

# Greater Redhill Sustainable Transport Package

## Public Engagement Analysis Report

### 1 Executive Summary

1.1 This report describes the engagement process and high level analysis for the Greater Redhill Sustainable Transport Package scheme undertaken in June/July 2015.

1.2 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 the 19 June and 31 July 2015. A public exhibition was held at the East Surrey Hospital on Thursday 9 July and Saturday 11 July 2015. The public exhibition was manned by 2-3 staff on the Thursday and Saturday and was left unstaffed from Wednesday 8 – Monday 13 July.

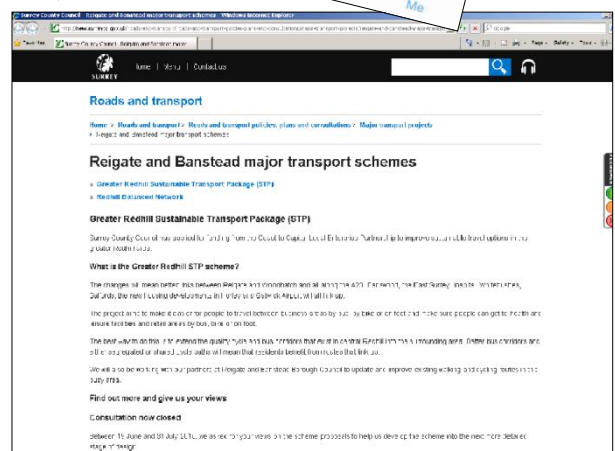
2.2 A public webpage was created as a centralised source of information for the scheme. PDF versions of the exhibition panels were linked to inform viewers of the scheme details, and a link to the questionnaire (Survey Monkey) was included to obtain viewers feedback on the scheme. The webpage also promoted the exhibition date and time and provided a directional map.

2.3 Notification of the public engagement was sent to various interest groups including business forums,

resident association groups, cycle groups and environmental groups based on the SCC's Local Transport Plan consultee list. Reigate and Banstead Borough Council was also asked to send out a notification to their respective consultee lists.

2.4 The event was advertised via social media channels, including advertising on Reigate and Banstead Borough Council and Surrey County Council's websites, Twitter and Facebook.

2.5 900 flyers were distributed to the businesses around the scheme area, as well as distributed at nearby railway stations (Salfords and Earlswood). Posters were displayed along the route.



- 2.6 The dedicated county council webpage received **1,228 views** during the 6 week consultation period.
- 2.7 A reminder email for the public consultation was sent out on the 21<sup>st</sup> July
- 2.8 Responses to the questionnaire will be considered further under detailed design.

### 3 Wider engagement activities

- 3.1 The consultation was presented to the East Surrey Disability Alliance Network on Mon 20 July 2015. The consultation sought all public views, however directly focused on those people working or living in the area due to their close proximity to the scheme.

### 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 (88%). Any handwritten questionnaires received have been inputted into Survey Monkey so that they could be included in the final analysis (12%).
- 4.2 We also received email comments from Sidlow Parish Council, East Surrey Transport Committee and the Horley Town Council. These are included in Section 6.
- 4.3 The public exhibition was well attended with many people taking flyers and questionnaires to complete later. The paper questionnaires submitted were added to the Survey Monkey questionnaire for analysis.
- 4.4 There were a **total of 59 respondents via the questionnaire** (online and during the public exhibition). Respondents did not answer every question.



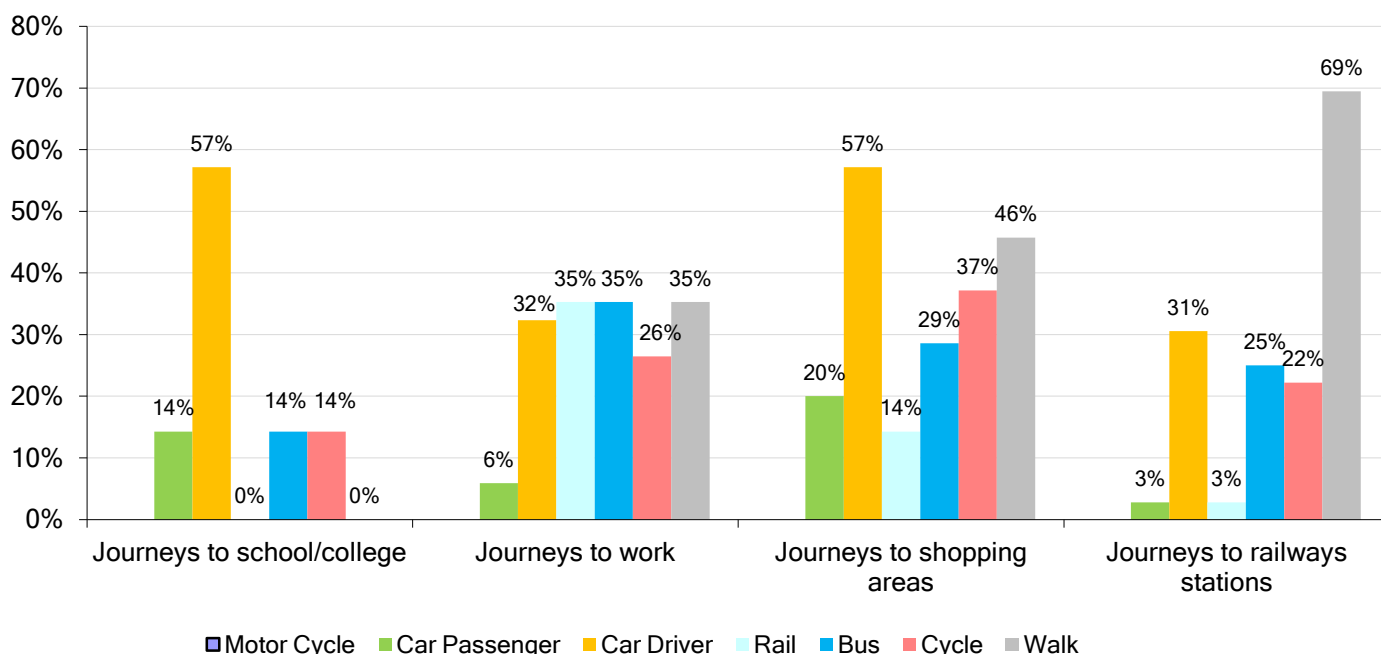
## Question 1: Do you use any of the routes indicated in the map on panel 3 or on the bus route annex?

4.5 85% of the survey respondents answered this question. Of these 92% said they did currently use some or all of the routes identified whilst 8% said they did not.

