Transport and Accessibility Worksheet

Worksheet T1

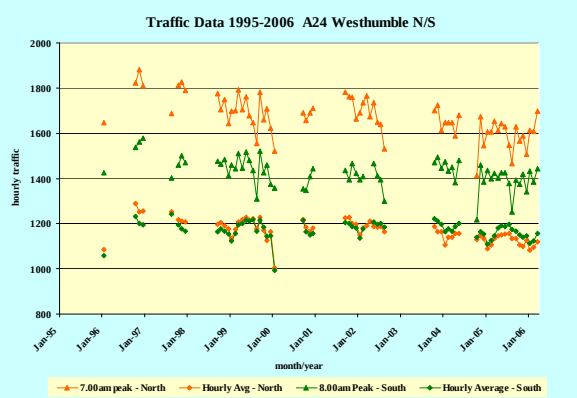
Ease of Travel to and from the Local Area

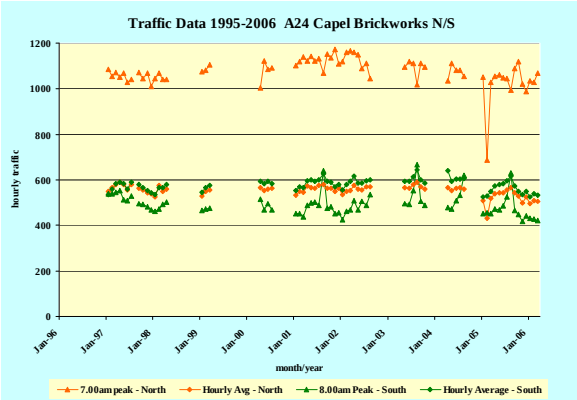
Dorking has nearby and convenient access to major, albeit highly congested, motorway routes such as the M25 and M23. M25 Junction 9 is approximately eight kilometres north of the town.

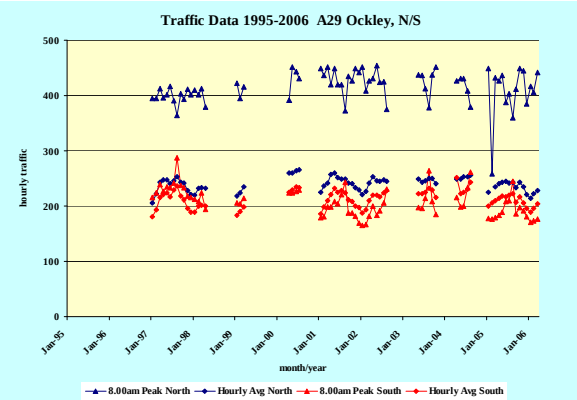
As regards international travel, Gatwick Airport lies some 20km to the south-east, accessible by both train and car in about 20-30minutes. Heathrow Airport is some 40km to the north-west and, realistically, is only accessible by car, although journey times vary considerably, dependent on time of day. Eurostar services to Europe can, at the time of writing, be accessed via a direct connection at London Waterloo, about one hour way. This will change later in the year when these services move to London St.Pancras, an additional 20 minute underground connection from London Victoria or Waterloo.

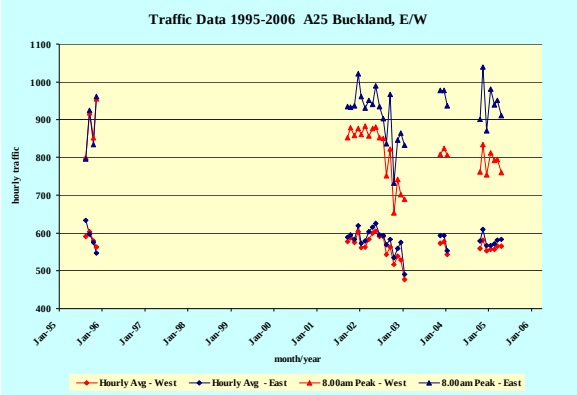
Two primary trunk routes pass through the town. The A24 connects to the motorway network, some 10-15minutes to the north, and is also a major route to the south coast at Worthing. The A25 provides an east-west corridor between Redhill/Reigate, to the east, and Guildford, to the west. Other than at peak periods, both roads provide relatively ease of movement around and beyond the district, however all routes occasionally become severely congested as a consequence of traffic diverting from the M25/M23 to the A25 (the official diversion route) when traffic disruption occurs on the motorways.

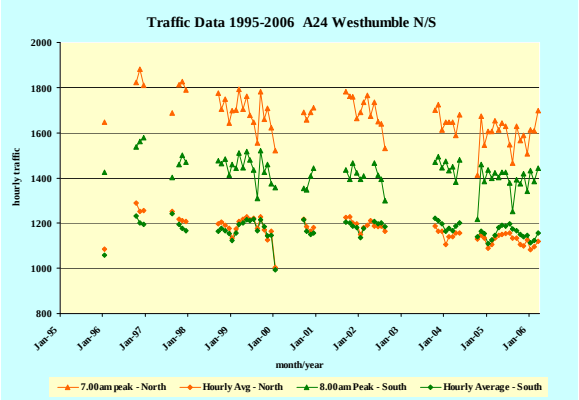
Traffic data at the boundaries of the Health Check area, obtained from Surrey Transport, suggests that peak traffic flows in and out of the district on principal routes (A24 and A25) have changed little in the last ten years, in some cases even declining. This suggests that any increases in traffic have been internally generated within the town's local area. There is little data on traffic flows within Dorking, Surrey Transport's town centre monitoring having been running for just two years, however analysis of peak hour data at the boundaries reveals a net inflow of at least 4000 vehicles into the broader Dorking area during the peak hour. Aside from that it is known that the school-run currently accounts for











around 6000 trips per day, i.e. 3000 vehicle round trips per day. Extrapolation of trends obtained from Surrey's (somewhat inconsistent) Safe-Routes-to-School monitoring suggests this is approximately double what it was in 2000.

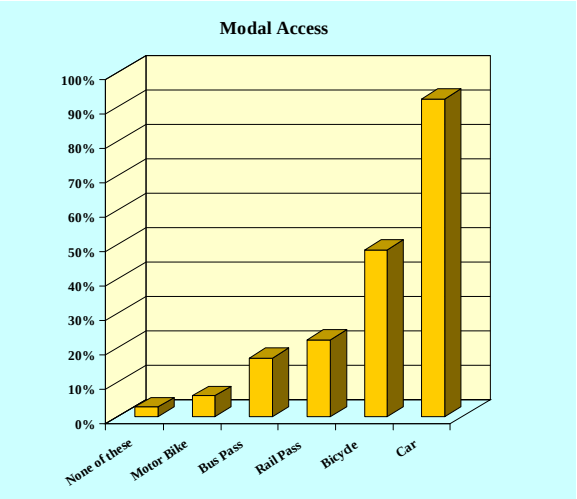
Bus usage figures for 2003 – 2006 indicate passenger numbers generally falling; a national trend. Although free bus passes for the over 65's has recently been introduced it is too soon to establish what the likely impact will be. The additional journeys are unlikely to contribute to relieving peak traffic but may, in fact, undermine other bus services, primarily the on-demand services.

Rail travel data, obtained for the three years 2003-2006, are somewhat mixed but suggest an overall increase in season ticket travel of just under 15% in those coming to Dorking by train (a total of just over 400,000 journeys) and an increase of just over 6% in those leaving Dorking (a total of just under 880,000 journeys) for the period. There are significant difficulties in allocating these to particular stations, not least as a result of the Department for Transport (DfT) methodology for estimating station usage.

Dorking is what is known as a "Group Station", tickets are sold to and from "all Dorking stations" which requires ticket revenues to be allocated to individual rail operators/stations post-sale. The net result is that the usage picture for both Dorking West and, more particularly, Dorking Deepdene has descended into the bizarre. The most recent figures issued by DfT, for 2005-6, suggest that Deepdene station usage has fallen to only 1706 passengers per year…an average of less than five passengers per day! It should be noted that Deepdene is the principle connection to Guildford Reading and Gatwick Airport with extensive onward connection possibilities to the South Coast, West of England and Wales.

41% of the central town area workplace population (Dorking North and Dorking South wards) live within five kilometres of their workplace, i.e. more or less within the two wards. Another sixteen percent live with the Greater Dorking area, i.e. Dorking's hinterland. Thirty five percent live at a distance that corresponds more or less to the nearest major residential centres, i.e. Leatherhead, Reigate/Redhill, Horsham, Guildford, Epsom and the nearer London suburbs. Ten percent live more than twenty kilometres from Dorking. It should be noted that this data includes school staff, but excludes school children. Forty nine percent of all employment in the DNA area is in the Dorking North and South wards.

As regards travel mode access, about 20% of households in Dorking itself do not have access to a car, a proportion that falls to between 5% and 10% in the surrounding villages. The DNA residents questionnaire revealed that some 92% of respondents owned cars; just over 22% had purchased rail season tickets; 17% held bus passes; although, it must be said, most of these were teenagers and the elderly; and 48% owned bicycles (a figure much higher than the national average).



Q1 What is the distance to a national network of dual carriageway roads from the town and the least and most accessible villages?

