



Surrey County Council

# Bus Service Improvement Plan for Surrey (BSIP)

June 2024



# Contents

<b>1</b>	<b>Our Bus Vision .....</b>	<b>4</b>
1.1	Bus Vision for Surrey .....	4
1.2	BSIP Area & Maps .....	4
1.3	Duration of the BSIP – 2024/25 and 2025-2030.....	10
1.4	Description of the bus market .....	10
1.5	Links to other strategies.....	11
1.6	Bus Service Aspiration Priority Areas.....	14
<b>2</b>	<b>Current offer to bus passengers .....</b>	<b>16</b>
2.1	Key Locations .....	17
2.2	Surrey Support for bus provision .....	21
2.3	Delivery of BSIP ambitions since 2021 .....	26
<b>3</b>	<b>Improvement Programme for 2024/25 .....</b>	<b>29</b>
3.1	2024/25 Delivery Priorities .....	29
3.2	Bus Driver Recruitment and Retention Plan.....	33
<b>4</b>	<b>Ambitions and proposals for 2025-2030 and beyond.....</b>	<b>34</b>
<b>5</b>	<b>Targets, performance monitoring and reporting .....</b>	<b>40</b>
5.1	Headline Targets.....	40
<b>6</b>	<b>BSIP Schemes and proposals overview table .....</b>	<b>45</b>
6.1	Improvements programme to 2025.....	45
6.2	Ambitions and proposals for 2025 and beyond .....	47
<b>7</b>	<b>List of annexes .....</b>	<b>51</b>

## MAPS, FIGURES & TABLES

<b>Maps and figures</b>	<b>Page</b>
Map 1 Catchment of bus stops with at least 2 buses per hr	
Map 2 Surrey's 2050 Place Ambition Map	
Figures 1 and 2 Links to other strategies	
Map 3 Surrey's Bus Network Map	
Map 4 Guildford Bus Network	
Map 5 Redhill & Reigate Bus Network	
Map 6 Horley Bus Network	
Map 7 Camberley, Frimley & Farnborough Bus Network	
Map 8 Map of DDRT Scheme Zones	
Map 9 Expanded DDRT Zones from September 2024	
<b>Tables</b>	
Table 1 Locations of strategic development	
Table 2 Summary of bus provision in Surrey	
Table 3 Example of BSIP Aspirations Table	
Table 4 Summary of SCC Bus Services Support, April 2024	
Table 5 Summary of SCC Bus Services Support, April 2023	
Table 6 Summary of SCC Bus Services Support, Sept 2021	
Table 7 Bus Service Categories	
Table 8 Capital delivery summary table	
Table 9 Revenue delivery summary table	
Table 10 Summary BSIP Phase 2 Funding Allocations	
Table 11 BSIP Phase 2 Bus Route Enhancements	
Table 12 2024/25 BSIP Delivery Priorities	
Table 13 Ambitions for 2025 to 2029	
Table 14 Ambitions for 2030 to 2040	

# 1 OUR BUS VISION

---

## 1.1 Bus Vision for Surrey

We want buses to be the first choice of transport for people living and working in Surrey.

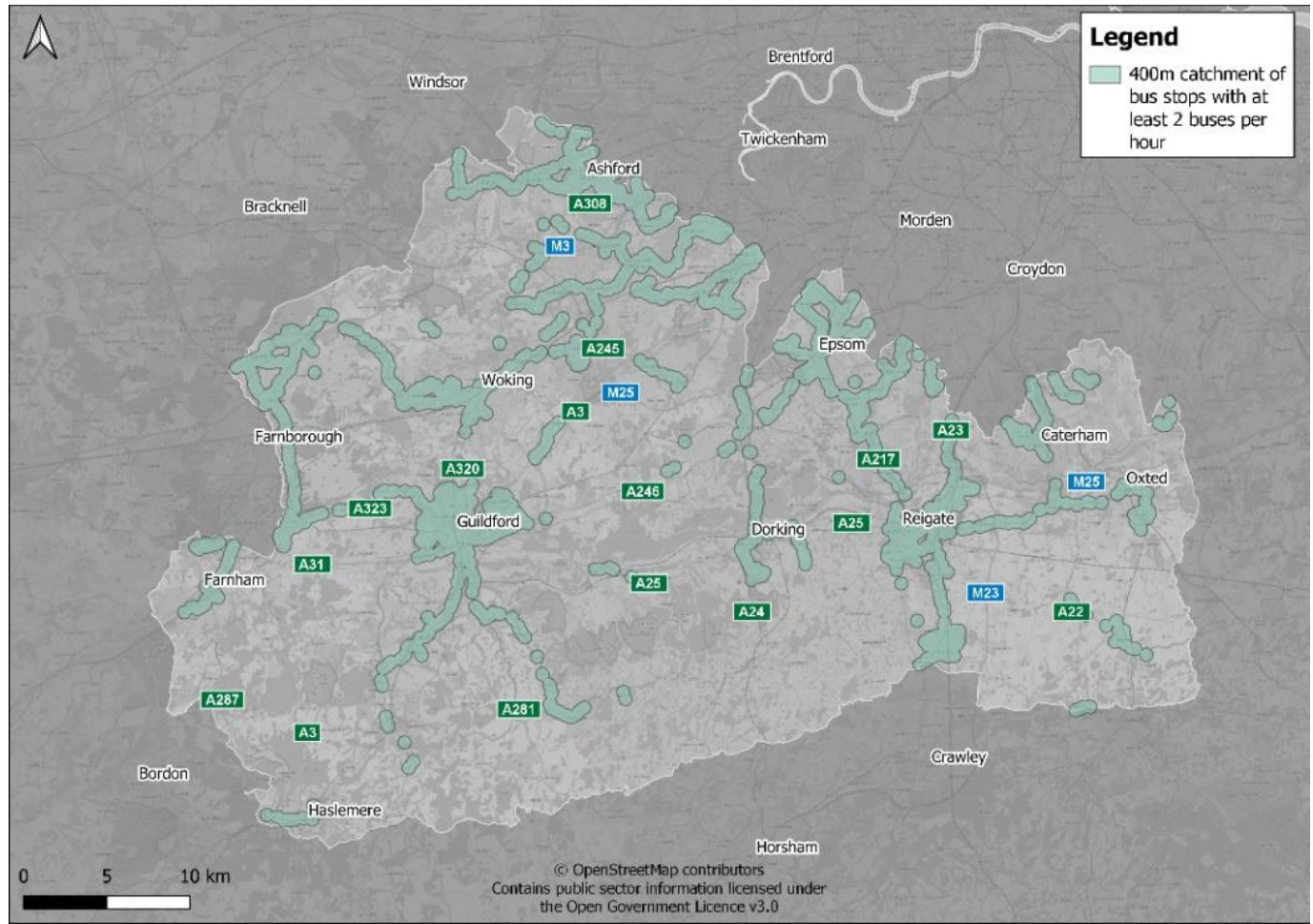
We are passionate about improving bus services in partnership with our operators so that all our residents and businesses can benefit.

We want to be seen as a leader in investing in bus services and infrastructure, with better and more comprehensive bus services, high quality supporting infrastructure for passengers, more bus priority measures, more real time Information and many more zero emission buses.

We want to use new technology and new delivery models so that public transport in Surrey meets the needs of residents and businesses and is financially sustainable.

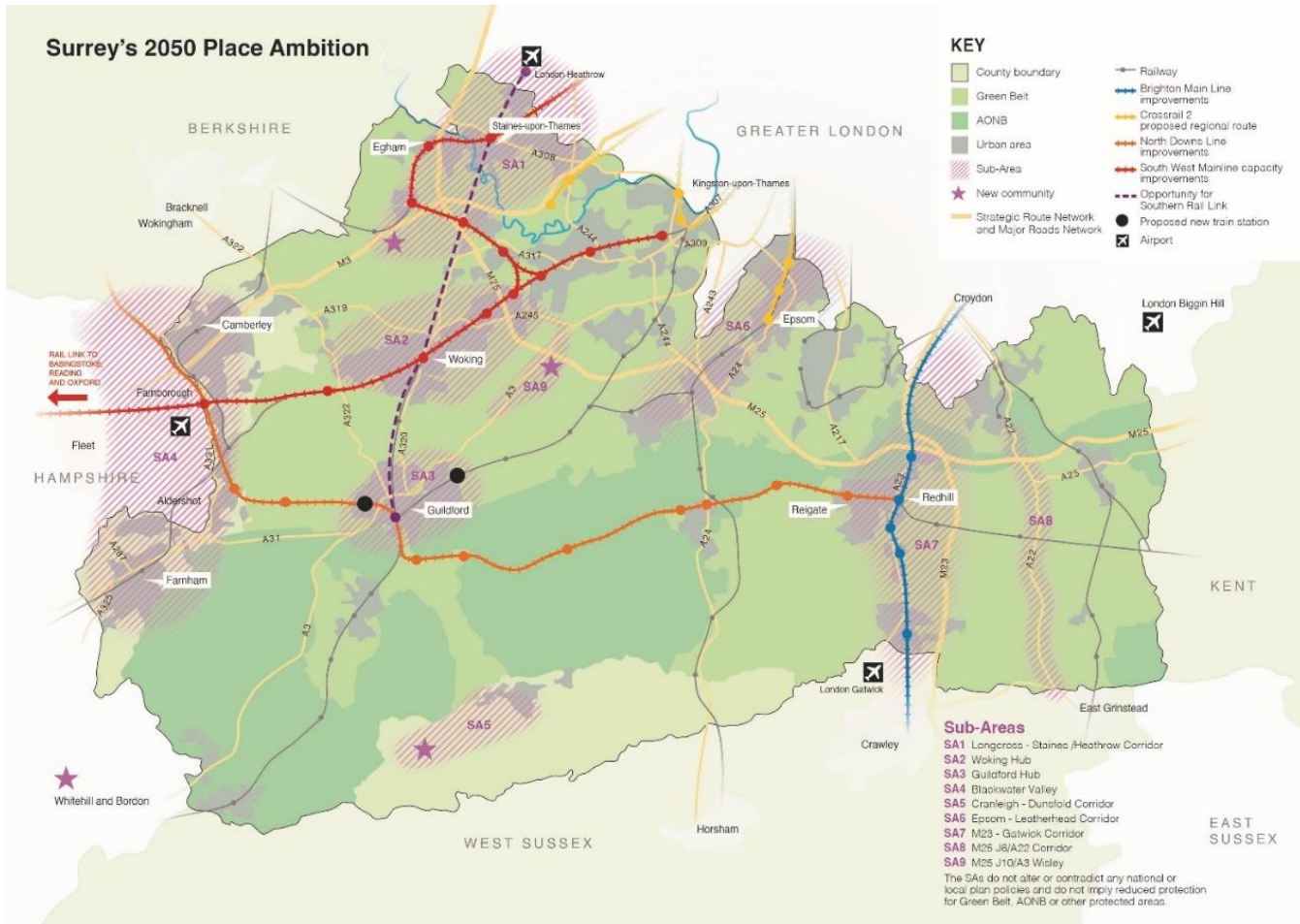
## 1.2 BSIP Area & Maps

This Bus Service Improvement Plan (BSIP) covers the county of Surrey. Our BSIP has been developed with input from bus operators and stakeholders and builds on our original 2021 BSIP and May 2023 BSIP update. Due to the size, unique natural and built environment, alongside the polycentric nature of Surrey, a dedicated BSIP covering our authority is still considered the best option to improve bus services throughout the county.



