

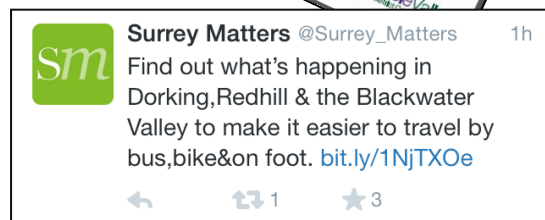
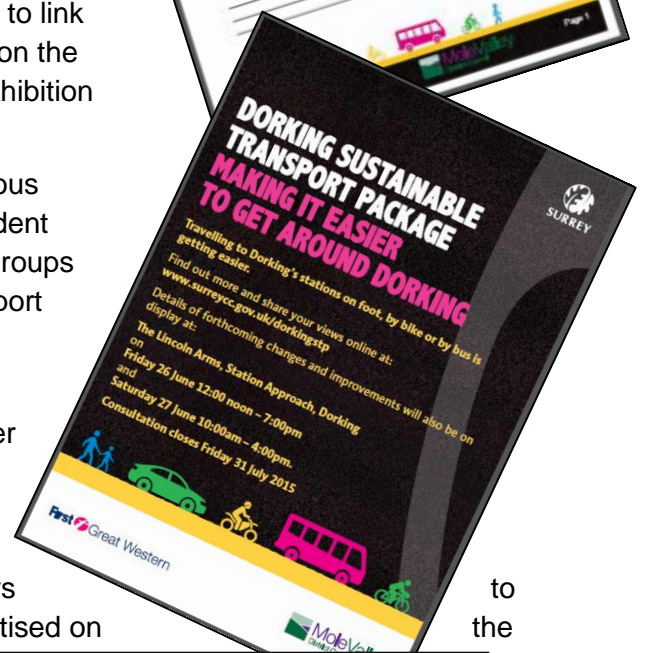
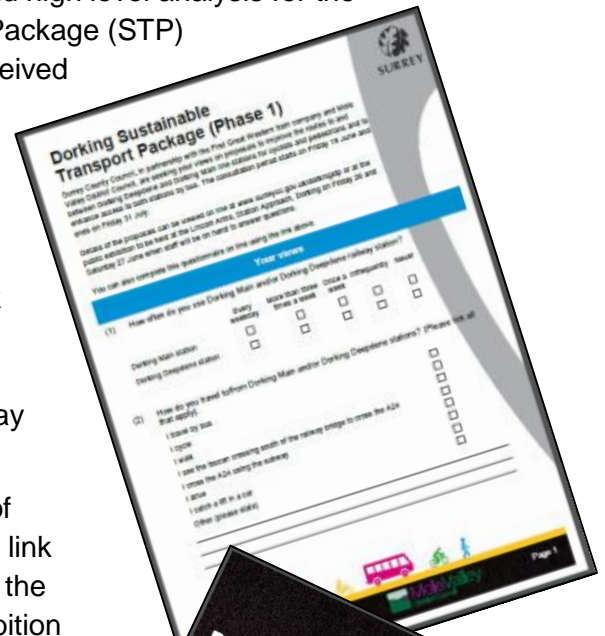
Dorking Sustainable Transport Package (Phase 1) Public engagement analysis report

1 Executive Summary

1.1 This report describes the engagement process and high level analysis for the first phase of the Dorking Sustainable Transport Package (STP) undertaken in June/July 2015. The responses received during the engagement period will help inform the detailed design stage of the scheme's development.

2 Approach to engagement

- 2.1 Public engagement was carried out for a six week period between 19 June and 31 July 2015. An exhibition was held at the Lincoln Arms, Station Approach, Dorking on Friday 26 June and Saturday 27 June 2015.
- 2.2 A webpage was created as a centralised source of information to give details of the exhibition, and to link users to a questionnaire to give their feedback on the scheme. Information panels displayed at the exhibition were also published on the website.
- 2.3 Notification of the consultation was sent to various interest groups including business forums, resident associations, environmental bodies and cycle groups based on Surrey County Council's Local Transport Plan consultee list.
- 2.4 The event was advertised repeatedly via social media channels, including Facebook and Twitter using the council's Surrey Matters platforms. Advertising banners on the Surrey homepage that were posted at regular intervals throughout the consultation period pointed users to the webpages, and the scheme was also advertised on



to
the

district website. Posters and leaflets were displayed at The Lincoln Arms, Dorking Library, Dorking Leisure Centre, the Esso Garage on the A24 opposite the location of the scheme, in both Dorking and Dorking Deepdene mainline stations, and in the district offices at Pippbrook.

