

**BRIEFING NOTE FOR LEAD MEMBER**  
**ENVIRONMENT AND TRANSPORT**

**4<sup>TH</sup> DECEMBER 2012**

**A426 BUS CORRIDOR PROJECT - CONSULTATION REPORT**

**Purpose of Report**

1. To provide the Leicestershire County Council Lead Member for Environment and Transport with an overview of the consultation exercise undertaken for the A426 Bus Corridor project which will be presented to Cabinet on 18<sup>th</sup> December 2012 for determination.

**Project Location**

2. The project extends from the A426 Blaby Bypass roundabout through to its junction with Bonners Lane in the city centre (Leicester Road, Lutterworth Road, Aylestone Road, Infirmary Road, Oxford Street corridor). The project will influence travel choices of residents along a corridor from Lutterworth, Broughton Astley, Cosby, Whetstone, Countesthorpe, Blaby and Glen Parva in the south of the county and the City wards of Castle, Freeman and Aylestone in the northern section of the corridor.

**Background**

3. In December 2011, the Department for Transport (DfT) made £50 million available under the Better Bus Area Fund (BBAF). The BBAF was intended to support those local authorities who take a partnership approach to bus services in congested urban areas where increasing bus occupancy and achieving modal shift can free up valuable road space and reduce carbon emissions. Successful projects had to demonstrate they would increase bus usage by making bus services more reliable and boost the economy and improve the environment by reducing congestion.
4. Leicester City Council and Leicestershire County Council submitted a joint bid for a share of this fund towards a range of bus route improvement proposals along the A426 from Blaby into Leicester City Centre. This bid was successful and, in March 2012, £2.56 million was awarded with the condition that it be used by March 2014
5. Complementary funding for the project is being provided by Leicester City Council (£1.542m), Leicestershire County Council (£0.596m) and Arriva (£0.290m) as the main bus operator on the route. Details of the bid can be viewed via the following link: [http://www.leics.gov.uk/bbaf\\_bid.pdf](http://www.leics.gov.uk/bbaf_bid.pdf)
6. The project is split into three elements:

***Bus Infrastructure Improvements*** aimed at improving bus reliability and punctuality as well as reducing bus journey times by addressing identified delays, with proposals such as bus lanes and junction improvements.

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### Appendix B

**Information and Behaviour Change** measures aimed at primarily encouraging modal shift to public transport by making buses easier and more attractive to use.

**Quality Improvements to Existing Bus Services** aimed at making public transport more attractive to encourage and sustain modal shift to public transport away from the car to reduce congestion and carbon emissions.

7. A number of additional infrastructure proposals were identified following the BBAF bid submission as further enhancements along the A426 to assist bus users, cyclists and pedestrians. The BBAF proposals and additions are shown on the plan contained in the consultation leaflet (Appendix 1).

#### **Consultation Exercise**

8. BBAF bid details were explained to the local Member for Glen Parva, County Councillor Mr Alan Bailey in February 2012.
9. A number of early project discussions have been held with City Councillors Mr Adam Clarke and Mr Nigel Porter and the City Council's Deputy Mayor.
10. On 23<sup>rd</sup> July 2012, details of the project proposals, consultation material and timescales were reported to the County Council's Lead Member for Environment & Transport.
11. A presentation on the pre-consultation project proposals was made to Glen Parva Parish Council and County Councillor Mr Alan Bailey at the Parish Council Offices on 8<sup>th</sup> August 2012.
12. On 5<sup>th</sup> September 2012, details of the project proposals, consultation material and timescales were reported to the City Mayor.
13. During the week commencing 24<sup>th</sup> September 2012, in advance of the consultation exercise, approximately 11,000 consultation leaflets (Appendix 1) were distributed to residents and premises along the corridor. The leaflets contained pre-paid response cards for people to feed back any comments on the project. A plan showing the extent of the leaflet distribution is attached at Appendix 2.
14. The consultation exercise commenced on Monday 1<sup>st</sup> October 2012 and ended on Friday 26<sup>th</sup> October 2012, during which public exhibitions, attended by County Council and City Council officers as well as representatives from Arriva were held on:
  - Tuesday 2<sup>nd</sup> October at Leicester Tigers Rugby Club, 14:00pm to 19:00pm; attended by 11 people
  - Thursday 4<sup>th</sup> October at Leicester Tigers Rugby Club, 14:00pm to 19:00pm; attended by 18 people
  - Saturday 6<sup>th</sup> October at Glen Parva Parish Council Offices, 12:00pm to 17:00pm; attended by 88 people
  - Thursday 9<sup>th</sup> October at Banks Road Sports Club, 14:00pm to 19:00pm; attended by 49 people

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### Appendix B

More detailed plans of the proposals were on display at the exhibitions and these can be found at [http://www.leics.gov.uk/a426\\_bus\\_corridor\\_project.htm](http://www.leics.gov.uk/a426_bus_corridor_project.htm)

15. 1200 consultation leaflets were handed out to bus passengers on Arriva services operating along the corridor during the consultation period.
16. County Council and City Council web pages detailing the project proposals were published with a facility to submit consultation comments via the web.
17. Consultation leaflets and an enlarged consultation plan of the project were put on display at local libraries and post offices along the corridor for the duration of the consultation.
18. The project proposals were on display at both the County and City Councils' main offices during the consultation period.
19. Presentations on the project proposals were given at the Aylestone Ward meeting on 11<sup>th</sup> October 2012 and at a City cycle workshop on 17<sup>th</sup> October 2012.
20. Formal consultations with key stakeholders were undertaken with responses requested by Wednesday 31<sup>st</sup> October 2012. It was explicit within the consultation letter that a non-reply would be taken as having no adverse comments and in support of the proposals.
21. The table overleaf details the key stakeholders consulted and the response received.

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### Appendix B

\* As detailed in paragraph 20 of this report, it was explicit within the consultation letter that a non-reply would be taken as having no adverse comments and in support of the proposals.

<b><u>Formal Consultees/Stakeholders</u></b>	<b>Response</b>			
	<b>Support Proposals</b>		<b>Support Proposals Subject to Modifications</b>	<b>Do Not Support Proposals</b>
		<b>No Comments *</b>		
1. Mr. A D Bailey CC – Blaby & Glen Parva				1
2. Mr W Liquorish, CC – Broughton Astley		1		
3. Mrs R Page, CC - Lutterworth		1		
4. Mr B Garner, CC – Narborough & Whetstone		1		
5. Mr D Jennings, CC – Cosby & Countesthorpe		1		
6. Aylestone Ward Cllr, Mr A Clarke			1	
7. Aylestone Ward Cllr, Mr N Porter				1
8. Freeman Ward Cllr, Ms E Cutkelvin		1		
9. Freeman Ward Cllr, Mr B Shelton		1		
10. Castle Ward Cllr, Mr P Kitterick		1		
11. Castle Ward Cllr, Ms L Senior		1		
12. Castle Ward Cllr, Mr N Clayton		1		
13. Glen Parva Parish Council				1
14. Blaby District Council		1		
15. Lutterworth Town Council		1		
16.Countesthorpe Parish Council		1		
17.Dunton Bassett Parish Council		1		
18. Whetstone Parish Council				1
19. Broughton Astley Parish Council		1		
20. Cosby Parish Council		1		
21. Blaby Parish Council **	0.5			0.5
22. Leicestershire Police – Traffic Management	1			
23. Leicestershire Police – Road Safety Unit	1			
24. Leicestershire Fire and Rescue Service		1		
25. East Midland Ambulance Service		1		
26. Sustrans	1			
27. Leicester Cycle Campaign Group				1
28. Cyclist Touring Club			1	
29. British Motorcycle Federation		1		
30. Freight Transport Association			1	
31. Road Haulage Association		1		
32. The Leics Chamber of Commerce and Industry		1		
33. Vista		1		
34. Age concern		1		
<b>TOTAL</b>		<b>25.5</b>	<b>3</b>	<b>5.5</b>

\*\* Blaby Parish Council confirmed that 50% of its members were in favour of the project with the other 50% being against.

**Public Consultation Responses**

22. More than 1000 responses were received. A variety of methods were used to respond, broken down as follows: 826 reply cards, 44 on-line comment forms, 104 emails, 35 letters and 7 comments were submitted by other means.
23. The overall results of the consultation from those responses received were as follows:-

	City Residents	County Residents	Unknown	Total
Support the proposals	246	94	15	355
Support the proposals but with modifications	65	35	11	111
Do not support the proposals	111	302	116	529
No comment either way	9	3	9	21

24. In addition to the above, the start of a paper petition objecting to the project proposals was handed in to the County Council on 26<sup>th</sup> October 2012. At that time, it contained 1404 signatories. An online e-petition objecting to the project proposals has also been launched by the same lead petitioner; as of 21<sup>st</sup> November 2012 it contained 120 signatories. The end date for both of the petitions is 6<sup>th</sup> December 2012. A full response to the local campaign and petitions together with the final number of signatories received will be reported to the County Council Cabinet on 18<sup>th</sup> December 2012 and to an appropriate meeting at the City Council.