## Question 2: If yes, what is your reason for using the routes, and how do you travel?

4.6 85% of the survey respondents answered this question.

4.7 The modal choice used by respondents can be seen in the accompanying graph.



4.8 It is assumed that those whom did not provide a response do not use any of the routes highlighted.

4.9 Respondents were able to select more than one transport mode, should they wish to.

4.10 The majority of respondents said they used the routes for railway stations, followed closely by journeys to work and shopping areas. Not many respondents used the routes for journeys to school or college, see table below.

Journey Purpose	Total Respondents (all modes)
Journeys to school or college	7
Journeys to work	34
Journeys to shopping areas	35
Journeys to railway stations	36

### Question 3: If no, why don't you use any of the routes indicated in the map on panel 3 or on the bus route annex?

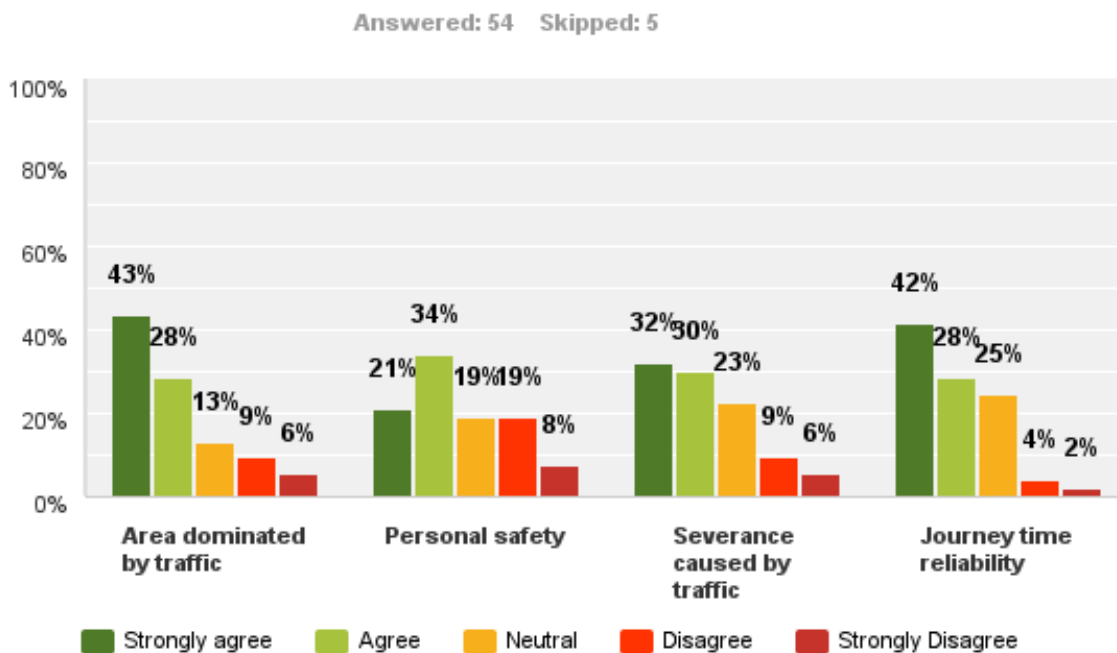
4.11 7 of the survey respondents answered this question.

4.12 Analysis of this question shows that 3 responses received can be categorised as referring to the cost of public transport, in particular buses, being too high and 2 responses referred to a lack of buses and bus services in the area. Other responses stated they simply preferred to travel by car or do not travel through the area.

### Question 4: Do you agree that the issues stated below are affecting the way you travel around the greater Redhill area?

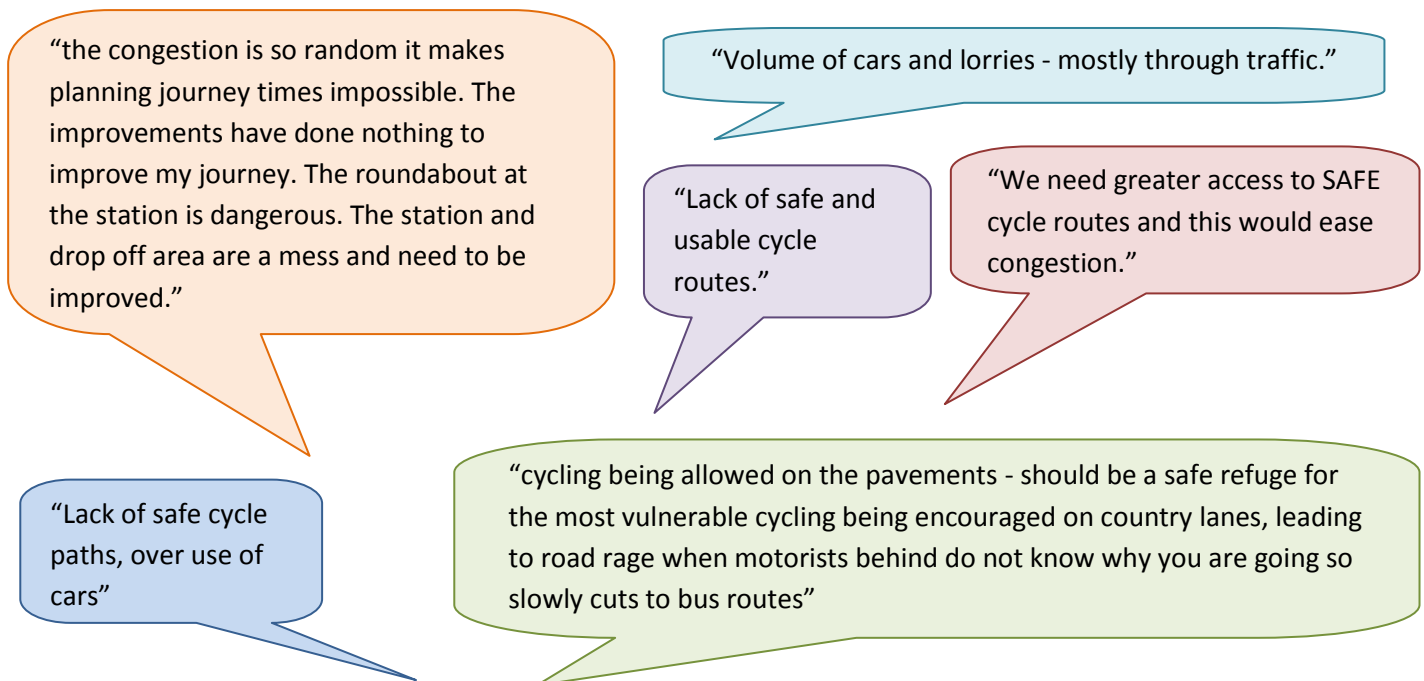
4.13 92% of respondents answered this question.

