OPM GROUP

Extending Tramlink from Wimbledon to Sutton via Morden

Public consultation

Report to London Boroughs of Sutton and Merton

September 2014

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Executive summary

Introduction

The London Boroughs of Sutton and Merton have an aspiration to extend the current Tramlink network from Wimbledon to Sutton town centre via Morden. The councils view this as a priority project due to the potential economic and social benefits this could bring to the boroughs.

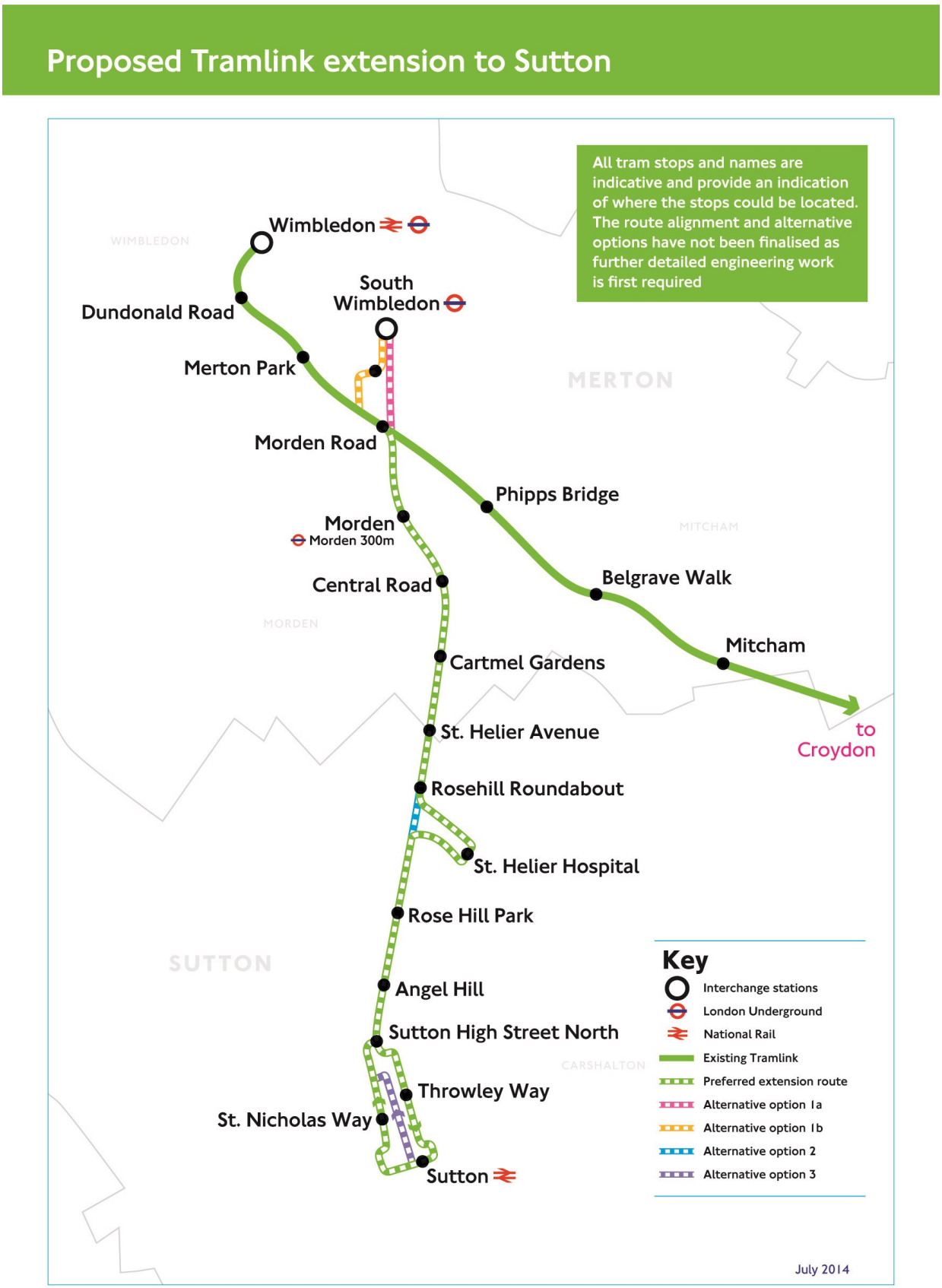
To help inform a decision about the next steps, Transport for London (TfL) requested that the London Boroughs of Sutton and Merton carry out a consultation to identify the general feeling in the community about the proposal. OPM Group was contracted by the London Borough of Sutton to deliver a consultation programme on behalf of the London Boroughs of Sutton and Merton. The consultation was live from Monday 21st July 2014 until Sunday 17th August 2014.

Proposed Tramlink extension

The route shown in dotted green in figure 1 is Sutton and Merton councils' preferred route. The route runs predominantly on-street between the existing Morden Road tram stop and Sutton town centre via Morden Hall Road, St Helier Avenue and Rosehill. Alternative routes are also shown in figure 1 and are being considered for reasons of both cost and feasibility:

- Alternative option 1a (Merton) – extending the route north via Morden Road to serve South Wimbledon.
- Alternative option 1b (Merton) – the same extension as 1a but going via Nursery Road Playing Fields and Abbey Recreation ground instead of Morden Road.
- Alternative option 2 (Sutton) – excluding the St Helier Hospital site from the route, avoiding Wrythe Lane and Rosehill Park East.
- Alternative option 3 (Sutton) – running northbound along Sutton High Street, from Sutton Court Road to Greenford Road, rather than St Nicholas Way.

Figure 1: Proposed Tramlink extension route



Consultation methodology

The consultation asked for comments on the following topics: level of support for the proposed extension; views on several route options and likelihood of using the new service.

A mixed methods consultation methodology was used in order to reach as many participants as possible, and to particularly target those who may be most affected by the proposed Tramlink extension.

This included a variety of communication channels to raise awareness of the proposals and the consultation such as a website, social media activity, press releases to local papers, posters in public places, and a mail-drop to addresses across the two boroughs.

The feedback mechanisms provided to participants included a full questionnaire, a short postcard version of the questionnaire, and a dedicated freepost postal address and email address.

Finally a series of drop-in and high street events was held to reach more people and also to provide opportunities for participants to find out more detail about the proposals.

Responses received

A total of 10,048 responses were received for this consultation, a breakdown of the type of responses received is shown in table 1.

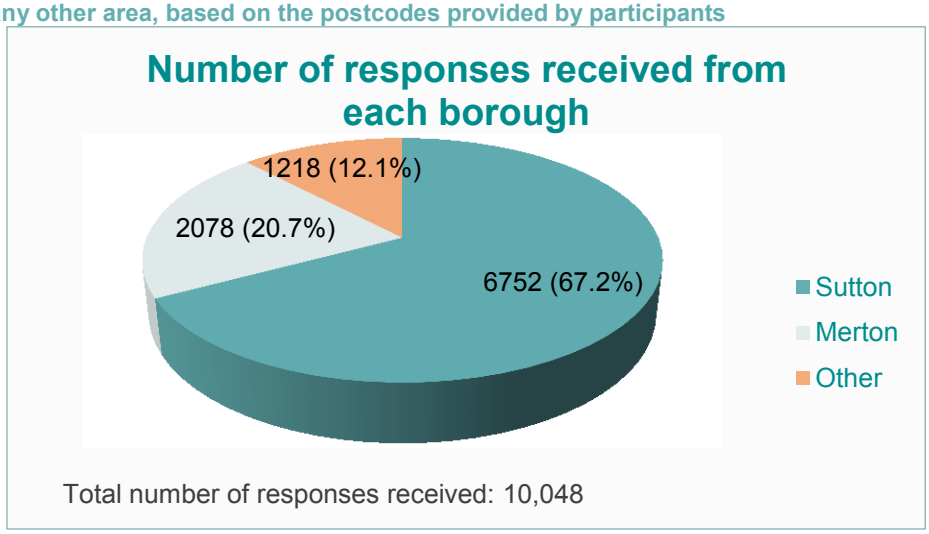
For clarity, any percentage figures used in this report are shown to the nearest one decimal place.

Table 1: Responses received, by response type

Online questionnaire	Hardcopy questionnaire	Postcard	Email / Letter
684	385	8842	137

Of the 10,048 responses received 6,752 (67.2%) were from Sutton, 2,078 (20.7%) were from Merton and 1,218 (12.1%) were sent by people living outside of Sutton and Merton or had no postcode provided (see chart 1). Seven responses in total had a postcode that crossed the boundary between Sutton and Merton and these are included in the “other category in the preceding figures.

Chart 1: The number of responses received from the London Boroughs of Sutton, Merton, and any other area, based on the postcodes provided by participants



Summary of responses to overall proposal

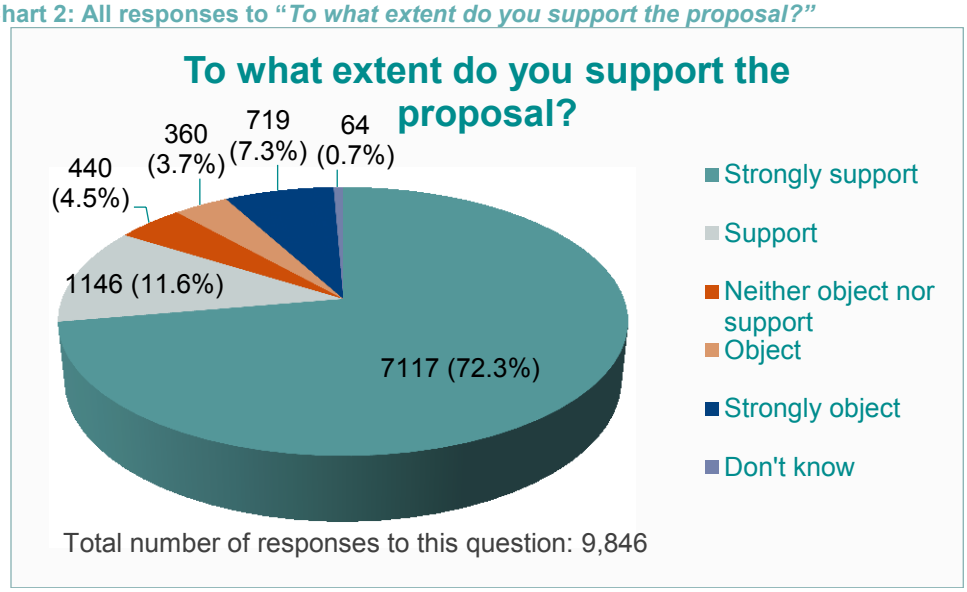
Responses to the overall proposal

Both the postcard and the full questionnaire asked the following question:

To what extent do you support the proposal to extend the Tramlink from Wimbledon to Sutton town centre via Morden?

The responses to this question are indicated in the following pie chart. When broken down by borough, a broadly similar pattern is observed in terms of the percentage of respondents who ticked each of the options.

Chart 2: All responses to "*To what extent do you support the proposal?*"



Participants were asked to provide reasons for their answers. The comments relating to the reasons for level of support for the Tramlink are summarised below.

Reasons for support of overall proposal

The comments in support of the overall proposal most frequently relate to general improvements in the transport infrastructure in terms of the availability of more and higher quality transport options. Comments highlight that the existing infrastructure is not suitable for local needs, or that existing transport options are often over-crowded and subject to congestion or delays.

Wimbledon is described as a key destination, both to connect to other services and as a final destination, while Sutton town centre is described as being poorly connected to its surrounding areas and to the Underground network, particularly in relation to its size. Morden and St Helier are also referred to as places that other areas would benefit from having greater access to via the Tramlink.

There are many comments in general support of trams as a reliable, efficient, pleasant, cheaper, and environmentally friendly form of public transport, many of which praise the existing Tramlink.

A reduction in traffic and congestion on the roads is seen as a potential benefit of the proposed Tramlink extension, as well as relieving pressure on existing public transport services.

The economic benefits that the Tramlink could bring are seen as important factors, both in terms of local businesses and in terms of job opportunities. Many of these comments refer to the regeneration of Sutton town centre and shopping area, where it is noted by some that many shops are closing down. Some also feel that the Tramlink extension would help to regenerate Morden or the Rose Hill and St Helier areas.

Some community benefits such as improved opportunities for social life and leisure arise in some comments. Some participants think property values will be boosted by the Tramlink extension.

A few particular groups are also highlighted as benefitting from the improved transport links, including commuters, elderly people, those with disabilities, shoppers, and those travelling to schools and colleges.

Concerns and reasons for opposition to the overall proposal

Among those who express opposition to, or concerns about, the overall proposals, the most frequent comment is that the existing transport connections via bus and train are sufficient and that therefore the Tramlink extension is not necessary. As such, there are also concerns that some existing services could be reduced or cut completely should the Tramlink extension proceed.

There are many comments expressing concern about the cost of the proposed Tramlink extension. Several respondents suggest that there are other priorities that should be considered for funding instead.

Concerns about the general impact on traffic and congestion are frequent, as well as comments that there is not enough road space for an on-road tram line. There are numerous concerns about disruption during the construction phase and on an ongoing basis.

There are also capacity concerns, such as the existing Tramlink connection to Wimbledon already being overburdened, the proposed extension being too short, or tram capacity being insufficient for the increasing population in South London.

The 300m interchange at Morden Underground station is described as being insufficient by several respondents. However, some also express concern that overcrowding on the Northern Underground line could be exacerbated by an interchange with the Northern line.

The impact on the character of Sutton town centre is noted as an important consideration among several respondents, while a few have similar concerns about the impact on the centre of Morden.

There are also safety concerns particularly related to pedestrians, cyclists, and emergency services.

The loss of trees, any open or green space and a negative impact on local wildlife are noted as concerns, with particular reference to Rosehill Park, Morden Hall Park, Nursery Road Playing Fields and Abbey Recreation Ground.

Suggestions and amendments to the overall proposal

Several respondents make suggestions for alternative routes for a Tramlink extension, such as connecting Sutton to Croydon directly or a route that includes Wallington and/or Carshalton, among other locations.

Specific amendments to the proposed route most frequently include having a direct connection through to Wimbledon without having to change at Morden Road and having a direct interchange with Morden Underground station rather than a 300m walk

There are also several complementary measures suggested as well as suggestions about how to make the implementation and construction process as smooth as possible.

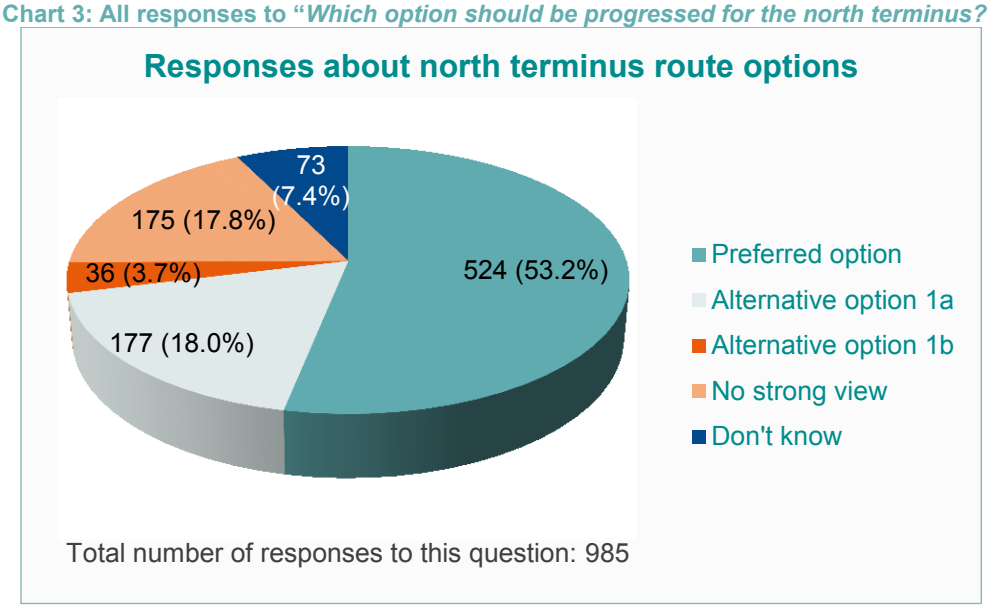
Summary of responses about the north terminus route options

Responses to the north terminus route options

In the full questionnaire, respondents were asked the following question: *Which option should be progressed for the north terminus of the extension?*

The responses to this question are indicated in the following chart.

Chart 3: All responses to "*Which option should be progressed for the north terminus?*"



Participants were asked to provide reasons for their answers. Comments relating to the north terminus options are summarised below

Strong opposition to option 1b

The comments provided by participants in response to this question suggest that not only is alternative option 1b the least popular option for the north terminus, it is also one that many respondents strongly oppose.

Indeed the very large majority of all the comments about alternative option 1b state opposition to this extension route on the grounds that it would have a negative impact on the open green space at Nursery Road Playing Fields and Abbey Recreation Ground. Furthermore, a landowner indicated that they would resist any ambitions to route the Tramlink extension through any part of the Nursery Road Playing Field site.

Reasons for support of preferred route

Among those who express support for the preferred north terminus at Wimbledon, the majority feel that this provides better connections than the alternative options. Wimbledon is also described as a more popular destination than South Wimbledon for work, shopping and other leisure activities.

Several respondents place their support of the Wimbledon terminus in the context of their opposition to any Tramlink connection to South Wimbledon. Many of these state that a connection to South Wimbledon is unnecessary, that there would be little passenger demand, or that South Wimbledon is already well connected. Concerns that South Wimbledon is already too congested, busy or lacking the space required for an on-road tram extension are frequently raised.

Some suggest having a terminus at both Wimbledon and South Wimbledon with an alternating service running to each destination. Others note that their support is based on there being sufficient capacity at Wimbledon or on the existing tram line, or on there being no need to change trams at Morden Road

Reasons for support of option 1a

The most frequent comment in support of alternative option 1a is about the improved access to the Underground network and central London that this option would provide. Some respondents state that Wimbledon is already well connected in comparison to South Wimbledon.

Several respondents note that they think an extension to South Wimbledon would be valuable but not at the expense of the recreation ground, which would be negatively affected by option 1b.

Some respondents place their support of option 1a in the context of opposition to a terminus at Wimbledon. Wimbledon is described as being too busy or congested already, as is the area around the Kingston Road level crossing.

A few respondents suggest having a terminus at both Wimbledon and South Wimbledon via option 1a, with alternating services. Some note that their support is dependent upon a smooth interchange at Morden Road tram stop.

Reasons for support of option 1b

Among the small number of participants who comment that they support this option the reasons are mainly around access to other areas of London, or minimising disruption and cost.

Some suggest having a terminus at both Wimbledon and South Wimbledon via option 1b, with an alternating service to each destination. A few respondents note that option 1b is their preferred option if the alternative means that not all trams would go all the way through to Wimbledon

Other comments about the north terminus

There are several comments in favour of either or both of the South Wimbledon options, often noting that the connection to the Underground line at South Wimbledon is important but that they have no preference as to which route is taken to get there.

Having a terminus at Colliers Wood rather than South Wimbledon is suggested as an alternative for this route, among some other suggestions.

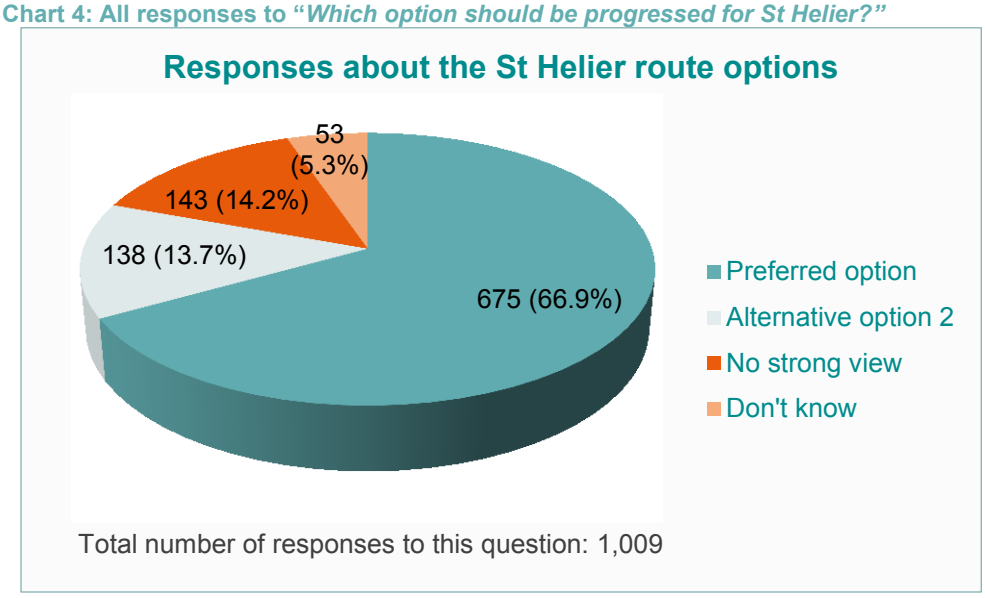
Summary of responses about the St Helier route options

Responses to the St Helier route options

In the full questionnaire, respondents were asked the following question:
Which option should be progressed for St Helier?

