

## Annex C: Travel SMART Consultation – Redhill / Reigate

### 1 Introduction and Background

The Department for Transport's (DfT) tight timescales for the submission of the Local Sustainable Transport Fund bid, for Surrey County Council known as Surrey Travel SMART, did not provide us with an opportunity to consult with the public, but some consultation work was undertaken with local businesses in October 2011, which helped us shape the bid.

At the first appropriate opportunity a 6-week public consultation was undertaken between 3 April and 16 May 2012, focused on the three towns of Guildford, Redhill and Woking. This paper sets out a summary of the results of the survey and consultation.

### 2 Consultation and exhibitions

The consultation was available on-line from the Surrey County Council website using a Survey Monkey survey. Paper copies were also available, and these could be collected from Redhill Library, the Harlequin Centre and from Reigate Town Hall.

The survey was made up of a general survey asking questions about the overall concept of the bid, broad measures and feedback about travel generally. There were also two further surveys asking more specific detail about improvements for bus users and walking and cycling improvements. A copy of the consultation document can be found at the end of this document.

Two exhibitions were held in Redhill during the consultation period, one on a Thursday and one on a Saturday, in order to try and maximise coverage. In addition, during the Saturday exhibition a 'Smoothie Bike' was hired in an attempt to attract more people to the exhibition. Table 1 shown below, indicates the number of people attending the exhibitions in the three towns. In total 336 people visited the exhibitions, with a number taking paper copies away with them.

**Table 1: Attendance at Redhill Exhibitions**

Town	Location	Date	am	pm	Total
Redhill	Harlequin	Thu 10 May	13	21	
Redhill	Belfry	Sat12 May	11	29	74

In addition to the information collected at the exhibitions, a further 10 paper survey responses to the general survey were received to add to the 25 online responses received. 17 responses were received for the bus user improvements survey, and 27 responses received to the walking and cycling survey.

### Analysis of survey results

The age range question in the survey was answered by 144 people with 12 not responding. The results were as follows in Table 2

**Table 2: Profile of respondents – Redhill**

Age range	Percentage responded	Response count
Under 18	0%	0
18-24	2.9%	1
25-34	8.6%	3
35-44	17.1%	6
45-54	14.3%	5
55-64	31.4%	11
65-74	22.9%	8
75+	2.9%	1

The two main groups responding with over 50% of the response was the 55-64 and 65-74 age ranges.

