

Future Bus Network Review - Consultation Feedback Analysis

Summary report

January 2023

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1 Introduction

A public consultation on proposed changes to Surrey's future bus network was launched on Thursday 3 November 2022 and concluded on Friday 6 January 2023. This was to obtain the views of the public and stakeholders on the following proposals:

- Bus route and supporting infrastructure investment,
- Maintaining or changing bus services where relevant to increase patronage or better reflect existing patronage, and
- Expanding the number of Digital Demand Responsive Transport (DDRT) for a more flexible transport offer to residents

Consultation material was available on buses, at the larger bus stations, at libraries, and at council offices. Community Liaison Officers (CLOs) were briefed on the consultation to enable them to further raise awareness with Surrey residents. Material was sent to stakeholders, including all district, borough, town, and parish councils to advertise the consultation.

Further communications activities are summarised as follows:

- Press release issued
- Interview on BBC Surrey Radio
- Facebook, Twitter, and Instagram social media posts throughout the consultation period which reached 15,000 residents
- Nextdoor social media post which reached 262,117 residents
- Targeted Instagram polls which reached an additional 11,992 young people (discussed in further detail below)
- Article in Surrey Matters which was read by 80,563 residents
- Editorial sent to Surrey Charity Forum, Surrey Minority Ethnic Forum, and 65 Town and Parish councils for newsletters
- Surrey County Council (SCC) homepage story which generated 119 click throughs to the survey page
- Adverts in Surrey Mirror and Surrey Advertiser newspapers which reached 30,096 residents
- Posters displayed at 300 bus stops
- Scrolling messages ran on all Surrey TFT display screens
- 10,700 hard-copy surveys and 2,170 posters/flyers distributed to bus operators, SCC offices, libraries, GP surgeries, District & Borough council offices, community centres, and Parish council offices
- Communications toolkit issued to all District & Borough communications teams for cascade
- Communications toolkit issued to all SCC Members for cascade to local channels

We ran three snap polls on Instagram during the consultation, targeting young people aged 13-24 as part of a broader effort to try to engage young people.

The first poll asked young residents whether they would like to see more on demand electric minibuses (DDRT) rather than timetabled buses; 48 per cent answered that they would like to see more DDRT, and 52 per cent answered that they would not.

The second poll asked whether bus improvements would encourage them to use bus services more; 73 per cent of respondents answered yes, and 27 per cent answered no.

The final poll asked young residents whether they had used bus services in Surrey in the past 12 months; 64 per cent said that they had, and 36 per cent had not.

2,595 surveys were completed, including 230 hard copy surveys. 115 emails, 1 letter, and 1 petition were also received. The petition was titled Save Our Bus 17 and concerning the potential withdrawal of the 17 service. It had 363 signatures.

In regard to the petition, this was sent to the consultation email address. However, it was not lodged as a formal petition on the Council's website. The petition was entitled 'Save Our Bus 17', with 363 signatures of support. As the petition was submitted without a lead petitioner the Council has no clear way of knowing whether the signatories to the petition had given consent to share their personal information. Therefore we must treat this response as a letter with 363 signatures of support, rather than as a formal petition.

88 per cent of survey respondents said that they had used bus services in the past 12 months and 12 per cent had not. 45 per cent of respondents said that they held a concessionary bus pass; 40 per cent held an older person's pass and 5 per cent held a disabled person's pass.

In addition, the project team attended meetings with the Disability Empowerment Networks (DENs), the DENs Chairs, the Surrey Vision Action Group, and the Surrey Coalition of Disabled People. The team also engaged with young people through targeted social media polls and offers to attend youth community groups including ATLAS and the newly formed Runnymede Youth Council (although this meeting was cancelled by the youth council).

2 Resident feedback summary

This section summarises some of the key findings from the consultation responses.

When asked about the areas where we have proposed to prioritise investment, 70 per cent of survey respondents indicated that they agreed or strongly agreed. Respondents were further asked whether improvements in the proposed areas would encourage them to use bus services more, 62 per cent of respondents agreed or strongly agreed that they would be encouraged to use bus services more.

When asked about the areas where we have proposed to introduce DDRT, most respondents did not indicate a strong opinion either way (48 per cent of respondents answered 'neutral' and 16 per cent did not the answer the question). A further 16 per cent indicated that they disagree or strongly disagree with our DDRT proposals; these respondents were concentrated around the following five postcode areas. In two of the areas with the greatest negative response (GU6 and GU2), the positive response still outweighed the negative.

	Postcode area	Disagree	Agree
RH7	Lingfield, Dormansland, Crowhurst	2.68%	0.91%
GU6	Cranleigh, Ewhurst, Alfold	1.40%	1.52%
GU2	Guildford	1.52%	1.89%
GU7	Godalming/Farncombe	1.89%	1.03%
GU8	Waverley	1.46%	0.79%

However, a significant response was received to indicate support for improving the transport offer in rural villages. When respondents were asked if there were any other areas in Surrey that they wanted to see investment in bus services, 4 per cent of respondents highlighted the need to invest in rural villages. Significantly, this was an open-ended question and rural villages received the fifth highest proportion of responses. This indicates public support for an improved rural transport offer, which our DDRT proposals will support in areas like Waverley.

Respondents were also given the opportunity to respond to specific bus routes, for example, where we proposed changes in frequency of the service. Two routes in particular, the 65 (Guildford-Farnham-Bentley-Froyle-Alton), and the 281 (Crawley-Copthorne-East Grinstead-Lingfield) received significant negative response.

