HERTFORD AND WARE URBAN TRANSPORT PLAN

November 2010









Appendix A - Consultation Report



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1 Introduction

1.1 OVERVIEW

- 1.1.1 Public consultation and key stakeholder engagement has played an important role in the development of the Urban Transport Plan for Hertford and Ware. In order to make sure that the final UTP is representative of the needs of the local community, members of the local population and several groups of stakeholders have been actively involved in providing local representations to the UTP process.
- 1.1.2 The key consultee groups have included local Council Officers and Members, key organisations within the local area, public transport service providers, local residents and local secondary school pupils.
- 1.1.3 In accordance with the Local Government Act, this document summarises the consultation process, identifying the key events and feedback from the various avenues of consultation which have been explored.

1.2 METHODOLOGY

1.2.1 In order to develop a representative UTP, which addresses the needs of the local community and key groups, the following consultation events have been held between June 2009 and April 2010:

Meeting/Event	Event/Activity Date	Details
Inception Meeting	2/6/09	Scope and agree work through contract
Officer Steering Group Meeting (OSGM) 1	8/7/09	Inception report completion UTP Stage 1 Methodology
Member Steering Group Meeting (MSGM) 1	8/7/09	UTP Vision and Objectives Problems and Opportunities
Stakeholder Workshop 1	30/7/09	UTP Vision and Objectives Problems and Opportunities
Officer Steering Group Meeting (OSGM) 2	25/8/09	UTP Stage 1 Report Progress
Officer Steering Group Meeting (OSGM) 3	14/10/09	UTP Stage 1 Report sign off
Member Steering Group Meeting (MSGM) 2	14/10/09	Present UTP Stage 1 Report Long list of UTP Solutions (schemes and measures) and prioritisation
Launch of H&W UTP Process on Website with UTP Stage 1 Report & Press Release	26/10/09	UTP Stage 1 Report Published
HCC Key Officer Workshop/Surgery Session	11/11/09	Discuss long list of UTP Solutions (schemes and measures) and prioritisation
Rail Stakeholder Workshop	13/11/09	Rail problems and opportunities Developing schemes and measures
Bus Stakeholder Workshop	13/11/09	Bus problems and opportunities Developing schemes and measures
Stakeholder Workshop 2	19/11/09	Discuss long list of UTP Solutions (schemes and measures and prioritisation
Officer Steering Group Meeting (OSGM) 4	8/12/09	Progress on UTP Stage 2
Member Steering Group Meeting (MSGM) 3	8/12/09	Progress on UTP Stage 2 and short list of schemes
Mead Lane Workshop with Council Officers	14/01/2010	Detailed discussion of the proposals and master planning for the Mead

Meeting/Event	Event/Activity Date	Details
		Lane area
Stakeholder Workshop 3	28/01/10	Progress on UTP Stage 2 and short
		listing of schemes
Officer Steering Group Meeting (OSGM) 5	28/01/10	Draft UTP Stage 2 Report
Member Steering Group Meeting (MSGM) 4	28/01/10	Draft UTP Stage 2 Report
DRAFT UTP REPORT	Friday 5/2/10	Present Draft UTP Report to HCC
		and EHC
Public Consultation leaflet distribution	Week	Summary of UTP Report plus
throughout study area and Draft UTP plus	commencing	questionnaire
leaflet on HCC Website & press release	15/03/10	
HCC Statutory Consultation – Draft UTP on	15/03/10 –	UTP Report and Questionnaire
HCC website (6 weeks)	30/04/10	
Public Exhibition Ware	Thursday	Seek public views on Draft UTP
	25/03/10	
Public Exhibition Hertford	Saturday 27/03/10	Seek public views on Draft UTP
Schools workshops at Sele School, Hertford	21/04/2010	Involve young people in
and Chauncy School, Ware		consultation process and seek their
		views
Close of Public Consultation	30/04/10	End of consultation
Officer Steering Group Meeting (OSGM) 6 and	20/05/10	Present findings/results of
Member Steering Group Meeting (MSGM) 5		consultation and any changes to
		UTP
Final Draft UTP Presented to HCC	Friday 28/05/10	Present final UTP

Table 1.1: UTP Consultation Events and other Key Consultation Activities

- 1.2.2 To successfully reach the full target audience, a variety of media has been used for disseminating the consultation information including the following:
- Regular steering group meetings were held throughout the UTP development period to oversee the UTP process and provide regular local feedback from Council Officers and Members.
- Press Releases in local publications were issued to advertise the publication of the UTP Stage 1 report in October 2009 and the beginning of the public consultation period in April 2010.
- A dedicated UTP website has been established and used for the publication of all UTP documents (http://www.hertsdirect.org/urbantransportplans). The website has been regularly updated throughout the UTP development period. It is envisaged that progress towards implementation of the UTP measures would be reported and advertised using this website, once the Stage 2 report has been published.
- Interactive workshops with key stakeholders were held in July 2009, November 2009 and January 2010 to identify the issues to be addressed in the UTP and prioritise and select preferred options for solving the problems.
- A key officer surgery was held in November 2009 to develop options for solving the problems identified within stage 1 of the UTP.
- A letter drop of over 24,000 consultation leaflets were sent directly to households and businesses within the UTP study area. This included a questionnaire, allowing local residents and business representatives to provide feedback on the proposed set of UTP measures.
- During the public consultation period public exhibitions were held in two locations within the study area with officers from HCC and EHC available to discuss the proposals with members of the public.

The exhibition materials were also placed on display in local town centre windows to advertise the public consultation and allow those who could not attend the exhibition to view the materials at their leisure.

1.3 REPORT STRUCTURE

- Chapter 2 covers Consultation with Local Council Officers and Members
- Chapter 3 covers Key Stakeholder engagement
- Chapter 4 covers consultation activities with local schools
- Chapter 5 covers Public Consultation including the UTP website, press releases Public exhibitions leaflets, questionnaires and key findings.
- Chapter 6 summarises the feedback from the public consultation questionnaire surveys.

2 Consulting Council Officers and Members

2.1 COUNCIL OFFICER AND MEMBER INVOLVEMENT

2.1.1 Local Council officers and members representing the interests of Hertfordshire County Council (HCC) and East Herts Council (EHC) have been heavily involved in the Hertford and Ware UTP development process from inception of the project in June 2009 to the production of the final UTP report in May 2010.

2.2 OFFICER AND MEMBER STEERING GROUPS

2.2.1 Regular steering group meetings were held throughout the UTP development period to oversee the UTP process and provide guidance to the consultants and regular local feedback from council officers and members. This has helped to shape the draft package of measures presented within the public consultation documents and public exhibitions. Minutes from the Officer and Member steering group meetings which have taken place are provided in Appendix A.

2.3 OFFICER COMMENTS ON UTP DRAFT MATERIALS

2.3.1 HCC and EHC Officers have reviewed all reports which have been prepared as part of the UTP process and have provided detailed comments on the draft UTP final report and short and medium term scheme pro-formas.

2.4 KEY OFFICER SURGERIES

- 2.4.1 Key officer surgeries was held in November 2009 to develop options for solving the problems identified within stage 1 of the UTP. This identified the feasibility of the long list of options for tackling the UTP problems and issues detailed within the UTP Stage 1 report. Notes from the surgeries are included in Appendix E
- 2.4.2 The surgeries consisted of a full day of meetings held on different themes, with relevant HCC and EHC officers invited to attend each themed workshop covering the following topics:
- Cycling and Walking (including Sustrans, plus Safer Routes to Schools)
- Highways (including traffic/network management, signals, parking)
- Travel Planning (including schools)
- Policy and Development
- Passenger/Community Transport

2.5 HERTFORD BYPASS STATEMENT

2.5.1 A statement addressing the issue of a bypass for the towns of Hertford and Ware has been developed in consultation with members of Hertfordshire County Council and East Herts Council. The statement is agreed as follows:

Whilst it is acknowledged that the A414 is a primary route that passes through the centre of Hertford, and there is peak time congestion associated with this road in the town, Hertfordshire County Council does not currently plan to construct a bypass. The UTP does, however, include a wide range of schemes and measures that will seek to help address the issue via the management of congestion and encouragement of walking, cycling and the use of passenger transport.

This UTP sets out short and medium term schemes over a five-year period but also includes longer term schemes up to 2021. Whilst a bypass is not included within this Plan as a longer term scheme, a review in five-years may involve revisiting potential bypass proposals. Should a bypass scheme gain support, implementation would be subject to funding and satisfactorily resolving other aspects such as establishing suitable routes and mitigating the impacts of any proposals.'

2.5.2 This statement has been included in the public consultation leaflet and clearly displayed at the public exhibitions to make clear the approach agreed with members in relation to including a bypass in the UTP for Hertford and Ware.

3 Engaging Key Stakeholders

3.1 KEY STAKEHOLDER EVENTS

- 3.1.1 Three key stakeholder workshops have taken place during the UTP development period as follows:
- July 2009 Developing a Vision and Objectives for the UTP
- November 2009 Identifying Issues and Problems to be tackled by the UTP
- January 2010 Prioritising and developing solutions for solving the problems
- 3.1.2 Minutes from the workshop events are provided in Appendix B of this report and a summary of the findings of each are provided in sections 3.3, 3.4 and 3.5 below.
- 3.1.3 Additional workshops were also held with local public transport operators in relation to the development of schemes relating to rail and bus transport, and council officers in relation to the Mead Lane proposals.

3.2 LIST OF KEY STAKEHOLDERS

3.2.1 Representatives from the following groups were invited to become actively involved in the key stakeholder consultation events throughout the UTP development period:

East Herts Councillors	Abbeyfield, Hertford & Ware Society
Local MPs	Rush Green Preservation Society
Hertfordshire County Councillors	Richard Hale Association
Network Rail	Molewood Residents Association
Hertfordshire Fire & Rescue Services	Oak Grove Residents Association
Beds & Herts Ambulance & Paramedic NHS	National Express (Hertford East and
Trust	Ware)
Hertfordshire Building Preservation Trust	Watermill Estate Residents' Association
Hertford & Ware Police Station	West Street Residents Association
Hertfordshire Constabulary	Lower Bengeo Residents Association
Hertfordshire Chamber of Commerce &	Ware Town Council (2 allra and 1 officer)
Industry	Ware Town Council (2 cllrs and 1 officer)
CDA for Herts	Ware Town Partnership
Age Concern Hertfordshire	The Ware Society
Lee Valley Regional Park Authority	Ware Town Centre Management Board
East Herts Archaeological Society	Bluecoat Yard Residents Association
East Herts Footpath Society	Hertingfordbury Conservation Society
Ramblers' Association	CTC
Hertford Town Council (2 cllrs and 1 officer)	Sustrans
Hertford Disability Support Group	First Capital Connect (Hertford North)
Ware Disability Group	Environment Agency
Hertford Civic Society	English Heritage
PCT	Arriva
Churches Together - Hertford	SM Coaches
Churches Together - Ware	Trustybus
Hertingfordbury Parish Council	Golden Boy Coaches
Riversmead Housing association	Hertford Regional College (Ware)
Glaxo	Uno buses
Rail users group	Centrebus

Table 3.1: List of key stakeholders invited to participate in UTP consultation activities

3.3 KEY FINDINGS FROM 1ST STAKEHOLDER WORKSHOP

- 3.3.1 July 2009 Developing a Vision and Objectives for the UTP
- 3.3.2 During the first stakeholder workshops, feedback was sought on the proposed Vision and Objectives for the UTP. The UTP Vision has therefore been refined to better reflect the local views gleaned from the workshop and the needs of local people identified via consultation and the final version was defined as follows:

"To provide an accessible and affordable integrated transport system for all, making travel within the local area sustainable, safe and efficient."

- 3.3.3 Taking into account the feedback from the consultation, the UTP Objectives have also been re-designed to reflect local priorities and the final version is as follows:
- 1. Transport should support new development and facilitate economic prosperity within Hertford and Ware;
- 2. Transport should be integrated and reliable, allowing easy access to employment, leisure and key facilities and services for all;
- 3. UTP Schemes should be as safe and efficient as possible and focus on encouraging less car use and promoting sustainable and healthy travel choices;
- 4. The UTP should deliver value for money to local people;
- 5. The UTP should improve the quality of life for residents and visitors alike; and
- 6. The UTP programme should improve the local environment and respect the heritage of the study area.

3.4 KEY FINDINGS FROM 2ND STAKEHOLDER WORKSHOP

- 3.4.1 November 2009 Identifying Issues and Problems to be tackled by the UTP
- 3.4.2 In addition to the emerging transport issues identified during the local network audits, feedback from the second round of workshops held with key local stakeholders identified and prioritised several other transport issues which need to be considered for the development of options as part of the UTP Stage 2 process. A summary of the issues is provided below:
- Quality and continuity of networks for pedestrians and cyclists, avoiding underpasses where possible;
- Increased segregation of cyclists and pedestrians at crossing points and in busy areas to reduce conflicts and improve pedestrian safety;
- Improved pedestrian and cycle linkages to schools via SRtS schemes;
- Improved access for cyclists to rail services;
- Improved safety for cyclists at the Towpath by Andwell End in Ware, West of Hertford Heath and along the A414;
- Improved bus integration with rail services (including through ticketing eg Oyster cards and multi-modal discounts);
- Improved Sunday and evening service frequencies for buses or Dial a Ride option;
- A414 'Bluecoats' Traffic Lights causes problems and delays for bus services;
- Review bus route for 395 service within residential areas:

- Bridgefoot right turning buses into star street, Ware;
- Real time bus information;
- Improved bus priority, especially on Fore Street and Ware Road and other congested corridors;
- Improved platform accessibility for rail stations;
- Increased car parking at rail stations to prevent overflow on street parking onto surrounding streets eg use redundant rail sidings at Hertford East;
- Better public transport information and accessibility of information (publicity);
- Reduce speed limits in all residential areas to 20mph;
- Increase/introduce park and ride service;
- Parked traffic/driving on pavements;
- A414/A10 congestion;
- HGV route to County Hall via Hagsdell Road could use West Street instead;
- HGV Ware High Street; and
- Close Mill Bridge could be taxi, cycle and bus only.

3.5 KEY FINDINGS FROM 3RD STAKEHOLDER WORKSHOP

- 3.5.1 28 January 2010 Prioritising and developing solutions for tackling the problems.
- 3.5.2 The draft UTP proposals were presented to stakeholders and feedback was sought from the floor. The stakeholder responses are summarised below:

Walking and cycling network - There was broad support from attendees towards the principles of the network. However, attendees expressed concern about the conflict if cycling and walking.

Passenger Transport - It was noted by attendees that RTPI would be beneficial and that there is already a well used bus service between Hertford and Ware.

Highway Access - Attendees from Ware expressed a desire to ensure parking charges are not implemented in Ware. Attendees offered broad support for the measures proposed in Hertford to restrict traffic. It was noted that this was consistent with the outcomes of the voting at the previous workshop. There was also discussion on what the nature of a "mixed priority" scheme is. It was clarified that this was a scheme that would seek to create an environment for all users rather than simply a typical car dominated street layout.

Undeliverable Schemes were identified as follows:

- Closing Mill Bridge
- Residents TAG schemes
- Hertford town centre one-way scheme
- New junction(s) on A10
- New rail link between Hertford North and Hertford East
- Widening A414 underneath railway
- Capacity improvement schemes on A414

- Town wide 20mph limits across all residential areas (need to consider specific schemes to address problems and also needs to be in line with HCC Speed Management Strategy)
- A414 tolling
- Hertford bypass
- Environmental weight restrictions on Hagsdell Road

3.6 KEY FINDINGS FROM RAIL AND BUS WORKSHOP

- 3.6.1 The workshop identified that the bus station is already considered to be in the best location in terms of meeting operator requirements.
- 3.6.2 Park and ride would potentially be viable and operators were generally supportive of this. However improved bus priority would need to be secured in order to make this successful, particularly in Hertford town centre.
- 3.6.3 Layover requirements were required for National Express coaches as these were not catered for at present within the existing layout of the bus station.
- 3.6.4 Network Rail are opposed to the creation of a second access to Mead Lane via Rowley's Road level crossing due to their safety policy.
- 3.6.5 However, rail operators were generally supportive of the proposals to improve access to the three rail stations within the study area at Ware, Hertford North and Hertford East.

3.7 KEY FINDINGS FROM MEAD LANE WORKSHOP

- 3.7.1 The workshop identified that Mead Lane is a potentially sustainable location in the town centre in close proximity to rail and bus stations and part of the site is allocated for employment development. However, there are several transport challenges which have historically prevented further additional development, eg concerns regarding local junction capacity and Development Control requirements for emergency and/or a second point of access.
- 3.7.2 The results from the Paramics model which had been developed as part of the UTP were presented. An overview of existing site traffic generation shows tidal flows (AM Peak predominantly inbound and PM Peak heavy outbound) due to largely employment land use therefore there is scope for development which balances tidal flows or allows internalisation of trips within the site.
- 3.7.3 The model results confirmed that local key junctions are operating at or near capacity (including A414 Bluecoats Roundabout, Mill Road junction and Ware Road/Stanstead Road).
- 3.7.4 The model also confirmed that a second access at Rowley's Road level crossing (to the east of the site) would be unlikely to provide substantial relief due to a heavier demand to the west of the site than to the east (and this is not feasible based on feedback from Network Rail in any case).
- 3.7.5 Development control officers identified that no more residential units could be permitted until the issue of emergency access had been resolved.
- 3.7.6 Ideas for emergency access were presented consisting of a loop which uses the rail sidings land to provide an additional road link into the Mead Lane site. This would allow vehicles to circulate in a loop and would shorten the distance along Mill Road which acts as a single entry point to the Mead Lane area.

- 3.7.7 There is also sufficient width for a stretch of widened footway with bollards for occasional use for emergency vehicles, alongside the Mill Road entrance to Hertford East station.
- 3.7.8 Development control officers were supportive of the proposals but further details of the design and consultation with emergency services would be required in order to take this forward.
- 3.7.9 A sustainable transport strategy was also produced which could help reduce the traffic generation of the existing developments with the committed developments and UTP measures in place.

3.8 KEY FINDINGS FROM MEAD LANE CONSULTATION LETTERS

- 3.8.1 Consultation letters were sent to organisations with a specific interest in the Mead Lane site. The following organisations were approached.
- Emergency Services
- Network Rail
- BRB (Residuary) Ltd.
- Public Transport Operators
- 3.8.2 Further detail on consultation feedback in relation to the Mead Lane site is included in Appendix E of the main UTP report.

4 Involving Young People

4.1 SCHOOL CONSULTATION EVENTS

4.1.1 To engage with young people and seek the views of secondary school pupils in the public consultation process, two workshops were held at local secondary schools. Visits were made to Sele School in Hertford and Chauncy School in Ware on 21 April 2010.

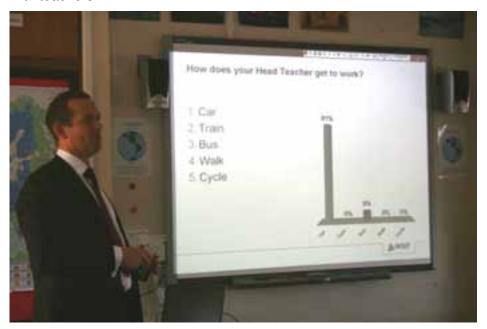


4.1.2 In both cases, a presentation on the UTP proposals was delivered by the consultant to introduce the project and this was followed by an interactive voting session based on the second Key Stakeholders workshop format with questions adapted to suit a younger audience. Representatives of HCC and EHC were actively involved in both workshops.



4.2 SELE SCHOOL WORKSHOPS

4.2.1 The workshops at Sele School in Hertford involved two groups of pupils from Years 7 and 8 (aged 11-13). Approximately 20-25 pupils attended each session, along with teachers.



4.3 CHAUNCY SCHOOL WORKSHOPS

4.3.1 The workshops held at Chauncy School, Ware were attended by approximately 40 pupils in total, over two sessions involving students from Year 10 (ages 14-15).



4.4 SCHOOL CONSULTATION EVENTS KEY FINDINGS

- 4.4.1 The voting responses indicated by school pupils at both schools and questions posed are included in Appendix F.
- 4.4.2 The pupils were encouraged to consider their own travel behaviour, in particular their choice of mode for travel to school and the travel choices made by their teachers.
- 4.4.3 Improvements to help with travel to school were also considered and the prioritisation of sustainable travel versus car dominated travel was identified by the four groups.

MODE OF TRAVEL TO SCHOOL

4.4.4 When asked 'how do you travel to school?' pupils responded as follows:

Group	Walk	Cycle	Bus	Car Passenger	Other
Sele Year 7	67%	0%	0%	29%	4%
Sele Year 8	41%	5%	9%	32%	13%
Chauncy Year 10a	61%	0%	14%	18%	7%
Chauncy Year 10b	58%	8%	8%	0%	26%

Table 4.1 School Pupil's Mode of travel to school

4.4.5 Table 4.1 above demonstrates that the majority of school children at both schools walk to school, with some of the older children travelling more independently, by bus or cycle. Up to 30% of the children at Sele school travel to school as a car passenger, although a much lower proportion said that they travel to school by car at Chauncy School. The cycle mode shares are very low at both schools, so this could potentially be increased with the UTP measures in place.



DISTANCE OF TRAVEL TO SCHOOL

4.4.6 When asked 'how far do you travel to school?' the four groups responded as follows:

Group	Less than 1 mile	1-2 miles	3-4 miles	More than 4 miles
Sele Year 7	52%	14%	19%	15%
Sele Year 8	36%	14%	18%	32%
Chauncy Year 10a	32%	32%	4%	32%
Chauncy Year 10b	33%	42%	8%	17%

Table 4.2 School Pupil's Distance of travel to school

4.4.7 The above Table 4.2 on distances travelled to school, indicates that the majority of pupils at Chauncy School tend to live within walking or cycling distance (less than 2 miles) and travel relatively short distances to school. At Sele School the Year 8 pupils tend to travel further to get to school than those in Year 7.



PROBLEMS ENCOUNTERED ON THE WAY TO SCHOOL

4.4.8 When asked 'do you encounter any of the following problems during your journey to school?' pupils in the four groups responded as follows:

	Sele Year 7	Sele Year 8	Chauncy Year 10a	Chauncy Year 10b
Difficult to cross the road due to lack of crossing facilities	24%	14%	46%	25%
Bus is late	0%	9%	11%	0%
Lack of direct walking and cycling routes	5%	0	4%	0%
Too much traffic on the roads	29%	18%	18%	17%
Paths not wide enough or poor quality	24%	9%	7%	8%
Don't feel safe walking and cycling	5%	14%	0%	17%
Lack of parking for dropping off	0%	9%	7%	8%
Other	13%	27%	7%	25%

Table 4.3 School Pupil's Problems encountered on the journey to school

4.4.9 As shown in Table 4.3, the pupils at both schools identified problems crossing the roads and traffic congestion as issues encountered on the way to school. This suggests that more children may be encouraged to walk to school if more and better pedestrian crossings are provided as part of the UTP.

PRIORITISING TRANSPORT IMPROVEMENTS

4.4.10 When asked 'Is it more important to encourage sustainable travel (cycling, walking or bus) or to provide more and/or wider roads to allow more cars?'

	Encourage sustainable Travel	Provide more space for cars	Don't know
Sele Yr7	57%	19%	24%
Sele Y8	41%	18%	41%
Chauncy Yr 10a	61%	11%	28%
Chauncy Yr 10a	33%	25%	42%

Table 4.4 School Pupil's Priorities for Improving Transport

4.4.11 The above table identifies that more than half of the youngest school pupils at both schools would prefer to encourage sustainable travel. However, the older pupils provided mixed responses. However, in some case almost half of the students did not know which option they preferred, so this suggests that the results for this question are inconclusive.

	Sele Year 7	Sele Year 8	Chauncy Year 10a	Chauncy Year 10b
More traffic light controlled crossings	21%	17%	25%	26%
More bus services (better routes, evening and Sunday services)	9%	6%	14%	10%
Better walking routes (wider paths, more direct)	10%	11%	9%	17%
Better cycling routes (wider paths, more direct)	14%	16%	14%	10%
More cycle parking	7%	5%	4%	7%
Safer walking and cycling routes	15%	16%	13%	11%
Slower traffic speeds	11%	11%	6%	3%
Quicker journeys by car	9%	8%	8%	8%
More space to park cars when dropping off at school	4%	10%	7%	8%

Table 4.5 School Pupil's Priorities for Improving Transport

4.4.12 Table 4.5 above demonstrates that the school pupils generally support the UTP proposals to improve and increase the number of pedestrian crossings and improve the walking and cycling networks. Pupils at Sele School also showed some interest in measures to improve vehicle access to schools and parking, although there were more respondents in favour of slower vehicle speeds at Sele School.

5 Public Consultation Activities

5.1 UTP WEBSITE

- 5.1.1 A dedicated website has been established as part of the project to host the majority of the key documents and consultation materials produced in relation to the UTP proposals. The website is available via the Hertfordshire County Council Website: http://www.hertsdirect.org/urbantransportplans
- 5.1.2 The website introduces the UTP for Hertford and Ware and has been regularly updated at key milestones within the UTP development period to document progress made in relation to the project. The documents available on the UTP website are shown in the following screenshot from the website:



5.2 PRESS RELEASES

- 5.2.1 Two press releases have been made during the UTP development period. The first press release was made on 12 October 2009 in order to announce the publication of the UTP Draft Stage 1 report and the launch of the UTP website.
- 5.2.2 The second press release was made in March 2010 and was used to advertise the start of the public consultation period and provide details of the consultation events, key contacts and deadlines for responding to the consultation and sources of information in relation to the project.
- 5.2.3 A final press release will be made when the project is completed and the UTP Final report is published.

5.3 CONSULTATION LEAFLETS AND DELIVERY

- 5.3.1 An eight page consultation leaflet was designed and delivered to all households and business premises within the UTP study area. The leaflet introduces the UTP for Hertford and Ware and summarises the draft scheme proposals, referring readers to the UTP website and public exhibitions for further details.
- 5.3.2 A detachable questionnaire was included in the leaflet with a freepost return envelope to encourage a high response rate. The questionnaire excluded personal details such as name and address but included home and work postcodes so that responses could be mapped in relation to specific schemes if this was considered to add value to the analysis.
- 5.3.3 A copy of the questionnaire response form is provided below

Potential UTP Schemes	Fully Support	Partly Support	No View	Partly Oppose	Fully Oppose	
1. Joined up walking and cycling network						
2. Increased pedestrian crossing facilities						
3. More bus lanes & increased bus priority						
Better waiting areas at Hertford Bus Station						
5. Better on-street bus stops with real-time information						
6. A Park and Ride system serving both towns						
7. Better rail station access						
8. Do you support the additional measures to tackle congestion?						
9. Intelligent systems to improve traffic flow						
10. Message signs to alert drivers to congestion and car parking spaces						
11. Changes to loading restrictions in the town centres						
12. Review of town centre car parking to discourage long stay parking						
13. Measures to reduce rat-running in specific residential areas & reduce speeds						
14. Do you support the proposals to improve access to Mead Lane?						
15. Do you prefer Bengeo Option 1 – Temp	15. Do you prefer Bengeo Option 1 – Temporary trial closure of Byde Street OR					
Option 2 — Do Nothing					Option 2	

- 5.3.4 Screening questions on age and gender, and a behaviour question on mode of travel to work were also included to help identify sample bias. The 15 questions above on the general UTP schemes were provided, asking respondents to indicate their level of support or opposition towards the draft proposals. This included an opportunity to indicate preferences for the specific schemes at Mead Lane and Bengeo (Byde Street options). A space was also provided for respondents to provide textual comments on the UTP.
- 5.3.5 A copy of the consultation leaflet is included in Appendix C, questionnaire response data is provided in Appendix H and comments and letters which have been received during the consultation period are summarised in Section 6 below.

5.3.6 Over 23,436 leaflets were delivered to households and businesses in the study area. GPS tracking of the leaflet delivery routes were provided by the leaflet delivery company. The audit trail of delivery routes can be found in Appendix D.

5.4 PUBLIC EXHIBITIONS

- 5.4.1 Two public exhibition events were held early in the public consultation period and these were publicised via the consultation leaflets, the UTP website, a press release and temporary shop window displays in Hertford Tourist Information Centre and on the High Street in Ware.
- 5.4.2 The exhibitions were held at Ware Priory on Thursday 25th March 2010 from 10am to 8pm and the Hertford Seed Warehouse on Saturday 27th March 2010 from 10am to 4pm. Both exhibitions were staffed by HCC and EHC officers alongside support from the consultant. The materials exhibited were derived from the questionnaire leaflet at a larger scale. Copies of the exhibition boards are included in Appendix G. Additionally all of the UTP documents were available to view in hard copy on site including draft UTP reports, scheme pro-formas and large format plans.
- 5.4.3 Comments from members of the public were noted at the public exhibitions and a tally of attendees was taken at both events. A list of comments and tally charts are included in Appendix H.

6 Public Consultation Leaflet Responses

6.1 SUMMARY OF RESPONSE SAMPLE

- 6.1.1 The public consultation achieved a very high response rate, with a total of 1252 questionnaires completed and returned (of which 165 responses were completed online via the UTP website). This provides a sample of 5.2% of the target.
- 6.1.2 Based on the screening questions on age and gender, the sample appears to be quite well balanced. In terms of gender, 49% were male respondents and 48% were female respondents (the remaining 3% did not indicate their gender).
- 6.1.3 95% of respondents indicated which age group they belong to. The age distribution of the sample showed a slight bias towards the older members of the population, with 75% of respondents aged 45 or over. The 16-29 year old category was not well represented within the sample, accounting for only 3% of the total. However, the spread of responses in the age categories 30-44, 44-59 and 60-74 is broadly consistent with age profile of the study area based on Census 2001 data.

6.2 EXISTING TRAVEL BEHAVIOUR

- 6.2.1 1038 answers were recorded for the question on mode of travel to work, although some respondents indicated more than one mode of travel, so there is a small element of double counting included in the total, although the impact of this on the validity of the results is considered to be negligible.
- 6.2.2 This question showed that approximately half of those who responded travel to work by car, either as a car driver (46%) or as a car passenger (3%), with 17% travelling by train, 8% by bus, 17% walking and 7% travelling by bicycle. The mode shares recorded are broadly consistent with census data on mode of travel to work for Hertford and Ware residents in terms of the split between non car modes, although the car driver mode share is approximately 20% lower than 2001 census data indicates. Therefore the sample is considered to provide a reasonable representation of the study area.

6.3 POSTCODE COVERAGE

6.3.1 The home postcodes of respondents to the questionnaire survey (including those submitted online and those received by post) have been plotted using GIS software and categorised by ward of residence as shown in Table 6.1 below:

Ward of Residence	Responses	Households	% Response
Hertford Bengeo	453	3091	15%
Hertford Castle	170	3023	6%
Hertford Kingsmead	91	2043	4%
Hertford Sele	105	2390	4%
Ware Chadwell	45	1051	4%
Ware Christchurch	68	2099	3%
Ware St Mary`s	74	2141	3%
Ware Trinity	54	1893	3%
Other	14		
No Postcode	178	17731	1%

Table 6.1 Responses by Ward based on Postcode

6.3.2 The above table shows that there was a very high response rate (15%) from within the Bengeo ward in comparison with the other wards in the study area. This is understandable given the specific options within the survey which related to the Bengeo area. A higher response rate was also recorded from within Hertford than from Ware, although this is likely to be skewed as a result of the Bengeo options response and specific schemes at Mead Lane in Hertford for example. Despite this, the response rates for wards in Ware were in line with typical response rates for this type of survey in the order of 3%.