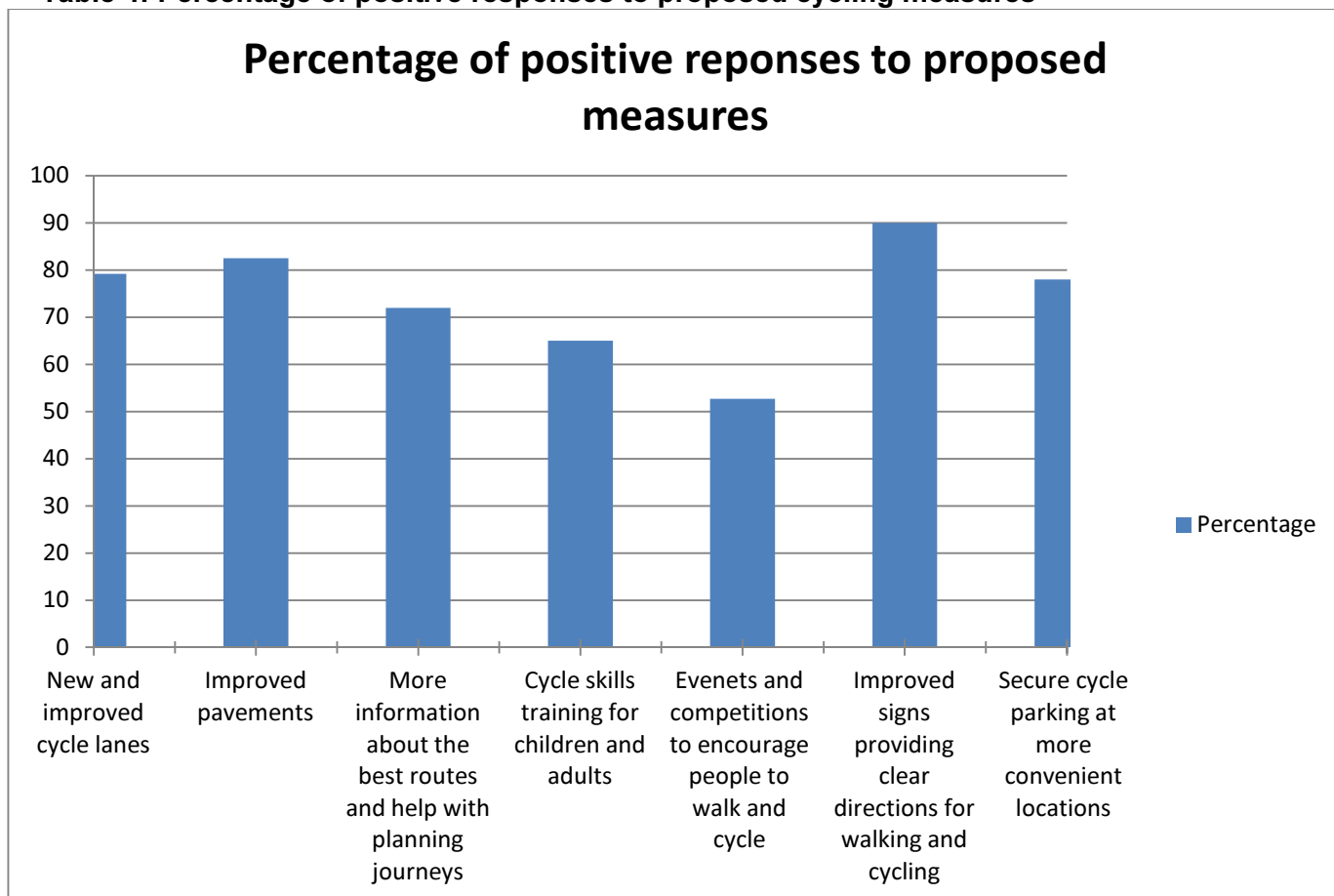
The question ‘how do you usually travel in and around Surrey’ received replies from all survey respondents. It would appear from the results that the majority of people travel using several modes of travel, such as car to the station and then train or walk/cycle during the daylight then car during darkness.

**Table 3: How do you usually travel around Surrey?**

Answer Options	Percentage responded	Response Count
Car	71%	25
Bus	37%	13
Train	43%	15
Cycle	17%	6
Walk	2.5%	19

For the question ‘which of the following measures would encourage you to walk or cycle in and around town’ people were asked to rank in preference 1 being most likely to 7 least likely or it wouldn’t. If it is taken that all responses in the 1 to 7 are positive and the ‘wouldn’t as a negative, the results are very encouraging. Improved signs providing clear directions for walking and cycling (90%), improved pavements (89%), new and improved cycle lanes (81%) and secure cycle parking at more convenient locations (82%) were the main responses. Table 4 below provides a full summary of responses.

**Table 4: Percentage of positive responses to proposed cycling measures**



The 'open' question relating to 'comments on what would encourage you to walk or cycle more' was answered by 27 people. Of these the table below details the theme of these responses.

