



SURREY
COUNTY COUNCIL

Surrey Enhanced Partnership Plan & Scheme November 2024

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1 Enhanced Partnership Plan

The Surrey County Council Enhanced Partnership Plan for buses is made in accordance with Section 138G(1) of the Transport Act 2000 by Surrey County Council

1.1 Introduction

The Enhanced Partnership (EP) model provides the legal framework under which Surrey County Council, as the Local Transport Authority (LTA) must operate bus services.

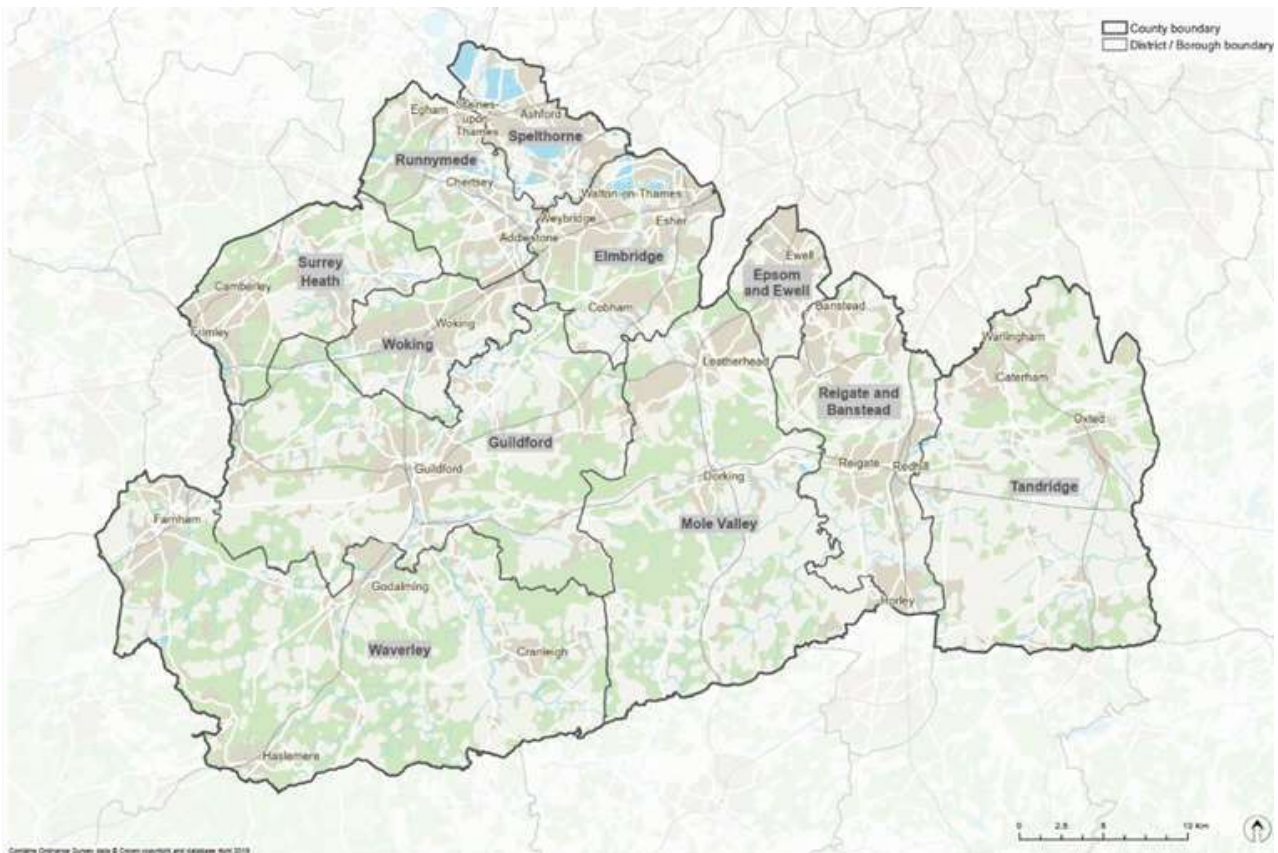
This document sets out how this operating model will work, where and who it covers and the potential improvements that can be delivered through the partnership with the overall aim of growing bus use.

Our Enhanced Partnership covers the entire administrative area of Surrey County Council as illustrated at Figure 1.1.

The EP Plan will apply until such time that legislation requires a change, or the EP is disbanded following agreement by the Enhanced Partnership Board (EP Board). Following the formal agreement and publication of this EP Plan & Scheme it will be reviewed annually each November.

Surrey County Council engages in frequent dialogue with bordering LTAs to discuss cross-boundary transport issues. This engagement will continue throughout the EP period to ensure consistency and continuity of bus service provision across local authority boundaries.

Figure 1.1 Surrey County Council Administrative Area



1.2 Competition Test

Using the updated advice from the Competition and Markets Authority (CMA), May 2023, for Local Transport Authorities (LTAs) on Enhanced Partnerships, Surrey County Council (SCC) has undertaken an assessment of the impacts of the EP Plan and EP Scheme on competition for the purposes of Part 1 of Schedule 10 of the Transport Act 2000.

As per the updated CMA advice, this EP Plan and Scheme has been assessed on whether and how it may limit:

- The number and range of suppliers;
- Suppliers' ability and incentives to compete; and
- Choice and information available to passengers.

The authority believes its full implementation will or is likely to have a significantly adverse effect on competition.

This is mainly on the basis of standard setting, particularly focused on the vehicle specification, which may result in smaller operators being less financially able to meet the higher cost associated with low or zero emission vehicles and those with more amenities.

The guidance raised concerns around potential restrictions placed on operators or the exclusion of operators when tendering for routes. This specifically mentioned the 'bundling' routes in tendering processes. 'Bundling' routes does happen during regular tendering exercises. However, this is done openly and can be suggested by the operators. This process is not restricted to who can tender when and what services can be bundled, as tendering is mainly done on a geographical basis.

Another factor that impacts competition, but is outside of the control of the authority, is the geography of Surrey. This is the main barrier to changing market share or entry into the market. There are limitations on location of depots inside and outside of the county which dictate the viability of running services.

However, the authority believes the EP Plan and EP Scheme(s) is justified because:

- It is with a view to achieving one or more of the following purposes:
 - securing improvements in the quality of vehicles or facilities used for or in connection with the provision of local services;
 - securing other improvements in local services of benefit to users of local services; and
 - reducing or limiting traffic congestion, noise or air pollution.
- Its effect on competition is or is likely to be proportionate to the achievement of that purpose or any of those purposes.

The CMA were consulted on the original EP Plan and Scheme, agreed in Nov 2022, as required by section 138F of the Transport Act 2000. The CMA were also informed of this variation as part of the statutory consultation process prior to the formal agreement and adoption of this updated Plan and Scheme.

1.3. EP Links to Policy Objectives

The EP, alongside Surrey's Bus Service Improvement Plan, will contribute to the delivery of Surrey's new Transport Plan (LTP4), which has four 'outcome objectives' fully aligned to the County Council's four Organisational Strategic Priorities of:

- Enabling a Greener Future
- Growing A Sustainable Economy So Everyone Can Benefit
- Tackling Health Inequality

- Empowering Communities

LTP4 is intentionally focussed on reducing carbon emissions, whilst maintaining a focus on other essential outcomes such as the economy and health and wellbeing of residents. It is an opportunity for us to rethink transport across Surrey and look to meet these difficult challenges, whilst enhancing our local environment, economy and quality of life for residents.

LTP4 recognises that accessibility can be improved, through better:

- **place making:** Bringing activities and opportunities closer to people through land use planning; and through
- **digital connectivity:** Broadband and mobile connections to allow online accessibility and access to services.

Key to delivering on these new policy areas is a new sustainable travel hierarchy that wherever possible will prioritise sustainable travel measures of walking, cycling and public transport. This will enable the delivery of place-based measures to support the economic regeneration that the Council is working on with key partners following the significant effects of the global pandemic, which has seen a fundamental shift in the way that residents and businesses interact with the places in which they live and work.

Buses are therefore a key part of LTP4.

1.4. The Surrey Bus Network and 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 more densely populated areas in the north and central areas of the County. Such as Staines-upon-Thames, Walton-on-Thames, Epsom, Redhill, Woking, Camberley and Guildford.

1.4.1. Bus Service Supply

Within Surrey there are a limited number of bus services providing a ‘walk-up’ frequency of at least 5 buses per hour, with many of these in the more densely populated north of the county.

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.

There is limited provision in the evenings and Sundays, with only main connections provided within and between the larger settlements.

Appendix E has a full list of services in the county and therefore included in this Enhanced Partnership.

1.4.2. Bus Service Infrastructure

Within Surrey there are around 6,000 bus stops. There are also three bus stations at the Friary in Guildford, alongside Redhill and Staines town centres. These are described in more detail in the EP Scheme at Appendix A.

1.4.3. Bus Fares

Due to the diversity of operators within Surrey, a complicated fare structure with a range of ticketing products is prevalent. These fares may offer good value for money within the

smaller urban zones within the county, but can be expensive for longer journeys, with the complexity of ticketing potentially a barrier to bus usage.

There is no county-wide multi-operator ticketing scheme, although an opportunity exists to expand the existing Acorn multi-operator ticket operating in North Surrey. A complexity with the Acorn ticket is the interface with TfL services, in that as TfL does not participate within this scheme, the ticket is not available on a high proportion of services running into northern Surrey.

Since the introduction of the Government's National Bus Fare Cap (NBFC) there has been more consistency across fares in the county. However, not all operators opted into the NBFC meaning there was not coverage of the £2 fare across the whole county.

The Woking Travelwide scheme offers an unlimited travel option for regular travellers in the Woking area. This is offered on most bus services in the area but does not have full coverage across all operators.

Following a decision by the EP Board in October 2023, the scheme to offer half the standard adult fare scheme for Surrey residents aged 20 and under has standardised the age range for a young person's fare across Surrey.

The scheme offers LINK Card holders half the standard adult fare on singles and returns. This will usually be the child fare and therefore standardises the child fare level across the county at 50%. At the same October 2023 meeting a decision by the EP Board, for the half fare to be applied across all fares, including the £2 capped fare on participating services.

The discount is not offered on period tickets. There are also some services exempted from the scheme. For example, school services that are not eligible to be opted into the NBFC under the Department for Transport (DfT) guidance.

The partnership has considered the change to the NBFC when it increases to £3 for a single trip at the end in December 2024. Operators will make their own determination of whether or not to join the scheme and the County Council has agreed to continue to apply the LINK Card discount to the NBFC.

Information on bus fares is not easily available. There is no single point of reference for bus users on fares. The County Council publicises discount schemes, passes and other offers and promotions. However, people looking to find advanced travel information, including the cost, they need to look at the relevant operator website/s. However, this may still not give them the exact fare information for their trip.

Work is underway nationally to develop a shared "back office" function to more easily allow LTAs and operators to introduce contactless payment options for passengers, including with the ability to set a daily fare cap. The detail of what a Surrey capped contactless payment scheme might be, including the cap level and reimbursement values and arrangements, all need consideration before progressing with any change to fares and payment options.

1.4.4. Bus Passenger Information

The County Council provides dedicated public transport information on the Surrey County Council website. This includes full current timetables, information on services accessing destinations such as hospitals and airports, temporary bus timetable changes, temporary changes due to road works and road closures, concessionary ticketing information and maps of bus services.

The quality of bus stop infrastructure within Surrey is variable, particularly away from the principal network in certain rural areas.

Fares information is unclear, with limited information online and no information provided at stops. Fares information is mainly, but not always, found on operator websites with few providing information as part of an online journey planning option. There is also some provision of real time passenger information across Surrey, although this is targeted to key stops and locations.

The provision of real time information displays will increase through the overall capital investment strategy of the County Council.

1.4.5. Bus Fleet

Much of the bus fleet in Surrey is mid-life although a large proportion of the fleet is currently compliant with Euro VI standards. There are also nine zero-emission buses within the fleet.

The passenger environment on board all fleets is functional, with the age of the vehicles determining the extent to which modern facilities such as USB charging points or next stop audio-visual announcements are available.

There is therefore scope to improve both emission standards and passenger amenity on buses in Surrey.

To deliver against the County's Greener Futures programme, 54 new Hydrogen Fuel Cell (HFC) buses have been procured, jointly between the County Council and Metrobus, to operate in the Reigate, Redhill area and will cover journeys to Gatwick Airport.

