

West Ealing - Crossrail Complementary Measures (CCM)**1. Introduction**

Ealing Council in conjunction with TfL have developed proposals to improve the urban realm in the area around the future Crossrail Station at Manor Road, West Ealing.

The proposals include:

- Improvements to footways and forecourts on approaches to station
- Rationalisation of existing parking to improve traffic flow along Manor Road
- A raised carriageway to be introduced on Manor Road to facilitate access to the new station for pedestrians and to encourage driver awareness
- A widened zebra crossing on Argyle Road
- Tightened junction radii to slow traffic and reduce pedestrian crossing distances
- New covered cycle parking at the station with CCTV coverage
- New tree planting, seating and lighting

The scheme proposals are intended to deliver the following benefits:

- A large circulation space at the station entrance to accommodate increased passenger numbers
- An open forecourt layout designed to provide a safe and comfortable environment
- Better access and improved pedestrian routes using consistent and high quality materials
- Dedicated pick-up and drop-off area.
- Road safety improvements
- Improved wayfinding using Legible London signage
- Improved cycle facilities with a greater level of security
- Reduced congestion and easier vehicle movement
- New trees and planting will create a pleasant local environment.
- Increases in footway space to ease pedestrian flows

Implementation of the above measures will result in a reduction in the number of free (stop and shop) parking spaces in the immediate vicinity of the station. There will be a net loss of approximately 15 parking spaces - 12 of which are 30 minute stop and shop bays.

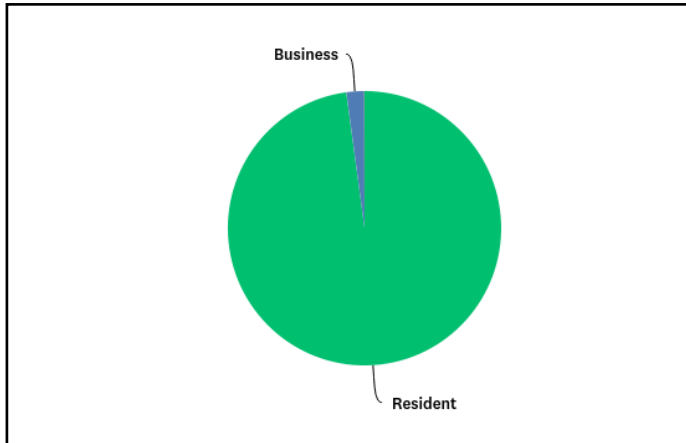
2. Results

The public consultation documents for the scheme were posted out to residents on 5th February 2018 with a return date of 26th February. The consultation documents were also available on-line. The document consisted of a tri-fold pamphlet which included a descriptions and plan of the proposals. Residents were encouraged to respond to the consultation online but could request a paper version if required. A total of

984 questionnaires were posted out and 93 responses were received (one by post). The response rate of the consultation was 9.5%.

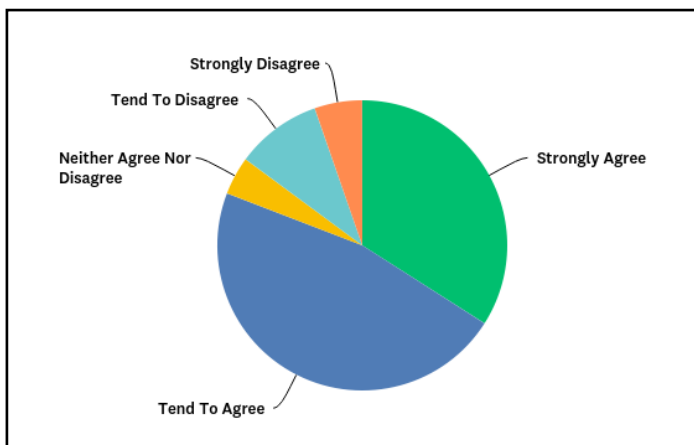
The results are illustrated in the charts and tables below

Q1: Are you responding as a resident, business or both?