**Map 1 400m catchment of bus stops with at least 2 buses per hour**

The map shows the current catchment of bus stops in Surrey that have at least two buses per hour in the morning peak. This figure highlights the density of services in north Surrey and around areas such as Guildford and Reigate, but also outlines limited provision elsewhere, particularly in relation to east west inter-urban and rural services.



**Map 2 Surrey's 2050 Place Ambition Map**

Future development, both residential and commercial, will have an influence on the future bus market. Opportunities for future new trip generators and attractors will be important for bus planning and the availability of sustainable transport options for new residents and businesses.

The proximity of Heathrow and Gatwick Airports are both important trip attractors for the bus market. Transport improvement plans are being developed for both airports, including a separate BSIP specifically focused on Heathrow Airport. The current expansion plans for Gatwick includes support for bus service access, inclusive of proposed service enhancements for routes 20, 22 and 100.

Strategic development sites will provide the housing needed for the growing population. They also provide opportunities for new bus routes or enhancements to current bus routes to support sustainable transport choices for people moving to new development sites.

**The table below gives a summary of where housing growth is planned in each of our eleven Borough and Districts and what timeframe they may come online. Where there is no set or outline timeframe for development, we will monitor the planning applications and the public transport considerations as they progress.**

**Table 1: Locations of strategic development, housing numbers and timeframe for delivery**

<b>Location</b>	<b>Number of total dwellings</b>	<b>Timeframe</b>
<b>Elmbridge</b>	Cumulative development in Walton, Hersham and Weybridge likely to exceed 1,000+ dwellings	No set timeframe
<b>Epsom &amp; Ewell</b>	No single development which exceeds 1000+ dwellings	No set timeframe. More detail is expected in 2025 as a result of the Local Plan consultation
<b>Guildford - Blackwell Farm, Hogs back, to the West of Royal Surrey Hospital and Surrey Research Park</b>	Estimated 1800 dwellings	1100 units 2029/30 to 2036/37 700 units delivered after 2037
<b>Guildford – Gosden Hill and central borough development</b>	Estimated 2100+ dwellings	1500 units 2028/29 with the remaining 650 homes delivered beyond this period
<b>Guildford - Weyside Urban Village</b>	Estimated 1500 dwellings	Delivery from 2024/25 to 2033/34
<b>Guildford - Wisley Airfield</b>	Estimated 2000 dwellings	Delivery from 2027/28 to 2036/37
<b>Guildford – South and East Ash and Tongham (A31)</b>	1460 dwellings	Construction started. 657 completed.
<b>Mole Valley</b>	No single development which exceeds 1000+ dwellings	No set timeframe
<b>Reigate &amp; Banstead – Westvale Park</b>	1510 dwellings	Construction stated. 1300 completed with remaining dwellings complete by 2025. Service changes and enhancements are already being delivered for this site.
<b>Runnymede – Longcross Garden Village</b>	1778 dwellings	Construction started. 186 completed by 2024. Remaining to be complete in 2031/32



<b>Location</b>	<b>Number of total dwellings</b>	<b>Timeframe</b>
<b>Spelthorne</b>	No single development which exceeds 1000+ dwellings. Estimated 965 dwellings in Staines	Estimated completion of housing in Staines by 2025
<b>Surrey Heath – Mindenhurst</b>	1200 dwellings	Estimated completion in 2032
<b>Surrey Heath – Camberley Town Centre</b>	Number of new dwellings is unclear at this time	Estimated completion in 2038
<b>Tandridge</b>	No single development which exceeds 1000+ dwellings.	No set timeframe
<b>Waverley – Cranleigh &amp; Farnham</b>	1000 dwellings	Covering 2018 to 2025
<b>Waverley – Dunsfold Park</b>	Estimated 1800 dwellings	Estimated completion in 2034
<b>Woking – Goldsworth Road and Crown Place</b>	929 and 366 dwellings	No set timeframe
<b>Woking</b>	Cumulative development in West Hall, Parvis Road and West Byfleet likely to exceed 1,000+ dwellings	No set timeframe

The importance of a viable bus offer to major development sites is significant and should not be undervalued in its ability to reduce reliance of private vehicle use, thereby reducing the impact of transport on both congestion and the climate. Our expectation is that where a single residential development has around, or over 2000 new homes being built, this site should have a bus service operation from every 15 minutes, 6.30 am to midnight, Monday to Saturday and every 30 minutes on Sundays. This should be delivered with the necessary bus priority measures to ensure the effective long-term operation of the service.

Developments below this level will receive a public transport offer scaled to their size. This could include provision of a new scheduled bus service(s), with bus priority, through to provision of additional DDRT.

## 1.3 Duration of the BSIP – 2024/25 and 2025-2030

This BSIP replaces the May 2023 version and covers the delivery plan for the 2024/25 financial year, plus aspirations for 2025/26 through to 2029/30. Where longer term aspirations may be delivered after 2030, such as major housing developments, these are also considered in this BSIP update.

## 1.4 Description of the bus market

Surrey has a well-established bus network, although the level of service varies greatly depending on location. The network typically serves movements within and between the larger towns and more populated areas of the county, with many routes in the north of the county classified as 'frequent' services. These serve areas such as Staines-upon-Thames, Walton-on-Thames, Epsom, Redhill, Woking and Guildford.

Within the county, there are currently:

- 22 bus operators running around 205 services, including approximately 40 'school special' services
- 7,000 bus stops
- 24 cross-boundary bus services to Greater London provided by Transport for London (TfL)
- 5 Digital Demand Responsive Transport schemes.

Due to the dispersed nature of the population with many small towns and villages, particularly around the south of the county, there are fewer routes and lower frequencies beyond the services offered in large towns, with many routes operating at less than hourly frequencies. This is particularly true for the inter-urban services within the county borders, with only a handful of these services running at or above one bus per hour throughout the day.

TfL also provide 24 services within the county providing connectivity into the Greater London area. These include high frequency services such as route 235 from Brentford to Sunbury-upon-Thames, along with some services that extend far into Surrey, such as the 465 service from Kingston-upon-Thames to Dorking. As a council, we have limited influence over the provision of TfL services.

There are two large bus operators in Surrey, Stagecoach operating in the west of Surrey, and Metrobus operating in the east of Surrey. The remaining operators within the county are mainly Small and Medium Enterprises (SMEs), including small family-run businesses. There are also three Community Transport providers operating registered services under Section 22 regulations.

Service planning by the large operators within Surrey is undertaken by regional offices, with close liaison with the council and with a good understanding of local travel requirements. Of the current services (excluding 'School Specials') within the county, approximately 30% of bus services are provided on a wholly commercial basis, with the remainder being supported financially to some degree by Surrey County Council or are operated by TfL.

There is regular, frequent and positive liaison between the council and all operators, with an excellent mutually beneficial relationship, with trust developed over a long period of time. This has meant that many issues are resolved promptly, cost effectively and amicably.

We have faced significant challenges in the bus market since the original BSIP was drafted, including Arriva pulling out of Surrey altogether, the impacts of the pandemic, changed commuting patterns and the associated building back of bus patronage, inflationary cost pressures on operating budgets, etc. However, due to proactive decisions and collaborative working with bus operators, we have been able to maintain much of the bus network. The tables below show how the network has changed from the initial BSIP in 2021.

**Table 2 Summary of bus provision in Surrey - excluding 'School Specials' May 2021 to May 2024**

Operator	May 2021		May 2023		May 2024	
	Number of services	Approx % of total	Number of services	Approx % of total	Number of services	Approx % of total
<b>Stagecoach</b>	32	21	40	25	37	22
<b>Metrobus</b>	14	8	19	12	30	18
<b>Arriva</b>	13	8	-	-	-	-
<b>Whitebus</b>	-	-	16	10	-	-
<b>Falcon</b>	-	-	-	-	18	11
<b>Other (inc TfL)</b>	95	63	87	54	84	50

## 1.5 Links to other strategies

The BSIP forms the Bus Strategy of our fourth **Local Transport Plan (LTP4)**, which was adopted on 12 July 2022 and supersedes our third Local Transport Plan (LTP3), which was published in 2011. Further details can be found via the following link [Local Transport Plan \(LTP4\) - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/transport/local-transport-plan/ltp4)

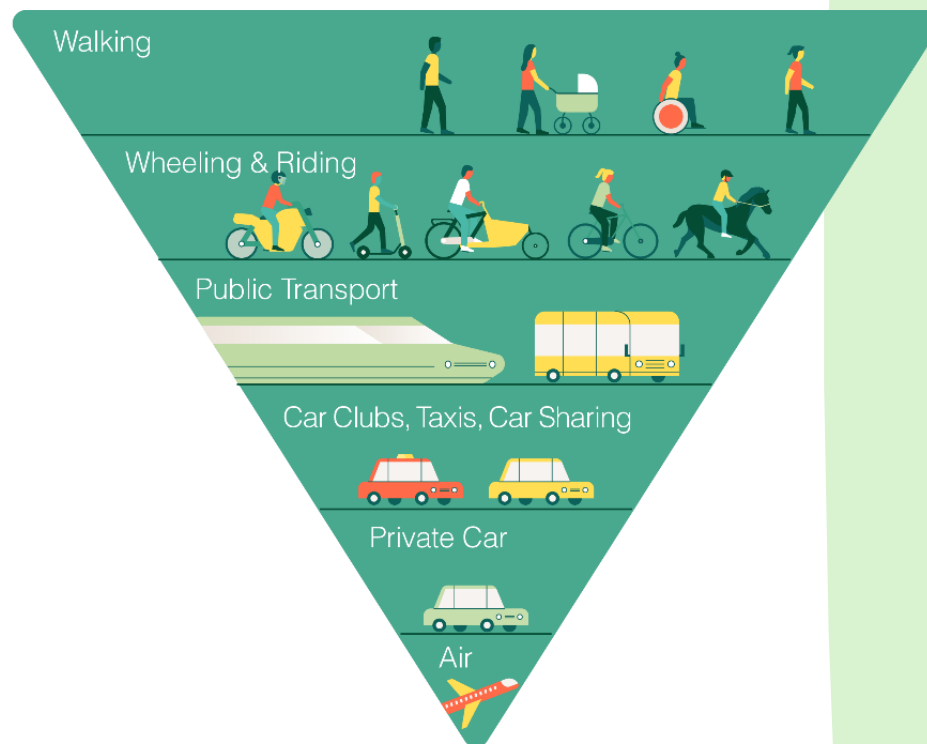
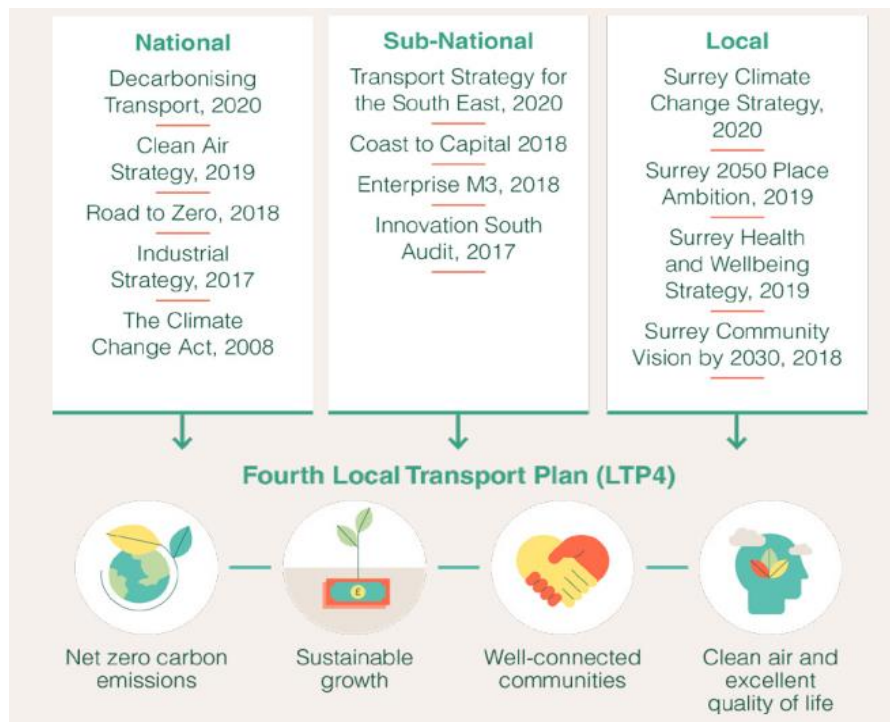
LTP4 aims to significantly reduce carbon emissions from transport to meet our commitment to net zero emissions by 2050, in line with the **Government's national legal commitment**. The BSIP will be integral to the success of our LTP4, with the availability of attractive, high quality, reliable, well planned and affordable bus services across Surrey playing a fundamental role in meeting each of our four LTP4 objectives.