From last autumn (2023), there were 12 zero emission electric minibuses. This will increase to give a total of 28 zero emission minibuses. Which will fully electrify all the Surrey Connect DDRT schemes. Full delivery of all the vehicles is by the end of this financial year.

The Community Transport sector is also looking to move to electrification of their fleet, though outside of this EP process.

The County Council is having ongoing discussions with all the bus operators and the charging infrastructure providers to investigate the feasibility of different types of technology applied to the constraints at bus depots and the mileages being operated on bus routes in Surrey to establish the most cost-effective means of decarbonising the bus fleet. We are also pursuing the required funding to deliver this in partnership with the private sector bus companies.

A successful ZEBRA 2 bid to Government will deliver 19 new electric buses across 2 Small and Member Enterprise (SME) operators. This will support decarbonisation of the SME element of the bus sector and fully electrify 3 routes in Surrey. These new vehicles will come into service starting from the end of the 2024/25 financial year, with full delivery by the end of the 2025/26 financial year.

Appendix C outlines further details relating to current emission standards and onboard facilities of buses in Surrey.

Appendix E shows the overall levels of operator fleet by number of vehicles and as a percentage of market share.

1.4.6. Bus Priority

Numerous physical bus priority measures have been established across the county as detailed in Appendix A. There are a number of pinch-points on the bus network, particularly within the key towns, where priority could be further improved. Some sensitive junctions are, however, space-constrained, so consideration of intelligent solutions such as traffic signal priority will be required to make bus journeys quicker and more reliable.

Congestion on locally managed 'A' roads in Surrey is amongst the highest in the country outside London. This has a consequential impact on the punctuality of bus services, particularly at peak times. There are currently congestion issues on links within five of the larger towns, including Guildford and the Redhill and Reigate area.

The LTA and operators work cooperatively to identify pinch-points which contribute to options development and through feasibility studies in the agreed priority areas. This aligns with powers under decriminalised enforcement of moving traffic offences, with the appropriate use camera enforcement, to support bus service reliability.

The locations agreed for investment in bus priority are:

- Reigate / Redhill / Horley A23 Bus Priority 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)

This programme has been agreed by the EP Board for delivery with the Reigate, Redhill, Horley Corridor scheme due to start construction by the end of 2024. The EP Board will be updated as the programme progresses.

All other scheme areas have been approved to have feasibility studies on what potential bus priority facilities that could be implemented. Once these scheme progress through public consultation to construction they will be updated in Appendix A of this document.

1.4.7. Bus Service Outcomes

Bus patronage within Surrey, like elsewhere across the country, has declined over the last 10 years, with a reduction in passenger numbers by 1 million (down 3%) between 2009/10 and 2018/19.

2019/20 represented the period covering the beginning of the Covid19 pandemic, which caused a significant change in travel behaviour. Within Surrey this resulted in a fall in bus patronage by 1.7 million, equating to a 6% reduction in patronage when compared to the previous year.

Patronage has grown back since then with 25,306,083 single trips made in 2023/24. This means that patronage levels are back to what they were before the COVID19 pandemic.

The delivery of the Bus Service Improvement Plan (BSIP) will further encourage people to use buses and do so more frequently. Alongside the aspirations and desired outcomes in the BSIP, the County Council regularly reviews services to assess the socially necessary requirements and invests significantly in contracted services to best serve communities in Surrey.

The number of journeys made by bus for each resident in Surrey is slightly higher than would be predicted by the extent of car ownership by Surrey residents. Yet only 3% of commuters travel to work by bus compared to 70% travelling by private vehicle. This is despite census analysis suggesting that most people commuting for work within Surrey both live and work in the same district area. This highlights the scope for an increase in bus patronage on local journeys. This is particularly applicable in Woking and Guildford. The current low frequency of some bus services across the county may contribute to the low numbers of commuters currently using the bus network.

There is also scope for working collaboratively with employers and other partners to develop an understanding of travel demand and flows at given times of the day to influence the development of the bus product, particularly to major employment sites.

1.4.8. Passenger experience and priorities for improvement

To understand the public perception of Surrey's current bus network, a public engagement questionnaire was live between July and September 2021. There were 544 responses to the survey, which asked people to rank the importance of various elements that would encourage or enable them to use a bus.

Residents ranked Reliability (98%), Better information (94%), More evening and weekend services (76%), Simpler fares and ticketing structures (36%), along with Better service frequencies (76%) as key factors in shaping their decision on whether to use the bus or not. This accords closely with data from previous more comprehensive Surrey surveys and national surveys.

From 3 November 2022 to 6 January 2023 there was a public consultation on Future Bus Services. This consultation asked for the views from the public and stakeholders on proposals to make the network more financially sustainable and respond to changed travel habits following the Covid-19 pandemic. The consultation asked for views on:

- a. Investment in bus services and supporting infrastructure where we can demonstrably grow bus patronage;
- b. Reshaping and right sizing other bus services to better reflect reduced and forecast levels of patronage;
- c. Accelerating the introduction of more Digital Demand Responsive Transport (DDRT) to offer a more innovative, flexible and improved public transport offer to residents.

The consultation saw a good response from the public and stakeholders. The consultation analysis in [Annex A in the 28 March 2023 Cabinet Report papers](#) gives full details of what activity happened, which saw nearly 2,600 survey responses, 115 emails, 1 letter and 1 petition sent in response.

The full Cabinet Report and associated annexes can be found on the County Council's website here [Agenda for Cabinet on Tuesday, 28 March 2023, 2.00 pm - Surrey County Council \(surreycc.gov.uk\)](#).

Since January 2023 Surrey County Council has been part of the "Your Bus Journey" national survey organised by Transport Focus. We have renewed our participation for 2024. The results of this are helping to share the priorities for delivery on the part of the EP. The full year, top line results for all regions in England, including Surrey, can be found on the Transport Focus website here [Your Bus Journey - Transport Focus](#).

The National Highways and Transport (NHT) 2020 survey was previously used as an indicator of resident satisfaction with the local bus network. The results outlined that satisfaction with the quality of bus services, and public transport more generally, was variable depending on the metric considered. Of the survey results, people are most satisfied with their personal safety, quality and cleanliness of buses and quality of the bus stops. Contrastingly, those surveyed are least satisfied with the quality of public transport information, including journey planning information as well as the frequency of buses.

As the NHT survey is a broad survey covering a range of transport topics, the County Council have not used this as a measure of satisfaction and have decided to use the Transport Focus "Your Bus Journey" survey. This specifically targets bus users and better reflects the views of

current and potential bus users. These results can be viewed alongside other comparable authorities who are also taking part in the survey.

The overall level of satisfaction from the Your Bus Journey survey was 83%, which is positive. However, this falls when looking at Value for Money (VfM) and Reliability measures. This reflects a national trend on VfM but does highlight more can be done on the affordability of bus use.

1.4.9. Journey time trends

Information published by the Department for Transport (DfT) regarding the delay and speed on locally managed 'A' roads has been used as a proxy for understanding bus journey trends in Surrey.

The average delay on locally managed 'A' roads within Surrey increased slightly between 2016 and 2018 by 2.6 seconds to 47 seconds per vehicle per mile (spvpm). This was followed by a slight reduction in 2019 to 44 spvpm. Average speed on locally managed 'A' roads has however been broadly consistent over the study period, with a value of around 25km per hour displayed across the period of 2016 to 2019. The increased journey times and lower levels of reliability caused by congestion can reduce the desirability of bus services to customers as well as increasing the financial cost of delivering the bus service. The measures supported by the EP will work to improve journey times and reliability in Surrey primarily through improvements to bus priority.

The reporting against Average Journey Speed to the DfT in October 2023 was an average of 15.7 mph across the county. This will be reported against along with all the BSIP targets each May. This is to present a full year target figure. Interim updates will be presented to the EP Board each October.

1.4.10. Objectives

It should be noted that this EP will seek to identify and secure appropriate levels of funding from the National Bus Strategy and from other sources to deliver the schemes identified in the BSIP as being required to deliver these objectives.

Table 1 Enhanced Partnership Objectives

Objective	How We Will Achieve This
More frequent and reliable services	<ul style="list-style-type: none"> • Improve the daytime frequency of identified key services to half hourly. • Increasing the hours of operation of services to provide for journeys throughout the day, evenings and at weekends. • Invest in bus priority corridors to reduce bus journey times and increase reliability, based on five largely urban areas: Redhill and Reigate, Guildford and Woking, Blackwater Valley, Elmbridge and Northwest Surrey (including access to Heathrow). In many cases, such as the A23 Redhill to Gatwick corridor, this will give a Bus Rapid Transit (BRT) look and feel to services along these routes. Bus priority will be in the form of both physical measures and intelligent bus priority. • Invest in enforcement of bus priority measures and key junctions. • Review our most rural communities for the suitability of introducing Digital Demand Responsive Transport (DDRT). • Standardise the Community Transport offer to make it consistent and integrate with other modes.
Improvements to planning with integration between other modes	<ul style="list-style-type: none"> • Work with bus operators to ensure less frequent bus services offer interchange potential at railway stations, which will not require changes to railway timetables due to the frequency of services at most of the county's railway stations. • Give a focus to the provision of multi-modal travel information. • Expand and review Surrey's supported service network, using the three-category hierarchy to prioritise service improvements based on maximising outcomes for users and potential for increasing passenger journey numbers. • Work with operators to review service numbering and identify opportunities for practicable changes.
Improvements to fares and ticketing	<ul style="list-style-type: none"> • Pursue contactless 'tap on and tap off' charging with daily and weekly capping. • The County Council will expand the Acorn (or similar) multi-operator multi-journey ticketing scheme with a standardised product and cost across a wider area. • Investigate ways to make existing products more competitive against those offered by TfL, engaging with TfL as appropriate. • Half-fare scheme for under-20s, free travel for young carers, and discounted evening fares.

Objective	How We Will Achieve This
Higher specification buses	<ul style="list-style-type: none"> • The County Council will work with operators to modernise fleets to the most appropriate vehicle for the given route, focusing on cleaner and greener technology. This will be a combination of investment in zero-emission buses and wider fleet renewal so that all diesel buses meet Euro VI emissions standards. • We will work with operators to upgrade amenities on buses, including facilities such as Wi-Fi and USB charging and CCTV provision. Also ensuring that A/V next stop announcements as standard to comply with new Government legislation by the required deadlines depending on when the vehicles went into service. • We will work closely with Borough and District councils to improve bus stop infrastructure. This will include bus shelter provision, improved facilities and information, alongside safety interventions such as improved lighting and personal safety measures. • The County Council will work with bus operators and leisure attractions to understand the need for transport and the potential opportunities to encourage the use of the bus to these sites.
Improvements to passenger engagement	<ul style="list-style-type: none"> • A Bus Forum (formally called the Stakeholder Reference Group) has been created. This forms a key part of ensuring the views of bus users and non-users are heard, playing a vital role in shaping the priorities for the EP. Our passenger charter has been informed by these stakeholders. • Regular customer satisfaction and other surveys will run throughout the life of the EP to check whether the changes and improvements being implemented are being seen and felt by bus users in a positive way. • We will continue to develop and enhance the information provided by the council for bus services, ensuring that this is improved both digitally and by traditional mediums. There will be more focus on marketing and promotion of the bus offer, through digital means including social media and in print. • Improve dementia, autism and pan-disability awareness training for all LTA and bus staff.

1.4.11 BSIP Targets

Delivery of interventions against these objectives will contribute to the four key targets for outcomes that Surrey County Council has identified, namely:

- Average Journey Speed (mph), measured using our Real Time Information data
- Reliability, measured using our Real Time Information data
- Passenger numbers
- Average passenger satisfaction, measured using the Your Bus Journey surveys
- Network coverage and accessibility, measured by an increase in kilometrage to key locations as defined in the DfT guidance

Unless specifically stated otherwise, all % increase targets are considered as cumulative.

Reporting and publishing against our BSIP targets will happen at the end of May, starting in May 2025. This is to present a full year target figure. Interim updates will be presented to the EP Board each October.