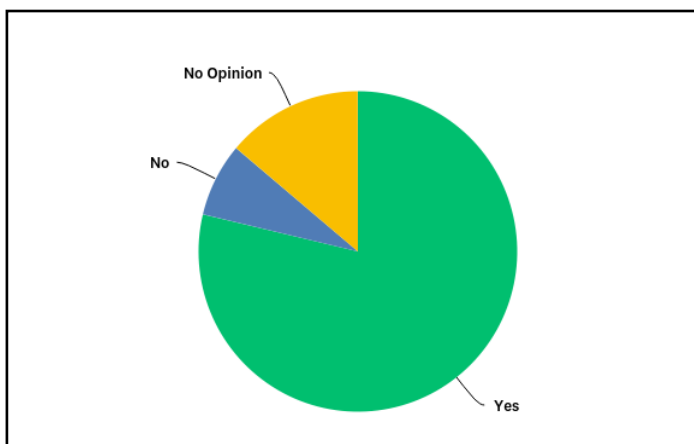
Response	Count	%
Resident	91	98%
Business	2	2%
Both	0	0%
Total	93	100%

Q2: In general do you agree with the proposals on the plan?



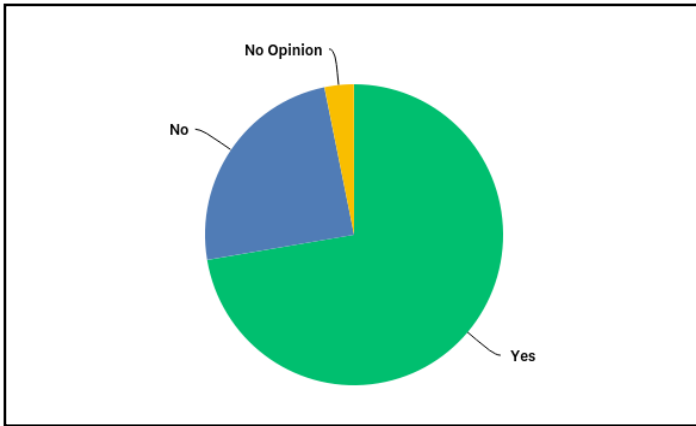
Response	Count	%
Strongly Agree	31	33%
Tend to Agree	44	47%
Neither Agree nor Disagree	4	4%
Tend to Disagree	9	10%
Strongly Disagree	5	6%
Don't know/Can't say	0	0%
Total	93	100%

Q3: Do you support the introduction of a raised carriageway along Manor Road?



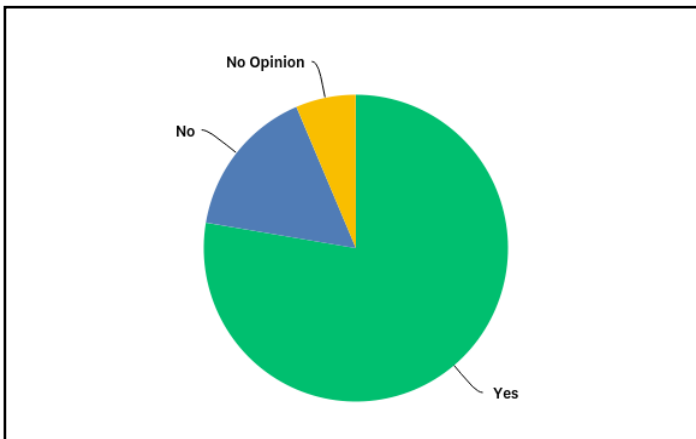
Response	Count	%
Yes	73	78%
No	7	8%
No opinion	13	14%
Total	93	100%

Q4: Do you support the proposed highway changes along Manor Road including the provision of inset parking bays and Pick-up and Drop-off facilities?



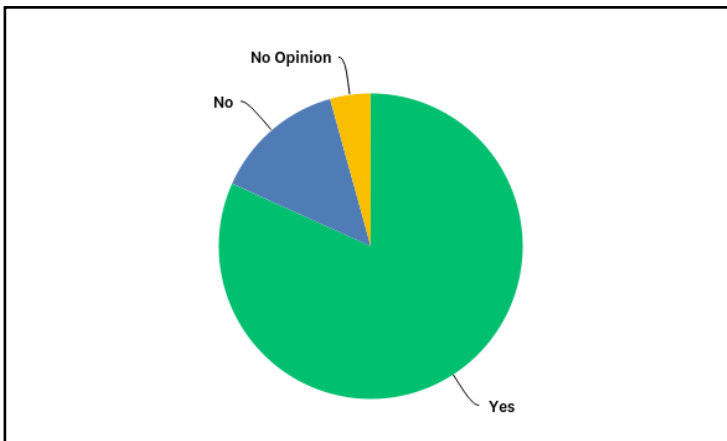
Response	Count	%
Yes	67	72%
No	23	25%
No opinion	3	3%
Total	93	100%

Q5: Do you support the proposed safety improvements at the junction of The Avenue and Drayton Green Road?



