

West St, Reigate, Road Safety Scheme Consultation

Background and Purpose:

- A public engagement exercise has been completed for the West St. Reigate, Road Safety Scheme proposals. The aim was to ask local people and road users of West Street for their views on proposals that have been developed to improve road safety along this stretch of road. The website engagement portal can be seen here: [Community Forum - West St, Reigate, Road Safety Scheme - Commonplace](#)
- The engagement exercise lasted for seven weeks starting on 22 May until 14 July.
- This document summarises the results and feedback received, along with Officers' recommendations and responses to the feedback.

Recommendations:

- **The outcome of the engagement exercise supports progressing the scheme (with some small amendments).**
- A majority of respondents were in favour of the proposals, this includes those who lived on or close to West Street.
- In response to the feedback Officers are proposing some small amendments to the proposals. These include a reduction in the number of "Wands" (upright flexible posts) being used on the bolt down kerbs to segregate cyclists from motor traffic. A section of mandatory cycle lane will be changed to advisory cycle lane so that vehicles can still pass on the inside of vehicles waiting to turn right into Upper West Street. The position of some "WandOrcas" will be amended to allow householders to reverse into their driveways.

Consultation Overview: Key Findings

Response Rate: The West St, Reigate, Road Safety Scheme consultation received **251 responses**.

Methodology: We presented drawing and a description of the scheme on the "CommonPlace" webportal. This was advertised using yellow roadside posters and a leaflet drop of surrounding properties. We also held a face-to-face public engagement event at Reigate Community Centre. As well as plan drawings of the scheme we also presented watercolour visualisations of what the scheme would look like.

Background: 9% of respondents live on West Street and 42% live in the surrounding area (within about 1km).

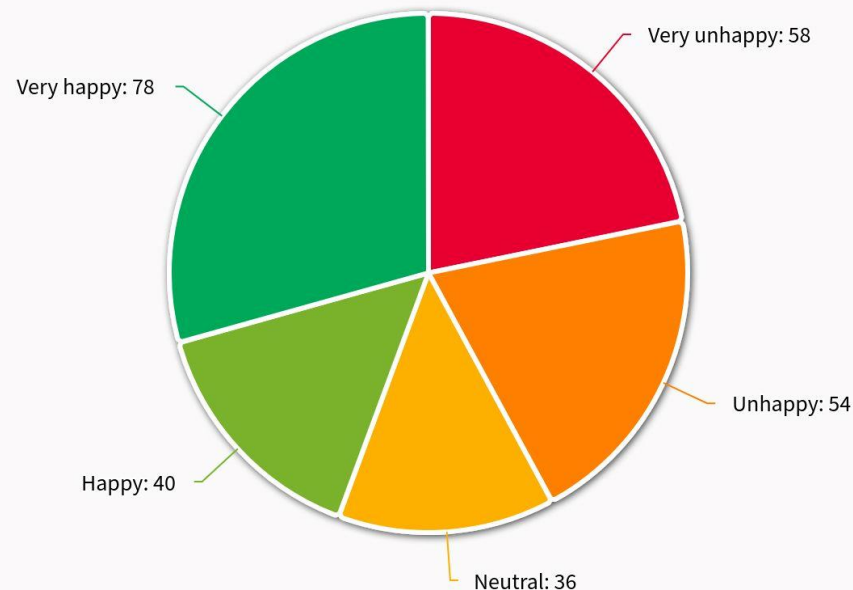
Key findings: Overall, 118 (**44%**) of respondents are happy or very happy, with the West St, Reigate, Road Safety Scheme with 112 (**42%**) respondents unhappy or very unhappy. 36 (**14%**) of respondents are 'neutral'.

When breaking this down further, views of local residents were also similarly split, with businesses on balance unhappy with the proposals:

- Of those who live on West Street or within 1km, 56 (**43%**) are happy or very happy, with 52 (**40%**) unhappy or very unhappy
- Of those who own a business on West St or in Reigate town centre, 2 were happy or very happy, with 7 unhappy or very unhappy

Of those who live elsewhere, 31 (**57%**) were happy or very happy, with 16 (**30%**) unhappy or very unhappy.