4.14 The graph below shows that the two issues identified as having the greatest affect on the way people travel in the area were that the area is dominated by traffic and journey time reliability with 71% and 70%of respondents respectively either agreeing or strongly agreeing.

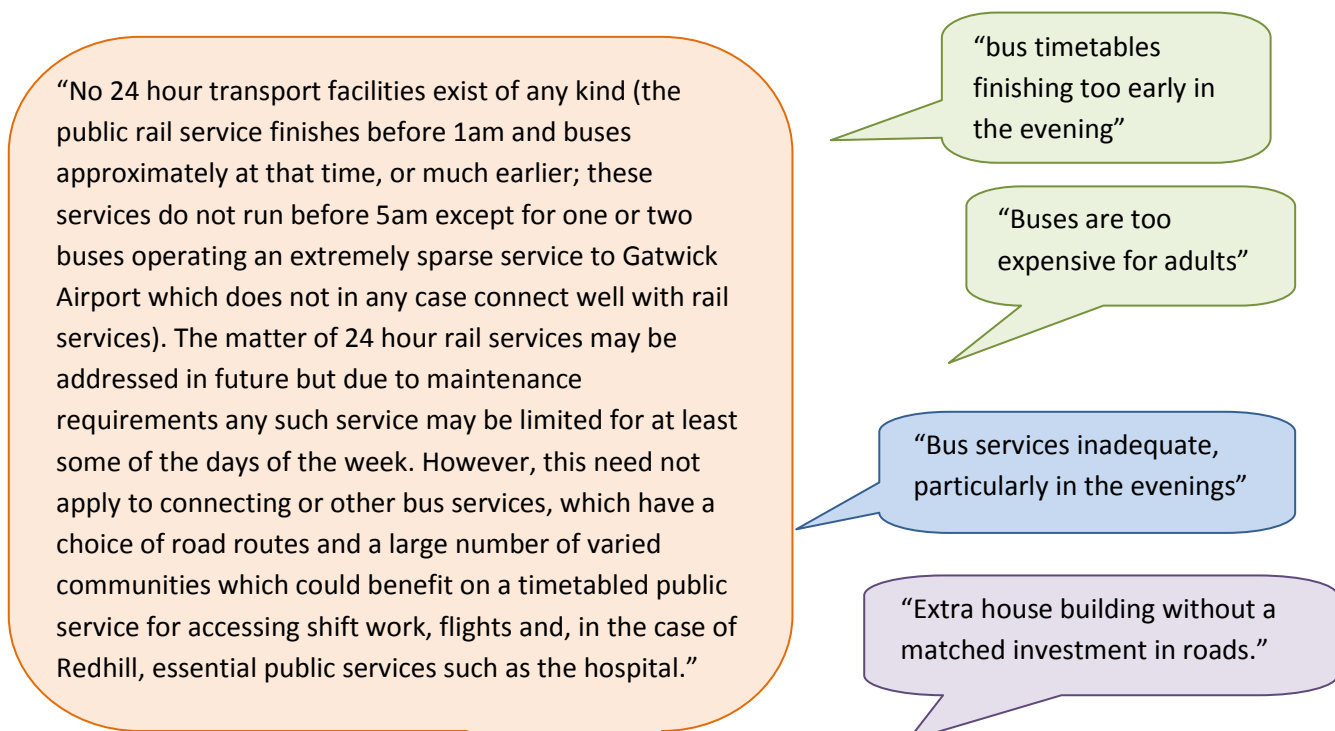


## Question 5: What do you think is the biggest transport issue in the area?

4.15 53 comments were submitted during the completion of this question. Comments made by respondents demonstrate that the identified issues are correct:



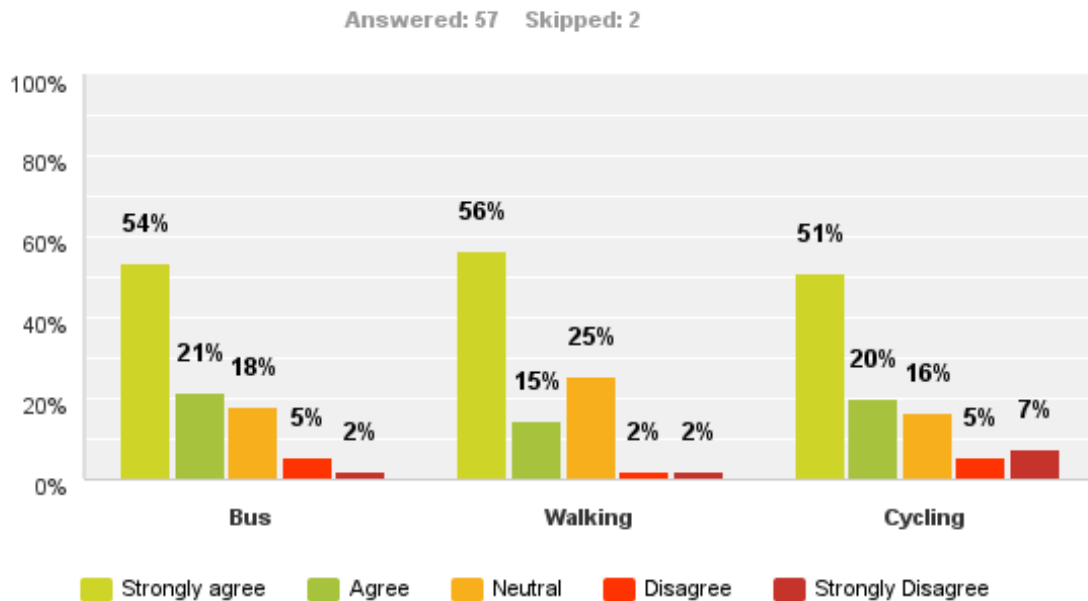
4.16 Other comments shared identified different transport issues. Below are some of the comments received:



## Question 6: Do you agree that bus, cycling and walking facilities should be upgraded in the wider Redhill area?

4.17 97% of survey respondents answered this question.

4.18 The responses and graph below show that over half of all respondents strongly felt that **improvements should be made for walking bus and cycling**. With **over 70%** either agreeing or strongly agreeing to improvements for all three of the sustainable modes identified.



4.19 45 comments were submitted during the completion of this question. Comments made by respondents demonstrate why they felt an improved infrastructure would be of benefit.

"I would walk to work more often if the pavements along the A23 from Earlswood to Redhill were wider, better surfaced and further away from the road."

"Would seriously consider cycling to work (Horley to Reigate) if the route is segregated from cars and is safer."