The wording for both of the petitions is as follows:

*“This petition has been called for by residents from Glen Parva and other road users to capture and inform Leicestershire County Council of the level of opposition Glen Parva residents and others have for Leicestershire County Council’s A426 Bus Corridor Project. The project is planned to be implemented in 2013 even though local residents do not want bus lanes on Leicester Road and Lutterworth Road, Glen Parva; In response to low demand for buses in the area, Arriva have cut bus services from 8 to 6 buses an hour, in addition LCC have also terminated the LCC funded 73 service; The residents of Glen Parva consider the benefits of the project are far outweighed by the long term negative impact the project would have on the community, the environment and house prices and it is considered that £4.988 million spent on a project nobody wants at a time of austerity, cuts in council services and redundancies is not a good use of tax payer’s money”*

25. All consultation responses were input into an Access database for headline analysis and to allow separation by postcode. Further to this all comments, objections and issues that were received, including those outlined in the petitions have been collated and input into a spreadsheet under headings relevant to the context of those comments to allow officers to review, comment and action as appropriate.

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26. The objections/issues raised have been captured from the spreadsheet and are detailed in Appendix 3, together with officer responses/comments. Objections/issues received that were of the same nature and context have been amalgamated. Objections raised by Glen Parva Parish Council and the Glen Parva Action Group have been fully included.
27. Issues raised during the consultation were, in some instances, generic to both the County and City areas of the project but where the issue was specific to one or other authority area these have been split under each topic heading.
28. Changes to the project proposals as a result of consultation responses and further detailed design analysis are detailed in Appendix 4

#### **Project Funding**

29. The funding breakdown for this project is as follows:
  - £2.56 million Department for Transport, BBAF
  - £1.542 million Leicester City Council
  - £0.596 million Leicestershire County Council
  - £0.290 million Arriva

#### **Recommendation**

30. In accordance with the County Council's Constitution and having due regard to Part 3 Section C: Responsibility for Executive functions and Delegation to Officers, that a report detailing the project proposals and consultation responses with a recommendation that the project with identified amendments and additions be implemented to the required BBAF timeframe, be presented to Cabinet on 18<sup>th</sup> December 2012 by the Director of Environment and Transport for determination.
31. It is anticipated that this joint project will form the basis for developing future proposals on other radial corridors into the City.

#### **Officers to Contact**

Lynne Stinson - LSTF & BBAF Project Manager

Tel: (0116) 305 7223

Email: [lynne.stinson@leics.gov.uk](mailto:lynne.stinson@leics.gov.uk)

Lee Quincey - Team Manager (Accessible Travel & Improvements)

Tel: (0116) 305 6308

Email: [lee.quincey@leics.gov.uk](mailto:lee.quincey@leics.gov.uk)

**Appendix 1**

**CONSULTATION LEAFLET**

# Consultation on A426 Bus Corridor Project

(Leicester Road, Lutterworth Road,  
Aylestone Road and Oxford Street)

**We are interested in hearing your views.**

Please complete and return the pre-paid response card.

The consultation period ends on Friday 26th October 2012.



## The Problem

The A426 (from Lutterworth through Blaby and Glen Parva to Leicester City) is one of the major traffic routes into Leicester City Centre carrying around 18,500 vehicles per day. Road users regularly experience congestion, especially during week day mornings and afternoons when they are travelling between home and work. Buses regularly get held up in this congestion, which leads to increased journey times and less reliable services. This has a negative impact on the local economy and the environment.

## Background

In December 2011 the Department for Transport made a £50 million Better Bus Area Fund to support local authority projects aimed at increasing bus usage, boosting the economy and improving the environment by reducing congestion and making bus services more reliable. Leicester City Council and Leicestershire County Council submitted a joint bid for a share of this fund towards a range of bus route improvement proposals along the A426 from Blaby into Leicester City Centre. This bid was successful and in March 2012 £2.56 million was awarded with the condition that it be used by March 2014.

Complementary funding for the project is being provided by Leicester City Council (£1.542m), Leicestershire County Council (£0.596m) and Arriva (£0.290m) as the main bus operator on the route.

When developing the proposals for the project we:

- Used the previous A426 bus corridor route improvement proposals consulted on in December 2009 as a starting point
- Studied traffic data and comments received in previous consultation and used this information to focus proposals where there is a clear need and measurable benefit
- Included Information and Behaviour Change initiatives and Quality Bus Improvements as additional elements to the bus infrastructure proposals to provide a full range of improvements, make buses easier and more attractive to use

Please refer to the bid document ([www.leics.gov.uk/A426\\_Bus\\_Corridor\\_Project](http://www.leics.gov.uk/A426_Bus_Corridor_Project)) for full details and analysis of benefits.

## Project Aim

## Appendix B

This project aims to help grow the local economy with reduced congestion and improve the environment by encouraging more journeys by bus.

(The proposals will not increase the journey time for those choosing to drive by car.)



## The Proposals

### Bus Infrastructure Improvements

This element of the project is targeted at the known points along the A426 where buses are delayed. These proposals are illustrated on the plan adjacent and consist of:

- Bus lanes to allow buses to bypass traffic queues on congested sections of the A426
- Bus Lane Traffic Signal Controls to allow buses to get close to the front of the traffic queue at junctions
- 24 hour/7 days a week operation with No Waiting and No Loading at Any Time restrictions proposed to be applied to all bus lanes (proposed and existing) wherever possible (a Traffic Regulation Order for these proposed hours of operation and restrictions will be formally advertised following this consultation)
- Bus lane enforcement building on new city centre enforcement to improve journey time and reliability along the route into and out of the city centre
- Junction improvements to improve safety, increase capacity and reduce delays for all users
- Road maintenance (including resurfacing) to improve ride quality

There will be some local road widening required to fit some of the bus lanes in, but this will all be within the public highway. No private land is needed. Some footway widths will be reduced but the minimum national standard width for a footway of 1.8 metres will be maintained throughout and in some locations footways will be widened. The lengths of bus lane where widening is proposed are shown on the plan. Greater detail of the proposed widening will be available on the City and County Council's websites and at the planned exhibitions (see overleaf for website addresses and exhibition dates and venues).

# Proposals (continued)

## Information and Behaviour Change

To complement the bus infrastructure improvements, help increase bus usage and help raise awareness of the benefits of using the bus, potential new and existing bus users would be targeted through:

- Focussed promotion and marketing, bus route information and improved timetable displays at bus stops to increase information and awareness of bus services
- Personalised Travel Planning to help inform people about their travel choices
- Smart and Integrated ticketing using the OneCard allows passengers to use a prepaid smartcard ticket to board buses using wireless technology, without having to use cash - providing quick and easy access onto buses
- Travel to work grants which provide subsidised bus fares for people attending interviews, training or the first few weeks of employment
- The provision of real time passenger information (bus travel information via the internet and mobile technology including a journey planner and web site)

## Quality Improvements to Existing Bus Services

This element of the project would help to encourage a move to bus use away from the car to reduce congestion by making bus services more attractive and easier to use, proposals include;

- Bus stop improvements (new bus shelters, seating, lighting etc) along the route
- Refurbished higher quality buses and daily vehicle cleaning
- Arriva City Centre presence to monitor service reliability and provide passenger information in person
- Customer care training for drivers

## What Next:

If you would like to see the proposals in more detail you can:

- Visit one of the public exhibitions, see below for the dates, times and venues:

**Tuesday 2nd October**, 2pm to 7:30pm  
at Leicester Tigers Rugby Club Underwood Suite

**Thursday 4th October**, 2pm to 7:30pm  
at Leicester Tigers Rugby Club Underwood Suite

**Saturday 6th October**, 12noon to 5pm  
at Glen Parva Parish Council Offices

**Tuesday 9th October**, 2pm to 7:30pm  
at Banks Cricket Club, Banks Road, Leicester

Officers will be there to answer any queries or questions you have about the project.

# Additional Proposals

## Appendix B

A number of additional proposals (as shown on the plan) have been identified as further enhancements along the A426 to assist bus users, cyclists and pedestrians. Subject to further feasibility checks and funding we would look to incorporate these into this project.

## Benefits of the Project

Overall this project would deliver;

