



Reigate & Banstead
BOROUGH COUNCIL
Banstead | Horley | Redhill | Reigate



A23 THREE ARCH ROAD JUNCTION IMPROVEMENTS PUBLIC CONSULTATION REPORT

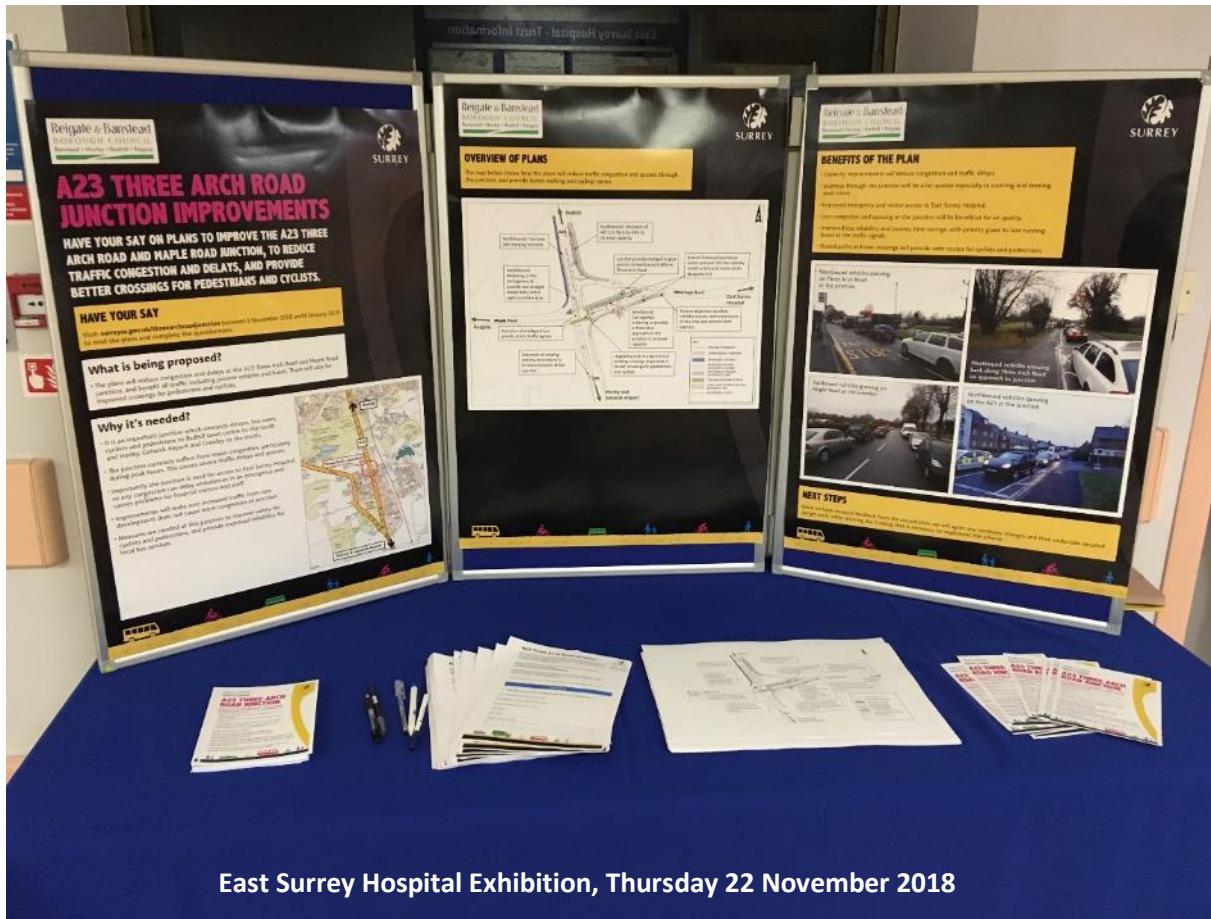


1. Executive Summary

- 1.1 This report describes the public consultation process and analysis of responses received for the scheme proposals for improvements to the A23 Three Arch Road and Maple Road junction.
- 1.2 Improvements have been proposed at this junction to address major congestion which causes severe queues and traffic delays. The proposed plans are aimed at reducing congestion and delays to benefit all traffic including private vehicles and buses. There would also be improved crossings for pedestrians and cyclists.
- 1.3 A public consultation was carried out over a nine week period between 1 November 2018 and 6 January 2019. During this time there were 3,676 visits to the consultation webpage.
- 1.4 294 individuals and 6 organisations and groups responded directly to the questionnaire. A further 3 organisations and groups submitted comments separately and these have also been taken into account.
- 1.5 Of the individuals that responded, people that use the junction to access East Surrey Hospital were particularly highly represented. Car is by far the most popular mode of travelling through the junction with bus users second most popular.
- 1.6 A total of 83% of individuals who responded favour the proposed improvements scheme. 57% stated they strongly agree and 26% agree.
- 1.7 83% of organisations and groups who responded to the questionnaire also favour the scheme. 50% strongly agree and 33% agree.
- 1.8 The consultation questionnaire asked responders to rank six transport problems at the junction in order of priority, of which reducing traffic queues and congestion was top, shortly followed by improving access to East Surrey Hospital.
- 1.9 A number of common issues were raised regarding modifications that could be made to the proposed scheme when it progresses to the next stage. A number of these issues have been considered out of scope of the scheme due to there being restrictive road space, the scheme being unable to take excessive additional land, and because the scheme is restricted to the location and operation of the junction only. However, some of the issues raised will be investigated further but are subject to design work. The project team's responses to common issues raised are detailed in this report.
- 1.10 The next stage of the scheme is detailed design, which is now expected to proceed (subject to funding), given the high level of public support demonstrated through this consultation. At the detailed design stage issues raised for further review will be considered.

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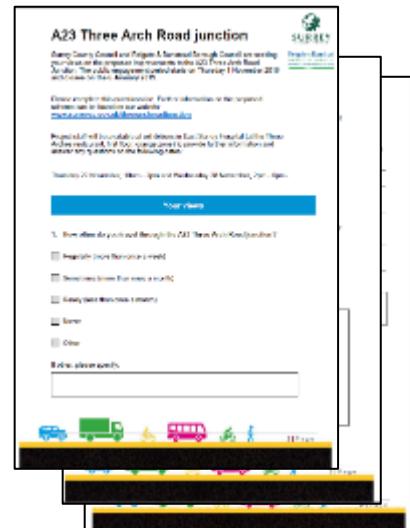
3. Introduction, methodology and who responded

Introduction

- 3.1 The A23 Three Arch Road and Maple Road junction currently suffers from major congestion which causes severe queues and traffic delays. It is in an important location that connects drivers, bus users, cyclists and pedestrians to Redhill town centre to the north and Horley, Gatwick Airport and Crawley to the south.
- 3.2 A public consultation was carried out to give the public the opportunity to look at the proposals developed to date to improve the junction, and provide their views on the proposals. This is important both to assess whether there is public support, and to inform the detailed design phase of the scheme which is expected to follow as the next stage, subject to funding. The proposed plans are aimed at reducing congestion and delays to benefit all traffic including private vehicles and buses. There would also be improved crossings for pedestrians and cyclists.