The proposal to reduce the 65 from an hourly to two-hourly service received 226 responses, 85 per cent of which were opposed. The proposal to withdraw the 281 from Lingfield and Dormansland (but maintain the existing school journeys to and from Crawley) received 195 responses, 90 per cent of which were opposed. This is similarly reflected in the qualitative feedback which is covered in section 4 of this document.

When asked how their travel would change if the specific route proposal were to go ahead, most respondents overall said they would drive (27 per cent), not travel at all (30 per cent), or take the bus (16 per cent). For routes 65 and 281, 35 per cent and 32 per cent respectively of respondents said they would not travel at all.

Demographic analysis is covered on pages 19 and 20.

The full consultation analysis can be found in section 3 of this document.

3 Stakeholder feedback summary

Formal stakeholder responses were received from 20 stakeholders. This group consists of borough, district, town, and parish councils, organisations representing older persons, disabled persons, and young people with learning disabilities, as well as transport, health, and community groups.

In addition, the project team attended meetings with the Disability Empowerment Networks (DENs), the DENs Chairs, the Surrey Vision Action Group, and the Surrey Coalition of Disabled People

A full list of formal stakeholder responses is provided below:

Ashford & St Peter's Hospital	Lingfield Parish Council
Bletchingly Parish Council	North West Surrey Bus User Group
Dormansland Parish Council	Oaklands Park Residents' Association
East Surrey Green Party	Oaklands Park retirement estate
East Surrey Transport Committee	Reigate & Banstead Borough Council
Egham Residents' Association	RHS Wisley
Godalming Cllrs representing Central & Ockford, Milford & Witley, Godalming South (joint response)	Salfords & Sidlow Parish Council
Godalming Town Council	Surrey Coalition of Disabled People
Guildford & Waverley Borough Councils (joint response)	Waverley Borough Council
Hambledon Parish Council	Witley Parish Council

The main findings are summarised are as follows:

- 15 stakeholders stated that they were opposed to the proposed changes to individual bus services; of these responses, 12 provided comment on specific proposals. The most responses were received for routes 32, 100, and 409.
- A further 3 stakeholders provided comments in support of the consultation's proposals, and 2 stakeholders stated that they were neutral toward the proposals.
- Stakeholders who were broadly opposed to the consultation's proposals stated that it was too soon to assess the change needed to adapt to post-COVID service levels. Comments suggested allowing more time for passenger levels to settle into a 'new normal', and that making changes now would adversely affect communities that are still recovering from lockdowns and adapting to the effects of hybrid working patterns. It was further suggested that the proposals are not in line with the national Bus Back Better Strategy, as it does not provide improved services in the evenings/weekends or propose sufficient demand responsive services for underserved rural areas.
- 9 stakeholders raised concerns that the proposed changes would further isolate rural communities, for example Dormansland and Hambledon. Comments suggested that the proposed changes would negatively impact school journeys, employment opportunities, GP and hospital access. It was suggested that those on lower incomes, young people, those with disabilities, and elderly people would be most adversely impacted.
- 5 stakeholders provided comments around the potential for adverse impact on elderly or disabled residents. Stakeholders raised concern both around the isolation of communities with a high proportion of elderly residents and the accessibility of DDRT for elderly and disabled residents. 2 stakeholders provided comment specifically about the Oaklands Park area which contains a large retirement community. It was suggested that

the elderly residents were highly dependent on the existing service and would find it very difficult were the proposed changes to go ahead. Further, stakeholders raised concerns over whether DDRT was user-friendly and reliable enough for disabled and elderly residents.

- Several stakeholders gave their support for investment proposals in real time passenger information displays and underscored the importance of these and a React System for residents with audio and/or visual impairments.

4 Qualitative analysis

Survey respondents were given two opportunities to provide open-ended comment; they were asked whether there were any other areas of Surrey where they would like to see investment prioritised, and whether there were any other areas of Surrey where they would like to see DDRT implemented. Email correspondence and letters are covered in section 4.3 of this document.

4.1 Investment in other areas of Surrey

1704 of 2595 survey respondents provided comment when asked whether there were any other areas of Surrey where they would like to see investment prioritised.

Though this question was focused on bus priority measures, most responses focus on introducing new bus routes, reinstating historic routes or extending current routes. These were categorised into areas and specific routes, the top 10 of which are in the below table. 93 responses were tagged as 'Other', where respondents chose to provide broader comment on Surrey bus services. These are covered in more detail below.

CATEGORY	COUNT
Dormansland/Lingfield	97
Other	93
North Surrey	86
Farnham/Godalming/Haslemere	76
Cranleigh	71
Rural villages	65
Epsom	60
Hersham/Walton-on-Thames/Molesey	57
Dorking	56
Farnham	47

Of the responses categorised as 'Other', there were 3 key themes:

- Timetabling: buses do not arrive on time or are frequently cancelled, investment in real time passenger information displays is needed
- Extend services: requests across routes and areas to have routes extended in the evenings and on weekends
- Cost: Surrey buses are too expensive and subsidised bus fares would increase passenger rates

4.2 Digital Demand Responsive Transport (DDRT) in other areas of Surrey

756 of 2595 survey respondents provided comment when asked whether there were any other areas of Surrey where they would like to see DDRT implemented. These were tagged into areas and specific routes, the top 10 of which are in the below table.

23 responses were tagged as 'Opposed', where respondents were opposed to the proposed DDRT services in general, largely due to the perception that it would isolate rural communities. 52 responses were tagged as 'Other', where respondents chose to provide broader comment on Surrey bus services. These are covered below.