	M25 Jct. 9	A24	A25	A3	M23
Dorking	8/10-20	NA	NA	18/20-45	15/20-45
Westcott	12/15-35	5/10-25	NA	15/20-45	19/25-60
Brockham	12/15-30	5/10-25	NA	18/25-50	15/25-50
Holmwood	12/15-35	NA	5/10-25	19/25-60	19/30-60
Capel	18/25-45	NA	10/15-30	28/30-60	30/30-60
Newdigate	18/25-50	5/5-10	10/15-30	28/30-60	25/20-45
Abinger	NA	10/15-30	NA	12/20-45	30/35-75
Leigh	NA	10/15-20	6/10-15	22/25-60	20/20-45
Boxhill	8/10-20	4/10-15	4/10-15	18/20-45	15/20-45

Distance/Times, km/(best-peak) minutes

Q2 What is the distance and average travel time by car to nearest large town, from the town itself and from the most and least accessible village within the surrounding countryside?

	Dorking	Guildford	Horsham	Reigate
Dorking	NA	20/30-50	23/25-35	10/15-25
Westcott	4/5-15	16/25-30	25/30-50	14/20-40
Brockham	5/10-20	25/35-60	20/25-35	8/15-25
Holmwood	4/5-15	25/35-60	16/20-30	12/20-30
Capel	10/15-25	25/35-50	10/15-35	18/25-35
Newdigate	10/15-25	30/40-55	10/15-30	12/20-30
Abinger	9/15-25	11/20-35	30/35-50	19/30-50
Leigh	9/15-25	35/40-55	18/25-35	8/15-25
Boxhill	5/15-25	25/35-55	29/35-45	8/15-25

Distance/Times, km/(best-peak) minutes

Q3 What improvements are planned for the local/regional highway network in your area?

No major improvements planned. Currently no local transport plan for the district, although under discussion.

Q4 How far is the train station from the town centre by foot, bicycle, taxi and bus (km/(typical)minutes)?

Town Centre	Mainline	Deepdene	West (Town)
On foot	2.0-3.0/15-25	1.5-2.5/12-22	2.0-3.0/15-25
By bicycle	2.0-3.0/5-15	1.5-2.5/5-15	2.0-3.0/5-15
By taxi	2.0-3.0/5-15	No taxi stand	No taxi stand
By bus	2.0-3.0/10-20	1.5-2.5/10-15	No bus route

Distance/Times, km/(best-peak) minutes

With the exception of those walking through Meadowbank Park none of the pedestrian routes to the station can be described as particularly attractive, being mostly along narrow urban streets with high traffic volumes at peak periods. As regards cycling, the narrow streets and need to cross the A24, combined with high volumes of traffic (at peak periods) and poor cycle infrastructure, making cycling an "adventure", particularly for work and school travel. That said cycle usage to the station has been growing at around 10-15% per annum for some years partly, it is believed, due to the time savings and partly due to impact of increases in station car parking charges.

Q5 Is the main bus station or main concentration of bus termini in the town centre?

There is no specific bus terminal, and bus stops are scattered around the town centre with concentrations in the High Street/South Street area, and mainline station.

Most of the bus services are operated under (subsidized) contract to Surrey Transportation and subject to change with limited public consultation. There are three regular out-of-area service, the 465 to Kingston, the 21/22/23 Redhill to Guildford and the 93 Dorking to Horsham. The Kingston service operates half hourly via Leatherhead and Chessington, and hourly on Sundays. Services to Redhill and Guildford run, via the villages along the A25, half hourly to Guildford and hourly to Redhill. A sub-service, Westcott to Strood Green via Dorking, operates within this timetable. The Dorking to Horsham service runs hourly along a, principally, A24 based route. Services operating between Guildford and Redhill are indirect and geared primarily to the needs of the rural villages, hence slow in comparison with the parallel North Downs Line rail services.

There is no direct service to Epsom, although the 516, run as an off peak service via Betchworth and Boxhill Mondays to Saturdays, hence unsuited to work and school travel, does provide a service of sorts. At least three supermarkets run daily services, from the outskirts of Dorking and rural areas south of Dorking to out-of-town superstores in other districts (WASP and Metrobus services, see below). Other than that there only spasmodic services at off-peak times, often out of Dorking, rather than into. There is only one service that can be said to an internal Dorking service, part of the 21/22/23 service operated by Arriva.

Although an increasing number of the bus services offer improved disabled access, parents with children in prams or buggies have been known to face access difficulties. None of the local bus stops provide raised kerbs to ease access (this is a Surrey-wide problem) so accessibility can still be hit-and-miss.

There are two, on-demand community bus services, Dial-A-Ride and Buses-4-U. Whilst both are intended principally as mobility and rural support respectively, the former is a membership only disabled focused service, whilst the latter is a public transport service open to all. Both, however, require passengers to book at least two days in advance.

There is still a Postbus service to the outlying villages. However, as there's only one out-and-return trip each day, it only serves passengers from Dorking wishing to visit the villages, not the other way around.

Some nearby parishes, in conjunction with out-of-area supermarkets, have organized their own bus services (WASP) to supermarkets, at Burpham (Sainsburys) near Guildford and Broadbridge Heath (Tesco), near Horsham. And Tesco, at both Broadbridge Heath and Hookwood; organize a bus service from the outskirts of Dorking, via nearby villages, to their stores. Both these services deprive Dorking retailers of potential custom, however the town's traders have so far not responded.

A group of (the larger) local businesses run their own internal work-based bus service, serving a number of locations in the Dorking area. This operated under the banner of EASIT (previosly called the Dorking De-Congestion Forum) and now extends to cover the Reigate/Redhill area as well. These are not accessible to the general public or groups within the community.

Principal Bus Services and frequencies:

	Weekday	**Saturday**	**Sunday**
21/22 Redhill-Dorking-Guildford (local and semi-through)	Semi-half hourly School No evening	Semi-half hourly No evening	No Service
21/22 Brockham-Dorking-Westcott	Half-Hourly School No evening	Half-Hourly No evening	No Service

32 Redhill-Dorking-Guildford (through)	Hourly School No evening	Hourly No evening	No Service
465 Dorking - Kingston	Half-Hourly (school) Evening	Half-Hourly Evening	Hourly Evening
93 Dorking - Horsham	Half-Hourly School Early Evening	Hourly Early Evening	No Service
516 Dorking – Boxhill – Leatherhead	Two-Hourly School No evening	Two-Hourly No evening	No Service

Q6 Is it convenient to change between train and coach and/or bus services?

Interconnection between rail services and rail and bus is hit-and-miss and often inconvenient. Information on rail services is generally good, although electronic information at stations themselves suffers from poor reliability at times, particularly the North Downs Line. Bus information is dispersed and poorly integrated, and buses are often inconveniently timed to integrate with train arrivals/departures. Although a number of bus routes pass Dorking stations there is little in the way of integrated information locally, although the recently developed Transport Direct website does provide point-to-point journey information for those with access to the internet.

Although individual elements of the public transport provision are good, overall services are fragmented, often ill-timed and the range, connectivity and costs of bus services, in particular, little understood by the general public.

Inbound Waiting Times (train to bus, typical)	**Mainline Trains to**		**Deepdene Trains to**	
	Eastbound	**Westbound**	**Eastbound**	**Westbound**
21/22/23 Redhill-Dorking-Guildford	varies: min: 10mins	varies: min: 10mins	varies: min: 20mins	varies: min: 30mins
	Northbound		**Northbound**	
465 Dorking - Kingston	varies: min: 5mins		varies: min: 20mins	
	Southound		**Southbound**	
93 Dorking - Horsham	varies: min: 10mins		varies: min: 10mins	

	Northbound		Southbound	
516 Dorking – Boxhill – Leatherhead	Off-peak only, minimum: 25mins		Off-peak only, minimum: 10mins	

Outbound Waiting Times (bus to train, typical)	Mainline Trains		Deepdene Trains	
	Northbound	Southbound	Eastbound	Westbound
21/22/23 Redhill-Dorking-Guildford	varies: minimum: 8mins	varies: minimum: 10mins	varies: minimum: 15mins	varies: minimum: 10mins
465 Dorking – Kingston	varies: minimum: 20mins		varies: minimum: 25mins	
93 Dorking – Horsham	varies: minimum: 15mins		varies: minimum: 40mins	
516 Dorking – Boxhill – Leath'd	Off-peak only, minimum: 25mins		Off-peak only, minimum: 25mins	

Q7 What is the frequency of rail services?

Dorking, and the Mole Valley in general, lies at the centre of the rail infrastructure for the southeast of England and it is possible to access most stations in the southeast, southwest, central and northwest of the country, Scotland and Wales with minimal changes and without leaving the rail infrastructure. With the exception of travel to the south, Dorking is very well served for rail services seven days of the week, including early morning to late evenings.

The mainline station provides four (mostly) direct services an hour to London, two to Victoria and two to Waterloo, from early morning to late evening every day except Sundays. At weekends a reduced, half hourly, service runs to Victoria, with connections at Epsom and Clapham Junction to Waterloo. Journey times to both terminals vary, but are typically between 50 and 55mins.

There is an hourly stopping service south of Dorking, terminating at Horsham, with frequent connections to the south coast. The service runs hourly on weekdays until 19.20, and on Saturdays until 17.51. There are no evening or Sunday services south of Dorking. Journeys times are about 20 minutes.

Dorking Deepdene has two services an hour in both east and west directions, one of each being limited stop express services to either Gatwick Airport via

Reigate/Redhill, or Guildford/Reading, early morning to late evening seven days of the week. This latter service allows travel to Guildford and Reading in, typically, 18 and 55minutes respectively, a shorter time than is possible by car and, at both, there are frequent onward connections to many destinations in Southern, Western and South-Western England and the Midlands. Dorking West lies on the same line but is served by a limited number of stopping services in the daytime, Monday to Sunday, and journey times to Guildford and Reading are significantly longer, at around 28 and 65 minutes respectively, often with a change required at Guildford and Redhill for onward services.

