

**SURREY COUNTY COUNCIL****CABINET****DATE: 24 MAY 2016****REPORT OF: MR MIKE GOODMAN, CABINET MEMBER FOR ENVIRONMENT AND PLANNING****MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS SERVICES AND RESIDENT EXPERIENCE****LEAD OFFICER: TREVOR PUGH, STRATEGIC DIRECTOR ENVIRONMENT & INFRASTRUCTURE****LAURA LANGSTAFF, HEAD OF PROCUREMENT****SUBJECT: SURREY COUNTY COUNCIL LOCAL TRANSPORT REVIEW****SUMMARY OF ISSUE:**

This report outlines the second year of a three year review of local transport services provided by Surrey County Council (SCC) for its residents. This plan has been designed to maintain as many of the services that residents rely on as possible, and maximise cost savings with minimum changes to the level of service offered. This recognises the important role that bus services play for our residents in supporting the economy and personal wellbeing by providing access to employment, education, medical appointments and essential shopping.

The Council achieved vital savings in the first year of the review in the face of increasing pressures on its funding. However, further savings are required to ensure it drives better value for money and delivers its savings target of £2m by 2017/18, as part of the Council's Medium Term Financial Plan (MTFP). The plan for year two has been drawn up collaboratively with bus operators following a wide reaching public consultation running from January to March 2016, with 2,677 residents and stakeholders having their say on the services that matter most to them.

Bus operator data and the assessment of the proposed changes indicate that an estimated average of 72 passengers per day Monday to Saturday will be impacted by the changes in the savings plan. However, most of those shown as impacted will still have a reasonable level of access to a bus service, with new travel opportunities introduced on some services. We are also working to stimulate patronage on bus services and reduce the need for council funding.

**RECOMMENDATIONS:**

It is recommended that Cabinet:

1. approves the proposed changes to local bus services in Surrey, as detailed in **Annex 2** of this report, and gives delegated authority to the Cabinet Member for Environment and Planning and the Strategic Director for Environment and Infrastructure to agree any adjustments before these changes take effect from the start of the 2016/17 academic year.

2. approves the award of the nine local bus tenders as detailed in Part 2 of this report.

#### **REASON FOR RECOMMENDATIONS:**

These recommendations will enable SCC to achieve the required savings needed from the review and are based on:

- Responses to the public consultation on proposed changes.
- Full understanding of the impact on the recommended changes to the public (including those with protected characteristics) and the environment.
- Maintaining as many of the services that residents rely on as possible that get them to employment, healthcare, school and essential shopping.
- Funding arrangement with service operators that is sustainable in the long term.
- Ensuring the Council complies with Procurement Standing Orders, requiring Cabinet approval for those contracts that reach a specified value.

#### **DETAILS:**

##### **Background**

1. The Council currently spends £7.3m supporting local bus services. The proposed £2m Local Transport Review saving, part of which has already been delivered as set out in paragraph 2, is in addition to savings of £4.8m achieved through the Surrey Bus Review delivered between 2010 and 2012.
2. On 23 June 2015, Cabinet approved changes to local bus services in the first year of the Local Transport Review, with the changes coming into effect from the end of August 2015. These changes and other efficiencies enabled SCC to plan to reduce its local transport costs by £0.789m in 2015/16, rising to £1.043m over a full year. The actual position is shown in paragraph 31 and the Table at paragraph 34.
3. The changes in the first year of the review made important savings for the Council. However, further savings are required, so that the review can achieve the Council's MTFP requirement to reduce local transport costs by £2m by 2017/18. To achieve the required level of savings, further changes need to be made to the local bus services that the council subsidises.

##### **Overview of the public consultation**

4. On 20 January 2016, SCC launched a public consultation on proposed changes to local bus services, which ran until 14 March 2016. This gave residents and stakeholders a chance to have their say on the proposals. They could take part by completing the online survey or hard copy survey (available in standard, large-print and easy read formats), emailing or writing to the project team, telephoning the contact centre or attending one of the public roving bus events in person. The consultation summary report in **Annex 1** describes how we widely engaged with partners, stakeholders and the general public in the consultation.

