

STATION PARADE CONVERSATION

Held on Saturday 22nd June 2019

RESULTS OF QUESTIONNAIRE SURVEY

East Horsley Parish Council, Vision33 team

01.07.2019

1. INTRODUCTION

On Saturday 22nd June 2019 the Vision33 team of East Horsley Parish Council held a 'Conversation' event at Station Parade in order to obtain views of local residents about potential future development in the Station Parade area, in particular the eastern section around the grassed area. A series of display boards were set up suggesting possible re-configurations of this space, intended to improve its appearance and functionality.

A short questionnaire was prepared to help structure residents' comments and those viewing the display boards were asked a series of questions about possible re-configuration options. A total of 77 residents, most living in East and West Horsley, gave their views and these are summarised in this report.

Copies of the survey questionnaire used and the six options on display are shown in the Appendices.

2. RESPONSES TO QUESTIONNAIRE

Q1: Do you live in East or West Horsley?

| | | | |
|------------|--------------|----|------|
| RESPONSES: | East Horsley | 49 | 64% |
| | West Horsley | 24 | 31% |
| | Other | 4 | 5% |
| | TOTAL | 77 | 100% |

95% of respondents lived in the two Horsleys.

Q2: Should the general appearance of Station Parade be improved?

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 54 | 70% |
| | Maybe | 12 | 16% |
| | No | 4 | 5% |
| | DK/No Response | 7 | 9% |
| | TOTAL | 77 | 100% |

70% of respondents thought the appearance of Station Parade should be improved

Q3: What things do you think would most help to improve this part of Station Parade?

RESPONSES: This was an open question eliciting a wide range of different responses. The following is a count of the frequency with which particular themes were raised, in descending order. Multiple responses were permitted:

| <i>Theme:</i> | <i>No. mentioning</i> |
|---|-----------------------|
| Improve parking layout/traffic flow | 25 |
| Improve road surface | 20 |
| Improve appearance of the building facade | 15 |
| Create more pedestrian/public space | 14 |
| Reduce the numbers of cars | 13 |
| Have more benches, seating | 9 |
| Improve/expand disabled parking | 7 |

Other themes that were raised by four people or fewer were: to expand/improve the grass area (4), to have more flowers (3), to add more lighting (2), to improve the street signage (2), to have a map (1), and have electric charging points (1).

Below is a selection of typical comments recorded on the questionnaires:

- *There are too many vans and cars in front of the shops*
- *We should have more space for pedestrians and less for cars*
- *It will ruin the whole village if you take away the parking in front of the shops. The shops need it, leave it as it is*
- *More flowers, especially on the Post Office side*
- *Getting the ATM back is really important for the village*
- *More seating around the trees would be good*
- *The present parking system here is a nonsense. Those protruding ramps are just stupid*
- *The old layout used to be better*
- *Sort out the road surfacing please, it is revolting*
- *You must keep people coming to the shops here, not going to Waitrose*
- *You could develop the council notice board area better. The bench right next to the rubbish bin is not a good idea*
- *One row of cars parking will improve the look*
- *Look at how they do it in France with shared space and pedestrians having priority*
- *Planters should be moved to the edges to allow more space on the grass*
- *Folly to take away parking. The village needs life around here or it will become sterile*
- *You don't need the flagpole there*
- *The parking now is very awkward*
- *More pedestrianization. There's lots of parking at the back*
- *Why don't you expand the pavement but only in one part*
- *Improve shop frontages and the general residential area*

Q4: Here are a few ideas of ours. Are you in favour of them?

This question had six different ideas proposed to residents for their views as to whether or not they were in favour of them:

a) Reduce the numbers of cars in front of the shops:

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 36 | 47% |
| | Maybe | 12 | 16% |
| | No | 24 | 31% |
| | DK/No Response | 5 | 6% |
| | TOTAL | 77 | 100% |

47% of respondents were in favour of reducing car numbers although 31% were against.

COMMENT: A core reason for people responding 'No' to this question appears to be due to their concerns over the perceived impact of reduced shop-front parking on the long term commercial viability of the shops, not so much on their own personal convenience.

b) Allow vehicles to enter and exit through the one-way entrance:

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 40 | 52% |
| | Maybe | 4 | 5% |
| | No | 22 | 29% |
| | DK/No Response | 11 | 14% |
| | TOTAL | 77 | 100% |

52% were in favour of having a two-way access road but 29% were against.