The responses to this question are indicated in the following chart.

Chart 4: All responses to "*Which option should be progressed for St Helier?*"



Participants were asked to provide reasons for their answers. Comments relating to the St Helier route options are summarised below

Reasons for support of preferred route

The majority of those expressing support for the preferred option to link to St Helier state that providing access to the hospital is an important part of the scheme, due to the perceived social and welfare benefits that would come from improving access and accessibility to the hospital and its users.

Many comments refer to the insufficient nature of the current public transport provision to the hospital. The Tramlink is perceived to add a more effective and accessible transport link to the hospital, particularly for those who are elderly or who have a disability. Some suggest that congestion and parking in the area around the hospital could be relieved due to people choosing not to drive.

Some feel that better transport connections to the hospital may also help to secure its future which is perceived to be uncertain.

Some comments suggest that the benefits of the St Helier link should be weighed up against the increase in journey time.

Reasons for support of alternative option 2

Many of the comments in support of option 2 relate to the proximity and availability of existing public transport options to the hospital. Some suggest that it is either a short walk from Rose Hill roundabout to the hospital, or that there are

connecting bus routes already available, so if there is a tram stop at the roundabout this would provide good access.

The additional journey time incurred by the hospital loop is mentioned frequently as a concern among those who support option 2. There is concern that the overall attractiveness of the Tramlink would be undermined if regular users, particularly commuters, were delayed taking the route past the hospital.

Cost effectiveness also arises as a frequent concern, particularly if the hospital may close down in the future.

There are also concerns about increasing congestion along Wrythe Lane or a negative impact on the green space of Rose Hill Park East if the hospital loop were to proceed as part of the proposed extension.

Other comments about the St Helier route options

Some respondents, whether they support the loop to St Helier hospital or not, provide suggestions for amendments to the route that they think would improve access to the hospital while retaining the direct and more cost effective central Tramlink proposition. The most popular suggestions propose installing both the direct line and the St Helier link, with an alternating service.

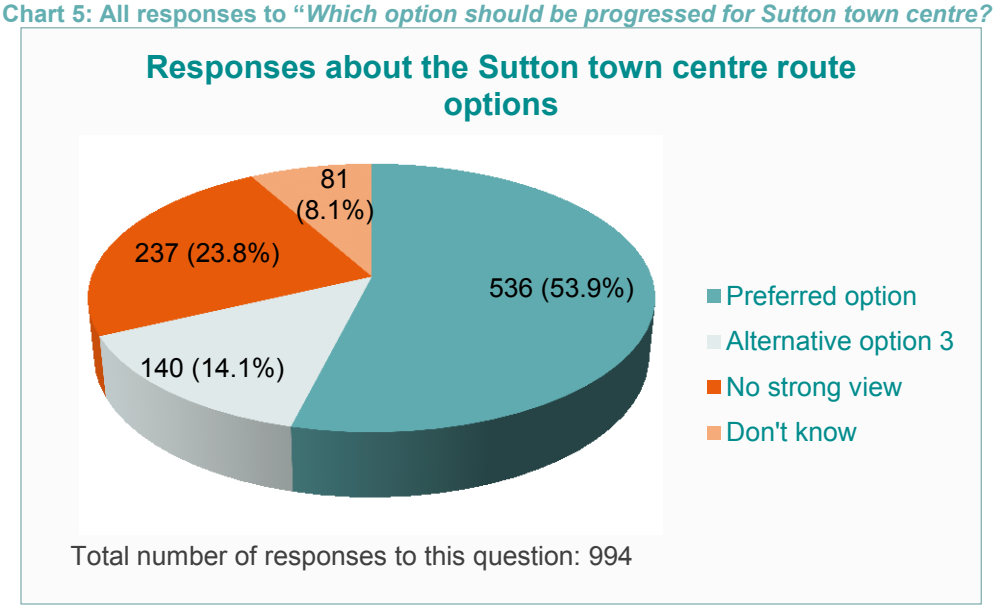
Summary of responses about the Sutton town centre route options

Responses to the Sutton town centre route options

In the full questionnaire, respondents were asked the following question:
Which option should be progressed for Sutton town centre?

The responses to this question are indicated in the following chart.

Chart 5: All responses to "*Which option should be progressed for Sutton town centre?*"



Participants were asked to provide reasons for their answers. Comments relating to the Sutton town centre route options are summarised below

Reasons for support of preferred route

Many of the comments in support of the preferred route state a strong objection to trams running on the high street. The comments highlight that having freedom to walk through the high street, with access to outdoor seating and markets is very popular. Safety concerns also arise as a potential impact of the loss of the pedestrianised area.

Some respondents express concern that, in addition to the disruption along the high street during construction, altering the popular pedestrianised space would reduce the appeal of the area as a shopping destination and have a negative impact on local businesses.

A number of comments highlighted that the one-way system around Sutton town centre is a much more suitable location due to more space on these roads, allowing for the installation of all the necessary infrastructure.

Reasons for support of alternative option 3

The main reasons expressed in the comments supporting the route through the high street focus on increased direct access to the shops. Croydon is frequently quoted as a success which should be followed. They note that they have

experienced how the trams could be integrated into the shopping areas and believe that similar outcomes could be achieved in Sutton.

Some comments suggest that the addition of trams to the existing one way system would cause disruption to traffic and that therefore the high street route is their preference.

Some comments note that they prefer the more direct route through the high street because it would be more cost efficient.

Other comments about the Sutton town centre route options

Some participants note that they are unsure or do not have a preference for either of the town centre options, often because they do not live in or travel to Sutton.

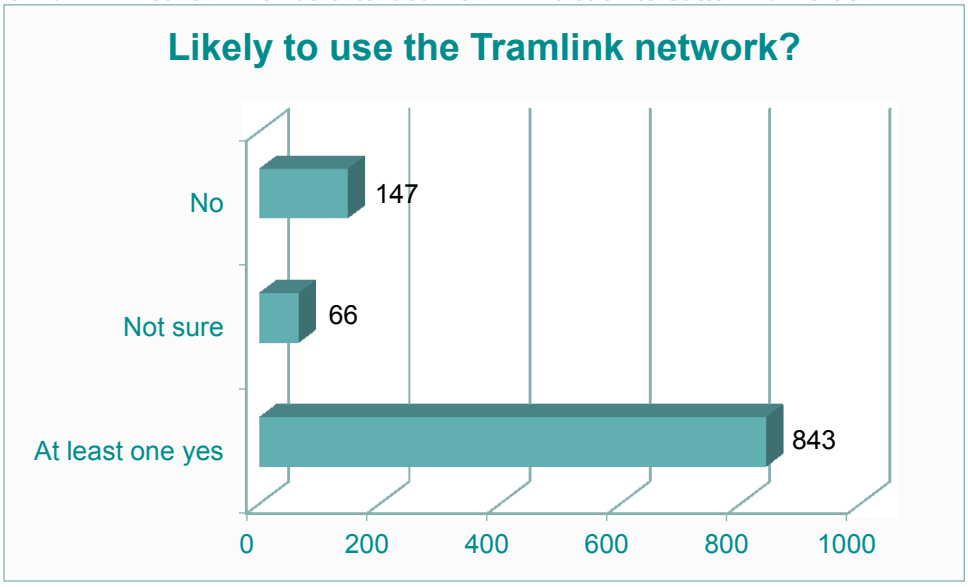
Tramlink usage

In the full questionnaire, respondents were asked the following question:

Would you (or any members of your household) be more likely to use the Tramlink network if it was extended from Wimbledon to Sutton via Morden?

The chart below displays the responses to this question. Respondents were able to tick as many of the options as apply to them from the following options: Yes for work; Yes for education; Yes for leisure; Not sure; No.

Chart 6: Responses to "*Would you (or any members of your household) be more likely to use the Tramlink network if it was extended from Wimbledon to Sutton via Morden?*"



1. Introduction

The London Boroughs of Sutton and Merton have an aspiration to extend the current Tramlink network from Wimbledon to Sutton town centre via Morden. The councils view this as a priority project due to the potential economic and social benefits this could bring to the boroughs.

To help inform a decision about the next steps, Transport for London (TfL) requested that the London Boroughs of Sutton and Merton carry out a consultation to identify the general feeling in the community about the proposal. OPM Group was contracted by the London Borough of Sutton to deliver a consultation programme on behalf of the London Boroughs of Sutton and Merton. The consultation was live from Monday 21st July 2014 until Sunday 17th August 2014.

This report provides an outline of the consultation methodology, as well as a detailed summary of the responses to the consultation.

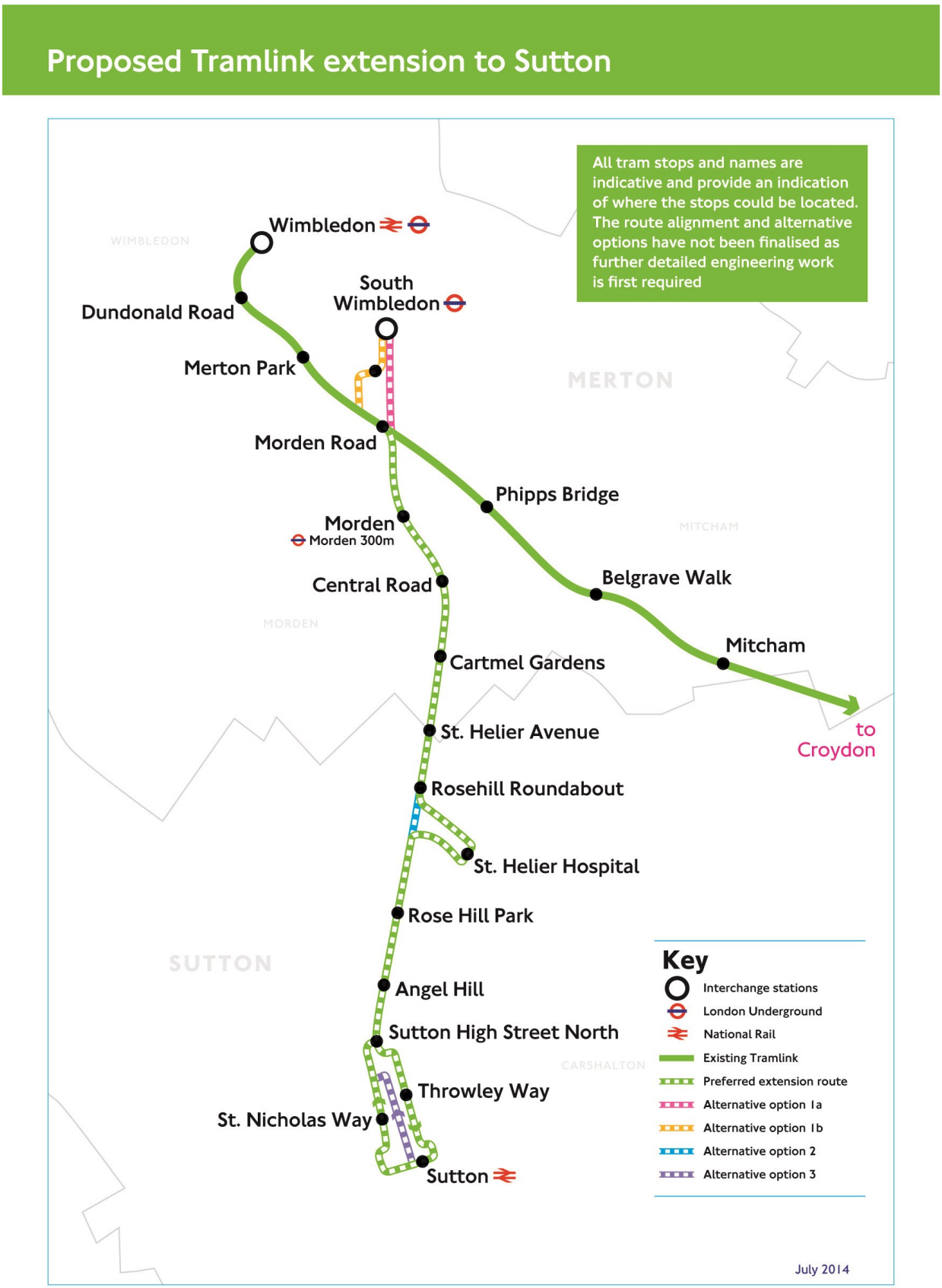
1.1 Proposed Tramlink extension

The route shown in dotted green in figure 1 is Sutton and Merton councils' preferred route. The route runs predominantly on-street between the existing Morden Road tram stop and Sutton town centre via Morden Hall Road, St Helier Avenue and Rosehill. Alternative routes are also shown in figure 1 and are being considered for reasons of both cost and feasibility:

- Alternative option 1a (Merton) – extending the route north via Morden Road to serve South Wimbledon.
- Alternative option 1b (Merton) – the same extension as 1a but going via Nursery Road Playing Fields and Abbey Recreation ground instead of Morden Road.
- Alternative option 2 (Sutton) – excluding the St Helier Hospital site from the route, avoiding Wrythe Lane and Rosehill Park East.
- Alternative option 3 (Sutton) – running northbound along Sutton High Street, from Sutton Court Road to Greenford Road, rather than St Nicholas Way.

Additional maps can be found in appendices 3-6 on pages 79-82 of this report.

Figure 1: Proposed Tramlink extension route



1.2 Consultation objectives

The objectives of this consultation were as follows:

- To gauge the overall feelings of residents and businesses in the London Boroughs of Sutton and Merton towards the proposed Tramlink extension to Sutton town centre.
- To ensure that those residents and businesses who are likely to be most affected by the extension have an opportunity to contribute their views.
- To provide balanced information to participants about the likely impacts of the proposed Tramlink extension.
- To provide an independent report summarising participants' views about the Tramlink proposals to inform the decisions about what should happen next.

2. Consultation methodology

This chapter describes the methodology used for this consultation programme, including the rationale for the methodology, the communication channels used to raise awareness of the consultation, and the feedback mechanisms provided.

2.1 Rationale for the methodology

The consultation methodology was based on the following rationale:

- **Timing:** Transport for London asked for the consultation feedback to be sent to them by early September 2014 so that the Mayor of London could consider it in assessing his next steps for this project. The councils felt that the local elections should be completed before doing so; therefore the consultation had to take place during summer 2014. Although it is recognised that this is not best practice due to the holiday period, the consultation methodology helped to mitigate this by providing a variety of feedback channels and by beginning the consultation in mid-July and keeping it live for 4 weeks. This approach aimed to balance the need to have sufficient time to deliver the consultation programme and produce the report, whilst also reducing the likelihood that those who wished to participate would be on holiday for the entire consultation period.
- **Providing balanced information:** We designed balanced consultation materials that aimed to help participants develop a good understanding of the implications of the proposals before they gave their views.
- **Encouraging participation:** We used a variety of online, offline and face-to-face communication channels in order to encourage participation by a wide range of residents and businesses.
- **Reaching those most affected:** Events were located at several points along the length of the proposed Tramlink route and a post card was sent to all residents and businesses in the London Borough of Sutton and the five wards in Merton that would be most affected by the proposal to ensure those most affected had an opportunity to give their views.
- **Maximising opportunities to provide feedback:** We used a mixed methods approach to gathering views on the proposals so that people had

the opportunity to participate using their preferred method of communication. This included online and offline feedback channels, drop-in events, and a presence at places of high footfall.

2.2 Communication to encourage participation

A variety of communication channels was used to raise awareness of the consultation and encourage participation:

- A consultation website provided participants with information about the following:
  - The consultation process.
  - The proposed Tramlink extension route including both the route preferred by the London Boroughs of Sutton and Merton and three alternative options for specific sections of the proposed route.
  - The likely benefits and impacts of the Tramlink extension.
  - The expected service e.g. operating hours, frequency of trams and journey times.
  - How to respond to the consultation.
  - Responses to frequently asked questions about the proposal.
- Posters in public venues and local businesses around the boroughs of Sutton and Merton, advertising the consultation as well as sign-posting to more information via the website and the face-to-face events.
- Social media updates from the London Boroughs of Sutton and Merton and from OPM Group.
- Press releases in local newspapers advertising the consultation as well as sign-posting to more information via the website and the face-to-face events.
- A targeted mail-drop of a short postcard version of the consultation questionnaire to 110,000 residents, businesses and other postal addresses across the London Boroughs of Sutton and Merton. This included all wards in Sutton, and the five wards in Merton that would be most affected by the proposed Tramlink extension (St Helier, Ravensbury, Merton Park, Abbey and Cricket Green). This postcard also sign-posted to more information via the website.
- Questionnaire and postcard distribution to some local businesses, libraries, leisure centres and theatres for visiting members of the public to pick up.

2.3 Feedback mechanisms

The consultation was live from Monday 21st July 2014 until Sunday 17th August 2014. Online responses were accepted until 23.59 hours on Sunday 17th August, while postal responses were accepted until Wednesday 20th August to allow for any postal delivery delays.

The main feedback mechanism for this consultation was a questionnaire (see appendix 2, page 75) comprising a series of open and closed questions to gauge the general level of support or objection to the proposal, and to gauge opinion about which of the alternative route options should be considered. This questionnaire was available as an online version and as a hardcopy version.

All closed questions were compulsory in the online version of the full questionnaire from the consultation opening date of 21st July 2014 until 5th August 2014. Following feedback from a respondent this was changed on 6th August 2014 for the remainder of the consultation so that the questions about the alternative routes were all optional. Prior to changing the online questionnaire on 6th August 2014, 376 responses had been received via this channel, 38 of which had expressed objection or strong objection in response to question 1 (which asked, “To what extent do you support the proposal to extend Tramlink from Wimbledon to Sutton via Morden?”). This was taken into account when assessing the consultation responses to the questions about the alternative route options.

A postcard was also produced (see appendix 1, page 74), asking one question only, in order to gauge the level of support or objection amongst respondents who did not wish to complete the full questionnaire. This was used in the mail drop described above, and was also available at the face-to-face events.

An email address and freepost address was also available to participants who wished to provide comments through these alternative methods.

In order to give participants as much variety and opportunity as possible to find out about the proposed Tramlink extension, ask questions, find out more detail about the proposal, pick up information leaflets and questionnaires, and hand in their responses in person, a series of events were held as follows. These events included advertised drop-in events and street stands in places of high footfall in order to reach as many people as possible.

Wednesday 23 July: Street stand, Sutton town centre 11am-3pm

Saturday 26 July: Street stand, Morden town centre 12-4pm

Tuesday 29 July: Stakeholder drop-in, Merton Civic Centre 4-7pm

Wednesday 30 July: Stakeholder drop-in, Sutton Superbowl 4-7pm

Thursday 31 July: Public drop-in, Merton Civic Centre 4.30-7.30pm

Saturday 2 August: Public drop-in, David Weir Leisure Centre, Sutton 10am-1pm

Tuesday 5 August: Street stand, Morden town centre 11am-3pm

Wednesday 6 August: Public drop-in, Sutton Civic Centre 4.30-7.30pm

Thursday 7 August: Public drop-in, Sutton Salvation Army 10am-1pm

Saturday 9 August: Street stand, Sutton town centre 12-4pm

Photo 1: Street stand, Sutton town centre

3. Responses received

A total of 10,048 responses were received to this consultation. The breakdown of response types is indicated in table 1.

Null responses have not been included in this figure. Examples of null responses include blank postcards or questionnaires, general email enquiries, or responses where only personal or demographic information was provided but with no response to the consultation questions or opinion about the proposals.

In addition to the total number of responses mentioned above, we also received one email from a Member of Parliament including two databases of responses collected independently. These responses were not submitted via the formal online or offline channels agreed by OPM Group and the London Boroughs of Sutton and Merton and, as a result, they are not included in this report.

For clarity, any percentage figures used in this report are shown to the nearest one decimal place.

3.1 Response types

The table below shows the numbers of responses received of each type, including the online and hardcopy questionnaires, the postcards, and any responses that were received by email or letter.

