



Sutton Link

Responses to issues raised
February 2020

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Executive summary

In October 2018 we launched a consultation on options for the [Sutton Link](#), a proposed new, direct and quick public transport link between Sutton and Merton.

There were **5,980 responses**, of which **86 per cent** supported or strongly supported the scheme. We asked respondents whether they supported or opposed several Route or Transport options for the Sutton Link. The Route options are shown on the map below.



The results of the consultation showed that:

- 65 per cent of respondents supported or strongly supported Route Option 1 (South Wimbledon – Sutton)
- 55 per cent of respondents supported or strongly supported Route Option 2 (Colliers Wood – Sutton)
- 49 per cent of respondents supported or strongly supported Route Option 3 (Wimbledon – Sutton)
- 81 per cent of respondents supported or strongly supported the Tram option
- 40 per cent of respondents supported or strongly supported the Bus Rapid Transit option

In April 2019 we published a [Consultation Report](#) which set out the outcomes of the consultation, including what issues had been raised by respondents. We have now considered all of the issues raised to help us decide how best to move forward. This report explains our response to these issues.

Next steps for the Sutton Link project

While some of the funding to deliver the project is currently in place, other sources of funding need to be confirmed if the project is to move forward. We are continuing to work with the London Boroughs of Sutton and Merton to explore options for obtaining the remaining funding needed. We are also considering how we can collectively access national sources of funding.

Since the public consultation, we have undertaken further assessment of the options for the scheme. Assuming we are successful in securing funding to deliver the project, Route Option 2 (Colliers Wood – Sutton) operated as a tram service has emerged as the preferred option. Some of the key reasons informing this route preference are that it:

- has the greatest transport benefits;
- is the most effective option at regenerating the areas served and supporting new homes; and
- has fewer delivery challenges compared to the other routes.

While delivering as a tram is more expensive, compared to the Bus Rapid Transit alternative it

- has greater transport benefits;
- enables more new homes;
- has greater potential for funding; and
- has much greater support from respondents to the consultation.

If there is a substantial delay to securing funding for the project then this decision would need to be reviewed to identify whether anything has changed which would influence the decision.

Further work is now required to develop the funding package for a scheme. This needs to be done before substantial further development work is undertaken. Once this funding package is developed with greater certainty we would then develop the design for the Sutton Link and assess its impacts in more detail. As we do so, we would undertake further public consultation. Once we have progressed our designs and before we can start work, we would require a number of authorisations to construct, operate and maintain the extension, including planning permission. Our principal authorisation application would be for a Transport and Works Act Order and a related application for deemed planning permission. These applications are subject to detailed procedures which allow for representations to be made and would likely require a public inquiry at which supporters and objectors could put forward their case.

The remainder of this report sets out the issues raised by respondents to our consultation and includes our response to each.

Structure of Report

Respondents to our consultation raised over 350 separate issues. To make this report more manageable and easier to read we have grouped the issues raised.

This report first covers in-principle comments about the Sutton Link project in general and concerns about the impact of the Sutton Link that are not specific to any option.

We have then grouped the responses raised into concerns about the Route and Transport options, making clear which options the comments are relevant to. Positive comments about each option have been noted but are not listed in this report to ensure it is not too long.

The report concludes with miscellaneous comments which are not specific to any particular option or the principle of the scheme, but are still helpful in informing the scheme development.

In-principle comments and concerns about the impacts of the Sutton Link

Some respondents made comments in general terms, or they did not specify a Route or Transport option which their comments related to. We have responded to these issues in the table below, and we have grouped the issues thematically as much as possible, to help readers of this report.

We have noted all of those issues raised by respondents which were supportive of the Sutton Link in principle, but we have not included them in the table to make it more manageable.

The first table below covers in-principle comments about the Sutton Link.

Issue	TfL's Response
In-principle opposition	<p>We are planning the Sutton Link in order to provide new capacity, connectivity and accessibility in Sutton and Merton. This would help increase the reliability and improve journey times of the public transport network, enabling areas which currently have relatively limited public transport to grow and regenerate.</p> <p>The Sutton Link would speed up public transport journey times from Sutton town centre to Colliers Wood by up to 18 minutes (50 per cent) and would be capable of carrying approximately 2,200 passengers per hour.</p> <p>The Mayor's Transport Strategy has a central aim for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041. A major new public transport service such as the Sutton Link would make an important contribution to this target and would help facilitate mode shift away from cars.</p> <p>For these reasons we believe there is a strong case for the introduction of the Sutton Link.</p>
Alternative schemes / destinations to serve (e.g. Sutton to Croydon, London Cancer Hub, St Helier Hospital, Belmont, Royal Marsden Hospital)	<p>A detailed option selection process has been undertaken which determined the three route options between Sutton town centre and Merton which were presented in the public consultation are the best at meeting the project objectives. Further work on option selection, including consideration of the public consultation results, has identified the route between Sutton town centre and Colliers Wood (Route Option 2) as the best performing option. The specific location of individual stops would be assessed in more detail in the next stage of design, with the details shared in a future</p>

Issue	TfL's Response
	public consultation.
Ensure that the historic environment is protected	Our initial assessment has shown the Sutton Link would have a minimal impact on the historic environment. As part of the Transport and Works Act Order application to seek consent for the scheme, an Environmental Statement (ES) would be produced which would assess the effects of both construction and operations on the historic environment. The ES would also recommend, where appropriate, mitigation measures if any adverse impacts are identified at specific locations.
Fitness for future growth	The Sutton Link would be designed to accommodate demand from future growth, with the trams planned to be capable of carrying the forecast number of passengers expected in the long term.
Sutton needs increased connectivity to other parts of London	One of the objectives of the Sutton Link is to improve connectivity, improving local access and links to central London from less well connected places in Sutton and Merton, such as Rosehill.
Not beneficial for residents of Merton / only focused on Sutton Not beneficial for residents of Sutton / only focused on Merton	The Sutton Link would provide a range of benefits for the residents of both Sutton and Merton. Residents in both boroughs would benefit from improved capacity, connectivity and accessibility, with faster public transport journey times.