6.4 IDENTIFYING SUPPORT FOR PROPOSED MEASURES

6.4.1 The following matrix summarises the levels of support or opposition indicated by respondents towards the draft Hertford and Ware UTP proposals, with responses indicating full or partial support for the proposals classified as positive and responses indicating full or partial opposition classed as negative. Did not answer is included in 'No View':

Levels of support for HWUTP Measures (% of Total Responses)	Positive	Negative	No View
Joined Up Walking and Cycling Network	76%	6%	18%
Increased Pedestrian Crossing Facilities	68%	12%	20%
More Bus Lanes and Increased Bus Priority	45%	32%	23%
Better Waiting Areas at Herford Bus Station	63 %	5%	32%
Better On-Street Bus Stops With Real-Time Information	72 %	5%	23%
P&R System Serving Both Towns	42%	28%	30%
Better Rail Station Access	63%	5%	32%
Congestion Tackling Measures	61%	16%	23%
Intelligent Systems to Improve Traffic Flow	75%	6%	19%
Message Signs to Alert Drivers to Congestion	62 %	15%	23%
Changes to Loading Restrictions	48%	14%	38%
Discourage Long Stay Parking	41%	33%	26%
Reduce Rat-Running	60%	25%	15%
Mead Lane	51%	7%	42%

Table 6.2 Summary of UTP Questionnaire Responses

- 6.4.2 The summary table above shows that there is a clear majority in favour of the UTP proposals on joined up walking and cycling networks, better on street bus stops with Real Time Passenger Information (RTPI), better waiting areas at Hertford bus station, improved access to rail stations and intelligent systems to improve traffic flow. There are also good levels of support for improved pedestrian crossing facilities, additional measures to tackle congestion, message signs to alert drivers to congestion and reducing rat running.
- 6.4.3 There are clearly mixed views on proposals to allocate more priority to buses, create a new park and ride system and change loading restrictions and discourage long stay parking. Although there were more positive than negative responses to all questions numbered 1-14, which indicates that the majority of the measures are likely to be generally acceptable to local residents.

BENGEO OPTIONS

6.4.4 Question 15 of the survey offered two options in relation to the closure of Byde Street in the lower Bengeo area of Hertford in order to discourage rat running through this narrow street. Option 1 is to implement a trial closure of Byde Street once Sainsbury's is opened and monitor the outcome. Option 2 is to do nothing.

6.4.5 There were 1048 responses to this question of which 42% voted for Option 1 and 58% voted for Option 2 which suggests the results are quite mixed as the levels of support for Options 1 and 2 are very similar. 82% of respondents to Question 15 lived in Hertford. However, only 453 respondents lived in the Bengeo ward (based on the home postcodes provided) and of these 162 lived within the Lower Bengeo area. Of the Bengeo ward residents only, 36% voted for Option 1 and 64% voted for Option 2 when the no view component was excluded. Amongst the Lower Bengeo residents, 59% were in favour of Option 1 and 41% preferred Option 2. The results are summarised in the table below:

	All Responses			'No View' Not Counted	
Area	Option 1 –	Option 2 –	No View	Option 1 -	Option 2 –
	Close	Do nothing	No View	Close	Do Nothing
Hertford & Ware	36% (442)	48% (606)	16% (204)	42% (442)	58% (606)
Hertford	36% (305)	51% (435)	13% (117)	41% (305)	59% (435)
Bengeo	35% (157)	60% (275)	5% (21)	36% (157)	64% (275)
Lower Bengeo	57% (92)	40% (64)	3% (6)	59% (92)	41% (64)

Table 6.3 Summary of Question 15 Byde Street Option responses by geographical area

6.4.6 The responses to question 15 are plotted by postcode in Figure 6.1 below:

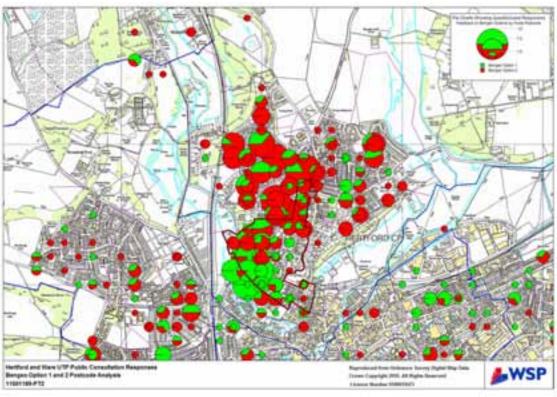


Figure 6.1 Responses to Question 15 by Postcode, showing levels of positive and negative responses

NB The Lower Bengeo area (outlined brown in Figure 6.1 above) is based on postcodes of the following streets as confirmed by the Lower Bengeo Residents Association:

Nelson Street
Molewood Road
Wellington Street
Port Vale
Archers Close
Balfour Streer
Byde Street
Farquhar Street
Fanshawe Crescent
Ives Road

Hornbeams
Parkhurst Road
Eleanor Road
Elton Road
Elton Court
Church Road
Duncombe Road
Redwoods
Tower Street

6.4.7 As shown in Table 6.3 mixed feedback was received from the public consultation regarding the two options for Byde Street. The conclusions of the Bengeo study are presented in Appendix D of the main UTP report. The recommendations of the study are to wait until the new Sainsbury's store is opened in December 2011 and identify the full impacts this has on the local transport network. Once the full impacts are known, decisions can be made regarding the implementation of a Byde Street trial closure or a technological option to enforce existing access only restrictions within the Bengeo area.

6.5 MEAD LANE MEASURES

6.5.1 Question 14 of the survey asked respondents to indicate their level of support for the Mead Lane proposals and master planning which has been a key part of the UTP. The Mead Lane measures were well supported by those who responded, with 51% of the total respondents either fully or partly supporting the proposals and only 7% opposing the masterplan scheme. The localised responses to Question 14 on Mead Lane measures are plotted below in Figure 6.2:

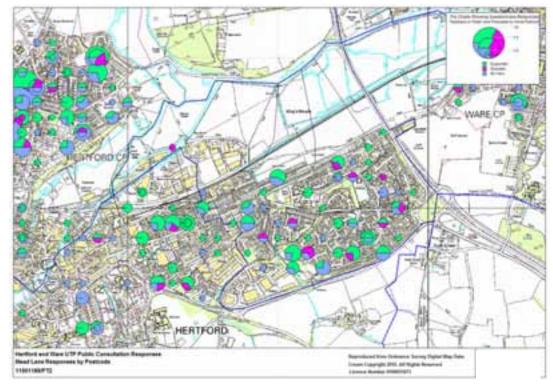


Figure 6.2 Responses to Question 14 by Postcode, showing levels of support for Mead Lane Masterplan

6.5.2 In the immediate vicinity of the Mead Lane site (Hertford Kingsmead ward residents and Hertford Castle resident east of A414/Pegs Lane roundabout), 113 local residents responded to the question with 70 out of 113 (62%)supporting the proposals and only 12 (11%) opposing the measures. The remaining 27% had no view. The above postcode analysis shows that the local residents in the vicinity of the Mead Lane site are not generally opposed to the proposals for the Mead Lane site which form part of the UTP.

6.6 SUMMARY OF GENERAL COMMENTS ON UTP PROPOSALS

6.6.1 The majority of respondents to the public consultation provided textual comments or letters expressing their opinions about the proposals and priorities for the UTP. The key themes can be summarised as follows:

PEDESTRIAN AND CYCLE ACCESS

6.6.2 The following comments in Table 6.4 relate to the UTP proposals for cycling and walking improvements as detailed within the public consultation documents. The comments are summarised and an appropriate response is provided:

Consultation Comments	Response
Concern about encouraging conflicts between pedestrians and cyclists due to shared use cycle and footways.	All of the CPM1-18 schemes identified in the UTP seek to provide on-road cycle lanes where there is sufficient road space or a minimum width of 3.0m for any shared use cycleways and footways where possible in accordance with the latest guidance.
Concern over 'joined up walking and cycling networks' as cycling on footways will cause danger to pedestrians.	As stated in section 8.3.3 of the main UTP stage 2 report 'It is important to note that the combined cycle and pedestrian routes above are intended to link together the fragmented cycleway network and create an attractive environment for walking and cycling. Where possible, new on-road cycle lanes will be created and where there is insufficient road width, segregated cycle routes would be provided. The proposed network would not serve to encourage cyclists to cycle on the pavements and cause additional conflicts with pedestrians'.
Existing pedestrian crossings cause too much delay to pedestrians and this causes people to take risks by crossing on red.	The schemes within the UTP seek to provide increased priority and reduced severance to pedestrians and cyclists, especially in close proximity to the town centre and along the A414 corridor. Additional and improved opportunities for crossing will be provided via schemes CYC21, PED24, PED27, PED29, CYC23, PED21, PED22, PED25, PED31, PED30, PED32, PED34 and PED36.

Consultation Comments	Response
Please do not remove the A414 underpasses.	The UTP schemes PED31, PED32, PED33, PED34 will add toucan crossings to supplement the existing underpasses. This will provide an additional crossing option for times when the underpasses are flooded or during the evenings when users may fell intimidated. The underpasses will also be improved where possible to add CCTV and better lighting to improve user confidence and personal security.
The proposed link road at Mead Lane would increase the need for pedestrians to cross the road.	The proposed plaza at the junction of the proposed link road would be designed to aid pedestrians crossing the road. This scheme is detailed in MDL1 and MDL2.
Additional cycle lanes won't solve the problem of long distance commuting as cycling is not an option for many workers in Hertford.	As stated in the UTP main report many people live and work in Hertford or Ware and travel less than one mile to work by car. If these local commuters walked or cycled to work instead this would make a big difference to traffic volumes on the local road network. The UTP proposes improvements which will help make cycling more attractive for local journeys. A joined up and improved network of footways and cycleways should also help encourage pupils to cycle or walk to school instead of relying upon car travel. This could also help to reduce pressure on the road network in the AM peak hour.
Please improve enforcement to prevent cycling on pavements	The UTP cannot directly improve enforcement of cycling on pavements. However, the joined up network of walking and cycling routes delivered via the UTP should help to reduce the reliance of cyclists on footways as the existing network which is fragmented would be joined up with suitable infrastructure for cyclists where possible. The CPM1-18 schemes identified in the UTP seek to provide on-road cycle lanes where there is sufficient road space or a minimum width of 3.0m for any shared use cycleways and footways where possible in accordance with the latest guidance.
Open up the old railway line linking Port Hill to Port Vale as a Cycle/ Footpath or for single one way car traffic.	This has been considered as a potential route for cycling and walking as part of the UTP. However, this route was discounted due to the large scale infrastructure costs which would be associated with pursuing this option.

Consultation Comments	Response
Cycle routes should be on road where possible as cyclists prefer to use the roads.	The joined up network of walking and cycling routes delivered via the UTP should help to reduce the reliance of cyclists on footways as the existing network which is fragmented would be joined up with suitable infrastructure for cyclists where possible. The CPM1-18 schemes identified in the UTP seek to provide on-road cycle lanes where there is sufficient road space or a minimum width of 3.0m for any shared use cycleways and footways where possible in accordance with the latest guidance.
Cycle routes should offer a time saving or shortest route where possible.	New off road routes are proposed along some routes where there are cost effective opportunities for providing a short cut for cyclists and pedestrians examples include schemes CPM18, CPM2, CPM4, CPM11 and CPM12.
Improved cycle route signage is required	All of the CPM1-18 routes are proposed to have improved signage and lining work as part of the schemes.
More pedestrian and cycle crossings will increase congestion and slow traffic further.	The UTP aims to improve priority for pedestrians and cyclists and reduce severance particularly in relation to the A414. Therefore new pedestrian crossings are required to prevent pedestrians taking risks by crossing in inappropriate places.
Please create a segregated footpath / cycleway along the towpath between Ware and Hartham Common	This UTP seeks to encourage all sustainable modes of travel. Where there are potential pedestrian and cycle conflicts, the UTP seeks to provide wider facilities. CPM16 offers an improved route along the river towpath.
As a pedestrian I find the present system quite satisfactory.	The improvements proposed within the UTP would provide additional pedestrian benefits and would encourage more people to walk within the study area.
Pedestrian access to Hertford North Station with its connections to Kings Cross and Stevenage could be better.	CPM1 seeks to improve this route and access to Hertford North station in general is proposed to be improved by scheme
Vehicle congestion causes problems for cyclists	The CPM1-18 schemes identified in the UTP seek to provide on-road cycle lanes where there is sufficient road space or a minimum width of 3.0m for any shared use cycleways and footways where possible in accordance with the latest guidance. This should reduce conflicts with vehicles and allow cyclists to have allocated road space on busy routes where possible.

Consultation Comments	Response
A physically separate cycle way along the A414 is needed for commuting to work by bike.	It is not feasible or cost effective to provide a segregated cycleway along the entire length of the A414 due to width constraints and difficulties for cyclists at junctions. Upgrading and joining up existing routes through the town centre provides wider benefit in terms of improving access to a wider range of workplaces and residential areas. However, scheme CPM2 provides a short link along A414 between Foxholes and County Hall and CYC21 provides a new A414 toucan crossing outside the Foxholes business park. Pedestrian schemes PED31, PED32, PED33, PED34 are now proposed as Toucan crossings to assist cyclists to cross the A414 avoiding the underpasses. The CPM1-18 schemes identified in the UTP seek to provide on-road cycle lanes where there is sufficient road space or a minimum width of 3.0m for any shared use cycleways and footways where possible in accordance with the latest guidance. This should reduce conflicts with vehicles and allow cyclists to have allocated road space on busy routes where possible.
Please work with Tesco and Sainsbury to provide secure cycle parking at supermarkets.	Cycle parking at supermarkets does not form part of the UTP as these issues are dealt with via HCC development control procedures. Appropriate cycle parking for the proposed Sainsbury's would be identified and agreed as part of the travel plan for the development.
Improvements to cycle routes should include physical measures rather than just signing and paint on carriageways.	The UTP cycle and pedestrian routes (schemes CMP1-18) have been designed in accordance with latest guidance on pedestrian and cycle infrastructure which recommends shared surface arrangements and minimal physical segregation.
Proposed route across Beane Road to cut out Beane Road access route. A footpath is needed on the left hand side of Beane Rd leading to Hertford North Station. There is a cycle lane for part of the road, but there are far more pedestrians than cyclists who have to walk on the grass/ in the cycle lane or cross the road to use the footpath only to have to cross back again for the station.	CPM1 proposes improvements to pedestrian and cycle access in the vicinity of Beane Road and Hertford North Station.

Consultation Comments	Response
Pedestrian Crossing on London Road is an excellent idea and long overdue. Improved cycle access to town from east side of town would be very beneficial	UTP scheme CYC21 provides a new A414 toucan crossing outside the Foxholes business park.
We do support cycle paths but not whilst they penalise car drivers.	The UTP seeks to improve priority to cycles by allocating more road space to cycle lanes where possible. These improvements seek to encourage a greater uptake of cycling which should help alleviate some of the congestion on the roads, so would be beneficial to car drivers in the longer term. Dedicated cycle lanes would also help keep the traffic moving as cycles would have their own lanes, rather than holding up traffic behind cycles in mixed traffic.
The only safe cycling route between Hertford and Ware is via River Lane towpath. This is simply not good enough particularly during winter and in the dark. A safe cycle route must be provided between Ware and Hertford using all urban configuration.	Scheme CPM4 of the UTP provides a new on-road route for cycling between Hertford and Ware along A119 Ware Road and utilising the proposed new bus lane (PTM6) where possible.
Increase cycle parking at Hertford North station. Has been so successful, the new cycle parking is now full.	Scheme CYC25 of the UTP would provide additional cycle parking at Hertford North Station.
Concern over children travelling from Foxholes Estate to Simon Balle school. Perhaps a cycle route / walkway under the A414 would help so they can avoid having to dodge traffic across the A414 London Road.	A new toucan crossing on A414 is proposed as scheme CYC21 and improved walking and cycling routes alongside the A414 connecting directly to Simon Balle School are proposed as part of CPM2.
The green cycle track in North Road is a waste of money – contra flow cycles and pedestrians use it.	The existing cycleway in North Road gives priority to cycles in the main carriageway under the rail bridge. UTP scheme CPM1 would extend the route further along North Road. It is unlikely that pedestrians use this route as it is within main carriageway.
Stone paving doesn't work and it is expensive.	The latest design guidance such as Manual for Streets suggests that stone paving is appropriate for areas which offer a mixed priority environment. Granite sets can be used to help drivers identify the change of priority.

Consultation Comments	Response
Current cycle routes are patchy and routes disappear at dangerous spots such as roundabouts.	The UTP proposes a joined up network of cycle routes (CPM1-18) which seeks to address the issue of fragmentation. New routes have been identified where possible to overcome constraints and this includes some off road sections for example CPM18, CPM2, CPM4, CPM11 and CPM12.
Cyclists pay no tax insurance. We have to pay for cycle lanes out of our road tax.	The UTP is not funded directly by the road fund licence. However, many cyclists are also car owners who do pay road tax and the majority of local residents who also pay their Council Tax.
A wider footpath from Ware town centre to Wodson Sports Centre.	Scheme CPM12 addresses this issue directly by providing an improved pedestrian route along Wadesmill Road to Wodson Park Leisure centre, including footway widening where possible.
A Zebra crossing in Ware to link the towpath near the Navigator and Scaracens pubs.	Scheme PED30 of the UTP addresses this issue by providing new crossing facilities at Bridgefoot, Ware.
Provide a cycle route from bottom of Fore Street to Tesco and Ware Road avoiding Bluecoats roundabout.	CPM7 provides a link from Fore Street to Tesco which avoids the roundabout.
Provide contra-flow cycle lanes in 'Fore Street and Market Street, Hertford.	CPM7 proposes a contra-flow cycle lane on Fore Street.
Not easy to cycle up Port Hill	CPM3 offers an alternative cycle route through Bengeo which is less steep. Other routes via Hartham common are also available within CPM18.
Improved cycle safety required	The network of cycle routes within the UTP will provide clearer signage and lane markings which seek to increase driver awareness of cyclists.
	The smarter choices schemes (SMT4 and 5) proposed will also help to provide improved information about cycling, including cycle safety issues and appropriate equipment for cyclists.
Better road maintenance required to help prevent cyclists swerving into path of cars to dodge potholes.	Highway maintenance is not within the remit of the UTP and therefore cannot be addressed by any of the UTP measures.
Improved cyclist behaviour/conduct and enforcement of the use of bells, lights and high visibility clothing to help raise awareness of cyclists. Cycles should also be registered.	Enforcement of cyclist conduct is not directly within the remit of the UTP. However, the smarter choices schemes (SMT4 and 5) proposed will help to provide improved information about cycling, including cycle safety issues and appropriate equipment for cyclists.

Consultation Comments	Response
What about a cycle path linking Hertford to Hertford Heath, Hatfield and Hoddesdon?	Hatfield, Hertford Heath and Hoddesdon are outside of the UTP study area boundary, so schemes linking to these town cannot be delivered via the UTP for Hertford and Ware.
The Cole Green Way needs to be connected up with the tow-path. Improve dialogue between Welwyn and Hertford councils re sustainable cycling strategy between towns along Cole Green Way. Improvements to Cole Green Way to make more suitable for all year round use (better drainage and smoothing path).	CPM1, CPM2 and CPM18 provide a connection from the Cole Green Way to the river towpath.
If people are to use their bikes where are safe places to leave them?	New secure cycle parking is proposed for various locations within Hertford and Ware in schemes CYC24-35.
Cycle friendly trains would encourage people to use bikes for work and leisure.	HCC does not control the running stock used by train operating companies, so the UTP is unable to influence the provision of cycle friendly trains. However, the UTP does seek to improve cycle access to the stations in Hertford and Ware and cycle storage improvements are also proposed to facilitate interchange between cycling and rail use.
Pedestrians take little notice of crossing facilities.	The UTP seeks to provide increased opportunities for pedestrians to cross at allocated locations eg schemes CYC21, PED24, PED27, PED29, CYC23, PED21, PED22, PED25, PED31, PED30, PED32, PED34 and PED36. Some of the above provide signalised crossings and other offers a shared surface environment which allows more flexibility for pedestrians to cross on their own desire lines.
Our roads are not wide enough for further (bus lanes) and cycle lanes.	Bus lanes and cycle lanes have been suggested in the UTP at locations where there is sufficient road space. In other locations, shared surface or off road paths are proposed instead.
There is not much demand for cycling at present so why bother providing new cycle routes and cycle lanes?	Feedback from many respondents to the UTP consultation suggests that more people would like to cycle but they feel intimidated or there is a lack of joined up cycle infrastructure. The UTP seeks to address this so that more people feel able to cycle.

Consultation Comments	Response
Re cycle and pedestrian route CPM16 the river path between Hertford and Ware is a statutory public footpath with the same rights for walkers as any other public footpath. East of the A414 viaduct it is Ware Town footpath 018 and from the viaduct towards Hertford it is Hertford footpath 099. Notices posted by the landowner (British Waterways) appear to condone responsible cycling along the river path and section 2.3 of your draft report says it 'forms part of National Cycle Route 61 and offers a route for cycling and walking.' By what legal process were these public footpaths allowed to become part of a National Cycle Route? The river path forms part of two well established recreational paths; the Hertfordshire Way and the Lea Valley Walk and as such is often used by groups of walkers. Along most of its length the path is not wide enough for cyclists and walkers whose right it is to use the path.	National Cycle Route 61 was designated by Sustrans in discussion with local organisations and authorities. This UTP is seeking to encourage all sustainable modes of travel. Where there are potential pedestrian and cycle conflicts, the UTP seeks to provide wider facilities.
Cycling is not an option for older people and those with disabilities.	The UTP proposes improvements to cycling and pedestrian networks but improvements are also proposed for other modes as well. These include significant improvements to passenger transport which may be more relevant to older and disabled passengers. Disabled parking provision will be reviewed as part of CPK1.
Convert selected 'little used pavements' to cycle routes eg Ware Rd for cyclist safety & confidence.	CPM4 and PTM6 propose improvements to cycle routes along Ware Road. Where possible the proposed bus lane would be used for cycling and a shared surface would also be created where the bus lane is not feasible.
Additional secure cycle storage is required in the town centres and at key facilities.	New cycle storage is proposed to be provided in several locations throughout the study area in the town centres near to key facilities and retail areas. UTP schemes CYC25-CYC31, CYC33-CYC35, CYC24 and CYC32 address this issue. The Sheffield Stands proposed are approved examples of secure cycle storage according to latest guidance on cycle parking.

Table 6.4 Consultation comments in relation to pedestrian and cycle access

PUBLIC TRANSPORT

6.6.3 The following comments in Table 6.5 relate to the UTP proposals for public transport improvements as detailed within the public consultation documents. The comments are summarised and an appropriate response is provided:

Consultation Comments	Response
Bus punctuality improvements are much needed.	Bus priority measures are proposed to improve bus punctuality such as new quality bus corridors on A119 Ware Road and A119 North Road, access restrictions within Hertford town centre and priority at signalised junctions throughout the study area. (UTP measures PTM6, PTM11, PTM12, PTM14, PTM16, PTM15, PTM19, and PTM25 seek to improve bus priority).
Bus waiting facilities should be improved with covered seating at	Covered waiting/seating areas at Hertford bus station are proposed as part of PTM1.
Hertford bus station and improved toilet facilities.	Improved interchange areas with covered waiting areas are also proposed at County hall and the three rail stations within the study area (schemes PTM2, PTM3, PTM4 and PTM27)
New bus stops are built the wrong way round so it is very difficult to watch for buses coming.	We believe this is to incorporate traffic facing advertisements. Such adverts allow bus stops to be sponsored and paid for by commercial companies rather than council tax. To change this may prevent the provision of new bus stops in the future.
Improvements to bus shelters at onstreet bus stops are required.	Bus stop infrastructure improvements are also proposed as measure PTM24.
Would welcome evening bus services after 6pm.	PTM26 offers a comprehensive review of all bus services in the study area and this would include reviewing evening and weekend service provision in consultation with bus operators.
Would welcome Real Time Passenger Information at bus stops	RTPI is proposed as measure PTM21 of the UTP.
Suggestion for a Park and Ride site location in Sacombe Road, Hertford to reduce rat running through Bengeo.	The proposed location for a Park and Ride site has yet to be identified. Scheme PTM5a will identify this as a short term scheme and any suggestions will be considered. However, land ownership constraints and opportunities for allocating capacity/priority on the local road network for buses will need to be taken into account.

Consultation Comments	Response
Potentially poor uptake of Park and Ride services due to diminishing retail offer in Hertford and Ware town centres	The Park and Ride scheme would not only allow people from Hertford to access the shops and key facilities town centres but would also allow longer distance commuters accessing jobs in Hertford and Ware to travel to work using the Park and Ride service. This would potentially reduce pressure on the roads within the town centres and the A414.
Better integration of rail and bus services is required (timetables and routes).	The UTP cannot directly influence rail service frequencies and timetables. However a comprehensive review of bus routes and services is proposed as PTM26 of the UTP. PTM26 proforma now states 'Seek to maximise timetable integration with rail services to improve connection times at rail station bus stops'.
Display boards at Hertford bus station are too high for disabled users to see properly.	UTP scheme PTM1 proposes improvements to Hertford bus station including the passenger waiting environment. All improvements will need to be DDA compliant and suitable for mobility impaired users.
The UTP does not seem to include passenger transport improvements for the elderly. Would like to see a DRT/Community Transport scheme eg in Mangrove Road, Brazier's Field and The Dell.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This will include checking coverage of bus service routes in relation to sheltered housing and the elderly/retired population.
Please improve bus access for pushchairs and young children on buses. Some drivers seem reluctant to allow pushchairs on at busy times.	Bus operators are responsible for providing suitable access to buses and the choice of bus vehicles is not directly controlled by HCC. However HCC require all bus vehicles used by operators to be DDA compliant so they should be fully accessible by wheelchairs and pushchairs.
Please stop cars from using the end of Fore Street to Parliament Square. This impedes access for buses and causes delays to passengers.	UTP schemes PTM19 and HWY11 seek to improve access for buses to Parliament Square and Fore Street. FRT4 also seeks to reduce congestion by amending loading restrictions. This would also reduce car access to Fore Street.
Why install bus priority at Rush Green roundabout when no bus services currently serve the roundabout?	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This will include considering revised routing to make best use of proposed bus priority measures which form part of the UTP.

Consultation Comments	Response
Bus lanes are not necessary and will cause delay to car drivers.	The UTP study area is completely car dominated and highly congested. The UTP therefore seeks to redress the balance and allocate some additional priority to buses cycles and pedestrians to help make other modes of travel more attractive. Encouraging a mode shift as a result of the UTP proposals would have longer term benefits for those who have no choice but to use their cars.
There is insufficient road space available for additional bus lanes.	We acknowledge that Hertford and Ware are historic towns with many narrow streets. However, the UTP seeks to improve bus priority where possible and some bus lanes are feasible. Where there is insufficient road width available the schemes have been identified in Appendix C (SAF) as undeliverable.
Discourage car parking on bus routes (on road parking).	UTP scheme CPK1 will review on-street car parking throughout the study area, including conflicts with bus services.
Please provide bus information at rail stations.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. PTM26 pro-forma now states 'Seek to maximise timetable integration with rail services to improve connection times at rail station bus stops'.
More frequent small buses to serve the outer estates of both towns are also needed.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This will include checking the coverage and frequency of bus service routes in Hertford and ware
Improved Public Transport to hospitals is needed. Including to QEII and Lister Hospitals in Welwyn and Stevenage.	Measures PTM3, PTM25 and PTM11 all seek to improve bus services to Hertford County Hospital, with improved bus priority and more frequent services along A119 North Road. Improvements at Hertford North Station would also help passengers to interchange on this route. A comprehensive review of bus routes will be undertaken as part of PTM26 and this will specifically address access to key facilities such as hospitals. QEII and Lister hospitals are outside of the UTP study area. PTM16 proposes improvements to A602 bus corridor which should improve bus access to Stevenage and PTM11 should help improve bus services to Welwyn. PTM11 should help improve bus services to Welwyn.
More bus stops with shelters required on Ware Road.	PTM6 proposes a quality bus corridor along Ware Road. New and improved bus shelters would also be provided along this route as part of PTM24.

Consultation Comments	Response
More Sunday and Bank Holiday bus services required	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing frequency and hours of operation in consultation with bus operators.
One way systems on busy bus routes would help the flow of buses.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Please consider re-instating the bus route from Pinehurst to Ware.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Bus service shuttle routes up steep hills would help eg Gallows Hill	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Please allow buses to stop near Gilpin Road, Ware and in Hertingfordbury village.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Bus service to Bengeo & Molewood should be every 30 minutes in both directions	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Improve bus service to Kingway and Vicarage Estate areas in Ware. Perhaps re-route bus 395 or M2.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Why does the 747 bus stop at a different place to the other buses on Welwyn Road?	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Bus services needed from foxholes estate to town centre	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.

Consultation Comments	Response
Children should have free bus travel to school.	The UTP cannot influence school bus fares and eligibility criteria for subsidised bus travel to school for children as these are determined by the LEA. However all children under 16 are allowed to travel at half fare on all buses and trains across the County.
Bus services need to be cheaper and more frequent.	Since bus services are privatised, routes and frequencies need to be self financing and commercially viable. With only a small amount of bus subsidy available from HCC it is unfortunately not possible to reduce bus fares as part of the UTP. However, the UTP does seek to increase the uptake of bus services by providing priority and better infrastructure. Increased frequency may therefore be possible as revenues increase.
Improved bus services required to nearby towns such as Stevenage, Harlow, Welwyn, Bishops Stortford, Sawbridgeworth and Harpenden North London.	These locations are outside of the UTP study area for Hertford and Ware. A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators. PTM16 also proposes improvements to A602 bus corridor which should improve bus access to Stevenage.
Improve bus service connections at bus interchanges	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators. Increased opportunity for interchange is also proposed with new bus interchanges at Hertford East and County Hall.
Make Cowbridge bus only near Sainsbury's to alleviate congestion.	This idea is not viable as it would conflict with the measures proposed for Bengeo to reduce rat running and would not allow vehicle access to Sainsbury's as there is no other access route to the proposed store.