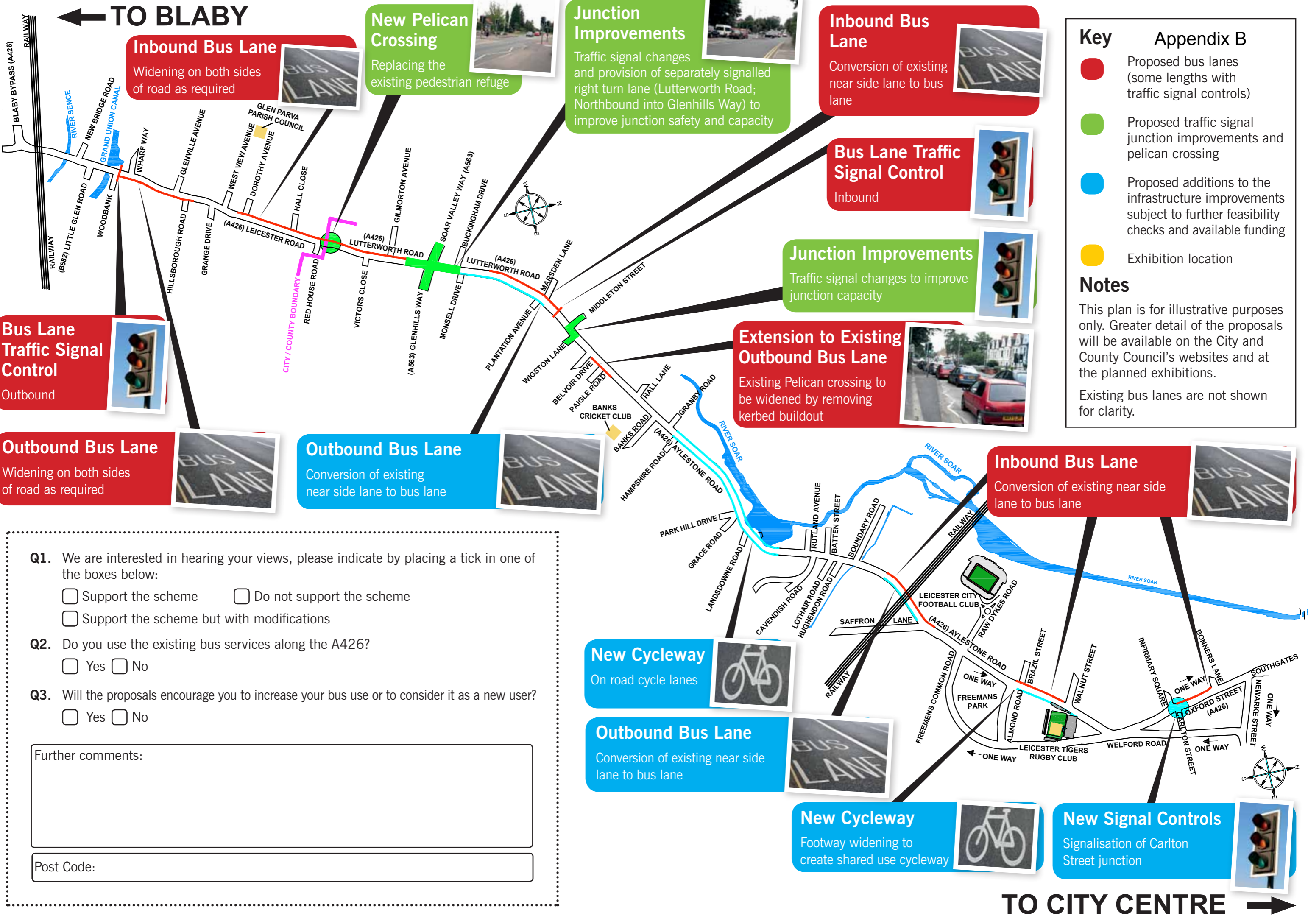
- Reduced and more predictable journey times along with improved reliability and punctuality of bus services
- Increased bus usage due to journey time improvements, information provision, marketing and quality bus improvements
- Reduced congestion as a result of the move from car to bus use and improvements at junctions
- Reduced carbon emissions due to a reduction in congestion
- Benefits to businesses of better journey time reliability for both employees and delivery vehicles
- Improved access to work and training opportunities

## Wider Benefits

- Improved pedestrian crossing points
- Proposed speed limit reduction between a point just south of the (A563) Soar Valley Way junction and a point just south of the Woodbank junction to improve safety for all road users along that section of the A426
- Improvements for cyclists – bus lanes will enable safer cycle use along the A426
- Safety improvements at junctions – the scheme would also be addressing one of the City Council's high priority accident sites at the Soar Valley Way (A563)/Lutterworth Road (A426) junction
- Better emergency vehicle access

- Visit the City and County Council offices  
**Leicester City Council**, New Walk Centre, Welford Place, Leicester, LE1 6ZG  
**Leicestershire County Council**, County Hall, Glenfield Leicester, LE3 8RA
- Visit the City and County Councils' web sites  
[www.leicester.gov.uk](http://www.leicester.gov.uk)  
[www.leics.gov.uk](http://www.leics.gov.uk)

The Traffic Regulation Orders for the proposed and existing bus lane hours of operation (24 hour/7 days a week) and restrictions (no waiting and loading at any time) as well as the speed limit change will be formally advertised following the consultation.



← TO BLABY

TO CITY CENTRE →

**Inbound Bus Lane**

Widening on both sides of road as required



**New Pelican Crossing**

Replacing the existing pedestrian refuge



**Junction Improvements**

Traffic signal changes and provision of separately signalled right turn lane (Lutterworth Road; Northbound into Glenhills Way) to improve junction safety and capacity



**Inbound Bus Lane**

Conversion of existing near side lane to bus lane



**Bus Lane Traffic Signal Control**

Inbound



**Junction Improvements**

Traffic signal changes to improve junction capacity



**Extension to Existing Outbound Bus Lane**

Existing Pelican crossing to be widened by removing kerbed buildout



**Bus Lane Traffic Signal Control**

Outbound



**Outbound Bus Lane**

Widening on both sides of road as required



**Outbound Bus Lane**

Conversion of existing near side lane to bus lane



**Inbound Bus Lane**

Conversion of existing near side lane to bus lane



**New Cycleway**

On road cycle lanes



**Outbound Bus Lane**

Conversion of existing near side lane to bus lane



**New Cycleway**

Footway widening to create shared use cycleway



**New Signal Controls**

Signalisation of Carlton Street junction



**Q1.** We are interested in hearing your views, please indicate by placing a tick in one of the boxes below:

- Support the scheme       Do not support the scheme
- Support the scheme but with modifications

**Q2.** Do you use the existing bus services along the A426?

- Yes     No

**Q3.** Will the proposals encourage you to increase your bus use or to consider it as a new user?

- Yes     No

Further comments:

Post Code:

**Key**      **Appendix B**

- Proposed bus lanes (some lengths with traffic signal controls)
- Proposed traffic signal junction improvements and pelican crossing
- Proposed additions to the infrastructure improvements subject to further feasibility checks and available funding
- Exhibition location

**Notes**

This plan is for illustrative purposes only. Greater detail of the proposals will be available on the City and County Council's websites and at the planned exhibitions.

Existing bus lanes are not shown for clarity.

We are interested in hearing your views. Please complete and return the pre-paid response card. Alternatively you can write to the City and County Councils, email us at [BBAF@leics.gov.uk](mailto:BBAF@leics.gov.uk) or use the online comment form. The consultation period ends on Friday 26th October 2012.



If you require the attached information in an alternative version e.g. large print, Braille or an alternative language, please telephone 0116 305 0001.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 0001 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા વ્યવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 0001 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 0001 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 0001，我們會安排有關人員為你提供幫助。

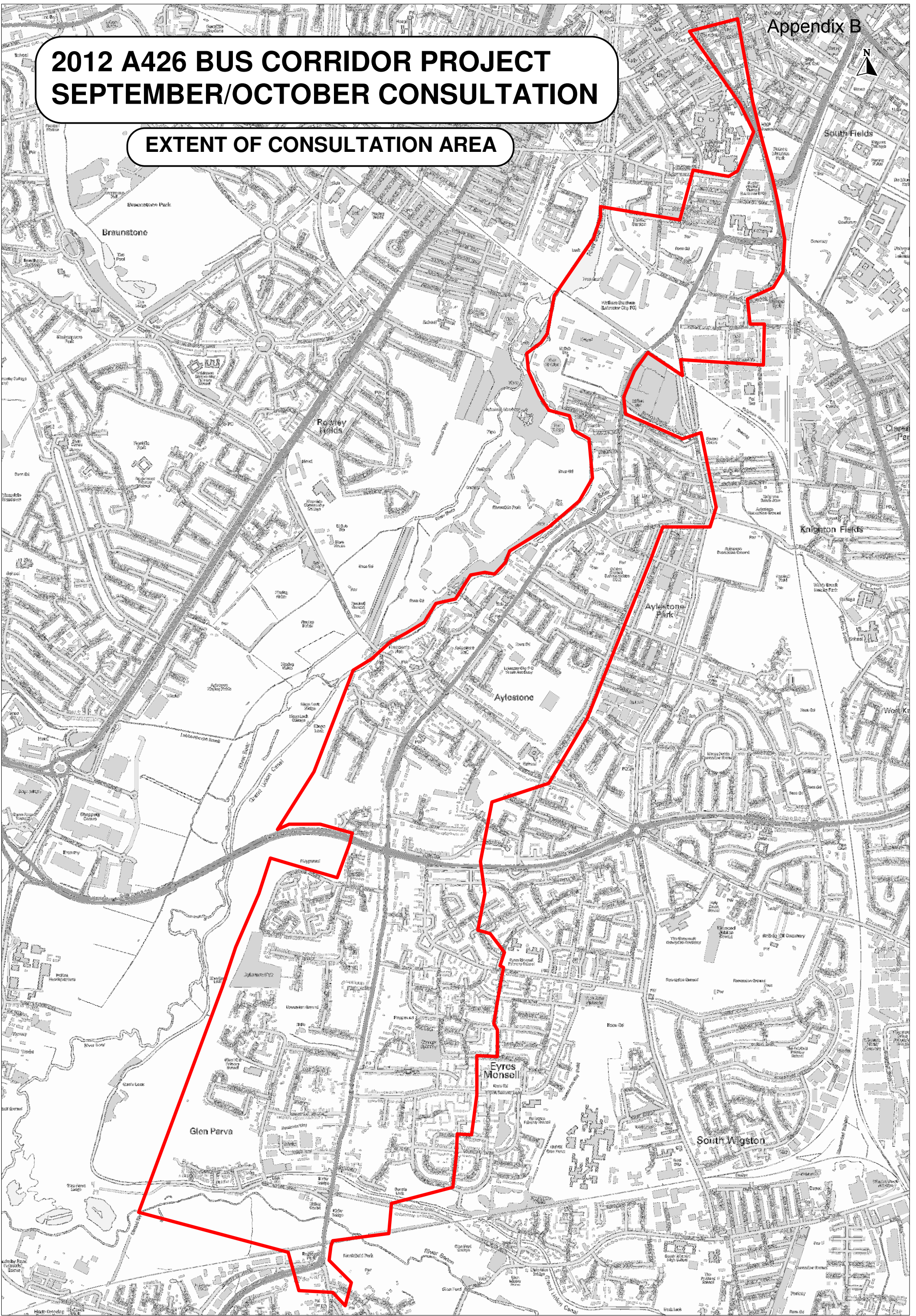
Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 0001, a my Ci pomożemy.