Methodology

- 3.3 The public consultation was open for over nine weeks between 1 November 2018 and 6 January 2019. As the consultation period included the Christmas Holidays, the consultation period was extended for an extra three weeks compared to similar consultations conducted recently by Surrey County Council (SCC), which typically run for six weeks.
- 3.4 Two public consultation exhibition events were held at East Surrey Hospital on Thursday 22 November 2018 between 10:00 and 14:00, and on Wednesday 28 November 2018 between 14:00 and 18:00. Three SCC members of staff were on hand at each of the exhibition events to discuss the proposals, and information panels displaying the proposed plans were on show. One of the information panels included a plan of the junction with the proposed improvements annotated. The information panels were later moved to Reigate Town Hall where they were on display from 30 November 2018 until the end of the consultation period.
- 3.5 The consultation was also presented to the East Surrey Disability Empowerment Network at a meeting. A public webpage was created on the SCC website as a centralised source of information for the proposed scheme. The web page included PDF versions of the display panels to inform the public of the proposals, and a link to the questionnaire was included to invite the public to provide their views.
- 3.6 To advertise the consultation, letters were sent to nearby residents and businesses. Posters were also displayed around the junction, at East Surrey Hospital, and at a number of public destinations in the wider area including train stations, libraries and leisure centres.
- 3.7 Notification of the consultation was sent via email to various interest groups. This included transport user groups and transport operators in the area.



3.8 To ensure residents were well aware of the consultation, it was further promoted by social media online articles and E-Newsletters. Residents who lived in Redhill and neighbouring towns were targeted via Facebook advertising which directed them to the consultation web page. The advertisements reached over 30,000 residents.

3.9 Promotion via Instagram and twitter was also used to increase awareness. As well as SCC and Reigate & Banstead Borough Council twitter accounts, Surrey News and BBC Surrey tweeted about the proposed scheme. An article about the consultation was included in the Surrey Matters online magazine and E-Newsletter which has over 175,000 subscribers.

3.10 As a result of all the consultation promotion activities, there were 3,676 visits to the consultation webpage during the consultation period. Highest number of visits were from individuals living in Redhill, Reigate and Horley, which showed that the targeted communications were effective.



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Who responded?

3.11 294 individuals responded to the consultation questionnaire. Additionally, 6 organisations and groups responded to the questionnaire and a further 3 submitted comments separately which have also been taken into account. The responses from organisations/groups are looked at separately in section 5. Figures 1, 2 and 3 below provide information about the individuals that responded regarding their gender, whether they have a disability, and age.

Figure 1: Gender identity of individuals that responded

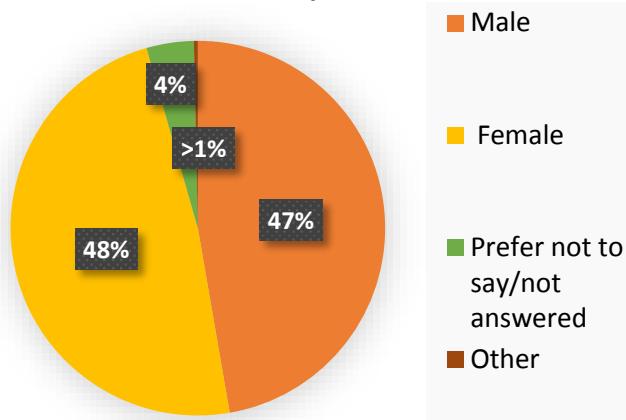


Figure 2: Do the individuals that responded consider themselves to have a disability?

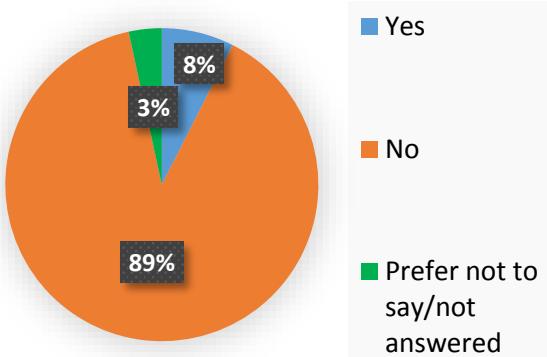
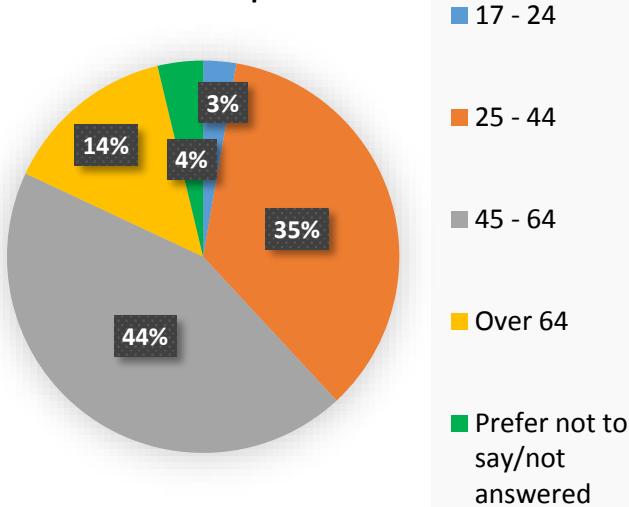


