



# Leatherhead Sustainable Transport Package Public Consultation Report



Leatherhead Leisure Centre Public Exhibition, Saturday 19 November

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<b>Date:</b>	31 January 2017

**1 Executive Summary**

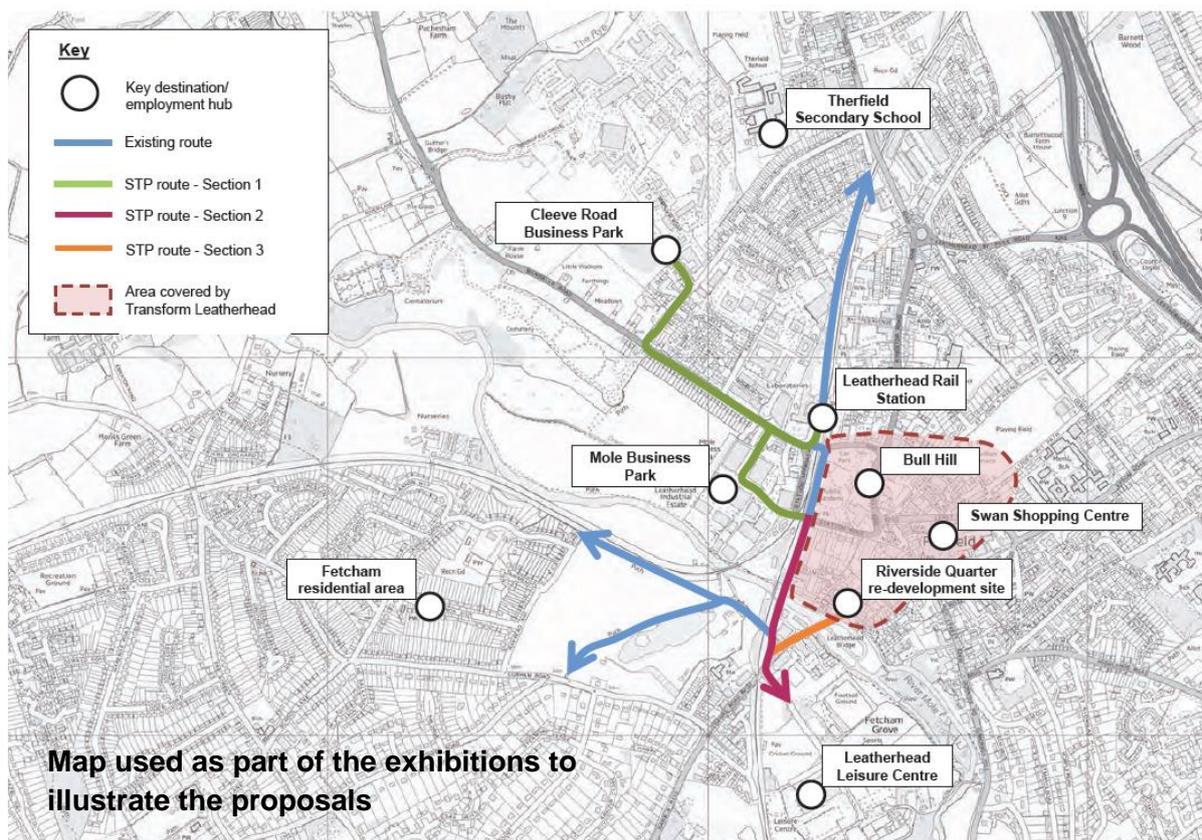
- 1.1 This report describes the public consultation process and analysis of the feedback received for the Leatherhead Sustainable Transport Package. The consultation was carried out between Monday 31<sup>st</sup> October 2016 and Sunday 11<sup>th</sup> December 2016<sup>1</sup>.
- 1.2 The responses collected during the consultation period will help to inform the scheme's development. They will provide evidence of the public engagement carried out and opinions gathered in order to support an application to the Local Enterprise Partnership for Local Growth Funding for the project.
- 1.3 Participants could respond in a number of ways including a choice of short or long online surveys. Response summary statistics:
- 335 long format questionnaires received; 630 short format (Yes/No) responses
  - 9 email and letter responses
  - 295 visitors to the public exhibitions, held for 5 days across 4 locations
  - 15 comment book entries from visitors at the exhibitions.
- 1.4 This report incorporates feedback to the consultation in all forms (questionnaires received, email responses, comment book entries).
- 1.5 Overall, the majority of respondents to the short format (80%) and long format (62%) consultation supported the scheme and felt it was effective or very effective at meeting the stated objectives to encourage more people to make journeys by bike and on foot.
- 1.6 However 38% of respondents indicated that they felt the scheme would be only slightly effective or not effective at achieving the stated objectives. Further analysis of the comments left by this group revealed concerns relating to perceived negative impacts on the existing traffic situation and safety issues and ineffectiveness of shared use cycle paths.
- 1.7 Other issues raised by respondents included alternative suggestions for improved cycle routes, a desire for a better/alternative one-way system and improvements needed to parking availability in the town. Although some of these issues are outside the scope of this consultation they have been included as reference for future schemes.
- 1.8 The Council's response to the issues raised in the consultation will be set out in a report to the Mole Valley Local Committee on 1<sup>st</sup> March 2017.

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<sup>1</sup> A one week extension was granted specifically for Unilever employees due to late notification.

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**3 Introduction, methodology and who responded**

3.1 A public consultation was carried out to assess the level of support for the proposals that form the Leatherhead Sustainable Transport Package (STP). Further to this, the consultation provided an opportunity to establish which sections of the proposals were seen as most effective at improving safety for pedestrians and cyclists and to gather views more generally on travel patterns in and around Leatherhead.

3.2 The public consultation was carried out over a 6 week period starting on the 31<sup>st</sup> October 2016 and was run in partnership with Mole Valley District Council and the Transform Leatherhead Scheme.

3.3 As well as consulting on the STP the public were given a first view from the Environment Agency on a potential flood alleviation plan and were invited to take part in a car parking survey. This joint working reduced the risk of public ‘consultation fatigue’ and also enabled efficiency savings to be made.

3.4 The public were able to respond to the consultation in a variety of ways. The simplest was a short form voting style questionnaire which enabled individuals to indicate their support for individual scheme elements via a Yes/No response. A longer form questionnaire available both online and in hard copy covered the transport elements specifically and provided the opportunity for individuals to include free form comments. Finally, email and letter responses were also accepted as well as a comments book at exhibitions.

3.5 As an incentive, everyone that completed the long survey went into a draw to win one year’s free membership to the Leatherhead Leisure Centre.

3.6 Four joint public exhibitions were held during November with a further exhibition held at CGI for the staff located at their office on the Axis Centre Business Park.

3.7 The consultation was also presented to the Mid Surrey Disability Alliance Network group on 9<sup>th</sup> January.

3.8 Public webpages were created on the Surrey County Council (SCC) website and also on a Transform Leatherhead microsite. PDF versions of the information booklet and maps were included.

3.9 A full stakeholder listing was produced and notification of the consultation was sent by email to over 100 interest groups. These included businesses, resident association groups, cycle and walking clubs, schools and environmental organisations including the Environment Agency and Natural England.

3.10 The consultation was advertised via the SCC and Mole Valley District Council websites, digital advertising and print advertising taken out in the Dorking and Leatherhead advertiser.