Target reporting for:

- Average Journey Speed (mph)

Location	2019/20	Oct 2023 Update	Target 2024/25	Target 2026/27	Target 2029/30	Target 2030-40
Countywide	14.53	15.7	+2% (16.0)	+3% (16.5)	+3% (16.9)	+3% (17.5)
East Surrey Bus Priority Programme Area (with a focus on Redhill and Reigate)	10.61			+8% (11.45)		
Guildford and Woking (including surrounding environment) Bus Priority Programme Area	12.73				+5% (13.4)	
Blackwater Valley Bus Priority Programme Area	14.28				+7% (15.3)	
Wider Elmbridge Bus Priority Programme Area	15.90				+5% (16.7)	
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	15.19				+5% (15.95)	

- Reliability

Location	Nov-19	June-21	Oct-23	Target 2024-25	Target 2026-27	Target 2029-30	Target 2030-40
Countywide	73%	85.5%	73.8%	+2% (75.3%)	+2% (76.8%)	+2% (78.3%)	+4% (81.4%)
East Surrey Bus Priority Programme Area	75.1%	87.7%	71.6%	73.0%	74.5%	76.0%	79.0%
Guildford and Woking	78.5%	87.2%	75.0%	76.5%	78.0%	79.6%	82.8%
Blackwater Valley Bus Priority Programme Area	76.9%	89.7%	77.3%	78.8%	80.4%	82.0%	85.3%
Wider Elmbridge Bus Priority Programme Area	71.7%	78.2%	70.5%	71.9%	73.3%	74.8%	77.8%
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	65.2%	71.5%	69.0%	70.4%	71.8%	73.2%	76.2%

- Passenger numbers

Location	2019/20	2020/21	2021/22	Oct 23 update	Target 2024-25	Target 2026-27	Target 2029-30	Target 2030-40
Countywide	25.2m	8.6m	17.1m	23.2m	+2% (23.7m)	+2% (24.1m)	+2% (24.6m)	+4% (25.6m)
East Surrey Bus Priority Programme Area	3.6m				3.67m	3.75m	3.82m	3.97m
Guildford and Woking	7.2m				7.34m	7.49m	7.64m	7.95m
Blackwater Valley Bus Priority Programme Area	2m				2.04m	2.08m	2.12m	2.21m
Wider Elmbridge Bus Priority Programme Area	1.8m				1.84m	1.87m	1.91m	1.99m
North-west Surrey Bus Priority Programme Area (including access to Heathrow)	2.2m				2.24m	2.29m	2.33m	2.43m

- 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%	80%	82%	84%	88%

It should be noted that the satisfaction figures for 2018/19 and 2019/20 were from the NHT survey and are therefore not a direct comparator to the satisfaction figures from the Transport Focus "Your Bus Journey" survey or the future targets for satisfaction.

- Network coverage and accessibility

This is a new target, introduced for the June 2024 BSIP update process.

Key location growth resulting in increased bus km	2024 -2025	2026 -2028	2029 -2030	2030 - 2040
Major Town Centres (including important cross border towns)	25	25	25	25
Local Towns	26	26	26	26
Residential development growth (with over 1000 new homes completed)	2	-	1	6
Business & Retail Parks (of varying sizes, including important cross border locations)	111	111	111	111
Healthcare locations (GPs and Hospitals)	130	130	130	130
Education locations (Secondary Schools, Colleges & Universities)	165	165	165	165
Transport interchanges (Rail Stations and Airports)	83	83	83	83
Total bus route km	+2% (71,145,168)	+2% (72,568,072)	+2% (74,019,433)	+3% (76,240,016)

2 Enhanced Partnership Scheme

2.1. Definitions

Table 2 List of Definitions

Phrase or Abbreviation	Description or explanation
1985 Act	Transport Act 1985
2000 Act	Transport Act 2000
2017 Act	Bus Services Act 2017
BODS	Bus Open Data Service
Bus Forum (formally called the Stakeholder Reference Group)	<p>External group of stakeholders to support the EP Board by providing scrutiny and challenge to the delivery of the EP.</p> <p>The Bus Forum is not a decision-making body. However, it can request for Facilities, Measures and Requirements for inclusion in the EP Scheme, subject to the agreement of the EP Board. It can also request items for discussion at EP Board meetings or updated subsequent to EP Board meetings, to be provided by Surrey County Council officers.</p> <p>Terms of Reference for this group can be found in Appendix D.</p>
Bus Operators (or Operators)	All Operators running Qualifying Bus Services taken collectively.
DfT	Department for Transport
DRT or DDRT	Demand Responsive Transport or Digital Demand Responsive Transport.
Enhanced Partnership	The Enhanced Partnership covering the geographic extent of the administrative boundary of the County of Surrey shown for identification purposes only on the plan at Figure 1.1.
Enhanced Partnership Scheme Variation	<p>This comprises either:</p> <p>A variation of the Enhanced Partnership Scheme as a result of the voting mechanism set out in Section 2.7 with respect to Facilities, Measures or Requirements or</p> <p>A variation of the EP Plan or EP Scheme agreed as a result of the mechanism set out in Section 2.7.3. Each of which will then constitute a formal variation of the EP Scheme for the purposes of s.138E(1) of the 2000 Act.</p>

Phrase or Abbreviation	Description or explanation
EP Board	<p>The decision-making governance board that agrees the Facilities, Measures and Requirements to be implemented by the EP.</p> <p>The EP Board is also responsible for the formal review of the EP Plan, in line with the timescales stated in the EP Plan, and EP Scheme each time the EP Board meets.</p> <p>The EP Board will be chaired by the Surrey County Council Cabinet Member for Highways, Transport and Economic Growth, with representation from Surrey bus operators and Transport for London (TfL).</p> <p>Terms of Reference for the Board can be found in Appendix D.</p>
EP Delivery Group	<p>Providing specific support as requested by the EP Board, the EP Delivery Group will be comprised of County Council officers and representatives from bus operators.</p> <p>EP Delivery Group membership will include relevant officers from the County Council and bus operator representatives with specific knowledge and / or experience to support the decision making and oversight role of the EP Board.</p> <p>Terms of Reference for this EP Delivery Group can be found in Appendix D.</p>
Exempt Bus Service	<p>Services excluded from classification as Qualifying Bus Services as stated in section 2.3.4 of this document.</p>
Facilities	<p>Those facilities referred to in Appendix A which shall be deemed such for the purposes of s.138D(1) of the 2000 Act.</p>
HFC	<p>Hydrogen Fuel Cell.</p>
Large, or Other Operator	<p>The two Operators providing the two highest percentages of Qualifying Bus Service route mileage within Surrey at the start of each Council financial year will be classed as Large Operators.</p> <p>In addition, Transport for London will be classed as a Large Operator in its role as commissioner of certain bus services in Surrey as part of the London Bus Network.</p> <p>All other operators will be Other Operators.</p> <p>Where Qualifying Bus Services are provided by multiple operating companies or subsidiaries of the same owning group, they are to be, or considered to be provided by one Operator.</p>
Measures	<p>Those measures referred to in Appendix B which shall be deemed as such for the purposes of s.138D(2) of the 2000 Act.</p>
NaPTAN	<p>National Public Transport Access Nodes is a database of all public transport access points in Great Britain</p>
NFBC	<p>National Bus Fare Cap</p>
Operator Objection Mechanism	<p>As defined at The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018</p>

Phrase or Abbreviation	Description or explanation
Qualifying Bus Service	<p>A registered local bus service with one or more stopping place within the geographical area of the Enhanced Partnership, with the exception of services stated in Section 2.3.4 of this document.</p> <p>For the avoidance of doubt, a list of Qualifying Bus Services will be published at the start of each the council financial year.</p> <p>In addition, any tendered service on which the tendering authority takes the revenue risk will not be subject to the Operator Objection mechanism, consistent with The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018.</p>
Requirements	Those requirements placed on all Qualifying Bus Services other than where exemptions are agreed by the EP Board, identified in Appendix C which shall be deemed as such for the purposes of s.138C 2000 Act.
TfL	Transport for London
ZEBs	Zero Emission Buses

2.2. EP Scheme Content

This document fulfils the statutory requirements for an EP Scheme. In accordance with statutory requirements in sections 138A to S of the Transport Act 2000, the EP Scheme document sets out:

- Scope of the EP Scheme and commencement date
- Obligations on the Local Authority
- Obligations on Bus Operators
- Governance Arrangements
- Arrangements for Reviewing, Varying or Revoking the EP Scheme

The EP Scheme has been developed by Surrey County Council in the administrative area of Surrey and those bus operators that provide local bus services in the EP Scheme area. It sets out obligations and requirements on both Surrey County Council and operators of local services in the administrative area of Surrey to achieve the intended improvements, with the aim of delivering the objectives of the associated EP Plan.

This is to deliver the aims and objectives as set out in the Bus Service Improvement Plan for Surrey.

2.3. Scope of the EP Scheme and Commencement Date

2.3.1. The EP Scheme Scope

The EP Scheme will support the improvement of all Qualifying Bus Services operating in the administrative area of Surrey County Council, as shown at Figure 1.1 of the EP Plan.

2.3.2. Commencement Date

This new EP Scheme enters into force at the same time as the EP Plan on 18 November 2024 following the agreement by the EP Board.

2.3.3. Duration and Review

The EP Plan will last in perpetuity, until such time that legislation requires a change, or the EP is revoked by the EP Board, following the process set out in this document and as set out at Section 138O of the Transport Act 2000.

The EP Plan will be reviewed initially after the first year of commencement and then every three years.

The EP Scheme will be reviewed annually, with the Facilities, Measures and Requirements contained within it will be reviewed at least every six months.

2.3.4. Exempted Services

The following services are exempt from entering the EP Plan and Scheme:

- Any schools or works registered local bus service not eligible for Bus Service Operators Grant;
- Any cross-boundary registered local bus service with less than 10% of its route mileage within the Enhanced Partnership area except where the EP Board agree that there are particular reasons why its inclusion in the EP would be to the benefit of the EP's objectives defined in the EP Plan;
- Any services operated under section 22 of the 1985 Act; and
- Any registered local bus service that is an excursion or tour.

In addition, the EP Board may agree to exempt specific Qualifying Bus Services from any individual Requirements or exempt specific assets or infrastructure from Facilities or Measures that it agrees should be implemented.

2.4. Obligations on the Authority

2.4.1. Facilities

Existing Facilities maintained by Surrey County Council are shown at **Appendix A**. These consist of bus priority schemes; bus interchanges; and bus stops. The County Council does not directly maintain any of the bus stations in Surrey. The Friary Bus Station in Guildford, Staines Bus Station and Redhill Bus Station are maintained by the relevant borough councils.

Any change to the inventory of existing bus priority schemes or bus stations or interchanges, under the direct control and ownership of Surrey County Council, outlined in Appendix A is subject to the approval of the EP Board under the voting mechanism defined at 2.6.3. In addition, any proposal to remove bus priority schemes or bus stations and interchanges or amend the scope of these is subject to there being no objections received from Operators of Qualifying Bus Services utilising those Facilities at the time the proposal is made (see Section 2.7.2 – variation).

Importantly, the County Council does not own the bus stations listed in **Appendix A**. There is therefore no intention to use the EP Plan or EP Scheme to block planning processes for the redevelopment of these sites should they come forward, as any redevelopment will be subject to appropriate consultation and due process, noting that the County Council will likely have a key role as the Highway Authority.

Facilities that the EP Board have agreed should be made and which have received any consents necessary from Surrey County Council for implementation, but which have not yet been implemented, are shown at **Appendix A**.

The full list of Facilities proposed under the Surrey Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix A**.

2.4.2. Measures

Existing Measures provided by Surrey County Council are shown at **Appendix B**.

Measures that the EP Board have agreed should be made and which have received any consents necessary from Surrey County Council for implementation, but which have not yet been implemented, are shown at **Appendix B**.

The full list of Measures proposed under the Surrey Bus Service Improvement Plan not included in either of the above appendices is shown at **Appendix B**.

2.4.3. Requirements and obligations on Local Bus Operators and LTA

The existing Requirements on Operators in providing Qualifying Bus Services are shown at **Appendix C**.

Requirements on Operators that will apply at the making of this Scheme are shown at **Appendix C**. Further Requirements that may be agreed by the EP Board from time to time are also shown at **Appendix C**.

The full list of Requirements proposed under the Surrey Bus Service Improvement Plan but not included in either of the above appendices is shown at **Appendix C**.