How do you feel overall about the proposals for road safety improvements on West Street, Reigate?



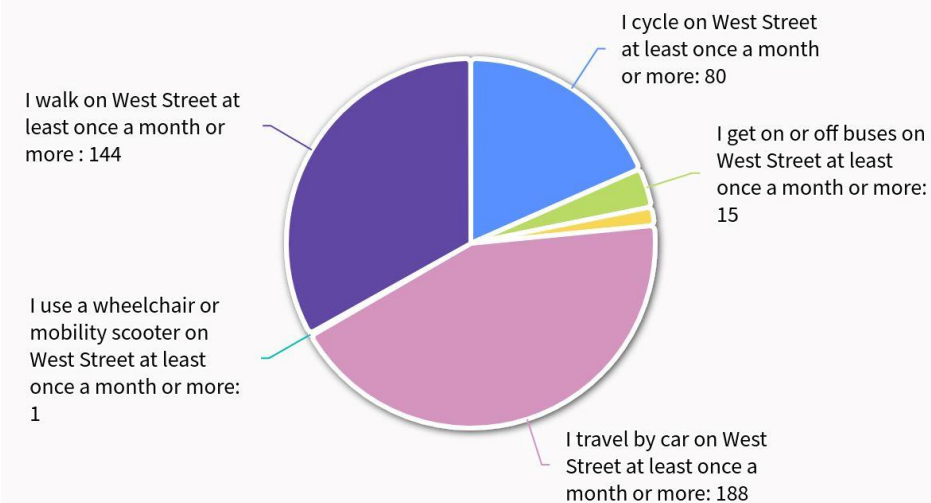
Consultation Overview: Key Findings

Mode of travel on West Street: Car (188) was the most common way of travelling on West Street, followed by walking (144) and cycling (80).

Further analysis shows those cycling and walking tend to have a more positive response to the road safety scheme proposals than those travelling by car:

Mode of travel	Happy or very happy	Unhappy or very unhappy
Walking	70 (49%)	56 (39%)
Cycling	50 (63%)	20 (25%)
Car	80 (43%)	74 (40%)

Do you travel on West Street?