"A sustainable and healthy way of getting around."

"Bus and walking routes all OK. Cycling still has a lot to be done. Redhill- dangerous junctions on Brighton Road (A23) where cycle lane crosses A23. Solution - Paint green markings across junction."

"I am keen to cycle or walk to local destinations as much as possible but many of the local roads make this unsafe. I also want to get my daughter to school by bike but again the roads are way too dangerous and a 6 mile journey by car is 10 miles by bike using safer roads. Even then there are dangerous sections that I don't feel comfortable taking her on."

"Cycling routes are poor and offer a way of shifting a lot of people out of cars."

"This would reduce traffic and improve health"

4.20 Other comments shared took a more negative view on the proposal. Below are some of the comments received:

“there are plenty of footpaths for walking”

“I currently cross at the meadows roundabout which is fine”

“Buses are too expensive and the routes confusing and therefore they are underused - this should be addressed before special lanes are put in. Cyclists are already well catered for, although I am in support of dedicated cycle lanes. Pedestrians have to endure broken/uneven pavements and high kerbs.”

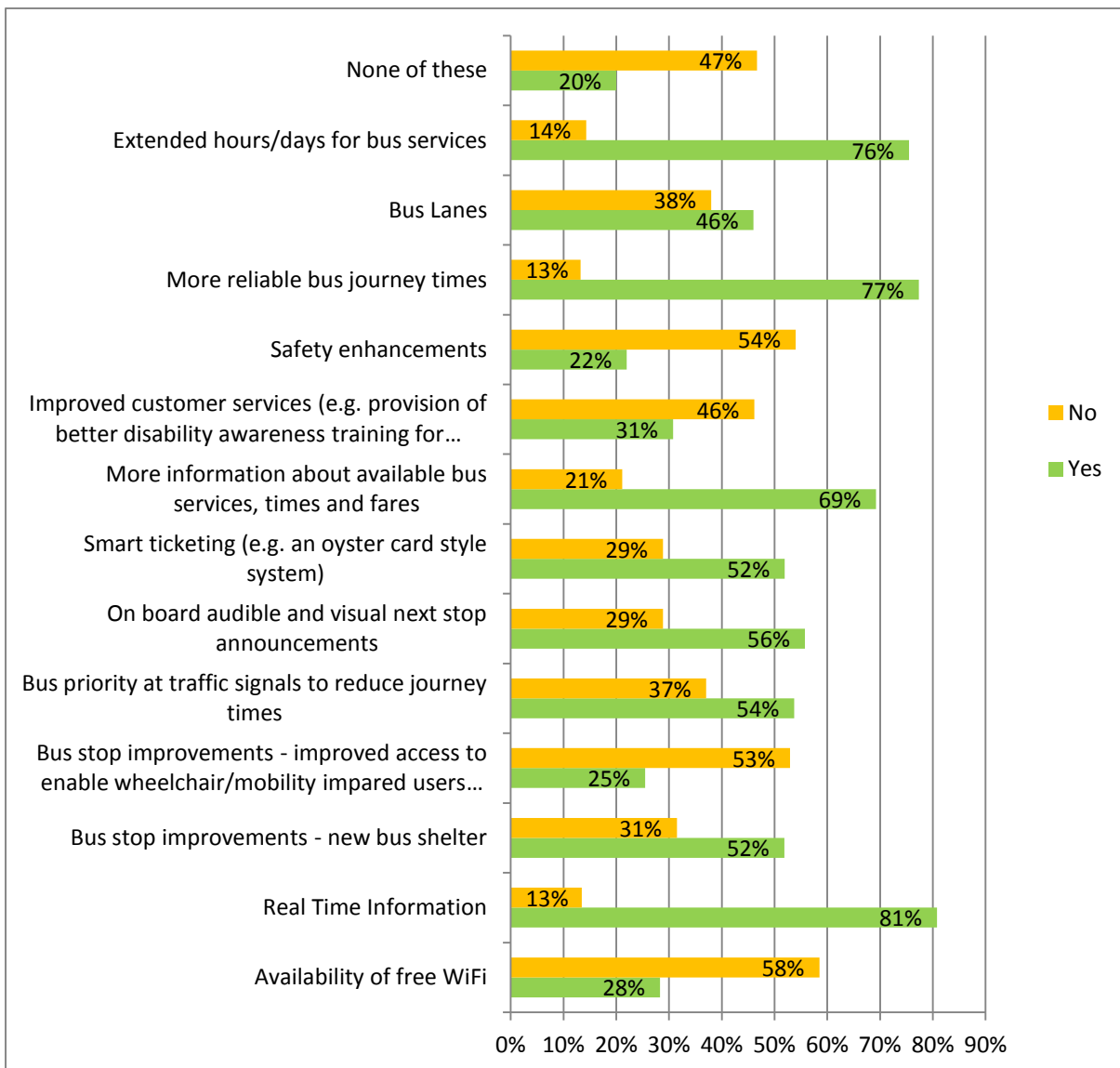
“Given the limited room for conventional traffic (and vehicles are noticeably larger these days), maximising permeability by foot and cycle is the only way to keep Redhill Town Centre as a desirable destination rather than declining into a superstore car park with maybe some local shops attached. Currently, despite the pedestrianised centre, the car still dominates access and not even to the benefit of drivers.”

“Shared use is horrible you just create conflict, pedestrians get in the way of cyclists, cyclists don't want to go at walking speed and in turn use the road where motorists endanger them and say they should use the cycle lane. St Anne's Road shows how poorly this is understood. A 20 mph limit, enforced would achieve more for safety than all the work done. Give ways at points where you can't see... The cycleway should have priority over junctions with the road rising to cycleway level. There are numerous pavements in the area that are impossible to use - poor lighting, cars abandoned on them, trees and hedges obstructing them. All needs fixing. Buses should be given a good run and enforce restrictions on parking to give buses the space they need.”

**Question 7: If the bus facilities along this corridor were improved to provide a more improved experience in the following ways, would this encourage you to use the bus service for certain journeys? Please tick all that apply**

4.21 95% of all survey respondents answered this question.

4.22 The potential incentives for respondents to travel by bus can be analysed in the accompanying graph.



4.23 Extended hours/days for services, more reliable journey times and real time information all had an over 70% rate of encouraging bus use, closely followed by increased information about available buses, times and fares (69%).

4.24 Relevant comments and survey responses will be shared with the SCC passenger transport team.



4.25 30 comments were submitted during the completion of this question. Comments made by respondents demonstrate what respondents thought would be an improvement to bus services:

"Buses are frequent but can fluctuate in terms of reliability. It's not the bus companies that are the issue, it's the traffic jams that can vary wildly from day to day. You need to charge more for parking and using cars and then use that money to enhance bus services. It will make journeys quicker, help with the environment and help those without cars travel around easier."