CATEGORY	COUNT
Other	52
281/Lingfield/Dormansland	40
Hospital links	34

Farnham	32
Epsom	27
Dorking	27
Hersham/Walton-on-Thames/Molesey	25
Opposed	23
Woking	21
Guildford	20

Of the responses tagged 'Other', there were 2 key themes:

- Cost effectiveness: respondents suggested that a conversion to DDRT services costs more than maintaining existing routes in most areas
- Isolates vulnerable groups: respondents largely held the perception that anyone without digital access/competency would be excluded from accessing DDRT services

4.3 Email and written correspondence

The consultation received 155 emails and 1 letter from the public.

Of these 156 responses:

- 35 opposed the proposed changes to the 281 service in Dormansland and Lingfield
- 11 opposed the proposed changes to the 409 service in Tandridge
- 8 opposed the proposed changes to the 65 service in Farnham and Alton
- 12 gave comments unrelated to the consultation

Other key themes are highlighted below.

CATEGORY	COUNT
Hospital journeys	29
School journeys	36
Impact on older persons	26
Impact on disabled persons	13

4.4 Social media poll responses

We ran three snap polls on Instagram during the consultation, targeting young people aged 13-24 as part of a broader effort to try to engage young people. We received 5,059 responses across three poll questions; the full results are listed below.

Q. Would you like to see more on demand, door to door electric minibuses which you can book when you need them, rather than timetabled buses?

RESPONSE	TOTAL	PERCENT
Yes	371	47.69%
No	407	52.31%
Total	778	

Q. Would bus improvements in your area encourage you to use them more?

RESPONSE	TOTAL	PERCENT
Yes	1258	73.14%
No	462	26.86%

Total	1720	
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Q. Have you used bus services in Surrey in the past 12 months?

RESPONSE	TOTAL	PERCENT
Yes	1649	64.39%
No	912	35.61%
Total	2561	

4.5 Responses by question

The full results of the survey are listed in detail below.

Q. Consider the following proposals. Do you think these are the right things to invest in?

We are investing over £50 million to improve bus services and supporting infrastructure across Surrey which supports our Greener Futures agenda. The aim of this investment is to grow bus patronage and improve our environment by:

- Increasing the number of zero emission buses,
- Helping buses to arrive on time through more bus priority measures such as bus lanes, bus gates, and clearways, and
- Expanding our Real Time Passenger Information displays and improving information available online

RESPONSE	TOTAL	PERCENT
Strongly agree	1473	56.76%
Agree	816	31.45%
Neutral	167	6.44%
Disagree	66	2.54%
Strongly disagree	40	1.54%
Not answered	33	1.27%

Q. Consider the following proposals. Do you agree with the areas we would like to invest in?

- The east of Surrey, focusing on Reigate, Redhill, and access to Gatwick Airport
- Guildford and Woking, including the surrounding areas where routes start or terminate at the town centres
- The Blackwater Valley, including access to Frimley Park Hospital
- The wider Elmbridge area, including links into and out of London, as well as Sunbury, West Byfleet, Weybridge, and Chertsey

RESPONSE	TOTAL	PERCENT
Strongly agree	1057	40.73%
Agree	768	29.60%
Neutral	437	16.84%
Disagree	211	8.13%

Strongly disagree	96	3.70%
Not answered	26	1.00%

Q. Do you think improvements in these locations will encourage you to use bus services more?

RESPONSE	TOTAL	PERCENT
Yes	1608	61.97%
No	607	23.39%
Don't know	344	13.26%
Not answered	36	1.39%

Q. Is there another area of Surrey where you would like to see investment in buses?

This is covered in section 4.1 of this document.

Q: Do you agree with our overall approach to maintaining and changing services?

Based on the current level of patronage, the increased cost needed to operate bus services in future, and where individual bus services fit into the overall bus network, we have set out proposals for:

- Keeping most services as they are,
- Investing in infrastructure to support and prioritise bus services such as bus lanes, bus gates, and clearways,
- Changing some services to reduce their frequency, daily operating hours, or days of operation, and
- Transforming some services into Digital Demand Responsive Transport services

RESPONSE	TOTAL	PERCENT
Strongly agree	343	13.22%
Agree	1044	40.23%
Neutral	567	21.85%
Disagree	402	15.49%
Strongly disagree	173	6.67%
Not answered	66	2.54%

Q: Do you agree with the changes we propose to individual routes?

Service	Route	Days of operation	September 2023 proposals
3	Guildford-Bellfields	Daily	Reduce frequency from operating every 20 minutes to every 30 minutes.
17	Guildford-Fairlands (circular)	Mon-Sat	Combine service 17 with shoppers service 520 (operates three days a week on Tuesdays, Wednesdays, and Fridays) OR convert services 17 and 520 to DDRT.
22	Crawley-Gatwick-Horley-Charlwood-Leigh-Chart Downs-Dorking-Holmbury St Mary	Mon-Fri	Start first morning journey from Dorking to Crawley in Charlwood.
32	Guildford-Dorking-Redhill	Mon-Sat	The two journeys that currently divert via Holmbury St Mary and Abinger Common would be rerouted to

