Consultation on Route K1 – Introduction of fixed bus stops in Sunray and Egmont Estates, Tolworth

Revised Scheme and Responses to the Main Issues Raised October 2016
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Revised Scheme and Responses to the Main Issues Raised
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Revised scheme and our responses to the main issues raised

This document summarises our responses to the main issues raised in the consultation on our proposed changes to bus route K1. Set out below are summaries of the main points put to us during the consultation by members of the public and stakeholders and our response to these, and some changes to the scheme.

The proposal

We consulted stakeholders and the public about proposed changes to bus route K1. The consultation took place for a period of just over six weeks from Friday 5 February to Sunday 20 March 2016.

Bus route K1 runs between Kingston, Cromwell Road bus station and New Malden station. It runs every 12 minutes Monday to Saturday daytimes and every 20 minutes during the evening and all day on Sundays. Most of route K1 has fixed bus stops, but there is a Hail and Ride facility on three sections of its route between Tolworth and New Malden. Hail and Ride means that buses are permitted to stop at any safe point requested by a customer, so there are no fixed bus stops.

One of the Hail and Ride sections is in the Sunray and Egmont Estates, along parts of Barnsbury Lane, Warren Drive South and Knollmead, and along the full length of Southwood Drive. We proposed to improve bus accessibility, reliability and information on these roads by introducing fixed bus stops.

We proposed to introduce nine fixed bus stops (three with bus shelters) in the Sunray and Egmont Estates. There would be two each in Barnsbury Lane, Warren Drive South and Knollmead, and three in Southwood Drive. Minor associated changes to the footways, roads and grass verges would be needed, and some new or amended restrictions on parking and loading would also be needed. The Hail and Ride facility would then no longer apply in these roads.

More information on the proposal, including a map showing the proposed fixed bus stop locations, the details for each stop, and the associated changes and restrictions needed for each stop, are shown on our consultation web page https://consultations.tfl.gov.uk/buses/k1. The map is also provided in Appendix A of our Consultation Report.

Next Steps

We have decided to progress with the scheme but have made some changes to it.

A final decision to introduce fixed bus stops and remove the Hail and Ride facility in the Sunray and Egmont Estates is subject to the agreement of the Royal Borough of Kingston upon Thames and the outcome of further statutory consultation by that Borough on Traffic Management Orders at some of the locations. The wording used in the rest of this document assumes this final decision is made.
Revised Scheme

We have developed the following revised scheme which responds to some of the issues raised in the consultation. In particular, it:

- changes the locations of five of the fixed bus stops and adds one additional fixed bus stop, reducing the gaps between some of the stops
- provides new parking spaces, replacing all of the existing parking removed by the new fixed bus stops
- no longer includes bus shelters at this stage
- no longer includes two of the three proposed footway buildouts (bus boarders) or the footpath widening near Site 4

The main changes to the original proposal are:

**Site 0** – additional new fixed bus stop, towards New Malden, in Barnsbury Lane

**Site 1** – moved east to the green area of Barnsbury Crescent; no longer includes footway buildout (bus boarder)

**Site 3** – moved west a short distance; no longer includes bus shelter at this stage

**Site 4** – moved east to opposite Elmdene; no longer includes footway buildout (bus boarder) and footpath widening; no longer includes bus shelter at this stage; three new parking bays inset into grass verge

**Site 6** – hardstanding moved east a short distance; new parking bay inset into grass verge

**Site 7** – moved south a short distance

**Site 9** – moved north a short distance; no longer includes bus shelter at this stage; three new parking bays inset into adjacent grass verge

**Opposite Site 9** – two new parking bays inset into grass verge

**Sites 2, 5 and 8** – no significant changes

We will now provide a total of ten new fixed bus stops (an increase from the original nine). The average distance between fixed bus stops in the Egmont and Sunray Estates will now be approximately 260 metres towards New Malden and approximately 295 metres towards Kingston. These distances are well within our general guideline of 300-400 metres between stops.
New parking bays in ten locations will also be added, providing a total of 22 new parking spaces and 10 improved parking spaces, replacing the approximately 22 existing parking spaces lost in the revised scheme:

- 7 will replace existing on-street double-yellow line
- 15 will replace existing grass verge or grass area
- 5 will replace existing on-street single-yellow line
- 5 will formalise existing on-street informal parking

All new parking bays will provide free, unrestricted parking.

