



## ANNEX I

### TRANSPORT AND ACCESS WORKSHEETS AND OTHER SUPPORTING DATA

- I1 STRENGTHS, WEAKNESSES, OPPORTUNITIES AND THREATS
- I2 WORKSHEET T1: TRAVEL TO AND FROM THE LOCAL AREA
- I3 WORKSHEET T2: EASE OF ACCESS TO SERVICES
- I4 WORKSHEET T3: EASE OF MOVEMENT AROUND THE TOWN
- I5 TRANSPORT QUESTIONNAIRE
- I6 LEATHERHEAD STATION COMMUTER SURVEY
- I7 BOOKHAM COMMUTER QUESTIONNAIRE
- I8 ASHTEAD COMMUTER SURVEY – 2005
- I9 MEETINGS AND CONSULTATIONS CONCERNING TRANSPORT AND ACCESS
- I10 DETAILS OF PROJECTS AND IMPROVEMENTS



11 SUMMARY OF STRENGTHS, WEAKNESSES, OPPORTUNITIES AND THREATS – TRANSPORT AND ACCESS

Strength, Weaknesses and Threats		Opportunities/Projects
Walking	<b>1. The High Street</b>	
<b>1. The High Street</b>		
Strength	The pedestrianisation of the High Street allows easy access to the shops during the day	Project V1 is designed to enhance this strength
Weakness	The poor state of the central cobbled area causes difficulties especially for those with disabilities	To improve the state of the High Street surface - Project V1.2 and Annex N
Weakness	When cars are parked in the High Street pedestrians feel less safe	To define the areas where pedestrians may walk - Project V1. 1 and Annex N
<b>2. Access in and around the town and villages</b>		
Strength	The shopping areas and amenities in the town and in the villages are sufficiently close for many to access by walking	
Weakness	The pavements and pathways are poorly maintained.	To improve the regularity and effectiveness of pathway maintenance – Project TA4.1 and this Annex
Weakness	Road crossings at some key points are seen to be either lacking or dangerous.	To improve all key crossing points - Project TA4.2 and this Annex
Weakness	Not all shops and services are available to the disabled and infirm	To improve access for all to shops and services – Project TA 4. 3
<b>3. Access to the countryside and open spaces</b>		
Strength	Each of the villages has easy access to nearby green spaces.	
Weakness	Leatherhead is less fortunate in that it is surrounded by busy roads that offer limited safe crossing places	To create safe crossing points on key routes to the countryside around Leatherhead – Project TA4. 2
<b>Travel by Train</b>		
<b>1. For access to shops, work and leisure activities</b>		
Strength	The rail companies provide a satisfactory service on weekdays and Saturdays	
Weakness	There is no service to Guildford on a Sunday	To encourage the inauguration of a Sunday service to Guildford – Project TA 1.1
Weakness	There are no significantly late trains returning from London at the weekends	To encourage the rail companies to run later services at the weekends – Project TA 1.2



Strength, Weaknesses and Threats		Opportunities/Projects
<b>2. For access to London for work</b>		
Strength	The rail companies provide a satisfactory service although a slower one than in previous years	To seek a faster service to London at peak times to more fully satisfy the needs of the commuter - Project TA 1.2
<b>3. Security of the railway system</b>		
Weakness	Passengers feel insecure when travelling and when arriving at their local destination	To help restore a feeling of safety amongst the travelling public - Project TA1.3
<b>4. The station buildings, facilities and service</b>		
Weakness	The impression made by Leatherhead Station in particular is not good and the facilities on each could be better and peak time services improved.	To improve the general standard of appearance, facilities and service on all three stations – Projects TA 1.4, 1.5 and 1.6 plus this Annex
<b>Travel by Bus</b>		
<b>1. For access to shops, work and leisure activities</b>		
Weakness	With the exception of the 465 route and the 479 during the day the service is poor.	To improve the service by increasing the regularity of certain routes and extend the running time of others. To investigate the possibility of services to the airports. Projects TA 2 .1, TA 2. 2, TA 2, 5 and TA 2.9
<b>2. For access to Leatherhead Hospital</b>		
Weakness	Buses pass the hospital at only two-hourly intervals during the day	To increase the frequency of the existing service or provide a new dedicated service Project TA 2. 3
<b>3. For access to the countryside and visitor attractions west of Leatherhead at weekends</b>		
Weakness	There is a limited service on Saturdays and none on Sundays	To extend an existing service – Project TA 2.4
<b>4. Facilities and information</b>		
Weakness	There is a lack of shelters in certain exposed areas and the provision of information on timings and routes is seen to be wanting	To improve the level of service and quality of information – Projects TA 2.6, TA 2. 7 and TA 2.8
<b>5. The service as provided</b>		
Threat	Low numbers of passengers using the buses threaten the viability of the service	To increase the frequency of the service, improve the level of service and quality of information to encourage more passengers – Project TA 2
<b>Cycle and Cycle Paths</b>		
<b>1. For access to work and school</b>		
Weakness	Too many cycle paths are disjointed and disappear at critical dangerous junctions	To create more continuous paths paying particular care to create safe crossing points – Project TA 3.1 and this Annex



Strength, Weaknesses and Threats		Opportunities/Projects
<b>2. The state of the roads</b>		
Weakness	The poor state of the roads and the existing speed ramps create hazards	For better maintenance of the roads and by more careful construction of ramps – Project TA 3.1 and this Annex
<b>3. Cycling for leisure</b>		
Strength	Leatherhead and the villages are surrounded by attractive countryside	
Weakness	Access to cycle paths in the countryside is not always easy especially for families and those with sight disabilities and the standard of the paths are in need of improvement.	To improve the standard and safety of leisure routes for cyclists - Project TA 3.1 and this Annex
<b>Access by Cars and Parking</b>		
<b>1. The one way system</b>		
Weakness	The one-way system is viewed as the cause of congestion around Leatherhead	To keep the system under review and take the opportunity to improve the situation whenever possible – Project TA 5.1
Threat	The one-way system around Leatherhead is seen as one of the barriers to easy access to the town	To keep the one way system under review and improve signage to clearly indicate easy access to the town centre - Projects TA 5.1 and TA 5.8
<b>2. Parking in Leatherhead</b>		
Weakness	The provision of appropriate spaces within the town and the quality of parking offered by the Swan Centre are seen to be poor	To increase the number of appropriate spaces in the appropriate places, to seek extra parking opportunities and work with the Swan Centre to improve its facilities – Projects TA 5.2, 5.3, 5.5, 5.6 and 5.7
Threat	The poor reputation of parking provision is a deterrent to people visiting the town (see Annex A6.1)	Improve the provision of parking but especially that provided by the Swan Centre – Projects TA 5.2 - 7
<b>3. Parking times and charges</b>		
Weakness	There need to be more opportunities for half hour parking either free or charged. Short term parking is considered to be too expensive (see Annex A7)	To create more ‘pop and shop’ opportunities at an attractive cheap rate – Project TA 5.4
<b>4. Road signs</b>		
Weakness	The road signs around the town are too many and too confusing with few indicating easy access to the town centre.	To rationalise the road signs and give clear parking directions for access to the town - Project TA 5.8



**I2 WORKSHEET T1: TRAVEL TO AND FROM THE LOCAL AREA**

**Task:** to assess patterns of travel to and from the local area by car and by public transport

**I2.1 Completed Worksheet**

Information you will need	Answers and notes																								
<p><b>Sub-section 1: Travel by Car</b></p> <p>Q 1 What is the distance and travel time from the town to:</p> <ol style="list-style-type: none"> <li>The network of dual carriageway roads</li> <li>The least and most accessible villages</li> </ol> <p>(Worksheets EC1 Q2; EC4 Q14,17; EC7 Q7 also refer to travel)</p>	<p>a) There are only two stretches of 'dual carriageway' roads close to Leatherhead - the A24 from the Leatherhead bypass to Dorking and the M25. Both are 1-1¼ kilometres and 5-10 minutes from the centre of Leatherhead.</p> <p>b) Headley is 3 kilometres and 10-15 minutes from Leatherhead and Ashted is 2 ½ kilometres and 5 -10 minutes from the centre.</p>																								
<p>Q 2 What is the distance and average travel time by car to the nearest neighbouring large town, from:</p> <ol style="list-style-type: none"> <li>The town itself</li> <li>The most accessible village within the surrounding countryside</li> <li>The least accessible village within the surrounding countryside</li> </ol>	<p style="text-align: center;">Journey times in minutes</p> <table border="1" data-bbox="1014 699 1794 855"> <thead> <tr> <th>From</th> <th>To</th> <th>To</th> <th>To</th> </tr> <tr> <td></td> <td>Dorking</td> <td>Epsom</td> <td>Guildford</td> </tr> </thead> <tbody> <tr> <td>a) Leatherhead</td> <td>10</td> <td>15</td> <td>25</td> </tr> <tr> <td>b) Ashtead</td> <td>15-20</td> <td>10-15</td> <td>30</td> </tr> <tr> <td>c) Fetcham</td> <td>15-20</td> <td>20</td> <td>20</td> </tr> <tr> <td>c) Headley</td> <td>15</td> <td>10</td> <td>35</td> </tr> </tbody> </table>	From	To	To	To		Dorking	Epsom	Guildford	a) Leatherhead	10	15	25	b) Ashtead	15-20	10-15	30	c) Fetcham	15-20	20	20	c) Headley	15	10	35
From	To	To	To																						
	Dorking	Epsom	Guildford																						
a) Leatherhead	10	15	25																						
b) Ashtead	15-20	10-15	30																						
c) Fetcham	15-20	20	20																						
c) Headley	15	10	35																						
<p>Q 3 Improvements:</p> <ol style="list-style-type: none"> <li>What improvements are planned for the local/regional highway network in your Area?</li> <li>What are the proposed timescales?</li> </ol> <p>(Worksheets EN1 Q9; EC7 Q7, 16 S7 Q2 also refer to transport access. Worksheets EN1 Q7,14, EC6 Q 1,8,9; S2; S5 Q10 also refer to development)</p>	<p>No major improvements are planned except the widening of Station Approach Road to create an extra lane which should help lessen the congestion around the Leatherhead one-way system at peak times.</p> <p>It is hoped that work will start during the 2006/7 financial year.</p>																								



**Sub-section 2: Travel by public transport**

Information you will need	Answers and notes																																					
<p>Q 4 Public transport:</p> <p>a. Which of these are in the town centre?</p> <ul style="list-style-type: none"> <li>• The main bus station</li> <li>• The main concentration of bus termini</li> <li>• The railway station</li> </ul> <p>b. If not in the centre of town, how long does it take to get to the town centre from these places?</p> <p>c. How far apart are the train station and the bus termini?</p> <p>d. With which train services do the buses connect, and what are the waiting times?</p> <p>Find out if there are any planned improvements which would help this interchange.</p> <p>(Worksheets EN1 Q9; EC7 Q7,15; S3 Q1,4 also refer to public transport)</p>	<p>a. There is no main bus terminus in the town centre as such. Buses stop at the following places which is the closest they can reach to the town centre:</p> <table border="1" data-bbox="1019 316 1796 555"> <thead> <tr> <th>Position</th> <th>Bus</th> <th>Route</th> </tr> </thead> <tbody> <tr> <td>North Street:</td> <td>465</td> <td>Fulwell to Dorking</td> </tr> <tr> <td></td> <td>478</td> <td>Woodbridge – Guildford via Great Bookham</td> </tr> <tr> <td></td> <td>479</td> <td>Epsom – Guildford via Great Bookham</td> </tr> <tr> <td>The Bull</td> <td>465</td> <td>Dorking – Fulwell</td> </tr> <tr> <td></td> <td>478</td> <td>Guildford – Woodbridge via Great Bookham</td> </tr> <tr> <td></td> <td>479</td> <td>Guildford – Epsom via Great Bookham</td> </tr> <tr> <td>The Crescent</td> <td>516</td> <td>Sutton – Epsom via Boxhill /Headley</td> </tr> <tr> <td>Leret Way</td> <td>408</td> <td>Chipstead Way – Cobham Sainsbury’s</td> </tr> </tbody> </table> <p>All bus stops are within 50 metres of the centre and it takes less than 5 minutes to reach the town centre.</p> <p>b. The railway station is 500 metres by foot from the centre which is a 6 – 8 minutes walk.</p> <p>c. The train station and town centre bus stops are approximately 450 metres apart.</p> <p>d. No bus service is designed to link with any particular train. However, the following buses call at the station:</p> <table border="1" data-bbox="1019 751 1796 1007"> <thead> <tr> <th>Bus</th> <th>Service destinations</th> </tr> </thead> <tbody> <tr> <td>408</td> <td>Epsom - Cobham Sainsbury’s but returning via Leret Way. Service: Monday - Friday every two hours from 06.58</td> </tr> <tr> <td>478</td> <td>Guildford - Woodbridge Tesco but returning to North Street. Service: Mondays - Friday every two hours</td> </tr> <tr> <td>479</td> <td>Epsom - Guildford but returning via North Street. Service: Monday – Friday every 30mins from 0.65 – 18.22. Saturdays – every hour from 08.16 – 18.18</td> </tr> <tr> <td>516</td> <td>Box Hill - Woodbridge. Service Monday – Saturday. Two early services for commuters then a two hourly service for shoppers.</td> </tr> </tbody> </table> <p>For the buses not stopping at the station on the return journey there is a 6 – 8 minute walk to a stop in the centre of Leatherhead.</p> <p>There is at most a 15 minute wait for trains to London because the service is so frequent. For Dorking there will be a wait of 20 minutes at the most and 30 minutes for the Guildford train.</p> <p>The wait for a bus at the station will vary considerably, that is if the bus actually calls at the station for the return journey.</p>	Position	Bus	Route	North Street:	465	Fulwell to Dorking		478	Woodbridge – Guildford via Great Bookham		479	Epsom – Guildford via Great Bookham	The Bull	465	Dorking – Fulwell		478	Guildford – Woodbridge via Great Bookham		479	Guildford – Epsom via Great Bookham	The Crescent	516	Sutton – Epsom via Boxhill /Headley	Leret Way	408	Chipstead Way – Cobham Sainsbury’s	Bus	Service destinations	408	Epsom - Cobham Sainsbury’s but returning via Leret Way. Service: Monday - Friday every two hours from 06.58	478	Guildford - Woodbridge Tesco but returning to North Street. Service: Mondays - Friday every two hours	479	Epsom - Guildford but returning via North Street. Service: Monday – Friday every 30mins from 0.65 – 18.22. Saturdays – every hour from 08.16 – 18.18	516	Box Hill - Woodbridge. Service Monday – Saturday. Two early services for commuters then a two hourly service for shoppers.
Position	Bus	Route																																				
North Street:	465	Fulwell to Dorking																																				
	478	Woodbridge – Guildford via Great Bookham																																				
	479	Epsom – Guildford via Great Bookham																																				
The Bull	465	Dorking – Fulwell																																				
	478	Guildford – Woodbridge via Great Bookham																																				
	479	Guildford – Epsom via Great Bookham																																				
The Crescent	516	Sutton – Epsom via Boxhill /Headley																																				
Leret Way	408	Chipstead Way – Cobham Sainsbury’s																																				
Bus	Service destinations																																					
408	Epsom - Cobham Sainsbury’s but returning via Leret Way. Service: Monday - Friday every two hours from 06.58																																					
478	Guildford - Woodbridge Tesco but returning to North Street. Service: Mondays - Friday every two hours																																					
479	Epsom - Guildford but returning via North Street. Service: Monday – Friday every 30mins from 0.65 – 18.22. Saturdays – every hour from 08.16 – 18.18																																					
516	Box Hill - Woodbridge. Service Monday – Saturday. Two early services for commuters then a two hourly service for shoppers.																																					
<p>Q 6 Rail services:</p> <p>a. What is the frequency of rail services?</p> <p>b. Are times convenient for people using the trains to get to work?</p> <p>c. Are there closed railway lines?</p> <p>d. Are there plans to re-open any closed railway lines?</p>	<p>a. Weekday Services:</p> <ul style="list-style-type: none"> <li>• Between Guildford, Great Bookham, Leatherhead, and Waterloo there are two trains an hour.</li> <li>• Between Leatherhead, Ashted and Waterloo there are four trains an hour.</li> <li>• Between Leatherhead, Ashted and Victoria there are on average two trains an hour but by changing at Epsom the number can be increased.</li> </ul>																																					



Information you will need	Answers and notes
<p><i>Look at the frequency of services to neighbouring market towns with a rail station and to the closest large town or city. Are there neighbouring towns or cities without a rail connection?</i></p> <p>(Worksheets EC1 Q2; EC4 Q14,17; EC7 Q7 also refer to travel)</p>	<ul style="list-style-type: none"> <li>• Between Horsham/Dorking, Boxhill, Leatherhead and Ashtead there are four trains an hour.</li> <li>• There is also a service to London Bridge with two direct trains at 07.47 and 09.45 (Leatherhead) or more by changing at Epsom.</li> </ul> <p>Saturday Services</p> <ul style="list-style-type: none"> <li>• Between Guildford, Bookham, Leatherhead, Ashtead and Waterloo there are two trains an hour</li> </ul> <p>Sunday Services</p> <ul style="list-style-type: none"> <li>• Between Leatherhead, Ashtead and Waterloo there are two trains an hour.</li> <li>• Between Dorking, Boxhill and West Humble, and Leatherhead there are two trains an hour.</li> <li>• There is no service between Leatherhead and Guildford.</li> </ul> <p>b. 75% of the commuters find the service either good or satisfactory.  c. There are no closed lines within the area.  d. An inquiry was held in September 2005 to determine support for a line linking Bookham, Leatherhead and Ashtead to London Bridge. If the service is given support work will begin in 2007 and the first trains could be running in 2012.</p>
<p>Q 7  Coach services:</p> <ol style="list-style-type: none"> <li>a. What is the number of national coach services per day?</li> <li>b. What are their destinations and departure points?</li> </ol>	<p>No national coach services call at Leatherhead or the surrounding villages.</p> <p>There is however, interest within the community for a coach service to Gatwick and Heathrow Airports.</p>