"Improved service would be better used as more useful."

"No buses for staff or visitors to hospital after 7pm or on Sundays. Lower paid staff use bus however poor services and lack of buses after long shifts. NO 400 AFTER 7PM"

"Increased frequency and reliability increase usage (+ improves customer experience) look at what has happened in London."

"I would use the bus into Redhill if it was cheaper and more frequent"

"Many of these suggestions are already in place on many MB services"

"I use the 405 regularly but don't know much on the other bus routes, fares etc. It's not as easy to find information or plan a bus journey here as I can a train journey or any journey in London."

"I don't see buses as a worthwhile mode of transport for the journeys I make in the local area."

"Some routes require a much longer journey than is necessary. I would like to see young people encouraged to travel via bus - free bus travel for under 16's??"

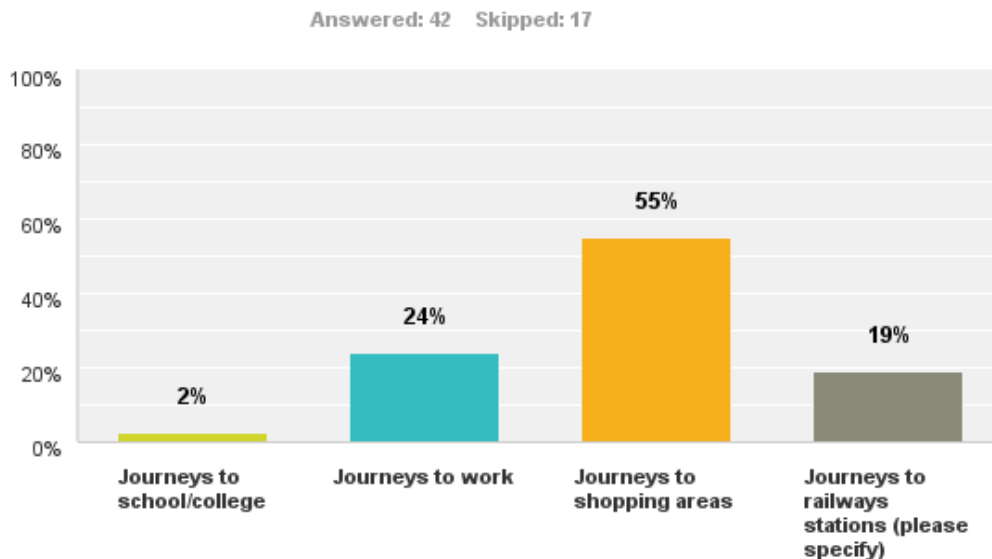
"With heavy bags of shopping a car is always better unless one lives and shops where buses stop"

"need good information and shelter from wind and rain"

## Question 8: If you answered yes to any of the options in question 7, what type of journeys would you change?

4.26 71% of respondents answered this question.

4.27 The potential encouraged modal shift for journeys to shopping areas, work and railway stations by respondents can be seen in the accompanying graph.



4.28 55% of respondents would be encouraged to change their mode of transport to shopping areas if the routes were improved for them

4.29 8 comments were submitted during the completion of this question. Comments made by respondents demonstrate why the additional infrastructure would encourage the use of the identified routes:

“Horley and Redhill Stations as trains do not always stop at Salfords”

“more bus reliability, especially in the mornings to East Surrey Hospital”

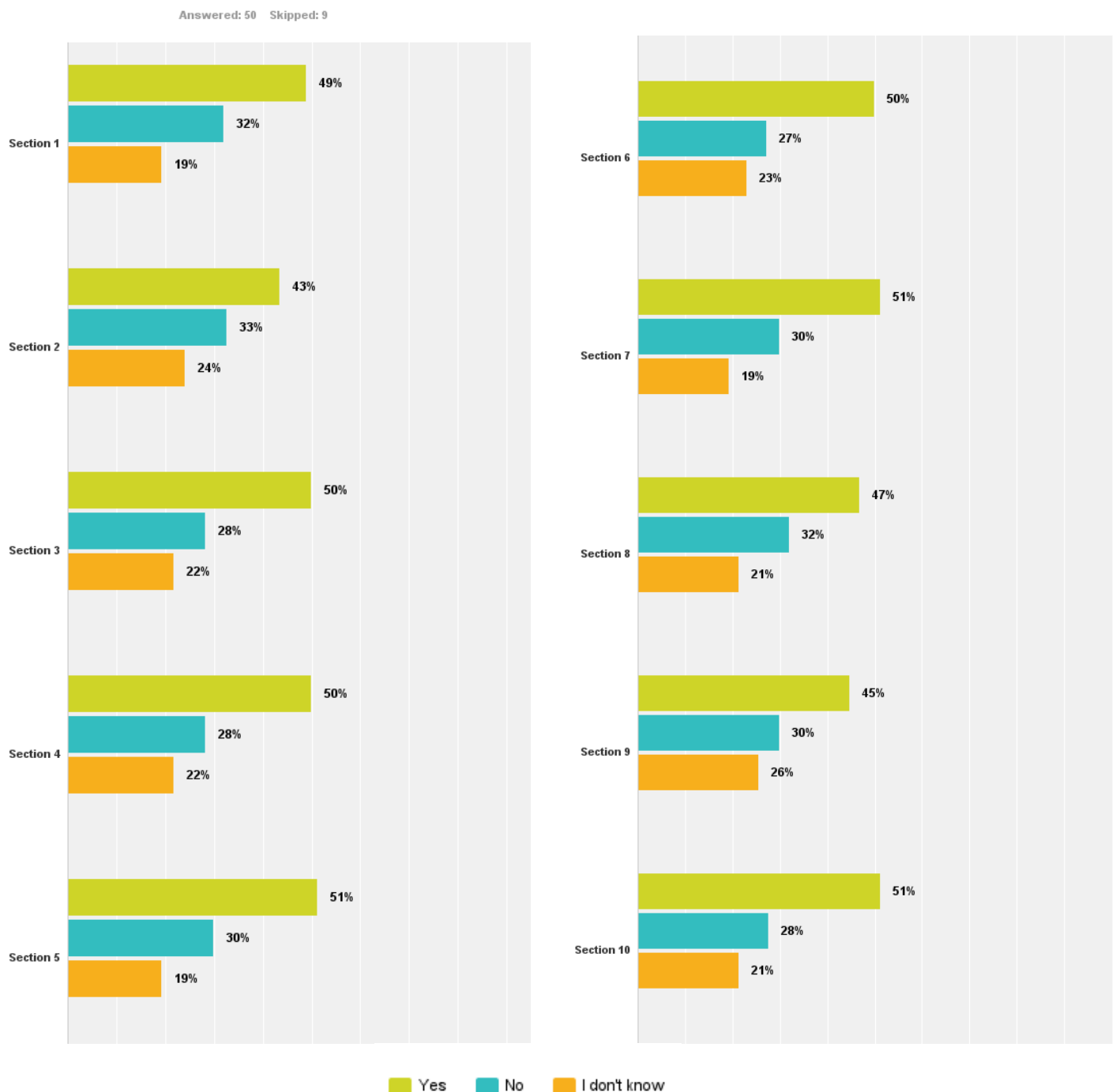
“Ridiculous that Redhill - Gatwick takes c 35/40 mins by bus!”