## Responses to the public consultation (20 January 2016 – 14 March 2016)

5. This consultation received 2,677 responses from residents and stakeholders, who told us about how the proposed changes could impact them. A total of 4 petitions were also received, which have all been responded to. The feedback submitted during the consultation has played an important part in the review, and helped Officers draw up the final proposals for change. **Annex 1** gives a more detailed breakdown on the views submitted in this consultation including an overview of the petitions received.
6. The key findings in this consultation were:
  - 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 limit the ability to socialise and reduce quality of life e.g. visits to Watt's Gallery.
  - 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 limit access to shopping in Camberley.
  - 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 have an impact on vulnerable people.
  - 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 told us that this proposal could also limit the ability to socialise and reduce quality of life.
  - 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.
  - 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).

## Proposed changes to local bus services

7. The preferred approach to achieve the required savings has been through sensible negotiations, retendering of services, encouraging commercialisation and by re-planning the network of services. By adopting this approach, the overall potential impact and hardship to service users has been reduced.
8. This approach has also had to take account of a review conducted by Stagecoach of their non-subsidised services in West Surrey, which in some cases has resulted in a re-shaping of their routes to achieve what they feel

would be the best option for future commercial viability. This has meant that SCC has had to review the services it subsidises in the same area to avoid competitive duplication and to provide integration into a cohesive, sustainable network.

9. Nine local bus services have been tendered using the electronic Dynamic Purchasing System (DPS). Working with procurement we invited 21 companies who are suppliers on the DPS to bid for one or more of the nine local bus services via a mini competition. The nine local bus services put out to tender are:

- **236** - Oxted-Westerham-Edenbridge-Dormansland-Lingfield-Newchapel-Crawley
- **409** - Caterham-Warlingham-Chelsham Common-Farleigh-Selsdon
- **509** - East Grinstead-Felcourt-Lingfield-Blindley Heath-South Godstone-Godstone-Caterham-Caterham on the Hill
- **510** - Hurst Green-Oxted
- **516** - Epsom-Leatherhead-Headley-Boxhill-Betchworth Station-Dorking
- **594/595** - Chalkpit Wood-Oxted-Limpsfield-Limpsfield Chart/Tastfield-Westerham
- **603** - Redhill-Merstham-Chaldon-Caterham-Godstone-Oxted School
- **610** - Smallfield-Outwood-South Nutfield-Bletchingley-Godstone-Oxted School
- **694** - Lingfield-Merle Common-Hurst Green-Pollards Oak-Oxted

The anticipated savings from this tender process are set out in Part 2 of this report.

10. The Council has also worked with operators to re-negotiate certain contracts to reach a compromise in what is provided within a lower-price framework, to provide the Council with better value for money. This exercise has resulted in a part-year saving of £0.138m in 2016/17, rising to a full year annual saving of £0.236m thereafter **without** changing the current level of service offered.
11. The savings described in the above paragraph are a beneficial outcome for the review. However, to make the required level of savings in the review, it has been necessary to propose some compromises on local bus services in terms of routes, frequencies, days of operation or timetables. The proposals have been drawn up through partnership working with the relevant operators by:
- Encouraging operators to sustain services on a more commercial basis, thus reducing the requirement for funding support
  - Taking due regard of comments received in the consultation process and avoiding as much as possible impacts on services, or sections of the route, which have the highest levels of patronage
  - Retaining, where possible, key journeys at times that support travel to work, school/college, health care and general food shopping
  - Considering future factors, such as school place planning, economic growth and residential development