Information you will need	Answers and notes																																																					
<p>Q 8</p> <p>What is the frequency of service and travel time from the town and from villages in the surrounding countryside to the nearest large town or city by:</p> <ul style="list-style-type: none"> <li>• bus</li> <li>• coach</li> <li>• train</li> </ul> <p><i>Look at whether there are connecting local bus services from the villages. If there are waiting times between changing services include these within the overall journey times</i></p> <p><i>Note where it is not possible to make this journey by public transport at all.</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Journey</th> <th style="background-color: #cccccc;">Train Time</th> <th style="background-color: #cccccc;">Bus Time</th> </tr> </thead> <tbody> <tr><td>Leatherhead - Dorking</td><td>6</td><td>19</td></tr> <tr><td>Leatherhead - Epsom</td><td>8</td><td>22</td></tr> <tr><td>Leatherhead - Guildford</td><td>26</td><td>43</td></tr> <tr><td>Leatherhead - London</td><td>44</td><td>No bus</td></tr> <tr><td>Boxhill/Westhumble - Dorking</td><td>16</td><td>43</td></tr> <tr><td>Boxhill/Westhumble - Epsom</td><td>16/20</td><td>24</td></tr> <tr><td>Boxhill/Westhumble - Guildford</td><td>56</td><td>No bus</td></tr> <tr><td>Boxhill/Westhumble - London</td><td>5</td><td>6</td></tr> <tr><td>Ashtead - Dorking</td><td>10</td><td>34 = 10 + 6 + 18</td></tr> <tr><td>Ashtead - Epsom</td><td>4</td><td>7</td></tr> <tr><td>Ashtead - Guildford</td><td>30</td><td>53</td></tr> <tr><td>Ashtead - London</td><td>41</td><td>No bus</td></tr> <tr><td>Fetcham - Dorking: journey includes a section by bus</td><td>32 = 7 + 19 wait + 6</td><td>34 = 7 + 5 walk to next stop + 3 wait + 19</td></tr> <tr><td>Fetcham - Epsom</td><td>25 = 7 + 10 wait + 8</td><td>29</td></tr> <tr><td>Fetcham - Guildford</td><td>27 = 6 + 5 wait + 16</td><td>37</td></tr> <tr><td>Fetcham - London</td><td>61 = 7 + 10 wait + 44</td><td>No bus</td></tr> </tbody> </table>			Journey	Train Time	Bus Time	Leatherhead - Dorking	6	19	Leatherhead - Epsom	8	22	Leatherhead - Guildford	26	43	Leatherhead - London	44	No bus	Boxhill/Westhumble - Dorking	16	43	Boxhill/Westhumble - Epsom	16/20	24	Boxhill/Westhumble - Guildford	56	No bus	Boxhill/Westhumble - London	5	6	Ashtead - Dorking	10	34 = 10 + 6 + 18	Ashtead - Epsom	4	7	Ashtead - Guildford	30	53	Ashtead - London	41	No bus	Fetcham - Dorking: journey includes a section by bus	32 = 7 + 19 wait + 6	34 = 7 + 5 walk to next stop + 3 wait + 19	Fetcham - Epsom	25 = 7 + 10 wait + 8	29	Fetcham - Guildford	27 = 6 + 5 wait + 16	37	Fetcham - London	61 = 7 + 10 wait + 44	No bus
Journey	Train Time	Bus Time																																																				
Leatherhead - Dorking	6	19																																																				
Leatherhead - Epsom	8	22																																																				
Leatherhead - Guildford	26	43																																																				
Leatherhead - London	44	No bus																																																				
Boxhill/Westhumble - Dorking	16	43																																																				
Boxhill/Westhumble - Epsom	16/20	24																																																				
Boxhill/Westhumble - Guildford	56	No bus																																																				
Boxhill/Westhumble - London	5	6																																																				
Ashtead - Dorking	10	34 = 10 + 6 + 18																																																				
Ashtead - Epsom	4	7																																																				
Ashtead - Guildford	30	53																																																				
Ashtead - London	41	No bus																																																				
Fetcham - Dorking: journey includes a section by bus	32 = 7 + 19 wait + 6	34 = 7 + 5 walk to next stop + 3 wait + 19																																																				
Fetcham - Epsom	25 = 7 + 10 wait + 8	29																																																				
Fetcham - Guildford	27 = 6 + 5 wait + 16	37																																																				
Fetcham - London	61 = 7 + 10 wait + 44	No bus																																																				



**12.2 SWOT analysis**

You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
To what extent is the car the predominant form of transport to and from the area?	<p>According to the local census 63% of people drive or are driven to work. The car is by far the most predominant form of transport within the area because there is no convenient form of local public transport for the majority of the population.</p> <p>Whereas the trains offer a good service for the commuter, each of the stations is on the edge of its catchment area and not convenient for many for local journeys.</p> <p>The bus service is limited both in frequency and route system so the car is the only convenient form of transport. This is especially so in the evenings and at weekends when there is no service at all on the routes running along the A24, B2122 and A246.</p> <p>Added to this there is no train service to Guildford on Sundays and so people wishing to visit Guildford or the National Trust properties, Bocketts Farm or the surrounding countryside have to resort to the car.</p>	✓		✓	✓		
Are there definable user-groups or usage patterns for car-users and for the different public transport services?	<p>The car is used by all for convenience for local journeys, for business and for leisure. Buses are used by the young to go to and from school and in a very limited way for leisure. They are also used by the elderly who are no longer able to drive and the 12.3% of households without a car.</p> <p>Trains are used by commuters and for easy access to towns such as Epsom, Guildford and London.</p>	✓			✓		
How easy is it to change between train and coach and/or bus services?	<p>It is a simple matter to change from bus to train if the bus calls at the station but many do so only on one leg of their journey. To transfer from train to bus can either result in a long wait for a bus and/or a walk to the centre of the town to pick up the connection.</p>			✓	✓		
Are waiting times for bus/train connecting services acceptable?	<p>There are no bus services connecting directly with any of the trains calling at Leatherhead station. Waiting times for a train are acceptable because of the relative frequency of the service.</p> <p>Waiting times for connecting buses however can be extensive during the day. After 18.30 no service calls at the station.</p>			✓	✓		



You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Do public transport services meet local needs?	<p>75% of the commuters find the train service either good or satisfactory. Many have requested however for a faster service to and from London at peak times.</p> <p>Buses only meet local needs in a limited way. The 465 is a very useful route running late into the evening but it can be unreliable at peak times in the morning. The 479 is a valuable route linking the villages to the larger shopping towns of Leatherhead, Guildford and Epsom but it too can be unreliable at peak times and it fails to meet local needs in the evenings because it stops running at 18.30. It also fails to run on Sundays.</p> <p>The routes that run along the A24 have a frequency of only once every two hours which renders them of little service for those needing to visit such places as Leatherhead Hospital or the Swan Centre for shopping.</p>		✓	✓	✓		
What plans are there to improve the highway network or public transport services?	Buses4U have recently been introduced as an experiment to the Fetcham/Bookham area. The trial period has shown that there is a real need for such a service and they are to continue. There is now a possibility that the scheme will extend to Leatherhead and Ashtead.	✓	✓		✓		
Are there key routes for travel to and from the area?	<p>Key routes within the area are as follows:</p> <ol style="list-style-type: none"> <li>1. M25</li> <li>2. A243 to Chessington and Kingston</li> <li>3. A246 to Fetcham, Bookham and Guildford</li> <li>4. A24 to Ashtead, Epsom and main roads to London and to Dorking</li> </ol>	✓	✓				



**I3 WORKSHEET T2: EASE OF ACCESS TO SERVICES**

**Task:** to identify how easy it is for people to get around the area

**I3.1 Completed Worksheet**

These questions help assess how easy it is to access services, mainly by public transport. The location of key services will have been identified through other worksheets, in particular retail and town centre services, training and education, health and public safety and culture and heritage.

Information you will need	Answers and notes																															
<b>Sub-section 1: Timetabling and accessibility of public transport</b>																																
<p><b>Q 1</b> Information points: Where are the public transport information points? What is the quality of the information offered?</p> <p>Ask, for example, if there are there multi-mode timetables at bus stops and rail stations, and if special services (such as Dial-A-Ride) are widely advertised or actively promoted?</p> <p>(Worksheets EN1 Q9; EC7 Q7,15; S3 Q1,4 also refer to public transport)</p>	<ul style="list-style-type: none"> <li>Free booklets containing local bus and train times are produced by the Passenger Transport Group of SCC and can be obtained from local libraries, Post Offices, newsagents and the Leatherhead Help Shop.</li> <li>Bus stops at fare stages display timetables for the relevant routes. Request stops tend not to have timetables.</li> <li>Train timetables are available from local stations and individual journey times can be planned via the web on <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a></li> <li>Information posters at Leatherhead Station list connecting buses and bus stop locations plus a map of the town.</li> <li>SCC gives public transport information on 0870 608 2608 and on its website <a href="http://www.traveline.org.uk">www.traveline.org.uk</a>. The telephone number is displayed on some bus stops.</li> <li>In-depth information on all forms of transport including that for the disabled can be found on <a href="http://www.surrey.gov.uk/passenger">www.surrey.gov.uk/passenger</a> transport.</li> <li>Both Southwest Trains and Southern Railway have web sites giving timetable information.</li> <li>According to the commuter surveys 50% of rail passengers find rail travel information good or satisfactory but many ask for better information on the platform following cancellations. There is also a call for more tube information so that mainline journeys can be adjusted accordingly.</li> <li>Bus passengers call for better information on routes, the location of bus stops, times, fares and cancellations.</li> </ul> <p>It is to be hoped that Real Time Transport Information which has already been introduced in the Guildford area will be expanded to include the area of this study.</p>																															
<p><b>Q 2</b> Are bus and train times from outlying villages to the town convenient for getting to and from work and school?</p> <p>Compile a table showing bus and train times during the day. Note when first and last services of the day are.</p> <p>(Worksheets EC1 Q2; EC4 Q14, 17; EC7 Q7 also refer to travel. Worksheets EN1 Q9; EC7 Q7,15; S3 Q1,4 also refer to public transport)</p>	<p style="text-align: center;"><b><u>Trains per Hour</u></b> <b><u>Frequency to and from Leatherhead</u></b></p> <table border="1"> <thead> <tr> <th>Start of Journey</th> <th>7.00 – 9.00 am</th> <th>School time 3.00-5.00</th> <th>Work Time 5.00 – 7.00</th> </tr> </thead> <tbody> <tr> <td>Ashtead</td> <td>4</td> <td>4</td> <td>4</td> </tr> <tr> <td>Bookham</td> <td>3</td> <td>2</td> <td>4</td> </tr> <tr> <td>Westhumble</td> <td>2</td> <td>2</td> <td>2</td> </tr> </tbody> </table> <p style="text-align: center;"><b><u>Frequency to and from London</u></b></p> <table border="1"> <thead> <tr> <th>Start of Journey</th> <th>7.00 - 9.00 am</th> <th>5.00 -7.00 pm</th> </tr> </thead> <tbody> <tr> <td>Ashtead</td> <td>6</td> <td>6</td> </tr> <tr> <td>Leatherhead</td> <td>6</td> <td>6</td> </tr> <tr> <td>Bookham</td> <td>2</td> <td>2</td> </tr> <tr> <td>Westhumble</td> <td>2/4</td> <td>2/4</td> </tr> </tbody> </table>	Start of Journey	7.00 – 9.00 am	School time 3.00-5.00	Work Time 5.00 – 7.00	Ashtead	4	4	4	Bookham	3	2	4	Westhumble	2	2	2	Start of Journey	7.00 - 9.00 am	5.00 -7.00 pm	Ashtead	6	6	Leatherhead	6	6	Bookham	2	2	Westhumble	2/4	2/4
Start of Journey	7.00 – 9.00 am	School time 3.00-5.00	Work Time 5.00 – 7.00																													
Ashtead	4	4	4																													
Bookham	3	2	4																													
Westhumble	2	2	2																													
Start of Journey	7.00 - 9.00 am	5.00 -7.00 pm																														
Ashtead	6	6																														
Leatherhead	6	6																														
Bookham	2	2																														
Westhumble	2/4	2/4																														



Information you will need	Answers and notes																																																																							
	<p><b><u>First service and last services</u></b></p> <table border="1"> <thead> <tr> <th>From</th> <th>To</th> <th>First</th> <th>Last</th> </tr> </thead> <tbody> <tr> <td>Waterloo</td> <td>Leatherhead</td> <td>05.47</td> <td>23.41</td> </tr> <tr> <td>Leatherhead</td> <td>Guildford</td> <td>06.28</td> <td>00.24</td> </tr> <tr> <td>Leatherhead</td> <td>Dorking</td> <td>06.53</td> <td>00.12</td> </tr> <tr> <td>Bookham</td> <td>London</td> <td>05.21</td> <td>23.06</td> </tr> <tr> <td>Leatherhead</td> <td>London</td> <td>05.26</td> <td>23.11</td> </tr> <tr> <td>Ashtead</td> <td>London</td> <td>05.29</td> <td>23.14</td> </tr> <tr> <td>Westhumble</td> <td>London</td> <td>05.50</td> <td>22.02</td> </tr> </tbody> </table> <p style="text-align: center;"><b><u>Bus Times per Hour</u></b></p> <p style="text-align: center;"><b><u>Frequency To and From Leatherhead</u></b></p> <table border="1"> <thead> <tr> <th>Start of Journey</th> <th>7.00 – reaching Leatherhead by 9.00 am</th> <th>School time 3.00-5.00</th> <th>Work time 5.00 – 7.00</th> </tr> </thead> <tbody> <tr> <td>Ashtead (408 and 479)</td> <td>2 plus 676 for Therfield</td> <td>2 plus 676 from Therfield</td> <td>2</td> </tr> <tr> <td>Bookham (479)</td> <td>2</td> <td>2</td> <td>2</td> </tr> </tbody> </table> <p style="text-align: center;"><b><u>Specific Bus Services to Local Schools</u></b></p> <table border="1"> <thead> <tr> <th>From</th> <th>School</th> <th>Bus</th> </tr> </thead> <tbody> <tr> <td>Leatherhead /Mickleham</td> <td>The Ashcombe</td> <td>465</td> </tr> <tr> <td>Leatherhead</td> <td>Howard of Effingham</td> <td>479</td> </tr> <tr> <td>Leatherhead /Ashtead</td> <td>Rosebery School</td> <td>479</td> </tr> <tr> <td>Bookham / Fetcham</td> <td>Rosebery School</td> <td>479</td> </tr> <tr> <td>Bookham / Fetcham</td> <td>Therfield School</td> <td>465</td> </tr> <tr> <td>Bookham / Fetcham</td> <td>St Andrews</td> <td>479</td> </tr> <tr> <td>Boxhill / Headley</td> <td>Therfield</td> <td>516</td> </tr> <tr> <td>Ashtead</td> <td>St Andrews /Therfield</td> <td>676</td> </tr> </tbody> </table> <p style="text-align: center;">The first buses to arrive at Leatherhead are at the following times: 465 = 05.39,      479 = 06.50,      516 = 07.34,      408 = 07.47</p> <p>Although the bus times are convenient for the pupils and the start of school time there is a problem of reliability especially the 479 and the 465 serving Therfield School. In the case of school buses many have a very early start in order to cover a circuitous route.</p>	From	To	First	Last	Waterloo	Leatherhead	05.47	23.41	Leatherhead	Guildford	06.28	00.24	Leatherhead	Dorking	06.53	00.12	Bookham	London	05.21	23.06	Leatherhead	London	05.26	23.11	Ashtead	London	05.29	23.14	Westhumble	London	05.50	22.02	Start of Journey	7.00 – reaching Leatherhead by 9.00 am	School time 3.00-5.00	Work time 5.00 – 7.00	Ashtead (408 and 479)	2 plus 676 for Therfield	2 plus 676 from Therfield	2	Bookham (479)	2	2	2	From	School	Bus	Leatherhead /Mickleham	The Ashcombe	465	Leatherhead	Howard of Effingham	479	Leatherhead /Ashtead	Rosebery School	479	Bookham / Fetcham	Rosebery School	479	Bookham / Fetcham	Therfield School	465	Bookham / Fetcham	St Andrews	479	Boxhill / Headley	Therfield	516	Ashtead	St Andrews /Therfield	676
From	To	First	Last																																																																					
Waterloo	Leatherhead	05.47	23.41																																																																					
Leatherhead	Guildford	06.28	00.24																																																																					
Leatherhead	Dorking	06.53	00.12																																																																					
Bookham	London	05.21	23.06																																																																					
Leatherhead	London	05.26	23.11																																																																					
Ashtead	London	05.29	23.14																																																																					
Westhumble	London	05.50	22.02																																																																					
Start of Journey	7.00 – reaching Leatherhead by 9.00 am	School time 3.00-5.00	Work time 5.00 – 7.00																																																																					
Ashtead (408 and 479)	2 plus 676 for Therfield	2 plus 676 from Therfield	2																																																																					
Bookham (479)	2	2	2																																																																					
From	School	Bus																																																																						
Leatherhead /Mickleham	The Ashcombe	465																																																																						
Leatherhead	Howard of Effingham	479																																																																						
Leatherhead /Ashtead	Rosebery School	479																																																																						
Bookham / Fetcham	Rosebery School	479																																																																						
Bookham / Fetcham	Therfield School	465																																																																						
Bookham / Fetcham	St Andrews	479																																																																						
Boxhill / Headley	Therfield	516																																																																						
Ashtead	St Andrews /Therfield	676																																																																						