**Appendix 2**

**CONSULTATION LEAFLET DISTRIBUTION AREA**

# 2012 A426 BUS CORRIDOR PROJECT SEPTEMBER/OCTOBER CONSULTATION

## EXTENT OF CONSULTATION AREA



Appendix 3

OBJECTIONS/ISSUES RAISED AND OFFICER RESPONSES/COMMENTS

**Objections raised by Glen Parva Parish Council, Glen Parva Action Group and outlined on both paper and electronic petitions**

1. Issue Raised

Experience severe traffic delays for nearly a year starting January 2013

*Officer Comment*

*Should the project be approved the construction programme will run from February 2013 to September 2013; a period of 8 months. The construction will be undertaken keeping two-way traffic flow maintained on the A426 using appropriate traffic management to narrow down running lanes, and reducing the speed limit to 30mph. Any works that have to be undertaken under temporary traffic lights will be restricted to off-peak times where possible, with the exception of improvements to the traffic signal junctions which will have to be operated with temporary traffic lights whilst the old traffic signal equipment is being replaced.*

2. Issue Raised

Traffic will sit in long traffic queues next to empty bus lanes as only 4 buses an hour will use the bus lane when completed - Arriva have reduced services by 50% and LCC have terminated the 73 bus service due to lack of demand

*Officer Comment*

*The project should not have a negative impact on congestion for traffic along the corridor as a whole as a result of the introduction of bus lanes. Whilst drivers may observe changes in traffic levels at some points along the corridor; journey times are expected to improve in the short term due to the junction improvements. In the long term greater improvements will result from the shift from single occupancy car use to public transport and other sustainable modes such as car sharing and cycling. It is not anticipated that the project will lead to vehicles diverting from this corridor to other routes as the congestion will not get worse. At present 6 buses an hour will use the bus lane in the County during the day and closer to the city centre over 30 buses an hour will use the new bus lane on Oxford Street. The bus service levels have not been changed since the bid was submitted. Service 73 was withdrawn as it was outside the bus support policy but, as on all routes, should patronage increase, as expected, bus operators would consider increasing the number of buses to meet demand. Cuts in central government funding mean that the County Council is reviewing its policy on subsidy for supporting bus services where passenger demand is not high enough to support a commercial service.*

3. Issue Raised

Save only 5 minutes total bus journey time between Leicester Station and Lutterworth - LCC estimated time saving

*Officer Comment*

*The figure of 5 minutes quoted was a snapshot measurement taken in February 2012 for peak and off-peak journey times during one week prior to the BBAF bid being submitted. Historical data (Appendix 3.1) shows that the targeted improvements have the potential to save between 15 to 30 minutes on the route as a whole (inbound and outbound) which*

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### Appendix B

*will improve the reliability and punctuality of the buses reducing late arrivals and 'bunching', i.e. wait half an hour for a bus and then 3 come at once because they get held up in varying amounts of congestion.*

#### 4. Issue Raised

Have pavements drastically reduced to 1.8 metres putting children and pedestrians in danger.

#### *Officer Comment*

*Between the County Arms junction and the Soar Valley Way junction there is: 1075 metres of eastern footway within the County boundary and 469 metres of eastern footway within the City boundary; of this footway: 600 metres in the County and 446 metres in the City would not be narrowed; 357 metres in the County and 23 metres in the City would be partly narrowed and 118m in the County and 0 metres in the City would be narrowed to 1.8 metres, the national standard minimum width for a footway.*

*1082 metres of western footway within the County boundary and 474 metres of western footway within the City boundary; of this footway: 907 metres in the County and 474 metres in the City would not be narrowed; 89 metres in the County and 0 metres in the City would be partly narrowed and 86 metres in the County and 0 metres in the City would be narrowed to 1.8 metres, the national standard minimum width for a footway. Of this footway 86m is narrowed to 1.8m in the County and 0 metres in the City.*

*It should be noted that of the lengths of footway that would not be narrowed, 115 metres of it within the City and 109 metres of it within the County would be widened to 1.8 metres from 1.5 metres.*

*In summary; from a total of 3100 metres of existing footway: 2427 metres (78.3%) of it would not be narrowed; 224 metres (9.23%) of this 2427 metres would actually be widened to 1.8 metres  
469 metres (15.12%) of it would be partly narrowed, but remain over 1.8 metres wide  
204 metres (6.58%) of it would be narrowed to 1.8 metres  
So, on the whole only a small percentage (21.7%) of existing footway would be narrowed with the majority of that footway remaining at a width above 1.8 metres.*

*It is therefore considered that child/pedestrian safety would not be compromised by this project*

#### 5. Issue Raised

See the value of houses go down as an attractive residential setting is destroyed - LCC will make home owners living along the route cut down trees and hedges

#### *Officer Comment*

*There are no plans to remove hedges or trees, however some hedges will need to be cut back/replanted and a small number of trees will need some branch removal where they encroach on to the highway. If owners believe their property values are affected the councils have to comply with the Land Compensation Act.*



**6. Issue Raised**

See £4.7m of tax payers' money wasted, when essential council services are being cut and people made redundant

*Officer Comments*

*£2.56m of additional funding has been secured through a Department for Transport Better Bus Area Fund bid process. The BBAF funding was awarded for proposals that increase bus patronage and hence reduce congestion and cannot be used for other purposes. Funding contributions towards the project are also provided by the City Council at £1.542m, the County Council at £596,000 and Arriva at £290,000 (£4.988m in total). The project is designed to reduce bus journey times, improve reliability, punctuality and attractiveness of bus services and the DfT recognised this in awarding the funding to give the benefits of reduced congestion and carbon emissions with improved access to work and training. The project has three strands of delivery:*

- Bus infrastructure improvements - mostly bus lanes using existing highway land with junction capacity improvements at Soar Valley Way and Middleton Street.*
- Information and behaviour change - Targeted Marketing, Personalised Travel Planning, Real Time Passenger Information and Smart Ticketing*
- Quality Improvements to Bus Services - better bus stops, refurbished buses, driver training, vehicle cleaning*

*The project also includes the following:*

- Resurfacing of sections of the A426*
- Increased junction capacity for all road users at Soar Valley Way and Middleton Street including safety improvements*
- Enhanced cycling facilities in shared use bus lanes*
- A new signal controlled crossing on Leicester Road, Glen Parva just north of the Red House Road junction*
- A reduction in the speed limit from 40 mph to 30 mph on Leicester Road, Glen Parva*
- Better emergency vehicle access*

**7. Issue Raised**

Be fined if using the bus lane by enforcement cameras operating 24/7

*Officer Comment*

*The bus lanes are proposed to allow buses to bypass lengths of queuing traffic to improve the reliability of the service. Along the A426 the traffic queues do not just occur at the traditional peak times in the morning and evening so the bus lane needs to be operational throughout the day. Buses operate just under 18 hours every weekday. Outside these hours there is not enough traffic on the roads to require two lanes of road space and as the bus lanes can also be used by cyclists and emergency vehicles it is better to keep the bus lane free by having it operational 24 hours. Also, as the bus lanes will be enforced*

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### Appendix B

*having 24 hour operation makes it as simple and transparent to drivers as possible. They are less likely to be confused by the operating times avoiding the annoyance of accidental penalty tickets.*

#### 8. Issue Raised

See the quality of your life, health and environment suffer as congestion, noise and pollution increase. The scheme will increase CO<sub>2</sub> emissions.

#### *Officer Comment*

*The project is designed to attract new bus users to the buses operating along the A426 and to reduce traffic levels, congestion and pollution. The reduction in congestion as a result of the project will have a positive effect on air quality and reduce carbon (CO<sub>2</sub>) emissions as traffic moving at a constant speed (even if slower) produces less pollution than a constantly stopping and starting queue. The resurfacing as part of the project will help to reduce road noise as will reducing the speed limit.*

#### 9. Issue Raised

Even after a 50% reduction by Arriva in the number of buses, the existing service currently fails to run to timetable even during off peak periods when there is light traffic on the A426.

#### *Officer Comment*

*See Officer Comment issue 2 above. Congestion is evident even at off peak times at various locations along the A426. This congestion can have a knock on effect on the timetable even when traffic is light. This project is designed to help buses bypass key congestion points along the A426 and so improve reliability and punctuality throughout the day. The number of buses reduced from 8 buses an hour to 6 buses an hour in January 2011 when Arriva reduced the frequency on service 85 to every 30 minutes from every 15 minutes. This meant the frequency was reduced from every 7/8 minutes down to the current every 10 minutes. The reduction in service 85 was, in part, down to the drop in passenger numbers and balancing resources along the corridor to retain a 10 minutes frequency along the A426.*

#### 10. Issue Raised

LCC provide no evidence and customer insight to support the following statement. 'Increase bus patronage as a result of the journey time improvements, quality improvements, information provision and marketing'. Their statistical data is spurious as it is based on totally out of date 2001 Census Data.