3.11 Social media was also used to engage with the public. The objective of the social media engagement was to increase the number of responses by increasing awareness of the consultation amongst those active on Twitter and Facebook. Since only a small proportion of



Surrey residents follow the accounts used this required tweets to be directed at other local groups e.g. residents associations and newspapers in the hope that they would re-tweet posts to their followers. The Travel SMART Facebook account was also used and a permanent post added to advertise the consultation. Three twitter accounts were used to promote the consultation - Travel SMART (@travsmartsurrey), Surrey Matters (@surrey\_matters) and Mole Valley DC (@MoleValleyDC) with a combined total of 36,000 followers. Between 2 and 5 tweets were posted a week with more frequent posts towards beginning and end of the consultation. Example tweets are shown below.



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3. 12 To ensure all residents living adjacent to the proposed routes were aware of the consultation, flyers were distributed to all residential properties located along the 3 proposed routes. The A4 flyers contained information on the location, date and time of the public exhibitions and a link to the Surrey County Council STP information page and online survey.



3. 13 A map showing the 3 proposed routes and where they link with the Transform Leatherhead scheme was included on the reverse of the flyer. Identical flyers were also distributed to approximately 40 local businesses and copies were displayed and left in public venues such as local libraries, shops, shopping centres and the rail station.
3. 14 In addition to the flyers, residents with direct frontage to the proposed Randalls Road route received a hand delivered letter explaining the scope of the STP scheme and invited to comment.
3. 15 Meetings were held with key business stakeholders including CGI and Mole Business Park to gauge the level of support for the proposed sustainable transport links to the rail station, town centre and leisure centre.

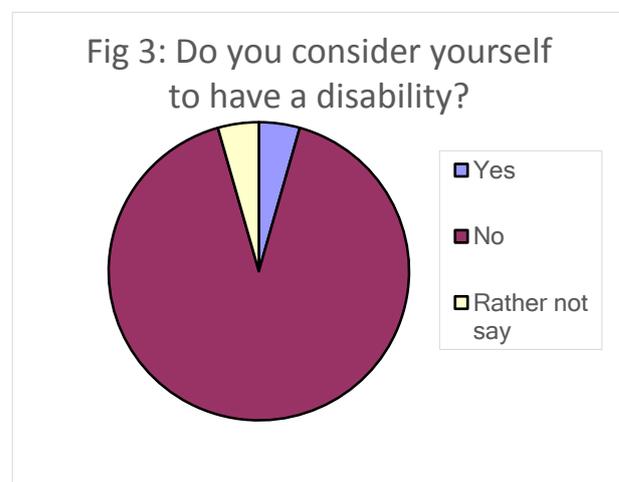
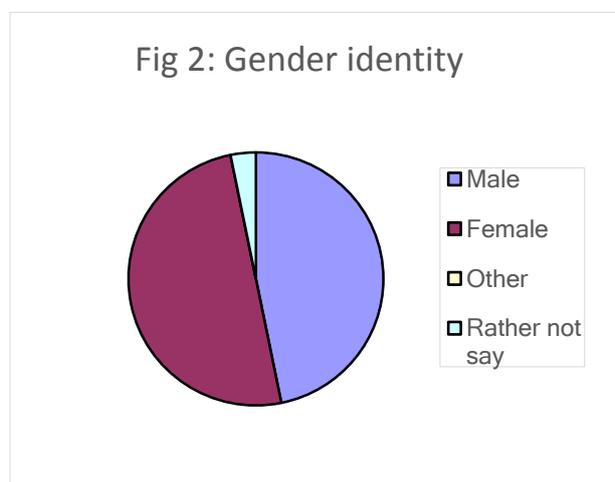
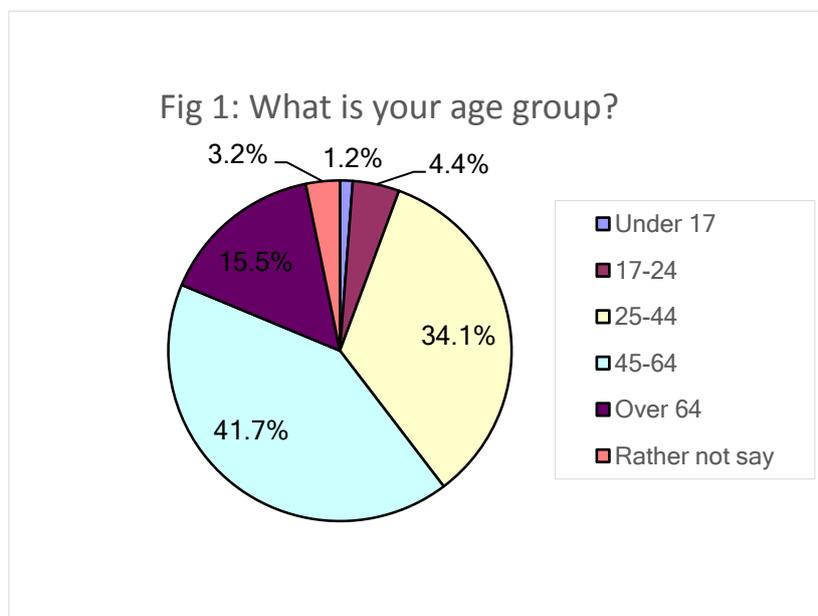
**Who responded?**

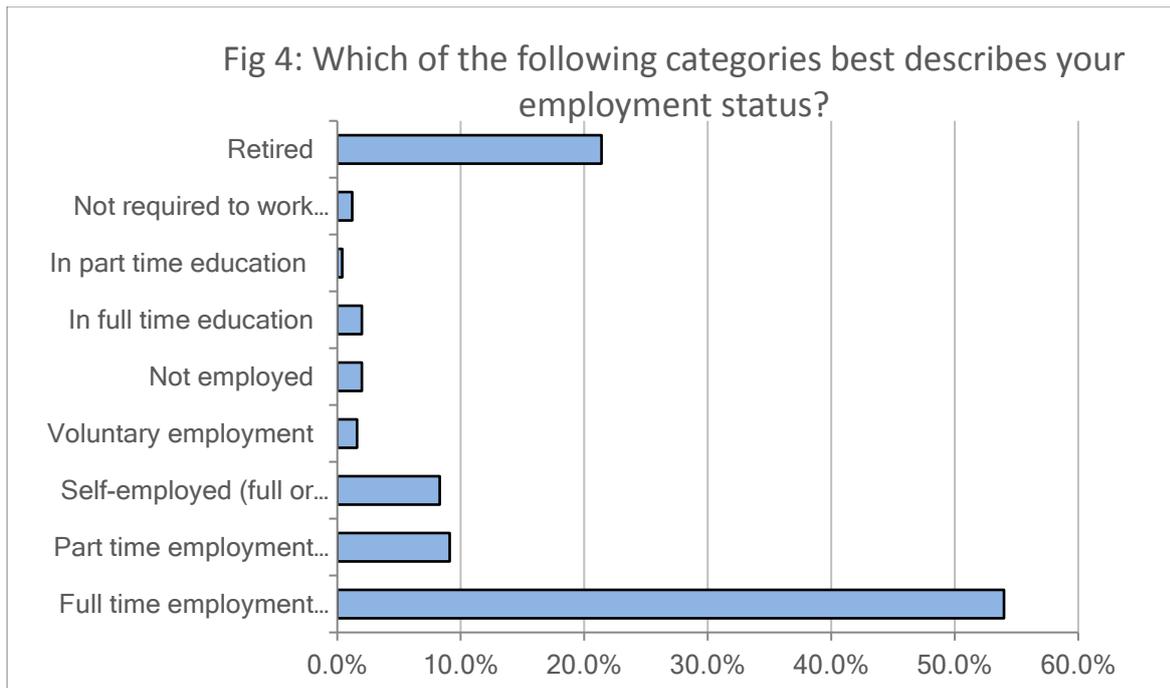
3. 16 In total we received **630** responses to the short form online questions and **335** for the long form questionnaire, including 25 hard copy submissions. Unfortunately not all submissions were complete and details of number of responses to each question are presented in the analysis. In addition, 9 email or letter responses were received as well as 15 free form comments at the exhibitions.

