

## 1. Topic of assessment

<b>EIA title:</b>	Travel SMART Bus Infrastructure Improvements EIA
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<b>EIA author:</b>	Alison Houghton / Neil McClure
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## 2. Approval

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>	Paul Millin	28/06/2013

## 3. Quality control

<b>Version number</b>	1.0	<b>EIA completed</b>	19/06/2013
<b>Date saved</b>	19/06/2013	<b>EIA published</b>	

## 4. EIA team

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
David Ligertwood	Transport Projects Team Manager	SCC	Travel SMART Programme Manager
Neil McClure	Senior Transport Officer (Projects)	SCC	Bus element lead
Alison Houghton	Transport Officer (Projects)	SCC	Bus element lead
Lesley Harding	Sustainability Group Manager	SCC	DEG rep
Dominique Stephens	DPG Project Manager	SCC	Travel SMART programme support
Nick Meadows	Senior Project Coordinator	SCC	Travel SMART programme support

## 5. Explaining the matter being assessed

<p><b>What policy, function or service is being introduced or reviewed?</b></p>	<p>SCC has received over £18m from central Government's Local Sustainable Transport Fund to develop Surrey's Travel SMART programme</p> <p>The four year Travel SMART programme is designed to deliver transport improvements and associated behaviour change initiatives in three Surrey towns (Guildford, Woking &amp; Redhill) in order to deliver economic growth and a reduction in carbon emissions.</p>
<p><b>What proposals are you assessing?</b></p>	<p><b>Accessibility improvements:</b></p> <ul style="list-style-type: none"> <li>• Making it easier for people to board and alight from buses (i.e. raised kerbing, realignment of footway to enable buses to be parallel to kerb)</li> <li>• Improved accessibility before, during and after the journey (including pedestrian access to and from the bus stop, and on the bus)</li> <li>• Additional facilities for improved interchange between modes (i.e. bus/cycle interchange stops)</li> </ul> <p><b>Information provision:</b></p> <ul style="list-style-type: none"> <li>• At bus stop - printed passenger information, i.e. bus times etc,</li> <li>• Wayfinder information (where to go from here),</li> <li>• Real time information both on and off the bus (including visual and audio announcements)</li> <li>• Stop, route &amp; destination information – on the flag,</li> <li>• Information away from stops informing passengers how to get to the nearest transport links, and providing live travel information – CMS (media broadcast displays), with live data feeds and frequently updated information panels</li> <li>• Web and smart phone information, including availability of real time data (through SMS, QR codes, and NFC info points) and journey planning functionality, to provide access to bus/rail travel information before/during/after travel, and whilst at or away from transport node</li> <li>• Providing integrated information with other service providers (media displays, online)</li> </ul> <p><b>Bus service reliability:</b></p> <ul style="list-style-type: none"> <li>• Traffic management – physical measures such as realignment of kerbs, control interventions by yellow lines or enforcement of parking</li> <li>• Real Time Passenger Information (RTPI) system upgrade – to provide enhanced depot/fleet management system for bus operators to run services more efficiently, and provide access to 'schedule adherence' reporting data to facilitate longer term schedule reliability and performance improvements.</li> <li>• Traffic signal 'intelligent bus priority' (IBP) measures to improve reliability of bus service schedules</li> </ul> <p><b>Improved safety and security, and journey experience:</b></p> <ul style="list-style-type: none"> <li>• Improved lighting at stops, CCTV, and other safety measures to improve confidence in bus travel and reduce fear of crime</li> <li>• Improved comfort at bus stop and protection from the weather by providing shelter, seating, and maintaining standard of facilities</li> </ul> <p><b>New Initiatives and technology:</b></p> <ul style="list-style-type: none"> <li>• Provision of Wi-Fi on bus</li> <li>• Smart ticketing &amp; cashless travel initiatives</li> </ul>

**Who is affected by the proposals outlined above?**

- Residents in Surrey, who live, work or visit the three Surrey Travel Smart towns.
- Employees of businesses who are located in the three areas.
- Businesses who are located in the three areas
- Potential businesses who may wish to move to these areas
- Bus operators
- Other highway users
- Property owners

