

## Open Forum Session

### Reigate & Banstead Local Committee – Monday 9 September 2019

#### **Question 1: Mr Stephen Rolph:**

From my bus travelling experience since 2011 I have learnt that County's Real Time Passenger Information (RTPI) system has one major failing. It is incapable of dealing with late running buses. The bus time, counts down the time on the screens, then 'due' appears i.e. the bus is soon to arrive. The bus does then not arrive and 'due' goes off the screen. Waiting passengers don't therefore know the status of the bus. Whether it is running late or has been cancelled.

In the case of regular services, route 100 every 15 minutes, there is limited hardship in waiting for the next service except being late for work, school, college or hospital appointments.

In the case of less frequent services that run hourly e.g. routes 400, 420 and 460, then any delay will cause concern. Is the bus cancelled or just running late?

RTPIs lack of accuracy with late running buses saps confidence in the whole scheme. The West Sussex CC system will display information about delays and late running services.

What plans, if any does County have to remedy this defect?

**Response from Zena Curry:** We will take your question and pass to the relevant officers at SCC who can answer this.

#### **Question 2: Mr Stephen Rolph:**

My question is in relation to the congestion in Reigate that is caused by the level crossing down time. When GWR increase their service in May 2020 this is only going to worsen but there is no mention of this in the Highways Update Report and residents are concerned about this.

**Response from Zena Curry:** There is lots of work going on in the county at the moment about clean air and congestion. There is no answer at the moment about the solution. There is conflict between the down time/increased service and the increased congestion in the area. Work is ongoing to find a solution.

**Response from Zully Grant-Duff:** There is a group encompassing both Reigate and Betchworth parties to address the concerns. The extra service is potentially still some time off being implemented. Many of the solutions are outside the control or scope of what SCC can do.

**Response from Bob Gardner:** a bridge or tunnel looks to be the only solution albeit expensive.

**Response from Christopher Whinney:** The problems in Reigate are worsened by the pedestrian crossings by the station that slows traffic down. There needs to be a controlled crossing.

**Response from Zena Curry:** The crossings by the station are a Network Rail Asset and SCC are not therefore able to do anything with these. There are 6 monthly meetings held

with SCC and Network Rail and all these suggestions will be taken there. Many of the ideas and solutions are incredibly expensive though.

**Question 3: Richard Greaves, Horley resident and wheelchair user:**

What steps can be taken to reduce the incidence of vehicles parked on pavements blocking it to wheelchairs? I am a wheelchair user and the alternative option of driving in the road is not safe. Examples are in Meath Green Lane, Horley and St Johns Road, Earlswood. Parking at bus stops, either on the pavement or indeed at the bus stop on the road prevents access for wheelchairs on to the bus.

**Response from Jeff Harris:** I have been trying to do something about this for the past 6 years. I can assure you the committee is supportive of anything that is in relation to improving safety for our residents.