Figure 3: Ages of individuals that responded



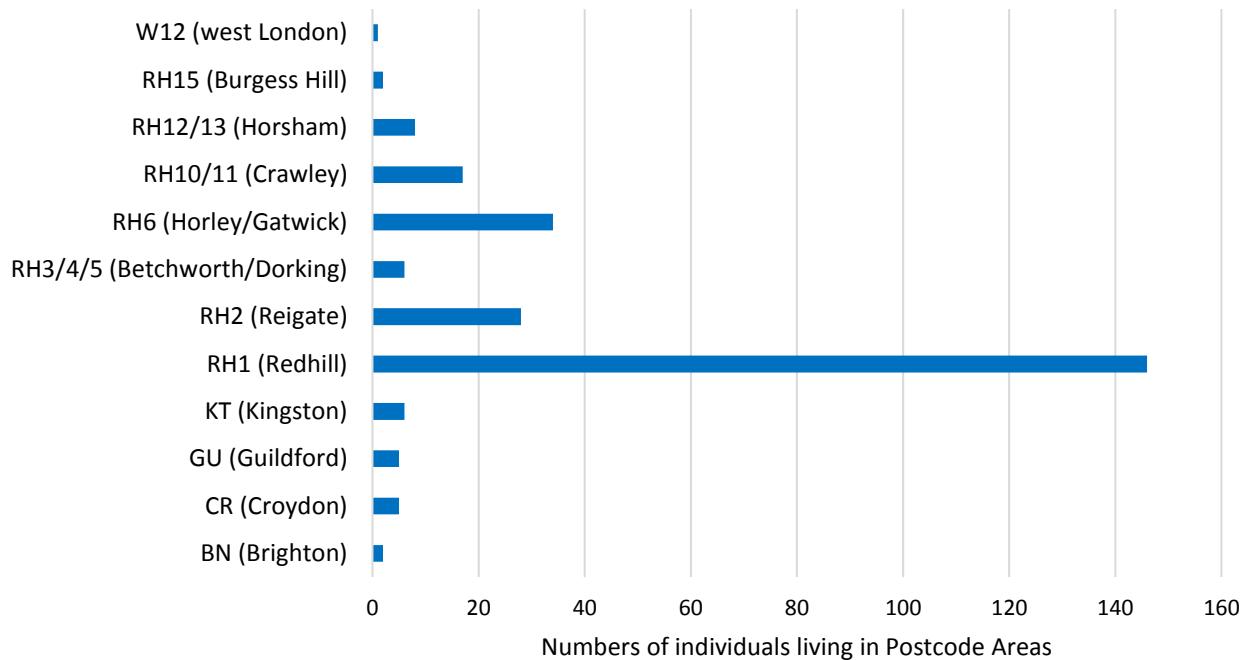
3.12 To provide context on how characteristics of the responders compare with the wider population in the areas they cover, the above can be compared with Census data 2011 for the Reigate and Banstead Borough where the majority of responders reside (see Figure 4).

3.13 Census data gender: male 49%, female 51%. The responders in comparison: 47% male, 48% female, 4% prefer not to say, >1% other. This representation is very close to the census data results.

3.14 Census data for disability: 14% consider themselves to have a disability, 86% do not. The responders in comparison: 8% considered themselves to have a disability, 89%

do not, 3% prefer not to say. The representation again is close to the census data results, with disabled people only slightly under represented.

3.15 Census data for age (approximately): 17-24: 8%; 25-44: 28%; 45-64: 25%; 64+: 16%. The responders in comparison: 17-24: 3%; 25-44: 35%; 45-64: 44%; 64+: 14%. A particularly high proportion of people aged 45-64 responded to the questionnaire, followed by people aged 25-44. This may be expected especially as we would not generally expect under 18s to fill out the questionnaire, rather their parents/guardians would be more likely to respond.

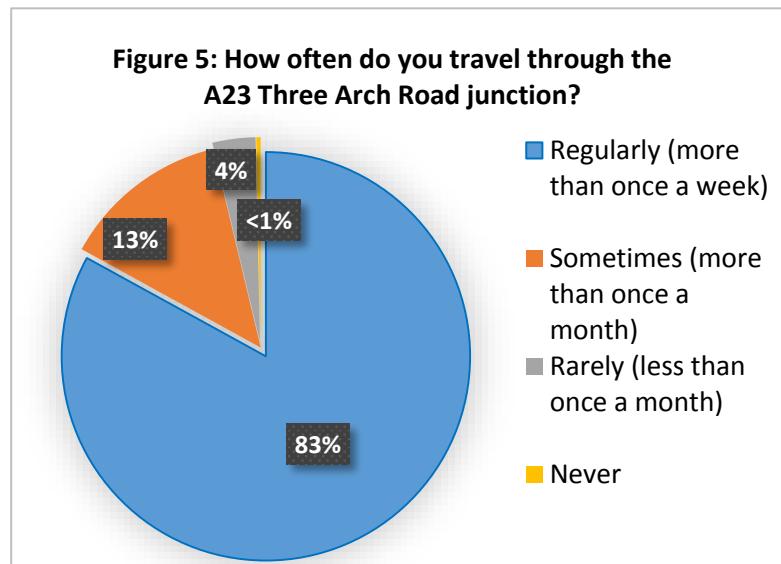
Figure 4: Postcodes of individuals that responded

3.16 Figure 4 shows that the majority of responders live close to the junction in postcodes RH1, RH6 and RH2. There were some responders from further afield, which may be reflective of people that travel through the junction on a regular basis to get to work or local facilities including East Surrey Hospital.

3.17 Responders were asked how often they travelled through the junction. This was important in order to gauge whether the questionnaire had successfully targeted regular users of the junction and people that would be effected by the proposals.

3.18 As shown in Figure 5, the vast majority of responders use it 'regularly' (more than once a week) (83%). Very few responders use the junction 'rarely' or 'never' (less than 5%).

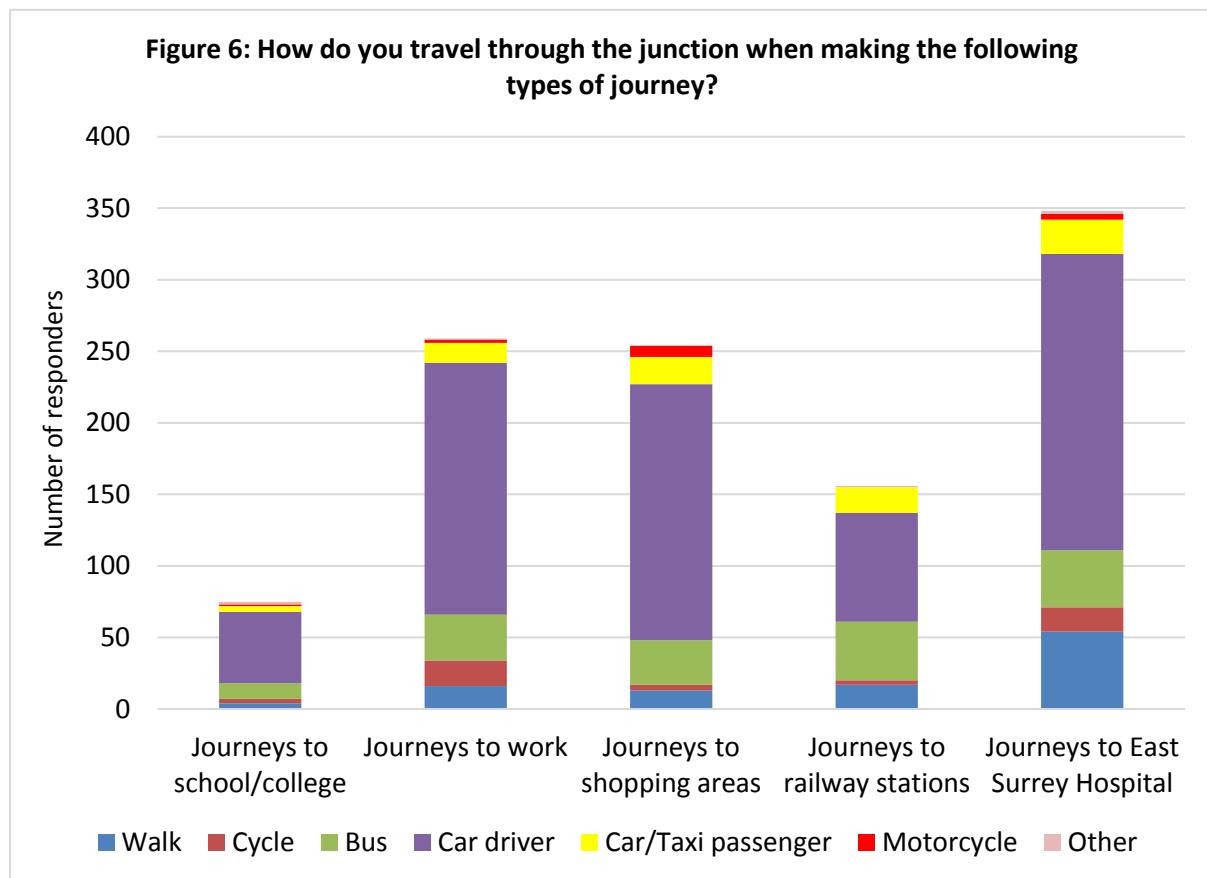
3.19 As the percentage of people answering this questionnaire use the junction regularly (with some people using it multiple times a day) is very high, this indicates that the questionnaire managed to reach the people who would be affected most by changes to the junction.

