

# Dorking Sustainable Transport Package (Phase 1)

Surrey County Council, in partnership with the First Great Western train company and Mole Valley District Council, are seeking your views on proposals to improve the routes to and between Dorking Deepdene and Dorking Main line stations for cyclists and pedestrians and to enhance access to both stations by bus. The consultation period starts on Friday 19 June and ends on Friday 31 July.

Details of the proposals can be viewed on line at [www.surreycc.gov.uk/dorkingstp](http://www.surreycc.gov.uk/dorkingstp) or at the public exhibition to be held at the Lincoln Arms, Station Approach, Dorking on Friday 26 and Saturday 27 June when staff will be on hand to answer questions.

You can also complete this questionnaire on line using the link above.

## Your views

(1) How often do you use Dorking Main and/or Dorking Deepdene railway station?

|                          | Every<br>weekday         | More than three<br>times a week | Once a<br>week           | Infrequently             | Never                    |
|--------------------------|--------------------------|---------------------------------|--------------------------|--------------------------|--------------------------|
| Dorking Main station     | <input type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dorking Deepdene station | <input type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

- 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)

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ITEM 6

(3) How do you rate existing facilities at Dorking Main and Dorking Deepdene station?

|   | Good                     | Satisfactory             | Neutral                  | Unsatisfactory           | Unacceptable             |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Pedestrian wayfinding signage                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle wayfinding signage  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Footways between the stations                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting facilities at bus stop A opposite the Lincoln Arms        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting facilities at bus stop E opposite the Esso Petrol Station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting shelters at Dorking Deepdene station                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle storage at Dorking Deepdene                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security at Dorking Deepdene                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Existing lighting at Dorking Deepdene                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ticketing facilities at Dorking Deepdene                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please explain your reasons for your response to this question:

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

|   | Strongly agree           | Agree                    | Neutral                  | Disagree                 | Strongly disagree        |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Pedestrian wayfinding signage                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle wayfinding signage  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Footways between the stations                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting facilities at bus stop A opposite the Lincoln Arms        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting facilities at bus stop E opposite the Esso Petrol Station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waiting shelters at Dorking Deepdene station                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle storage at Dorking Deepdene                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Security at Dorking Deepdene                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Existing lighting at Dorking Deepdene                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ticketing facilities at Dorking Deepdene                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please explain your reasons for your response to this question:

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(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.

|   | Yes                      | No                       | I don't know             |
|---|--------------------------|--------------------------|--------------------------|
| Availability of free WiFi   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Real Time Information   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus stop improvements - new bus shelter   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus stop improvements - improved access to enable wheelchair/mobility impaired users to get on/off the bus                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus priority at traffic signals to reduce journey times (in the Dorking area)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On board audible and visual next stop announcements   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Smart ticketing (e.g. an oyster card style system)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| More information about available bus services, times and fares  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improved customer services (e.g. provision of better disability awareness training for drivers on the needs of disabled and frail older people) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Safety enhancements   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| More reliable bus journey times   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Extended hours/days for bus services  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| None of these   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please explain your reasons for your response to this question

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(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  No  I don't know

If yes, please specify what changes you would like to see:

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(7) What do you think is the biggest transport issue in the Dorking area?

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Please turn over



## About you

It would help us analyse this questionnaire if you could let us know about you. Any information you provide will be treated in strictest confidence in accordance with the Data Protection Act (1998) and the Market Research Code of Conduct. It will not be passed to third parties or used for other purposes. Individual respondents will not be identifiable.

(8) Gender:

Male  Female  Rather not say

(9) What is your age group?

Under 17  17–24  25–44  45–64  Over 64  Rather not say

(10) Please provide your postcode: Postcode: \_\_\_\_\_

(11) Do you consider yourself to have a disability

Yes  No  Rather not say

If yes, please provide details

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(12) How did you view the exhibition panels?

I visited the exhibition at the Lincoln Arms  I viewed online

(13) To help us improve our service to you, please rate the exhibition in terms of...

|                                      | very good                | good                     | adequate                 | poor                     | very poor                |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Providing the information you needed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helpfulness of staff                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(14) Do you have any other comments about the public exhibition? For example, at future public exhibitions, what could be improved?

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Thank you for completing this questionnaire.

All information presented at the exhibition can be found on our website:

[www.surreycc.gov.uk/dorkingstp](http://www.surreycc.gov.uk/dorkingstp)

Or alternatively return to Surrey County Council Transport Policy Team, Room 420 County Hall, Penrhyn Road, Kingston, KT1 2DY **by Friday 31 July 2015**

Email us: [majorschemes@surreycc.gov.uk](mailto:majorschemes@surreycc.gov.uk)

