

## Sutton Sustainable Transport Strategy Consultation Responses

## Appendix B

**Written Comments made in the Questionnaires.** Page and paragraph numbers refer to the draft version of the Strategy. Reference / question numbers refer to the Questionnaire (see Appendix E).

<b>Respondent /Question Reference</b>	<b>Comment</b>	<b>Task and Finish Group Response</b>	<b>Recommended Change</b>
1			
5.1	I want to be able to walk around the Borough in comfort without having a constant flow of vehicles next to me. Walking up Central Road in Worcester Park or through Cheam Village or parts of Central Sutton is horrendous. The air and noise pollution from vehicles puts me off wanting to be outside. It's also dangerous trying to cross roads and takes far too long having to wait for traffic lights. I want to see more pedestrianised areas or areas restricted to cycles and public transport alongside pedestrians.	The reduction of motor traffic and its adverse impact on the environment and amenity is central to the Strategy. However, much of the traffic on these main roads is through traffic which the council has little control over. The Strategy will seek to convert more local journeys to sustainable transport and improve the public realm.	No change
5.2	I recognise the importance of cycling in solving transport problems. However, many cyclists today are a menace. They ignore traffic lights, cut up vehicles, have no respect for pedestrians etc. Cycle routes need to be properly segregated and highway code enforced. There needs to be better training and road safety awareness for cyclists.	The council provides cycle training and works closely with the police to ensure compliance with the Highway Code and traffic law, both by cyclists and motor vehicle drivers. Subject to resources the council will also undertake road safety campaigns aimed at all road users.	No change
5.3	Crossrail 2 stopping at Worcester Park is the top priority. The frequency of trains and the length has to be increased in the meantime as they are significantly over-capacity in the mornings and evenings and also on a weekend when only 4-car trains run. The Sunday service from Worcester Park is particularly poor - it needs to start earlier in the morning. Weekday and Saturday services also need to run later in the night - the last train is too early forcing people to take taxis. The X26 bus route	The need for improvements to public transport is identified in the Strategy and Action Plan under Objectives 1 and 3. The specific suggestions for improvements will be raised with the appropriate bodies through the Action Plan.	No change

	<p>should be a 24-hour service and needs to run every 20 minutes rather than every 30 minutes. The lack of double deckers on the X26 route means it's frequently standing room only and over-capacity. The recent diminishing of the E16 bus service through Worcester Park is also a concern. Services now only run once every two hours in each direction. This needs to be increased and they need to accept payment by Oyster card as with all other buses in Worcester Park. Can TfL take over the E16 route from Surrey Council and improve the service? A Sunday service needs to run on the S3 bus. London Overground and the Tramlink need to be extended to Sutton. As the Borough has no Underground service, this puts it at a major strategic disadvantage. TfL should explore extending the Northern Line from Morden to North Cheam.</p>		
11	<p>I would like to see congestion charging implemented in areas of the Borough currently blighted by traffic e.g. Worcester Park. There also needs to be residents-only parking restrictions implemented in certain areas. Every morning I see people driving from Kingston/Surrey direction along Green Lane and parking in Hazlemere Gardens to get the train from Worcester Park. A better service on bus routes like the S3 and E16 buses would enable people to get to the station without needing to drive. Implementing parking restrictions would prevent people from clogging up the area in the morning. They are not contributing to the local economy by shopping here etc. They just drive to get to a Zone 4 station rather than using Stoneleigh or Tolworth etc.</p>	<p>Noted. Any proposals for a congestion (road user) charge or controlled parking zones in Worcester Park would have to be consulted on and approved by the Local Committee.</p>	<p>No change</p>

2			
5.2	20 mph speed throughout the borough on all except A roads.	The council does not support a borough-wide 20mph limit but will continue to introduce 20mph limits / zones in selected roads, subject to resident support.	No change
11	<p>1. Encourage use of car parks by not being so pernickety with charges - for example Shotfield in Wallington - back to free parking on Sunday and allow unused tickets to be passed on to other drivers. If you have paid for 2 hours and have only used 90 mins it is a nice piece of altruism to be able to give your remaining 30 mins to another driver. Sundays are bad as people park on streets to avoid paying charge and hence congest streets.</p> <p>2. Secure cycle parking at stations - I used to cycle to Carshalton Station but stopped doing it as I had my bike stolen.</p>	<p>1. Parking charges are covered by the borough Parking Strategy and are set by the Environment and Neighbourhood Committee.</p> <p>2. The council seeks to provide additional secure cycle parking covered by CCTV where appropriate.</p>	No change
3			
5.1	Strongly agree with respect to promoting awareness of walking, and encouraging more people to walk.	Noted	No change
5.2	Cyclists are a pain... they don't follow any rules and they are more prone to cause accidents. They come in the way of road safety for pedestrians and motor vehicle users. Cycling should be strongly opposed in Sutton and nearby areas.	Disagree. Cycling has many benefits to individuals, society and the environment. There are a minority who break the rules and the police take action as resources permit.	No change
11	The council should be extra careful when it comes to encouraging cycling. Cyclists have proven to be a huge hindrance from a road safety perspective. The alternative for sustainable transport is to define and implement green policies focusing on modes such as trams.	As above	No change
4			
5.1	<ul style="list-style-type: none"> <li>- Safer road crossings</li> <li>- Better street lighting</li> </ul>	Noted. These types of improvements will be considered as part of the Action Plan.	No change
5.2	<ul style="list-style-type: none"> <li>- Segregated cycle lanes on major routes</li> <li>- Advance traffic lights for cyclists at major junctions</li> </ul>	Noted. These types of improvements will be considered as part of the	No change