**Surrey Greener Futures** is the title of the County Council's ambitious climate change plans, which also has a clear link to the BSIP.

With 41% of carbon emissions in Surrey coming from all forms of transport, we have a target to reduce transport sector emissions by 60% by 2035 against business-as-usual levels. To achieve this, we will deliver and promote integrated, accessible, affordable, and reliable public transport and active travel (walking or cycling) across the County, thereby reducing journeys and improving local air quality for improved health and wellbeing of our residents.

It is critical that we work alongside residents, the business community and other key partners to ensure we can secure the required innovation, behaviour change, and investment required to mitigate and adapt to climate change.

As public transport is an enabler of carbon reduction, encouraging people to make travel choices by sustainable transport modes, rather than private car use, by providing a high-quality bus network will play a key part of delivering the Surrey Greener Futures ambitions. The diagrams below set out how our approach sits within the nation context and how we aim to deliver improvements through the adoption of a hierarchy of transport, focusing on sustainable modes.



As part of the Greener Futures programme the County Council is working with all our large and small contractors and suppliers about carbon reductions in how they operate, including fleet, as well as how we can decarbonise the supply chains.

## 1.6 Bus Service Aspiration Priority Areas

The National Bus Strategy sets out the 12 priority areas that, successful delivery against, will drive passenger growth. The priorities are for buses to be:

- More frequent;
- Faster and more reliable;
- Cheaper;
- More comprehensive;
- Easier to understand;
- Easier to use;
- Better integrated with other modes and each other;
- Better to ride in;
- Greener;
- Accessible and inclusive;
- Innovative; and
- A safe mode of transport that is seen as safe.

Interventions and aspirations often cut across the 12 priority areas and rarely fit neatly into one priority area, and often provide additional benefits across priorities. For example, increasing a bus frequency and / or hours of operation:

- Makes the service more frequent;
- Makes the network coverage more comprehensive;
- Makes the service easier to use, with users having greater confidence in getting where they need to when they need to;
- Where a bus service also serves a rail station, it improves multi-modal integration; and
- Means the service has increased accessibility to the key locations it serves, for work, education, shopping, leisure, or health reasons.

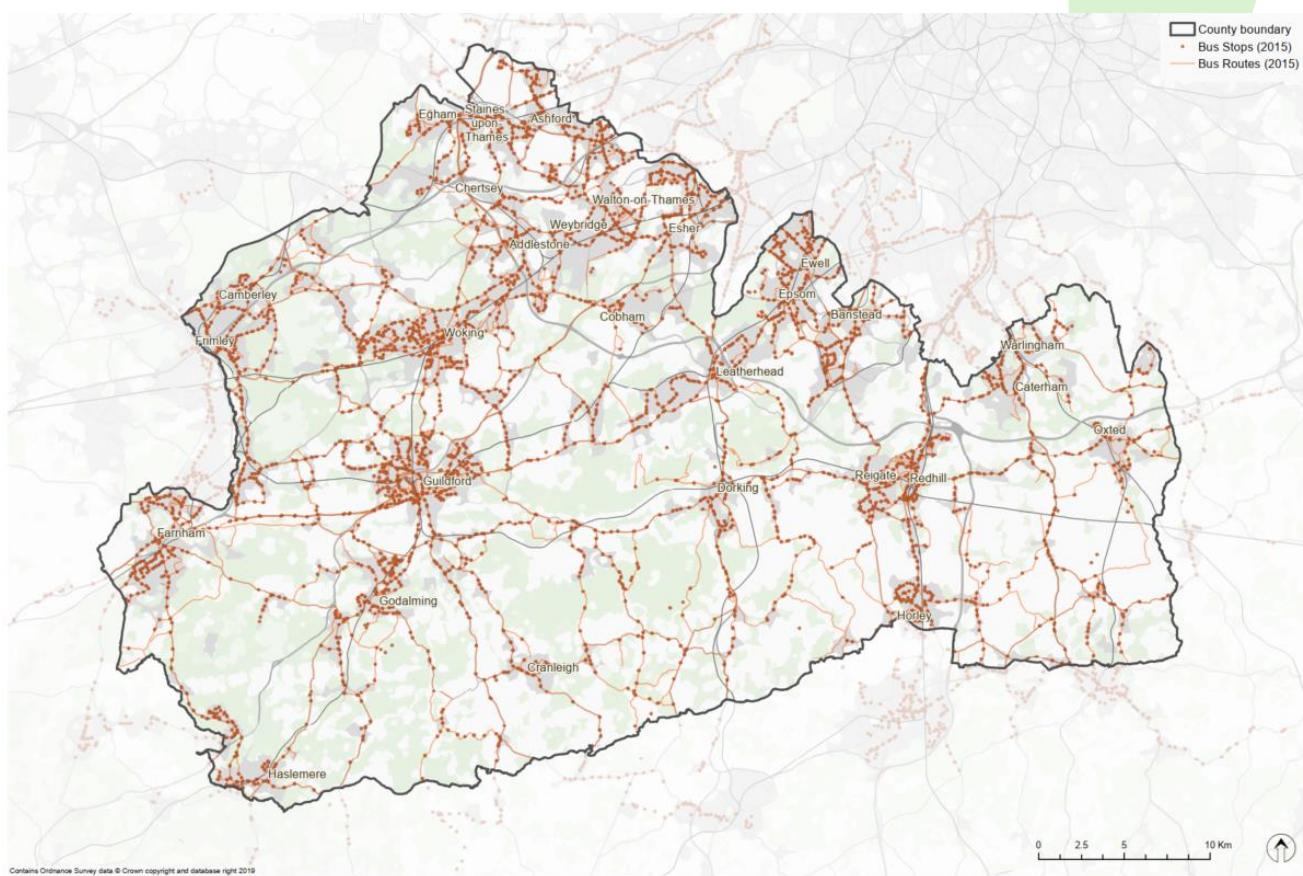
An example of how we have chosen to reflect our aspirations against the 12 priority areas is below. The full table of aspirations against the 12 priority areas is appended to this BSIP update as an annex and is also published separately online.

Aspirations for beyond 2025	Priority Area	More frequent	Faster and more reliable	Cheaper	More comprehensive	Easier to understand	Easier to use	Better integrated with other modes & each other	Better to ride in	Greener	Accessible and inclusive	Innovative	A safe mode of transport which is seen as safe
<b>Network Coverage and Accessibility</b>													
New services linked to major development sites		✓			✓						✓		
Explore scope for new park and ride sites alongside rationalisation of parking provision		✓			✓								
Explore opportunities to improve connectivity to remote employment sites					✓								
Investment in the Kite (Route 1) and Route 100 BRT corridors		✓					✓	✓			✓		
Funding all category 1 services to operate at least every 30 minutes, daytime, hourly evenings and Sundays		✓			✓		✓	✓			✓		
Provide some enhancement funding for selected category 2 services for specific reasons		✓			✓								
Providing a county wide offer of a "wheelchair user taxi guarantee" where the wheelchair space is already occupied							✓				✓		
Use the existing Public Transport Accessibility Model to evidence enhancing existing services					✓			✓					

## 2 CURRENT OFFER TO BUS PASSENGERS

Within Surrey the main bus operators are Stagecoach, Metrobus and White Bus who together provide 46% of bus routes within the county. The geographical distribution of these operators does however vary, with Stagecoach operating most of their services within the Woking, Guildford and Waverley boroughs, whilst Metrobus operations are focused within Reigate and Banstead Borough and Tandridge District, with White Bus services primarily within the north-west of the County, including Spelthorne and Woking. In north Surrey and in Mole Valley District, the operator mix is more varied.

As a result of the diversity of operators in Surrey, there are varying bus fare products on offer, particularly in areas such as Guildford and Redhill/Reigate where multiple operators' services overlap.



Map 3 Surrey's Bus Network Map



## 2.1 Key Locations

Some key areas for bus provision and associated route map excerpts have been provided below. These are:

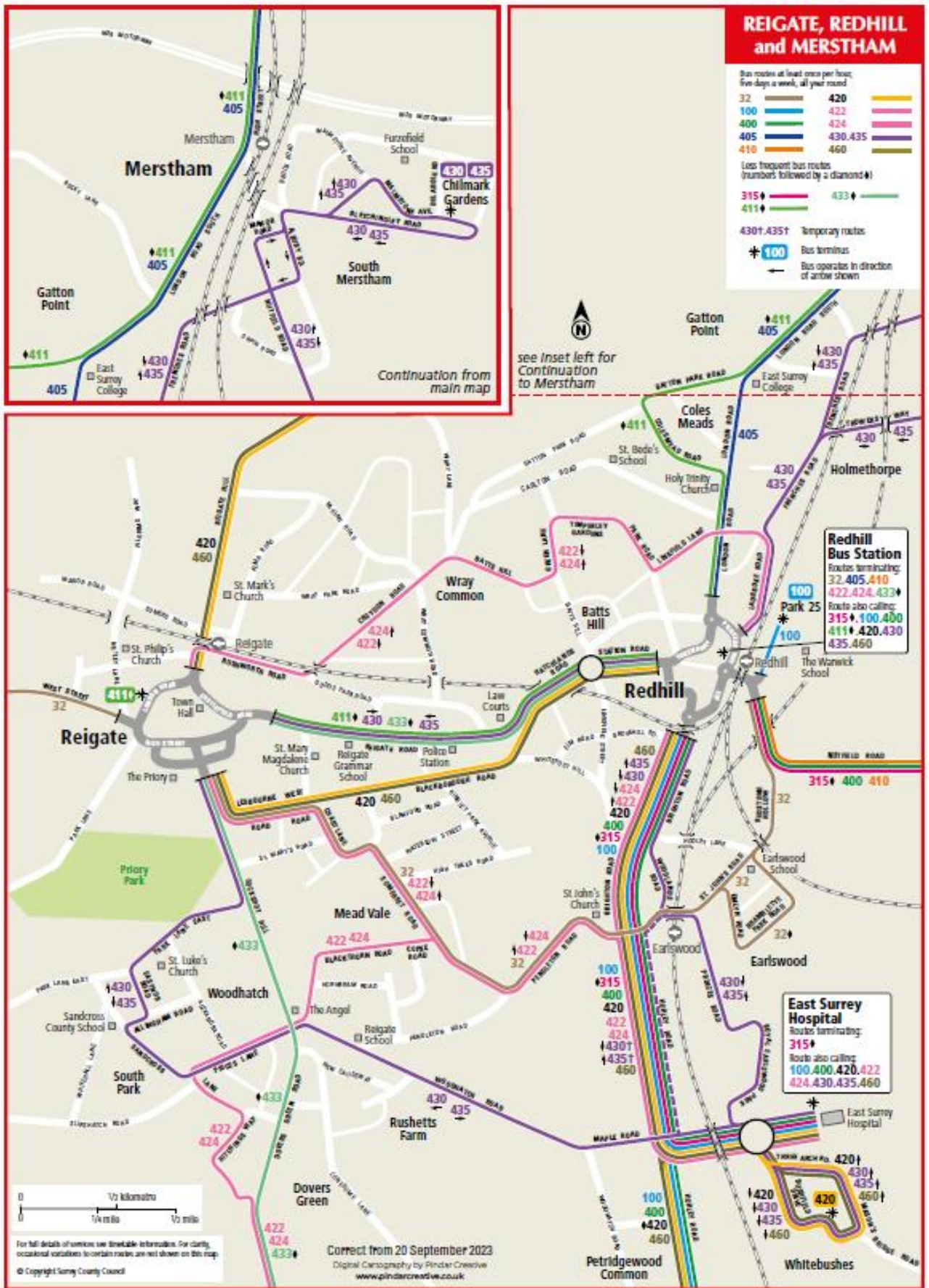
- Guildford
- Redhill & Reigate
- Horley
- Camberley & Frimley

Note: the full versions of the maps shown can be found on our website here:

<https://www.surreycc.gov.uk/roads-and-transport/buses-and-other-transport/bus-timetables/maps-of-routes-and-stops>



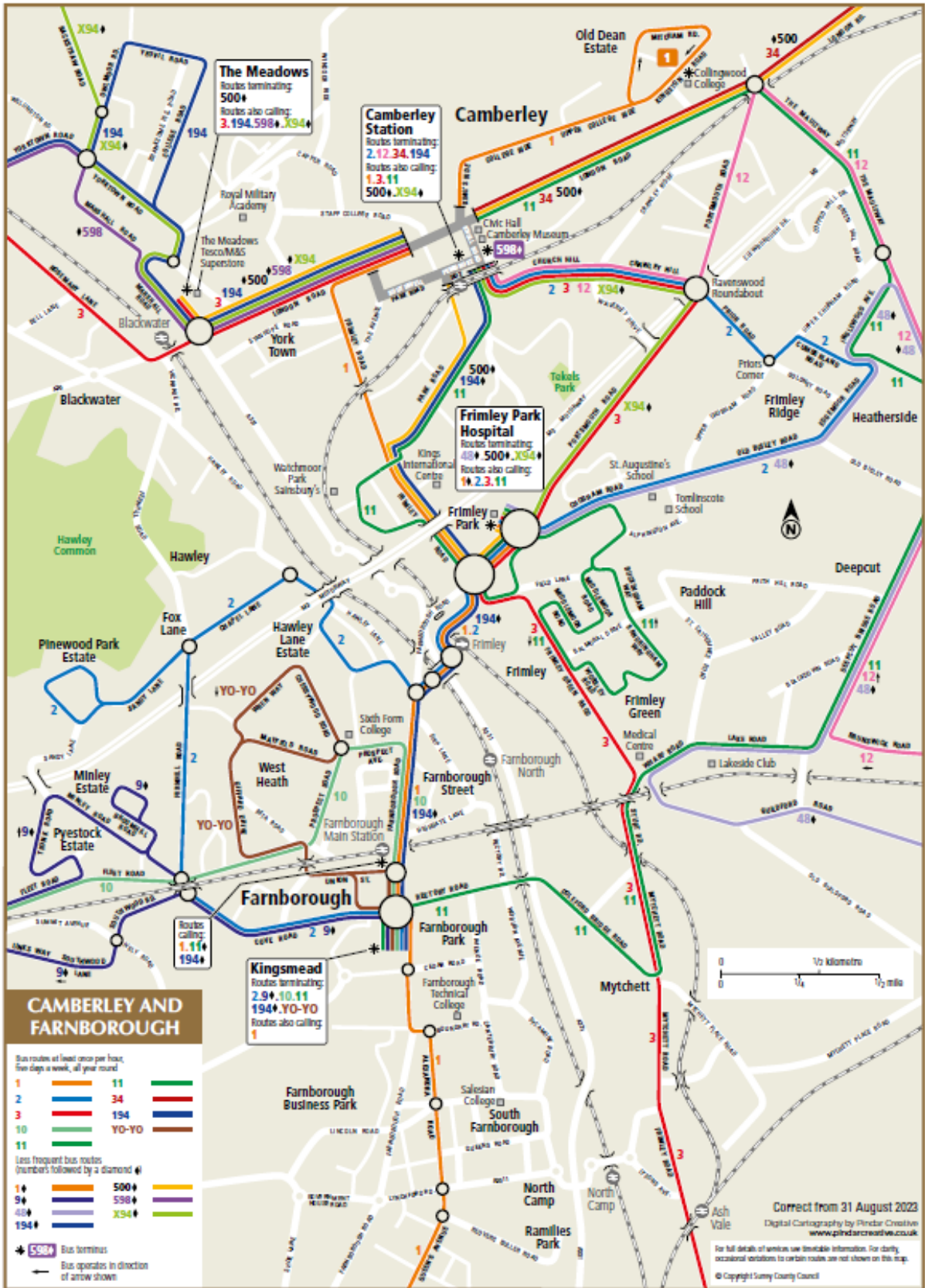
Map 4 Guildford Bus Network 2023



Map 5 Redhill & Reigate Bus Network (September 2023)



Map 6 Horley Bus Network (July 2021)



Map 7 Camberley, Frimley & Farnborough Bus Network (August 2023)

## 2.2 Surrey Support for bus provision

There is strong commercial provision of bus services in Surrey, with roughly 3 in every 4 passenger journeys made on commercial services. However, as a council, we support around 70% of the bus services in Surrey to varying degrees, with the net budget now just over £13.5m, with the expenditure budget being in excess of £25.5m when taking account of grant funding being used.

Work is delivered by the Bus Service Planning Team, which deals with contract administration and operations and consists of seven members of staff. In addition, there is a Public Transport Projects team, which deals with infrastructure improvements, capital projects, bus priority measures, liaison on new developer-related enhancements DDRT services and Real Time Information, as well as administering the Surrey element of the English National Concessionary Travel Scheme (ENCTS) and other concessionary fare schemes.

Our proactive involvement in the current network gives us a unique opportunity and insight into bus operations in Surrey, alongside a small but cohesive team to deliver our BSIP ambitions.

Surrey County Council recognised at an early stage the potential impact of Covid in suppressing patronage and income, and what that might mean for bus services.

Within Surrey, the number of bus kilometres operated within the county has reduced since the baseline year of 2013/14 to around 80% of this value in 2018/19. The majority of this decline occurred between 2014/15 and 2016/17. Bus service reviews responded to the financial pressure faced by the County Council at that time and, whilst resulting in a reduced kilometrage, did not see a reduction in the number of passenger trips. A small reduction in kilometres operated in 2019/20 represents the beginning of the impact of the COVID-19 pandemic. Since the pandemic, the bus industry has faced significant financial challenges, with rising inflationary pressures and increases in other costs. This has led to further reductions in kilometres of route offered to help manage the cost of operating bus services. However, bus services in the county have seen good levels of patronage against the kilometrage offered.

The decline in bus kilometres represents a reduced diversity and frequency of routes offered within the county. Our BSIP, and Enhanced Partnership Plan, focuses on building up frequencies in key locations, alongside a prioritisation of public transport for major developments. The expansion of Digital Demand Responsive Transport (DDRT) services, branded as Surrey Connect, and building up bus frequencies will reverse this trend, supporting our efforts to rebuild our bus network back better.

Responding to the challenge and taking the 2020/21 financial year as the base line, our local bus budget has been inflated by £2.5M / 31% up to the 2022/23 financial year. In 2023/24, against a challenging financial backdrop and wider pressures on other county services, the Council took a positive decision to increase the local bus budget by a further £1.7M / 21%; giving a total 52% increase in three years.

## 2.2.1 Revenue Funding Support

**Table 4 Summary of SCC Bus Services Support by Category as of April 2024**

<b>Category</b>	<b>SCC Support (Gross Cost Per Annum as of April 2024)</b>
Category 1	£7,380,820
Category 2	£8,231,077
Category 3	£1,862,348
DDRT	£4,850,000 (including planned expansion in Sept 2024)
CT	£416,463
<b>Total</b>	<b>£22,740,708</b>

**Table 5 Summary of SCC Bus Services Support by Category as of April 2023**

<b>Category</b>	<b>SCC Support (Gross Cost Per Annum as of April 2023)</b>
Category 1	£7,696,120
Category 2	£4,439,270
Category 3	£906,931
DDRT	£700,000 (estimated figure at the time)
CT	£416,463
<b>Total</b>	<b>£14,158,784</b>

**Table 6 Summary of SCC Bus Services Support by Category as of September 2021  
(as reflected in the October 2021 BSIP)**

<b>Category</b>	<b>SCC Support (Gross Cost Per Annum as of September 2021)</b>
Category 1	£6,689,125
Category 2	£3,624,920
Category 3	£867,452
<b>Total</b>	<b>£11,181,497</b>

## 2.2.2 Capital Funding Support

Prior to the BSIP process, the Council had already allocated significant capital funding across four key investment areas, namely:

- Investing £32.3m to bring more zero emission buses into Surrey to be delivered in partnership with bus operators;
- Investing £6.3m to introduce more electric minibuses to be delivered in partnership with the community transport sector;
- Investing £9m in bus priority measures at key pinch points to improve reliability and make buses more attractive to existing and potential users; and
- An investment of £1.4m to expand our RTPI system helping residents make more informed travel choices.

## 2.2.3 Categories of bus routes in Surrey

As part of developing the BSIP, we have considered the relative strategic importance of both commercial and supported bus routes and defined this through a route hierarchy. Whilst each bus route is important to each resident using it, the route hierarchy has allocated routes to categories, along with routes operating to help children access schools and colleges, known as 'School Specials'. Our route hierarchy classification will inform decisions for selected service frequency enhancements, and consideration of enhanced evening and weekend provision.

Therefore, the Surrey supported bus network has been categorised within this hierarchy:

**Table 7 – Bus Service Categories**

Category	Description
Category 1 funded services	Core strategic network - as important as commercial services. All journey purposes (commuting, school, shopping etc.)
Category 2 funded services	Very important to communities. All journey purposes. Includes routes for school journeys (single morning and afternoon journeys)
Category 3 funded services	Least strategic importance but high social mobility value and relatively small proportion of overall budget.