Train timekeeping has improved considerably over the last few years and can now be considered good on most services. In all there are a total of 1272 timetabled services to and from Dorking stations each week.

The condition of the stations themselves varies. Dorking Mainline was redeveloped in the 80's, although some aspects of it are beginning to show it's age; Deepdene is become increasingly tatty, even after having had a relatively recent face-lift; whilst Dorking West (often referred to as Dorking Town) is little used although new shelters were recently installed.

Neither Dorking Mainline nor Dorking Deepdene can be access by disabled, and access can be difficult to other users with limited mobility and/or heavy luggage, e.g. parents with young children, cyclists, the elderly and those with heavy baggage.

Although improvements to access at Dorking Mainline are likely in the near term, investment in badly needed access improvements to Deepdene Station are hampered by the "league table" approach, based on station usage, of the Department of Transport in setting investment priorities. The latest usage figures, based on computer modelling by AEA Technology, claim that Deepdene saw a fall in passenger usage of 69% between 2004/5 and 2005/6, with the average number of passengers using the station falling to less than 5 per day! We estimate the model error underestimates current Deepdene usage by in the region of 8000-10,000%, and Deepdene should place at around 1150 (instead of 2387) out of 2507 stations nationally. We also feel usage at Dorking West significantly underestimated but, as there is no interchange data available it is impossible to estimate the order of magnitude of this error. Relative to the current figures it is probably still in the order of thousands of percent.

DNA Area Station Usage 2004-05 financial year

Station	National Rank (out of 2498)	Annual Usage	Interchange	"Uncertainty"
Dorking	242	1,238,425	40,916	3%
Dorking Deepdene	2270	5,456	156,392	2866%
Dorking West	2498	29		???
Boxhill & Westhumble	1735	43,255		
Ockley	1830	32,883		
Holmwood	1842	31,529		
Betchworth	2130	12,214		

DNA Area Station Usage 2005-06 financial year

Station	National Rank (out of 2498)	Annual Usage	Interchange	"Uncertainty"
Dorking	242	1,279,034	49,901	4%
Dorking Deepdene	2386	1,706	164,966	9671%
Dorking West	2502	40		???
Box Hill & Westhumble	1762	42,204		
Ockley	1848	33,890		
Holmwood	1861	32,845		
Betchworth	2125	13,610		

Dorking to:	Weekday	Saturday	Sunday
London Victoria	Half-Hourly Evening	Half-Hourly Evening	Half-Hourly Evening
London Waterloo	Half-Hourly Evening	Half-Hourly Evening	Half-Hourly (change Epsom) Evening
Horsham	Hourly No evening	Hourly No evening	No Service
Redhill/Gatwick	Hourly semi-fast & Evening Hourly stopping & Evening	Hourly semi-fast & Evening Hourly stopping & Evening	Hourly semi-fast & Evening Hourly stopping & Evening
Guildford/Reading	Hourly semi-fast & Evening Hourly stopping & Evening	Hourly semi-fast & Evening Hourly stopping & Evening	Hourly semi-fast & Evening 2-Hrly stopping & Evening

Q8 What is the travel time to the nearest large town by bus/coach/train, from the town and from villages in the surrounding countryside? (Times in minutes)

Bus/Train (typical)	Guildford	Horsham	Reigate	London Terminals
Dorking Town Centre	20	21	8	50-60
Westcott	50	38	38	80-90
Brockham	65	64	53	67-77
Holmwood	56	15	44	56-66
Capel	71	Not Applicable	59	91-101
Newdigate	Infrequent Bus Service	Infrequent Bus Service	Infrequent Bus Service	Infrequent Bus Service
Abinger	Not Applicable	Not Applicable	Not Applicable	N/A, via Guildford
Leigh	Infrequent Bus Service	Infrequent Bus Service	Infrequent Bus Service	Infrequent Bus Service
Boxhill	Infrequent Bus Service	Infrequent Bus Service	Infrequent Bus Service	Infrequent Bus Service

Bus Only	Dorking	Guildford	Horsham	Reigate
Dorking	N/A	43	53	28
Westcott	9	36	61	35
Brockham	13	54	87	16
Holmwood	10	86	43	48
Capel	28	104	20	96
Newdigate	Infrequent Service	Infrequent Service	Infrequent Service	Infrequent Service
Abinger	16	28	77	43
Leigh	Infrequent Service	Infrequent Service	Infrequent Service	Infrequent Service
Boxhill	Infrequent Service	Infrequent Service	Infrequent Service	Infrequent Service

Q9 What is the number of national coach services per day?

None.

Q10 What improvements are planned for the public transport infrastructure and public transport services in your area?

None.

Despite the latest Local Transport Development Plan for Surrey having been submitted two years ago there is still, at the time of writing, no comprehensive Local Transport Development Plan for the district and the towns and villages in it. Transport planning in the Dorking area is done on a piecemeal basis, generally with reference to a study, the "Dorking De-Congestion Study", carried out some years ago, since when traffic congestion has increased significantly. A consequence of the Regional Transport Strategy is that overall business/transport development is being concentrated in the three "hub" areas of Redhill/Reigate, Guildford and Woking. Hence Dorking, as with many Tier 3 towns in Surrey, will continue to suffer from minimal infrastructure development.

No major improvements are planned to any infrastructure in the foreseeable future. The only changes have been that the National Trust summer service NT1 Surrey Hills Explorer has been withdrawn and the only modal change may be the possible amalgamation of Mole Valley's Dial-A-Ride and Buses-4-U.

Q11 Is it as quick and easy to travel to the nearest large town by public transport as it is by car?

Generally no unless from Dorking and its immediate environs, i.e. Brockham, Westcott and Westhumble. The North Downs Line provides very quick access to Guildford and beyond, most notably to Reading, with journey times to town centres more often than not faster (and cheaper) than by car. London is also easily accessed by direct services to London Victoria and London Waterloo. Those requiring use of public transport to connect with trains at Dorking stations find connection times variable, and the current lack of integrated information additionally mitigates against public transport.

Q12 Are there cycle or walking routes between towns and villages?

Cycle infrastructure is poor and there are no designated internal cycle routes.

A good off-carriageway cycle route to Leatherhead was built alongside the A24 in the 1950's but, despite regular use and increasing demand, this has deteriorated as a result of poor maintenance and poorly implemented modifications.

A footpath between Dorking and Brockham was designated a Safe-Route-to-School for cycling some years ago. The SRTS designation has, at some time, (we think) been removed, although the cycle path still exists, still with the same major safety issues highlighted in independent engineer's reports.

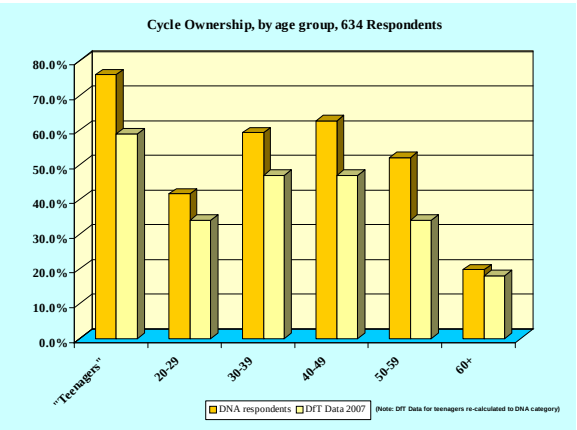
Elsewhere in the district, the built cycle infrastructure exhibits major safety issues and requires considerable, but not expensive, remedial work. Maintenance is poor and development programmes, notably Safe-Routes-to-School, largely weak, intermittent and ineffective. Much of this has been documented by the local cycle forum, and is available in reports and databases accessible via the forum website.

The Surrey Cycleway passes close to the town. However, this is a designated leisure route, with negligible utility value, and has design and maintenance issues which, again, have been highlighted in cycle forum reports.

Cycle parking at Dorking stations has recently been upgraded and is now good. Replacement covered cycle parking (60 spaces) has just been installed (May 2007) at Dorking mainline and were immediately filled and a further 60 spaces have been added (August 2007). A rack has recently been installed at Deepdene, providing 10 uncovered spaces, however it is inconveniently sited for both cyclists and non-cyclists (as they obstruct passenger wishing to read the timetables).

On the other hand cycle parking in the town centre itself is poorly sited (and in one case potentially hazardous), uncovered and often not immediately obvious to potential users.

Cycling is, however, popular both for transport and leisure, and large numbers of on- and off-road cyclists visit the area both at weekends and during the week. The DNA survey has highlighted the potential for cycling as a modal choice, with 48% of the respondents in the area owning bicycles, some six percentage points, or 14%, above the national average. Cycle trips to the station have been increasing at a rate of around 10-15% per annum for some years and, prior to the installation of new cycle parking, facilities were oversubscribed to the tune of 150%. The town itself supports four cycle shops, catering for all types of cycle user, and there are two more specialist cycle shops in the villages of Westcott and Boxhill, catering for off-road and road/racing cyclists respectively.



Westcott, Brockham and the Holmwoods are all villages within easy cycling distance of the town centre, schools and amenities and, over time, various schemes have been proposed by the Cycle Forum and parish bodies, only to have been rejected by the bodies responsible for highways development. Cycling requires use of either the main A25 or A24 roads and all can be both hazardous and intimidating, particularly at peak times and weekends. Technically viable solutions are available but Surrey Transport has so far declined to discuss options in any meaningful way with the cycle forum.