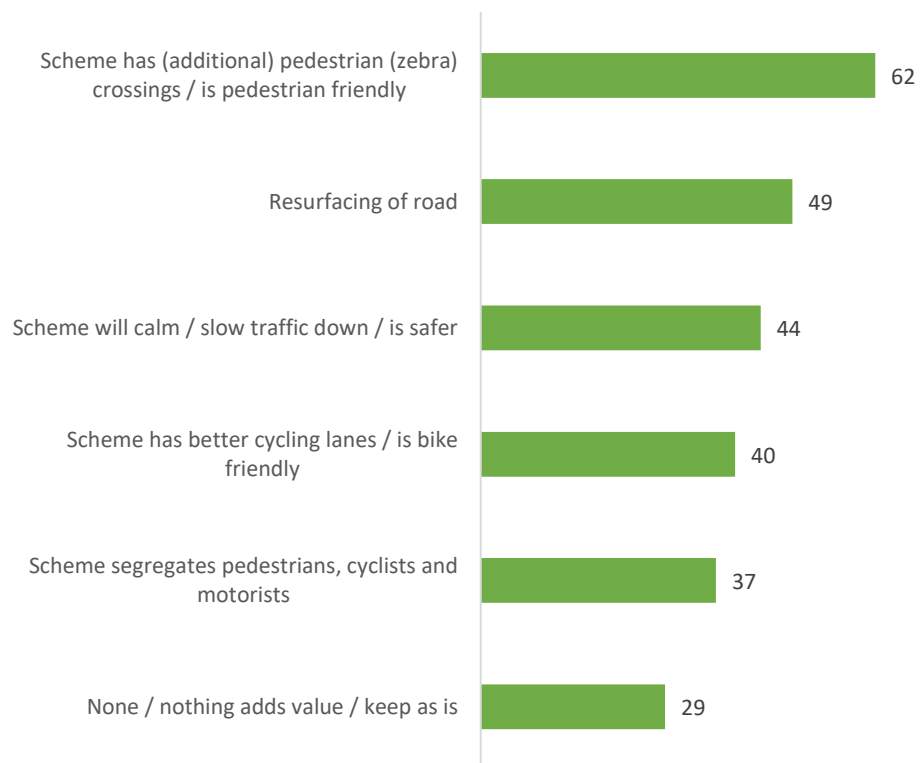


**Please note that respondents were able to select more than one answer option to this question.*

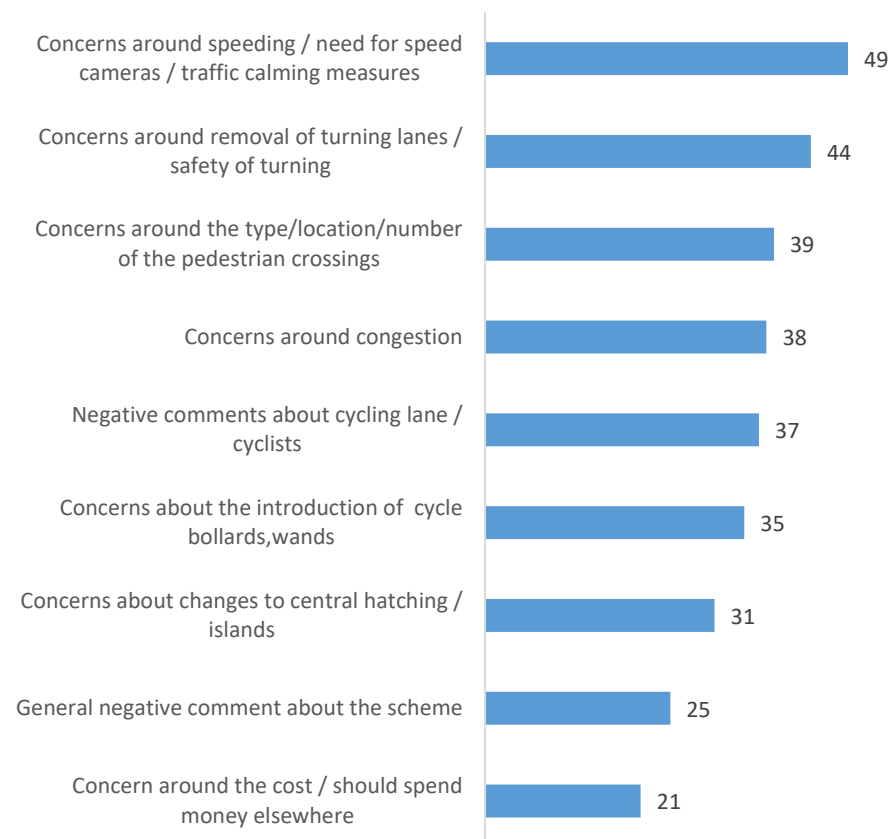
Consultation Overview: Key Themes

Respondents were then asked what aspects of the scheme they liked, did not like and why. We have highlighted here the top positive and negative themes for the road safety scheme. These are all of the themes that have had more than 20 mentions.

Are there any aspects of the scheme that you like and why?



Are there any aspects of the scheme that you do not like and why?



