Wider Staines Sustainable Transport Package

Public consultation analysis report

1. Executive Summary

1.1 This report describes the process and high level analysis for the Wider Staines Sustainable Transport Package (Staines STP) undertaken in April and May 2016. The responses collected during the consultation period will help to inform the scheme’s development. They will provide evidence of public engagement and support during application to the Local Enterprise Partnership for Local Growth Funding for the project.

1.2 Summary statistics:

- 124 questionnaires received
- 7 email responses
- 1,165 total views of the consultation web page during the six-week period
- 31 comment book entries from visitors to the exhibition

2. Approach to engagement

2.1 A statutory six-week public consultation was held from 4 April 2016 until 15 May 2016.

2.2 A webpage was created as a centralised source of details regarding the consultation and exhibition, whilst also linking visitors to a questionnaire collecting feedback on the scheme. Information panels displayed at the exhibition were also published on the website. Spelthorne Borough Council also created a dedicated web page to advertise the consultation and direct members of the public to the Surrey County Council page where they could find out more information and take part.

2.3 Notification of the consultation was communicated to various interest groups including local businesses, resident associations, elected Councillors of the wards within the project area, environmental bodies and cycle groups identified on Surrey County Council’s Local Transport Plan consultee list.

2.4 Schools in and around the wider Staines project area were also notified of the consultation and asked to advertise the consultation to parents via ParentMail communications.
2.5 The consultation was advertised frequently on social media channels including the council’s Surrey Matters and TravelSmart Facebook and Twitter platforms.

2.6 Advertising banners on the Surrey homepage and intranet that were posted at regular intervals throughout the consultation directed users to the web pages.

2.7 Posters and flyers were displayed at:

- Spelthorne Borough Council offices
- Staines Library
- Tesco Supermarket notice board (Ashford)
- Stanwell Library
- Stanwell Rose Community Centre
- Staines Health Centre
- Numerous local outlets in Stanwell including shops/newsagents, public houses, a pharmacy and post office
- The Hub (Staines)
- Staines bus station
- Onboard Abellio buses serving routes 441, 446, 203 and 555
- Staines Community centre
- Ashford Hospital
- Spelthorne Leisure Centre (Staines)
- Stanwell Health & Community Centre (surgery and library)

2.8 Approximately 800 leaflets were distributed over the course of the public consultation, including outside key locations of Staines rail station, the Stanwell shopping parade (Clare Road) and Staines town centre.

2.9 The dedicated county council web page received 1,165 views during the six-week consultation period.

2.10 A consultation reminder email was sent out on 9 May 2016 to notify potential respondents that they had one week left to provide their feedback. This resulted in a spike in responses during the final week.

2.11 The majority of feedback was provided through a specifically designed questionnaire. Web page users were directed to ‘Survey Monkey’ where they could complete the questionnaire online. Paper forms were also available and 32 respondents provided their feedback in this format, either via post or at one of the exhibitions.

2.12 Responses to the questionnaire will be considered further as part of the detailed design.

Exhibition

2.13 A public exhibition was held at three different venues on three different dates:

- Staines Library (21 April)
- Stanwell Rose Community Centre (22 April)
- Elmsleigh Shopping Centre (23 April)
2.14 Over the course of the three days, approximately 241 people visited the exhibition.

2.15 A comment book was provided during the exhibition where visitors could provide brief feedback if they were unwilling to complete a questionnaire.

3. **Wider engagement activities**

3.1 Wider engagement activities were undertaken to raise awareness of the consultation and ensure that it reached stakeholders who were unable to access it online or visit the exhibition.

3.2 This included attending meetings with the following protected characteristic groups:
- Disability Alliance Network North Surrey (14 March)
- Spelthorne Committee for Access Now (15 March)
- North West Surrey Local Valuing People Group (11 April)

4. **Consultation response analysis**

**Questionnaires**

4.1 A total of 124 responses were received to the questionnaire. 74% of these were received online and 26% by post or at the exhibition.

4.2 This section describes the results for each of the questions asked:

**Question 1: How do you currently travel to the following destinations within the wider Staines area?**

124 (100%) of a total 124 respondents answered this question and the following graphs provide an indication of their answers. Respondents were able to select more than one mode for each destination they visit. Graph 1.1 shows the proportional breakdown of each mode that respondents use travel to the four destinations.

