
Consider a better timetable	287
Consider increasing the frequency of the service	266
Proposal does not provide an alternative option to travel by bus	264
Proposal would leave one housebound and/or isolated	223
Consider altering the route of the service	213
Support/Agree with proposal	191
Proposal would force one to travel by car or taxi	172
Current bus service is not reliable	170
Proposal would limit access to education	166
Consider an evening service or Saturday service or Sunday service	160
Proposal would increase journey time	123
Proposal would force one to use the train or walk or cycle	114
Proposal would increase waiting times	108
Proposal would impact the environment (congestion)	103
Consider improving infrastructure, information or journey experience	93
One does not understand proposed changes	88
Other - Comments not relevant to this consultation	73
Comments relate to concessionary fares	70
Proposal would increase journey cost	47
Comments relate to the consultation process	36
Comments relate to housing developments and a need for public transport	35
Comments relate to safety concerns regarding access/ non access to public transport	27
Consider decreasing the capacity of a bus	24
Comments on bus routes not included within this consultation	23
Consider increasing the capacity of a bus	18
Current bus service is expensive and not affordable	10
Proposal would have a negative impact on the economy	7

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

Service Number	Operator	Main issue(s) raised
<b>*1 Gold Aldershot - Farnborough - Camberley - Old Dean</b>	Stagecoach	This bus service is currently not reliable and splitting the service at Camberley could increase waiting times and restrict access to Frimley Park Hospital
<b>*2 Camberley - Frimley Park Hospital - Cove - Farnborough</b>	Stagecoach	Proposal would limit access to medical appointments, especially Frimley Park Hospital and this service is currently not reliable
<b>*3 Yateley - Camberley - Frimley - Ash - Aldershot</b>	Stagecoach	Proposal would limit access to medical appointments, especially from Yateley to Frimley Park Hospital, and limit access to shopping or town, especially Camberley
<b>*4/5 North Town - Aldershot - Hale - Farnham</b>	Stagecoach	Proposal would limit access to shopping or town centre, especially from Folly Hill to Aldershot and/or Farnham, and proposal would impact vulnerable people
11 Farnborough - Frimley Green - Camberley - Paddock Hill - Ansell Road	Stagecoach	Proposal would limit access to shopping or town centre, especially from Farnborough to Mytchett
16 Dockenfield - Ridgway Road - Farnham - The Avenues - Weybourne	Stagecoach	Proposal would limit access to shopping or town centre, especially from Dockenfield to Farnham
<b>*17 Aldershot - Farnham - Rowledge - Shortheath</b>	Stagecoach	Proposal would limit access to shopping or town centre and respondents stated that the current service is seen as acceptable and should be kept as it is.
<b>*18 Aldershot - Farnham - Bordon - Grayshott - Haslemere</b>	Stagecoach	Proposal would limit access to shopping or town centre and access to and from work/ voluntary work
19 Aldershot - Farnham - Churt - Haslemere	Stagecoach	Proposal would limit access to shopping or town centre, especially to Guildford
23 Guildford - Warren Road - Merrow	Buses Excetera	Proposal would limit access to shopping or town centre and impact vulnerable people
24 Guildford - Bramley - Nanhurst - Cranleigh	Buses Excetera	Consider a better timetable and proposal would limit access to medical appointments, especially for Elmbridge Village residents
25 Cranleigh - Gomshall - Merrow - Guildford	Buses Excetera	Proposal would limit access to shopping or town centre
29 Newdigate - Leigh - Brockham - Dorking	Buses Excetera	Proposal would increase journey cost and limit access to education
46 Aldershot - Farnham - Shackleford - Godalming - Compton - Guildford	Stagecoach	Proposal would limit access to shopping or town centre, especially from Badshot Lea, Compton, Hurtmore and Shackleford to Guildford and Godalming, and limit ability to socialise and reduce quality of life e.g. visit Watt's Gallery
48 Frimley Park Hospital - Frimley Green - Knaphill - Woking	Dickson Travel	Proposal would limit access to medical appointments, especially Frimley Park Hospital
59 Hammer Hill - Shottermill - Grayswood	Stagecoach	Proposal would limit access to shopping or town centre