Information you will need	Answers and notes																		
<p>Q 3 What times are the last Friday and Saturday night bus services from the town to villages in the surrounding countryside?</p>	<p style="text-align: right;">From Leatherhead</p> <table border="1" data-bbox="824 248 1610 408"> <thead> <tr> <th>Destination</th> <th>Fridays</th> <th>Saturdays</th> </tr> </thead> <tbody> <tr> <td>N. Leatherhead</td> <td>23.46</td> <td>23.46</td> </tr> <tr> <td>Fetcham, Great Bookham</td> <td>18.39</td> <td>18.06</td> </tr> <tr> <td>Boxhill and Headley</td> <td>18.38</td> <td>17.13</td> </tr> <tr> <td>Ashtead</td> <td>17.46</td> <td>17.13</td> </tr> <tr> <td>Mickleham</td> <td>00.09</td> <td>00.09</td> </tr> </tbody> </table>	Destination	Fridays	Saturdays	N. Leatherhead	23.46	23.46	Fetcham, Great Bookham	18.39	18.06	Boxhill and Headley	18.38	17.13	Ashtead	17.46	17.13	Mickleham	00.09	00.09
Destination	Fridays	Saturdays																	
N. Leatherhead	23.46	23.46																	
Fetcham, Great Bookham	18.39	18.06																	
Boxhill and Headley	18.38	17.13																	
Ashtead	17.46	17.13																	
Mickleham	00.09	00.09																	
<p>Q 4 What special public and private transport services* are there for people who are less able?</p> <p>(Worksheets EC7 Q8; S3 Q7,9; S3 Q5 also refer to disability issues) *For example, bus, taxi, or alternative community or voluntary transport.</p>	<p style="text-align: center;"><b>Buses</b></p> <p>Many routes are now operated by modern low-floor, fully accessible buses making it easier for people in wheelchairs or with mobility impairments to use. This style of bus can be found on the following routes:</p> <table border="1" data-bbox="824 572 2051 679"> <tbody> <tr> <td>465</td> <td>Dorking – Kingston - Fulwell</td> </tr> <tr> <td>478</td> <td>Guildford – Leatherhead/Woodbridge</td> </tr> <tr> <td>479</td> <td>Guildford – Leatherhead – Epsom</td> </tr> <tr> <td>516</td> <td>Dorking – Leatherhead – Epsom *</td> </tr> </tbody> </table> <p>Some journeys on the 408 (Epsom – Cobham) also use low floor buses.</p> <p><u>Route 516</u> links Headley Court RAF Hospital and SeeAbility at Highlands Road with Leatherhead, Ashtead and Epsom from Mondays to Fridays with a limited service on Saturdays.</p> <p><u>Route 622</u> from Great Bookham to Epsom (Kiln Lane, Sainsbury) is served by an Arriva Accessbus fitted with a ramp at the entrance and spaces for two people in wheelchairs. Potential passengers are asked to phone a day before their journey to book a place. The service runs on Fridays only and there is just one bus. It leaves Great Bookham at 10.45 and reaches Kiln Lane at 12.05. The return service starts at 14.10 and reaches Great Bookham at 15.30. The route takes in Great Bookham, Fetcham (areas not served by other buses) Leatherhead, and Ashtead (areas not served by other buses).</p> <p>Although certain buses have the facility to lower their boarding platforms the service cannot be relied on and passengers on the 479 route have experienced trouble when faced by ordinary buses or a driver who does not know how to operate the drop-floor mechanism.</p> <p style="text-align: center;"><b>Buses 4U</b></p> <p>This is a demand-responsive service in the Tyrrell's Wood, Mickleham, Box Hill, Headley, Fetcham and Bookham area of Mole Valley. It is a fully-accessible minibus with a ramp at the front of the vehicle and it operates from 9.00 – 6.00 Mondays – Fridays. It can be pre-booked by anyone who has little or no access to public or private transport living in parts of Mole Valley.</p> <p>Fares are broadly comparable to those charged on regular buses. Destinations include Leatherhead, Dorking, Horley, Redhill, Reigate, Epsom and Redhill.</p> <p>There is the possibility that the service will be extended to serve Leatherhead and Ashtead but this is yet to be confirmed.</p> <p style="text-align: center;"><b>Dial-A-Ride</b></p> <p>This service operates everyday between 9am – 5pm. It also runs until 10pm on Tuesday evenings. It is available to residents with mobility problems or over the age of 60 at a cost of a £13 membership fee per annum and a journey fee of £1.85 per zone.</p>	465	Dorking – Kingston - Fulwell	478	Guildford – Leatherhead/Woodbridge	479	Guildford – Leatherhead – Epsom	516	Dorking – Leatherhead – Epsom *										
465	Dorking – Kingston - Fulwell																		
478	Guildford – Leatherhead/Woodbridge																		
479	Guildford – Leatherhead – Epsom																		
516	Dorking – Leatherhead – Epsom *																		



Information you will need	Answers and notes
	<p>Journeys may be booked by phone 48 hours in advance.</p> <p>New members joining after April 2005 however, will only be able to use this service to make journeys to local day centres. Emphasis is now to be placed on the newer <b>Demand Responsive Transport</b> scheme which will provide a bus and taxi-style service for people who pre-book. This system is to come into service during 2005. The maximum payable for a journey of more than four miles will be £2 return and £1 for under 4 miles. It is hoped that this new approach will result in the Dial-a-Ride service being able to focus more on people with disabilities such as those who are wheelchair bound.</p> <p><u>Voluntary Car Services</u> At the moment Leatherhead offers a voluntary low-cost transport scheme provided by volunteers driving their own cars from home to local medical appointments. Arrangements are made through the receptionists of local doctors and dentists. There are, however, moves to replace this with Good Neighbours Schemes in Leatherhead and Fetcham such as are in place in Ashtead and Bookham.</p>
<p>Q 5 Where are the less able (for example, people who use a wheelchair or walking aid) disadvantaged in using public transport?</p> <p>Compare public transport routes that have accessible buses/trains with the total number of routes.</p> <p>(Worksheets EC7 Q8; S3 Q7,9; S3 Q5 also refer to disability issues)</p>	<p style="text-align: center;"><u>Trains</u></p> <p><u>Leatherhead</u> Wheelchairs are able reach the up platform as long as the ticket office is open and for the down line the side gate needs to be unlocked. There are ramps permanently at the station. Disabled parking is available.</p> <p><u>Ashtead</u> Ashtead station has easy access to both up and down lines. A ramp needs to be booked ahead of the journey. Disabled parking is available.</p> <p><u>Bookham.</u> Wheelchair access is limited to the down line only i.e. travelling to Effingham Junction and Guildford. Disabled parking is available.</p> <p><u>Boxhill</u> There is access to the down line only. A ramp needs to be booked ahead of the journey. Disabled parking is available.</p> <p><u>Epsom</u> Access to the platforms is via lifts manned by the station staff. Ramps are permanently available. Disabled parking is available.</p> <p><u>Guildford</u> Access to the up platform is via a subway and footbridge. There are disabled toilets and parking.</p> <p>In the case of travelling by train, the mobility impaired may phone and book travel assistance and get help with journey planning from both South West Trains and Southern Railway. The service however has been known to fail.</p> <p style="text-align: center;"><u>Buses</u></p> <p>In the case of buses, although the key routes are served by buses with specially fitted modern low-floor, fully accessible platforms it has been found that the disabled cannot rely on this style appearing. There are times when these buses are withdrawn and passengers are left in difficulty.</p> <p>The tenants of Queen Elizabeth Foundation for the Disabled and the QEFD Development Centre at Dorin Court have no access to public transport and are totally reliant on their own transport, Buses4U or taxis to reach Leatherhead.</p>



Information you will need	Answers and notes																																								
<p>Q 6 What are the walking distances from the main bus set down/pick up places to the focal point of the town centre?</p> <p>(Worksheets EN1 Q10; EN3 Q7; EC7 Q13,14 also refer to pedestrian access)</p>	<p>No more than 50 metres.</p>																																								
<p>Q 7 How does travelling from the villages to the town by car compare to using public transport for going to the:</p> <ul style="list-style-type: none"> <li>• hospital</li> <li>• secondary school</li> <li>• job centre</li> <li>• supermarket</li> <li>• library</li> <li>• leisure/sports centre</li> <li>• cinema</li> </ul> <p><i>Pick three rural settlements that have poor, adequate and good public transport links.</i></p> <p>For each of these describe the journeys in terms of:</p> <ul style="list-style-type: none"> <li>• journey time (including waiting times for public transport)</li> <li>• directness of service or number of changes</li> <li>• number of different types of transport used</li> <li>• timetabling difficulties (for example. when the journey can not be made by public transport)</li> <li>• car parking at the destination</li> </ul> <p>(Worksheets EC1 Q2; EC4 Q14, 17; EC7 Q7 also refer to travel. Worksheets EN1 Q9; EC7 Q7,15; S3 Q1,4 also refer to public transport)</p>	<p>These tables summarise journey profiles from villages coming into Leatherhead.</p> <p>J = journey time in minutes D = directness of service or number of changes T = number of different types of transport used. O = obstacle i.e. when a journey cannot be made due to timetabling difficulties</p> <p style="text-align: center;"><b>Health – Leatherhead Hospital</b></p> <table border="1" data-bbox="826 619 1585 847"> <thead> <tr> <th>From</th> <th>J</th> <th>D</th> <th>T</th> <th>O</th> </tr> </thead> <tbody> <tr> <td>Mickleham by bus</td> <td>30</td> <td>2</td> <td>1</td> <td>Connecting buses only every two hours</td> </tr> <tr> <td>Bookham by bus</td> <td>49</td> <td>2</td> <td>1</td> <td>Connecting buses only every two hours</td> </tr> <tr> <td>Ashtead by bus</td> <td>5</td> <td>1</td> <td>1</td> <td>Bus services only every two hours</td> </tr> </tbody> </table> <p>From each location travel by car is far easier but parking provision not adequate to demand at peak times.</p> <p style="text-align: center;"><b>Health - Epsom Hospital</b></p> <table border="1" data-bbox="884 970 1680 1101"> <thead> <tr> <th>From</th> <th>J</th> <th>D</th> <th>T</th> <th>O</th> </tr> </thead> <tbody> <tr> <td>Mickleham by bus</td> <td>28</td> <td>2</td> <td>1</td> <td>A convenient change with only 2 mins wait</td> </tr> <tr> <td>Bookham by bus</td> <td>25</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Ashtead by bus</td> <td>3</td> <td>1</td> <td>1</td> <td>None</td> </tr> </tbody> </table> <p>From Mickleham travel by car is much easier and that from Bookham and Ashtead governed by proximity of a local bus stop and convenience of timing. Parking is just adequate but can be a problem at peak times.</p> <p>Both Leatherhead and Epsom Hospital are a considerable walk from the station and so only buses have been considered here although taxis are available at both stations.</p> <p>Attending Leatherhead Hospital presents the greatest difficulty for all concerned if travelling by bus. Epsom hospital, although farther away, is much simpler because the bus service passes the front door every half an hour on weekdays during the day and every hour on Saturdays.</p> <p>There is no bus service to either hospital in the evenings or on a Sunday.</p>	From	J	D	T	O	Mickleham by bus	30	2	1	Connecting buses only every two hours	Bookham by bus	49	2	1	Connecting buses only every two hours	Ashtead by bus	5	1	1	Bus services only every two hours	From	J	D	T	O	Mickleham by bus	28	2	1	A convenient change with only 2 mins wait	Bookham by bus	25	1	1	None	Ashtead by bus	3	1	1	None
From	J	D	T	O																																					
Mickleham by bus	30	2	1	Connecting buses only every two hours																																					
Bookham by bus	49	2	1	Connecting buses only every two hours																																					
Ashtead by bus	5	1	1	Bus services only every two hours																																					
From	J	D	T	O																																					
Mickleham by bus	28	2	1	A convenient change with only 2 mins wait																																					
Bookham by bus	25	1	1	None																																					
Ashtead by bus	3	1	1	None																																					



Information you will need	Answers and notes																																																																																
	<p style="text-align: center;"><b><u>Secondary School</u></b></p> <table border="1" data-bbox="828 247 1568 359"> <thead> <tr> <th>From</th> <th>J</th> <th>D</th> <th>T</th> <th>O</th> </tr> </thead> <tbody> <tr> <td>Mickleham by bus</td> <td>6</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Bookham by bus</td> <td>5/30</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Ashtead by bus</td> <td>10/27</td> <td>1</td> <td>1</td> <td>None</td> </tr> </tbody> </table> <p>Parking provision is adequate</p> <p style="text-align: center;"><b><u>Shopping, library and theatre/cinema</u></b></p> <table border="1" data-bbox="828 502 1534 662"> <thead> <tr> <th>From</th> <th>J</th> <th>D</th> <th>T</th> <th>O</th> </tr> </thead> <tbody> <tr> <td>Mickleham by bus</td> <td>8/6</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Bookham by train</td> <td>12/15</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Bookham by bus</td> <td>20/17</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Ashtead by train</td> <td>10/15</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Ashtead by bus</td> <td>12/12</td> <td>1</td> <td>1</td> <td>None</td> </tr> </tbody> </table> <p>Shopping by both train and bus is not as convenient for a large weekly shop because both involve a walk. It is a few minutes to the bus stops but an extended walk of 6 –8 minutes to the station on the return journey which the elderly especially find difficult.</p> <p>Parking at the library needs to be better signed to show that apart from parking at the front there is further provision at the side of the Mansion House.</p> <p>General parking is provided by the Swan Centre. Parking close the theatre is short term and not suitable for attending a performance preceded or followed by a meal during the day or for extended conference use.</p> <p style="text-align: center;"><b><u>Leisure Centre</u></b></p> <table border="1" data-bbox="828 949 1568 1109"> <thead> <tr> <th>From</th> <th>J</th> <th>D</th> <th>T</th> <th>O</th> </tr> </thead> <tbody> <tr> <td>Mickleham by bus</td> <td>6 + 5 min walk</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Bookham by bus</td> <td>12 + 5 min walk</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Bookham by train</td> <td>5 + 10 min walk</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Ashtead by bus</td> <td>14 + 5 min walk</td> <td>1</td> <td>1</td> <td>None</td> </tr> <tr> <td>Ashtead by train</td> <td>3 + 10 min walk</td> <td>1</td> <td>1</td> <td>None</td> </tr> </tbody> </table> <p>There is good parking provision.</p>	From	J	D	T	O	Mickleham by bus	6	1	1	None	Bookham by bus	5/30	1	1	None	Ashtead by bus	10/27	1	1	None	From	J	D	T	O	Mickleham by bus	8/6	1	1	None	Bookham by train	12/15	1	1	None	Bookham by bus	20/17	1	1	None	Ashtead by train	10/15	1	1	None	Ashtead by bus	12/12	1	1	None	From	J	D	T	O	Mickleham by bus	6 + 5 min walk	1	1	None	Bookham by bus	12 + 5 min walk	1	1	None	Bookham by train	5 + 10 min walk	1	1	None	Ashtead by bus	14 + 5 min walk	1	1	None	Ashtead by train	3 + 10 min walk	1	1	None
From	J	D	T	O																																																																													
Mickleham by bus	6	1	1	None																																																																													
Bookham by bus	5/30	1	1	None																																																																													
Ashtead by bus	10/27	1	1	None																																																																													
From	J	D	T	O																																																																													
Mickleham by bus	8/6	1	1	None																																																																													
Bookham by train	12/15	1	1	None																																																																													
Bookham by bus	20/17	1	1	None																																																																													
Ashtead by train	10/15	1	1	None																																																																													
Ashtead by bus	12/12	1	1	None																																																																													
From	J	D	T	O																																																																													
Mickleham by bus	6 + 5 min walk	1	1	None																																																																													
Bookham by bus	12 + 5 min walk	1	1	None																																																																													
Bookham by train	5 + 10 min walk	1	1	None																																																																													
Ashtead by bus	14 + 5 min walk	1	1	None																																																																													
Ashtead by train	3 + 10 min walk	1	1	None																																																																													
<p>Q 8 What are the planned changes to rural public transport services that will improve services where the demand exists?</p> <p><i>Compare any planned changes such as new routes/discontinued routes or increased/decreased frequencies.</i></p>	<p>There is the possibility that the Buses4U service will be extended to serve Leatherhead and Ashtead but this is yet to be confirmed.</p>																																																																																



Information you will need	Answers and notes
<b>Sub-section 2: Alternatives to private cars and public transport</b>	
<p>Q 9 What car clubs or travel share schemes are there?</p>	<p>There are no schemes at the moment in this area but there are plans to change this situation. Surrey County Council is actively promoting and encouraging car share schemes through a car-share website <a href="http://surreycarshare.com">surreycarshare.com</a>.</p> <p>The Traffic Management Executive appointed for Dorking has successfully established a Decongestion Forum. This Forum composed of the major companies in the area is working towards providing cost efficient sustainable forms of transport for their employees through car sharing and the use of coaches. It is hoped that once this scheme is established a similar system will start in Leatherhead in June 2006.</p>
<p>Q 10 Are there safe, off-road cycle routes between the town and villages?</p>	<p>The only extended off-road cycle route is beside the A24 from Thorncroft Drive, Leatherhead to London Road, Dorking although the Givons Grove roundabout has to be negotiated half way along. There are limited, short, traffic-free routes such as that from Fetcham to Leatherhead beside the Mill Pond or parallel to the railway line to North Leatherhead but these also involve dangerous crossings or sections on busy roads.</p> <p>All other suggested routes shown on the Surrey cycle map involve the use of roads where no other alternatives exist.</p>
<p>Q 11 Which public services are available on-line and where can they be accessed?</p> <p>(Worksheets EC2 Q18; S2 Q5; S4; S5 Q10; S7 Q6 also refer to local government services)</p>	<ul style="list-style-type: none"> <li>• Southern and South West Trains via the National Rail web site and their own sites.</li> <li>• Local bus services via the SCC web site</li> <li>• Mole Valley DC for paying bills, licenses etc, and for information on their whole range of public services including planning.</li> <li>• Epsom and Leatherhead Hospitals both have web sites. That of Epsom was full of information but the one for Leatherhead Hospital was unable to give essential information such as access by public transport or visiting times.</li> <li>• Surrey County Council has a full and comprehensive web site dealing with education.</li> </ul> <p>Public internet access points may be found in the libraries of Leatherhead, Ashted and Bookham.</p> <p>There are also internet facilities at the Leatherhead Youth Cafe 'B free'.</p>
<p>Q 12. What mobile services are available in the villages?</p> <p><i>Look, for example, at local fruit and vegetable delivery box schemes, mobile shop(s), libraries, and meals on wheels services.</i></p>	<ul style="list-style-type: none"> <li>• Sainsbury's, Tesco and Waitrose supermarkets all have on-line delivery services.</li> <li>• Express Dairies offer a grocery delivery service</li> <li>• 'Meal on Wheels' are available to those who qualify</li> <li>• 'Books on Wheels' is a voluntary library service for those who are housebound because of illness or disability.</li> <li>• A number of local independent shops are known to deliver to those who have a need because of illness or who are housebound.</li> <li>• QEFD has recently started a limited vegetable box scheme.</li> </ul>