		Action Plan and Cycling Delivery Strategy.	
5.3	Extension of Tram	Noted. This is supported by the council.	No change
11	Please indicate more clearly the crossing points for pedestrians at Hackbridge. Enforce parking restrictions outside Sainsbury's Hackbridge.	These issues are being addressed by the Heart of Hackbridge Project Board.	No change
5			
5.1	1) I would like to cut off rat runs so that residential streets become much quieter. 2) There are many trees in the borough which sometimes block up the whole pavement.	1) This is something that will be considered through the Action Plan. 2) Problem trees can be reported to the council's tree section, but in general the council and public want to retain street trees, which have a number of benefits.	No change
5.2	Segregation on main roads. 20mph speed limit on almost every road across the borough. Use of filtered permeability to close rat runs to motor traffic. Every school and public building will be within 200m of a dedicated cycle route (which will have either less than 2000pcu per day or segregation from motor traffic).	These issues will be addressed in the borough Cycling Delivery Strategy, although the council does not support a borough-wide 20mph limit.	No change
11	The borough needs to be much more supportive of good measures to create safe space for cycling.	This will be addressed through the Action Plan and in the borough Cycling Delivery Strategy.	No change
6			
5.1	Pothole and puddle free pavements.	The council addresses potholes and drainage problems as limited funding allows but recognises the problems.	No change
5.2	Would like to see more cyclists using existing cycle routes before spending money on more.	Cycle rates are relatively low in Sutton but the council believes improving the infrastructure will encourage more people to cycle.	No change
5.3	Tramlink coming to Sutton.	This is supported by the council.	
7			
5.1	Walking along main arterial routes is a health hazard i.e. A24, A217 Cheam Common Rd, Gander Green, Church	The council seeks to improve walking routes away from main	No change

	Hill Rd etc. Route pedestrians away from these areas. Remove heavy lorries from Church Hill Rd, and Gander Green Lane. Stop non 93 out of service buses using Church Hill Road.	roads, as well as reduce the adverse environmental impact of traffic on main roads. Measures are being considered regarding HGVs and buses in Church Hill Road.	
5.2	Better use of CONTINUOUS cycle ways.	This is something that will be addressed in the proposed borough Cycling Strategy.	No change
5.3	Widen the A 24 at North Cheam /Stonecot and put in a bus lane to link up with that in Morden. Better Phasing of the traffic lights at junction of A24 and Gander Green Lane. Add a dedicated road to service Kimpton Industrial estate from the A24	The council will work with TfL to seek improvements to their road network including bus priority measures. A link road was proposed some years ago from the A24 into the Kimpton estate but was rejected at a Local Plan Inquiry. The council believes such a link is unnecessary to serve the industrial area.	No change
11	You make it sound as if you have the panacea to resolve all problems which I doubt. At the end of the day it will be all down to cost and budgets. The car is not the evil enemy, it has its place, the problem is the gridlock due to policies not being trialled before implementation, like moving the bus stop outside Sainsbury's into the main lane of traffic or providing parking on a red route where it causes the greatest nuisance as in Cheam Village in the left filter lane. Take a lesson from Italy. They put in temporary changes to trial traffic flow before making a permanent change.	Noted. The Strategy is not intended to be anti-car and indeed will seek to improve traffic flow where appropriate. The change to the bus stop at North Cheam was part of the Outer London Fund scheme which was subject to extensive public consultation. However, trials are a good idea. The council has sought to move the parking bays in Cheam but has faced opposition from traders.	No change
8			
5.1	- Improved street lighting. - Better crossing facilities - not like those recently installed at Hackbridge corner.	These types of improvements will be considered in future schemes.	No change
5.3	Increase frequency of services particularly on a Sunday.	The council will continue to promote the need for improved Sunday transport services, particularly on routes where none exist at present.	No change

9			
5.1	Fewer cattle pens. More pedestrian orientated traffic light phasing. I have complained to TFL about the dangerous junction of Gander Green Lane & Oldfields road but it remains a nightmare for pedestrians.	Noted. These issues will form part of the Action Plan and where appropriate will be taken up with TfL.	No change
5.2	Much greater allocation of budget so we don't have the token gestures we currently endure. Shared use with pedestrians does not work. Existing infrastructure is very poorly maintained e.g. The cycle track running alongside the A217 between Rosehill & Cheam Village. The track at the rear of Nonsuch Park from Park Lane to Nonsuch Park entrance is in a dangerous state.	Transport funding from TfL to Sutton is limited but the council will seek to maximise their benefits. Maintenance budgets are also limited but the council will do all it can to maintain cycle routes and encourage TfL to do so on the A217.	No change
11	This will only work if there is commitment to challenging car hegemony.	The Strategy seeks to change priorities in favour of sustainable transport while not being 'anti-car'.	No change
10			
5.1	Get cars parked on the pavement removed	Illegal footway parking is a matter for Parking Services and will be taken up with them through the Action Plan as part of measures to improve the pedestrian environment.	No change
5.2	Educate cyclists to follow the highway code	The council provides cycle training and works closely with the police to ensure compliance with the Highway Code and traffic law, both by cyclists and motor vehicle drivers. Subject to resources the council will also undertake road safety campaigns.	
5.3	To have public transport, where we live we are nowhere near a bus route	The council will seek to extend public transport coverage through proposals in the Action Plan	No change
11			
11	Can we have a fast train to Victoria in the morning?	This may not be possible due to congested rail lines in the peak but will be raised with Network Rail and the Train Operating Companies as part of the council's liaison activity.	No change

12			
5.1	Hazards such as uneven surfaces and pot holes on pavements being dealt with.	The council addresses potholes and pavement maintenance as limited funding allows but recognises the problems.	No change
5.2	<p>i) Better and safer cycle lanes with a physical barrier between cars and cycles.</p> <p>ii) Stop cycling or provide a clear cycle lane on the High Street in Sutton as this is meant to be a pedestrian area and cycles going down it cause a hazard particularly to young children, the elderly and disabled.</p>	<p>i) This request will be considered through the proposed borough Cycling Strategy.</p> <p>ii) Allowing cycling through the High Street has been a long standing policy of this council. However, the council will ask the police and council wardens to warn dangerous cyclists.</p>	No change
5.3	Priority given to public transport on busy roads such as bus lanes for use during the rush hours.	Noted. This is covered by actions relating to public transport improvements.	No change
13			
5.1	Wider pavements. Slowing of heavy vehicle traffic.	These issues will be considered through the Action Plan.	No change
5.3	<p>Tram to link Sutton and Croydon.</p> <p>Re instate the X 26 to stop at The Plough.</p>	The council is actively promoting a Tralink extension to Sutton and the reinstatement of this X26 stop.	No change
14			
5.1	More trees, flowers, shrubs along the route. More safe places to cross roads. Less cars and heavy transport along routes that walkers use frequently and/or more places to walk away from polluting transport.	These issues will be considered through the Action Plan and Roads Task Force work.	No change
5.2	<p>Wide pavements alongside busy roads split so they can be shared between walkers and cyclists.</p> <p>Dedicated cycle lanes (not cycling 'superhighways' with no protection for the cyclist) as in many other European cities where the cyclist's route is separated from the other drivers by a small kerb. Cycling lanes through all parks. Less cars &amp; other vehicles.</p>	Noted. These issues will be considered through the Action Plan and proposed borough Cycling Delivery Strategy.	No change