Consultation Comments	Response
Why do National Express bus services serve Hertford Tescos, adding to congestion in that area, but do not call at Hertford Bus Station?	There is currently only limited layover space available to enable the National Express coaches to operate to Hertford bus station. The proposals for a new bus interchange at Hertford East should relocate the National Express services to a less congested area. In the longer term it may be possible for National Express coaches to operate from the proposed Park and Ride site once a suitable location has been identified.
Bus flows and passenger numbers are unlikely to increase significantly as a result of increased congestion.	The UTP seeks to improve priority to bus services and make bus travel more attractive. If more people travel by bus, this would help to take pressure off the road network.
I rely on bus services and support the proposals to improve bus services.	Bus priority measures are proposed to improve bus punctuality such as new quality bus corridors on A119 Ware Road and A119 North Road, access restrictions within Hertford town centre and priority at signalised junctions throughout the study area. (UTP measures PTM6, PTM11, PTM12, PTM14, PTM16, PTM15, PTM19, and PTM25 seek to improve bus priority).
Bus shelters are needed at all bus stops	Bus stop infrastructure improvements are proposed as measure PTM24. However, these improvements are likely to be targeted towards the busiest bus stops rather than all bus stops. Additionally it may not be feasible to place a bus shelter at all bus stops due to footway width constraints in places.
Why not use our existing assets and provide water buses on River Lea navigation? This could be extended for 2012 Olympics, transport from Hotels to Olympic site.	This idea has not been identified as a scheme within the UTP as it is not considered to provide significant benefit in terms of influencing mode shift. Due to slow speeds of water travel, a scheme such as this is unlikely to be used for anything other than leisure purposes. The Olympics is a separate project which is outside
	the scope of the UTP.

Consultation Comments	Response
Please stagger bus times on overlapping route (eg Hertford to Wodson Park area covered by buses 331 and 383/4) if you miss one you will probably miss both and have a long wait for the next one.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
Park and Ride failed in Bishops Stortford. Why would it work here?	There are many examples of Park and Ride schemes which have been successful in historic towns such as Cambridge, York and Oxford. The location for a Park and Ride site needs to be selected carefully and the pricing regime needs to offer an incentive for out of town parking in comparison with the town centre. These aspects will be considered in PTM5a and CPK1 schemes of the UTP as a pre-cursor to a full Park and Ride scheme (PTM5).
The National Express train service is absolutely appalling - filthy trains, unreliable service, high cost, low service quality.	The UTP cannot directly influence rail service quality, cost and cleanliness as Hertfordshire County Council do not have control of the railways. The improvements identified would need to be provided by Network Rail and Rail service operators.
We need more trains and buses to travel more effectively.	A comprehensive review of bus routes and services is proposed as PTM26 of the UTP. This includes reviewing the service coverage and frequency in consultation with bus operators.
	The UTP cannot directly influence rail service frequencies and timetables as Hertfordshire County Council do not have control of the railways. However, a workshop was held with rail operators as part of the UTP project and this issue was highlighted. Feedback suggests that additional trains in the evenings plus increased train lengths could be introduced in December 2010 if demand is sufficient.
P&R idea is ok provided no land is taken from the Golf Club at Shadwell Springs.	The location of the proposed Park and Ride site would be determined as part of scheme PTM5a.

Consultation Comments	Response
P&R needs to be affordable and of benefit to rail commuters	The pricing regime for the proposed Park and Ride would be selected carefully, taking into account town centre parking charges in order to provide an incentive for people to use the system. An area wide parking study would be undertaken via scheme CPK1 which would include reviewing town centre parking prices.
Better rail links required	The UTP cannot directly influence rail service routes, frequencies and timetables as Hertfordshire County Council do not have control of the railways. New rail infrastructure is provided by Network Rail and new services are provided by rail service operators.
Integrated bus and rail tickets would help	Bus Plus tickets are already available from all stations which allow rail tickets to include an onward bus journey. These are currently suitable for use on First, Arriva, National Express and Stagecoach buses in the UTP area. More information on this would be provided via scheme SMT5 which covers sustainable travel information.
Rail service frequency could be improved, especially in the evenings and weekends and at Hertford East Station generally.	The UTP cannot directly influence rail service frequencies and timetables as Hertfordshire County Council do not have control of the railways. However, a workshop was held with rail operators as part of the UTP project and this issue was highlighted. Feedback suggests that additional trains in the evenings plus increased train lengths could be introduced in December 2010 if demand is sufficient.

Table 6.5 Consultation comments in relation to public transport within Hertford and Ware

HIGHWAYS, FREIGHT AND VEHICLE ACCESS

6.6.4 The following comments in Table 6.6 relate to the UTP proposals for highways, freight and vehicle access as detailed within the public consultation documents. The comments are summarised and an appropriate response is provided:

Consultation Comments	Response
Highway Maintenance	Highway maintenance is not within the remit of the UTP and therefore cannot be addressed by any of the UTP measures.
Traffic calming – preference to avoid additional 'speed bumps'	The UTP does not directly propose any measures which specifically include speed cushions. However, measures to discourage rat-running through residential streets have been proposed to help keep through traffic on primary routes as longer

Consultation Comments	Response
	terms schemes.
Concern about high vehicle speeds	Speed management measures do not directly form part of the objectives of the UTP. Hence speed reduction schemes have only been proposed where specific speed-related problems were identified by HCC and key stakeholders in the initial consultation process.
Support for HGV loading restrictions	Schemes FRT1, FRT4 and FRT5 provide this.
Redesign Bluecoats roundabout	This issue has been investigated as part of the traffic modelling work undertaken with the Bengeo and Mead Lane studies for the UTP. Capacity improvements to Bluecoats roundabout have been shown to provide some localised benefits but ultimately the measures would simply relocate queues to adjacent junctions on A414, rather than removing the queues. However, the cost of undertaking the measures required to do this significantly outweigh the benefits provided.
Support one-way around Ware Station.	Scheme HWY2 proposes this.
Promote car clubs.	Scheme SMT3 proposes car clubs and on- street parking bays to accommodate these throughout the study area.
The railway sidings at Hertford East would have to be removed to allow the new link road to be built.	As detailed in Appendix E (Mead Lane Access and Masterplanning), HCC are developing the proposals for Mead Lane in consultation with BRB (Residuary) Ltd and Network Rail who own the sidings land. HCC are able to purchase the land for transport purposes in order to deliver scheme MDL2.
Remove traffic lights at Old Cross junction perhaps re-instate the previous roundabout.	The existing signalised layout was implemented in the interests of pedestrian safety. The previous mini roundabout layout did not provide sufficient opportunity for pedestrians and cyclists to cross the road. The new layout as detailed in PED25 provides improvements to improve pedestrian crossing movements.
Open the disused rail link to motor vehicles to ease congestion at Port Vale	This idea has not been proposed as part of the UTP. It would only provide a small benefit to a few users and would be too costly to implement. There are significant

Consultation Comments	Response
	infrastructure and land ownership issues to resolve.
No more housing should be built as the roads in Hertford and Ware are already overcrowded.	The UTP schemes proposed should help to encourage a mode shift towards more sustainable travel patterns will less reliance upon the car. This should help to ease the pressure on the local road network and help to reduce the impact of new development.
A tunnel similar to the one in Hatfield would help ease congestion in the town centre.	A tunnel is not feasible. The environmental impacts of building a tunnel would be extremely high and the cost of the scheme would outweigh the benefits.
A Bypass for Hertford is required	A bypass has been considered within the UTP development process as set out in the Hertford Bypass statement within the public consultation leaflet: 'Whilst it is acknowledged that the A414 is a primary route that passes through the centre of Hertford, and there is peak time congestion associated with this road in the town, Hertfordshire County Council does not currently plan to construct a bypass. The UTP does, however, include a wide range of schemes and measures that will seek to help address the issue via the management of congestion and encouragement of walking, cycling and the use of passenger transport.
	This UTP sets out short and medium term schemes over a five-year period but also includes longer term schemes up to 2021. Whilst a bypass is not included within this Plan as a longer term scheme, a review in five-years may involve revisiting potential bypass proposals. Should a bypass scheme gain support, implementation would be subject to funding and satisfactorily resolving other aspects such as establishing suitable routes and mitigating the impacts of any proposals.'

Table 6.6 Consultation comments in relation to highways, freight and vehicle access

CAR PARKING

6.6.5 The following comments in Table 6.7 relate to the UTP proposals for car parking as detailed within the public consultation documents. The comments are summarised and an appropriate response is provided:

Consultation Comments	Response
Excessive car parking charges/re-instate free parking	EHC are the off-street car parking authority for the study area, whilst HCC control the on-street parking provision. EHC are currently undertaking a car parking review of the off-street car parks within the district. The EHC review would include off-street parking charges. CPK1 would review the on-street parking provision in the study area and would take into account the findings of the EHC study once it is completed. In order to tackle congestion, the UTP identifies that a demand management approach is needed to control the levels of long stay car parking, so free parking is unlikely to be re-instated and the future pricing regime would also need to take into account proposals for Park and Ride under PTM5.
Pay on exit parking would enable people to shop for longer.	Any new payment methods would need to be implemented on a district wide basis. The issue of pay on exit parking has been investigated previously by EHC and was considered to be too costly for implementation throughout the District. This issue has therefore not been revisited as part of the UTP. The EHC car parking review will
Longer stay parking is required	The UTP identifies a need to change the balance of long and short stay parking provision within the study area, with increased emphasis on short stay parking to allow shoppers to access retail facilities in the town centres of Ware and Hertford. Additional longer stay parking could be provided as part of the Park and Ride proposals which are being developed as PTM5.
More should be done to encourage free short term parking.	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking. EHC's parking policies are currently under review in a district wide study of off street parking.
Please reduce parking charges in Ware & Hertford. It stops us from using the Town Centres.	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking. EHC's parking policies are currently under review in a district wide study of off street parking.

Consultation Comments	Response
Parking restrictions should be eased to encourage people to come and shop in Hertford and Ware.	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking. EHC's parking policies are currently under review in a district wide study of off street parking.
Car parking in Hertford should be a priority - shops are closing due to the lack of parking in the town.	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking. EHC's parking policies are currently under review in a district wide study of off street parking.
Concern about impact on businesses if long stay parking is removed.	The proposals for changing the balance of long and short stay car parking would not completely remove long stay parking. An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking. EHC's parking policies are currently under review in a district wide study of off street parking.
Parking enforcement attendants are over zealous	Traffic wardens for off street parking are employed by EHC. EHC's parking policies are currently under review in a district wide study of off street parking which should include enforcement. The UTP remit does not include this specifically as a priority.
Please compulsory purchase land not being used adjacent to Hertford East Station to allow parking of rail customers	A car parking review of the Mead Lane area is proposed as part of the UTP scheme MDL3 and an area wide car parking review will be undertaken as scheme CPK1. This will review locations for commuter parking and the balance of long and short stay spaces.
Free parking at rail stations required	The rail station car parks are controlled and operated by Network Rail or private companies, with parking charges set by the car park operators. HCC has no direct influence over parking charges at rail stations so this could not be changed within the UTP.
Free Saturdays, weekends, bank holidays parking to encourage people to shop in Hertford	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking. EHC's parking policies are currently under review in a district wide study of off street parking.

Consultation Comments	Response
Discouraging long stay parking provision in town centre is a big disadvantage for workers.	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces and the pricing regime for car parking.
Prevention of car parking on footpaths, corners and opposite junctions would help ease congestion.	These types of issues should not be resolved via parking restrictions and yellow lines as they are contraventions of the Highway Code. However, enforcement of on-street parking offences are the responsibility of Herts Police and it is not possible for HCC to directly influence the levels of Police resources allocated to this, so this cannot be addressed as part of the UTP.
Refurbish the Multi-storey car park on Gascoyne Way it is an eyesore.	There is no funding available via the UTP for improving the visual amenity of the MSCP, so this has not been identified as a scheme.
Concern about reduced long stay parking in town centre causing increased numbers of commuters parking all day in residential streets.	An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces for all town centre users and the pricing regime for car parking. MDL4 includes an extended CPZ around Hertford East Station to prevent commuter parking impacts on surrounding streets. The proposed park and ride scheme (PTM5) would also provide an alternative option for commuter parking.
Put in place one hour restrictions to prevent commuters parking all day near Hertford East station.	MDL4 includes an extended CPZ around Hertford East Station to prevent commuter parking impacts on surrounding streets. The proposed park and ride scheme (PTM5) would also provide an alternative option for commuter parking. An area wide car parking review will be undertaken as scheme CPK1. This will review the balance of long and short stay spaces for all town centre users and the pricing regime for car parking.
Remove traffic lights at junctions where possible	It is not possible to remove the traffic lights at the majority of junctions within the study area as these help improve opportunities for pedestrians to cross the road.
Free edge of town parking would help ease congestion.	An area wide parking study would be undertaken via scheme CPK1 which would include reviewing car parking locations and pricing. The proposed Park and Ride scheme PTM5 would also provide edge of town car parking, although a suitable location for this has yet to be identified.

Consultation Comments	Response
Increase capacity for car parking at Hertford East Station	The proposed new interchange will improve access by all modes. A car parking review of the Mead Lane area is proposed as part of the UTP scheme MDL3 and an area wide car parking review will be undertaken as scheme CPK1. This will review locations for commuter parking and the balance of long and short stay spaces.

Table 6.7 Consultation comments in relation to car parking within the UTP study area

MEAD LANE PROPOSALS

6.6.6 The following comments in table 6.8 relate to the UTP proposals for the Mead Lane area of Hertford as detailed within the public consultation documents. The comments are summarised and an appropriate response is provided:

Consultation Comments	Response
More car parking required at Hertford East.	New interchange will improve access by all modes. A car parking review of the Mead Lane area would be undertaken as part of MDL4 and for the entire study area under scheme CPK1.
Provide a bus link to Hertford East.	This is a scheme within the UTP. Proposals also include a new transport interchange that would be delivered through the site wide Master Plan process.
There are too many flats in the Mead Lane area.	The proposals for Mead Lane through the Master Plan will consider alternative uses in line with delivering reduced car journeys to the site.
Concerned about environmental impacts to sidings land.	This would be considered through the Master Plan.
Improve the setting of Hertford East Station building.	This is part of the UTP proposals to create a public square.
Need to reduce traffic on Mill Road.	The UTP proposes sustainable transport measures to promote alternatives to the car.
Should consider a separate exit point.	This has been considered before and is not feasible.
Open up the level crossing to vehicular traffic.	This has been discussed with Network Rail and is not feasible. Network Rail strongly resist all level crossings and seek closures wherever possible.
Do not support improved access.	The improvements will make the situation better and will make best use of this sustainable town centre location.

Reduce vehicle speeds.	This can be considered in more detail through the future Master Plan work.
Mead Lane access must be improved.	The UTP proposes such measures.
Improved pedestrian and cycle access should be provided to Mead Lane.	The UTP proposes such measures.

Table 6.8: Consultation Comments relating to Mead Lane

BENGEO OPTIONS FOR BYDE STREET

6.6.7 The following comments in Table 6.9 relate to the Bengeo Options in response to the proposed trial closure of Byde Street. The comments are summarised and an appropriate response is provided:

Consultation Comment	Response
Scheme Suggestions	
Implement a 20 mph zone	A 20mph zone could assist in reducing vehicle speeds – although speeds recorded in Lower Bengeo are already low, particularly in peak periods. It is unlikely that such a scheme would significantly reduce the flow of traffic through this area. Physical features may not be compatible with the conservation area. Suggested in the 2006 study and rejected as it was unpopular with residents and stakeholders. See table 1.1
Speed calming measures in Byde Street	Traffic speeds in the area are already low. The impact of traffic calming on traffic volumes wouldn't be significant enough in isolation to solve the underlying problem. Chicanes and traffic priority were considered as part of the 2006 study and were rejected due to lack of support during consultation. There were concerns over loss of parking and space constraints in the area. See table 1.1.
Congestion charge or permit style scheme to restrict access to Byde Street or Bengeo as a whole	Extensive research would be required to implement this option with special dispensation from the Department for Transport required. This would be extremely costly and isn't feasible for a scheme of this size. Although, subsequent to the public consultation another technological solution has been investigated. See section 6.3.
Enforcement by camera of existing restrictions to improve compliance	This option is being considered further please see section 6.3 for more details.
Improve late night and weekend bus services to Bengeo	This would be covered by the area wide bus service review which forms scheme PTM26 of the UTP and would require the support and agreement of the Bus Operators.
Improve the traffic flow at Old Cross to reduce the need to use Benego routes	The traffic signals at Old Cross facilitate pedestrian a crossing point on this very busy road, To remove the pedestrian crossing would create major severance issues for pedestrians especially vulnerable road users

Consultation Comment	Response
	such as elderly and disabled people with limited mobility. During the access and parking restrictions trial which took place in 2006, the signals were altered slightly. This gave as much 'green time' to vehicles travelling through Old Cross from Port Hill as possible.
Increase in enforcement of existing Access and Parking Restrictions	Enforcement of parking restrictions is the responsibility of East Herts Council whilst the access restrictions are enforced by the Police. The County Council will work with these authorities to provide as much as enforcement as possible given the resources available.
Increase in hours of operation of existing restrictions	Through traffic issues are more prevalent in peak hours than during the day. This coupled with limited enforcement resources would preclude an increase of hours.
One Way Operation in Bengeo	One way operation was considered and discounted in the 2006 study (see table 1.1) due to lack of support during the consultation. There were also concerns that speeds would increase and the limitations this would place on cyclists.
Reopen Port Vale if Byde Street is closed	If Byde St is closed on a trial basis re-opening Port Vale would provide another through route through Lower Bengeo.
Trial traffic lights at Nelson Street/ Port Vale and Byde Street/ Farquhar Street	This has previously been suggested but was, considered to simply regulate the rat run flow through this section of Byde St. This could potentially make the route more attractive as it would remove the conflict on this narrow stretch of road.
Impose width restrictions to limit traffic	This was considered in the 2006 Study (see table 1.1), at the time the scheme was considered to be unfeasible as the streets are already very narrow and access for Deliveries and servicing would have to be maintained.
Use a CPZ to restrict parking to residents and exclude commuters	Scheme CPK3 proposes to implement parking bays in Bengeo where possible, as part of the delivery of this scheme a parking study would be carried out. CPK1
More organised parking on Byde Street to allow better access through narrow streets Provide a park and walk	also provides a car parking review for the entire study area of Hertford and Ware.
Provide a park and walk facility for residents on the 'rat-run' and remove parking to make the route safer.	
Remove parking from Bengeo to allow traffic easier passage through the area	

Consultation Comment	Poenanca
	Response The decision to approve the Sainsbury's development
Sainsbury's will make the situation in Byde Street worse	was made after a call-in inquiry. The agreed statement of common ground on transport indicated that trips to the store would, for the most part, be diverted from other local stores. The modelling has included Sainsbury's traffic and the UTP recommendation for Bengeo will only be made once the store is open and the traffic situation can be properly assessed.
Parking by commuters	Scheme CPK3 proposes to implement parking bays in
exacerbates the problem	Bengeo where possible.
Pro	blems with Closure Scheme
Increased congestion on Port Hill caused by closure of Byde Stet Access needs to be maintained for residents of Bengeo	It is accepted that increased congestion on Port Hill and inconvenience for some residents will be inevitable by-products of the closure of Byde Street. However the relative advantages and disadvantages of the scheme will be carefully considered before a permanent solution is identified.
Increase in journey times for residents in Bengeo if closure goes ahead Closing Byde Street would cause severance issues in Bengeo	A technological solution has also been put forward which would alleviate severance and access issues for Bengeo residents. See section 6.3. However, at the present time this option is not viable.
	Other Comments
Closure was rejected in the 2006 study	The 2006 Study concluded that closure was feasible, but that given the circumstances at the time it wasn't a reasonable response. It was agreed that a modelling exercise would be undertaken to ascertain the likely impact on Port Hill and the surrounding area – hence this piece of work. This is detailed earlier in this report (see sections 2-4).
A bypass is required to reduce the general level of congestion in Hertford	The UTP has stated that a bypass will not be included due to priority being given to other large schemes in the County, funding, and wider impacts of the scheme.
Every driver should have access to the Highway	Current policy seeks wherever possible to keep the majority of traffic on the primary routes through the area and off residential streets.
Please do not use speed	Traffic calming measures are not currently under
bumps in Bengeo	consideration for Bengeo.
Some residents want something done – just not a closure	A number of other possible options have been looked at previously and discounted. Taking into account these comments, a technological solution has been considered
	- but is currently not viable.

Table 6.9: Summary of Consultation Comments about Bengeo Scheme Options

Appendix A Steering Group Meeting Minutes

Hertford and Ware UTP

FIRST OFFICER STEERING GROUP MEETING - 8TH JULY 2009

County Hall

10am

Attendees HCC Ian Thompson (IT), Sue Jackson (SJ), Andrew Freeman (AF)

EHC Kay Mead (KM)

WSP Mike Batheram (MB), Adrian Hames (AH)

Actions

Task ID	Description	Timescale	Owner	Complete
1	HCC to send through Waltham UTP Pro-forma for scheme feasibility	17/7/09	HCC - IT	Y
2	Stakeholder Workshop Invite List	13/7/09	HCC – AF	Y
3	WSP to send through Draft Stakeholder invites	13/7/09	WSP – AH	Υ
4	WSP to send electronic version of presentation and 2 plans of Hertford and Ware	10/7/09	WSP – AH	Y
5	WSP to do notes of MSGM	20/7/09	WSP – AH	
6	EHC to provide final comments on Inception Report	17/7/09	EHC – KM	
7	WSP to finalise inception report including EHC and HCC Comments (provided at OSGM)	17/7/09 – depends upon comments received above	WSP – AH	
8	Finalise matrix/prioritisation early August (HCC have provided Waltham version)	14/8/09	WSP – AH	
9	Signed copy of contract from HCC	asap	HCC – IT	
10	WSP to update pro-forma for scheme feasibility for short term schemes (HCC provided comments on WSP version at OSGM)	14/8/09	WSP – AH	
11	Stakeholder Venue to confirm	10/7/09	HCC – AF/IT	Υ
12	WSP to send out Stakeholder Invites	14/7/09	WSP – AH	Y

MEETING NOTES

Job Title Hertford and Ware Urban Transport Plan

Project Number 11501189 Date 8 July 2009

Time 2pm

Venue County Hall

Subject First Member Steering Group

Client HCC and EHC

Adrian Hames WSP Mike Batheram WSP

lan Thompson Hertfordshire County Council

Present Andrew Freeman Hertfordshire County Council

Kay Mead East Herts Council Cllr Sally Newton Councillor, HCC

Cllr Peter Ruffles Councillor, HCC & EHC Cllr Beryl Wrangles Councillor, HCC & EHC

Apologies None

MATTERS ARISING ACTION

- 1.0 Introduction to WSP & Urban Transport Plan
- 1.1 Ian Thompson gave introductions to everyone and outlined that this was the first member steering group meeting for the Hertford and Ware UTP. Adrian Hames and Mike Batheram introduced themselves and WSP.
- 1.2 MB outlined the process for the Urban Transport Plan and that WSP were going to give a presentation today on behalf of Herts CC, as WSP were appointed to undertake the UTP. AH gave the presentation and set out that electronic copies would be provided to go with the information packs provided at the presentation.

WSP

- 1.3 AH outlined the presentation format and that WSP would go through the progress so far. Key dates, the UTP methodology, WSP's current views on consultation for the UTP, identification of the issues, outlining the Draft vision and UTP objectives and consideration of the problems and opportunities. The presentation also included a short section on the Mead Lane and Bengeo modelling and would cover next steps.
- 1.4 AH outlined the progress so far since WSP were appointed in June and outlined the key dates being:
 - UTP Stage 1 Report to be submitted on 14 August 2009;
 - UTP Stage 2 Draft Report to be submitted on 14 February 2010;
 - followed by a consultation; and
 - Submission of the Final UTP Report on 10 April 2010.

All to note

AH outlined the UTP methodology and set out the process for completing Stage 1 which included a policy review, setting of initial UTP vision and objectives, assessment of the key issues and the evidence base and providing a final consultation methodology. AH also outlined within the presentation UTP Stage 2 methodology

- 1.5 AH outlined the 2 stages to the consultations, Stage 1 being raising the awareness of the UTP work (post Stage 1 report) and stage 2 being the formal UTP consultation (after submission of Draft UTP). Members queried the stakeholder workshop and when this would occur and how it would work. AH outlined that the first stakeholder workshop would be on 30 July 2009 and would involve a whole range of stakeholders from across Hertford and Ware including councillors, bus operators and other transport providers, officers from Hertfordshire and East Herts Council and a range of other interested parties such as town councils etc.
- 1.6 AH outlined the vision and objectives that WSP were putting forward for the UTP and contrasted these to the LTP objectives and other local government objectives within the East of England Plan, through the Sustainable Community Strategies to East Herts Council's adopted Local Plan, emerging LDF and other objectives of the town councils. AH noted that the vision and objectives proposed by WSP were set as being much more specific to Hertford and Ware. It was noted by members that these were challenging objectives.
- 1.7 AH outlined the modal hierarchy focussing on sustainable modes at the top through to car borne commuters at the bottom.
- 2.0 Issues
- 2.1 AH outlined the possible strategies for managing car based travel, these being:
 - Demand management with some fiscal element;
 - Constrained i.e. future development and / or restrictions on existing development to try and reduce car use; or
 - No change and essentially continue with the existing pattern which may not result in modal shift.
- 2.2 Members outlined their views on this and gave some helpful comments in relation to looking at Pay on Exit car parking. Members stated that it would be sensible to have extra car parking within Hertford particularly, and with this extra car parking on the edge of Hertford, it is possible to have more car free zones and areas within the town centre itself.
- WSP to consider for UTP Stage
- 2.3 It was noted that for the future of market towns, there is a need to tackle rural travel into the towns and that currently buses were not good.

 Overall consideration was needed to manage parking. It was considered by members that the right approach in terms of sufficient carrots, as well as the sticks were needed to tackle some of the issues with transport within Hertford and Ware. It was noted that there was a traffic experiment in Hertford town centre in 1993 that outside peaks there was restricted access only and that this lasted only a week or so.
- 2.4 Cllr PR outlined that there may be possible approach of having different badges on different days for different users. Mike Batheram outlined that WSP would welcome innovative ideas and that all ideas should be included in the initial "long list" of schemes.

- 2.5 AH gave an introduction to the various problems within Hertford and Ware for different transport issues. Initially covering the pedestrian audit for Hertford and Ware. It was noted that within Ware, the main High Street had good pedestrian provision, however outside of the centre it was not so good. It was noted that there are issues at the roundabout end of Baldock Street in terms of pedestrian crossing facilities in Ware.
- 2.6 There was discussion on whether Glaxo SmithKline had a Travel Plan and members wanted to make it clear that Harris' Lane was not to be closed even though Glaxo had made a few attempts to close this route as it cuts straight through the middle of their site. However it was public highway.

WSP to consider for UTP Stage 2

- 2.7 It was suggested that consideration should be given to the linkages between the two towns, however the focus is on Hertford and Ware and then the linkages. Wengeo Lane was noted to no longer exist for vehicular traffic as the banks had eroded at the point where the central bend in the road occurs and bollards had been put in place and it was thought that this should be considered as part of the Hertford and Ware transport work within Ware itself.
- 2.8 It was noted that as part of the Mead Lane area pedestrian audit that the gates across the railway crossing are not very good and need improvement, and in particular they "bang" and make a lot of noise.

WSP to consider for UTP Stage 2

2.9 It was noted that pedestrian accidents were not too bad, however it was the usual spread of traffic accidents across Hertford and Ware. Congestion was discussed and PR declared that he lives on the A414. There was discussion about by-pass for Hertford and that this may be part of a longer term strategy for the town. However, it was noted by members that lines on plans can be very dangerous and that there should be a do nothing option. It was noted that other peak-time congestion occurs in the two towns over that indicated in the presentation: in Hertford, the B158 Old Cross/Bengeo is a particular issue and in Ware, Watton Road gueues back from the town centre to the A602 beyond the A10 junction. There was discussion about the LDF and the need to accommodate an additional 12,000 homes in the area and the impact this would have on congestion. MB noted that it was important to need to lock in benefits if any measures are put in place to reduce congestion so that with new homes, congestion does not increase again and road space is not used up by cars. It was noted that as part of the Mead Lane Access Study the Rowleys Road scheme was ruled out. Finally views were given on the M25 and when there is congestion this impacts on the A414. There was short discussion on the possibility of a tunnel as part of the scheme to alleviate the A414 through Hertford.

WSP to consider for UTP Stage

2.10 Passenger transport aspects were looked at in terms of rail station issues at Hertford and Ware. It was noted that there are 56 cycle spaces (some covered and secure) at Hertford North Station and that the demand was huge for cycling to the railway stations. At Ware rail station it was noted that there was an underground car park put in, controlled by NCP as part of the Ware Goods Yard development. It was noted that in terms of the rail services there is quite heavy use between Ware and Hertford for education and that there are some overcrowding on the trains towards London. Finally it was discussed that congestion can have an issue on passenger transport operations (bus services) and key aspects were considered again in terms of the rat running through Ware Road, Fairfax Road onto Mead Lane and that this area is particularly congested.

WSP to consider for UTP Stage

2.11 There was discussion on cycling and WSP's cycle audit has been undertaken. It was noted by members that often cyclists and pedestrians are a conflict.

WSP to consider for UTP Stage 2

- 2.12 AH outlined the opportunities that would be explored as part of the UTP and these would be:
 - Reduced congestion at hot spots
 - Improvements to passenger transport
 - Improvement for non-motorised users
 - Smarter choices, such as travel plans for work place and schools
 - Technology, such as urban traffic management RTPI
 - Traffic management
 - Road safety
- 2.13 AH gave an outline of the Bengeo transport modelling and the Mead Lane Access Master Planning exercise. It was noted by members that Paramics was useful to show to the public as part of the modelling and consultation process. It was noted by members as part of Mead Lane, that there is only one access and that the area has significant issues in terms of accommodating the associated traffic with the housing and employment with only one access being in place.

WSP to consider for UTP Stage

3.0 **Next Meetings:**

3.1 AH outlined the next steps and these would be to submit the UTP Stage 1 report, continue with the Mead Lane Access Master Planning study and Bengeo transport modelling, to begin work on UTP Stage 2 at the end of August.

Cllr PR noted that there were a couple of items missing from the WSP plans of Hertford and Ware.

WSP

3.2 IT and AF would meet with the Ware member steering group on Thursday 23 July 2009.

IT / AF

3.3 The next meeting of the Members Steering Group was agreed for Wednesday 14 October 2009 at 2pm to be held at WSP Hertford office.

Distribution: Those Present

Hertford and Ware UTP

NOTES AND ACTIONS FROM SECOND OFFICER STEERING GROUP MEETING – 25^{TH} AUGUST 2009

County Hall

10am

Attendees HCC Ian Thompson (IT), Sue Jackson (SJ), Andrew Freeman (AF),

Judy Cameron-Rollo (JC-R)

EHC Kay Mead (KM)

WSP Adrian Hames (AH)

Agenda

1. Progress Report;

2. Update on Actions;

- 3. Development implications (Tesco and Sainsbury) for Modelling;
- 4. Draft UTP Stage 1 Report
 - Implications from Policy review
 - Ensuring all key problems identified
 - Any gaps in data/evidence base
 - Final Vision and Objectives
 - Consultation Methodology (inc Stage 1)
 - Scheme Assessment Framework
- 5. Stakeholder Workshop notes;
- 6. Next steps (UTP Stage 2);
- 7. Finance;
- 8. AOB.