The full list of categorised bus routes can be found as an annex to this BSIP and is published separately online. This shows the route hierarchy for supported services, including the total funding from the County Council, and commercial services.

## 2.2.4 Digital Demand Responsive Transport

As part of the Future Bus Network Review undertaken in 2022/23, the County Council consulted with residents and stakeholders on the proposal to introduce more DDRT services and in some cases replace infrequent conventional local bus services with DDRT services. The aim was to provide all residents and across all age groups with greater flexibility with travel times and destinations, together with increased hours of operation. The DDRT services are similar to conventional local bus services in that passengers board and alight at predetermined bus stops (with physical infrastructure or virtual bus stops), yet with a greater flexibility of destination for those passengers.

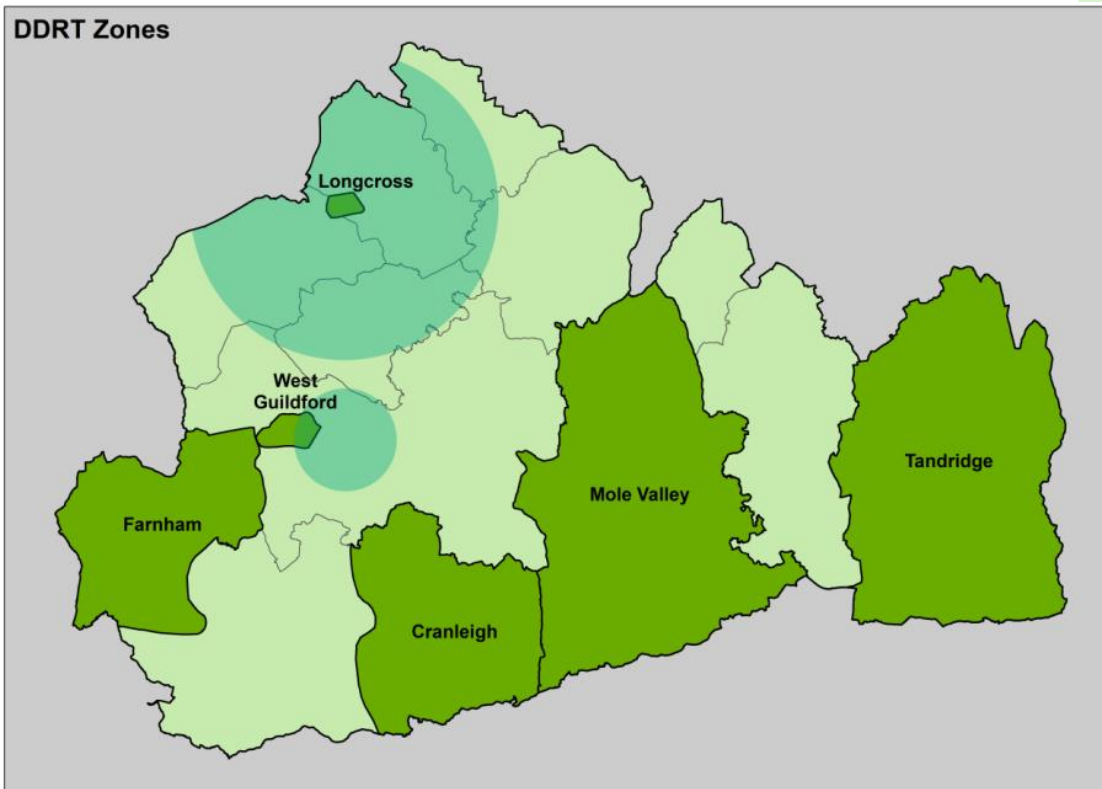
On 28 March 2023 Cabinet agreed to the Phase 1 programme of new DDRT services. This was the expansion of the Mole Valley DDRT service to cover the whole of the District, plus a further five totally new schemes. Future phases are to be subject to service performance and identification of funding.

To support the Council's decarbonisation agenda, Greener Futures funding is being used to procure electric minibuses that our contractors use to provide the DDRT services. By September of this year, we plan to have 28 electric minibuses operating on DDRT services in Surrey, adding to the complementary work in transitioning the community transport fleet to zero emission vehicles.

In September 2023 five further Surrey Connect services started operation, using eight additional vehicles, making a total of 12 mini buses in service. Overall therefore, current DDRT schemes are as follows:

- a. West Guildford: this replaced a conventional limited public bus service.
- b. Tandridge: existing DRT scheme in Tandridge has been improved.
- c. Farnham area : existing DRT scheme centred on Farnham has been improved.
- d. Cranleigh area: new DDRT scheme introduced.
- e. Longcross: existing DRT scheme centred on the Longcross development improved.
- f. Mole Valley area: the original and now expanded RMF funded scheme.





**Map 7 of DDRT Scheme Zones**

All DDRT services operate Monday to Friday 7am – 7 pm, and 8am - 6pm on Saturday. Passengers can book their trips via the Surrey Connect App, through the website or by using the operations call centre. It should be noted that some 80% of trips are booked via the App.

Fares are set on a mileage basis. An adult single fare for journeys under 5 miles is £2, 5 to 7 miles is £4, 7 to 10 miles is £6. Younger people pay half the above fares.

## 2.3 Delivery of BSIP ambitions since 2021

**Table 8 Capital delivery summary table**

<b>BSIP priority area</b>	<b>What was / is being delivered</b>	<b>Funding source</b>	<b>Delivery date</b>
Greener Buses / Better to ride in	54 Hydrogen Fuel Cell Buses, in partnership with Metrobus	SCC and Metrobus	Estimated delivery of all buses by the end of the 2024/25 financial year.
Greener Buses / Better to ride in	19 battery electric buses, in partnership with Falcon Coach and White Bus	SCC, bus operators and ZEBRA 2 Government funding	Estimated delivery of buses by the end of the 2024/25 financial year.
Faster and more reliable	Reigate / Redhill / Horley A23 Bus Priority Corridor	SCC and developer contributions	Feasibility is complete. Construction to start Q4 2024 for completion in 2026.
Faster and more reliable	Guildford and Woking (including surrounding environment) Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year. Construction start estimated in 2026/27
Faster and more reliable	Blackwater Valley Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year.
Faster and more reliable	Wider Elmbridge Bus Priority Programme Area	SCC	Feasibility to be completed in the 2024 calendar year.
Faster and more reliable	North-west Surrey Bus Priority Programme Area (including access to Heathrow)	SCC	Feasibility to be completed in the 2024 calendar year.
Greener buses / Better to ride in	16 new electric minibuses for use on Surrey Connect DDRT services	SCC	Estimated delivery of buses by the end of the 2024/25 financial year.
Easier to understand	Investment in new RPTI displays across town locations and feeder routes	SCC	Estimated full completion by end of 2025/26 financial year

**Table 9 Revenue delivery summary table**

<b>BSIP priority area</b>	<b>What was / is being delivered</b>	<b>Funding source</b>	<b>Delivery date</b>
More frequent	Enhancing 15 bus services across Stagecoach, Metrobus and Falcon Coaches. Depending on the route these will provide additional services during the day, into the evening and / or at weekends	SCC and BSIP Phase 2. Including a shared contribution with Hampshire CC	Starting from April 2024. Other enhancements planned for April 2025. These will run for 2 years, with a commitment from operators to run for a further year.
More comprehensive	Expansion of DDRT from the initial scheme north of Dorking to cover 5 scheme areas	SCC funded	September 2023
Cheaper	The Surrey LINK Card was launched in summer 2023 to give people aged 20 and under access to half the standard adult fare. In November 2023 it was agreed that the LINK Card would apply to the £2 fare cap where it is in place	SCC with BSIP Phase 2 funding used to underwrite the cost of applying the discount to the £2 fare cap	November 2023
Easier to understand	Launched a project with our supplier, Trapeze, to improve the quality of Real Time Information.	SCC	Trailing real time cancellations currently. Further updates will follow in the by the end of the 2024/25 year

Alongside the elements that required funding, a bus Passenger Charter was agreed to be implemented and signed up to by all our bus operators. The charter, whilst not binding, sets out what passengers should expect from services in Surrey. This was developed with input from representatives of the Stakeholder Reference Group and bus operators. A copy of the charter is published on the council's website here [Passenger Charter for Surrey \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/passenger-charter)

**Table 10 Summary BSIP Phase 2 (formerly BSIP+) Funding Allocations**

	Sept-Mar 2023/24 (£m)	Full Year 2024/25 (£m)
<b>Service Support</b>	0.50	0.85
<b>Service Enhancement</b>	0.90	1.50
<b>DDRT</b>	0.70	1.70
<b>LINK Card</b>	0.50	0.77
<b>Promotion of Initiatives</b>	0.02	0.03
<b>Risk &amp; Contingency</b>	0.13	0.20
<b>Total</b>	<b>2.75</b>	<b>5.05</b>

The table below gives the detail of the BSIP Phase 2 funding route enhancements. This does not include a breakdown of cost because of commercial sensitivity.

**Table 11 BSIP Phase 2 Bus Route Enhancements**

Operator	Route	Service Enhancement
<b>Falcon</b>	<b>436</b>	New evening and Sunday service
	<b>456</b>	Increase frequency to 30 minutes
	<b>461</b>	Increase frequency to 20 minutes
	<b>479</b>	Extended evenings and extra Sunday services
<b>Metrobus</b>	<b>20</b>	Extend the overnight bus to Langshott
	<b>32</b>	Sundays - add two return trips to and from Redhill
	<b>100</b>	Return to pre-Covid, hourly overnight service
	<b>100</b>	From spring 2025, increase main service to every 15 minutes, Monday to Saturday
	<b>400</b>	From spring 2024, extended operating hours and Sunday service to increase to hourly
	<b>400</b>	From spring 2024, 5th bus included to improve reliability and provide later evening services to Caterham, Monday to Saturday
	<b>460</b>	3 new hourly round trips Mon-Sat, replacing the 480, so that Preston and Tattenham Corner would gain new evening links to Reigate, Redhill, Horley, Gatwick and Crawley
	<b>460</b>	1 later return journey to add additional late night return trip
<b>460</b>	From spring 2025, 3 new later round trips on Sundays	
<b>Safeguard</b>	<b>4 / 5</b>	Additional evening journeys and enhanced bus services on Sundays and Public Holidays
<b>Stagecoach</b>	<b>2</b>	Increase frequency to 20 minutes
	<b>6</b>	
	<b>7</b>	
	<b>65</b>	Enhance to create an hourly service and introduce a new Sunday service. Cost shared with Hampshire CC.

## 3 IMPROVEMENT PROGRAMME FOR 2024/25

### 3.1 2024/25 Delivery Priorities

We will be delivering across many of the priority areas, covering both capital and revenue spend, as well as elements that are “no cost” options for the LTA and / or operators.

The table below summaries the proposed delivery plan for 2024/25.