12. **Annex 2** provides information on the bus services for which proposals were published in the consultation, together with the actual outcome now being recommended to Cabinet. If approved by Cabinet, the proposed changes are expected to come into effect from 3 or 4 September 2016. This review has focused on bus services contracts due to expire at that time. However, during discussions with bus operators, opportunities to renegotiate other contracts have been realised.
13. The services proposed to change from 3 or 4 September 2016 are expected to have an impact on a small number of passengers who use these services. Most of those shown as impacted in **Annex 2** will still have a reasonable level of access to a bus service. However, in a few instances, as a result of the proposed change:
  - Some passengers may no longer be able to make a direct journey to certain destinations requiring a change of bus in the future.
  - Some passengers may experience a lesser choice of travel opportunity or a less frequent service.
14. Passenger journey data derived from operator's ticket machines has been averaged over several weeks. This has been used to give the best estimate of potential impact caused by the recommended outcome, as shown in **Annex 2**. It is difficult to accurately estimate the number of current passengers who might be unable to travel as a result of a reduction in frequency or a revised timetable, as some will find that the new arrangements are still satisfactory for their individual requirements. Passengers who still have a bus service to their required destination, albeit by a different route and/or with a revised timetable, have been excluded from the estimate.
15. To address some of the concerns expressed during the public consultation exercise, it has proven possible to recommend some enhancements to the original proposals including:
  - **Stagecoach 46:** Will continue to operate from Guildford to Farnham on a generally hourly basis, along its current route i.e. via Compton and Hurtmore
  - **Stagecoach 72:** Will continue to operate from Ockford Ridge/ Aarons Hill to Guildford on a generally hourly basis and could be diverted via Catteshall to give a link to the Mill Medical Practice
  - **Stagecoach 3 and 4/5:** Stagecoach's intention to possibly alter these services from their current form is cancelled
  - The **Stagecoach rural services** of **503, 520, 523** and the Guildford area shoppers service **538** are all retained
  - The through link between Caterham – Whyteleafe – Warlingham – Farleigh – Selsdon will be retained (services **357** and **409**)
  - The link from Box Hill and Headley to Epsom Town Centre and Kiln Lane Sainsbury's has been maintained six days a week
16. Of the rural communities originally proposed to lose their conventional bus service, this would now only apply to Dockenfield. However, the service to Weydon School from Shortfield Common and Dockenfield would continue and the Waverley Hoppa Demand-Responsive service exists already to provide a link at off-peak times to Farnham; it also accepts concessionary bus passes.

17. The recommended outcome also includes some enhanced travel opportunities including:

- A direct link from the Woolmer Hill area of Haslemere to Godalming and Guildford
- A direct link from the High Lane Estate area of Haslemere to Farnham
- Regular through services from Selsdon, Farleigh, Warlingham, Whyteleafe and Caterham to Godstone, Lingfield and East Grinstead (409) and to Redhill and Reigate (357)
- New connectivity for Mole Valley villages with through links: Epsom – Leatherhead – Boxhill – Dorking – Horley/ Crawley (21/22) and the reinstatement of the bus link from the Charlwood area to Gatwick Airport at certain times.

Further details are provided in **Annex 2**.

18. Two services are included in **Annex 2**, which did not form part of the year two review. Some attractive proposals were submitted by the successful bidder in the tender process, as referred to in paragraph 9, for the contract to provide service 516 Dorking – Epsom. These are the 22 (Newdigate – Chart Downs – Dorking – Holmbury St Mary) and 26 (Crawley – Charlwood – Hookwood – Horley). The package to provide these services strengthens the existing offer, presents best value to SCC and will provide improved transport opportunities for a greater number of Mole Valley residents to encourage passenger growth. As well as maintaining all existing links some journeys will operate to restore the direct link between Charlwood and Gatwick Airport.

19. By implementing the recommended service changes in **Annex 2**, the total annual subsidy will reduce by £0.435m in a full year. The saving in 2016/17 will be £0.257m, as the changes will come into effect, subject to Cabinet approval, part way through the financial year. This is summarised in the table at paragraph 33.

20. Subject to Cabinet approval, there may be a need to make further adjustments during final service planning and mobilisation. SCC will also be reviewing other local bus services in 2017 to ensure the required overall savings target is achieved by the end of the review.

21. It should also be noted that some commercial service proposals were put forward by operators, which in the main are not subsidised by SCC and therefore not part of the review. These were included in the public consultation to tell the public what the operator was planning to do and to give a clearer overall picture. It is the prerogative of the operator if they wish to make commercial service changes upon which SCC has very limited influence. They are therefore excluded from **Annex 2**. The current understanding on these proposals in respect of any change in September 2016 is:

- **Stagecoach “Kite” service:** Aldershot-Ash-Normandy-Guildford: No change
- **Stagecoach 1 “Gold” service:** Aldershot-Camberley-Old Dean: No change.
- **Stagecoach 2:** Farnborough-Frimley-Heatherside-Camberley: No change.