			operate along the A25. Reduce journeys operating via Emlyn Road in Earslwood from five to three.
41	Ash-Ash Vale- North Camp- Farnborough Park- Farnborough- Frimley Park Hospital	Mon-Fri	This is a Hampshire County Council contracted bus service that extends into Surrey which is also under review. Consideration to be given to introduce DDRT to areas in Surrey without alternative transport options.
42	Guildford- Godalming- Cranleigh	Mon-Sat	Withdraw from Catteshall Lane Godalming, Ifold and Loxwood; considering maintaining Godalming College journeys and converting the rest of the service to DDRT.
65	Guildford- Farnham- Bentley-Froyle- Alton	Mon-Sat	Reduce current hourly service to operate every two hours.
100	Crawley-Horley- Redhill	Daily	Reduce overnight service (from 00:45 to 03:15) and maintain existing frequencies with the intention to return frequencies to the pre-Covid levels when demand increases.
281	Crawley- Cophorne-East Grinstead- Lingfield	Mon-Sat	Withdraw from Lingfield and Dormansland (operate between Crawley to Stone Quarry only) but maintain the existing school journeys to and from Crawley.
409	Lingfield- Caterham- Whyteleafe- Warlingham	Sunday	Withdraw 409 Sunday service and include Sundays in the existing Tandridge Demand Responsive Transport service.
457	St Peters Hospital- Addlestone-New Haw-Rowtown- Ottershaw-St Peters Hospital	Mon-Fri	Integrate with 592/593 services.
520	Aldershot- Tongham-Ash- Normandy- Woking/Guildford	Tue/Wed/Fri	Combine with service 17 OR convert services 520 and 17 to DDRT.
545	Walliswood- Forest Green- Holmbury St Mary- Blackheath- Guildford	Wednesday	Withdraw from Holmbury St Mary and Sutton Abinger OR convert to DDRT.
592	Addlestone- Rowtown-New Haw-Woodham- Kettlewell Hill- Woking Station- Morrisons	Thur/Fri/Sat	Combine service 592 and 593 routes to operate 5 or 6 days a week. Withdraw extension to Brooklands.
593	Ottershaw-Lyne- Chertsey-Penton Park-Staines	Mon/Wed/Fri	See service 592 above
599	Holmbury St Mary-Forest Green-Ewhurst- Cranleigh-	Thur/Fri	Withdraw from Holmbury St Mary and Sutton Abinger OR convert to DDRT.

	Smithwood Common- Wonersh- Guildford		
715	Guildford-Burnt Common-Ripley- Cobham-Esher- Thames Ditton- Kingston	Daily	Withdraw 6.29am journey from Cobham to Guildford and reduce evening service to finish at 8pm instead of 9.20pm.
430/435	Merstham- Redhill-Reigate	Daily	Reduce Sunday frequency from hourly to every 90 minutes.
70/71/72	Guildford- Peasmarsh- Farncombe- Godalming- Milford-Witley- Brook- Haslemere- Fernhurst- Midhurst	Daily	Withdraw the following journeys: 5.49am from Chiddingfold to Guildford, 6.08am Haslemere to Midhurst, 8.25pm Guildford to Shottermill, and 9.26pm Shottermill to Godalming.
E9/E10	E9 Epsom- Longmede- Clarendon Park and E10 Epsom- Manor Park- Noble Park	Daily	Reduce Monday to Saturday service after 7pm from hourly to operate every two hours.

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ROUTE	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
3	6%	18%	17%	23%	36%
17	13%	19%	15%	29%	24%
22	7 %	26%	16%	25%	26%
32	5%	21%	16%	22%	36%

41	11%	15%	25%	26%	23%
42	4%	12%	10%	35%	39%
65	3%	7%	6%	28%	57%
100	14%	42%	10%	16%	18%
281	4%	4%	3%	14%	76%
409	4%	14%	9%	23%	50%
457	14%	24%	23%	21%	18%
520	10%	18%	19%	32%	21%
545	5%	5%	10%	24%	57%
592	15%	19%	27%	23%	15%
593	6%	26%	26%	31%	11%
599	10%	5%	13%	33%	40%
715	3%	19%	18%	36%	23%
430/435	2%	13%	14%	28%	43%
70/71/72	8%	15%	18%	29%	31%
E9/E10	0%	11%	20%	35%	35%

Q: If the services change as proposed, how would you make this journey?

ROUTE	Bus	Car sharing scheme	Cycle	Drive	Get a lift	Other	Taxi	Train	Walk	Would not travel
3	36%	0%	0%	1%	20%	1%	10%	9%	3%	20%
17	17%	0%	0%	4%	29%	4%	7%	6%	1%	7%
22	16%	0%	0%	4%	26%	3%	10%	6%	3%	4%
32	54%	1%	0%	10%	56%	11%	7%	19%	9%	29%
41	21%	0%	1%	3%	16%	0%	3%	7%	1%	1%
42	27%	0%	1%	9%	67%	16%	20%	9%	7%	16%
65	37%	0%	3%	6%	86%	10%	19%	4%	39%	11%
100	64%	0%	1%	9%	19%	9%	10%	10%	7%	11%
281	20%	1%	1%	9%	67%	17%	36%	16%	13%	11%
409	11%	0%	0%	3%	57%	9%	10%	11%	3%	11%
457	23%	0%	1%	3%	27%	9%	10%	6%	1%	1%
520	17%	0%	1%	9%	27%	3%	7%	4%	4%	7%
545	0%	0%	3%	3%	6%	0%	1%	4%	0%	0%
592	27%	0%	0%	6%	16%	0%	7%	4%	0%	3%

593	16%	0%	1%	7%	3%	4%	4%	3%	1%	4%
599	3%	0%	0%	7%	14%	0%	7%	1%	1%	11%
715	34%	0%	1%	11%	37%	10%	11%	16%	16%	11%
430/435	31%	1%	0%	7%	46%	10%	13%	21%	4%	21%
70/71/72	33%	0%	1%	4%	70%	13%	9%	10%	16%	17%
E9/E10	4%	0%	0%	1%	33%	6%	4%	13%	3%	7%
PERCENT OF OVERALL	22%	0%	1%	5%	33%	6%	9%	8%	6%	9%

181 respondents answered 'Other' and were asked to provide more detail of how their travel would change if the individual route proposals were to go ahead. These comments were largely focused on expressing disagreement with individual route proposals, concern over maintaining school journeys, or suggesting that the proposals would leave them unable to travel.