COMMENT: The main reason for people opposing this idea appears to be primarily due to the congestion which sometimes occurs in this entrance at present. Some also had road safety concerns due to visibility issues at the junction with Ockham Road South.

c) Increase pavement width to allow more room for tables, benches, etc

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 48 | 62% |
| | Maybe | 8 | 10% |
| | No | 8 | 10% |
| | DK/No Response | 13 | 17% |
| | TOTAL | 77 | 100% |

62% were in favour of increasing the pavement width, the most popular of the suggested ideas.

COMMENT: The concept of having outdoor tables for cafes, restaurants was seen by many as a positive development. Those registering opposition to this idea appeared primarily motivated by wanting to support the commercial viability of the shops by not having any reduction in shop-front parking.

d) Add features such as information boards, maps, a village sign, etc

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 33 | 43% |
| | Maybe | 20 | 26% |
| | No | 10 | 13% |
| | DK/No Response | 14 | 18% |
| | TOTAL | 77 | 100% |

43% were in favour of having more features in the area.

COMMENT: In general, this seemed to be a low priority issue for respondents.

e) Have more trees, plants or hanging baskets around the area

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 46 | 60% |
| | Maybe | 14 | 18% |
| | No | 5 | 6% |
| | DK/No Response | 12 | 16% |
| | TOTAL | 77 | 100% |

60% were in favour of having more trees, plants or hanging baskets.

COMMENT: Generally, most people seemed to think the grass area was now quite attractive and sufficiently developed, although as one person remarked: *"You can never have too many flowers."*

f) Increase the grass area to allow more space for tables or public events

| | | | |
|------------|----------------|----|------|
| RESPONSES: | Yes | 26 | 34% |
| | Maybe | 12 | 16% |
| | No | 21 | 27% |
| | DK/No Response | 18 | 23% |
| | TOTAL | 77 | 100% |

Only 34% were in favour of increasing the grass area, the least popular of the six ideas presented.

COMMENT: Many seemed to believe that if there was to be more public space this would be more useful as an increase in the paved area, rather than increasing the grass.

Q5: In our displays we've shown six potential re-configurations for this part of Station Parade:

a) Which Options do you like the most?

| | | No. of votes |
|----------|------------------------------|--------------|
| Option 1 | One line of linear parking | 10 |
| Option 2 | One line of echelon parking | 24 |
| Option 3 | Share space solution | 7 |
| Option 4 | Pedestrianization | 20 |
| Option 5 | Village Green approach | 14 |
| Option 6 | Two lines with reduced grass | 14 |

Option 2 showed one line of echelon parking with an increased pavement width and was the most popular re-configuration option. The Shared Space solution was the least popular option.

a) And which Options do you like the least?

| | | No. of votes |
|----------|-------------------------------|--------------|
| Option 1 | One line of linear parking | 10 |
| Option 2 | One line of echelon parking | 12 |
| Option 3 | Share space solution | 19 |
| Option 4 | Pedestrianization | 26 |
| Option 5 | Village Green approach | 10 |
| Option 6 | Two lines with reduced grass. | 24 |

Pedestrianization was the least liked option, closely followed by Option 6, retaining two lines of parking and increasing the pavement area by reducing the grass.

(NB: Respondents were allowed multiple responses so the numbers in the two tables above are not presented with percentages.)

Q6: In a trade-off between improving appearance and reducing shop-front parking where do your priorities lie?

| | | | |
|------------|--------------------|----|------|
| RESPONSES: | Appearance | 37 | 48% |
| | Shop-front parking | 21 | 27% |
| | DK/NR | 19 | 25% |
| | TOTAL | 77 | 100% |

48% would give priority to improving the appearance, whilst 27% prioritized shop-front parking.

3. IDEAS

'Ideas Board'

An 'Ideas Board' was put up beside the Vision33 gazebo, offering residents the opportunity to write down their ideas for improving Station Parade on Post-it notes. The full text on these notes is shown below:

- a) Please do not pedestrianize. Ban vans? But heighten car park barrier in car park behind them.*
- b) Benches. Seating for elderly people to sit and chat and young people too.*
- c) Proper planting*
- d) EH needs a roundabout at Kingston Avenue/Ockham Road junction*
- e) Lots of planting. Silver birch trees. Blossom trees*
- f) Extend pavement only outside Quaich, Kirthon, the Bakery, & hospice shop. Move disabled parking outside dry cleaners & Horsley Store. Keep parking other side.*

Other ideas

In conversation a number of residents suggested other specific ideas in addition to those recorded on the questionnaires. These include the following additional ideas:

- a) Improve the appearance of the area by having uniformity in the canopies above the shops;
- b) Use the existing Xmas tree supports above the shops to put up decorative signs, similar to those used by pubs, which can be colourfully decorated on an individual shop basis;
- c) If parking is reduced on the east side of Station Parade it could potentially be compensated by increasing the parking on the west side by removing the chicane near to the Conisbee shop – which appears to be totally unnecessary and might allow another 4 – 5 parking spaces to be created there;
- d) Change the direction of access into Station Parade, making the entry opposite the library;
- e) Make all of Station Parade a pedestrian priority area extending across the whole width of the road, which will become a shared space with a 10 mph speed limit;
- f) Don't forget the other side of the road. Add a few benches there, maybe some flowers;
- g) Put up some rendering and timberwork on the building facade to make it look the same as the other side of the road: maybe EHPC could provide a subsidy to the owner or arrange a support grant;
- h) Perhaps it might be possible to build a road from the car park behind the shops, allowing an exit near the parish council notice boards. This would ensure a one-way traffic flow.
- i) More traffic calming on Ockham Road South and a 20mph speed limit.

5. SUMMARY

The key points emerging from the Station Parade Conversation may be summarised as follows:

- The majority of residents believe that the Station Parade area could and should be improved;
- The key areas for improvement relate to traffic flows, parking layout, the condition of the road surface and the pedestrian use of the area;
- Many people are also conscious of the poor appearance of the building facade above the shops;
- Of the six ideas suggested by the Vision33 team the most popular was increasing the pavement width to allow more space for tables, benches. The least popular idea was to increase the grass area;
- There was no clear consensus on the six re-configuration options presented on the display boards. Option 2, with one line of echelon parking, was the most popular option;
- Of the more fundamental re-configuration options, Option 3 (Shared Space) and Option 4 (Pedestrianization), received only limited support and together with Option 6 (retaining 2 lines of parking) were the most disliked options;
- A key theme repeated throughout the Conversation was the need to ensure the long term commercial viability of the shops. When some respondents indicated opposition to reducing parking numbers in front of the shops, it was not primarily due to their own personal convenience but because they feared for the commercial future of these shops if shop-front parking was reduced. Many of those who indicated their priority was to improve the appearance of the area were also aware of this factor, leading some to oppose more fundamental re-configuration options such as pedestrianization and the shared space solution.

East Horsley Parish Council, Vision33 team

APPENDIX 1

Questionnaire

East Horsley
Parish Council

Vision33

QUESTIONNAIRE – Station Parade ‘Conversation’ 22 JUNE 2019

1. Do you live in East or West Horsley?

East Horsley West Horsley Other.....

2. Should the general appearance of Station Parade be improved? Yes/Maybe/No/DK

3. What things do you think would most help to improve this part of Station Parade?

4. Here are a few ideas of ours. Are you in favour of them?

- | | |
|--|-----------------|
| a) Reduce the numbers of cars in front of the shops | Yes/Maybe/No/DK |
| b) Allow vehicles to enter and exit through the one-way entrance | Yes/Maybe/No/DK |
| c) Increase pavement width to allow more room for tables, benches, etc | Yes/Maybe/No/DK |
| d) Add features such as information boards, maps, a village sign, etc | Yes/Maybe/No/DK |
| e) Have more trees, plants or hanging baskets around the area | Yes/Maybe/No/DK |
| f) Increase the grass area to allow more space for tables or public events | Yes/Maybe/No/DK |

5. In our displays we've shown six potential re-configurations for this part of Station Parade:

a) Which Options do you like the most? *(Write in Option No.s)*
Please explain why:

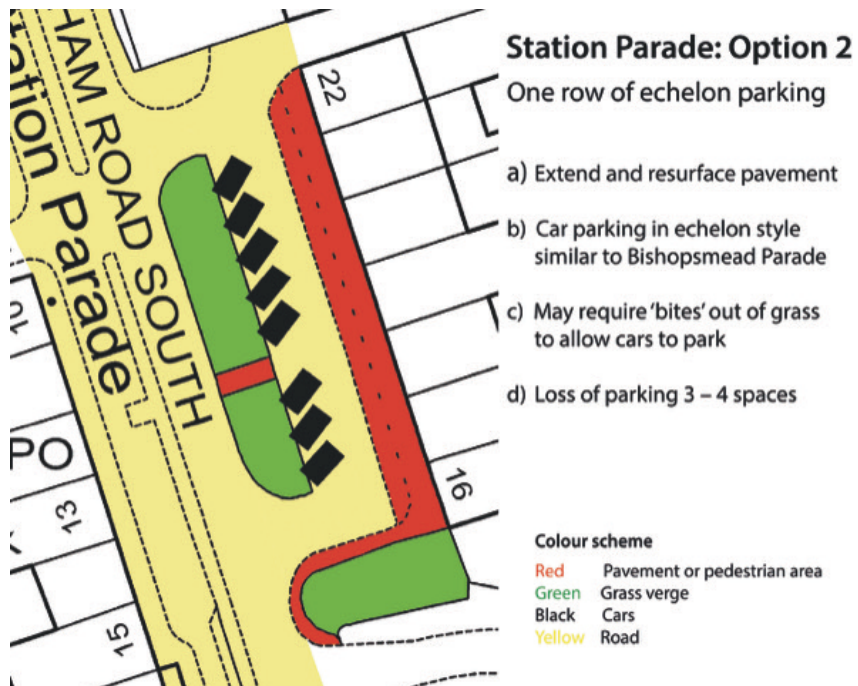
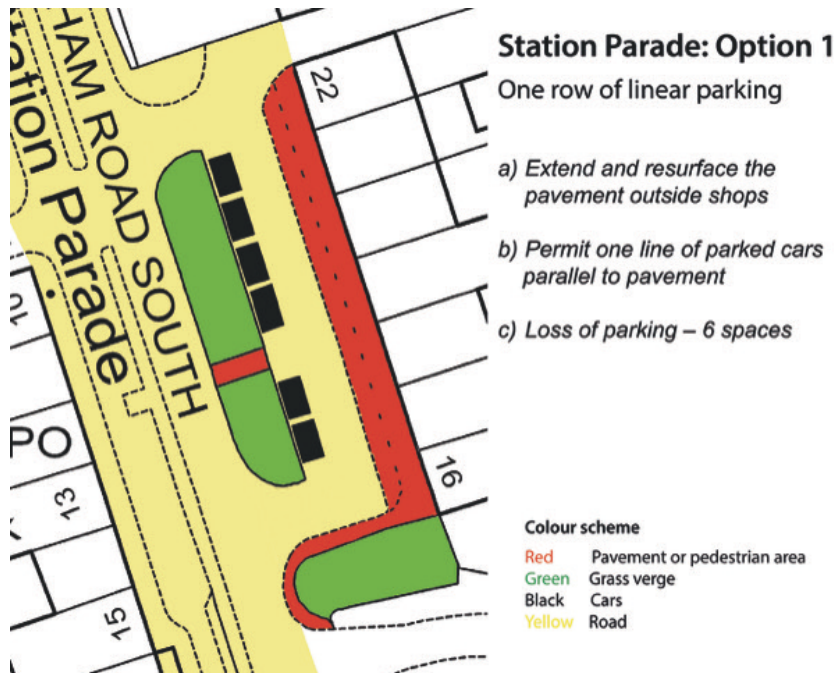
b) And which Options do you like the least? *(Write in Option No.s)*.....
Please explain why:

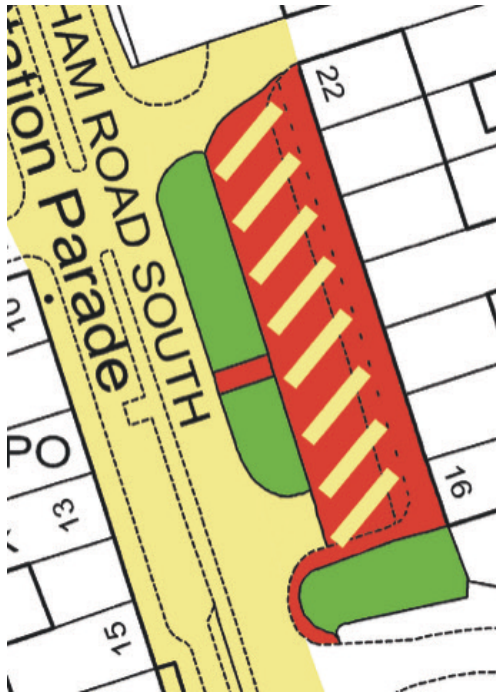
6. In a trade-off between improving appearance and reducing shop-front parking where do your priorities lie?

7. Are you happy to be sent updates on village news by East Horsley Parish Council? If so please provide your name, postcode and email address:

Answers taken by: *(Initials)*

APPENDIX 2 RE-CONFIGURATION OPTIONS





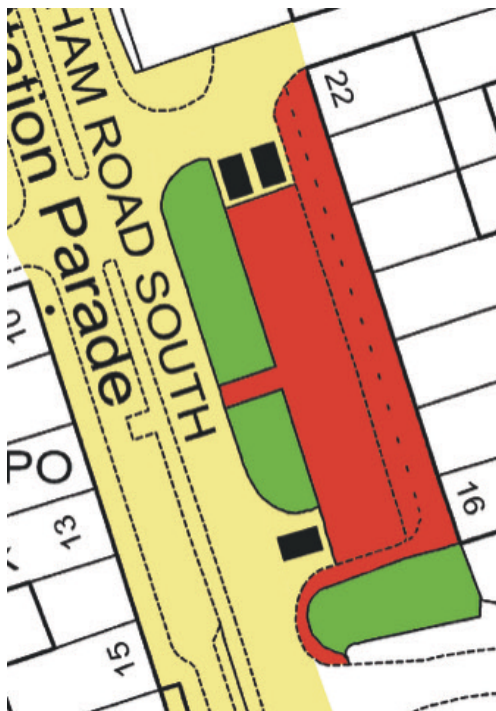
Station Parade: Option 3

Shared space approach

- a) *Single flat space merging the pavement and road*
- b) *Used by cars, cyclists and pedestrians*
- c) *No parking but cars allowed to drop off / pick up*

Colour scheme

| | |
|--------|-----------------------------|
| Red | Pavement or pedestrian area |
| Green | Grass verge |
| Black | Cars |
| Yellow | Road |



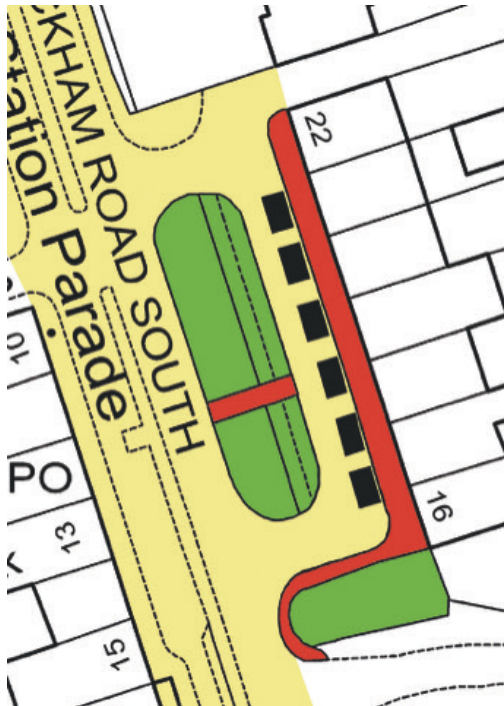
Station Parade: Option 4

Full pedestrianisation

- a) *Pave existing pavement and road with uniform materials*
- b) *Full pedestrianisation over 90% of area*
- c) *Retain three car disabled parking spaces*

Colour scheme

| | |
|--------|-----------------------------|
| Red | Pavement or pedestrian area |
| Green | Grass verge |
| Black | Cars |
| Yellow | Road |



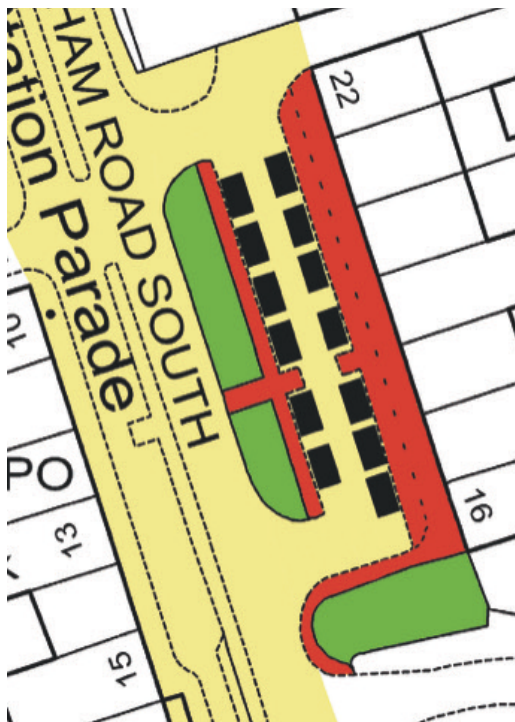
Station Parade: Option 5

The Village Green Option

- a) Retain width of existing pavement
- b) Retain linear parking alongside pavement
- c) Extend village green to create useful and attractive vista

Colour scheme

| | |
|--------|-----------------------------|
| Red | Pavement or pedestrian area |
| Green | Grass verge |
| Black | Cars |
| Yellow | Road |



Station Parade: Option 6

Retain two rows of parking

- a) Increase width of pavement to allow for tables and chairs
- b) Retain two linear rows of parking as at present
- c) Reduce width of grass verge by 2 -3 feet

Colour scheme

| | |
|--------|-----------------------------|
| Red | Pavement or pedestrian area |
| Green | Grass verge |
| Black | Cars |
| Yellow | Road |