**Table 5: measures to encourage cycling and walking**

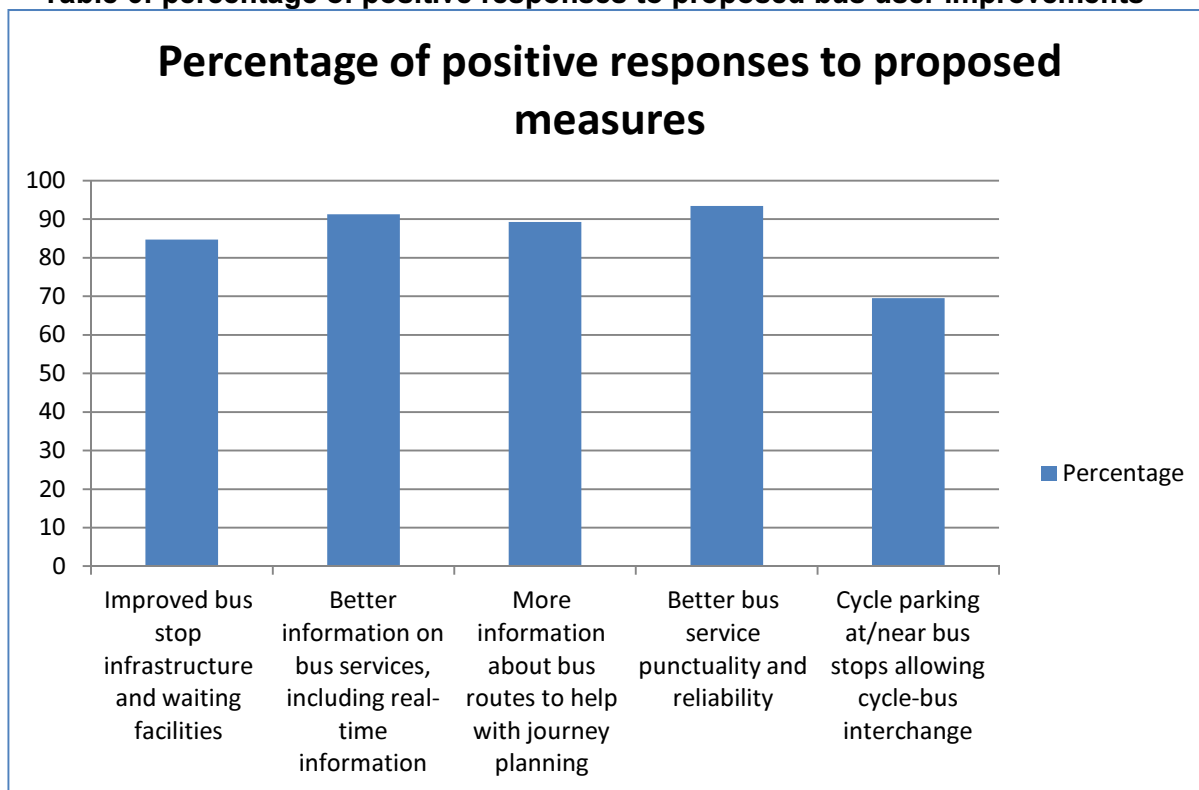
Measure	No. of responses	% of responses
Improve cycle lane along A23 north and south	4	14.8%
Poor road surface/potholes	3	11.1%
General support to improving cycle lanes	11	40.7%
Congestion and parking issues	3	11.1%
Cycle lane from Redhill to Woodhatch	2	7.4%
Improvements to cycle links east-west from Redhill to Reigate	4	14.8%

The question relating to 'which of the following measures could encourage you to use public transport more' was answered by the vast majority of respondents positively. Better bus service punctuality and reliability (93%), better information on bus services, including real time information (88%), and more information about bus routes to help journey planning

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

(93%) were the highest rated, with cycle parking at/near bus stops allowing cycle-bus interchange being the lowest but still a positive 81%. Table 6 provides a full summary of responses.

**Table 6: percentage of positive responses to proposed bus user improvements**



The ‘open’ questions relating to ‘comments on what would encourage you to use public transport more’, and ‘what are the current barriers to using public transport’ were answered by 17 people. Of these the table below details the theme of these responses.

**Table 7: measures to encourage bus travel**

Measure	No. of responses	% of responses
Cost of bus travel too high	4	23.53%
Lack of early and late night bus running	4	23.53%
Lack or incorrect real time information	3	17.65%
Parking problems on bus routes	2	11.76%
Improving shelters along key routes - as per the bid	4	23.53%

**Conclusion**

The consultation process has provided overall positive results for the three towns and has indicated that the business case submitted, with the assistance of our partner Borough Councils and local business has been well received by the public.

The detailed responses to the open questions will be considered in detailed scheme development.