

Frequently asked questions **Appendix B**

1. What are the proposed improvements to Three Bridges Station?

Crawley Borough Council, Govia Thameslink Railway, Network Rail and West Sussex County Council are proposing to redevelop Three Bridges Station forecourt and the area around the station.

Using feedback obtained from the original public consultation that took place in November 2015, changes are being proposed to the concept design in the following key areas;

- The creation of additional parking spaces at the station;
- Adding in a pick-up and drop-off point along Station Hill for up to five vehicles – creating an Eastern Access for bus passengers, pedestrians and cyclists to the station;
- The provision at the front of the station of an enlarged taxi rank in an accessible location with a two lane exit, with an increased capacity for up to 22 taxis;
- The provision of a 20-minute pick-up and drop-off area for up to 17 cars, which will be used for occasional rail replacement bus services;
- The introduction of additional pedestrian crossings for safely accessing and exiting the station;
- The introduction of new walking and cycle routes into the station alongside new cycle parking;
- The introduction of new “superhub” bus stops
- The addition of a bus shelter and the relocation of a bus stop.

2. Is there scope to extend the car park area further within the new proposal, using the land to the South of the existing car park?

It's not possible, as the land to the south is part of the land for the Thameslink maintenance depot (CR/2011/0093/FUL) and is a wetland habitat area to compensate for loss of ecological habitat at Tilgate Brook.

3. Is there scope to build a single storey or multi storey car park in this area?

Since the electricity power lines are live, the costs of decommissioning the pylon and/or diverting the power mean that this is not a feasible option.

4. What is to stop people parking in one of the 14 electrical vehicle charging areas all day therefore taking up precious space, will there be a charge?

This will be addressed as part of a Traffic Management Plan for the scheme, which will be drawn up as part of the preparation of the planning application.

5. If there is only one access route into both the taxi pick up and drop off area and the public waiting area is there a possibility that the taxis could use the public space and therefore it clog up?

This is a management/ enforcement issue, so the partnership will ensure implementation of a Traffic Management Plan for the scheme further down the design process, in order to address the issues raised.

6. When the bus replacement service is in operation, would taxis be able to enter through one of the taxi exit lanes so as not to interfere with the replacement service – meaning that there would only be one queue for taxis and one pick up point during bus replacement times?

This would not be possible for safety reasons, however, it is possible that with local traffic management arrangements, the taxi rank could still be used when the rail replacement service is in operation, in its normal way.

7. Will there be a taxi rank at the proposed Eastern Access?

Taxis will be able to drop off and pick up passengers at the Eastern Access and there will be a significantly enlarged taxi rank at the front of the station.

8. Is there sufficient space around bus stop A (No. 7 on the map) for it to be a “Superhub” bus stop – as there is concern that the taxi rank may be too close?

This was considered by the designers and there will be sufficient space for the superhub.