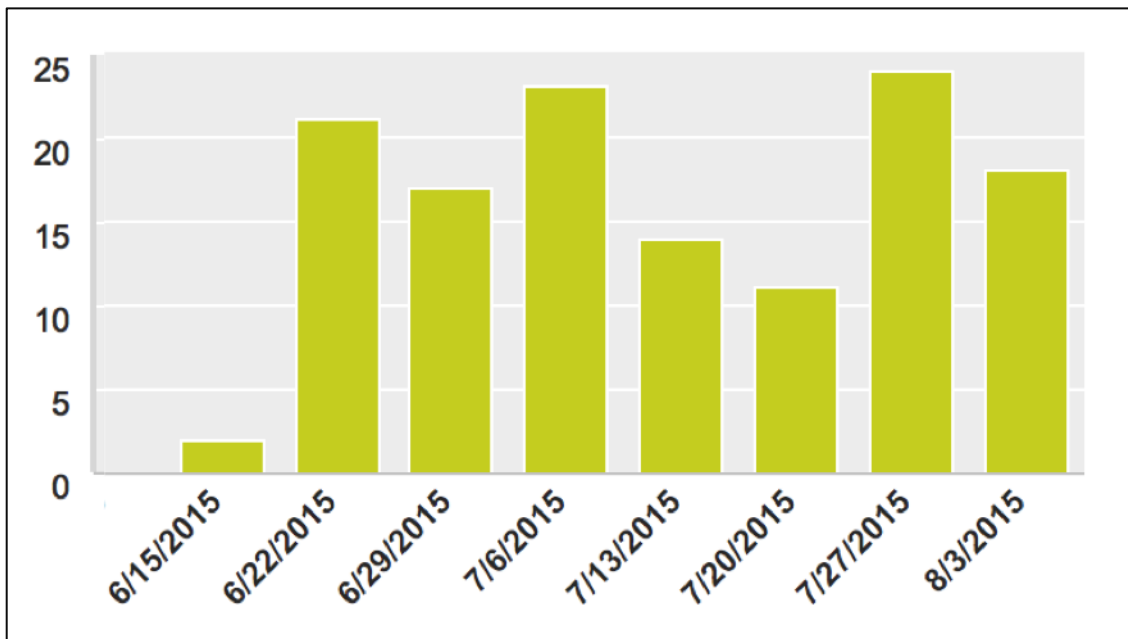
2.5 Approximately 350 leaflets were distributed to commuters entering/exiting Dorking Main and Dorking Deepdene stations during the AM peak travel period on Wednesday 25 June to raise awareness of the scheme amongst users of the stations and the route between the two.

2.6 The dedicated county council [webpage](#) received **908 views** during the 6 week consultation period.

2.7 Reminders for the public consultation were emailed out on 20 and 21 July 2015. This helped raise awareness of the consultation again and encouraged a 'spike' in responses coming in from the survey towards the end of the period. The graph below illustrates the volume and distribution of responses received online to the survey.



An additional 20 surveys were manually inputted after the close of the survey; these were surveys completed by hand and received either at the exhibition or in the post.



2.8 Much of the feedback we received was provided online, with respondents directed to a Survey Monkey page to complete the questionnaire. Any handwritten questionnaires received have been inputted into Survey Monkey so that they can be included in the final analysis.

2.9 Responses to the questionnaire will be considered further under detailed design.

3 Wider engagement activities

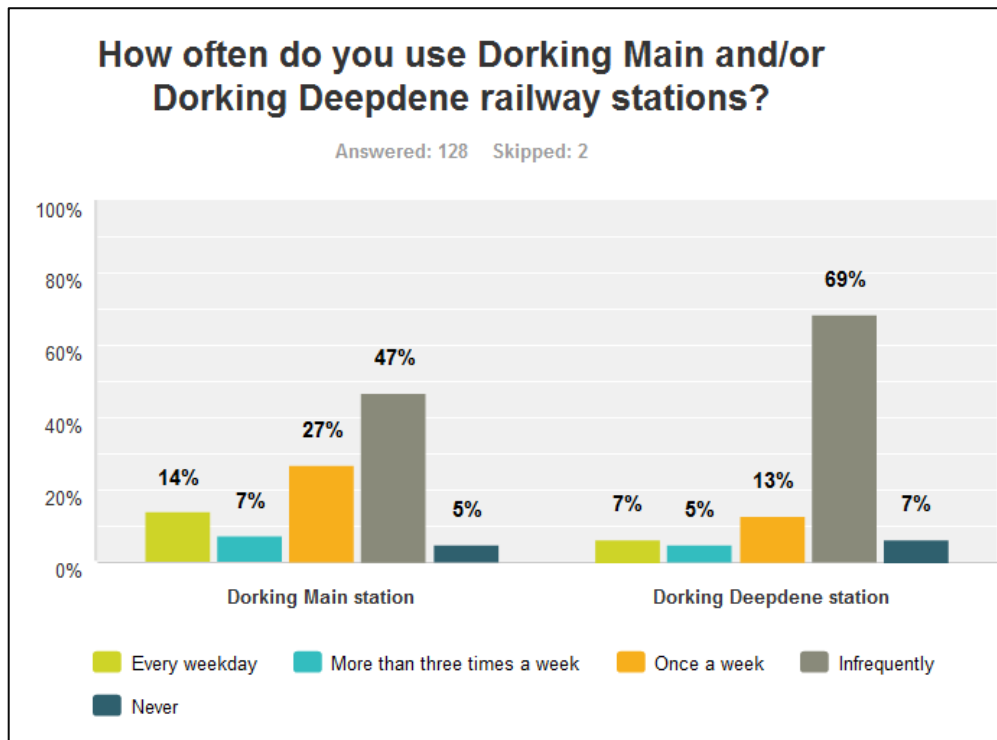
- 3.1 Wider engagement activities were undertaken to raise awareness of the scheme and ensure that it reached as many potentially interested parties as possible.
- 3.2 Members of the project team met with the local councillor, Hazel Watson, and the Chairman of the Local Committee, Tim Hall on site on 20 April 2015. Other meetings, in partnership with First Great Western, have included meeting Southern Railway on site; the Mole Valley Cycle Forum; Dorking Town Centre Forum; the Dorking Access Forum; and the Executive Member for Planning Sarah Seed.
- 3.3 A briefing was given to the Mid Surrey Disability Alliance Network at their meeting in Leatherhead on the 12 July 2015.