Q. Do you agree with the areas and routes proposed for transition to DDRT?

Service	Route	Days of operation	September 2023 proposals
17	Guildford-Fairlands (circular)	Mon-Sat	Combine service 17 with shoppers service 520 (operates three days a week on Tuesdays, Wednesdays, and Fridays) OR convert to DDRT.
41	Ash-Ash Vale-North Camp-Farnborough Park-Farnborough-Frimley Park Hospital	Mon-Fri	This is a Hampshire County Council contracted bus service that extends into Surrey which is also under review. Consideration to be given to introduce DDRT to areas in Surrey without alternative transport options.
42	Guildford-Godalming-Cranleigh	Mon-Sat	Withdraw from Catteshall Lane Godalming, Ifold and Loxwood; considering maintaining Godalming College journeys and converting the rest of the service to DDRT.
409	Lingfield-Caterham-Whyteleafe-Warlingham	Sunday	Withdraw 409 Sunday service and include Sundays in the existing Tandridge Demand Responsive Transport service.
503	Lane End, Hambledon, Hydestile, Godalming, Farncombe, Bramley, Womersley, Chilworth, Shalford, and Guildford	Mon/Wed/Fri	Convert to DDRT.
504	Clovelly Rd, Hindhead, Lion Lane, Shottermill,	Tues/Thurs	Convert to DDRT.

	Hammer Hill, Sickle Hill Estate, and Haslemere		
505	Northchapel, Fisher Street, Gospel Green, Haslemere, and Shottermill	Tues/Thurs	Convert to DDRT.
520	Aldershot, Ash Road, Tongham, Ash Green, Shawfields, Ash, Normandy, Fairlands, Royal Surrey Hospital, Park Barn, and Guildford	Tues/Wed/Fri	Convert to DDRT.
523	Guildford, Farncombe, Godalming, Busbridge, and Milford Hospital	Tues/Thurs	Convert to DDRT.
525	Albury-Chilworth- Cranleigh	Thursday	Convert to DDRT.
533	Ewhurst-Ockley- Dorking-Ranmore	Tuesday	Convert to DDRT.
538	Stoughton, Bellfields, Slyfield Green, Jacobs Well, and Burpham Sainsbury's	Tues/Fri	Convert to DDRT.
545	Walliswood-Forest Green-Holmbury St Mary- Blackheath- Guildford	Wednesday	Withdraw from Holmbury St Mary and Sutton Abinger OR convert to DDRT.
599	Holmbury St Mary- Forest Green- Ewhurst- Cranleigh- Smithwood Common- Wonersh-Guildford	Thur/Fri	Withdraw from Holmbury St Mary and Sutton Abinger OR convert to DDRT.
DRT	Tandridge area Demand	Mon-Fri	Enhance existing Demand Responsive Transport service (DRT) to Digital Demand Responsive Transport.

	Responsive Transport		
Hoppa	Waverley & Farnham Demand Responsive Transport	Mon-Fri	Enhance existing Demand Responsive Transport service (DRT) to Digital Demand Responsive Transport.

RESPONSE	TOTAL	PERCENT
Strongly agree	152	5.86%
Agree	385	14.84%
Neutral	1242	47.86%
Disagree	211	8.13%
Strongly disagree	203	7.82%
Not answered	402	15.49%

Q. Is there another location in Surrey where you would like to see DDRT in the future?

This is covered in section 4.2 of this document.

Q. Have you used bus services in Surrey in the past 12 months?

RESPONSE	TOTAL	PERCENT
Yes	2296	88.48%
No	298	11.48%
Not answered	1	0.04%

Q. Which statement(s) best describe why you don't use buses in Surrey?

Respondents who answered that they had not used bus services in Surrey in the past 12 months were then asked two further questions about their specific bus usage.

RESPONSE	TOTAL	PERCENT
Don't run frequently enough	171	19.81%
Bus doesn't go where I want it to	113	13.09%
Cannot rely on the bus running to time	112	12.98%
Too expensive	83	9.62%
Prefer other modes of transport (driving, cycling, walking, etc)	70	8.11%
Journey times too long	61	7.07%
No evening service	59	6.84%
No bus service where I live	48	5.56%
No buses early enough in the morning	40	4.63%
Other	39	4.52%
Availability of fare information in advance of travel	36	4.17%
No Sunday service	31	3.59%

Q. What would encourage you to start using the bus?

RESPONSE	TOTAL	PERCENT
More frequent services	167	16.00%
A more reliable timetable	122	11.69%
Cheaper fares	105	10.06%
Real time information	87	8.33%

Smart ticketing (e.g., an Oyster card-style system)	81	7.76%
Quicker journey times	77	7.38%
More information about available bus services, times, and fares	68	6.51%
More evening services	67	6.42%
Other	48	4.60%
More early morning services	46	4.41%
Bus stop improvements (new shelters, improved accessibility)	46	4.41%
Better information on fares in advance of travel	40	3.83%
More Sunday services	33	3.16%
On board audible and visual next stop announcements	20	1.92%
Improved customer service (e.g., better disability awareness training for drivers)	13	1.25%
None of these	13	1.25%
Free Wi-Fi on the bus	11	1.05%

Q. What is the number of the bus route that you use most?

Respondents who answered that they had not used bus services in Surrey in the past 12 months were then asked five further questions about their specific bus usage.

2201 total responses were received to this question. This table displays the top 20 routes for the sake of clarity, so only 54 per cent of responses to this question are displayed below. A further 249 respondents listed two or more routes which could not be grouped together in line with the below.