Figure 5: How often do you travel through the A23 Three Arch Road junction?

4. Responses from individuals – how the junction is currently used; views on transport issues at the junction; and level of support for the proposed scheme

How the junction is currently used

4.1 The questionnaire investigated transport mode frequency of users of the junction, dependent on a variety of destinations. All responders answered the relevant question, although it is important to note that the questionnaire allowed more than one transport mode to be selected, hence the total number of responses for journeys to East Surrey Hospital, exceed the total number of responders overall, as shown in Figure 6. Some bars in figure 6 add to less than the total number of responders as some categories are not applicable to certain individuals.



4.2 The responses are useful to provide a view of how the junction is currently used and a view on the current mode share.

4.3 Notable observations from the responses:

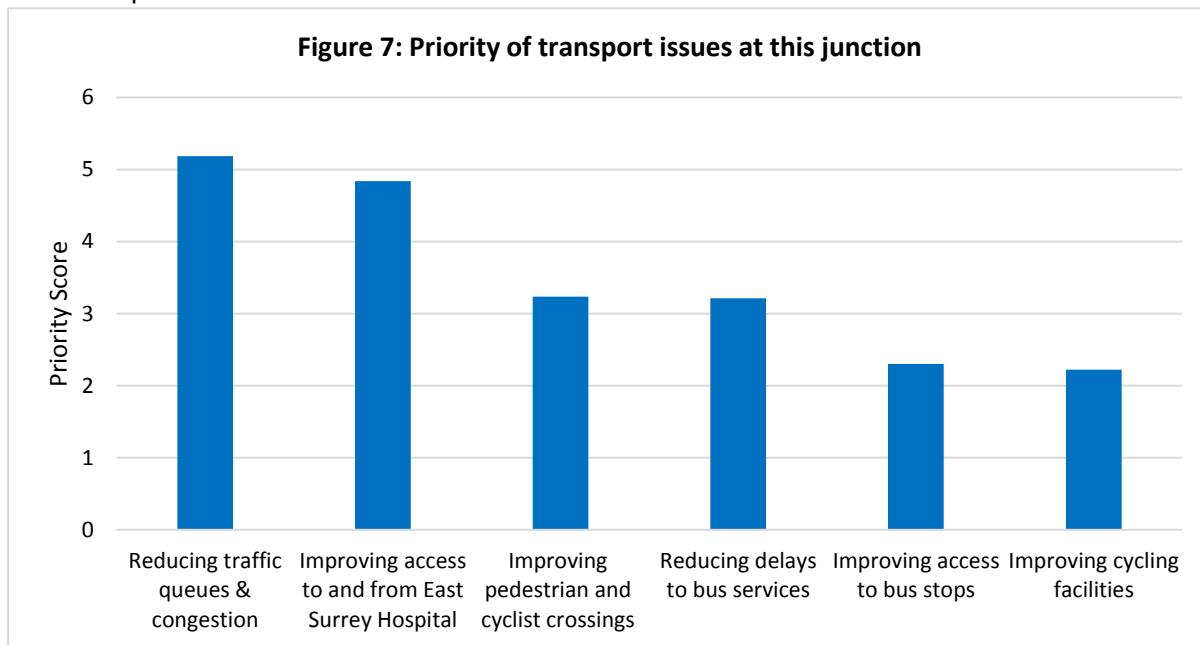
- Car driver travel is by far the most common mode of travel through the junction and is most popular for journeys to all the destinations. Apart from journeys to rail stations, at least 60% of the mode share to other destinations is car driver travel.
- Bus is the second most common transport mode through the junction, although it is significantly less than car driver travel. It is the second most popular mode to reach all the destinations apart from East Surrey Hospital where walking is more popular.
- Active travel (walking and cycling combined) is significantly lower than car travel. The proportion of the mode share for walking and cycling combined ranges from between 7% and 20% depending on the destination.
- East Surrey Hospital is the most common destination for users of the junction. This may be expected due to the size and proximity of the hospital to the junction. The fact that the

exhibition events were held at East Surrey Hospital and that the hospital were well engaged throughout the consultation period is likely to also have contributed to this high number of responders.

- Journeys to school/college made up the fewest number of responses overall. The age group of those attending school and college was also the smallest that completed the questionnaire.
- 4.4 Responders were given the opportunity to describe other journeys not listed through the junction. Responses include travelling to Gatwick Airport, travelling to the Earlswood Community Recycling Centre, visiting Redhill, visiting Horley, meeting friends and family, and for other leisure purposes.

Views on transport issues at the junction

- 4.5 The questionnaire asked responders to rank six transport issues at the junction in order of importance. These transport issues are known problems at the junction which this scheme has the potential to address (within the area that influences the operation of the junction only). A scoring system has been applied with 6 points for the highest priority issue, 5 points for the second highest priority issues, in sequence down to 1 point for the lowest priority issue for each responder. The score for each transport issue has been averaged for all those that responded to this question.



- 4.6 The scores show that the issue of highest priority overall is reducing traffic queues and congestion (average of 5.2), shortly followed by improving access to East Surrey Hospital (average of 4.8). The scores for these issues are significantly above the next highest priority issues; improving pedestrian and cyclist crossings (average of 3.2) and reducing delays to bus services (average of 3.2). Neither improving access to bus stops (average score of 2.3) or improving cycling facilities (average score of 2.2) received a score of lower than 2 but are the lowest priority issues for responders.
- 4.7 The high score for reducing traffic queues and congestion is consistent with the high car driver mode share through the junction. The large proportion of journeys to East Surrey Hospital through the junction is represented in the high importance of the need to improve access to East Surrey Hospital.

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4.8 The proposed scheme has the potential to address all of these transport issues at the junction however the prioritisation of issues is useful to take into account ahead of the next phase of the project.