<b>*65 Guildford - Hog's Back - Farnham - Alton</b>	Stagecoach	Proposal would limit access to shopping or town centre and access to and from work/ voluntary work
70 Guildford - Godalming - Witley - Haslemere - Midhurst	Stagecoach	Proposal would limit access to shopping or town centre and access to medical appointments
71 Guildford - Godalming - Witley - Haslemere - Shottermill	Stagecoach	Proposal would limit access to shopping or town centre and access to medical appointments
72 Guildford - Godalming - Aarons Hill	Stagecoach	Proposal would limit access to medical appointments and limit access to shopping or town centre
<b>*236 Oxted - Westerham - Lingfield - Copthorne - Crawley</b>	Southdown	Proposal would limit access to shopping or town centre, especially Crawley
<b>*281 Lingfield - Dormansland - East Grinstead - Crawley Down - Crawley</b>	Metrobus	Proposal would limit access to shopping or town centre, especially Lingfield and Dormansland to East Grinstead and Crawley
305 Poyle - Wraysbury - Staines - Magna Carta School	Bear Buses	Proposal would limit access to shopping or town centre
409 Selsdon - Farleigh - Warlingham - Caterham Station	Metrobus	Proposal would limit access to shopping or town centre, especially from Selsdon and Farleigh, and limit ability to socialise/ reduce quality of life
<b>*424 Redhill - Reigate - East Surrey Hospital - Horley - Three Bridges - Crawley</b>	Buses Excetera	Support/ agree with proposal
446 Woking - Chertsey - Stanwell Moor - Heathrow Terminal 5	Abellio	Proposal would limit access to shopping or town centre, especially Staines to Heathrow T5, and limit access to medical appointments
462/ 463 Woking - Send - Burpham - Guildford	Arriva	Proposal would limit access to shopping or town centre, especially from Ripley
500 Frimley Park Hospital/ The Meadows - Camberley - Egham - Staines	Dickson Travel	Proposal would limit access to shopping or town centre, especially Staines, and limit access to medical appointments, especially Frimley Park Hospital and respondents stated that the current service is seen as acceptable and should be kept as it is.
503 Hambledon - Godalming - Wonersh - Godalming	Stagecoach	Proposal would limit access to shopping or town centre, especially Godalming, and would impact vulnerable people
509 Caterham on the Hill - Godstone - Lingfield - East Grinstead	Southdown	Proposal would limit access to shopping or town centre, especially East Grinstead, and would limit ability to socialise/ reduce quality of life
516 Dorking - Boxhill - Leatherhead - Epsom - Kiln Lane Sainsbury's	Buses Excetera	Proposal would limit access to shopping or town centre, especially Epsom, and respondents stated that the current service is seen as acceptable and should be kept as it is.
520 Aldershot - Ash Green -	Stagecoach	Proposal would impact vulnerable people