ROUTE	TOTAL	PERCENT
281	112	9.51%
70/71/72	106	9.00%
34/35	101	8.57%
53/63	85	7.22%
32	78	6.62%
430/435	72	6.11%
65	66	5.60%
1	64	5.43%
461	57	4.84%
91	45	3.82%
4/5	42	3.57%
2	42	3.57%
100	41	3.48%
42	40	3.40%
420/460	40	3.40%

409	40	3.40%
479	39	3.31%
410	39	3.31%
458	35	2.97%
3	34	2.89%

Q. How frequently do you use this service?

RESPONSE	TOTAL	PERCENT
6-7 days per week	252	9.71%
3-5 days per week	671	25.86%
1-2 days per week	655	25.24%
Less than 1 day per week	693	26.71%
Not answered	324	12.49%

Q. What time(s) of the day do you use this service?

RESPONSE	Total	Percent
Before 9:30am	756	29.13%
9:30am-3pm	1697	65.39%
3pm-6pm	1122	43.24%
6pm-8:30pm	614	23.66%
8:30pm-1am	267	10.29%
Not answered	327	12.60%

Q. What are your main reason(s) for using this service?

Option	Total	Percent
Travelling to/from shops to do essential shopping	1180	45.47%
Leisure/recreational activities	952	36.69%
Attending medical appointments (hospital, doctor, dentist)	926	35.68%
Travelling to/from shops to do non-essential shopping	879	33.87%
Visiting friends or relatives	639	24.62%
Travelling to/from work	580	22.35%
Not answered	329	12.68%
Travelling to/from school, college, or university	233	8.98%
Other	165	6.36%
Visiting care/community centres	122	4.70%

Q. How important is this bus service to you?

RESPONSE	TOTAL	PERCENT
Very important	1693	65.24%
Important	480	18.50%
Neutral	75	2.89%
Not very important	26	1.00%
Not at all important	4	0.15%
Not answered	317	12.22%

Q. Do you hold a disabled or older person's concessionary (free) bus pass?

RESPONSE	Total	Percent
Yes, I have a disabled person's bus pass	116	4.47%
Yes, I have an older person's bus pass	1048	40.39%
No, I do not have a concessionary bus pass	1099	42.35%
Not answered	332	12.79%

4.6 Equalities monitoring data

Ethnicity

Option	Total	Percent
White - British, English, Northern Irish, Scottish or Welsh	2050	79.00%
White - Irish	30	1.16%
White - Gypsy or Irish Traveller	2	0.08%
Any other White background	119	4.59%
White and Black Caribbean	6	0.23%
White and Black African	5	0.19%
White and Asian	11	0.42%
Any other mixed or multiple ethnic background	16	0.62%
Asian or Asian British - Indian	26	1.00%
Asian or Asian British - Pakistani	6	0.23%
Asian or Asian British - Bangladeshi	0	0.00%
Asian or Asian British - Chinese	14	0.54%
Any other Asian background	13	0.50%
Black or Black British - Caribbean	4	0.15%
Black or Black British - African	7	0.27%
Any other Black British, Caribbean or African background	1	0.04%
Arab	0	0.00%
Other ethnic group	8	0.31%
Prefer not to say	155	5.97%

A further 21 respondents chose 'Other'. These responses stated in large part that they did not wish to provide this information.

Sex

Option	Total	Percent
Male	1011	38.96%
Female	1316	50.71%
Prefer not to say	168	6.47%
Not answered	100	3.85%

Gender identity

Option	Total	Percent
Yes	2270	87.48%
No	13	0.50%
Prefer not to say	177	6.82%
Not answered	135	5.20%

Disability or long-standing health condition

Option	Total	Percent
No	1517	58.46%
Deaf or hard of hearing	141	5.43%
Vision impairment	87	3.35%
Physical health condition	326	12.56%
Mental health condition	126	4.86%
Neurological condition (e.g., learning disability, autism)	90	3.47%
Limited mobility	282	10.87%
Prefer not to say	183	7.05%
Not answered	197	7.59%

Age

Option	Total	Percent
Under 18	88	3.39%
18-24	103	3.97%
25-34	146	5.63%
35-44	270	10.40%
45-54	337	12.99%
55-64	347	13.37%
65-74	750	28.90%
75-84	412	15.88%
85+	52	2.00%
Not answered	90	3.47%

Care responsibilities for others

Option	Total	Percent
Yes	646	24.89%
No	1682	64.82%
Prefer not to say	157	6.05%
Not Answered	110	4.24%