#### *Officer Comment*

*When developing the bid, the results of the Department for Transport's 'Sustainable Travel Demonstration Towns' (Peterborough, Darlington and Worcester) were taken into account which included the same types of approach as adopted for this project. In addition, further research for the DfT 'The role of soft measures in influencing patronage growth and modal split in the bus market in England', clarifies the importance of a passenger's on-bus experience and the travel information available in encouraging public transport use. The census data was used to look at the travel to work movements of residents living in the wards adjacent to the A426. The use of this data which was published in 2006 is the most comprehensive data available at the current time and its use is accepted until the 2011 data is published in 2014/15 at the earliest. More recent household surveys carried out as part of the development of the Leicester and*

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*Leicestershire Integrated Transport Model confirm that there is a high degree of travel in to Leicester to work from the surrounding wards.*

#### 11. Issue Raised

The petition signed by the local community and objecting to the scheme also states they will not use buses when the scheme is completed any more than they do now. The petition illustrates that a mode shift to public transport is highly unlikely

#### *Officer Comment*

*The bus services on this corridor are well loaded throughout the day when arriving in Leicester and departing from Leicester - this is a whole route approach to help all bus passengers along the route. Bus travel is not for everyone, this project is aimed at attracting new users where a reliable bus service is attractive. Evidence from Department for Transport studies shows that with the right information and marketing people will change their travel choices. A recent pilot for Personalised Travel Planning in Loughborough demonstrated this by delivering a 6% reduction in car use and 14% of participants reported that they had changed their travel behaviour as a result of the project.*

#### 12. Issue Raised

An increase in take up is not likely as the bus services do not link up with other forms of public transport. It is a 15-20 minute walk from the nearest bus stop to Leicester Railway Station.

#### *Officer Comment*

*It is reasonable to assume and backed up by the data detailed in Issue 10 that only a small percentage of those travelling in to Leicester along this corridor are going to the Leicester Train Station and therefore the length of walk to the station is unlikely to have a significant impact on patronage levels. Most destinations across central Leicestershire and Leicester can be reached with one change of bus in the city centre.*

#### 13. Issue Raised

Longer queues of traffic moving at a lower speed limit of 30mph will cause increased congestion: will result in longer car journey times and increase vehicle pollution levels.

#### *Officer Comments*

*See response to Issues 2 & 8. In addition the reduced speed limit, which has been requested by residents on safety grounds for a number of years, will improve safety for all road users and is supported by the police due to the introduction of the bus lanes and the narrowing of running lanes.*

#### 14. Issue Raised

New pedestrian crossings will lead to increased congestion as traffic flow is interrupted by crossing light changes

#### *Officer Comments*

*There is one new signalised pedestrian crossing proposed on Leicester Road, Glen Parva just north of Red House Road. Whilst the crossing will require traffic to stop when demanded by pedestrians and cyclists, the benefits to safety for those crossing including children are felt to outweigh the minor dis-benefit to vehicles. However, congestion will not be made worse by the addition of the crossing as the number of vehicles will not increase.*

15. Issue Raised

Bus gates will interrupt traffic flow and stop traffic moving

*Officer Comments*

*Following consultations and further detailed design analysis the bus lane traffic signal control is now only proposed for the Woodbank junction. The signals at the end of the bus lane will be linked to those at the Little Glen Road junction. The Woodbank signals will sit on green unless a bus triggers them or a vehicle wishes to exit Woodbank. If the signals are triggered the delay is 12 seconds.*

16. Issue Raised

Vehicles will be forever stop-starting and sitting stationary at one set of traffic lights or another

*Officer Comments*

*See response to Issues 14 & 15*

17. Issue Raised

Car journeys that can currently be driven non-stop in either direction on Leicester Road will be highly unlikely to occur.

*Officer Comments*

*See response to Issues 14 & 15*

18. Issue Raised

Employees who use buses know how buses operate now and plan accordingly

*Officer Comment*

*Although it is possible to anticipate the delays caused by congestion leading to unreliability of the bus service to some degree, the level of congestion on any particular day is unpredictable. Passengers currently have to leave earlier than expected to catch services because of the known unreliability. The improved journey time and reliability that this project will deliver, along with the Real Time Bus Information and Travel Portal ('one stop shop' travel website) will make it easier for passengers to plan their journeys.*

19. Issue Raised

Delivery vehicles will be stuck in traffic queues as they cannot use bus lanes.

*Officer Comment*

*All vehicles that travel along the A426 at present experience congestion. See response to issue 2*

20. Issue Raised

Access to work will only apply to people who work on or near the A426. People who work and train elsewhere will be severely delayed.

*Officer comment*

*This project is designed to reduce congestion by encouraging modal shift to public transport. The benefits of reduced congestion will be greatest for those who use the A426 to travel from home to work and vice versa. However, the congestion reduction benefits will help businesses that deliver or have deliveries in the areas adjacent to the A426 and*

*the procurement of a Real Time Passenger information System, new Travel Portal and the role out of Smarter Ticketing will benefit all residents of Leicester and Leicestershire. Also see response to issue 2.*

21. Issue Raise

No evidence that existing pedestrian crossings are unsafe

*Officer Comment*

*The safety of pedestrians and children was an issue raised repeatedly during the consultation exercise and a signalised crossing will provide increased safety. Also see response to issue 14*

22. Issue Raised

Homeowners who have to use the existing verges and footpaths as refuges to turn their vehicles around and safely join traffic from driveways will have to reverse illegally into traffic from their driveways. They may also have difficulty seeing pedestrians on dark mornings/evenings.

*Officer Comment*

*See response to issue 4 regarding the loss of footway. The lower speeds resulting from the proposed reduced speed limit should improve ease of access/egress. The headway between buses in the proposed bus lane would be sufficient to allow safe access/egress. The reduced congestion resulting from this project would also improve things further for turning movements in and out of properties.*

23. Issue Raised

The width of the carriageway in both directions of the road will be much narrower.

*Officer Comment*

*The width of the running lanes for general traffic will be a minimum of 3.0m which is adequate for the traffic using this route and will help compliance with the proposed 30mph speed limit.*

24. Issue Raised

Cyclists find it quicker and safer to use the Great Central Way to get into the City Centre as it avoids traffic lights and the steep gradients on the A426.

*Officer Comment*

*It is accepted that the Great Central Way is a useful route for cyclists into Leicester City Centre. However, consultations have been carried out with cycling bodies and the responses received to the consultation confirm that cyclists use the A426 and welcome any proposed provision for cyclists along this corridor. There have also been requests for more cycling provision which has been incorporated where feasible and subject to funding.*

25. Issue Raised

Existing pavement widths enable safe cycling.

*Officer comment*

*Whilst some footpaths along the corridor are sufficiently wide enough for cycling it is illegal to cycle on footpaths unless official designs and approvals have been taken to facilitate cycle use. Whilst there have been some requests to convert some of the*

*footpaths to shared use footway/cycleway it does not form part of this project and would require further public consultation.*

26. Issue Raised

The existing width of the road also allows for the safe overtaking of cyclists.

*Officer Comment*

*For the most part this is true; the provision of bus lanes and on road cycle lane markings will also enhance the safety for cyclists.*

27. Issue Raised

Cyclists and motorcyclists will be put in danger when trying to turn right as the carriageway will be narrower on both sides

*Officer Comment*

*Where bus lanes are proposed, the width of the running lanes for general traffic would be a minimum of 3 metres. To assist right turn manoeuvres for cyclists it is proposed to provide toucan crossing facilities near Red House Road and Grange Drive. The proposed reduction of the 40 mph speed limit to 30 mph would aid right turn movements for all traffic. The project has also been subject to a road safety audit and no safety concerns related to these movements have been made.*

28. Issue Raised

The Soar Valley Way/A426 junction is not locally known as an accident black spot, unlike the junction at A596 Soar Valley Way and the B4114 near Sainsburys that is considered to be an accident black spot.

*Officer Comment*

*Police accident reports over the past five years show 39 injury accidents of which a considerable number involve right turn movements. The addition of a right turn lane will help to address the accidents associated with this movement. In addition the two traffic islands that have been involved in a number of accidents are being removed.*

29. Issue Raised

Emergency vehicle access is likely to be worse as emergency vehicles currently and regularly drive up the centre of the road but they won't be able to do that as the hatching will no longer exist. So if there are buses in the bus lane and queuing traffic in both directions emergency vehicles could be stuck in traffic. Or if they use the bus lane they may not be able to rejoin the main carriageway again due to traffic.

*Officer Comment*

*The hatching helps emergency vehicles but other vehicles still have to move to the side of the carriageway as the hatching in itself does not provide enough width for emergency vehicles at all locations. Bus lanes will allow this for much longer stretches and where buses are present all road users would need to manoeuvre sensibly to allow emergency vehicles to pass. The Police have commented that the project will offer a measure of improvement for the movement of emergency services vehicles.*

**General bus related issues raised**

Generic to entire project

30. Issue Raised

There were a large number of comments regarding the high cost of bus travel compared to using the car and the effect this has on patronage levels.