4 Consultation response analysis

- 4.1 Much of the feedback we received was provided online, with respondents directed to a Survey Monkey webpage to complete the questionnaire (80%). Any handwritten responses received have been inputted into Survey Monkey so that they could be included in the final analysis (20%).
- 4.2 A number of residents wrote in separately to the online survey, most to register their concern over the potential removal of vegetation from the embankments on either side of Dorking Deepdene station.
- 4.3 We are also aware of a petition which has been started by local residents to ask that the vegetation is not totally removed from the station surrounds.
- 4.4 The two-day exhibition at the Lincoln Arms welcomed 65 visitors over the two days, and we received a total of 130 questionnaire responses.
- 4.5 There were a total of 130 individual responses via the questionnaire (online and during the public exhibition or submitted later by post).
- 4.6 This section describes the results received for each of the questions asked.

Question 1: How often do you use Dorking Main and/or Dorking Deepdene railway stations?

4.7 **128 (98%)** out of a total 130 respondents answered this question; the following graph provides an indication of their answers.



4.8 Dorking Main was the most frequently used of the two stations, with 48% stating they used the station at least once a week.

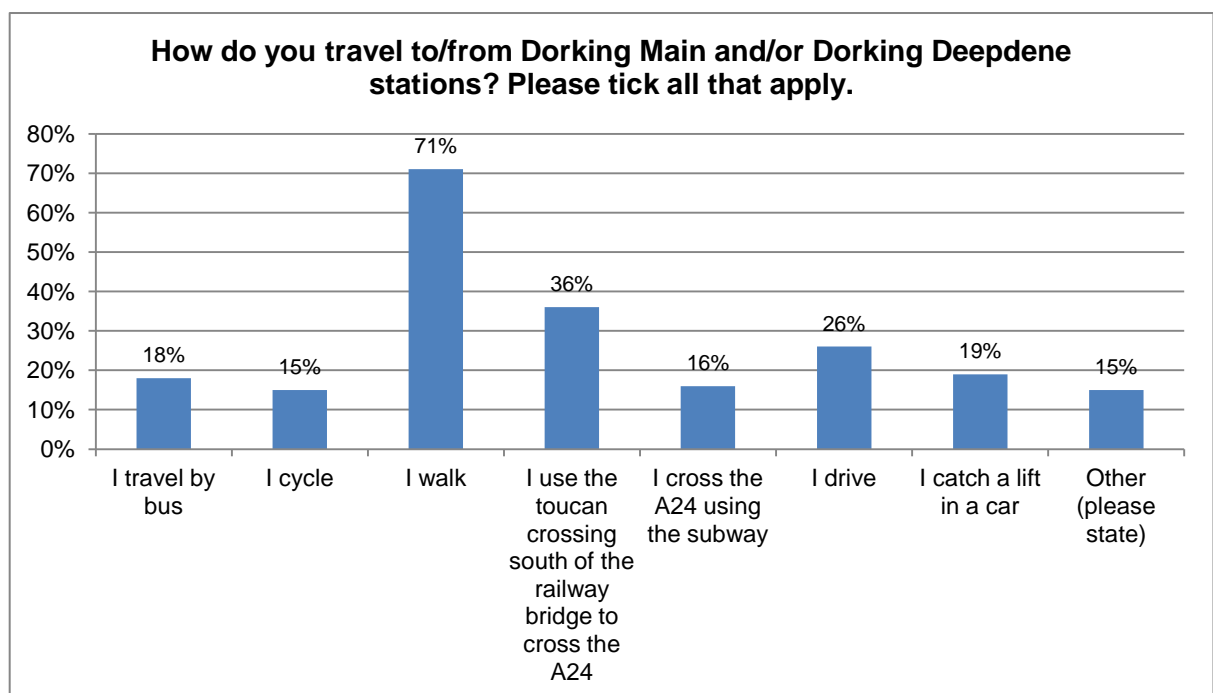
Question 2: How do you travel to/from Dorking Main and/or Dorking Deepdene stations? Please tick all that apply.

4.9 **129 (99%)** out of a total 130 respondents answered this question.

4.10 The options to this question were:

- I travel by bus
- I cycle
- I walk
- I use the toucan crossing south of the railway bridge to cross the A24
- I cross the A24 using the subway
- I drive
- I catch a lift in a car
- Other (please state)

4.11 The majority of respondents stated that they accessed the stations on foot, with 36% making use of the toucan crossing on the A24.