13.2 SWOT analysis

You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Are bus and train times from outlying villages to the town convenient for people going to/from work and school?	The times of the trains are convenient, although a quicker service to London would be appreciated. Buses are at convenient times but can suffer from the roads being congested and so being delayed or even cancelled.	✓			✓		
Where are the gaps in the rural transport services where demand exists?	The gaps are as follows: <ul style="list-style-type: none"> <li>• In the lack of a frequent regular service past Leatherhead Hospital.</li> <li>• No regular service along the A24, B2122 and A246 from Ashted to Bookham and so villagers south of this route are without easy access to public transport being a considerable way from the stations.</li> <li>• No 479 service after 6.30 or on Sundays</li> <li>• No 156 service to and from Headley after 7.00 or on Sundays.</li> <li>• No service along the A245 to serve those visiting the crematorium or QEFD.</li> </ul>	✓			✓		
Is public transport accessible to the less able?	Travel by train is a possibility with a carer at Epsom and Ashted Stations only but ramps and assistance must be booked. Certain buses are now suitable for the less able but are not yet guaranteed on all routes.			✓	✓		
Is information on public transport easy to obtain?	Information is easily available but there are many who are unaware of the means or opportunities to access this information. There are also those who are unable to make use of the information on offer. <p>We are informed by the young that they are unable to understand bus timetables. The elderly are not always able to read the small print of timetables provided at bus stops but large print timetables are available through the Passenger Transport Group. Detailed maps showing the position of stops along each bus route as well as times would help demystify buses for those who do not use them because they profess to know nothing about them.</p> <p>There are maps at the station showing the position of bus stops in Leatherhead but these maps are not ideally placed, especially on the down side.</p>		✓	✓	✓		



You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
<p>Do public transport services, including special services such as Dial-A-Ride, need to be more widely advertised or more actively promoted?</p>	<p>Whereas information on Public Transport is relatively easy to access especially for those who are able to use the web one is less aware of train and bus services being advertised.</p> <p>The various train services advertise offers on the stations, but this is only seen by existing customers. There is no such outreach from the bus companies.</p> <p>Special bus routes such as the Surrey Explorer Bus and the Dial-a-Ride service have both featured in the local Mole Valley News sent to every household in the area and have received coverage in the local paper.</p> <p>Services such as Dial-a-Ride and Voluntary Car schemes are advertised at doctor's surgeries and in addition, churches in Ashted advertise the Ashted Good Neighbours scheme.</p>			✓	✓		
<p>Is there a need to relocate bus stops to bring them closer to the town centre?</p>	<p>Because of the pedestrianisation of the High Street and the one-way system the bus stops of certain routes are positioned as close as is possible to the town centre.</p> <p>There is however, a proposal to move the stop in North Street closer to the bottom of the ramp to improve accessibility for the disabled. This will bring the stop nearer for those shoppers travelling homewards towards Fetcham, Bookham and Mickleham but those travelling towards North Leatherhead and Ashted will still have to make their way to the stops at The Bull.</p>	✓			✓		



You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
How easy is it to get to health, education, cultural and retail services from outlying villages by public transport rather than by car?	<p>Leatherhead Hospital is extremely difficult to reach by public transport being a considerable distance from the station and the bus service being so infrequent.</p> <p>The schools in the area are adequately served by either special school buses or regular bus services. It has been pointed out by the students however that school bus journeys take a long time because they take roundabout routes in order to pick up those in more isolated areas.</p> <p>Access to adult education at the Institute is difficult for non-drivers because of the distance from the station and certain bus stops.</p> <p>With the exception of the 465 which runs sufficiently late in the evenings, residents of Bookham, Fetcham and Ashtead cannot use the standard bus service to visit local cultural venues because they do not run in the evenings. The trains provide a good service, except on Sundays when Bookham has no service.</p> <p>Journeys to and from the Leatherhead shops by bus are possible during the day and there are restricted special routes visiting Woodbridge Tesco, Cobham Sainsbury's and Kiln Lane Sainsbury's. Although the trains run a regular service, each of the stations is a significant distance from the shops or from the villages to preclude large shopping expeditions.</p> <p>For each of these activities the car is the preferred mode of transport if possible.</p>			✓	✓		
In which parts of the area is access to services a problem?	<ul style="list-style-type: none"> <li>• Areas of Ashtead, Fetcham and Bookham south of the A24, B2122 and A246 during the day and evening.</li> <li>• Fetcham, Bookham and Headley during the evenings.</li> <li>• All areas served by the 479 bus on Sundays</li> <li>• Bookham on Sundays</li> </ul>			✓	✓		
How easy it is to access electronic information about public services rather than having to physically travel to get it?	Each of the travel services provides good electronic information.		✓				
Are mobile services able to replace the need for people to travel?	Food can be delivered by supermarkets and groceries by the local milkman. There is also a voluntary 'Meals on Wheels' service and a library service. Local council bills are able to be paid electronically.		✓	✓			



**I4 WORKSHEET T3: EASE OF MOVEMENT AROUND THE TOWN**

**Task:** to assess how easy it is for people to move around the town

**I4.1 Completed Worksheet**

Information you need	Answers and notes
<b>Sub-section 1: Traffic management</b>	
<p>Q 1 How many road traffic accidents involving pedestrians and cyclists have there been at 'blackspots' in the town?</p> <p>Compare accident rates involving pedestrians and cyclists with regional and national averages.</p> <p>(Worksheets EN1 Q9; EC7 Q7,16 S7 Q2 also refer to transport access)</p>	<p>There is no traffic 'hot spot' as such involving pedestrians and cyclists but there is conflict in the High Street <i>between</i> pedestrians and cyclists. Groups of cyclists are riding down the High Street contrary to the one-way system and before 4.30 when cars are allowed access. As a result, unprepared pedestrians are finding themselves at risk.</p>
<p>Q 2 What traffic management measures are in place?</p> <p>Compare these measures to the information collected about traffic blackspots.</p>	<ul style="list-style-type: none"> <li>• The pinch point in North Street</li> <li>• Traffic calming in Ashted and Bookham</li> </ul> <p>In June 2006 subject to sufficient finances, it is hoped that a Traffic Congestion Officer will be appointed in Leatherhead to follow the lead as set out by the present executive in Dorking. Here a Decongestion Forum has been established and has been joined by all the major companies and organisations in Dorking who are now able to share resources and ideas to provide cost efficient sustainable forms of transport for their employees. It is to be hoped that this will relieve some of the pressure on the roads into and out of Leatherhead at peak times.</p>
<p>Q 3 Where are the seriously congested junctions or parts of the local road network, and at what times are they at their worst?</p>	<ul style="list-style-type: none"> <li>• The Leatherhead one-way system</li> <li>• The pinch point</li> <li>• The Knoll roundabout especially at school times morning and afternoon</li> <li>• The Plough roundabout at peak times when traffic is backed up towards the motorway roundabout on the A245 and along Kingston Road.</li> </ul>
<p>Q 4 Where are the places where there is conflict between pedestrians and cars, buses or heavy vehicles?</p> <p><i>Look, for example, at shopping streets.</i></p>	<ul style="list-style-type: none"> <li>• The High Street when cars are parked there legally after 4.30. Pedestrians are experiencing difficulties accessing shops because cars are parked too closely to the buildings. Because of this they are then forced to walk in the central area where they feel vulnerable and at risk from oncoming vehicles.</li> <li>• Parking half on pavements in the narrow roads causes conflict when vulnerable pedestrians such as those using wheelchairs or parents with push chairs are unable to get through e.g. Cleeve Road, Forty Foot Road and outside and opposite the car show room at the beginning of Barnett Wood Lane, Ashted.</li> </ul>
<p>Q 5 Which of the main shopping streets in the town centre are pedestrianised or with pedestrian priority measures?</p> <p>(Worksheets EN1 Q10; EN3 Q7; EC7 Q13,14 also refer to pedestrian access)</p>	<p>The High Street between 10.00 am and 4.30 am and The Swan Centre.</p>



Information you need	Answers and notes																								
<p>Q 6 Do traffic management measures prevent buses accessing the focal points of the town centre such as the main shopping areas?</p> <p><i>Look, for example, at one-way systems, traffic calming, and pedestrianisation.</i></p> <p>(Worksheets EN1 Q9; EC7 Q7,16 S7 Q2 also refer to transport access)</p>	<p>Although buses are not able to park in the High Street due to pedestrianisation all have stops within easy walking distance of the centre.</p> <p>The one-way system however has an adverse effect on access to the station for buses on at least one of the legs of their journey. The extra minutes needed for the detour is not seen as acceptable by the bus companies.</p> <p>That and the blocking of the Church Street and North Street link may be seen as a deterrent for transport services such as the NT1 bus which could be of benefit to those wishing to visit the countryside at the weekends during the summer months.</p>																								
<p>Q 7 Do traffic conditions and/or traffic management measures in the town mean that buses experience delays or unreliability?</p> <p>(Worksheets EN1 Q9; EC7 Q7,15; S3 Q1,4 also refer to public transport)</p>	<ul style="list-style-type: none"> <li>• The one-way system in the centre of Leatherhead can lead to significant delays during peak times.</li> <li>• Illegal parking in Bridge Street and at the corner with North Street plus the pinch point causes congestion which makes it difficult for buses to negotiate that part of their route during peak times.</li> <li>• Parking up The Old London Road from the Running Horse pub in Mickleham on Bank Holidays or popular festive periods means that buses cannot proceed further than the church so leaving passengers stranded on that stretch of the route.</li> </ul>																								
<p>Q 8 What makes public transport a less attractive option?</p> <p><i>Consider, for example, the walking distance from bus stops to the main shopping areas, the length of journey due to indirect routes and/or congestion, and quality of the vehicles.</i></p> <p>(Worksheets EN1 Q9; EC7 Q7,15; S3 Q1,4 also refer to public transport)</p>	<p style="text-align: center;"><b>Buses</b></p> <ul style="list-style-type: none"> <li>• Lack of a frequent service</li> <li>• Insufficient buses and routes</li> <li>• Unreliability</li> <li>• No bus shelters</li> <li>• Timetables which are difficult to read</li> <li>• Lack of information with regards the positioning of stops on each route</li> <li>• No information with regards cancellations</li> <li>• Roundabout routes and the subsequent length of journeys i.e. it is far quicker by car</li> </ul> <p style="text-align: center;"><b>Trains</b></p> <ul style="list-style-type: none"> <li>• Rolling stock which lacks sufficient air conditioning especially in the summer</li> <li>• A feeling of insecurity on the station, on the trains and in the car parks when it is dark</li> <li>• Poor service at the booking office / difficulties in buying tickets when the ticket office is closed</li> <li>• Lack of facilities on the platforms such as seats and toilets</li> <li>• A slower service contrived to allow for higher punctuality targets to be reached</li> </ul>																								
<b>Sub-section 2: Car parking</b>																									
Information you will need	Answers and notes																								
<p>Q 9 Parking:</p> <ol style="list-style-type: none"> <li>How many short and long-term car park spaces (including park and ride), coach parks, off street parking and disabled parking spaces are available?</li> <li>Where are they?</li> <li>How well used are they, and does this vary according to the time/day /season?</li> <li>What restrictions/charges are in place?</li> </ol> <p>Compare the number of free spaces at different times/days /seasons (e.g. 11.00am on a weekday, market day and Saturday, and in summer and winter).</p> <p>(Worksheets EN1 Q9; EC7 Q7,16 S7 Q2 also refer to transport access)</p>	<p>a) and b)</p> <p style="text-align: center;">On-Street Free Parking = 155 spaces</p> <table border="1" data-bbox="1039 1198 1783 1406"> <thead> <tr> <th>Position</th> <th>Spaces</th> <th>Restrictions</th> </tr> </thead> <tbody> <tr> <td>Theatre Area</td> <td>14</td> <td>30 mins only</td> </tr> <tr> <td>Bridge Street</td> <td>2</td> <td>30 mins only</td> </tr> <tr> <td>North Street</td> <td>9</td> <td>30 mins only</td> </tr> <tr> <td>High Street</td> <td>20 +</td> <td>4.30 – 10.00am</td> </tr> <tr> <td>Church Road</td> <td>14</td> <td>2 hours only</td> </tr> <tr> <td>Elm Road (1)</td> <td>47</td> <td>6pm – 7am only</td> </tr> <tr> <td>Elm Road (2)</td> <td>28</td> <td>2 hours only</td> </tr> </tbody> </table>	Position	Spaces	Restrictions	Theatre Area	14	30 mins only	Bridge Street	2	30 mins only	North Street	9	30 mins only	High Street	20 +	4.30 – 10.00am	Church Road	14	2 hours only	Elm Road (1)	47	6pm – 7am only	Elm Road (2)	28	2 hours only
Position	Spaces	Restrictions																							
Theatre Area	14	30 mins only																							
Bridge Street	2	30 mins only																							
North Street	9	30 mins only																							
High Street	20 +	4.30 – 10.00am																							
Church Road	14	2 hours only																							
Elm Road (1)	47	6pm – 7am only																							
Elm Road (2)	28	2 hours only																							



Information you will need	Answers and notes																																																								
	<p style="text-align: center;">Off-Street Short Term Parking = 499 spaces</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">Position</th> <th style="background-color: #cccccc;">Spaces</th> </tr> </thead> <tbody> <tr> <td>Swan Centre</td> <td>311 + 8 Parent /Toddler</td> </tr> <tr> <td>Church Street</td> <td>51</td> </tr> <tr> <td>Upper Fairfield Road</td> <td>31</td> </tr> <tr> <td>Bridge Street</td> <td>23</td> </tr> <tr> <td>Church Road</td> <td>33</td> </tr> <tr> <td>Station Road</td> <td>52</td> </tr> </tbody> </table> <p style="text-align: center;">Off-Street Long Term Parking = 171 spaces</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">Position</th> <th style="background-color: #cccccc;">Spaces</th> </tr> </thead> <tbody> <tr> <td>Church Road</td> <td>14</td> </tr> <tr> <td>Randalls Road</td> <td>157</td> </tr> </tbody> </table> <p style="text-align: center;">Season Tickets = 43</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">Position</th> <th style="background-color: #cccccc;">Spaces</th> </tr> </thead> <tbody> <tr> <td>Station Road</td> <td>43</td> </tr> </tbody> </table> <p style="text-align: center;">Disabled Parking = 32 spaces</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">Position</th> <th style="background-color: #cccccc;">Spaces</th> </tr> </thead> <tbody> <tr> <td>Theatre Area</td> <td>3 - 30 mins only</td> </tr> <tr> <td>North Street</td> <td>1 – 30 mins only</td> </tr> <tr> <td>Church Street</td> <td>3</td> </tr> <tr> <td>Swan Centre</td> <td>18</td> </tr> <tr> <td>Upper Fairfield Road</td> <td>2</td> </tr> <tr> <td>Bridge Street</td> <td>1</td> </tr> <tr> <td>Church Road</td> <td>2</td> </tr> <tr> <td>Randalls Road</td> <td>2</td> </tr> </tbody> </table> <p>Coaches park at Leatherhead Leisure Centre</p> <p>c) There are times when people complain that they are unable to park in Leatherhead and these tend to be in the middle of the day, on Saturdays and market days. At other times there are sufficient free spaces.</p> <p>d)</p> <p style="text-align: center;">Car Park Charges</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">Short Term</th> <th style="background-color: #cccccc;">Charge</th> </tr> </thead> <tbody> <tr> <td>1 hour</td> <td>50p</td> </tr> <tr> <td>2 hours</td> <td>70p</td> </tr> <tr> <td>3 hours</td> <td>90p</td> </tr> <tr> <td>Swan Centre – 4 hours</td> <td>1.50</td> </tr> <tr> <td>Swan Centre - Overnight</td> <td>5.00</td> </tr> <tr> <td>Randall's Road – 24 hours</td> <td>3.50</td> </tr> </tbody> </table>	Position	Spaces	Swan Centre	311 + 8 Parent /Toddler	Church Street	51	Upper Fairfield Road	31	Bridge Street	23	Church Road	33	Station Road	52	Position	Spaces	Church Road	14	Randalls Road	157	Position	Spaces	Station Road	43	Position	Spaces	Theatre Area	3 - 30 mins only	North Street	1 – 30 mins only	Church Street	3	Swan Centre	18	Upper Fairfield Road	2	Bridge Street	1	Church Road	2	Randalls Road	2	Short Term	Charge	1 hour	50p	2 hours	70p	3 hours	90p	Swan Centre – 4 hours	1.50	Swan Centre - Overnight	5.00	Randall's Road – 24 hours	3.50
Position	Spaces																																																								
Swan Centre	311 + 8 Parent /Toddler																																																								
Church Street	51																																																								
Upper Fairfield Road	31																																																								
Bridge Street	23																																																								
Church Road	33																																																								
Station Road	52																																																								
Position	Spaces																																																								
Church Road	14																																																								
Randalls Road	157																																																								
Position	Spaces																																																								
Station Road	43																																																								
Position	Spaces																																																								
Theatre Area	3 - 30 mins only																																																								
North Street	1 – 30 mins only																																																								
Church Street	3																																																								
Swan Centre	18																																																								
Upper Fairfield Road	2																																																								
Bridge Street	1																																																								
Church Road	2																																																								
Randalls Road	2																																																								
Short Term	Charge																																																								
1 hour	50p																																																								
2 hours	70p																																																								
3 hours	90p																																																								
Swan Centre – 4 hours	1.50																																																								
Swan Centre - Overnight	5.00																																																								
Randall's Road – 24 hours	3.50																																																								