## 6. Sources of information

Engagement carried out
<ul style="list-style-type: none"><li>• 6 week consultation period</li><li>• Focus group work in areas of deprivations</li><li>• Business engagement - in each of the three areas – now setting up businesses networks</li><li>• Ongoing consultation/discussion with bus and train operators, and other Surrey County Council Travel &amp; Transport Group, and Surrey Highways colleagues – through established ‘bus punctuality partnership’ forums, to identify and prioritise bus corridor improvement schemes in each of the 3 LSTF towns</li><li>• Site visits to see and research examples of best practice – eg. Gosport to Fareham busway (Eclipse), and Cambridge guided busway</li><li>• Engagement with Surrey County Council members and Borough &amp; District councillors</li></ul>
Data used
<ul style="list-style-type: none"><li>• Manual for Streets 2 – CIHT September 2010</li><li>• Surrey Transport Plan: Passenger Transport Strategy: Part 1 Local Bus</li><li>• Traffic Light Priority approaches – RTIG 2005</li><li>• Bus Priority: The Way Ahead – DfT 2005</li><li>• Keeping Buses Moving – Local Transport Note 1/97</li><li>• Redhill &amp; Reigate Bus Priority Improvements Feasibility Study – Atkins March 2010</li><li>• Towards a Sustainable Transport System – DfT October 2007</li><li>• Commercial evidence – including annual bus patronage data, operator supplied fare zone passenger data, and other route specific evidence data and reports - e.g. Abellio Route 441 (part of the Runnymede QBP) passenger satisfaction and patronage data; Arriva service 91 QBP data; Stagecoach service 1 QBP data</li><li>• RTPi SMS evidence base – Traveline SE reporting data to show SMS service usage by authority when bus stop specific SMS/RTPi information is provided</li><li>• Site visits to see and research examples of best practice – eg. Gosport to Fareham busway (Eclipse), and Cambridge guided busway</li><li>• Bus operator commercial data, day to day operational experience and local knowledge</li><li>• Passenger Focus surveys</li><li>• LSTF Survey</li><li>• Mosaic data</li><li>• Surrey-i data</li></ul>

## 7. Impact of the new/amended policy, service or function

## 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
<p><b>Age</b></p>	<p>Improved accessibility to and from the bus stop, on and off the bus and on the bus making it easier for the elderly and those accompanied by young children to board &amp; alight buses</p> <p>Improved range of information on bus services &amp; travel information targeted at different age groups with a range of media</p> <p>Improved reliability and a safer waiting environment will benefit school children &amp; the elderly - who may feel more vulnerable which will improve confidence in using the local bus network</p> <p>Improved bus journey experience &amp; comfort with enhanced facilities (before, during &amp; after travel). This will give reassurance &amp; improve confidence of the service user in bus travel.</p>	<p>Due to physical limitations of space, information provision may not be to visual standards at all locations, which could impact the elderly</p>	<p>Improvements undertaken in line with DDA requirements, where possible. Substantiated through national evidence, demographic of the people who completed the LSTF survey, local knowledge, stakeholder information, Mosaic data, Surrey-i data.</p>

<p><b>Disability</b></p>	<p>Improved accessibility to and from the bus stop, on and off the bus and on the bus for those who are less mobile, with physical impairment, visual impairments, etc - i.e. level access for getting on and off the bus.</p> <p>Improved range of information on bus services including visual and audio announcements at bus stops and on the buses themselves, assisting those with differing disabilities (visibility, hearing &amp; cognition issues)</p> <p>Improved reliability and a safer waiting environment will benefit those with disability who may feel more vulnerable which will improve confidence in using the local bus network</p> <p>Improved bus journey experience &amp; comfort with enhanced facilities (before, during &amp; after travel). This will give reassurance &amp; improve confidence of the service user in bus travel.</p>	<p>Due to physical limitations of space, information provision may not be to visual standards at all locations, which could impact the visually impaired.</p>	<p>Improvements undertaken in line with DDA requirements, where possible. Substantiated through national evidence, demographic of the people who completed the LSTF survey, local knowledge, stakeholder information, Mosaic data, Surrey-i data.</p>
<p><b>Gender reassignment</b></p>	<p>No differential impact</p>		

<p><b>Pregnancy and maternity</b></p>	<p>Improved accessibility to and from the bus stop, on and off the bus and on the bus for those with mobility issues, and/or using child buggies</p> <p>Improved reliability and a safer waiting environment will benefit those who may feel more vulnerable which will improve confidence in using the local bus network</p> <p>Improved bus journey experience &amp; comfort with enhanced facilities (before, during &amp; after travel). This will give reassurance &amp; improve confidence of the service user in bus travel.</p>	<p>N/A</p>	<p>Improvements undertaken in line with DDA requirements, where possible. Substantiated through national evidence, demographic of the people who completed the LSTF survey, local knowledge, stakeholder information, Mosaic data, Surrey-i data.</p>
<p><b>Race</b></p>	<p>Improved range &amp; quality of information which will assist in overcoming language barriers</p> <p>Improved reliability and a safer waiting environment will benefit those who may feel more vulnerable which will improve confidence in the local bus network</p> <p>Improved bus journey experience &amp; comfort with enhanced facilities (before,</p>	<p>Due to physical limitations of space, information provision may not be in all languages spoken at specific locations</p>	<p>Substantiated through national evidence, demographic of the people who completed the LSTF survey, local knowledge, stakeholder information, Mosaic data, Surrey-i data.</p>

	during & after travel). This will give reassurance & improve confidence & feeling of security of the service user in bus travel.		
<b>Religion and belief</b>	No differential impact	N/A	
<b>Sex</b>	Improved reliability and a safer waiting environment will benefit those who may feel vulnerable/have a fear of crime, e.g. females, which will improve confidence in service.  Improved bus journey experience & comfort with enhanced facilities (before, during & after travel). This will give reassurance & improve confidence & feeling of security of the service user in bus travel.	N/A	Substantiated through national evidence, demographic of the people who completed the LSTF survey, local knowledge, stakeholder information, Mosaic data, Surrey-i data.
<b>Sexual orientation</b>	Improved bus journey experience & comfort with enhanced facilities (before, during & after travel). This will give reassurance & improve confidence & feeling of security of the service user in bus travel.		Substantiated through national evidence, demographic of the people who completed the LSTF survey, local knowledge, stakeholder information, Mosaic data, Surrey-i data.
<b>Marriage and civil partnerships</b>	No differential impact		