Any Requirement has effect only in relation to so much of a Qualifying Bus Service as is provided in the area to which that Requirement relates.

If a Requirement applies to a Qualifying Bus Service, the operator of that service must comply with that Requirement.

2.5. Governance

2.5.1. Governance Arrangements

For decision-making purposes, and accountability for the success of the Enhanced Partnership, the partnership will be governed by the Enhanced Partnership Board (EP Board).

The EP Board will be supported by the Bus Forum (formerly called the Stakeholder Reference Group), who will provide independent challenge to the partnership.

- EP Board – established by the Enhanced Partnership with the mandate to take decisions using an Enhanced Partnership Scheme Variation mechanism (section 2.7.2) on issues put to them by the Bus Forum, and other issues identified as being relevant to partnership delivery; and
- Bus Forum – a forum for stakeholders relevant to the bus network that will monitor delivery and progress against targets that is able to propose Facilities, Measures and Requirements to the EP Board for their consideration.

2.5.2. Bus Forum

2.5.2.1. Purpose

The Bus Forum (formerly the Stakeholder Reference Group) provides opportunity to discuss issues of any kind affecting bus provision or operation in Surrey, consulting with the group members to build consensus across stakeholders and to make recommendations to the EP Board for decision.

The Bus Forum plays a role in the accountability for delivery against any Facility, Measure and / or Requirement agreed by the EP Board.

The Terms of Reference for the Bus Forum are in Appendix D.

2.5.2.2. Membership

Representatives have been invited from, but not limited to:

- All borough and district councils in Surrey;
- All Parish and Town Councils in Surrey;
- All Surrey Voluntary, Community and Faith Sector groups; and
- All existing Bus User Groups or any newly created user groups during the life of the EP.

2.5.2.3. Meeting Arrangements

Bus Forum meetings will normally take place three times per year but not less than twice per year. These will be in February, June and September before each EP Board meeting. Meetings will be administered by officers from Surrey County Council, including, for example, arranging meetings, taking and circulating minutes.

The Chair of the Bus Forum will be independent from the County Council.

Meeting length will vary according to agenda content but ordinarily expected to be one to two hours.

Any business for a Bus Forum meeting must be submitted in writing (by post or email) in advance for inclusion on the agenda. Any request for inclusion of items on the agenda must include an explanation of how they fulfil the objectives set out in the BSIP.

Agendas and meeting papers (including a copy of minutes and outcomes of decisions taken at the previous EP Board meeting) will be circulated by Surrey County Council no less than one week in advance of each meeting, and draft minutes circulated no more than two weeks after each meeting.

2.5.3. The Enhanced Partnership (EP) Board

2.5.3.1. Purpose

The EP Board is the decision-making body for the partnership. It is accountable for the successful delivery of any agreed Facilities, Measure or Requirements to be implemented to meet the outcomes and targets as set out in the Surrey Bus Service Improvement Plan. The Board also has a role in the lobbying for strategic investment to support the bus industry in Surrey and regionally, alongside that of the County Council as the Local Transport Authority.

Further detail of the role of the EP Board in the Terms of Reference in Appendix D. The terms of reference will be formally agreed at the first meeting of the EP Board and then reviewed at the same time at the regular EP Scheme review periods as set out in this document.

The EP Board may constitute tasks to the EP Delivery Group as it may consider helpful from time to time to research particular matters of relevance and to develop business cases to the satisfaction of the EP Board members and a level of detail suitable for consideration by the EP Board. To facilitate this, the EP Delivery Group's membership may be constituted jointly with other local transport authorities, as circumstances require.

2.5.3.2. Decision Making

The scope of the EP Board's decision-making will be on those matters set out in the Bus Service Improvement Plan and the Enhanced Partnership Scheme.

All decisions of the EP Board should be agreed by consensus among the members of the Board attending a regular or specially convened meeting. Decisions of the EP Board will be made by way of a vote in favour by those attending the meeting and entitled to vote.

Each member of the EP Board (including the Chair) will have one vote.

EP Board meetings will require a quorum of, in addition to the Chair, the two Large Operator representatives, a minimum of two Other Operators, one TfL representative and one Surrey County Council officer representative. An Operator representative may, if necessary, arrange for an alternate or deputy from the same category to participate with voting rights. Decisions will be passed by way of a unanimous vote in favour by members of the Board attending the meeting and entitled to vote. Abstentions will be noted as such but will not count against the vote and so if all other votes are in favour (no votes against) the decision will be passed.

If an EP Board member does not attend the meeting, or send a delegate, their vote will be viewed as an abstention so as not to unnecessarily delay the decision-making process and wider function of the EP Board.

Should an EP Board member not be able to attend a meeting or send a delegate, the Chair will accept comments, votes for, or against and abstentions in writing no later than two working days prior to the meeting.

If the members of the EP Board do not reach consensus, further discussions can take place during the Board meeting to determine a way forward, with a new vote then taken. If consensus still cannot be reached, the matter will be held over for further discussions away from the Board meeting, with the decision then brought back to a subsequent regular or specially convened meeting.

It should be noted and understood that any agreement made by the EP Board for the delivery of any element of the EP Scheme, Appendices A to C, then becomes an obligation under this EP Plan.

However, with agreement, the EP Board may choose for a specific operator or operators or geographical area to be exempted from the decision. This may be for a limited time or in perpetuity, depending on the circumstances and decision being made.

Certain decisions made by the EP Board may constitute Enhanced Partnership Scheme Variations pursuant to Section 2.6.2 hereof if the requirements therein are met.

The EP Board will agree proposals for the design and implementation of interventions in the form of Facilities, Measures and Requirements, drawing on the Surrey Bus Service Improvement Plan and receiving request for priorities and proposals from the Bus Forum. It will be responsible for prioritising these interventions against available funding as required.

The below gives some examples of the scope of decision-making areas for the EP Board:

- Variation of the EP Plan, at the regular review periods set out in this document and in line the formal variation process under section 138K of the Transport Act 2000;
- The elements of the EP Scheme – Facilities, Measures and Requirements – to be implemented and when;
- Variation of the EP Scheme, at the regular review periods set out in this document and in line the formal variation process under section 2.7.3 of this document and where the change meets the criteria set out in sections 138K (4) and 138K (5) of the Transport Act 2000;
- Exemptions from decisions and obligations;
- Prioritisation and reprioritisation of elements within the EP Scheme; and
- New inclusions to the EP Scheme, as suggested by the County Council, operators or the Bus Forum, as per the review and variation arrangements set out in this document.

2.5.3.3. Membership

The EP Board is chaired by Surrey County Council's Cabinet Member for Highways, Transport and Economic Growth and has relevant transport officers from the County Council as the Local Transport Authority, Qualifying Bus Service Operators and Transport for London.

Bus operator board membership is undertaken via a process of self-selection. However, the two larger operators, covering the majority of route mileage, will be automatically included. A minimum of two and a maximum of three other operators will be asked to be a representative, along with Transport for London.

Where there are more than three other operators expressing an interest in being a member of the EP Board, the names will be provided to the Confederation of Passenger Transport, as the representative trade body, to agree the representation on the board.

To ensure the EP Board is properly representative of all the operators covered by the EP, operator representation will be reviewed annually. Each year, operators will be asked to express an interest in joining or remaining on the EP Board. Should operators not already present on the EP Board express an interest they will be prioritised for membership for the coming year and, should it be necessary, current representatives asked to stand down from the EP Board.

Operator representatives will be acting on behalf of all Operators in that category, not solely on behalf of their own company. Representatives will be responsible for ensuring attendance at all EP Board meetings in that year, and ensure they have:

- Fully reviewed and understood all meeting papers in advance of attendance; and
- The required mandate from the Operators they represent, and that any Requirements are capable of being fulfilled by the Operators that they represent.

2.5.3.3.1. Other Representatives or Observers

With the agreement of the EP Board Chair, any other operators who are not members of the EP Board and the Chair of the Bus Forum, or nominated substitute, may request to observe an EP Board meeting, at the discretion of the EP Board Chair, but will not have any entitlement to vote on decisions being made.

Operators, who are not members of the EP Board, and members of the Bus Forum can submit written questions to the EP Board for a response a minimum of 7 days in advance of the EP Board.

Observers, at the discretion of the EP Board, may be asked to sign a Confidentiality Agreement should any discussion, presentation or papers presented to the EP Board include information that is commercial in confidence.

2.5.3.4. Meeting Arrangements

EP Board meetings will take place a minimum of twice a year in February and October. There is provision for specially convened meetings as agreed by the Board, required to take decisions which in the opinion of the Chair cannot be deferred to a scheduled meeting, provided that a quorum can be achieved. Where specially convened meetings need to occur, notice will be given to EP Board members which will normally be a minimum of two weeks in advance.

Meeting length will vary according to agenda content but ordinarily be one to two hours.

Meetings will be administered by officers from Surrey County Council, including, for example, arranging meetings, taking and circulating minutes.

2.6. Arrangements for the Reviewing, Varying or Revoking of the EP Scheme

2.6.1. Review of Enhanced Partnership Scheme

Once the EP Scheme is made, the Facilities, Measures and Requirements contained in Appendices A, B and C will be reviewed at least annually following publication of data on

progress towards targets, as stated in the BSIP. Surrey County Council will initiate each review. The EP Board will be required to consider this review and decide whether changes to Appendices A, B and C are appropriate in response, taking account of available funding.

The Terms of Reference, as stated in Appendix D, will also be reviewed annually.

Bus Forum member suggesting changes to elements of the EP Scheme should be put in writing to Surrey County Council, along with an explanation for the suggested change. The County Council will then determine if the suggested changes should be scheduled as a discussion item at the next Bus Forum meeting, taken to the next EP Board meeting or if a specially convened meeting of either the Bus Forum or EP Board is required to consider the suggested change or changes.

2.6.2. Changes to the Enhanced Partnership Scheme Facilities, Measures and Requirements

Any changes to the Facilities, Measures or Requirements set out in Appendices A, B and C will be considered bespoke changes to the EP Scheme. Any Operator of Qualifying Local Services, Surrey County Council or member of the Bus Forum may bring a proposal or proposals to the Bus Forum where it or they will be considered. As described in Section 2.6.1 above, any proposal must be submitted in time for its inclusion in the Bus Forum meeting agenda and must explain how it meets the objectives of the EP Plan.

If a simple majority of the Bus Forum members agree in favour, the EP Board will then consider the proposal, or proposals having undertaken its own investigations and analysis and vote on the change proposed at its next meeting. The County Council, as the administering body, will then amend the relevant Appendix or Appendices to this EP Scheme if the EP Board votes in favour (with no votes against) of the proposal or proposals.

Surrey County Council and the Operators acknowledge that the implementation of specific Facilities, Measures and Requirements may require separate agreements to be negotiated and agreed between relevant parties and that any such Facilities, Measures and Requirements will be subject to the relevant parties entering into such agreements.

The EP Board will also consider when any such changes shall come into force, and / or the linking of the changes (for instance, any Operator Requirements to take effect only once any enabling Local Authority Facilities or Measures have been implemented, taking account of the lead time for service registrations should these be required).

As per section 2.4.1 above, any proposal to withdraw or remove any bus priority scheme or named passenger interchange or bus station Facility requires the written approval of all effected Operators of Qualifying Services using that scheme at the time the proposal is made.

In the event that a number of Operators which would trigger the default Operator Objection Mechanism (as set out in the Enhanced Partnerships and Schemes (Objections) Regulations 2018 as may be varied from time to time) raise concerns in writing to a minimum of one subsequent EP Board meeting about a previous decision of the EP Board, the decision making process for Enhanced Partnership Scheme Variations will revert to the default Operator objection mechanism contained in those regulations to review that decision and as appropriate for future decision-making purposes.

2.6.3. Other Changes to the Enhanced Partnership Scheme

Any other proposals (i.e. content other than Facilities, Measures and Requirements as set out in Appendices A to C) for changes to the EP Scheme will be considered under Section 138L of the Transport Act 2000. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the BSIP, EP Plan and Surrey County Council's current local transport policies. Any such proposals should be in writing and

submitted to Surrey County Council's Transport Team (passenger.transport@surreycc.gov.uk).