Walking to and from these villages is similarly affected. The footpath between Westcott and Dorking, the only non-motorised access between the two, is narrow, 1.2m wide, and poorly maintained. When combined with a narrow carriageway carrying high traffic flows and heavy vehicles (which can barely pass each in opposite directions) this footpath is particularly intimidating for pedestrians and unusable by the disabled.

To the south of Dorking the west side footpath alongside the A24 between Holmwood and mid-Holmwood runs alongside the main carriageway, in places with no separation from traffic travelling at speeds of up to 120km/hr. A footpath runs along the east side, away from the carriageway, but is in poor condition and north - south connectivity is poor. There are a number of pedestrian/cycle underpasses available and plenty of room for a wide and good quality shared use path on the east side yet despite long support from the parish council, there have been no attempts to upgrade this route.

Brockham; a popular weekend destination for families, walkers and cyclists; has long been connected to Dorking, at least for part of the way, by an ancient coach road (The Old Coach Road), which, if upgraded, would provide good access between the two towns. An attempt was made to do this in 2001, under a Safe-Route-to-School scheme, but poor project execution/construction meant little or no improvement was achieved. The rest of the route consisted of the conversion of the existing footpath alongside the main A25 to dual use, as far as Deepdene Roundabout. The footpath is

a basic 2m width but, despite relatively high pedestrian use, it has been designated as an unsegregated, pedestrian/cycle route. Traffic volumes/speeds on the adjacent carriageway are high both during weekday peak periods and at weekends and, were a pedestrian and a cyclist to collide, it is highly likely that one or other would end up on the carriageway. At Deepdene Roundabout pedestrians are required to cross three arms to the roundabout, only two of which have lights controlled crossings, Reigate Road (East) and Deepdene Avenue (North), in order to reach the town centre and services. The northern leg requires pedestrians to wait on the central island and operate the second, independent, pedestrian phase. There is no facility for cyclists to cross, off-carriageway, to the town centre side of the roundabout.

Additional Notes:

Despite the latest five year Local Transport Development Plan for Surrey, submitted two years ago, there is still no Local Development Plan for the district and the towns in it. Transport planning in the town is done on a piecemeal basis, with occasional reference to a study done a number of years ago, the Dorking De-Congestion Study, since when traffic congestion has increased significantly.

Until January 2006 Mole Valley DC/Surrey CC organized a Mole Valley public transport forum on a six monthly basis. Due to lack of participation, on the part of both transport providers and public, a decision was taken, in early 2006, to stop organizing them. Poor notification of meetings to both transport providers (possibly through incorrect contact information) and the public may have contributed significantly to the lack of attendance. The issue of poor awareness of events/forums, and poor notification of consultations, with inadequate response times, is a perennial problem.

No major improvements are planned to any infrastructure in the foreseeable future.

Worksheet T2

Ease of Access to Services

Q1 Are bus and train times from outlying villages to the town convenient for travelling to work and children going to school?

Mostly, for journeys to and from Dorking itself. That said, a recent re-timing of one of the North Downs rail services meant a long wait for schoolchildren using rail services.

Q2 Are there any planned changes to rural public transport services?

No.

Principal gaps are the north-south between Boxhill village, Box Hill National Trust, though Dorking to Coldharbour and Leith Hill. The existing Boxhill service, because the direct route is unsuitable for the full size buses, takes a circuitous route to Dorking and it is quicker and more convenient for residents of Boxhill to visit Epsom. With the withdrawal of the Surrey Hills Explorer, visitors to Boxhill, Leith Hill and Polesden Lacey currently have no alternative access other than by car and, for those fit enough, cycle and foot. A more direct and more frequent minibus service between the village and Dorking would not only improve services for residents but also could be extended to provide alternative access for visitors, preferably on a seven day per week basis, potentially improving the viability of the service. More flexible "Hoppa" style services could well provide area wide infill services to cater for demand in rural areas and internally within Dorking.

Q3 Is public transport accessible to the mobility impaired?

Surrey County Council have been specifying "low floor/kneeling buses" in its route contracts, however some traditional vehicles are still in use and there are few, if any, raised kerbs at bus stops in the district, hence boarding buses can still be difficult at times.

Other than trains on the northbound (only) London Victoria service from Horsham, there is no disabled access at the two major Dorking stations, Dorking Mainline and Deepdene. Dorking West does have level access to both platforms, but there are no connections to local bus services, and the station has no taxi rank (or call box) and

there is minimal car parking. The elderly, lone adults with young children, passengers

with heavy bags and cyclists are also badly affected by the poor access to the platforms at Dorking Deepdene and Mainline railway stations.

In all the disabled can access just less than 20% of rail services, and an even smaller proportion of services outside working hours, particularly evenings. Although the disabled can access trains to London Victoria on the hourly direct services from Horsham, all incoming and southbound trains arrive at the island platform hence there are no corresponding direct return services. The only return routes by rail providing disabled access are thus via Guildford or Redhill to Dorking West, with no public transport or taxi services, which precludes, for instance, evening visits to London. A new footbridge/lift access is currently under consideration at Dorking Mainline but no other improvements are planned in the foreseeable future.

One further point to note regarding disabled access to Dorking Station is the lack of dropped kerbs on the footpath between the town and the station, including the underpass originally installed, at great cost, to facilitate disabled access. This highlights a further finding from the audits that, outside the immediate town centre, dropped kerb provision is, at best, patchy and, at worst, obstructs access to key locations.

Q4 Are there special public and private transport services e.g. bus, taxi, or alternative community or voluntary transport, catering for people who are mobility-impaired?

Bus travel from the rural areas is not easy, except possibly at school times, and can be inconveniently routed/scheduled. Some dedicated bus services are provided from rural areas for the two secondary schools, in combination with private schools services, but nearby villages of Westcott, Westhumble, Boxhill and Brockham suffer from being too close to Dorking for resident's children to qualify for subsidized carriage on these buses. Constraints on school bus pick-up close to Dorking combine with poor pedestrian/cycle infrastructure to inhibit non-car modes to increase car traffic at peak times.

There are two services operating special transport; Buses-4-U, operated by the East Surrey Rural Partnership and covering an area east of the A24, and Dial-A-Ride, run by Mole Valley District Council. Both require advanced booking, the latter requires passengers to be "members". There is a PostBus service operating from Dorking to a couple of the villages, but only one trip is scheduled per day, from Dorking and return,. There is a twice weekly community service (WASP) operated from some of the outlying villages to edge-of-town supermarkets at Broadbridge Heath, near Horsham, and Burpham, near Guildford.

Surrey County Council also operate a moped/motor scooter lease scheme, for qualifying teenagers, entitled Wheels-to-Work and Wheels-to-Learn. All local taxi's

should, to comply with new regulations, be accessible to the disabled, which should bring improvements.

Q5 Is information on public transport easy to obtain?

Information on public bus services is disparate and not particularly easy to access in hard copy.

Surrey County Council produces a booklet on the bus services it contracts and service timetables have been incorporated into the Transport Direct web-based journey planner (see later). "Community" services, with the exception of Dial-A-Ride, are included in the annual timetable/information booklet produced by Surrey County Council. There have been complaints that the frequency of booklet updates is not consistent with the frequency of changes to bus services, and that copies of the booklet can be hard to obtain from Surrey County Council.

Individual train timetables for all three companies operating services to and from Dorking can be obtained at the booking office at Dorking Mainline station.

Q6 How many public services are available on-line and where can they be accessed?

Bus timetables can be downloaded from the Surrey County Council website, or from the websites of the service operators. Train timetables can also be downloaded from service operator websites, with journey planning capability (train only) at the Network Rail website. The Transport Direct website supports integrated bus and train journeys, providing limited multi-modal journey planning capability. However this is a relatively new development and, at this stage, it is not clear how many of the local services are incorporated, and how reliable and widely used the TD service is, both in terms of the journey planning function and in the actual journeys themselves. It is also unclear if community bus services are integrated into the functionality although, as these are typically membership only services, this is highly unlikely.

A new on-line real-time bus information service in Surrey is believed to be under development, with real-time information being provided at bus stops. It is not clear what the development timetable for this service is and when this is likely to be rolled out in the Dorking area but, at this time, no real-time information is provided at any bus-stop in the Greater Dorking area.

Q7 Do buses travel right into the town centre?

Yes

Q8 How easy is it to get to health, education, cultural and retail services by public transport?

Education is reasonably well served by either public or private bus operators although, in many cases, there is little back-up in rural areas if a pupil fails to catch the designated school service, particularly returning home in the evening. That said schools travel surveys since 1999 suggest that car use has continued to grow, with all other modes declining slightly.

There are a number of doctors and dentists surgeries in the town, plus a health centre and (cottage) hospital, albeit the latter little used. With the exception of the Dorking Hospital, all are in or close to the town centre and, depending on the timetable and with the exception of evenings and weekends, easily accessible by public transport from the principal (but not all) villages.