Exhibition location and date	Estimated number of visitors
Leatherhead Leisure Centre, 12 Nov	100
Leatherhead Leisure Centre, 19 Nov	50
Leatherhead Theatre, 26 Nov	70
All Saints Café, 24 Nov	25
CGI, 7 Dec	50
<b>TOTAL</b>	<b>295</b>

3. 17 Exhibitions were well attended compared to similar previous events and the engagement teams noted high levels of interest from those who attended.

3. 18 Figures 1 to 4 below provide demographic information about respondents collected as part of the long format survey. Demographic information was not collected for the short form, vote style, survey.





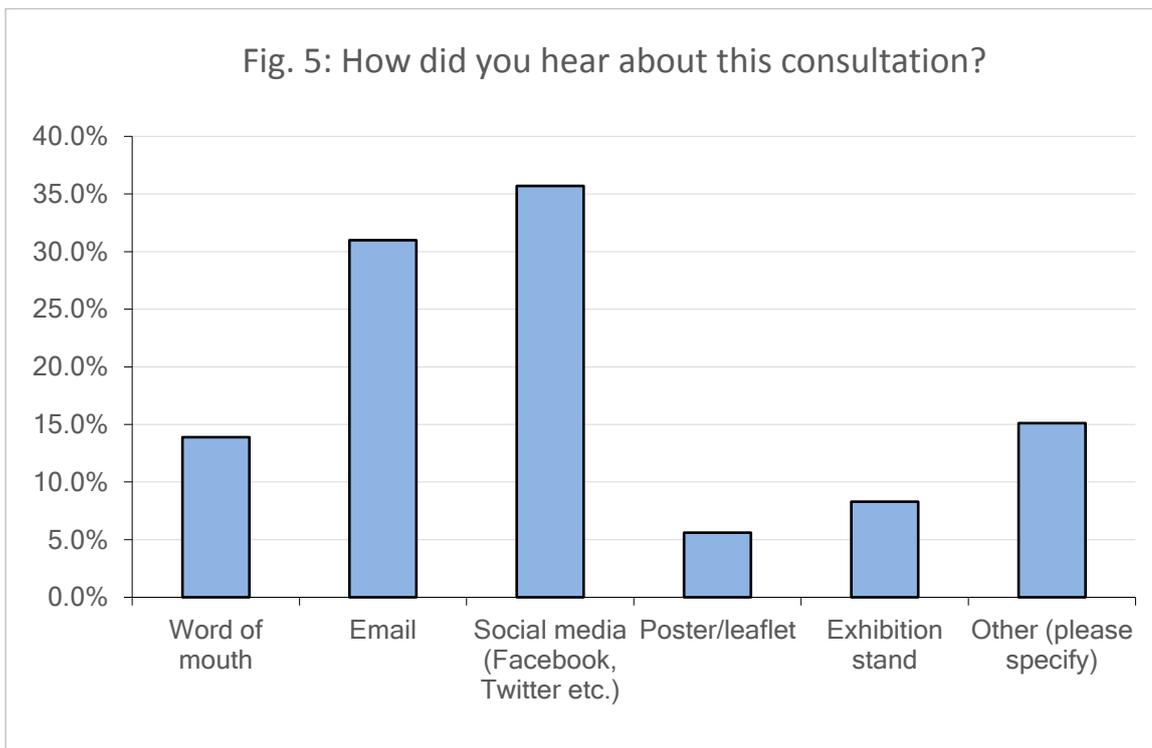
3. 19 To provide context on how characteristics of the respondents compare with the wider population in the areas they cover, the above can be compared with Census data 2011 (average for 8 Leatherhead wards) for the wards in which the residents live.

**Comparison of demographic Census 2011 data for Leatherhead**

Note that age categories used in the survey (presented in brackets) do not exactly match those from the Census.

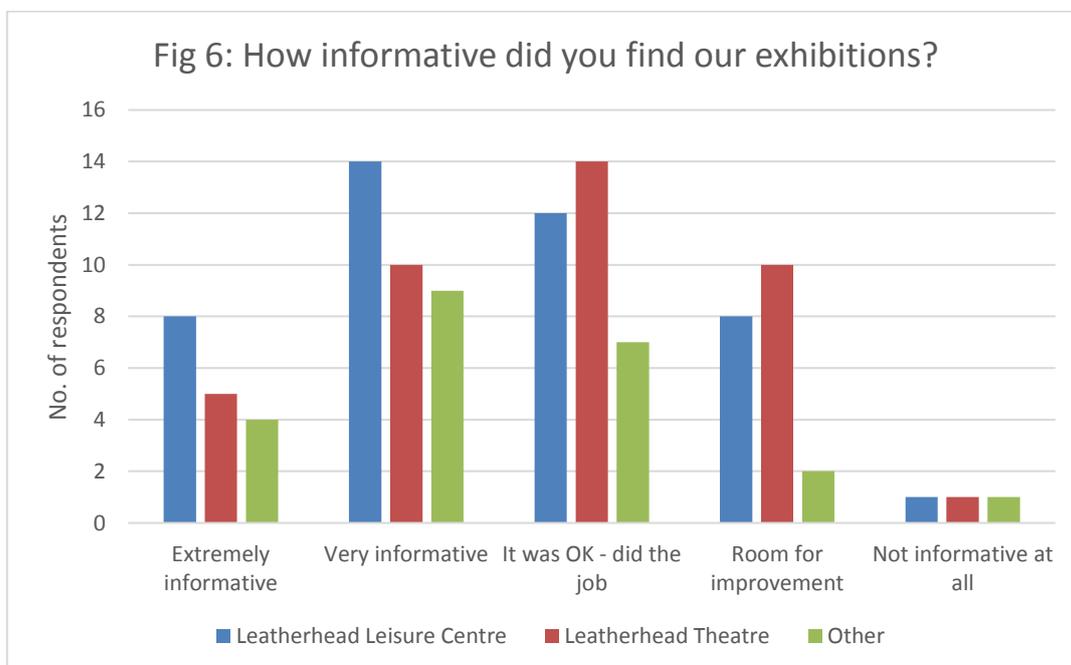
	Sex		Age					Disability	
	M%	F%	<18 (<17)	18-24 (17-24)	25-49 (25-44)	50-64 (45-64)	>=65 (>64)	Yes	No
Census 2011	48.7%	51.3%	21.3%	6.1%	22.0%	28.3%	22.2%	14.8%	85.2%
Survey Results	46.8%	50.0%	1.2%	15.5%	34.1%	41.7%	4.4%	4.4%	91.3%

- 3. 20 It is difficult to make a direct comparison with census data to determine how representative the survey sample is since under 18s were not targeted (although their parents were via schools) and this, along with a variation in age brackets, skews the results.
- 3. 21 The gender split was representative and over 64’s were underrepresented as were those with a disability. A possible explanation for this could be the single group submissions received from residents associations and disability alliances.
- 3. 22 Those of working age made up the majority of respondents potentially due to the use of weekend events.
- 3. 23 Figure 5 shows how respondents heard about the consultation. Particularly notable is the role that social media played in building public awareness and getting residents to complete the questionnaire online.