Notes of the meeting

- 1.1.1 JC-R was introduced by IT and would attend all future meetings.
- 1.1.2 AH went through the Progress Report (details are in the progress report).
- 1.1.3 It was confirmed that the 14th Oct would be the next Officer Steering Group (OSG) meeting between 12-2pm and lunch would be provided. The Member Steering Group (MSG) meeting would be between 2-4pm on the same day. Meeting to be held at WSP Hertford Office:

WSP Hertford The Chase John Tate Rd Foxholes Business Park Hertford, SG13 7NN 01992 526000

- 1.1.4 IT confirmed the contract signing was being completed. All other actions in the progress report had been completed.
- 1.1.5 SJ outlined her recent meeting with WSP at the Hertford office to discuss the Mead Lane and Bengeo Modelling with Matt Chilvers (WSP). SJ explained that the Mead Lane model was more advanced than the Bengeo model, which was considered to be more challenging, but both were on track for deadlines, as set out in the Inception Report and were progressing well and SJ was satisfied. WSP to provide SJ with network and calibration stats as well as a copy of model.
- 1.1.6 There was a discussion on the impact of Tesco and Sainsbury's development proposals on the modelling, and in particular the forthcoming Call-in Inquiry for Sainsbury from 22nd Sept.

- 1.1.7 It was agreed that due to Tesco now being a lesser expansion (30 trips each way and no changes to the highway) WSP did not need to make special allowance for this in the modelling.
- 1.1.8 In terms of Sainsbury's it was noted that this will impact on likely schemes developed through the UTP and should therefore be accounted for within the modelling prior to scheme development, but would require additional testing and scope of work by WSP. Therefore it was agreed that WSP should consider in discussion with HCC (Rob Jepson and IT) whether the 22nd of Sept was achievable for any testing to be complete and also to consider the extent of additional modelling and associated fees. In addition, WSP to confirm the "end date" by which time any such Sainsbury's modelling should be complete to enable it to feed into the UTP Stage 2 work.
- 1.1.9 Sainsbury's would be a watching brief on each OSG Meeting agenda.
- 1.1.10 The meeting then considered the DRAFT UTP Stage 1 Report. A range of comments were made by HCC and others would follow from EHC.
- 1.1.11 SJ and IT agreed to investigate whether further data was available from the EHC travel diary data from 2005 and pedestrian crossing data and A414 Toucan B&A data. HCC would also provide officer contact list. AF to provide Safer Routes to School data.
- 1.1.12 It was agreed that comments on the UTP Stage 1 Draft Report would be provided to WSP by 2nd Sept and a further Draft version would be provided by WSP to HCC on the 9th Sept.
- 1.1.13 The Stakeholder Workshop notes were being checked by IT and any comments would be provided along with comments on the Stage 1 Report.
- 1.1.14 It was noted that the Stage 1 Report would need to be finalised and then work would commence on Stage 2 of the UTP. Key aspect is to agree dates for all key officer, member, stakeholder and public consultation events.
- 1.1.15 IT outlined that Passenger Transport workshop meetings (separate bus and rail) should be organised through Alissa Ede at HCC on 01992 588668 (alissa.ede@hertscc.gov.uk).
- 1.1.16 IT flagged up that would be useful to flag up cycle/walk schemes early as funding available through Links to Schools.
- 1.1.17 Finance progress was noted as in accordance with the progress report summary for August.
- 1.1.18 AH to attend a senior meeting on UTP with key County and District member and officer.

Actions

Task ID	Description	Timescale	Owner	Complete	Comments
1	HCC and EHC to provide comments on Draft Stage 1 Report	2/9/09	HCC – IT and EHC - KM	Υ	
2	HCC to provide further data to allow identified	2/9/09	HCC – IT, SJ	Y (part)	Await any further detail

	gaps to be filled in stage 1 report (Travel Diaries, SRtS, ped crossing data)		and AF		from SJ
3	Complete revised Draft of UTP Stage 1 Report	30/9/09	WSP - AH		Revised date from HCC
4	WSP to provide SJ with Mead Lane and Bengeo Model calibration stats and copy of model(s)	When available - Sept	WSP – AH/MC		
5	WSP to confirm timescale (end date) and fees for additional Sainbury's modelling	18/9/09	WSP – AH/MC	Confirmed by RJ that not necessary for WSP to complete modelling prior to 22nd	Need to agree scope/inputs with SJ and RJ
6	Need to agree all future dates for OSG, MSG, Stakeholder workshops and public consultation	18/9/09	WSP – AH and HCC - IT	Y	Include in Stage 1 Report
7	Liaise with Alissa Ede to organise Rail and Bus Workshops	11/9/09	WSP - AH		
8	Provide detail and Draft press release for Stage 1 of public raising awareness	18/9/09	WSP – AH	Y	Relate to completion of Stage 1 Report
9	Signed copy of contract from HCC	asap	HCC – IT	Y	WSP to sign and return
10	WSP to send out 1 st Stakeholder Workshop notes	w/c 14/9/09	WSP – AH	Y	

MEETING NOTES

Job Title

Project Number 11501189 Date 14 October 2009 Time 2pm Venue WSP Office, Foxholes, Hertford Subject Second Member Steering Group Meeting Client HCC and EHC Adrian Hames **WSP** Mike Batheram **WSP**

Hertford and Ware Urban Transport Plan

Jo Beale WSP
Ian Thompson Hertfordshire County Council

Andrew Freeman Hertfordshire County Council
Kay Mead East Herts Council

Present Kay Mead East Herts Council
Cllr Sally Newton Councillor, HCC

Cllr David Andrews Councillor, HCC & EHC Cllr Beryl Wrangles Councillor, HCC & EHC

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Cllr Rose Cheswright Councillor, HCC Cllr Phyllis Balham Councillor, EHC

Apologies Cllr Peter Ruffles Councillor, HCC & EHC

MAT	TERS ARISING	ACTION
1.0	Introductions	
1.1	Round the table introductions were given. Adrian Hames, Mike Batheram and Jo Beale introduced themselves.	
1.2	AH outlined the progress made on the Urban Transport Plan so far and that WSP were going to give a presentation today to give details of this covering completion of the UTP Stage 1 Report and the next steps in the process. AH gave the presentation and set out that copies would be provided to go with the information packs provided.	
1.3	AH outlined the presentation format and Key dates, before the presentation moved onto reporting the findings of UTP Stage 1.	
2.0	UTP Stage 1 Report	
2.1	AH continued the presentation by giving an outline of the main findings of the UTP Stage 1 Report including: Policy Context and main aspects relevant to the UTP; Final Vision and Objectives for the UTP; Outline of the key data sources contained in the evidence base; Key findings from initial analysis of the evidence base; and Issues identified within the study area (hand outs were provided).	

2.2	 A discussion of the issues identified followed centred on the issues table and map from the Final Stage 1 Report. Members were given copies of the map and table to take away. The main points of the discussion covered the following topics: Waiting and Loading restrictions through Ware town centre cause congestion during peak periods; Satellite Navigation Systems for HGVs using inappropriate routes through the town centres; Single lane section of A414 under the rail bridge in Hertford is a major constraint; and WSP confirmed that Woodson Park Sports Centre is included within the UTP Stage 1 Report study area and that it's exclusion from the Study Area boundary resulted from an error in the original study boundary drawing. WSP clarified that these issues are already covered in the Stage 1 report. 	
2.3	AH then continued with the presentation by outlining the methodology that will be used to prioritise the solutions produced in Stage 2, and in particular the Scheme Assessment Framework (SAF). It was noted by all that the SAF was similar to that for all other UTP's in Hertfordshire and therefore was an agreed process.	
2.4	AH then presented an initial outline covering the types of solution currently under consideration (hand outs were also provided). These were split into four main topics for discussion: Congestion; Access and Parking; Walking and Cycling; and Public Transport.	
2.5	Discussion on the topic of congestion in the study area covered the following points.	
2.6	Discussion of the possibility of a bypass – IT confirmed that a bypass has no strategic priority in the short or medium term, a discussion on the pros and cons of such a scheme followed. Opinions were expressed that a bypass was crucial for Hertford in the future.	WSP to review during Stage 2
2.7	There was further discussion on the need for a review of waiting and loading restrictions and periods. KM informed the group that changes to the restrictions in Ware had been proposed during the last UTP for the town, but that they had been dropped due to concerns about the impact this would have on independent businesses that cannot control their supply chain like national chain stores can. Members felt that it was an important issue and that it should be investigated further in the next stage of the UTP.	WSP to review during Stage 2
2.8	The possibility of introducing a Park and Ride site was discussed. AH said that there might not be sufficient demand for a traditional Park and Ride such as those which operate in Cambridge, but that an out of town public transport hub for existing bus services with parking could be a possibility as part of an interchange facility. Cllr RC asked if it would be possible for a P&R site to serve both towns, AH replied that it would be desirable for this to be the case in order to maximise the catchment for services. KM commented that P&R sites are not allowed within green belt land and so the location of a suitable site could be problematic. Cllr SN commented that finding sites for parking is always difficult as nobody views it as an important use of space. AH also commented that the facility could include a Park & Cycle element as well.	WSP to consider for UTP Stage 2
2.9	Cllr PB commented on the difficulties associated with large postcodes and addressing surrounding areas as Ware in terms of navigation to villages and mentioned again how important it is for satellite navigation information providers to be approached about HGV routes. This may be as important as signing.	WSP to consider for UTP Stage 2

2.10	Cllr RC asked about the possibility of using Variable Message Signing (VMS) to advise drivers about congested routes through the towns and car parking locations available as is currently operated in Welwyn Garden City. AH outlined that this was one of the solutions being considered.	WSP to consider for UTP Stage 2
2.11	There was also a discussion about the re-routing of through traffic onto the A414 which occurs when there are problems on the M25. AH and IT commented that the operation of the M25 and indeed the other trunked routes surrounding the study area were beyond the remit of the study. Cllr SN reiterated her earlier point about the importance of discussing a bypass to provide an alternative east-west route away from the town.	WSP to consider for UTP Stage 2
2.12	 The next topic for discussion was Access and Parking. The main points discussed were: Access to Schools and whether allowing parents to drive onto the school grounds to collect their children at the end of the day has a benefit, as it prevents undesirable parking and waiting which currently blocks the highways around schools, or a disbenefit as it could encourage more parents to collect their children by car. Whether it is possible to encourage Network Rail to be more proactive about the use of the siding land surrounding Hertford East station to improve access to the train station by all modes. 	WSP to consider for UTP Stage 2
2.13	 The discussion then moved on to Walking and Cycling. The main points of discussion were: Issues surrounding the Hoe Lane/ Stansted Road access to Presdales school and the risk to pupils currently walking in the road to get home due to the lack of adequate footpaths. Cllr DA commented that cycle facilities should be provided on the road as mounted cyclists on the pavements present a real danger to pedestrians. IT clarified the current HCC guidance on the provision of cycle facilities and when shared walking and cycling facilities are considered to be the most appropriate option. 	WSP to consider for UTP Stage 2
2.14	 Issues and solutions surrounding Public Transport access and operation were then discussed. The main points of this discussion were: Cllr DA put forward the opinion that public transport should be provided free of charge to encourage mode shift. The possibility of a free circular town centre service, including any new P&R facility was explored. AH added that this option would be explored during the Stage 2 prioritisation exercise. Cllr RC asked if it would be possible to do something with or like the Travel Smart scheme launched in Watford. 	WSP to consider for UTP Stage 2
3.0	Progress Report on Mead Lane and Bengeo Modelling	
3.1	AH outlined the current position for this element of the study and confirmed that there would be additional work undertaken to allow the impact of the new Sainsbury's development on the proposals to be assessed. A video clip of the Mead Lane base model was shown and the functionality of the model explained in terms of traffic tracking using colour coding and the ability to see what the effects of changes to the road network will be.	
4.0	Next Steps	
4.1	AH continued the finished the presentation by outlining that the next step in the study is to finalise the long list of proposed solutions for the problems identified in Stage 1, prioritise these and present the Draft UTP by 15 February 2009.	
4.2	The next Member Steering Group was arranged for 2pm on 8 December 2009 at WSP Offices in Hertford.	
Distrib	oution: Those Present plus Cllr Peter Ruffles	

Hertford and Ware UTP

THIRD OFFICER STEERING GROUP MEETING - 14TH OCTOBER 2009

WSP, Hertford

12am to 2pm

Attendees HCC Ian Thompson (IT), Sue Jackson (SJ), Andrew Freeman (AF),

Judy Cameron-Rollo (JC-R)

EHC Kay Mead (KM), Tim Hagyard (TH)

WSP Mike Batheram (MB), Adrian Hames (AH), Jo Beale (JB)

AGENDA

1. Progress Report by Adrian Hames and update on actions

- Update on Mead Lane and Bengeo Modelling (and discuss input to Stakeholder workshop on 19th Nov)
- 3. Final Version of Stage 1 Report provided
- 4. Emerging long list of UTP schemes
- 5. Draft Programme for Key Officer Surgery on 11th Nov
- 6. Draft Agenda for 2nd Stakeholder Workshop on 19th November
- 7. Draft Agenda for Bus and Rail Workshops
- 8. Forward Work Programme for UTP Stage 2
- Methodology
- Public Realm Design Competition for McMullen's Brewery Site
- Sainsbury's scenarios for modelling
- 9. Any final Preparation for 2pm Member Steering Group meeting
- 10. AOB

Including:

ICT Project Request Form for web content

Actions

Task ID	Description	Timescale	Owner	Complete
1	Following discussion of the recent Sainsbury's inquiry it was agreed that TH would give updates on the situation at the next two steering group meetings, particularly in relation to the design competition relationship to the UTP.	Next two steering group meetings	TH – EHC IT – HCC	

2	WSP to provide Bengeo Model and validation stats to SJ	16/10/09	Matt Chilvers - WSP	
3	AH to provide additional costs for modelling separate sensitivity test including the Sainsbury's development	30/10/09	AH – WSP	
4	Study area to be amended to include Wodson Park Sports Centre (Ware)	16/10/09	AH – WSP	Y
5	Check SCS indicators covered by the Scheme Assessment Framework (SAF) – UTP Objectives intended to cover these	16/10/09	AH – WSP	Y
6	WSP to provide completed final stage 1 report by 15 th Oct including KM and IT's final comments. Version to be posted to KM in week commencing 19 th Oct	w/c 19 th Oct	AH – WSP	Y (4 copies provided at UTP Project Board, revised pages 92-102 posted on 15 th Oct) Copy to KM sent on 21 st Oct
7	WSP to attend first UTP project board on 15 th Oct	15/10/09	AH – WSP	Υ
8	Tailored Issues and Solution tables for each Key Officer Group (noting action at ID 9) to be circulated prior to the Key Officer Surgery on 11 th Nov 09	30/10/09	AH – WSP	Draft Agenda provided on 16/10/09
9	KM and IT to email comments on DRAFT Long List of solutions It was noted that caution was needed in use and distribution of the long list of solutions.	16/10/09	IT – HCC and KM – EHC	Y
10	Draft invitation letter and fact sheet for second stakeholder workshop to be issued for	16/10/09	AH – WSP	Υ

	comments			
11	Comments on invitation letter and fact sheet for second stakeholder workshop	20/10/09	IT – HCC	
12	Invitations for the Second Stakeholder Workshop to be issued	23/10/09	AH – WSP	
13	Briefing note to be finalised to be sent out prior to Bus and Rail Workshops	23/10/09	AH - WSP	Draft issued for comment on 16/10/09
14	Invitations to bus and rail workshop to be agreed with Alissa Ede and Neil French and then issued	23/10/09	IT – HCC	
	Date to be confirmed by HCC (Fri 13 th Nov was discussed with Neil French)			
15	ICT Project Request Form for web content to be completed	30/10/09	IT – HCC (with WSP input)	
16	Press Release to be issued following the updating of the website to include the UTP stage 1 report	w/c 19/10/09	IT – HCC	Press release and stage 1 report both finalised

MEETING NOTES

Job Title Hertford and Ware Urban Transport Plan **Project Number** 11501189 8th December 2009 Date Time 2pm Venue WSP Office, Foxholes, Hertford Subject Third Member Steering Group Meeting Client HCC and EHC Adrian Hames **WSP** Hertfordshire County Council Ian Thompson Hertfordshire County Council Andrew Freeman Kay Mead East Herts Council Present Cllr Sally Newton Cllr Beryl Wrangles Cllr Rose Cheswright Cllr Phyllis Balham Cllr Peter Ruffles **Cllr David Andrews Apologies**

MATTERS ARISING		
1.0	Introductions and Progress update	
1.1	Adrian Hames gave a presentation (enclosed). This provided a progress update on work completed so far.	WSP
2.0	Outcomes from Workshops	
2.1	 AH continued the presentation by giving an outline of the main findings of the workshops including: 2nd Stakeholder Workshop on the 19th November (including voting session) Officer surgery session on 11th November; and Bus and Rail Workshops on the 13th November. 	
2.2	 A discussion followed based on the outcomes of the workshops: Cllr BW raised concerns about overhanging vegetation. IT to speak with local office area; All Cllrs agreed broad support for at-grade crossings; Cllr BW raised a slight concern over cyclists in pedestrianised areas IT mentioned about SUSTRANS funding linked to schools; Cllr RC concerned about delivery vehicle loading causing congestion; Cllr PB concerned about some shops not using their rear access where they have them; Cllr SN raised the problem of additional east-west trips on A414; Cllr BW raised that there is some s106 funding for crossing Stanstead Road; Cllr PR raised that the above links through to Foxholes to Stanstead Rd and London Rd and then crossing from Foxholes across A414 Cllr BW asked about Hertford East Coalyard. It was confirmed that WSP looking at this. KM confirmed that ASDA have brought the site and an application likely. Cllr SN also raised about parents with children also visiting County Hall by bus Cllr PR also raised about congestion at the bus station around 9am Cllr SN outlined that the Old Cross junction filter system is confusing for pedestrians and whether it could be moved or the lights taken out? The 	

	Sainsbury's application was discussed and WSP also to look at this junction through the UTP	
3.0	UTP Possible Strategies	
3.1	AH outlined the 3 possible Options: Option 1 Demand Management - including Parking Strategy and pricing for long versus short stay as well as restrictions on car access for primary v secondary routes;	
	Option 2 Constrained - encouraging reductions in car travel; and	
	 Option 3 Continue with existing strategy (may not result in significant modal shift) 	
4.0	 AH also explained the strengths and weaknesses of "road access restrictions" and "Park&Ride and Bus Priority Measures" Cllr PB explained that free bus passes making a difference Cllr PR outlined that businesses would like to see "pay on foot" in Hertford All Cllrs are against parking charges Cllr SN agreed with Option 1 Cllr BW raised that concerned about Fairfax Road rat-running Cllr SN requested that presentation be circulated Cllr RC raised support for Park&Ride AH explained need a packaged approach to delivery of options so that have the sustainable measures as well as measures to manage demand Cllr PR outlined that support for Option 1 but that keen to see debate continue through consultation Cllr PR gave view that quality of streetscapes should be considered. AH confirmed that this was the case All Cllrs agreed that broad support for Option 1. IT to speak to Cllr DA Hertford Bypass 	WSP
4.1	Cllr RC outlined that the reality is that a bypass is needed now	
T. I	Cllr PR outlined that he lives on the A414 "conflict of interest"	
4.2	Agreed on the inclusion of the bypass statement in UTP Stage 2 report and for consultation	
5.0	Mead Lane	
5.1	Supportive of approach being taken and confirmed that Fairfax Road included in Model (consideration needed for rat-running issues) AH outline that a workshop would be held between EHC and HCC in mid-Jan to seek to develop a solution to allow development	
6.0	Bengeo	
6.1	Cllr PR raised that likes the adjustment to the Old Cross Lights AH confirmed that Sainsburys to be included in modelling Cllr SN provided letter from Alan Nudds. IT to respond	IT
7.0	UTP Stage 2 Next Steps	
7.1	AH outlined the key dates 28 th January next Member Steering Group Meeting 2-4pm (again at WSP offices) 28 th January next Stakeholder Workshop (to be held in Ware) Both will include presentation of UTP Stage 2 Dates for public consultation Public Exhibition Hertford 10am to 8pm Tuesday 23/03/10 Public Exhibition Ware 10am to 8pm Thursday 25/03/10	
Distrik	oution: Those Present plus Cllr David Andrews	

Hertford and Ware UTP

FOURTH OFFICER STEERING GROUP MEETING – 8TH DECEMBER 2009

WSP, Hertford 12am to 2pm

Attendees HCC Ian Thompson (IT), Sue Jackson (SJ), Andrew Freeman (AF),)

EHC Kay Mead (KM), Tim Hagyard (TH)

WSP Adrian Hames (AH)

AGENDA

1. Programme and Key Dates

2. Update on Actions

3. Progress of UTP Stage 2

4. Update on Bengeo and Mead Lane Transport Modelling

5. Consultation Events

6. Next Steps

7. Finance

8. Change Control

Actions

Task ID	Description	Timescale	Owner	Complete
1	WSP to send out 3 rd Stakeholder workshop invites for 28 th Jan with notes of second workshop	By 11/12/09	WSP	Y
2	Note that unmanned boards also at exhibition venues	March	WSP	
3	HCC to book Hertford venue	Dec	HCC - IT	
4	WSP to provide consultation leaflet structure/mock-up	23/12/09	AH – WSP	
5	Check web provision as needs to go live on 15 th March	Dec/Jan	HCC – IT with support from WSP	
6	Mead Lane workshop			
	Provide note to SJ	8/12/09	WSP -AH	Υ
	HCC to provide dates asap	11/12/09	HCC – IT/AF	
	 WSP to produce briefing note and presentation (including paramics modelling of junction options) 	8/01/10	WSP – AH/Matt Chilvers	
7	Check A414 through traffic stats	11/12/09	HCC - SJ	
8	Speak to First Capital Connect and	Dec	HCC - IT	

	Golden Boy		
9	Circulate bypass statement to senior officers and lead members in HCC and EHC	Dec	IT – HCC and KM – EHC
10	Provide framework of UTP Stage 2 Report	11/12/09	AH – WSP
11	WSP to provide LMVR reports and any feedback to SJ ASAP	18/12/09	WSP – Matt Chilvers
12	Complete Bengeo modelling (inc Sainsburys) for the 28 th Jan MSG and Stakeholder workshop	21/1/10	WSP – AH and Matt Chilvers
	Produce briefing note in advance		
13	Provide Scheme Assessment Framework including scoring	12/1/10 (try for Friday 8 th)	AH - WSP
14	Provide cycling and walking networks plus Passenger Transport and highways plans	12/1/10	WSP - AH
15	Short and Medium Term Scheme pro-forma to be provided at exhibitions	15 th March 2010	WSP - AH
16	Send change control letters to HCC	11/12/09	AH - WSP
	Contract end date		
	Medium term scheme pro-forma (to follow once SAF complete)		
17	Travel diary info available in Jan/Feb – noted but data not able to be fully utilised for UTP	Early 2010	HCC - SJ
18	Secondary consultation likely to not be needed	n/a	Noted by HCC IT/AF to speak to Mike Younghusband
19	Walking bus network audits	Dec	HCC to provide
20	School consultation (post meeting note) – whether need to engage 1 or 2 local schools	Jan 2010	HCC to consider
21	HCC to liaise with senior officers over possible strategies and Bengeo closure etc	Dec 09 – Jan 10	HCC - IT

MEETING NOTES

Job Title Hertford and Ware Urban Transport Plan **Project Number** 11501189 28th January 2010 Date Time 1.30pm Venue WSP Office, Foxholes, Hertford Subject Fourth Member Steering Group Meeting Client HCC and EHC Adrian Hames **WSP WSP** Paula Cuthbertson Matt Chilvers (part) **WSP** Ian Thompson Hertfordshire County Council Andrew Freeman Hertfordshire County Council Kay Mead East Herts Council Present Cllr Sally Newton Cllr Beryl Wrangles

Cllr Beryl Wrangles Cllr Rose Cheswright Cllr Phyllis Balham Cllr Peter Ruffles Cllr David Andrews

Apologies

MATTERS ARISING		ACTION
1.0	Introductions and Progress update	
1.1	Adrian Hames gave a presentation on the Draft UTP for consultation.	WSP
2.0	DRAFT UTP for Consultation	
2.1	 A discussion followed based on the presentation of the Drat UTP for consultation: Cllrs agreed support for the cycling and walking network Cllrs were wary of a Park & Ride, but AH explained that this would be a longer term measure – possibly linked to housing and other growth. The P&R could also serve as an interchange for local bus services and school bus services Cllrs supported measures to improve Hertford town centre Cllrs mentioned pay on foot parking desire from public Cllrs noted that problems less severe in Ware and this was reflected in the nature of the measures 	
	 There was discussion on passenger transport measures and support in principle for Bus Interchange at County Hall 	
3.0	Draft Consultation Leaflet	
3.1	 AH outlined the draft consultation leaflet for 30/4/2010: AH showed a Draft leaflet Cllrs were keen to see the Bengeo decision included as a straightforward Option 1 Closure versus Option 2 Do-nothing decision 	
	• Cllrs were supportive of the layout and content	IT.
	IT to provide final versions via email to all Cllrs	IT
4.0	Hertford Bypass	
4.1	Agreed on the inclusion of the bypass statement in UTP Stage 2 report and for consultation, including within the leaflet	

	Cllrs discussed the bypass but noted that now was not the time for a bypass	
5.0	Mead Lane	
5.1	Supportive of approach being taken	
	AH outlined the outcomes of the workshop held between EHC and HCC (including	
	Highways DC officers and Highways Network Management) in mid-Jan. The	
	workshop was productive and agreed a way forward to seek to allow further	
	development in the Mead Lane site.	
	Next step is to consult emergency services and passenger transport operators	AH/IT
6.0	Bengeo	
6.1	AH showed the modelling with Sainsbury's and then showed the Sainsbury's plus	
	closure.	
	It was noted that Sainsbury's caused little difference to the traffic and queuing,	
	however once Byde Street was shown as closed the queuing increased	
	significantly.	
	Cllrs discussed this but noted that there is no easy option, but the consultation	
	should seek closure and resolution on a way forward	
7.0	UTP Stage 2 Next Steps	
7.1	AH outlined the key dates	
	28 th January next Stakeholder Workshop (to be held in Ware) tonight	
	This will include presentation of UTP Stage 2	
	Dates for public consultation starting on 30/4/2010	
	Public Exhibition Hertford 10am to 4pm Sat 27/03/10	
	Public Exhibition Ware 10am to 8pm Thursday 25/03/10	
	Member Steering Group on 20 th May 2010 to present Final UTP	

Actions from H&W Officer Steering Group 28th January 2010

Programme Overview:

Meeting/Event	Proposed Date	Details
Officer Steering Group Meeting (OSGM) 4	Tuesday 8/12/09	Progress on UTP Stage 2
Member Steering Group Meeting (MSGM) 3	Tuesday 8/12/09	Progress on UTP Stage 2 and short list of schemes
Stakeholder Workshop 3	Thursday 28/01/10	Progress on UTP Stage 2 and short list of schemes
Officer Steering Group Meeting (OSGM) 5	Thursday 28/01/10	Draft UTP Stage 2 Report
Member Steering Group Meeting (MSGM) 4	Thursday 28/01/10	Draft UTP Stage 2 Report
DRAFT UTP REPORT	Friday 05/02/10	Present Draft UTP Report
Public Consultation leaflet	Week commencing	Summary of UTP Report
distribution throughout study area and Draft UTP plus leaflet on HCC	Monday 15/03/10	plus questionnaire
Website & press release		
HCC Statutory Consultation – Draft	Monday 15/03/10 -	UTP Report and
UTP on HCC website (6 weeks)	Friday 30/04/10	Questionnaire
Public Exhibition Hertford 10am to	Tuesday 23/03/10	Seek public views on
8pm		Draft UTP
Public Exhibition Ware 10am to 8pm	Thursday 25/03/10	Seek public views on
	(allows 3-4 weeks to	Draft UTP
	close of consultation)	
Close of Public Consultation	Friday 30/04/10	End of consultation
Officer Steering Group Meeting	Thursday 20/05/10	Present findings/results of
(OSGM) 6		consultation and any
		changes to UTP
Final Draft UTP Presented to HCC	Friday 28/05/10	Present final DRAFT UTP

Key Dates for Deliverables:

- UTP Stage 2 report draft issued 5 February 2010
- Complete consultation leaflet text by 22nd Feb
- Short and medium scheme proformas to be complete by 24th Feb
- DTP Leaflet w/c 22nd Feb
- Print leaflet w/c 1st March
- Distribute leaflet to households w/c 8th March
- Public Consultation starts 15th March and ends on 30th April
- Public exhibitions on 23rd and 25th March
- UTP final Report to be submitted 28 May 2010

Meetings:

Next Stakeholder workshop – 28/01/10 in Ware

Update on Actions

Task ID	Description	Timescale	Owner	Complete
1	Note that unmanned boards also at exhibition venues	March	WSP	
2	HCC to book Hertford venue (on a Saturday?)	URGENT	HCC	
3	Complete Stage 2 Draft UTP report	5 th Feb 2010 (delivered Monday 8 th Feb)		
4	WSP to provide final consultation leaflet by w/c 22 nd Feb	2 nd Draft on Monday 8 th Feb and Final w/c 22 nd Feb	AH – WSP	
5	Mead Lane – provide note on emergency access	5/2/10	WSP – AH	Y
6	Speak to First Capital Connect and Golden Boy	Feb	HCC - IT	
7	WSP to respond to any queries on Bengeo and Mead Lane Models	9/2/10	WSP	
8	Short and Medium Term Scheme pro-formas	24 th Feb 2010	WSP - AH	
9	Medium term scheme pro-forma change control (to follow once SAF complete)	12 th Feb 2010	AH – WSP and IT – HCC	
10	Travel diary info available in Jan/Feb – noted but data not able to be fully utilised for UTP	Early 2010	HCC - SJ	
11	Walking bus network audits	ASAP	HCC to provide	
12	School consultation (post meeting note) – whether need to engage 1 or 2 local schools	Feb 2010	HCC to consider	
13	HCC to consider Draft UTP Report	Feb 2010	HCC - IT	

Progress of UTP Stage 2

Actions completed/underway:

- Completed Mead Lane workshop (and all modelling now complete) and emergency access note provided;
- Finalising Bengeo recommendations;
- Draft of consultation leaflet provided, further draft and final versions to be complete;

- Finishing short and long term proformas;
- · Preparing for public consultation; and
- Draft UTP Stage 2 Report drafting complete.

Update on Bengeo and Mead Lane Transport Modelling

Mead Lane Model

Masterplanning work and option analysis complete for 14th Jan 2010 workshop with HCC and EHC. Now responding to any final HCC comments

Bengeo Model

Sainsbury's and Bengeo Byde Street closure tested and recommendations provided. Now responding to any final HCC comments.