Table 1: Responses received, by response type

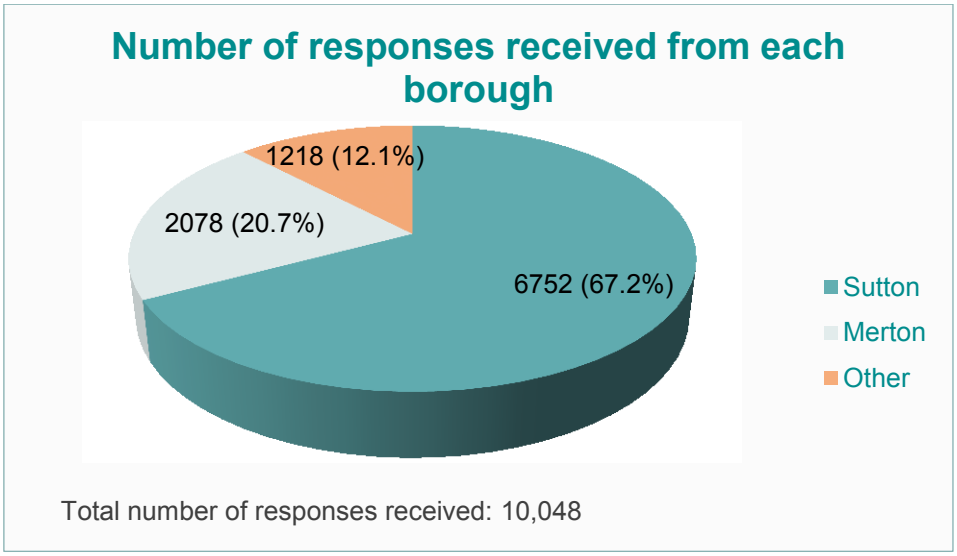
Online questionnaire	Hardcopy questionnaire	Postcard	Email / Letter
684	385	8842	137

3.2 Responses by borough

The following chart shows a breakdown of responses received from respondents who provided a postcode in the London Borough of Sutton and the London Borough of Merton, as well as from those respondents living in other areas or those who provided no postcode. Out of the total number of 10,048 consultation

responses received, 6,752 (67.2%) were sent by residents of the London Borough of Sutton, 2,078 (20.7%) were sent by residents of the London Borough of Merton, and the remaining 1,218 (12.1%) were sent by people living in other areas or with no postcode provided. A very small number (7) of responses had a postcode that crossed the boundary between the two boroughs. These responses have been included in the "other" category.

Chart 1: The number of responses received from the London Boroughs of Sutton, Merton, and any other area, based on the postcodes provided by participants



3.3 Responses by ward for each borough

The following tables provide the number of responses received from each ward in the London Boroughs of Sutton and Merton. Any responses from outside the two boroughs or with no postcode provided are not included here.

Table 2: Number of responses received from wards in London Borough of Sutton

Borough	Ward	Number of responses
Sutton	Sutton North	648
Sutton	Sutton Central	542
Sutton	Sutton West	475
Sutton	Belmont	453
Sutton	Carshalton Central	447
Sutton	The Wrythe	441
Sutton	St Helier	402
Sutton	Stonecot	395
Sutton	Cheam	384
Sutton	Carshalton South & Clockhouse	375
Sutton	Sutton South	358
Sutton	Wallington South	345
Sutton	Nonsuch	315
Sutton	Wandle Valley	309
Sutton	Wallington North	231

Sutton	Worcester Park	221
Sutton	Beddington South	215
Sutton	Beddington North	196

Table 3: Number of responses received from wards in London Borough of Merton

Borough	Ward	Number of responses
Merton	Ravensbury	462
Merton	St. Helier	450
Merton	Merton Park	354
Merton	Cricket Green	330
Merton	Abbey	302
Merton	Cannon Hill	38
Merton	Lower Morden	35
Merton	Dundonald	17
Merton	Trinity	15
Merton	Figge's Marsh	12
Merton	Colliers Wood	11
Merton	Hillside	11
Merton	Lavender Fields	11
Merton	Longthornton	7
Merton	West Barnes	6
Merton	Graveney	3
Merton	Village	3
Merton	Cricket Green & Ravensbury	2
Merton	Pollards Hill	2
Merton	Raynes Park	2
Merton	Trinity & Abbey	2
Merton	Wimbledon Park	2
Merton	St. Helier & Merton Park	1

Table 4: Number of responses received from postcodes that crossed the two borough boundaries

Borough	Ward	Number of responses
Merton/Sutton	St. Helier	4
Merton/Sutton	St. Helier/Stonecot	2
Merton/Sutton	Cricket Green/Beddington North	1

3.4 Responses from organisations

The following table lists the organisations who responded. It does not include the 28 responses where people said they were responding on behalf of an organisation but did not name that organisation.

Table 5: Responses were received from the following organisations

Organisation
Age UK Sutton
Beeches Express
Clarkes Jewellers Ltd
Conservative Group of the London Borough of Merton (Transport Spokesman)
Conservative Group, London Borough of Sutton

Organisation
Crown Agents
Crown Agents Ltd.
Deen City Farm
Endecotts Ltd
ENOTRAC
Enotrac
ENOTRAC UK Ltd
Enotrac UK Ltd
Geeks Ltd
Hesheli Education Consulting Ltd
High path Community Association
High Path Community Association (for High Path Estate residents)
Holiday Inn London Sutton
Insure 2B Sure
Kirkby's Chemist
Light Rail Transit Association [LRTA]
London Assembly Member, Merton & Wandsworth
Member of Parliament for Mitcham and Morden
Merton and Sutton mediation
Merton Orchard Project
Mothercare
Old Rutlishian's Association
Property Shop
PSA Parts Ltd
Response from Cllr on behalf of Merton Park Ward Residents' Association and the three Merton Park Ward Independent Residents councillors.
S. Warrender & Co.
S.Warrender & Co
S.Warrender & Co
South Wimbledon Business Association (SWBA)
Subsea 7
Successful Sutton
Sustainable Merton
Sutton Garden Suburb Residents' Association
Sutton Super Bowl
Sutton SuperBowl
Sutton Superbowl
The Dons Trust
The Vine Project
Tramways & Urban Transit magazine
Trinity Church Sutton

Organisation
Trinity Ward Councillors (London Boro of Merton) - Cllr Abdul Latif - Cllr James Helmes - Cllr Charlie Chirig
Willmore End Residents Association
Willmore End Residents Association (WERA)
Wiltmore End Resident Association
Zizzy

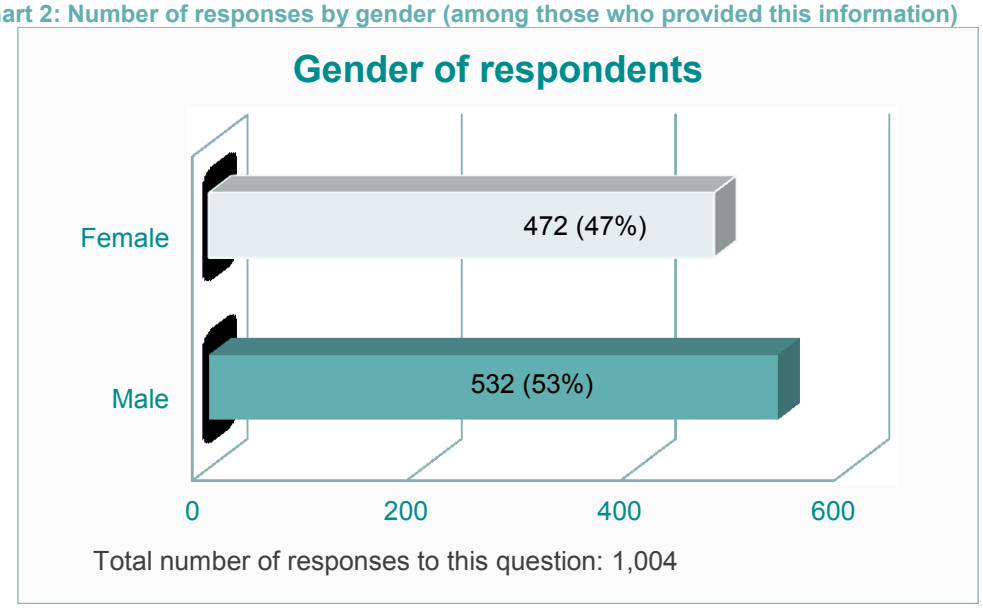
3.5 Demographic data

The following charts below show the demographic information provided by those respondents who chose to do so in response to the relevant questions in the online and offline questionnaire. These questions were only asked in the full questionnaire, not the postcard, therefore they only relate to 1,069 out of the total 10,048 responses received, that is, approximately 10% of the responses.

3.5.1 Responses by gender

The following bar chart shows a breakdown of the number of responses received from either male or female respondents. Out of the total number of 1,004 responses that provided an answer to this question, 532 (53%) were male and 472 (47%) were female.

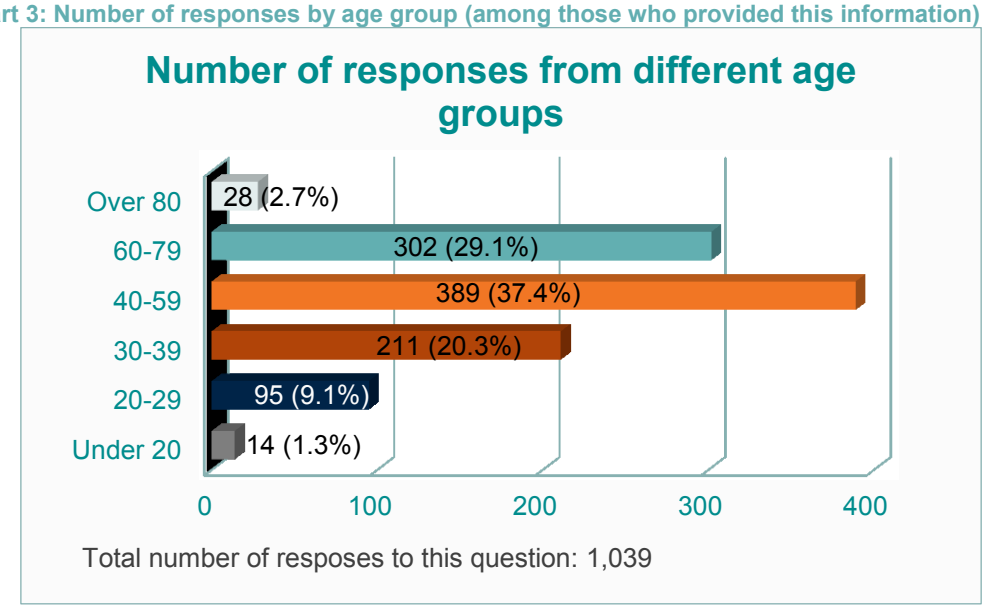
Chart 2: Number of responses by gender (among those who provided this information)



3.5.2 Responses by age group

The bar graph below shows a breakdown of responses received from different age groups. Out of the total number of 1,039 responses that answered this question, 14 (1.3%) were under 20 years old, 95 (9.1%) were between 20 and 29 years old, 211 (20.3%) were between 30 and 39 years old, 389 (37.4%) were between 40 and 59 years old, 302 (29.1%) were between 60 and 79 years old, and 28 (2.7%) were over 80 years old.

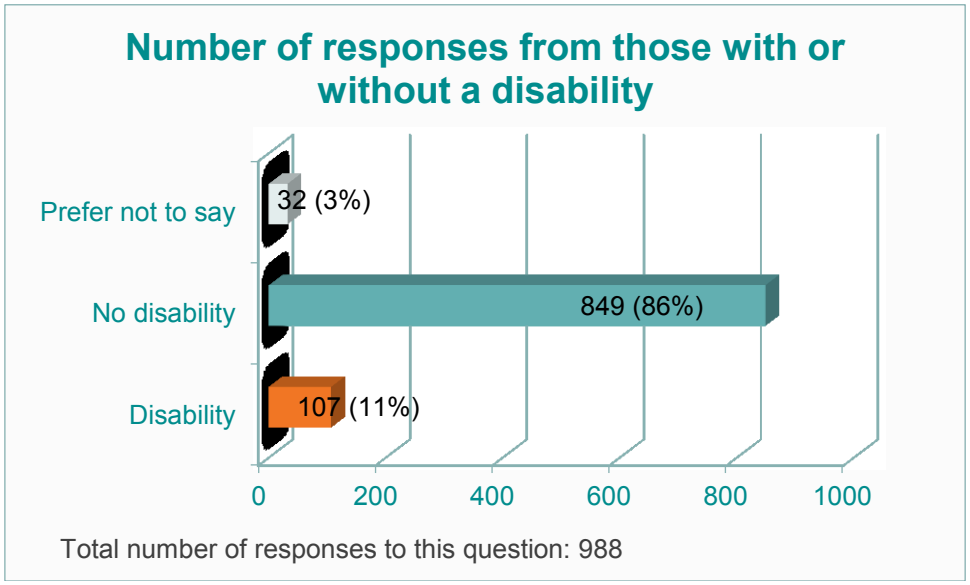
Chart 3: Number of responses by age group (among those who provided this information)



3.5.3 Responses by disability

The bar graph below shows a breakdown of responses received from people with or without a disability. Out of the total number of 988 responses that provided an answer to this question, 107 (11%) had a disability, 849 (86%) had no disability, and 32 (3%) preferred not to say.

Chart 4: Number of responses by disability (among those who provided this information)



3.6 Other engagement in the consultation

The consultation website attracted over 4,500 unique users. There were a total of over 12,700 page views and over 6,000 recorded sessions by these users. This equates to an average of almost 3 pages viewed per user, and an average of 1.3 separate sessions per user.

4. Summary of responses

This chapter summarises the responses to this consultation. It begins by summarising the general feeling from respondents about the overall proposals to extend the Tramlink network from Wimbledon to Sutton town centre via Morden. This is followed by a summary of responses about the alternative route options, and ends with an indication of whether respondents would be more likely to use the Tramlink network if the proposed extension goes ahead.

Quotes from consultation responses have been used throughout the report to illustrate particular viewpoints.

Any numbers included in this report should not be considered to be representative of the views of all residents in the London Boroughs of Sutton and Merton, but are simply the views submitted by those who chose to participate in the consultation.

4.1 Overall proposal

4.1.1 Responses to the overall proposal

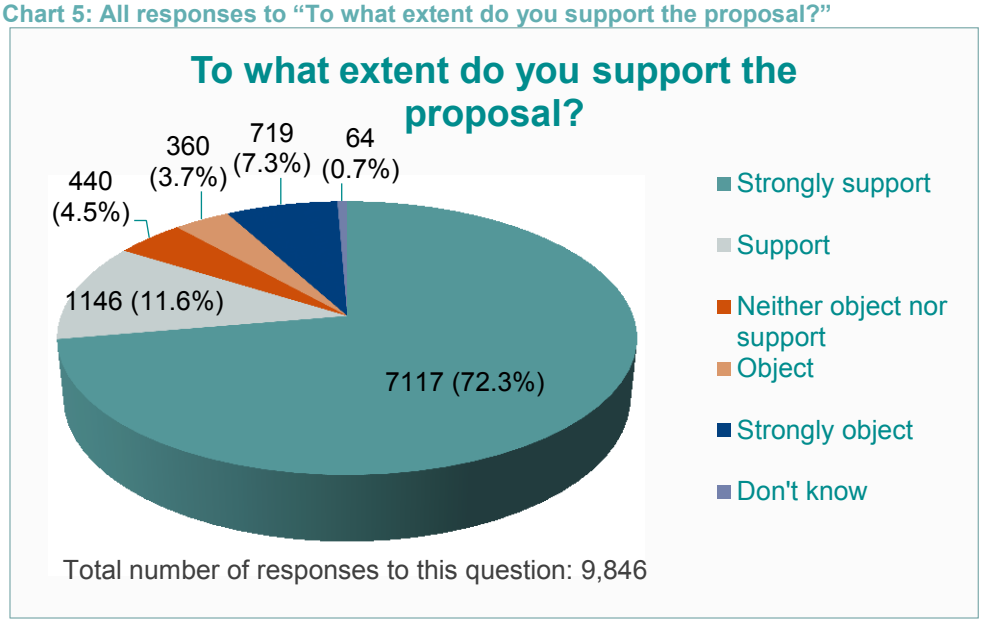
Both the postcard and the full questionnaire asked the following question:

To what extent do you support the proposal to extend the Tramlink from Wimbledon to Sutton town centre via Morden?

The responses to this question are indicated in the following pie charts. Any instances where respondents did not provide an answer to this question, or invalid responses where two or more options were ticked, are not included in these data.

Of the 9,846 responses that provide an answer to this question (see chart 5), 7,117 (72.3%) indicate strong support and a further 1,146 (11.6%) indicate support for the proposal. 360 (3.7%) responses indicate objection and 719 (7.3%) indicate strong objection to the proposal. 440 (4.5%) of responses to this question indicate that they neither support nor object to the proposal, and the remaining 64 (0.7% indicated that they do not know).

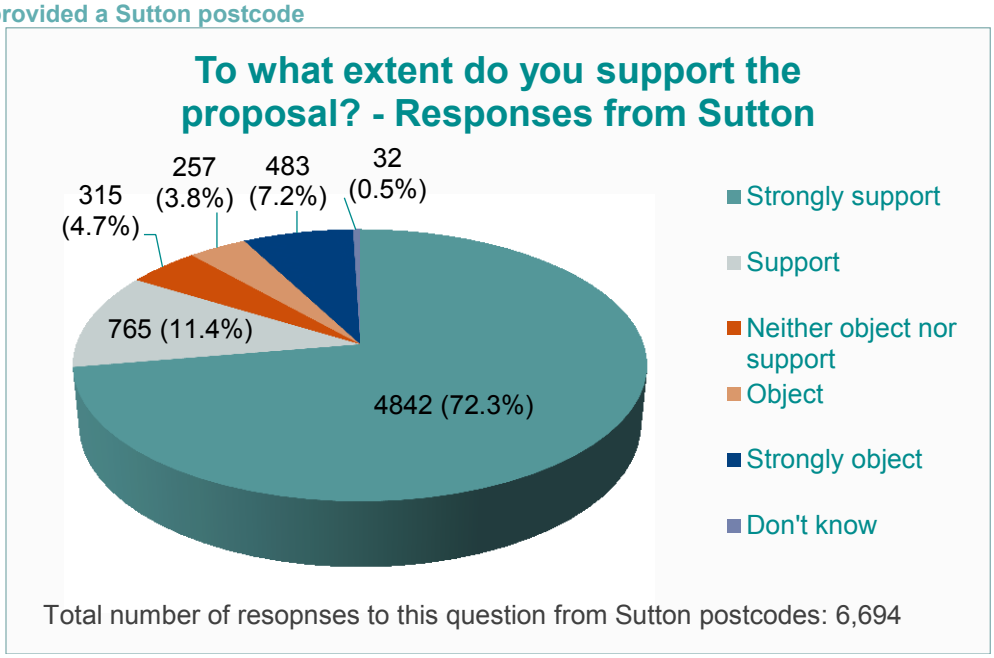
Chart 5: All responses to "To what extent do you support the proposal?"



When the responses are broken down by borough, a similar pattern is observed. This information is compiled based on the postcodes provided by respondents and the pie charts below display the responses from Sutton, Merton, and from those responses that provided postcodes outside the two boroughs or no postcode at all. A very small number of responses (7) were from postcodes that cross the boundary between Sutton and Merton. These responses are included in the "other" figures.

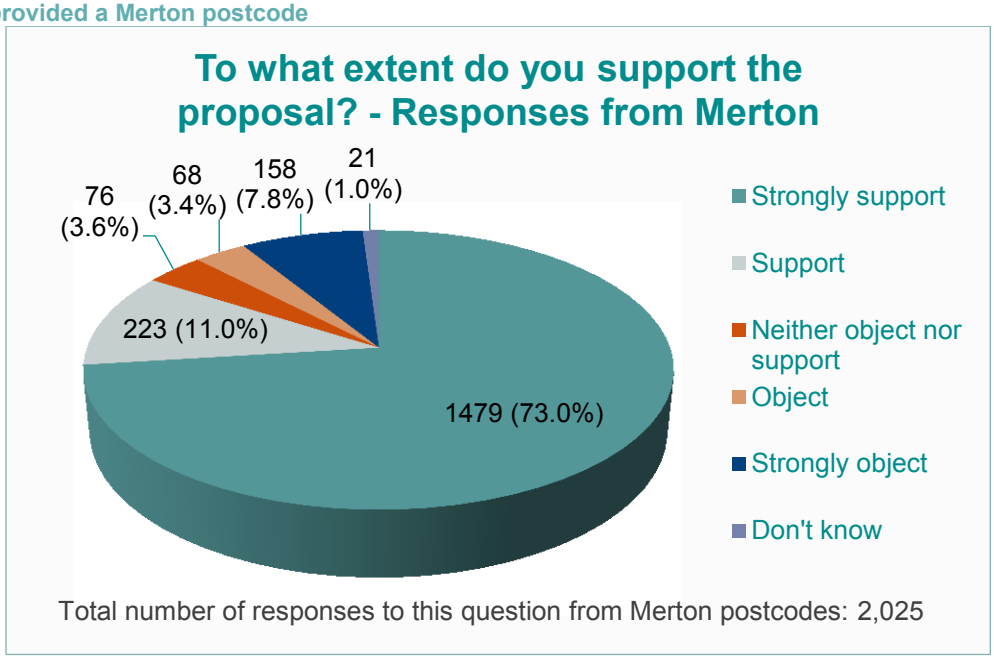
Of the 6,694 responses to this question that provide a Sutton postcode (see chart 6), 4,842 (72.3%) indicate strong support and a further 765 (11.4%) indicate support for the proposal. 257 (3.8%) of the responses to this question from Sutton indicate objection and 483 (7.2%) indicate strong objection to the proposal. 315 (4.7%) indicate that they neither support nor object to the proposal, and the remaining 32 (0.5%) of the Sutton-based respondents to this question indicated that they do not know.