“reliability is needed if catching trains.”

**Question 9: If the cycle/walking network was improved and extended to cover each separate area numbered on the map on panel 3, using off road and quiet streets, would this encourage you to use it for short journeys? (walking up to 2km and cycling up to 5km)**

4.30 85% of survey respondents answered this question.

4.31 The potential encouraged uptake of walking and cycling is shown in the graph below.



4.32 42 comments were submitted during the completion of this question. Comments made by respondents demonstrate why the additional infrastructure would encourage the use of the identified route:

“Please ensure all traffic lighted crossings change quickly when the button is pressed, waiting for a gap in the traffic defies the point of a crossing - if I could cross why would I press the button. Priority at junctions should be with the cycleway - when you have to give way to locked gates as we already have on your "network" trips get slower. Junctions should also ensure motor vehicles have to slow down. If increasing cycling is an aim then making it as simple and quick as possible by bicycle will get people out of their cars.”

“For sections 5-10 I would cycle NCR21”

“I walk up the eastern side of the A23 to Redhill. The cycle route from the hospital takes me too far out of my way for this journey”

“Where new bus shelters go in on shared use areas you need to plan sensibly - you wouldn't stick a bus shelter in the middle of Reigate High Street so don't stick them in the middle of the cycleway “

“I would feel safer away from the busy road - especially as I have a young son. The A 23 has poor air quality”

“I would prefer separate cycle routes, but we would cycle everywhere if it was safe. I would like my children to cycle to school, but it is not safe.”

“There is no point investing in cycling facilities along the A23 south of Redhill, when there is an NCN running parallel - just invest all the funds into one or the other.”

“the easier it is to connect with the A23 - we're a mile away - the more likely we are to use that corridor to Horley and Crawley”

“Cycle routes come into conflict with pedestrians. There is no such thing as a quiet street within the areas identifies on panel 3 - to be honest there are no quiet streets in the entire borough”

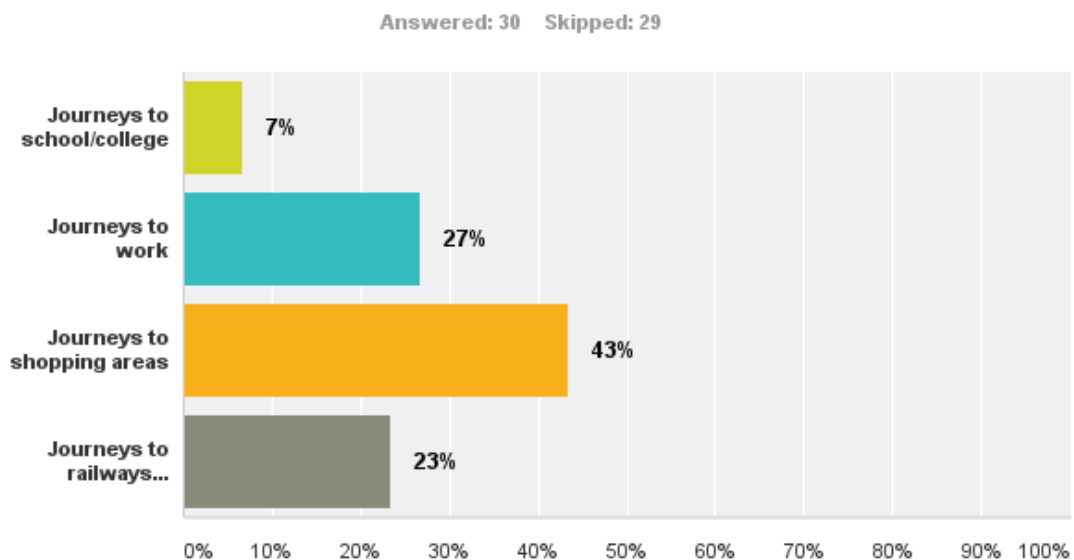
“I currently avoid cycling on busy roads due to safety”

“Walking or cycling with shopping is never going to be effective. Mixing cycling and pedestrians is very dangerous as I see cyclist in towns completely disregarding pedestrians”

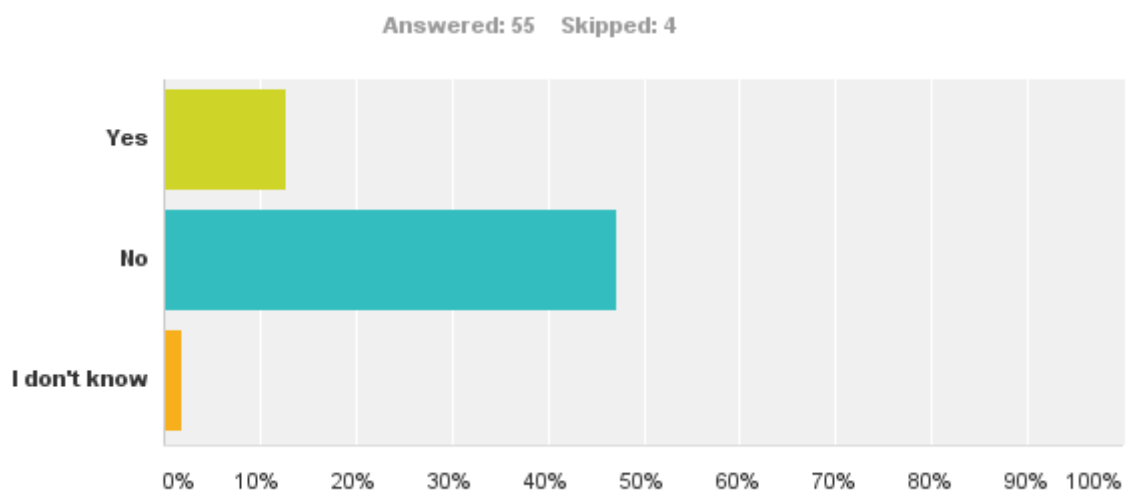
“A thorough and consistent network, with provision for separating pedestrians, and controlled junctions would mean that I would rely on timely arrival at a destination and be encouraged to use the option more as a safe mode of transport. This is obviously where the local hilly terrain permits (look for flatter routes to enhance first, and see if shortcut footpaths could be used to avoid hills!).”

