



**SURREY COUNTY COUNCIL  
LOCAL COMMITTEE IN EPSOM & EWELL  
16 September 2019**

**MEMBER QUESTIONS**

**Question 1: Cllr Neil Dallen  
Re: High Street East bus stop**

Buses are still 'standing' in High Street East (the other side to McDonalds)  
Why can they not 'stand' in Ashley Avenue where I thought it was agreed they would.

There is a sign in the bus stand in Ashley Avenue saying It is for TfL buses -  
Why is it only for TfL buses?  
Why can it not be changed so all buses can use the stand?

**Officer Response:**

As part of the town centre improvements works local bus services 460/480 were re-routed to operate into Epsom via Ashley Road/ Treadwell Road/Downs Road/Church Street and temporarily terminate and pick up passengers at stop K in the High Street. Buses then depart from this stop and operate out of Epsom via Ashley Road. This is a temporary arrangement that has been set up to assist in keeping the town centre traffic moving by reducing traffic in the High Street (W) while works are ongoing including the temporary lane closure. This has helped bus services retain their punctuality for passengers while also assisting in reducing the traffic around South Street to allow other Bus Operators to maintain their services as best as operationally possible. Works in the High Street (W) are scheduled to continue during 2019, as such the current 460/480 routing and standing arrangements will remain as currently operated.

Once all the works at the Market Place and High Street area have been completed (estimated to be Spring/Summer 2020) these services will revert to operating into Epsom via Dorking Road and South Street and serving the bus stops at the Clock-tower where they will take their recovery time. On departing Epsom buses operate via Ashley Road towards Epsom Downs. If these services were required to use the Ashley Avenue bus stand they would be setting down at the Clock-tower bus stops operating to the stand and then to the Clock-tower again to pick up passengers creating unnecessary additional bus circulation around the western half of the town.

The bus stand in Ashley Avenue has replaced the bus stand previously allocated outside TKMaxx. This accommodated 3 TfL services

406 – 20 minute frequency

418 – 20 minute frequency

470 – 30 minute frequency

The Bus Stand has been designed to provide buses with the ability to manoeuvre within the stand area so buses in the middle section can come onto the stand and depart before the first bus leaves. The bus stand does not have sufficient capacity to accommodate all the

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bus services operating into Epsom. The TfL services are more frequent and have the longest layovers so have been allocated to the bus stand. The sign was installed to deter any unallocated services from disrupting agreed TfL arrangements. Currently there are between 25 and 30 buses per hour serving the town centre and finding suitable layover locations for all the services is difficult.

When buses stand at Ashley Avenue they take recovery time and drivers' meal breaks are scheduled. Drivers are permitted to leave vehicles on the stand unattended when they have a scheduled meal break. Sometimes it could be necessary to move buses to accommodate further buses. Drivers from other companies are not permitted to drive each other's vehicles. There isn't enough capacity to accommodate more vehicles and TfL's safety audit was agreed on TfL services having sole use and therefore all companies/drivers having the same H&S requirements.

From a town centre operational viewpoint, it is of the utmost importance that the town centre traffic is kept flowing as best and safe as practicable whilst the works take place. We want to encourage people to continue using this form of transport rather than driving to / through the town centre and adding to the volume of traffic.

SCC's Scheme Delivery team and Passenger Transport team are fully engaged with the bus operators to constantly review the performance of buses whilst the works take place and finding ways to balance the needs of bus operators & passengers against general traffic and other operational requirements.

As previously stated, once all the town centre Highway and public realm works have been completed and new traffic patterns established, a review of the current bus stand arrangements will be undertaken to seek the most acceptable locations to minimise disruption to the town centre. Until then temporary bus stand locations will be required.