The following table addresses general concerns raised by respondents about the impacts of the Sutton Link.

Issue	TfL's Response
<p>Concerns about capacity / crowding / impact on existing public transport services</p>	<p>We are planning the Sutton Link to provide new capacity, connectivity and accessibility in Sutton and Merton. This would help increase the reliability and improve journey times of the public transport network, enabling areas which currently have relatively limited public transport to grow and regenerate.</p> <p>The Sutton Link would speed up public transport journey times from Sutton town centre to Colliers Wood by up to 18 minutes (50 per cent) and would be capable of carrying approximately 2,200 passengers per hour.</p> <p>Assuming that progress is made with identifying the funding for the scheme, as we further develop the detail of our proposals we would provide more information on the expected impacts on the wider transport network during both construction and once the Sutton Link is operating.</p>
<p>Concerns about journey times / frequency</p> <p>Concerns about reliability</p>	<p>One of the objectives of the Sutton Link is to improve journey times and reliability of public transport services between Sutton and Merton and to central London.</p> <p>The Sutton Link would reduce end to end public transport journey times by up to 18 minutes (50 per cent) compared to the equivalent journey today. By providing a high level of segregation from general traffic, Sutton Link services would be less susceptible to delay if there is traffic congestion and would therefore offer a more reliable service than existing buses.</p>
<p>Concerns about passenger experience (comfort, cleanliness, convenience)</p>	<p>The Sutton Link service would provide a high quality passenger experience, with facilities equivalent to the current London Trams network which has high customer satisfaction levels.</p>
<p>Concerns about cost to passenger / fare prices</p>	<p>The proposals we presented and consulted upon are at an early stage of scheme development and design. A fare schedule has yet to be confirmed, however, we expect it to use the same structure as the existing tram / bus network.</p> <p>We expect most funding for the project to come from sources external to TfL, so the cost of constructing the project is unlikely to have any impact on fares more widely in London.</p>

Issue	TfL's Response
<p>Need to consider impact / accessibility to Crossrail 2</p>	<p>One of the objectives of the Sutton Link is to improve connectivity, improving local access and links to central London from less well connected places in Sutton and Merton, such as Rosehill. Options have been assessed with consideration of future potential links to Crossrail 2. All shortlisted options we consulted on would be within no more than one interchange of a Crossrail 2 station at Wimbledon.</p>
<p>Concerns about traffic impacts (e.g. Rosehill, Central Road Morden, general impacts)</p>	<p>The Sutton Link proposals would involve significant modifications to the road network in Sutton and Merton, including major changes to key junctions such as the Morden Road / Central Road roundabout, Rose Hill Roundabout and Angel Hill. Providing segregation and priority for the Sutton Link service would reduce the capacity for other road users in some areas along the proposed route.</p> <p>Initial traffic modelling has shown that the Sutton Link proposals would result in longer journey times for some road users. Detailed traffic modelling would be undertaken at the next stage of design to identify traffic issues in detail and to develop appropriate adjustments to road layouts to ensure any congestion is limited.</p>
<p>Concerns about effects on emergency vehicles / services</p>	<p>As key stakeholders, all emergency services were invited to respond to the consultation on our early proposals for the Sutton Link. The next stage of design would involve further consultation with emergency services on the detail of our proposals. The project would be designed to not impede movement of emergency vehicles.</p>
<p>Concerns about parking / urban realm impacts</p>	<p>The Mayor's Transport Strategy has a central aim for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041. A major new public transport service such as the Sutton Link would make an important contribution to this target and would help facilitate mode shift away from cars. There is the potential for the Sutton Link to require the removal and/or relocation of some on-street car parking, the detail of which would be investigated and consulted on in the next stage of design. The scheme would also be designed to improve the urban realm along the route wherever possible, in line with the Mayor's Healthy Streets approach.</p>

Issue	TfL's Response
<p>Concerns about impact on pedestrians / cyclists</p>	<p>An objective of the Sutton Link project is to develop proposals consistent with the Mayor's Healthy Streets agenda. The project would provide an opportunity to improve pedestrian and cycling facilities in Sutton and Merton, including potentially transformative changes at locations such as Rosehill.</p> <p>If the project is developed as a new tram service, we would also ensure that the infrastructure is designed to minimise the interface between trams and cyclists, with safe routes for cyclists (and pedestrians) to cross the tramway wherever this is necessary.</p>
<p>Concerns about air quality / noise impacts</p>	<p>Overall we expect the Sutton Link to have a positive impact on air quality and noise, resulting from some passengers switching from cars to use the new services.</p> <p>As part of the Transport and Works Act Order application to seek consent for the scheme, an Environmental Statement (ES) would be produced which would assess the effects of both construction and operations on air quality and noise. The ES would also recommend, where appropriate, mitigation measures if any adverse impacts are identified at specific locations.</p>
<p>Concerns about impact on green / open spaces / parks</p>	<p>Assuming that progress is made with identifying the funding for the scheme, as we develop our proposals we would continue to take into account the land uses and planning policy designations of the sites we consider. We try to minimise the environmental impacts of our proposals, however in London constraints on land mean that sometimes we need to affect green spaces. If we determine, following consultation, that green spaces are required for our works, we would work closely with the local authority, local community and any charities or trusts involved with the land to ensure that the impacts of our works are minimised as much as practicable. Where green spaces are affected, we would provide replacement green space so there is no net loss.</p> <p>We would also aim to design the Sutton Link to ensure that the scheme itself can directly provide new development and public open / green spaces where it is appropriate and permitted to do so.</p>