**Table 12 2024/25 BSIP Delivery Priorities**

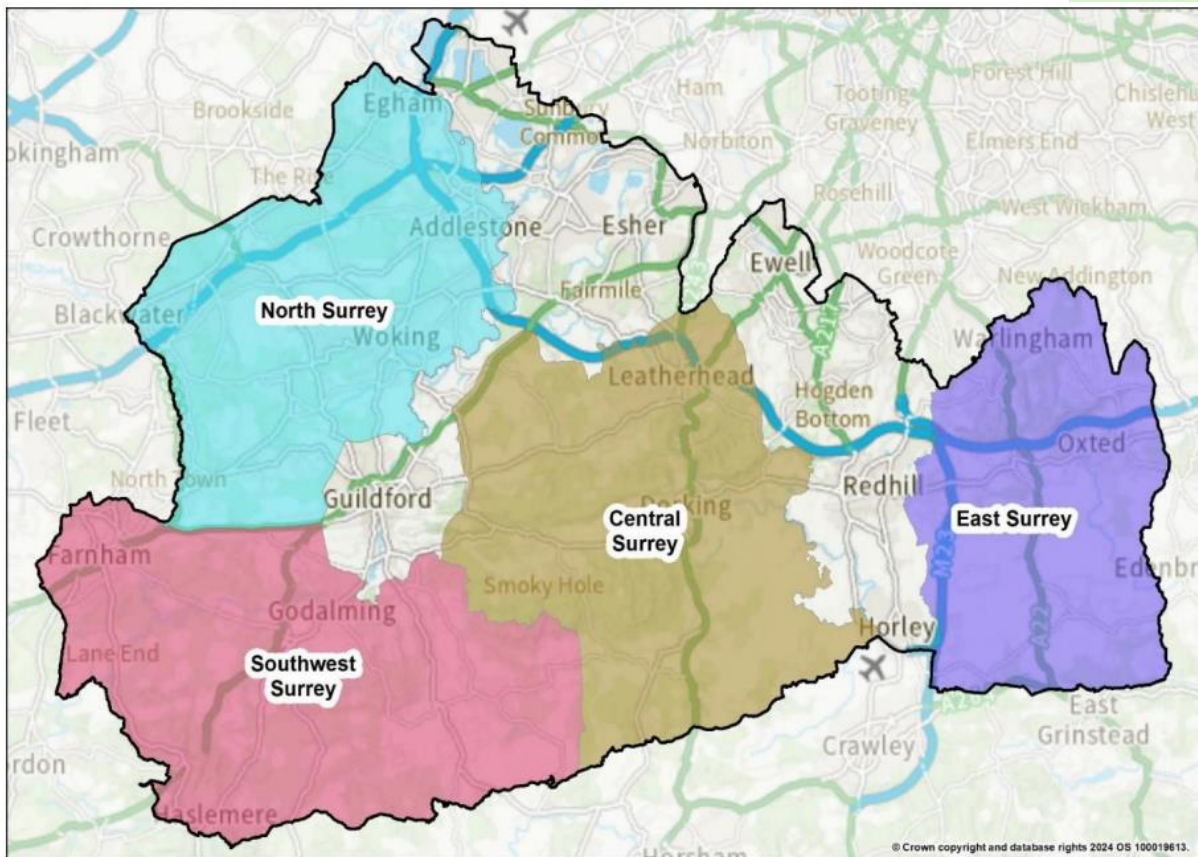
Priority Area	Scheme or initiative details	Budget/est. cost (£k)
Faster and more reliable	<p><b>Bus priority infrastructure</b></p> <p>Consultation on, detailed design and starting construction of the East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate). Construction is due to start in late 2024.</p> <p>Undertaking feasibility studies for the:</p> <ul style="list-style-type: none"> <li>• Guildford and Woking (including surrounding environment) Bus Priority Programme Area</li> <li>• Blackwater Valley Bus Priority Programme Area</li> <li>• Wider Elmbridge Bus Priority Programme Area</li> <li>• North-west Surrey Bus Priority Programme Area (including access to Heathrow)</li> </ul>	<p><b>£3,200 est total scheme cost</b></p> <p><b>£300 for the combined feasibility work</b></p>
Other bus infrastructure	Continued countywide expansion of Real Time Passenger Information	<b>£1,100</b>
Bus fleet	Delivery of the ZEBRA 2 scheme, electrifying 2 depots and purchasing 19 battery electric buses, in partnership with Falcon Coach and White Bus. The project is due to be complete and buses in service by the end of the 2024/25 financial year.	<b>£8,904</b>
Bus fleet	<p>Expansion of Zero Emission Minibuses for DDRT and delivery of ZEBs to the Community Transport Sector.</p> <p>Building on the council’s Greener Future aspirations to continue to decarbonise public and Community Transport to have 28 electric minibuses from September 2024.</p>	<b>£1,500</b>
Bus service support	BSIP Phase 2 Service Support	<b>£1,350</b>
	BSIP Phase 2 Service Enhancements	<b>£1,500</b>

Priority Area	Scheme or initiative details	Budget/est. cost (£k)
More comprehensive	DDRT expansion. Funded by SCC and BSIP Phase 2, delivering expanded coverage across much of the county.	<b>£4,850 (of which £2,400 is BSIP Phase 2)</b>
Fares support	County Council and BSIP Phase 2 support for the Surrey LINK Card	<b>£770</b>
Ticketing reform	Investing in the Acorn multi-operator ticketing scheme to make it Smart enabled. With the option to expand to include Woking Travelwide.	<b>£200</b>
Ticketing reform	A review of the first year of the Surrey LINK Card. This will include the use across the year as well as options for expanding the offer to increase the age limit and cohorts as well as the potentially affordability.	<b>To be determined</b>
Accessibility and inclusion – Raising Autism, Dementia & Disability Awareness	Building on recognised best practice to develop a training offer and guidance for on bus changes for operators across Surrey. Ensuring this the delivery is scalable for large and SME operators. Starting this process in 2024/25 by working with partners, with the potential to work across LTAs, to share potential costs.	<b>Not funded</b>
Accessibility and inclusion – Supporting visually impaired bus users	Introduce a requirement for drivers to stop when a person is waiting at a designed bus stop without being flagged down. This will support and give confidence to people using buses with visual impairments that they will not be left waiting for the bus they want.	<b>N/A</b>
Bus information and network identity – Improving Real Time Information	Working with operators and the service provider to ensure the quality of Real Time Information is accurate, up to date and 'live' to feed into on route displays, for the benefit of bus users. Also, trialling live cancellations with operators.	<b>N/A</b>
Bus information and network identity – Standardising timetable changes	Standardising timetable change dates (three times per year) and Christmas and New Year level of operation across all operators. Giving passengers more confidence that timetable changes are and can be planned for and communicated well in advance. Also, that the number of potential short notice changes will be limited. The timing of timetable changes can differ based on the bus market areas.	<b>N/A</b>

Priority Area	Scheme or initiative details	Budget/est. cost (£k)
Faster and more reliable	<p>Investing in available technology solutions to improve service delivery when dealing with road works.</p> <p>Trail use of Causeway IT system to give bus operators live information on road work permit applications to support service and diversionary planning.</p>	<b>£50 SCC funded</b>
Other bus infrastructure – Bus stop design guide	<p>To produce a design guide to be implemented across the county. This will set out a minimum specific and design standard for bus stops in different locations, such as a rural village up to a busy town centre. This will focus on replacement of stops or where external funding is available and an applicable use of that funding. Any wider upgrade programme will only follow where funding is available.</p>	<b>N/A</b>

### 3.1.1 Planned DDRT Expansion – Phase 2, September 2024

Phase 2 of the Surrey Connect DDRT network expansion, starting in September 2024, will increase the operational fleet of minibuses from 12 to 28 and expand the services broadly in the areas as shown on the map below:



**Map 9 Expanded DDRT Zones from September 2024**

Within each of the four larger geographical areas in the map above, the Surrey Connect services will operate across three or four defined zones. These zones have been designed to enable users to access local services, including shopping, local medical facilities, leisure, and onward travel by bus and/or rail.

Certain areas of Surrey are not covered by DDRT, for example, central Guildford, Epsom and Redhill. Whilst even more DDRT services are being considered to further expand DDRT coverage from 2025, we need to recognise that some areas of the county already have excellent local bus services which are, in the main, commercially operated. We need to ensure that DDRT does not abstract passengers and revenue from these local bus services, whilst supporting them to be even more attractive so that they may continue to serve local communities. This balance is very important, as DDRT needs to be complimentary to the local bus network.



## 3.2 Bus Driver Recruitment and Retention Plan

To start this process the County Council wrote to all bus and DDRT operators to ask the following:

- The number of drivers required to deliver a full service;
- If there are expected vacancies over the next 3, 6 and 12 months that the recruitment can be planned for;
- Whether there are other roles that are proving hard to fill, such as mechanics;
- How and where operators currently advertise jobs; and
- What involvement Job Centres play in recruitment and whether this is effective.

This was to understand the scale of the issue, whether there are particular areas or operators who need a greater focus and the scope of what a coordinated approach to recruitment might look like.

As with the overall BSIP, the scope of coordination for driver recruitment will be limited to operators who have depots in Surrey.

Feedback from operators included the following:

- Some operators stated that the pressure on drivers has eased. However, this was not unanimous;
- Operators, in general, were happy with the way in which they advertise vacancies, with some highlighting recent success from advertising campaigns designed to encourage greater driver recruitment; and
- Feedback on support from Job Centres was mixed and demonstrated the potential scope for raising awareness of what support is available from Job Centres.

Examples of support available from Job Centres (can be tailored to the employer requirements)

- Facilitation of sifting candidates and targeting specific groups, such as the 50+ age group, veterans;
- Organising job fairs where the operator can have a desk, and / or deliver a talk in a dedicated part of the fair site;
- Organising mentoring circles whereby the employer hosts a group of pre-sifted job seekers at their site, job seekers can meet staff and receive advice with regards to the application process, get a feel for the premises, logistics of travelling to the depot etc. Employers then deliver mock interviews then follow up with a formal interview for suitable candidates;
- Organising works trails and work experience; and
- Linking with Sector Based Work Academies (SWAP), which comprises an initial group information session (usually delivered by the employer, but it can be via a trainer), work experience and then a guaranteed interview at the end of the process. A SWAP can vary in duration from a few days to 6 weeks. The employer must have 4 live vacancies to be badged as a SWAP (data goes into national employment figures).

Future coordinated work needs bus operators to:

- Be clear about if they have an interest in getting support;
- Be clear about what roles are available, eligibility in terms of application (i.e. must have a full UK driver's licence), including pay and benefits, shift patterns, work base, minimum requirements, training available etc;
- Provide more information on "what a bus driver or mechanic role" such as having an information packs, a "day in the life" driver and mechanic testimonials; and
- Be clear about their policy towards recruitment of ex-offenders.

It is not the intention for the County Council to manage the coordination of recruitment on behalf of operators or require that operators to engage with Job Centres. However, the County Council will continue to engage with operators on their staff requirements to identify where there may be pressure on service delivery.

## 4 AMBITIONS AND PROPOSALS FOR 2025-2030 AND BEYOND

---

Looking ahead at the future of the Surrey bus market is far from easy. When looking back over the last decade, the bus market in Surrey has undergone significant change.

Starting with a staged savings exercise to review the whole bus network, around £3m was removed from the bus budget. This was delivered with large scale public consultation and stakeholder engagement yet it was planned and managed to avoid an overall detrimental impact on passenger numbers. Following this, there was another public consultation on travel habits, future planning toward the adopted new Local Transport Plan, the Covid-19 pandemic and the vast, and potentially lasting, impact that had on the bus sector and peoples' travel habits, more broadly.

