

Fastway Construction:

What's happening when and where

The construction of the Fastway infrastructure through Crawley, Horley and Gatwick is scheduled to be complete by Autumn 2005 - six months earlier than planned. This is to reduce the length of disruption and congestion to the general public.

Fastway construction taking place over the next 12 months includes:

London Road, Crawley - Completion October '04

- A guideway along the centre of London Road
- A dedicated bus lane through the heart of Tushmore roundabout

Manor Royal, Crawley - Completion November '04

- Dedicated bus lanes within the existing carriageway
- Footway and cycleway improvements
- Upgraded road surfaces
- Improved junctions at Manor Royal / London Road and Fleming Way / Faraday Road

Gatwick Road - Completion June '05

- Improvements to Gatwick Road from its junction with the A2011 Crawley Avenue northbound to and including the Beehive ring road.
- The construction of a guideway on the Gatwick Road northbound

Eastern part of Crawley, via Three Bridges Station - Completion Autumn '05

- Widening of the carriageway on Haslett Avenue East to provide dedicated bus lanes
- Construction of a guideway on Haslett Avenue East on the eastbound approach to Three Bridges roundabout
- New street lighting along Haslett Avenue East
- A new traffic controlled junction on the western arm of the Squareabout

Horley, Surrey (see front page)



With construction nearing completion in Manor Royal, the local business community hopes that Fastway will reduce the levels of traffic congestion in the area.

Derek Parsons, Chairman of the Manor Royal Business Association said: "Fastway is already providing a valued and consistent 24 hour service to commuters in Crawley and in the long term will provide significant improvements in the movement of staff throughout the area. Once it is complete Fastway will be an asset to the development and success of the local economy".

Doug Brodie, Travel Co-ordinator for BT Wholesale at City Place said: "With its frequency, reliability and real-time information, Fastway has become an important feature of our employee commuting and recruitment strategy. As a realistic transport option, Fastway is of clear benefit to any business's Green Travel Plan. It plays an im-



Doug Brodie, BT Wholesale; Liz Cadman, Sussex Enterprise and Derek Parsons, Manor Royal Business Association at City Place, Crawley.

portant role in our employees' commuting options helping to reduce pressure on our parking facilities."

Liz Cadman, Policy and Partnerships Advisor at the business support organisation Sussex Enterprise said: "Crawley has been the 'power house' of the Sussex economy in recent years and forecast growth remains strong. We hope that Fastway, as part of an integrated transport package, will continue in delivering this growth by supporting businesses, their employees and other users and help to maintain the economic viability of the area."

Andrew Bauer, Crawley and Gatwick Chamber of Commerce said: "Fastway now offers a viable transport option for employees commuting to work from the town's boundaries and those regional areas with a rail connection interface."

News in brief...

- A Fastway liaison meeting and public exhibition was held on 6th October in the Concorde Suite, Holiday Inn, Gatwick Airport
- The Fastway site office is moving in November from its current location at Broadfield Stadium to Priestly Way in Manor Royal, Crawley.
- View the Fastway timetable in real-time at www.metrobus.co.uk/fastway

For further information about Fastway...

To contact the Fastway Customer Support Team call the freephone Fastway helpline:

0800 3898 146



Happy 1st Birthday Fastway



Pictured above (Left to Right): Fastway drivers John Dwan and Alyson Care cut the Fastway cake, with Metrobus Operations Manager Nick Hill and Controller Colin Wilde.

The Fastway service celebrated its birthday in September - with a total of 1.74 million passenger journeys recorded in the first year of operation (1 September 2003 – 1 September 2004) and although only 30% complete Fastway is already proving to be a huge success.

Metrobus estimates that around 45 - 50% of passengers using Fastway are travelling to or from work at Gatwick Airport and Manor Royal.

Roger Cato, Managing Director, BAA Gatwick said: "For many Airport staff, Fastway has become the best way to get to and from work - we are delighted at how successfully it has helped our drive to entice more people to use public transport."

See inside for news on Fastway's progress during its first year.

Fastway construction begins in Horley

Work to create the Fastway infrastructure in Horley begins on 18th October. The core works include:

- The installation of traffic signals at the Massetts Road junction
- The installation of traffic signals at the Longbridge roundabout
- A jet lane on the approach to the Longbridge roundabout to enable traffic to turn left in the direction of Gatwick Airport

Trial runs have been carried out in Horley to ensure that Fastway buses can access some of the narrower roads in the Town. Some minor works such as junction modifications and kerb re-

alignment will be necessary to make the proposed route effective.

The first Fastway buses are due to start operating in Horley from September 2005, replacing the existing route 200 (Gatwick Direct) and providing a high quality public transport link between Langshott, Horley Town Centre, Gatwick Airport, City Place, Manor Royal, Crawley Town Centre, Broadfield and Bewbush.

Kay Hammond, Fastway Champion, Surrey County Council said: "This marks a major milestone in the Fastway project and we are very pleased that work is underway to provide a Fastway service in Horley. Careful planning has taken

place to ensure that traffic management is a priority and that the public and local community are kept fully informed of progress."