Information you will need	Answers and notes
	<p><u>Restrictions</u></p> <ul style="list-style-type: none"> <li>• The three hour short term period is too short for matinee performances in The Theatre and for courses held in the Leatherhead Institute.</li> <li>• The Swan Centre has a height restriction and is unsuitable for some makes of larger family cars.</li> <li>• There is a total lack of paid ½ hour parking places and shoppers are forced to pay for an hour if no free spaces are available.</li> <li>• Those who use the Swan Centre have to tender the correct money because no change is given by the machine ticket.</li> </ul>
<p>Q 10 Are the majority of short-term parking places within 400 metres of the main shopping area?</p>	<p>The majority of short-term spaces are to be found in the Swan Centre (311) and this is in the centre of the shopping area.</p>
<p><b>Sub-section 3: Ease of access</b></p>	
<p>Q 11 Using signposts only, both as a pedestrian and as a car user, how easy is to find the way from key locations such as the short-stay car park, train station and bus station to the:</p> <ul style="list-style-type: none"> <li>• main shopping street</li> <li>• library</li> <li>• tourist information centre</li> </ul>	<p>The main short-stay car park is situated in the shopping mall. Two lifts go down into Sainsburys and two lifts and a set of stairs go down into the Swan Centre. Once leaving the Swan Centre lifts a finger post can be seen in the central open seating area outside Sainsburys. This sign indicates the way to Boots for baby changing facilities, to the car parks and to Leatherhead Institute. There is no sign in the mall pointing to the High Street, Help Shop, (which is the nearest equivalent to a tourist information centre) or to the library.</p> <p>There is no sign in the High Street to confirm its identity.</p> <p>Walking from the station to the centre, if leaving from the down line, the finger post is set high up and effectively behind the walker so it is of minimum use to the visitor. Once at the bottom of the hill there is a finger post pointing across the Red House Grounds to the town centre.</p> <p>Sign posts for drivers do indicate the way to the library.</p> <p>In Church Street there is a blue sign indicating the way to the shops but it is well above eye level and therefore easily missed.</p> <p>There is no sign from the Fairfield Road car park to the centre.</p>
<p>Q 12 Are the majority of disabled parking places within 250 metres of the main focal points of the town centre such as the main shopping area?</p> <p><i>Consider if the routes between parking spaces and focal points easy to access; for example, do they have steep or high curbs? It is probably easiest to identify and plot the area with a 250m radius on a map.</i></p> <p>(Worksheets EC7 Q8; S2 Q7,9; S3 Q5 also refer to disability issues)</p>	<p>The majority of disabled spaces are in the Swan Centre so within 250 metres of the shops. Access to the shops is via lifts.</p> <p>Access from other disabled parking places in the town is as follows:</p> <p>Church Street car park – 2 spaces. There is no drop kerb at the spaces. Wheel chairs have to move either to the slope entering the High Street which is only available if the gate is open, or wheel around the corner into the entrance to the car park where there is a drop kerb of sorts outside the entrance to Wings the cleaners.</p> <p>At the bottom of the ramp there is no drop kerb where the spaces are but there is a drop kerb at the bottom of the slope on the side by the NatWest Bank. It means wheeling along the road which may be blocked by an illegally parked car or by another disabled car in the space.</p>



Information you will need	Answers and notes
	<p>Fairfield Road car park – 2 spaces. There is no drop kerb at all, but by wheeling out of the spaces the wheelchair user can back into the road and then access the town down to Bull Hill. To cross from here to the centre however is seen as very dangerous as it involves crossing from the pavement to the central island at the top of Bull Hill. At this point traffic can be moving very fast and their direction unknown (either onto Leret Way or the North Street) because it is a blind corner.</p> <p>At the Institute, there is a sensible drop kerb at the back of the disabled parking spaces making it very easy to access the pavement.</p>
<p>Q 13 Where is the shop mobility scheme, when is it open and how many motorised wheelchairs does it have?</p>	<p>The Shop Mobility scheme is open on Tuesdays and Thursdays from 11.00 - 2.00. As well as this people will also be able to borrow vehicles at other times by arrangement.</p> <p>Four motorised vehicles, two manual and two self-propelled wheelchairs are available through the scheme.</p>
<p>Q 14 Do the majority of pedestrian crossings have tactile markings and audible warnings such as pelican crossings? (Worksheets EN1 Q10; EN3 Q7; EC7 Q13,14 also refer to pedestrian access)</p>	<p>The majority of crossings have tactile markings and audible warnings but the time allowed by some of the crossings is considered to be too short by many of the elderly and the tenants of SeeAbility.</p>
<p>Q 15 Are the pavements in good condition and are there dropped kerbs at crossing points?</p>	<ul style="list-style-type: none"> <li>• The pavements and the footpaths leading to the town centre in general are not in good condition especially in the area of the old Bull Hotel.</li> <li>• There are dropped kerbs at most crossing points but they are not of a consistent height and there are points where the height is different at opposite sides of the road.</li> <li>• The pedestrianised High Street itself is a source of complaints because the central cobbles are very uneven in places and the gully on the north side can be the cause for the elderly falling over and wheel chairs getting stuck.</li> <li>• Extra problems are caused for both seeing and non-seeing walkers and those in wheel chairs by encroaching undergrowth and trees along a number of paths close to the centre.</li> </ul>
<p>Q 16 Which public buildings and shops have disabled access?  (Worksheets EC7 Q8; S2 Q7, 9; S3 Q5 also refer to disability issues. Worksheets EC4 Q2,3; EC5; S7 also refer to retail and service sector)</p>	<p>The following public buildings have disabled access: The Library, The Mansion, The Help Shop, The Leatherhead Institute and the Leisure Centre. The Theatre has internal automatic doors and a lift to the auditorium. An automatic main door has been applied for.</p> <p>The shops in the Swan Centre and some in the High Street being on the flat present no difficulties from the point of view of steps. Most doors are sufficiently wide for a wheel chair but a lack of automatic doors can present certain difficulties. The blind also experience difficulties with doors that close very quickly behind them.</p> <p>Some of the shops and services in the town centre which have steps have a bell which can be rung for attention and help.</p>
<p><b>Sub-section 4: Cycling and walking</b></p>	
<p>Q 17 Where are the main foot and cycle paths within the town?  Identify the paths available for use by both pedestrians and cyclists, including family groups and the less able-bodied.</p>	<ul style="list-style-type: none"> <li>• There are shared paths across the Red House Grounds.</li> <li>• There is a shared route from Leatherhead Station to Randall Farm Lane giving access to Therfield School and Tesco.</li> <li>• There is a short path linking Hazelmere Close off Barnett Wood Lane, Ashtead to Kingston Road, Leatherhead giving access to Therfield School.</li> </ul> <p>The following paths are within the immediate area of the survey:</p> <ul style="list-style-type: none"> <li>• There are two shared routes from Cobham Road and Cannon Grove, Fetcham to Mill Lane.</li> <li>• There is a shared path from Guildford Road, Fetcham to the Dorking Road via the Leisure Centre.</li> </ul>



Information you will need	Answers and notes
<p>(Worksheets EN3 Q6, 7; EC7 Q13; S5; S6 also refer to leisure and recreation. Worksheets EN1 Q10; EN3 Q7; EC7 Q13,14 also refer to pedestrian access)</p>	<ul style="list-style-type: none"> <li>• There is a footpath beside the River Mole running from Bridge Street to the beginning of Randalls Park Cemetery and a path running from Hawks Hill Past Thorncroft Manor to Goldstone Farm.</li> <li>• The Linden Pit Path linking Ottways Lane, Ashtead to Leatherhead.</li> <li>• A cycle path linking Green Lane to the Leatherhead Bypass at the Knoll Roundabout.</li> </ul>
<p>Q 18 Are there dedicated/segregated cycle routes linking residential areas to the town centre and to local schools?</p> <p>Choose two or three residential areas within 2 miles and describe the route to the town centre and to schools in terms of the:</p> <ul style="list-style-type: none"> <li>• length of journey on dedicated/segregated cycle route</li> <li>• length of journey on quiet residential roads</li> <li>• length of journey on major roads</li> <li>• number of main roads crossed and presence of any dedicated crossing points</li> <li>• where the route is well-lit</li> </ul> <p>(Worksheets EC1 Q6,7; EC3; EC4; S1 Q3 also refer to children and young people)</p>	<p>The only extended length of segregated cycle path within the town linked to the local school is the path running from Station Approach to Randall Farm Lane. Here the cycle path ends and cyclists are faced with negotiating the Dilston Road roundabout which creates a serious safety problem for cyclists.</p> <p>At the station end this path is linked to the path across Red House Grounds to the town centre by cycling down Station Approach and crossing at the pelican crossing on Randalls Road. In order to reach the town from the top of this path cyclist are forced to dismount and walk across Station Road up to North Street and thence to the town centre due to the one-way system. Lighting at the Station Road end of this path needs to be improved.</p> <p>The approach to and from the route through Red House Grounds from the lower part of Station Road has recently been modified for easier access but improvements are still needed along the continuation of this route in Waterway Road. The local council is well aware of this safety problem and have plans to address this when appropriate land becomes available.</p> <p>The routes across the Mill Lane Nature Reserve need to be better lit and the undergrowth kept under better control throughout the year both for safety and feeling of security.</p> <p>Other main cycle routes for pupils of Therfield School are slowly being improved such as the route from Ashtead along Barnett Wood Lane but much still needs to be achieved east of the current proposals to make the route safe for students and commuters.</p> <p>Another major problem for cyclists is the Plough Roundabout which needs to be made safer not only for Therfield students but young pedestrians going to Woodville School and drivers in general.</p>
<p>Q19 Is it easy for people to walk to/from school?</p> <p>Choose two or three residential areas within a mile of both a primary and secondary school and describe the route in terms of:</p> <ul style="list-style-type: none"> <li>• route length and how long it takes</li> <li>• number of main roads crossed and presence of any dedicated crossing points and/or assistance available</li> <li>• where the route is unlit</li> </ul> <p>(Worksheets EC1 Q6, 7; EC3; EC4; S1 Q3 also refer to children and young people. Worksheets EC1 Q6, 7; EC3; EC4; S1 Q3 also refer to children and young people).</p>	<p>Therfield students walking from south of the railway line from the town or Ashtead have to negotiate the Plough Roundabout and the Dilston Road Roundabout both of which can be very difficult and dangerous at peak times in the mornings.</p> <p>Children walking to Woodville School from north of the Railway line are able to have a safer negotiation of the Plough Roundabout by crossing on to the west side of Kingston Road but the walkway on this side of the bridge is narrow and the younger pupils do not enjoy the nearness of the large lorries that use this route. This route will be used by far more by young pupils once the new Trinity School is established on the Woodville School site.</p> <p>Young pupils walking to and from St Mary's School have to negotiate the Epsom Road but the problem of this crossing is being addressed.</p>
<p>Q 20 What secure cycle parking is there at convenient locations throughout the town?</p> <p>Look, for example, at the railway station, in the main shopping areas, at the bus station, and at schools.</p>	<p>Racks in the Town Centre are as follows:</p> <ul style="list-style-type: none"> <li>• 2 sets opposite the entrance to the Theatre</li> <li>• 4 outside Argos in the High Street but these can be obstructed by stalls on market days.</li> <li>• 2 behind the William Hill building</li> </ul> <p>There is safe parking at the station and at Therfield school.</p>



14.2 SWOT analysis

You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
What plans are there to resolve traffic 'hot spots'?	The weight of traffic through the Leatherhead one-way system results in serious congestion especially at peak times. Plans to add an extra lane to Station Approach should help to relieve the situation. There are no known plans to help relieve the congestion at the Knoll roundabout or the Plough roundabout where traffic can be backed up along the Kingston Road and the beginning of the Leatherhead By-pass.	✓		✓	✓		
Are there accident 'black spots' where there is a need to introduce safety measures to protect pedestrians and cyclists?	Measures are needed to protect pedestrians in the High Street from cyclists who ride down the hill before 4.30 when it is officially open to traffic. Safety measures for pedestrians and cyclists are needed at the Plough roundabout. The weight of traffic plus parked cars makes it difficult especially for pupils of Therfield and Woodville to negotiate.	✓			✓		
Are there any opportunities to increase bus access and circulation in the town centre?	There are plans to move the bus stop in North Street nearer to the bottom of the High Street but this will help on one leg of the journey only. The one-way system and the blocking of the link between Church Street and North Street preclude any further measures except the reinstatement of the stop in Leret Way.	✓		✓	✓		
Are there opportunities to extend pedestrian prioritisation in the shopping areas?	No, but there is an opportunity to clearly define safe areas for pedestrians to walk when cars are parked in the High Street before 10.00 am and after 4.30 pm.			✓	✓		
Is it easy for people, including those with disabilities, to find their way around town?	Although Leatherhead is a small town, it is not easy for those unfamiliar with it to find their way around because there are either too few finger posts or they give insufficient information. This is especially the case from the station and some of the car parks further removed from the High Street. This will improve however when a planned map of the town is placed at the bottom of the High Street outside Argos. Here it will be ideally placed to inform people arriving from the station and the North Street area.			✓	✓		
How could the network of footpaths and cycle routes be improved for all sectors of the community?	The routes for cyclists could be improved by having longer, more continuous stretches of pathways. At the present time they are likely to disappear at the most dangerous points of the journey. The general state of the paths throughout the area could be improved by the regular clearance of encroaching undergrowth, and by improved lighting for a greater feeling of security. The paths across the Mill Lane Nature Reserve being a good example of where neglect can be a serious inconvenience to regular users and better lighting has been called for.			✓	✓		



You need to consider what the information you have gathered tells you in the light of these questions	Write your answers here. Base them on the information you have gathered.	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Do the cycle paths and footpaths connect places that people wish to go to?	<p>Many of the paths in the area are disjointed, face dangerous crossings or stop short of their destination and thus fail to connect to places where people wish to go.</p> <p>The path running parallel to the B2450 from Dorking stops short of Leatherhead at Thorncroft Drive. The path along Downs Lane has no crossing point over the By-pass to its natural point of continuation along Crabtree Drive. The Bocketts Lane path has no safe crossing at Young Street and therefore no access to the farm.</p>			✓	✓		
In what ways could dedicated/segregated cycle routes and footpaths linking residential areas to the town centre and to local schools be improved?	<p>Paths linking residential areas could be improved by providing safe crossings at crucial points e.g. at the Knoll roundabout from Green Lane, Ashted or across Waterway Road from Mill Lane, Fetcham.</p> <p>Better lighting would improve the safety of a number of paths such as the Station Approach to Randall Farm path.</p> <p>In that we have few dedicated cycle paths, where cyclists have to use the roads, their routes could be made safer by filling in the potholes and lowering speed platforms.</p>			✓	✓		



## 15 TRANSPORT QUESTIONNAIRE

Questionnaires completed – 103

### 15.1 Closed Questions

#### Travel by Train = 42 answered this section

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of train service for work/school	6	7	3	2	24
Reliability	7	17	9	4	5
Punctuality	9	13	14	2	4
Provision of rail travel information	7	12	10	9	4
Access to Leatherhead by train for shopping	0	10	3	4	25
Access for leisure activities in Leatherhead	1	7	5	4	25
Disabled access to/from Leatherhead Station	2	1	4	6	29
Feeling of security at Leatherhead Station – m	2	3	6	10	
Feeling of security at Leatherhead Station – f	0	7	6	8	
General impression given by the station access	4	13	11	14	0
Signage from Leatherhead station to the centre	5	14	5	3	14
The attractiveness of the signed walk to the centre	9	15	9	2	7

#### Travel by Bus – 36 answered this section

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of bus service for work/school	0	3	1	4	28
Punctuality	3	14	7	2	10
Reliability	4	11	12	0	9
Provision of bus travel information	6	14	6	9	1
Access to your local doctor	5	2	4	18	7
Access to your local dentist	4	2	4	11	15
Access to Leatherhead Hospital	5	1	3	17	10
Access by bus for shopping in Leatherhead	4	1	9	9	13
For leisure/health activities in Leatherhead	1	3	5	10	17
Disabled access to and from Leatherhead	0	1	0	3	32

#### For Cyclists – 18 answered this section

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of cycle routes for work/school	1	3	2	6	6
Provision of cycle routes for leisure purposes	2	5	4	7	0
Secure cycle parking in Leatherhead	3	5	3	5	2
Maintenance of roads	0	2	5	11	0
Traffic flow in Leatherhead	1	4	8	5	0
Standard of road signs to the centre of town	1	5	4	3	5
Signing of cycle paths in Leatherhead	1	4	5	4	4
Signing of cycle paths in the countryside	1	6	5	3	15
Cycle path information	0	4	4	9	1



**Travel to Leatherhead for Drivers – 50 answered this section**

	Good	Satisfactory	Fair	Poor	Does not affect me
Access to Leatherhead by car	11	17	7	12	3
Amount of on-street parking	1	2	6	36	5
Convenience of on-street parking facilities	1	3	7	33	6
Amount of off-street parking	2	3	18	18	9
Convenience of off-street parking facilities	3	6	18	16	7
Enforcement of parking restrictions in Leatherhead	4	8	15	11	8
Maintenance of roads	0	4	16	25	5
Traffic flow in Leatherhead	2	10	19	14	5
Standard of road signs to the centre of town	6	13	15	8	8
Standard of signs to parking in Leatherhead	4	13	21	6	6

**Movement around the Town on Foot – 71 answered this section**

	Good	Satisfactory	Fair	Poor	Does not affect me
Pedestrian signs to the main facilities	21	26	8	5	10
Access around the town on foot	26	24	10	1	9
Ease of movement for those with baby buggies	6	3	7	2	12
Movement around the centre in wheelchairs	4	1	7	2	56
Ease of access to the shops for the disabled	3	1	7	0	59
The effectiveness of Shopmobility	2	2	2	0	64
Maintenance of pavements in the town centre	3	11	26	19	12
Maintenance of pavements on the outskirts	0	10	16	34	11
Length of time given by the pelican crossings	9	23	17	8	13

**Environmental Issues**

	Yes	No	NA
Do you use on-line shopping facilities?	11		
Do you order from a local fruit and vegetable box scheme?	2		
Do you order groceries from other sources such as your milkman?	14		
Does your business operate a car-sharing scheme?	0		
Do you ever use the train to go to Gatwick?	10		
Would you find a bus service to Heathrow/Gatwick a useful service?	35	2	
Do you find access to the recycling centre at Randalls Road convenient?	38	10	
Once there, is it convenient to use?	33	10	

**15.2 Age Profile**

Male	40 + 15 unknown
16-24	1
25-34	
35-44	1
44-54	5
55-64	5+ 3 unknown
65 -74	14 + 1 unknown
75 +	7 + 6 unknown
No age	7 + 5 unknown

Female	45
16-24	
25-34	1
35-44	3
44-54	1
55-64	11
65 -74	13
75+	17
No age	

How do you travel to work Bus: = 2, Car: = 12, Train: = 5, Cycle: = 1.