5.3	<p>i) More bus stops with displays showing times of buses coming - especially at stops outside rail or tube or bus stations.</p> <p>ii) Trains from Wallington every 15 mins - not two 10 mins apart then another two 30 mins later. Faster trains to London - currently taking over 40 mins to cover about 12 miles from Wallington to London is very poor. A dedicated bus service from Wallington town centre direct to Mitcham Junction (not only via Carshalton) to link with tram &amp; rail to London (for when Wallington line out).</p>	<p>i) The council would also like to see more 'Countdown' screens at bus stops but unfortunately TfL will not fund additional screens and expects boroughs to fund them at a cost of £10k each.</p> <p>ii) The council lobbies for improved regularity of rail services and faster trains to London. The 151 bus links Wallington to Hackbridge where faster trains to London operate.</p>	Provide some text under public transport in para. 3.22 to set out in brief the council's priorities for local public transport improvements, including 'Countdown' screens.
11	It is key to a better world for our children and their children to get fossil fuel burning transport off the roads. I didn't see anything about e.g. making use of transport not fuelled on greenhouse gas emitting fuels for council business or encouraging petrol stations in the borough to provide alternatives to fossil fuels, safe ways for children to cycle to school.	Para. 3.24 under Air Quality mentions encouraging greater use of zero and low emission vehicles. The council will consider the use of electric vehicles for corporate use, as well as continuing to provide electric charging points. Safe routes to schools are part of the Action Plan.	No change
15			
5.3	More frequent buses to residential areas e.g. 470, S1-4.	Noted – this is part of the Action Plan.	No change
16			
5.2	<p>i) Segregated cycling lanes e.g. on A217 where the cycle lane has pedestrians (including small children) on it, requires frequent crossing of side roads, and sometimes requires you to cross to the other side of the main dual carriageway because the lane suddenly vanishes.</p> <p>ii) A safe and convenient route for cycling to Worcester Park station. In rush hour coming from North Cheam you either approach along Green Lane, which is very congested and dangerous and requires either queuing or filtering along the outside of a lane of stationary traffic, or along the High Street, which has the same problem and the added danger of parked cars opening their doors into</p>	<p>i) The council will be working with TfL to seek improvements to the A217 cycle tracks, which it recognises are inadequate.</p> <p>ii) The council has recently implemented a major 'Integrated Transport Package' and Outer London Fund scheme in Worcester Park which made some improvements, but further work may</p>	No change

	<p>the cycle lane or turning left into e.g. Poundland across the path of a moving cyclist (both things that have happened to me in the past week).</p> <p>iii) Re-paint cycle lane road markings especially in Fairlands Park where the paint has almost entirely worn away and I now get abused by pedestrians for using a perfectly legitimate cycle path, because they can't see that it's a cycle path.</p>	<p>be required to improve cycle facilities. This could be considered as part of the TfL Quietway proposed for this cycle route.</p> <p>iii) This is a general maintenance issue. Due to budget constraints it is not possible to re-paint all road markings but there is a programme in place and the council will consider this request as part of that.</p>	
5.3	<p>More train capacity from Worcester Park at peak times. Better cycle parking facilities at Worcester Park station. Some way of getting across London (west-east) from North Cheam by bicycle.</p>	<p>The council will press for additional train capacity at Worcester Park at peak times, and seek improved cycle parking facilities. TfL are looking at creating a new network of Quietways as well as expanding the Cycle Superhighway network.</p>	No change
11	<p>We need some sort of education campaign. Cyclists are saving the NHS money by being healthy and active. We protect the environment by reducing pollution. We don't pay road tax - but neither do car drivers who pay tax on their car, not on the road. But as a law-abiding cyclist (I don't ride on the pavement, ignore red lights, or even wear lycra) I am abused by drivers on a daily basis. They turn left across my path, overtake me with inches to spare, open their doors into me, and treat me as if I have no right to be on the road. I am saving their planet. Please can we educate them accordingly. All drivers should be made to cycle on a busy road at least once in their lives.</p>	<p>The council works closely with the police to ensure compliance with the Highway Code and traffic law, both by cyclists and motor vehicle drivers. Subject to resources the council will also undertake road safety campaigns aimed at all road users. TfL and the Mayor of London conducted Operation Safeway in 2013/14 following a number of cycle deaths. It is hoped this will be an on-going campaign against dangerous and inconsiderate driving and cycling.</p>	No change.
17			
5.1	<p>If there is less traffic and more trees, the walking environment would be better.</p>	Noted	No change
5.2	<p>More cycle lanes would make cycling safer.</p>	<p>This will be addressed through the proposed borough Cycling Strategy.</p>	No change