Consultation Overview: Concerns raised 1



Concern	Officer response
Concerns around speeding / need for speed cameras / traffic calming measures	<ul style="list-style-type: none">• Officers are sympathetic to concerns over vehicle speeds. Faster speeds increase the risk and severity of collisions and can increase noise and air pollution.• Although not impossible, it is unusual to provide traffic calming on a heavily trafficked road such as this, as there can be problems with noise and vibration affecting nearby dwellings.• The narrowing of the carriageway space for vehicles will result in a reduction of vehicle speeds without the need for traffic calming or speed cameras which would add additional cost.
Concerns around removal of turning lanes / safety of turning	<ul style="list-style-type: none">• It is acknowledged that the removal of the four right-turn lanes will make some movements for motor vehicles less convenient and could cause slight delay for some vehicles that will have to wait behind vehicles waiting to turn right. However, the volume of vehicles making these movements is not that large. It is not unusual for similar roads elsewhere to not have right turn lanes.• The inconvenience to some motorists of removing the right turn lanes has to be balanced against the significant advantage of providing segregated cycle lanes to make the route safer and more pleasant for cyclists. It will also help to moderate vehicle speeds which was a prime concern of many, and this will improve safety for all users.
Concerns around the type/location/number of the pedestrian crossings Concerns about changes to central hatching / islands	<ul style="list-style-type: none">• There are currently two pedestrian refuges, and two central islands (that are not pedestrian refuges) between Flanchford Road and Evesham Road.• The proposal to replace the two pedestrian refuge crossing points with zebra crossings will represent an upgrade to the facilities for pedestrians making it easier and safer for pedestrians to cross.• Having two zebra crossings within 380m of each other is an appropriate frequency of provision.• It is not possible to implement a zebra crossing or other crossing facilities next to the junction with Colley Lane because of the need to maintain access for vehicles turning in and out of this junction.

Consultation Overview: Concerns raised 2



Concern	Officer response
Concerns around congestion	<ul style="list-style-type: none">• The narrower vehicle lanes in themselves will not cause congestion – there will still be 3.25 m wide vehicle lanes in each direction for most of the route which is adequate for this type of road in an urban area.• The segregated cycling facilities will mean it will be easier for motor vehicles to pass cyclists safely.• The inconvenience to some motorists of removing the right turn lanes has to be balanced against the significant advantage of providing segregated cycle lanes to make the route safer and more pleasant for cyclists. It will also help to moderate vehicle speeds which was a prime concern of many respondents, and this will improve the safety for all users.• The design will be amended to change the mandatory cycle lane opposite Upper West Street to a stretch of advisory cycle lane. This will allow vehicles to continue to manoeuvre past vehicles waiting to turn right as they do currently, by temporarily entering the advisory cycle lane legally (being careful to ensure that there are no cyclists present, as they should do currently).
Negative comments about cycling lane / cyclists	<ul style="list-style-type: none">• Encouraging and facilitating more cycling (especially for short journeys) is a prime objective of Surrey County Council's Local Transport Plan 4. This will make it easier and less congested for those who need to drive. One of the main barriers to more cycling is the fear of sharing roads with busy, fast traffic. Segregated cycle lanes will address this.
Concerns about the introduction of cycle bollards, wands	<ul style="list-style-type: none">• The designs will be amended to remove the "broken line" of "WandOrca" units for longer continuous lengths which will require fewer "Wands" (upright flexible posts).• "WandOrcas" are in use in lots of locations throughout the UK to provide segregated cycling facilities.• The width of the cycle lanes will allow room for small street sweepers to sweep behind the "WandOrcas".• The positioning of some "WandOrcas" will be amended to allow householders to reverse into their driveways.
Concern around the cost / should spend money elsewhere	<ul style="list-style-type: none">• The money provided by the Department for Transport has been allocated specifically for improving safety on this route and cannot be used at other locations.• The scheme is proposed to be implemented at the same time as road resurfacing that was scheduled to take place anyway, funded by Surrey County Council, thus reducing cost and providing value for money.

Next Steps

- The proposed zebra crossing proposal is subject to the legal requirement to publish a notice to allow local people to comment. This was published on 1 August and will close on 22 August and can be found here: [West Street, Reigate- Zebra Crossing Proposals - Surrey County Council - Citizen Space \(surreysays.co.uk\)](#). The feedback and Officers' response to the feedback to the legal consultation on the zebra crossings will also be presented to the local County Councillor, and if required the Cabinet Member, for a decision on whether to proceed or not.
- If the decision is taken to proceed, the intention is that the scheme work will start in the second half of September. The work will take place at the same time as resurfacing the road. Local people will be informed of the nature and duration of the works, and disruption will be minimised as far as possible.