

Reigate and Banstead Local Committee - Open Forum

17.09.2018

Question 1

Mr Ted Pottage, Vice-Chairman of the Disability Empowerment Board East Surrey asked:

- (i) There are a lot of useful new signs outside bus stops that tell passengers how they can contact the council to report a fault. It includes telephone and email details. But this is not enough – it should include the SMS number, or a QR code.
- (ii) Bus route 422, station stop – this appears to be called at on the new route, but it does not appear on the display board.

Officers agreed to forward these questions to the Passenger Transport Team to provide a response to Mr Pottage after the meeting.

Mr Pottage also noted that SCC were performing quite well in relation to the NHS Accessible Information Standard, but that East Surrey hospital is not doing so well. As SCC funds health and social care, it should make sure that the organisations it provides funding to are compliant with this standard.

Mr Ian Mackenzie, Director of Information and Facilities at East Surrey Hospital, was present at the meeting and agreed to talk with Mr Pottage further on this following the meeting.

Question 2

Mr Stephen Rolph, Salfords resident asked:

- i) The Real Time Passenger Information (RTPI) system is currently not able to handle late buses. It does not tell you how late they will be, and often late-running buses just disappear from the screen.
- ii) Many bus drivers often fail to stop at the raised kerbs that the county council put in some years ago across the county. Drivers often seem unaware of the kerbs. The kerbs are not marked, despite this being advocated by many guides to bus stop design. What can the county council do to mark the start and stop of the raised sections?
- iii) Great Western Railway will shortly be starting additional services, which will mean Reigate Level Crossing is down more frequently, with 6 trains per hour passing through. What plans do highways have to reduce the increased traffic congestion that further level crossing use will cause?

The Area Highway Manager acknowledged there had been some issues with the RTPI system, but that this was being upgraded, with a new officer appointed to look at the system in more detail.

The Area Highway Manager confirmed that Reigate Level Crossing was a well known issue, but that there was no easy solution. A transport study is being planned with Highways England to look at the problem, with a view to using technology to help drivers plan their route more effectively.

Question 3

Councillor Jill Ashton from Salfords and Sidlow Parish Council asked about the A23 Three Arch Road junction. The parish council submitted a range of comments and questions on the design to the local committee ahead of the meeting, but after the deadline for formal public questions had passed. As the questions were detailed and complex, the questions are attached to the minutes as an annex.

The Chairman encouraged the parish council to feed all their views into the consultation.

Question 4

Mr Richard Greaves from Horley stated that buses 422 and 424 are now routed along Meath Green Lane, mainly to serve Westvale Park. However there are no bus stops on Meath Green Lane. Buses going towards Horley town centre do not stop in Vicarage Lane, until before Court Lodge road junction. Can anything be done about this? Going towards Horley there is a wide grass verge between the roadway and pavement, preventing stops being on this stretch.

Officers agreed to forward these concerns to the Passenger Transport Team, for a response to be provided to Mr Greaves after the meeting.