Consultation/Stakeholder/member/officer Events

- Stage 2 Consultation 15/3/10 to 30/4/10 (6-weeks)
- OSG and MSG 20th May 2010

Hertford and Ware UTP

NOTES AND ACTIONS FROM SECOND OFFICER STEERING GROUP MEETING – 25^{TH} AUGUST 2009

County Hall

10am

Attendees HCC Ian Thompson (IT), Sue Jackson (SJ), Andrew Freeman (AF),

Judy Cameron-Rollo (JC-R)

EHC Kay Mead (KM)

WSP Adrian Hames (AH)

Agenda

1. Progress Report;

Update on Actions;

3. Development implications (Tesco and Sainsbury) for Modelling;

4. Draft UTP Stage 1 Report

Implications from Policy review

- Ensuring all key problems identified

- Any gaps in data/evidence base

Final Vision and Objectives

- Consultation Methodology (inc Stage 1)

Scheme Assessment Framework

- 5. Stakeholder Workshop notes;
- Next steps (UTP Stage 2);
- 7. Finance;
- 8. AOB.

Notes of the meeting

- 1.1.1 JC-R was introduced by IT and would attend all future meetings.
- 1.1.2 AH went through the Progress Report (details are in the progress report).
- 1.1.3 It was confirmed that the 14th Oct would be the next Officer Steering Group (OSG) meeting between 12-2pm and lunch would be provided. The Member Steering Group (MSG) meeting would be between 2-4pm on the same day. Meeting to be held at WSP Hertford Office:

WSP Hertford The Chase John Tate Rd Foxholes Business Park Hertford, SG13 7NN 01992 526000

- 1.1.4 IT confirmed the contract signing was being completed. All other actions in the progress report had been completed.
- 1.1.5 SJ outlined her recent meeting with WSP at the Hertford office to discuss the Mead Lane and Bengeo Modelling with Matt Chilvers (WSP). SJ explained that the Mead Lane model was more advanced than the Bengeo model, which was considered to be more challenging, but both were on track for deadlines, as set out in the Inception Report and were progressing well and SJ was satisfied. WSP to provide SJ with network and calibration stats as well as a copy of model.
- 1.1.6 There was a discussion on the impact of Tesco and Sainsbury's development proposals on the modelling, and in particular the forthcoming Call-in Inquiry for Sainsbury from 22nd Sept.

- 1.1.7 It was agreed that due to Tesco now being a lesser expansion (30 trips each way and no changes to the highway) WSP did not need to make special allowance for this in the modelling.
- 1.1.8 In terms of Sainsbury's it was noted that this will impact on likely schemes developed through the UTP and should therefore be accounted for within the modelling prior to scheme development, but would require additional testing and scope of work by WSP. Therefore it was agreed that WSP should consider in discussion with HCC (Rob Jepson and IT) whether the 22nd of Sept was achievable for any testing to be complete and also to consider the extent of additional modelling and associated fees. In addition, WSP to confirm the "end date" by which time any such Sainsbury's modelling should be complete to enable it to feed into the UTP Stage 2 work.
- 1.1.9 Sainsbury's would be a watching brief on each OSG Meeting agenda.
- 1.1.10 The meeting then considered the DRAFT UTP Stage 1 Report. A range of comments were made by HCC and others would follow from EHC.
- 1.1.11 SJ and IT agreed to investigate whether further data was available from the EHC travel diary data from 2005 and pedestrian crossing data and A414 Toucan B&A data. HCC would also provide officer contact list. AF to provide Safer Routes to School data.
- 1.1.12 It was agreed that comments on the UTP Stage 1 Draft Report would be provided to WSP by 2nd Sept and a further Draft version would be provided by WSP to HCC on the 9th Sept.
- 1.1.13 The Stakeholder Workshop notes were being checked by IT and any comments would be provided along with comments on the Stage 1 Report.
- 1.1.14 It was noted that the Stage 1 Report would need to be finalised and then work would commence on Stage 2 of the UTP. Key aspect is to agree dates for all key officer, member, stakeholder and public consultation events.
- 1.1.15 IT outlined that Passenger Transport workshop meetings (separate bus and rail) should be organised through Alissa Ede at HCC on 01992 588668 (alissa.ede@hertscc.gov.uk).
- 1.1.16 IT flagged up that would be useful to flag up cycle/walk schemes early as funding available through Links to Schools.
- 1.1.17 Finance progress was noted as in accordance with the progress report summary for August.
- 1.1.18 AH to attend a senior meeting on UTP with key County and District member and officer.

<u>Actions</u>

Task ID	Description	Timescale	Owner	Complete	Comments
1	HCC and EHC to provide comments on Draft Stage 1 Report	2/9/09	HCC – IT and EHC - KM	Υ	
2	HCC to provide further data to allow identified	2/9/09	HCC – IT, SJ	Y (part)	Await any further detail

	gaps to be filled in stage 1 report (Travel Diaries, SRtS, ped crossing data)		and AF		from SJ
3	Complete revised Draft of UTP Stage 1 Report	30/9/09	WSP - AH		Revised date from HCC
4	WSP to provide SJ with Mead Lane and Bengeo Model calibration stats and copy of model(s)	When available - Sept	WSP – AH/MC		
5	WSP to confirm timescale (end date) and fees for additional Sainbury's modelling	18/9/09	WSP – AH/MC	Confirmed by RJ that not necessary for WSP to complete modelling prior to 22nd	Need to agree scope/inputs with SJ and RJ
6	Need to agree all future dates for OSG, MSG, Stakeholder workshops and public consultation	18/9/09	WSP – AH and HCC - IT	Y	Include in Stage 1 Report
7	Liaise with Alissa Ede to organise Rail and Bus Workshops	11/9/09	WSP - AH		
8	Provide detail and Draft press release for Stage 1 of public raising awareness	18/9/09	WSP – AH	Y	Relate to completion of Stage 1 Report
9	Signed copy of contract from HCC	asap	HCC – IT	Υ	WSP to sign and return
10	WSP to send out 1 st Stakeholder Workshop notes	w/c 14/9/09	WSP – AH	Y	

1 UTP Actions from 26/4/2010

1.1 ACTIONS

- 1.1.1 Deadline for all consultation responses to be entered into spreadsheet is 7th May
- 1.1.2 Await closing date 30th April for online responses report from HCC
- 1.1.3 Deadline for Draft of Final UTP is 11th May
- Consultation Appendix (use AECOM report as guide) PJC to produce report framework to agree with AMH
- Amend consultation chapter in Main UTP
- Check any significant comments that might impact on pro-formas
- Ensure all text comments tabulated in consultation report
- Check Mr Brennan comments included in 1st stakeholder event summary

1.1.4 Mead Lane

- Await BRB meeting and emergency services responses
- Add para to final Mead Lane report covering consultation responses
- Include/check EHC/HCC comments on report are all included

1.1.5 Bengeo

- Postcode analysis of responses split by Bengeo area versus rest of study area
- Add 2006 aspects (advantages and disadvantages) to report
- Check any final comments/conflicts
- AMH to produce recommendations by end of 30/4/2010
- Include any ITS recommendations IT to provide feedback from meeting
- Noted that Sainsbury's to open Christmas 2011. Trial 3-month could start summer 2012
- Include flowchart and note relationship to CPK3 and BEN1 etc in recommendations
- Add impact on Waterford to disadvantages
- Add criteria for success or otherwise

1.1.6 SAF and Pro-formas

- Finalise the "highlighted" cell comments in WSP spreadsheet response
- Include EHC comments and check any conflict with HCC
- CPM12 show how to connect to The Crest and await resident feedback via HCC and make medium term scheme
- Include index for pro-formas as per IT's example
- Check CPM10 route between Wallfields building and bowling green
- Produce a single combined plan of all measures in UTP Danny to combine all layers
- Check bus interchange at County Hall is short term
- Make changes to pro-formas, then SAF and then final UTP text

- Check Hertingfordbury speed signs changed to undeliverable
- Check Asda S106 options identified (Islands on Croft Road/Fanshawe Cresc/Watton Road)
- Check implications of Groundworks Trust on Cole Green Way

1.1.7 Main UTP

- Include Audit spreadsheets in Appendix of all comments
- Check all comments changes from SAF and Pro-formas and finalise UTP
- Final read through against comments and check any conflict with IT
- Amend consultation chapter

1.1.8 Member presentation for 20th May

- Check refreshment arrangements
- Presentation to start with consultation responses overview, Bengeo, Mead Lane and then the detail of consultation with a highlight by mode of any key consultation responses and changes from previous Draft UTP if any.

Appendix B	Key Stakeholder Event Notes

30th July 2009 Hertford & Ware Urban Transport Plan (UTP) Stakeholder Workshop Group Notes

1.1 GROUP WORKSHOP SESSIONS

- 1.1.1 The workshop session was split into three groups:
- Group 1 (blue);
- Group 2 (red); and
- Group 3 (green).
- 1.1.2 The session was split into three elements covering about 45-60 minutes overall, as follows:
- Task 1 Vision and Objectives;
- Task 2 Key Transport Related Issues Problem Identification and prioritisation by mode/theme; and
- Task 3 Identifying and prioritising opportunities.
- 1.1.3 Following the group workshops there was feedback and discussion where a nominated person from each group provided feedback to all attendees and there followed an opportunity for discussion. The feedback and discussion session lasted about 20-25 minutes.
- 1.1.4 The WSP facilitators for each group were as follows:
- Mike Batheram
- Stephanie Biggs
- Adrian Hames
- 1.1.5 The instructions for the three groups are set out below together with a summary of the feedback.

1.2 GROUP 1 - BLUE GROUP

- 1.2.1 Facilitator Mike Batheram.
- 1.2.2 The blue group considered the following in their discussion.

TASK 1 – VISION AND OBJECTIVES

1.2.3 Consider the overall wording of the proposed Vision and Objectives for Hertford and Ware.

Vision "To provide outstanding transport for all users, regardless of mode of travel, which is **affordable**, **accessible**, **sustainable**, **safe** and **efficient**."

Objectives

- 1.2.4 The blue group will consider the overall wording of the objectives:
- Transport should support new development and the economic potential of Hertford and Ware;
- Transport should be integrated and accessible for all;
- UTP Schemes should be as sustainable, safe and efficient as possible and focus on tackling congestion;
- The UTP should offer real value for money to local people;
- The UTP should improve the quality of life for residents and visitors alike; and
- The UTP programme should improve the local environment and streetscape.

Outcomes

- 1.2.5 Comments on the UTP Vision:
- Too aspirational / ambitious, some modes not all.
- To get from one place to another safely this should be a key part of the vision
- Word "outstanding" is open to interpretation
- Needs to tackle through traffic v local traffic local users
- Travel in our own town freely without the "rat running" traffic
- Not for "all" users particularly through traffic
- Enjoyable travel and also health focus
- Perhaps more radical to tackle
 - shopping
 - stopping traffic in town
 - more emphasis to cycling and walking
 - pedestrian in some areas absolute priority
- 1.2.6 Comments on the UTP Objectives:
- Leisure missing
- Health not emphasised (may be included in quality of life?)
- Ultimately objectives should be prioritised
- Overriding objective of "sustainable, safe and efficient"
- Economics should be in there but may be lower objective for this plan

TASK 2 - PROBLEM IDENTIFICATION

- 1.2.7 To consider the following means of travel / themes and the issues. Identify as many further key issues as the group decided for each and then prioritise the top 5 for Hertford, the top 5 for Ware and then the top 5 for linkages between Hertford and Ware.
- 1.2.8 The means of travel / themes and issues proposed are as follows.
- Cycling
- Walking
- 1.2.9 Please use the detail in the presentation and supporting notes together with the plans and maps in the packs (2 per group).

Cycling – Problems (Throughout)

- Cycle safety on road in plan area
- Subways unsafe for cycling and pedestrians (collision/conflict)
- Pedestrian and cycle conflict on footways and cycle paths (standards not suitable)
- Cycle parking is a problem throughout the study area not sufficient
- Safer route to school for cycling throughout the study area.

Walking - Problems (Throughout)

- Surfaces poor uneven and flooded and ice in winter tree routes and branches.
- Car driver behaviour
- Pedestrian underpasses unwelcome / flooded
- Conflict with cyclists and other road users
- General clutter and "A" signs fronting shops

TASK 3 - OPPORTUNITIES

- 1.2.10 Related to the key problems and issues identified in the previous task produce a top 5 list of opportunities (noting those suggested in the presentation) to tackle the problems identified and prioritised in task 2.
- 1.2.11 The top 5 opportunities should be across the whole UTP study area to cover Hertford, Ware and linkages between the two.

Opportunities

- More cycle parking
- More cycle routes routes best for cyclists dedicated / create a quality network
- Better signing big signs "Cycle Friendly Town"
- Car free routes limiting traffic in town centre
- Better walking facilities to school
- Speed limits of 20mph whole town / certain time periods (school times) and other routes.
- Traffic free streets pedestrians priority and then cyclists or restricted
- Bring in best practice from Europe
- Working with schools but once routes created and include parents

1.3 GROUP 2 - RED GROUP

- 1.3.1 Facilitator Stephanie Biggs
- 1.3.2 The red group will consider the following in their discussion.

TASK 1 – VISION AND OBJECTIVES

1.3.3 Consider the whether the proposed wording of the Vision and Objectives for Hertford and Ware is appropriate.

Vision "To provide outstanding transport for all users, regardless of mode of travel, which is affordable, accessible, sustainable, safe and efficient."

Objectives

- 1.3.4 The red group will consider the first 3 objectives:
- Transport should support new development and the economic potential of Hertford and Ware;
- Transport should be integrated and accessible for all; and
- UTP Schemes should be as sustainable, safe and efficient as possible and focus on tackling congestion

Outcomes

- 1.3.5 Comments on the UTP Vision:
- Reliable
- Fit for purpose
- A focus on time of day could be included (e.g. dealing with peak hour travel)
- More focus to vision particularly on sustainable travel
- "Regardless of modes of travel" not needed
- 1.3.6 Comments on the UTP Objectives (first three):
- Economic potential needs qualifying
- Target specific people?
- Do we need the words "tackling congestion" focus on the "carrot" not the "stick".

TASK 2 - PROBLEM IDENTIFICATION

- 1.3.7 To consider the following means of travel / themes and the issues proposed. Identify as many further key issues as the group decided for each and then prioritise the top 5 for Hertford, the top 5 for Ware and then the top 5 for linkages between Hertford and Ware.
- 1.3.8 The means of travel / themes and issues proposed are as follows.
- Passenger Transport Rail
- Passenger Transport Bus
- 1.3.9 Please use the detail in the presentation and supporting notes together with the plans and maps in the packs (2 per group).

Problems

Bus - Hertford

- A414 "Bluecoats" traffic lights congestion
- Sunday buses poor

- Frequencies return journeys not always available or convenient
- Integration with rail needs improving
- Vehicle quality often not good

Bus - Ware

- Bridgefoot right turning buses into Star Street, yellow hatching box
- Sunday buses poor
- Frequencies return journeys not always available or convenient
- Double Deckers in residential areas not needed
- Integration with rail journey times delayed trains

Between Hertford and Ware

Evening bus services needed

Rail

- Stations not that accessible to cyclists
- Integration with buses and Oyster cards or similar would help
- Too expensive frequent use of tickets, should provide for cheaper discounted ticketing, such as Carnet style arrangements such as between Hertford and Ware
- Cycles on trains not easy
- At Hertford (North) there are issues with access to platforms via lift (not obvious) and the front doors are narrow

TASK 3 - OPPORTUNITIES

- 1.3.10 Related to the key problems and issues identified in the previous task produce a top 5 list of opportunities (noting those suggested in the presentation) to tackle the problems identified and prioritised in task 2.
- 1.3.11 The top 5 opportunities should be across the whole UTP study area to cover Hertford, Ware and linkages between the two.

Solutions

- Real time bus information better use of technology
- Bus priority on Fore Street lights?
- Bridgefoot right turn
- Walking / cycling / school run encourage these as reduces congestion
- Car sharing should be promoted and encouraged
- Season Tickets for passenger transport
- Promotional activity needed
- Incentives, such as joint ticketing needed
- Dial-A-Ride Sunday service issue / and awareness for everyone
- Publicity / information / timetables know where to get it
- Freephone for timetable information
- Bus priority on Ware Road

1.4 GROUP 3 – GREEN GROUP

- 1.4.1 Facilitator Adrian Hames
- 1.4.2 The green group will consider the following in their discussion..

TASK 1 – VISION AND OBJECTIVES

1.4.3 Consider the whether the proposed wording of the Vision and Objectives for Hertford and Ware is appropriate.

Vision "To provide outstanding transport for all users, regardless of mode of travel, which is **affordable**, **accessible**, **sustainable**, **safe** and **efficient**."

Objectives

- 1.4.4 The green group will consider the last 3 objectives:
- The UTP should offer real value for money to local people;
- The UTP should improve the *quality of life* for residents and visitors alike; and
- The UTP programme should *improve the local environment and streetscape*.

Outcomes

- 1.4.5 Comments on the UTP Vision:
- No need for "outstanding"
- Declining car use
- Integration
- Safety
- 1.4.6 Comments on the last three UTP Objectives:
- Discussion on what is "value for money"
- Moderate schemes against what we want to achieve (e.g. Gascoyne Way)
- Quality of life objective very important also need to cater for the natural / built environment.
- Not clear on use of "streetscape" and description should be wider/clearer and relates to not damage environment/built heritage and not providing a highway design based dominated scheme

TASK 2 - PROBLEM IDENTIFICATION

- 1.4.7 To consider the following means of travel / themes and the issues proposed. Identify as many further key issues as the group decided for each and then prioritise the top 5 for Hertford, the top 5 for Ware and then the top 5 for linkages between Hertford and Ware. It should be noted that for the Mead Lane and Bengeo themes it should be a top 5 for each.
- 1.4.8 The means of travel / themes and issues proposed are as follows.
- Motorised Traffic and Freight
- Mead Lane Area
- Bengeo Area
- 1.4.9 Please use the detail in the presentation and supporting notes together with the plans and maps in the packs (2 per group).

Problems

Motorised Traffic and Freight

- A414 congestion, particularly M25 closure causes switch of traffic onto congested
 A414 and Hertford a bottleneck on route
- Primary versus secondary routes need a clearer route hierarchy, examples include Bengeo, Hagsdell Rd and West Street
- Through traffic East to West both car and HGV a major problem
- A10 acts as a Bypass but splits the two towns
- Sat Nav not correct or used appropriately HGV's travel along Ware High Street
- Various congestion "hotspots", such as Old Cross junction, Bridge / Star Street Junction (Ware) congested. Buses hit such heavy congestion, particularly at junctions, and therefore delayed
- Car Parking causes problems for both pedestrians and cycles, including parked traffic / driving on pavement and there is not a good network of cycle routes on traffic free routes
- School times cause congestion

Mead Lane and Mill Road

- Old railway line barrier to Mead Lane
- Rowley's Road route, should still be an option?
- Not pedestrian friendly into the area
- Station car parking availability (on street) and price
- Planners development at Mead Lane an issue on capacity
- Hertford East redundant sidings could be used for car parking

Bengeo Area

- Bengeo residential area issues of inappropriate use of primary and secondary routes for traffic
- Close Mill Bridge to vehicular traffic except for taxis, cycles and buses only
- Port Hill route versus rat run

TASK 3 - OPPORTUNITIES

- 1.4.10 Related to the key problems and issues identified in the previous task produce a top 5 list of opportunities (noting those suggested in the presentation) to tackle the problems identified and prioritised in task 2.
- 1.4.11 The top 5 opportunities should be across the whole UTP study area to cover Hertford, Ware and linkages between the two.

Solutions

- All residential streets should be 20 mph (speed limit enforced through Average Speed Cameras) and enforcement of access only (such as West Street and Bengeo) through ANPR
- Hertford is potentially walkable but priority and direct routes not available, also routes are not user friendly. Need to build on the positives to provide an improved pedestrian and cycle routes – network. Also use rivers and routes alongside for sustainable travel

- Introduce an integrated bus system bus priority and through ticketing with links to rail and also provide Park and Ride. Also bus station could be made more user friendly
- Bypass for Hertford (although perhaps better to focus on what can achieve, as bypass may never happen?)
- Mill Bridge (no traffic) except buses, taxis and cycles and for the Bengeo rat-run traffic needs to stay on primary route (appropriate use of routes).
- Walking bus (school travel plans) and safety
- Maintenance control of Stats (provide service channels in new roads to lessen impact)
- N61 route (tram east from Watford) to Hertford longer term
- Hertford North Watton another rail station? (at Stapleford)
- Variable Message Signing, such as at Tesco's

1.5 REVISED UTP VISION AND OBJECTIVES

1.5.1 Following the outcome of the Stakeholder Workshop and discussion and views together with consideration by HCC the UTP Vision and Objectives have been improved, as set out below.

Vision

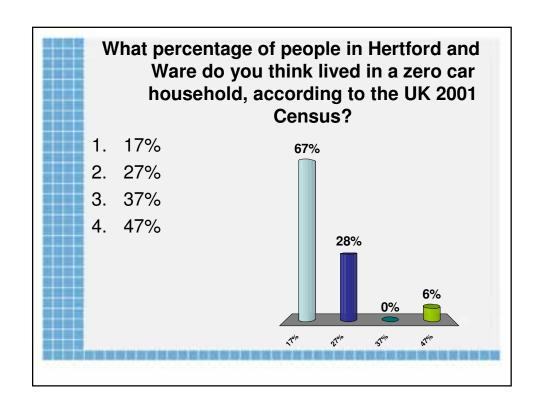
"To provide an accessible and integrated transport system for all, making travel within the local area sustainable, safe and efficient."

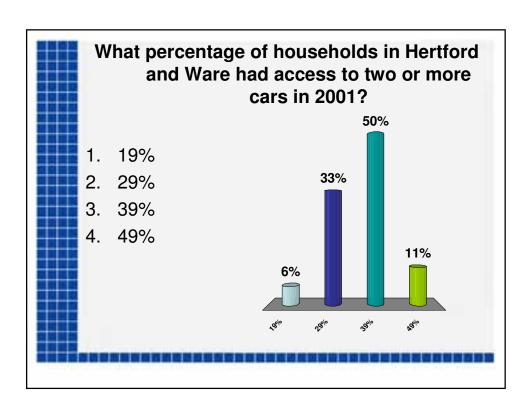
Objectives

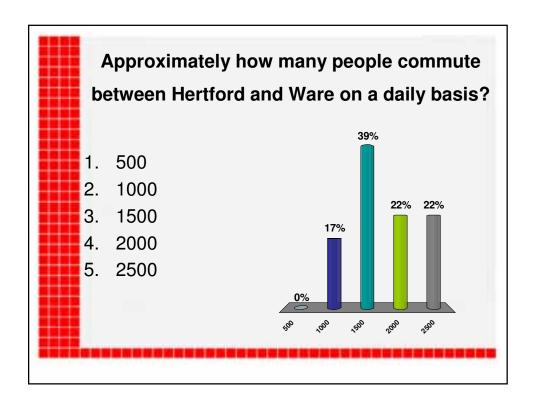
- 1. Transport should support new development and facilitate economic prosperity within Hertford and Ware;
- 2. Transport should be integrated and reliable, allowing easy access to employment, leisure and key facilities and services for all;
- 3. UTP Schemes should be as safe and efficient as possible and focus on encouraging less car use and promoting sustainable and healthy travel choices;
- 4. The UTP should deliver value for money to local people;
- 5. The UTP should improve the quality of life for residents and visitors alike; and
- 6. The UTP programme should improve the local environment and respect the heritage of the study area.

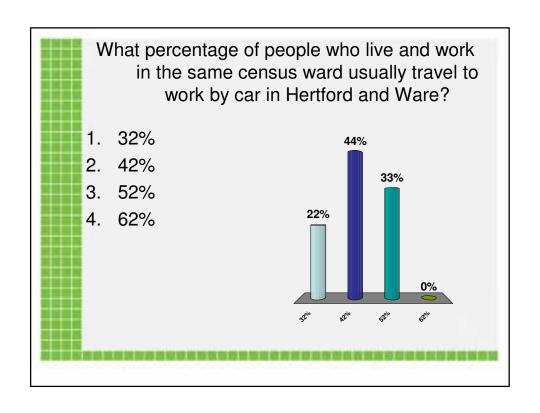


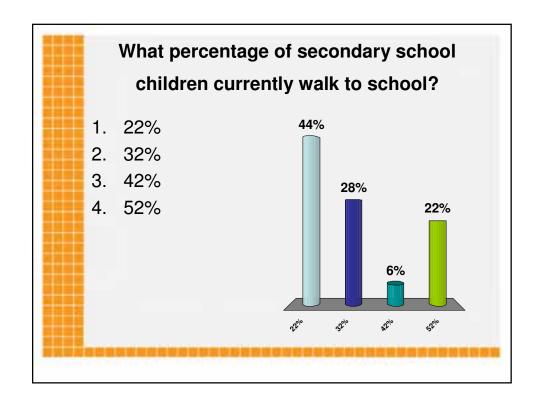
Hertford and Ware Fact Quiz



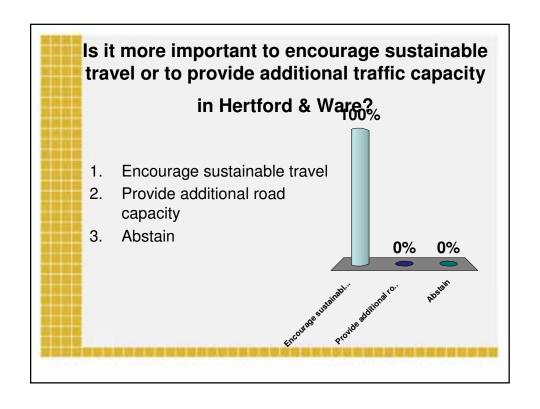


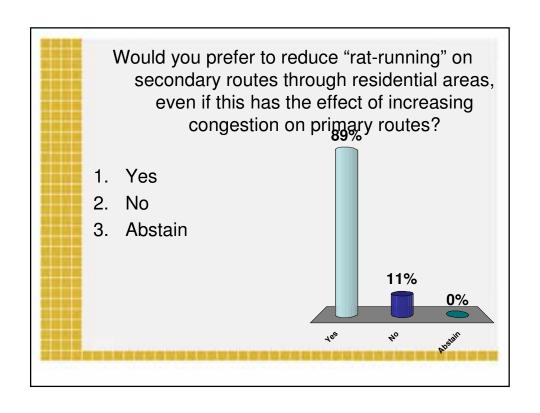




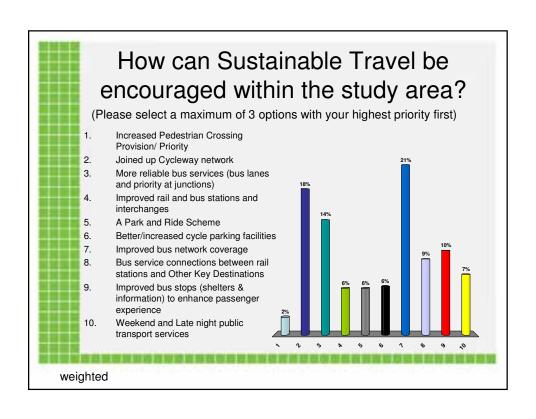


Your Priorities for Hertford and Ware

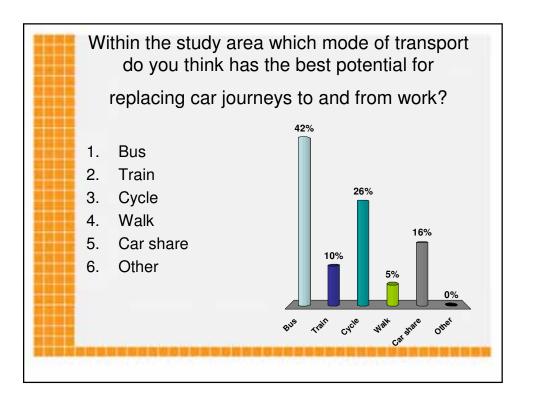






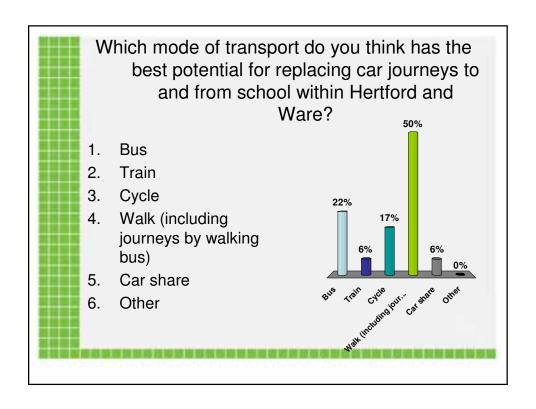


Reducing Car Journeys

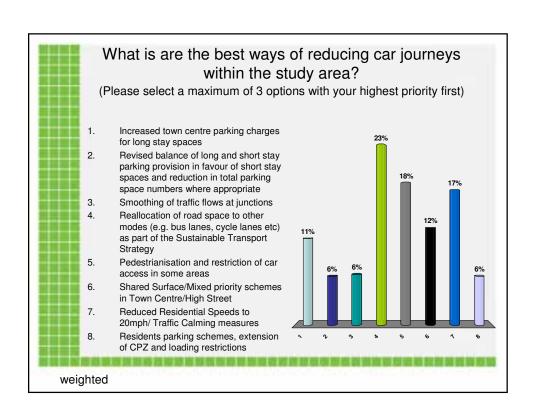


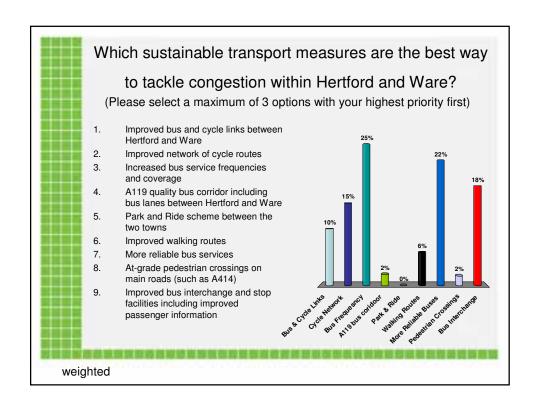
Travel to School

About a quarter of secondary school children are currently taken to school by car within the study area.