Various existing single-yellow and double-yellow line markings will be renewed as they have become worn.

We may consider adding bus shelters in the future (subject to funding being available) if we receive requests from local customers.

Full details are shown below.
Overview Map

Route K1 - new fixed bus stops in Sunray and Egmont Estates - revised following consultation

- Route K1 - existing fixed bus stops
- Route K1 - Hail and Ride section to be replaced with fixed bus stops
- Existing fixed bus stop (no change)
- New fixed bus stop with restriction on parking and loading
- New parking restriction
- New parking bay[s]

Contains Ordnance Survey data © Crown copyright 2018
Barnsbury Lane and Barnsbury Crescent

Site 0 – next to garages at rear of Chandler Court:

- Buses towards New Malden
- New bus stop post with flag and timetable frame
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing double-yellow line and existing single-yellow line)
- Existing footway buildout and bollards removed
- Parking space for approximately one vehicle lost

Opposite Site 0 – next to side boundary of number 1 Sunray Avenue:

- Five new marked parking bays for parking at any time (replacing existing single-yellow line)
- Existing bollards removed

Site 1 – next to green area of Barnsbury Crescent, opposite side boundary of number 2 Meadway:

- Buses towards New Malden
- New bus stop post with flag and timetable frame
- New hardstanding across full width of roadside grass verge (approximately 10 metres west of junction with Barnsbury Crescent east arm)
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing parking space)
- Existing bushes removed
- Parking space for approximately four vehicles lost
Opposite Site 1 – next to side boundary of number 2 Meadway:

- Five new marked parking bays for parking at any time (replacing existing double-yellow line)

Site 2 – next to side boundary of number 1 Hazelbank:

- Buses towards Kingston
- New bus stop flag and timetable frame attached to lamp column number 13
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing double-yellow line)

Opposite Site 2 – next to green area of Barnsbury Crescent, opposite side boundary of number 1 Hazelbank:

- Five new marked parking bays for parking at any time (formalising existing parking space)
- New narrow hardstanding in roadside grass verge alongside new parking bays

Near junction of Warren Drive South – next to side boundary of number 110 Warren Drive South:

- Two new marked parking bays for parking at any time (replacing existing double-yellow line)
Site 3 – outside numbers 109-117:

- Buses towards New Malden
- New bus stop flag and timetable frame attached to lamp column number 12
- New hardstanding across full width of roadside grass verge, between two existing crossovers (outside number 115 and small parts of numbers 113 and 117)
- New bus stop cage marking in road – no stopping at any time except buses (no parking space lost as vehicles do not park here due to narrow road width and parking opposite)
- Existing bollards removed

Site 4 – opposite numbers 119-123 and Elmdene, level with numbers 138-148:

- Buses towards Kingston
- New bus stop post with flag and timetable frame
- New hardstanding across full width of roadside grass verge (opposite number 121, level with numbers 140-142) (replacing existing narrow path across roadside grass verge)
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing parking space)
- Parking space for approximately five vehicles lost
Alongside Site 4 – opposite number 123 and Elmdene, level with numbers 142-148:

- Three new marked parking bays for parking at any time (inset into roadside grass verge, within extent of Site 4 bus stop cage marking)
- New narrow hardstanding in roadside grass verge alongside new parking bays
- Existing lamp column re-sited in roadside grass verge
- Existing tree removed

Junction of Warren Drive South and Knollmead – opposite numbers 161-165 Warren Drive South and number 55 Knollmead:

- Four new marked parking bays for parking at any time (inset into grass area) (inside existing double-yellow line)
- New narrow hardstanding in grass area alongside new parking bays
- Existing double-yellow line retained outside new parking bays to deter double parking
- Existing bollards removed
- Existing lamp column (with cycle signs) re-sited in grass area
- Existing road name plates re-sited in grass area

Junction of Warren Drive South and Knollmead – opposite side boundary of number 182 Warren Drive South:

- Two new marked parking bays for parking at any time (inset into grass area) (inside existing double-yellow line)
- New narrow hardstanding in grass area alongside new parking bays
- Existing double-yellow line retained outside new parking bays to deter double parking
- Existing lamp column (with road signs) re-sited in grass area
Knollmead