Issue	TfL's Response
<p>Concerns about visual pollution / impact</p>	<p>Significant enhancements to the urban realm are expected to be provided along the route as the scheme is delivered, in line with the Mayor's Healthy Streets approach. This would have a transformational impact at some locations, such as Rose Hill roundabout.</p> <p>The visual impact of the scheme would be assessed as part of the Environmental Impact Assessment required for a Transport & Works Act Order to seek consent for the scheme. If this identifies any adverse impacts which require addressing, then measures to mitigate these impacts would be included as part of the scheme.</p>
<p>Concerns about accessibility</p>	<p>The Sutton Link would be designed to modern standards to ensure that passengers and staff with disabilities can use the new service safely. All our stops would be designed to provide step-free access from the street to vehicles.</p>
<p>Safety concerns (transport safety / crime in area)</p>	<p>Safety is considered at every stage of project development. The Sutton Link would be designed following a 'designing out crime' approach and would include features such as the introduction of CCTV at stops. The location of stops along the route also has the potential to increase natural surveillance.</p>
<p>Concerns about funding / cost</p> <p>Concerns about viability</p>	<p>We are progressing proposals for the Sutton Link because our work suggests that the scheme would unlock new development opportunities and improve journeys between Sutton and Merton and to central London.</p> <p>While some of the necessary funding has been identified, further work is required on other potential sources and greater certainty is needed on the overall funding package for the scheme to move forward.</p>
<p>Concerns about location of depots / maintenance facilities</p>	<p>A new depot or stabling facility would be required to accommodate the vehicles needed to operate the Sutton Link. A separate option selection process is being undertaken to determine a suitable location for any such facility. If the Sutton Link is delivered as a new tram route, the new depot facility may be located adjacent to the existing tram network rather than on the new route to Sutton town centre. We would engage with local residents and businesses to inform the identification of a preferred site.</p>

Issue	TfL's Response
<p>Comments about timings (e.g. build sooner)</p> <p>Concerns about construction / road work impacts</p>	<p>The proposals we consulted upon are at an early stage of scheme development and design. Further scheme development work and consultation is required before we would be in a position to apply for the necessary consents to construct and operate the scheme. Crucially, the timing of the scheme will also be subject to securing the funding for its construction.</p> <p>Assuming that progress is made with identifying the funding for the scheme, the earliest that construction could begin is in 2023 and is expected to last approximately three years. During this period, infrastructure across the route would be constructed. The extent of work being undertaken and the periods of most intensity at each construction site would be influenced by a number of factors including, but not limited to, the size of the worksite available, the type of infrastructure being constructed and any dependencies on works at other sites. Until the designs have been developed further and the sequence and complexity of their delivery defined, it is not possible to determine how long each part of the works would take and when within the overall construction period work would start and finish at a particular site.</p> <p>Any construction works for the Sutton Link would be undertaken in accordance with a Code of Construction Practice (CoCP) and a Construction Logistics Plan specifically prepared for the scheme – these would be agreed with the London Boroughs of Sutton and Merton. These would set out how works would be undertaken and monitored, including their impacts on nearby buildings and structures. During construction, safety would be paramount both on the site and in the local area. We would require through our CoCP that all vehicles involved in construction would comply with the Direct Vision Standard and Ultra Low Emission Zone emissions requirements.</p> <p>We would plan our works to minimise the impact on existing passenger services and on the road network. Where any closures are required we would work closely with the operators, London Boroughs of Sutton and Merton, and infrastructure owners with the aim of reducing the impacts of any required closures.</p> <p>We would engage with the local community throughout the duration of our works. We would also provide contact details while works take place to enable the community to ask any questions or raise concerns.</p>

Issue	TfL's Response
<p>Concerns about impact on local area / economy (lack of growth, job losses, property values)</p> <p>Concerns about impact on new London Cancer Hub development at Belmont</p> <p>Consider the future impact of the plans / options</p> <p>Not want to see Sutton turn into another Croydon / lose its suburban feel</p> <p>Concerns about overpopulation / new housing plans</p>	<p>The Sutton Link could help enable up to 9,400 new homes across Sutton and Merton. The Sutton Link is consistent with the long term aspirations of the London Boroughs of Sutton and Merton, and is supported in each of the boroughs' Local Plans. The Sutton Link would help unlock new homes in key growth areas within each borough and would support regeneration to improve the local environment for residents and visitors.</p> <p>The Sutton Link would also help support employment in both boroughs, with temporary jobs created during construction and permanent jobs as the area becomes more attractive for investment from new businesses.</p> <p>Our proposals do not currently include a connection to the London Cancer Hub at Belmont and therefore has no impact on the proposed development. However, the Sutton Link could be extended from Sutton town centre to the London Cancer Hub at a later date and the scheme is being designed to not preclude this potential future extension.</p> <p>We are working closely with both boroughs and have liaised with the local landowners to ensure the Sutton Link is consistent with local policies and integrated with proposed developments.</p>

Concerns about each Route option

We found in many cases that the issues that respondents raised about each of the Route and/or Transport options we included in the consultation were the same. For this reason we have grouped our response to these issues, and indicated against each issue which of the Route or Transport options they related to. This section covers the Route options.

Some respondents to the consultation made comments in support of each Route option, and in some cases included their reasoning for doing so. Some respondents also noted in their responses a number of different user groups they felt would benefit from the introduction of the Sutton Link. We have noted all of these comments but have not included them in the table below in order to reduce its length.