Level of support for the scheme proposals

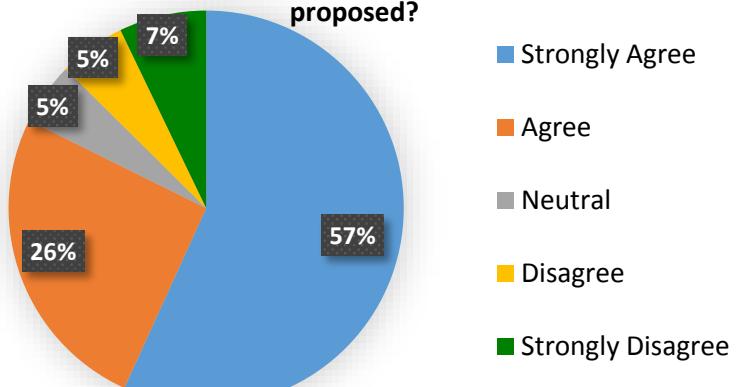
4.9 A key question included in the questionnaire asked whether those consulted agree with the proposed changes at the junction. The results are shown in figure 8. In order to best convey the proposed changes, the consultation materials included a proposed overview drawing of the junction proposals, as well as the benefits the proposals would bring.

4.10 All responders answered this question with a majority of 57% strongly agreeing with the changes proposed. A further 26% stated they agreed meaning a total of **83% of responders are in favour of the scheme**.

4.11 As 5% disagree and 7% strongly disagree, a total of **12% are against the proposed scheme**.

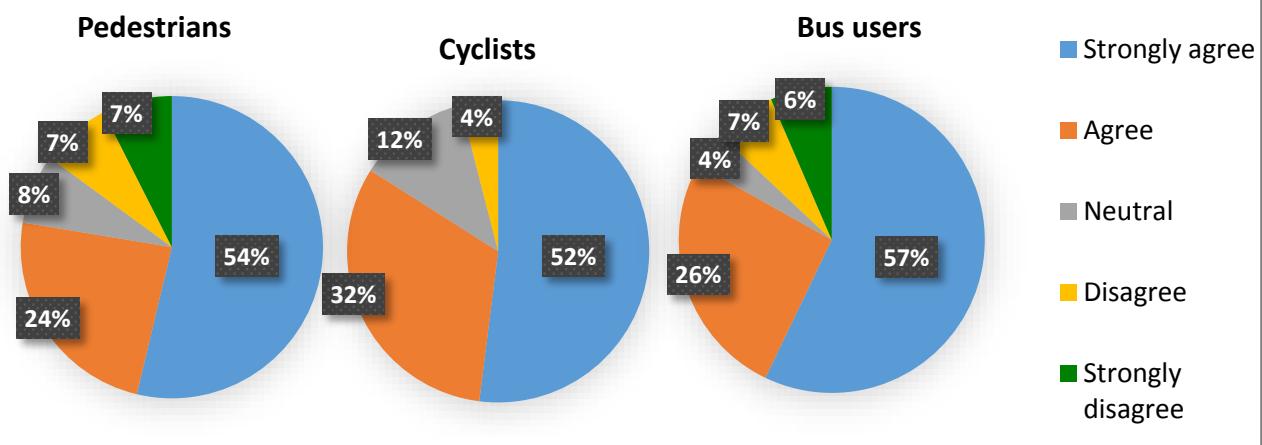
4.12 The remaining 5% issued a neutral response.

Figure 8: Do you agree that A23 Three Arch Junction should be improved by implementing the changes proposed?



- 4.13 Although with the feedback from the questionnaire we are unable to categorise each responder to their most used transport mode through the junction, we are at least able to separate users based on whether they travel at all by a particular mode for some journeys. Feedback from the questionnaire, as shown in Figure 6, has determined that car drivers is the most dominant transport mode through the junction.
- 4.14 As less journeys are walked, cycled and by bus, it is useful to separate out those that use these modes for at least some journeys to see how this affects support for the scheme proposals, as shown in Figure 9. It is important to note that most of these responders are also car drivers, but importantly they also travel by these other modes, i.e. are not solely car drivers and so we may expect this to be taken into account in their response.
- 4.15 The results show that across all these groups who walk, cycle and/or use the bus to travel through the junction for at least some journeys, they are all supportive of the scheme (pedestrians 78%, cyclists 84% and bus users 84%). Those who agree or strongly agree are considered to be supportive.

Figure 9: Support for scheme proposals for responders who travel through the junction via walking, cycling and by bus for at least some journeys



5. Organisation and group responses

5.1 6 organisations and groups responded to the questionnaire and 3 submitted comments outside of the questionnaire structure. These have been analysed separately as they represent the views of more than one person.

5.2 The organisations and groups that responded to the questionnaire were:

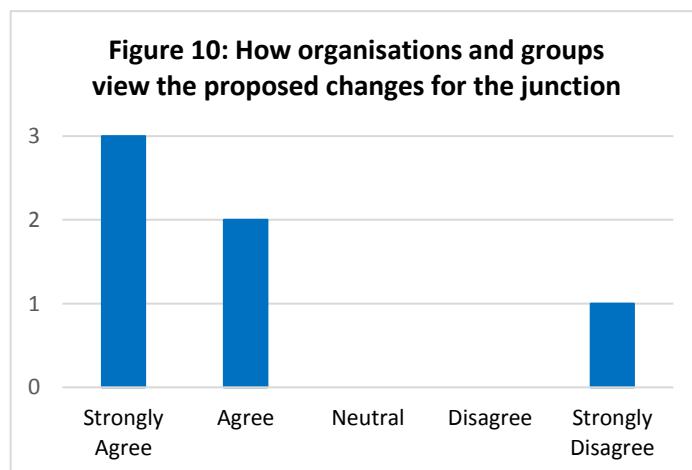
- Surrey and Sussex Healthcare NHS Trust (East Surrey Hospital)
- Metrobus (bus operator)
- Sustrans (sustainable transport charity)
- Cycle Redhill and Reigate (local cycling group)
- Sense with Roads (organisation dedicated to making roads safe and efficient)
- A local business

5.3 Additionally the following organisations and groups submitted comments separately:

- Salfords and Sidlow Parish Council
- East Surrey Green Party
- East Surrey Disability Empowerment Network

Level of support for the scheme proposals

5.4 Of those that responded to the questionnaire three of the organisations and groups strongly agree, two agree and one strongly disagrees with the proposed changes for the junction. **83% of these organisations and groups therefore support (agree and strongly agree) the proposals.** The distribution of responses is shown in Figure 10.



Views on transport issues at the junction

5.5 Below, views provided and issues raised by the organisations and groups that responded are summarised. Regarding issues raised with respect to modifications these organisations and groups would like to see to the proposed scheme, these are discussed in more detail in section 6, alongside the issues raised by all individuals that responded. Our response to these issues raised are also provided.