**7b. Impact of the proposals on staff with protected characteristics**



<b>Protected characteristic</b>	<b>Potential positive impacts</b>	<b>Potential negative impacts</b>	<b>Evidence</b>
<b>Age</b>	N/A	N/A	N/A
<b>Disability</b>	N/A	N/A	N/A
<b>Gender reassignment</b>	N/A	N/A	N/A
<b>Pregnancy and maternity</b>	N/A	N/A	N/A
<b>Race</b>	N/A	N/A	N/A
<b>Religion and belief</b>	N/A	N/A	N/A
<b>Sex</b>	N/A	N/A	N/A
<b>Sexual orientation</b>	N/A	N/A	N/A
<b>Marriage and civil partnerships</b>	N/A	N/A	N/A

## 8. Amendments to the proposals

Change	Reason for change
N/A	N/A

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<p>Limitation of information provision</p> <p>Negative impact – age, Disability, race.</p>	<p>Provision of audio information on bus &amp; at stop, where possible</p> <p>Provision of information in other languages where demographics show relevance</p> <p>Provision of printed information to visual standards, where possible, and where physical limitations allow. (In addition, availability of information in large font on request). Ongoing monitoring &amp; evaluation.</p>	Continuing throughout length of project	Travel & Transport Group
<p>Improved accessibility</p> <p>Positive impact – age, disability, pregnancy &amp; maternity.</p>	<p>Greater understanding of bus users' needs. Understanding the needs of all passengers including those with mobility issues. "Consumer testing".</p> <p>Engagement with local community. Improving infrastructure at bus stops &amp; accessibility to bus stops. Working with bus operators to ensure ongoing accessibility improvements. Improving accessibility from pavement to bus. Ongoing monitoring &amp; evaluation</p>	Continuing throughout length of project	Travel & Transport Group
<p>Improved information provision</p> <p>Positive impact – age, disability, race.</p>	<p>Improved bus service information to be provided, as appropriate, in line with Surrey County Council's bus stop standards, including ticket costs &amp; ticketing structures, timetable information, real-time passenger information (RTPI) via at-stop displays &amp; other means and onward journey information</p>	Continuing throughout length of project	Travel & Transport Group

	(wayfinder) at stops. Assessing census & other evaluation data, targeting improvements appropriately & proportionately. Up skilling & training staff as to best practice with regard to Surrey County Council's bus stop standards. Ongoing monitoring & evaluation		
<p>Improved reliability and safety &amp; security</p> <p>Positive impact – age, disability, pregnancy &amp; maternity, race.</p>	<p>Realistic journey timetable scheduling (aided by upgraded RTPI system). Working with bus operators where possible to reschedule bus running times to ensure appropriate punctuality. Monitoring of reliability. Promote efficient boarding &amp; alighting by various mechanisms including cashless ticketing system (smartcards). Improved traffic management (including priority for late running buses). Ongoing monitoring &amp; evaluation.</p>	Continuing throughout length of project	Travel & Transport Group
<p>Improved end-to-end bus journey experience</p> <p>Positive impact – age, disability, pregnancy &amp; maternity, race, sex, sexual orientation.</p>	<p>Ensure all new stops installed meet Surrey County Council's bus stop standards best practice, and then revisit current bus stops to improve/upgrade where achievable.</p> <p>Implementation of bus stop design guidance best practice. Identifying suitable facilities needed at each stop by assessing current usage &amp; forecasting future needs. Maintaining the standard of facilities provided.</p> <p>Implementation of new technology &amp; initiatives to enhance bus journey experience. Ongoing monitoring &amp; evaluation</p>	Continuing throughout length of project	Travel & Transport Group

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
Due to physical limitations of bus stop displays/timetable cases etc., information at bus stops may not be given in large font or many different languages	Age, disability, race

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	<p>Information has been gained through stakeholder engagement, bus operator patronage information, member consultation, LSTF survey, LSTF focus groups, local knowledge, site visits, national surveys, national best practice, ongoing consultation with bus operators</p> <p>We plan to carry out further survey work to gain more site specific information</p>
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	Improved accessibility, improved bus information provision, improved bus service reliability, improved safety & security and comfort at bus stops. Leading to greater confidence in and usage of local bus service.
<b>Changes you have made to the proposal as a result of the EIA</b>	Design changes to the Surrey County Council's bus stop standards
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	Consideration of visual standards with regard to provision of bus stop information
<b>Potential negative impacts that cannot be mitigated</b>	Due to physical limitations of bus stop displays/timetable cases etc., information at bus stops may not be given in large font or many different languages