Surrey has worked hard to buck the trend of managed reduction in investment in the bus sector and allocated significant investment in:

- Bus priority;
- Real Time Information;
- Zero emission vehicles; and
- Expanding Digital Demand Responsive Transport.

Much of this has been done solely by the County Council taking a proactive approach to increasing funding for public transport, supported by external funding where it has been available, and though the excellent relationship and partnership working between the County Council and the bus operators.

Our aim is for this trend to continue, but we need to be realistic in that the same level of County Council funding may not be available in the longer term.

More external funding will be required in future to deliver against this BSIP, working with developers and Government to ensure a vibrant and sustainable public transport offer to Surrey residents and businesses is maintained.

The tables below outline our ambitions for 2025 to 2029 and from 2030 to 2040.

**Table 13 Ambitions for 2025 to 2029**

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
Bus priority	<p>Completion of the current bus priority programme for the 5 target areas.</p> <ul style="list-style-type: none"> <li>• East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)</li> <li>• Guildford and Woking (including surrounding environment) Bus Priority Programme Area</li> <li>• Blackwater Valley Bus Priority Programme Area</li> <li>• North-west Surrey Bus Priority Programme Area (including access to Heathrow)</li> <li>• Wider Elmbridge Bus Priority Programme Area</li> </ul> <p>Depending on if external funding is available or other factors might impact the delivery of these schemes, the programme can be amended to focus on delivering in a different area.</p>	<p><b>2026/27</b></p> <p><b>2026/27</b></p> <p><b>2027/28</b></p> <p><b>2027/28</b></p> <p><b>2028/29</b></p>	<p><b>Funding secured.</b></p> <p><b>Use of SCC funding and developer contributions.</b></p> <p><b>These schemes can be scaled up should new Government BSIP funding be available and allocated.</b></p>
Service levels and network coverage	<p>Working with operators on the potential for further priming of service enhancements, copying the approach using BSIP Phase 2 funding.</p> <p>Working with developers to secure funds to support both scheduled bus services and DDRT to make enhancements to the existing transport offer in the area.</p>	<p><b>2027</b></p> <p><b>Where developments come online by 2029</b></p>	<p><b>Not currently funded</b></p>
Fares and ticketing	<p>Developing a Surrey wide flat fare scheme, with agreed reimbursement options and shared back office to facilitate payments to operators.</p> <p>This will create a Tap-on Tap-off payment system for passengers</p>	<p><b>2027/28</b></p>	<p><b>Not currently funded</b></p>

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
	<p>where fares can be capped on a daily or weekly basis.</p> <p>This will simplify fares and ticketing across the county, making it easier for passengers to understand and manage their travel costs.</p>		
Improving the bus passenger experience	<p>Improved stops, stations and interchanges:</p> <p>Using the bus stop hierarchy to deliver bus stop improvements across the county.</p> <p>Identifying priority locations suitable to become Mobility Hubs.</p> <p>Bus information and network identity:</p> <p>To have a standard implemented for all bus stop display cases.</p> <p>Working with bus operators, to develop a countywide, or bus market focused, marketing and information. This could include, but not be limited to, common branding and / or information on fares and ticketing available across all digital and print media.</p> <p>Accessibility, inclusiveness and personal safety:</p> <p>Having all operators working at a higher level of Autism, Dementia and Disability awareness. With staff receiving training and, where funding allows, changes to bus fleet to better support people with their travel.</p>	<p><b>2029</b></p> <p><b>2027/28</b></p> <p><b>2026</b></p> <p><b>2029</b></p> <p><b>Starting in 2024. Changes to bus design will take longer to deliver</b></p>	<b>Not currently funded</b>

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
Improving bus fleet	<p>Using knowledge from the ZEBRA 2 bid and the current discussions with all Surrey bus operators on moving to ZEBs.</p> <p>Delivery 80 to 90 new ZEBs by the end of this time period.</p> <p>This will require a mix of solutions from overnight static charging at depots to forms of flexible top-up charging on routes to ensure effective delivery.</p>	By 2029/30	<p>SCC Funding secured.</p> <p>Will require co-funding from SCC and bus operators.</p>

**Table 14 Ambitions for 2030 to 2040**

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
Bus priority	<p>That all new developments with new or enhanced bus services receive bus priority infrastructure along all key routes to ensure the attractiveness of these services for residents of those housing developments.</p> <p>That all new rail station redesigns and airport expansions come with funding for bus priority along key sections of route to ensure that multi-modal links are an attractive option.</p>	2040	Not currently funded
Service levels and network coverage	<p>That all new developments are supported with new or enhanced bus services receive bus routes, ideally with in perpetuity funding, to ensure the attractiveness of these services for residents of those housing developments.</p> <p>That all new rail station redesigns and airport expansions come with funding for bus enhancements along</p>	2040	Not currently funded

Priority Area	Scheme or initiative details	Estimated Delivery	Funding status
	key routes to ensure that multi-modal links are an attractive option.		
Improving the bus passenger experience	Improved stops, stations and interchanges: That all bus stops in Surrey are upgraded to meet the new bus stop design guide.	2040	<b>Not currently funded</b>
	That bus stations are redeveloped and upgraded to make them more modern, easier to use for both operators and bus users.	2040	
	Bus information and network identity: Explore options for strengthening the network identity, including Franchising as an alternative operating model.	2040	
	Accessibility, inclusiveness and personal safety: That all bus fleet in Surrey is Dementia Friendly.	2040	
Improving bus fleet	That all buses in Surrey are all ZEBs.	2040	<b>Not currently funded</b>
Longer term network transformation	To continue working with operators to develop a sustainable bus network that is attractive to passengers and seen as a viable transport option.  Exploring changing operating models, such as Franchising, to see if the current bus market is suitable to transition to a different means of delivery	2040	<b>Not currently funded</b>

## 5 TARGETS, PERFORMANCE MONITORING AND REPORTING

---

The performance summary submitted to the DfT for October 2023 showed positive steps towards our delivery against our BSIP aspirations. The report is available online as an annex to this BSIP update. Future performance summaries will be prepared for, submitted to the DfT and published online each October.

The targets covered in this BSIP update have been prepared with the aspirations in mind and with the hope that future Government funding for the bus sector will be available to support sector growth and popularity as a transport offer.

### 5.1 Headline Targets

The DfT have set out key target areas for LTAs to report against. These are:

- Average journey speed;
- Reliability, which means the bus arriving “On time.” This is defined as 1 minute early and up to 5 minutes 59 seconds late;
- Passenger numbers;
- Average passenger satisfaction; and
- Network coverage and accessibility.

For the new target area of Network coverage and accessibility, “accessibility” refers to key locations, trip attractors and generators. It is not a measure of improvement to facilities that make improvements to physical access to measures that would improve access to bus services information, for example.

Where targets are presented as a percentage year on year, these are cumulative targets.



**Target 1. Average Journey Speed (mph)**

<b>Location</b>	<b>2019/20</b>	<b>Oct 2023 Update</b>	<b>May 2024 Update</b>	<b>Target for 2024/25</b>	<b>Target for 2026/27</b>	<b>Target for 2029/30</b>	<b>Target for 2030 - 2040</b>
Countywide	14.53	<b>15.7</b>		+2%	+3%	+3%	+3%
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	10.61				+8%		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	12.73					+5%	
Blackwater Valley Bus Priority Programme Area	14.28					+7%	
Wider Elmbridge Bus Priority Programme Area	15.90					+5%	
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	15.19					+5%	

## Target 2. Reliability

Location	Nov-19	June-21	Oct-23	May 24	Target for 2024 -25	Target for 2026 -27	Target for 2029 -30	Target for 2030 - 2040
Countywide	73%	85.5%	<b>73.8%</b>		+2%	+2%	+2%	+4%
East Surrey Bus Priority Programme Area	75.1%	87.7%	<b>71.6%</b>					
Guildford and Woking	78.5%	87.2%	<b>75.0%</b>					
Blackwater Valley Bus Priority Programme Area	76.9%	89.7%	<b>77.3%</b>					
Wider Elmbridge Bus Priority Programme Area	71.7%	78.2%	<b>70.5%</b>					
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	65.2%	71.5%	<b>69.0%</b>					

### Target 3. Passenger numbers

Location	2019/20	2020/21	2021/22	Oct 2022/23 update	2022/23 full year	Target for 2024 -25	Target for 2026 -27	Target for 2029 -30	Target for 2030 - 2040
Countywide	25.2m	8.6m	17.1m	<b>23.2m</b>		+2%	+2%	+2%	+4%
East Surrey Bus Priority Programme Area	3.6m			-					
Guildford and Woking	7.2m			-					
Blackwater Valley Bus Priority Programme Area	2m			-					
Wider Elmbridge Bus Priority Programme Area	1.8m								
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	2.2m								

### Target 4. Average passenger satisfaction

Location	2018/19	2019/20	2023/24	Target for 2024/25	Target for 2026/27	Target for 2029/30
Countywide	60%	56%	<b>83%</b>	83%	85%	88%

**Target 5. Network coverage and accessibility**

*We are waiting for information to finalise this target.*

## 6 BSIP SCHEMES AND PROPOSALS OVERVIEW TABLE

### BSIP Overview tables for DfT

<b>Name of Local Authority or Authorities</b>	Surrey County Council
<b>Enhanced Partnership(s) and/or Franchising Scheme(s) covered by the BSIP</b>	Enhanced Partnership
<b>Date of publication</b>	12 June 2024
<b>Web address (URL) of the published BSIP</b>	<a href="https://www.surreycc.gov.uk/information-about-your-local-bus-services">Information about your local bus services - Surrey County Council (surreycc.gov.uk)</a>

### 6.1 Improvements programme to 2025

Priority Area	List of named schemes and measures Where appropriate provide location and cost	Budget/est. cost (£k)
Bus priority infrastructure	<p>Consultation on, detailed design and starting construction of the East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)</p> <p>Undertaking feasibility studies for the:</p> <ul style="list-style-type: none"> <li>• Guildford and Woking (including surrounding environment) Bus Priority Programme Area</li> <li>• Blackwater Valley Bus Priority Programme Area</li> <li>• Wider Elmbridge Bus Priority Programme Area</li> <li>• North-west Surrey Bus Priority Programme Area (including access to Heathrow)</li> </ul>	<p><b>£3,200 est total scheme cost</b></p> <p><b>£300 for the combined feasibility work</b></p>
Other bus infrastructure	Countywide expansion of Real Time Passenger Information	<b>£1,100</b>
Bus fleet	Delivery of the ZEBRA 2 scheme, electrifying 2 depots and purchasing 19 battery electric buses, in partnership with Falcon Coach and White Bus	<b>£8,904</b>
Bus fleet	Expansion of Zero Emission Minibuses for DDRT and delivery of ZEBs to the Community Transport Sector. Building on the council's Greener Future aspirations to continue to decarbonise public and Community Transport to have 28 electric minibuses from September 2024.	<b>£1,500</b>
Bus service support	BSIP Phase 2 Service Support BSIP Phase 2 Service Enhancements	<b>£1,350</b> <b>£1,500</b>
Fares support	County Council and BSIP Phase 2 support for the Surrey LINK Card	<b>£770</b>