- **Work journeys** had the highest proportion of cyclists (26.2%). In contrast, journeys to shops had the smallest proportion of cyclists (16.2%) but the largest proportion of walkers (33%).
- Journeys to shops and school/college had the highest proportion of bus users (18.9% and 18.5% respectively), whilst work journeys had the lowest (10.7%).
- Journeys made to shops had the highest proportion of walkers, cyclists or bus users (68.1%), whilst work journeys had the lowest proportion (51.5%).
- All journey types had a roughly similar share of private motor vehicle users, with work journeys having the highest proportion at (33%)
Question 2: Do you work at, or regularly visit (at least once per week) any of the following destinations within the wider Staines area?

112 (90%) of a total 124 respondents provided answers to this question. Graph 2.1 shows the number of respondents who regularly visit key destinations that were identified in, or adjacent to, the defined wider Staines area. Table 2.1 shows how frequently other regularly visited destinations were mentioned by respondents.

- Staines town centre was by far the most regularly visited destination with 94 respondents visiting at least weekly.
- A significant number of respondents also visited Stanwell (27), Heathrow Airport (22) and the Ashford Hospital/Tesco site (27) at least once per week.
- Regarding ‘other’ regularly visited destinations, 6 respondents listed Ashford Town Centre. Other responses included The Causeway, Staines Rail Station and Bedfont Lakes Business Park.
Table 2.1 Other destinations regularly visited by respondents

<table>
<thead>
<tr>
<th>'Other' Destinations</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashford Town Centre</td>
<td>6</td>
</tr>
<tr>
<td>The Causeway</td>
<td>2</td>
</tr>
<tr>
<td>Staines Rail Station</td>
<td>1</td>
</tr>
<tr>
<td>Ashford Library</td>
<td>1</td>
</tr>
<tr>
<td>Staines Leisure Centre</td>
<td>1</td>
</tr>
<tr>
<td>Thames Club Gym</td>
<td>1</td>
</tr>
<tr>
<td>Bedfont Lakes Business Park</td>
<td>1</td>
</tr>
<tr>
<td>The Hythe Centre</td>
<td>1</td>
</tr>
<tr>
<td>Compass Point</td>
<td>1</td>
</tr>
<tr>
<td>Horticultural Society</td>
<td>1</td>
</tr>
<tr>
<td>Friends / Family</td>
<td>2</td>
</tr>
<tr>
<td>Wheelchair</td>
<td>1</td>
</tr>
<tr>
<td>Egham</td>
<td>1</td>
</tr>
<tr>
<td>Wraysbury</td>
<td>1</td>
</tr>
<tr>
<td>Sunbury Cross</td>
<td>1</td>
</tr>
<tr>
<td>Hampton</td>
<td>1</td>
</tr>
<tr>
<td>London</td>
<td>1</td>
</tr>
</tbody>
</table>

Question 3: To what extent do you agree that the following transport issues are a problem in the wider Staines area?

124 (100%) of a total 124 respondents answered this question and Graph 3.1 shows how responses varied according to the issue presented.

- Traffic congestion was shown to be the issue with highest consensus, with over 85% of respondents either ‘agreeing’ or ‘strongly agreeing’ that it is a problem in the wider Staines area.
- The quality of footpaths (79%) and road safety (73.4%) were also highlighted as significant issues by those who ‘agreed’ or ‘strongly agreed’.
- Availability of cycle routes and bus service punctuality were the two issues where there was greatest discrepancy in responses, with 11.3% and 10.5% of respondents in ‘disagreement’ or ‘strong disagreement’ that these respective issues are a problem. However, availability of cycle routes was also judged to be a problem by 66.9% who ‘agreed’ or ‘strongly disagreed’.
- The greatest level of uncertainty appears to be amongst bus related issues. Between 30-44% of respondents answered neutrally when asked about bus punctuality, information and waiting facilities.
Respondents were also given the opportunity to list other issues that they deem to be a problem in the area. The three most frequently cited 'other issues' concerned:

- Bus service availability: 9
- Road conditions (e.g. potholes): 6
- Behaviour of motorists (e.g. speeding): 4

A large number of respondents also cited specific locations and suggestions for improvements.