5.3	Keep the freedom pass for the oldies. I use mine all the time.	Noted.	No change
11	I do not support the tram coming to Sutton as there are currently plenty of ways to get to Wimbledon and Croydon by bus and train. It will make Sutton even more crowded. It is already like a mini Croydon.	Noted. The council believes there are benefits from bringing the tram to Sutton and will continue to support it.	No change
18			
5.1	Better road and pavement maintenance, so less likely to trip and fall, particularly with the elderly and poorly sighted in mind	The council addresses road and pavement maintenance as limited funding allows but recognises the problems, particularly for the elderly.	No change
5.2	Better signage of priorities and enforcement of the law.	The council will seek to improve signing on shared and segregated cycle paths, and will work with the police to improve enforcement.	No change
5.3	Bus drivers better observing stops and allowing more time for slower users to board and sit	This is a matter for the bus operators but it is something that is raised on a regular basis at the Public Transport Liaison Group meetings and taken up by Sutton Seniors Forum.	No change
11	Being elderly and of restricted mobility has slanted my choices	Noted	No change
19			
5.1	More pedestrianised zones (open to cyclists)	Noted. There is limited scope for further pedestrianised zones but the scope for these will be considered through the Action Plan where appropriate.	No change
5.2	An effective development of cycle routes where the cycle path is continuous and is not marginalised by other forms of transport.	Noted. The council aims to implement a continuous and high quality network of cycle routes and the proposed borough Cycling Strategy give further impetus to this.	No change
5.3	Development of Tramlink	Noted.	No change
11	Sutton has for a long time failed to have or implement a vision of an effective cycle network. This is long overdue.	Noted – these issues will be considered through the Action Plan	No change

	<p>It is particularly important to be aware of what is needed to make cycling safe for some groups such as the vulnerable and what different requirements commuting cyclists might have.</p> <p>The segmented paths that litter the borough need to be meaningfully joined together!</p>	and proposed borough Cycling Strategy.	
20			
5.1	Fewer cars, the air smells toxic at times	Noted – the Strategy and Action Plan seek to reduce motor traffic and improve air quality by shifting more journeys to sustainable transport.	No change.
5.2	Safer cycle lanes on proper routes, not 'paths' which end abruptly	Noted – this will be addressed in the proposed borough Cycling Delivery Strategy.	No change
5.3	More countdown signs to show how many minutes until your bus	The council would like to see more 'Countdown' screens at bus stops but unfortunately TfL will not fund further screens and expects boroughs to fund them at £10k each.	No change
11	<p>Please can we have safe cycle paths, I would love to cycle but can't as I fear for my safety.</p> <p>The air is dirty, motorists are selfish and aggressive</p>	Noted. Safer cycle paths will be considered as part of the proposed borough Cycling Delivery Strategy.	No change
21			
5.1	No adult bicycles on the pavement. Safer road environment will make this happen.	Noted – this will be considered as part of the proposed borough Cycling Delivery Strategy.	No change
5.2	<p>Cycle lanes where possible but not at the side of very busy roads. Example - the A217 St Dunstan's Hill to Belmont, there are shared pavements part of the way-good idea.</p> <p>Use the side roads as cut throughs where possible.</p>	Noted. The council will be seeking improvements to the A217 cycle track from TfL and developing 'Quietways' on side roads with TfL.	No change
5.3	This is difficult because I believe we have good public transport systems in place in LBS. I always use my freedom pass to travel around the area and to London.	Noted.	No change

22			
5.1	Increase in soft landscaping to provide a clear distinction of the public realm and offset the constant drone of traffic and vehicles on many of our roads.	Noted. Landscaping improvements will be sought as part of transport improvements to main roads.	No change
5.2	Probably best to provide separate sections of the road for cyclists. Not good enough to just paint pictures of cycles on the side of roads as these are largely ignored. If a separate 'built' cycle area was put in place then more people would probably feel happier about cycling.	Noted – the council will seek to provide higher quality cycle routes and facilities through its new borough Cycling Strategy.	No change
5.3	Increased trains on the line to and from Hackbridge. With an ever increasing population, it is important to recognise that the existing provision is already bursting at the seams, with trains full leaving Sutton and reaching Hackbridge with no further capacity. This has been getting worse for some years and needs sorting.	The council has recently made comments on Network Rail's long term route plan for the Southern network which has looked at the need for additional capacity across the network. 10-car trains should become more common on this line.	No change
23			
5.1	Bicycles not on pavements due to the roads being non-bicycle friendly	Noted. Improved cycle facilities will be implemented through the council's new Cycling Strategy.	No change
5.2	Separation of cyclists and cars, buses, vans	This is not always possible on the borough's narrow roads but will be done where possible.	No change
5.3	I have found the local public transport excellent.	Noted	No change
11	I have found local transport to be very good. Buses, trains and tram (at Mitcham Junction).	Noted	No change
24			
5.1	Better lighting in street between St Mary's Church in Beddington Park and Guy Road. More cycle paths and quicker routes mapped	Noted – this will be considered as part of the Action Plan. This will be addressed through the proposed borough Cycling Strategy.	No change
5.2	Reduce traffic so buses run on time	Noted. This is one of the key aims of the Strategy and will be addressed through the Action Plan.	No change
5.3	X26 bus to stop in Carshalton High Street and Beddington High Street rather than its current stop by	The X26 does stop in Carshalton High Street and the council has been	No change

	London Road (which is only 5 minutes walk from Carshalton High Street).	lobbying for some time for it to stop at Beddington.	
25			
5.2	Being able to cycle on the pavement/ cycle lanes.	This will be addressed in the proposed borough Cycling Strategy. The council implements shared footway / cycleway schemes where appropriate and safer than on-road provision.	No change
5.3	i) A permanent bus stop on Sandy Lane, Cheam. ii) Longer trains during commuter hours	i) The council will be looking at creating 'mini bus stops' on hail and ride sections. ii) The council will continue to lobby for longer trains in peak hours.	No change
26			
5.1	Improve pavement quality, remove potholes and areas which create puddles/ice when wet or frozen.	The council addresses road and pavement maintenance as limited funding allows but recognises the problems, particularly for the elderly.	No change
5.2	Clearer cycle lanes marked as with traffic lights Green for safe, Amber for caution and Red for high alert.  Currently Merton uses Green for all cycle paths (are they all safe?) and Boris uses Blue.	These issues will be considered in the proposed borough Cycling Strategy.	No change
5.3	Tramlink to Sutton and more bus links between Sutton and Epsom, particularly between the hospitals.	These issues are mentioned in the Strategy.	No change
27			
11	Stop wasting our money on stuff like fancy street, fancy lighting, etc. Spend only on what actually makes difference	Noted	No change
28			
5.1	More footpaths	Noted	No change
5.2	Cycling routes aren't very good especially in Worcester Park area. Any chance to get a better connection with Wimbledon?	An improved cycle route along Green Lane in Worcester Park is being implemented which will link to a route to Wimbledon.	No change