Access to principal hospitals outside the area via public transport is poor, particularly from the rural areas. Bus services to Epsom Hospital are infrequent and indirect, requiring bus/bus/bus and bus/train/bus combinations. Bus services to East Surrey hospital are similarly indirect, requiring a change at Redhill Bus Station to the dedicated hospital bus service, operated at 20 minute intervals. However, with no connecting bus services available after 6.00pm, evening visits by patient's relatives are only possible by car. There are volunteer services using private vehicles, generally arranged through the parish councils, for those not qualifying for hospital transport, and the Dial-a-Ride service offers the possibility of transport to hospitals on the part of members, however it is not known how effective either of these is. Hospital transport itself is available for the sick but can only be booked by the hospital or the local GP's, against strict qualifying criteria. The uncertainty with respect to the future of Epsom Hospital also adds to the concerns as the alternative, St.Helier, near Sutton, will be even more inaccessible to those without cars. So the transport situation looks set to get worse. Rather concerning is that there seems little evidence that the two hospitals have considered the transport issue. When asked for data on the total number of patient referrals annually both had difficulty in estimating the numbers, Epsom failing completely to provide any data.

With the exception of the principal villages, public transport access to leisure, cultural and retail services of Dorking from rural areas is poor to non-existent in the evening.

Youth transport, other than along rail routes to and from Dorking itself is likewise poor at evenings and weekends. Youth in the rural areas are particularly disadvantaged by the overall lack of public transport; and the lack of good cycle routes between Dorking and (even) the larger villages exacerbates this….reinforcing car use and pressures on parent's time. There are, however, a couple of youth clubs who operate their own minibus services.

There are no improvements to bus services planned, although potential exists at weekends and evenings.

Q9 How easy is it to get to health, education, cultural and retail services by car?

Depending on the time of day, very easy.

Q10 What time is the last Friday or Saturday night bus service from the town to villages in the surrounding countryside?

From Dorking to:	Weekday Leaves Dorking	Saturday Leaves Dorking	Sunday Leaves Dorking
Westcott	18.52	18.52	No Service
Brockham	18.20	18.07	No Service
Holmwood	19.35	19.35	No Service
Capel	19.35	19.35	No Service
Newdigate	18.04	18.07	No Service
Abinger	18.52	18.52	No Service
Leigh	18.04	18.07	No Service
Boxhill	17.27	17.27	No Service

Worksheet T3

Ease of Movement around the Town

Dorking is a 16th century style "compact" town, with a network of lanes and alleyways sitting between residential roads and the main retail streets in the town's core. Roads are narrow and not suited to modern traffic, yet the main A25 passes through the centre of town, and the volume of traffic on both A25 and A24 often inhibits walking and cycling to and within the town centre.

There are a number of radial routes giving mixed access to the town centre, amongst which are Dene Street/Chart Lane North, Rose Hill, Cotmandene/Moores Road, Mill Lane, Old London Road, Church Street/North Street, Falkland Road/Coldharbour Lane, Horsham Road/Flint Hill and Ranmore Road/Station Road. A couple of these give rise to rat-running at peak periods, notably Church Street/North Street, Cotmandene, Dene Street/Chart Lane and Falkland Road

The density of traffic and constraints of narrow streets with narrow pavements, in many cases with poorly, or sometimes, uncontrolled on-street parking, create problems for motorised and non-motorised users on many of the above routes. In many streets parked cars serve to limit the manoeuvring space available for cars, pedestrians, disabled and cyclists; and non-motorised user priorities have been eroded over the years, often due to sheer volume of traffic, combined with lack of control on parking and obstruction of footways.

Poor control of illegal parking, particularly in the High Street and South Street areas, exacerbates congestion. Dene Street/Chart Lane is also particularly bad and the road is now becoming dangerously obstructed. Likewise pavement parking in Chalkpit Lane, Ranmore Road and Horsham Road is beginning to obstruct pedestrian access in those areas.

There is minimal cycle infrastructure within the town and what there is is poorly designed, constructed and maintained.

Footpaths are poorly maintained and, in the town centre retail area, often inadequate for the numbers of pedestrians using the town centre. An additional problem is the incidence of A-boards outside shops which, combined with pavement pillars, installed without consultation, serve to obstruct the passage of pedestrians and the disabled alike, reducing the capacity of already narrow town centre pavements. Overall, because of the nature of the town centre, access for the disabled varies from adequate to poor.

There is, however, a network of small alleys and footpaths, away from the public roads, which, if upgraded with better surfaces and lighting, plus cleaned and maintained, could provide significant (predominantly pedestrian) infrastructure to get around the town.

The incidence of pavement cycling has increased in recent years and become problematic. There may be some correlation between that and the increase in both traffic volumes and cycle use within the community, combined with the paucity of urban cycle facilities and the preference, on the part of Surrey Transport, to convert footpaths to dual use, sending misleading signals to inexperienced cyclists.

There are minor infrastructure improvements planned but nothing that amounts to any significance in terms of expenditure or contribution.

Q1 Are there any seriously congested junctions or parts of the local road network?

Congestion occurs at the junction of the A24/A25, Deepdene Roundabout, at both morning and late afternoon/evening peaks. The one-way (inner gyratory) system; formed by South Street, Vincent Lane and West Street; is subject to severe congestion at peak times (triggered by traffic flow interactions at the Vincent Lane/Westcott Road and Pump Corner junction) and gridlock occasionally occurs. A recent "improvement" at this latter location has only served to make matters worse. Regular gridlock also occurs when major incidents occur on the M25 between the A3 and A217 junctions, when east-west traffic diverts (or is diverted) to the A25. A third, but less disruptive, source of congestion is the North Holmwood roundabout on the A24, south of Dorking town centre.

The lack of viable alternative routes for peak time traffic to bypass the town centre, or just avoid the peak time interactions between A24 and A25 traffic flows at Deepdene roundabout, limits the range of potential solutions. That said, through and out-of-area traffic on both the A24 and A25 is unchanged over the last ten years, hence it can be concluded that the principal contributor to increases in congestion in recent years has been growth in short distance traffic.

Unless the overall number of cars passing through the town is significantly reduced, particularly through the town centre, there is unlikely to be any improvement in congestion. Improvements to public transport to enhance its viability are unlikely to have much effect at peak times, as the inherently longer journey times along already congested routes mitigate against the bus as an attractive option for peak time journeys to school and work. A more viable approach is to address the issues inhibiting pedestrians and cyclist from using these modes for short "internal" journeys at peak times.

Q2 Have there been many road traffic accidents involving pedestrian and cyclists at key locations in the town?

There has only been one cyclist fatality in the town between 1997 and 2005, an accident which may not have involved any other vehicles. However, there has been a recent increase in minor accidents involving cyclists. In this time there have been 20 serious incidents, of which three involved children.

In the same period six child pedestrians have been seriously injured, none fatally. There have been eleven pedestrian fatalities in the same period, most have which have been on either the A24, A25 with, perhaps worryingly, five in Dorking Town Centre. There have been seven serious accidents involving pedestrians in the same area, out of a total of twenty six for the wider Dorking Health Check area. Since accessing the accident data, there have been more fatal incidents involving pedestrians, motorcyclists and motorists; on the A24 between the Burford Bridge, just north of the town; and Beare Green roundabout, south of the town.

Fatalities on the A24 Dorking Bypass, between Deepdene Roundabout and North Holmwood, have prompted Surrey Transport to take measures to improve the situation. However there are major questions regarding the quality and effectiveness of the particular measures, some of which actually increase hazards for vulnerable and other road users. A spate of recent accidents involving motorists and cyclists along the A24 in the district further calls into question the effectiveness of prevention measures.

There have also been reports of unrecorded accidents to pedestrians and cyclists. Although the extent of these is unknown, it raises questions regarding the robustness of both the statistics and accident/incident recording system in place.

Q3 Are there any particular locations, e.g. shopping streets, where there is conflict between pedestrians and cars, buses or heavy vehicles?

Crossing major roads is problematic everywhere and many residents living at the edge of town outside the A24 Dorking Bypass find travel to the town centre safer and more convenient by car than trying to use poorly sited crossing facilities. There are a limited number of crossings of the main street (four) of which only two are of sufficient capacity or conveniently located. Except when congestion slows traffic, it can be difficult to cross the main retail streets; High Street, West Street and South Street.

There are a number of junctions where road geometry makes crossing hazardous for pedestrians, particularly the elderly and infirm, notably the A24/A25 Deepdene Roundabout, London Road/High Street, Pump Corner, Horsham Road/South Street, Vincent Lane/Westcott Road, Station Road/West Street, Chalkpit Lane/Ashcombe Road and Flint Hill.

Although there have been one or two improvements in recent years these roads and junctions all present significant barriers to pedestrians of all ages and capabilities.

Physical access for delivery vehicles is often tight, with uncontrolled parking occasionally exacerbating the problem. This creates hazards in a number of streets, notably Dene Street, Marlborough Hill, Mill Street, South Street, Vincent Lane and some sections of the retail streets. "Fly" parking has a knock-on effect on delivery vehicle access, particularly through the High Street, leading to additional congestion.

Location	Comment
Pixham Lane jct. A25 Reigate Road	Principal east-west crossing for many walkers and cyclists
A25 Reigate Road jct. Punchbowl Lane	Principal east-west crossing for walkers and cyclists, Safe-Route-to-School from Brockham village.
Dene Street,	Very narrow side street used as a main access to Dorking High Street, but also used to access schools and residential areas
Marlborough Hill	Principal HGV access to Sainbury's and adjacent High Street shops, but also access to St.Paul's Primary School.
High Street jct Mill Lane,	Access to St.Martins Walk, including HGV access for town centre shops, car park crossing main pedestrian thoroughfare.