Site 5 – outside numbers 5-7:
- Buses towards New Malden
- New bus stop flag and timetable frame attached to lamp column number 5
- New footway buildout (bus boarder) (replacing parts of existing partially inset parking and existing buildout)
- New hardstanding across full width of roadside grass verge (outside numbers 5 and 7)
- New restriction on parking and loading around buildout – no parking and no loading at any time except buses
- Parking space for approximately two vehicles lost
- Existing bollards removed

Site 6 – outside numbers 22-32:
- Buses towards Kingston
- New bus stop post with flag and timetable frame
- New hardstanding across full width of roadside grass verge (outside numbers 26 and 28)
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing parking space)
- Parking space for approximately five vehicles lost
Alongside Site 6 – outside numbers 28-32:

- One new marked parking bay for parking at any time (inset into roadside grass verge, within extent of Site 6 bus stop cage marking)
- New narrow hardstanding in roadside grass verge alongside new parking bay
- Existing lamp column re-sited in roadside grass verge
Site 7 – opposite numbers 59-61, next to side boundary of number 57 Oakdene Drive:

- Buses towards New Malden
- New bus stop post with flag and timetable frame
- New hardstanding across full width of roadside grass verge, next to existing footway at corner of Oakdene Drive (opposite numbers 59-61 Southwood Drive)
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing double-yellow line)

Site 8 – outside numbers 53-55:

- Buses towards Kingston
- New bus stop post with flag and timetable frame
- New hardstanding across full width of roadside grass verge, between two existing crossovers (outside number 55)
- New bus stop cage marking in road – no stopping at any time except buses (no parking space lost as vehicles do not park here due to narrow road width and parking opposite)

Site 9 – opposite Elm Close, next to side boundary of number 234 Tolworth Rise South:

- Buses towards New Malden
- New bus stop post with flag and timetable frame
- New hardstanding across full width of roadside grass verge (starting a short distance north of opposite Elm Close), with new low retaining wall at rear of hardstanding to maintain level
- New access footpath in roadside grass verge from new hardstanding to existing footway at corner of Tolworth Rise South
- New bus stop cage marking in road – no stopping at any time except buses (replacing existing double-yellow line and existing parking space)
- Existing bollards removed
- Parking space for approximately two vehicles lost

Adjacent to Site 9 – opposite Elm Close and side boundary of number 2 Elm Close, as far as access to rear of properties in Tolworth Rise South:

- Three new marked parking bays for parking at any time (inset into roadside grass verge, partially overlapping extent of Site 9 bus stop cage marking), replacing on-road parking space for approximately three vehicles
- New hardstanding across half of remaining width of roadside grass verge alongside new parking bays, with new low retaining wall at rear of hardstanding to maintain level
- New parking restriction (double-yellow line – no parking at any time) outside new parking bays to deter double parking
- Existing tree removed
- Existing lamp column re-sited in roadside grass verge
Opposite Site 9 – from side boundary of number 2 Elm Close to number 1 Southwood Drive:

- Two new marked parking bays for parking at any time (inset into roadside grass verge)
- New hardstanding across remaining width of roadside grass verge alongside new parking bays (next to side boundary of number 2 Elm Close)
- New parking restriction (double-yellow line – no parking at any time) from approximately 4 metres inside Elm Close (south side), extending approximately 45 metres south along east side of Southwood Drive (as far as northern boundary of number 1 Southwood Drive). This is to prevent parking and maintain sight lines and free movement of traffic. Includes outside new parking bays to deter double parking. (no parking space lost as vehicles generally do not park here currently due to narrow road width and parking opposite)
Main issues raised and our responses

Summaries of the issues raised are shown in **bold**, followed by our responses in normal type. In many cases several issues have been combined.

1. General

**Objections to removing Hail and Ride.**

**Assertions that proposed changes would not improve accessibility, reliability or information.**

**Assertions that majority of local people are against proposal.**

**Concerns about adverse effects on existing customers.**

**Suggestions for alternative approaches.**

The Equality Act (2010) (Section 149) places a duty on both us and the Royal Borough of Kingston upon Thames to act so that disabled people are not disadvantaged. Providing access between a low-floor bus (fitted with a ramp) and the footway is crucial to fulfilling this duty for disabled people, particularly wheelchair users, in accessing a bus service. We also need to consider the needs of other disabled bus customers such as visually impaired people and those with learning difficulties, as well as bus customers carrying heavy luggage or with young children and / or buggies. Virtually all existing fixed bus stops in the Royal Borough of Kingston upon Thames meet our accessibility criteria, and we are well on the way to meeting our target of 95 per cent of fixed bus stops in London being accessible by December 2016. Already all our buses in London (except duplicate Heritage Routemasters on part of route 15) are accessible, with low floors, wheelchair ramps and ‘kneeling’ facilities.