A selection of comments received on ‘other issues’ included:

- Yes, too much parking is central in Staines and Staines is used as a through route, rather than a place to visit. Existing and proposed shared paths are not good enough and give up still where cyclists need them most.
- Given the amount of people working at Heathrow, and living in the greater Staines area, the bus services are appalling, if there was better bus services, more people will use them, rather than using their cars.
- Quality of road surfaces
- The lack of transport to Terminal 5 and times for shift workers
- Speed of vehicles on town roads
- Cyclists do not use cycle ways so it is a waste of our money till you come up with a scheme that they will use.
Question 4: Do you think that walking, cycling and bus facilities should be improved in the wider Staines area?

110 out of 124 respondents answered this question. Graph 4.1 shows that 63% felt that improvements to bus facilities are required, 74% agreed that cycling facilities should be improved and 77% agreed that walking facilities should be improved.

- Overall this question showed very strong support for implementing Staines STP schemes which improve walking, cycling and bus facilities in the area demonstrating a clear need for the project.
Question 5: Please choose the three proposals that you think will have the greatest positive impact.

110 of 124 respondents answered question 5 and chose the three walking and cycling proposals within the Staines STP that they felt were most important for the area. The proposals for Crooked Billet roundabout and A308 London Road received the highest level of prioritisation from respondents, with 75% and 68% respectively naming one of the proposals within their ‘top three’.

All eight proposals were nominated by respondents as being important for the area, although Park Road (10%) was perceived to have the least importance of all of the schemes.
Question 6: Using the information in the ‘Bus corridor improvements’ booklet, would the following measures encourage you to use the bus more?

Graph 6.1 Bus corridor improvement measures split

<table>
<thead>
<tr>
<th>Bus improvement measures</th>
<th>Don’t know</th>
<th>No</th>
<th>Yes</th>
<th>Number of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of WiFi</td>
<td>30</td>
<td>20</td>
<td>57</td>
<td>100</td>
</tr>
<tr>
<td>Improvements to waiting facilities at bus stops (e.g. new bus shelter)</td>
<td>30</td>
<td>30</td>
<td>40</td>
<td>100</td>
</tr>
<tr>
<td>Bus stop access improvements (making it easier to get on and off)</td>
<td>27</td>
<td>19</td>
<td>54</td>
<td>100</td>
</tr>
<tr>
<td>Measures to improve bus reliability and journey times</td>
<td>26</td>
<td>29</td>
<td>45</td>
<td>100</td>
</tr>
<tr>
<td>On board audible and visual ‘next stop’ announcements</td>
<td>24</td>
<td>19</td>
<td>67</td>
<td>100</td>
</tr>
<tr>
<td>Pleasant bus environment (clean, smart, comfortable)</td>
<td>24</td>
<td>25</td>
<td>62</td>
<td>100</td>
</tr>
<tr>
<td>Smart ticketing (contactless payment system - e.g. Oyster)</td>
<td>23</td>
<td>15</td>
<td>72</td>
<td>100</td>
</tr>
<tr>
<td>Real time passenger information on bus location/status</td>
<td>23</td>
<td>18</td>
<td>71</td>
<td>100</td>
</tr>
<tr>
<td>More information about available bus services, times and fares</td>
<td>21</td>
<td>29</td>
<td>52</td>
<td>100</td>
</tr>
<tr>
<td>Improved customer service (e.g. providing better awareness training to drivers for the needs of people who have impaired mobility)</td>
<td>29</td>
<td>26</td>
<td>60</td>
<td>100</td>
</tr>
<tr>
<td>Safety enhancements on the bus, at bus stops and getting to and from bus stops (e.g. lighting, CCTV etc.)</td>
<td>24</td>
<td>26</td>
<td>60</td>
<td>100</td>
</tr>
</tbody>
</table>
Graph 6.2 Measures which respondents said would encourage them to get the bus more (%)
Question 6: Using the information in the 'Bus corridor improvements' booklet, would the following measures encourage you to use the bus more?

83 of a total 124 respondents answered this question. Graph 6.1 shows which measures respondents selected would encourage them to use the bus more, which measures wouldn’t encourage them and also respondents who answered ‘don’t know’. Graph 6.2 shows only the ‘yes’ answers, ranked in order of most popular, to examine further which measures people said would be most likely to encourage them to get the bus.

