EPSOM & EWELL TIMES
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19th November 2026

ISSN 2753-2771

EPSOM & EWELL TIMES

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Epsom Station joins app helping visually impaired bus users

8 November 2025



Epsom Station has become one of eight new locations added to a Surrey County Council (SCC) scheme that uses an innovative app to help blind and partially sighted people travel more independently by bus and rail.

Seeing the way through technology

The **Aira Explorer** app connects users by video call to a trained visual interpreter who, using the smartphone's camera, can describe surroundings, read timetables, or guide the traveller safely between a bus stop and nearby rail station. The service is free to use at designated Surrey locations thanks to SCC's allocation from the Government's Bus Service Improvement Fund.

Initially launched in June 2025 at Guildford, Redhill, Staines and Woking bus stations, the trial has now expanded to cover bus stops and interchanges serving Caterham, Dorking, Oxted, Leatherhead, Reigate, Horley, and **Epsom Station and Clocktower.**

Support for independent travel

Matt Furniss, Cabinet Member for Highways, Transport and Economic Growth at Surrey County Council, said: "We're keen to make bus travel accessible for everyone and hope this expansion will support people to travel confidently and independently. We've expanded this trial to cover more bus stops and rail interchanges to create better and joined-up journeys for people who are visually impaired."

He added that the initiative forms part of a wider programme of investment in the county's bus services, including £6.3 million for ultra-low and zero-emission community transport minibuses, £9 million in bus priority measures to keep services punctual, and £1.4 million to improve passenger information at bus stops.

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Backing from rail and disability organisations

Carl Martin, Accessibility Lead at Govia Thameslink Railway, welcomed the expansion:
“We’re really pleased to see the expansion of Aira to further bus stops, as it’s a vital step in making multimodal journeys more seamless for blind and visually impaired customers.”

Clare Burgess, Chief Executive of Sensory Services by Sight for Surrey, called the scheme “great news” for people living with sight or combined sight and hearing loss:
“Travelling alone when you have a sensory impairment can be a daunting prospect, but having the Aira Explorer App at your fingertips makes independent travel so much easier and less stressful.”

Nikki Roberts, Chief Executive of the Surrey Coalition of Disabled People, said:
“It’s fantastic news that the Aira app coverage has now been extended to twelve locations in Surrey. The app will provide our visually impaired members the support they need to feel much more confident when travelling independently.”

A national first for Surrey

When the project began in summer 2025, Surrey County Council became the first local authority in the UK to introduce the app for bus users. It followed the success of a similar partnership between Aira.io and Govia Thameslink Railway to help visually impaired rail passengers navigate station environments.

The trial was originally launched to coincide with Better Transport Week, celebrating initiatives that help connect communities and improve access to public transport.

Ben Curtis from Campaign for Better Transport said at the time:
“Good public transport networks help connect us to the people we love, the things we need and the places that matter. The new Aira app will help ensure that everyone can access and use the county’s buses, building a fairer future for everyone.”

Making travel more inclusive

The Aira Explorer scheme represents one part of Surrey County Council’s wider drive to make sustainable travel options more inclusive and reliable. For residents in Epsom and across the county, it means greater independence, safer journeys, and a more connected community.

More information about the service is available on Surrey County Council’s website.

Sam Jones – Reporter



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Bus station app for visually impaired first in Surrey

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