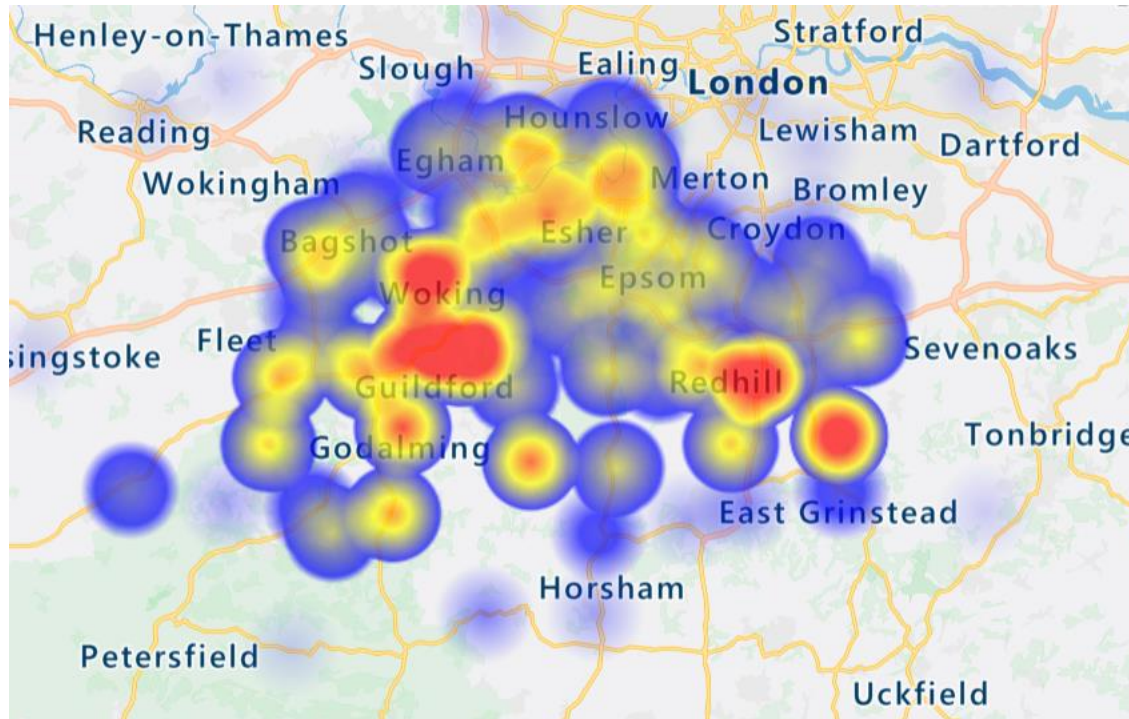
Employment status

Option	Total	Percent
Full-time employment (30 hours or more per week)	674	25.97%
Part-time employment (less than 30 hours per week)	277	10.67%
Self-employed (full time or part time)	93	3.58%
Voluntary employment	68	2.62%
Not employed	54	2.08%
In full-time education (school, college, or university)	123	4.74%
In part-time education (school, college, or university)	9	0.35%
Homemaker	35	1.35%
Not required to work due to a disability or illness	49	1.89%

Retired	1124	43.31%
Not Answered	89	3.43%

5 Postcode Breakdown

The response is broken down first in a heatmap of where respondents live, then a summary table of responses by District/Borough, and then by postcode area.



District/Borough	Count	Percent
Elmbridge Borough Council	161	6.40%
Epsom & Ewell Borough Council	82	3.26%
Guildford Borough Council	515	20.48%
Mole Valley District Council	95	3.78%
Reigate & Banstead Borough Council	282	11.21%

Runnymede Borough Council	76	3.02%
Spelthorne Borough Council	117	4.65%
Surrey Heath Borough Council	110	4.37%
Tandridge District Council	302	12.01%
Waverley Borough Council	364	14.47%
Woking Borough Council	184	7.32%

Postcode	Count	Postcode area
GU21	91	Woking, Bisley, Brookwood, Chobham, Weybridge, Horsell, Knaphill, Sheerwater
RH1	136	Redhill, Merstham, Nutfield, Bletchingley, Salfords, South Nutfield, Whitebushes, Outwood
RH7	131	Dormansland, South Godstone, Lingfield, Felbridge, Newchapel, Felcourt, Crowhurst
GU2	129	Guildford
GU1	118	Guildford
GU7	87	Godalming, Shalford, Eashing, Hurtmore
GU6	79	Cranleigh, Ewhurst, Alfold, Alfold Crossways, Ewhurst Green,
GU4	72	Guildford, Woking, Shalford, West Clandon, Chilworth, Albury, West Horsley, East Clandon, Sutton Green, Jacobs Well, Blackheath
GU3	68	Guildford, Normandy, Compton, Woking, Pirbright, Worplesdon, Puttenham, Fairlands, Wood Street Village, Wanborough, Artington
GU8	66	Chiddingfold, Milford, Elstead, Dunsfold, Witley, Plaistow and Ifold, Shackleford, Hydestile, Hambledon, Hambledon, Pitch Place, Thursley, Bowlhead Green, Enton, Loxhill, Busbridge, Wormley, Sandhills, Brook, Peper Harow, Highstreet Green, Enton Green, Hascombe
KT12	66	Walton-on-Thames, Hersham, Weybridge, West Molesey, Molesey
GU9	64	Farnham, Badshot Lea
RH2	60	Reigate, Reigate Heath, Sidlow, Buckland, Irons Bottom, Leigh
RH6	56	Burstow, Charlwood, Horley, Crawley, Horne, Lowfield Heath, Norwood Hill, Hookwood, Tinsley Green, Shipley Bridge, Smallfield

GU10	54	Farnham, Churt, Frensham, Tilford, Tongham, Crondall, Wrecclesham, Rowledge, Ewshot, Runfold, Bucks Horn Oak, Dippenhall, Spreakley, Shortfield Common, Batt's Corner, Bentley, Charleshill, The Sands, Millbridge, Headley, Holt Pound, Rushmoor, Surrey, Dockenfield, Seale
GU22	53	Woking, West Byfleet, Brookwood, Pyrford, Send, Mayford, Ripley
KT19	47	Epsom, Ewell
RH8	44	Oxted, Limpsfield, Crowhurst Lane End, Tandridge, Titsey, Chart
RH4	39	Dorking, Brockham, Wotton, Westcott
KT1	38	Kingston upon Thames, Molesey, Hampton Wick, Molesey
GU15	37	Camberley
TW16	37	Sunbury-on-Thames, Feltham, Walton-on-Thames, Hampton, London
KT15	36	Addlestone, Woking, Weybridge, Chertsey, Ottershaw
RH5	36	Capel, Ockley, Okewood, Walliswood, Forest Green, Newdigate
GU16	35	Aldershot, Deepcut, Lightwater, Frimley
KT20	35	Epsom, Banstead, Tadworth, Walton-on-the-Hill, Buckland, Pebble Coombe, Lower Kingswood, Box Hill, Mogador, The Hermitage
CR3	33	Woldingham, Woldingham Garden Village, Caterham, Whyteleafe, Kenley, Chaldon
GU5	32	Shere, Bramley, Gomshall, Shalford, Peaslake, Albury, Shamley Green, Womersley, Farley Green, Stroud Common, Thorncombe Street, Palmers Cross, Grafham, Burrows Cross
SM7	32	Banstead
TW15	31	Ashford, Weybridge
GU27	29	Haslemere, Chiddingfold, Fernhurst, Easebourne, Grayswood, Linchmere, Kingsley Green, Henley, Easebourne
KT22	28	Cobham, Oxshott, Fetcham, Leatherhead, Fetcham, Ashted, Great Bookham
GU12	26	Aldershot, Ash Vale, Tongham, Ash, Normandy
TW20	26	Egham, Englefield Green, Staines, Chertsey, Thorpe
KT8	25	Molesey