- 9. Will the bus shelter at bus stop B happen regardless of the scheme?**
As this is on private land, this will be subject to the land owner's consent and agreement with Crawley Borough Council.
- 10. Will there be more than one pedestrian access out of the car park and will another entrance be created for use during the bus replacement service?**
Yes, there will be an access at the front of the car park, near the side entrance into the station and one pedestrian entrance near the vehicle entrance to the car park. Another entrance into the car park will not be required during the bus replacement service because the bus replacement service will be located at the front of the station and not in the current car park.
- 11. Would the reduction from three lanes to two at the front of the station under the bridge – not worsen the traffic flow?**
No – the aim of the Haslett Avenue East Junction refurbishment scheme, undertaken by West Sussex County Council is to improve the flow of traffic. Combining this with the proposed removal of the right hand turn out of the station takes away a red phase on the lights under the bridge therefore improving traffic flow. There will still be a requirement to undertake further traffic modelling once the design concept is agreed.
- 12. Was a roundabout considered outside the station near the junction of Hazelwick Avenue?**
This option was considered but was deemed as not being feasible as there is insufficient space.
- 13. Would there be a negative impact on air quality as a result of the scheme?**
This scheme will provide more and improved sustainable transport options to access the station e.g. buses, cycle and pedestrians, which will reduce the need to use the car. This should have a net beneficial effect on air quality and will be monitored as part of the scheme.
- 14. When vehicles come out of the station, will there be an opportunity for them to do a U-turn at the junction of Hazelwick Avenue or could it be that taxis only can do a U-turn at this junction?**
It will not be permitted for any vehicle to do a U-turn at this junction as it would be turning into traffic.
- 15. If there is no U-turn please advise what route those going towards Station Hill or Pound Hill will need to take?**
The Eastern Access on Station Hill is being proposed as an alternative drop off and pick up point. For those using the front of the station, there will be alternative routes such as turning around via Stephenson Way or using the "Holiday Inn" roundabout then back along Haslett Avenue East or right into Hazelwick Avenue from there right into Bycroftway and right again to join St Mary's Drive, which will access Haslett Avenue East – eastbound.
- 16. There are 10 disabled spaces proposed in this scheme is that enough?**
There are currently nine disabled parking spaces and this scheme proposes to increase overall parking by six spaces, one of which will be a disabled space. Govia Thameslink Railway currently have a dispensation that allows for nine spaces that comply with The Equality Act 2010.
- 17. Does the whole scheme comply with the The Equality Act 2010?**
The scheme will provide access to the station that complies with The Equality Act 2010.
- 18. Will there be any additional cycle parking?**
This scheme proposes to provide 40 additional stacked cycling bike parking spaces as part of the proposed Eastern Access.
- 19. Concerns were raised about causing congestion at the Eastern Access (Station Hill) particularly in the evenings and how might that be managed?**
This is an enforcement management matter and will be taken into account at the further design stage of the scheme. The introduction of new traffic signals on Haslett Avenue East (currently being put in place by West Sussex County Council) should reduce congestion and the strengthening of different sustainable transport options to access and exit the station, e.g. walking, cycle and bus, will also reduce the need for car use to access the station and the risk of congestion.

- 20. Can we ensure that the right hand turn out of the station will not be taken away until the Eastern Access is complete?**
The intention is for the right hand turn out of the station to be removed once the Eastern Access is complete.
- 21. Will there be a filter on the lights for cars turning left into Station Hill from Haslett Avenue East?**
This is not being considered as part of the Haslett Avenue East junction refurbishment scheme being undertaken by West Sussex County Council, however for the Three Bridges station improvement scheme this will be considered at the detailed design stage.
- 22. Will I be able to buy a ticket at the new Eastern Access to the station and access any platforms within the station?**
It is proposed that there will be a new gateway to the station where passengers will be able to purchase a ticket and access any of the platforms at the station.
- 23. What impact will the scheme have on the highway and traffic flows?**
A traffic modelling exercise will be undertaken as part of the next process of the detailed design to ensure design solutions that will minimise the risk of congestion.
- 24. What are the next steps for the Scheme?**
- There will be a series of information sessions to show the revised design option between 12 February and 5 March;
 - Concept designs approved by all the major stakeholders to enable a report to Crawley Borough Council Cabinet on 21 March 2018 asking for approval to move to the next phase of design;
 - The next phase of design will further develop the concept to a level of detail to enable a full planning application.
 - Construction specification details will be completed to enable tendering of the project, subject to planning permission.
 - A procurement process will be undertaken to let the construction contract and appoint a contractor to undertake the works.
 - The intention is for the scheme to commence on site by September 2019.
- 25. How do I make comments or find out more about the scheme?**
You can get regular updates by visiting www.regeneratingcrawley.org.uk/three-bridges and email any comments to 3bridgescorridor@crawley.gov.uk by 5 March

This improvement project is brought to you by the Crawley Growth Programme



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