- **Stagecoach 3:** Aldershot-Mytchett-Camberley-Yateley: No change.
- **Stagecoach 4 and 5:** Farnham-Sandy Hill-Heath End-Aldershot: Proposed withdrawal of Service 4 from the Folly Hill area was cancelled and a new timetable featuring generally three buses per hour between Farnham and Aldershot was introduced on 10 April 2016.
- **Stagecoach 17:** Aldershot-Farnham-Shortheath-Rowledge: No change to the route or general frequency of the service.
- **Stagecoach 18:** Aldershot-Farnham-Bordon-Haslemere: No change to the route or general frequency of the service.
- **Stagecoach 65:** Guildford-Farnham-Alton: No change.
- **Metrobus 281:** Lingfield-Dormansland-East Grinstead-Crawley: No decision on the future structure of this service has been advised by the operator at this time.
- **Southdown 424 :** Redhill-Woodhatch-Horley-Smallfield-Crawley (commercially provided between Horley and Crawley): The planned change of route between Copthorne and Crawley will not proceed and the generally hourly service will be retained but with some timetable changes.

#### **Other savings proposals for 2016/17**

22. Work has continued to review funding allocations from SCC to community transport services in Surrey. We have recommended maintaining current levels of community transport support for 2016/17. However, additional savings of £0.052m have been achieved due to two factors.
  - Firstly, a reduction in the level of funding for the Tandridge Taxi Voucher scheme. The level of grant has reduced by £0.018m. This has been achieved by the scheme using reserves, which will allow current levels of support to be maintained.
  - Secondly, Reigate & Banstead Borough Council (RBBC) took the decision to withdraw their Dial a Ride service. RBBC has decided to support the needs of their residents through a taxi voucher scheme by diverting some of their funding to the scheme. Previously £0.034m of SCC grant funding was allocated to RBBC to support their Dial a Ride service.
23. In 2016/17, SCC will continue to grant fund organisations, who provide Dial a Ride, Taxi Voucher and Voluntary Car Schemes. Ongoing partnership work with the boroughs and districts and community transport partners is well underway. Areas of work include an East Surrey Community Transport review being led by Tandridge District Council and a taxi voucher scheme audit. Findings from these reviews will contribute to the revised grant allocations for the last year of the review in 2017/18.

#### **Update on year one changes and other savings work streams**

24. As stated in paragraph 2, a number of changes to local bus services came into effect from the end of August 2015. Over the last year, SCC has reviewed the effectiveness of these changes, most of which are performing to the expected level. During this time, Abellio has become increasingly concerned with the reliability of certain services in North Surrey due to

increasing traffic volumes, especially during the peak hours, which are unpredictable in terms of impact and location.

25. Introducing more resources onto these services was not commercially sustainable, and no further Council funding was available to offset the significant extra cost. To improve reliability, Abellio have now introduced revised timetables for these services. SCC has worked with Abellio to seek to minimise the impact of the changes and will continue to work in partnership to monitor and improve reliability.
26. As part of the programme to manage the English National Concessionary Travel Scheme (ENCTS) free travel on the Guildford Park & Ride network was withdrawn during November 2015 for passengers with Older Persons ENCTS passes. This has been replaced with a £1 return fare. Passengers with Disabled Persons ENCTS passes can still travel at no cost.
27. On 1 April 2016 MCL Transport were contracted to advise SCC on the development and operation of the ENCTS scheme, and to undertake the bus operator reimbursement. We will work with MCL over the coming months to improve the quality of data and to review the reimbursement arrangements and calculations, with recommendations for change being implemented for the 2017/18 scheme.
28. The Knowledge Transfer Partnership (KTP), the jointly funded project between Innovate UK, University of Surrey and Surrey County Council, has appointed a KTP Associate who started during autumn 2015. The KTP has been established with the aim to stimulate additional patronage on bus services and reduce the need for SCC revenue funding. The KTP will also embed market research methodologies and skills within the county council to allow this approach to be applied widely across all funded bus services. To date the Associate has completed the research phase of the project, and is progressing with the Focus Groups. It is anticipated that the first pilot will be implemented during autumn 2016.

<b><u>RISK MANAGEMENT AND IMPLICATIONS:</u></b>
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29. The main risk identified was the adverse public reaction to the proposed changes. The recommended changes are expected to have an impact with an estimated 72 passengers per day Monday to Saturday who use these services affected. Most of those shown as impacted will still have a reasonable level of access to a bus service. However in a few instances, as a result of the proposed change:
  - Some passengers may no longer be able to make a direct journey to certain destinations requiring a change of bus in the future.
  - Some passengers may experience a lesser choice of travel opportunity or a less frequent service.
30. Every effort has been made to ensure that residents and stakeholders understand why particular changes are being proposed in certain areas and what other alternative services are available to them.