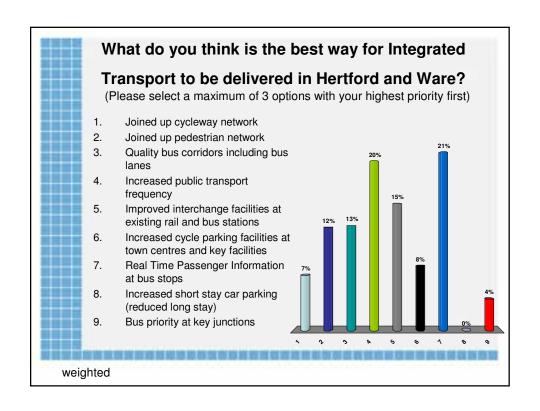


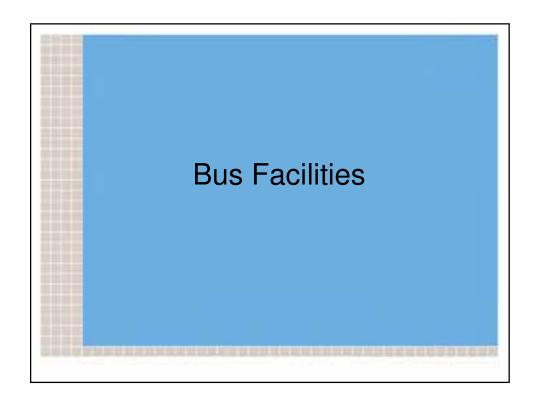
Tackling Congestion

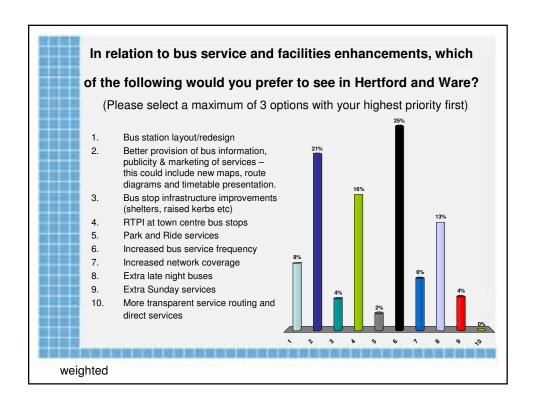


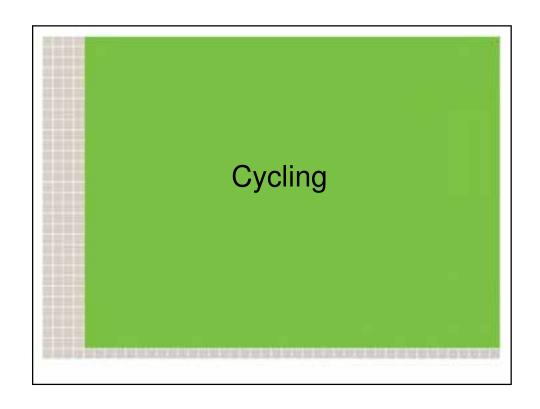


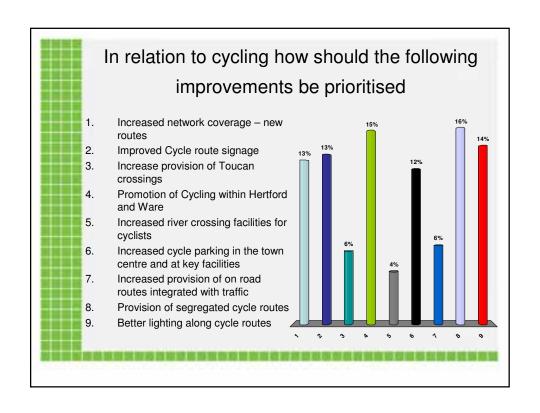
Transport Integration Transport should be integrated and reliable, allowing easy access to key facilities and services for all.

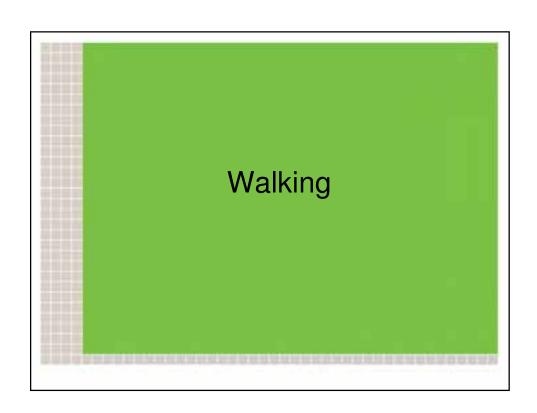


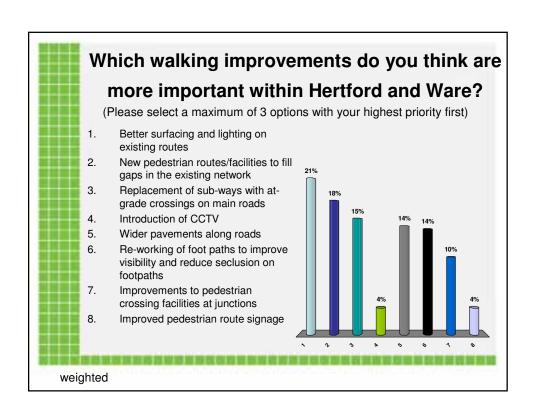












Hertford and Ware Urban Transport Plan

Notes from the Second Stakeholder Workshop 19th November 2009 at Ware Priory

1.1 INTRODUCTION

- 1.1.1 Ian Thompson introduced the event. Adrian Hames gave a presentation providing an update on the progress with the UTP.
- 1.1.2 Following the presentation there was a discussion session on the emerging solutions.
- 1.1.3 The attendees were split into two groups and asked to discuss solutions to the problems identified in Stage 1 of the UTP process. All attendees were given a list of the identified issues and possible solutions in the information packs they received with their invitation to attend the workshop session.
- 1.1.4 The groups were asked to:
- Come up with solutions to the issues raised in Stage 1 of the UTP process, noting the emerging solutions already identified; and
- Prioritise these solutions ahead of an electronic voting session following the discussion section of the workshop.
- 1.1.5 Both the issues and the potential solutions were split up by mode into 4 groups:
- Cycling and Walking;
- Public Transport;
- Congestion/traffic; and
- Access and Parking.
- 1.1.6 The group discussions were facilitated by Adrian Hames and Jo Beale from WSP.

1.2 CYCLING AND WALKING

SOLUTIONS

- 1.2.1 Both groups agreed on a number of points which are given below
- The use of the river path between Hertford and Ware for walking and cycling should be promoted. A number of measures to increase the number of people using the path were put forward:
 - Re-surfacing;
 - Segregation of pedestrians and cyclists;
 - Cyclists to dismount on narrow sections of the path;
 - Provision of litter and dog bins along the path;
- The replacement of sub-ways along the A414 with at grade crossings would remove a major barrier to pedestrian and cyclist journeys as the subways are currently prone to flooding and perception of anti-social behaviour.
- Improved signing is required for both pedestrians and cyclists. Especially on contraflow cycle lanes.
- 1.2.2 Additional Solutions suggested by Group 1

- Group 1 thought the cycle track between the Hospital and Hertford North Station should be segregated, widened and that cluttered street furniture should be removed.
- 1.2.3 Additional solutions suggested by Group 2
- Review of on street parking locations would make cycling easier in some locations, especially on roads linking Hertford and Ware.
- All residential areas should be 20 mph zones.
- More enforcement of things like over hanging hedges, bins left on pavements and parking on the kerb should be undertaken to ensure walking is as easy as possible.
- Covered cycle parking should be provided in town centres and at other main facilities including leisure centres and out of town shopping and employment locations.

PRIORITIES

- 1.2.4 The priorities for this section were:
- Development of a network of walking and cycling routes;
- Improved signage and lighting;
- Increased number of secure cycling parking spaces; and
- Review of on street parking locations.

1.3 PUBLIC TRANSPORT

SOLUTIONS

- 1.3.1 Both groups identified the following points:
- Real Time Information is required at bus stops and stations;
- Buses and trains need to be integrated better including co-ordinating timetables; and
- Improved bus coverage across the study area including better links to:
 - Wodson Park;
 - Hospitals; and
 - Residential areas including outlining villages and housing estates.
- 1.3.2 Group 1 identified the following additional solutions:
- Re-development of the bus station in Hertford would make buses more attractive to use
- Improved signing for visually impaired people.
- Diver awareness training to make buses more useable for people with low mobility and other disabilities.
- Closure of to cars between Fore Street and Parliament Square in Hertford including removing the right turn off Gascoyne Way
- Reliability improvements to make buses more feasible for travel to school.

- Bus services should serve the Rail Stations in Hertford after 7pm as many commuters return home after this time and have no option but to drive given the lack of bus services available.
- 1.3.3 Group 2 identified the following additional solutions:
- Multiple bus companies need to work together to provide better bus services in terms of:
 - More spread out timetabling to allow better frequencies;
 - Integrated ticketing;
 - Better bus coverage;
 - Longer hours of operation; and
 - Better weekend services.
- Bus vehicles should be more modern as a number of the ones currently used have stepped access.
- Upgrades to facilities at bus stops
- Better publicity of bus services, prices and routes; and
- An information line which is free to call from mobile phones (the current one is free from landlines, but not from mobile phones).

PRIORITIES

- 1.3.4 The priorities for this section were:
- Better bus coverage of residential areas;
- Hospital Access;
- Real Time Information.

1.4 CONGESTION

SOLUTIONS

- 1.4.1 Both groups identified the following additional issues/points:
- Loading on busy town centre streets is a problem particularly on Ware High Street. Therefore loading should be restricted or banned completely to avoid stopping traffic. A deliver "hub" should be provided off the high street or in another appropriate location with trolley routes to and from shops. Enforcement should be undertaken to ensure compliance with new restrictions.
- 1.4.2 Group 1 also identified the following additional solutions:
- Car entry should be restricted to Herford town centre;
- Measures should be put in place to rationalise the use of primary and secondary routes within the study area;
- Parking on Marsh Lane and Mead Lane should be reviewed;
- Access options for Mead Lane should be reviewed; and

- Better control is needed at both ends of Tudor Square in Ware as currently there is only a restriction at one end.
- 1.4.3 Group 2 identified the following additional solutions:
- Employers should run shuttle buses to/from their sites to residential areas including estates and out of town villages;
- Introducing flexible tariffs in car parks would allow discouragement of parking at peak times;
- Any trial changes to public transport or the road network should be undertaken for a number of years and not for a month at a time as is currently the situation;
- Car Sharing Databases/ Car Clubs and work based car pools should be implemented to cut down on the number of cars coming into town in peak periods;
- Traffic smoothing should be undertaken on the A414, especially on the approach to roundabouts and major junctions; and
- Variable speed limits like those in place on the M25 should be used to reduce speeds of approaching vehicles and keep traffic flowing through the town.

PRIORITIES

- 1.4.4 The priorities for this section were:
- Measures to tackle primary vs. secondary route use;
- Encourage other modes and integrated public transport; and
- Changes to loading restrictions in Ware and car access to Hertford town centre.

1.5 PARKING AND ACCESS

SOLUTIONS

- 1.5.1 Group 1 identified the following additional solutions:
- More parking should be provided at Hertford East and North Rail Stations;
- Railway stations should have CPZs around them;
- Free parking shouldn't be provided in Ware high street with the exception of employees in the shops.
- 1.5.2 Group 2 felt possible additional solutions could be:
- Complete closure of the "rat run" in Bengeo or a resident's access only scheme funded by residents.
- Review of level crossing operation at Ware station. Often the level crossing closes before the train leaves Hertford.

PRIORITIES

- 1.5.3 The priorities for this section are:
- Closure of the Bengeo Rat Run and ensuring Primary routes are used rather than Secondary Routes;
- Parking review in Hertford and Ware town centres and at railway stations; and

Review of level crossing operation in Ware.

1.6 VOTING RESPONSES

1.6.1 The questions and responses for the voting part of the stakeholder workshop are summarised below:

1.) What percentage of people in Hertford and Ware do you think lived in a zero car household, according to the UK 2001 Census?

		Respon	Responses	
		(percent)	(count)	
17%		66.67%	12	
27%		27.78%	5	
<i>37</i> %		0%	0	
47%		5.56%	1	
	Totals	100%	18	

2.) What percentage of households in Hertford and Ware had access to two or more cars in 2001?

		Respon	Responses	
		(percent)	(count)	
19%		5.56%	1	
29%		33.33%	6	
39%		50%	9	
49%		11.11%	2	
	Totals	100%	18	

3.) Approximately how many people commute between Hertford and Ware on a daily basis?

		Respons	Responses	
		(percent)	(count)	
500		0%	0	
1000		16.67%	3	
1500		38.89%	7	
2000		22.22%	4	
2500		22.22%	4	
	Totals	100%	18	

4.) What percentage of people who live and work in the same census ward usually travel to work by car in Hertford and Ware?

		Respons	Responses	
		(percent)	(count)	
32%		22.22%	4	
42%		44.44%	8	
52%		33.33%	6	
62%		0%	0	
	Totals	100%	18	

5.) What percentage of secondary school children currently walk to school? Responses

		(percent)	(count)
22%		44.44%	8
32%		27.78%	5
42%		5.56%	1
52%		22.22%	4
	Totals	100%	18

6.) Is it more important to encourage sustainable travel or to provide additional traffic capacity in Hertford & Ware?

		Responses	
		(percent)	(count)
Encourage sustainable travel		100%	18
Provide additional road capacity		0%	0
Abstain		0%	0
	Totals	100%	18

7.) Would you prefer to reduce "rat-running" on secondary routes through residential areas, even if this has the effect of increasing congestion on primary routes?

		Responses	
		(percent)	(count)
Yes		88.89%	16
No		11.11%	2
Abstain		0%	0
	Totals	100%	18

8.) How can Sustainable Travel be encouraged within the study area?

		Responses	
		(percent)	(count)
Increased Pedestrian Crossing Provision/			
Priority		1.92%	1
Joined up Cycleway network		17.31%	9
More reliable bus services (bus lanes and			
priority at junctions)		13.46%	7
Improved rail and bus stations and			
interchanges		5.77%	3
A Park and Ride Scheme		5.77%	3
Better/increased cycle parking facilities		5.77%	3
Improved bus network coverage		21.15%	11
Bus service connections between rail			
stations and Other Key Destinations		9.62%	5
Improved bus stops (shelters & information)			
to enhance passenger experience		11.54%	6
Weekend and Late night public transport			
services		7.69%	4
	Totals	100%	52

9.) Within the study area which mode of transport do you think has the best potential for replacing car journeys to and from work?

		Respons	Responses	
		(percent)	(count)	
Bus		42.11%	8	
Train		10.53%	2	
Cycle		26.32%	5	
Walk		5.26%	1	
Car share		15.79%	3	
Other		0%	0	
	Totals	100%	19	

10.) Which mode of transport do you think has the best potential for replacing car journeys to and from school within Hertford and Ware?

		Responses	
		(percent)	(count)
Bus		22.22%	4
Train		5.56%	1
Cycle		16.67%	3
Walk (including journeys by walking bus)		50%	9
Car share		5.56%	1
Other		0%	0
	Totals	100%	18

11.) What is are the best ways of reducing car journeys within the study area? Responses

		i icopon.	303
		(percent)	(count)
Increased town centre parking charges for long stay spaces Revised balance of long and short stay parking provision in favour of short stay spaces and reduction in total parking space		10.42%	5
numbers where appropriate		6.25%	3
Smoothing of traffic flows at junctions		6.25%	3
Reallocation of road space to other modes (e.g. bus lanes, cycle lanes etc) as part of the Sustainable Transport Strategy		22.92%	11
Pedestrianisation and restriction of car access in some areas		18.75%	9
Shared Surface/Mixed priority schemes in Town Centre/High Street		12.50%	6
Reduced Residential Speeds to 20mph/ Traffic Calming measures		16.67%	8
Residents parking schemes, extension of CPZ and loading restrictions	Totals	6.25% 100%	3 48
	i Utais	100%	40

12.) Which sustainable transport measures are the best way to tackle congestion within Hertford and Ware?

		Respons	Responses	
		(percent)	(count)	
Improved bus and cycle links between		-		
Hertford and Ware		10%	5	
Improved network of cycle routes		14%	7	
Increased bus service frequencies and		000/		
coverage		26%	13	
A119 quality bus corridor including bus				
lanes between Hertford and Ware		2%	1	
Park and Ride scheme between the two				
towns		0%	0	
Improved walking routes		6%	3	
More reliable bus services		22%	11	
At-grade pedestrian crossings on main				
roads (such as A414)		2%	1	
Improved bus interchange and stop				
facilities including improved passenger				
information		18%	9	
	Totals	100%	50	

13.) What do you think is the best way for Integrated Transport to be delivered in Hertford and Ware?

		Respons	Responses	
		(percent)	(count)	
Joined up cycleway network		6%	3	
Joined up pedestrian network		12%	6	
Quality bus corridors including bus lanes		12%	6	
Increased public transport frequency		20%	10	
Improved interchange facilities at existing rail and bus stations		16%	8	
Increased cycle parking facilities at town centres and key facilities		8%	4	
Real Time Passenger Information at bus stops Increased short stay car parking (reduced		22%	11	
long stay)		0%	0	
Bus priority at key junctions		4%	2	
	Totals	100%	50	

14.) In relation to bus service and facilities enhancements, which of the following would you prefer to see in Hertford and Ware?

	Responses	
	(percent)	(count)
Bus station layout/redesign Better provision of bus information, publicity & marketing of services – this could include new maps, route diagrams and timetable	8.16%	4
presentation. Bus stop infrastructure improvements	20.41%	10

(shelters, raised kerbs etc)		4.08%	2
RTPI at town centre bus stops		16.33%	8
Park and Ride services		2.04%	1
Increased bus service frequency		24.49%	12
Increased network coverage		6.12%	3
Extra late night buses		14.29%	7
Extra Sunday services		4.08%	2
More transparent service routing and direct			
services		0%	0
	Totals	100%	49

15.) In relation to cycling how should the following improvements be prioritised Responses

		(percent)	(count)
Increased network coverage - new routes		12.77%	6
Improved Cycle route signage		12.77%	6
Increase provision of Toucan crossings		6.38%	3
Promotion of Cycling within Hertford and			
Ware		14.89%	7
Increased river crossing facilities for cyclists		4.26%	2
Increased cycle parking in the town centre			
and at key facilities		12.77%	6
Increased provision of on road routes			
integrated with traffic		6.38%	3
Provision of segregated cycle routes		14.89%	7
Better lighting along cycle routes		14.89%	7
	Totals	100%	47

16.) Which walking improvements do you think are more important within Hertford and Ware?

		Responses		
		(percent)	(count)	
Better surfacing and lighting on existing routes		19.64%	11	
New pedestrian routes/facilities to fill gaps in the existing network		17.86%	10	
Replacement of sub-ways with at-grade crossings on main roads		16.07%	9	
Introduction of CCTV		3.57%	2	
Wider pavements along roads		14.29%	8	
Re-working of foot paths to improve visibility and reduce seclusion on footpaths Improvements to pedestrian crossing		14.29%	8	
facilities at junctions		10.71%	6	
Improved pedestrian route signage		3.57%	2	
	Totals	100%	56	

Hertford and Ware Urban Transport Plan Notes from the Second Stakeholder Workshop 28th January 2010 at Ware Priory

1.1 INTRODUCTION

- 1.1.1 Ian Thompson (IT) introduced the event. Adrian Hames (AH) gave a presentation providing an outline of the Draft UTP that would go out for public consultation on the 15th March 2010 for a 6 week period.
- 1.1.2 AH outlined the following would be covered in the presentation:
- Progress Update and Key dates
- Mead Lane Update
- Bengeo Update
- UTP measures by mode
- Public Consultation Process
- Next steps

1.2 KEY DATES

- 1.2.1 AH outlined the key dates:
- January 2010 Draft SAF completed
- January 2010 Mead Lane Modelling completed (subject to validation) and workshop held
- **January 2010** Bengeo Modelling completed (subject to final validation)
- 28th January Third Stakeholder Workshop
- 5th February Draft Stage 2 Report to be completed
- 9th 23rd February Officers and MSG Members Consultation
- 15th March- 30th April Public Consultation (manned exhibitions on 23rd March in Hertford and 25th March in Ware inc schools)
- 28th May UTP Final Report to be completed
- July (August) Final endorsement at EHC committee, Highways Joint Member Panel and Highways and Transport Panel
- 1.2.2 The attendees expressed a strong desire for the Hertford exhibition to be on a Saturday. IT from HCC agreed that he would consider it.

1.3 MEAD LANE

1.3.1 AH provided an update on the work undertaken for Mead Lane. AH outlined that following a workshop earlier in January with HCC Highways Development Control officers and East Herts Council it had been agreed in principle that further development could be provided in the Mead Lane site, subject to satisfactorily resolving the emergency access arrangements.

1.4 BENGEO

- 1.4.1 AH presented the findings of the Bengeo modelling that has included for the traffic resulting from the Sainsbury's permission.
- 1.4.2 AH also showed the Paramics Modelling for the with Sainsbury's traffic situation and for the Sainsbury's plus Byde Street closure. The differences in queue

lengths were also described as showing significant additional length once Byde Street is closed at the Old Cross junction.

- 1.4.3 Attendees were keen to express the opinion that the definition of "local traffic" should be used carefully.
- 1.4.4 Attendees also outlined that they considered the modelled queue lengths in the Sainsbury's situation to not be representative of what actually happens at Old Cross at up Port Hill into Bengeo Street. AH explained that the key is the difference in the queue lengths.
- 1.4.5 Attendees asked about the date of the survey. AH confirmed that is was early July, typical weekday before the school holidays.
- 1.4.6 There was then significant discussion on the modelling results and the Old Cross traffic signal location. At this point other attendees expressed concern that the length of discussion was potentially impacting upon considering the other UTP measures. Therefore it was agreed to leave Bengeo and if attendees had any further points then they could speak to AH at the end of the meeting.

1.5 UTP MEASURES

- 1.5.1 AH outlined the Draft UTP measures that would be presented for consultation.
- 1.5.2 Firstly AH explained the Scheme Assessment Framework (SAF) that determines the priority/timescale (short, medium or long term) and whether the scheme is deliverable.
- 1.5.3 It was noted that pace of delivery would depend upon availability of funding. A question was asked regarding how schemes relate in terms of scoring and delivery. AH explained that schemes were linked but scoring was independent and based on the individual merits of that scheme. AH confirmed that the SAF is common across all HCC UTP's for consistency.

CYCLING AND WALKING

- 1.5.4 AH set out the network of cycling and walking. A question was asked regarding whether the routes included both cycling and walking. AH explained that the network proposed both cycling and walking measures in various forms (segregated, shared etc) along all routes to tie in with existing measures to create a comprehensive network.
- 1.5.5 There was broad support from attendees towards the principles of the network. However, attendees expressed concern about the conflict if cycling and walking.

PASSENGER TRANSPORT

- 1.5.6 AH explained the passenger transport measures with improvements focused on improving reliability and the passenger experience.
- 1.5.7 It was noted by attendees that RTPI would be beneficial and that there is already a well used service between Hertford and Ware.

HIGHWAYS ACCESS

- 1.5.8 AH outlined the proposed highways and access measures and in particular restrictions in Hertford Town Centre and the review of parking strategy for both towns.
- 1.5.9 Attendees from Ware expressed a desire to ensure parking charges are not implemented in Ware.

- 1.5.10 Attendees offered broad support for the measures proposed in Hertford to restrict traffic. It was noted that this was consistent with the outcomes of the voting at the previous workshop.
- 1.5.11 There was also discussion on what the nature of a "mixed priority" scheme is. AH explained that this was a scheme that would seek to create an environment for all users rather than simply a typical car dominated street layout.

TACKLING CONGESTION

- 1.5.12 This would focus on a level of demand management, again responding to the voting in the previous stakeholder workshop regarding whether the focus should be on either encouraging sustainable travel or to provide additional road capacity, where 100% voted for the former.
- 1.5.13 There was discussion on the need for a bypass and the viability of Park & Ride.

SCHEMES NOT DELIVERABLE

- 1.5.14 AH presented these as follows:
- Closing Mill Bridge
- Resident TAG scheme
- Hertford one-way scheme
- New junction(s) on A10
- New rail link between Hertford North and Hertford East
- Widening A414 underneath railway
- Capacity improvement schemes on A414
- Town wide 20mph limits across all residential areas (need to consider specific schemes to address problems and also needs to be in line with HCC Speed Management Strategy)
- A414 tolling
- Hertford bypass
- 1.5.15 AH presented the bypass statement to be used in the public consultation.

PUBLIC CONSULTATION

1.5.16 AH showed the draft leaflet and explained that leaflets would be delivered to all households and businesses. AH explained the draft questionnaire within the leaflet and once a recommendation had been determined for Bengeo a question would be included on option(s) for Byde Street.

MEETING NOTES

Job Title Hertford and Ware Urban Transport Plan

Project Number 11501189

Date 14 January 2010

Time 2-4pm

Venue WSP Hertford, The Chase, Foxholes Business

Park

Subject Mead Lane Masterplanning
Client Hertfordshire County Council

Ian Thompson - Hertfordshire Highways Andrew Freeman - Hertfordshire Highways Rob Jepson - Hertfordshire County Council

Development Control

Vetti Vettivelu - Hertfordshire County Council

Present Development Control

Adrian Hames - WSP Paula Cuthbertson WSP

Barry Warner - Hertfordshire Highways (in place of

Jason Bond Network Management)
Kay Mead - East Herts Council (Planning)

Tim Haggard - East Herts Council (Planning)

Apologies Jason Bond (Network Management)

MATTERS ARISING

Introductions

AMH provided an update on progress to date with the Draft UTP, highlighting that the public consultation is to go live on the website in Mid-March.

RJ commented that since he is a local resident within the Mead Lane area of Hertford he had also invited his colleague Vetti Vettivelu to attend the workshop.

1 Background

AMH summarised the Mead Lane site, identifying that it is a potentially sustainable location in the town centre in close proximity to rail and bus stations and part of the site is allocated for employment development. However, there are several transport challenges which have historically prevented further additional development, eg concerns regarding local junction capacity and Development Control requirements for emergency and/or a second point of access.

The motivation for the workshop session was therefore to make some progress in addressing perceived constraints and a common desire to move forward with development at Mead Lane.

ACTION

Paramics Modelling & Base Model Results

AMH introduced the Paramics model which had been developed by WSP as part of the Draft UTP.

An overview of existing site traffic generation shows tidal flows (AM Peak predominantly inbound and PM Peak heavy outbound) due to largely employment land use therefore there is scope for development which balances tidal flows or allows internalisation of trips within the site.

EHC noted slide 6 incorrect. (No PM table)

Should appear as follows:

PM Peak Arrivals and Departures (Observed)					
Time		Departures from Mead Lane via Mill Road			
17:00	30 (25%)	141 (37%)			
17:15	31 (26%)	93 (26%)			
17:30	30 (25%)	103 (27%)			
17:45	28 (23%)	42 (10%)			
Total	121	379			

3

Key Constraints

AMH summarised model results and confirmed that local key junctions are operating at or near capacity (including A414 Bluecoats Roundabout, Mill Road junction and Ware Road/Stanstead Road). It was also noted that there is a high level of through traffic on A414 (approx 60% external to external).

AMH also confirmed that second access at Rowley's Road level crossing (to east of site) would not be feasible, based on feedback from Network Rail and costs/impact of constructing a bridge are prohibitive. However, the model data showed a heavier demand to the west of the site than to the east therefore a second access in this location would be unlikely to provide substantial relief in any case.

RJ stated that historically the Scott Wilson development brief of 2003 and Fairview Homes identified an option for residential on Nat Grid Gas site but Development Control at time said no more residential could be permitted until the Mead Lane master plan study had been completed and due to the need for an emergency/second access.

5

Modelled Highway Options Tested:

AMH outlined the modelled highway options tested within the Paramics model. Two options had been identified to potentially improve capacity at Bluecoats and Mill Road.

The model indicates that the Bluecoats improvement would provide localised benefits but may simply shift the problem around/along the A414 to other junctions. Model scope limited to illustrate this. Mill Road 2 lanes for right turn has more localised benefit.

Proposed developments would need S106 to cover Highway Measures if shown to be dependent on these capacity expansions.

However, both junctions would be difficult to deliver (particularly Bluecoats in terms of feasibility)

EHC Land Use Proposals

AMH identified EHC masterplan 2008 and committed developments.

EHC comments on looking forward – more employment, strategic investments and larger developments required, hence need for strategic masterplan. Additional areas for inclusion in the masterplan include land parcels adjacent to the station and the river. Open space and amenity areas to be provided along river as a strategic corridor. West of Marshgate Drive has extant permission for predominantly residential development and it is envisaged that east of Marshgate Drive, future development would encompass an element of residential with a buffer of B1 uses up to more generalised employment uses (mostly pre-existing). EHC also commented that the former gas works site needs remediation works due to the contaminated nature of the land.

RJ also noted recent Tesco permission for minor extension (300 sqm) and explained that S106 contributions of £50K had been secured but no highway measures had been identified. Tesco cycle linkage proposed (but mini roundabout causes a problem at Mill Road junction).

Rail Station Masterplan

AMH mentioned that National Express had identified Hertford East as town centre rail station and therefore it would not require extensive car parking provision. Indeed current provision is very low and the uptake of the spaces is not 100% at present although issues with on-street parking may explain this. Hence the rail sidings land could be used for a new public square and bus interchange, with a new access loop to help improve emergency access.

WSP have also explored bus layover at Mead Lane but Bus Operator's prefer layover at the Bus Station.

EHC commented that Ware Station (also in the town centre) has 100 spaces for equivalent train journeys and car parking charges at the Hartham Common Leisure Centre are currently cheaper than at the rail station, so the level of demand for rail station parking may have been underestimated.

VV commented that a site at Baker Street had been released for development which would remove car parking. Once this is removed the demand for parking at Hertford East may increase.

RJ commented that they had recently recommended refusal of the nearby Police Station redevelopment for various reasons including inadequate car parking.

IT mentioned that Mike Younghusband is keen on policy strategy to review long and short stay parking in the town centre.

EHC mentioned Rail capacity / frequency at Hertford East NR plans to increase capacity at Broxbourne to cater for 8 carriage trains Timetable also capacity constrained – can increase frequency if capacity expansion goes ahead (2015/16 approx).

EHC commented on the existing setting of Hertford East as being poor, uncoordinated and cluttered and that EHC would strongly welcome proposals to provide the setting that this most significant listed building deserves

Sustainable Transport Strategy

AMH presented opportunities for reducing trip generation of the Mead Lane site in order to reduce pressure on local junctions. This includes:

- Reduction in car trips in Hertford and Ware due to the UTP measures (2.5% mode shift – conservative estimate and experience elsewhere has shown around 5%).
- Internalisation of trips with further mixed use development occupied and by providing the "most" sustainable development characteristics
- Reduction in trips to Tesco's due to diversion to Sainsbury's if permitted.

The above savings translate into spare capacity for 300-500 residential flats and 3000-5000sqm B1 employment, plus a further 10% residential with a sustainable transport strategy in place which assumes Low car trip generation for future residential development (low car parking, high density flats, low family occupancy). Other off peak land uses could also be accommodated such as leisure and hospitality (small station hotel, entertainment, A3 cafes/bars etc).

RJ updated that Sainsbury's results are due 25 January and this may set a local precedent of need/benefits for development in the town centre versus congestion as Old Cross junction is over capacity even without Sainsbury's and no scope for improvements to alleviate capacity issues, due to constrained space.

EHC mentioned that LDF allocations include Hertford. Agree development better in Town Centre (sustainable despite congestion).