*Other = local newspapers and via residents associations.*

3. 24 Figure 6 below shows how informative attendees found the exhibitions (those attendees that answered this question).



Opinions are generally very positive response with only 22% of those who attended stating that there was room for improvement or the events were not informative at all. Analysis of

the free form comments revealed the reasons for the negative rating, with the most common being a lack of detail presented in the maps and plans:

“More useful maps- more details of proposals- everything seemed very vague.”

“...not enough detail was presented, especially on how the junctions/crossings would be dealt with, especially for cyclists”

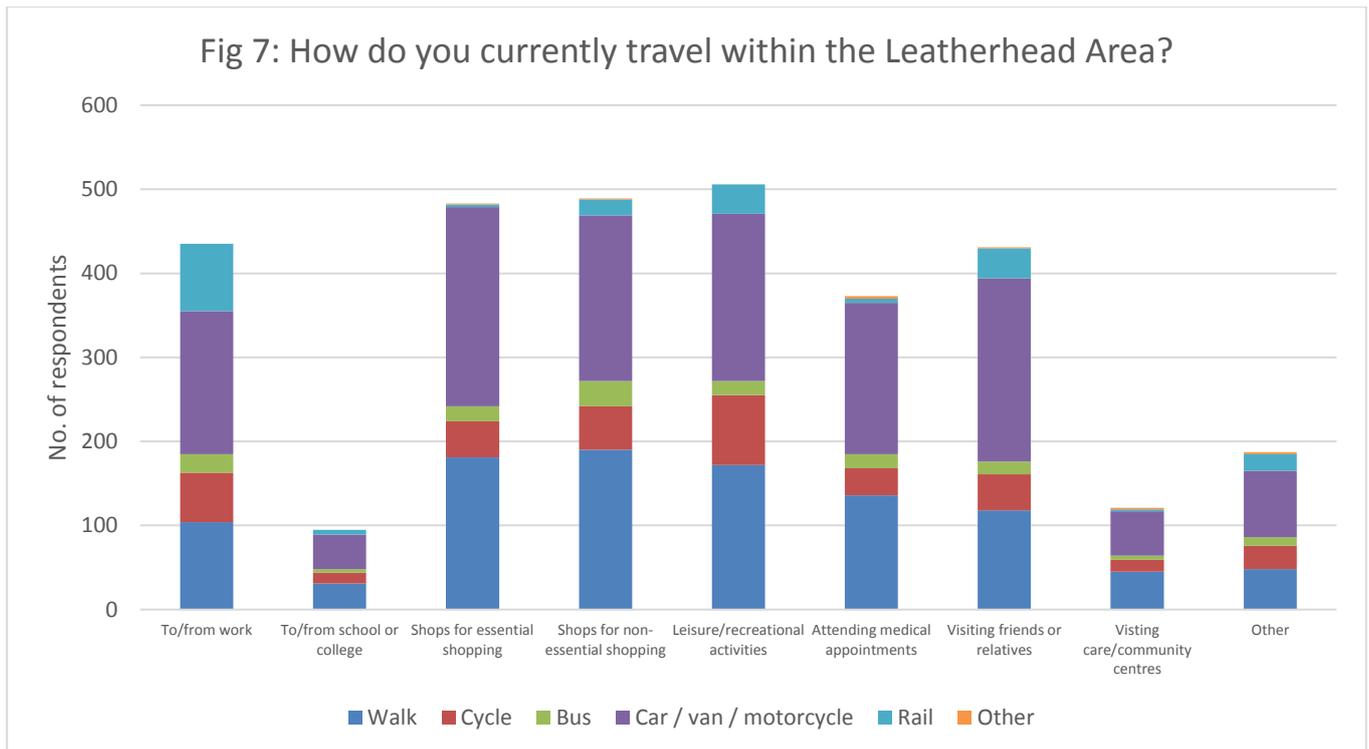
“Boards are too closely set together. We need more room in which to circulate and see things properly.”

“I was very impressed by the reception you and your fellow officers gave the people who came on Saturday. You all seemed genuinely interested in our comments and points of view. The cycle paths needed much clearer diagrams. I was very glad that you asked about Parking of CARS! That is the chief worry that we hear about.”

A number of people also commented that more publicity was needed.

#### **4 How people currently travel**

- 4.1 The first question of the long form questionnaire asked respondents how they currently travel in the Leatherhead area. Specifically, they were asked to select which mode(s) of transport they use to reach a selection of key destinations. All 335 respondents answered this question. The objective of this question was to provide context for other responses and allow more detailed categorisation of data.
- 4.2 Figure 7 shows the full breakdown of how respondents travel to key destinations. Please note for Figure 7, as respondents can travel to different places by more than one mode some of the bars add to greater than 335. Since the purpose of the question was to understand only how people travel in Leatherhead, frequency of journey was not asked.



#### 4.3 Notable observations from the responses:

- The data shows that the car/van/motorcycle is the most popular form of transport being used for 52% of all journeys, followed by walking (38%), cycling (14%), rail (8%) and bus (5%). These values are representative of this survey sample and should not be taken as typical for all Leatherhead residents since the response group was self-selecting.
- Walking was consistently the second most popular form of transport across all key destinations.
- Cycling is the third most common mode of travel and is most popular for leisure/recreational journeys. Respondents also made over 13% of journeys to work by bike, a very high value compared to the 2% expected from Census 2011 data for 6 Leatherhead wards<sup>2</sup>, reflecting the high number of cyclists answering the survey.
- In contrast to national trends, where it is more popular than cycling, bus is the fourth most common mode of travel. It is most popular for leisure trips and getting to work. This is corroborated by Census 2011 data which shows that only 2% of journeys to work are by bus in Leatherhead.
- Travel by rail is the least common mode of the five in the area, however 18% of respondents said they travel by rail to get to work, reflecting a high number of outward and inward rail commuters. This is slightly higher than that derived from Census 2011 data for 6 Leatherhead wards which showed that train commuters make up 15% of working residents.

<sup>2</sup> Ashted Common, Ashted Park, North and South Leatherhead, East and West Fetcham

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4. 4 The data shows that although the car dominates travel patterns, a significant proportion of people are already walking and cycling. Improvements to sustainable travel infrastructure, facilities and services in and around Leatherhead will therefore benefit those already travelling in this way and may encourage sustainable travel further.
4. 5 Results also suggest that bus travel in Leatherhead is at low levels compared to other Surrey towns which could indicate issues such as gaps in service, high levels of congestion affecting services or high levels of long distance commuting. Further investigation into this area is recommended.