Issue	Option			TfL's response
	1	2	3	
Oppose option	√	√	√	86 per cent of respondents were supportive or strongly supportive of the principle of the Sutton Link project, demonstrating that local residents are overwhelmingly in favour of the proposals. The majority of respondents were supportive or strongly supportive of Route Options 1 and 2. There was less support for Route Option 3. These responses, alongside a range of other factors, were considered when we identified Route Option 2 operated as a tram service as the preferred option which we would take forward, subject to funding being confirmed.
Oppose option as a tram service	√	√		
Oppose option as a BRT service	√	√		
Option would have negative impact on existing public transportation	√	√	√	We are planning the Sutton Link to provide new capacity, connectivity and accessibility in Sutton and Merton. This would help increase the reliability and improve journey times of the public transport network, enabling areas which currently have relatively limited public transport to grow and regenerate. While we would seek to minimise the impact on existing public transport during construction, there will be some temporary impacts on the local bus network and the London Trams network. In operation, we expect there to be a slight increase in the number of people accessing the Northern line at Colliers Wood station, but this is not expected to have a significant impact on passenger congestion at the station

Issue	Option			TfL's response
	1	2	3	
				<p>or on the Northern line. This is because without the Sutton Link, the majority of these passengers would already be using the Northern Line via buses to and from Morden station.</p> <p>Assuming that progress is made with identifying the funding for the scheme, as we further develop the detail of our proposals we would provide more information on the expected impacts on the wider transport network during both construction and once the Sutton Link is operating.</p>
<p>Option would not be quicker to use / have no impact on travel times</p> <p>Option would be low capacity / reduce capacity</p> <p>Route Option 3 would not improve frequency / reliability of service</p>	√	√	√	<p>One of the objectives of the Sutton Link is to improve journey times and reliability of public transport services between Sutton and Merton and to central London. The Sutton Link would reduce end to end public transport journey times on the Route Option 1 route by approximately 11 minutes (36 per cent) and on the Route Option 2 route by approximately 18 minutes (50 per cent) compared to the equivalent journey today. By providing a high level of segregation from general traffic, Sutton Link services would be less susceptible to delay if there is traffic congestion and would therefore offer a more reliable service than existing buses. Sutton Link services would provide an additional public transport service with the capability of carrying up to 2,200 passengers per hour.</p>
<p>Option would not provide access to future Crossrail 2</p>	√	√		<p>The Sutton Link would improve access to central London and options have been assessed with consideration of future potential links to Crossrail 2. All shortlisted options we consulted on would be within no more than one interchange of a Crossrail 2 station at Wimbledon. Access to Crossrail 2 would be via an interchange at Morden Road (Route Option 1) or Belgrave Walk (Route Option 2) for existing London Trams services to Wimbledon, or at Sutton station via Thameslink services to Wimbledon.</p>

Issue	Option			TfL's response
	1	2	3	
<p>Concerns about impact on Thameslink / removal of current Thameslink</p> <p>Route Option 3 would make travel more expensive for passengers</p>			<p>√</p> <p>√</p>	<p>We are planning the Sutton Link in order to provide new capacity, connectivity and accessibility in Sutton and Merton. This would help increase the reliability and improve journey times of the public transport network, enabling areas which currently have relatively limited public transport to grow and regenerate.</p> <p>Loss of public transport capacity if trams replace trains on the rail corridor between Sutton and Wimbledon, and the potential for delivery of a more frequent rail service on this route that would be complementary to the Sutton Link proposals, are significant issues which are part of the reason for Route Option 3 performing relatively poorly and not being selected as the preferred route to take forward.</p> <p>Route Option 3 would provide a more frequent and reliable service on the Sutton Loop rail line than the current Thameslink rail services. However, the overall capacity of the service would be lower compared to existing services and also lower than the potential capacity of any enhanced, future rail service. There would also be a slight increase in the end to end journey time, albeit with shorter waiting times between services.</p> <p>Route Option 3 is expected to offer a cheaper service for most passengers, as it is currently assumed that tram services would use the existing flat fare system used on buses and trams, including Hopper fares, instead of the zonal fares system used on rail services.</p>
<p>Option would have negative impact for cyclists / pedestrians</p>	√	√		<p>An objective of the Sutton Link project is to develop proposals consistent with the Mayor's Healthy Streets agenda. The project would provide an opportunity to improve pedestrian and cycling facilities in Sutton and Merton, including potentially transformative changes at locations such as Rosehill.</p>
<p>Option is not accessible / able to be made more accessible</p> <p>Route Option 3 is not fully accessible</p>	√	√	√	<p>The Sutton Link would be designed to modern standards to ensure that passengers and staff with disabilities can use the new service safely. All our stops would be designed to provide step-free access from the street to vehicles.</p> <p>The existing rail stations on the Sutton Loop would be made step-free as part of their conversion to tram stops for Route Option 3.</p>

Issue	Option			TfL's response
	1	2	3	
Option does not serve a destination that people want to travel to	√	√		<p>One of the objectives of the Sutton Link is to enhance connectivity, improving local access and links to central London from less well connected places in Sutton and Merton, such as Rosehill. A terminus at South Wimbledon or Colliers Wood has been identified as there is strong demand for interchange with the Northern line and its direct connection into central London.</p> <p>The Sutton Link would improve access to central London and options have been assessed with consideration of future potential links to Crossrail 2. All shortlisted options we consulted on would be within no more than one interchange of a Crossrail 2 station at Wimbledon. Access to Crossrail 2 would be via an interchange at Morden Road (Route Option 1) or Belgrave Walk (Route Option 2) for existing London Trams services to Wimbledon, or at Sutton station via Thameslink services to Wimbledon.</p> <p>Option 3 is the worst option at improving connectivity, as it serves places which already have a rail service, and does not improve links to less well connected places such as Rosehill.</p>
Option not needed / already transport in place	√	√	√	
Option would not provide additional links or improve connectivity	√	√	√	
Route Option 2 is less convenient		√		
Route Option 3 would require a change / multi-leg journey / not direct enough			√	
Option would create / not improve traffic / congestion	√	√	√	<p>The Sutton Link proposals would involve significant modifications to the road network in Sutton and Merton, including major changes to key junctions such as the Morden Road / Central Road roundabout, Rose Hill Roundabout and Angel Hill. Providing segregation and priority for the Sutton Link service would reduce the capacity for other road users in some areas along the proposed route.</p> <p>Initial traffic modelling has shown that the Sutton Link proposals would result in longer journey times for some road users. Detailed traffic modelling would be undertaken at the next stage of design to identify traffic issues in detail and to develop appropriate adjustments to road layouts to ensure any congestion is limited.</p> <p>The Mayor's Transport Strategy has a central aim for 80 per cent of all trips in</p>
Route Option 2 would have negative impact on road space / require use of additional road space		√		