West Street and South Street jct. High Street	Circulatory system crossing main pedestrian access to retail areas.
South Street,	Heavy traffic at peak periods. Pedestrian access to retail areas, doctor's surgery, sheltered flats and office areas required but no crossings between Waitrose and the Horsham Road junction, a significant distance.
Horsham Road jct.South Street	Principal pedestrian access to town centre and schools from southern dormitory areas and A24
Flint Hill	Principal pedestrian access to town centre and schools from southern dormitory areas and A24
Hampstead Lane jct. Coldharbour Lane/Falkland Road	Principal access to two schools, The Prior (secondary) and Powell Corderoy (primary) but is narrow with no pavements in the Coldhabour Lane section.
Vincent Lane	Main circulatory system with one primary school on the road and pedestrian access to two other primary and two secondary schools. No crossing at St.Josephs Primary School.
Station Road jct.West Street	Principal crossing for pedestrians going to the town centre and St.Martins/Ashcombe primary/secondary schools.
Chalkpit Lane jct. of Ashcombe Road	St.Martins/Ashcombe primary/secondary Schools access
Chalkpit Lane jct. Ranmore Road	St.Martins/Ashcombe primary/secondary Schools access
A24 Dorking Bypass between Pixham Lane and North Holmwood Roundabout	Impacts on pedestrian, cyclist and disabled access to town centre from residential and countryside areas, plus signed walking routes, east and south of A24 Dorking Bypass. Principally crossings at Pixham Lane, Ashcombe Road, A24/A25 Deepdene Roundabout, A24 Deepdene Vale, A24 at Kuoni, Greensand Way crossing, jct. Chart Lane North, jct. Chart Lane South and Chart Downs.

Q4 Where are the short and long-term car parks, coach parks and disabled parking spaces, and how well used are they?

There is no dedicated coach parking in the area. This has proved to be a significant problem when events are held in the Dorking Halls. Overall, parking usage is high but not full and there is some degree of inefficiency. There are no active signs stating parking availability, which might avoid much of the queuing, particularly in Junction Road. Pavement parking is a significant problem in Dene Street, Chalkpit Lane and Horsham Road.

Location	Spaces	Disabled	Comment
Mainline Station		2+1	Two drop-off spaces outside the station building but only one in the car park itself.
Dorking Leisure Centre/Halls	273	9	There is a small drop off area in front of the sports centre.

Southside (Sainsburys)	186	4	
Dene Street	24	0	
High Street (Wathen Road)	107	4	Three spaces adjacent to the rear door of the store, with one elsewhere.
South Street	34	1	
Waitrose	34	1	
West Street	37	1	
North Street	16	1	
St.Martins Walk	412	3	One on each level nearest to St.Martins Walk shops.
Church Street	31	0	
High Street		0	There are a few designated bays with three, generally reserved for taxi's, outside St.Martin's Walk
Dorking Stations			
Mainline	350	4	Station parking has at capacity on weekdays for a number of years.
Deepdene	None	None	
Dorking West	8-10	8-10	None official

Q5 How well used are the on and off-street car and coach parks?

Current parking provision is somewhat less than recommended in national guidance however a recent study by a firm of consultants suggests that site availability, combined with local planning restrictions on building height, limits the potential for increasing parking spaces. The net result is that workforce parking in residential streets has created significant problems and tensions, most notably in Rothes Road, Dene Street/Chart Lane North and areas adjacent to Dorking Mainline and Deepdene stations plus, occasionally, Ashcombe School. School run parking, mostly at the primary schools, is also problematic although one or two school, St.Pauls and St.Josephs, have introduced Park-and-Stride schemes (thereby shifting the parking problem elsewhere).

Although parking is perceived as a problem, the consultants report suggests that, in fact, short term car parking space is sufficient, albeit inefficiently used. Long term car parking, particularly for those working anti-social hours, such as postmen, security and supermarket staff, is disorganized and random, often blocking residential streets and town centre access.

Although addressed in the workscope, the above study neglected to identify or address cycle and motorcycle parking provision or needs. It did, however, note that, at 2.2%, disabled parking spaces were well below the 6% specified in national guidance, plus a number of the car parks did not have wheelchair access. Most parking controls only apply on weekdays and Saturdays, but fly parking on the High Street in the vicinity of Sainsbury's supermarket and the eastern end of South Street, particularly on Sundays, regularly leads to major congestion in the town centre.

An area-wide parking plan/scheme for Dorking is currently under discussion, but the detail of the changes to parking, and the knock-on effect on availability to the various user groups, is not yet clear.

Q6 How many public buildings and shops have disabled access?

The historic nature of the town centre makes provision of disabled access to buildings difficult to achieve on a consistent basis. Most, if not all public buildings in the area have disabled access and most others have at least some means for disabled access. However, the situation of a significant proportion of the older and/or listed buildings, combined with narrow pavements, means that the proportion of buildings within the town centre with disabled access is smaller than otherwise might be the case. In a number of cases, where the building precludes level or ramp access, other measures have been introduced, such as call buttons etc.

One major issue that has yet to be adequately addresses is the proliferation of retailers "A-Board" advertising which, combined with the recent installation of pavement pillars (ostensibly to improve pedestrian safety), is making life difficult for not only the disabled but all pavement users in the High Street.
Leaving aside difficulties caused by narrow pavements in places, movement around the town centre itself is generally good for the disabled, however in the rest of the town there are many junctions lacking "dropped kerb" facilities, all too often where access to services is required (notably mainline stations, schools and local shops).

Q7 Are the majority of disabled parking places within 250 metres of the main focal points of the town centre e.g. the main shopping area?

Yes

Q8 Can buses move freely throughout the town centre?

Yes, except at peak periods. The general lack of seating and, additionally, lack of covered bus shelters probably contributes to the lack of popularity of public transport options. Whilst some bus users can find alternative cover at certain locations the elderly and disabled are often particularly disadvantaged.

Q9 Are there any traffic management measures in place?

No. In recent years Surrey Transport has installed traffic lights to control flows at a number of junctions, and lights controlled crossings or uncontrolled island to facilitate pedestrian movement. Few have been rated as "resounding successes" by residents and shopkeepers, and congestion continues to get worse.

Q10 Are the main shopping streets in the town centre pedestrianized or with pedestrian priority measures?

No. There is only one pedestrian priority crossing in the entire area (let alone the town centre) situated outside the Waitrose supermarket, all others are lights controlled or take the form of pedestrian refuges.

Q11 Where are the main foot and cycle paths within the town?

Until recently there were no cycle paths within the town. Two "sort of" routes have recently been constructed recently, to almost universal condemnation by users and other townspeople.

The principal pedestrian routes run along the A25 from both west and east of the town centre; Flint Hill/Horsham Road and Dene Street, from the south; Station Road and London Road (plus footpaths across the Meadowbank Park), from the north. There are numerous footpaths, passages and alleyways in an around the town centre and residential areas but are mostly unlit and often un-maintained and overgrown and local children refer to them as "Dogpoo Alleys". The ownership status of many of these is in doubt and there have been no systematic attempts to make improvements. There are one or two leisure paths, notably the Greensand Way and Mole Gap Path, which give access to the countryside, however these are un-maintained and in deteriorating condition.

One of the particular problems is the lack of continuous footpaths adjacent to some routes, forcing pedestrians to cross and re-cross a road. Most notable of these is Flint Hill, the only pedestrian access from the south and a route to school for many. Another is along Vincent Lane and, currently, the only means for school children to cross to St. Joseph's Primary School is the presence of a "lollipop lady". Likewise schoolchildren accessing St.Martins Primary School across Station Road and Ranmore Road can have a difficult time. The A24 Dorking Bypass is very difficult to cross due to high volume, high speed traffic, albeit at locations less well used by pedestrians.

Q12 Is it easy to find your way around town?

As a linear town centre most shops and many services are located along the High Street, so relatively easy to find. South Street and West Street lie adjacent to one another, so don't create any particular inconveniences in this respect. Beyond the town centre the picture is somewhat different.

With the exception of signposting to and from specific to out-of-town locations, such as the railway station there is little signposting. In one or two locations, glaring errors in the directions given by signposts serve to deceive visitors (notably at Dorking Deepdene, for pedestrians heading to the Magistrates Court; and at the Burford Bridge, for cyclists heading to Leatherhead).

Q13 Are the pavements in good condition and are there dropped kerbs at crossing points?

Pavement maintenance is a major issue, with little attempt to systematically improve pavements in and around the town over the years. Pavements are generally in poor condition and such improvements that have been made are so piecemeal as to create new hazards.

Dropped kerbs are in place at all the crossings in the town centre, albeit with some in poor shape. Outside the town centre area there are no dropped kerbs at many junctions and locations, some of which cause significant accessibility problems (notably on the way to Dorking Mainline Station, some local schools and shops).

Q14 Is there a shop mobility scheme?

Not as far as can be established, although the districts Dial-A-Ride service provides this facility on a membership basis.

Q15 Do the majority of pedestrian crossings have tactile markings and audible warnings, i.e. pelican crossings?

Most crossings, signalised or otherwise, feature tactile paving but adherence to standard layouts is poor and blind users may become confused. Checks of lights controlled crossings suggest that disabled functionality, i.e. aural and physical signalling (rotating knobs) are operational at all locations. The exception to this is the recently installed crossing lights at Pump Corner, from which the aural warning has been deleted, causing problems for the blind and, notably, guide dogs.

Q16 Is there secure cycle parking at convenient locations throughout the town?