Chart 6: Responses to "To what extent do you support the proposal?" from those who provided a Sutton postcode



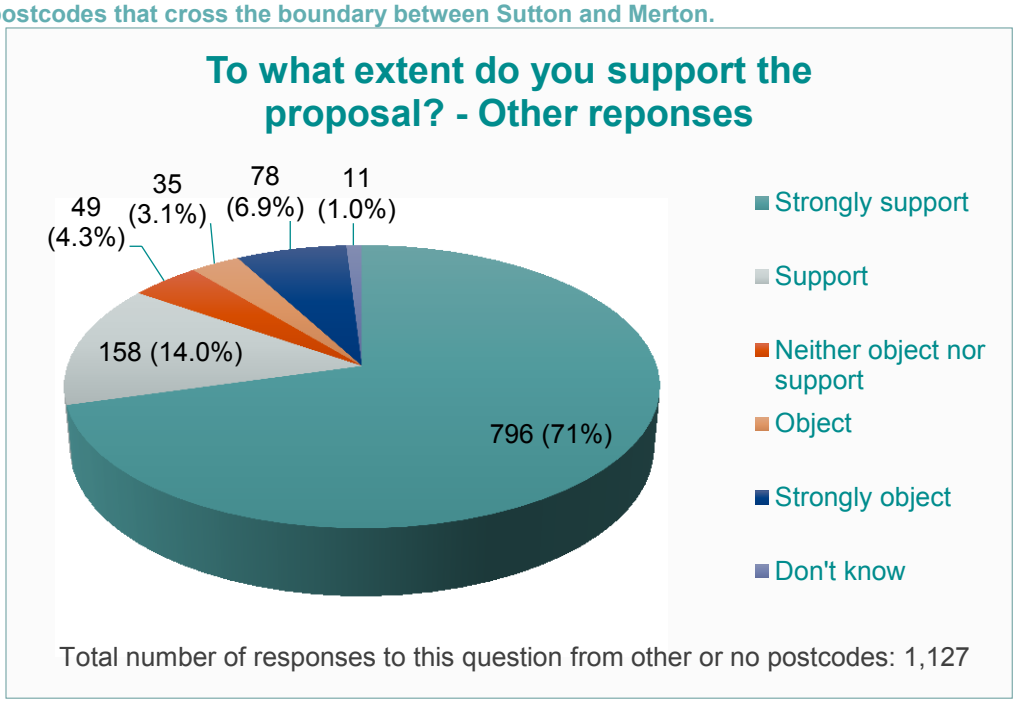
Of the 2,025 responses to this question that provide a Merton postcode (see chart 7), 1,479 (73%) indicate strong support and a further 223 (11%) indicate support for the proposal. 68 (3%) of the responses to this question from Merton indicate objection and 158 (8%) indicate strong objection to the proposal. 76 (4%) indicate that they neither support nor object to the proposal and the remaining 21 (1%) of the Merton-based respondents to this question indicated that they do not know.

Chart 7: Responses to "To what extent do you support the proposal?" from those who provided a Merton postcode



Of the 1,127 responses to this question that provide a postcode outside the boroughs, no postcode, and the few responses from postcodes that cross the borough boundaries (see chart 8), 796 (71%) indicate strong support and a further 158 (14%) indicate support for the proposal. 35 (3%) of these responses to this question indicate objection and 78 (7%) indicate strong objection to the proposal. 49 (4%) of these responses indicate that they neither support nor object to the proposal and the remaining 11(1%) of these "other" responses indicate that they do not know.

Chart 8: Responses to "To what extent do you support the proposal?" from those who provided a postcode outside the boroughs of Sutton or Merton, no postcode, or those postcodes that cross the boundary between Sutton and Merton.



Participants were asked to provide reasons for their answers to the questions above.

In the postcard questionnaire participants were simply asked:

Please give reasons for your answer

In the full questionnaire, participants were asked the following two questions:

If you support this Tramlink extension please let us know the main reasons for your support.

If you have concerns about the proposed Tramlink extension, please let us know the main reasons and any suggestions as to how those concerns could be addressed if the extension goes ahead

Responses to the above questions, as well as other comments relating to the reasons for level of support for the Tramlink, are summarised below, starting with the reasons for support, followed by concerns and reasons for opposition, and finally any suggestions about the overall proposed route.

4.1.2 Reasons for support of overall proposal

The primary reasons for supporting the Tramlink extension centre on the provision of improved transport links across Merton, Sutton and Wimbledon. The improvement in the quality of the transport is also a significant consideration, with comments most likely to focus on a more reliable and efficient service. Other reasons for support include reduced road traffic and economic, community and environmental benefits, while some particular groups are also highlighted as benefitting from the improved transport links.

4.1.2.1 Improved transport links – general

The comments in support of the overall proposal most frequently relate to general improvements in the transport infrastructure and welcome a general improvement in the availability of more and higher quality transport options. Many others are simply general statements in support of the proposals.

“Improving public transport links in the area can only be a good thing.”

“Great idea! Very much needed!”

“Improving infrastructure. Excellent”

In line with this support for improved transport links, many comments focus on the need for transport improvement in the area. Comments highlight that the existing infrastructure is not suitable for local needs and that it provides only limited connections across the two boroughs. Comments frequently state the need for more flexibility and reliability across the boroughs. Many respondents refer to the expansion of transport options that Tramlink would provide and cite this as an important benefit, particularly if there are delays or disruption on another form of transport.

“This is an excellent idea. We currently only have buses which are not well connected and a train that is infrequent and often cancelled at the last minute.”

“Trains are infrequent in the Sutton / Wimbledon loop. When things go wrong, there is no alternative, the bus is horrendously slow.”

“Because transport links between Sutton, Morden and Wimbledon are poor and need improving.”

Many respondents highlight the access to the Underground network and onwards to central London as the primary reason for their support of the Tramlink extension.

"This will greatly enhance connection to the tube and London."

"Improve access to central London via underground."

Comparisons between south and north London also arise, with several participants noting that they feel public transport provision in south London is generally lacking and that the proposed extension would help address this.

"There is no extensive underground system south of the Thames and this would go some way to redressing the balance."

4.1.2.2 Improved transport links – between Sutton and Wimbledon

In addition to the general support and need for improved transport links, there are numerous comments relating to each of the destinations along the proposed route. Most frequently these comments refer to the need for better transport links in Sutton and describe Wimbledon as a location that respondents would like to be able travel to more easily.

Participants consider Wimbledon to be a key destination, referring to it as a useful place to both connect with other services and as a final destination. Many respondents feel that the existing transport links from Wimbledon do not provide adequate provision south towards Morden and Sutton. Those services which are available are often described as over-crowded and subject to congestion or delays.

"The bus routes from Wimbledon and Morden are dreadful between 4pm and 7pm - too much traffic, not enough buses and the tram would greatly improve matters"

"Because there is only one bus which goes from Sutton to Wimbledon."

"We don't have a tube station and the buses to and from Morden / Wimbledon are very congested."

Sutton is described as being poorly connected to its surrounding areas and to the Underground network. The comments suggest that public transport provision is not in line with the size or population of Sutton. A large number of the comments about Sutton focus on the connection to Wimbledon, which is seen as a gateway to the central London transport network, as well as to the south west via mainline rail services. As such some respondents feel that Sutton currently lacks this connectivity and that the Tramlink extension would address this issue.

"Sutton is a major town and many people including myself who live near Sutton often have awkward journey to Wimbledon and to pick up tube line at Morden"

"For a big town, transport is very poor in Sutton. Other areas of this size and distance from London have far better links. Transport links are essential for a thriving community and Sutton could do better."

A few comments also suggest that Morden would benefit from improved transport connections to Wimbledon.

"There is not enough viable links from Morden town centre to Wimbledon or Sutton. Morden Road and Phipps Bridge are too far for most Morden residents towards Wimbledon and bus no 93 is hardly alternative in peak times."

4.1.2.3 Improved transport links – to Morden, St. Helier and other locations

There are a number of other destinations along the proposed Tramlink route that are highlighted as places that other areas would benefit from having greater access to. These most frequently include Morden and St. Helier among others.

Respondents consider Morden to be a useful destination, most often for the link with the Underground station here, but also for specific locations or services such as the local mosque.

"Getting to Morden station from Sutton - excellent."

"More convenient access to Morden Mosque and amenities in Sutton as well as easier access to tube stations."

The improved transport links to St Helier arise frequently as a reason for supporting the overall scheme, with many comments noting support for the improved access to the hospital from the surrounding areas.

"We would like to use this tram to Sutton plus great for our local hospital St Helier for appointments, I hope it goes ahead I would definitely use the tram."

Croydon, the general South London area and South Wimbledon are also often cited as locations that the surrounding area would benefit from being better connected to as a result of the Tramlink extension. There are a very small number of comments highlighting other locations that are useful destinations that the Tramlink extension will improve access to, such as Mitcham and St George's hospital.

4.1.2.4 General support for trams

Many respondents comment on their general support for trams as a form of public transport. Most frequently these comments describe trams as being more reliable, efficient, regular, or quicker than other or existing forms of transport. Often respondents note that trams also provide a more pleasant or comfortable travelling experience, and a safe form of transport.

"Excellent idea. Tram such an efficient mode of transport."

"The tram is an excellent form of transport. Quick, clean, comfortable and practical. And it is very popular already."

"Travelling by tram is much nicer than tube, bus."

Many of the comments include praise for the existing Tramlink with a desire to have more local access to this service.

"Tramlink is an excellent service and extending it will only help more people."

"The existing tram is brilliant."

The environmental benefits of trams as a form of public transport arise frequently among those who express support for the proposals. Most often these comments refer to the benefits of running on electricity rather than emitting pollution into the air from exhaust fumes, while others refer to the knock-on benefit that would come from encouraging people to use the tram rather than their cars.

"It is a much more environmentally friendly way to travel."

"Any transport which has zero pollution has to be supported."

The cost of travel by tram is understood to be cheaper than other forms of transport, particularly in comparison to the cost of rail travel or taking more than one bus to reach a destination, and this is cited as a particular benefit among some respondents.

A small number of comments refer to the increased capacity of trams when compared to buses and note that this means it provides a more efficient transport option.

4.1.2.5 Reduced traffic

Many respondents feel that the Tramlink extension would reduce traffic and congestion on the roads. The existing levels of traffic are described in some comments as being very high or problematic and some respondents state that introducing the Tramlink would help to ease this pressure on the roads. Many of

these comments are general, while others specify that they feel that the reason trams would ease congestion is by encouraging people to use their cars less frequently. The tram extension is seen to provide a more efficient form of transport than driving, in terms of the efficiency of the journey and in terms of cost of travelling and parking. As such, there are also several comments suggesting that the Tramlink extension would also relieve pressure on car parking spaces.

"Good to increase public transport options between places that have high traffic rates + poor parking options."

"Anything to help with the already overcrowded roads of this borough can only be beneficial."

Particular areas that are highlighted as benefiting from reduced road traffic as a result of the Tramlink extension include Rose Hill, Morden and the areas around local schools.

4.1.2.6 Relieve pressure on existing public transport

In light of the feeling among some respondents that existing forms of transport, particularly buses, are overcrowded, comments often mention that the Tramlink extension would relieve this pressure. Most frequently these comments refer to relieving the local bus routes, but others refer to train routes, or to public transport in general.

"It would ease overcrowding on the other modes of transport providing a faster, more reliable service."

"I use Tramlink daily and believe the proposed extension would be widely used and reduce bus overcrowding at certain times."

4.1.2.7 Local economic benefits

The economic benefits that the Tramlink could bring to the areas along the route are seen as important factors among many respondents, some of whom simply make brief general comments about improvements to the local economy.

"It brings more prosperity to the area."

General comments about the benefits for local businesses and trade opportunities are frequent, both in terms of supporting existing businesses as a result of attracting more visitors to the area and in terms of attracting new businesses.

"More trade for local businesses."

Many of the comments about boosting the local business economy refer to Sutton town centre and shopping area. There is a feeling among some respondents that the Tramlink extension would help to regenerate the town centre, where it is noted by some that many shops are closing down.

"Will regenerate Sutton town centre that has become tired."

"Tramlink would generate more visitors to Sutton and help business - lots of shops are closing in High Street."

Similarly, a smaller number of comments relate to the regeneration of Morden, and a few refer to rejuvenating the Rose Hill and St. Helier areas along the route.

An increase in job opportunities is noted in some comments as a benefit of the Tramlink extension. This includes comments about jobs created as a result of the construction period, general comments about the creation of more job opportunities in the area, and comments about the increased ease of commuting to other areas for work.

"Increase in job opportunities"

"Seems good to link Sutton up more - may help encourage businesses and therefore grow jobs long term."

Some participants note that they think property values will be boosted by the Tramlink extension, although some caveat this view by highlighting the disruption that will be caused during the construction period before such a benefit will be realised.

"An improvement in the transport infrastructure will greatly improve the area and property values."

"Increase the value of my property - only problem is the time it will take to build and the hassle it will create."

The proposed Tramlink extension is also described by several respondents as a cost-effective initiative and one that should be invested in due to the perceived benefits it may bring.

4.1.2.8 Community benefits

References to general improvements in quality of life arise in some comments, as well as other community benefits. Comments that expand upon such statements often give examples of improved opportunities for social life and leisure in addition to the general increase in accessibility to other areas and services. A few respondents also suggest that community cohesion and communication could be improved as a result of the improved transport links.

"Improvement and extensions of transport links are essential in linking towns for schooling, shopping, business and health services to name but a few."

Some respondents feel that the Tramlink extension will attract more people to the area and that this in turn will facilitate growth. Others note that the local population is already increasing and that the additional transportation option will help meet this increasing demand.

4.1.2.9 Particular groups that may benefit from the extension

Several comments mention specific groups of people who may benefit from the proposed Tramlink extension. Most often these comments refer to the benefits to commuters who could have an easier journey or additional transport options for getting to Wimbledon or central London.

People who are elderly or who have disabilities are often mentioned, and such comments state that the tram would be an accessible form of transport for these groups of people, enhancing their ability to travel to different areas or carry shopping home.

Shoppers are also noted as a group that will benefit from the proposed extension, particularly by linking the shopping areas of Wimbledon and Sutton.

Other specific groups mentioned by respondents include people with prams or young children, people taking children to school, young people who travel to get to school or college, and people with no access to a car.

4.1.2.10 Caveats and other comments in support of the Tramlink extension

Several comments simply state that they have no concerns or objections to the proposed extension while other comments note their support for the councils' preferred route overall.

Some note that they support the overall proposal but with caveats, concerns or suggested amendments or alternatives. Others note that they support the overall proposal but object to or have concerns about one or more of the alternative route options. These comments are summarised in the relevant sections of this report.

4.1.3 Concerns and reasons for opposition to the overall proposal

The primary reasons provided for opposition to the overall proposal or among the concerns and caveats arising in responses are the feeling that existing transport is sufficient along the route, cost concerns, and a potential increase in traffic congestion and general disruption in the construction period and beyond.

4.1.3.1 Existing transport is sufficient

Among those who express opposition to, or concerns about, the overall proposals, the most frequent comment is that the existing transport connections via bus and train are sufficient and that therefore the Tramlink extension is not necessary or that it would duplicate existing services. As such, there are some concerns that some existing services could be reduced or cut completely should the Tramlink extension proceed. Many respondents describe the existing bus routes in particular as excellent, and several comment that the train service already provides a link between Sutton town centre and Wimbledon.

"Transport to Sutton is very good. We have buses and trains to many destinations. These are reliable and effective."

"Proposed route already well served with a rail service and numerous bus routes. A duplicate service will only reduce the viability of existing services."

4.1.3.2 Cost

There are many comments expressing concern about the cost or cost effectiveness of the proposed Tramlink extension. Often these concerns are related to the feeling that the extension is not necessary and that therefore it is not a good use of money. One respondent suggests that the current proposal is poor value for money but puts forward an alternative proposal they believe would address what they see as pitfalls in the existing plans.

Several respondents suggest that there are other priorities that should be considered for funding instead, particularly in light of the need to reduce public expenditure. These suggested priorities include health and social care, schools, housing, youth and community services, and regenerating Sutton town centre. Many suggest that the money could be used on maintaining or improving existing or other transport connections instead such as the road network, bus routes, and rail connections, extending the Underground network, or extending Crossrail 2.

"Stop wasting rate payers money & time considering this disastrous proposal. The cost & decimation along the route would be beyond belief."

"There is already a rail link between Sutton and Wimbledon. Public expenditure needs to be reduced and funds need to be targeted at essential services."

4.1.3.3 Traffic congestion

Concerns about the general impact on traffic and congestion are frequent, as well as comments that there is not enough road space for an on-road tram line.

There are also several comments that refer to specific sections of the route where congestion is already a problem and likely to be exacerbated by an on-road Tramlink extension. The areas that are cited most often include Rose Hill, the one-way system in Sutton town centre, Angel Hill, Morden Road, St Helier Avenue and the level crossing on Kingston Road.

"The chaos it will cause on our already challenged road system and the money it will cost makes this plan madness."

"Rosehill roundabout is already too congested with traffic and this could add to the congestion."

If congestion were to increase at Morden Road, as some people fear, an increase in traffic through the side-roads of Merton Park also arises as a concern, because people may use these roads in an attempt to avoid the main areas of congestion.

A few respondents note that they do not believe the Tramlink extension would reduce the numbers of cars on the road. A small number of comments suggest that the numbers of cars on the road may even increase due to people from the surrounding areas driving to and parking in areas along the route in order to travel on the tram. One respondent makes reference to the proposals for a West London tram that did not proceed due to the on-road route and concerns about increased traffic congestion.

4.1.3.4 Disruption

There are numerous concerns about the general disruption that the proposed scheme would cause, particularly during the construction phase, but also on an ongoing basis. The length of the construction period and resulting disruption is a specific concern for some. Some comments note that existing transport links such as the bus routes would be disrupted or that parking spaces could be reduced.

"It is a good idea but the time it would take to build will cause a lot of inconvenience."

Disruption at some specific locations are noted including Trinity Church, Angel Hill Bridge, Rose Hill Park, Mitcham Rugby Club, Sutton town centre, St Helier Estate and Sutton Garden Suburb.

4.1.3.5 Capacity and efficiency concerns

There are also capacity concerns about the proposed extension, most of which refer to the existing Tramlink connection to Wimbledon already being overburdened, while others refer to the proposed extension being too short, or to tram capacity as being insufficient for the increasing population in South London.

"There is heavy overcrowding between Mitcham and Wimbledon, making the tram difficult/dangerous to board during peak travel (I have been injured due to overcrowding). I am concerned that the new line would add increased pressure between Morden Road and Wimbledon to an already over-used line. More trams are needed for safer travel."

The 300m interchange at Morden Underground station is described as being insufficient by several respondents who suggest there should be a direct interchange here instead. Some suggest this could be achieved by taking the route via Aberconway Road.

"The line needs a stop much nearer to Morden Tube station."

A few comments note that if a direct interchange at Morden is not possible then they would support the north terminus being at South Wimbledon for a direct interchange to the Northern Underground line. These comments are summarised in section 4.2 about the north terminus route options.

However there are also a few concerns that the Tramlink extension and any interchange with the Underground would exacerbate overcrowding on the Northern Underground line, particularly in light of the planned Crossrail 2 development which aims to link with Tooting Broadway on the Northern Underground line.

"Concerned that the Tramlink will increase the overcrowding on the northern line - as passengers board at Morden."

There are also a few concerns that journey times between Sutton town centre and Wimbledon may not be significantly improved by the Tramlink extension in comparison to existing forms of transport, particularly if there are too many stops or diversions to the route.

4.1.3.6 Impact on local area

The impact on the character of Sutton town centre is noted as an important consideration among several respondents, while a few have similar concerns about the impact on the centre of Morden. Some note that Sutton town centre is already experiencing a high rate of shop closure and that the Tramlink extension could exacerbate this issue and some state that they do not believe there would be economic benefits from the extension. In the same vein, there are concerns that rather than bringing economic benefits to Sutton, the Tramlink extension could encourage people to leave Sutton and spend their money in Wimbledon or Croydon instead.

"The construction will bring jobs but there is a significant risk that unless the high street attracts a better quality of shops people will use the tram to shop elsewhere."