TW17	25	Shepperton, Upper Halliford, Littleton, Spelthorne, Lower Halliford
KT23	23	Little Bookham, Great Bookham, Effingham
KT13	22	Weybridge, Addlestone
KT10	21	Esher, Claygate, Oxshott
CR5	20	Coulsdon, Chipstead, Banstead, Old Coulsdon, Hooley, Mugswell
CR6	20	Warlingham, Farleigh, Hamsey Green, Chelsham
RH3	20	Brockham, Betchworth, Buckland
GU18	18	Lightwater
KT14	18	West Byfleet, Byfleet, Woking, Weybridge
KT17	18	Epsom, Ewell, Banstead, Sutton
RH9	18	Godstone, South Godstone
TW18	18	Staines-upon-Thames, Hythe End, Weybridge, Laleham, Stanwell
GU34	17	Guildford, Haslemere, Godalming
KT7	17	Thames Ditton, Molesey, Esher, Long Ditton, Molesey
GU24	16	Woking, Chobham, Bisley, Pirbright, Brookwood, Donkey Town, Surrey, West End, Normandy, West End
KT6	16	Surbiton, Tolworth, London
KT18	15	Headley, Epsom, Leatherhead, Ashted, Langley Vale
TW1	14	Twickenham
GU19	12	Bagshot
GU26	12	Hindhead, Grayshott, Beacon Hill, Headley, Bramshott Common
KT11	10	Cobham, Oxshott, Hersham, East Horsley, Great Bookham, Fetcham, Stoke d'Abernon, Downside, Martyr's Green, Ockham
KT16	10	Chertsey, Ottershaw, Addlestone, Chobham, Longcross, Lyne
KT24	9	Shere, East Horsley, Effingham, West Horsley, Ripley
GU20	8	Windlesham, Bagshot, Chobham, Sunningdale, Winkfield Row
KT2	8	Kingston upon Thames, Coombe

KT21	8	Ashtead, Epsom
RH19	8	Brockhurst, Dormans Park, East Grinstead
TN16	8	Tonbridge, Kent
RH12	7	Horsham, Warnham
GU14	6	Farnborough
TW19	6	Wraysbury, Horton, Stanwell, Old Windsor, Slough, London
GU23	5	Guildford, Farnham, Cranleigh, Aldershot, Woking, Haslemere, Camberley
SM2	5	Sutton, Belmont
TW2	5	Twickenham, Isleworth
GU25	4	Virginia Water, Chobham, Lyne, Surrey, Stroude
CR8	3	Croydon, Caterham, Mitcham, Warlingham
RH10	3	Crawley
RH14	3	Billingshurst, Wisborough Green, Ifold, Loxwood, The Haven
CR0	2	Croydon, New Addington, South Croydon, Addington
GU11	2	Guildford, Aldershot, Farnham, Haslemere, Godalming, Woking
GU35	2	Bordon, Lindford, Headley Down
KT4	2	Worcester Park, London
RH11	2	Crawley, Ifield, Southgate, Broadfield
RH13	2	Horsham
CR2	1	Croydon, Caterham, Mitcham, Warlingham
DA8	1	Erith, Dartford, Belvedere
GU21	1	Woking, Knaphill, Horsell, Sheerwater, St John's, Littlewick
GU29	1	Midhurst, Easebourne, Stedham, Bepton, West Lavington, Heyshott
KT5	1	Surbiton, Kingston upon Thames, New Malden, Chessington, Worcester Park
PO22	1	Felpham, Barnham, Middleton-on-Sea, South Bersted, West Barnham
RG1	1	Reading, Earley
RG10	1	Twyford, Waltham St Lawrence, Wargrave, Hurst, Charvil

RG22	1	Basingstoke
RH27	1	Reigate
SE26	1	Upper Sydenham, Lower Sydenham, Bell Green
SL5	1	Broomhall, North Ascot, South Ascot, Sunningdale, Ascot
SM1	1	Sutton, Carshalton
SM3	1	Sutton, Morden
SM5	1	Carshalton, Wallington, Mitcham, Banstead, Coulsdon
SO14	1	Southampton
SW4	1	Clapham Common, Stockwell
TN3	1	Eridge Green, Lamberhurst, Langton Green, Groombridge, Blackham
TW10	1	Richmond, Kingston-upon-Thames
TW11	1	Teddington, Kingston-upon-Thames, Hampton Wick, Hampton Hill, Hampton, Molesey
TW13	1	Feltham, Twickenham, Sunbury-on-Thames
TW14	1	Feltham, Hounslow
UB8	1	Uxbridge, Hayes, West Drayton