Any Operator of Qualifying Local Services or Surrey County Council may bring a proposal or proposals to the EP Board where it or they will be considered. Any proposal or proposals discussed by the Bus Forum, if a simple majority of members are in favour, the EP Board will then consider the proposal or proposals and any accompanying evidence and vote on the change at its next meeting. If the proposal or proposals are approved by the EP Board, Surrey County Council will then follow the process set out in Section 138L of the Transport Act 2000 and The Enhanced Partnership Plans and Schemes (Objections) Regulations 2018 on behalf of the EP Board.

2.6.4. Revocation of the EP Scheme

Should Surrey County Council or any Qualifying Operator believe that it is necessary to revoke the Plan or Scheme, then it must express this in writing to the Chair of the EP Board. The Bus Forum will be asked to consider the revocation and submit a recommendation to the EP Board. After which, the EP Board will then take a vote on revoking the EP Scheme.

Surrey County Council will take into consideration the recommendation of the Bus Forum and EP Board in making the decision whether to revoke the EP Plan or Scheme. It will then follow the process set out at Section 138O of the Transport Act 2000.

2.6.5. Postponement

Should it be necessary to postpone the implementation of any Facility, Measure or Requirement, Surrey County Council will follow the procedure at Section 138I of the Transport Act 2000. It must first use reasonable endeavours to seek the views of the operators effected, the Bus Forum and the EP Board.

2.6.6. Data sharing and commercial confidence

At all times each member of the EP Board, as well as any other representatives or observers agreed to attend EP Board meetings, will respect data confidentiality and the EP Board will maintain processes to maintain and respect commercial confidentiality as required. Should any member believe there has been a breach of confidentiality, they should raise this with the Assistant Director for Strategic Transport of Surrey County Council.

The Bus Forum will be presented with data that is already publicly available or is otherwise deemed not to be commercially sensitive.

3 Appendices

Appendix A: Facilities

3.1. Facilities Already Existing

3.1.1. Bus Priority Schemes

There are currently 13 bus lanes in Surrey with camera enforcement operational on Woking High Street. Onslow Street and Woking Road bus lane enforcement cameras were introduced December 2021.

Surrey County Council has a £9 million capital budget available to fund further bus priority measures. £3.2m of this has been allocated to the East Surrey Bus Priority Programme to support the investment made in Zero Emission Buses (ZEBs). The remaining funding will be targeted at pinch-points on the highway that impede the free flow of buses, in the other priority areas following the feasibility studies. Interventions identified in these studies will need public consultation ahead of agreement by the EP Board before progressing to detailed design and delivery.

3.1.2. Bus Stations

There are three bus stations within Surrey, the Friary Bus Station in Guildford, Staines Bus Station and Redhill Bus Station. As mentioned previous, the County Council does not own or maintain these sites. Surrey County Council provides a local bus planning overview at each bus station to ensure effective operation of bus services and bus stand allocation. In addition, bus publicity is provided, and bus stop infrastructure is maintained at all three bus stations. The County Council also manages the Real Time Passenger Information (RTPI) system and information displays at Redhill and Guildford bus stations. The respective borough councils take responsibility for maintaining the fabric of the bus stations including cleaning.

3.1.3. Bus Stops

Including the bus stations, there are around 5,650 bus stops in the NaPTAN database (May 2021). Except for stops maintained by Transport for London (TfL), stop posts, flags and stands are maintained by the County Council. Where present, shelters may be provided and / or maintained by the County Council, borough or district council or local council (that is a Parish or Town Council), or through a commercial advertising bus shelter agreement with the boroughs and / or districts.

3.1.4. Real Time Information

There are currently 400 roadside RTPI displays across the county with 31 new installations in 2023/24. An estimated 50 more displays will be installed in 2024/25. £1.4m is allocated for the expansion of real time across the Surrey network. This funding will be targeted towards the bus priority programme areas and support routes seeing investment in Zero Emission Buses (ZEBs).

3.1.5. Zero Emission Infrastructure

The initial move to decarbonisation saw Nine zero emission full electric buses operate on the Guildford Park and Ride network starting in 2019. These were introduced in partnership with bus operator Stagecoach and supported by a DfT grant. Fuelling infrastructure is located Stagecoach's depot in Peasmarsh, Guildford.

Since then, Surrey County Council has also allocated £32.3m of capital funding to accelerate the introduction of more zero emission buses into Surrey between 2022 and 2024. The first approved scheme will see 34 hydrogen fuel cell (HFC) buses introduced on the Metrobus network at a cost of £16.4m and funded by the council, supported by investment in bus priority measures and more real time information. This council investment complements a £10m investment being made by Metrobus, UK Government and the EU Jive 2 Project that combined is purchasing a further 20 HFC buses, plus fuelling infrastructure for use on the Fastway network of services operating in Surrey and Sussex.

In creating this investment, the objective is to accelerate the introduction of more zero emission buses, with complementary funding secured from local bus operators.

Two electric minibuses started operation in March 2022 providing the Digital Demand Responsive Transport (DDRT) across Mole Valley. Charging infrastructure to support these vehicles is being delivered in partnership with Mole Valley District Council.

A successful ZEBRA 2 bid to Government will support investment from the County Council, Falcon and White Bus to delivery 19 new ZEBs and the required charging infrastructure. The total project cost is c£8.9m, made of £3.2m of Government grant, £1.2m of LTA funding and c£4.4m of operator funding. The buses will be phased into service from March 2025 with full delivery due around March 2026.

A joint ZEBRA 2 bid, where West Sussex County Council was the lead authority, in partnership with Metrobus was also successful. This will see 43 more HFC buses across the region.

It is estimated that by the end of this financial year, Surrey County Council will fully electrify all the DDRT schemes with all the 28 electric minibuses being delivered and in operation.

3.2. Facilities – Approved for Implementation by the EP Board

Any new Facilities or any changes to existing Facilities outlined in Section 3.3 below will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Title of scheme	Detail on aspiration
East Surrey Bus Priority Programme with a focus on Redhill and Reigate	Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A23 from Gatwick, Horley, Redhill, Merstham; A217 Gatwick, Horley, Reigate; Services: Fastway 20, 100, 315, 400, 420, 422, 424, 430, 435, 460

3.3. Facilities for consideration subject to funding, feasibility and EP Board and Surrey County Council (where required) approval

Below is a general description of the Facilities currently identified for consideration. The details of these are intended to be developed by Surrey County Council and relevant Operators and other stakeholders through the Enhanced Partnership process. Each Facility will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Increase bus priority measures

- Improvements to bus priority including:

Table 3 Proposed bus priority schemes

Title of scheme	Detail on aspiration
Guildford + Woking (incl. environs) Bus Priority Programme	Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A25 Epsom Road; town centre to University, Surrey Research Park corridor (SMC1); A320, A322, A323, A246, A247, A3100, A25, A31 corridors; all bus services to and through Guildford and Woking
Blackwater Valley Bus Priority Programme (Farnham, Ash, Frimley, Camberley)	Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; Farnham to Ash, Frimley, Camberley corridors including roundabout improvement at A325 Frimley; improved public transport access to and from Frimley Park Hospital roundabout improvement at Frimley; Services 1, 2, 3, 4, 5, 11, 17, 8, 19, 34, 35, 194
Wider Elmbridge Bus Priority Programme	Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A244, A245, A307, A309, A317 bus corridors
North-West Surrey Bus Priority Programme including Access to Heathrow	Junction improvements, bus lanes, intelligent bus priority at traffic signals, bus friendly traffic management; A308 Sunbury Cross to the Crooked Billet

- Develop a bus stop design guide
- Review bus stop layouts to improve operational efficiency and accessibility
- Review phasing of traffic signals
- Adopt bus stops currently managed by TfL to improve the on-route information available for bus users
- 1 area route review per year
- Improve walking and cycling routes to bus stops
- Accessibility and quality improvement at Guildford, Redhill and Staines bus stations

Appendix B: Measures

3.4. Measures Already Existing (as of November 2022)

Make improvements to bus services and planning: Increase bus priority measures

- Revised Bus Lane and Bus Lane Enforcement Policy (Feb 2020)

Make improvements to bus services and planning: Increase demand responsive services

- Rural Mobility Fund grant of £0.6m and local contribution of £0.4m to fund DRT in the Mole Valley District

3.5. Measures – Approved for Implementation by the EP Board since November 2022

Any new Measures or any changes to existing Measures outlined in Section 3.6 below will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Increase demand responsive services

- Expansion of DRT services across Surrey, starting with Tandridge, Waverley, West Guildford and Longcross starting September 2023.

Improvements to passenger engagement: Passenger Charter

- Establish a Passenger Charter in consultation with operators and the Stakeholder Reference Group

Improvements to passenger engagement: Improve bus information

- Increase the number of real time information displays provided at bus stops

Improvements to fares and ticketing: Integrate ticketing between operators and transport

- Investing in the Acorn multi-operator ticketing scheme to make it smart enabled
- Expansion of the Acorn multi-operator ticketing scheme to include Woking

Make improvements to bus services and planning: Integrate services with other transport modes

- Improved working with Streetworks on monitoring and managing the impact of roadworks on bus network performance, focusing on available technology to improve current working processes

3.6. Measures for consideration subject to funding, feasibility and EP Board and Surrey County Council (where required) approval

Below is a general description of the Measures currently identified for consideration. The details of these are intended to be developed by Surrey County Council and relevant Operators and other stakeholders through the Enhanced Partnership process. Each Measure will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Increase demand responsive services

- Explore opportunities to improve connectivity to remote employment sites

Make improvements to bus passenger experience: Invest in accessible, inclusive bus services and protect personal safety of bus passengers

- Investing in and agree that Qualifying Operator and LTA staff undertake specially developed dementia, autism, and pan-disability training
- Undertake bus stop survey and produced hierarchy of bus stop infrastructure based on location requirements
- Use the bus stop survey outputs to develop a programme to make all bus stop infrastructure accessible, where practical
- Develop and implement a standardised design for all bus stop display cases
- Identify and develop solutions to meet accessibility standards at bus stops
- Provide step free access at interchange points at rail stations
- Improving personal safety at bus stops. As well as what can be done to improve safety to and from bus stops
- That all bus fleet in Surrey is Dementia Friendly

Improvements to fares and ticketing: Integrate ticketing between operators and transport

- Develop a countywide contactless payment and reimbursement scheme with daily capping
- Operators to work with Plusbus to expand the scheme offer in Surrey
- Development of Mobility as a Service framework

Other: Integration with Development and Land Use Planning

- Use the existing Public Transport Accessibility Model to evidence enhancing existing services
- Promote bus service provision as part of new developments, working with the Planning Authorities, to ensure development to take appropriate account of the needs of all bus users

Make improvements to bus services and planning: Integrate services with other transport modes

- Improve physical connections between bus and rail services
- Develop mobility hubs

Improvements to passenger engagement: Improve bus information

- Revise the processes for the provision of roadside information and standardise display cases. where possible
- Improve the quality, consistency and timeliness of data from bus operators for Real Time Passenger Information
- Devise a minimum specification for bus stops within the county and devise a hierarchy of specification for different locations or environments
- Review bus stop provision and maintenance
- Integrate Urban Traffic Management Control (UTMC) and bus passenger real time systems to improve delay and disruption messaging
- The Partnership to strengthen marketing and information capacity
- Agreeing a minimum level of service over the Christmas and New Year period. These could vary depending on the different areas in the county and nature of the bus markets

Appendix C: Requirements

3.7. Existing Requirements

3.7.1. Emissions Standards

Table 4 Emissions standards and age of buses in service in Surrey (as of September 2024)

Please note that the table below does not reflect vehicles used in Surrey that are operated by Transport for London.

Emission Standard	Number	Percentage (%)	Less than 3 years old	3 to 5 years	6 to 8 years	9 to 12 years	13 to 15 years	16+ years
Battery Electric	15	3%	6		9			
Euro III	33	6%						33
Euro IV	65	12%					59	6
Euro V	133	25%			3	83	43	4
Euro VI	219	41%	43	49	62	62	1	2
Euro VI Retrofit	53	10%		1	8	19	7	18
Hydrogen Fuel Cell	14	3%	14					
Total	532	100%	63	50	82	164	110	63

The County Council's Cabinet has agreed a capital allocation of £32.3m for the purchase of zero emission vehicles. The first allocations of this funding will be used for Hydrogen Fuel Cell buses to be procured by the council and operated by Metrobus, alongside the purchase of Zero Emission Demand Responsive Vehicles for use in rural parts of the county.

