

**South Street Bus Stand Meeting
Wednesday 17th September 2008
Community Baptist Church
Dorking.**

Present:

County Councillor Stephen Cooksey
County Councillor Tim Hall
Laurie James (SCC, Passenger Transport)
Val Murtagh (SCC, Passenger Transport)
Gerrie Van Sassen (SCC, Highways)
Richard Shirley (TFL)
Graham Harmer Arriva

Neil Johnson – Local Resident
Nichola Johnson – Local Resident
Emily Hough – Local Resident
David Prior – Local Resident
District Councillor Margaret Cooksey

Richard firstly explained the reason for the bus stand in the South Street location. The 465 before 1997 was a commercial service run by Arriva locally. In 1997 Transport for London took over the operation. There was significant pressure to continue the links with Kingston. Over the 10 years the service has increased in use and the fares have significantly reduced.

The original bus stand by Town Field Court was moved so as to stop double parking of buses and to enable the 465 to get to the curb to make it more accessible.

When they look for a new bus stand location they consider the areas that will have the least effect on local residents. Unfortunately, in the vicinity of Mays Garage Dorking there are limited options.

The bus could not stand at the station, which some have suggested would be a logical option, as it would mean those travelling into Dorking would have to wait at Dorking station for 10 minutes, or, the bus would not enter the town at all, meaning passengers would have to walk to or from the town centre.

They also questioned whether the bus could loop round the town back to the station and then come back out. Passenger Transport confirmed this would take an extra 20mins and would require another bus. At present these costs could not be met.

The position of the bus stand was discussed at some length and residents asked if the bus could stand in the town centre outside Waitrose (it was noted that it often stops here anyway). Officers believed there might have been concerns from the police and or congestions implications but agreed to look at the site and report back whether it would be feasible to move the stand.

It was stressed that any change would need further consultation with partners and those directly affected by the changes.

Officers suggested that another option would be switching the stands of the 465 and the 516. The 516 does stand for 45mins but less frequently. Residents felt this could be an option that could be explored as the service starts later and ends earlier. The majority of the time they are home would be unaffected by the service coming and going.

Officers agreed to look into switching the service and would report back.

Residents raised the issue of parking spaces. Before the south street bus stand was erected there was adequate parking for residents. They are currently using Mays garage until the site is developed. There was an acceptance that the whole area needed review with regards to parking.

Gerrie confirmed that the committee's decision was to look at smaller areas of controlled parking but with budget tight it is unlikely this will go ahead for some time.

Environmental concerns focused on the drivers leaving the buses engines running for long periods in the winter. The residents noted that Arriva have been brilliant in their support and help trying to stop the drivers leaving the engines on but conceded they would try their luck' especially as it starts to get colder.

There was concern that engines left running was bad for the area, and as it is a conservation area what would be the impact of that over a long period of time.

Arriva confirmed they have told all drivers to turn their engines off and after 5 minutes the engine has an automatic cutting out system.

Residents noted the driver behaviour and stressed again Arriva had been very good at dealing with the problem and it was only a few drivers. The only complaint, which was logged with Arriva, was dealt with satisfactorily.

There was concern about the bus stop itself. Residents felt that the stand was too short and often the bus has trouble driving in and out. They noted that often the bus sits in the parking bay as they have driven in at an angle. When the bus stop was first put in was two lengths, has been reduced to one length if less. Gerrie confirmed there are standards and guidelines, which need to be followed. He agreed to visit the site and check it was adequate.

Residents asked if there should be two buses on the stand at one time. Arriva confirmed if that has happened that it's because something has gone wrong with service spacing for traffic reasons.

While none of the officers or Councillors present were involved with the planning process, residents asked what would happen once the land was sold off. They questioned the sight lines and what would happen with regards to parking. All Officers and Councillors stressed that this would all be considered at the planning application stage. Gerrie confirmed the proposals would be given to him to comment on and he would note their concerns.

Residents noted that the wider issue was the design of the street and the speeding.

Gerrie understood their concern and said the system needs complaints to generate an issue so each of them should write to him, log their concern with the contact centre and their local councillor? would will take up the issue and see about getting it resolved through the committee process.

ACTIONS:

- Officers to explore the possibility of changing the stand for 465 to opposite Waitrose.
- Officers to explore the possibility of switching the 465 and the 516 bus stands.
- Gerrie to look at Mays Garage site and determine whether the standards have been met.
- County Councillors to inform residents of any planning applications for the Mays site
- Arriva to continue to stress to drivers the importance of switching off their engines and to act if another complaint with regards to a driver is logged.
- Residents to write to Gerrie with their concerns about the area and the need for additional parking and to log the concerns through the contact centre.