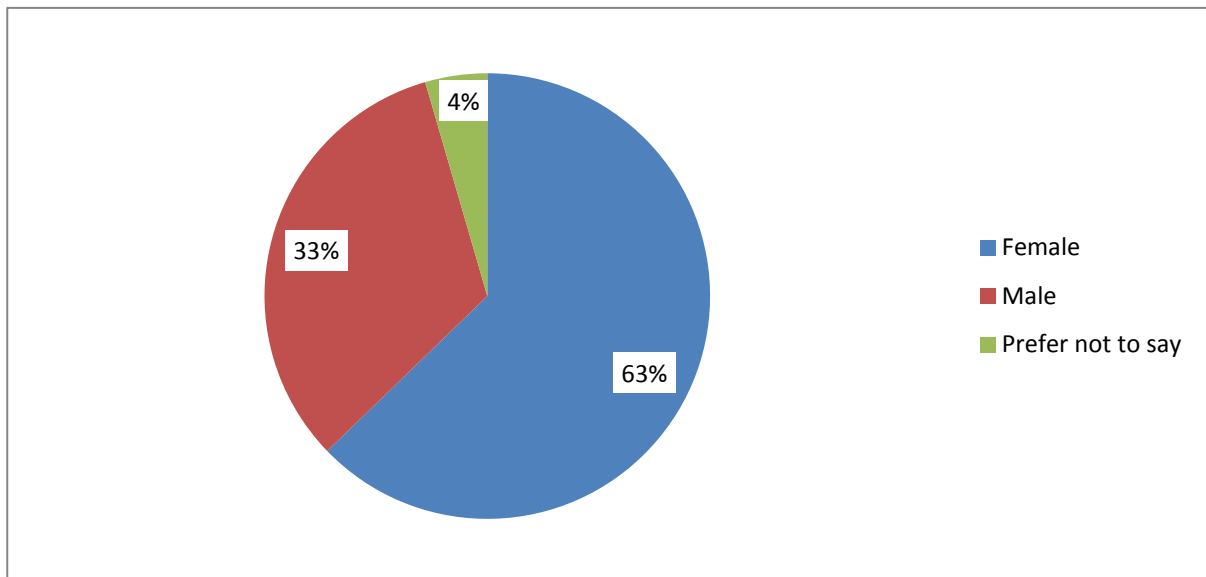
Fairlands - Guildford/ Woking		and limit access to shopping or town centre
523 Milford Hospital - Godalming - Guildford	Stagecoach	Housing developments and need for public transport and respondents stated that the current service is seen as acceptable and should be kept as it is. The proposal would also limit access to shopping or town centre
538 Worplesdon Road - Stoughton - Jacob's Well - Burpham Sainsbury's Store	Stagecoach	Proposal would limit access to shopping or town centre, especially from Jacobs Well, and respondents stated that the current service is seen as acceptable and should be kept as it is
Kite Service Guildford - Normandy - Ash - Aldershot	Stagecoach	Consider an evening, Saturday or Sunday service and proposal would limit access to shopping or town centre
Tandridge Demand Responsive Service	Buses 4U	Proposal would limit ability to socialise/ reduce quality of life

**\*Commercial changes proposed**

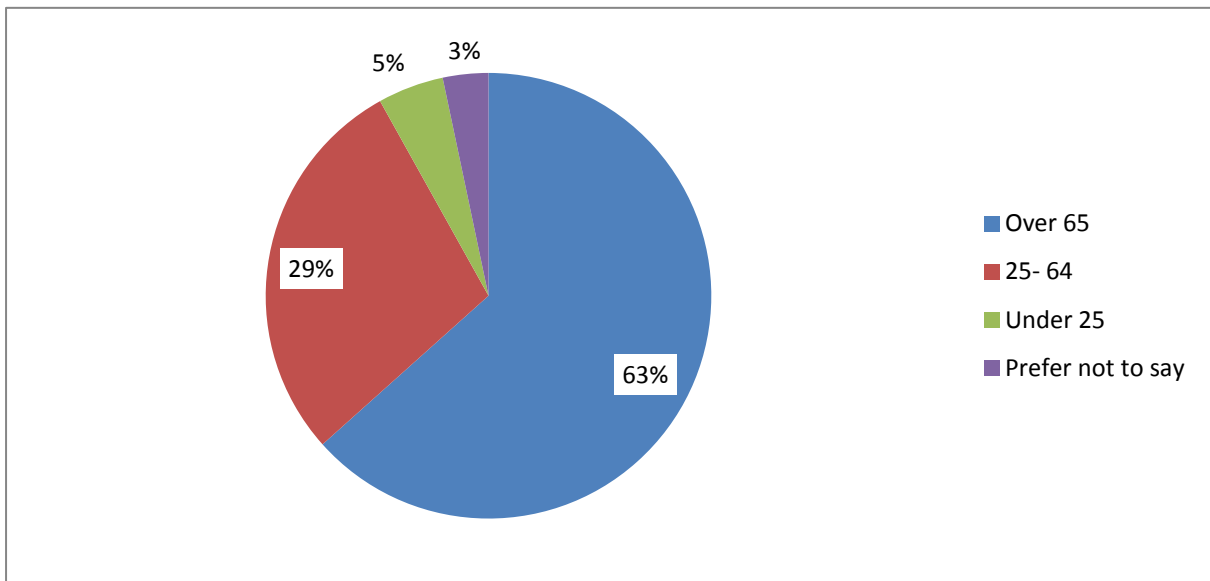
**About You**

This second section collected data on those responding to the questionnaire (therefore out of the 2422 online and hard-copy responses) to inform trends and information on the demographic of those partaking in the public consultation for Year Two of the Local Transport Review.