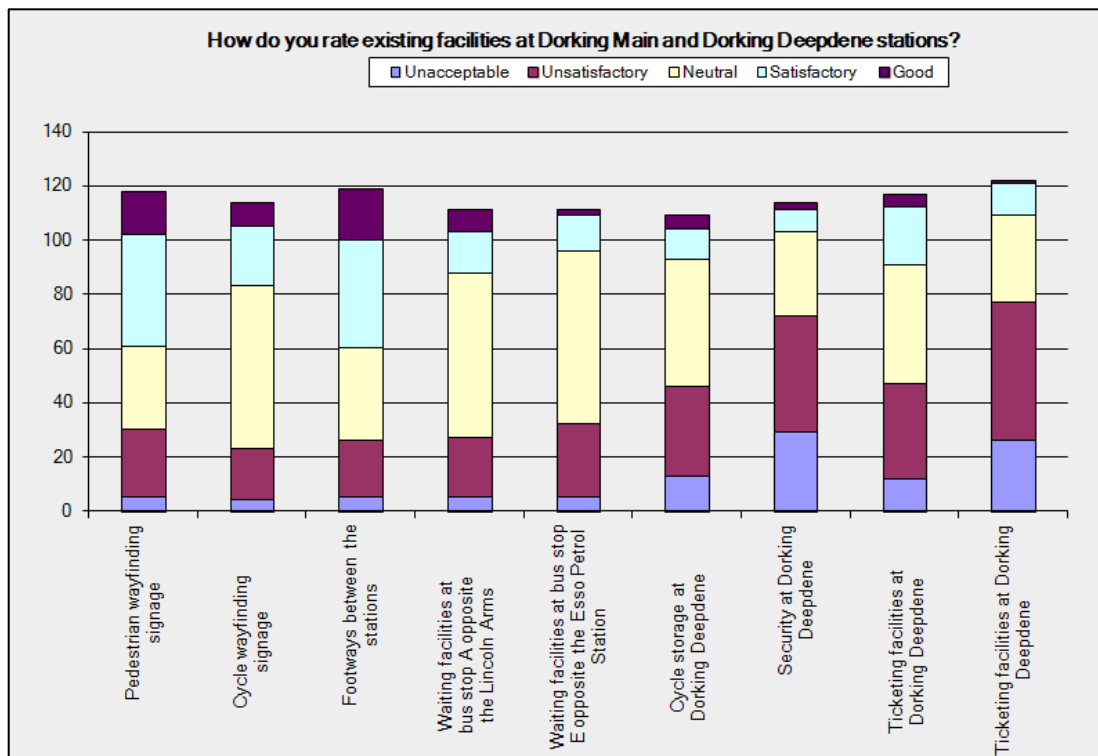
Note: this question allowed respondents to tick multiple options, the percentages show in the chart therefore relate to the total number of people who answered this question.

Question 3: How do you rate existing facilities at Dorking Main and Dorking Deepdene stations? Please explain your reasons for your response to this question.

4.12 **127 respondents (98% of all respondents)** answered this question. The survey asked about the following facilities:

- Pedestrian wayfinding signage
- Cycle wayfinding signage
- Footways between the stations
- Waiting facilities at bus stop A opposite the Lincoln Arms
- Waiting facilities at bus stop E opposite the Esso Petrol Station
- Waiting shelters at Dorking Deepdene station
- Cycle storage at Dorking Deepdene
- Security at Dorking Deepdene
- Existing lighting at Dorking Deepdene
- Ticketing facilities at Dorking Deepdene

4.13 The graph below illustrates the responses we received. The answers to the question help us ensure that we are addressing the issues that are most keenly felt by local people and those travelling to or between and using the stations.



4.14 The least satisfactory of the facilities we asked about were the **ticketing facilities at Dorking Deepdene**. This question provided an opportunity for people to give feedback on why they had specific views about some of the facilities. Reasons given for the dissatisfaction with ticketing facilities at Dorking Deepdene included:

- One machine is not enough for the amount of people who use the station: “Only having a ticket machine means queues, people missing trains and railcards/ discounts not being applied”
- The machine is positioned such that seeing the screen can be difficult when the sun is shining: “considerable difficulty in reading ticket machine screen in bright sunlight”
- It can be very slow to process card payments.
- “Ticket machine often out of use”
- “The machine rarely works well. It should be made clearer that you can buy a ticket on the train from the guard at the back”
- “Ticket machine should be both sides. Cycle storage should be more secure with CCTV. Footway from Dorking station is too narrow”

4.15 **Security at Dorking Deepdene** was a concern for many respondents too, and reasons given for this included:

- “too many cycles get damaged at Deepdene”
- “feels unsafe”
- “I would not like to leave my bike or be alone on the platform”
- “You don’t feel safe on the platform or getting to the platform especially on winter months very dark and sometime there are drunks sitting there which is unsettling”

4.16 In total, 78 respondents to the question provided additional comments, and these will be considered under detailed design. In addition to those relating to ticketing and security (examples above), additional comments included:

The current state of facilities at Deepdene - other than no ramp access - are not a significant issue for me. I buy tickets at Dorking Main or online - on senior railcard.

Bus shelters should have comfortable seats, be properly weatherproof and show real time bus information. The lighting at Deepdene is great - the lights brighten when there are people there: very good use of energy. A second ticket machine at Deepdene would be helpful.

Deepdene Station needs maintenance/improvements and a LIFT or ramp.

The problem with Deepdene is the lack of disabled access. The problem with Dorking main is the lack of sufficient parking and the way taxi drivers are taking the "waiting" spaces intended for other users of Dorking Main station