Issue	Option			TfL's response
	1	2	3	
				London to be made on foot, by cycle or using public transport by 2041. A major new public transport service such as the Sutton Link would make an important contribution to this target and would help facilitate mode shift away from cars.
Option would have negative air quality / noise impacts	√	√		<p>Assuming progress is made with identifying the funding for the scheme, as we develop our proposals we would continue to take into account the land uses and planning policy designations of the sites we consider. We try to minimise the environmental impacts of our proposals, however in London constraints on land mean that sometimes we need to affect green spaces. If we determine, following consultation, that green spaces are required for our works, we will work closely with the local authority, local community and any charities or trusts involved with the land to ensure that the impacts of our works are minimised as much as practicable. Where green spaces are affected, we would provide replacement green space so there is no net loss. A corridor of green space on the perimeter of Rosehill Park West is one specific green space being considered for the route. We would focus on delivering enhancements of adjacent areas of the park, if this option is taken forward.</p> <p>We would also aim to design the Sutton Link to ensure the scheme itself can directly provide new development and public open / green spaces where it is appropriate and permitted to do so.</p> <p>As part of the Transport and Works Act Order application to seek consent for the scheme, an Environmental Statement (ES) would be produced which would assess the effects of both construction and operations on air quality and noise. The ES would also recommend, where appropriate, mitigation measures.</p> <p>We currently assume a flat crossing of the existing London Trams line is possible at Belgrave Walk for Route Option 2 and that no viaduct over the tracks would be required. Visual impacts at this location would therefore be minimised. This would need to be confirmed through more detailed analysis at the next stage of design.</p>
Option would have negative impact on green / open spaces	√	√		
Concern about the visual impact of a bridge over the tram tracks near Belgrave Walk			√	

Issue	Option			TfL's response
	1	2	3	
Concerns about bridge / engineering difficulties at Angel Hill	√	√	√	<p>Angel Hill is one of the most challenging areas of the Sutton Link and has a number of physical constraints. Angel Hill is affected by only Route Options 1 and 2, but as Route Option 3 does not affect Angel Hill, some respondents saw this as an advantage of this particular option, so it is relevant to all three route options.</p> <p>The junction with All Saints Road and Sutton Common Road in its current arrangement is not compatible with the Sutton Link proposals and would need to be simplified to allow Sutton Link services to safely pass through the area, without being excessively delayed. We have been exploring a number of potential options which could involve changes to the existing cutting, junctions and adjacent roads, and change the way traffic, pedestrians and cyclists would move through the Angel Hill area. Further work is required at the next stage of design to assess the feasibility of these options in more detail and we would consult local residents on a range of options available following this more detailed work.</p>
Route Option 3 delivery times would be too long			√	<p>Route Option 3 is intrinsically linked with Crossrail 2 and the changes required to deliver this scheme at Wimbledon station. While Route Option 3 could be delivered prior to Crossrail 2, we could not have proceeded with this option until there was certainty about the design and delivery of Crossrail 2, due to the potential for abortive costs in the event of Crossrail 2 having to modify any Sutton Link infrastructure.</p>
Option would involve land take of industrial properties	√	√		<p>Wherever possible we would seek to limit the extent of proposals to affect only land in public ownership. However, there is the potential for additional land acquisition being required, which could include privately owned industrial land along Morden Road (Route Option 1) or near Belgrave Walk (Route Option 2). We have engaged with landowners who could potentially be affected and would continue a close dialogue in the next stage of design when any land requirement is understood in more detail.</p>

Issue	Option			TfL's response
	1	2	3	
<p>Option would be too disruptive / difficult to implement</p>	√	√	√	<p>Assuming that progress is made with identifying the funding for the scheme, the earliest that construction could begin is in 2023 and construction would last approximately three years. The extent of work being undertaken and the periods of most intensity at each construction site would be influenced by a number of factors including, but not limited to, the size of the worksite available, the type of infrastructure being constructed and any dependencies on works at other sites. Until the designs have been developed further and the sequence and complexity of their delivery defined, it is not possible to determine how long each part of the works would take and when within the overall construction period work would start and finish at a particular site.</p> <p>One of the most challenging construction sites for Route Option 1 would be in the vicinity of Morden Road tram stop, where a new bridge would need to be constructed over the existing London Trams network. This location is very constrained by the strategic road network, industrial buildings and National Trust land. The challenges at this location are one factor that has influenced Route Option 2 emerging as the preferred option.</p> <p>Any construction works for the Sutton Link will be undertaken in accordance with a Code of Construction Practice and a Construction Logistics Plan specifically prepared for the scheme – these would be agreed with the London Boroughs of Sutton and Merton. These would set out how works will be undertaken and monitored, including their impacts on nearby buildings and structures. During construction safety would be paramount both on the site and in the local area.</p> <p>We would plan our works, where practicable, to minimise the impact on existing passenger services and on the road network. Where any closures are required we would work closely with the operators, London Boroughs of Sutton and Merton, and infrastructure owners to aim to reduce the impacts of any required closures.</p> <p>We would engage with the local community throughout the duration of our works. We would also provide contact details while works take place to enable the community to ask any questions or raise concerns.</p>