5.3	More frequent trains (Worcester Park). Deal with congestion in Worcester Park as in the morning buses are stuck.	Noted – the council will seek more frequent trains as appropriate although the service at Worcester Park is generally reasonably frequent. Congestion is a major issue in Worcester Park which will be addressed through the Roads Task Force work with TfL.	No change
11	Please could you take into consideration traffic jam in Worcester Park every morning. It really requires a new solution, it is getting worse and worse.	As above	No change
29			
5.1	Reduce clutter on pavements such as wheely-bins and cars parked illegally on pavements which causes distress and possible injury to vulnerable users.  Also improve signage to highlight walking opportunities.	Noted – this will be addressed through the Action Plan.  Noted	No change
5.2	Cycling and walking go together and often measures to improve cycling benefit pedestrians as well.	Noted	No change
5.3	Introduction of extension of Tramlink from existing network into Sutton, via Morden and St Helier which would reduce car use significantly.  Tram-train services on Sutton-Belmont-Epsom Downs service and Wimbledon-Sutton, with extra stops on both lines (Tram-trains would share with existing services, as has been done economically in Newcastle-upon-Tyne and Manchester).	Noted	No change
11	I think that the introduction of Tramlink to Sutton is the greatest priority, which would not only cut car use, but add to the prosperity of the borough, repaying far in excess the cost of implementing the Tramlink extension.	Noted	No change
30			
5.1	Dealing with uneven pavements and finding ways to discourage crossing against traffic lights.	Noted	No change
5.2	More (cycling) segregation.	Noted	No change

31			
5.1	A lit Pigs Alley path between Trafalgar Avenue and Green Lane	This path is being improved as a cycle path but will not have lights. These could come later.	No change
32			
5.1	Improved walking routes in the Beddington North area, particularly east-west routes through the Beddington strategic industrial area and across the Beddington farmlands. These should connect up with the tram (including stops in Croydon) and Hackbridge rail station.	Noted. New and improved walking routes will be implemented in this area as part of the Regional Park and Beddington project.	No change
5.2	Implementation of measures to create a safe lane width for cyclists on Beddington Lane (avoiding widths between 3.2 and 4m which are not in line with TfL cycling standards). Tightening up the geometry of road exits off Beddington Lane and reducing lorry turning pockets which both allow lorries to dominate the road.  Provision of a safe off road facility along Beddington Lane at the same time (one which is set back so it doesn't remove the existing hedgerows).	This is part of the plan to improve Beddington Lane.	No change
5.3	i) More east-west walking routes in Beddington strategic industrial location to improve access to the four tram stops in the area. These routes need to be safe so much work needed to give them active frontages, lighting, cctv, etc.  ii) More frequent and direct bus services up Beddington lane.  iii) East London line at Waddon.	i) As above  ii) The bus service is already quite frequent with two routes serving Beddington Lane. There are problems with reliability due to congestion which the council will look into.  iii) The council is seeking an extension of the London Overground to Sutton via Waddon.	No change
11	20 mph zone in Beddington Village & a number of more detailed comments on the Beddington Area.	Noted – detailed comments that will be addressed through the Beddington Area Programme.	No change

33			
5.1	<p>*Increase accessibility for all pedestrians (including wheelchair users and pram users.) Especially in areas of high footfall and in known problem areas such as the crossing at Sutton Court Road next to Manpower Offices and the Shoe Repair Shop. Seating also needs to be provided every so many metres and needs to allow for all users such as children and elderly people to be able to use them. Seating in Sutton high street is few and far between and log style benches are not accessible for everyone.</p> <p>*To increase perceptions of safety by installing creative lighting, encouraging active frontages and improving permeability in areas especially where new development is proposed and areas of high footfall like Sutton Town Centre. Areas where there may be poor perceptions of safety include, the alleyways that feed off Sutton High Street, Underneath railway stations such as Worcester Park and Wallington and bus stops along the gyratory in Sutton Town Centre.</p> <p>* To fix existing problem areas e.g. where there are a high number of pedestrian fatalities especially on school routes.</p> <p>* To ensure all crossings give people on foot enough time to cross the road safely. This is not always the case especially on TfL red routes in Sutton.</p> <p>*To ensure that all crossings are on desire lines. There are some problem areas such as the sheep pen crossing near to The Brook Pub on Central Road in Worcester Park where pedestrians regularly walk outside of the crossing when coming out of Worcester Park Station. Other problem areas include TfL red routes in Sutton such as Stonecot Hill and North Cheam where large</p>	<p>These are generally detailed measures that would be consistent with the Strategy and fall under the Objectives to encourage walking and cycling. Further consideration will be given to the specific suggestions made unless otherwise stated below.</p>	<p>No change</p>

	<p>numbers of people also regularly walk outside of crossings and around barriers. This is dangerous. Areas such as this (local centres or district centres) need to be acknowledged as areas with higher footfall and therefore need to have crossings that are quick and convenient for pedestrians and follow desire lines.</p> <p>*To make places pleasant places to be/sit for pedestrians. By softening areas with trees and planting. Especially in areas of high footfall. New development proposals need to make sure that landscaping and urban design are integrated into their proposals and not an after-thought. Areas that are in need of softening include North Cheam Distict Centre.</p> <p>*I would like to see vehicular traffic completely removed in Town Centres.</p> <p>*To have a 20mph speed limit in all built up areas. This may include the whole borough.</p> <p>*It might be a good idea (as well as this document) to produce a Sustainable Transport SPD to clarify on issues for developers that may not be clear on in the Core Strategy.</p> <p>*For the council to regularly complete a community street audit with local residents in every town centre, district centre, local centre, school, hospital and any other area where there is high footfall. Local residents/people who work locally are the experts of their streets because they use their streets all the time and need to be treated as such. This is the only way to know what pedestrian improvements are urgently needed.</p>	<p>This could prevent servicing of shops and other businesses.</p> <p>The council does not support a blanket borough-wide 20mph limit.</p> <p>The council is not producing any further SPDs at the present time as it is in the process of producing a new Local Plan.</p>	
5.2	<p>*I would like to see a much more ambitious vision for cycling in a much shorter space of time for Sutton. In order to achieve momentum we need to achieve an</p>	<p>These are generally detailed measures that would be consistent with the objectives of the Strategy.</p>	<p>No change</p>