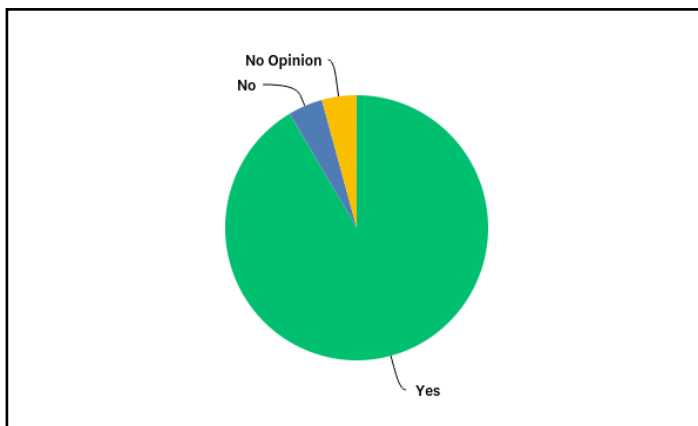
Response	Count	%
Yes	72	77%
No	15	16%
No opinion	6	7%
Total	93	100%

Q6: Do you support the introduction of new planting and seating outside the station entrance?



Response	Count	%
Yes	75	82%
No	13	14%
No opinion	4	4%
Total	92	100%

Q7: Do you support the provision of new cycle parking facilities with CCTV coverage?



Response	Count	%
Yes	85	92%
No	4	4%
No opinion	4	4%
Total	93	100%

Issues of particular concern raised by residents were as follows:

1. There was concern that the arrival of Crossrail will lead to an increase in traffic using residential streets to access the new station and that the scheme does not satisfactory address this issue.

Whilst the arrival of Crossrail will lead to an increase in passenger numbers at the new station, this growth will come from new residential development in the area and is not expected to lead to a large increase in car trips to the station.

2. There is currently no provision for a formal pedestrian crossing on Manor Road adjacent to the station entrance.

Traffic volumes are low and not expected to increase significantly. The raised carriageway on Manor Road will work to reduce traffic speeds and heighten driver awareness around the station entrance whilst also providing a wide area where pedestrians can cross safely and easily. A level surface will make it easier for those with disabilities to access the station.

3. Some respondents felt that there were insufficient pick-up and drop off facilities.

Currently three spaces are proposed for pick-up and drop-off. This is an improvement on the current situation where there is no formal provision. We do not expect a significant change in the number of passengers arriving by car at the station.

4. There was concern that providing seating outside the new station would lead to an increase in anti-social behaviour.

There will be CCTV coverage and TfL staff will be on-site throughout station operating hours. In addition the extra pedestrian activity in the area will provide increased natural surveillance. In combination, these factors are likely to reduce the risk of ASB.

5. Concern that activity at the Post Office building on Manor Road, in particular parking, adds to road safety issues in the area.

Safety is key, particularly with the increased pedestrian activity in the area. Further consideration will be given to relocating the post office parking but options are limited without additional impacts on resident and shopper parking.

Other issues raised during the consultation, but which fall outside the scope of the project, included:

- Need for improvements to footways, lighting etc. to extend the full length of Manor Road.
- Congestion on Argyle Road
- Concern about the poor state and safety of the Jacobs Ladder footbridge
- Questions about the future use of the existing station building
- Complaints about noise and light pollution from railway operations.
- Poor state of commercial buildings on south side of Manor Road

3. Summary and recommendation

- There was an overall positive response to the West Ealing scheme with 80% of respondents in favour of the proposals. 16% of respondents were opposed.
- Of those responding, the majority were residents. Only two businesses responded.
- The main elements of the scheme aimed at facilitating pedestrian movement and improving road safety received strong support with over 70% of respondents in favour.
- There was particularly strong support for the proposal to provide improved cycle parking facilities at the station with 92% respondents in favour.
- The proposals satisfy the aims of the scheme by focussing on improving the urban realm to the benefit of pedestrians and cyclists and are supported by Crossrail and Transport for London.
- Given the above it is recommended that the scheme proceed to detailed design and implementation. Construction will be phased to accommodate Network Rail works on the new station.