## 5 Effectiveness of the proposals that make up the Package

### 5.1 Short format questionnaire results summary

Q1. This scheme will increase the number and improve the safety of people walking and cycling to/from the business parks.

Total responses = 222

<b>Yes</b>	<b>78.4%</b>
<b>No</b>	<b>21.6%</b>

Q2. This scheme will increase the number and improve the safety of people walking and cycling along Waterway Rd and to/from the Leisure Centre.

Total responses = 208

<b>Yes</b>	<b>80.8%</b>
<b>No</b>	<b>19.2%</b>

Q3. This scheme will make it easier and safer for wheelchair users, pedestrians and families with pushchairs to use the bridge.

Total responses = 200

<b>Yes</b>	<b>81.5%</b>
<b>No</b>	<b>18.5%</b>

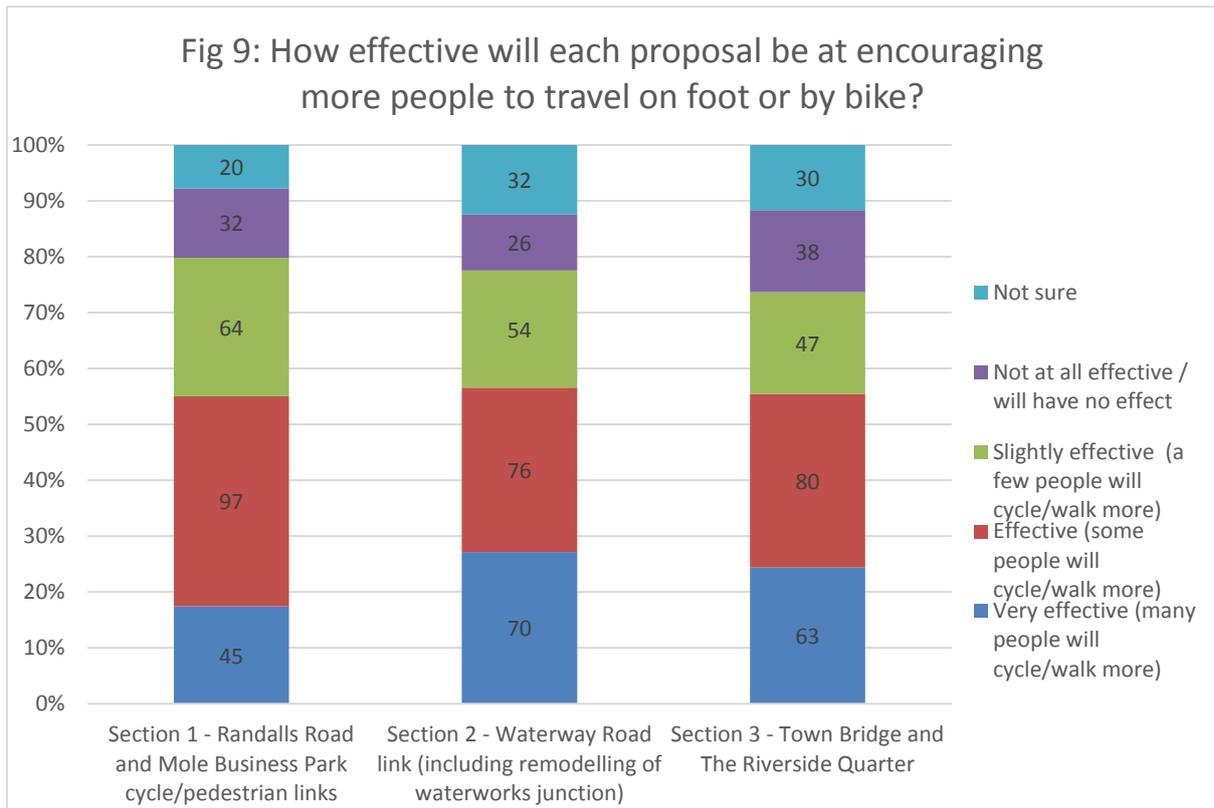
5.2 These responses show a very high level of support for all three scheme elements with 4 out of 5 respondents stating that the elements will achieve their objectives.

### 5.3 Long format questionnaire results summary

Respondents were asked to state how effective they believed each section of the Package would be on a 5 point scale in encouraging people to travel on foot or by bike. The cycling and pedestrian schemes are collectively split into 3 sections (same sections as on the information panels):

- Section 1 – Randalls Road and Mole Business Park links;
- Section 2 – Waterway Rd, including remodelling of Waterworks Junction;
- Section 3 – Town Bridge and the Riverside Quarter.

5.4 260 individuals responded to this question. Figure 9 shows a summary of responses.



- 5.5 Over 50% of respondents stated that the proposals will be very effective or effective.
- 5.6 The percentage of people stating that a section would not be effective at all varied between 10 and 15%.
- 5.7 Figure 9 also shows that there were a significant number of people that are “not sure” whether a proposal would be effective. This result is common in many transport consultations since not everyone is familiar with all modes of transport, or needs to travel in the specific area that a proposal covers.
- 5.8 Figure 10 that follows presents the same data but shows overall levels of support by aggregating the highest and lowest categories and excluding the ‘Not Sure’ category.

**Fig 10: How effective will each proposal be at encouraging more people to travel on foot or by bike? Excluding ‘not sure’ replies.**

	Very Effective or Effective (% of respondents)	Slightly Effective or not Effective at all (% of respondents)
Section 1 - Randalls Road and Mole Business Park cycle/pedestrian links	60%	40%
Section 2 - Waterway Road link (including remodelling of waterworks junction)	65%	35%

Section 3 - Town Bridge and The Riverside Quarter	63%	37%
<b>Scheme Overall</b>	<b>62%</b>	<b>38%</b>

- 5.9 Figure 10 shows that all the schemes are viewed by 62% of respondents as effective and therefore overall are positively supported. Section 2 is viewed as the most effective by a narrow margin and therefore of highest priority. Section 3 and section 1 are however also both well supported.
- 5.10 We can assume that 38% of respondents had some doubts about the effectiveness of the sections (slightly effective/not at all effective) and this represents a significant proportion with concerns about the proposals. These concerns can be analysed by using the comments received as part of this question.
- 5.11 **Comments Summary**  
The following list is not comprehensive but highlights those issues most commonly raised. Total number of comments = 111.