Issue	Option			TfL's response
	1	2	3	
Option would not assist with development of the area	√	√	√	The Sutton Link is consistent with the long term aspirations of the London Boroughs of Sutton and Merton and is supported in each of the boroughs' Local Plans. The Sutton Link would help unlock new homes in key growth areas within each borough and would support regeneration to improve the local environment for residents and visitors.
Concerns about impact on planned Benedict Wharf development		√		We are working closely with both boroughs and have liaised with the local landowners to ensure the Sutton Link is consistent with local policies and integrated with proposed developments.
Option is too expensive	√	√	√	The Sutton Link is a major scheme which could deliver transformational impacts at key locations along the route and all options would require substantial expenditure. While some of the funding to deliver the project is currently in place, other sources of funding need to be confirmed before the project can be taken forward.
Route Option 1 lacks the space for stops / turn around facilities	√			A tram terminus could be provided within 200m of South Wimbledon station. A tram terminus could be provided closer to Colliers Wood station in Route Option 2 and there is more potential with this option for a higher quality interchange. On investigation, it appears challenging to provide an acceptable BRT terminus at South Wimbledon. This is one of the reasons why delivering Route Option 1 as a BRT service is not proposed for taking forward.
Route Option 1 was part of the original plan / received strong support in 2014 consultation	√			The London Boroughs of Sutton and Merton consulted on options to extend the London Trams network to Sutton in 2014. There was strong support for the proposals, including for one of the options presented in 2014 which included a potential spur to South Wimbledon. The Mayor asked us to work with both boroughs to explore opportunities for an extension. As part of this work, it was essential for us to explore all potential options that could meet the project objectives. We found that some other route options were also worthy of consideration and would also help meet the project objectives. Route Option 2 between Sutton town centre and Colliers Wood has emerged as the preferred option from our more recent assessment.

Concerns about each Transport option

We found in many cases that the issues that respondents raised about each of the Route and/or Transport options we included in the consultation were the same. For this reason we have grouped our response to these issues, and indicated against each issue which of the Route or Transport options they related to. This section covers the Transport options.

Some respondents to the consultation made comments in support of each Transport option, and in some cases included their reasoning for doing so. We have noted all of these comments but have not included them in the table below in order to make it more manageable.

Issue	Tram	BRT	TfL's response
In principle opposition	√	√	<p>80 per cent of respondents were supportive or strongly supportive of the Sutton Link project being delivered as a tram, while there was considerably less support for BRT, with 40 per cent of respondents supporting or strongly supporting this option.</p> <p>These responses alongside a range of other factors were considered when we identified Route Option 2, operated as a tram service, as the preferred option which we would take forward, subject to funding being confirmed.</p>
Tram capacity concerns BRT offers lower capacity	√	√	<p>We are planning the Sutton Link in order to provide new capacity, connectivity and accessibility in Sutton and Merton. This would help increase the reliability and improve journey times of the public transport network, enabling areas which currently have relatively limited public transport to grow and regenerate.</p> <p>Trams have a slightly higher capacity than BRT, with the capability of carrying up to approximately 300 people per tram vehicle when fully loaded, compared to approximately 180 per BRT vehicle. Because of the smaller vehicles, BRT services would need to operate at a higher frequency than trams to carry the forecast demand, but the overall capacity of a BRT route would be slightly less.</p>

Issue	Tram	BRT	TfL's response
Option does not decrease journey times	√	√	Both options provide similar substantial reductions in public transport journey times. BRT options could speed up journey times by up to 17 minutes (48 per cent), offering a new reliable public transport option. Tram options could speed up journey times by up to 18 minutes (50 per cent) and offer a frequent service with a tram up to every 8 minutes.
BRT is too infrequent BRT lacks prestige / would give Sutton a poor image BRT makes fewer stops BRT service is unreliable BRT has a negative customer experience (dirty, uncomfortable)		√ √ √ √ √	BRT would operate with a more frequent service than tram but would have smaller vehicles that can carry fewer passengers. Both options involve distances between stops of approximately 750m. BRT has a broad definition with a range of potential forms, ranging from standard bus vehicles with limited priority over other traffic, to high capacity tram-like vehicles with a high level of priority and segregation. There have been a number of BRT schemes in the UK that some consider to have been unsuccessful, which may have contributed to a perception that trams are superior to BRT. The BRT option for the Sutton Link proposes the highest quality and most expensive form of BRT, which would be comparable with trams in terms of journey times and passenger experience.
No need for BRT with other existing bus routes BRT not integrated with existing public transportation infrastructure		√ √	We are planning the Sutton Link in order to provide new capacity, connectivity and accessibility in Sutton and Merton. This would help increase the reliability and improve journey times of the public transport network, enabling areas which currently have relatively limited public transport to grow and regenerate. Existing bus services do not meet these objectives and the Sutton Link, delivered as either a BRT or tram, is required as an additional public transport service to deliver the necessary benefits that would complement existing bus services. The BRT and tram options would both be fully integrated with the wider public transport network and have the same interchange opportunities with other public transport services.

Issue	Tram	BRT	TfL's response
BRT not permanent / could be changed / reverted to regular buses in the future		√	There is a perception that BRT is less permanent than tram due to it involving less physical infrastructure. The Sutton Link proposals would involve a substantial investment in transport infrastructure to provide a new public transport service for the long term, regardless of whether delivered as a tram or BRT.
Tram is not good for transporting goods / large items	√		Tram services are designed to transport passengers. Transportation of goods is not an objective of the Sutton Link.
Tram cannot transport cycles / cyclists	√		The cycle carriage policy for Sutton Link services is expected to be aligned with the policy on the rest of the London Trams network, which at the present time is that only folded bicycles can be taken on board. The same policy would be expected to be adopted for BRT services.
Option traffic concerns Option uses too much road space / cannot be implemented on narrow roads	√ √	√ √	The Sutton Link proposals would involve significant modifications to the road network in Sutton and Merton, including major changes to key junctions such as Rose Hill roundabout and the Morden Road / Central Road roundabout. Providing segregation and priority for the Sutton Link service would reduce the capacity for other road users in some areas along the proposed route. Initial traffic modelling has shown the Sutton Link proposals would result in longer journey times for some road users. Detailed traffic modelling would be undertaken at the next stage of design to and develop appropriate adjustments to road layouts to ensure that any congestion is limited. The Mayor's Transport Strategy has a central aim for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041. A major new public transport service such as the Sutton Link would make an important contribution to this target and would help facilitate mode shift away from cars.
BRT is not accessible		√	The Sutton Link would be designed to modern standards to ensure that passengers and staff with disabilities can use the new service safely. All our stops would be designed to provide step-free access from the street to