EHC mentioned that there is to be a design competition for improvements to Old Cross Public Realm (largely priority for pedestrians and cycles rather than a highway scheme).

RJ commented that a linked SCOOT system could help along A414 junctions, although Peggs Lane junction likely to have no gains from signalisation.

RJ Commented that there had previously been an application for a cinema and food superstore on the site but was not popular with local residents.

VV commented that for a sustainable transport strategy to work, need to consider what is achievable in reality and targets need to be enforcement (penalties). Distance of travel has more impact, so it would be more effective to discourage long distance commuting.

IT pointed out that for LTP3 Climate change is high on the agenda, so mode shift important in delivering this.

RJ stated that GTP for existing uses difficult (due to several different landlords – difficult with existing uses to change behaviour). Staggered finish times / flexitime would help. However, for new land uses there is more scope – GTP's compulsory preferably low car development.

Emergency Access

AMH presented WSP ideas for emergency access loop which uses the rail sidings land to provide an additional road link into the Mead Lane site. This would allow vehicles to circulate in a loop and would shorten the distance along Mill Road which acts as a single entry point to the Mead Lane area. There is also sufficient width for a stretch of widened footway with bollards for occasional use for emergency vehicles, alongside Mill Road Station entrance.

VV commented that HCC development Control TA Guidance on emergency access currently based on old DB32 guidance (300 dwellings criteria for emergency access) which has been superceded by MfS but HCC document has yet to be updated. Therefore emergency access still an important issue to address if site to be delivered for development.

EHC suggested that a Coach access may be a possible option within the proposed access loop.

RJ requested that the loop should avoid a cross roads within the site as this is contrary to HCC policy. AMH confirmed that one junction only for the loop within Mead Lane would be needed and the drawing would be amended.

VV and RJ agreed that the proposed access loop is beneficial in terms of emergency access. However, further details required on this. Also need to consult with emergency services.

AMH proposed that WSP could provide a strategy note on emergency access for Mead Lane to allow further consultation with the emergency services by HCC. It was noted that the emergency access proposals could integrate well with the ambition to establish a pedestrian route/cycleway between Hartham, Hertford East Station and Ware Road

9 Summary and Next Steps

It was agreed that is was a positive workshop with agreement in principle that development at Mead Lane should be explored further in more detail through an appropriate Development Brief exercise.

It was agreed that the UTP will provide positive benefits to assist new development at Mead Lane through encouraging sustainable travel and reducing car use. It was also noted that a town centre site, even with congestion, is the preferred location for new development and by seeking to take best advantage of current junction layouts through utilising tidal flows related to mixed uses and freedom on the network (due to Sainsbury's traffic shift and UTP measures) HCC Development Control would be willing to see further development, subject to satisfactorily resolving suitable emergency access.

Therefore way forward needs to be looked at in more detail. Development brief required for lead on Mead Lane.

It was noted that:

- Sidings Site & Gas Works two main areas for redevelopment
- Nat Grid site keen to progress
- Development on rail sidings land ideal location with rail / bus interchange and following positive rail operators and NR feedback on use of sidings land for transport related use HCC had lodged interest with BRB for the sidings land

WSP to provide note on emergency access proposed strategy showing more detail for HCC/EHC officers to help take forward development on the site and seek agreement from the emergency services.

WSP

Hertford and Ware UTP

BUS WORKSHOP 13/11/09

Attendees

Ian Thompson, Kay Mead, Neil French, Christian Hoskins, Adrian Hames, Andrew Freeman, Terry Hunt (Reg's), Rebecca Wilson (Arriva)

Old Cross junction in AM peak buses held up in congestion and due to "rat-run" through town

AM peak worst, PM not so bad and involves Reg's buses R88/86 and Arriva 395 but mainly 333 Golden Boy Bengeo 30 min service

Parliament Square /Fore Street signals could be introduced?

Still a rat-run through Hertford pedestrian area

- Peg's Lane / A414 runs OK for buses
- County Hall not such a problem but would welcome new facilities
- Ware Road congestion into Hertford AM peak
- Ware High Street possible turn into New Road could be introduced?
- Commercial service between Ware to Hertford this should be the priority as biggest movement
- Bypass would help Hertford and bus services
- Ware HCC should speak to Golden Boy
- Hertford Bus Station
 - public access a problem for safety, desire line issues / conflicts including cars and delivery vehicles
 - Capacity layover space limited and bus congestion issues.

What about layover elsewhere? Mead Lane (10 min layover only typically at existing bus station) therefore drivers would stay at Bus Station. Would only work for those buses that visit Mead Lane.

HCC did video survey at bus station 5/6 years after new layout (camera on Lloyds Bank)

Fore Street / Castle Hall – drop off / pick up. Market Street – problematic stop (near Barclays)

Bus Station location – access off Gascoyne Way where multi-storey is? Not appropriate as operators consider bus station already in best location

Sainsbury's (Hertford) – existing stops to be upgraded but what about added congestion Asda (Ware) – contribution to improve / change Ware services.

Extending to County Hall would be a good idea, however in terms of Arriva – is it commercially viable?

Wallfields – all Bishop's Stortford staff transferring so possible extra passengers Arrive H3 and H4 30 mins service frequency. (Contract to HCC runs out March 2010) runs wrong direction: change 3 – 5 years for contract, but can vary timetable now.

Arriva – not targeting any new market. It was noted that the service could be more direct and routeing simplified

Hertford and Brookfield Centre - Golden Boy free service Ware to Brookfield

Publicity tied with intalink, which has simple information

Arrive website good. Mobile phone ticketing launched by Arriva on Monday

AVL real time by County being delivered

HCC procuring now (this area not in first tranche)

Arriva would see benefit in RTPI

Travelsmart programme also being introduced – bus stop specific timetable

Coaches – no parking / layover, not easy access to town (not in bus station) and facilities not available

Accessible Stops – more shelters, most stops already catered for. Need improved info and updates (Wiltshire and Dorset electronic RTPI works well) Timetable info: Stop specific departures helpful? Both good – but full timetable also very useful.

Challenge is keeping update full book. But Intalink update timetable weekly website Overall the Intalink partnership very useful

Hertford and Ware – considered not much can be done to improve services noting congestion

Arriva view Hertford to North London - non starter

Regional heath centres – far disparate / distances difficult to cater for

Get rid of traffic only solution!

Maintain what we have with tweaking, but noted that can end up with eroding services versus trying to get more services

Park & Ride possible, depending upon viability, but operators would consider, with bus priority on A414 would be needed

Hertford (N) Rail – 20min rail service frequency but only 30 min bus frequency – mismatch

Rail timetable changed twice a year

Consistency of timetable and frequency with bus integration important

Consult Golden Boy - HCC

Over 60 travel very good, much increased use of bus

Free under 16 travel also

Taxi use - could bus compete, as evening services a challenge

Evening buses also blocked by car parking

Possible to close Hertford town centre to cars - Arriva keen on this

Folly Island - only access via Bull Plain though.

RAIL WORKSHOP 13/11/09

Attendees

Ian Thompson, Kay Mead, Neil French, Adrian Hames, Andrew Freeman, Bob Davies (NR), Rob Fairhead (NR), Geraint Hughes (NEx) and Dave Morgan (NEx)

30 min Sunday all day – Hertford East 6.30pm was hourly and will be introduced Dec 09 Dec 2010 additional trains in the evenings plus increased train lengths

Next 3 years there will be additional rolling stock to reduce overcrowding. Not clear on benefit to Ware route though yet. 30 new trains available in Dec 2011 if demand warrants it.

Platform extensions Broxbourne / Cheshunt 2011

Indirect benefits to Ware and Hertford (east):

DfT WAML upgrade 2019 / 2020

- More and faster trains
- Grade separation Broxbourne
- 4 trains an hour to Ware / Hertford improved Hertford journey time

Kings Cross – additional platform '0' 2013/14, but this is to cater for changes to station Platform extensions – modest train length increase

Hertford (N) to Stevenage – signalling changes test track for Thameslink tunnel, currently 20 min frequency.

Hertford loop – service to Moorgate available and useful.

Ware single track - not a capacity issue though

Footfall all adequate for viability

Standard of facilities at stations – improvements to be made:

- However they are listed buildings; and
- High levels of vandalism

Access issues to both Hertford (East) and Ware – tried rail link bus but perhaps needs revisiting

Car parking issues – on street parking no restrictions in Ware. Need CPZ. Agreed that in Ware – re-look at access issues (perhaps needs site visit with all parties)

Hertford (North) – car park 100% utilised (need to speal to FCC)

Hertford (East) – NR happy to consider use of sidings for rail complementary use, such as car parking and bus interchange – half as busy as Ware – $\frac{1}{4}$ million annual footfall.

Herford East and Ware rail head to Broxbourne

Bus access / sustainable modes access to Hertford (East) key for interchange as it is a

town centre station

NR property may have a view on use of Hertford (east) sidings – Rob Fairhead at NR to provide contact

Poor cycle parking – more important at Hertford (north) but room for cycle development at Hertford (East). Ware – difficult on room. NEx looking at two tier racks.

Hertford (North) – cycle parking over capacity – HCC to speak to FCC.

Ware - station access issue - tidy up and re-organise

Crane Mead access to Ware Rail station by cycle to be looked at

No frequent safety issues at Rowleys Road level crossing but definitely no vehicular crossing at Rowleys

Ware – no plans to close but does it cause more congestion than if removed? (4 trains peak – 2 off peak)

Service frequency Hertford and Ware only 30 min but is there possible demand for more? What is critical Mass on housing? Route Planner Tim.Havill@networkrail.co.uk Could 4 arrivals at Hertford (East) in peak also run in service?

National Express timetables and Station Travel Plans could be considered.

Appendix C	Public Consultation Leaflets

Walking & Cycling Improvements

Creating a comprehensive network

A detailed audit of existing walking and cycle routes in Hertford and Ware has been carried out as part of the UTP. This showed that the network needs to be extended and joined-up to improve linkages between residential areas and key destinations such as schools, town centres, leisure facilities and rail and bus stations.

A comprehensive walking and cycling route network has been identified which could link key destinations in Hertford and Ware. This could include upgrades to existing footways and cycleways with new sections added and improved crossing facilities.

Individual, easier to understand, routes linking residential areas to the town centres, rail and bus stations, key facilities and schools would be sign posted and promoted within the local area.



Providing integrated and accessible transport for all

The walking and cycling improvements could include:

- Individual numbered cycle routes which are clearly signposted and easier to follow
- Higher profile walking and cycling routes to schools
- New pedestrian crossing facilities at Watton Road, Ware
- New cycle and pedestrian crossings at A414 London Road, Hertford and Bridgefoot / Viaduct Road, Ware
- Replacement or refurbishment of A414 underpasses
- Cycle storage in Hertford and Ware town centres and at key employment locations and facilities
- Improved access to Hertford East, Hertford North and Ware stations for pedestrians and cyclists
- Better walking and cycling maps and information

What is the Next Step?

The suggestions you make will help shape the final UTP package of measures to be put in place over the next five years and beyond. Once the consultation is completed, your comments and survey responses will be analysed and reported in a document which summarises all of the consultation activities for the Hertford and Ware UTP.



The draft UTP and further details will be published and made available on our website from Monday 15th March. Our website address is: http://www.hertsdirect.org/urbantransportplans. This includes more detail on the walking and cycling improvements.

Passenger Transport Improvements

Improving passenger transport in Hertford and Ware would provide better travel choices so that people can leave their cars at home more often. Possible passenger transport projects are shown on the map below.

The bus station in Hertford could be improved to make better use of the available space and provide better passenger information and waiting facilities.

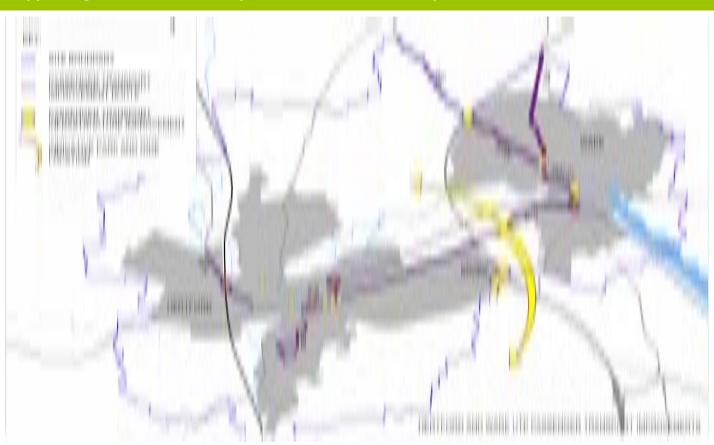
Other measures could potentially include:

- · A new bus interchange at County Hall
- Re-routing bus services to employment areas and key facilities near Hertford East station and Mead Lane, County Hall and Wodson Park Sports Centre.
- Improved bus access to Hertford East, Hertford North and Ware rail stations.



- Keeping buses moving through key junctions to improve journey time reliability
- A new bus priority corridor on A119 linking Hertford and Ware with frequent services
- Potential park and ride scheme serving both towns as a longer term scheme
- Improved bus priority at Rush Green roundabout, Fore Street and Ware High Street

Supporting sustainable development and the economic potential of Hertford and Ware



Please fill in the enclosed survey questionnaire to tell us your opinions and indicate your level of support for the solutions which are being developed as part of the UTP for Hertford and Ware. There is more detail on passenger transport improvements on the website.



Highways, Parking and Vehicle Access

Managing Traffic Impact

There are some opportunities to reduce the impacts of traffic in the town centres, by changing street layout and providing better information. This could help improve the local environment for all road users. The following potential improvements have been put forward:

- Interactive signs on key routes to alert drivers to congestion and car parking availability.
- Intelligent control systems to help traffic flow more smoothly through town centre junctions.
- Speed reducing measures in specific residential areas.
- Further loading restrictions in town centres to reduce pressure on the roads at busy times.
- Increased priority for buses, cyclists and pedestrians in Ware High Street
- One way system around Ware Station to reduce conflicts and improve access

Intelligent Control Systems are those that coordinate traffic signals and allow them to adapt to changing traffic conditions

Improving the local environment and 'streetscape'

Bengeo Area Proposals

Traffic modelling of the Bengeo area of Hertford has been undertaken as part of the Urban Transport Plan. This assists in predicting what future traffic volumes will be.

Based on the findings of the study, it is recommended that congestion impacts in the vicinity of the Old Cross junction could be reduced by providing an improved road layout. This would encourage a safer environment for pedestrians and cyclists, whilst still accommodating vehicular traffic.

This could be combined with either of the following options:

 Option 1 Temporary closure of Byde Street for a trial period to alleviate through-traffic movements in Bengeo.



The Byde Street temporary closure would only be implemented for a trial period initially, once the Sainsbury's superstore has opened and the impacts of this are known. The results of the temporary Byde Street closure would be monitored. If the benefits are shown to outweigh any localised and wider implications, the decision could be made to make the closure permanent.

It is acknowledged that the closure of Byde Street would improve the environment in the Bengeo residential area and keep through-traffic on the primary route network. However, any such closure is likely to increase pressure on the Old Cross junction. The Urban Transport Plan will propose schemes and projects to encourage more journeys by foot, bicycle and public transport to lessen the impact of a closure if this option is included in the final Plan. Further detail on the Bengeo proposals can be found on the website.

Option 2 Do Nothing

Please indicate your preferred option for Bengeo by selecting Option 1 or Option 2 in Question 15 of the attached survey questionnaire.

Visit our website and public exhibition to find out more about the UTP proposals and options for your area, including detailed maps and traffic models. <u>www.hertsdirect.org/urbantransportplans</u>

This leaflet only provides an outline of the Draft UTP proposal. More details are available on the website in the Draft UTP report at www.hertsdirect.org/urbantransportplans and click on 'Hertford & Ware UTP'

After you have filled in the questions below and over the page, please remove along the perforation, fold and moisten along the dotted lines on this page and **return to us by the 30 April 2010**An online form is also available at

www.hertsdirect.org/urbantransportplans or comments can be emailed to hertford.wareutp@hertshighways.org.uk

Second fold

2nd class postage logo

Hertford and Ware UTP
Hertfordshire Highways
Highways House
41 – 45 Broadwater Road
Welwyn Garden City
Hertfordshire
AL7 3AX

Third fold and tuck in

This is your opportunity to influence the direction of the Hertford and Ware Urban Transport Plan. Please fill in and return this questionnaire so we can take your views into account.

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What	is your	home p	ostcod	e?			· · · · · · · · · · · · · · · · · · ·
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How o	lo you t	ravel to	work a	t the moment (please o	circle)?	
Walk	cycle	bus	train	car driver	ar passe	enger	
Other	(Please	specify)				
Which	age gr	oup are	you in	? 16-29 30-44	45-59	60-74	75+
Are yo	ou male	or fem	ale? Ple	ase circle	Male		Female

Fill in and return the attached survey and you could win a £50 Shopping Voucher!

1st Prize £50 voucher 2nd Prize £30 voucher 3rd Prize £20 voucher

First fold

To enter the free prize draw simply complete the survey and enter your name and address below:
Name
Address

What is the Hertford and Ware Urban Transport Plan?

Hertfordshire County Council, working in partnership with East Herts Council is preparing an Urban Transport Plan (UTP) for the towns of Hertford and Ware.

The Vision for the UTP is:

"To provide outstanding transport for all users......which is affordable, accessible, sustainable, safe and efficient."

We have identified the key transport issues across the two towns to be tackled by the UTP and this leaflet proposes a range of possible solutions which we are seeking your views on.

Once finalised, the UTP will guide investment in local transport in Hertford and Ware over the next five years and beyond, up to 2021.

The Draft UTP proposals seek to promote **sustainable travel**, improve and join up the existing transport networks and promote healthier and sustainable travel choices. Such measures are focused on walking, cycling and public transport improvements, with some minor adjustments to key junctions, lorry routes and car parking. These types of measures could improve conditions for people who choose to use alternatives to the car and help raise the profile of sustainable travel.

If you would like to talk to someone in person about the proposals, we will be holding two public exhibitions at:

Fletchers Lea, Ware Priory:

Thursday 25 March 2010 - 10am to 8pm

Mill Bridge Rooms,

Seed Warehouse, Hertford Saturday 27 March 2010 – 10am to 4pm

A temporary un-manned display exhibition will also be available at the following locations:

80 High Street, Ware 22 March – 06 April 2010

Hertford Tourist Information Centre, Parliament Square 07 April – 19 April 2010



Tell Us What You Think

We would like to find out what you think about the Draft UTP proposals.

We need your opinions on what solutions should be included in the UTP for Hertford and Ware to make sure the plan truly represents the views of local people.

Please read through the ideas we have developed so far as part of the UTP and add your views to the consultation by completing and returning the attached questionnaire by post or online by 30 April 2010.

All the UTP documents can be found on our website from Monday 15 March at http://www.hertsdirect.org/urbantransportplans.

This includes more detail on the schemes and measures being proposed and the Bengeo options

Shopping value of £50

Hertford and Ware Urban Transport Plan

Public Consultation 15 March - 30 April 2010



For more information please visit our UTP website or come to our public exhibitions where staff will be on hand to talk about the proposals:

Fletcher's Lea, Ware Priory: Thursday 25 March 2010 – 10am to 8pm

Mill Bridge Rooms, Seed Warehouse, Hertford: Saturday 27 March 2010 – 10am to 4pm

There will be an un-manned display at 80 High Street, Ware from 29 March – 06 April 2010 and at Hertford Tourist Information Centre, Market Street from 07 April – 19 April 2010

Hertfordshire Highways **Highways House** 41 – 45 Broadwater Road Welwyn Garden City Hertfordshire AL7 3AX

0300 1234 4040

http://www.hertsdirect.org/urbantransportplans

If you would like a copy of this document in large print or another language please contact us



Making a Real Difference to Congestion

Delivering a real **step change in reducing congestion** levels within the study area will require additional, longer term measures to influence people's decisions about when and how they travel. These solutions will need to strike the difficult balance between managing car use, while making other modes of transport easier and more convenient so that people can travel by the most appropriate means for their journey and take pressure off the road network.



Improving Access to Mead Lane

The Mead Lane area has a number of access issues which restrict its development potential and limit the opportunity for visual improvement. A detailed study has been undertaken as part of the UTP to try to solve these problems. The findings suggest that changing the road layout in the Hertford East Station area to include a new link road between Mill Road and Mead Lane may help solve the access difficulties.

The area would also benefit from improved vehicle circulation; segregated emergency access route; and better pedestrian, cycle and passenger transport facilities. Potential also exists to create an attractive public open space gateway feature at the station.

Tackling Congestion

All of these longer term measures could be introduced together to make a real difference to congestion on the roads:

- introducing a Park and Ride facility to serve both towns. This could include direct connections to rail stations, a bus and coach interchange and school drop off areas.
- reviewing car parking provision in both town centres to prioritise short stay spaces for access to retail and key facilities, and discourage long stay parking.
- restricting vehicle access in the centre of Hertford to allow bus, taxi, cycle, and pedestrian access only.
- amending loading restrictions in the town centres to minimise disruption caused by vehicles loading at busy times.

A Bypass for Hertford?

Whilst it is acknowledged that the A414 is a primary route passing through the centre of Hertford, and there is peak time congestion associated with this road in the town, Hertfordshire County Council does not currently plan to construct a bypass. The UTP does, however, include a wide range of schemes and measures that will seek to help address the issue via the management of congestion and encouragement of walking, cycling and the use of passenger transport.

This UTP sets out short and medium term schemes over a five-year period but also includes longer term schemes up to 2021. Whilst a bypass is not included within this Plan as a longer term scheme, a review in five-years may involve revisiting potential bypass proposals. Should a bypass scheme gain support, implementation would be subject to funding and satisfactorily resolving other aspects such as establishing suitable routes and mitigating the impacts of any proposals.

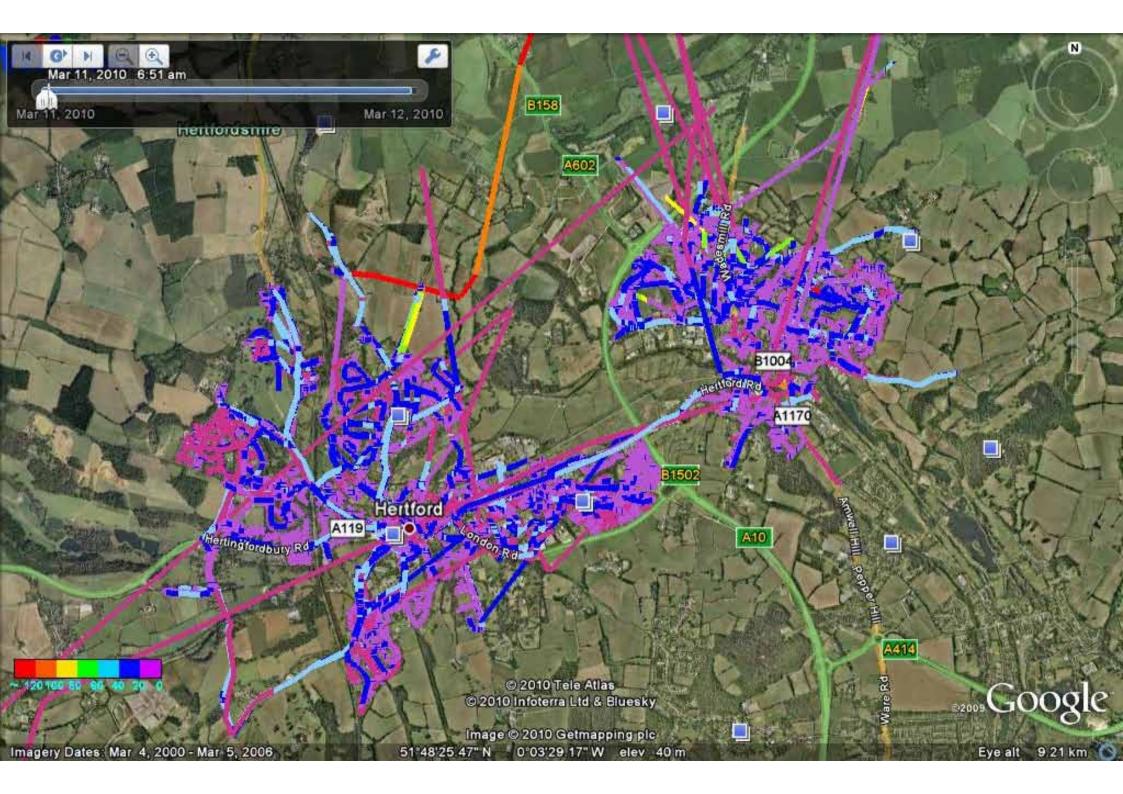
Tell us what you think

What do you think of the ideas illustrated in this leaflet?

Please tick below to show your level of support:

Potential UTP Schemes	Fully Support	Partly Support	No View	Partly Oppose	Fully Oppose	
1. Joined up walking and cycling network						
2. Increased pedestrian crossing facilities						
3. More bus lanes & increased bus priority						
4. Better waiting areas at Hertford Bus Station						
5. Better on-street bus stops with real-time information						
6. A Park and Ride system serving both towns						
7. Better rail station access						
8. Do you support the additional measures to tackle congestion?						
9. Intelligent systems to improve traffic flow						
10. Message signs to alert drivers to congestion and car parking spaces						
11. Changes to loading restrictions in the town centres						
12. Review of town centre car parking to discourage long stay parking						
13. Measures to reduce rat-running in specific residential areas & reduce speeds						
14. Do you support the proposals to improve access to Mead Lane?						
15. Do you prefer Bengeo Option 1 – Temporary trial closure of Byde Street Option 1 Option 1						
the control of the co					Option 2	
any other comments?						

Appendix D Leaflet Delivery Audit







Appendix E Key Officer Surgery Notes

Hertford and Ware UTP

KEY OFFICER WORKSHOP – UTP SURGERY SESSIONS

9AM TO 5.30PM

WEDNESDAY 11TH NOVEMBER 2009

Notes of Surgery Sessions

Venues

9am to 1.30pm – Rob Smith's Office, 1st floor, NW Block, County Hall 2pm to 5.30pm - Chairman's Dining Room, County Hall

Programme

Ian Thompson, Andrew Freeman, Kay Mead and Adrian Hames present for all

Mode/Theme	Key Officer(s)/Reps	Time	Venue
Cycling and Walking (including	Nicholas Maddex	9am	Rob Smith's Office
Sustrans, plus SRtS)	David Burt		1 st floor, NW Block,
	Andy Knight – Sustrans		County Hall
Highways (inc traffic/network	Danny Kyan	11am	Rob Smith's Office
management, signals, parking)	Eralp Yucelt		1 st floor, NW Block,
	Barry Warner		County Hall
	Nabeel Sattar – (ITS)		
	Chris Clowes		
	David Morgan		
Lunch Break		1pm	
Travel Planning (inc schools)	Lynda Clarke	2pm	Chairman's Dining
	Jon Heyes		Room, County Hall
	Deana Frost		
Policy and Development	Chris Bearton	3pm	Chairman's Dining
	Mark Cornell		Room, County Hall
Passenger/Community Transport	Neil French	4pm	Chairman's Dining
	Alissa Ede		Room, County Hall
	David Neilan		
Close		5.30pm	

CYCLING AND WALKING - NOTES

Notes

Fore Street contraflow - signing and lining poor, lack of clarity

Rights of Way Improvement Plan (RoWIP)

PRoW route from Hertford to Ware

Route through Ware Park

Bengeo to Hertford town centre away from main roads – improvements planned across Hartham Common, inc new bridges, over short term

A marked up plan was provided

Colgreen Way National Cycle Route (links to Sele Farm)

Alongside railway south of A414

Railway Paths - SUSTRANS /NR Joint organisation - contact Mike Thornborough

Improve crossing over A414 plus route link to Sele Farm towards town alongside A414.

Improve NCN route through Brewery Site area

Balls Park route to Hertford Heath off back of development

Brickenden Lane – linking Hertford to Brickenden inc verge improvements, however at the Hertford end space constraints

Rush Green roundabout issues for school children - possible use of Thieves Lane to Foxholes?

Groundwork Trust Path Gallows Hill to Ware Road and the 2 main schools

Foxholes through to housing Caxton Hill Road not adopted – Bob Meadows contact at HCC, perhaps pursue s38 to seek adoption of estate.

Close off HGV access to Ware Road (free up Mead Lane capacity?) and provide access via Foxholes. Caxton Hill route not adopted since late 1980's.

Network of cycle routes and walking required. Exemptions for cycle turning (i.e. right turn for cyclists onto Ware High Street) contra-flow cycle lanes are the key to any future network

Exemptions for cyclists through pedestrianised area should be considered

Hertford

Access to Hertford East station needs improving

Mill Road to Harton Common – bridges to be made cycle friendly (step free)

A414 NCN 61 crossing works well

At grade crossings on A414 should be considered, and particularly Foxholes to schools across A414 (subject to feasibility)

Cycle parking sites required in town centres and at key destinations

Cycle route via Bowling Green - Wallfields to County Hall

(Lilian Goldberg key contact at Travelwise in HCC for considering current HCC

catchments/commuting patterns) and HCC Green Travel Plan

Cycle lanes on North Road

Cycle measures from Gallows Hill to Bluecoats along A119 Ware Road

Route linking two stations – bridge required?

Ware

Upgrade bridges to such that cycling allowed

NCN towards station – overgrown Broadmeads and towpath near lock but can still cycle towpath Crane Mead to Station link under viaduct key missing link

Star Street / Widbury H

Funding Opportunities

SUSTRANS: outside sources

Can add up to 30% to value of project

Criteria to match funding Links to schools important

Links to villages within the study area should be considered

HIGHWAYS - NOTES

Notes

Ware

New Road junction area, junction onto High Street has interaction with pedestrian signals and also close to mini-roundabout causing congestion

Signals at junction? OR turning right from High Street – stop turn right?

Ware High Street:

- Pedestrian signals they are linked! SCOOT across all 4 signals
- Loading issues still cause congestion (but part of normal High Street activity)

Mainly used by residents

Ware well served by A10 as a bypass

Access to Tesco:

- Have to use High Street
- No loading ban?
- Single file traffic

Pedestrian crossing very wide at east end of High Street

Amwell End / Viaduct Road additional yellow lines being considered

TRO on New Road put in and helps parking issues

Could consider changing priorities around Tesco and Church Street?

AVL system on buses RTPI (not phase 1) but will follow 3 – 5 years

High Street - local traffic - taxi rank issues

Parking off street no where near capacity (perhaps 50-60%)

It was noted that Wengeo Lane is a private road with PRoW Lane

Glaxo – no real issues with congestion

Speeding / visibility Wulfrath Way

London Road, lack of crossing facilities Great Amwell link toward HRC

Hertford

Queuing for garage just east of railway bridge on A414

BP garage queuing onto Rush Green, and muddle with Stanstead Road B1502

Queue through Bengeo to Old Cross. Bengeo congestion – lower bridge? Sainsburys will have an impact and UTP to consider this

A414 at-grade crossings could be considered as wouldn't really impact on already slow moving congestion in peak periods, but could simply improve subways?