Issue/Concern	No. of Comments	Examples
Waterway Road not wide enough- narrower lanes will cause congestion.	11	<p>“Waterway Road much too narrow to take official 2 way cycle/footpath unless you take width from railway embankment.”</p> <p>“I presume that all of these suggestions will necessitate a narrowing of the existing road for cars. If so, this is going to make the queues even longer, and mean that cars are sitting idling in traffic (especially along Waterways Road) even longer, which will increase pollution levels...”</p>
Traffic lights on Town Bridge will have a negative impact.	13	<p>“Bridge Street is already an absolute nightmare with the parking. Traffic lights at the bottom will make it impassable. What happens if it floods again?”</p> <p>“Section 3: Traffic lights on the bridge could discourage cycling if it inhibits continuous movement”</p>
Shared use facilities dangerous or not effective. (Note that this issue was repeated in the safety question)	17	<p>“Randall's road definitely needs wider pavement. But I'm unsure about mixing cycling and pedestrians on that wider pavement.”</p> <p>“The cycle path merged with the pedestrian path on Epsom Road has now become a nightmare and very dangerous on our walk to school. Bikes fly past and I scared my child will be knocked down soon!”</p> <p>“Many of the cycle ways already in place are not used and cyclists continue to use the road. (e.g. Epsom Road) so will these new ones actually be used? Is there any way to force cyclists to ride on a path?”</p>

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<p>Buses and parking should be prioritised over cycling/walking.</p>	<p><b>12</b></p>	<p>“The main way of helping Leatherhead is to improve parking - full stop. A few people walking/cycling is no good to at all.”</p> <p>“I think the proposals are under the rather naive impression that residents and workers in Leatherhead will cycle more simply as a result of more cycle lanes. Based on the age demographic here, I just don't see it happening... The congestion requires much bigger measures than improving the cycling/pedestrian links. How about more frequent and more reliable public buses?”</p>
<p>Randalls Road Route – mixed opinion responses.</p>	<p><b>13</b></p>	<p>“Randall's Road cycle path is desperately needed. If anything it will make walking down there safer - a number of cyclists currently use the footpath making it unsafe for pedestrians as the current path is not adequate for this.”</p> <p>“You say that Cleeve Road allows access to CGI and Unilever, but after KBR closed the "Frogmore Gates" 12 months ago, this access is limited.” [This issue is addressed further in section 8]</p> <p>“The path between Cleeve Road and the town centre is already quite wide, the width will not aid in its use, it's the distance that causes people not to use it.”</p>

5.12 In addition to the comments above, other suggestions and concerns included:

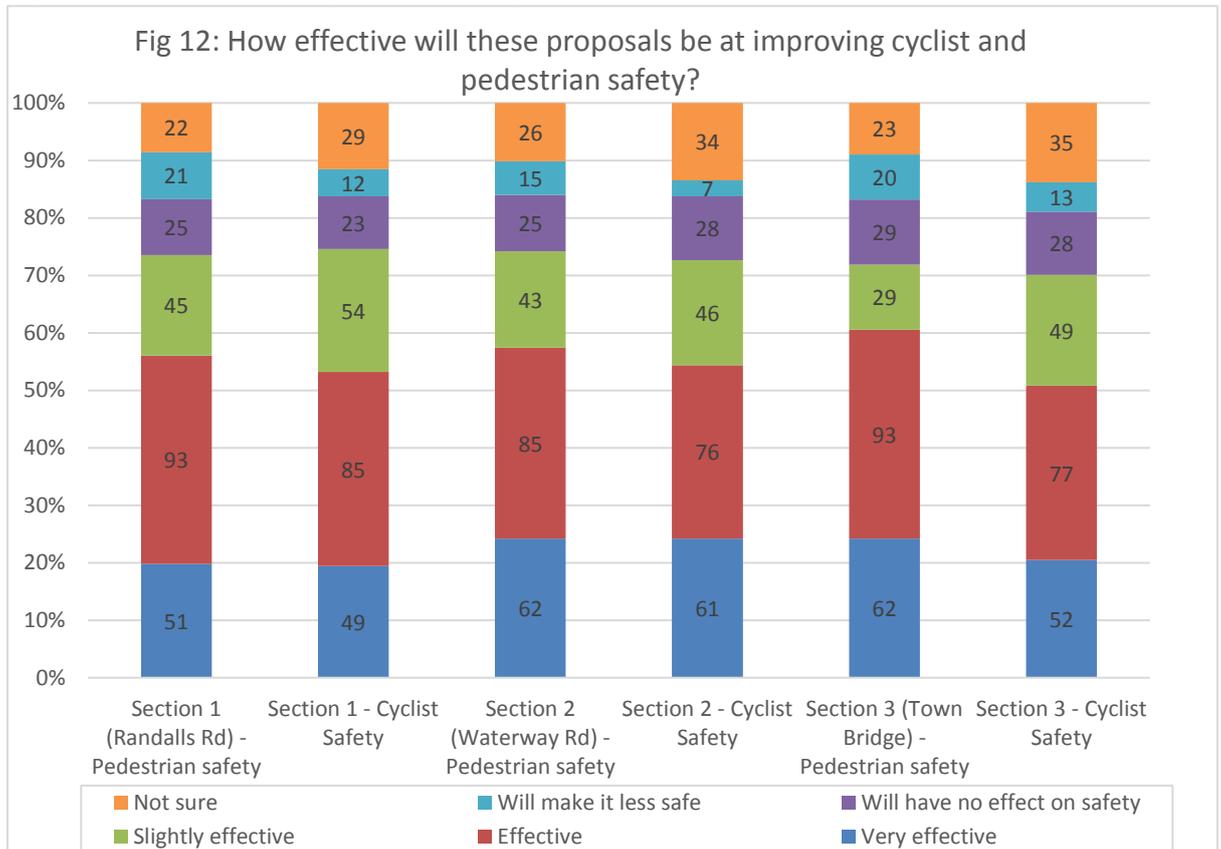
- More secure cycle parking needed in town centre.
- The remodelling of Waterworks junction with better crossings was generally well supported.
- Lighting should be sufficient on all new and existing routes.
- Long distance cyclists’ needs should also be considered by creating better routes between towns.
- A number of comments were made in support of a route from Mill Lane into Leatherhead without specifically supporting Waterway Road scheme:

“My top priority would be to get a good safe cycle lane from Mill Lane into the remodelled Waterworks and onwards to the station and Therfield school.”

**6 Pedestrian and Cycle Safety**

6.1 Respondents were asked to state how effective they believed each section of the Package would be on a 5 point scale at improving safety for pedestrians and cyclists, a key objective of the scheme.