Issue	Tram	BRT	TfL's response
			vehicles. BRT vehicles and stops would be equally as accessible as tram.
Concerns about air quality / noise impacts	√	√	As part of the Transport and Works Act Order application to seek consent for the scheme, an Environmental Statement (ES) will be produced which will assess the effects of both construction and operations on air quality and noise. The ES will also recommend, where appropriate, mitigation measures.
Construction impacts Tram delivery times would be too long Option has bad track record / poor implementation elsewhere Potential to use BRT during construction of tram / in interim	√ √ √ √	√ √ √ √	<p>Assuming progress is made with identifying the funding for the scheme, the earliest that construction could begin is in 2023 and construction would last approximately three years. During this period, infrastructure across the route would be constructed. The extent of work being undertaken and the periods of most intensity at each construction site would be influenced by a number of factors including, but not limited to, the size of the worksite available, the type of infrastructure being constructed and any dependencies on works at other sites. Until the designs have been developed further and the sequence and complexity of their delivery defined, it is not possible to determine how long each part of the works would take and when within the overall construction period primary work would start and finish at a particular site.</p> <p>There is the potential that tram would take longer to construct than BRT, as there is more physical infrastructure required, such as overhead line electrification and tracks, however, modifications to roads and major junctions would still be similar.</p> <p>Any construction works for the Sutton Link would be undertaken in accordance with a Code of Construction Practice and a Construction Logistics Plan specifically prepared for the scheme – these would be agreed with the London Boroughs of Sutton and Merton. These would set out how works will be undertaken and monitored, including their impacts on nearby buildings and structures. During construction safety would be paramount both on the site and in the local area.</p> <p>We would plan our works, where practicable, to minimise the impact on existing passenger services and on the road network. Where any closures</p>

Issue	Tram	BRT	TfL's response
			<p>are required we would work closely with the operators, London Boroughs of Sutton and Merton, and infrastructure owners with the aim of reducing the impacts of any required closures.</p> <p>We would engage with the local community throughout the duration of our works. We would also provide contact details while works take place to enable the community to ask any questions or raise concerns.</p> <p>We are actively working to learn lessons from other UK schemes to avoid some of the challenges experienced and learn lessons that can be adopted in the implementation of the Sutton Link proposals.</p>
Option safety concerns	√	√	<p>Safety is considered at every stage of project development.</p> <p>BRT is a mode of transport that operates safely in many other cities and, if taken forward as a BRT scheme, the Sutton Link scheme would have been developed to make BRT operation safe in the specific local context in south London.</p> <p>Tram is also a safe mode of transport. Following the tragic overturning of a tram at Sandilands on the London Trams network, we have acted upon the recommendations set out by the Rail Accident Investigation Branch to implement improvements to the existing London Trams network, which would be carried through to any new extensions such as the Sutton Link.</p>
Option too expensive to implement or maintain	√	√	<p>The Sutton Link is a major scheme which could deliver transformational impacts at key locations along the route and all options require substantial expenditure. While some of the funding to deliver the project is currently in place, other sources of funding need to be confirmed before the project can be taken forward. Tram options are more expensive to deliver than the equivalent BRT options, but work to date suggests that the tram options offer better value for money and are more likely to secure the delivery funding required.</p>

Issue	Tram	BRT	TfL's response
BRT is short-sighted / attempt to save money in interim		√	Although BRT would be cheaper than tram, it was a genuine option that offers a number of advantages compared to tram and was not merely considered as a cost saving measure. On balance, although tram is more expensive, assessment to date indicates it offers the best value for money in meeting the objectives of the Sutton Link.
BRT requires drivers / more employees BRT requires separate maintenance facilities / skill set		√ √	The BRT vehicles considered for the Sutton Link are smaller than trams, so more vehicles per hour are assumed to be needed and this would mean more drivers are also required. However, overall BRT operating costs would be similar to tram, as the additional staff costs with more drivers to pay, and the extra costs resulting from having to replace vehicles more frequently, would be offset by having less physical infrastructure to maintain. If the Sutton Link was operated as a BRT, it would be a standalone route. However, it is assumed that BRT vehicles could be maintained at an existing or extended bus depot, alongside other buses operating in the area.
Tram has limitations / less flexible Option is not direct enough	√ √	√	The same routes have been considered for both tram and BRT options, offering the same directness to other public transport connections. The Sutton Link (taken forward as Route Option 2) would improve connections to the National Rail network at Sutton, the London Trams network at Belgrave Walk and the London Underground network at Colliers Wood.
Tram is old-fashioned / outdated	√		Tram has a long history as a mode of transport but has continued to evolve with technological improvements and many new modern tram schemes are being implemented across the world. We are currently planning the tram option as an extension of the existing London Trams network, which utilises overhead power lines. We would continue to review potential for alternative power sources, such as battery power which has made advances in recent years, at the next stage of design if a tram option is taken forward. It is assumed that tram vehicles would have drivers. Trams have a longer lifespan than BRT vehicles so there would be less potential to introduce self-

Issue	Tram	BRT	TfL's response
			driving vehicles than BRT as and when this technology becomes available, unless the vehicles are replaced before they are life-expired.
Tram cannot route around other broken down trams	√		<p>Delivering the Sutton Link as a tram would involve an extension of the existing London Trams network, which is a well established operation and would therefore build on existing management procedures.</p> <p>The existing London Trams network has recovery plans in the event of a broken down tram in passenger service which would be adapted for the Sutton Link route. There is the potential for sidings along the Sutton Link route to store a vehicle in the event of it developing a fault, options for which would be explored in the next stage of design.</p>

Miscellaneous comments

Finally we received comments on a range of specific issues which were not related to any of the individual Route or Transport options we included in the consultation, or to the principle of the Sutton Link or its potential impacts. These issues were related to a large range of matters, and we have listed them in the table below.