To be accessible, buses need to pull up sufficiently close to an unrestricted kerb with an unobstructed hard surface at an appropriate height (100mm-140mm). This is particularly important to ensure a ramp can be deployed,(if needed, at a suitable gradient (no steeper than 12 per cent). Within a Hail and Ride section we cannot guarantee that all stopping points are safe and unrestricted by parked vehicles or other obstacles. Therefore we are unable to say whether or not the service is accessible.

Much of the Sunray and Egmont Estates has roadside grass verges and on-street parking. By providing fixed bus stops, protected by legally-enforceable parking restrictions such as bus stop ‘cage markings’ and provided with unobstructed hard surfaces at appropriate heights, we will provide reasonable assurance that the bus service is accessible safely to all. This will help to meet our duty under the Equality Act 2010 and help to work towards a fully inclusive society.
The fixed bus stops will provide a safe, dedicated place for customers to wait for their bus, in most cases without obstructing the footway. They will provide more certainty for visually impaired people, people unfamiliar with the area, and those with learning difficulties. They will minimise confusion and disputes between customers and bus drivers. They will be adjacent or close to existing street lighting and crossing facilities.

Fixed bus stops make it easier for us to maintain or improve reliability and journey times on a busy bus service like route K1, as the stops are less frequent and are predictable. They also make it easier for supervisory staff to regulate the service, and reduce traffic congestion by allowing buses to pull into the kerb.

It is much easier to provide adequate information (both scheduled and ‘real time’) about a bus service where there are fixed points on which to focus this information.

We recognise that the existing Hail and Ride facility is popular and that some customers will need to walk further to / from a fixed bus stop, compared to the existing Hail and Ride facility. We also have a duty under the Equality Act to act so that people with other protected characteristics, such as age, are not disadvantaged. However we need to balance the convenience of Hail and Ride and accessibility to the service for existing customers, with accessibility to the service for customers who are currently unable to use it, or who find it difficult to use it, and with the reliability of the service. Our preferred method of improving accessibility, reliability and information on sections of Hail and Ride where services have grown in patronage and buses are making frequent stops, and / or where passenger demand is concentrated at identifiable points, is to convert them to fixed bus stops.

In 2014 we increased the Monday to Saturday daytime frequency of route K1 from every 15 minutes to every 12 minutes due to increasing demand. Between 2005 and 2015 the number of trips taken per day on the route rose by nearly 36 per cent, and between 2015 and 2016 alone this figure rose by over 18 per cent. Surveys have shown that buses have been stopping more often in the Hail and Ride section. The number of trips on route K1 per year is similar to the number on routes K2 and K3, neither of which have Hail and Ride sections. Also, it is unusual for a route running every 12 minutes to have Hail and Ride sections.

While there are alternative methods for improving accessibility and information we would only use these on lightly used services, where demand is very scattered, or where local conditions make installation of fixed bus stops difficult or sensitive. There is a strong case for converting route K1 to fixed bus stops in the Sunray and Egmont Estates on the grounds of frequency, patronage growth and frequent stops. This is why we are making these changes.

We will not be retaining Hail and Ride in any part of the Estates, where route K1 will become the same as most other bus routes in London.
However, following the consultation we have changed some fixed bus stop locations, and added one additional fixed bus stop, which places bus stops closer to some residents. The stop locations will ensure that nearly all points within the Sunray and Egmont Estates will be within 300 metres (‘as the crow flies’) of a fixed bus stop, within our network planning guideline which states that residential areas (specifically, 95 per cent of London’s population) should be within 400 metres of the bus network. The average distance between fixed bus stops in the Estates will be approximately 260 metres towards New Malden and approximately 295 metres towards Kingston, well within our general guideline of 300-400 metres between stops but, we feel, achieving a good balance between convenience and maintaining or improving reliability and bus journey times.