“I answered yes for every area I could possibly imagine cycling to as the current provision has considerable room for improvement. Please strongly consider the opportunity to properly separate the cycling paths from other traffic. “

**Question 10: If you answered yes to any of the options in question 9, what type of journeys would you change?**



**Question 11: Do you require changes to your employment base to encourage you to take the bus or cycle to work?  
E.g. cycle parking, showers**



## Question 12: Further Comments

4.33 38 respondents wished to make further comments about the proposals.

"I would like to see improvements to surfaces of all pavements outside Redhill town centre, many of which are uneven having been dug up by utility companies and then repatched. It would be useful if such companies resurfaced the whole area dug up rather than just the strip above their pipework. Overhanging vegetation is a problem in some areas alongside public areas and private gardens"

"I hope that the rural feel of the NCN 21 between Cross Oak Lane and the hospital can be retained, as it is already enjoyed by numerous cyclists, joggers and walkers. Its used so much as it is a nice place to be, and over development may spoil that."

"Bus is a good way to travel but limited services. Buses crowded. double deckers buses not used during peak periods ie 7am"

"More roads should have parking prohibited at all times on one side to keep one side clear. A warden enforcing this and existing rules such as parking on the pavement would help. Perhaps I should take our councillors for a walk. Once they've nearly lost an eye a few times and tried to squeeze between an abandoned car and overgrown hedge they might understand the problem."

"I would prefer to use public transport for Horley to Hospital - reduce traffic and limited staff car parking- always difficult to find a space 9am-5pm"

"I am very happy to see progress but please make sure your engineers are also cyclists with children so that they understand the requirements from all angles."

"I would request bus shelters for the West Avenue stops on the A23, consideration of bus lanes for better time keeping in rush hours etc panel 3 - to be honest there are no quiet streets in the entire borough"

"Section 4 of the cycle path network (the mixed cycle and pedestrian path past Earlswood Lakes) is currently very unsafe after dark as one section of it has no lighting (there is no lighting for the path, and in this section the road has no street lighting). I hope all cycle paths will be adequately lit."

"For years we have cycled and walked from Salfords along the A23 between Redhill and Horley and used the pavements to cycle as we see virtually no other people en route. It is much safer than the road, and if we see any other cyclists or pedestrians we make sure they are not inconvenienced by our presence. The paths could easily be converted to dual use, and we are pleased to see that this is the proposal."

"I think that when the works are finished that the cycle route maps should be easy to follow. It would be great if maps could be posted to households in the relevant areas: i.e. a simple guide to increase use of the routes."

"Lighted bus stops for winter journeys along A23 corridor would be beneficial"

"Please look at improving the roads as well, or remove the school run from the traffic".

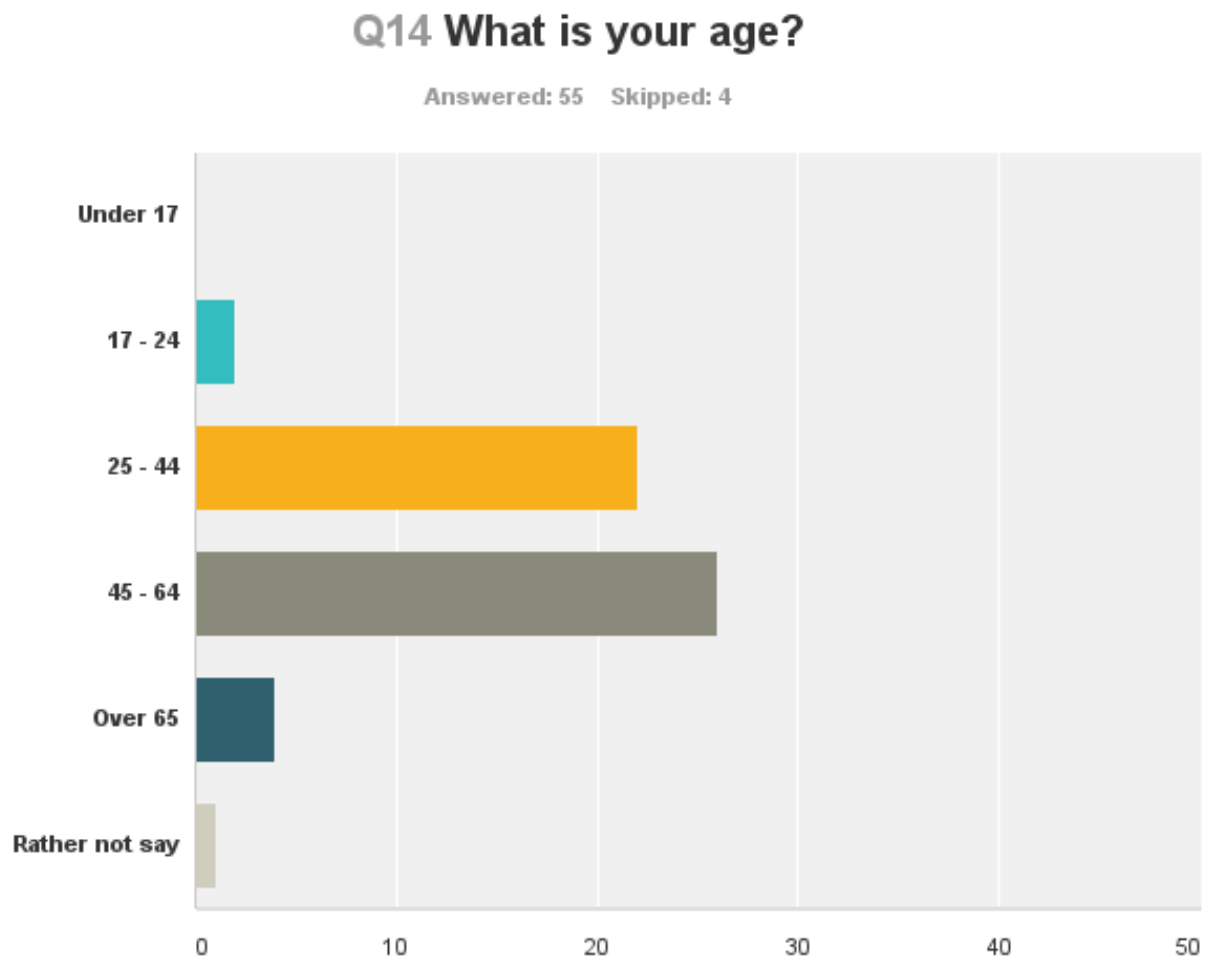
## 5 Demographic Questions

### Question 13: Gender

5.1 **100%** of respondents gave their gender. Of these 60% stated male and 40% stated female.