Others feel that Sutton currently has a country town atmosphere which would be at risk should the proposals go ahead, or that trams work best in large cities rather than small towns. Concerns about the impact on the character and nature of Sutton Garden Suburb also arise in a small number of comments. There are also concerns about a negative impact upon residents and property values along the route, a few of which express anxiety about whether the route would require residential buildings to be purchased and demolished.

"Will ruin what used to be a very pleasant town centre even further."

A few comments refer to concerns about causing an influx of more people to Wimbledon town centre in the evenings.

Finally, a small number of participants feel that although Sutton may benefit from improved connections as a result of the proposal, that residents of Merton have less to gain.

4.1.3.7 Safety concerns and problems with existing Tramlink

There are safety concerns related to the proposed extension, particularly related to pedestrians who may trip on the tram tracks or not see or hear trams coming, and cyclists whose bicycle wheels may get stuck in the tracks. Concerns about emergency services being held up by increased congestion on the roads also arise, particularly as trams would be unable to move out of the way of emergency vehicles.

"There has been several serious accidents involving pedestrians and cyclists in Croydon in the last couple of years through people getting caught in tramline."

"Concerned about the negative impact on all emergency services in the locality caused by even further congestion on the roads which are already congested."

Some respondents express anxiety about an increase in crime rates and over-crowding as a result of an influx of people to the area, and some cite Croydon as an example where they feel this has happened.

"Could be dangerous to pedestrians and road users as it was in Croydon."

"Trams will only bring more people into Sutton area and crime will rise."

Other examples of problems with the existing Tramlink connection are also cited, including fare-dodging, disruption during the construction period, overcrowding, congestion, lack of use, confusing signposting and danger to pedestrians.

4.1.3.8 Environmental concerns

The loss of trees, any open or green space and a negative impact on local wildlife are noted as important considerations among many respondents with concerns about the proposal, with particular reference to Rosehill Park, Morden Hall Park, Nursery Road Playing Fields and Abbey Recreation Ground.

Comments specific to the Nursery Road Playing Fields and Abbey Recreation Ground are summarised in the relevant section of this report as they relate specifically to alternative option 1b.

"Improved transport links are good idea but not at expense of losing any green space or playing fields."

Some comments state that there would be a detrimental visual impact on the local area, for example due to the overhead cables. The North Sutton landscape is described as having an attractive approach including the green spaces at Rose Hill and Angel Hill, which would be affected by the proposed route. Others express concern that noise levels will increase near residential properties along the route, both during the construction period and on an ongoing basis from increased traffic on the roads, and from people at tram stops.

"Trams do not look good & create a messy look in the town centre."

A few comments note concerns about increased pollution as a result of the Tramlink extension, for example as a knock-on effect of increased traffic congestion. There is also a comment suggesting that the emission standards of buses are likely to be reduced by the time the tram would be operational and that

an estimate of these future emission standards should be used as a comparison with the environmental impact of the tram.

4.1.4 Suggestions and amendments to the overall proposal

Several respondents make suggestions for alternative routes for a Tramlink extension or specific amendments to the overall route. There are also several complimentary measures suggested to increase the benefits of the scheme and suggestions to facilitate the implementation phase. These comments are summarised below, while any suggestions related to the three alternative route options are summarised in the relevant sections later in this report.

The most frequently suggested alternative route for a Tramlink extension is one that connects Sutton to Croydon directly. Including Wallington and/or Carshalton in the Tramlink extension is often suggested, with some specifying that this route could be part of an extension connecting Sutton to Croydon.

Some respondents would also like to see the Tramlink extension coming to Waddon, Worcester Park, Hackbridge, Reigate Avenue, North Cheam, Beddington, Epsom or St George's Hospital, or generally to include areas south of Sutton town centre. Other suggestions include connecting to the existing Tramlink line at Mitcham Junction, and routes that connect Sutton to Kingston, Richmond, Tooting Broadway, Crystal Palace or Colliers Wood.

A further extension to Belmont, Banstead or Royal Marsden Hospital is also supported by some respondents.

Specific amendments to the proposed route most frequently include having a direct connection through to Wimbledon without having to change at Morden Road and having a direct interchange with Morden Underground station rather than a 300m walk, for example by taking the route via Aberconway Road.

Other specific suggestions include the use of tunnels at certain points of the route to ease congestion, having segregated tracks rather than an on-road route, using part of the existing railway lines such as the Thameslink route, avoiding St Helier Avenue, shortening the route to avoid Sutton town centre, and improving the capacity and accessibility at Wimbledon station by modifying existing platforms, building new platforms, and improving staircases.

Complimentary measures are put forward by some respondents including improving cycle lanes and road standards, developing the high streets to attract visitors and boost the local economy, a park and ride facility, having an express rail service from Sutton to Wimbledon, addressing pressure on parking, noise

screens, improved fencing between the tram line and resident gardens, increased British Transport Police presence on the trams, improved street cleaning, taking the opportunity to reposition the ancient milestone at Morden Road over-bridge, and environmental mitigation measures such as tree planting and wildlife corridors.

There are also some suggestions about how to make the implementation and construction process as smooth as possible. These range from general comments about the need to plan effectively, integrate well with existing transport connections and phase the implementation carefully, to specific suggestions such as access points for deliveries to local businesses during the construction period, adequate accommodation of commercial road usage, specific tram stop locations, and potential traffic diversions.

4.2 North terminus route options

The London Boroughs of Sutton and Merton would prefer to have the north terminus of the Tramlink extension at Wimbledon, via Morden Road. However there is an alternative option to terminate at South Wimbledon with two possible routes to get there. Alternative option 1a would involve terminating at South Wimbledon via Morden Road, while alternative option 1b would terminate at South Wimbledon via Nursery Road Playing Fields and Abbey Recreation Ground. This section summarises the responses to these options, starting with the numerical data and followed by a summary of the related comments.

4.2.1 Responses to the north terminus route options

In the full questionnaire, respondents were asked the following question:

Which option should be progressed for the north terminus of the extension?

Of the 985 responses that provided an answer to this question (see chart 9), 524 (53.2%) indicate support for the councils' preferred option (terminus at Wimbledon via Morden Road), 177 (18.0%) indicate a preference for alternative option 1a (terminus at South Wimbledon via Morden Road), and 36 (3.7%) indicate a preference for alternative option 1b. 175 (17.8%) of the responses to this question indicate that they have no strong view and the remaining 73 (7.4%) responses indicate that they do not know which option they prefer.

Chart 9: All responses to "*Which option should be progressed for the north terminus?*"

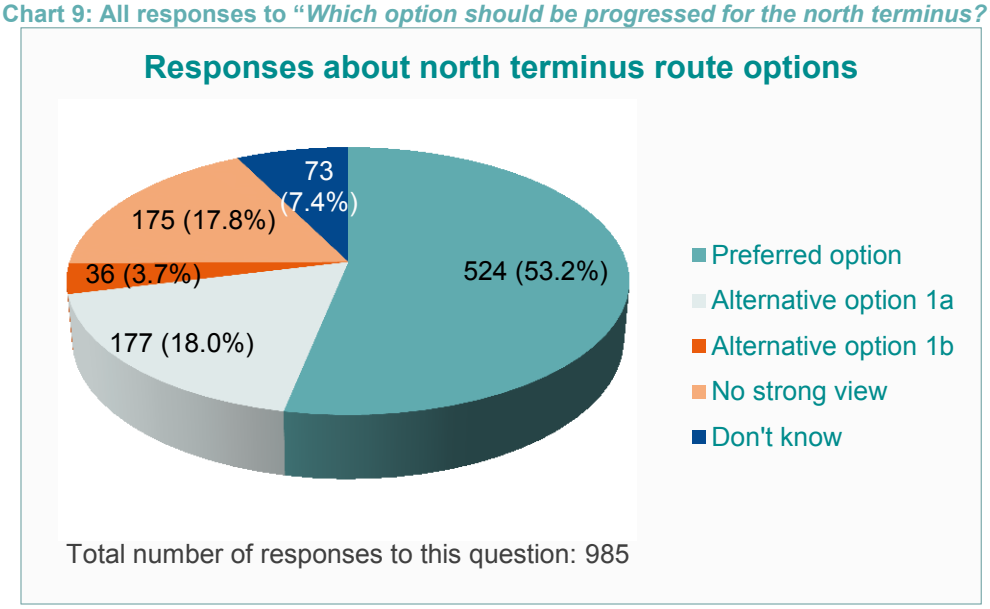


Chart 10: A comparison of responses by borough to "*Which option should be progressed for the north terminus?*"

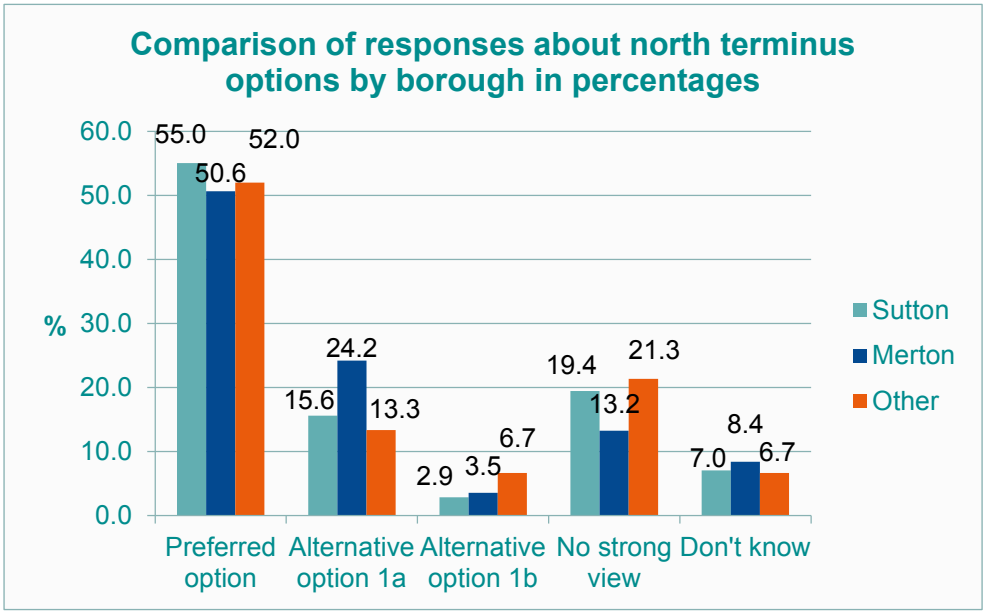


Chart 10 shows a comparison of the responses to this question by borough, in terms of the percentage of respondents from each borough that ticked each option. The responses are broadly similar, with the councils' preferred option being supported most often across all groups. Responses from Merton residents are slightly more likely to express a preference for alternative option 1a when compared to responses from Sutton residents and other responses, and less likely to indicate that they have no strong view.

The following section summarises the comments that are made by respondents that relate to the north terminus route options.

In their comments, 33 of the responses to this question in the full questionnaire state an opposition to the overall proposal and therefore opposition to all the alternative route options.

4.2.2 Strong opposition to option 1b

As indicated by the figures in chart 9, the councils' preferred route is supported most often by respondents and the least popular option is alternative option 1b. The following section of the report summarises the reasons given by respondents for their support of each of the options, but the comments about the north terminus route options are striking in the level of opposition towards alternative option 1b.

The comments suggest that not only is alternative option 1b the least popular option for the north terminus, it is also one that many respondents strongly oppose.

"Option 1b is shocking. I am revolted that this is even proposed."

Indeed the very large majority of all the comments about alternative option 1b state opposition to this extension route on the grounds that it would have a negative impact on the open green space at Nursery Road Playing Fields and Abbey Recreation Ground. Of these, several note that this is the only green space in South Wimbledon and that it is important for the health and well-being of the local community.

"Alternative option 1b is a big concern. I believe the tram should not go via Nursery Road Playing Fields/Abbey Recreation Ground as it is the only green space in south Wimbledon."

"Abbey Recreation Ground is as important as the Tramlink for the community."

Other respondents say that this route option would have a negative environmental impact upon the local nature walk and nature reserve.

"Willmore End residents have invested a great deal of time, effort and money (grants received from various sources) in making the Nature Reserve more amenable to wild life and recreational use by the public. This will all go to waste!"

Furthermore, the landowner of part of the park necessary for this development objected to this option and indicated that they would resist any ambitions to route the Tramlink extension through any part of the Nursery Road Playing Field site.

4.2.3 Reasons for support of preferred route

The reasons for supporting the preferred route option for the north terminus are primarily around Wimbledon as a preferred destination, and general opposition to a terminus at South Wimbledon.

4.2.3.1 Wimbledon as a preferred destination

Among those who express support for the preferred route of terminating at Wimbledon via Morden Road, the majority feel that this provides better connections than the alternative options. Many respondents state that Wimbledon has a higher number of other public transport connections for onward travel both into and away from central London, including rail connections and the London Underground services. Some respondents feel that the options for travelling into central London and access to the District Underground line are particular benefits of having the terminus at Wimbledon rather than South Wimbledon.

"Wimbledon rail is a far better connection and opens up wider opportunities for onward travel."

Wimbledon is described as a more popular destination than South Wimbledon for work, shopping and other leisure activities and some respondents suggest that therefore there is greater demand for an improved public transport connection to Wimbledon. The Wimbledon terminus is preferred by some because it is cheaper or more cost effective than the alternatives, or because they feel it would cause less disruption than the South Wimbledon options. Many comments are simply general statements of support for the preferred option.

"I would prefer to see a terminus at Wimbledon rather than South Wimbledon."

4.2.3.2 Opposition to any South Wimbledon terminus

Several respondents place their support of the Wimbledon terminus in the context of their opposition to any Tramlink connection to South Wimbledon. Many of these state that a connection to South Wimbledon is unnecessary, that there would be little passenger demand for it, or that it does not have any benefits above those provided by the preferred route option.

"I strongly object to any terminus being at South Wimbledon. The terminus at Wimbledon already exists and should remain the only viable option to ensure minimal disruption to road users and recreation grounds."

South Wimbledon is described as already being well connected by public transport, including bus routes, the London Underground and the existing Morden Road tram stop within walking distance. Several respondents feel that the interchange with Morden Underground station would be a sufficient connection to the London Underground network via the Northern Line and that therefore there is little benefit in joining the same Underground line at South Wimbledon.

"There will already be easy interchange with the Northern Line via Morden Station, so I feel there is no need to serve South Wimbledon Station as well. The preferred option will provide an additional link to the District Line and South West Trains services."

Concerns that South Wimbledon is already too congested, busy or lacking the space required for an on-road tram extension are frequently raised. A few of these comments note that during peak hours in particular, Morden Road and the junction at South Wimbledon are very congested with traffic and that establishing a Tramlink extension along this road would exacerbate this issue.

"Running trams via south Wimbledon would cause more traffic hold ups at a already very busy road junction at south Wimbledon."

A few comments note that extending the Tramlink to South Wimbledon could cause capacity problems at South Wimbledon Underground station. One respondent notes that the resulting interchange at Morden Road tram stop could be confusing.

4.2.3.3 Caveats and suggestions about the preferred north terminus option

Several comments express support for having the terminus at Wimbledon rather than South Wimbledon but with a caveat or alternative suggestion. Examples include suggestions to have a terminus at both Wimbledon and South Wimbledon with an alternating service running to each destination.

A few comments state that they prefer the Wimbledon terminus as long as there is sufficient capacity at Wimbledon to deal with it, or as long as the frequency of the Wimbledon to Croydon service is not affected.

Some note that their preference for a Wimbledon terminus is based on not having to change trams at Morden Road while others comment that they support the Wimbledon option as long as there is only a short walk to the Morden Underground station, for example by taking the route via Aberconway Road.

A small number of participants note that they would prefer this option if tunnels cannot be used for the South Wimbledon connection or that the Wimbledon terminus would be their second preference after option 1a. A few others state that they oppose the extension in general but if it does go ahead they would prefer the Wimbledon terminus, or that they support this part of the extension but not the extension all the way to Sutton.

Other caveats include the need to improve signage for the 93 bus link between Morden Road and South Wimbledon, and the need to make improvements to the steps and platforms at Morden Underground station.

4.2.4 Reasons for support of option 1a

The reasons for supporting the alternative option 1a for the north terminus are primarily around access to other areas of London, a greater need for improved transport connections in South Wimbledon and opposition to having a terminus at Wimbledon.

4.2.4.1 Access to other areas of London

The most frequent comment in support of alternative option 1a is about the improved access to the Northern Line, wider Underground network and central London that this option would provide.

"Good to get connection with more underground stations."

There are also several general comments that alternative option 1a would be the most useful connection, and comments that this option would provide greater access for local residents to other areas such as Colliers Wood, Wandsworth, Tooting or Raynes Park. It is also noted that it would provide an alternative transport option when disruptions or delays occur on existing transport connections.

4.2.4.2 Need is greater in South Wimbledon

Some respondents state that Wimbledon is already well connected in comparison to South Wimbledon, for instance with an existing train line between Sutton and Wimbledon, and the existing Tramlink network. A few note that it would be easy to get a bus between South Wimbledon and Wimbledon, or to change at Morden Road if the terminus at South Wimbledon went ahead, thereby connecting both destinations and increasing the options for travellers.

"Wimbledon already well served by links - need to improve in areas where there are deficiencies e.g. Morden and South Wimbledon tubes"

Several respondents note that they think an extension to South Wimbledon would be valuable but not at the expense of the recreation ground, which would be negatively affected by option 1b.

"The link to the Northern line would be useful but not at the cost of the green spaces."

4.2.4.3 Problems with, or opposition to, a Wimbledon terminus

Wimbledon is described as being too busy or congested already, by some respondents who prefer alternative option 1a. There are comments stating that having an additional tram line terminating at Wimbledon would exacerbate this issue and that a terminus at South Wimbledon would ease the pressure. One comment suggests that the engineering work required for a South Wimbledon extension would be less than building a new platform at Wimbledon station.

"Wimbledon is already over-crowded in the morning. The station won't hold the extra number of passengers."

A few respondents refer to existing congestion at the Kingston Road level crossing which they feel would be exacerbated if the Tramlink extension goes through to Wimbledon rather than terminating at South Wimbledon, or terminating at Morden Road. One participant notes that they do not think the road adaptations put forward by Transport for London would be sufficient to address this problem and that an alternative amendment to the route would be necessary.

"The Merton Park level-crossing already holds-up the heavily congested Kingston Road, and more trams on this section to Wimbledon mainline station would gridlock the local roads and not serve the east-west journeys using it."

4.2.4.4 Other benefits of option 1a

There are a couple of comments suggesting that alternative option 1a would reduce pressure on existing forms of transport including Morden Underground station, the 164 bus route and local roads. Economic benefits and regeneration are also noted as reasons for supporting alternative option 1a.

4.2.4.5 Caveats and suggestions about option 1a

Some comments express a caveat to their support for alternative option 1a. For example, a few respondents suggest having a terminus at both Wimbledon and South Wimbledon, with alternating services. Some note that their support is dependent upon a smooth interchange at Morden Road tram stop for connecting to the Wimbledon to Croydon Tramlink.

There are also other alternatives put forward such as terminating at Wimbledon via South Wimbledon or terminating at Morden Underground station via a loop through Morden town centre. A couple of respondents note a potential negative impact on the frequency of the existing Wimbledon to Croydon Tramlink connection if the new extension were to go through to Wimbledon and say that they would support alternative option 1a if that is the case.

Other caveats and suggestions include improving wheelchair accessibility at South Wimbledon Underground station and improving the traffic flow at the South Wimbledon junction.

4.2.5 Reasons for support of option 1b

The most frequent comment related to alternative option 1b is a strong opposition to this route option. These comments are summarised in section 4.2.2 above.

Among the small number of participants who comment that they support this option the reasons are mainly around access to other areas of London, or minimising disruption and cost.

4.2.5.1 Access to other areas of London

Among the small number of comments that express support for alternative option 1b, the most common reasons include the improved access to other areas and the London Underground network for members of the local community around the recreation ground. Some respondents also say that it could improve access to the recreation areas for other people outside the local area. Some comments note that South Wimbledon is currently not as well connected as Wimbledon and that they prefer alternative option 1b because of the improved connectivity.

4.2.5.2 Other benefits of option 1b

This option is described as being less disruptive than the on-road route, and enabling a link to South Wimbledon Underground station while avoiding the congested roads. A few respondents say that they prefer this option because it is the cheapest or most cost effective option, or that it could benefit the local economy.

4.2.5.3 Caveats and suggestions about option 1b

There are also a few comments that express support for alternative option 1b but with a caveat or alternative suggestion. These include suggestions about having a terminus at both Wimbledon and South Wimbledon via option 1b, with an alternating service to each destination.

A few respondents note that option 1b is their preferred option if the alternative means that not all trams would go all the way through to Wimbledon, as they would prefer a direct connection to South Wimbledon than needing to change at Morden Road in order to reach Wimbledon. Having a terminus at Colliers Wood rather than South Wimbledon is suggested as an alternative for this route.

