

# Frequently asked questions

**1. What was the outcome of the recent Information Sessions?**

Between 12 February and 5 March, six information sessions were delivered to the general public; one in County Mall, one at Crawley Library and four sessions at Three Bridges station.

The majority of the sessions were well attended with people providing feedback either at the time or via a dedicated email address.

As a result of questions and discussions raised during the information sessions, Crawley Borough Council in partnership with Govia Thameslink Railway, Network Rail and West Sussex County Council have produced some additional frequently asked questions which are presented below.

**2. Why can I not turn right out of the station?**

A robust analysis will be undertaken to determine whether removing the right hand turn is viable, taking account of the impact of its removal on local traffic and residents. The outcome of this investigation will be presented as part of the detailed design, which will be subject to further public consultation.

**3. If the right hand turn out of the station is removed, can there be a cap on taxi charges?**

Officers will work with the Hackney Carriage Association, local cab firms and others to see whether anything can be done on taxi charges in the event that the right hand turn is removed.

**4. Why is the path beside Lidl not being widened as part of this scheme?**

The land is privately owned and there are no funds within this scheme to purchase land for this purpose.

**5. If you reduce the number of lanes under the bridge from three to two will this not cause serious congestion, in particular for those coming from Maidenbower?**

Prior to any scheme being implemented, traffic modelling will be undertaken to assess the impact of any proposed changes and the outcome will be communicated as part of the next consultation period.

**6. Parking spaces within the car park need to be wider and the lighting in the car park needs to be improved, what plans are there to do this?**

The parking spaces within the car park conform to industry standards which are essentially 2.4m x 4.8m bays with a 6m wide isle and will be the standard used in any future schemes. The lighting will be considered in the detailed scheme as part of the next stage of design.

**7. Can you build a tunnel from one side of the road to the other for pedestrians and cyclist?**

There is a limited budget associated with these works and the building of a tunnel would be very expensive and therefore cost prohibitive.

**8. Will this scheme address the cycle lane gaps at Station Hill?**

The Worth Park Avenue Cycle Scheme which is currently on site, will link with the cycle scheme on Station Hill which will also link the bottom of Station Hill with the proposed cycle paths onto the Three Bridges station forecourt to ensure that there are no gaps in the cycle paths around the station.

**9. What works will be done inside the station e.g. will the stairs on platform five be upgraded?**

There are no proposals to do any works within the station as part of this scheme, there will however be a new gate line leading to platform five with ticket machines, to enable pedestrian access.

**10. The disabled parking should be closer to the station?**

The proposed location of the disabled parking has not changed, it will be increased and there will be new pedestrian crossing points to ensure safer access to the station via the side entrance..

**11. Can there be a motorcycle parking area at the Eastern Access?**

There is limited space at the Eastern Access for a motorcycle parking area but it is proposed that there will be cycle storage which currently supports about 40 bikes. There will be an expanded motorcycle parking area at the front of the station.

- 12. Can there be a roundabout at St Mary's Drive?**  
This is not being considered as part of the Three Bridges station improvement scheme.
- 13. Will there be adequate signage at the station e.g. will the electric vehicle charging parking spaces be easily identified?**  
There will be adequate signage, to clearly enhance entering and leaving the station.
- 14. The drop-off/pick-up for five cars at the proposed new Station Hill entrance will not be sufficient at peak times, how will you ensure it is adequate?**  
Prior to the proposal being implemented, traffic modelling will be undertaken to ensure that the solution being proposed is suitable.
- 15. As part of this scheme, will the bus route / service be improved as there is currently no direct bus route from Three Bridges to Tilgate?**  
Bus routes are not within the scope of this programme but we will work with the bus companies to discuss the changes that may be required as a part of this scheme.
- 16. Why has the number of lanes turning into Hazelwick Avenue been reduced from two lanes to one lane causing serious congestion?**  
This change was implemented by the County Council Highway Authority as part of the works to improve the Haslett Avenue East junctions, which is separate to the proposed Three Bridges station improvement scheme. The recent upgrade of the junctions meant that one of the lanes had to be removed in order to create sufficient space for the new pedestrian crossing points. Despite this, it is anticipated that when the works are complete, journey times will be significantly reduced throughout the corridor due to the efficiency of the signals being installed.
- 17. Why can't the taxi rank be smaller and the pick-up and off drop off area for the public be bigger?**  
It is currently felt that the space required for taxis is more than the drop off space. One of the aims of the scheme is to make the station more accessible using sustainable modes of transport e.g. walking, busing and cycling. In addition, the pickup and drop off area will for the first time have its own designated area and there will be a significant increase in the number of vehicle spaces to 17.
- 18. Will there be a pedestrian crossing at the Eastern Access?**  
It is not intended at this stage to install a crossing at the Eastern Access but this will be reviewed as part of the traffic modelling exercise and the outcome presented as part of the detailed design, which will be completed by the autumn.
- 19. What is the next stage of the project?**  
Crawley Borough Council's Cabinet has approved plans to carry out work to draw up the detailed design of the proposed scheme.  
Once completed, this will be subject to another public consultation period which is anticipated to take place later this year.  
To keep up with the latest information regarding the project, visit [www.regeneratingcrawley.org.uk/three-bridges](http://www.regeneratingcrawley.org.uk/three-bridges)

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