Existing customers of route K1 who will find it difficult to reach the fixed bus stops may be eligible for our free door-to-door Dial-a-Ride service. More details can be found at tfl.gov.uk/modes/dial-a-ride/, by emailing DAR@tfl.gov.uk or by calling 0343 222 7777.

**Concerns about accessing doctors’ surgery in Warren Drive South.**

**Concerns about accessing upper part of area via Knollmead or Hazelbank.**

It is difficult or unsafe to place fixed bus stops in Barnsbury Lane east of Meadway, near to the doctors’ surgery, due to the poorer sight lines caused by the bends in the road.

We consider that the area near the Warren Drive South / Barnsbury Lane junction, near to the doctor’s surgery, is not safe for fixed bus stops due to the proximity to the road junction.

We will install the new fixed bus stop designated as Site 4 a little nearer to Knollmead than we originally proposed.

We consider that the area near the Warren Drive South / Knollmead junction, eastbound (towards New Malden) is not safe for a fixed bus stop due to bends in the road and the proximity to the road junction. It would also remove parking spaces. A fixed bus stop near the Warren Drive South / Knollmead junction, westbound (towards Kingston) would be possible but there would be no matching stop in the opposite direction (we try to provide fixed bus stops in pairs), and it would be too close to the new location for Site 4 which cannot be moved close to Barnsbury Lane.

Sites 1 and 2 are close to Hazelbank which connects the upper part of the area with the bus route, although it is considered steep by some respondents.

Existing customers of route K1 who will find it difficult to reach the fixed bus stops due to the gradients may be eligible for our free door-to-door Dial-a-Ride service. More details can be found at tfl.gov.uk/modes/dial-a-ride/, by emailing DAR@tfl.gov.uk or by calling 0343 222 7777.
Concerns about value for money and suggestions for alternative uses for the money.
The scheme as designed is necessary to provide bus stops which meet our accessibility standards, ensure there is no overall loss of parking, and respond to some of the issues raised during the consultation. It will bring the area’s bus stopping facilities into line with those in most of the rest of London and will make boarding and alighting from buses easier for many people. Where we can we will use existing lamp columns to place the bus stop flags and timetable frames, instead of providing separate bus stop posts, saving some cost. While 10 improved parking spaces will be provided as part of the revised scheme, additional parking provision in this area is the responsibility of the Royal Borough of Kingston upon Thames. We are already taking all bus drivers in London through a two-day customer care course, in addition to their standard BTEC qualification training.

Concerns that proposed fixed bus stop sites do not all match existing locations used for Hail and Ride.
We do not consider that all of the existing locations customers use are safe to site a fixed bus stop. We have placed the new fixed bus stops as close as we can to these locations.

Concerns about obstruction to traffic and safety of proposed fixed bus stops, including sight lines.

We have designed the new fixed bus stops and associated parking and loading restrictions to minimise the amount of time buses are blocking passing traffic and other buses. Once the new fixed bus stops are installed we expect traffic to be blocked less then currently as buses will be able to pull into the kerb.

We, in discussion with the Royal Borough of Kingston upon Thames, have chosen carefully both the originally proposed and the revised fixed bus stop sites, considering safety aspects. We also shared information on the originally proposed fixed bus stop locations with the Metropolitan Police and will do so again for the revised scheme.

Concerns about effect on parking, especially given existing parking shortage.
In our revised scheme all approximately 22 parking spaces lost will be replaced by 22 new parking spaces, and 10 existing parking spaces will be improved. Many of the new parking spaces will be very close to where the existing spaces are lost, although some will be elsewhere. Parking provision in this area is the responsibility of the Royal Borough of Kingston upon Thames, who are aware of ongoing requests and suggestions for improved parking, but we have worked hard with them to ensure that there is no overall parking loss as a result of this scheme.
Concerns about disruption, effect on residential environment, access to properties, crossovers and anti-social behaviour.

The new fixed bus stops will be to a well-established and attractive design used all over London in a wide variety of settings. In some cases we will use existing lamp columns to place the bus stop flags and timetable frames, instead of providing separate bus stop posts, and we are no longer providing bus shelters at this stage. We need to balance the existing amenity of the area with the need to provide accessible boarding and alighting points with hard surfaces, large enough for bus shelters if these are requested in the future by local customers. In areas with roadside grass verges we need to replace the existing grass to do this.