- The measures which people said would most encourage them to get the bus more included: Real Time Passenger Information at stops, more information about services and fares at stops and a pleasant bus environment
- Availability of WiFi received the lowest positive response.

The following comments were received when respondents were asked about other improvements that would encourage them to use the bus more:

- Costs - fares can be expensive that people then do not use them, so it becomes a viscous circle
- Strengthening the laws/regulations to ensure that the areas reserved for disabled people wheelchairs cannot be taken by mothers with prams and pushchairs etc
- More bus services at evening and weekends. Upgrade Staines bus station - unpleasant after dark at the moment
- Perhaps better sited bus stops where a bus does not take up half the road when loading/unloading. May not help me as a user but would provide better safety for other road users and cyclists
- Improve frequency and amount of routes
- No need to spend a fortune on a system to provide info at the bus stops "there is an app for that" as they say, just put the live travel data online, everyone has a smart phone, the cost is far less and the impact much higher!
- Better facilities for the disabled
- Given the terror level. Buses are a total no for me
Question 7: Do you agree with the walking, cycling and bus proposals?

104 (84%) of a total 124 respondents answered this question. Graph 7.1 shows to what extent respondents agreed with the measures proposed within Staines STP with the overall the balance of responses to all measures being positive.

- The highest level of support were for the measures at the Crooked Billet roundabout and along the A308 London Road, garnering ‘agreement’ or ‘strong agreement’ from 75.9% and 74.1% respondents respectively.
- The highest levels of ‘disagreement’ and ‘strong disagreement’ were for the A308 London Road (10.8%) and the station link on Rosefield Road (11.5%), although both had significantly higher levels of support.
- A number of the measures targeting Stanwell had high levels of uncertainty, including a high proportion of neutral responses to Park Road (43.3%). This may potentially be attributable to respondents be unfamiliar with the area.

![Graph 7.1 Level of agreement for proposed Staines STP measures](image)
Question 8: Would the package of proposals as a whole make you more likely to travel by each of the following modes?

104 (84%) of a total 124 respondents answered this question. Graph 8.1 gives an indication of the level of modal shift which could be achieved by delivering the walking, cycling and bus improvement schemes under Staines STP.

- The response to all three modes was strongly positive with 53% of respondents stating that would more likely to travel by foot, 54% of respondents stating they would be more likely to travel by bicycle and 58% stating they would be more likely to travel by bus if the Staines package was implemented.

- The results of question 1 showed that the highest usual mode of transport for people was the ‘car, van, motorcycle’ category, in particular to travel to work. This suggests that by delivering the Staines STP we may be able to encourage a modal shift towards sustainable transport modes.
Question 9. If there are any transport improvements that we have not included and you feel would be important for the area, please give your views:

A range of comments were received which were covered by the main themes of:

- Lack of safe infrastructure including crossings and cycle routes
- Issues with crossing main roads e.g. A30 – especially for disabled people
- Bus frequency to and from Heathrow
- Traffic congestion
- Issues with parking restricting footway use
- Poor surfacing and drainage issues

A selection of comments provided to this question can be found below:

- Footbridge needed at Junction over main road at Ashford Hospital by McDonalds
- Fix the potholes! On a cycle they can be incredibly dangerous
- There is space on Bedfont Road for a continuous segregated cycle lane on the northern perimeter road side. This would provide greater protection from all the vehicle entrances and junctions. Be more ambitious!
- Ensure that the flow of traffic lights are correctly synced to the follow of traffic, entering Staines. Staines Bridge and high Street are always congested and it would be good if these could be improved especially with some of the planning new housing to be built.
- More lanes in roads for cars and motorbikes to limit the congestion
- Pedestrian access to T5 from Stanwell Moor Road, without having to cross two busy fast dual carriageways.
- Parking restrictions, resident only parking along Oak Road up to Riverside Road. Taxis park all along these and pedestrians have to walk in the middle of the road
- This is frankly not good nor brave enough to make any impact in personal vehicle movement reduction nor making cycling and pedestrian access and movement safer. Share paths DO NOT WORK! These proposals merely polish up existing rubbish non-facilities. They will not be the step change needed. These are weak, a waste of money and not good enough. Thoroughly disappointing
- Fix the potholes! On a cycle they can be incredibly dangerous
A very serious issue not mentioned in the proposals but definitely needs to be escalated is to urgently improve the road surface near the exit of the subway towards the crossing at the Stanwell Moor Road. Every time after the heavy rain, there is a large area of standing water close to the exit of the subway which makes it almost impossible for pedestrians to cross the road through the existing crossing.