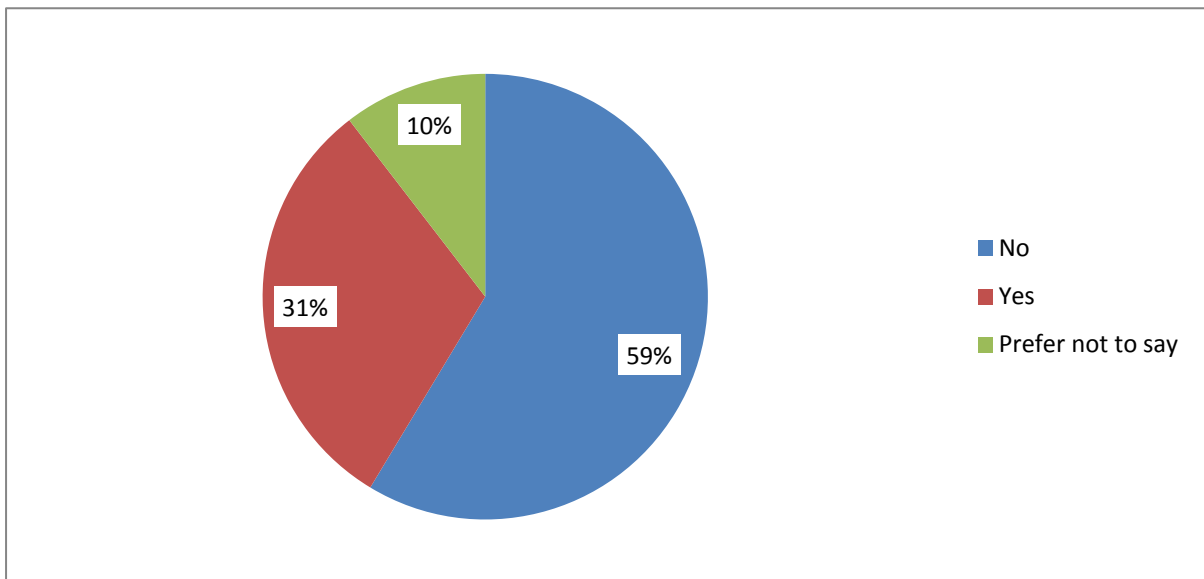
**Q. 6 What is your gender?**



**Q. 7 What is your age?**

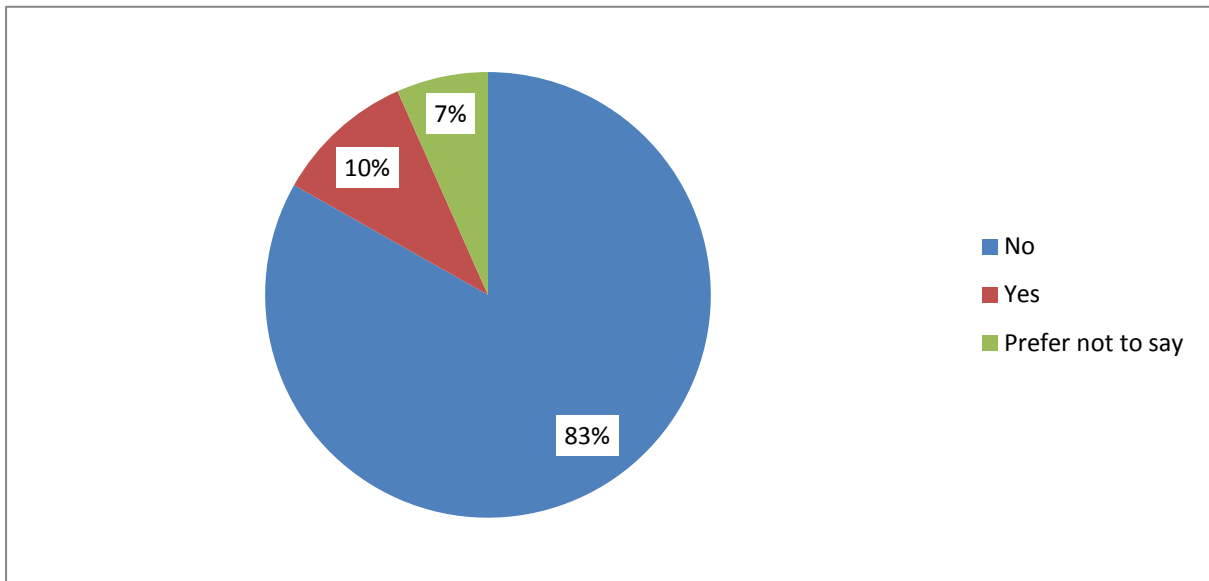


**Q. 8 Do you consider yourself to have a disability or a long-standing condition which affects how you travel?**

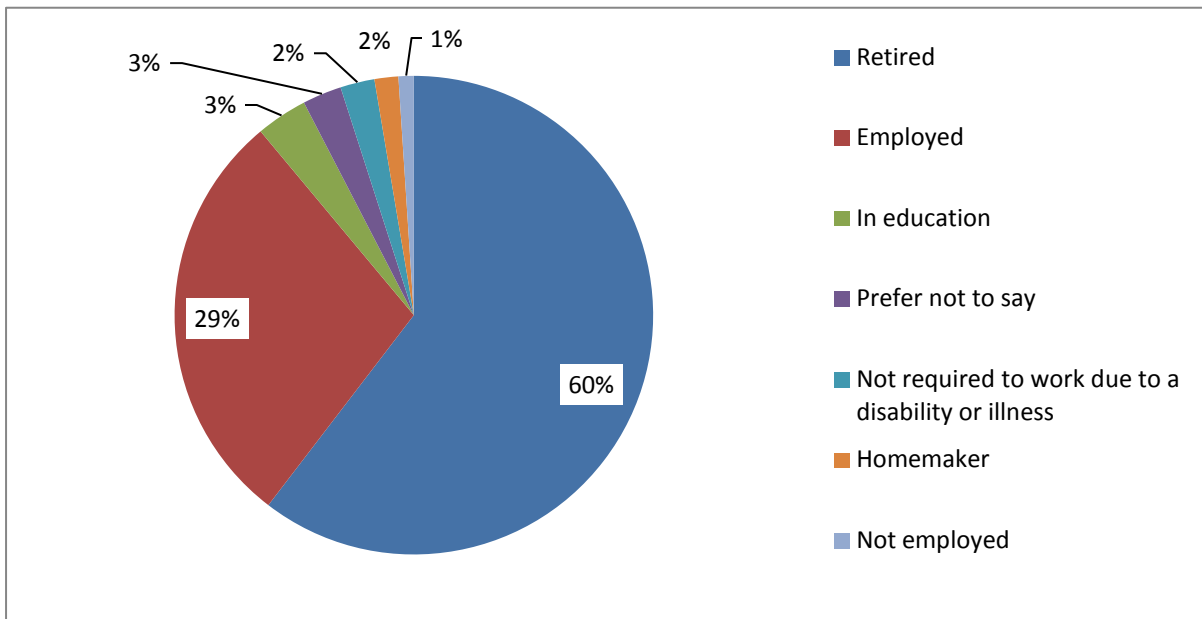




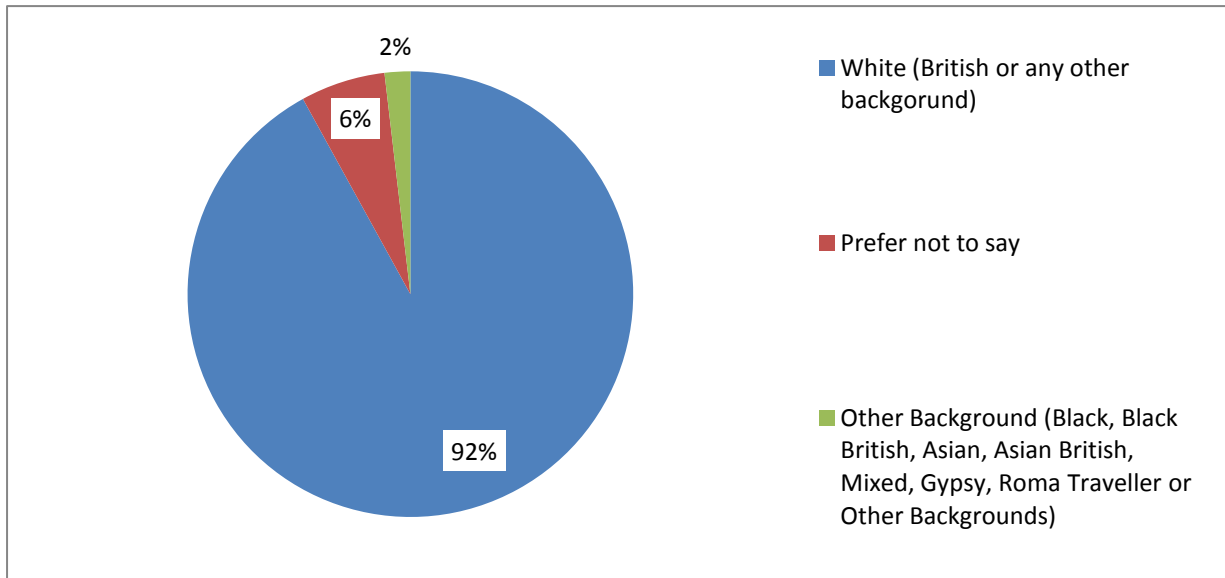
**Q. 9 Do you have a caring responsibility for an adult or a child with a disability?