No existing crossovers will be removed. Some existing crossovers will be blocked for very short periods while buses are at the stops but will be usable at all other times. We need to balance the use of kerb space between buses, parking and new crossovers. Applications for new crossovers in the Sunray and Egmont Estates that may conflict with the sites of the new fixed bus stops or with the new parking spaces will not be considered by the Royal Borough of Kingston upon Thames until a final decision whether or not to introduce fixed bus stops and remove the Hail and Ride facility is made.

We do not believe that the new fixed bus stops will cause disruption to residents.

Objections to proposed bus shelters (sites 3, 4 and 9).

Concerns and suggestions about shelters, including requests for additional shelters.

We are no longer providing bus shelters at this stage due to the concerns raised. We may consider adding bus shelters in the future (subject to funding being available) if we receive requests from local customers.

Questions and concerns about converting other Hail and Ride sections on route K1 to fixed bus stops.

We are planning to convert the remaining sections of Hail and Ride on route K1, for the same reasons. We expect to consult local people about this and about proposed fixed bus stop sites in the other areas, but we see no need to delay installation of the new fixed bus stops in the Sunray and Egmont Estates while we do this.

Questions, concerns and suggestions about reliability, timetabling, bus size and crowding on route K1.

We will not be changing route K1’s frequency, timetable or bus size as part of this scheme. The new fixed bus stops will mean that we can run the route more reliably and with less difficulty due to parked vehicles. Road constrains mean that we already use smaller buses on this route. However, as with all bus routes, we will keep its reliability, journey times and usage under review and respond as needed. We are not usually able to evenly space buses on sections of route common to other bus routes due to the wide variety of factors affecting the timetables.
Suggestions about seating.
We will not be providing seating at any of the new bus stops as we are no longer providing bus shelters (which usually have integral seating) at this stage. The Royal Borough of Kingston upon Thames is responsible for seating provision in the area.
2. Site-specific

Some comments made about, and objections to, specific sites have been incorporated into issues listed in 1. General above.

Site 1 – Objections to site location.

Site 1 – Suggestions for alternative sites at green alongside Barnsbury Crescent / nearer to Meadway.

We will install this fixed bus stop further east than we originally proposed. It will be on the green area of Barnsbury Crescent, nearer to Meadway. We will also no longer build a footway buildout (bus boarder) at this stop. There will be minimal obstruction to traffic due to the small amount of time buses will be at the stop. Five new marked parking bays will be added opposite, replacing the approximately four spaces lost due to this new stop. This stop will be away from property frontages and existing or potential crossover sites.

It is difficult or unsafe to place a fixed bus stop in Barnsbury Lane east of Meadway, due to the poorer sight lines caused by the bends in the road.

Site 1 – Suggestion for alternative site west of Vincent Avenue.
We will provide an additional new fixed bus stop (Site 0) at this location.

Site 2 – Objections to site location.

Site 2 – Suggestion for alternative site nearer to Meadway.

Site 2 – Suggestion that stop be removed from scheme.

There will be minimal obstruction to traffic due to the small amount of time buses will be at the stop. There will be no loss of parking at this stop as the site already has a double-yellow line.

It is difficult or unsafe to place a fixed bus stop in Barnsbury Lane east of Meadway, due to the poorer sight lines caused by the bends in the road, and where fixed bus stops are opposite each other (as they now will be west of Meadway) it is safest to position them ‘tail to tail’.

If we were to omit a fixed bus stop at this location, the distance from the new fixed bus stop at Site 4 (new location) to the existing fixed bus stop in Vincent Avenue would be about 495 metres (about 465 metres from the previously proposed location for Site 4), considerably more than our general guideline of 300-400 metres between stops.
Site 3 – Objections to site location.

Site 3 – Suggestions for alternative sites near Barnsbury Lane / Warren Drive South junction and near Warren Drive South / Knollmead junction.

This is near one of the existing locations where people hail the bus, and to omit a fixed bus stop here would create an unacceptable gap between stops. We will install this fixed bus stop a short distance further west than we originally proposed. There will be no parking space lost as vehicles do not park here due to the narrow road width and the parking opposite. There will be minimal obstruction to traffic due to the small amount of time buses will be at the stop.

We consider that the area near the Barnsbury Lane / Warren Drive South junction is not safe for a fixed bus stop due to the proximity to the road junction.

