

Bus Service Improvement Plan

Appendix A: Statements of Support

(2024)



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Paul Millen

Assistant Director, Strategic Transport
Surrey County Council
Quadrant Court
35 Guildford Road
GU22 7QQ

03 June 2024

Dear Paul,

Letter of Support for the Updated Surrey Bus Service Improvement Plan (BSIP)

Stagecoach South is delighted to provide this letter of support for the updated Surrey BSIP. We have been closely involved in the preparation of the BSIP through regular meetings and dialogue with Surrey County Council and we very much appreciate this high level of engagement and openness with bus operators.

We are pleased that the BSIP shows a high level of ambition for how Surrey County Council and local bus operators will work together over the coming years to deliver a step-change in the quality and reliability of bus services. Such a step-change can best be achieved through sustained investment and continued close partnership working.

Further investment can help support a more sustainable economic recovery and enable people to access jobs and services more easily and quickly by bus, making a significant contribution towards tackling congestion and making more efficient use of available road space.

We are looking forward to working with Surrey County Council, building upon the already implemented to further improve quality, value and choice for bus users in the County.

Yours sincerely

**James O'Neill**

Commercial Director
Stagecoach South

Paul Millin
Assistant Director, Strategic Transport
Surrey County Council
Quadrant Court
35 Guildford Road
Woking
GU22 7QQ

19 April 2024

Dear Paul

Support for Surrey County Council's Updated Bus Service Improvement Plan (BSIP)

Safeguard Coaches is pleased to support the Enhanced Partnership (EP) established between Surrey County Council and Surrey's local bus service operators and the Bus Service Improvement Plan (BSIP) that has emerged from the EP.

Partnership working is the right way to deliver the best local bus services in Surrey as it draws together the complimentary skills and responsibilities of key partners.

We support the resulting BSIP, particularly measures designed to increase average bus speeds and reduce inconsistent performance of the road network on which local bus services depend. We strongly support initiatives designed to allocate more road space and give greater priority to sustainable bus transport as such measures make bus services more attractive, which generates more use, and more efficient (fewer resources required to deliver a given level of service), hence less expensive to operate, allowing bus fares to be as competitive as possible. Greater use of local buses is good for Surrey's environment, potentially reduces car traffic (and attendant congestion, air quality, noise and segregation issues particularly in our struggling town centres) and increases mobility for those without access to cars which helps provide better equality of opportunity, for example, to the employment market and essential services (eg GP surgeries).

Since the conclusion of a damaging period of competition ('bus war') and the ravages of the Covid Pandemic we have seen patronage of the local bus routes we provide (mostly commercially) recover to pre-pandemic levels and, on the back of that, recently invested in 5 brand new and one pre-owned buses – a total investment of almost £1M – to modernise as well as expand our bus fleet. Four buses from 2000, 2003 and 2008 were replaced. We are currently considering further investment in our local bus fleet for 2025.

We confirm that we will continue to work with Surrey County Council, other bus operators and stakeholders to deliver the key objectives of the updated BSIP.

Yours sincerely

A J Halliday

Andrew Halliday
Managing Director

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Keith McKain
Programme Manager, National Bus Strategy
Surrey County Council
11 Cockshot Hill
Reigate
Surrey RH2 8EF

3rd April 2024

Dear Keith

Surrey Bus Enhanced Partnership

I am writing to confirm the wholehearted support of Brighton & Hove Buses and Metrobus for the Enhanced Partnership developed in partnership with bus operators across the council's area, including ourselves.

We have long valued the partnership between the company and the council, and this has produced many successful developments in the provision of public transport. We look forward to delivering both the BSIP and EP in order to deliver on its ambition, provide a real opportunity to advance public transport provision for the communities we serve.

The EP combines the results of a great deal of excellent joint working to provide a platform for real and lasting improvements for existing bus users and for the attraction of significant numbers of new ones.

Of particular importance are the bus priority schemes for the A23 between Redhill and Horley as they will improve journey times and reliability for large numbers of bus users every year, as well as helping to attract car drivers to the bus, as we have a history of doing through partnership locally over the past two decades. Of equal importance is the associated plan for the roll out of additional hydrogen fuel cell buses in the east Surrey area.

The Council's commitment to delivering on this EP is matched with our own and we will be contributing materially alongside the council in terms of our own investments and expenditure to help deliver on the government's national strategy for bus services and our shared ambitions for the vital role buses will play.

This EP will make a significant contribution to decarbonisation, air quality improvement, social inclusion and cohesion, place making and economic wellbeing. We look forward to continuing the high degree of collaboration that has brought the BSIP this far, and with a successful EP funding bid, the opportunity to make it a reality for the people we all serve.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ed Wills'.

Ed Wills
Managing Director, Brighton & Hove Buses and Metrobus

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Please respond to the following office:

- Head Office
Regional Office
Heathrow Office

7th June 2024

Mr Keith McKain
Surrey County Council

Dear Keith,

BSIP Plan 2024

I am writing to confirm that I am in support of the 2024 Surrey Bus Service Improvement Plan.

I believe the BSIP Plan is robust and will deliver on its suggestions and recommendations to improve Bus Passenger Transport in the Surrey region.

Best regards



Andy Creba
Managing Director

Hallmark Connections Limited.

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Mr Keith McKain
BSIP Programme Manager
Strategic Transport Group
Surrey County Council

29th May 2024

Subject - Surrey County Council Bus Service Improvement Plan (BSIP)

Dear Mr McKain,

I can confirm that C E Jeatt & Sons Ltd trading as White Bus are fully supportive of the latest 2024 updated BSIP. We have attended the monthly meetings with Surrey County Council, bus operators and appointed consultants, and remain committed in the ongoing future development of the BSIP document, and the enhanced partnership.

Simon Rowland
Chief Executive Officer
Rowgate Group

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