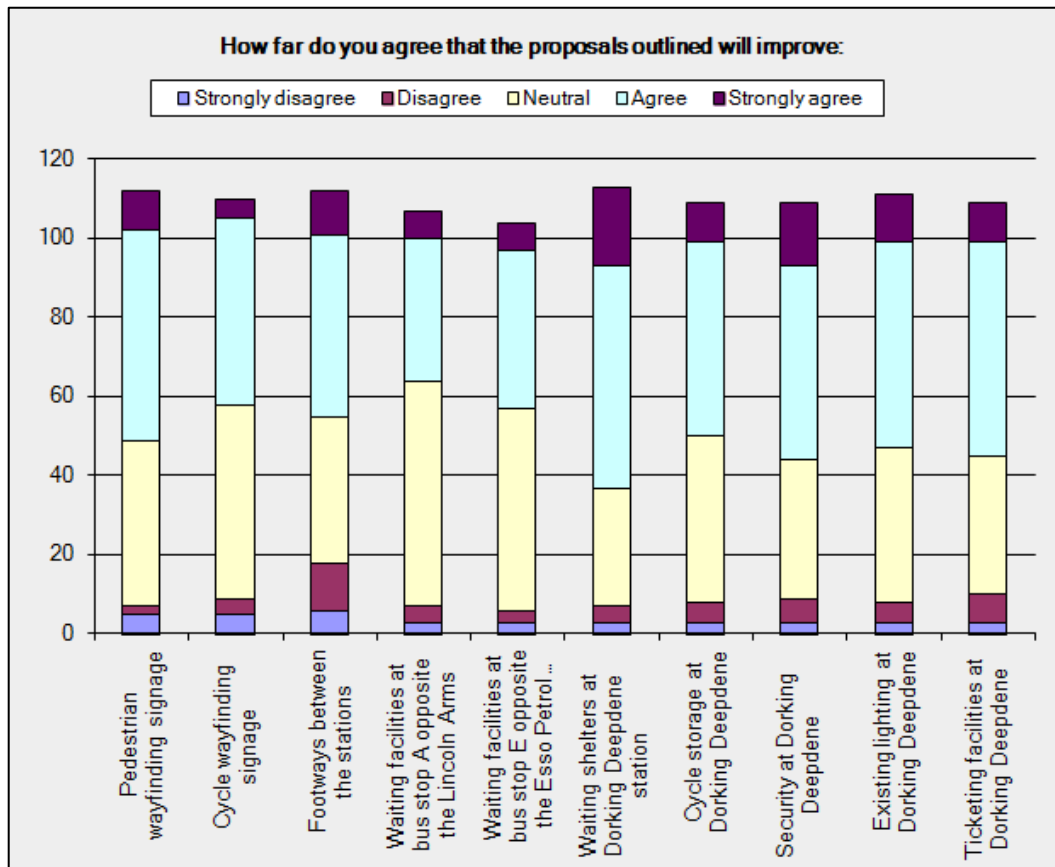
As a wheelchair user Dorking main is fine to use, but Deepdene is a complete non-starter.

Steps at Deepdene too steep. Should be level access. Prefer Dorking West

Question 4: How far do you agree that the proposals outlined will improve:

- **Pedestrian wayfinding signage** (56% agree; 6% disagree)
- **Cycle wayfinding signage** (48% agree; 9% disagree)
- **Footways between the stations** (51% agree; 16% disagree)
- **Waiting facilities at bus stop A opposite the Lincoln Arms** (41% agree; 7% disagree)
- **Waiting facilities at bus stop E opposite the Esso petrol station** (45% agree; 6% disagree)
- **Waiting shelters at Dorking Deepdene station** (68% agree; 7% disagree)
- **Cycle storage at Dorking Deepdene** (54% agree; 8% disagree)
- **Security at Dorking Deepdene** (60% agree; 9% disagree)
- **Existing lighting at Dorking Deepdene** (58% agree; 8% disagree)
- **Ticketing facilities at Dorking Deepdene** (59% agree; 9% disagree)

4.17 **115 respondents (88%)** answered this question. How they responded is illustrated in the graph below, and the proportions of agree and disagree are listed above.



4.18 The results suggest that there is a difference in how the improvements to Dorking Deepdene station and the pedestrian, cycle and bus improvements are viewed. There is a clear bias towards a recognition that the facilities at Deepdene will be improved by the scheme, particularly the waiting shelters and the ticketing facilities.

4.19 In relation to the improvements to the pedestrian, cycle and bus improvements, there is still a positive view that the scheme will provide benefits, but there are more respondents indicating a neutral view, suggesting that more people see the current facilities as adequate or functional as they are.

4.20 **57 comments** were made in response to this question. They included:

Current signage is not clear, shelters are not large enough, and need seating.

A major essential improvement would be to replace the staircases with ramps to the advantage of all users not just those with a disability.

These changes are long overdue

The improvements are marginal but helpful.

A complete makeover at Dorking Deepdene is required, not tinkering at the periphery. It needs to be fully fit for use by passengers travelling to/from Gatwick, for example. As matters stand, it could not be more unsuitable and the unfortunate fact needs to be faced.

Dubious about sharing footpath with riding cyclists.

I cycle from Brockham to Dorking Station and so come down the A24 footpath/cycle way which runs past deepdene and onto the Lincoln Arms pub. The footpath is not adequately marked or wide enough for a combined cycle/footpath. It is difficult for bikes as it is particularly congested in rush hour from pedestrians crossing the A24 at the lights by deepdene station - a proper marked cycle path between here and the Lincoln arms would really help. Also it is very difficult and dangerous at the entrance of the station road by the Lincoln Arms to leave the cycle path and get across to the left side of the road to then cycle into the station. This is due to cars/buses entering/exiting here, the side road behind the pub and cars u-turning on the A24 to get into the few car parking spaces by deepdene station. Please add markings/right of way here to aid cyclists cross a very dangerous junction. Alternatively could the cycle path into the station?

Footway widened near Lincoln Arms would be good.

To improve security at the station CCTV should be installed - cutting back trees and shrub cover will not protect residents.

Any money spent on it will be a bonus but I still think there should be a lift installed for disabled people and mothers with pushchairs as there is a lot of steps

Question 5: If the bus facilities along this stretch of the A24 (including bus stops “A” opposite the Lincoln Arms, and “E” opposite the Esso Petrol Station, as shown on the panels) were improved in some or all of the following ways, would this encourage you to use the bus service for certain journeys? Please tick all that apply.

4.21 **108 respondents (83%)** answered this question.