Surrey County Council, through the successful ZEBRA 2 bid to Government, will have an additional 19 electric buses. These will be owned and operated by the two bus operators, Falcon and White Bus for use in Surrey for a minimum of 10 years from when the buses enter service.

Surrey and West Sussex County Council's also had a successful joint bid as part of ZEBRA 2. This will deliver 43 more HFC buses, owned and operated by Metrobus, for use on routes in Surrey and West Sussex for a minimum of 10 years from when the buses enter service. The associated refuelling infrastructure is being installed, owned and managed by Metrobus.

Appendix E shows a table of routes and operators.

3.8. Other

Any local bus service operating will continue to operate at a similar frequency or better than that operated at the commencement of the Scheme, subject to commercial operation, or sufficient funding being available.

Commercial services or journeys can be reduced or withdrawn if the operator is able to demonstrate to the Council that (a) the need no longer exists; or (b) it is no longer commercially viable; or (c) there are clear and obvious operational reasons requiring change.

Operators will be proactive in looking to enhance frequencies of bus services operated. They will work with the Council to determine if this can be done commercially, or to determine what level of funding would be required to achieve this. If enhancements cannot be done commercially, enhancements will only be made if additional funding is available.

The Council will follow available procurement routes to improve service frequencies, including negotiation with bus operators regarding enhancements that can be operated commercially.

Council funding for supported bus services will not be reduced without the consultation with operators and the EP Board alongside any necessary public and stakeholder consultation process.

Data Requirements:

Operators will continue to submit monthly statistics to the Council for patronage, revenue and lost journey declarations.

Operators will submit information to the Council on the vehicles typically used on services operating within Surrey, including those otherwise exempt under section 2.3.4 of the Plan.

This will include the age of the vehicles, emissions and types of fuel or power. Data will be provided as a snapshot within a defined time period specified by the Council and no more than twice a year.

Operators will submit all live data to BODS as required by the DfT, including those services otherwise exempt under section 2.3.4 of the Plan.

3.9. Requirements Approved for Implementation by the EP Board

Any new Requirements or any changes to existing Requirements outlined in Section 3.10 below will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Improvements to fares and ticketing: simplify fares

- Operators will offer an Under 20s half fare scheme offering half the 'standard adult fare' including applying the discount to the National Bus Fare Cap

Make improvements to bus passenger experience: higher specification buses

- The County Council will support operators in upgrading fleets to reduce environmental impacts and meet our Climate change objectives, subject to available funding

Make improvements to bus services and planning: Simplify services

- Standardised timetable change dates (three times per year), specifying when and agreeing scope for changes outside of these. Outside of the 3 timetable change windows, exceptions will consider, for example:
 - new developments coming online
 - new funding opportunities that will benefit passengers through service enhancements
 - any long-term network disruption
 - the ability for operators to mobilise for timetable changes around these windows

Make improvements to bus passenger experience: Invest in accessible and inclusive bus services

- All Qualifying Operators and relevant LTA staff will undertake new disability, autism and dementia awareness training by signing up to the MoU appended to this EP Scheme as **Appendix F** (currently draft)

Make improvements to bus passenger experience: Protect personal safety of bus passengers

- Agree a management plan for Staines Bus Station. Introducing a formal management plan for the bus station to improve operating efficiency and ensuring the safe use of the station by operators and passengers. Relevant operators will be required to sign

the MoU covering this management plan which will be appended to this EP Scheme as **Appendix G** (currently draft)

3.10. Requirements for consideration subject to funding, feasibility and EP Board and Surrey County Council (where required) approval

Below is a general description of the Requirements currently identified for consideration.

The details of these are intended to be developed by Surrey County Council and relevant

Operators and other stakeholders through the Enhanced Partnership process. Each Requirement will be subject to appropriate funding, feasibility, and approval by the EP Board in accordance with the governance arrangements set out in this document.

Make improvements to bus services and planning: Simplify services

- Operators to publicise other company's services on the same route
- Standardise Christmas and New Year level of operation across all operators

Make Improvements to Bus Services and Planning: More Frequent and Reliable Services

- Investment in the Route 1 and Route 100 BRT corridors

Make improvements to bus services and planning: Review service frequency

- Funding to be sought so that category 1 services will operate at least every 30 minutes, daytime, hourly evenings and Sundays
- Provide some enhancement funding for selected category 2 services for specific reasons
- Fund removal of duplicate services and to prevent over-provision where appropriate

Improvements to fares and ticketing: lower fares

- Operators will accept the proposed multi-operator ticket
- Implement a free travel for young carers
- Operators will provide limited free or discounted travel to people starting work from unemployment
- Introduce a reduced evening fare

Improvements to fares and ticketing: simplify fares

- Operators to standardised discounts for group tickets
- Operators to ensure that all Smart ticketing schemes are fully operational no more than 3 months from the start of the scheme
- To make the Woking Travel Wide scheme Smart enabled

Make improvements to bus passenger experience: Protect personal safety of bus passengers

- CCTV will be mandated on bus services

Improvements to passenger engagement: Improve bus information

- Bus operators to ensure that RTP1 data is up to date 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

Make improvements to bus services and planning: Integrate services with other transport modes

- For commercial and contracted services to improve timetable alignment between bus and rail services

Other

- Seek the standardisation and expansion of data collection to ensure the performance of specific interventions and the overall performance of the EP. This includes:
 - agreeing the scope of data to be collected,
 - how the data will be collected, stored and treated (i.e. treated as shareable or commercially sensitive)
 - how data will be used to assess the performance of the partnership.

Appendix D: Terms of Reference

3.11. Enhanced Partnership Board

The Enhanced Partnership Board will provide strategic project direction and scrutiny on interventions within the Enhanced Partnership Plan as well as having oversight and direction of financial delivery and the monitoring and evaluation framework.

Other than already stated in section 2.6.3, the Enhanced Partnership Board will:

- Develop and continuously review a process to prioritise available funding to potential Facilities, Measures and Requirements;
- Liaise with equivalent governance bodies in neighbouring Enhanced Partnerships, on matters both of policy and direction and on specific cross-boundary issues;
- Develop and agree a forward plan for programming work for future years;
- Liaise with Surrey County Council regarding potential bids to external bodies for funding and ensure as far as possible that such bids reflect the priorities of the EP;
- Agree processes for monitoring performance of the EP, including reporting to the DfT;
- Champion the aspirations of the EP with local and regional stakeholders, national groups and Government; and

Define the tasks, make up and deliverables of the EP Delivery Group.

3.12. Delivery Group

Made up of Surrey County Council officers and Operators, the Delivery Group:

- May be tasked by the EP Board to develop information, proposals or other materials to facilitate decision-making by the Board;
- Will provide the link between neighbouring authorities and operators where decisions made by the EP Board effect cross boundary services;
- Will provide updates to the EP Board on progress against decisions made, for instance:
 - the project, scheme and initiative progress
 - cost management and spend profiling
 - risk and issues management

Membership of the Delivery Group will vary depending on the requirements Facility, Measure or Requirement being implemented or the request for information or expert advice made by the EP Board.

3.13. Bus Forum

External group of stakeholders to support the EP Board by providing scrutiny and challenge to the delivery of the EP. Also, inputting ideas and priorities for the EP Board to consider for decision.

The membership of the SRG is made up of representatives from groups set out in section 2.5.2.2.

Other than already stated in section 2.5.2, the Bus Forum is created to:

- Provide opportunity to discuss issues of any kind affecting bus provision or operation in Surrey;
- Build consensus across stakeholders and to make recommendations to the EP Board for decision; and
- Provide challenge to the EP Board on priorities set by the board and performance of the EP.
- Bus Forum members can request, subject to agree by the EP Board:
 - To substitute for the EP Board Chair as an observer at EP Board meetings, subject to any necessary confidentiality agreement;
 - Items to be discussed by the EP Board; and

To be represented, or nominate a representative, on the Delivery Group, where their presence and expertise will assist the Delivery Group in the task, or tasks as set by the EP Board.

Appendix E – Bus Service List

Local Bus Services funded by Surrey County Council as of April 2024

Category 1 Supported Services

Total Funding Support for Category 1 Services is **£7,718,999**

Where route are being enhanced using DfT BSIP funding (called BSIP Phase 2), this is over and above what is funded by the County Council and are shown as separately funded elements in the table below.

Category 1 Services Table

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
2	Camberley to Frimley and Farnborough	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings/Sundays every 60 mins
3	Yateley to Camberley, Mytchett and Aldershot	Primarily Commercially provided	Sundays	Stagecoach	Sundays every 90 mins
19	Aldershot to Farnham and Haslemere	Partially funded	Mon to Sat	Stagecoach	Every 60 mins
20	Crawley to Gatwick and Horley (Fastway)	Partially funded	Mon to Sun	Metrobus	Every 20/30 mins
20 BSIP Phase 2	Crawley to Gatwick and Horley (Fastway)	Fully funded	Mon to Sun	Metrobus	Overnight service extended to Langshott Horley
28	Guildford to Woking	Fully funded	Mon to Fri	Stagecoach	Stagecoach one early AM journey
28	Guildford to Woking	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins
32	Guildford to Dorking and Redhill	Partially funded	Mon to Sat	Compass Bus	Every 60 mins
32	Guildford to Dorking and Strood Green	Fully funded	Sundays	Metrobus	Sundays every 120 min

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
32 BSIP Phase 2	Guildford to Dorking, Strood Green and Redhill	Fully funded	Sundays	Metrobus	Two return trips extended to serve Redhill
34	Guildford to Woking and Camberley	Partially funded	Mon to Sun	Stagecoach	Funded evenings/Sundays 60 mins (package bid with 35 & 47)
35	Guildford to Woking	Partially funded	Mon to Sat	Stagecoach	Funded Woking to Guildford as part of package bid with 34 & 47
65	Guildford to Alton	Primarily Commercially provided	Mon to Fri	Stagecoach	Evening journey
65 BSIP Phase 2	Guildford to Alton	Primarily Commercially provided	Mon to Fri & Sunday	Stagecoach	Enhanced commercial offer to run hourly and Sunday service introduced
93	Dorking to Holmwood and Horsham	Partially funded	Mon to Sun	Metrobus	Every 60 mins, Sundays every 120 mins
100	Crawley to Horley and Redhill	Primarily Commercially provided	Mon to Sun	Metrobus	Funded evenings 60 and Sundays every 30 mins
166	Epsom to Banstead and Croydon	Partially funded	Mon to Sat	Arriva London (TfL)	Every 60 mins, funded Epsom to Banstead
216	Kingston to Sunbury and Staines	Partially funded	Mon to Sun	London United (TfL)	Every 20/30 min, funded Ashford Hospital to Staines
400 BSIP Phase 2	Caterham to East Grinstead	Primary Commercially provided	Mon to Sun	Metrobus	Enhanced commercial offer later evenings and every 60 mins Sunday
408	Epsom to Leatherhead and Cobham	Fully funded	Mon to Fri	Falcon Bus	Every 60 mins (package bid with E5 & E16)
409	East Grinstead to Caterham, Warlingham and Selsdon	Fully funded	Mon to Sun	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
410	Redhill to Godstone, Oxted and Hurst Green	Primarily Commercially provided	Mon to Sun	Metrobus	Funded hourly Sundays and all Oxted to Hurst Green Mon to Sat