*Officer Comment*

*Bus companies offer weekly and longer term bus passes, a commitment to this type of pass reduces the daily cost of bus travel. For those commuters who travel in to Leicester each day a multiple trip ticket along with no longer needing to pay for parking and fuel, travelling by bus is a viable and cheaper option to a daily car journey. There are also regular promotions on many services such as Park and Ride which passengers can take advantage of and the new travel web pages will make it easier for residents to find out about these promotions. In addition increases in passenger numbers on a service make it more financially viable, thus increasing the potential for bus operators to review fares*

31. Issue Raised

There were a number of requests for bus service reviews, extra provision, changes to timing points, bus routes and extra stops received as part of the consultation.

*Officer Comment*

*It is not proposed as part of this project to make any changes to service provision or routing. However, all requests have been collated and will be forwarded to the relevant bus companies for consideration.*

32. Issue Raised

There were a number of requests during the consultation for improvements to the facilities at bus stops such as; raised kerbs, seating, lighting, better information and maintenance of lining

*Officer Comment*

*As part of this project the facilities at all stops will be reviewed and new shelters and raised kerbs are being provided where appropriate. The provision of bus stop specific timetables and Real Time Passenger Information also forms part of this project. Any associated bus stop signing and lining will be reviewed to ensure it meets national guidance.*

33. Issue Raised

For those who have free parking at work it costs more to go by bus than drive

*Officer comment*

*Bus travel is not for everyone, this project is aimed at attracting new users where a reliable bus service is attractive. There is no expectation that all commuters will be able to change their travel habits and use the bus but a relatively small percentage change will have an effect on congestion levels. In addition, this project will provide an attractive alternative to the car if parking arrangements change in the future.*

34. Issue Raised

Training of bus drivers in customer care and careful driving is essential - one habit is edging forward to occupy the cycle only areas at traffic lights however should Arriva

drivers not already be aware of customer service. Also should Arriva not keep the buses clean for passengers now?

*Officer Comment*

*Customer care training and the cleaning of buses is already undertaken by Arriva. This project will build on the current situation by providing increased cleaning of buses during the day and provide further driver training.*

35. Issue Raised

Can you use the money to subsidise bus fares

*Officer Comment*

*This was not proposed as part of the bid and under the BBAF guidance, "Funding is not available through BBA to support the purchase of hybrid buses, to provide on-going funding to uneconomic bus routes, or to provide direct support to bus companies which may not be allowable under State Aid rules."*

36. Issue Raised

Where would the training come into it and improved access to work

*Officer Comment*

*This project will provide residents with a more predictable and reliable bus service to get them to work and training. The improved awareness of the bus services made possible by the marketing, promotion and Real Time Passenger Information system will help residents know about how to get to work and training. The Access to Work grants that form part of this project will in addition provide subsidised bus travel for those needing to access training, job interviews and work and have no other transport available. These initiatives combined provide improved access to Leicester City Centre and also other employment areas along the A426 corridor thus giving employers a bigger pool of potential employees.*



**Issues raised about junctions/infrastructure along the A426 Corridor**

Generic to entire project

36. Issue Raised

As part of the consultation a number of comments/requests were made for additional infrastructure improvements such as; mini-roundabouts, improved crossing points, signal improvements and facilities for disabled pedestrians.

*Officer Comment*

*Where feasible and dependant on the funding available, all such suggestions will be considered as part of the detailed design of the project.*

37. Issue Raised

Junction improvements not enough and only temporary due to increased traffic in the future such as Lubbethorpe

*Officer Comment*

*We are aware of the potential impacts to traffic of the Lubbethorpe development and both authorities are working with the developers to look at mitigation measures. The junction improvements proposed will not dramatically improve capacity at the junction due to budget and land constraints but the improvements will slightly improve traffic flow for all road users including buses.*

City project area

38. Issue Raised

Land should have been obtained at Wigston Lane/Aylestone Lane junction when recent planning application for doctor's surgery was submitted so the junction could be improved. Land should be compulsory purchased to update junction.

*Officer Comment*

*It is not possible within the scope or timescales of this project to carry out works outside the highway or to obtain additional land. When any development goes through planning any mitigation works or dedication of land has to be proportionate to the impact of the development and have no detrimental effect to the operation of the new development.*

39. Issue Raised

Proposing a single lane of traffic to navigate Middleton Street and Wigston Lane junction will impact vehicles driving into the City at peak times

*Officer Comment*

*The A426 approach to the Middleton Street/Wigston Lane junction increases from a single lane into two lanes at the junction. The right turn lane at this junction is not as heavily trafficked as the straight ahead and left turn lane therefore the junction capacity will not be reduced. In addition the stage sequence for the traffic signals at this junction will be changed to improve capacity.*

40. Issue Raised

Bear in mind that previous 'improvements' notably alterations to the junction of Wigston Lane/Lutterworth Road/Middleton Street/Aylestone Road have had a devastating affect on nearby streets resulting in 'rat runs'

*Officer Comment*

*Some rat runs have already been reduced for example Church Road into Middleton Street and a 20mph Zone is proposed for old Aylestone is to be delivered in conjunction with this project which should deter rat running.*

41. Issue Raised

Will traffic including buses be stopped from cutting in from the outside lane at Middleton Street to go ahead?

*Officer Comment*

*The bus lane on the approach will keep traffic on the outside lane until they get relatively close to the traffic signal stop line. This should prevent drivers cutting in from the outside lane as most traffic will have to do this (with the exception of the right turners who will remain in the offside lane)*

**Issues raised about the proposed Bus Lanes**

Generic to entire project

42. Issue Raised

Buses cause the congestion at peak times so bus pull-ins should be provided so other vehicles can pass

*Officer Comment*

*When buses stop at bus stops is it inevitable that some delay will occur as vehicles have to wait or pass the stationary bus. With the introduction of the bus lanes any stops within these lengths will now cause no delays to traffic and the introduction of Smart Ticketing along this route will reduce boarding times onto buses and therefore delays where there are no bus lanes or lay-bys.*

43. Issue Raised

There have been a number of comments on what vehicles will be able to use the bus lanes and how they will be enforced. Also where will money from the bus lane enforcement be spent.

*Officer Comment*

*The bus lanes will be available for buses, hackney carriages, cyclists and emergency vehicles under blue lights. No other vehicles will be allowed to drive along the bus lanes but other vehicles are allowed to enter the bus lane to access/egress properties and make deliveries. The intention is to enforce the bus lanes with a mixture of static and mobile cameras. Any revenue from enforcement will pay for the enforcement service.*

44. Issue Raised

As part of the consultation the loss of parking and or loading that would result from 24 hour bus lanes with 24 hour no loading restrictions was raised, for example, what about deliveries to residential properties, where will they park? The loss of parking between Walnut Street and Brazil Street for residents was also raised along with concerns that changing near side lanes into bus lanes will force football and rugby parking further into residential streets. Suggestions were also made as to how parking could be better managed near the Gas Works.

*Officer Comment*

*All issues raised will be considered by the relevant highway authority and where possible incorporated into the project. With regard to the loss of parking to residents between Walnut Street and Brazil Street it is proposed to extend the residents parking scheme on the adjacent streets to include these residents. We would not process a Traffic Regulation Order (TRO) that would unfairly disadvantage residents, i.e. prevent them carrying out legitimate household activities like receiving deliveries for example. There are some areas where the bus lane will benefit from a prohibition of loading, especially at peak hours and 24/7 where there is no need for loading. When TROs are proposed residents will have the opportunity to be provided with more information and to object when the formal notice is advertised. Any driver found to be contravening the parking restrictions will be issued with a fixed penalty notice.*

45. Issue Raised

Will the proposed bus lanes restrict buses to their lane only?

*Officer Comment*

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*No, this is not possible as it cannot be guaranteed that bus lanes will be clear at all times but having 24 hour bus lanes with 24 hour waiting and loading restrictions will ensure that buses can use the bus lanes at any time creating more capacity in the all traffic lanes.*

#### 46. Issue Raised

Bus lanes make driving more stressful for motorists as lanes change and merge. There can be confusion and motorists cutting in early which puts stress on other drivers.

#### *Officer Comment*

*Clear signing and lining and 24 hour bus lanes will avoid confusion and additional stress for drivers.*

#### 47. Issue Raised

There have been a number of suggestions for changes to bus lanes that do not lie on this corridor as part of the consultation.

#### *Officer Comment*

*Suggestions for changes to bus lanes that are outside the scope of this project will be assessed separately by the relevant authority.*

#### 48. Issue Raised

Cars should not be allowed to park on footpath alongside any bus lanes as they do now, causing pushchairs and wheelchairs to use bus lanes to get by.