6.2 Figure 12 shows a summary of the 260 responses received.

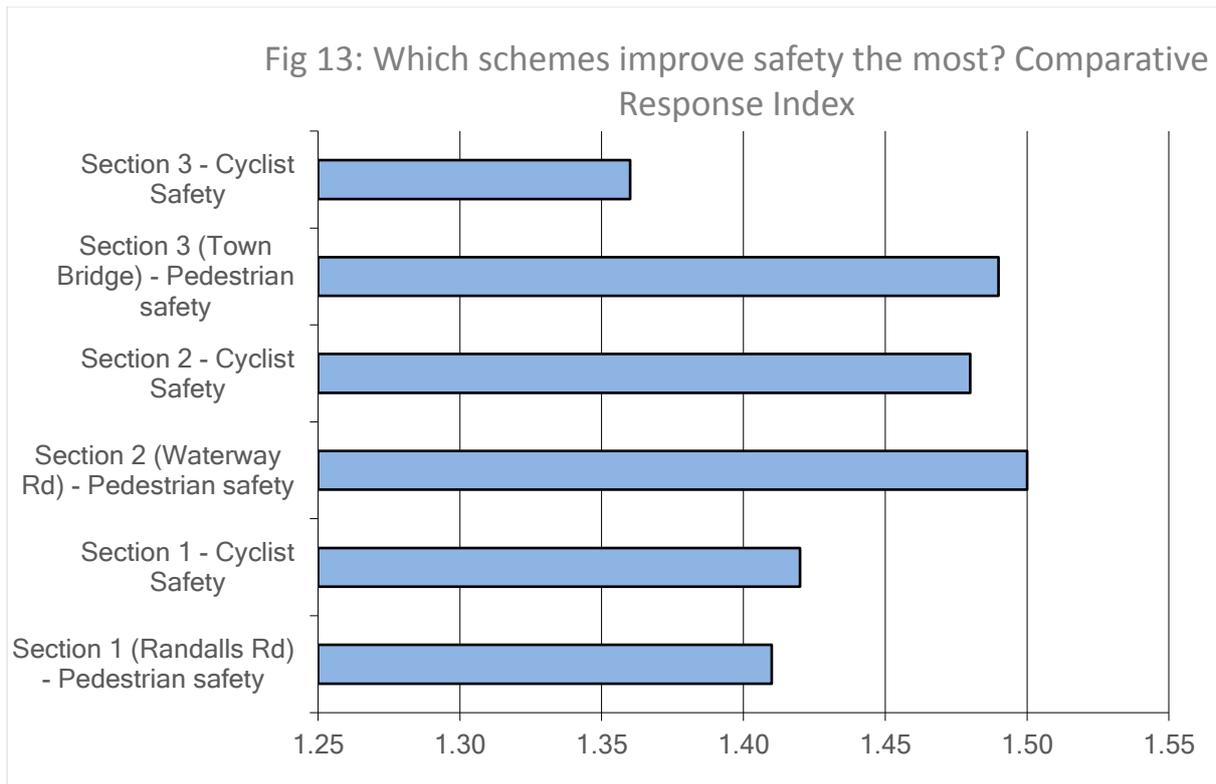


6.3 Overall, a majority of respondents (between 50% and 60% depending on the section) stated that a proposal would be effective or very effective at improving safety with between 13% and 19% stating that it would not be effective or would have a negative effect depending on the section.

6.4 For all sections, respondents felt that the scheme had a greater positive effect on pedestrian safety than for cyclists, particularly at Town Bridge.

6.5 A larger number of 'Not Sure' responses were obtained for cyclists' safety perhaps reflecting that this is a complex area with a lack of familiarity.

6.6 Figure 13 uses a prioritisation index to show comparative levels of support for the safety element of each section. It does this by allocating a score to each category of response (Very effective =2, Effective = 1, No effect=0, Less safe=-1) and should only be used for comparison purposes.



6.7 Figure 13 shows more clearly that Waterway Road is seen as having the greatest impact on the safety of cyclists and pedestrians. Town Bridge divided opinion and was seen as very beneficial for pedestrians but much less so for cyclists. It should be noted that all options received a value above 1 and are, on average, seen as positive for safety.

6.8 **Comments Summary**

The following list is not comprehensive but highlights those issues most commonly raised. As with the previous question there are significant levels of negativity towards shared use facilities. Total number of comments = 89.

Issue/Concern	No. of Comments	Examples
Shared use facilities not safe/will not be used	35	<p>“Cycles and pedestrians do not mix. You cannot expect to have pedestrians to keep looking behind to see if a speeding cycle is coming behind. The elderly and blind are most vulnerable.”</p> <p>“Cyclists don't use the cycle paths put in by the council, look at the ones between Leatherhead and Ashtead.”</p> <p>“If there are shared pedestrian/cycle paths they need to be wide and clearly marked to avoid danger to pedestrians.”</p> <p>“I don't appreciate cyclists whizzing by when I am trying to take a quiet walk by the river. In the evening that can be very frightening.”</p>

Cyclist behaviour	6	<p>“Need to make cyclists more aware of pedestrians. Bad example - Armistice Sunday when a leisure cyclist rode through the procession to the war memorial down the closed road.”</p> <p>“Encourage cyclists to wear day glow clothes. We often see cyclists dressed all in black. They are invisible.”</p>
Support for shared facilities	5	<p>“Most active cyclists will still use the road. but the elderly young parents and children will use the paths either on bikes or foot”</p> <p>“Many of the pavements and footpaths around the town are narrow and hard to negotiate with a pram or buggy - for example on Bull Hill where the pavement is so narrow it's hard to pass anyone with a buggy. Wheelchair users must find pavements like this even more challenging. It would be great if these could also be widened (and resurfaced!)”</p>

6.9 In addition to the comments above, other notable suggestions and concerns included:

- Two respondents requested 20mph speed limits in town.
- Crossing the junction at Waterway Rd/Station Rd and near to BP garage dangerous for both cyclists and pedestrians.

## 7 Other improvements

7.1 For the final question, respondents were asked if there were any transport improvements that we have not included as part of this package that would be important for the area as part of a future proposal.

7.2 Total number of responses received = 109.

7.3 The most common suggestion (30 responses) was a new or existing route that needed to be improved or better maintained.

“Better care and cleaning and weed/bramble removal from Mill Lane and the two paths that come off of it into Fetcham (one going past the Mill Pond and one going next to the railway line). Currently they are very poorly maintained”

“Open up the crossroads in the town centre so that access is possible from Church Street to Bridge Street and North Street.”

“There are no continuous cycle links between Leatherhead and Esher.”

Public transport improvement was the next most mentioned (16 responses):

“Not sure if this is the right place but I think better bus services would be good especially out towards Cobham and as far as the shopping centre at Brooklands.”

“Buses.. generally we have a poor bus service especially to take people to Epsom and back. Most buses do not run at all in school holidays or run less frequent in school holidays.”

Parking both in town and at the train station remained an important and emotive issue (13 responses):

“Making Bridge Street even more crowded with a hotel, cafe, etc, but not providing any extra parking will choke that part of the town. As a resident, trying to get in and out of my home has become extremely difficult. And visitors to the shops keep parking in residents' spaces because there is so little town centre parking. Imagining that families with kids will all come by bike is a pipe dream, I'm afraid.”

“Use Bay Tree Avenue as an access to the Eastern Station car park thus avoiding the trip round the park. Persuade the owners of the ground level parking to the west of the station to increase the height of their parks, thus making the multi-storey. Access could be made from Randalls way if the right height could be built. Why not a multi-storey at the Leisure Centre plus a little mini-bus?”

## 8 Written responses and exhibition comments

8.1 A range of comments were made at the exhibitions and by letter or email that were not necessarily captured within the questionnaire responses. Submissions included:

### 8.2 Cycle and pedestrian route feedback.

- Suggestions for improvements to routes not presented as part of this proposal included:

“Will there be improvements to cycling provision between Waterway Road from the junction with Station Road up to the station? Currently the cycle path across the park isn't really fit for purpose,”

“Need a route across the river into Mole BP and a route East along the river from Town Bridge (currently cycles not allowed).”

“The footpath on Randalls Road adjacent to the Crematorium is very narrow”

“Resurfacing of River Lane would enable road bikes to access Randalls Road and Business Park from Fetcham.”

- One email correspondent was concerned with safety issues for pedestrians and particularly cyclist where proposed cycle routes cross busy roads:

“The proposed Randalls Road cycle path has no satisfactory way to get past the railway line. So it simply stops at the station junction.

The need to cross Randalls Way at the entrance to the Mole Valley Business Park creates another accident risk. The place where the proposed Randalls Road cycle path crosses Randalls Way is an

accident waiting to happen – sooner or later it is statistically inevitable that a motorist turning into Randalls Way will hit a cyclist crossing it.”

- In common with many of the questionnaire responses, several comments at events reflected the concern that Waterway Road may be too narrow to accommodate the STP route 2.