## **Financial and Value for Money Implications**

31. The Local Transport Review is an agreed MTFP savings programme which has a requirement to deliver £2m in savings by 2017/18. As shown in the Table at paragraph 34, part-year savings of £0.759m in 2015/16, £1.023m in 2016/17 rising to a full year value of £1.043m by 2017/18 were achieved in Phase 1 of the review.
32. A sum of £0.009m has been spent to assist with the production of publicity materials required for the public consultation. This relatively small cost has delivered a high quality consultation receiving an excellent level of response ensuring that we have listened to our residents' views before drawing up final proposals for change.
33. Paragraphs 10, 19 and 22 explain the detail of proposed savings for 2016/17. If Cabinet agree to the recommended changes, the full annual savings achieved will be **£0.723m**. The saving in 2016/17 for this is less at £0.447m, as the changes will come into effect part way through the financial year. This is summarised in the table below.

Method	2016/17 saving (part year)	Full year saving
Through contract negotiations with bus operators <b>without</b> changing the current level of service offered.	£0.138m	£0.236m
Proposed changes to local bus services as detailed in <b>Annex B</b> (also includes anticipated savings from the tender process).	£0.257m	£0.435m
Grant reduction to community transport providers	£0.052m	£0.052m
<b>Total</b>	<b>£0.447m</b>	<b>£0.723m</b>

34. The table below shows how the Local Transport Review is on target to delivering the £2m required saving set out in the council's Medium Term Financial Plan (MTFP):

Annual savings	2015/16	2016/17	2017/18
Phase 1 savings	£0.759m	£1.023m	£1.043m
Phase 2 savings	-	£0.447m	£0.723m
Phase 3 savings	-	-	£0.234m
<b>Total savings</b>	<b>£0.759m</b>	<b>£1.470m</b>	<b>£2.000m</b>
MTFP Target	£0.750m	£1.265m	£2.000m
Difference	+£0.009m	+£0.205m	-

## **Section 151 Officer Commentary**

35. The MTFP includes a saving of £2m across 2015-18 from a review of local transport services. This report outlines how phase 2 of those savings can be made, as summarised in paragraphs 31-34. If the recommendations are approved, measures will be implemented during the year leading to a saving of £0.447m in 2016/17, rising to £0.723m in 2017/18. These measures include savings from the award of local bus contracts, which are further explained in Part 2 to this paper.

<b>Legal Implications – Monitoring Officer</b>
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36. Under Section 63(1)(a) of the Transport Act 1985, Local Transport Authorities must secure the provision of such public passenger transport services as the Council consider it appropriate to secure to meet any public transport requirements within the County which would not in their view be met apart from any action taken by them for that purpose.
37. For the purpose of providing such services, the Council has the power to enter into an agreement providing for service subsidies, but only where the service in question would not be provided, or would not be provided to a particular standard, without subsidy. The reference to a standard to which a service is provided includes (a) the frequency or timing of the service, (b) the days, or times of day, when the service is provided, or (c) the vehicles used to provide the service.
38. The Council also has the power to take any measures that appear to them to be appropriate for the purpose of or in connection with promoting:
- (a) the availability of public passenger transport services other than subsidised services and the operation of such services, in conjunction with each other and with any available subsidised services, so as to meet any public transport requirements the Council consider it appropriate to meet; or
  - (b) the convenience of the public (including persons who are elderly or disabled) in using all available public transport services (whether subsidised or not). In exercising this power, the Council has to have regard to a combination of economy, efficiency and effectiveness.
39. In exercising or performing any of the functions described above, the Council has to have regard to the transport needs of members of the public who are elderly or disabled.
40. The public sector equality duty (Section 149 of the Equality Act 2010) applies to the decision to be made by Cabinet in this report. There is a requirement when deciding upon the recommendations to have due regard to the need to advance equality of opportunity for people with protected characteristics, foster good relations between such groups, and eliminate any unlawful discrimination. These matters are dealt with in the Equalities and Diversity section of this report, paragraphs 42 - 45, below and in **Annex 3**.
41. In considering this report, Cabinet must give due regard to the results of the public consultation as set out in this report and the annexes to it and the response of the Service to the consultation comments and conscientiously take these matters into account when making its final decision.

