

Surrey Bus Improvement Plan

Appendix A: BSIP statements of support

Contents

Stagecoach, page 2

Metrobus, page 4

Safeguard Coaches, page 5

Compass Travel, page 6

First Bus, page 7

Thames Valley Buses, page 8

Carlone Limited, page 9

White Bus, page 10

Falcon Coaches Ltd, page 11

Hallmark Coaches, page 12

Transport for the South East, page 13

Cllr Matt Furniss
Surrey County Council
Woodhatch Place
11 Cockshot Hill
Reigate, Surrey
RH2 8EF

27th October 2021

Dear Matt,

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

Stagecoach South are delighted to provide this letter of support for the 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 as part of the planned Enhanced Partnership being developed by the end of March 2022 and continued close partnership working.

We welcome the ambition of the BSIP and wholeheartedly endorse its strong focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We fully support the BSIP's proposals for:

- Investment to give buses greater priority through congestion hotspots, which will reduce delays to buses, improve reliability and accommodate predicted new trips from planned housing and jobs;
- Redeployment of buses freed up as a result of faster journeys to increase service frequencies on bus routes that have high potential for achieving passenger growth;
- Investment to deliver tap on/ tap off ticketing across Surrey, helping demystify bus travel, simplify ticket purchase & provide customers with reassurance that they will not pay more than the daily fares cap for single-operator travel;
- Initiatives that will help make the bus network easier for customers to understand, with clear information at bus stops;
- Investment in high quality bus shelters and the continued roll-out of real-time passenger information;
- Improved integration of buses with other transport modes;
- Cleaner zero-carbon and accessible buses;
- An improved range of innovative ticketing products that meet the needs of bus passengers;
- Complementary policies on car parking charges and on the location and layouts of new developments to ensure that these support and encourage bus use and
- A Surrey Bus Passenger Charter.

This investment will help support a more sustainable economic recovery as we emerge from the pandemic and will 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. Crucially, bus priority and tap-on tap-off ticketing will help to achieve faster journey times. More efficient use of peak time vehicle and driver resource will enable us to maximise span of day and daytime frequencies on routes that have strong passenger growth potential.

We are looking forward to working with Surrey County Council, building upon our existing highly successful voluntary partnership to develop an effective and sector leading Enhanced Partnership. We are confident that the Surrey BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely



Edward Hodgson
Managing Director
Stagecoach South



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Martin Harris, Managing Director Brighton & Hove Buses and Metrobus

I am writing to confirm the wholehearted support of Brighton & Hove Buses and Metrobus for the Bus Service Improvement Plan 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. The BSIP, and the Enhanced Partnership plans we look forward to concluding in order to deliver on its ambition, provide a real opportunity to advance public transport provision for the communities we serve. It is clear that this has become critical to the success of the climate change strategies being developed across the nation and to the recovery of the economic and social life of our cities, towns and rural areas.

The BSIP 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. Buses will be able to take their rightful prioritised place alongside walking and cycling in our active and sustainable travel ambitions, as we seek to achieve more attractive journey times, services, and fares to reduce car dependency and significantly move the dial on modal shift.

The Council's commitment to delivering on this BSIP 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 BSIP 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 BSIP funding bid, the opportunity to make it a reality for the people we all serve.

22 October 2021

Sent via e mail keith.mckain@surreycc.gov.uk

From: Keith McKain
Sent: 28 October 2021 09:08
To: National Bus Strategy consultation
Subject: FW: BSIP Statement of Support

From: James Vallance <jvallance@safeguardcoaches.co.uk>
Sent: 25 October 2021 16:29
To: Keith McKain <keith.mckain@surreycc.gov.uk>
Cc: Andrew Halliday <ahalliday@safeguardcoaches.co.uk>
Subject: BSIP Statement of Support

Dear Keith

Thank you for sending the Surrey County Council BSIP, October 2021.

Safeguard Coaches continue to be passionate about providing good quality bus transport solutions to the Guildford area, as they have been for many years.

Safeguard Coaches support the Bus Service Improvement Plan proposed by Surrey County Council and look forward to participating in a 'partnership approach' to support and strengthen bus travel in the County and to help deliver improvements for the benefits of all users with the overall aim of increasing bus patronage.

Kind Regards

James Vallance
Commercial Manager

Safeguard Coaches Ltd

Tel: 01483 561103 **Fax:** 01252 724350
Safeguard House, Clay Lane, Jacobs Well,
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26.10.21

To Whom it may Concern

I am writing to confirm our support for the BSIP produced by Surrey County Council.

As a local bus operator, Compass Travel has always worked closely with SCC. We have been pleased to help them produce this document and will obviously continue to be fully involved in the future implementation of these plans once they have been agreed.

We ourselves are keen to play our part in improving bus services by investing in new low or zero emission buses and continuing to invest in new and improved ticketing technology and passenger information.

Chris Chatfield

Compass Travel Managing Director

Keith McKain
BSIP Programme Manager
Strategic Transport Group
Surrey County Council
Woodhatch Place
11 Cockshot Hill
Woodhatch
Reigate
RH2 8EF

283 Empress Road
Southampton
Hampshire
SO14 0JW

26 October 2021

Dear Keith,

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

First are delighted to provide this letter of support for the Surrey County Council BSIP. We have been involved in the preparation of the BSIP through close and regular dialogue with yourselves as the BSIP has been drafted. We 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 as part of the planned Enhanced Partnership, being developed by the end of March 2022 and continued close partnership working.

We welcome the ambition of the BSIP and we wholeheartedly endorse its' strong focus on supporting and enabling modal shift by offering people an attractive and viable alternative to the private car.