	Yes (%)	No (%)	I don't know (%)
Availability of free wi-fi	38	49	13
Real Time Information	79	21	0
Bus stop improvements – new bus shelter	57	35	8
Bus stop improvements – improved access to enable wheelchair/mobility impaired users to get on/off the bus	41	46	14
Bus priority at traffic signals to reduce journey times (in the Dorking area)	42	44	14
On board audible and visual next stop announcements	61	32	7
Smart ticketing (e.g. an Oyster car style system)	57	33	10
More information about available bus services, times and fares	72	25	4
Improved customer services (e.g. provision of better disability awareness training for drivers on the needs of disabled and frail older people)	47	40	13
Safety enhancements	41	45	14
More reliable bus journey times	76	17	7
Extended hours/days for bus services	67	23	11
None of these	11	65	24

4.22 The answers to this question suggest that the most popular improvements to bus travel and which would encourage greater bus use, are:

- Real Time Passenger Information;
- more reliable bus journey times;
- more information about services, times and fares; and
- extended hours/days for bus services.

Question 6: Do you require changes to your place of work to encourage you to take the bus or cycle to work? E.g. cycle parking, showers

Yes	5%
No	87%
I don't know	8%

4.23 A high proportion of our respondents were retired or no longer worked, according to comments received to a number of the questions, the high number of people answering no to this question is therefore not unexpected, however it does mean that it is unlikely to be representative of the wider population.

4.24 Suggestions received from those who said they would require changes to their place of work to encourage them to take the bus or cycle to work include:

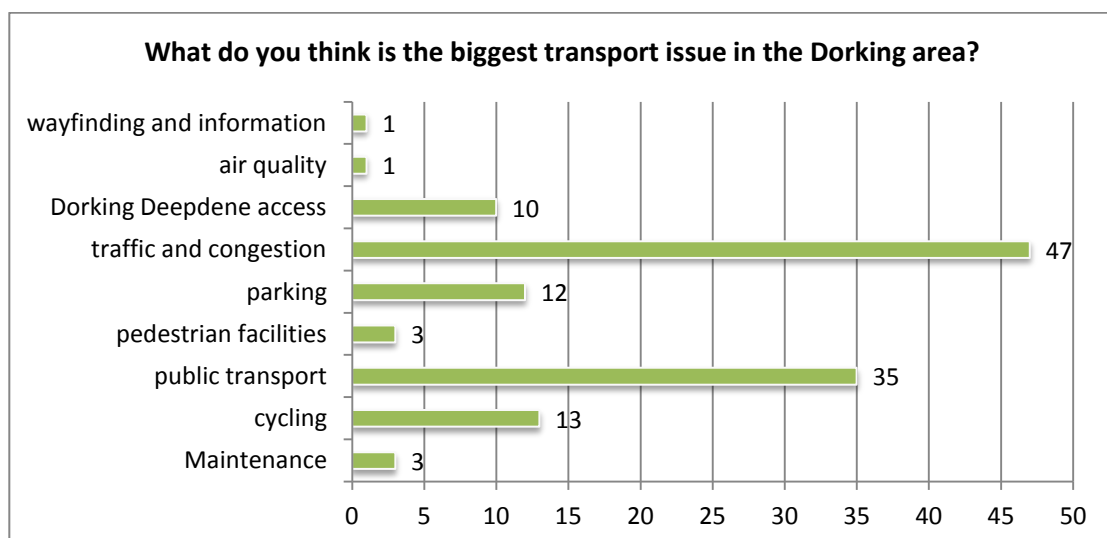
- Not allowing bicycles on trains during peak hours is prohibitive to cycling to work
- Work destination specific bus services
- More regular bus services
- Showers, lockers, changing room, hairdryer (example of Fairmount House given)

Question 7: What do you think is the biggest transport issue in the Dorking area?

4.25 We received **104 comments (80%)** in answer to this question.

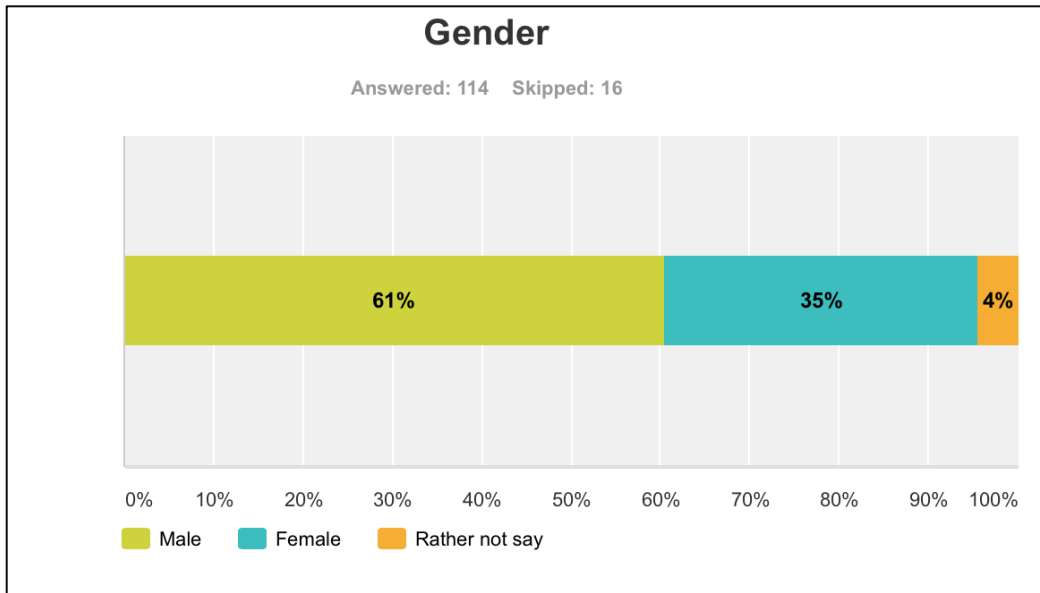
4.26 The responses have been analysed and the key themes drawn out. Some answers covered more than one topic, for example the response “1. Fast train service to London. 2. Congestion due to parking on the High Street” has been put into both the ‘public transport’ theme and the ‘traffic and congestion’ theme.