Cycle parking is very hit-and-miss. There is cycle parking distributed around the town centre but it is often poorly located, not immediately visible, and in one case is even hazardous. Hence cycle parking is often underused. To put provision in perspective, there is more cycle parking in the first 100m of South Street than in the rest of the retail area put together. Furthermore, there no signposts directing cyclists to parking facilities and as a consequence of that, and poor siting, usage is variable.

A formerly popular cycle parking location, at Butterhill, fell out of use after a bus shelter, which originally provided a protective barrier preventing cyclists from falling onto the pavement below, was damaged and removed. The barrier has not been replaced and most cyclists, recognising the hazard no longer use the racks. Despite this the racks were recently replaced, with no attempt to install a barrier to improve safety.

It is difficult to establish the demand for cycle parking in the town centre itself. Most cyclists, because to the inconsistent and poor siting of parking, tend to leave their bikes adjacent to locations they are visiting and there is currently no viable means to estimate either usage or demand other than manual counts. To manually produce robust and consistent parking statistics for town centre locations is highly resource intensive and, in any case, in Dorking the limiting factor may not be lack of parking but the difficulty many potential cyclist see in moving around town by bike.

Location	Spaces	Comment
Mainline Station	60	Recent installation but no signposting, despite request. Major increase in capacity but too early to estimate usage but demand was well in excess of 50 for the original 24 spaces.
Deepdene ..	16	Recent installation, no signposts necessary, demand rising
West ..	nil	Plenty of railing space
Sports/Leisure Centre	20	In front of building, no signposts necessary
Library	6	In front of library building
MV Council Offices	6 + staff	In front of building but not obvious
Wathen Road Car Park	10	No signposting and well-hidden
Post Office	8	No signposting and well-hidden
Mill Lane jct.	8	No signposting necessary
Barclays Bank, High Street	1	Impressively well hidden!
The Rotunda, South Street	10	Poorly sited on a slope
Bus Stop, South Street	8	Positively lethal with 1m un-barriered drop off onto pavement adjacent to bus stop

The Parade, South Street	8	Well hidden and un-signposted
Junction Road jct. South Street	8	Un-signposted but reasonably obvious and well used, probably for workplace parking

Q17 Are the majority of short-term parking places within 400 metres of the main shopping area?

Yes.

Q18 Do buses experience delays or unreliability as a result of traffic conditions and/or traffic management measures in the town?

Public transport accesses the town centre through the same streets as general traffic, and is subject to the same congestion issues at peak times.

Q19 Are there dedicated/segregated cycle routes linking residential areas to the town centre and to local schools?

No. There are one or two short lengths of dual use pavement, but they are badly laid out and have created hazards not just for cyclists but other path users. With the exception of the three sections of dual use pavements; Reigate Road east of the Deepdene Roundabout, Deepdene Avenue between Deepdene Roundabout and Deepdene Station, and Deepdene Avenue between Old London Road and Ashcombe Road; cycle journeys to school and the town centre can only be completed on the public highway.

We've chosen a couple of routes, at school times, and tracked the issues:

a) West Bank area to St.Joseph's, St.Martin's and St.Pauls primary schools and Ashcombe secondary school, starting at Longfield Road.

The only exit from West Bank is via Hampstead Lane and Coldharbour Lane, both of which are narrow, with poor lines of sight, and carry a lot of traffic at school travel times. Turning left out of Hampstead Lane into Coldharbour Lane the cyclists has to stop at the junction with Falkland Road, and bear left to its junction of Vincent Lane, about 50 metres or so. At this junction there is not only heavy traffic on Vincent Lane itself but also heavy pedestrian traffic (mostly schoolchildren and parents) crossing the road into and from The Struggle/West Bank area.

Although Vincent Lane is one-way, unless traffic is either light, stationary due to congestion (frequent at peak times), or stationary at the adjacent lights controlled crossing, this junction can be quite difficult to negotiate, and certainly not by unaccompanied primary school children. The road surface is particularly bad, partly due to heavy traffic and a building site at the junction. St.Josephs is only a few hundred metres down the road but the ride, between parked cars and high volume

traffic, can be intimidating for the inexperienced or those lacking in confidence. Turning right into Norfolk Road, for the school, can only be achieved from a position in the traffic stream. The journey time by bicycle is probably five to ten minutes, depending on the traffic.

Cyclists heading for St.Martins or the town centre continue in the traffic stream until the carriageway splits into two lanes, with cyclist (for this journey) having to take the right hand lane to the junction with Westcott Road/West Street, with a heavy, faster moving stream of traffic in the left lane. There is an Advanced Stop Line at the junction, but no approach lanes, on either side. At peak times traffic can be stationary through this junction, with jockeying for position and to create gaps as the lights change.

Cyclist's heading to the town centre stay on West Street, but have to negotiate cycle lane past a pedestrian build out (on the right hand side), both newly constructed, which causes traffic to swerve into the cycle lane. Journey time about five to ten minutes, depending on traffic.

Cyclists for St.Martin's and the Ashcombe turn left immediately after the Vincent Lane/Westcott Road junction, into Station Road. Traffic moves fast through this junction and there are many parked cars in Station Road. The "running lane" is marginal for two streams of traffic so there's some jockeying for position, particularly when two goods vehicles meet each other. On the other hand the surface is good, with few potholes. This continues until the left turn into Ranmore Road. There is quite a bit of traffic into the two industrial areas and, with the two junctions poorly delineated and no give way lines, traffic exiting the areas can cause problems. The hill is steep, particularly for young cyclist and, like Station Road, parked cars mean that the "running lane" is marginal for two vehicles. As the road bends to the left up the hill sightlines can be poor for traffic overtaking slow moving cyclists, occasionally causing "awkward" moments. The left turn into the school is made difficult by parents delivering children to school by car. Time taken from West Bank to St.Martins, about ten to fifteen minutes

Cyclists heading for the Ashcombe would normally stay on Station Road and Chalkpit Lane to the junction with Ashcombe Road. Turning right into the latter the cyclist is required to stop, after some 500m, to turn right into the school grounds. With high volumes of traffic at peak times this is a difficult and intimidating manoeuvre. Time taken from West Bank, for cycle trips to the Ashcombe, about ten to fifteen minutes.

A cyclist heading to St.Pauls from West Bank either turn left from Hampstead Lane into Coldharbour Lane and then right into Falkland Road, a notorious "rat-run"; or turn right into Coldharbour Lane, difficult because of poor sight lines and traffic speed in the narrow road, and then left into Hampstead Road. Then it's left into Barrington Road, crossing Falkland Road and left onto the Horsham Road, a principal route which carries high volume traffic stream at peak hours. The cyclist then has to turn right into St.Pauls Road West, a difficult manoeuvre at peak times. A short hill takes the cyclist to the junction of South Terrace, where the combination of school traffic combined with no pavements and pedestrians becomes intense. Journey times are between fifteen and twenty minutes, depending on traffic and the ease of negotiating the various junctions and "rat-runs".

b) Deepdene Vale to Ashcombe secondary and St.Pauls Primary Schools

Turn right out of Deepdene Vale cyclists to Ashcombe secondary use the dual use pavement on the north side of Reigate Road, following the footpath around into Deepdene Avenue, a moderate down slope. Although an designated un-segregated, dual use, Safe-Route-to-School cyclists have, occasionally, to negotiate residents manoeuvring their cars out of blind drives. Although Surrey's Cycle Design Manual specifies that a one metre offset from blind drives be provided this has never been instituted. At the bottom of the slope non-resident vehicles pavement parking, and vehicle manoeuvring, can cause difficulties until the "Toucan" crossing at Deepdene Station. Crossing the road there's a short stretch of pavement which, despite the narrow pavement and high pedestrian usage at peak school times, is segregated dual use. At this point, just before the bus stop, cyclists bear left into a steep a grade separated cycle path into Mowbray Gardens. It's then a short ride to the school's side entrance. Journey time is between five and ten minutes.

The route to St.Paul's primary at school times is more problematic. Cyclists must cross to the south side of Reigate Road, via the "Toucan" crossing, and then onto the main road to cross Deepdene Roundabout with its very high traffic flows and double lanes. Exiting in the direction of the town centre, cyclists must negotiate lane restrictions imposed by three pedestrian refuges in some one hundred metres, all the while in high volume peak traffic flows. Road surface is good except for transverse channels dug in the road surface which can seriously damage cycle wheels. At the junction with London Road Advanced Stop Lines have recently been installed and it's a short distance to the left turn into Moores Road. Moores Road has a reasonable road surface but, as it bears left to cross Cotmandene, parked cars and, the morning rush hour rat-run traffic, make negotiating this steep junction problematic. The ride across Cotmandene, about 500 metres along a narrow unkerbed road with no footpath, with oncoming peak hour traffic, can be unnerving. The junction with Chart Lane is steep and angled, with parked cars interfering with lines of sight and high traffic flows turning into the road to cross Cotmandene. Turning left into Chart Lane it's only 100 metres to the junction with St.Pauls Road West and a right turn across oncoming commuter traffic. Traffic flows are high and often fast moving, with the running lane width reduced due to parked cars. Once on St.Pauls Road West, a dead end, there is little traffic moving and no parents cars. It should be noted that rat-running, from the A24 Dorking by-pass, only affects morning traffic. Journey time is between ten and twenty minutes, highly dependent on traffic flows.

Q20 How easy is to walk to/from school?

There are significant locations which cause problems/issues, mainly crossing town centre access roads and where pavements are particularly narrow.

