



ESRTP Contact Information

We hope you enjoyed reading this newsletter and found the information useful. If you would like more information or have an idea or suggestion please contact:

East Surrey Rural Transport Partnership
Tandridge District Council Offices
Station Road East, Oxted. Surrey. RH8 0BT
Tel: 01883 732791
Email: rtp@tandridge.gov.uk

Company Reg. No: 05698314 VAT No: 885980750 Charity No: 1121750



For more information on ES RTP and Buses 4U visit our websites:

www.eastsurreyrtp.org.uk
www.buses4u.org.uk

East Surrey Rural Transport Partnership Members

Elmbridge Borough Council, Epsom and Ewell Borough Council, Mole Valley District Council, Reigate and Banstead Borough Council, Surrey Community Action, Surrey County Council, Surrey Primary Care Trust and Tandridge District Council.

Other Useful Sources of Transport Information



Surrey County Council
www.surreycc.gov.uk
08456 009 009
Textphone 020 8541 8914

Follow the **Roads and Transport** link for extensive information on public transport in Surrey and links to related websites. Bus and Train Guides can be viewed on the website or be requested by ringing the above number. Also available in council offices and libraries.



www.traveline.info
0871 200 22 33
Calls cost 10p per minute plus network extras

The Traveline may also be contacted by:
Textphone 0870 241 2216 or
Typetalk 18001 0871 200 22 33



Information on taxis at train stations:
www.traintaxi.co.uk



www.nationalrail.co.uk
08457 48 49 50
Textphone 0845 60 50 600
Website includes live train information



Royal Mail post bus:
www.royalmail.com/postbus
(08457 740 740)
(Textphone 0845 600 0606)

Surrey Student Transport Partnership
www.sstp.org.uk
(advice for 13-19 year olds)
www.connexionsurrey.co.uk
(080 800 13 2 19)



Community Transport Association
www.ctauk.org
(0870 774 3586)
(Advice service 0845 130 6195)

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East Surrey Rural Transport Partnership
Newsletter
Vol.12 Summer 2008

Welcome to this edition of our newsletter which aims to keep you up to date with the work of ES RTP and what's happening in community transport in east Surrey. As it is some time since our last edition, this letter seeks to catch up on the changes within the ES RTP team and highlight some travel options for young people going on to 16+ education this September.

Faith, Hope and Charity

A slightly unusual heading for our newsletter, but one which (with apologies to the Authorised King James Bible) summarises some of the developments within ES RTP since our last edition.

Faith - In August 2007 we bade farewell to Anna Livesey, our Rural Transport Information & Training Officer, who left after nearly 4 years with the team. Anna made a tremendous contribution during her time here. Her replacement, Peter Kefford, arrived in December 2007. Peter started his career in public transport at London Country Buses in Reigate and continued it at BAA Gatwick, dealing with buses, coaches, taxis, trains and green travel issues at the airport. During the interval between BAA and ES RTP he qualified as a Religious Studies teacher - not such a big change from transport since both subjects deal with origins, destinations and the journey between them!

Hope - At the end of January 2008 we did a Customer Satisfaction Survey of our 500 Reigate and Banstead area Buses 4U members. The survey attracted an excellent 50% response rate and revealed a high level of satisfaction with all aspects of the service rated excellent or good by the overwhelming majority of members. For those respondents who were less satisfied, we will be looking at the issues raised in order to bring improvements. What was very striking about the individual comments made by many respondents was just how dependent many people are on Buses 4U, and how we bring hope to otherwise difficult personal situations:

- *Keep up the service it means a lot to me, a real lifeline*
- *I could not be without Buses for U as being disabled, could not go out without Buses 4U. Very good service*
- *They are our lifeline - accommodating in cognisance of our frailties and disabilities*

Charity - In November 2007 ES RTP became Registered Charity no. 1121750 with the objective: "To provide transport facilities for people who have special need of such facilities because they are elderly or disabled, people with young children or those living in isolated areas where there are no adequate public transport facilities"

In addition to these groups of people, our Buses 4U services can cater for the transport needs of all in the community.

Other changes to the ES RTP office team

The team continues to be led by Marcus Dodé our Rural Transport Partnership Officer.