**



**Q. 10 Which of the following categories do you feel best describes your employment status?**



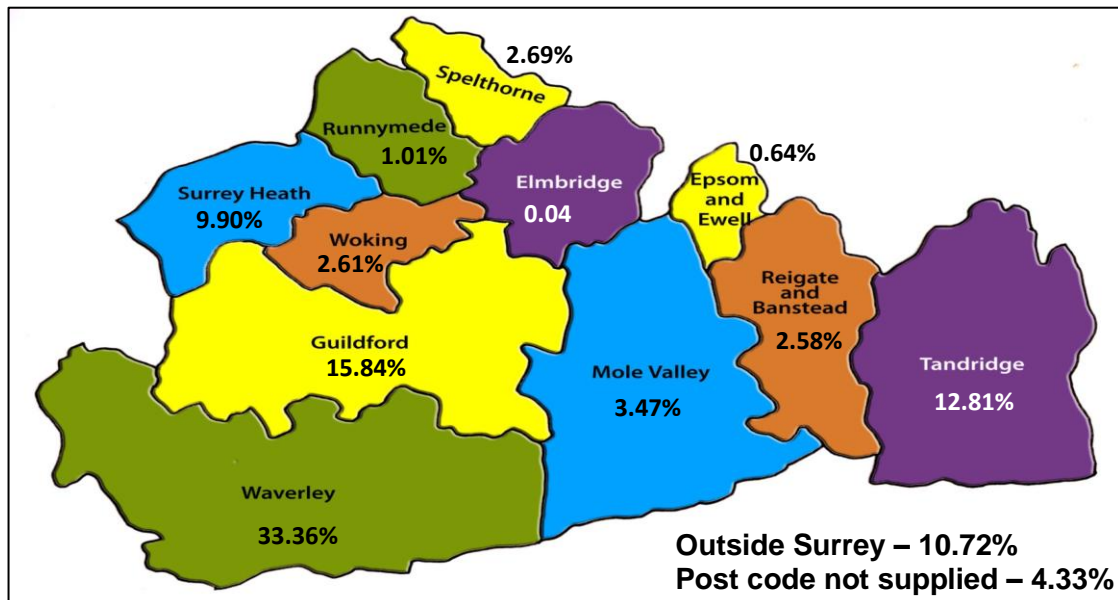
**Q. 11 Which of the following categories best describes your ethnicity?**



All questions in the About You section, especially questions 8, 9 and 11, are important ones to ask within the consultation process. They are useful in terms of providing data on the demographics of Surrey bus users. The data collected will also inform the Equality Impact Assessment completed for Year 2 of the Local Transport Review.

**Q. 12 What is your post code?**

This question intended to obtain information concerning responses by area. Please see the graphic below which highlights the percentage of responses (where provided) from each Surrey District and Borough and from outside of the county.



**Q. 13 Do you have any other feedback?**

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