

18th July 2016

Dear All,

As you are aware, we are currently working towards improving the Haslemere station forecourt and car park. The cycle hub is ready and received some positive feedback from local cyclists.

Station Forecourt

The design of the forecourt proved to be the most challenging part of the project. There is a wide range of stakeholders with different needs and points of view.

We listened carefully to all of the groups, consulted with Surrey County Council, engaged with Haslemere Town Council, Waverley Borough Council, Haslemere Society. We also analysed results of the station travel plans and surveys which the Surrey County Council has kindly shared with us.

We tried to accommodate as best as feasible, the feedback we received from all of our stakeholders:

- Drivers – the new forecourt will remain two lanes for driving out, with one being just left turning and one turning in both directions. This will help to spread the traffic and relieve the congestion. Additional drop off bays will be added at the entrance to the forecourt. We're building a new decked car park with over 100 additional spaces to support a long list of customers waiting for the car park spaces.
- Pedestrians – a zebra crossing will be built in front of the station as well as a raised table at the entrance to the taxi rank. These will help to make it safer for customers to get to/from the station. Moreover, there will be a pedestrian island at the forecourt exit to help pedestrians with accessing the bus stop.
- Cyclists – we built a new, secure cycle hub with 190 two tired cycle spaces.
- Motorcyclists –additional motorcycle parking area will now be allocated opposite to the station.
- Blue Badge Bays (BBB) – the number of BB bays within the forecourt will remain the same. However, these will be relocated nearer to the station entrance. There will be two additional BB bays added to the new decked car park. The community bus stop will be moved just in front of the station to make this easier for customers with mobility difficulties.

- Local community – we agreed for the local community to adopt the green isle opposite to the station entrance and plant some flowers. South West Trains will be contributing towards this project.

Based on the above, attached is the final design of the station forecourt (simplified version) with the consideration of safety, convenience, preferences and current traffic flows.

The forecourt project will be delivered by the end of August.

All we need to wish for now is a good weather, so our contractors can complete the project promptly.

Decked Car Park

Initially we advised you that the new decked car park development will be starting at the end of August. However, we now have an opportunity to bring the project date forward, which will allow us to deliver more spaces and reduce the overall impact on customers.

The main car park will be closed from 1st of August 2016.

The project will be delivered by the end of the year.

The smaller car park (about 50 spaces) will be dedicated to existing car park season ticket holders and will remain open. This will operate on first come, first served basis.

Customers are advised about the change of timings via personalised letters, emails, online travel updates, announcements and station posters.

Finding alternative parking arrangements for customers has been very challenging.

In June, we run a survey justifying a demand for a shuttle bus.

Unfortunately, due to a limited customer feedback (only 29 responses out of 900 surveys sent) and very wide catchment spread, this option doesn't look feasible.

Both development sites we explored are impossible to use – Wey Hill due to the planning permission timeline and Strut Farm due to the land condition.

However, we managed to secure 30 parking spaces at the Network Rail site on the other side of the track. This information only got confirmed

today, so our retail team is looking into the usage mechanism. We will update our customers accordingly.

Thank you,

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Please note that I don't work on Fridays and finish at 3pm on Thursdays.