Zoe Halsey joined the team in August 2007 as Administration Assistant, giving the team much needed support by keeping the paperwork in order, helping with the accounts and being the main point of contact for our Buses 4U members in the Reigate & Banstead area. Zoe is no stranger to the offices here, having previously worked in another Tandridge District Council department. She is supported on a part-time basis by June Reed, whose specific role is to help her with planning and booking Excursions for Buses 4U members.

In May 2008 Mary Parry arrived as our new PSV Operations Manager, replacing Steve Carr. Mary joins us from MoBus, a community transport operation based in Fife, Scotland. Prior to that she spent a number of years in South Africa. Mary holds a CPC in national passenger transport operations and brings a wealth of experience to the team as we mark our first anniversary as a PSV operator on 30 July 2008.



The office team from left to right: June Reed, Zoe Halsey, Marcus Dodé, Mary Parry & Peter Kefford

Farewell to the old Travel Centre at Midhurst... ...and welcome to the new one at Leatherhead

The "DORIS" Travel Centre at Midhurst that has taken calls and booked passengers onto our Buses 4U services over the past 3 years closed at the end of July 2008. We are grateful to the Midhurst team for their help and support and wish them well for the future.

With effect from 28 June 2008 we established a new Travel Centre (in conjunction with Mole Valley Dial-a-Ride) at Mole Valley District Council's Park House offices in Leatherhead. The new number for booking Buses 4U and the Farnham DRT service is:

01372 20 45 40

In the next edition we will introduce you to the new Travel Centre team.

Travel for Young People in 16+ Education Wheels 2 Learn

This is a scheme to help young people between 16 and 18 who wish to continue in school, college or some other form of training beyond their GCSEs, but who have no other means of transport to enable them to reach their school or college.

Wheels 2 Learn loans mopeds for an academic year at a cost of £18 per week, comprising a loan fee of £10 per week and a refundable deposit of £8 per week. Provided the moped is returned undamaged at the end of the loan period and there have been no insurance claims, the deposit is refunded.

Full training is given and a helmet, protective jacket, gloves and reflective vest are provided. The scheme is administered by ES RTP on behalf of the Surrey Student Transport partnership. For further information and an application form, visit www.eastsurreyrtp.org.uk or www.sstp.org.uk

It is with much regret that, due to the termination of financial support, the parallel **Wheels 2 Work** scheme had to close in April 2008.



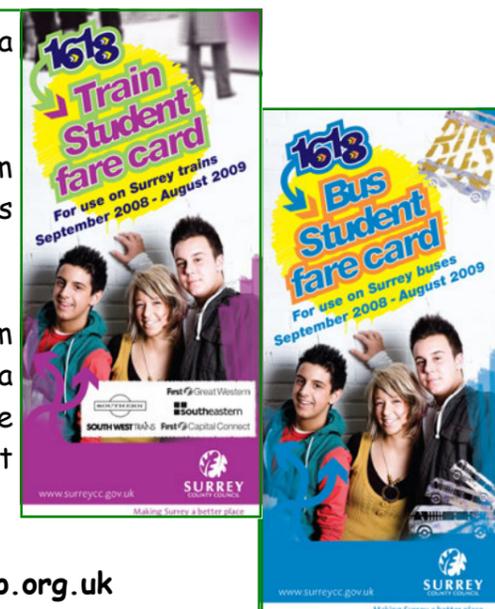
Surrey Student Fare Cards

Surrey students aged 16-18 can save money by obtaining a **Bus Student fare card** or a **Train Student fare card**.

The **Bus Student fare card** allows travel to and from school or college for the under-16 fare. Some bus companies allow discounted travel for other journeys

The **Train Student fare card** allows travel to and from school or college at half the full adult fare, provided a season ticket (minimum 7 days) is purchased. Some operators also give discounts at other times of day and at weekends. Each card costs just £10 for one year.

For more information and an application form visit www.sstp.org.uk



Surrey Student Transport Partnership

The **Surrey Student Transport Partnership** website at www.sstp.org.uk is designed to help students attending post-16 education at either school or college to find other helpful transport information. There are specific links for most secondary schools and colleges in the Surrey County Council area.