4.27 The graph below illustrates the themes of the biggest transport issues that were raised in this question.



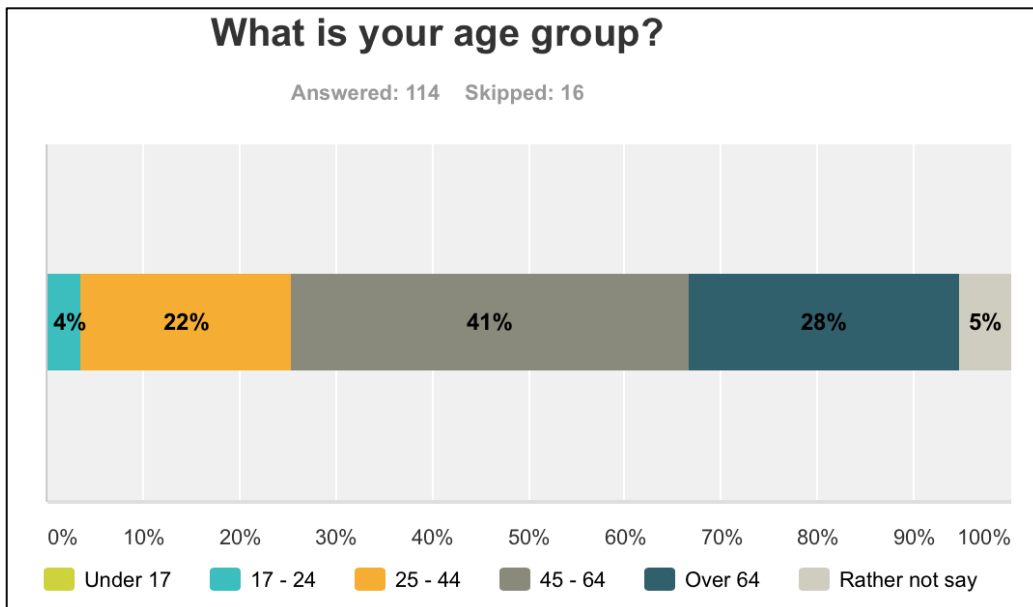
Question 8: Gender

4.28 **114 respondents (88%)** responded. Of these 61% stated male, 35% stated female, and 4% preferred not to say.



Question 9: What is your age group?

4.29 **114 respondents (88%)** responded. More than half were aged 45 or older. The graph below illustrates their answers.