5.6 Staff of and visitors to **East Surrey Hospital** are one of the biggest users of the junction. The hospital strongly agrees with the proposals and supports a re-design of the junction. The main issue for the hospital is the need to overcome the long queues that can stretch back to the hospital car parks during the evening peak and problems for ambulances entering or leaving the hospital when faced with queuing at the junction.

5.7 **Metrobus** also strongly agrees with the proposals. As the main bus operator using the junction, Metrobus' largest priorities are reducing delays to bus services and improving access to the bus stops. Further to the proposed changes, Metrobus suggests restricting parking on Maple Road to reduce delays for buses.

- 5.8 The response on behalf of **Sustrans** highlights that their strongest priorities lie with providing good crossing facilities for pedestrians and cyclists at the junction. Their response highlights support for the cycle route improvements delivered south of the junction as part of a previous scheme although pointed out the need for cyclists to have priority at crossings. The response also emphasises the need for sustainable travel infrastructure improvements to be complimented by a behaviour change programme.
- 5.9 **Cycle Redhill and Reigate** strongly disagrees with the scheme proposals. Their biggest priority is the need to improve cycling facilities, followed by improving crossings for pedestrians and cyclists. Cycle Redhill & Reigate oppose increasing capacity for motorised traffic at this junction and highlight the need for the scheme to do more for space efficient (walking, cycling, bus) modes. They also highlight the need for better crossings at the uncontrolled crossing points in the plans, with implications for accessing the bus stop on the north side of Three Arch Road and crossing Maple Road emphasised. Additionally Cycle Redhill & Reigate are critical of the overall improvements for cycling which add to the issues for cyclists beyond the junction itself. They highlight the need for cycling facilities in the area to be continuous and different routes joined up, for example joining up the Woodhatch Road cycle facility with the A23 and East Surrey Hospital.
- 5.10 **Sense with Roads** agreed with the proposals but have provided specific views regarding road layout and operation of traffic signals to improve the design.
- 5.11 **One local business** provided a response as an organisation. Their biggest priority is the need to reduce congestion, followed by improving access to the hospital. They agree with the plans but suggest making the left turn off Three Arch Road onto A23 northbound a merge lane rather than lights controlled.
- 5.12 **Salfords and Sidlow Parish Council** raised a number of points including: questioning the impact of revising the give way priority on Three Arch Road; questioning the impact of providing two northbound ahead lanes and a short right turn lane which is a change from a dedicated full right turn lane; highlighting the lack of an on-carriageway cycle route on Three Arch Road from the toucan crossing and eastwards beyond the westbound bus stop; requesting clarity on how intelligent bus priority will work in practice; and questioning the need for right turning north-bound traffic to stop at traffic lights.
- 5.13 **East Surrey Green Party** carried out an internal survey and this highlighted a positive overall view of the proposed scheme. Their response emphasised problems at the junction for all road users and therefore need for a scheme to address these problems. In particular congestion at peak times was highlighted, especially when there are large numbers leaving East Surrey Hospital. The majority of comments raised through their internal survey were also raised through the wider public consultation, as detailed in Section 6.
- 5.14 **East Surrey Disability Empowerment Network** requested that an additional lights controlled crossing should be included across the Maple Road arm of junction.

6. Issues commonly raised regarding suggested modifications to the proposed scheme

- 6.1 Question 6 within the questionnaire allowed responders to provide their views on whether they think there should be any modifications to the proposed scheme.
- 6.2 Where commonly raised, we have grouped these comments and provided our (the project team) response immediately below to each raised issue. The project team response reflects where some of the comments will be taken into account in the next phase of the project, which will be detailed design, subject to funding.
- 6.3 In summary the following issues in particular will be investigated further at the detailed design stage:
 - All directional arrow markings and signage will be reviewed and corrected. An error was identified in the consultation plan where the left turn flare southbound on the A23 approaching the junction should be left only.
 - The possibility of incorporating yellow boxes and keep clear markings in the scheme design will be investigated.
 - The option to include advance stop lines for on-road cyclists will be investigated at the detailed design stage.
 - Traffic light phasing and staging will be reviewed and developed during detailed design stage. This will include optimising the junction based on the traffic demands from each arm and incorporating pedestrian demand where possible.
 - Options to improve/provide a crossing to the footway by the bus stop on Three Arch Road will be investigated.
 - As part of the detailed design phase of the project, queues on Maple Road will be reviewed to determine whether any parking restrictions are necessary, to aid the performance of the junction. Consideration of the wider benefits of the scheme, to improve the performance of this junction, need to be taken into account alongside the needs for local and resident parking. Therefore parking will be reviewed as part of the detailed design stage. Restrictions will be considered where necessary, including options in terms of times of operation.

Issues raised related to junction operation and private motor vehicles broadly

- 6.4 Comments raised stated that the junction should be replaced with a roundabout.
 - Project team response: This has been looked at during the feasibility design stage as an option. It was discovered that the cost of a roundabout would be almost double, much more land take would be necessary, and the benefits in terms of proportional change to journey times across the junction was modelled as less than the proposed option. It would also not be possible to introduce bus priority, and there is an increased safety risk associated with cyclists at roundabouts. Furthermore pedestrians would need to navigate uncontrolled across all arms of the roundabout and would need to take a longer route around the junction.
- 6.5 Comments raised highlighted that the scheme would result in limited space and consequential 'jostling' for lanes as the junction goes from two lanes into one, southbound on the A23. This was highlighted as dangerous.
 - Project team response: The two lanes approaching the junction heading southbound are needed to provide capacity going through the junction but there is not sufficient road space to extend the two lanes any further south. The existing situation has two straight ahead lanes merging in to one over the same distance and over the last 5 years, no collisions have been reported. Therefore it is not expected that the proposals will affect this movement or increase the likelihood of collisions.

- 6.6 Comments raised said that the left turn flare southbound on the A23 should be marked as a left turn only towards the hospital.
- Project team response: This was not clear in the drawing provided during the consultation. The left turn flare southbound approaching the junction is intended as left turn only and the road markings would correspond with this. All road markings and signage will be reviewed and corrected where needed at the detailed design stage.
- 6.7 Comments raised stated that widening through the scheme should be extended beyond the junction to provide more lanes otherwise there may be capacity restrictions elsewhere. In particular a slip road for the Community Recycling Centre was highlighted as well as the need to widen Maple Road with land take from the allotments suggested. Additionally comments were made stating that the project needs to extend its scope to the roundabout outside East Surrey Hospital.
- Project team response: The scope of this scheme is restricted to the operation of the junction only. The roundabout outside East Surrey Hospital is beyond the immediate junction and boundary of the scheme. Extending the left lane as far as the Community Recycling Centre is also out of scope. This may also introduce safety concerns for the right turn into the Community Centre southbound on the A23 due to the need to cross two lanes. Widening Maple Road through land take is also out of scope although queues on Maple Road will be reviewed as part of the next phase of the project to determine whether any parking restrictions are necessary, to aid the performance of the junction (see parking section).
- 6.8 Comments raised stated that measures are needed to prevent 'rat running' where drivers take the left turn southbound on the A23 to skip the traffic lights and continue heading southbound.
- Project team response: This has been addressed and delivered on the ground now outside the scope of the main scheme through changing the give way line meaning drivers leaving the hospital and heading westbound on Three Arch Road now have priority and it is much harder and less beneficial to attempt this manoeuvre for a time saving.
- 6.9 One responder who understood that this change to the lining was being implemented raised that this change could lead to a blockage on Three Arch Road heading towards the hospital if there are cars queued making the right turn and a bus is at the bus stop here.
- Project team response: The change has been implemented based on the dwell time of buses being limited and the benefits of preventing 'rat running' for westbound traffic.
- 6.10 Comments raised suggested a yellow box is required in the centre of the junction where Three Arch Road westbound, the A23 and Maple Road meet, to prevent vehicles sitting in this space and blocking other movements at busy times. A yellow box was also suggested under the railway bridge section on Three Arch Road to allow ambulances through in traffic. Keep clear markings were also suggested outside Limes Close, the entrance to the Football Club and entrance to Wimbourne Avenue.
- Project team response: These comments are noted and will be reviewed during the detailed design stage.
- 6.11 Comments raised said that there is need for a right turn out of Maple Road.
- Project team response: This is not being taken forward as it would increase congestion at the junction.