Priority Area	List of named schemes and measures Where appropriate provide location and cost	Budget/est. cost (£k)
Ticketing reform	Investing in the Acorn multi-operator ticketing scheme to make it Smart enabled. With the option to expand to include Woking Travelwide.	<b>£200</b>
Ticketing reform	A review of the first year of the Surrey LINK Card. This will include the use across the year as well as options for expanding the offer to increase the age limit and cohorts as well as the potentially affordability.	<b>To be determined</b>
Other schemes & measures	DDRT expansion. Funded by SCC and BSIP Phase 2, delivering expanded coverage across much of the county.	<b>£4,850 (of which £2,400 is BSIP Phase 2)</b>
Accessibility and inclusion – Raising Autism, Dementia & Disability Awareness	Building on recognised best practice to develop a training offer and guidance for on bus changes for operators across Surrey. Ensuring this the delivery is scalable for large and SME operators. Starting this process in 2024/25 by working with partners to share potential costs.	<b>Not funded</b>
Accessibility and inclusion – Supporting visually impaired bus users	Introduce a requirement for drivers to stop when a person is waiting at a designed bus stop without being flagged down. This will support and give confidence to people using buses with visual impairments that they will not be left waiting for the bus they want.	<b>N/A</b>
Bus information and network identity – Improving Real Time Information	Working with operators and the service provider to ensure the quality of Real Time Information is accurate, up to date and 'live' to feed into on route displays, for the benefit of bus users. Also, trialling live cancellations with operators.	<b>N/A</b>
Bus information and network identity – Standardising timetable changes	Standardising timetable change dates (three times per year) and Christmas and New Year level of operation across all operators. Giving passengers more confidence that timetable changes are and can be planned for and communicated well in advance. Also, that the number of potential short notice changes will be limited. The timing of timetable changes can differ based on the bus market areas.	<b>N/A</b>
Other bus infrastructure – Bus stop design guide	To produce a design guide to be implemented across the county. This will set out a minimum specific and design standard for bus stops in different locations, such as a rural village up to a busy town centre. This will focus on replacement of stops or where external	<b>N/A</b>

Priority Area	List of named schemes and measures Where appropriate provide location and cost	Budget/est. cost (£k)
	funding is available and an applicable use of that funding. Any wider upgrade programme will only follow where funding is available.	

## 6.2 Ambitions and proposals for 2025 and beyond

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
Service level and network coverage	Category 1 Bus Service Enhancements. Focusing on routes with the most potential to become fully commercial when funding ends and where not already operating at this level - To enhance selected Category 1 services to operate up to every 30 minutes, Monday to Saturday, at least hourly 1900-2300 hrs and hourly on Sundays.	<b>£22,000</b>
Service level and network coverage	Category 2 Bus Service Enhancements. Focusing on routes with the most potential to become commercial or closer to financial sustainability once funding ends - Introduce selected enhancements to Category 2 Services to increase frequency and extend operating hours and days of operation.	<b>£7,300</b>
Service level and network coverage – Access to new development sites	Using the 2050 Place Aspirations to develop new routes or enhancements or amendments to current routes to serve new residential and commercial development, using developer contributions. Assessing accessibility to major trip attractors, such as Gatwick and Heathrow, and ensuring coordinated public transport provision planning alongside airport expansion plans.	<b>TBD</b>
Service level and network coverage – New & Rationalised Park & Ride Sites	Exploring options to create new or rationalise the current provision of park & ride sites.	<b>TBD</b>
Service level and network coverage – Access to remote employment	With Surrey's geography and the rise in remote working, increasing numbers of start-up companies and with the expansion of superfast broadband, and the cost of leasing office space, more companies have the opportunity to work outside of larger towns. We can assess opportunities to improve connectivity	<b>TBD</b>

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
	to remote employment sites using both bus and DDRT.	
Service level and network coverage – Using modelling to influence service enhancements	Taking the approach to use the Public Transport Accessibility Model as the main determiner for assessing changes and enhancements to the bus network.	<b>TBD</b>
Guildford and Woking (including surrounding environment) Bus Priority Programme Area.	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; all bus corridors including A25 Epsom Road; town centre - University/Research Park corridor (Sustainable Movement Corridor); A320/A322/A323/A246/A247/A3100/A25/A31 corridors; all bus services to/through Guildford and Woking. Estimated delivery in 2026/27	<b>£3,000 if LTA funded</b>  <b>£5,150 with additional BSIP funding</b>
Blackwater Valley Bus Priority Programme Area	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; Farnham - Ash - Frimley - Camberley corridors including roundabout improvement at A325 Frimley; improved public transport access to/from Frimley Park Hospital - bus services 1/2/3/4/5/11/17/18/19/34/35/194. Estimated delivery 2026/27	<b>£1,700 if LTA funded</b>  <b>£4,100 with additional BSIP funding</b>
Wider Elmbridge Bus Priority Programme Area	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A244/A245/A307/A309/A317 bus corridors. Estimated delivery 2027/28	<b>£1,000 if LTA funded</b>  <b>£3,400 with additional BSIP funding</b>
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	Consultation on, detailed design and starting construction of the junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; including all bus corridors. Estimated delivery 2027/28	<b>£1,000 if LTA funded</b>  <b>£3,000 with additional BSIP funding</b>



Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
Countywide Intelligent Bus Priority programme	A review of key locations outside of the Bus Priority Programme Areas for signal rephasing and UTMC updates will facilitate improved bus reliability. This is to provide additional benefits to the schemes already planned for delivery with county council funding.	<b>£2,000 of additional BSIP funding</b>
Real Time Passenger Information Programme (In addition to the County Council funded expansion of Surrey's RTPI)	Providing RPTI displays the main bus stops in all Surrey's 28 towns, at significant trip generators and to prioritise locations where demand is greatest. To focus on areas with gaps in the real time information network and that are outside of the Bus Priority Schemes. Including options for audio "next bus" announcements at stops along key routes.	<b>£1,500 of additional BSIP funding</b>
Raising the age limit of the Surrey LINK Card up to 25	Expanding the scheme from people aged 20 and under so that the 50% reduction of the adult fare applies to people up to their 25 <sup>th</sup> birthday. Capturing additional bus users, encouraging great level of sustainable travel into adulthood and later life.	<b>£980 of additional BSIP funding</b>
Free travel for Care Leavers and young carers	Providing free bus travel for all people leaving care and young people providing unpaid care for family members.	<b>£120 of additional BSIP funding</b>
Employment Recovery & New Worker Support	Working with DWP Job Centres & Major employers - taking referrals of people starting work, who need financial support to pay for travel until their first month's pay, providing a discounted fare option for a 1-to-3-month period. This expands the scheme already offered by Metrobus so that there is support across the whole county.	<b>£250 of additional BSIP funding</b>
Ticketing – Transition to Tap-on Tap-off	Capital Investment in the latest ticketing technology and equipment to accelerate the transition of Tap-on Tap-off fares collection across the Surrey bus network together with the introduction of fare capping. Including any back-office changes are required for effect & efficient administration. Which will result in a simpler, more seamless and in some cases cheaper fares offer.	<b>£1,650 of additional BSIP funding</b>
Phase 2 of Multi-operator Ticket	Increasing multi-operator ticketing options so that journeys are seamless for passengers.	<b>£130 of additional</b>

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
Acceptance Expansion	Expansion of the current Acorn Multi-operator ticketing systems to expand to include the whole of Guildford. And the introduction of electronic payment options, in advance and at point of travel, with a broader option of ticket type validity e.g. daily, weekly, monthly, flexible weekly etc	<b>BSIP funding</b>
Bus Station & Interchange Improvements	Focused primarily on Guildford and Redhill Bus Stations, undertaking safety and accessibility reviews to identify necessary improvements to the layouts, waiting environment, onward travel information, step free access at interchange points at rail stations, walking and cycling access, etc to improve passenger experience and support the enhancements to services with improved site infrastructure and design.	<b>£3,500 of additional BSIP funding</b>
Bus Stop Inventory and Waiting Environment Improvements Programme	Development and delivery of an agreed standard and hierarchy for bus stop design and accessibility across Surrey. To make waiting environments more pleasant and convenient, with better information, accessibility and modern shelters. Ensuring that bus stop provision across all our 28 towns and at village centres with a minimum of an hourly bus services are of a consistent quality and meet minimum requirements, with improved walking and cycling access.	<b>£2,250 of additional BSIP funding</b>
Developing mobility hubs and improving multi-modal accessibility	Identifying locations where interchanges across different modes can intersect and improve connectivity for travellers making ongoing journeys. Provide access to a range of modes, predominantly rail and bus, but also DDRT drop off and pick up and, for instance, bike and car clubs in larger hubs. With easily accessible information on travel options and other services such as retail and digital hubs.	<b>TBD</b>
Accessible and inclusive – Wheeling user taxi guarantee	Expanding the wheelchair user taxi guarantee to cover all operators in the county. Currently offered by Metrobus, where the wheelchair space is already occupied, this gives the wheelchair user the option to have a taxi arranged for them or to wait for the next bus.	<b>£50 of additional BSIP funding</b>
Bus information and network identity – Adoption	Rationalising the control over bus stops in Surrey will improve the ability to manage information available to residents, the potential to link to a future bus stop	<b>£1,200</b>

Priority Area	Description (60 words max) Description of proposals listing named schemes/measures with location, where appropriate	Estimated cost/order of cost (£k)
of TfL bus stops in Surrey	infrastructure programme and increase the network identity for Surrey.	
Bus passenger experience – On bus quality improvements	Where not already installed on modern vehicles, to install USB charging points and Wi-Fi to improve the offer to bus users.	<b>£3,000 of additional BSIP funding</b>
Improving Reliability through Traffic Enforcement	Using ANPR to enforce bus priority, when restrictions are in place, and to replacing infrastructure elements, such as rising bollards, to reduce ongoing maintenance costs.	<b>£1,000 of additional BSIP funding</b>
Bus Fleet Decarbonisation – Expansion of Zero Emission Buses	Supporting County Council investment and the ZEBRA 2 bid to further grow the ZEB fleet in Surrey. Delivering 80-90 ZEBs by supporting operators with investment options for depot improvement, such as charging infrastructure, and additional cost of ZEBs compared to diesel.	<b>£15,900 if LTA funded</b>  <b>£10,000 of additional BSIP funding</b>
Bus Fleet Decarbonisation – Retrofitting older vehicles	Retrofitting Euro Rated 3, 4 and 5 buses to meet Euro 6 emission standards.	<b>£6,000 of additional BSIP funding</b>
Accessibility and inclusion – Raising Autism, Dementia & Disability Awareness	Building on recognised best practice to develop a training offer and guidance for on bus changes for operators across Surrey. Ensuring this the delivery is scalable for large and SME operators.	<b>£255 of additional BSIP funding</b>
Longer term transformation of the network	Exploring alternative operating models, such as franchising. Using major developments to fund the growth of the bus and DDRT markets, where the scale of public transport offer is sufficient to make it attractive to residents and comes with necessary bus priority.	<b>TBD</b>

## 7 LIST OF ANNEXES

- Hierarchy of bus routes (need weblink once it is published along with the BSIP update)

- Bus Passenger [Charter Passenger Charter for Surrey \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- BSIP Target Summary October 2023 [Surrey Bus Service Improvement Plan Summary Update \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- Statements of support (need weblink once it is published along with the BSIP update)
- May 2023 BSIP [Surrey BSIP May 2023 Update \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)
- Supporting data note (May 2023) [Appendix B BSIP Supporting date Note 2023 update \(surreycc.gov.uk\)](https://www.surreycc.gov.uk)