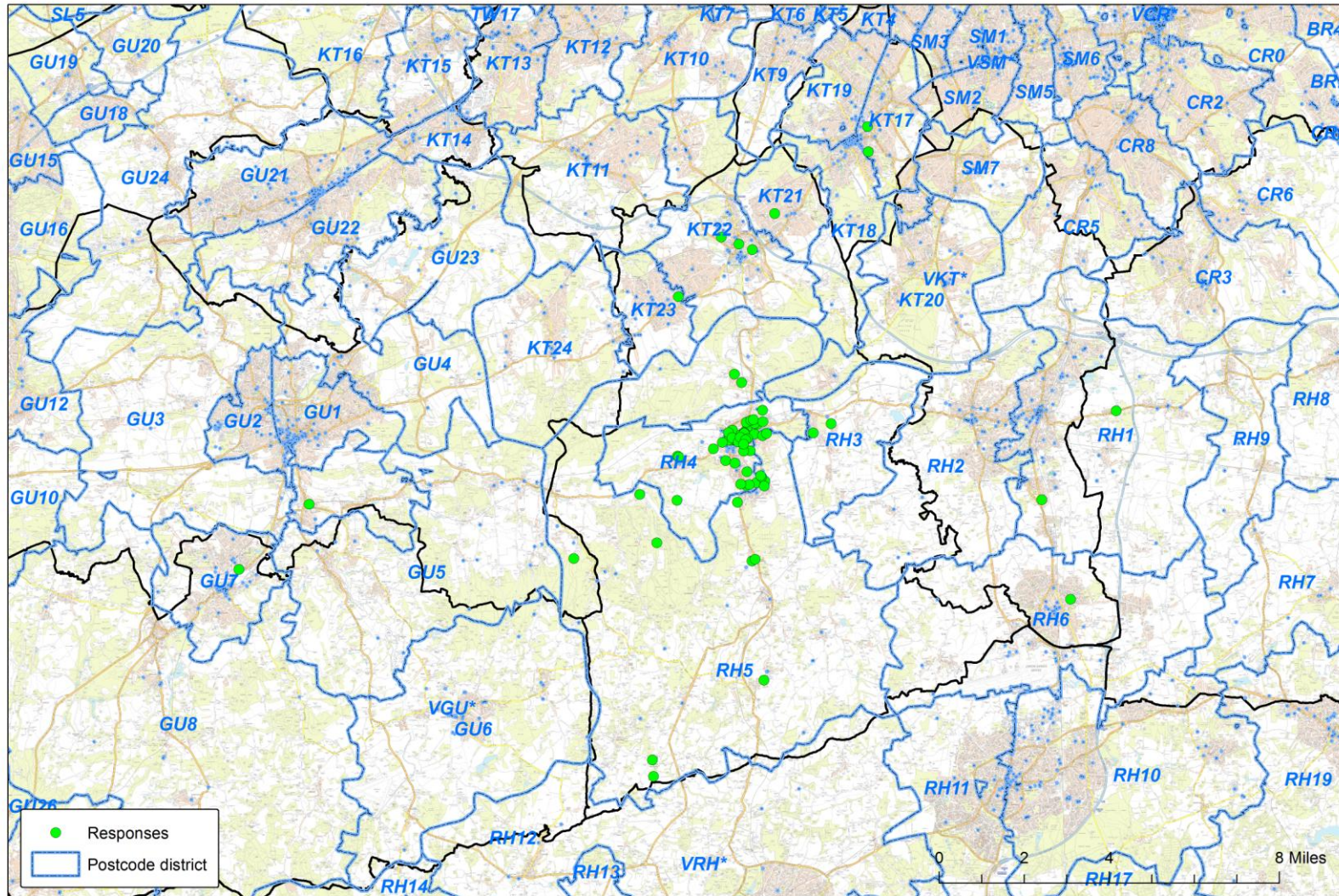


Question 10: Please provide your postcode?

4.30 **104 respondents (80%)** provided their postcode, providing us with a picture of the geographical spread of our respondents.

4.31 The postcodes provided have been plotted, see image overleaf.

Postcodes of respondents to Dorking STP consultation



Question 11: Do you consider yourself to have a disability?

4.32 **113 respondents (87%)** answered this question. Of these, 16 (14%) considered themselves to have a disability, 93 (82%) did not consider themselves to have a disability. 4% preferred not to say.

5 Email and postal responses

5.1 During the consultation period some responses were sent to the County Council via email or post, which were not in the questionnaire format. Around **25 responses** were received in total from individuals and from groups such as Metrobus and the Mole Valley Green Party. Many of the individual responses were largely concerned with the proposed **removal of vegetation** from the embankments at Dorking Deepdene station.

Alighting at leafy Deepdene station is a wonderful way to start such a visit and to replace this with a barren wasteland would not do Dorking any favours. The trees act as a welcome barrier from the sight and noise of the dual carriageway, as well as being a home to wildlife.

5.2 **Metrobus** voiced strong support for the scheme and suggested further improvements for consideration:

We would also suggest that the information provided at the main station bus stops is improved, to include 'Where to Catch Your Bus' maps, route maps, network maps, PLUSBUS ticket information and summary timetables of buses to Dorking town centre (with similar posted in the town centre for buses to the station). At present there is space for this information at these stops but it is not provided.

5.3 Other individual responses voiced the need for **improved access** to Dorking Deepdene station:

My husband and I are elderly but not disabled but can no longer climb the steps with or without luggage to Deepdene station to visit our son via Reading in Devon.

I also need to pick up visitors from Deepdene but there are no facilities to park to pick them up in the road. If there was a passage to Dorking station for them to take, they could be picked up in safety there.

These steps are totally impractical for elderly people, those with suitcases and push chairs.

We feel that lifts at Deepdene should be a priority.

5.4 Further emails supported the need for real time passenger information, critiqued the scheme, and asked questions about specific aspects of the improvements. All comments will be considered as part of the consultation process and we will respond to all questions that we have received.

6 Conclusions

- 6.1 This report describes the consultation process for the Dorking Sustainable Transport Package (Phase 1), which was undertaken in June/July 2015. All responses received during the consultation period will be considered and will help inform the detailed design stage of the scheme's development.
- 6.2 Sixty-eight people visited the exhibition held on Friday 26 and Saturday 27 June. 130 questionnaires were completed either at the exhibition or received on-line. The county council webpage hosting the exhibition panels and on-line questionnaire received 908 views during the 6 week consultation period.
- 6.3 From the feedback we have received either through the questionnaire, on-site engagement or emails, the majority of respondents have largely been in favour of the proposals outlined. Some respondents have said, however, that the scheme does not go far enough. This is particularly true of the improvements at Dorking Deepdene. The installation of ramps or lifts at this station has been raised time and again throughout the feedback we have received.
- 6.4 Indeed, the most significant theme to come out of the consultation, in addition to the elements included within Phase 1 of the scheme, was the need for improved, step-free, access to Dorking Deepdene station. Currently, there are flights of steep steps up to each platform from the A24, providing no disabled access. The station is on the North Downs Line which provides a key link to Gatwick Airport, however the steps mean that travelling with any luggage is extremely difficult from Deepdene.
- 6.5 First Great Western operates and manages Dorking Deepdene station, and the need for step-free access is well recognised. An aspiration for the installation of ramps or lifts at Deepdene is included in Phase 2 of the project at the station and is a key element to progress Deepdene to becoming a staffed station. However, at this time, funding constraints mean that there are no timescales attached to Phase 2.
- 6.6 Another element of the scheme that has provoked a significant reaction is the potential for vegetation removal at Dorking Deepdene station. A high number of responses have been submitted which have asked for this to be reconsidered as many people feel that the vegetation adds character to the station, and provides a home for wildlife and privacy from the station for local residents. These concerns have been passed onto First Great Western. A **petition** has been started to "stop the removal of trees and vegetation at Dorking Deepdene station". The petition is due to close on 31 August, and this will form a separate report to this Local Committee.