Issue	TfL's response
<p>Support all three options / want to see all three</p> <p>Support a combination of Route Options 1 and 2</p> <p>Support a combination of Route Options 1 and 3</p> <p>Support a combination of Route Options 2 and 3</p>	<p>86 per cent of respondents were supportive or strongly supportive of the Sutton Link project, demonstrating that local residents are overwhelmingly in favour of the proposals. We would only deliver a single option that would best meet the project objectives. Delivering more than one option would not be practical or affordable.</p>
<p>Route Options 1 and 2 are similar / the same</p>	<p>Route Options 1 and 2 appear similar and share a common route from the south of Morden to Sutton. However, the challenges and benefits on the northern sections where the routes diverge are quite different and our assessment has indicated that Route Option 2 would have greater benefits and be less challenging to deliver, which has informed the decision on the preferred option.</p>
<p>Would support any of three routes so long as they use the tram / not BRT</p>	<p>Overall respondents to the consultation had a clear preference for tram over BRT. Considering this preference alongside a range of other factors we have identified that the Sutton Link delivered as a tram would be the preferred option if the scheme is taken forward, subject to funding being confirmed.</p>
<p>Build materials in the UK / use local manufacturing</p>	<p>TfL's standard procurement policies require any potential contractors to meet a range of sustainability objectives, including the employment of local labour.</p>

Issue	TfL's response
Comments on the importance of interchange with other transport services	<p>As we develop our proposals we will ensure that interchanges with other transport services provide a safe and convenient environment for pedestrians both changing between services and travelling through the area.</p> <p>The options we proposed in our consultation were selected in part on the basis of close proximity to existing transport network access points such as bus / tram stops and rail / London Underground stations, so that passengers interchanging have a quick and convenient journey.</p>
Downtown Sutton needs updated / additional shopping prior to any changes	<p>The Sutton Link proposals are not dependent on any changes to Sutton town centre. The Sutton Link would help support Sutton Council's masterplan proposals for the town centre and we are working with the borough to ensure that the proposals are integrated.</p>
Feel as though consultation has been decided / opinion is not being heard	<p>Our consultation was genuine with the responses received informing how the project would be taken forward. No prior decisions had been made as to the way forward with the Sutton Link.</p>
Need for additional information / still have questions Need for further public engagement / more consultation outreach	<p>We are still at a relatively early stage of project development. Assuming progress is made with identifying the funding for the scheme, as we develop our proposals and further details become available we would further consult and engage with the public and stakeholders.</p>
Need safe cycling paths / segregated from tram lines Need safe walking paths / segregated pedestrian areas	<p>An objective of the Sutton Link project is to develop proposals consistent with the Mayor's Healthy Streets agenda. The project would provide an opportunity to improve pedestrian and cycling facilities in Sutton and Merton, including potentially transformative changes at locations such as Rosehill. All new facilities designed will need to pass rigorous safety audits before being constructed.</p>
Need to consider future transport needs of a growing school population	<p>Our assessment of potential demand and scheme design includes consideration of existing and future schools.</p>
Need to use larger capacity vehicles	<p>Our assessment has shown that the tram or BRT vehicles proposed would provide the necessary capacity for the number of passengers forecast to use Sutton Link services.</p>

Issue	TfL's response
TfL not capable of implementing	We noted this issue but we have considerable experience of delivering major transport projects and are ensuring we learn lessons from projects that have faced challenges. We therefore do not consider this to be the case.
<p data-bbox="188 491 651 595">Would be easier / cheaper to improve / increase frequency / capacity of existing services</p> <p data-bbox="188 639 584 707">Would prefer extension of Overground / rail</p> <p data-bbox="188 751 584 818">Would prefer extension of Underground</p> <p data-bbox="188 863 651 930">Would prefer trolleys / electric trolleys</p> <p data-bbox="188 975 674 1042">Would like to see both tram and BRT services running</p>	<p data-bbox="741 363 2045 579">A detailed option selection process has been undertaken which involved the assessment of over 180 separate options. The areas the Sutton Link is planned to connect are largely served by existing bus services. The potential to improve the journey times of these services is limited by congestion observed on the routes. Any improvements to existing services would also not provide the additional connectivity or unlock new homes, which are key objectives of the Sutton Link project.</p> <p data-bbox="741 595 2045 770">An extension of London Overground services from West Croydon to Sutton was considered but it did not meet the objectives of the Sutton Link project as it would not provide any additional connectivity and would support the delivery of fewer new homes. Separately, we are lobbying the government for TfL to take greater control of the suburban rail network in south London which would be complementary to the Sutton Link proposals.</p> <p data-bbox="741 786 2045 890">Early assessment showed that potential London Underground extensions, such as an extension of the Northern line beyond Morden, would be too expensive and have a negative impact on existing passengers.</p> <p data-bbox="741 906 2045 1050">Tram was identified as the only appropriate light rail option and has the benefit of being an extension of the existing London Trams network. Other light rail options would be standalone systems which would inevitably be less integrated with the existing transport network, and would lack the capacity of the tram.</p> <p data-bbox="741 1066 2045 1161">We would not implement both tram and BRT options due to the significant additional cost this would involve and only one option would need to be delivered to meet the project objectives.</p>
Would allow reduction of bus services	The Sutton Link would provide a significant uplift in public transport capacity, along a corridor that is currently served by several bus routes. At the next stage of design, we would undertake a detailed assessment to determine whether any potential modifications to the local bus network would be appropriate alongside the Sutton Link.

Issue	TfL's response
<p>TfL should take over the Thameslink rail route</p> <p>Would be better to build new route / not replace existing transport route</p>	<p>Route Option 3 does not provide any additional connectivity to the existing public transport network. This is one of the reasons why this option performs relatively poorly against the other Route options and is not being taken forward as the preferred option.</p> <p>An enhanced rail service operated by TfL, or another transport operator, was ruled out as an option for the Sutton Link, as TfL currently has no power to take over responsibility or directly influence the type of rail service provided on the Sutton Loop rail line. Separately, we are continuing to lobby the government for TfL to take greater control of the suburban rail network in south London which would be complementary to the Sutton Link proposals.</p>