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- 6.12 Comments raised suggested that an additional arch should be opened up at the railway bridge for use by ambulances, buses and general traffic.
- Project team response: The comments are noted but this is out of scope of this scheme due to the large costs required for the engineering works required to achieve this. Consent would also be required by Network Rail.
- 6.13 Several comments highlighted problems with traffic light phasing at the junction. Salfords and Sidlow Parish Council also questioned the need for right turning north-bound traffic to stop at traffic lights.
- Project team response: Traffic light phasing is being reviewed as part of the proposed scheme.
- 6.14 One comment raised the need for the right turn lane from the A23 into Three Arch Road to be extended. Salfords and Sidlow Parish Council also highlighted potential problems of providing two northbound ahead lanes and short right turn lane, which is a change from the existing full right turn lane.
- Project team response: This was looked at but there is insufficient road space to extend the right turn lane and provide two northbound straight ahead lanes. The straight ahead lanes have been prioritised based on vehicle numbers surveyed.
- 6.15 One local business raised that the left turn from Three Arch Road westbound joining the A23 should be a merge lane rather than traffic lights controlled.
- Project team response: A traffic lights controlled lane is necessary to give pedestrians and cyclists the opportunity to cross at the proposed toucan crossing.

Issues raised related to buses

- 6.16 Comments raised said that the bus stops on Three Arch Road should be relocated, removed or repositioned by creating a layby, as buses can hold up traffic whilst stopped.
- Project team response: In the proposed scheme the kerb line of the southern bus stop on Three Arch Road will be re-aligned to make it easier for traffic to pass once a bus has stopped. In both directions on Three Arch Road, if clear, there is a second lane which can be utilised to overtake stationary buses. There are no plans to remove or relocate bus stops as these are well used and this would reduce accessibility to important bus services. There are no plans to create bus laybys as these can compromise bus journey times and reduce bus reliability when buses need to wait to pull out.
- 6.17 There is a need to improve accessibility to the bus stop on Three Arch Road near Redhill Football Club where the crossing facility is poor and there is no path to use once you have got off the bus.
- Project team response: The comments are noted and options to improve the crossing will be investigated during the detailed design stage.

Issues related to parking

- 6.18 Comments were raised specifically supporting the need for reducing the number of cars parked around the junction.
- Project team response: These comments of support are noted.

6.19 Comments were raised opposing the parking restrictions proposed by the scheme on the A23 or asked for adequate parking provision to be made available elsewhere to compensate. Responses highlighted the impact removing parking would have for accessing properties adjacent to where parking would be removed, and the knock on effects on parking elsewhere, including implications for additional parking in Wimborne Avenue and Shirley Avenue. Some responders suggested creating a residents only parking scheme and/or providing parking on allotment land near the junction.

- Project team response: The proposed parking restrictions are an essential part of the proposed scheme design to provide two northbound approach lanes on the A23 and create additional capacity through the junction, particularly important at peak hours. Consideration of the wider benefits of the scheme, to improve the performance of this junction, need to be taken into account alongside the needs for local and resident parking. Therefore parking will be reviewed as part of the detailed design stage. Restrictions will be considered where necessary, including options in terms of times of operation.

6.20 Comments raised said that the scheme will not address the problems caused by parking on Maple Road which leads to delays particularly when buses or larger vehicles are met by oncoming vehicles and there is insufficient room to pass. Metrobus supported this point in order to reduce delays to buses. Some comments suggested that parking should be moved off the carriageway by creating laybys between the trees and/ or by using allotment land near the junction.

- Project team response: As part of the detailed design phase of the project, queues on Maple Road will be reviewed to determine whether any parking restrictions are necessary, to aid the performance of the junction. The creation of laybys and use of allotment land for parking is not planned through this scheme.

Issues related to cycling and walking

6.21 Comments raised said that there needs to be a signalised crossing installed to enable pedestrians to safely access the bus stop and/or the football club (used as overflow car parking for the Hospital). Furthermore there needs to be a proper footway on the northern side to access the bus stop and/or the football club.

- Project team response: The comments are noted and options to provide/improve the crossing will be investigated during the detailed design stage. Provision of a footway between the bus stop and Redhill Football Club will also be investigated but the delivery is outside the scope of this junction scheme. The footway cannot be extended from the Football Club to East Surrey Hospital as there is insufficient space (e.g. under railway bridge).

6.22 Comments raised stated that the proposed cycling facilities need to be extended to include Maple Road. One responder commented on the need to reduce speed on the entrance to Maple Road from Woodhatch Road as this is very dangerous for cyclists currently. Furthermore comments were raised more broadly that the scheme does not address problems for non-motorised users (NMUs) in the area. The NMU network is disconnected so is not providing the level of service needed. Cycle Redhill & Reigate emphasised this in their response; that cycle facilities in the area need to be joined up.

- Project team response: The scope of this project is limited to the operation of the junction itself. The wider cycling network, including addressing gaps to connect existing facilities will be looked at through future schemes if funding opportunities come forward. The need for

future schemes to connect gaps in the existing cycle network around the junction is recognised in the Reigate & Banstead Local Transport Strategy.

6.23 Salfords and Sidlow Parish Council highlighted the lack of an on-carriageway cycle route on Three Arch Road from the toucan crossing and eastwards beyond the westbound bus stop.

- Project team response: The scheme proposes to include short sections of shared footway/cycleway on Three Arch Road, connecting into the proposed toucan crossing and existing facility along the A23 south of the junction. This is therefore an improvement on the current situation. Access to and from the shared use sections from the carriageway will be investigated further at the detailed design stage including appropriate on carriageway markings to direct cyclists and make sure motorists are more aware of the presence of cyclists. However, given limited road width, it is not expected that provision of on-road cycle lanes on Three Arch Road will be possible.