A disused railway line is highlighted as an option for this section of the route and that this would have a minimal impact on the park. One respondent makes a specific suggestion that this route could make use of Deer Park Road industrial estate north edge running parallel to existing road.

4.2.6 Other comments about the north terminus

Several respondents comment that they do not have a preference or opinion on this part of the route, because they would not be affected by it or do not live or work in the area. Some say that they do not have enough information to make a decision about this part of route and some that there are pros and cons to each option so it is difficult to decide.

There are several comments in favour of either or both of the South Wimbledon options. Most frequently these comments say that the connection to the Underground line at South Wimbledon is important but that they have no preference as to which route is taken to get there. One respondent says that they only support a South Wimbledon extension if traffic flow is improved at the junction.

A few alternative suggestions are also put forward regarding the north terminus options. These suggestions include variations to the route such as terminating at Colliers Wood, having termini at both Wimbledon and South Wimbledon, terminating at Wimbledon via South Wimbledon, terminating at Morden or Morden Road, terminating at Broadway via South Wimbledon, and running a line from Mitcham Junction to St Helier via Wandle.

There are also suggestions about connecting with or investing in different forms of transport including linking with the Cross Rail, using the Thameslink National Rail to connect Sutton town centre to Wimbledon, investing in expanding the bus service as a more cost effective alternative, and using a trolley bus rather than a tram line.

4.3 St Helier route options

The councils' preferred route option includes a loop past St Helier Hospital, turning off St Helier Avenue at Rose Hill roundabout and travelling to the hospital via Wrythe lane. The route would then travel along the perimeter of Rose Hill Park East and re-join Rose Hill. There is an alternative proposal to exclude this loop, continuing from Rose Hill roundabout directly on to Rose Hill. This section summarises the responses to these options, starting with the numerical data and followed by a summary of the related comments.

4.3.1 Responses to the St Helier route options

In the full questionnaire, respondents were asked the following question:

Which option should be progressed for St Helier?

Of the 1,009 responses that provided an answer to this question (see chart 11), 675 (66.9%) indicate support for the councils' preferred option (serving St Helier hospital via a loop) and 138 (13.7%) indicate a preference for alternative option 2 (excluding the hospital loop). 143 (14.2%) of the responses to this question indicate that they have no strong view and the remaining 53 (5.3%) responses indicate that they do not know which option they prefer.

Chart 11: All responses to "*Which option should be progressed for St Helier?*"

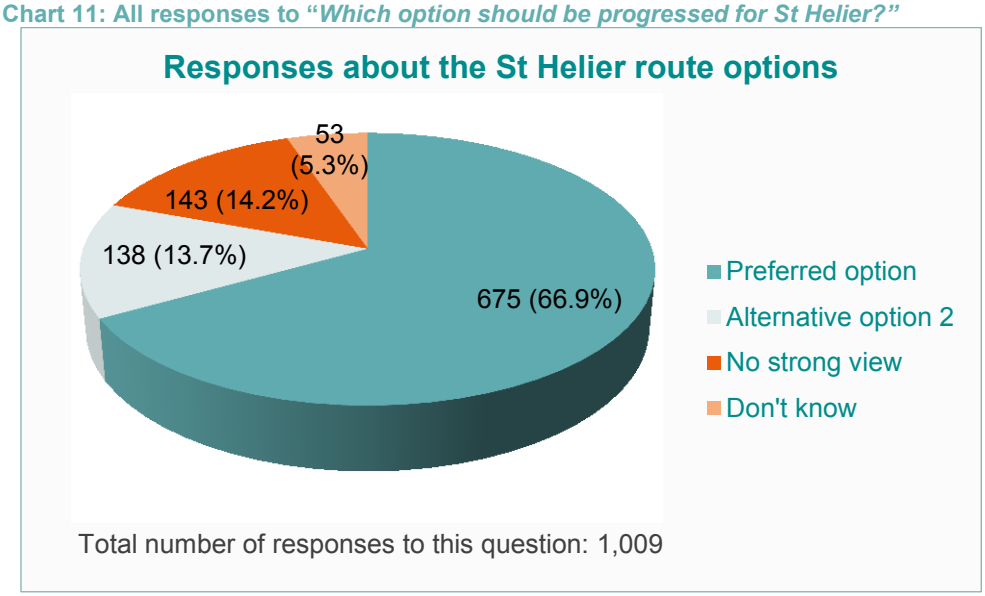


Chart 12: A comparison of responses by borough to "*Which option should be progressed for St Helier?*"

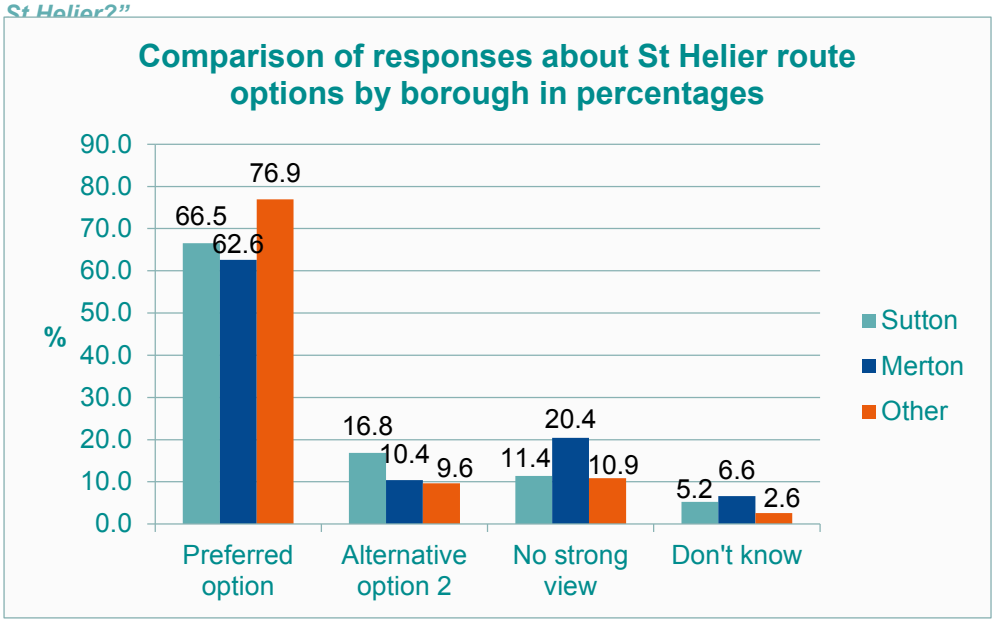


Chart 12 shows a comparison of the responses to this question by borough, in terms of the percentage of respondents from each borough that ticked each option. The responses are broadly similar, with the councils' preferred option being supported most often across all groups. "Other" responses are slightly more likely to express a preference for the councils' preferred route when compared to Sutton and Merton residents and responses from Merton residents are more likely to indicate that they have no strong view when compared to responses from Sutton residents and other responses. Responses from Sutton residents are slightly more likely to indicate a preference for alternative option 2 than Merton residents or other responses.

The following section summarises the comments that are made by respondents that relate to the St Helier route options.

In their comments, 18 of the responses to this question in the full questionnaire state an opposition to the overall proposal and therefore opposition to all the alternative route options.

4.3.2 Reasons for support of preferred route

The majority of those expressing support for the preferred option to link to St Helier state that providing access to the hospital is an important part of the scheme. Underpinning most of the comments are the perceived social and welfare benefits that would come from improving access and accessibility to the hospital and its users, who are often the most in need of good transport links.

4.3.2.1 Improving access for hospital users

Among those in favour of linking to St Helier hospital, some state that it is essential to include the hospital while others state that it is only beneficial. Many note that the hospital provides key local services and that the social benefits of including it on the Tramlink would value to the Tramlink as a whole.

"It would be a waste of time building the Tramlink without this loop."

"Greater transport links, with accessibility enhancements for disabled people, to St Helier Hospital will be a huge leap forward for hospital services in the area and on the route."

Among those expressing support for linking the Tramlink to St Helier hospital, many make specific reference to particular types of users or problems with existing access.

Improved access for patients, family and staff is a key priority. These regular users are predominantly seen as being local residents who would gain the most benefit from the improved accessibility.

"As it is a local Hospital, a lot of staff, patients and in patients relatives visiting and patients having outpatient appointments could benefit in this service to this St Helier via loop."

People who are elderly, infirm or who have a disability are a concern for many of those supporting increased access to the hospital. Respondents predict that many of those who would use the tram to access hospital care are likely to have mobility difficulties. Enabling access for these users means having a stop as close to the hospital as possible, and some respondents consider a walk from Rose Hill roundabout to be too far. The improved accessibility of trams over existing buses is also seen as a benefit for these users.

"Many users of the hospital may have reduced mobility. It makes more sense to drop them outside than making them walk from the main road."

"Would make it easy for less mobile people to travel to the hospital as the trams have more room for wheel chairs and bigger doors than buses."

A few comments note that the benefits for people with disabilities or who are elderly should be prioritised even if this loop incurs an additional cost.

4.3.2.2 Compensating for existing poor infrastructure

The overall improvement in the transport links to the hospital is seen as very much needed. Many comments refer to the insufficient nature of the current public transport provision. The hospital is described as being in "an awkward

position", with the bus provision being "packed or overcrowded" with "long wait times". The addition of the Tramlink is perceived to add a more effective, accessible and reliable transport link to the hospital. Several comments note that these direct links are especially important for emergency patient access.

"St Helier is served currently by an intermittent bus service and a side rail line, this will make visiting the hospital much easier."

Some of the comments about improved transport links focus on the improvements for those who do not drive or who cannot afford to drive. The location of the hospital and poor bus provision are particular problems for the typical hospital users. These users are noted as being more likely to be unable to drive due to health, or being unable to afford to a car.

"Getting to hospital is a vital part of well-being for elderly people who can't or shouldn't drive"

Improving public transport access is seen as particularly important given the parking provision on the site. For those visitors who are able to drive, they are described as facing over-crowded and expensive parking options when they arrive at the hospital. This problem is a particular concern for those whose mobility problems mean that they are not able to use the current public transport provision.

"Creates more accessibility to the hospital, which has awful parking facilities that cost abhorrent amounts of money. This will alleviate this stress for older people, carers, and all sorts of people who are experiencing financial difficulty."

4.3.2.3 Stimulating local improvements

Lots of comments also focus on the potential for the improved public transport options to reduce congestion in the car parks and local areas. Comments suggest that with a more reliable, regular and higher quality public transport option, existing car drivers would be persuaded to travel to the hospital without using their car. One respondent also suggests that this would help improve the local ambulance service.

"This will provide patients with good public transport alternatives to the bus and should encourage them to use public transport rather than their cars."

Many respondents discuss the importance of the Tramlink for the long term future of the hospital. There is a strong awareness of the difficulties and potential closures that the hospital has been through in recent years. Comments suggest that in addition to the councils' commitment to invest in infrastructure to support the hospital, if there were better transport connections beyond the local areas then this would increase the usage of the hospital, potentially securing its future.

"By extending via St Helier Hospital would confirm the commitment to keeping this vital community hospital open"

"It will make the Hospital itself more accessible and user friendly."

4.3.2.4 Increasing the hospital catchment area

Some comments made in support of the St Helier link focus on improving connections beyond the immediate local area. Residents from Wimbledon, Merton and Croydon were expected to benefit from the integration of the hospital into the wider transport network.

"Currently access to St Helier for Wimbledon residents is terrible so the tram should go there. Otherwise people will continue to go to Kingston or Tooting hospitals"

"A tram stop near St Helier hospital would be a good idea for people who travel from Wimbledon, Croydon and other locations on the current Tramlink route for visiting the hospital, day patients, and patients that need to visit on a regular basis."

4.3.2.5 Concerns over hospital closure

Within the overall comments of support for the preferred option to link to St Helier, many respondents caveat their support with other considerations. This primary caveat is the impact of overall journey times across the length of the Tramlink. Comments suggest that the benefits of the St Helier link should be weighed up against the increase in journey time. Without exact details available for the impact on journey times, a few comments suggest that adding more than three to five minutes to the journey would not be acceptable.

"If the hospital loop takes an extra 2 minutes, keep it. If it's another 10 minutes, leave it out (or the tram will end up no quicker than the current 164 bus route!)"

4.3.3 Reasons for support of alternative option 2

The reasons for supporting alternative option 2 and excluding the hospital loop are primarily focused around more pragmatic considerations, rather than the social and welfare considerations underpinning many of the comments in support of the councils' preferred route. They focus predominantly on the impact on the whole Tramlink route and the proximity and availability of existing public transport options.

4.3.3.1 Existing connections are sufficient

A large proportion of the comments in support of alternative option 2 refer to the hospital's proximity to the Rose Hill roundabout. Respondents note that the Tramlink would serve this roundabout and placing a stop there would provide close access to the hospital. Comments suggest that it is either a short walk from the roundabout to the hospital, or that there are connecting bus routes already available.

"The distance from Rose Hill roundabout to the hospital is served by bus and it's not too far to walk."

The existing public transport connections are often cited as being adequate. Participants mention that not only is there good provision to connect into the Tramlink, for instance at Rose Hill roundabout, but that connections across the local area are also sufficient. A small number of comments suggest that those users who are able to take public transport of any form would be capable of using the existing services. Those few users who have more significant mobility problems would not use public transport anyway.

"There are enough buses connecting the tram to St Helier rather than this quite inconvenient and expensive detour."

4.3.3.2 Impact on the overall journey time

The additional journey time incurred from the St Helier loop is also mentioned frequently. There is concern that the overall attractiveness of the Tramlink would be undermined if regular users, particularly commuters, were delayed taking the route past the hospital.

Some respondents say that if the Tramlink is to be an improvement over existing bus services then a reduced journey time is important and therefore the route should continue directly from Rose Hill roundabout to Rose Hill as suggested by alternative option 2.

"It will lengthen the overall journey time for the route and make it less appealing to use."

4.3.3.3 Cost effectiveness

Cost effectiveness also arises as a frequent concern. Some respondents say that investing significant extra money to include the St Helier link needs to be weighed up against the benefits it would bring. For example, some note that when considering the hospital's existing connections, its proximity to Rose Hill roundabout, and the impact on the journey times for the majority of users, the extra investment may not be worth it.

Comments related to cost effectiveness also frequently included mention the future of the hospital, noting that if the hospital were to close then the extra investment would not have been worthwhile.

"The future of St Helier Hospital and the services it will provide remain unclear. Would it therefore be best value for money to run the tram there if the hospital won't offer as many services in the future? Also it would be cheaper and quicker to cut out the hospital loop. Rosehill Roundabout to St Helier really isn't that far and there are bus services between the two. I'm sure most people travelling on the tram will not actually want to stop at the hospital therefore the extra loop would just be an inconvenience."

4.3.3.4 Minimising negative local impacts

There are also comments regarding the impact on the local area. Some respondents note that there is limited space for the Tramlink to run along Wrythe Lane which is described as already being congested with cars and buses. There are concerns that the inclusion of the Tramlink would be likely to result in increased congestion in this area.

"Again Rose Hill roundabout has a lot of traffic coming from Mitcham and Epsom and Sutton as well as Carshalton meeting in that one area and as such for a tram to then dominate those roads would cause significant delays especially if emergency services needed to get through to get to the hospital."

Some respondents comment on the plans for the tram to run through Rose Hill Park East as part of the hospital loop. The loss of green space and running the route close to the rear of residential properties is a key reason for supporting alternative option 2 for a small number of respondents.

"The extension 'towards' the hospital does not 'serve' or improve the access to the hospital but it does have a negative impact on the surrounding parkland and would probably mean the loss of the cycle route as it emerges onto Wrythe Lane."

4.3.4 Other comments about the St Helier route options

4.3.4.1 Uncertainty over the future of the hospital

There are lots of comments from respondents who state that they are undecided about the St Helier link, many of whom ask questions or express uncertainty about the future of the hospital. Almost all of these kinds of comments note that if the future of the hospital were to be secured then they would support the St Helier link.

"This would depend on the long term future of St. Helier Hospital. If the hospital is closed in the next ten years then building a loop to the hospital would be pointless. If it is to remain open then it would be essential."

There are also a very small number of comments suggesting that even if the hospital were to close, the Tramlink would still be an important addition to that area.

"Even if the hospital were to close it would be an important development site which would benefit from Tramlink access."

4.3.4.2 Suggestions for an amended route at St Helier

Some respondents, whether they support the loop to St Helier hospital or not, provide suggestions for amendments to the route that they think would improve access to the hospital, while retaining the direct and more cost effective central Tramlink proposition. The most popular suggestions propose installing both the direct line and the St Helier link. These suggestions include running alternate trams to the hospital, or bypassing the hospital during peak times. An additional proposal from a handful of comments suggests running a single track shuttle tram to the hospital, or providing a shuttle bus to the Tramlink stop at Rose Hill roundabout.

"I think it is essential that the tramway should serve the hospital, though I would prefer both options if possible."

"Far better to have a purpose built transfer station at Rosehill Roundabout stop with an electric shuttle bus (e.g. Hoppa style) running back and forth to St Helier Hospital."

A very small number of comments highlight that while serving the hospital is preferable, if an acceptable solution could not be found, it shouldn't prevent the remainder of the Tramlink being installed.

"If the loop can be afforded I think it would be good for people using the hospital but I don't think the project should hinge upon it."

4.4 Sutton town centre route options

The preferred route option is to loop the tram around the town centre using the existing one way system on Throwley Way and St Nicholas Way. An alternative is proposed which runs the tram directly through the pedestrianised high street in the centre of Sutton town centre. This section summarises the responses to these options, starting with the numerical data and followed by a summary of the related comments.

4.4.1 Responses to the Sutton town centre route options

In the full questionnaire, respondents were asked the following question:

Which option should be progressed for Sutton town centre?

Of the 994 responses that provided an answer to this question (see chart 13), 536 (53.9%) indicate support for the councils' preferred option (following the one-way system) and 140 (14.1%) indicate a preference for alternative option 3 (using the high street for northbound trams). 237 (23.8%) of the responses to this question indicate that they have no strong view and the remaining 81 (8.1%) indicate that they do not know which option they prefer.

Chart 13: All responses to "*Which option should be progressed for Sutton town centre?*"

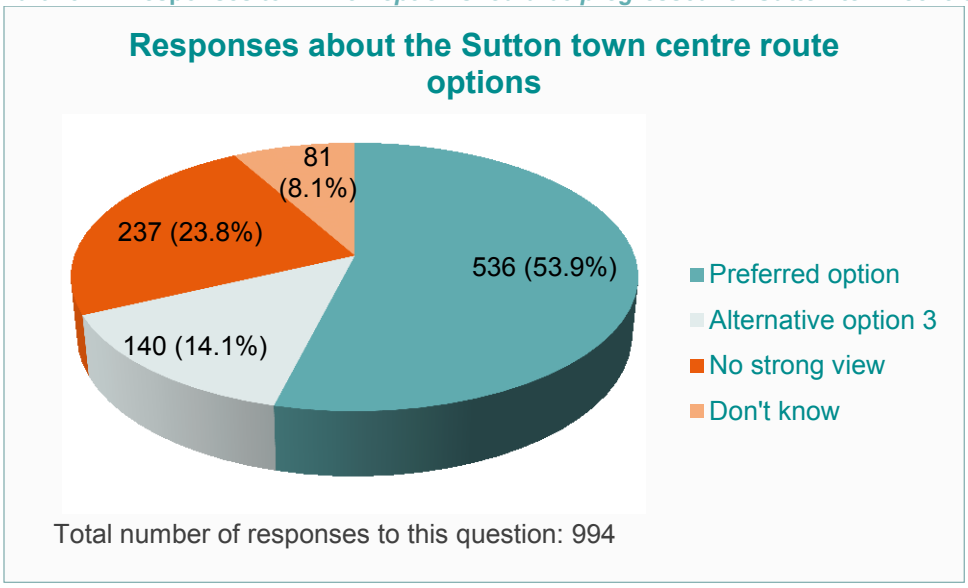


Chart 14: A comparison of responses by borough to "*Which option should be progressed for Sutton town centre?*"

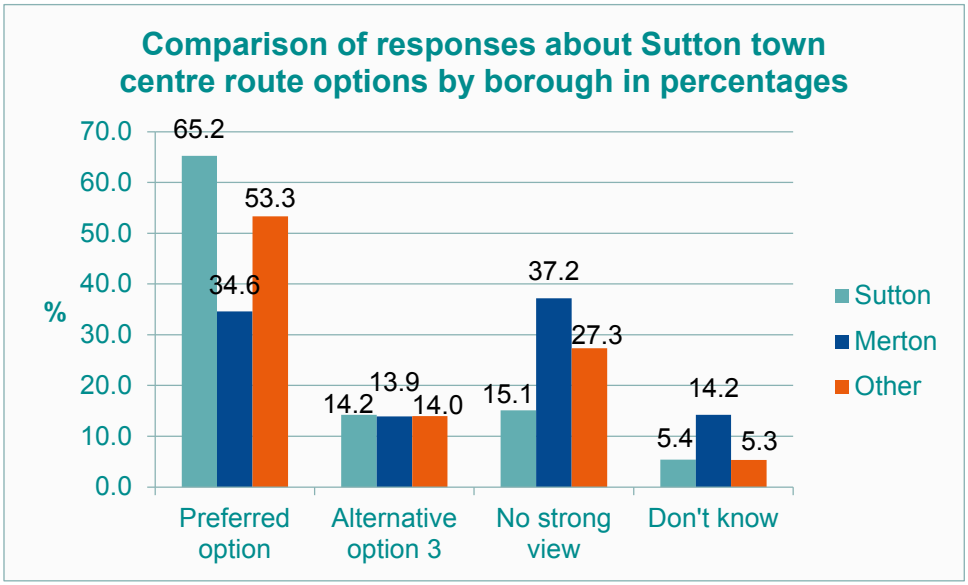


Chart 14 shows a comparison of the responses to this question by borough, in terms of the percentage of respondents from each borough that ticked each option. Responses from Sutton residents and "other" responses are more likely to indicate support for the councils' preferred route option when compared to the responses from Merton residents. Responses from Sutton residents are also less likely to indicate that they have no strong view about this route option, while responses from Merton residents are more likely to indicate that they have no strong view or that they do not know which option they prefer.