We consider that the area near the Warren Drive South / Knollmead junction, eastbound (towards New Malden) is not safe for a fixed bus stop due to the poorer sight lines caused by the bends in the road and the proximity to the road junction. It would also remove parking spaces.

Site 4 – Objections to site location.

Site 4 – Suggestions for alternative sites near Knollmead / Warren Drive South and Warren Drive South / Barnsbury Lane junctions.

Site 4 – Suggestions for improving access and parking for properties fronting large grass area, in association with new fixed bus stop.

This is near one of the existing locations where people hail the bus, and to omit a fixed bus stop here would create an unacceptable gap between stops. We will install this fixed bus stop further east than we originally proposed. It will be opposite Elmdene, a little nearer to Knollmead. Three new marked parking bays will be added alongside, replacing three of the approximately five spaces lost due to this new stop, with the other two spaces replaced elsewhere, with new marked parking bays added at the Warren Drive South / Knollmead junction. We will no longer build a footway buildout (bus boarder) and there will be minimal obstruction to traffic due to the small amount of time buses will be at the stop. Information about the bus service gives reassurance and provides details of the route as well as the times the buses pass, although this is not the main reason we are providing a fixed bus stop. We are no longer widening the footpaths as part of this scheme, but the new location is directly in line with one of the existing footpaths.

A fixed bus stop near the Knollmead / Warren Drive South junction, westbound (towards Kingston) would be possible but there would be no matching stop in the opposite direction (we try to provide fixed bus stops in pairs), and it would be too close to the new location for Site 4 which cannot be moved close to Barnsbury Lane.
We consider that the area near the Warren Drive South / Barnsbury Lane junction is not safe for a fixed bus stop due to the proximity to the road junction.

The Royal Borough of Kingston upon Thames are aware of the requests and suggestions for improved parking for this area.

Site 5 – Objections to site location.

The approximately two parking spaces lost due to this new stop will be replaced elsewhere, with new marked parking bays added at the Warren Drive South / Knollmead junction. There will be minimal obstruction to traffic due to the small amount of time buses will be at the stop.

We consider that the area near the Warren Drive South / Knollmead junction, eastbound (towards New Malden) is not safe for a fixed bus stop due to the poorer sight lines caused by the bends in the road and the proximity to the road junction. It would also remove parking spaces.

Site 6 – Objections to site location.

One new marked parking bay will be added alongside, replacing one of the approximately five spaces lost due to this new stop, with the other four spaces replaced elsewhere, with new marked parking bays added at the Knollmead / Warren Drive South junction. There will be minimal obstruction to traffic due to the small amount of time buses will be at the stop.

Site 7 – Objections to site location.

There will now be no loss of parking at this stop as we will install it a short distance further south than originally proposed so that it falls within the extent of the existing double-yellow line.

Site 8 – Objections to site location.

There will be no parking space lost as vehicles do not park here due to the narrow road width and the parking opposite.
Site 9 (and proposed parking restriction opposite site 9) – Objections to site location.

Site 9 – Suggestions for parking restrictions in Elm Close to deter parking by local businesses.

Concern about difficulty of turn for buses, and sight lines, at Tolworth Rise South / Southwood Drive junction.

This is near one of the existing locations where people hail the bus, and to omit a fixed bus stop here would create an unacceptable gap between stops. Two new marked parking bays will be added opposite, replacing the approximately two spaces lost due to this new stop. Also three new marked parking bays adjacent to this stop will replace on-street space for approximately three vehicles. While we are adding a parking restriction opposite Site 9 to prevent parking and maintain sight lines and free movement of traffic, vehicles generally do not park here currently due to the narrow road width and the parking opposite. Overall, therefore, there will be no loss of parking at this site. However, we have passed the concern about parking, and the suggestion for further parking restrictions, in Elm Close to the Royal Borough of Kingston upon Thames.

We do not consider that the new fixed bus stop and parking restriction will worsen the sightlines or turn for buses at the Tolworth Rise South / Southwood Drive junction. We have passed the comments about the existing sight lines to our Police Community Support Officer Team who will use them to look at parking at this location.