We are looking forward to working with Surrey County Council to develop the Enhanced Partnership together. We are confident that the Buckinghamshire Council BSIP and EP will enable us to deliver an ambitious and comprehensive programme of investment in improvements that will achieve a virtuous cycle of sustained bus passenger growth and improving customer satisfaction.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jonathan Lewis', is written over a light blue horizontal line.

Jonathan Lewis
Commercial Manager
First Hampshire, Dorset and Berkshire

25 October 2021

Keith McKain
Surrey County Council

To whom it may concern

I write to confirm that we have been involved in discussions around the Bus Service Improvement Plan with Surrey County Council attending various project meetings and putting forward various suggestions that would help support the provision of improved bus services in the area.

Our operation in the county is very limited at this time but we are supportive of the themes contained in the BSIP and look forward to working with the Council to deliver these measures through the proposed Enhanced Partnership.

Kind regards

Simon Fisher
General Manager



Dear SCC,

Bus Service Improvement Plan and Enhanced partnership.

This letter is just to confirm Carlone Limited is very much in support of the BSIP proposed by Surrey County Council,

we are looking forward to working with the council to implement the plans and improve our services inline with the ambitions, its an exciting time for all involved and we eagerly wait to offer improvements to our services.

Take care and stay safe!

Matt

Matthew Noakes
Managing Director
Carlone Limited

Tel: 07477 100 100 / Email: matt.carlone@outlook.com / www.carlonelimited.co.uk

C E JEATT & SONS LTD T/A WHITE BUS SERVICES

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


18th October 2021

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 BSIP. We have attended the monthly meetings with Surrey County Council, bus operators and appointed consultants, and remain committed in the development of the BSIP document, and the enhanced partnership that follows.

Yours sincerely,



Simon Rowland
Chief Executive Officer
Rowgate Group



Keith McKain
BSIP Program Manager
Strategic Transport Group
Surrey County Council

29th October 2021

Re - BSIP Agreement

Dear Keith

Further to your recent correspondants please accept this letter as confirmation that Falcon Coaches Ltd are happy to enter into a partnership with Surrey County Council.

In support of their BSIP for the operation of public bus services in Surrey.

I can confirm that we are happy and will continue work with Surrey County Council under the BSIP terms from the 1st April 2022.

I hope this is acceptable and if you require anything further please do let me know.

Regards
Richard Telling
Managing Director

Please respond to the following office:

Surrey County Council
Keith McKain
BSIP Transport Manager
Strategic Transport group

Head Office ☐
Regional Office ☐

28th October 2021

Dear Keith

Thank you for the draft Surrey Bus Service Improvement Plan and for the opportunity to contribute to the contents.

As required by the National Bus Strategy (NBS) for England, Surrey County Council as the Local Transport Authority (LTA) will enter into an Enhanced Partnership (EP) with the bus operators providing commercial and contracted services in Surrey. The Surrey BSIP will be developed into an Enhanced Partnership Plan (EP Plan), with an associated Enhanced Partnership Scheme (EP Scheme). Within the EP Scheme areas of focus for infrastructure investment will be prioritised as well as countywide interventions in other areas, such as fares, ticketing and travel information.

I can confirm that Hallmark Connections LTD trading as Diamond Bus South East support this endeavor.

Kind regards



Andy Creba
Managing Director

Head Office:

Hallbridge Way, Tipton Road, Tividale, West Midlands B69 3HW. Tel: 0121 322 2222

Regional Office:

Cooch Travel Centre, Bedfont Road, Stanwell, Middlesex TW19 7LZ. Tel: 01784 425 600

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RO TALA
passenger transport

Company Registration Number: 4390226

Registered Address: Hallmark Connections Limited, Hallbridge Way, Tipton Rd, Tividale, West Midlands B69 3HW



Lee Parker
Director of Infrastructure, Planning & Major Projects
Surrey County Council
Council Offices
11 Cockshot Hill
Woodhatch
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RH2 8EF

By email to: lee.parker@surreycc.gov.uk

26 October 2021

Dear Lee

Bus Service Improvement Plan submission

I am writing to you in your role as the council's representative on the TfSE Senior Officer Group to support the Bus Service Improvement Plan (BSIP) that your Council has produced.

As you are aware, Transport for the South East (TfSE) is a partnership of 16 local transport authorities (LTAs). Following the approval of our transport strategy in summer 2020, we have been developing a series of area and thematic studies to identify the specific interventions that will be needed to implement the strategy on the ground. This work will culminate in the publication of a draft Strategic Investment Plan for public consultation in June 2022.

TfSE has identified that buses will have a vital role to play in delivering the 2050 vision set out in the transport strategy and in particular the target of achieving net zero carbon emissions from transport by 2050, at the latest. The delivery of BSIPs will have a critical role to play in helping us to achieve our 2050 vision.

TfSE will be providing further Bus Back Better support to all our 16 LTAs through technical work we already have underway to develop an evidence base that will identify the future ambition for buses across the region. We have also recently submitted a joint proposal with England's Economic Heartlands and Transport East to the DfT's additional workstreams for 2021/22 to support the LTAs in our area with the delivery of their BSIPs.



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Transport for the South East, County Hall,
St. Anne's Crescent, Lewes, BN7 1UE

The successful delivery of our transport strategy and our constituent authorities' Local Transport Plans will be dependent upon a significant improvement in bus service provision to encourage passengers back onto buses. I therefore commend your BSIP as a vital first step in setting out your ambition to improve bus services in your area.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized 'R' followed by a series of loops and a long horizontal stroke.

Rupert Clubb
Lead Officer, Transport for the South East

Cc Lyndon Mendes
Laurie James