### Question 14: What is your age group?

5.2 The graph below illustrates the age of respondents.



### Question 15: Please provide your postcode?

5.3 **53 respondents** provided their postcode.

### Question 16: Do you consider yourself to have a disability?

5.4 Of those respondents who answered this question, **(5.45%)** considered themselves to have a disability, **(89%)** did not consider themselves to have a disability.

### Question 17: How did you view the exhibition panels?

5.5 **85%** of respondents to this question said they viewed the exhibition panels online, while 15% visited the exhibition.

## 6 Email and postal responses

- 6.1 During the consultation period some responses were sent to the County Council via email or post, which were not in the questionnaire format. This makes these responses difficult to analyse with the other responses as they do not focus on the same questions which were posed to consultees in the questionnaire/survey.
- 6.2 These responses were received from **The Reigate Society, Salfords and Sidlow Parish Council, Horley Town Council, The East Surrey Transport Committee** and two private residents.
- 6.3 **East Surrey Transport Committee expressed support of the Redhill scheme** to improve bus priority, bus use and bus journeys to and from and across Redhill and improve facilities at Redhill bus station, the provision of buses into new housing areas which should include areas such as Netherne Village, real time bus information at bus stops, bus stations and railway stations and improved and safer bus shelter and waiting areas including improved lighting and information.
- 6.4 However they expressed **concern about current bus services** noting that the evening service between Redhill and East Surrey Hospital should be improved as there is currently an hour gap between 20.07 and 21.03 in the service to Redhill just as evening visiting times finish at 8.00pm.
- 6.5 They also pointed out that there is only a peak hour community bus, but still no scheduled bus to service the Netherne Village linking it with Redhill or Coulsdon across the county boundary and the nearest station. This should be included in new areas to be served by bus.
- 6.6 They also wished to express some points about Redhill bus station that the electronic information board at Redhill should have provision for first bus to East Surrey Hospital and also first bus to Reigate.
- 6.7 **Horley Town Council welcomed the aims and objectives** of the package but did reserve some comment until the detailed design is finalised.
- 6.8 They felt that the **needs of car users must be taken into consideration** as part of the sustainable transport package but **supported the provision of shelters and real time information at all bus stops**. They expressed that they felt wherever possible, bus stops should be set back from the road, as many currently are, as this avoids impeding traffic flows.
- 6.9 **Horley Town Council supports the proposals** to improve and extend the network of cycle paths including the moving of the current cycle paths from the road to run alongside the pedestrian footpath, though they expressed concerns on the potential for doing this on the A23 in Horley where, currently, no cycle paths exist such as that part of the A23 on the southern side of the Chequers roundabout.
- 6.10 **Salfords and Sidlow Parish** expressed particular **concern about the neglected state of the footpath** which lies between Perrywood/Monotype Business Park and between the A23 and Salfords train station, but did **support the proposal** of converting these paths into combined footway cycleways.
- 6.11 One of the Salfords and Sidlow parishioners has previously requested a continuation of the cycle path from Maple Road along the Woodhatch Road to the junction with A23. The Parish Council would like to see this included in the sustainable transport package.



- 6.12 The **Parish Council strongly supports plans for frequently used stops to have shelters**. They expressed the need for shelters with Real Time Information displays (if finances permit) at the stops either side of the A23 Brighton Road at Petridge Common, which is the nearest alighting point for Salfords Primary School. The Council would also like to know how SCC proposes to prioritise its selection of bus stops for the provision of shelters as all the bus stops (with and without shelters) in the parish are used at different parts of the day by commuters and residents.
- 6.13 A more general point was made that they feel that the **speed of traffic** in and around our lanes inhibits travel by non-vehicular means and improved signage could alleviate this.
- 6.14 The Reigate Society submitted a paper with some proposed cycle routes for the wider area, these were at the west side of the A217 Cockshot Hill (on service roads), Park Lane West to the High Street, the west side of London Road, Lonesome Lane from Horley development through Woodhatch development to Park Lane West and routes from Woodhatch to the Hospital and Frenches Road.
- 6.15 They also expressed concern about the existing noise and air pollution and current safety problems in the area.
- 6.16 Only two email responses were received from private residents, the first expressed that the traffic lights outside Redhill Station need to be altered as they regularly only stay on green for five seconds and the same for the lights under the railway bridge. This is not within the STP scope but has been passed on to the area highway team.
- 6.17 The second response made a number of points about the proposals including:-
- **Bus shelters** should have decent **lighting** to enhance personal safety. (The shelter opposite Horley Library is a dark and gloomy).
  - West Avenue Salfords bus stop on the A23 does not have shelters or RTPI signage and in the wet and windy winter months neither is an attractive prospect with the prevailing wind and rain coming across the open common land from the west. Shelters at these stops could be of assistance to Salfords Primary School.
  - A hard surfaced footpath through the Reigate BC managed common land might encourage more parents to use bus and walking for the school run.
  - **Bus lanes would permit better service reliability** in rush hour times.
  - **Accurate RTPI** is essential and there are many examples of this not working correctly.
  - 'Helping Hand' cards and full audio and visual stops information on all services and operators should be immediately encouraged regardless of the legislation time scale.
  - Bus operators should be encouraged to provide better vehicles.
  - Many **road surfaces are dangerously poor for cyclists**, especially along the kerb line with dropped gullies and surface deformation near bus stops.
  - **Dedicated cycle tracks should be encouraged** as long as they are of decent proportions, fully signed and regulated.
  - Walking on many Surrey maintained pavements is a challenge due to poor surfaces, over hanging vegetation, over hanging tree growth often masking street lights, badly drained surfaces and lack of street cleaning.
  - **Footpaths need to be improved and decently lit** to encourage all year use.
  - Questions were raised concerning whether in the event, a two way cycle route is implemented on the east side of the A23, how cycling could be stopped on the pavements on the west side. They also asked if maintenance monies will be increased to keep the cycle tracks maintained.

## **7 Conclusions**

- 7.1 This report describes the engagement process for Greater Redhill Sustainable Transport Package, which was undertaken in June/July 2015. All responses received during the engagement period will be considered and will help inform the detailed design stage of the scheme's development.