	<p>increase in cycling in the next six years. A 4% target is too low. We are a London Borough. Other inner London boroughs already have much higher levels of cycling than this.</p> <p>*Seville is an example of a city there where in the space of six years they have increased cycling ten-fold for not much money. Since 2006 Seville has increased the number cycling journeys daily from under 5000 to a whopping 72,000 per day, from a modal share of less than 0.5% (lower than Sutton) to around 7%. This happened largely due to an 80-mile Dutch-style network of well-connected cycle tracks and a 2,500-bike hire scheme, all put in place by politicians determined to encourage cycle journeys over motor traffic. To achieve this kind of change politicians need to be on board and also not just be inclined to install cycling in a piecemeal kind of way as this does not increase cycling levels. Instead whole networks need to be introduced to see real change. You can read TfL's case study on Seville here: <a href="http://www.urbanmovement.co.uk/uploads/1/4/1/9/14194615/cycling_in_the_city_v1.0_final.pdf">http://www.urbanmovement.co.uk/uploads/1/4/1/9/14194615/cycling_in_the_city_v1.0_final.pdf</a></p> <p>* I would like to see segregated cycle lanes where there are high levels of traffic and along school routes.</p> <p>*Existing cycle lanes need to be properly maintained as roads are and not forgotten about as they currently are.</p> <p>*Proposals for electric bikes - I'm not convinced this will increase levels of cycling. Where is the evidence to suggest that this is the case? A much better option would be to have cycle hire at all main railway and bus stations like they do in places like Assen in the Netherlands. At these facilities people hire bikes and bring them back to the place where they hired them.</p>	<p>Further consideration will be given to any specific suggestions that are not already included in the Strategy or Action Plan. The council is intending to produce a separate Cycling Strategy which may address some of these issues.</p>	
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	<p>* Secure cycle parking at main line stations and bus stations: Some people have nice bikes they want to look after and protect so it would be good to have secure cycle parking as well as cycle hire at transport nodes.</p> <p>* Safety comes first and people will start cycling if they perceive it is safe. Ways to increase this perception include segregation, lighting, wide cycle lanes (some one way cycle lanes in Assen in the Netherlands are 4m wide.), a large buffer of 1.5m between cars and cyclists, priority for cyclists at road junctions and the introduction of simultaneous green crossing junctions that allow cyclists to cross the road before vehicular traffic: <a href="http://www.aviewfromthecyclepath.com/2014/05/the-best-traffic-light-solution-for.html">http://www.aviewfromthecyclepath.com/2014/05/the-best-traffic-light-solution-for.html</a></p> <p>*I would like to see the Council produce a priority list of areas that need cycling improvements and a much stronger single vision style document to improve cycling in Sutton. This way when funding opportunities arise - we will be ready to submit bids.</p> <p>*I'm not convinced over the value for money aspect of producing walking and cycling maps. What has Smarter Travel Sutton achieved since it was implemented? Not much.</p> <p>*Training to help people to be road safe when it comes to cycling.</p> <p>*An incentive scheme (like in Hackney) to make it easy for people to apply for bike hangars in cases where cycle storage is not available in existing developments such as blocks of flats. Hackney are currently doing this and charging residents £30 p/a to rent a hangar which takes half a car parking space and can store 6 bikes.</p>		
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	* I would recommend all cycling officers and Councillors go to Assen in the Netherlands (where 40% of people cycle) and go on David Hembrow's cycling tour to see what can really be achieved.		
5.3	<p>*Better integration between sustainable modes of traffic and cycling and walking. For example cycle stands at bus stops, pedestrian crossings opposite bus stops.</p> <p>*Secure cycle storage at all main train stations and bus stations.</p> <p>*Timings of buses/trains that are in sync to avoid huge delays. For example the 213 bus is in sync with the 93 bus at North Cheam. This makes it convenient for people on foot.</p> <p>*To have more frequent orbital bus journeys especially on the X26 bus.</p>	These matters are consistent with, or already included in, the Strategy. Further consideration will be given to any specific suggestions that are not already identified in the Strategy or Action Plan.	No change
34			
5.1	Maintain pavements, more crossings.	Noted	No change
5.2	Have direct cycle routes for commuter cyclists that are safe to use and well maintained. Deal with the busy roads and junctions that are unavoidable and make them safer rather than assuming cyclists don't really want to go anywhere and are happy cycling around parks. Also maintenance of the cycle routes that already exist is very important. The A217 cycle path is in severe need of upgrading. Also a cycle path from Sutton town centre to Rosehill roundabout would be very useful.	Noted. The council is intending to produce a Cycling Strategy which will address many of these issues.	No change
5.3	The extension of the London Overground to Sutton sounds like a good idea.	Noted	No change
11	I was very pleased to see that you will be following the road user hierarchy (figure 3.1) and will always consider the needs of more sustainable forms of transport above those of local and non local motor traffic.	Noted	No change
35			
5.1	Wider, less cluttered footways. 20mph (or less) on	Noted. The council is proposing to	No change