4. Are you a car driver? Yes = 68, No = 27.

### 15.3 Trains

#### 1. Are there any services you would like to see developed or introduced into the system to make travel by train a more convenient or attractive means of transport?

- The train service is good x 2
- Ticket machine on down line – Leatherhead
- Proper booking hall, telephone and always two booking staff on duty.
- More monitors stating delays or cancellations x 2
- More ticket staff x 2 – sometimes when buying a season ticket and finding out the cheapest way to go a long queue can form, people miss their train and there is one persons serving under great pressure. (Leatherhead)
- More help for the aged by staff would be appreciated - they could offer this help rather than having to be found and then asked x 2. 2 x M/75
- Toilets open for longer periods
- Impossible to travel by train due to the wide gap from the platform to the train when getting on or off with my immobility. F/75
- Semi-fast service to London is too slow x 2
- S R has particularly slow trains thus I use the train to go to the 'West End' but by car to Camberwell. It's more expensive by car, but this doesn't play a part in the method of travel
- More regular trains and carriages that work
- Sunday service to Guildford x 4
- Evening service to Horsham and on Sundays
- We used to be able to travel to Kings Cross from Leatherhead which was very useful when heading north
- Would it be possible to have a recorded message at the ticket office when the staff have gone home (times vary) to say the office is closed. It is maddening to have walked for ½ an hour to the station to find it closed.
- An easier route to the coast without having to go to London first
- Hub routes from Guildford to other destinations such as Portsmouth. / Horsley
- A service to pick up key trunk routes – i.e. Western Region/Slough – West Coast main line, Watford Junction – East Coast main line - Stevenage
- Disabled access – slopes instead of steps / easier access for disabled.
- A much smaller gap between train and platform – difficult at present for elderly or disabled
- Get rid of those stupid metal seats and put in higher sized ones for adults.
- Cheaper car park x 4. One has to drive to station to go to Oxshott or Cobham.
- Cheaper and more frequent service x 2
- More parking
- Reduced fares for pensioners without having to pay a subsidy
- More police at station because of 'feral youth' presence between Ashted and Leatherhead. Zero tolerance policing on N. Leatherhead
- Why doesn't the train stop at Leatherhead after 7pm from S.E. stations – i.e. Horsham, Brighton
- Bookham Station is a long way to walk from home, discouraging rail travel

#### 2 If you have any further views on any of the above or on any other matter connected with travelling by train do please let us know.

- Station and two approach roads need to be improved and embankment kept rubbish-free
- Litter around the station approach is appalling.
- The station staff work very hard keeping toilets clean
- Car charge of £3 is excessive
- Why do drivers announce train route after shutting doors and starting?
- Reduce the weekday minimum charge for Southeast railcard.
- Thank God they have installed machines for station parking. Now make it FREE. Charging regime has become punitive. Should be free in evenings and at weekends.
- Car park needs resurfacing – the charges are high enough
- Station needs updating. Forget listed building provisions.
- Cheaper or free parking for people going to London after 4.00pm. It is crazy to have to pay the full amount for 2 hours of the remaining period.
- Easier way to buy car park ticket /Access to ticket machine for parking as it once was
- Reliable ticket machine a cheaper way of getting to the town other than by expensive taxi



- Bus/rail connections need to be improved x 3
- Better lighting on the down side of the station x 2
- I am put off travelling by train because of inconvenience and cost of car park plus poor connecting bus service (Fetcham)
- Better informed staff for travel beyond London
- If you buy a return ticket before off-peak time allow off-peak charge for return journey. This is normal in Europe

## 15.4 Buses

### 1. Are there any bus services you would like to see developed or introduced into the system to make travel by bus a more convenient or attractive means of transport

- I am very pleased with the 479 route and politeness of the drivers
- The 479 Countryliner bus to Guildford or Epsom is excellent. Staff are polite and helpful and timing mostly punctual.
- 465 ok otherwise buses no good at all.
- The 465 is great. If only Guildford and Epsom were as easy by bus.

#### To the hospitals

- Access could be made far easier to Leatherhead Hospital x 3 (and potentially Sutton Hospital) x 2
- 479 and another service on top road to service Epsom Hospital from Leatherhead
- Increase frequency of 516 e.g. and punctuality so that one can rely on it. No means of getting to a) doctor b) church.
- Buses to go to Epsom Hospital on a Sunday
- No bus goes anywhere near the Leatherhead hospital x 2
- Is there any possibility of having a 'monitor' of any buses arriving late or cancelled especially the 479 to Epsom Hospital? Elderlies I have spoken to have said they have arrived very late for a consultant's appointment. Please liaise with hospital.
- Buses useless for Epsom Hospital.
- More logical routes and far clearer info on bus services. Too many changes to get to the hospital.

#### Cost and Return tickets

- Cheaper or free under 16 bus travel
- Regular bus service from N. Leatherhead to Epsom at a reasonable price.
- To be able to use return tickets on buses by either operator.
- Would use the bus more if the fares were much lower for Senior Citizens
- I always used to use the buses but now never do except the one to Kingston because there is only a two-hourly service which is not reliable and too expensive.

#### Reliability and Punctuality

- Buses need to stick to the timetable.
- I have a member of staff who travels by bus from Near B& Q to Bookham High St daily – she is often late. It takes her a long time and is now considering leaving. This is our public transport system
- Bus services are unreliable, badly advertised, badly timed, too infrequent and therefore we use the car.

#### To Guildford

- Leaflet campaigns to tell us regularly what's available to compare price with car park charges e.g. Guildford.
- Fetcham – Guildford.
- Direct bus to Guildford
- 408 between Guildford - Epsom and Sutton to be reinstated x 2 / More buses on the A24 x 2
- Later buses from Guildford

#### Other Routes Needed

- No buses come into the centre of town only go around the edge –easier and quicker to walk if able
- NT1 and Buses 4 U to come into Leatherhead station /
- The occasional bus to P. Lacey. x 2
- More buses 4U
- Transport to Esher
- From Fetcham to Swan Centre / to Leatherhead station / to Dorking x 2 / Cobham Sainsburys x 2
- Buses to Effingham Junction
- Leatherhead – Sutton via Cheam
- Leatherhead to Reigate/Redhill



- Far more buses needed on the A24 routes x 5 and possibly going as far as Polesden Lacey
- Reinstate the direct route to West Croydon
- Bookham to Kingston bus. The 465 route is nearby and easy to extend.
- The buses to travel along Randalls Rd up to River Lane roundabout and then return towards the town centre and call at the railway station.

**Service, Timings and Information**

- Evening service needed x 2 / Evening buses needed /Lack of evening buses makes it impossible to go to the theatre.
- Sunday services to Guildford x 2
- 516 to be an hourly service. At two hours it is very inconvenient.
- Evening services needed on the 479 x 4 and at weekends
- Please return to half-hourly service on a Saturday
- More frequent services and more stops x 5 and routes
- There used to be a wheelchair friendly bus going down Garlands Rd.
- A bus service from the station to the Town Centre
- Hopper – Station, Sainsburys, Leatherhead Hospital, Poplar Rd, Church Rd , Library, Leisure Centre x 3
- Real time information at least at main bus stops.
- More info about bus services easily available x 2

**Service for the elderly**

- Drivers to wait for one to sit down before moving off
- I cannot travel by bus because in most buses there is the problem of getting on or off the vehicle – even if in some cases in some cases it is easier to climb on but impossible to alight when the bus stops away from the kerb - drop being too steep for the handicapped
- Town Hopper / Shuttle bus services to the Station at least at rush hour x 2 with seats for the elderly whilst they wait.

**General Comments**

- I shop in Leatherhead, Fetcham, Bookham and Reigate: public transport outside London isn't suitable for this. If Leatherhead had a better variety of shops this would make a difference.
- Buses are so infrequent (apart from the one to Kingston) with so few passengers aboard that it seems rather pointless to introduce more services into the system until bus travel can be made more attractive i.e. reasonable fares, frequent service that is reliable.

**2. Does your home bus stop have a shelter?**

- No shelter on south side of Ashtead Street
- No shelter 516 Reigate Rd and some in Leatherhead
- The Bull has a shelter but the bench is not under it!
- Cars going too fast around the Bull corner and changing lanes is very worrying for people sitting on the farthest bench waiting for a bus.

**3. If you have any further views on any of the above or on any other matter connected with travelling by bus do please let us know.**

- There is no public transport between Leatherhead and Esher
- Only 3 buses per day from Oxshott to Leatherhead – appalling. M/16
- Re-use the bus stop by St John's Rd by the church – M/75 – 600 yds
- No direct bus from West Ewell. Have to change at Epsom making journey more expensive.
- At least a bus connection between Leatherhead to Chessington South Station or Ruxley Lane is much appreciated. There is no direct railway connection either. M/25
- More buses direct to Epsom on Epsom Road
- Co-ordination between buses so one can move from bus to bus if necessary. 516 no good for other main services in North Street
- Lower the steps off the bus – long drop with wheelie trolley, push chair and the hips (painful).
- Is it possible to have information re cancellation of buses
- More frequent and reliable transport
- 479 left 5 mins early and wouldn't open his bus doors for me as I ran towards the bus. OAP
- Several times bus has not stopped, refused to take wheelchair - stated once didn't know how to operate platform.
- From Plough Roundabout to North Street there is no bus 08.06 – 09.06
- More buses
- Seats at Bull Hill bus stops too low and not under cover
- No bus from the top of the Ridgeway to Howard of Effingham School during the school run hour
- Why can't I get home from Guildford after 7pm?



- Bus stop seat broken some months ago and still not repaired- Fetcham, no shelter
- To be guaranteed a low entrance bus every time
- Park and ride from leisure centre to Guildford or Kingston
- Reduce cost and have a more frequent service - a request stop as often as possible for the elderly.
- The bus stop outside St Mary's Church (a lovely spot) is not used or maintained - this is an area of note to all locals and tourists and should be reintroduced into the service even as a request stop.
- Very expensive if you're not a pensioner.

## 15.5 Cycles

### 1. Is the cycle route from the station safe?

- Via Bull Hill OK – via Red House grounds – no, hazardous.

### 2. Which cycle routes to Leatherhead need to be improved?

- V. dangerous road leading to Woodville School - severely pot-holed - M/75
- Stinging nettles and brambles overlapping path along Millpond and railway. When eventually cut the debris was left for people to slip on. They never take it away as they used to. / From Cannon Grove to Leatherhead
- From water tower along side of the railway to Fetcham
- Young Street roundabout to Leatherhead Town – expensive cycleway badly overgrown and unmaintained.
- All of them. x 2 Also need to improve road surfaces
- We need more cycle routes
- A cycle route must be marked at roundabouts.
- In Leret Way/Rd
- Remove dangerous, hazardous gravel, drain covers etc. plus speed bumps and chicanes.
- There should be safe cycle routes in Mole Valley and grass verges reused for cycle paths. The present situation is a disgrace.
- Crossing traffic from Bridge Street to Cobham Road is dangerous
- Leatherhead High Street
- Emerging from under rail bridge to Water Lane by Pump station

### 3. Where do cycle routes need to be provided within the area of the survey?

- Leaving Great Bookham, Leatherhead Rd, right hand side of road, single track to top of Young Street. track down Young Street meeting up with cycle tracks to Dorking and Leatherhead. Badly needed.
- On all roads to cover routes to Leatherhead, Fetcham, Bookham and Ashted. Cyclists need encouragement and safe routes make a good start. Without them one dares to cycle on these over-full roads which have a constraint and stream of traffic including lorries, trucks and delivery vehicles.
- Between Fetcham and Bookham, A246 – Lower Road. Pupils from Fetcham going to the Howard are without any support until after Bookham village
- From Young Street to Church Street
- Church St/ Epsom Road/ Station Rd
- All roads around Leatherhead
- Mill Lane to Cannon Grove beside the railway.
- From Leisure Centre to Leatherhead centre
- By the Old Bull Hotel
- Improve Waterways Rd for cyclists but probably impractical because of opening of route from Bridge St to and from the High St.
- Ashted to Leatherhead. Barnett Wood Lane too narrow to be safe.
- Decent road surfaces.
- One-way system is dangerous – approaching station at traffic lights
- Reasonable ease in changing lanes in carriageways are more useful in cycling than 15 foot long cycle paths or longer ones with a variety of well- documented hazards x 2



## 15.6 General

**In that we are being encouraged to use public transport in favour of the car, what could be done to make travel by bus and train more attractive to you?**

- More buses to Epsom
- More frequent bus service x 3 and cheaper fares. Bus v car a matter of great convenience
- Would use if more frequent – every two hours is hopeless
- More local buses from closer environs x 2
- Access to a bus stop - with notice of the times (Fetcham)
- Far clearer information on bus routes, times, location of bus stops.
- Widen the pick-up stops to streets where disabled and elderly live e.g. Linden Gardens and St John's Close. Make fares less costly for non-pensioners.
- Safe reliable buses to encourage school children to use them where possible.
- By making bus travel cheaper than car parking. We shouldn't have to wait in the rain and then be charged extra for the privilege.
- More frequent buses and trains, cheaper fares then I would use them.
- Access on trains for cycles would be useful
- Trains do not feel safe to many older people – friends have been intimidated by groups of youths even at midday. I prefer buses.
- Build station in Fetcham as originally intended
- Less speed bumps
- Remove the pinch point

## 15.7 Movement around the Town on foot

**Are there areas where lighting could be improved to increase your feeling of safety?**

- Lights needed on the footpath between Leatherhead and Fetcham Continuation of Mill Lane
- Forty Foot Road
- St John's Close
- Footpath from Belmont Road to Station Rd alongside the late Bull Hotel - more lighting
- Reigate Rd.
- Bridge Street
- Mill Lane to Cannon Grove
- Keep all centre street lighting all the time.
- I am against further light pollution if at all possible
- Lighting 'over the top'. Motorway standard unacceptable
- I feel safe anywhere in Leatherhead. M/65
- Station Rd – Mill pond
- Top of steps on A243 footbridge Leaving St John's Close towards Ashted
- Downs Lane
- Epsom Rd between traffic lights and Windfield
- Top of Minchin Close / cutting from Church St to Minchin Close
- I was pleased when the lights on Leatherhead Bridge were out of action. One could then see the river without the light pollution.
- All short-cut paths should have lights
- Alleyway between Church Street and Minchin Close. In summer the foliage blocks the light from the tall lights.

**Are there places in and around the town centre where the road crossing could be improved or made safer?**

- Junction of Church Street and Crescent x 5. A green man is needed as it is necessary as it is difficult to see when it's safe to cross the road
- Junction of Cleeve Road and Randalls Road
- New crossing on the Epsom Road past St John's College. F/75
- Some are lowered and some are not often on opposite sides. F/75
- Crossing by the Leatherhead Institute, the lights change too quickly from Linden Court to opposite side of the Institute. x 2



- Longer time needed for crossing by Sainsburys car park.
- Outside Nat West bank on one-way system you cannot see them coming racing up Bridge Street.
- Junction from Leret Way from North Street and the extension of Kingston Road. Is difficult if you are crossing to go to the surgery by Wesley House pathway. One can't tell if a car is going straight or turning into Leret Way x 4
- On Bridge Street to slow very fast traffic and something to stop buses riding the pavement especially where the pavement is very narrow
- Bridge Street - North Street x 4
- It should be clear that traffic should stop in North St.
- Junction of Epsom Rd, The Crescent and Leret Way – long delay between stopping of traffic and green light for pedestrians.
- Leret way and Gimcrack Hill
- Crossing in The Crescent - tree siting VERY DANGEROUS.
- Waterways Rd. – Bull Hill Junction with Leret Way x 2
- Waterway road besides sorting office.
- Garlands Rd – Linden Pit Path
- Epsom Rd – Forty Foot Rd – St John's Rd
- Time given to Pelican crossings too long x 2
- Crossing west end of High Street
- Access to Belmont Road where many elderly folk live. No pavement on one side so we to walk on the other side and then dash across to enter Belmont Road. We should have a pavement on BOTH sides or at least a safe crossing where traffic can be stopped.
- Dodgy narrow wheelchair pavement in The Crescent (outside Donner)
- Three-way junction at Bairstow Eves x 2. When crossing over to the Museum Cottage or vice versa it is very unclear as to whether cars are going to cross (from the theatre side) over the road because pedestrians can't see the lights re the cars
- Woolwich Bank to main centre – a very difficult corner.
- Plough roundabout is very dangerous

### **On the footpaths to local beauty spots in the Leatherhead area are there areas where paths could be improved or made safer?**

- River walks kept clear. We need a footbridge over Young Street at Bocketts.
- Pedestrian crossing at Gimcrack Hill opposite Thorncroft Bridge
- Roundabout - Epsom Road to Ashted
- Roundabout - Reigate Road to Millway
- The path from Bridge towards Waterway. Path in a disgusting state with paving protruding dangerously. Lights in dark areas would make one feel safer x 2
- Poor maintenance of footpaths in Dorking direction
- Access to mansion Gardens from Church Street x 2.
- From river up Mansion Gardens is very difficult and there is no rail to hold on to going up steps and grass slippery.
- Greater access to the River Mole would be great
- Bridge St not good.
- The foliage needs to be cut back along the footpath going along the Mole x 2
- Along the River Mole x 3 / Stone slabs to avoid the mud.
- The silver arrows on the pavements - nobody knows what they are for – what a waste of money.
- Lane from Gimcrack down to river
- Part of the Mole River behind Salvation Place resembles a South American shanty town.
- River path on west side from Bridge street going south
- Along north side of River Mole, west of railway.
- From library to bridge on Bridge Street.
- Junction of Thorncroft Bridge and Dorking Road
- Not without killing Leatherhead's rural identity which is already nearly destroyed
- Sign posts and general beautification and cameras so that jobs find them unattractive
- All the pathways are continually hazardous due to slightly raised edges of manholes, protruding road lights etc in the High Street



### 15.8 Please list any other issues that affect you about transport and access if they have not already been dealt with and highlight how they could be improved.