#### *Officer Comment*

*The no waiting at any time restriction imposed by the bus lane extends to the back of highway and cars that park on footways can be given a parking ticket*

### County project area

#### 49. Issue Raised

Will traffic be spending even more time stationary because the bus lane is not continuous and buses will have to go in and out of traffic? The bus lane up to Soar Valley Way will increase traffic queues at rush hour. Short sections of bus lane along the A426 in Glen Parva area dangerous for cyclists, pedestrians and residents accessing/egressing their properties

#### *Officer Comment*

*Where bus lanes are being proposed they run continuously up to or close to signal junctions where there is more than one traffic lane available to vehicles. Buses will therefore just flow out of the bus lane into the traffic lane with no need to pull out into traffic. Bus lane markings are required to be broken at side roads to allow traffic to cross the bus lane but the bus lane is still continuous. Along any route the amount of traffic that can travel along that route in any given time is limited by the number of cars that can pass through a junction when the signals are green. As long as the bus lane finishes far enough in advance of the signal junction (Department for Transport guidance specifies this length) to allow the lanes to fill up while under red lights the bus lane will not affect the number of vehicles that can pass through the junction, therefore will have no effect on the number of cars queuing. Where the bus lane runs up to or through a junction there is enough road space available to cater for the other vehicles. There will only be more or less queuing if the number of cars increases or decreases.*

City project area

50. Issue Raised

Why are you removing a bus lane through the Saffron Lane junction and not stopping the bus lane before the junction as you have proposed at other locations

*Officer Comments*

*It is possible at this location to make the bus lane continuous on the near side. Analysis of this junction has been carried out and design engineers are comfortable that the bus lane will not affect the junction capacity and make queuing back towards Boundary Road worse.*

51. Issue Raised

With existing problems at Saffron Lane/Aylestone Lane junction adding an outbound Bus Lane is likely to push queues back to Welford Road

*Officer Comment*

*This lane should help to regulate flow for all vehicles and eliminate turbulence in outbound traffic flow as the two lanes merge into one.*

52. Issue Raised

Get rid of bus lanes from Banks Road up to Aylestone lights - causes jammed traffic from 4-6 - hardly any buses use as don't run very often. Buses just clog up traffic

*Officer Comment*

*The congestion is caused by the build-out as part of the pedestrian crossing; this build-out is being removed as part of this project.*

**Issue raised about the works associated with the infrastructure proposals**

Generic to entire project

53. Issue Raised

A number of comments were received regarding the disruption and delays that will occur during the works. Concern was also raised about traffic rat running around residential streets to avoid the road works.

*Officer Comment*

*It is inevitable that highway infrastructure improvements of this scale will cause some disruption and the highway authority always works with contractors to minimise this. During the construction period of 8 months the various parts of the project will be timed to minimise the impact on traffic. The contractor will aim to carry out the most disruptive works during quieter periods such as school holidays. The construction will in the main be undertaken keeping two way traffic flow maintained on the A426 using appropriate traffic management to narrow down running lanes, and reducing the speed limit to 30mph. Any works that have to be undertaken under temporary traffic lights will be restricted to off-peak only, with the exception of traffic signal junctions which will have to be operated with temporary traffic lights whilst the old traffic signal equipment is being replaced. The anticipated level of disruption should not lead to traffic re-routing to any significant level but this will be monitored.*

54. Issue Raised

Bid document says 'that a series of major road works in South Wigston has led to a demonstrable reduction in usage on Arriva's key services on the corridor: the resultant loss in revenue has forced the company to halve frequency of service 85 from every 15 minutes to every 30 minutes' It could be concluded that the A426 project starting in January 2013 and finishing in March 2014 will cause Arriva to suffer yet another 'demonstrable reduction in passenger usage' that may make the corridor commercially unviable as people move away from buses all together. Arriva has not reinstated the frequency of the 85; could it be that passenger numbers have either never recovered or reflect passenger demand

*Officer Comment*

*The management of the construction works will minimise further disruption to bus services along with other road users. The road works in South Wigston were part of the problem. See also response to issue 9. As a partner in this project Arriva has committed to providing refurbished buses on the 84, 85 & 85a routes along this corridor and recognise the benefits of the scheme and the outcomes of increased passenger usage.*

**Cycling Issues Raised**

Generic to entire project

55. Issue Raised

Various requests for additional cycle facilities and issues raised about existing provision for cyclists

*Officer Comments*

*There have been a number of requests for cycle measures and issues raised about existing cycle facilities both along the corridor and in other locations away from the corridor. There have also been cycling requests and issues raised by a number of other consultees. Whilst the primary mandate and funding focus for this project is on bus related improvements, a number of cycling improvements are proposed such as toucan crossings, cycle lanes, advanced stop lines and cycle parking. Cyclists would also be allowed to use the proposed bus lanes, which would provide much safer on road cycling. Where feasible and where funding permits other requests would be incorporated. Those cycling requests and issues raised about locations away from the corridor are outside of the scope of this project, but they would be separately investigated by the responsible authority.*

**Issues raised about the proposed road widening to create bus lanes**

Generic to entire project

56. Issue Raised

Accommodation works where needed for residents with steep drives. Why have only some residents received letters?

*Officer Comment*

*No private land is needed to introduce the proposed bus lanes, however, in some locations where widening is necessary to create the bus lanes, accommodation works would be required to tie in residents driveways with any changes in gradient to the highway. Officers, both during and after the consultation period have contacted those residents that would be affected to discuss the extent of the accommodation works required should the project go ahead.*

57. Issue Raised

Noise from traffic closer to properties. Pollution from traffic closer to properties. Traffic closer to house may de-value property and reduce residents quality of life

*Officer Comment*

*See response to issue 8. For a large number of frontagers, the general traffic lane would be further away from their properties than what it is now, so noise generated from the general traffic is not expected to be any different from what it is now, particularly as properties are set back from the highway. The reduced journey times and improved reliability that this project would deliver for buses as well as the other information initiatives and quality bus improvements would encourage a shift from car use to the bus and therefore reduce congestion and pollution. Where bus lanes are proposed it is intended to resurface the road with a quieter running surface, which should reduce the noise impact from traffic.*

58. Issue Raised

If the proposed scheme is introduced and the inevitable queuing times for motorists along the A426 increases we are concerned that frustrated drivers observing empty bus lanes will be tempted to drive in the bus lane or force their way through traffic and create effectively a third lane

*Officer Comment*

*South of the Soar Valley Way junction there would be no change to the existing road capacity for general traffic. Traffic has one running lane now and would have one running lane should this project be implemented. The signal improvements at the Soar Valley Way junction would improve capacity and throughput for general traffic. Over the longer term, this project would encourage a shift from car use to the bus and therefore reduce congestion. Bus lane enforcement would also deter general traffic from using the bus lanes.*

59. Issue Raised

Visitors will not be able to park safely

*Officer Comment*

*Most properties have ample off road parking provision on their properties. There are also lots of side roads where people can safely park. Parking surveys undertaken prior to the*



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### Appendix B

*project did not identify any on road parking and only a small number of vehicles parked on the footway, however, these were mainly works vehicles.*

#### 60. Issue Raised

Increase in poles, notices, cameras will add extra hazards in narrow footpaths

##### *Officer Comment*

*There would be a need to provide additional signage as part of this project but where new signs are proposed, existing posts and lamp columns would be utilised where possible to keep sign clutter to a minimum. Any new posts would be positioned so they do not block or obstruct the footway. Every opportunity would be taken to remove existing street clutter as part of this project.*

#### 61. Issue Raised

More maintenance as more carriageway. Surface drainage will be affected by removing the grass verges

##### *Officer Comment*

*The amount of additional carriageway that would be provided as a result of the widening would not be significant enough to incur an additional maintenance burden or impact on existing drainage provision. Where widening is proposed the full carriageway would be resurfaced, which would increase the maintenance life of the surface.*

### County project area

#### 62. Issue Raised

There have been a number of comments regarding the narrowing of footways and the impact that will have on child and pedestrian safety, visibility at junctions and access/egress from properties

##### *Officer Comment*

*See response to issue 4. In addition, where widening to create the bus lanes is proposed the width of footway will allow more than adequate visibility for residents exiting their driveways and side road junctions. The reduced congestion resulting from this project and proposed reduced speed limit would also improve things further for turning movements in and out of properties.*

#### 63. Issue Raised

The widening of the road will further segregate the residents thereby breaking down the nature of the community into two separate neighbourhoods

##### *Officer Comment*

*See response to issue 4. In addition the provision of a new signalised crossing near the Red House Road junction as well as existing crossing facilities will reduce the segregation.*

#### 64. Issue Raised

Loss of pavement will force motorists to make dangerous movements across bus lane and the scheme will prevent them turning round on the pavement/grass verge as they do at present. They will have to reverse out of their drives into traffic and have difficulty seeing pedestrians, especially on dark mornings/evenings. Removing part of the pathway

will make it more difficult for people who live on the main road to access/egress their properties.

*Officer Comment*

*See response to issue 4. The lower speeds resulting from the proposed reduced speed limit should improve ease of access/egress. The headway between buses in the proposed bus lane would be sufficient to allow safe access/egress. The reduced congestion resulting from this project would also improve things further for turning movements in and out of properties.*

65. Issue Raised

Glen Parva will lose its status as a pleasant rural area, and become an urban motorway. The proposals will make a busy 2 lane road a 3 lane road and remove the existing buffer between opposing traffic. There is no guarantee the bus lane will be 24/7 or remain 24/7 so the proposals may well make the area a 3 lane road which will change the character and nature of this residential area, adding further safety issues.