	residential streets. More crossings on heavily trafficked streets. Would welcome enhancements to Sutton gyratory, to look and feel more about place than movement. Given the volume of traffic, the idea of shared-space is not a good idea. Better to restrict traffic speed to 20mph, create a boulevard, provide segregated cycle paths and more crossing points (separate for those on foot and on bicycle).	undertake a feasibility study of the gyratory which will seek to improve the environment and make it less of a barrier to pedestrian and cycle movement from the surrounding residential areas. This would be subject to public consultation.	
5.2	Cycling has great potential for many people for short journeys. Ideas, as outlined by LCC's Space for Cycling initiative, will enable many more people to discover this sustainable form of transport for utility travel. Sutton gyratory is not suited to shared space, but needs to support two-way segregated cycle paths.	Noted – see comment above.	No change
5.3	More effective use of bus services, to include a review of the routes operated, and the frequency of services to improve connectivity between routes. Rail service enhancements to provide minimum headway of 15 minutes on all routes, and a more structured network (in-line with Mayor's Transport Strategy). A simplified route structure, adaptable to accommodate peak and off-peak requirements to provide robust, useful, network connections.	The Strategy supports these types of improvements, in particular seeking rail services at a Metro type of frequency.	No change
36			
5.1	Reduce street clutter apart from walking signs	Noted	No change
37			
11	More resources for travel training and bus days to combat social exclusion. Improvements to Beddington Lane needed for better bus access	Noted. Improvements are proposed for Beddington Lane subject to the availability of funding.	No change
38			
5.1	Further measures to improve roads and pavements in local centres to prioritise pedestrian and cycle journeys	The council recognises that there is scope for public realm improvements in local centres.	No change
5.3	Introduce alternative services to areas not covered by current bus services	The council will continue to identify and press for new or improved bus services in areas of deficiency.	No change

39			
5.1	Sign posting for pedestrians. Lit pavements till midnight	Noted	No change
5.2	The road in total must be wide enough for cars and bikes	Noted	No change
5.3	Continued good electronic bus stop info. If public transport is efficient people leave cars at home	Noted	No change
11	Re 7.3 Areas for young children to practise cycling skills pre-school cycling proficiency age	Noted. This could be considered in the new borough Cycling Strategy.	No change
40			
5.1	Level pavements	Noted	No change
5.2	Separate cycles from cars and lorries	Noted	No change
5.3	Greater frequency at known busy times	Noted	No change
11	Warning of strikes helps. No strikes better still	Noted	No change
41			
5.2	Cycle paths which are properly functional - many are just paying lip service to the name.	Noted	No change
5.3	More local buses at weekends	The council will continue to work with TfL and operators to introduce improvements to bus services where deficiencies are identified.	No change
11	It is impossible to judge many of these because there is no detail of what exactly you plan to do. If you wasted less money on things like road humps and changes to Sutton High St. furniture there would be more available for real improvement	Noted	No change
42			
5.1	20 mph areas Good surfaces for pavements Dropped kerbs with good sight lines No litter left Wheelie bins to gardens	The council supports the principle of the introduction of 20mph areas in appropriate locations. Other comments are covered in the Strategy or not a transport matter.	No change
5.2	20 mph areas Good road surfaces Drivers trained to respect all road users Secure cycle parking	See above. Noted Noted Reference will be added.	No change
5.3	20 mph areas Improve service on loop line	See above. This is covered in the Strategy.	No change

	Wheeling gullies on steps	Will be considered where appropriate	
43			
5.1	Keep pavements for walkers	Noted	No change
5.2	Keep cyclist off pavements	Noted	No change
5.3	I would like to see more official bus stops instead of hail & ride. I find hail & ride difficult on an unfamiliar route	The council supports Hail and Ride which provides more flexibility for residents, however it will consider the introduction of more 'mini-stops'.	No change
11	Extend the tube system which would take some buses and trams off the road	Noted. However, extending the tube to Sutton would be far more expensive than the tram and it is unlikely to be supported by TfL and would not provide many of the benefits of the tram.	No change
44			
5.1	Pavement and road maintenance	Noted	No change
5.2	No cycling on pavements at all	Noted	No change
5.3	470 bus on Sunday through Worcester Road. Colliers Wood to Epsom service.	This is something that the council is seeking.	No change
45			
5.1	Having bus stops near to homes. Repair private roads, many are in disrepair	Noted	No change
5.2	More cycling lanes. Ban motor bikes on private and main roads	Noted	No change
5.3	Bus stops near to where we live. / Bus stops nearer each other	Bus stop spacing criteria are set by TfL. However, hail and ride sections allow for more frequent stopping.	No change
11	Improve Sutton Common train link, it's either late or cancelled. More bus stops near homes. I have a long walk to buses & train up and down hill.	Noted. The council regularly meets with train operators to try to improve rail services. See above re. bus stops.	No change
46			
11	I feel that Sutton is excellent for public transport - variety of buses & trains. However, new bus stops at Sutton BR have now no shelters or information panels! Great	Noted. New bus shelters have now been installed at Sutton station with information panels.	No change

	disappointment within a superb new development.		
47			
11	The trains from Carshalton to Sutton are bad. The buses unreliable	Noted.	No change
48			
5.1	Reduced parking on residential roads, reduce industrial usage, make max use of Kimpton Road Industrial Estate	Noted.	No change
49			
5.1	Nothing fancy, just good quality level pavements with good drainage	Noted	No change
5.2	Proper segregation of cyclists from pedestrians and other road users without reducing overall capacity	Noted	No change
5.3	NOT use tram please! Too disruptive and expensive. More buses good but who is paying?	The council supports the introduction of the tram to Sutton town centre as it is considered that it will provide environmental and economic benefits that would not be delivered by additional buses.	No change
11	I'm all in favour of "sustainable travel" but Sutton is an outer London suburban area and cars are very important to people, as well as to economic growth. Measures which restrict car use will be unpopular. Also - no tram please! (white elephant anyway)	The Strategy is intended to be balanced and not anti-car. It seeks to encourage the use of more sustainable modes of transport where possible.	No change
50			
5.3	More cleaning buses	This is a matter for the bus operators.	No change
51			
5.1	20mph limit in residential roads. Stop rat running	The introduction of selective 20mph areas is supported in principle. The Strategy also seeks to address rat running.	No change
5.2	More road space for cyclists	Noted	No change
5.3	More local buses such as S4 & 470	The council supports the introduction of further 'hoppa' buses to penetrate residential areas, but there is limited scope and funding for additional	No change