The following section summarises the comments that are made by respondents that relate to the St Helier route options.

In their comments, 24 of the responses to this question in the full questionnaire state an opposition to the overall proposal and therefore opposition to all the alternative route options.

4.4.2 Reasons for support of preferred route

The predominant reason for supporting the councils' preferred route following the one-way system is to minimise disruption to the pedestrianised high street.

4.4.2.1 Pedestrian high street should be maintained

Many of the comments in support of the preferred route state a strong objection to trams running on the high street.

"Strongly object to route going down Sutton High Street."

Comments are heavily focused on retaining the pedestrianised high street that has only recently been developed. The comments highlight that having freedom to walk through the high street, with access to outdoor seating and markets is very popular. These respondents feel that the potential loss of this is not something that they are willing to support. Having an open and relaxed area to shop in is perceived as something that brings residents to shop there and there are concerns that the nature and character of the high street would be changed if alternative option 3 were to go ahead.

"As for alternative Option 3, a lot of money has recently been spent pedestrianising the High Street which has made shopping a lot easier."

"The pedestrian area of Sutton high street is not very wide, and is attractively landscaped. Also, many of the restaurants have outside seating areas which would be lost if the trams came through the pedestrian area."

Safety concerns along the high street arise as a potential impact of the loss of the pedestrianised area. Comments are often made based on experiences in Croydon or with other tram systems. These comments mention the high frequency of pedestrian accidents or negative experiences when using the other systems. The popularity of the high street and large numbers of pedestrians make safety a particular concern.

"To have virtually silent trams running up and down a padestrainised high street would surely be quite dangerous."

"I'd be more happy shopping there without constantly looking around for oncoming trams as in certain parts of Croydon."

Several comments make direct comparisons to Croydon, with differing opinions on whether the Croydon pedestrianisation was a success. The majority of these comments note that Croydon's high street has more space to be shared between trams, pedestrians and cyclists.

"However strongly object as not a large area like Croydon - Sutton too small."

A small number of comments recognise the added value of the pedestrianised space, allowing it to be used for markets, performers and for children to play. This is described as a highly valued asset which would be lost with the addition of the tram.

"Space in the High Street would be severely impacted during peak shopping times and the performance space at the top of the High Street would be lost (outside Wilkinson) which is an important cultural asset."

"Keep the high street just as a pedestrianised way without tram would mean the food markets could continue"

4.4.2.2 Impact on businesses

Some respondents comment on a potential negative impact on businesses if the tram route were to be taken down the pedestrianised high street. These respondents express concern that, in addition to the disruption along the high street during construction, altering the popular pedestrianised space would reduce the appeal of the area as a shopping destination. In the long term they feel that this could result in reduced demand for businesses.

"Sutton High Street is a busy pedestrianised High Street which could potentially put off shoppers to the area should it become overcrowded. I would also be concerned about the short term effect to the smaller businesses in the area that could possibly be affected during construction work."

A small number of comments note that routing the tram around the centre of the town via the one-way system would bring pedestrians to those areas, increasing footfall for the businesses in those areas.

"I feel that the pedestrianised high street is largely successful, the one way system does feel like a 'back of house' particularly Throwley Way where many of the shops inside St Nicholas centre do not interact at all with this frontage. With Tramlink stops along these routes there is the potential for greater footfall and therefore an opportunity for these shops to engage with these roads."

4.4.2.3 Benefits of using the one-way system

A number of comments highlighted that the one-way system around Sutton town centre is a much more suitable location. These respondents state that there is more space on these roads, allowing for the installation of all the necessary infrastructure. Trying to fit the infrastructure and the trams onto the busy shopping high street is thought to be too difficult by some respondents, potentially resulting in a poor outcome.

"The one-way system is virtually tram-ready. There would be much less upheaval and it would help to calm and improve the roads as well as being a very useful link for shoppers."

"High Street too busy already. Not enough room for trams, pedestrians and delivery vans (not to mention the French Market)"

A small number of comments note that there may be additional benefits to routing the tram around the town centre, with the trams acting as a traffic calming measure along the one-way system.

"Much of the motorised road traffic using the one-way system around St Nicholas Way and Throwley Way seems to treat those roads as something of a race-track, from which it can reasonably be inferred that they have more than sufficient space for their needs. Again drawing on my Croydon experience, trams are a potentially powerful means of traffic calming if highway authorities are willing to use them to that end."

In addition to the comments in favour of keeping the pedestrian high street, some note that the one-way route around the town centre actually provides additional beneficial connections. This includes the library, Civic Centre and the northern bus interchange. These respondents note that access to these areas would not be improved if the tram were to run down the high street.

"Better interchange with buses and serves Library and Civic Centre."

Finally, several comments note that the one-way route around the town is sufficiently close to the high street so that access would be improved without the need to run trams directly down the high street.

"High street is too narrow, trams can be easily accessed from the existing one-way system"

4.4.3 Reasons for support of alternative option 3

The main reasons for support of the high street option at Sutton town centre include improved access to the shopping area, minimising traffic disruption, cost effectiveness and other economic benefits.

4.4.3.1 Improving access to the high street

The main reasons expressed in the comments supporting the route through the high street focus on increased direct access to the shops. These respondents suggest that this should be the primary focus, and that connecting the shopping areas together would bring more money into the area. Some comments note that people prefer direct access to transport home, especially when they are carrying heavy shopping bags.

"It is vital that the tram supports the local town centre high street. The high street desperately needs improvement for footfall to the area, therefore by bringing the tram through the high street more people will be coming to the town centre, rather than just going through Sutton to visit other shopping centres/high streets in the area"

The comments in support of the route through the high street frequently quote Croydon as a success which should be followed. They note that they have experienced how the trams could be integrated into the shopping areas and believe that similar outcomes could be achieved in Sutton.

"The trams run through Croydon Town Centre and I don't feel it feel it has much of a negative impact on pedestrian areas and flows. The pedestrian area is very wide in Sutton so could easily accommodate a tram track."

4.4.3.2 Minimising traffic disruption

Some comments suggest that the addition of trams to the existing one way system would cause disruption to traffic and that therefore the high street route is their preference. The one-way system is seen as a main route in the area which could become even more congested, potentially reducing the popularity of the area. These respondents note that running the trams through the high street would not pose as much disruption to the traffic flows.

"This option would help to ease traffic on St Nicholas way during and after construction."

The congestion around the one-way area is also suggested to be a potential problem for pedestrians. This area is not perceived as an attractive area to walk at the moment, and a small number of comments state that it would not be desirable to have to wait for trams there as well.

"I find walking along St. Nicholas Way and the one way system very busy and noisy and generally uncomfortable."

One respondent suggests that routing the trams through the high street has the potential to decrease traffic around the one way system, primarily through an increased use of the trams to access the high street directly.

"It will make the trams more popular in Sutton because people on the high street can easily catch a tram and it also makes St. Nicholas way less busy and full of traffic"

4.4.3.3 Other considerations in support of alternative option 3

Some comments note that the more direct route through the high street would be more cost efficient. They state that the proximity of the two proposed routes means that there are no significant changes in connections or accessibility, and that the cost savings could be used across the rest of the scheme. Several comments note that the saving on this option could be used to fund the extra costs of the St Helier hospital link.

"It could be an added attraction to the high street, is cheaper, saving money to ensure more important bits, such as St Helier route, and Royal Marsden route."

Lastly, a very small number of comments mention that running the tram through the high street may bring general economic benefits to the area, for example by reinvigorating the town centre.

"Although there would be an impact on the pedestrianised High Street if the tram went through it, this option may invigorate Sutton town centre."

4.4.4 Other comments about the Sutton town centre route options

A large number of comments state that they are unsure or do not have a preference for either of the town centre options. The majority of these are from people who do not live in, or travel to Sutton, while others say they do not have enough information to make an informed decision. Some respondents note that they do not mind which route is chosen for the town centre as long as the shops and station are easily accessible, directly from a tram stop.

"As long as it goes via Sutton station, I have no other views."

There are some comments from people who could see the benefits of both options but were not able to come to a preferred decision.

"I would be happy with either option. I would think that by following the one-way system may be better for school children travelling to Sutton Grammar or Sutton High Girls. However travelling through the high street gives a certain "wow" sensation and feels like the high street has had a bit of a makeover in modernisation."

There are a small number of comments that question the need to run the tram through the town centre at all. These are primarily focused around the amount of congestion already present, and the potential impact on the current transport system.

"We need it, but why struggle into top of Sutton, it's already congested enough, stay up north end!"

"The north end of the high st is much narrow there is already many hold ups queuing up towards angel hill end, and coming in from crown rd to narrow for trams as well as buses"

4.5 Tramlink usage

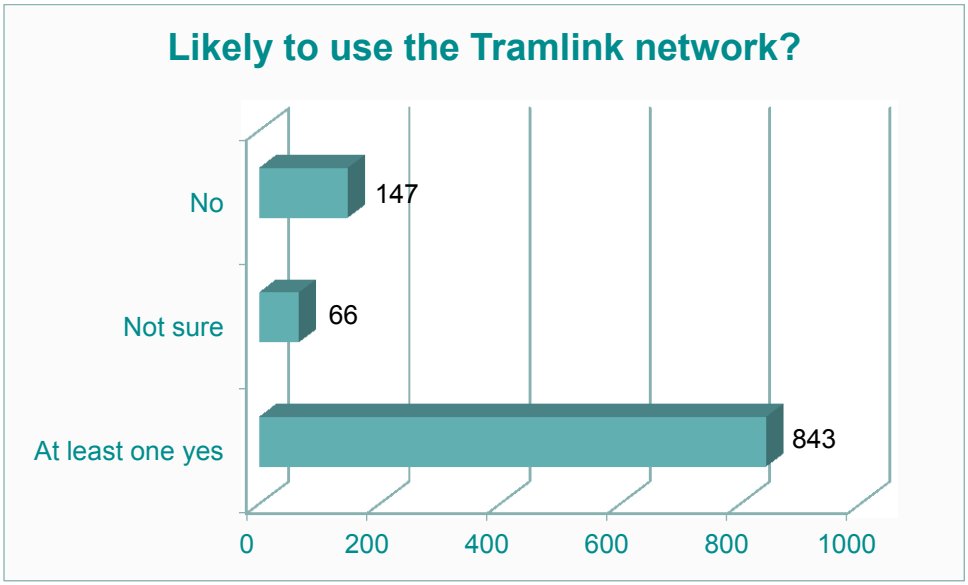
In the full questionnaire, respondents were asked the following question:

Would you (or any members of your household) be more likely to use the Tramlink network if it was extended from Wimbledon to Sutton via Morden?

The following charts display the responses to this question. Respondents were able to tick as many of the options as apply to them from the following options: Yes for work; Yes for education; Yes for leisure; Not sure; No.

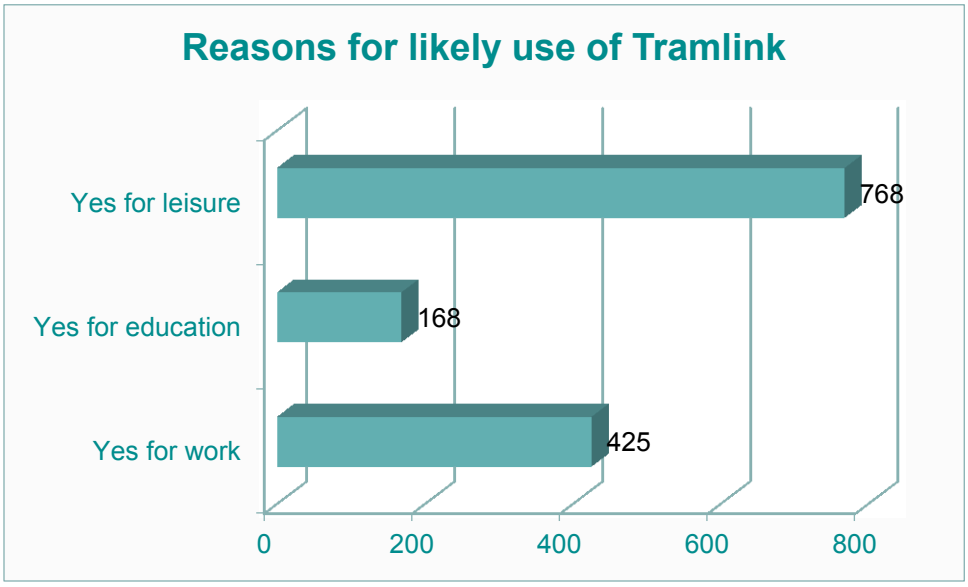
There are 843 instances where responses indicate that they would be more likely to use the Tramlink network if the extension goes ahead, by ticking at least one of the three "yes" options. There are 147 instances indicating they would not use the network more often and 66 instances where responses indicate they do not know whether they would use it (see chart 15).

Chart 15: Responses to "*Would you (or any members of your household) be more likely to use the Tramlink network if it was extended from Wimbledon to Sutton via Morden?*"



Among the responses where there is an indication of a likely increase in usage of the Tramlink network, the most frequent reason is leisure, followed by work and then education (see chart 16). However some of these respondents ticked more than one option so the figures are not mutually exclusive.

Chart 16: Reasons for any likely increase in use of the Tramlink network, if it was extended from Wimbledon to Sutton via Morden



4.6 Other comments

4.6.1 Comments about the consultation

Some responses include comments that are critical of the consultation process. A frequent criticism is about the timing of the consultation period, particularly due to the consultation period falling in July and August when people may be more likely to be on holiday. The length of the consultation period is also considered to be short by some respondents, again this is often noted to be particularly concerning due to the summer holiday period. A few respondents note that they do not feel the proposal has received the level of public consideration it deserves, given the significance of the proposed Tramlink extension.

Several respondents note that they did not hear about the consultation until after it had started, and some missed the drop-in events as they had already taken place by the time they were aware of them. Therefore there are comments suggesting that there should have been further efforts to publicise both the proposal and the consultation. Comments noting dissatisfaction with holding only a single public drop-in event in Merton also arise and there are related requests for further public meetings for Merton residents. Among those who note that they attended a public drop-in event or high street event, a few feel that their questions were not all answered sufficiently.

There are some criticisms about the consultation questionnaire, often these relate to the obligatory nature of the questions about the alternative route options on the online questionnaire, which was subsequently changed as outlined in the methodology chapter.

Among those with concerns about the consultation process, comments about a lack of detailed information about the proposal and the likely benefits and impacts are common, and some respondents feel that they are therefore not in a position to have an informed opinion. The areas where more detail or information is requested are summarised below. Requests for further consultation before the proposals are finalised are made in light of these concerns.

A few respondents question whether public opinion will affect the decision-making process for the Tramlink extension proposal.

One respondent notes that, following a conversation with TfL representatives at one of the drop-in events, they do not believe the South Wimbledon connection (alternative options 1a and 1b) to be a genuine alternative option, because it will be necessary for some proportion of the trams to be diverted away from Wimbledon if the rest of the Tramlink is to continue operating efficiently. They request further clarification of this issue.

4.6.2 Areas where more information is requested

The majority of comments requesting more detail or information refer to the route itself. Of these, some make general requests for a higher level of detail including the street names along which the route and the alternative options would run, while others make specific requests for information about particular sections of the route. Others request further information about how the interchanges will work with other connections including the existing Tramlink line, the Underground, Sutton train station, and bus stops.

Several respondents ask for more information about the likely long-term and short-term benefits and impacts of the proposed extension, including more detail about the costs and potential funding sources. Of these, some ask for information about how the suggested benefits and impacts were estimated, for example the figures about expected reduction in car use. The business case and detail about the level of demand for the extension are also requested.

Further information about the service is requested, such as operating hours, frequency of trams, journey times, cost of travel, and ability to use a Freedom Pass or other transport pass. Some respondents would also like to know more about how road use would be managed between different forms of on-road traffic, and whether the frequency of trams on the existing line would be affected.

5. Appendices

This section includes copies of the main materials used in the consultation: the full questionnaire, the short postcard questionnaire, some maps indicating the route options, and a leaflet describing the likely benefits and impacts of the scheme.

Appendix 1: Postcard questionnaire

Have your say: Extending Tramlink from Wimbledon to Sutton town centre via Morden

Sutton

OPPORTUNITY SUTTON TRAMLINK

merton

The London Boroughs of Sutton and Merton are working together to progress a possible extension of the Tramlink network from Wimbledon to Sutton town centre via Morden.

We are inviting everybody to send in their views by Sunday 17 August 2014. Your feedback will be shared with Transport for London and will help to inform a decision on next steps. Use this freepost postcard to let us know what you think.

To what extent do you support the proposal to extend Tramlink from Wimbledon to Sutton town centre via Morden? Please tick one:

Strongly support ☐ Support ☐ Neither object nor support ☐

Object ☐ Strongly object ☐ Don't know ☐

Please give reasons for your answer:

FREEPOST RTJT-RBKB-JSRE
Office For Public Management
252b Gray's Inn Road
London
WC1X 8XG

Name: _____

Postcode: _____

For more information on the proposed Tramlink extension and the full consultation questionnaire please visit: www.suttonmertontramlink.co.uk

OPM | DIALOGUE by DESIGN
OPM GROUP

The London Boroughs of Sutton and Merton are working with OPM Group, an independent consultation company, to conduct this consultation. Any personal information you provide will be processed by OPM Group, in accordance with the Data Protection Act 1998, to assist in the work related to the subject of this consultation.

Appendix 2: Full four-page questionnaire

Have your say: Extending Tramlink from Wimbledon to Sutton via Morden

The London Boroughs of Sutton and Merton are working together to progress a possible extension of the Tramlink network from Wimbledon to Sutton town centre via Morden. A tram extension to Sutton will boost business and create more jobs.

Sutton and Merton Councils are keen to hear your views about this proposal and have commissioned the OPM Group (Office for Public Management and Dialogue by design) to carry out a consultation to understand your views and opinions. **The deadline for your response is Sunday 17 August 2014**. The responses to the consultation will be shared with Transport for London and will help to inform a decision about what should happen next.

A map of the proposed route is included below.

An online version of this questionnaire and further information about the proposal is available at www.suttonmertontramlink.co.uk

Please take this opportunity to have your say on the proposal by completing this short questionnaire.

Name:

Email address:

Postcode:

Are you responding on behalf of an organisation?

Yes ☐ Name: _____

No ☐

Q1: To what extent do you support the proposal to extend Tramlink from Wimbledon to Sutton town centre via Morden?

Strongly support ☐ Support ☐ Neither object nor support ☐

Object ☐ Strongly object ☐ Don't know ☐

Q2: If you support this Tramlink extension please let us know the main reasons for your support

Q3: If you have concerns about the proposed Tramlink extension, please let us know the main reasons and any suggestions as to how those concerns could be addressed if the extension goes ahead

Q4: Sutton and Merton Councils have identified a preferred route for the extension as shown on the map below. The preferred route leaves the existing Tramlink network at Morden Road and runs predominantly on-street to Sutton town centre. The route goes via Morden Hall Road, St Helier Avenue and Rosehill. In Sutton Town Centre the route follows the one way system running along both St Nicholas Way and Throwley Way. However there are alternative options, each with their own pros and cons as indicated on the maps below. More details can be found on the consultation website: www.suttonmertontramlink.co.uk

a: Which option should be progressed for the north terminus of the extension? Please tick one.

☐ Preferred option - terminus at Wimbledon via Morden Road

☐ Alternative option 1a - terminus at South Wimbledon via Morden Road

☐ Alternative option 1b – terminus at South Wimbledon via Nursery Road Playing Fields / Abbey Recreation Ground

☐ No strong view

☐ Don't know

Please explain your answer:

b: Which option should be progressed for St Helier? Please tick one.