“Turning out of Belmont Road is difficult at the best of times – the width of Waterway Road and the kerb radii of Belmont Road means that one can just about turn left without encroaching onto the other side of the road. Reducing the road width will make this manoeuvre dangerous.”

- Similarly, a number of comments were critical of making the Town Bridge single lane controlled with traffic lights. Making Bridge Street one way was suggested by several attendees and correspondents as a consideration.

“I feel obliged to raise awareness, of traffic related issues, that would occur daily, on Bridge Street and Leatherhead Bridge if the proposals were implemented. Reducing the current two way system, to a single lane controlled by traffic lights on either side of the bridge: I receive several deliveries every week, with large vehicles, (HGVs included) entering & exiting the pub car park. This would create traffic queues & hazards for all concerned.”

“Why not just make Bridge St one way including bridge. Need better parking controls on Bridge St where it becomes North St.”

“Whilst I agree in principle with the idea of improving pedestrian and cycle access to the town, especially if it will improve business for local traders and restaurateurs, I believe this could be achieved just as well by not making the bridge one-way.”

8.3 **CGI employees (Springfield Drive)** submitted a number of responses and additional documents to the consultation, many of which included data and results from of a series of staff travel engagement activities run in 2016. CGI ha also offered to provide staff travel data to help with scheme appraisal. Issues raised included:

- Access to the Axis/Springfield Drive business park is currently limited due to the closure of an access gate (“Frogmore Gate”) in 2015 owned by KBR. Since then access has only been granted to a limited number of individuals who have been issued with electronic passes. The effectiveness of the Randalls Rd scheme will be severely limited if a solution is not found since the cycle route will not be continuous.
- The route to the West of Leatherhead and Fetcham via River Lane is popular and provides a safer alternative than Waterway Rd/Mill Lane. Unfortunately it is prone to flooding and the surface is poor particularly after heavy rain.

“I cycle to CGI five days a week typically. My usual route is via River Lane from Fetcham at around 8:30am and 17:30 If it is very wet and muddy I occasionally go via Waterways Road (G4) and Station Approach (G5) I also occasionally use the route from the A24, i.e. Church St, High St (G3), North St, Station Road, Station Approach”



*River Lane Flooding in 2008*

- Pressure on the Waterway Rd – Bull Hill routes could be alleviated by creating a new river crossing for pedestrians and cyclists adjacent to the railway bridge into the Mole Business Park. The diagram below was submitted by a CGI employee and shows the potential access routes (A and B), which do not currently allow cycling, and how these join with other existing routes along the river and the footpaths into Fetcham.



- A proposal for a 'Motorway Park & Ride' scheme was also submitted that included a dedicated cycle lane and a pod based shuttle service from the park and ride site close to Springfield Drive. Although beyond the scope of this consultation they are relevant for the future development of transport in Leatherhead.

- 8.4 **The Leatherhead Residents Association (LRA)** set out a detailed response to the consultation agreeing with the general objectives of sustainable transport but stating that it is critical that the proposed schemes do not compromise the already overloaded road network. The LRA supported the Randalls Road route as long the existing road width is not reduced.

It was recognised that cyclists are currently using the Waterway Road footpath, however concerns were raised over the intention to narrow the road to provide a wider shared cycle path and the planned light controlled crossing at Mill Lane may reduce traffic flow. An alternative route was suggested from Mill Lane to Randalls Road via Mole Business Park crossing the River Mole.

The desirability of a direct link from the Leisure Centre to the Town Centre was recognised however concerns were raised that traffic light controls on the bridge to make it one way would cause traffic queues. A previous alternative to construct a lightweight bridge upstream for cyclist and pedestrians was also mentioned.

- 8.5 **Disability Alliance Network Surrey (DANS).** The mid-Surrey DAN were contacted initially by email at the start of the consultation period and a subsequent presentation was made on 9<sup>th</sup> January at their regular meeting. Comments were noted at the meeting and due to the lateness of the meeting in the consultation process, it was agreed to accept further email responses. Several concerns were voiced at the meeting:

- Will the changes cause congestion to back up around Town Bridge, are intelligent lights an option? HGVs also get stuck going through town currently.
- More serious and sports cyclists will not use shared facilities.
- Waterway Rd – most cyclists using the footway currently dismount and pass safely.
- Cyclists have become frustrated by those with a disability such as visual impairment on shared facilities, since they are not initially recognised and just seen as slow or in the way.

“Shared paths are inherently hazardous to people with sensory disabilities. Mobility on the pavement is hazardous enough for people with sight loss.”

- 8.6 **Transform Leatherhead Proposal.** Although the transport section of the consultation did not ask for feedback on the wider Transform Leatherhead project, a number of comments related to it were submitted and some had implications for transport improvements:

“I do, however, agree that it would be desirable to "make more" of the area near the river in something on the Leisure Centre side of the river.”

“I strongly oppose car park/housing on green space next to station. This needs a much better playground of which there are none compared to Ashted and Bookham. Please keep green spaces as much as possible especially by the river.”

- 8.7 **Highway and parking issues.** Other transport related issues were brought up at the events, particularly by commuters travelling to work by car in and around Leatherhead. The most common request was for improved parking in the town but the ring road congestion and junctions were the second most commonly mentioned:

“Traffic lights on Randalls Road adjacent to station approach and lights on pedestrian crossing under rail bridge over Randalls Road do not appear to be synchronised thus holding up traffic at busy times.”

## 9. Conclusions

- 9.1 The consultation has revealed that sustainable forms of transport are well used by residents and commuters in and around Leatherhead. Of all journeys, 38% involved walking and 14% were cycled.
- 9.2 Only 4% of journeys involved bus travel.
- 9.3 The majority of journeys were made by car/van or motorcycle, making up 52% of all journeys. The importance of journeys by car was reflected in the prevalence of comments relating to car journeys and associated infrastructure including parking.
- 9.4 Four out of every five respondents to the short format questionnaire voted that the three routes would meet the objectives to encourage more walking and cycling and improve safety. Route 3, Town Bridge was the most favoured at 81.5%.
- 9.5 Overall, 62% of long survey participants believed that the scheme would be effective or very effective at encouraging people to take more journeys on foot or by bike. Route 2, Waterway Road including remodelling of the waterworks intersection was seen as the most effective route to encourage walking and cycling at 65%.
- 9.6 38% of respondents to the long survey rated the schemes as slightly effective or not at all effective at encouraging walking and cycling.
- 9.7 The sample comments in this report gave an indication of some of the concerns held by respondents including potential impacts on existing traffic problems due to the proposed narrowing of Waterway Road and traffic lights causing queuing around Town Bridge.
- 9.8 The most commonly raised issue in the comments section was in relation to the use and safety of shared use pedestrian/cycle paths. Many stated that cyclists often prefer to use the road even when off road cycle paths are provided and that shared paths are less safe for pedestrians.
- 9.9 Respondents provided a number of other options for routes that could be improved including Mill Lane footpaths and River Lane.
- 9.10 Over 50% of respondents to the long questionnaire agreed that all 3 proposed schemes would effectively or very effectively improve safety levels for cyclists and pedestrians. Route 2, Waterway Road, was seen as having the highest potential to improve safety for cyclists and pedestrians. Route 3, Town Bridge was seen as favourable to improve safety for pedestrians however the least favoured for improving cyclist safety.