		services, which are now provided by TfL.	
11	8.1 Step free access to trains  5.1 Strictly enforce more responsible driving in residential roads (radar + fines)  3.1.1 Tramlink is unlikely to be truly economically viable due to low passenger numbers. Better to use modern, comfortable and frequent buses.	The Strategy supports improvements to rail accessibility. This is a matter for the Police.  TfL are responsible for preparing a business case for Tramlink which will include an estimate of likely passenger numbers. The scheme will only be supported by TfL if it considers that there is a positive business case. Buses are unable to provide the same benefits as trams.	No change
52			
5.1	Repair cracked pavement. Level pavements.	Noted	No change
5.3	Extend 470 service to Epsom Hospital. Also Sunday service.	This is something that the council is seeking.	No change
53			
5.1	Keep cyclists off pavement	Noted	No change
5.2	Dedicated cycle lanes/routes	Noted	No change
5.3	Double deck X26 buses at all times. Maintain reasonable gaps between buses - i.e. less "bunching"	Noted	No change
11	The bus and train services in my area Worcester Park/Cheam are very good. Main problem is traffic holding up buses in Central Road and rat-runs (Kingsmead Avenue etc)	Noted. Further consideration will be given to solving this issue.	No change
54			
5.1	None, Environment is good	Noted	No change
5.2	Better cycle only areas	Noted	No change
5.3	More buses in areas of houses only	Noted	No change
11	Areas with buses have improved but need further improvement. Get the tram service from/to Croydon	Noted	No change

55			
5.2	More awareness/availability of cycling routes – maps	Noted	No change
5.3	More bus stops with LCD displaying times - more accurate info on displays	Noted	No change
11	There are some excellent national cycle routes such as the 75 between Sutton and Kingston. It's very safe and quiet but still cyclists use the dangerous quick routes. More should be done to encourage using the routes. P.S I am a cyclist.	Noted	No change
56			
5.1	Traffic free areas	Noted	No change
5.3	Extend tube and trams	Noted	No change
57			
5.2	Fewer potholes, more dedicated cycle lanes / paths	Noted	No change
5.3	Increased frequency of X26	Noted. The council supports improvements to the X26 service.	No change
58			
5.1	Improve the state of some pavements where the surface is not always smooth and even - especially where it has been patched many times (plus the dangerous light grey, ridged parts of Sutton High Street)	Noted	No change
5.2	More designated cycling lanes if possible. I think cycling is quite dangerous in the busiest parts of Sutton and I would not personally encourage more people to cycle there.	Noted. These issues will be addressed in the proposed borough Cycling Strategy.	No change
5.3	The bus service in Sutton is excellent but rail services are sometimes delayed or cancelled causing much inconvenience (though I realise this is not really the responsibility of Sutton Council but of the whole rail network system).	Noted	No change
59			
5.1	Better maintenance of paths. Fewer cyclists on pavements	Noted	No change
5.3	None, what is available seems satisfactory and is often better than that	Noted	No change
11	Too many loaded or 'wrapped up' questions! Some -	Noted. Information is provided on	No change

	perhaps several of the measures do have real appeal. But how far is it for you to promote or pursue them? Before backing your "strategy" I should want to know more of your role and resources and of the cost implications. What do you mean by 'sustainable' I wonder?	roles, responsibilities and funding in paras. 2.1-2.3.	
60			
5.1	Make pavements safer	Noted	No change
5.2	More cycle lanes	Noted	No change
5.3	Make buses pull up to kerb & improve attitude of some drivers	This is a matter for operators but the council regularly liaises with TfL and operators over operational matters through its Public Transport Liaison Group.	No change
61			
5.1	Raised road at junction of Gordon Road, Glebe Road, Grosvenor Avenue to reduce speed on the corner as many children cross here to cross railway to Stanley Park Junior / Infants	Further consideration will be given to this detailed proposal.	No change
5.2	No parking in cycle lanes!! Cycle lanes away from traffic, more cycle paths	Noted	No change
11	Improve cycle paths / roads for older children to encourage cycling to school and around the area. Son aged 9 loves cycling but roads are too unsafe	The Strategy, along with the proposed Cycling Strategy, will seek to improve conditions for cyclists.	No change
62			
5.1	Ensure cyclists keep off pavements	Noted	No change
63			
5.1	Repair the sunken drain cover on the footpath by the Greyhound Hotel, Carshalton	This detailed issue will be referred to the appropriate officer.	No change
5.3	Bus from Carshalton to SWLEOC (back of Epsom Hospital)	Further consideration will be given to this. The council is seeking an extension of the 470 service to Epsom General Hospital.	No change
11	1. Provide bus stops closer together 2. Provide more local bus shelters even if only a roof on	These issues are a matter for TfL but will be raised with them.	No change

	supports. 3. Improve comfort of seats in bus shelters. Need to be deeper and varied height for tall and short people		
64			
5.1	Map our footpaths	The council already has a map of statutory rights of way and has in the past produced a borough walking map and local guides.	No change
65			
5.1	Fix defects promptly	Noted	No change
5.3	Better rail announcements	Noted	No change
11	Biased towards motor travel	Noted. The Strategy seeks to provide a balance between encouraging the use of more sustainable modes of transport whilst recognising that car travel remains important to outer London for certain (e.g. orbital) journeys.	No change
66			
5.1	Pavements that are not uneven. Cycling using bells on pavements	Noted	No change
5.2	The use of bells on pavements. Cyclists obeying the rules of travelling	Noted	No change
5.3	Even (no puddles) pavements around bus stops	Noted	No change
11	1. You can have so many 'schemes' that people forget common sense 2. Travel should have equal priority for ALL 3. Clean air is for all not for just Sutton and should be nationally. Don't waste our money by doing things.	Noted	No change
67			
11	Extend tram and tube services to Sutton	The council supports the extension of Tramlink to Sutton town centre as set out in the Strategy. The extension of the tube to Sutton is unlikely to be supported by TfL.	No change