- For me, driving to the Swan Centre and shopping once a fortnight on a Saturday in Sainsbury's is ideal. Nothing can compete with that for regular shopping. F/75
- No bottle bank for South Leatherhead. Car needs to be used for the disposal of bottles at Red House Grounds
- Randalls Rd Recycling Centre is very badly designed and dangerous for use by the general public.
- Enforcement of the 'No Entry' restriction at the top of High Street
- Make River Bridge one way only west to east, and allow street parking in Bridge Street. Lorries making deliveries should be the only vehicles moving east to west. Get rid of the width restriction by Lloyds bank and allow more street parking.
- Why doesn't the recycling centre have a rail connection for the removal of the containers – and don't bring cost into the equation.
- Recycle centre gets terrible queues of cars a) sometimes green waste shut 'for safety' b) car drivers cannot see free spaces 'up top'.
- Recycling arrangements for Beechwood Park in non-existent and none are accessible on foot.
- Bins for garden rubbish should have access to both sides.
- Garden rubbish should be collected on a regular monthly basis x 2. F75 x 2
- It was, and is now, a horrid mess. RP too small for cars to turn easily and always full of large lorries
- Volume of recycling lorries visiting Randalls Rd and using the A24 through Ashted is alarming! Huge lorries thunder through The Street in close proximity to narrow pavements
- How can you get to the recycling centre without a car? We need refuse doorstep collections. The compost makers cannot take everything.
- Leatherhead's one way system
- Junction at Old Bull Head Pub needs redefining and made safer
- Quieter surface on Gimcrack Hill
- Many children as well as teenagers cycle in every direction through the Swan Centre, down the alley way where I live and on paths without a thought for the slow-moving elderly. One does not expect it and in consequence, if a bike tears past one it gives a big shock because one does not necessarily hear it coming.

### 15.9 Parking

- Parking in residential areas is horrendous for residents x 2 - cars parked on both sides of the road, dust carts and delivery vans can't get access, cars on pavements, police unhelpful.
- Continual parking violation on Highlands Rd. Reported but no action.
- St John's Road congested with daytime parkers. More parking places desperately needed for workers.
- Parking in Residential areas - Linden Gardens, Garlands Rd. – St John's to provide parking for pupils and parents x 2
- More parking x 2
- The need for as many disabled parking places needs to be re- assessed in the Swan Centre car park. Only 30 – 40% full when we visit
- Off street parking expensive
- Parking restrictions are too officially enforced. / Avoid the wardens!
- Parking problems are part of the reason I do only some of my shopping in Leatherhead – (Leatherhead resident). The other is I simply cannot get what I want in Leatherhead. More shops getting together to deliver would help. One needs cars because one journey saves several by bus and carrying shopping. F/65
- Swan Centre car park is dangerous as there is no fire exit.
- Nobody wants a fourth grade Sainsburys and fourth grade car park. We're forced to use it. It's free in the evenings but there are no lifts – not user friendly! They provide just as little as can be got away with.
- High Street parking is chaotic. Cars cause danger to the blind and invalid people. Cobbles are breaking loose due to vehicles.
- Parking in the High Street needs to be controlled – suggest boundaries outside restaurants so that pavements can be used for outdoor eating



**I6 LEATHERHEAD STATION COMMUTER SURVEY**

38 Questionnaires completed

**I6.1 Travel by Train**

	Good	S'factory	Fair	Poor	Does not affect me
Provision of train service for work	21	14	1	2	
Reliability	14	16	7		1
Punctuality	15	16	6		1
Provision of rail travel information	10	12	12	3	1
Disabled access to/from the station	3	3	5	1	26
Feeling of security at the station – male or (unspecified)	2	10	4+(4)	3+(3)	
Feeling of security at the station - female	1	3	4	3	
General impression given by the station access	5	10	13	10	
Provision of car parking at the station	9	5	10	2	12

**Security**

Glad to see better visible security patrols, Friday evenings especially  
 Improve security around the station/ Staffing needed at the station and access for security /more rail police  
 Improve lighting around the station x 3.  
 Better policing on trains – there are many groups of jobs arriving from beyond Epsom

**Routes and Timings**

Too many stops to London / more fast trains x 7  
 A later last train from London x 3  
 Direct train from Leatherhead to West Croydon  
 Increased frequency  
 Provide more trains at regular intervals of 5/10 mins between Leatherhead and Croydon/ Victoria  
 Train service is provided from West Croydon to Leatherhead but there is no direct service provided from Leatherhead to West Croydon  
 Continue improving rolling stock  
 Better service especially on Sundays

**Station**

Train staff at the station are always helpful and friendly  
 Ticket barriers needed  
 Old style porter needed  
 Toilets to be open longer and better maintained x 2  
 Improve entrance to the station, keep clean and tidy and clean graffiti outside / remove rubbish around the station and tracks. x 2. / enhance surrounding environment  
 Proper coffee shop x 3  
 Improve lighting around the station.  
 The ticket office is shut very early on weekdays and at the weekends. If you want a ticket for the following day or have a query you have to pick your time. It is advertised to be open until 7.00 and I don't get home 'til then but in reality it is shut at 6.30. New ticket machines do not accept my card. – it can be a real pain.  
 More station staff and a working ticket machine  
 A newspaper stand on the platform where one doesn't have to scan every paper and not pay double London prices for drinks  
 Cleaner platforms and steps.  
 Flowers  
 Greater weather protection along up platform / weather protection outside station for those waiting for taxis



**Rolling Stock and Conditions**

Seating comfort. Seat design needs to be improved. Commuters with back problems suffer far more now.  
 Overcrowding continues to be an increasing problem  
 Get the new rolling stock quicker  
 Toilets and refreshments needed on the train  
 Air conditioning on the trains

**Further Views**

Better parking system – tickets available in the station car park, not only in the office  
 Better taxi service late at night  
 The train service should advertise folding bikes to make the public aware that they don't have to walk the other end of their journey  
 Free car parking or better bus service from Fetcham  
 Visitors stop outside the station and don't know where to go. Better signing and welcome  
 Southern reliability and punctuality has been fairly shocking.

**16.2 Travel by Bus to the Station**

	Good	Satisfactory	Fair	Poor	Does not affect me
Bus service to connect with the train	1	1	1	5	29
Punctuality	1	1	1	2	32
Reliability	0	1	2	1	33
Provision of bus travel information	1	0	2	5	29

Bus between Leatherhead and Fetcham at peak times x 3  
 Would use the bus rather than the car if they ran in time for early morning/evening commuters  
 Bus service from Leatherhead to West Croydon  
 A proper network of local buses is needed at peak commuter times and also for leisure and shopping  
 The times of the early morning buses are good but travelling home by bus is a nightmare

**16.3 For Those Who Cycle To the Station**

**Is the cycle route from the station convenient?** Yes = 3, No = 3

**Is the cycle route from the station safe?** Yes = 3, No = 3

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of cycle routes to the station	0	3	2	4	28
Secure cycle parking at the station	2	1	1	4	29
Maintenance of roads	1	1	3	4	28
Cycle path information	0	2	2	5	28

**Routes to be improved:**

Fetcham to Leatherhead station  
 Joined up cycle routes x 2  
 Along the main road parallel to the railway from Fetcham. People cycle on the footpath past the bridge and sorting office.  
 Insufficient lighting to give 'safe feel' on path from Water Lane to Fetcham



**Routes Needed**

Waterways Road  
 Kingston Road to the Leisure Centre  
 Main roads to Leatherhead  
 Water Lane and Guildford Road

**16.4 Environmental Issues**

	Yes	No
Does your business operate a car-sharing scheme?	3	35
Do you ever use the train to go to Gatwick?	9	29
Would you find a bus service to Heathrow/Gatwick a useful service?	17	21

Where do you live?			
Ashted		Headley	
Bookham	3	Leatherhead	18
Box Hill		Mickleham	1
Fetcham	8	Brockham	1
Croydon	1	Cheam	1
Sutton	1	Betchworth	1

Age/Gender			
Male	19	Female	18
16-24		16-24	
25-34	3	25-34	5
35-44	6	35-44	3
44-54	8	44-54	3
55-64	3	55-64	
65 +		65 +	
No age		No age	7

**Where do you work?**

London	23	Leatherhead	3
Epsom		Sutton	1
		Not Known	5

**17 BOOKHAM COMMUTER QUESTIONNAIRE**

149 questionnaires given out - 67 returned = 45%

**17.1 Travel by Train**

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of train service for work	14	26	18	9	
Reliability	12	26	24	8	
Punctuality	11	26	22	7	
Provision of rail travel information	8	20	29	10	
Disabled access to/from the station	0	1	0	16	48
Feeling of security at the station - male	1	12	15	22	1
Feeling of security at the station - female	1	5	5	5	
General impression given by the station access	2	18	23	24	
Provision of car parking at the station	24	20	10	1	12



## Security

CCTV for security in car park and station x 3. Car vandalised  
Should have a resident stationmaster to prevent vandalism x 3  
Presence of ticket inspectors / security on trains. X 2

## Routes and timings

Sunday services to Guildford, Epsom and London x 9  
More trains per hour during the rush hour both morning and evening x 13  
Fast trains to London / Guildford during rush hour periods x 13  
More new trains  
More evening trains to save people driving to Leatherhead  
Later last train /later trains from London on Saturday nights  
Earlier service to London Bridge  
More emphasis on connecting services – without long waiting periods in between.  
Put travel times back to how they used to be and stop making the journeys longer every year

## Service

Service Bookham to W. Croydon suffers from delays and frequent cancellations.  
Re security, you don't seem to get gangs of disruptive youths hanging around as you do at Leatherhead.

## Station

Full time staff (x 3) to keep the station clean and tidy x 3  
A nicer, more helpful person in the ticket office. Present worker useless! X 3.  
Faster ticket selling service always a queue x 2  
Ticket machines that work properly x 2  
Additional ticketing facilities – either a credit/debit card machine or another ticket window at peak hours.  
Seats that have been removed should be replaced x 5. 30 min wait if train cancelled. Needed for the elderly and pregnant.  
Enclosed shelter for the winter months / I wouldn't even dream of a waiting room  
Public toilets to be available x 4  
A revamp is needed – walls painted, holes filled, flowers, rubbish bins

## Rolling Stock and Conditions

Air conditioned trains x 4 /New trains have inadequate ventilation

## Communications

Some proactive information from the ticket office when trains are cancelled or seriously delayed e.g. advice to take alternative train. X 5

## Further views – car parking

Car parking is well priced  
Car parking should be free as it used to be only a few years ago x 5. Cheaper parking would encourage people to use the local station rather than driving to Leatherhead which clogs up the Leatherhead road system. This would compensate for the less frequent service from Bookham and higher fare to London. Currently there is no incentive to drive to Bookham except for avoiding the Leatherhead traffic.  
Free parking or reduced parking cost for season ticket holders.  
Path to the station between the end of Meadowside and road is unlit. People have to carry torches in the winter. Unsatisfactory and unsafe out of normal rush hour times and lighting is needed

## Further Views - other

Prompt action against vandals not just a ticking off.  
No commuter congestion charge. We already suffer from a lack of investment despite high income and bonuses paid to rail bosses



'Regional' season tickets covering trains and buses in the MVD.  
 There is no disabled access to London x 2  
 Hedge along car park boundary needs cutting down to waist height to improve security  
 Cut back undergrowth on path to station so we can walk on the path, and path would be lit.  
 Access for bikes on trains to be improved

**17.2 Travel by Bus to the Station**

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of bus service to connect with train			4	5	53
Punctuality	1		3	3	55
Reliability		2	2	3	55
Provision of bus travel information	1	1	2	6	52

Bus timetable should be linked to train timetable – arriving at the station before a train is due and not leaving until the train passengers have had time to board the bus. x 2  
 Shuttle minibus around Bookham connecting with the station, or Fetcham to Leatherhead station.  
 Some co-ordination of the bus/train timetable must be achieved but first you need passengers to use the bus.  
 A service to start earlier and end later  
 Services in the area are generally poor and take an age to get anywhere therefore they are not used by many  
 Leatherhead station to Bookham

**17.3 For Those Who Cycle To the Station**

**Is the cycle route from the station convenient?** Yes 21, No 3

**Is the cycle route from the station safe?** Yes 15, No 9

	Good	Satisfactory	Fair	Poor	Does not affect me
Provision of cycle routes to the station	3	8	5	6	44
Secure cycle parking at the station	1	7	9	6	43
Maintenance of roads	1	4	6	13	42
Cycle path information		3	3	13	47

The bike racks are very heavily used particularly in the summer. We could do with double the provision  
 More lighting  
 More lighting on the footpath from the common to link Eastwick Drive, The Park etc  
 Lighting of path from the common to Meadowside x 3  
 Short cut from Meadowside to Church Road through the common needs more lighting.  
 Dangerous pot holes down Little Bookham Street and flooding outside LBUH  
 No provision for cycles around the one way system in Leatherhead  
 Had bike stolen x1 /vandalised x 1 / non-existent security for cycles – vandal's heaven!!  
 Proper, segregated cycle routes not white lines painted on roads.  
 There are no cycle routes leading to the station x 5

**Cycle Routes to be improved**

From Leatherhead through Ashtead to the far side of Epsom.  
 From Bookham station to St Nicholas Church  
 Common to Meadowside



Road normally OK but a wider path with built –in cycle path would be useful for the children.  
 Around Leatherhead town centre  
 Bookham to Leatherhead  
 Fetcham to Bookham x 2  
 Everywhere

**17.4 Environmental Issues**

	Yes	No
Does your business operate a car-sharing scheme?	3	63
Do you ever use the train to go to Gatwick?	22	44
Would you find a bus service to Heathrow/Gatwick a useful service?	40	26

Where do you live?			
Ashtead		Headley	
Bookham	58	Leatherhead	
Box Hill		Mickleham	
Fetcham	5	Other (please specify)	
Guildford	1	No answer	1

Age/Gender			
Male	51	Female	13
16-24	5	16-24	1
25-34	3	25-34	2
35-44	14	35-44	7
44-54	20	44-54	2
55-64	8	55-64	1
65 +		65 +	
No age	4	No age	

**Where do you work?**

London	51	Wimbledon	2
Epsom	4	Wallington	1
Croydon	3	Leatherhead	1
Sutton	1	Unknown	3

**18 ASHTEAD COMMUTER SURVEY - 2005**

160 Questionnaires given out - 53 returned = 33% response rate

**18.1 Travel by Train**

	Good	Satisfactory	Fair	Poor
Provision of train service for work	24	19	7	3
Reliability	12	18	17	5
Punctuality	10	18	17	8
Provision of rail travel information	11	18	21	3
Disabled access to/from the station	3	9	4	2
Feeling of security at the station (male)	1	9	17	13
Feeling of security at the station (female)	0	6	4	3
General impression given by the station access	2	19	19	11
Provision of car parking at the station	16	13	4	1



One commuter gave SWT *good* for service and punctuality and *satisfactory* for reliability and Southern Poor service and fair for reliability and punctuality

## **Are there any services you would like to see developed or introduced into the system to make travel by train a more convenient or attractive means of transport?**

### **Security**

Ticket office to be manned in evening or at least some staff on the station to ensure it's not a gathering point for youth and cut down on vandalism. Extra lighting/security would be great x 4

Occasional police or security presence around the station would send out an appropriate message to the odd youths/jobs that sometimes hang around in the evenings

Some measure to deter youths from anti-social behaviour both on the trains and platforms. Have witnessed some unpleasant incidents.

Car park /station is quite dark at night. Better lighting could help x 2

More security for night -time travel to and from Guildford, possibly by ticket checks x 3

Make it cheaper and hire one guard per train, that way you'll make more people travel and more people pay.

### **Routes and timings**

New timetable is a big improvement on the old one but could still be improved (fast service)

Later running trains – up to 1am perhaps x 3

More regular trains to Guildford and Sunday service to Guildford x 2

Faster services into London –Ashted/Epsom/Clapham /Waterloo and reverse in the evening. X 5

Introduction of greater frequencies of Southern services to/from Sutton/Victoria in am/pm peak periods.

Services are slower now as they wait several minutes at most stations therefore less likely to be delayed and lose points

More reliable timetables x 2

Faster trains to London via Sutton with 20 min travel time from Epsom. Connect Epsom to Waterloo via Sutton

### **Station**

Staff are always smart, helpful and knowledgeable.

More seats and shelters further up the platform on London side would be great. And more seats on Platform 1 plus more litter bins.

A proper waiting room/ improved covered waiting facilities (shelter/canopy etc) x 2

Toilets x 2

Proper facilities for coffee, papers etc

Loudspeaker announcements often play at the same time on both platforms resulting in difficulty in hearing either message clearly

Ashted needs more than one ticket seller x2. Sometimes queues of ten people develop

Ticket office to be open when it says it is scheduled to be open and office open at later hours – this would also reduce queues in the mornings /more staff and constantly staffed ticket office.

### **Rolling Stock and Conditions**

Get rid of old slam-door trains. / newer trains to Guildford needed. Trains are old and uncomfortable compared to other routes. x 2

Cooler trains in the summer and warmer ones in the winter rather than the other way round

Air conditioning in SWT equal to Southern Trains

The newly refurbished SWT trains need improved heating and revised seating arrangements more like Southern

Biggest problem is overcrowding. Trains with bigger carriages – fed up with being herded like animals. Big potential safety issue

There are no 1<sup>st</sup> class carriages

### **Communication**

More advanced notice of cancellations so it is possible to catch another train even if to a different London destination.

Communication is still not good enough even though it has improved a lot.

More information re tube trains e.g. if trouble on the district Line at Wimbledon passengers could stay on the train and change later.

Information panel at back end of platform 1

### **Service**

SWT generally very acceptable service



Improved timetables have meant better connecting rail services from Epsom to Ashted – let's keep it that way.