We've chosen the same two routes and tracked the issues:

a) West Bank to St.Joseph's, St.Martin's and St.Pauls primary schools, and Ashcombe secondary school, starting at Longfield Road.

The walk starts, eastbound, as a fairly wide footpath between houses with a reasonable surface crossing Westbank and Nower Roads, both residential cul-de-sacs. Crossing Nower Road the path enters a smaller residential cul-de-sac with a grade separated footpath for part of its length, albeit obstructed by parked cars. The later 50 metres of this path becomes shared use. At the end the path narrows and becomes very steep, downhill, for some 150-200m to Vincent Lane, the principal inner gyratory. This junction, and associated footpath, is very narrow with lines of sight obstructed by vegetation, and only two street lamps in the entire length.

This narrow footpath , known as "The Struggle" is the only viable peak period pedestrian access to and from the West Bank area…which itself contains two schools, Powell Corderoy primary and The Priory secondary schools with well in excess of 1000 pupils between them. The other access to the area, Coldharbour Lane/Hampstead Lane, is the only access for motorized traffic, is narrow with blind corners and no pavements and unsuitable for pedestrians and other vulnerable road users.

Turing left, pedestrians reach S.Josephs a short distance along the Vincent Lane pavement, after crossing access to a DIY superstore. There is no crossing at the school itself, so at peak periods a "lollipop lady" is employed to guide pupils across Vincent Lane into Norfolk Road. The pavement is only continuous on one side of Vincent lane, which also causes access problems for pedestrians crossing to Vincent and Arundel Roads. The journey time from West Bank to St.Josephs, somewhat less than a kilometer, is approximately ten minutes, although pedestrian congestion at The Struggle and vehicular traffic on Vincent Lane can cause delays at peak periods.

Pedestrians heading towards St.Martins, however, continue down Vincent Lane and have to negotiate traffic accessing several commercial parks and obstructions caused by posts installed at the edge of the footpath. These have insufficient clearance to allow the passage of wheelchairs, and some types of disabled buggies and child's push chairs. The surface of the pavement is poor and uneven in many places.

Vincent Lane meets Westcott Road and West Street at a complex, lights controlled, junction. Although the crossing has dropped kerbs there is no pedestrian phase, making crossing of the mouth of Westcott Road difficult, particularly as the crossing is blind to drivers turning left out of Vincent Lane. Pedestrians then have to turn right and cross a cul-de-sac, which vehicles from Vincent Lane occasionally enter without signalling. Pedestrians accessing the town centre cross the entrance to Station Road, which, although dropped kerbs are present, from the pedestrian point of view has poor sight lines and fast moving traffic. Those heading for St.Martins turn left into Station Road, on a relatively wide and well made footpath to Curtis Road, the entrance to an industrial area. Traffic volumes are very high at peak periods.

Further on, crossing into Ranmore Road, entrances to another industrial area and Station Road (also an industrial area), the pavement is frequently obstructed by parked cars. An incline leads to a railway bridge and two lane crossings, neither with

dropped kerbs. Journey time is around twenty to twenty five minutes, depending on road and pedestrian traffic

Children heading to the Ashcombe have a choice of a number of routes, either via the town centre, with it's narrow pavements, or via the Meadowbank Park and the railway bridge entrance or to the London Raod entrance, opposite Station Approach.

Children heading towards St.Pauls from West Bank turn right at the bottom of The Struggle, immediately crossing the mouth of Falkland Road via a small island. The crossing has out-of-specification dropped kerbs and an uneven surface. Passing the bus stop a pedestrian will turn right into Horsham Road and continue to a lights controlled crossing and cross. The route to school follows the left hand side of St.Pauls Road West to the junction with South Terrace where the road narrows and the pavement peters out. Despite the lack of a pavement, and requests by the school, this road is congested with parent's cars at school times. Journey times fifteen to twenty minutes, depending on traffic.

b) Deepdene Vale to St.Pauls School

Turn right out of Deepdene Vale onto north side of Reigate Road and walked to pedestrian crossing on A24, north of the Deepdene roundabout.

Although the pedestrian lights on the south bound lane are fine, lights on the northbound lane are placed too close to the roundabout and are frequently missed by vehicles turning off the roundabout, creating a hazard for pedestrians crossing with the lights. The two sides of the crossing are independently phased, and require pedestrians to press button on the central island and wait again for the second phase.

Continuing along the north side of Reigate Road, towards the town centre, the first crossing point, to an island adjacent to the roundabout is too busy to cross safely at peak periods. The next crossing point, to an island near Linden Homes development, Hill View, has no dropped kerb. The third crossing point, by the bus stop, has lowered kerb and an island in the middle of the road. A recently installed alternative are the new pedestrian lights at the London Road junction, but incurs waits on the two arms of the junction. As the principal entry route to the town centre the area is well lit.

Continuing westbound along the south side of Reigate Road, crossing the entrance/exit to the BP Garage forecourt, to Moores Road is a nightmare for parents, as the entrance is too wide for cars to enter and exit across a T-Junction from multiple directions. It is normal to have to wait on the forecourt to cross Moores Road, as pavement is obstructed by cars parked on the pavement (probably a garage worker).

Moores Road has one narrow pavement, no street lamps, a number of residential accesses plus the town's Police Station. Parking restrictions do, however, mean there are no parked cars.

As pavement swings to the right, pedestrians have to cross at the crossroads to the pavement leading partway across Cotmandene. The pavement is extremely narrow

and the road has no parking restrictions here, which means that traffic has to squeeze past cars parked on one side, often on the pavement. Pedestrians have to run the gauntlet of wing mirrors or, worse, cars mounting pavement to pass with children walking.

The pavement stops partway across Cotmandene and pedestrians are forced to walk on grass on the narrow rat-run road over Cotmandene. This is easier to say than actually do… pushing a buggy is impossible on the long grass and, in wet weather, long grass can be slippery. The kerbs have been raised to prevent cars mounting the grass areas, to what effect is not known.

The end of Comandene has a steep bank and walking on the grass is impossible, so pedestrians are forced to walk on road to the, recently improved and widened, junction of Chart Lane. The walk across Cotmandene is unlit until Chart Lane.

Turning left, the lack of parking restrictions means cars are parking nose-to-tail, even across the white lines of the junction "table", eliminating clear sight lines for pedestrians needing to cross. Parking restriction, double yellow lines, apply on the St.Pauls side, but are needed on both sides to ensure adequate crossing safety.

Although it is intended pedestrians should cross further up Chart Lane, parents tend to cross the road close to the junction with Cotmandene, walk up Chart Lane on the west side and turn right into (the private) St Pauls Road East, which is closed to school traffic (though teachers are allowed to park at the top). Parents are not allowed o drop children off in the road itself, but parents manoeuvring cars at the entrance to the cul-de-sac, can be problematic. The (private) road is limited to 15mph and has two street lights in a distance of about 250m. Time taken for the journey, in peak periods, and with children, about twenty minutes to half an hour, primarily due to difficulties crossing roads with children.

Reference Documents:

a) Schools Travel Data, Surrey Transport data collated by Mole Valley Cycling Forum: www.mvcf.org.uk

b) The Horsham Road Inter-Schools Safety Action Group, THRISSAG, Claire Ede 1998.

c) Bus timetable/route data, Surrey Transport website: http://scc.pindar.com/pages/tt/8.asp

d) Community bus service information, East Surrey Rural Transport Partnership: http://www.eastsurreyrtp.org.uk/ctd/moleVallDist.htm

e) Supermarket bus service, Metrobus: http://www.metrobus.co.uk/service_index.php

f) Cycle Facility reports, Mole Valley Cycling Forum: www.mvcf.org.uk

g) Mole Valley Parking Study, Colin Buchanan Consultants, for MVDC: http://www.mole-valley.gov.uk/index.cfm?articleid=3015

h) Rail timetables and map; Southern Rail, South West Trains, First Great Western and Network Rail

i) Surrey Station Usage Data: Surrey Transport (after Department for Transport/Office of the Rail Regulator) 2004-5 and 2005-6.

j) National Station Usage Data: Department of Transport - Office of the Rail Regulator, 2004-5 and 2005-6.

k) LTP1 and 2, 2000 and 2006, Surrey Transport: http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Surrey's+second+Local+Transport+Plan+(2006)+full+version?opendocument

l) Surveys of disabled facilities: John Meudell and Janice Brown

m) Draft Local Development Framework, MVDC: http://www.mole-valley.gov.uk/index.cfm?articleid=447

n) 2001 Census Data, Mole Valley: http://www.mole-valley.gov.uk/index.cfm?articleid=1236

o) Community bus services and Wheels to Work/Learn, Surrey Rural Transport: http://www.eastsurreyrtp.org.uk/

p) East Surrey Hospital Travel Statistics: East Surrey Hospital, travel adviser: http://www.surreyandsussex.nhs.uk/sites/east_surrey/

q) Road transport monitoring statistics: Traffic Data Group, Surrey County Council, County Hall, Kingston.

r) Disabled Equality Scheme 2006-2009: Mole Valley District Council.

s) Travel to Work, UV80 (distances) and UV37 (mode), NatStats: http://neighbourhood.statistics.gov.uk/dissemination/

t) Bus patronage data 2003 – 2006; Passenger Transport Group, Surrey County Council, County Hall, Kingston.

Despite requests to Surrey Transport, no locally sourced data was forthcoming for "travel to work". Similarly, data on patient referrals from the Dorking area to Epsom Hospital was also not forthcoming.