

# Bus Service Improvement Plan

## Aspirations by National Bus Strategy Category



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 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					✓			✓					

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<b>Bus Friendly Traffic Management &amp; Bus Priority</b>													
Reigate, Redhill, Horley A23 Corridor			✓		✓	✓					✓		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area			✓		✓	✓					✓		
Blackwater Valley Bus Priority Programme Area			✓		✓	✓					✓		
Wider Elmbridge Bus Priority Programme Area			✓		✓	✓					✓		
North-west Surrey Bus Priority Programme Area (including access to Heathrow)			✓		✓	✓					✓		

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<b>Bus Stop Infrastructure</b>													
Review bus stop layouts to improve operational efficiency and accessibility								✓			✓		✓
Improving personal safety at bus stops. As well as what can be done to improve safety to and from bus stops								✓			✓		✓
Bus stop inventory survey to identify and develop solutions to meet accessibility standards at bus stops								✓			✓		✓
Provide step free access at interchange points at rail stations								✓			✓		
Improve walking and cycling routes to bus stops													
The Enhanced Partnership to consider adopting TfL stops in Surrey to bring them under SCC control						✓							
Devise a minimum specification for bus stops within the county and devise a hierarchy of specification for different locations or environments						✓	✓	✓			✓		✓
Review bus stop layouts to improve operational efficiency and accessibility								✓			✓		✓

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<b>Bus Stations, Interchanges and mobility hubs</b>													
Expanded DDRT network – linked to major bus hubs / other transport interchanges					✓			✓			✓		
Improve physical connections between bus and rail services								✓					
Develop mobility hubs							✓	✓			✓		✓
Accessibility and quality improvement at Guildford, Redhill and Staines bus stations							✓	✓			✓		✓

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<b>Ticketing and Fares</b>													
Expanded multi-operator ticketing schemes / bus area based / county wide				✓		✓	✓						
Discounted travel for care leavers				✓							✓		
Implement a free travel for young carers				✓							✓		
Standardised discounts for groups				✓		✓	✓						
Work with Plusbus to expand the scheme offer in Surrey				✓		✓	✓						
Exploring options with operators for a future county flat fare scheme from Nov 2024				✓		✓	✓						

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<b>Decarbonisation of bus and DDRT / Fleet Modernisation</b>													
ZEBRA 2 funded ZEBs / SCC funded ZEBs									✓	✓	✓		
Proactively working with operators on transitioning to zero emission buses including private sector (operator) investment in both vehicles and depot upgrades									✓	✓	✓		
Expansion of zero emission fleet across DDRT schemes									✓	✓	✓		
Expansion of zero emission fleet across the Community Transport sector									✓	✓	✓		

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<b>Bus service information</b>													
Revise the processes for the provision of roadside information and standardise display cases where possible						✓	✓						
Bus operators to ensure that RTPi data is up to date, accurate and 'live' to feed into the Real Time Information system						✓	✓						
Operators will work collaboratively to share service information on each other's apps and websites						✓	✓						
Operators to publicise other company's services on the same route						✓	✓						
Standardised timetable change dates (three times per year)						✓	✓						
Standardise Christmas and New Year level of operation across all operators						✓	✓						
Surrey County Council to strengthen marketing and information capacity, including behaviour change work to encourage bus use						✓	✓					✓	



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<b>Customer experience &amp; Safety</b>													
Disability, autism and dementia awareness training for staff						✓	✓				✓		✓
CCTV will be mandated on bus services													✓
Requirement for buses to stop when people are there, regardless of being flagged down							✓				✓		✓

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<b>EP Performance Monitoring</b>													
Improve the quality, consistency and timeliness of data from bus operators						✓						✓	
Seek the standardisation and expansion of data collection to ensure the performance of specific interventions and the overall performance of the EP. Including <ul style="list-style-type: none"> <li>▪ agreeing the scope of data to be collected,</li> <li>▪ how the data will be collected, stored and treated (i.e. treated as shareable or commercially sensitive)</li> <li>▪ how data will be used to assess the performance of the partnership</li> </ul>						✓						✓	