☐ Preferred option - serve St Helier Hospital via loop

☐ Alternative option 2 - don't serve St Helier Hospital

☐ No strong view

☐ Don't know

Please explain your answer:

c: Which option should be progressed for Sutton town centre? Please tick one.

☐ Preferred option - following the one-way system (including both St Nicholas Way and Throwley Way)

☐ Alternative option 3 - using the High Street for northbound trams (downhill) instead of St Nicholas Way

☐ No strong view

☐ Don't know

Please explain your answer:

Q5: Would you (or any members of your household) be more likely to use the Tramlink network if it was extended from Wimbledon to Sutton via Morden? Please tick all that apply:

☐ Yes – for work purposes

☐ Yes – for educational purposes

☐ Yes – for leisure or other purposes

☐ Not sure

☐ No

Q6: Would you like us to use your email address to send you a copy of the consultation report and updates on Tramlink developments?

Yes ☐

No ☐

Q7: It is useful for us to understand who is taking part in the consultation to make sure we're reaching all parts of the community and everyone is having their say. As part of this, it is helpful to understand a little more about you. Responses to the following are optional.

Gender: Male ☐ Female ☐

Age: Under 20 ☐ 20 – 29 ☐ 30 – 39 ☐ 40 – 59 ☐ 60 – 79 ☐ 80+ ☐

Do you consider yourself to have a disability? Yes ☐ No ☐ Prefer not to say ☐

Thank you for taking the time to complete this questionnaire

All responses will be treated confidentially and any references to particular opinions or comments will be anonymised in the summary report that will be produced to share with Transport for London.

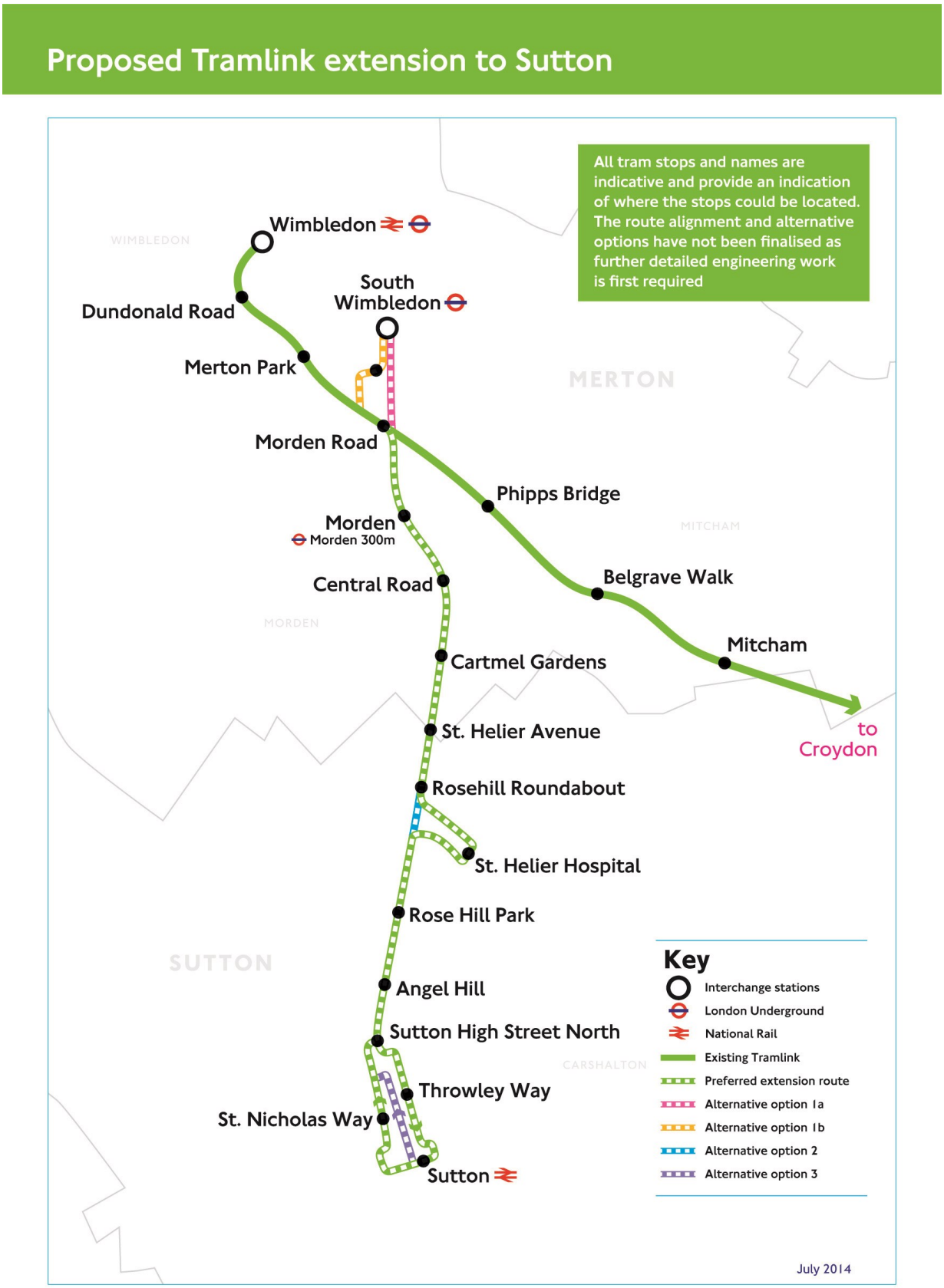
The London Boroughs of Sutton and Merton are working with OPM Group, an independent consultation company, to conduct this consultation. Any personal information you provide will be processed by OPM Group, in accordance with the Data Protection Act 1998, to assist in the work related to the subject of this consultation.

Please return this questionnaire to:

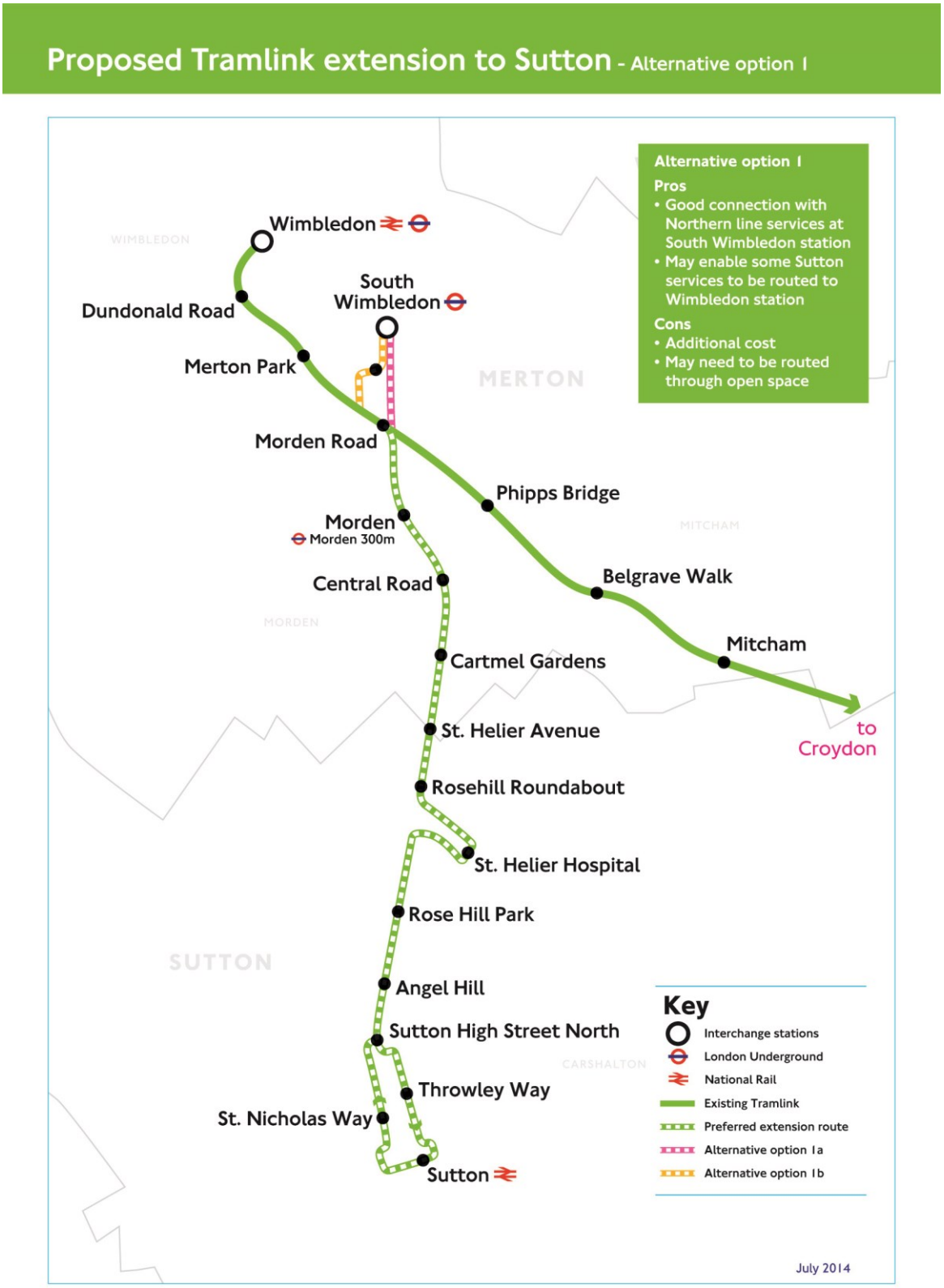
FREEPOST RTJT-RBKB-JSRE
Office For Public Management
252b Gray's Inn Road
London
WC1X 8XG

To request a large text version of this document please email:
suttonmertontramlink@dialoguebydesign.co.uk

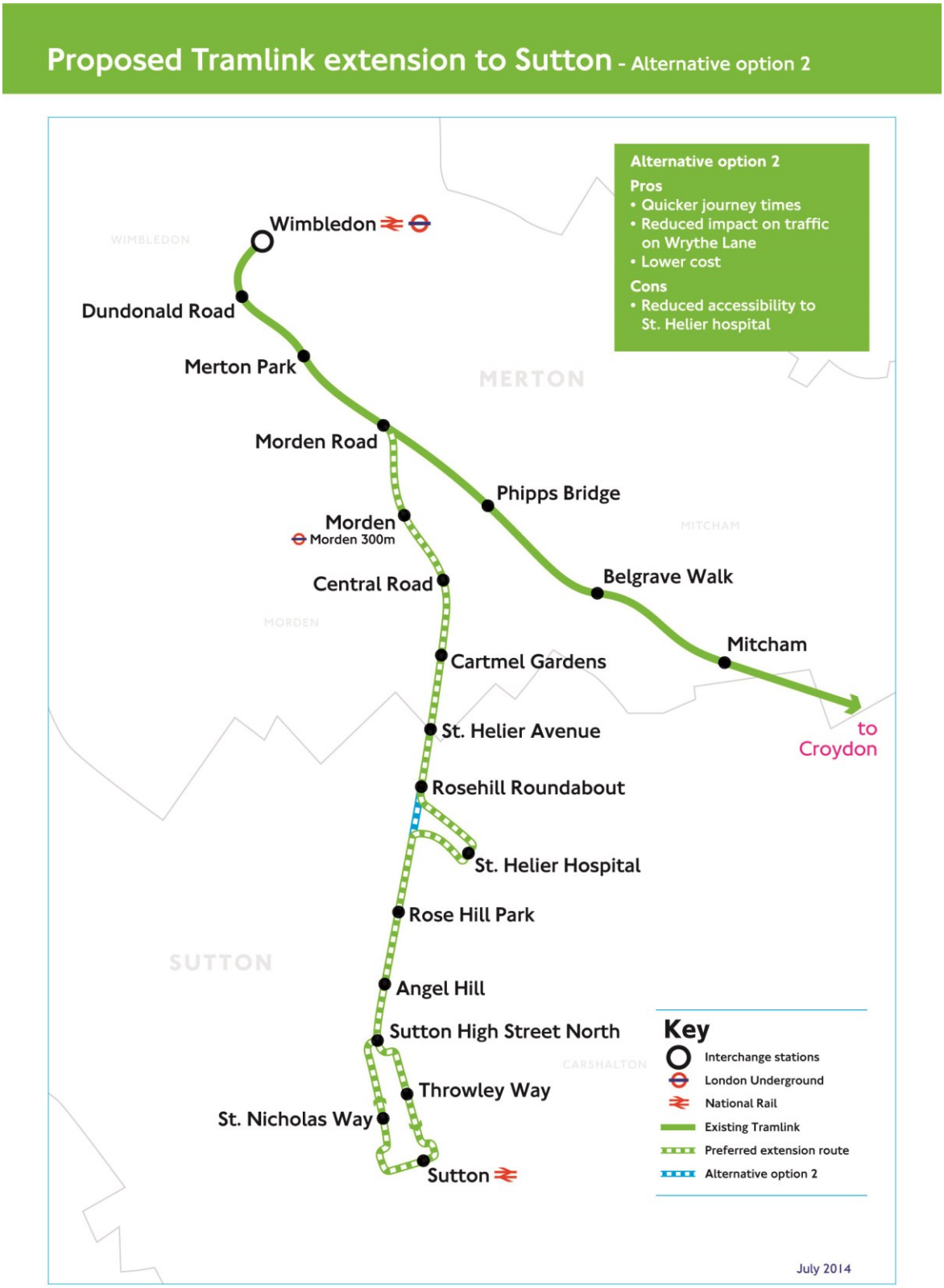
Appendix 3: Map of proposed Tramlink extension (all options)



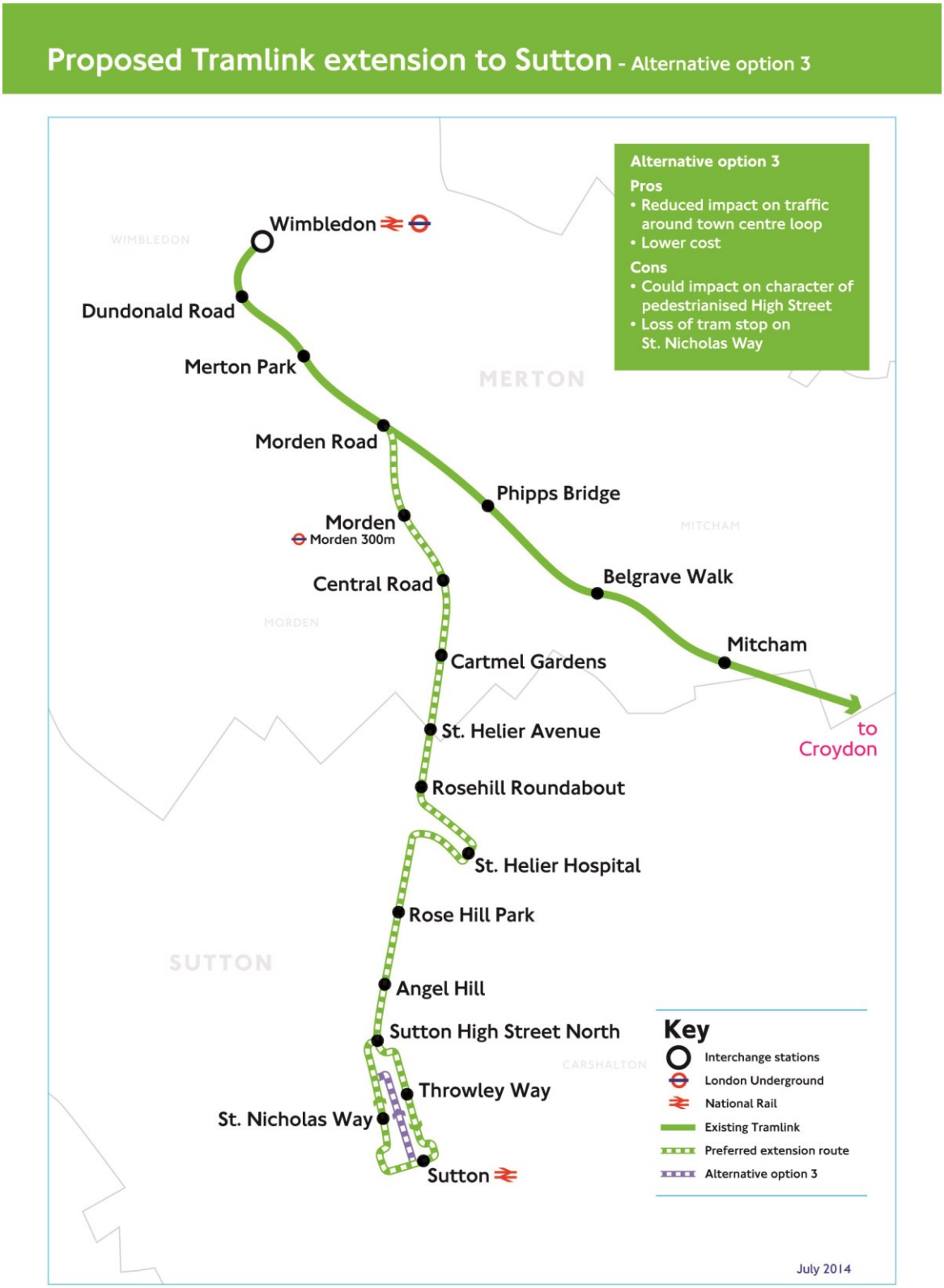
Appendix 4: Map of proposed Tramlink extension (Alternative option 1)



Appendix 5: Map of proposed Tramlink extension (Alternative option 2)



Appendix 6: Map of proposed Tramlink extension (Alternative option 3)



Appendix 7: Two-page leaflet summarising likely benefits and impacts of proposed Tramlink extension

Have your say: Extending Tramlink from Wimbledon to Sutton via Morden

The London Boroughs of Sutton and Merton are working together to progress a possible extension of the Tramlink network from Wimbledon to Sutton town centre via Morden.

You can find out more and submit your feedback via www.suttonmertontramlink.co.uk by 17 August 2014.

At this very early stage in the project we'd like to hear your opinions on the proposed route and the alternatives. If the scheme is progressed and if funding is secured, the scheme could be open in the early 2020s.

The responses to the consultation will be shared with Transport for London and will help to inform a decision about what should happen next.

The route

Sutton and Merton Councils' preferred route is shown on the map. The route runs predominantly on-street between the existing Morden Road tram stop and Sutton town centre via Morden Hall Road, St Helier Avenue and Rosehill.

Proposed Tramlink extension to Sutton

There are alternative routes:

- Alternative option 1a (Merton) – extending the route north via Morden Road to South Wimbledon.
- Alternative option 1b (Merton) – the same extension as 1a but going via Nursery Road Playing Fields and Abbey Recreation ground instead of Morden Road.
- Alternative option 2 (Sutton) – excluding the St Helier Hospital site from the route, avoiding Wrythe Lane and Rosehill Park East.
- Alternative option 3 (Sutton) – running northbound along Sutton High Street, from Sutton Court Road to Greenford Road, rather than St Nicholas Way.

Economic benefits for Sutton and Merton
The Tramlink extension would have the potential to bring a range of economic benefits to Sutton, Merton and the surrounding area.

The Tramlink could facilitate growth, unlock development opportunities and increase employment and economic output in the Boroughs and beyond.

Integration with the existing transport system
The tram extension would be integrated alongside the area's existing transport network.

Trams would predominantly run along existing roads. Some roads and junctions may need to be amended to ensure that the traffic flows smoothly. If the project is progressed, further assessments and consultation would be carried out on this issue.

Evidence from other tram networks suggests the Tramlink extension could reduce the number of car journeys.

Environmental impacts
Trams are powered from overhead power lines, produce no exhaust emissions along the route and are quiet.

There would be a 3-4 year construction period. Sutton and Merton Councils would work together to minimise the impact of the construction.

Alternative route options that pass through open spaces would be assessed for any impact on nature conservation work.

High quality transport
The proposed Tramlink extension would both improve local transport accessibility and improve connections with the wider public transport network.

Trams are larger than buses, allowing them to transport more passengers. Trams provide a smooth, quiet and comfortable journey.

Trams offer improved accessibility with multiple entrances and step-free access at all stops.

The service
A trip from Sutton station to Morden Road would typically take 20 minutes.

The service is expected to be similar to the existing Tramlink network: operating from around 05:30 am to midnight, with trams every 6 to 8 minutes.

Tram stops would serve key locations along the route, approximately every 600 metres; there would be more consultation on these details.

Cost of the extension
The total capital cost of the project is estimated at approximately £250m.

No funding has yet been secured for the extension.

It is expected that Transport for London would need to find the majority of the funding. Sutton and Merton councils would also provide some funding.

Submit your comments online by 17 August:
www.suttonmertontramlink.co.uk