

Bus Consultation Communications Toolkit



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Summary

Today (3 November 2022) marks the start of a nine-week consultation on the future for bus services in Surrey. The consultation is seeking residents' views on three areas:

- **Investing in cleaner, greener buses** - to help reduce the 41% of carbon emissions generated by transport
- **Introducing more on-demand services** - shared, door-to-door bus services in rural areas that are available when needed, using a booking service
- **Changing some bus services** - reducing a very small amount of bus services. This is because people are using buses less and they are also more expensive to run. Before the COVID-19 pandemic, 27 million passenger trips were made each year on Surrey buses. Trips have since reduced to 18 million.

An online survey is available at www.surreycc.gov.uk/futurebusreview. Paper copies of the survey will also be available at Surrey Libraries, at Surrey County Council offices in Reigate, Leatherhead and Woking, on buses and on request by calling Surrey County Council on 03456 009 009.

The consultation will run from 3 November to 6 January 2023.

ASSETS IN THIS TOOLKIT

- Social Media assets and copy – Facebook, Twitter and Instagram
- Press release link here: [Have your say on bus services | Surrey News \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/news/2022/11/03/have-your-say-on-bus-services)
- Editorial

Social Media Posts

FACEBOOK/ INSTAGRAM



Have your say on buses 🚌. We're reviewing bus services in Surrey and want your views on what we invest in, introducing more on-demand buses and changes to some routes. Please let us know what you think by completing the survey at www.surreycc.gov.uk/futurebusreview

TWITTER



Residents are being asked for their views on investment in buses, introducing more on-demand services and changes to some routes as a nine-week consultation on the future of bus services in Surrey starts today. More here: www.surreycc.gov.uk/futurebusreview

EDITORIAL

Have your say on bus services in Surrey

Surrey County Council is reviewing bus services in Surrey and want your views on three areas:

- **Investing in cleaner, greener buses** - to help reduce the 41% of carbon emissions generated by transport
- **Introducing more on-demand services** - shared, door-to-door bus services in rural areas. Rather than being restricted by traditional bus timetables, accessible electric minibuses are available for travel when people need them using a booking service
- **Changing some bus services** - reducing a very small amount of bus services. This is because people are using buses less and they are also more expensive to run. Before the COVID-19 pandemic, 27 million passenger trips were made each year on Surrey buses. Trips have since reduced to 18 million. The bus industry is therefore facing a challenging time, resulting from the drop in passenger numbers and the impact of rising costs. This means that bus operators need to consider which services are commercially viable for them to run, whilst the county council needs to consider the value of the bus services it funds in the future.

How to take part in the consultation

An online survey is available at www.surreycc.gov.uk/futurebusreview

Paper copies will also be available at Surrey Libraries, at Surrey County Council offices in Reigate, Leatherhead and Woking, on buses and on request by calling Surrey County Council on 03456 009 009.

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