

Arup has been appointed by Surrey County Council to update and refresh the County's Rail Strategy.

The current Rail Strategy was prepared in 2013, with a partial update through the 2016 Surrey Rail Strategy Position Statement, and subsequently needs a refresh to respond to growth patterns in the County and future challenges.

The updated rail strategy will form part of the emerging fourth Surrey Transport Plan (LTP4) and will form a framework through which Surrey County Council can:

- Develop future rail policy, service and infrastructure initiatives;
- Respond to consultations (e.g. rail franchises, aviation reviews);
- Lobby to influence national rail/government;
- Policy and planning; and support wider council growth initiatives.

The Rail Strategy will be centred around six key strategic themes for rail in Surrey:

- **Theme 1:** Addressing the climate emergency;
- **Theme 2:** Changing shape of rail industry;
- **Theme 3:** Covid-19;
- **Theme 4:** Good Growth;
- **Theme 5:** Access for all;
- **Theme 6:** An attractive, high-quality rail network.

We would like to know more about some of the issues which you face whilst using the County's rail network and your views on investment priorities for the delivery of rail infrastructure and services.

Your responses will help us to develop the Rail Strategy and shape the future for rail in Surrey.

Please return this survey by **14th October 2020** to Alexander Skill at Arup via Alexander.Skill@arup.com.

Privacy: All data collected in this survey will be held anonymously and securely. No personal data is asked for or retained. We will not share any information with any third parties without your consent, as required by law.

1. Are you completing this questionnaire on behalf of:

Please select the option from the list below that most closely represents how you will be responding to this consultation.

- Yourself as a member of SCC Council
- A Parish / Borough / District Council
- A Charity, Voluntary or Community Sector Organisation (VCS)

Other, please specify:

Railfuture, Britain’s long-established and leading independent voluntary rail development campaign.

2. If you are responding on behalf of a Council/Business/VCS Organisation, please tell us the name of the organisation:

3. The Rail Strategy will be centred around six strategic themes. How important do you think these themes are for rail in Surrey?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Theme 1: Support the response to the climate emergency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theme 2: An accountable railway	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theme 3: Responding to Covid-19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theme 4: Encourage Good Growth	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theme 5: Access for all	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theme 6: An attractive, high-quality rail network	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please add any comments or additions you think we should consider for the strategic themes for rail in Surrey:

Themes should focus primarily on what specific difference the County Council can make of its own accord, as well as on where it will seek to influence other organisations about differences which only they can make.

The County Council will naturally want to set out its ‘asks’; it must also set out its ‘offers’.

Theme 1 – support the response to the climate emergency.

To focus on how to secure significant mode shift towards active and sustainable travel.

Theme 4 – encourage good growth

To focus on where it can help steer new development towards existing, or new, rail-accessible locations.

Theme 5 – access for all

Network Rail have identified this as one of the key areas where county councils can contribute through brokering partnerships to bring schemes forward.

Theme 6 – an attractive, high-quality rail network

The county council as highway authority can play a direct and complementary role by ensuring attractive [safe, well-lit, well-maintained, well-signposted] routes for pedestrians, cyclists, and motor vehicle users approaching and departing from stations as points of access to the rail network.

5. What are the main issues with, and challenges for, the County’s rail network?

	Comments:
<input type="checkbox"/> Delays	
<input type="checkbox"/> Reliability	
<input checked="" type="checkbox"/> Service Frequency	Higher service frequencies, and associated enabling infrastructure enhancements, essential for mode shift
<input type="checkbox"/> Journey times	
<input type="checkbox"/> Fares	
<input type="checkbox"/> Ticketing Structure	
<input type="checkbox"/> Travel information	
<input type="checkbox"/> Customer service	
<input type="checkbox"/> Personal security	
<input type="checkbox"/> Cleanliness	
<input type="checkbox"/> On-board Crowding	
<input type="checkbox"/> Station Connectivity	
<input type="checkbox"/> Station facilities	
<input checked="" type="checkbox"/> Station accessibility	Station accessibility vital for social inclusion
<input checked="" type="checkbox"/> Car parking provision	Generous station car parking essential for mode shift
<input checked="" type="checkbox"/> Cycle parking provision	Generous station cycle parking vital for active travel
<input type="checkbox"/> Covid 19 and Health Risks	
<input type="checkbox"/> Connections to Airports	
<input type="checkbox"/> Other, please specify:	

6. Please rank the top 5 priorities you consider to be most important in improving the County’s rail network? 1= most important 5 = least important

	Reliability and punctuality		Faster journey Times		Less disruption due to engineering work
	Price of tickets offers better value for money		New rail line(s)	5	New rail station(s)
	Electrification of existing rail lines		Clearer and accurate information		Better bus connections at stations
	Getting a seat on the train		Improved customer service		Better station facilities
1	Increased train service frequency		Improved personal security	2	Improved station accessibility
	Integrated and smart ticketing		Cleaner trains and stations	3	More car parking spaces
	Free Wi-Fi availability		Community initiatives	4	More cycle parking spaces
	Other, please specify:				

7. Please explain your choice of ranking below:

Attractive train service frequency is one of the strongest magnets to retain existing and particularly to attract new rail users as one of the biggest single contributions towards mode shift which rail can deliver. Where that requires infrastructure enhancements, the county council can be a powerful advocate on behalf of its existing, and future, residents and businesses.

Improved station accessibility is key to an inclusive transport system.

More car and cycle parking spaces at stations are essential to support mode shift to rail.

New stations can be magnets for existing residents and businesses and also as a tool to influence the location of new development.

8. What do you consider to be the key drivers of change – both positive and negative - shaping the County’s rail network in the future?

- | | | |
|---|--|---|
| <input type="checkbox"/> Network Performance | <input type="checkbox"/> Government changes to operational model | <input type="checkbox"/> Brexit |
| <input type="checkbox"/> Remote working | <input type="checkbox"/> COVID-19 | <input checked="" type="checkbox"/> Population and housing growth |
| <input type="checkbox"/> Shifting political focus on infrastructure | <input type="checkbox"/> Structural changes to local government | <input type="checkbox"/> Climate change |
| <input type="checkbox"/> Technological Change | <input type="checkbox"/> Future Airport expansion | <input type="checkbox"/> Crossrail 2 |
| <input type="checkbox"/> Other, please specify: | | |

9. Please add any further comments below:

Passengers appreciate the convenience of easy interchange between different routes within the same station. One particular place in Surrey where the convenience of interchange between different routes is between two different stations is Dorking, where east-west and north-south routes have separate stations but within walking distance. Transforming the convenience, and accessibility, of that interchange is being developed and advocated by local stakeholders as ‘Dorking Transport Hub’, referred to in Railfuture’s March 2020 response to Mole Valley District Council’s consultation on its draft Local Plan 2018-33: <https://www.railfuture.org.uk/display2293> Specific in-principle support for the development of this concept in the new Surrey Rail Strategy would be a valuable endorsement for local stakeholders in their continuing engagement with rail industry and other key partners.

Thank you for completing this survey, please return using the email provided.