## **Equalities and Diversity**

42. The Local Transport Review has sought to understand the impact that the proposed changes to local bus services would have on Surrey residents and bus service users, especially those with protected characteristics. An Equalities Impact Assessment (EIA) was completed during Year One and a further update has been carried out for year two (See **Annex 3**).
43. The EIA has used a variety of data and feedback sources including:
- Responses received during the public consultation
  - Feedback given at our stakeholder events during the public consultation period, especially those given during meetings with the Surrey Coalition of Disabled People, Surrey Disability Alliance Networks and other equality groups. Feedback has also been gathered from our public roving bus events
  - National surveys and bus operator patronage data
  - ESP Systex Concessionary Fares Card Management System data
  - Local information (Surrey-i)
44. Potential impacts are perceived to mainly be negative. Any changes to local bus services are likely to impact people with protected characteristics who rely on services to access employment, education, health care, places of worship and essential shopping. Mitigating actions have been developed to ensure the likelihood of any potential inequalities is reduced.
45. An estimated average of 72 passengers per day on Monday to Saturday, identified as using services proposed for change in **Annex 2**, could be negatively impacted by the proposed changes. However, most of those shown as impacted will still have a reasonable level of access to a bus service.

## **Corporate Parenting/Looked After Children implications**

46. Most looked after children attend mainstream schools and some may travel to school on the public bus network. They may not qualify for bespoke transport under the usual entitlement criteria and could be affected by some of the outcomes from the revised services.

## **Public Health implications**

47. In the public consultation, residents told us that they use local bus services to attend medical appointment at GP surgeries, health centres, opticians or one of Surrey's Acute Hospitals. Services to these healthcare destinations will be retained, where possible, but in some cases a user may now have to change bus to reach their preferred healthcare destination.
48. Bus travel itself encourages older people to remain active and mobile in visiting shops and other leisure activities and meeting with friends and family. The majority of respondents to the consultation stated that they were over the age of 65. Consultation feedback from those aged 65 and over has been analysed to see if the proposed changes reduce their options to travel by bus. This analysis has informed the final recommendations to Cabin

## **Climate change/carbon emissions implications**

49. The proposed changes to local bus services in **Annex 2** would, in theory, lead to a reduction in emissions, as there would be a decrease in the total miles travelled by buses. However the net effect could lead to a slight increase in emissions equivalent to the energy used in less than 2 homes a year. This would be due to a switch by a number of existing bus passengers, to some form of car transport including:

- Driving alone
- Obtaining a lift, either as part of an existing journey being made by car or as a direct result of the change in bus service
- Taking a taxi

50. However, this should be seen as a worst case scenario, and will likely lead to much less because:

- Most existing passengers are likely to retain access to some form of local transport
- Furthermore, the proposals include some enhanced travel opportunities, which could encourage increases in bus patronage
- The last bus review in 2010 estimated that patronage would fall by 17% but patronage actually remained static

## **WHAT HAPPENS NEXT:**

51. If Cabinet approves the recommendations the next steps will be:

- Formally award new contracts to the relevant operators.
- Launch a full communication programme with residents and stakeholders from mid-June 2016 to ensure bus users are aware of the changes that will take effect from early September 2016.
- Begin preparations for year three of the Local Transport Review.

### **Contact Officer:**

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 Nick Meadows, Change Consultant, Directorate Programme Group, Tel: 020 8541 7804

### **Consulted:**

The Local Transport Review has consulted:

- Economic Prosperity, Environment and Highways Board
- Local Transport Review Member Reference Group
- Local Committee Chairmen's Group and Local Area Committee's
- Bus Users UK and North-West Surrey Bus Users Group
- Surrey Coalition of Disabled People and Surrey Disability Alliance Networks
- Public and other stakeholders

### **Annexes:**

Annex 1 – Public Consultation Summary Report

Annex 2 – Table of proposed local bus changes

Annex 3 – Equality Impact Assessment

Part 2 report with financial details attached to agenda as item 17.

**Sources/background papers:**

- Surrey County Council Local Transport Review, Cabinet paper, 23 June 2015
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