*Officer Comment*

*The A426 is a major radial route into Leicester City Centre carrying approximately 18,000 vehicles per day including HGVs. Between the Soar Valley Way and County Arms junctions the majority of the public highway is already hard surfaced with very large sections of footway running alongside the road. There would be some widening required to accommodate the proposed bus lanes but the extent of the widening would not be significant (see response to issue 4). Where widening is proposed the provision for general traffic would not be any different to what is provided at present i.e. there would still be one running lane in each direction. The bus lanes would only be available for buses, hackney carriages, cyclists and emergency vehicles and they would be enforced to ensure they are not used by general traffic. The reduced congestion resulting from this project and proposed reduced speed limit would also create a much safer corridor for all road users. The bus lanes are proposed to be 24/7 and very careful consideration would need to be given to reducing the hours of operation.*

66. Issue Raised

Previous correspondence from J Holden 'bus lanes only introduced where they would not inconvenience other traffic and not at the expense of pavement width'

*Officer Comment*

*The view about pavement widths in 2005 was the position at that time. Consultation responses on the design for a scheme on the A426 in 2009 attempted to provide a scheme without the need for reducing pavement widths but this meant that bus lanes were not continuous and therefore did not deliver the priority for buses required. As a result of this the BBAF bid recognised that some pavement widths would need to be narrowed if the project was to be delivered within the existing highway boundaries with no purchase of private land required. The scheme is designed to keep narrowing to an absolute minimum (see response to issue 8) whilst maintaining footway widths to the recommended Department for Transport minimum. The scheme design has balanced these conflicting considerations and will also increase some pavement widths to the recommended minimum width.*

**Issues raised about the Information initiatives and quality bus improvements elements of the project**

67. Issue Raised

Why not have one ticket that you can use on all buses like other cities

*Officer Comment*

*Part of the project is to introduce commercial fares on to the existing smart ticketing system. The smart ticketing system has been developed (and is in operation for concessionary pass holders) to provide a card where you can travel on the bus without the need for cash for example, by adding value to the smart card ticket online, through pay points, or by adding weekly or monthly tickets to it and to be able to use the card on the different bus companies. All these developments will reduce the time taken to pay for a bus journey when boarding the bus and, as a result, reduce boarding times and further reduce end to end journey times.*

**General issues raised about the project and consultation exercise**

Generic to entire project

68. Issue Raised

A number of issues were raised regarding the consultation exercise including; the timescales, level of engagement, methods available to respond and purpose of the consultation.

*Officer Comment*

*See section 8 onwards for full details of the consultation process*

69. Issue Raised

Waste of money in times of austerity when other public services are being drastically cut. Funds should be spent elsewhere. If the Government money was given back the two Councils could use their own money to make the junction improvements

*Officer Comment*

*The BBAF funding was awarded for proposals that increase bus patronage and hence reduce congestion and cannot be used for other purposes. Without the improvements to the bus corridor and benefits to public transport it is unlikely that the junction improvements alone would give enough benefit to justify the cost or be a high priority.*

70. Issue Raised

A number of comments were received regarding the lack of evidence to support the project.

*Officer Comment*

*See response to issue 10. In addition cost/benefit ratio analysis was carried out by independent consultants Aecom and is detailed on pages 9-14 of the bid document [http://www.leics.gov.uk/bbaf\\_bid.pdf](http://www.leics.gov.uk/bbaf_bid.pdf)*

71. Issue Raised

There were a number of suggestions for alternative schemes suggested as part of the consultation

*Officer Comment*

*Given the constraints along this corridor and the limits to funding available for major infrastructure projects it is not possible to implement large scale projects such as the Glen Parva bypass or a tram system. However, as the population and traffic levels continue to rise the City and County Councils have to manage the road network in the best way they can which includes encouraging modal shift away from the car.*

72. Issue Raised

The majority of the hold-ups are caused by the school run - these parents will not be using the buses. Perhaps you ought to consider banning parents from driving to school?

*Officer Comment*

*Both authorities promote schemes to encourage modal shift away from the car on the journey to school and will continue to do so.*

County project area

73. Issue Raised

Why did you spend large amounts of tax payers' money on the red hatching just to remove it?

*Officer Comment*

*The red hatching was installed in 2009 as part of a local safety scheme to address accident problems. At that time there was no funding available (or expected to be available) to progress the bus corridor improvement project.*

City project area

74. Issue Raised

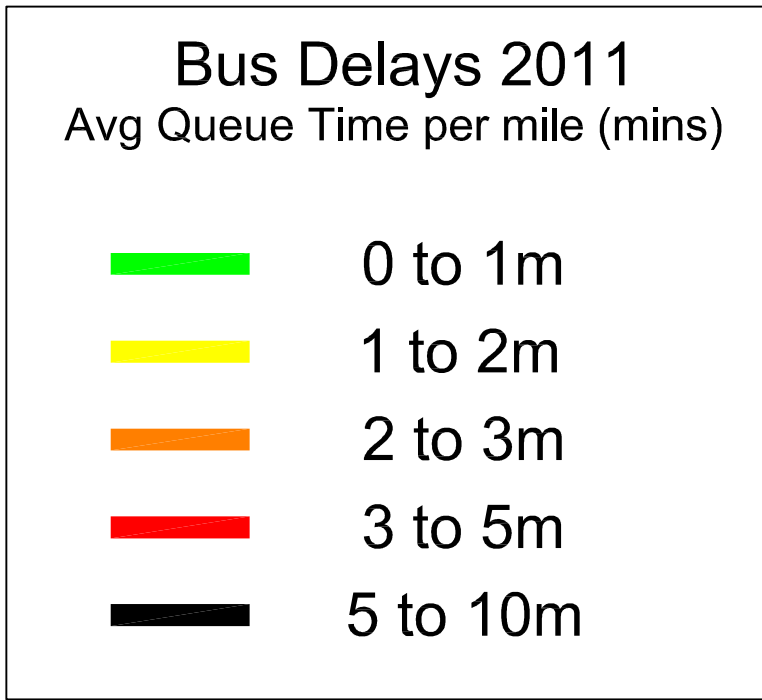
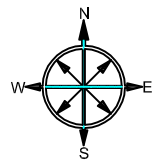
Have up to date surveys been taken of where cars go. Many turn right or left at Soar Valley Way and couldn't use the bus

*Officer Comment*

*Recent turning movement data from 2008 was extrapolated to predict the likely situation in 2026*

**Appendix 3.1**

**BUS DELAY DIAGRAM FROM 2011**



**DELAYS**

**Appendix 4****CHANGES TO PROJECT PROPOSALS RESULTING FROM CONSULTATION  
AND FURTHER DETAILED DESIGN ANALYSIS****County project area****1. Bus Lane Traffic Signal Control design at the Woodbank junction**

Following concerns highlighted in the safety audit regarding the safety for vehicles exiting Woodbank it is now proposed to include the signalisation of the Woodbank junction in the bus lane traffic signal control design. The design will still include priority for buses. The signals will be called up by outbound buses, hackney carriages and cyclists on the A426 or by traffic exiting the Woodbank junction.

**2. Toucan Crossings, A426 in the vicinity of Red House Road and Carvers Corner**

In order to facilitate safer right turn movements for cyclists travelling along the A426, it is now proposed to introduce a toucan crossing as opposed to the initially proposed pelican crossing in the vicinity of the Red House Road junction. It is also proposed to convert the existing pelican crossing by Carvers Corner to a toucan crossing. The design for the toucans will include entry and exit facilities for cyclists.

**City project area****3. Soar Valley Way/Lutterworth Road junction design**

The design is changed to increase from one to two outbound lanes turning right from Lutterworth Road into Soar Valley Way. This will improve the volume of traffic able to make this turn. It may reduce some volume of traffic on Middleton Street which uses that as an alternative to the ring road. The inbound and outbound right turns are in separate traffic light phases. This will help to eliminate the conflict that occurs and which the previous design sought to remove with a segregated right turn lane from Lutterworth Road to Glen Hills Way.

**4. Bus Lane Traffic Signal control design prior to Middleton Street**

This proposal is removed as it was not possible to address safety comments raised about it and it would not be enforceable in law. The bus lane will now terminate according to standard lining and signing regulations.

**5. Additional Section of Bus Lane - Aylestone Road, from Saffron Lane to Boundary Road**

An additional bus lane is now proposed to ease traffic flow. Two lanes merge into one southbound which by the nature of informal give way creates congestion. For the residents of the gas houses it is proposed to provide dedicated parking on the inbound side. At present they have to alternate parking on the inbound and outbound sides in the evening and morning peaks. A single lane for general traffic will remain in the section.

**6. Infirmary Square Bus Lane**



At Infirmary Square the area is redesigned to provide 3 ahead lanes and no bus lane. A bus lane up to the Jarrom Street, stop would have to have a left filter and in such a short length of bus lane the enforcement partner advises that this would compromise enforcement. Two ahead lanes are maintained. Discussions have been held with the Infirmary to make the slip road at Infirmary Square emergency vehicles only. This would provide ambulances with a dedicated route to Accident and Emergency and rationalise vehicle entry to the Leicester Royal Infirmary. The on street parking would be removed. The footway is widened alongside the Infirmary to improve facilities for pedestrians and bus users at this busy interchange area.

**7. Signalisation of Carlton Street**

This will help to regulate the flow of traffic and maintain bus priorities. The pedestrian crossing at Carlton Street will be relocated as part of this to a point where pedestrians would prefer to cross.

**8. Advisory cycle lane and advance stop lines**

These are included wherever possible within the scope of the project to try to provide continuity of cycle routes.

**9. Aylestone 20 mph zone.**

It is proposed to install the Aylestone 20 mph zone at the same time as the works associated with this project, should this project be approved.