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
411	Warlingham to Caterham and Redhill/Reigate	Partially funded	Mon to Fri	Metrobus	Hourly to Caterham, every two hours to Redhill & Reigate (Package bid with 594/595,236,424,409,410A,411,324)
420	Redhill to Reigate, Tadworth, Banstead and Sutton	Partially funded	Mon to Sun	Metrobus	Every 60 mins Monday to Saturday, 120 mins Sunday (packaged with 21, 22, 460, 480 & 820)
424	Redhill to Horley, Slyfield, Gatwick, Horley, Reigate and Redhill	Fully funded	Mon to Sun	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
436	Woking to Byfleet and Weybridge	Primarily Commercially provided	Mon to Sat	Falcon Bus	Every 30 mins, hourly Saturdays. Funding is for Weybridge Town extension
442/X442	Staines to Heathrow Terminal 5	Fully funded	Mon to Sun	Carlone	Every 60 mins
456	Woking to Staines	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins
456 BSIP Phase 2	Woking to Staines	Fully funded	Mon to Sat	Falcon Bus	Enhancements to run half hourly Monday to Saturday
458	Kingston to Walton and Staines	Fully funded	Mon to Sun	White Bus	Every 30 to Walton, 60 to Kingston, Sunday every 60 mins
460	Epsom to Tadworth, Redhill and Crawley	Partially funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, 120 Sundays (package with 21, 22, 420, 480 & 820)
461	Kingston to St Peters Hospital	Primarily Commercially provided	Mon to Sun	Falcon Bus	Funded evenings & Sundays 60 min (Sunday Kingston to Chertsey)
461 BSIP Phase 2	Kingston to St Peters Hospital	Fully funded	Mon to Sat	Falcon Bus	Enhanced commercial offer to run every 20 mins until 1800.
465	Dorking to Leatherhead and Kingston	Partially funded	Mon to Sun	London United (TfL)	Every 30 mins, Sun 60 mins Dorking to Leatherhead funded
479	Epsom to Leatherhead and Guildford	Fully funded	Mon to Sun	Falcon Bus	Every 30 mins Epsom to Bookham, 60 mins to Guildford, 120 mins Sundays (package bid with 461 evenings and weekends)

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
479 BSIP Phase 2	Epsom to Leatherhead and Guildford	Fully funded	Mon to Sun	Falcon Bus	Enhancements to run half hourly Monday to Saturday, and hourly Sundays with additional evening journeys
480	Tadworth to Epsom	Partially funded	Mon to Sun	Metrobus	Every 20/40 Mon to Sat, 120 Sundays package with 21, 22, 420, 460 & 820
500	Camberley to Windlesham and Staines	Fully funded	Mon to Sat	White Bus	8 journeys each way, 3 Saturdays (package bid with 48)
515	Kingston to Weybridge and Brooklands	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with 514 & 564)
555	Whitley Village to Walton, Sunbury and Heathrow Central	Fully funded	Mon to Sun	White Bus	Every 60 mins
557	Sunbury to Chertsey and Addlestone	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with 715 & 437)
715	Kingston to Ripley and Guildford	Fully funded	Mon to Sun	Falcon Bus	Every 60 mins, every 90 mins Sundays (package bid with 437 & 557)
53	Guildford to Cranleigh and Ewhurst	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded evenings and Sundays every 60 mins,
6/7	Guildford to Merrow and Burpham	Primarily Commercially provided	Mon to Sat	Stagecoach	Funded Sundays every 30 mins
6/7 BSIP Phase 2	Guildford to Merrow and Burpham	Primarily Commercially provided	Mon to Sat	Stagecoach	Enhanced commercial offer to run every 20 mins
3s	Guildford to Bellfields	Primarily Commercially provided	Mon to Sun	Safeguard	Funded Sundays every 60 mins
4/5	Guildford to Park Barn	Primarily Commercially provided	Mon to Sun	Safeguard	Funded evenings and Sundays every 20/30 mins

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
4/5 BSIP Phase 2	Guildford to Park Barn	Primarily Commercially provided	Sundays	Safeguard	Enhanced Sunday offer
430/435	Merstham to Redhill and Reigate	Primarily Commercially provided	Mon to Sun	Metrobus	Funded evenings and Sundays every 30 mins
4/20	Guildford to Ash, Aldershot and Farnham	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 60 mins
70/71/72	Guildford to Haslemere and Midhurst	Partially funded	Mon to Sun	Stagecoach	Funded Milford to Haslemere 30 mins, Sundays every 60 mins
91/34	Woking to Goldsworth Park and Knaphill/Guildford	Primarily Commercially provided	Mon to Sun	Stagecoach	Funded evenings and Sundays every 30 mins plus 34 3 evening journeys

Category 2 Services

Total Funding Support for Category 2 Services is **£7,871,621**

Category 2 Services Table

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
11	Farnborough to Camberley and Frimley	Fully funded	Mon to Sun	Stagecoach	Every 30 mins Mon to Sat, every 60 mins Sun
12	Heatherside to Frimley	Fully funded	Mon to Sat	Stagecoach	5 journeys each way
16	Rowledge to Farnham and Aldershot	Fully funded	Mon to Sat	Stagecoach	6 journeys each way
18	Guildford to Onslow Village	Fully funded	Mon to Sat	Compass Bus	Every 60 mins
21	Crawley to Newdigate, Dorking, Boxhill, Leatherhead and Epsom	Fully funded	Mon to Sat	Metrobus	Every 120 mins (package bid with 22, 420, 460, 480 & 820)

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
22	Crawley to Horley, Charlwood, Dorking and Chart Downs	Fully funded	Mon to Fri	Metrobus	Every 120 mins (package bid in 21, 420, 460, 480 & 820)
23	Guildford to Charlotteville, Boxgrove Park and Merrow Woods	Fully funded	Mon to Sat	Compass Bus	4 journeys each way (package bid with 24, 25 & 625)
24	Guildford to Birtley and Cranleigh	Fully funded	Mon to Sat	Compass Bus	120 mins (package bid with 23/25/625)
25	Guildford to Gomshall and Cranleigh	Fully funded	Mon to Fri	Compass Bus	6 journeys each way and duplicate school bus (package bid with 23, 24 & 625)
42	Guildford to Godalming and Cranleigh	Partially funded	Mon to Sat	Compass Bus	Every 90/120 mins
42	Guildford to Godalming College (Relief Bus)	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way 2 terms only (with main service 42)
46	Guildford to Elstead and Farnham	Fully funded	Mon to Sat	Stagecoach	Every 60 mins
71	Chiddingfold to Woolmer Hill School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
73	Woking to Chobham	Fully funded	Mon to Sat	White Bus	Every 60 mins
74	Folly Hill to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
75	Rushmoor to Weydon School	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way
81	Woking to Barnsbury	Fully funded	Mon to Sat	Safeguard	Every 30 mins
83	Connaught Park to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
84	Knaphill to Collingwood College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
85	Ash to Collingwood College	Fully funded (School Special)	School Days Only	White Bus	1 journey each way 2 buses
87	Chobham to Collingwood College	Fully funded (School Special)	School Days Only	Stagecoach	1 journey each way

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
236	Oxted to Westerham, Lingfield and Crawley	Fully funded	Mon to Fri	Metrobus	Every 120 mins (Package bid with 594/595,236,424,409,410A,411,324)
281	Lingfield to Dormansland and Crawley	Primarily Commercially provided	Mon to Sat	Metrobus	1 morning journey Lingfield to Crawley
315	Dormansland to Lingfield and Redhill	Partially funded	Mon to Fri	Cruisers	5 journeys each way
324	Copthorne to St Bedes Redhill	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (Package bid with 594/595,236,424,409,410A,411,324)
400	Stanwell to Thamesmead School	Fully funded (School Special)	School Days Only	Bear Buses	1 journey each way
410A	Lingfield to Oxted School	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (Package bid with 594/595,236,424,409,410A,411,324)
437	Woking to Pyrford, West Byfleet and Brooklands	Fully funded	Mon to Sat	Falcon Bus	Every 90 mins (package bid with 557 & 715)
438	Staines to Royal Estate	Fully funded	Mon to Sat	White Bus	5 journeys (package bid with 566 & 567)
455	Addlestone to Woking and Merrist Wood College	Partially funded	Mon to Fri	Carlone	3 journeys each way (college 1 return journey)
456	Addelstone to Woking	Fully funded	Sundays	White Bus	Every 60 mins
478	Guildford to West Horsley and Leatherhead	Fully funded	Mon to Fri	Reptons	5 journeys each way (package bid with 678)
514	Addlestone to Hersham and Kingston	Fully funded	Mon to Fri	Falcon Bus	2 journeys each way (package bid with 515 & 564)
564	Vicarage Fields to Walton and Hersham	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with 514 & 515)
601	Hurst Green to St Mary's School	Fully funded	School Days Only	ESRTP	1 journey each way
609	East Grinstead to Lingfield and Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
612	Smallfield to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
611	Reigate to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
616	Stanwell Moor to St Pauls Sunbury	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
621	Oxshott to Howard of Effingham School	Fully funded (School Special)	School Days Only	Falcon Bus	1 journey each way (package bid with 400)
625	Shalford to George Abbot/St Peters Merrow	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each way (package bid with 23, 24 & 25)
637	Byfleet to Salesian School	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (package bid with 513, 570, 571, 572, 574 & 661)
656	Sunbury to Strodes College	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 667)
661	Hampton Court to Hinchley wood	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (package bid with 513, 570, 571, 572, 574 & 637)
663	Walton to Hersham and Esher High School	Fully funded (School Special)	School Days Only	Falcon Bus	1 journey each way (package bid with 400)
667	Stanwell Moor to Matthew Arnold	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (package bid with 656)
678	Ripley to Howard of Effingham	Fully funded (School Special)	School Days Only	Reptons	1 journey each way (relief bus) (package bid with 478)
690	Worplesdon to St John the Baptist	Fully funded (School Special)	School Days Only	Safeguard	1 journey each way
694	Tongham to Broadwater School	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
695	Westerham to Oxted School	Partially funded (School Special)	School Days Only	Metrobus	1 journey each way
697	Park Barn to St Joseph's, Guildford	Fully funded (School Special)	School Days Only	Carlone	1 journey each way
814	Field Common to Esher High School	Fully funded (School Special)	School Days Only	Falcon Bus	1 journey each way (3 buses)
820	Sutton/Banstead to St Bedes, Redhill	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (package bid with 21, 22, 420, 460 & 480)
856	Upper Halliford to Woking Sixth Form College	Partially funded (School Special)	School Days Only	Cardinal Buses	1 journey each way

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
862	Oxshott to St Andrew's School	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way
866	Coulsdon to Woodmansterne and The Beacon	Fully funded (School Special)	School Days Only	Metrobus	1 journey each way (pacakage bid with 318)
868	Worcester Park to Epsom & Ewell High Sch, Blenheim, St Joseph's	Fully funded (School Special)	School Days Only	Edward Thomas	1 journey each way
881	Hampton Court to Three Rivers	Fully funded (School Special)	School Days Only	Cardinal Buses	1 journey each way (2 buses)
43/45	Cranleigh/Busbridge to Godalming College	Fully funded (School Special)	School Days Only	Compass Bus	1 journey each route each way (plus relief bus)
462/463	Guildford to Send and Woking	Fully funded	Mon to Sat	White Bus	Every 60 mins plus 2 am journeys on 81
566/567	Staines to Virginia Water and Knowle Hill	Fully funded	Mon to Sat	White Bus	Every 90 mins (package bid in 438)
594/595	Oxted to Westerham	Fully funded	Mon to Sat	Metrobus	Every 60 mins (Package bid with 594/595,236,424,409,410A,411,324)
E10	Epsom to Noble Park	Fully funded	Daily	Metrobus	Every 30 mins hourly evenings and Sundays (package bid with E9)
E16	Epsom to Stoneleigh and Worcester Park	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with E5)
E5	Watersedge to Epsom and Langley Vale	Fully funded	Mon to Sat	Falcon Bus	Every 60 mins (package bid with E16)
E9	Epsom to Manor Park and Clarendon Park	Fully funded	Daily	Metrobus	Every 30 mins, hourly evenings and Sundays (package bid with E10)
615	Chipstead Valley to St Andrews	Fully funded	School Days Only	Falcon Bus	1 journey each way
618	Walton on the Hill to Langley Vale and Rosebery/St Andrews	Fully funded	School Days Only	London General	1 journey each way

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
619	Lower Kingswood to Tadworth and St Andrews/Therfield	Fully funded	School Days Only	Metrobus	1 journey each way
668	North Cheam to Stoneleigh and St Andrews	Fully funded	School Days Only	London General	1 journey each way
669	Walton on the Hill to Priory School	Fully funded	School Days Only	London General	1 journey each way
813	Ashford to Thamesmead	Partially funded (School Special)	School Days Only	Bear Buses	1 journey each way
200 P&R	Artington to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak
300 P&R	Merrow to Guildford	Partially funded	Mon to Sat	Stagecoach	Every 20 mins peak, 30 mins off peak