Bus shelters to cover all sides not just 1 side of passengers

Layout and signage around the crooked billet roundabout to improve clarity
Question 10. How did you hear about this consultation?

Graph 10.1 indicates where respondents heard about the public consultation. The most common ‘other’ information sources included newspapers, social media and the Spelthorne Borough Council website.

Question 11. What is your gender identity?

81% of respondents answered question 11. 56% of respondents were male, 43% were female, 1% preferred not to say and 0% recorded a gender identity other than male or female.
**Question 12. What is your age group?**

Graph 12.1 illustrates the share of respondents from different age groups. Of the 81% of respondents who answered question 12, the largest share was aged between 45 and 64 (35%). The age group with least representation were those aged under 17, of whom there were no respondents.

![Graph 12.1 Age distribution of respondents](image)

**Question 13: What is your postcode?**

101 respondents (85%) recorded their postcode. Dot plots 13.1 and 13.2 show the geographical spread of those who took part in the questionnaire.
Dot plot 13.1 Postcodes of respondents from in or around the wider Staines area
Dot plot 13.2 Postcodes of all respondents
Question 14. Do you consider yourself to have a disability?

101 answers were received to question 14, whilst 23 respondents skipped the question. 89.1% answered did not consider themselves to have a disability, 3% stated they would rather not say and 7.9% specified a disability.

**Q14. Do you consider yourself to have a disability?**

89.1%

3.0%

7.9%

Yes

No

Rather not say

Question 15. Do you have any comments on what we could improve in future consultations and public exhibitions?

A total of 29 respondents (23%) answered this question. A number of respondents expressed some form of gratitude at the consultation process. Other respondents suggested alternative means by which to undertake, advertise and exhibit consultations. Some respondents took the opportunity to provide further feedback on the Staines STP and general comments about transport in the wider Staines area.

**Email responses**

4.3 A total of 7 free-text responses to the consultation were received via email. These included responses from four individuals and three organisations. The organisations included:

- Natural England
- Highways England
- Environment Agency

4.4 These emails contained a number of detailed points relating to the sustainable transport measures included in the proposed Wider Staines package. These will be used to shape the proposals included in the business case and, should Local Growth Funding be granted, be used to develop the schemes through detailed design and implementation.

4.5 These emails also contained a number of detailed points relating to other highway and traffic issues in the area outside of the specific measures in the Wider Staines STP consultation, including issues pertaining to general maintenance. These comments are being logged for future consideration.

**Comment book responses**
4.6 A number of responses received in the public exhibition comment book provided information regarding specific areas where upgrades are needed. Many of these suggestions fall within the remit of the proposed Wider Staines STP, particularly with regards to the area of Stanwell that is outlined for pedestrian improvements. These comments will be used to further develop the schemes and target specific locations for works.

4.7 A number of responses provided in the comment book provided feedback on the availability and operation of bus services in the area. Additionally, comments also provided detailed points relating to highway and transport issues outside of the specific measures in the Wider Staines STP consultation. This information will be logged for future consideration.

5. **Conclusions**

5.1 This report describes the consultation process for the Wider Staines Sustainable Transport Package, which was undertaken in April and May 2016. All responses received during the consultation period will be considered and will help inform the detailed design stage of the scheme’s development.

5.2 The aim of the consultation was to gather evidence of support and the need for the types of scheme included in the package to allow progression to a Business Case to be submitted to the EM3 LEP in December 2016.

5.3 The consultation has shown that there is overall support for the types of schemes included in the package (question 7) and that a high proportion of the respondents thought that something should be done to improve walking, cycling and bus infrastructure (question 4).

5.4 The consultation has also indicated that a significant proportion of respondents expect to increase their use of sustainable transport modes if the measures are implemented (question 8), although it should be noted that a respondent’s stated intent does not always progress to action.

5.5 Some of the key issues recognised in the responses to the consultation and which support the types of schemes included were:

- Congestion
- Road Safety
- Quality and availability of pedestrians and cycle facilities
- Bus service information

5.6 The results of the consultation provide enough confidence to move forward with the business case and refine the package as necessary, depending upon funding and further analysis.