Site 9 – Suggestion for alternative site in Tolworth Rise South.
We consider that this location is not safe or suitable for a fixed bus stop due to being on a bend in the road, and being opposite a Red Route parking bay which could lead to the road being blocked.
Sites 5 and 6 – Suggestion that buses should continue to stop at Knollmead / Southwood Drive junction.
We consider that the area near the Knollmead / Southwood Drive junction is not safe for fixed bus stops due to the proximity to the road junction.

Sites 5 and 6 – Suggestion that stops be removed from scheme and Sites 1, 2, 3 and 4 moved further east.
Withdrawing Sites 5 and / or 6 would create unacceptable gaps between stops, even now that Sites 1 and 4 are being moved further east. The revised scheme will replace all approximately 22 parking spaces lost with 22 new parking spaces, and will also provide 10 improved parking spaces.

Sites 5 and 6 – Suggestion that residents opposite proposed fixed bus stop should be offered crossovers / drives.
All of the approximately seven parking spaces lost at these two sites will be replaced, with one new marked parking bay added alongside Site 6 and six new marked parking bays added at the Warren Drive South / Knollmead junction.

Sites 5, 6 and 7 – Request to place fixed bus stops on existing double-yellow line.
We will install the new fixed bus stop designated as Site 7 a short distance further south than originally proposed so that it falls within the extent of the existing double-yellow line. For Sites 5 and 6 the only existing double-yellow line is around the Knollmead / Southwood Drive junction, and this area is not safe for fixed bus stops due to the proximity to the road junction.

Sites 7, 8 and 9 – Concerns about long gaps between fixed bus stops for people in Collingwood Avenue area.
We recognise that some customers will need to walk further to / from a fixed bus stop, compared to the existing Hail and Ride facility. The distance between the new fixed bus stops at Sites 7 and 9 will be approximately 365 metres. The distance between the existing fixed bus stop in Tolworth Rise South and the new fixed bus stop at Site 8 will be approximately 395 metres. Both distances are within our general guideline of 300-400 metres between stops and, we feel, help to achieve a good balance between convenience and maintaining or improving reliability and bus journey times.
3. Comments about the quality of the consultation

Concern about lack of clarity in consultation materials about reasons for proposal.
The consultation materials included an explanation of how fixed bus stops would improve accessibility. However in this document we have provided a more detailed explanation of how this scheme will help us and the Royal Borough of Kingston upon Thames to meet our duty under the Equality Act (2010) to act so that disabled people are not disadvantaged.

Concerns and suggestions about map.
We have made some corrections to the maps which are included in this document. We did our best to show the proposal in a simple yet comprehensive way.

Concerns about consultation publicity to roads away from the bus route.
We delivered a letter with an overview map to approximately 1,900 local households and businesses in the Sunray and Egmont Estates and part of the surrounding residential area. This included all roads in the Estates, including those not on the bus route. The letter distribution extent is shown in Appendix A of our Consultation Report.

Assertion that consultation should have been publicised by knocking on people's doors.
We rarely carry out door-to-door engagement for this type of consultation.

Concerns about lack of information on certain aspects of proposal.
We provided detailed information in the consultation material about the impact on parking. We note the comment about details of bus shelters and will consider providing this information in future. The impact on customer numbers is uncertain so we would not have been able to provide any useful figures.

Assertions that consultation is just a formality.
The consultation is used to inform our decision making and as a result of comments received we have made changes to the scheme.
Concern about lack of meeting with ward councillors before publication of consultation to residents.

Request for more meetings, involving ward councillors and local residents.

We accept that it would have been better to meet ward councillors prior to publishing the consultation. However we have since held two meetings with councillors from Alexandra Ward, and a representative of Sunray and Egmont Residents' Association (SERA) attended one of these.

A site meeting will be arranged by Royal Borough of Kingston upon Thames involving Borough officers, local Borough ward councillors and residents or their representatives, and any significant issues will be passed to us.

Our consultation report, decision to progress with the scheme, and this document containing the revised scheme and our responses to the main issues raised, will be presented to the Royal Borough of Kingston upon Thames’ Surbiton Neighbourhood Committee meeting on 7 December 2016 for comments. It will then be considered at that Borough’s Residents Committee meeting on 8 December 2016 for resolution.
4. Comments not directly related to proposal

We are passing relevant comments that were not directly related to the proposal to the Royal Borough of Kingston upon Thames, and / or to other teams within Transport for London, as appropriate.