6.24 Comments raised said that the footway under the arch is not wide enough for pedestrians. Suggestions were made that another arch should be opened up for pedestrians and cyclists only to provide space.

- Project team response: There is limited road space under the archway and two way working lanes are required to maintain emergency access for ambulances to East Surrey Hospital. Opening up an additional arch is out of scope of this scheme due to the large costs required for the engineering works required to achieve this. Consent would also be required by Network Rail.

6.25 One responder commented that the wait time for pedestrians at the signals is too long.

- Project team response: Traffic light phasing will be reviewed during the detailed design stage of the scheme.

6.26 Comments raised said that advance stop lines need to be added to the junctions to provide safety for cyclists, especially due to there being a high number of HGV's using the junction.

- Project team response: This comment is noted and the option to including advance stop lines will be investigated at the detailed design stage.

6.27 One responder said that Maple Road and Three Arch Road should have 20 mph speed limits.

- Project team response: A change to 20 mph has not been included in the design as this is on an emergency services route. In order to formalise a change to 20 mph, traffic calming features may also be necessary which can be problematic for buses and emergency vehicles using this route.

6.28 Cycle Redhill & Reigate and East Surrey Disability Empowerment Network highlighted the need for a crossing across Maple Road.

- Project team response: This comment is noted and the traffic light phasing will be reviewed during detailed design to see if a lights controlled phase can be included for pedestrians and cyclists across Maple Road.

Other issues raised

6.29 One responder highlighted that the road needs to be resurfaced at the junction.

- Project team response: Surrey County Council plans to resurface this junction as part of the works here.

- 6.30 One responder stated that all dropped kerbs around the junction need to be wheel chair friendly and logically positioned.
- Project team response: The usability of dropped kerbs will be reviewed during the detailed design stage.
- 6.31 Concerns were raised regarding the impact on traffic during construction of the scheme.
- Project team response: If the scheme is funded, some disruption would be expected during the construction phase. A construction management plan would be in place to minimise disruption, taking into account the strategic need of the junction, as well as residents living in close proximity to the junction.
- 6.32 Some comments raised said that the scheme would not be good value for money.
- Project team response: Feasibility work carried out to date shows that the scheme would reduce journey times and queues at the junction significantly and would provide overall benefits resulting in good value for money.



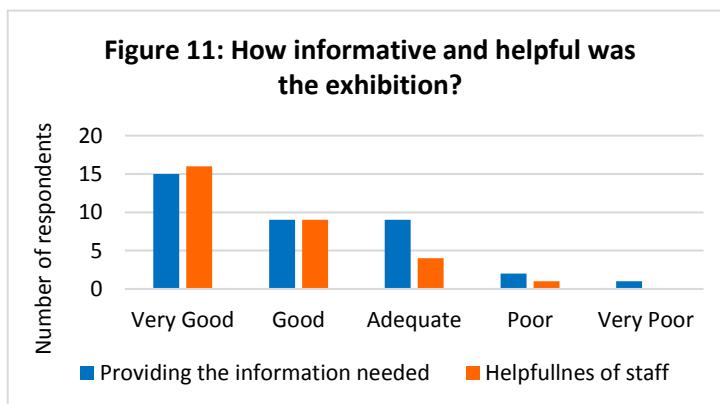
Westbound vehicles queuing on Three Arch Road on the approach to the junction

7. Other transport improvements in the area

- 7.1 The purpose of the consultation was to publicise the proposals and attain views from the public specifically on the A23 Three Arch Road junction scheme, however the questionnaire also asked for any other comments regarding how transport could be improved in the area.
- 7.2 The inclusion of this question is useful to gather information to inform our conversations with public transport operators in the area and inform other future projects and schemes that may come forward in the area, subject to funding being available or the need to bid for funding.
- 7.3 Examples of comments made in response to this question include:
- Need for more buses and trains to be timetabled, particularly at peak times.
 - Changes to bus routes.
 - Incentivising bus usage (including consideration of fares and ticketing) to reduce car travel.
 - Provision of a bus lane on the A23.
 - Bus priority at traffic lights in the area.
 - There should be a pedestrian crossing on the A23 by Earlswood Road.
 - The footway on the A23 north of the A23 Three Arch Road junction should be widened.
 - There is a need to address gaps in existing cycle infrastructure to provide continuous cycle routes.
 - Enforce parking restrictions where shared pedestrian/cycle paths have been constructed.
 - An additional arch should be opened up at the railway bridge on Three Arch Road for non-motorised users.
 - Parking restrictions in other locations on the A23 and residents parking schemes to be implemented.
 - Road widening and/or changes to parking arrangements on Maple Road.
 - Improvements to the bend outside Whitebushes Village Hall for safety purposes.

8. How informative and helpful was the exhibition?

- 8.1 The questionnaire asked for feedback on how the public exhibitions were run, if they provided adequate information, and how helpful the staff were. Only 36 people responded to these questions, therefore the majority of the people that attended the exhibition chose not to answer.
- 8.2 Of those that responded, the majority, 24 and 25 respectively, felt that both the information provided and helpfulness of the staff was good or better, with only 3 feeling the information was poor or very poor, and 1 feeling the helpfulness of the staff was poor. Figure 11 shows the full distribution of responses to this question.
- 8.3 The final question in the questionnaire requested further comments about the public exhibition to inform what could be improved at future exhibitions. Most comments were related to the location and timings of the public exhibition with a number commenting that the space the exhibition was held was too small and the information panels would have been better displayed in a room rather than the busy corridor of the hospital. We appreciate all of the comments raised and these will be taken into consideration when holding future consultations.



9. Conclusions

- 9.1 The consultation received a high number of responses, with 294 individuals and 6 organisations and groups responding to the questionnaire. A further 3 organisations and groups also submitted comments separately.
- 9.2 Of those that responded, the majority use the junction regularly, indicating that the questionnaire managed to reach the people who would be most affected by changes to the junction. People that use the junction to access East Surrey Hospital were particularly highly represented.
- 9.3 For people that responded, car is by far the most popular mode of travelling through the junction. Bus users are second most popular.
- 9.4 The consultation questionnaire asked responders to rank six transport problems at the junction in order of priority, of which reducing traffic queues and congestion was top, shortly followed by improving access to East Surrey Hospital.
- 9.5 A total of 83% of individuals who responded favour the proposed improvements scheme. 57% stated they strongly agree and 26% agree.
- 9.6 83% of organisations and groups who responded to the questionnaire also favour the scheme. 50% strongly agree and 33% agree.
- 9.7 This shows overall strong support of the proposals, which are now expected to proceed to the detailed design stage, subject to funding.
- 9.8 A number of common issues were raised regarding modifications that could be made to the proposed scheme when it progresses to the next stage. A number of these issues have been considered out of scope of the scheme due to there being restrictive road space, the scheme being unable to take excessive additional land, and because the scheme is restricted to the location and operation of the junction only. However, some of the issues raised will be investigated further but are subject to design work.

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