"Every effort will be made to keep disruption to a minimum, and the Fastway Partners and Edmund Nuttall are committed to maintaining clear and open communication with local residents and businesses throughout the construction phase."

A Customer Support Officer is available to answer any enquiries that members of the public may have and can be contacted via the existing freephone helpline on 0800 3898 146.

For further details about Fastway services, contact Metrobus on tel: 01293 449191

Looking back at a busy first year for Fastway

September 2003 - Launch day



Fastway was officially launched on 1 September 2003 with the start of services between Bewbush in Crawley and Gatwick Airport. Celebrations held in Crawley town centre marked the event, with street entertainers, face painters and a jazz band entertaining the crowds before the arrival of the official launch vehicle. Tony McNulty MP, Parliamentary Under-Secretary of State for Transport gave a public address, while Olympic medal-winning modern pentathlete Kate Allenby was on hand to ensure the official Fastway launch vehicle was given a suitable inauguration as it departed for its maiden tour.

October 2003 - Fastway wins 'best bus'

The Fastway Scania Omicity vehicle was awarded the 'best new millennium bus' at the Exclusive First Editions (EFE) Showbus International event in October, at the Imperial War Museum in Duxford, Cambridgeshire.

November 2003 - International visit



The Jamaican Minister of Transport and Works paid a visit to Crawley to find out more about Fastway. Over the past year Fastway has attracted considerable interest as a pathfinder project from Councils throughout the UK and abroad. David Begg, Commission for Integrated Transport said: "Fastway points the way to the future of public transport in the UK. It is an excellent example of public / private partnership working together to provide a good quality, affordable solution that is right for the area it serves."

December 2003 - Passengers' feedback

West Sussex County Council carried out over 200 face-to-face interviews with passengers of the Fastway service in Crawley, to assess its performance after six months in operation. Results revealed that 91% were satisfied with the Fastway service as a whole; 97% found the buses comfortable; 83% were satisfied with the frequency of the service; 5% would have been unable to make the journey before Fastway was introduced and, perhaps most importantly, a healthy 20% of passengers said that they could have made the journey by car but chose to use the Fastway instead.

February 2004 - Site team wins award



The Fastway site team won an award from the 'Considerate Constructors' scheme, in recognition of the team's care and responsibility towards road users and the community during the Fastway construction project. They were congratulated for operating a clean, tidy, well-organised project while maintaining good communication links with local residents and businesses.

March 2004 - Landscape investment

An investment of over £150,000 was made to transform the landscape on the Fastway route, with the planting of over 200 trees and 8,000 shrubs and herbaceous plants along Southgate Avenue and Haslett Avenue East in Crawley.



Varieties of trees such as acer, plane, pin oak and pine were planted by contractors Tilhill Forestry, including an avenue of holm oak trees on Southgate Avenue. Groups of younger trees, shrubs and herbaceous plants add further colour to residential areas.

April 2004 - One in a million



On Tuesday 13th April, just seven months after the launch of Fastway, operators Metrobus recorded the millionth passenger journey. To mark the occasion, regular Fastway user and Crawley resident Emma Steaman was selected at random as she stepped off the bus on her way to work at Gatwick Airport's South terminal. She was presented with a free annual Metrobus pass and a Fastway bouquet, by the Fastway Partners.

May 2004 - Fastway goes 24 / 7

Around-the-clock services were launched in May 2004 between Bewbush and Gatwick Airport's North Terminal - good news for people who need to travel early or late. The new timetable was just one in a series of improvements made by Metrobus to the whole of the bus network in Crawley to improve the frequency, reliability and accessibility of all services. An additional bus was also added to the Fastway fleet, taking the total number of vehicles up to 11.

June 2004 - County Mall works complete



Construction work at Station Way and Haslett Avenue East near County Mall completes. Work included the removal of two roundabouts, which were replaced with permanent traffic control. New crossing facilities for pedestrians and cyclists were installed and new trees and shrubs planted to enhance the look of the area and make it a more attractive place to visit, softening the view of the highway as people pass.

July 2004 - Night service success

The Fastway night service has proved to be a success, attracting around 100 - 150 passengers a night. Stephanie Parsons, a Customer Service Assistant for World Duty Free Europe at Gatwick Airport uses Fastway to make sure she gets to work on time for the early shift at 5.00am. She said: "I live in Crawley, just a few minutes from a Fastway stop, and catch a bus around 4.15am. It's a fast, reliable and convenient way to travel to work and Fastway offers a comfortable, safe environment when your travelling alone during the night or in the early hours of the morning."

Metrobus reported an overall 14% increase in passenger numbers on all bus services across the network since June 2003, which means that Crawley boasts one of the fastest growing bus networks in the UK.



August 2004 - Service goes north

Fastway Partners announce that the service is to be extended from Gatwick Airport's North terminal into Horley, Surrey. (See front page for details).

September 2004 - 1st birthday celebration

Fastway celebrated its birthday on 1 September 2004. Over 1.74 million passenger journeys were recorded using the service in the first year of operation.