Service, reliability and punctuality good in morning but appalling in the evening

The new extended journey times have reduced late arrivals at the expense of often sitting at intermediate stations for extended periods (esp. Worcester Park and Epsom)

I'm fed up with getting stuck in London due to signal failure.

Tell the guards in Vauxhall to stop whistling at us like animals as soon as the train has stopped. Trains are packed so full they are dangerous.

When there is a bus replacement service, the timetable should follow the actual train arrival time, not the train timetable because sometimes the train can be delayed.

**If you have any further views on any of the above or on any other matter connected with travelling by train do please let us know.**

So many commuters go from Ashted - why not have a community notice board at both sides of the platform.

Make approach to the station one way.

People are still crossing when the light are flashing

**18.2 Travel by Bus to the Station**

	Good	Satisfactory	Fair	Poor
Provision of bus service to connect with the train			1	4
Punctuality	1	2	1	
Reliability	1	2	1	
Provision of bus travel information			1	4

**Are there any bus services you would like to see developed or introduced into the system to make a connection by bus a convenient or attractive option?**

Hopper bus on circular route. Woodfield Lane, The Street, Craddocks Ave, Station

479 generally very convenient

Re-introduction of recently withdrawn evening and Sunday bus services through Lower Ashted.

Greater frequency of Saturday services

Operation of a minibus service at a very local level at peak morning and evening times

A more regular service along Barnett Wood Lane

Direct bus service from Ashted to Epsom

I would like a bus from the A24 to Ashted Station

**18.3 For Those Who Cycle To the Station**

**Is the cycle route from the station convenient?** Yes = 7, No = 2

**Is the cycle route from the station safe? Consider lighting and travel at night especially.** Yes = 6, No = 3

	Good	Satisfactory	Fair	Poor
Provision of cycle routes to the station	1	4	4	3
Secure cycle parking at the station	2	3	8	0
Maintenance of roads	1	2	5	6
Cycle path information	0	1	2	9

Cycle parking is good but not adequate for the number of bikes

**Routes to be improved**

Barnett Wood Lane x 2 Traffic islands make the road dangerous for cyclists as too narrow for car and bike – can be cut up by cars

All the way from The Street down to the station – bikes shouldn't have to go over speed bumps and further down the road is permanently flooded where drains are not maintained and road is badly pitted meaning I cycle in the middle of the road.

The traffic calming bollards on the road towards Epsom involve cyclists going up on the pavement. They are impractical and dangerous



Safe cycle routes away from the main roads particularly to the local schools  
The path across Ashted Green should be made a combined pedestrian/cycle route

**Routes to be provided**

Barnett Wood Lane x 2. Across the green and along Barnett Wood Lane  
Oakfield Road – Barnett Wood Lane  
A path adjacent to the railway line

**18.4 Environmental Issues**

	Yes	No
Do you ever use the train to go to Gatwick?	12	40
Would you find a bus service to Heathrow/Gatwick a useful service?	25	26

Heathrow a good idea but perhaps direct from say Epsom or Leatherhead to avoid long journeys on pick-ups

Where Do You Work?					
Central London	28	Epsom	2	Croydon	3
Finsbury Park	1	Vauxhall		Kingston	1
Guildford	3	Chiswick	1	Leatherhead	2
Cheam	1	Sutton	1	Orpington	1
Dorking	1				

Age/Gender			
Male	40	Female	13
16-24	1	16-24	1
25-34	11	25-34	3
35-44	7	35-44	3
44-54	14	44-54	3
55-64	6	55-64	1
65 +		65 +	
No age	1	No age	2

**19 MEETINGS AND CONSULTATIONS CONCERNING TRANSPORT AND ACCESS**

**19.1 Leatherhead Cycle Forum**

A meeting was held with John Meudell of Leatherhead Cycle Forum on 15<sup>th</sup> June and a second meeting with John and Bob Marlow on 27<sup>th</sup> October.

In September 2001 the Cycle Forum produced an in-depth study of the cycle routes in Ashted, Leatherhead Town Centre, Bookham and Fetcham. This study lists all the hazards faced by cyclists in the area of the survey and suggested improvements to make them safer.

The study and the two meetings were able to confirm the problems raised by the Commuter Questionnaire, Transport Questionnaire and the transport section of Youth Questionnaire. The meetings also helped to prioritise the lists of requests and possible projects presented by the cyclists. See Section 110 for details of paths and routes.

Other members of the forum have kindly e-mailed or phoned with local reports and conditions and Dave Charters has outlined the problems faced by the Tandem Club based at SeeAbility. The problems faced by these riders involve the use of heavier, longer cycles which are harder to manoeuvre.



## 19.2 Ashtead Good Neighbour Meeting 25<sup>th</sup> May 2005

Those present – Di Stirling and Chrissy Kerton the organiser of AGN

### 1. Why was there a need for AGN?

The Bookham Voluntary Car scheme was seen to be a good idea, and although the Ashtead church has a similar system a voluntary car scheme was deemed necessary for those who were non-church goers. Clients register with the organisation and then pay for petrol if needing transport. The type of service provided is that as might be given by a 'good neighbour' i.e. shopping or walk the dog if ill, change a light bulb, take to the doctor, etc.

Vicki Turton of Surrey Community Action was the adviser on this project.

### 2. How many clients?

130 and growing. It is limited purely by the number of volunteers.

### 3. How many volunteers

55 in all, of which 40 are drivers.

### 4. What type of calls do they receive?

The majority of calls are from the patients of Gilbert House surgery. The advantage here over the usual service attached to doctor's surgeries is that the driver will accompany the patient into the surgery/hospital, not just deliver them. Those who are less sturdy on their feet are grateful for this help.

### 5. What proportion of calls are for transport?

Majority of calls are for transport and not for DIY jobs

### 6. Which are the most needed destinations?

Epsom Hospital, Gilbert House surgery, Leatherhead Hospital.

### 7. Is AGN aware of transport difficulties in the area?

Clients who call on AGN for transport tend to be too frail to catch a bus.

### 8. Is AGN aware of difficulties in reaching the local GP, dentist and local hospital?

Many are happy to take Dial-a Ride to the shops but not to the doctor or hospital because of the time constraint. They worry that they won't arrive on time for their appointment. AGN specify the pick-up time and go directly to the destination.

### 9. Transport to church, culture and leisure

Ashtead Church arranges its own transport for church-going but certain AGN members try to make a number of outings during the year to such places as Denbies, Wisley and Polesden Lacey for their clients.

### 10. Do AGN clients use any of the other special public and private transport services for the less able?

Dial-a-Ride is used for shopping because there is no time constraint but some are less happy to use this service because of the length of time on the bus and the lack of onboard loos.

### 11. What transport need is there in Ashtead to serve the community

Small Hopper buses that make frequent regular trips around short circular routes e.g. Ashtead High Street, Leatherhead Hospital, Swan Centre, Leatherhead Station, Tesco, and Ashtead Pond. Short route makes it less likely that buses will be late.

### 12. Comments on Leatherhead as a centre

Functional shopping but not innovative as in Cobham, Esher or Banstead especially for clothes shopping.

### 13. What like you like to see in Leatherhead to better serve the community

Better access for the motorist. If one wants to visit the bank (North Street – short park) in order to get back out of Leatherhead one has to go all the way round the one-way system. Car park spaces are too narrow in the Swan Centre.



### 19.3 Meeting with Cllr Helyn Clack – SCC Executive for Transport – 31<sup>st</sup> October 2005

Those present Cllr Clack, Di Stirling and Sophie Lund.

The following points were discussed based on issues arising from the survey and relating to the Provisional Surrey Local Transport Plan.

1. Are there plans for better bus access to Leatherhead Hospital in view of the presence of Princess Alice Hospice care there at the moment and future development of the hospital? The present bus service is extremely limited - 408 every 2 hours, until 6.00. *Contact the transport section of the hospital.*
2. Better access is needed to Leatherhead and Epsom Hospitals and shops for those living on and south of the A24, B2122 and A246. All are a long way from the stations. Are there any plans for increased bus routes? *Contact the Public Transport Forum*
3. Is there a possibility of a later and extended 479 bus service? Later commuters returning to Fetcham have to walk/cycle or use taxis if returning after 6.30. There is no weekday bus service for the villages after 6.30 or at all on a Sunday. *Contact the Public Transport Forum*
4. The Provisional Local Transport Plan talks about integration between the rail and bus companies. Is there a possibility of this in Leatherhead? *Contact the Public Transport Forum*
5. Buses4U – is there a possibility for Leatherhead and Ashted? Funding continues until 2007. Are there any plans for 2008 onwards? *Contact the Public Transport Forum*
6. Is Demand Responsive Transport Scheme a possibility in the Leatherhead area and if so when?
7. Bus shelters - many are needed on the route of the 479 in Ashted and Fetcham particularly. Are there plans for shelters in these areas? *Contact MVDC in agreement with police. Talk to SCC Highways Department.*
8. Better bus information. Is Real Time Passenger Transport Information a possibility in our area and if so when? Is there a possibility of producing maps and position of stops as well as route times? *Contact bus companies*
9. Are there to be free OAP bus passes? *During 2006*
10. The 465 bus has a regular problem getting past the Running Horse Pub when the pub is full. When this happens it turns round and goes back to the Mickleham bypass and people waiting along the Old London Road are stranded. Is there any policing of that part of the road to ensure the buses get through? *Contact bus operator*
11. Is it a possibility for NT1 to call at Leatherhead especially on a Sunday when there is no other public transport access to the countryside towards Polesden Lacey etc.? *Contact Public Transport Forum*
12. Pegasus School buses will soon be starting in Guildford. Where next? *Project to be piloted first. Buses will be used for Buses4U when not on school duty.*
13. Is there a possibility for Hopper buses to allow for Park and Ride from Leatherhead Leisure Centre to station, shops and hospital? *Leisure Centre would have to agree to use of land.*
14. Buses to Heathrow and Gatwick – National Express/Jetcoach? *Contact both companies.*

#### Walking and Cycling

15. Better foliage management is needed on main routes walking and cycling routes such as Poplar Road to Leatherhead Hospital, the two paths across the Fetcham Nature Reserve and the Gimcrack Hill to Givons Grove Roundabout path. *Contact SCC Highways Department.*
16. The possibility of better lighting along the paths in the Nature reserve for greater security? *Contact SCC Highways Department.*
17. Are Smart Crossings a possibility for Leatherhead? They would help the old, disabled and blind as they feel the present crossings don't allow them sufficient time. *Contact SCC Highways Department.*
18. The Plough Roundabout, Kingston Road Bridge and Dilston Road Roundabout are a cause for concern for pupils of Woodville and Therfield. For a safe crossing to Woodville from North Leatherhead children should walk on the west side of the bridge but this is very narrow and the Dilston Road Roundabout has to be negotiated. When Trinity School comes into being there will be far more small children taking this route. For cyclists this is also a hazardous trip. Has a study been made of this problem? *Contact SCC Highways Department.*
19. What is the position of the Linden Pit Path upgrade as a cycle path? The Linden Gardens end is of real concern to the cyclists. *Contact SCC Highways Department.*

#### Cars

20. The Plough Roundabout a problem because of congestion at peak times and safe crossing points. *Contact SCC Highways Department.*
21. Is Variable Parking Information a possibility to help overcome the perceived lack of parking in Leatherhead especially in the Swan Centre? *Contact SCC Highways Department.*
22. Taxi vouchers for the young in the villages? *Contact East Rural Transport.*



## **I10 Details of Projects and Improvements**

### **Travel by Train**

Greater security is called for on the trains and at all three stations with a suggestion that ticket staff work longer hours in order to discourage the youths who hang around and cause trouble and damage.

Drivers would like better security in the car parks in the evenings especially in Ashtead and Bookham with the help of better lighting and CCTV cameras.

Better basic facilities are especially needed on Ashtead and Bookham stations with adequate seating, covered shelters, toilets and litterbins being the most important. Permanent provision for serving refreshments and morning papers have also been requested on all three stations as have more ticket office staff on duty at peak times.

The appearance of Leatherhead Station needs to be improved, especially on the down line side. Places of particular need are the steps leading to the underpass, the underpass itself and the railway bank covered in litter. The local map of the town needs to be put in a more prominent position and signage to the town needs to be clearer and not behind the person leaving the station.

### **Travel by Bus**

Passengers have asked for better provision of information as follows:

- More information regarding the late arrival or cancellation of buses via the Real Time Transport Information system.
- Timetables to be made more accessible. Young passengers and older passengers with sight problems need bus timetables which are simpler to follow.
- Maps to be provided of each route plus the positions of bus stops to help encourage new users.

Bus shelters and seats are especially needed in the following places:

- on the south side of The Street, Ashtead,
- on the north side of The Crescent outside Cannons, Leatherhead
- along the route of the 479 in Fetcham.
- a seat for the tenants of SeeAbility in Reigate Road outside Lavender Cottages and on the south side of Highlands Road opposite No 69.

### **Cycling and Cycle Paths**

The following places need to be improved and made safer for cyclists:

#### **Leatherhead**

- The layout of the newly constructed cycle/pedestrian path across Red House Grounds next to the railway line needs to be rethought and rationalised. Cyclists can't reach it without dismounting and pushing their cycles 15m at one end and 50m at the other.
- An official link to be made from Church Street to North Street and Station Road.
- The junction at the bottom of Cleeve Road with Randalls Road to be made safer for commuters and Therfield pupils travelling to and from Fetcham.
- The Plough Roundabout to be made safer for use especially by pupils of Therfield School.
- The Kingston Road Bridge path needs to be made safer by widening on the west side.

#### **Ashtead**

- Barnett Wood Lane needs to be improved to the east of Harriots Lane. Pot holes are a major problem. The traffic islands also make the road dangerous.
- The route across the green from St George's Church, Barnett Wood Lane to Ashtead Station to be legalised.
- The Linden Pit Path route to be upgraded as a cycle path and suitable modifications to be made for easier access.

#### **Fetcham**

- Lower Road to be made safer. School children unable to cycle on path because it is used by fellow pupils walking to school.
- Mill Lane to Cannon Grove - path to be improved
- Better maintenance of the Mill Lane to Cobham Road path and lighting to be improved for greater feeling of security.
- Bocketts Lane cycle path needs better maintenance (greenery to be cut back)



- A cycle route is needed from the Leisure Centre to Leatherhead Town centre

#### Bookham

- Meadowside to Church Road – path to be made legal for cyclists, the path to be improved and lit for the safety for both cyclists and walkers.

Improvements also to be sought for routes used by the Tandem Club based at SeeAbility.

### **Walking in and Around Leatherhead**

The following problems need to be addressed:

- The route from SeeAbility to the town has a problem of encroaching trees and shrubbery along Highlands Road and along Poplar Road to Leatherhead hospital.
- The footpath between Kingscroft Road and St. Johns' Avenue to be better maintained
- Encroaching undergrowth along paths in the villages also needs to be kept under better control. A particular place of concern are the two paths across the Fetcham - Mill Lane nature reserve which is a key route to Leatherhead.
- A light to be placed for the partially sighted in Reigate Road opposite the entrance to SeeAbility to reduce the sudden change in lighting level when entering Reigate Road.
- The footpath from Church Road car park opposite 'By the Fire' would be safer if resurfaced and lit.
- A seat is needed at the Leret Way entrance to the Swan Centre for people waiting for taxis not least the tenants returning to SeeAbility.
- A 'no cycling' sign is needed at both ends of Church Walk. This path is used by the tenants of SeeAbility and cyclists unaware of their disability are a hazard.
- The tactile paving installed along the paths in the Red House Grounds to assist the visually impaired is wrongly configured and therefore provides the wrong information. This needs to be corrected.
- 'A' frames are a hazard in Bridge Street.
- Cars parking on pavements need to be better policed in Cleeve Road, outside Bairstow Eves on the corner of The Crescent, in Forty Foot Road and Poplar Road. In each of these cases parents with push chairs or people in wheelchairs are unable to pass or only do so with great difficulty.
- The flooding at the bottom of Bridge Street results in pedestrians getting splashed.
- Signing from the station to the town centre need to be more made effective.

The following crossings need to be made safer in the town centre

- At the junction of Bull Hill, Leret Way and North Street
- North Street and Bridge Street
- Church Street and The Crescent
- The Crescent where the sight line is obscured by a tree

### **Other Dangerous Crossing Points that need to be improved**

- Waterway Road both from exit from Mill Lane and at junction with Bridge Street for those walking and cycling to and from Fetcham
- Randalls Road and Cleeve Road for those walking and cycling to North Leatherhead
- The Plough Roundabout for children walking and cycling to Therfield and Woodville and for the increased movement from the Kingston Road area once the Trinity Junior School is established.
- The Knoll Roundabout for those walking between Leatherhead and Ashted.
- The Leatherhead By-pass at the point where Downs Lane should connect with Crabtree Drive.
- The Dilston Road Roundabout for pupils of Therfield and Woodville schools.

The timing of following Pelican crossings need to be lengthened for the less able:

- By the Leatherhead Institute at the junction of Epsom Rd, The Crescent and Leret Way.
- The Sainsbury's crossing on Leret Way.
- The Leatherhead By-pass at the point where Crabtree Drive should continue from Downs Lane.
- The Dilston Road Roundabout for pupils of Therfield and Woodville.



## Access by Car and Parking Provision

The one-way system will need to be kept under review due to the development of the Bull Hill site and the impact that it could have on an already congested road system. Two other places for a congestion study are the Knoll roundabout and the Plough roundabout. The latter needs an in-depth study not only because of the congestion caused there but also the safety hazards it presents to pedestrians and cyclists especially at peak times.

Drivers would like to see the following improvements in the Swan Centre car park:

- To make serious efforts to overcome the poor design by lessening the impact of the kerbs and by opening up the spaces throughout. Lost spaces to be recouped through adding a further layer.
- To provide a 'Pay on Exit' scheme to encourage a faster turnover. Failing this to provide a machine to give change.
- To provide cheaper short term parking
- To provide more short stay places i.e. ½ hour spaces
- To make some spaces available for longer than 4 hours to allow for trips to the theatre and a meal.
- To study the number of disabled and parent and toddler places to determine if they are ever all fully occupied and if not ration according to time.
- To work with the council to provide a display board which gives information on the number of spaces available.