Category 3 Services

Total Funding Support for Category 3 Services is **£775,362**

Category 3 Services Table

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
8	The Mount to Guildford Town Centre	Fully funded	Mon to Fri	Carlone	2/3 journeys each way
26	Horley town service	Fully funded	Mon/Wed/Fri	Compass Bus	4 journeys each way
40	Ripley to Send and Woking	Fully funded	Tues	Safeguard	1 journey each way (package bid in 39)
47	West End to Brookwood	Fully funded	Mon to Fri	Stagecoach	3/4 journeys each way (package bid with 34 & 35)
48	Woking to Deepcut and Frimley	Fully funded	Mon to Fri	White Bus	3 journeys each way (package bid with 500)
318	Banstead to Nork, Burgh Heath and Epsom	Fully funded	Mon to Fri	Metrobus	5 journeys each way (package bid with 866)
400	Staines to Walton	Fully funded	Mon to Fri	Falcon Bus	3 journeys each way (package bid 621)
513	Downside to Oxshott and Kingston	Fully funded	Mon to Fri	Reptons	Two journeys each way (package bid with 570, 571, 572, 574 & 661 & 637)
570	Grovebarns to Staines/Ashford Tesco	Fully funded	Mon/Wed/Fri	Reptons	Mon/Wed/Fri 3 journeys each way (package bid with 513,571, 572, 574, 661 & 637)
574	Ashford to Sunbury Tesco	Fully funded	Tue/Thur	Reptons	1 journey each way (package bid with 513, 570, 571, 572, 661 & 637)
623	Ashtead to Epsom	Fully funded	Fri	ESRTP	1 journey each way
39A/B/C	Chobham/Woking area shopper services	Fully funded	Mon to Fri	Safeguard	2/3 journeys each way (package bid with 40)
50/522	Ockley to Walliswood, Horsham/Newdigate, Leigh and Dorking	Fully funded	Mon to Sat	ESRTP	Package 50, 522 Tue/Wed/Fri
571/572	Grange Farm/Sunbury Common to Sunbury Tesco/Staines	Fully funded	Mon to Fri	Reptons	1/2 journey each way (package bid with 513, 570, 574, 637 & 661)

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
592/593	Runnymede/Woking shoppers services	Fully funded	Mon to Sat	Carlone	Both operate 3 days / 3 journeys each way

Local Bus Services operated commercially with no funding from Surrey County Council as of April 2024

Category 1 Commercial Services Table

Route	Route Direction	Funding Status	Operation	Operator	Notes including service frequency
63/63X	Horsham to Guildford	Not Funded	Mon to Sat	Stagecoach	Every 60 mins
1	Camberley to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 10 mins, 30 mins evenings, Sat & Sun 15 mins, 30 mins evenings
17	Wrecclesham to Aldershot	Not Funded	Mon to Sat	Stagecoach	Every 60 mins Mon to Sat
18	White Hill to Aldershot	Not Funded	Mon to Sun	Stagecoach	Every 60 mins Mon to Sat, 120 min Sunday
116	Ashford Hospital to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 12 mins Mon to Sun, 20 min evenings
117	Staines to West Middlesex Hospital	Not Funded	Mon to Sun	Metroline (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
194	Camberley to Bracknell	Not Funded	Mon to Sun	Courtney Buses	Every 30 min Mon to Sat, 60 mins Sun
203	Staines to Hounslow	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sun, 30 mins Sun evenings
235	Sunbury to Brentford	Not Funded	Mon to Sun	Metroline (TFL)	7/8 min Mon to Sat, 12 min evenings, every 12/15 mins Sunday
290	Staines to Twickenham	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sun, 30 mins evenings
293	Epsom to Morden	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins Sun
400	Caterham to East Grinstead	Not Funded	Mon to Sun	Metrobus	Every 60 mins Mon to Sat, every 120 mins Sunday

Route	Route Direction	Funding Status	Operation	Operator	Notes including service frequency
403	Warlingham to West Croydon	Not Funded	Mon to Sun	London General (TFL)	Mon to Sat every 12 minutes
404	Caterham on the Hill to Coulsdon	Not Funded	Mon to Sun	Abellio London (TFL)	Every 30 mins Mon to Sun
405	Redhill to West Croydon	Not Funded	Mon to Sun	Arriva London (TFL)	Every 15 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
406	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
407	Caterham to Sutton	Not Funded	Mon to Sun	Abellio London (TFL)	Every 12/15 mins Mon to Sat, 20 min on Sundays
411	West Molesey to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sat, 30 mins on Sundays
418	Epsom to Kingston	Not Funded	Mon to Sun	London United (TFL)	Every 20 mins Mon to Sat, 30 mins evenings, 30 mins on Sundays
422	Reigate to Crawley	Not Funded	Mon to Sun	Metrobus	Every 60 mins
434	Whyteleafe to Coulsdon	Not Funded	Mon to Sun	London General (TFL)	Every 30 mins Mon to Sun
446	Woking to Hatton Cross	Not Funded	Mon to Sun	White Bus	Every 30/60 mins.
441	Staines to Englefield Green	Not Funded	Mon to Sun	White Bus	Every 30 min Mon to Sat, 60 mins Sun
461	Addlestone to Walton and Kingston	Not Funded	Mon to Sat	Falcon Buses	30 mins Mon to Sat
464	Tatsfield to New Addington	Not Funded	Mon to Sun	Abellio London (TFL)	Every 30 mins Mon to Sat, 60 mins Sundays
466	Caterham to Addington Village	Not Funded	Mon to Sun	Arriva London (TFL)	Every 7/8 mins Mon to Sat, 15 mins evenings, 12/15 mins on Sundays
467	Epsom to Hook	Not Funded	Mon to Sat	London United (TFL)	Every 60 mins
730	Frimley to Heathrow	Not Funded	Daily	Newbury & District	Every 60 mins

Route	Route Direction	Funding Status	Operation	Operator	Notes including service frequency
731	Basingstoke to Frimley	Not Funded	Daily	Newbury & District	Every 60 mins
S2	Epsom to Colliers Wood	Not Funded	Mon to Sat	London United (TFL)	Every 30 mins Mon to Sat
1	Guildford to University/Royal Surrey College	Not Funded	Mon to Sun	Stagecoach	Every 15 min Mon to Sat, 20/30 min evenings. Sun every 30 mins
2	Guildford to Stoughton	Not Funded	Mon to Sun	Stagecoach	Every 20 min Mon to Sat, 20 min evenings. Sun every 30 mins
8	Heathrow to Slough	Not Funded	Mon to Sun	First Berkshire	30 min, 60 mins evenings, every 60 mins Sat & Sun
K3	Esher to Roehampton Vale	Not Funded	Mon to Sun	Abellio London (TFL)	10/15 mins Mon to Sat 30 min evenings, 20 min. Sundays 30 mins evenings
R68	Hampton Court to Richmond/Kew	Not Funded	Mon to Sun	Abellio London (TFL)	Every 15/20 mins Mon to Sun
RA2	Guildford to Heathrow	Not Funded	Mon to Sun	First Berkshire	60 mins
S1	Banstead to Mitcham	Not Funded	Mon to Sun	London United (TFL)	Every 15/20 mins Mon to Sun

Category 2 Commercial Services Table

Route	Route Direction	Funding Status	Operation	Operator	Notes including service frequency
403	Hytchett to All Hallows	Not Funded	School Days Only	Stagecoach	1 journey each way
603	All Hallows to Frimley	Not Funded	School Days Only	Stagecoach	PM journey only
617	Banstead to Tattenham, Epsom and St Andrews	Not Funded	School Days Only	Metrobus	1 journey each way
624	Horley to Imberhorne Sch	Not Funded	School Days Only	Metrobus	1 journey each way
655	Stanwell to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
657	Warlingham to Reigate	Not Funded	School Days Only	Metrobus	1 journey each way
658	Warlingham to St Bede's	Not Funded	School Days Only	Metrobus	1 journey each way
695	Staines to Bishop Wand	Not Funded	School Days Only	Bear Buses	1 journey each way
23	Haslemere to Basingstoke	Not Funded	Mon to Sat	Stagecoach	Both operate 120 mins Mon to Sat
404/405/418	Farnborough Colleges	Not Funded	School Days Only	Stagecoach	School Days Only
RHU	Hox Park to Egham	Not Funded	Daily	Hallmark	40 mins
SP1	Stoughton to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP2	Cranleigh to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP3	Chiddingfold to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
SP4	Godalming to St Peters Merrow	Not Funded	School Days Only	Stagecoach	School Days Only
x94	Frimley Park Hospital to Ascot	Not Funded	Mon to Fri	White Bus	5/6 journeys each way

Category 3 Commercial Services Table

Route	Route Direction	Funding Status	Operation	Operator	Notes including service frequency
69	Alfold to Worthing	Not Funded	Tue & Fri	Compass Travel	1 journey each way
305	Staines to Poyle	Not Funded	Mon to Fri	Bear Buses	5/6 journeys each way
433	Ockley to Dorking, Leigh, Woodhatch, Redhill and Reigate	Not Funded	Mon & Thur	ESRTP	1 journey each way
485	Snow Hill to East Grinstead	Not Funded	Mon to Fri	Metrobus	3/4 journeys each way
598	Camberley to Sandhurst	Not Funded	Tue & Thur	Courtney Buses	1 journey each way
950	Staines to Thorpe Park	Not Funded	Mon to Sun	Sullivan Buses	Every 15/20 mins when Thorpe Park is open
RHS	Woking to Wisley Gardens	Not Funded	Daily	Stagecoach	60 mins

Digital Demand Responsive Transport

Route	Route Direction	Funding Status	Funded Operation	Operator	Notes including paid for service frequency
North Surrey DDRT	Flexible	Fully funded	Mon to Sat	Woking Bustler	N/A
South West Surrey DDRT	Flexible	Fully funded	Mon to Sat	Woking Bustler	N/A
Central Surrey DDRT	Flexible	Fully funded	Mon to Sat	Mole Valley	N/A
Wider Guildford DDRT	Flexible	Fully funded	Mon to Sat	Woking Bustler	N/A
East Surrey DDRT	Flexible	Fully funded	Mon to Sat	ESRTP	N/A

Appendix F – Enhancing Autism, Dementia and Disability Awareness Training Memorandum of Understanding (Draft)

This MoU will need to be fully developed fully once this Requirement is agreed by the EP Board as per set out in the EP Scheme.

The aspiration for the Surrey Enhanced Partnership is to use new training available to raise the level autism, dementia and disability awareness across all operators, at all levels, and relevant staff at the LTA.

The introduction of the Public Service Vehicles (Accessible Information) Regulations will continue to reduce the barriers that people may face when using buses.

However, there is more that can be done to improve accessibility and grow patronage, and revenue, from people who may otherwise not, or struggle to, use buses.

Training format

The intention is to work with partners, accessibility groups to develop short videos showing best practice and suggestions for improvements

Training cost

The training will be free

Training monitoring

How training completion is monitored needs to be clarified as this work develops.

Completion of training and link to EP delivery

The purpose of the training is to raise awareness of barriers faced by people travelling on buses with additional needs and best practice advice on what can be done to reduce or remove those barriers.

Signatures

It is proposed that Qualifying Operators and the LTA will all sign up to this MoU, once finalised, to ensure all parties are committed to completing the training and developing a timeline for future changes and improvements.

Appendix G – Staines Bus Station Management Plan Memorandum of Understanding (Draft)

This MoU will need to be fully developed through negotiation and agreement by the interested parties, listed below, before approval by the EP Board and signing.

Interested parties and role:

- Surrey County Council
- Spelthorne Borough Council
- Transport for London (TfL)
- Qualifying Operators who run services starting and terminating at, as well as running through, Staines Bus Station. These are:
 - Bear Buses
 - Carlone
 - Falcon Buses
 - London United (TfL)
 - Metroline (TfL)
 - Repton Coaches
 - Sullivan Buses
 - White Bus

The performance of and safety arrangements, covering both passenger safety and operational safety, at Staines Bus Station could be improved through the formal adoption of a Management Plan that defines the roles and responsibilities of:

- The borough council, as the site owner;
- The Qualifying Operators, running services from and to the bus station; and
- The County Council, as the Local Transport Authority

Defining roles and responsibilities, includes:

A maintenance and improvement plan, including at a day-to-day operational level and long-term improvements

Relevant Qualifying Operator conduct and a means of recourse when codes of conduct are not met.

Establishing clear Health and Safety arrangements, including day-to-day oversight.

Agreeing regular review processes and any requirement governance arrangements.