A414 B&A study was done including Pegs Lane (Study last year on A414 signals near Peg's Lane) Hertford bypass was considered as long term

Tesco junction is on MOVA not SCOOT but won't help as already over capacity

Signals at Peg's Lane roundabout and pedestrian phase? Might help

Access to Fore Street could be restricted. Closure tested for one week only – no through traffic but public outcry, queuing onto A414 (undertaken in 1992/1993)

Parking CPZ Hertford East scheme extension 2010 and also like to do Hertford North scheme (link to Port Vale) with Port Vale for Sainsburys via S106

Parking in Hertford has capacity – it is adequate and Hertford at 70-80% capacity.

VMS was discussed and might be possible

Taxis Railway Street area – park / overflow into pedestrianised area causing issues and also day rank at Fore Street causes problems and exclusive goods loading as well.

P&R may only just be viable

Mead Lane

TRO due to improve parking situation

Remove/change Bluecoats (might give more capacity) but issues could be westbound on London road?

ANPR for parking issues during construction

Railway car park north of railway station not well used and developments need car parking restrictions and mixed land uses to reduce car trips

TRAVEL PLANNING (INCLUDING SCHOOLS) - NOTES

Notes

Bengeo School – rat running relationship noted. WSP testing closure Byde Street with / without Sainsburys

There are always parking issues around schools with policy is to encourage sustainable modes Building Schools for the Future programme to improve every secondary school, followed by primary schools. Contact is Simon Newland

Millmeads - crossing over Bengeo Street difficult

A414 crossings problematic, particularly Foxholes to Presdales link

HCC will send relevant school travel plans and catchment plots

Look into latent demand due to lack of facilities

Hoe Lane - head opened gates to parking!

Hertford College - any travel plan?

Note the SRtS programme with 2009/10 Millmeads and St Josephs. Currently no others high up on list – reviewed in June to create new rankings for school

Route of walking buses – any failed? – risk assessment – HCC to provide (Heather Hill Road Safety).

POLICY & DEVELOPMENT - NOTES

Notes

Outlined that would cover:

Mead Lane

Sainsburys

Police Station site

ASDA

Biffa

EHC LDF 2031 so UTP ties in - Spring 2010 issues and options.

Sainsburys

HGV issues resolved

Capacity not resolved

Although S106:

Design competition for Old Cross

Funding 25K Bengeo

Mitigation measures

• Crossing at Port Vale (Tim Hagyard)

Rob Jepson – WSP email him for TA figures

Queue lengths with or without Bengeo

Funding versus delivery – check with Tim Hagyard.

Old Cross junction (was a roundabout)

Check on Sainsburys - what we can say with Rob Jepson

Mead Lane

At capacity on local road network - accept congestion as town centre?

GTP requirements

More development creeping in with extensions

Already used s106 contributions towards this UTP study

Current situation is that minor extensions reluctantly accepted and major extensions refused

Discussion on emergency access across river (not possible) or across railway (need to check with NR)

Loop within site could be provided to reduce the impact of single point of access

Old Police Station:

- 240 m2 retail
- 125m2 nursery
- 90 flats
- 36 4-5 bed houses
- 80 bed nursing home
- 80 bed hotel

Access from both roads (prefer access to Stanstead Road)

Cycle walk links to Hertford

Crossing over Ware Road

ASDA (Ware):

Service access on Park Road

Roundabout proposed but would prefer signals

Traffic issues can be dealt with

Mitigation plus contribution to UTP

Crossings over Fanshaw - very wide - may need lights

No major highway objections

Biffa:

Not in waste plan. Commercial waste – proposals in public domain with action group called "burning issue"

Bengeo:

Opp. Garden Centre Salcombe Road

Residential development in local plan for 120 houses

Close Byde Street?

Principles of access agreed.

Do not add to modelling unless already in committed development proposals agreed with HCC for model spec

PUBLIC TRANSPORT - NOTES

Notes

Rail

Look at partnership works

National Express

First Capital Connect

Interchange improvements the main scope

Business Case needed and operators and NR always happy if third party will pay!

Car parking won't be lost but there is a business case for cycling season ticket holders

Where they are in franchise is a key

Information provision – pedestrian signage

Close Ware level crossing, likely not to be possible due!!

Community Rail Partnership - Hertford East

Lifts at Hertford North - DfT funding for this

Crossings at Hertford East – partial improvements have gone in.

Bus station – layover issues in Hertford with lack of space

Bus priority not much of it across the two towns

Congestion still the main issue for bus unreliability etc (commercial pressure due to congestion so services withering and disappearing)

Peg's Lane signalisation could help bus movements

Fore Street access issues for buses being held up

£850k due to be spent on Gascoyne Way car park

Lavover at Hertford East?

Bus services into Mead Lane need to be improved

Hertford to Broxbourne more frequent services on rail in the future

Reference Harlow (N) growth post 2021 as future pressure

East Herts - no community transport such as Dial-a-ride and Red cross ceased

PCT – joint funding transport and there are volunteer car schemes and WRVS – social car schemes with 100's of passengers

Access to health centres is the key. QE2, Lister, Hertford County there are links but slow responding. (note DQHH Delivering Quality Healthcare locally).

Getting the County H
Ware Amwell end to viaduct road; box junction turning right to New Road 395 route – and also bad parking impacts on services
Need consistent marking / infrastructure across two towns
Park and Ride challenging for viability

Appendix F Schools Consultation Voting Results



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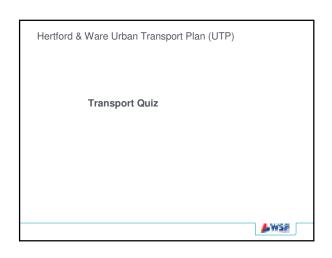
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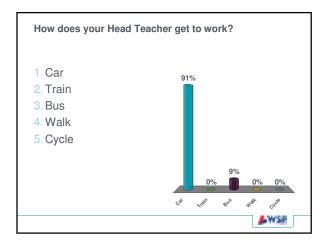
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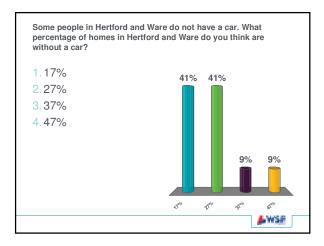


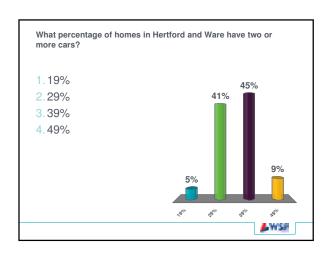
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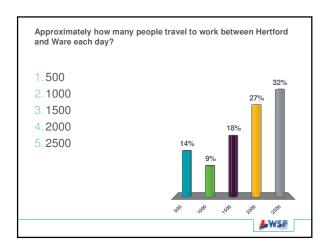


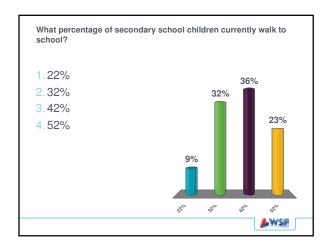




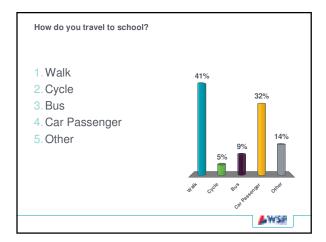


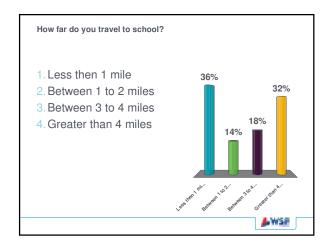


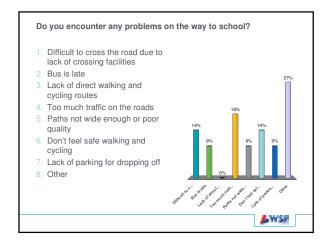


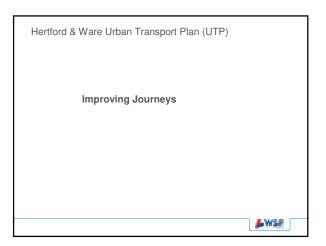










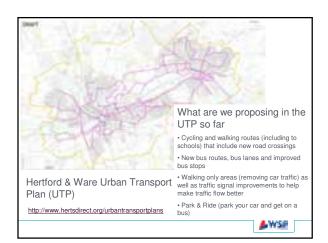


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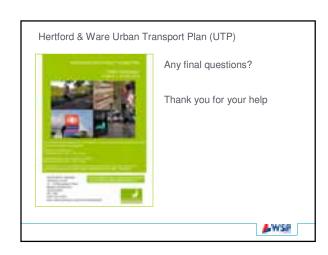
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18%

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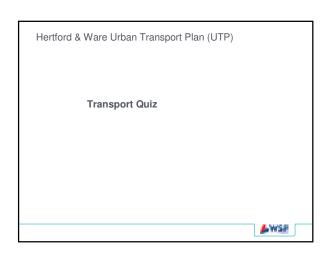
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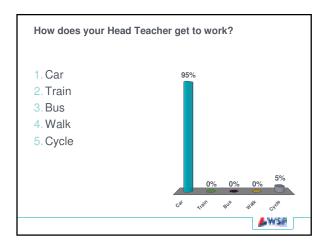
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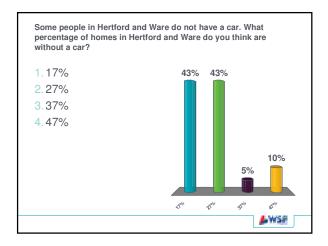


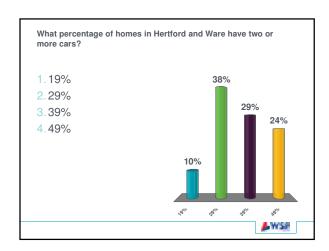
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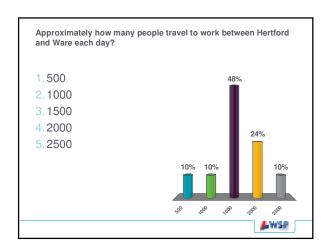


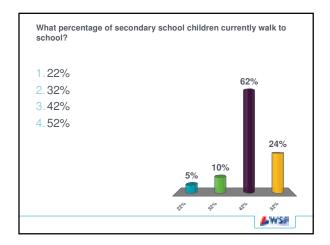


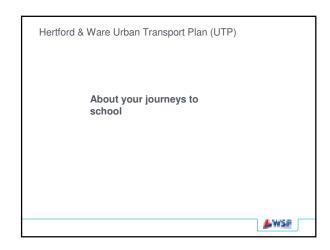


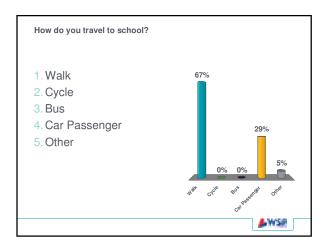


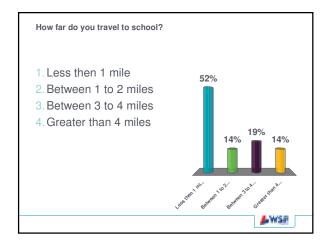


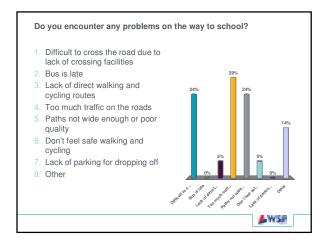


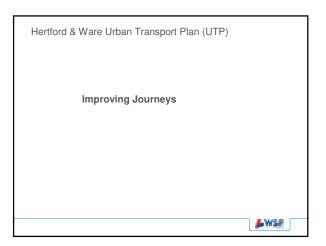












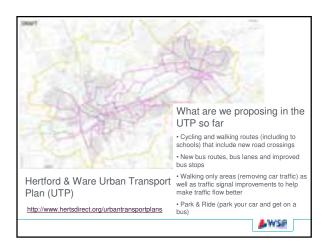
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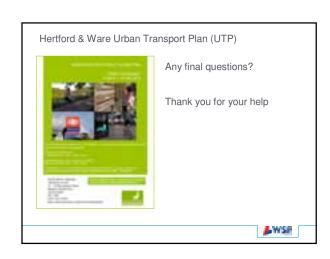
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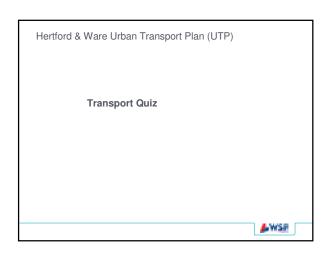
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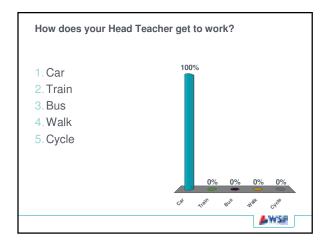
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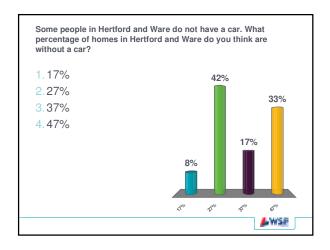


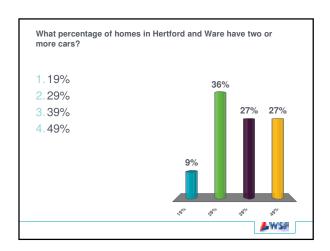
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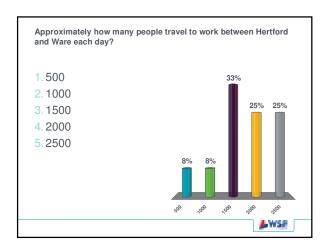


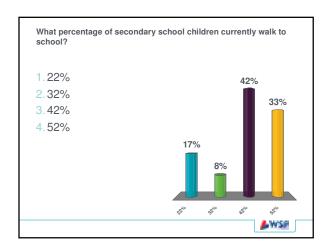


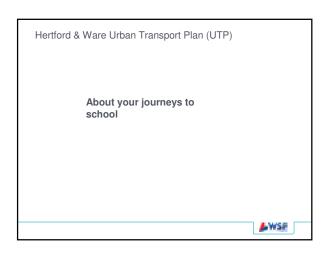


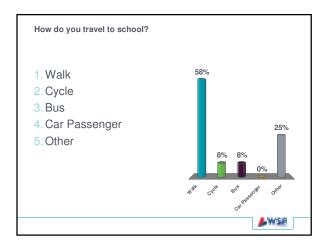


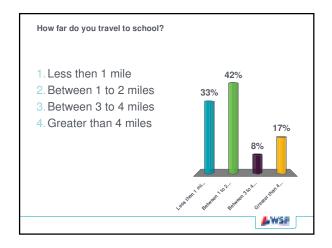


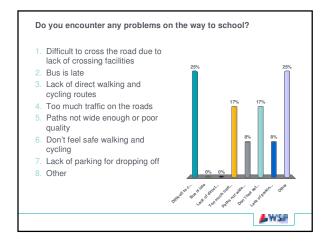


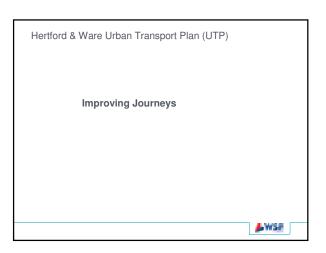










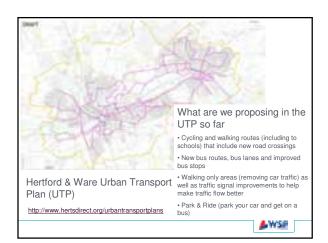


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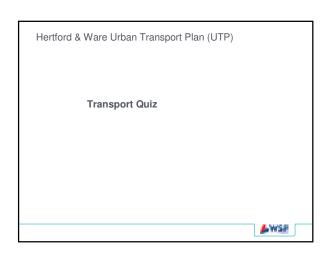
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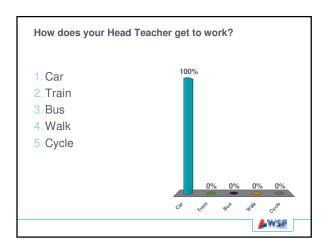
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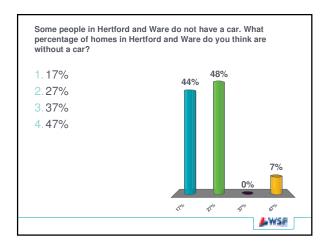


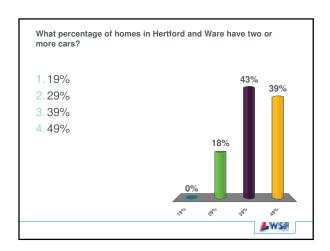
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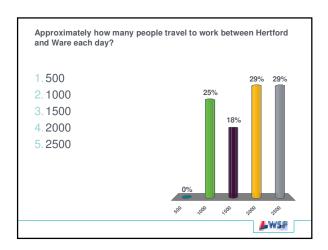


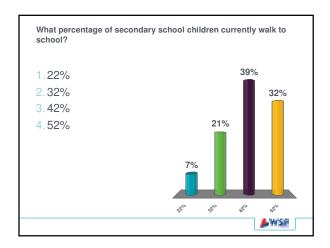


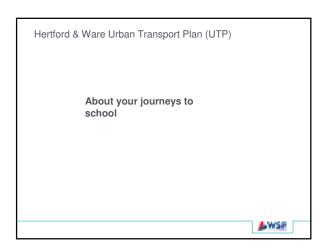


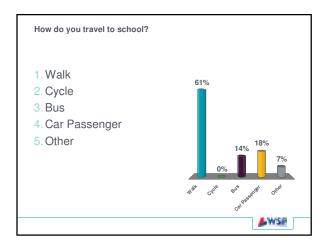


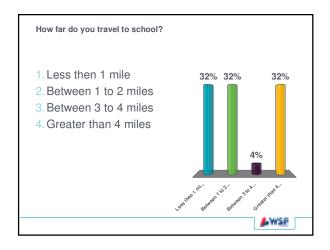


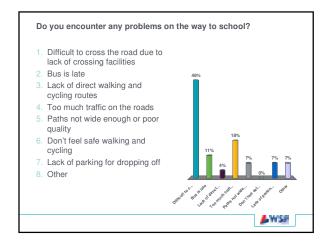


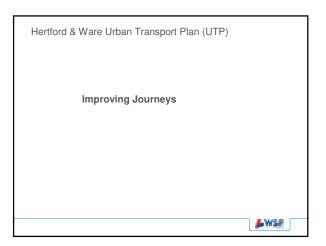












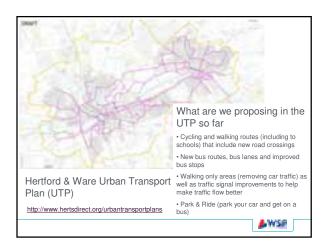
Is it more important to encourage sustainable travel (cycling, walking or bus) or to provide more and/or wider roads to allow more cars?

1. Encourage sustainable travel
2. Provide more space for cars
3. Don't know

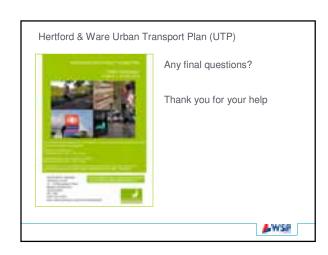
11%

Encourage sustain... Provide more spac... Don't know

What are your priorities for travel improvements (school journeys) Pick your top 3 in priority order More traffic light controlled crossings More bus services (better routes, evening and Sunday services) Better cycling routes (wider paths, more direct) Better walking routes (wider paths, more direct) More cycle parking Safer walking and cycling routes (no subways and better lighting) Slower traffic speeds Quicker journeys by car More space to park cars when dropping off at school **₩SF**







Appendix G Public Exhibition Materials

What is the Hertford and Ware UTP?

Hertfordshire County Council, working in partnership with East Herts Council, is preparing an **Urban Transport Plan (UTP)** for the towns of Hertford and Ware.

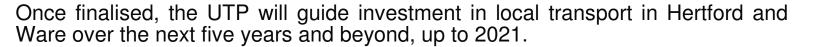
The Vision for the UTP is:

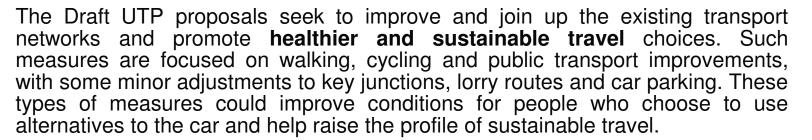
"To provide outstanding transport for all users......which is affordable, accessible, sustainable, safe and efficient."



676) 676)

We have identified the key transport issues across the two towns to be tackled by the UTP and this exhibition proposes a range of possible solutions which we are seeking your views on.

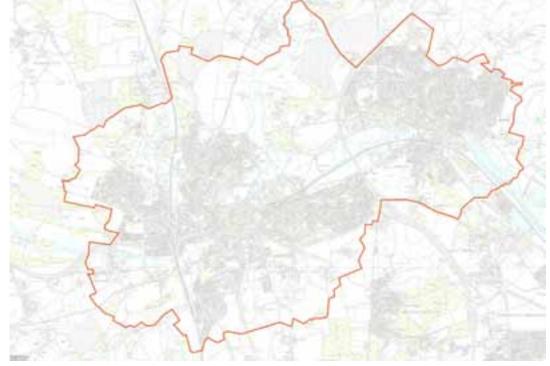








Supporting sustainable development and the economic potential of Hertford and Ware



UTP Hertford and Ware Study Area

Questionnaires are available on request from:
Hertfordshire Highways
Highways House
41 – 45 Broadwater Road
Welwyn Garden City
Hertfordshire
AL7 3AX
0300 1234 047
http://www.hertsdirect.org/urbantransportplans



Tell us What You Think

We would like to find out what you think about the Draft UTP proposals. We need your opinions on what solutions should be included in the UTP for Hertford and Ware to make sure the plan truly represents the views of local people.

Please read through the ideas we have developed so far as part of the UTP and add your views to the consultation by completing and returning the questionnaire by post or online by 30 April 2010.





Passenger Transport Improvements

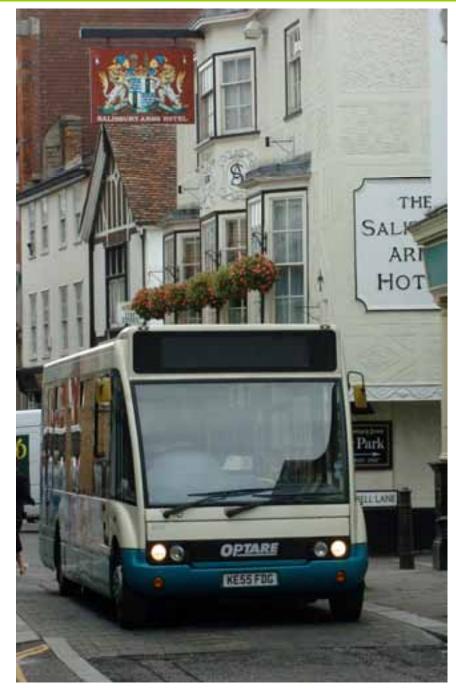
Improving passenger transport in Hertford and Ware would provide better travel choices so that people can leave their cars at home more often. Possible passenger transport projects are shown on the map below.

The existing bus station in Hertford town centre could be improved to make better use of the available space and provide better passenger information and waiting facilities.

In Ware, bus priority could be improved at Star Street and Amwell End and the traffic routes around Ware station could be altered to reduce congestion at Station Road, creating a better interchange point and passenger drop off area.

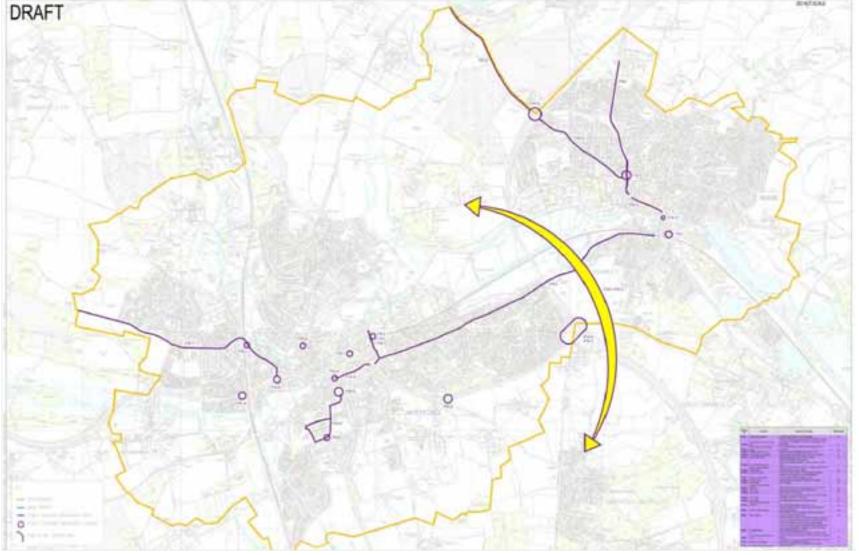
Other measures could potentially include:

- A comprehensive review of all bus routes in the study area
- A new bus interchange at County Hall
- Re-routing bus services to employment areas and key facilities near:
 - Hertford East station and Mead Lane
 - County Hall
 - Wodson Park Sports Centre
- Improved bus access to Hertford East, Hertford North and Ware rail stations.
- Upgrades to bus stops with real-time passenger Information
- Keeping buses moving through key junctions to improve journey time reliability
- A new, high profile bus priority corridor on A119 linking Hertford and Ware with frequent services.
- Improved bus priority on the A602 corridor into Ware
- Potential park and ride site serving both towns as a longer term scheme
- Improved bus priority at Rush Green roundabout, Fore Street and key routes into Ware
- Better passenger information with easy to understand bus route maps



Improving the quality of life for residents and visitors

Proposed Passenger Transport Improvements









Walking and Cycling Measures

A comprehensive walking and cycling route network has been identified which could link key destinations in Hertford and Ware. This could

include upgrades to existing footways and cycleways with new sections added and improved crossing facilities.

Individual, easier to understand, routes linking residential areas to the town centres, rail and bus stations, key facilities and schools would be sign posted and promoted within the local area.

The walking and cycling improvements could additionally include:

- Individual numbered cycle routes which are clearly signposted and easier to follow
- Higher profile walking and cycling routes to schools
- New pedestrian crossing facilities at Watton Road, Ware
- New cycle and pedestrian crossings at A414 London Road, Hertford and Bridgefoot / Viaduct Road, Ware
- Improving A414 underpasses by refurbishment and/or replacement with level crossings
- Cycle storage in Hertford and Ware town centres and at key employment locations and facilities
- Improved access to Hertford East, Hertford North and Ware stations for pedestrians and cyclists
- Better walking and cycling maps and information

Creating a comprehensive network

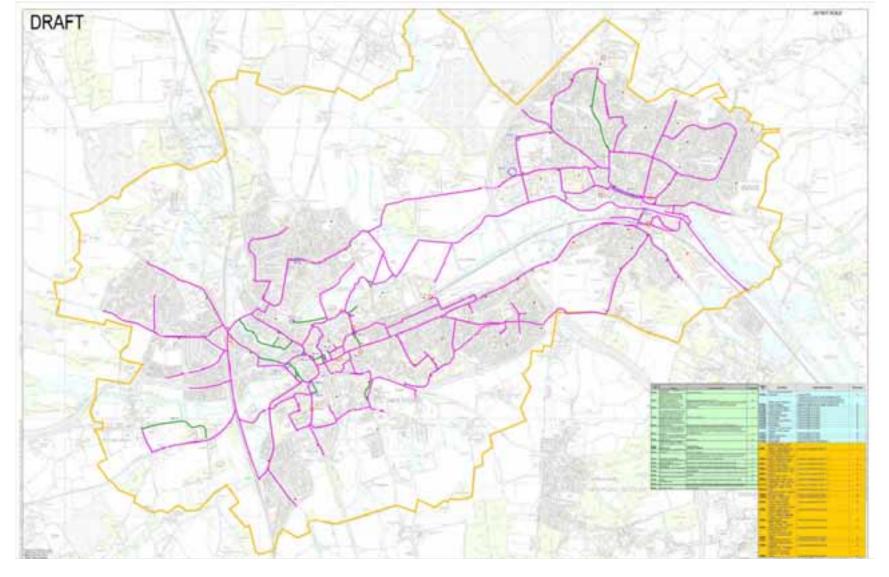


Providing integrated and accessible transport for all





Proposed Network of Cycling and Walking Routes



Highways, Parking and Vehicle Access







Managing Traffic Impact

There are some opportunities to reduce the impacts of traffic in the town centres, by changing street layout and providing better information. This could help improve the local environment for all road users.

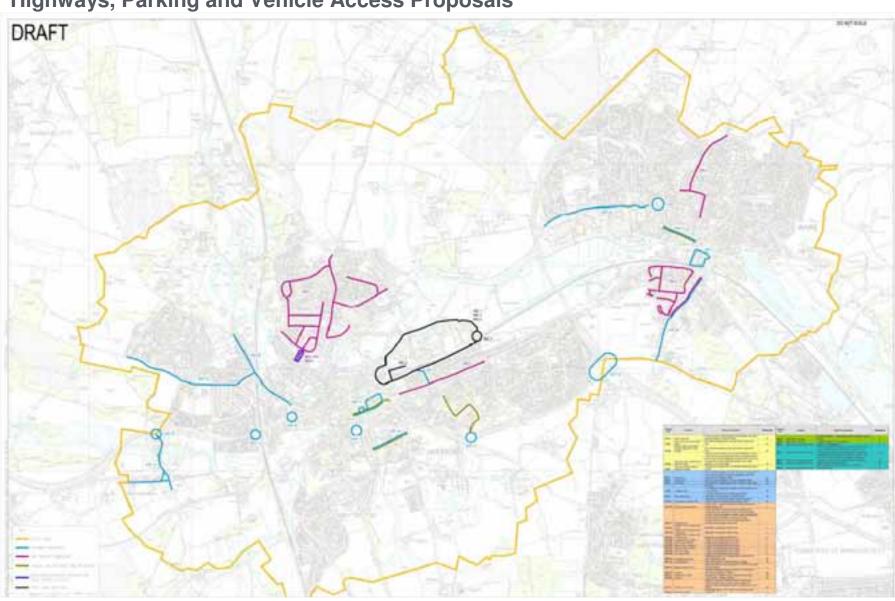
The following potential improvements have been put forward:

- Interactive signs on key routes to alert drivers to congestion and car parking availability.
- Speed reducing measures in specific residential areas.
- Further loading restrictions in town centres to reduce pressure on the roads at busy times.
- Improvements for buses, cyclists and pedestrians in Ware High Street
- One way system around Ware Station to reduce conflicts and improve access
- Intelligent control systems to help traffic flow more smoothly through town centre junctions.

 Intelligent Control Systems coordinate traffic signals and allow them to adapt to actual traffic conditions

Providing value for money to local people

Highways, Parking and Vehicle Access Proposals



Making a Difference to Congestion

Tackling Congestion

Delivering a real **step change in reducing congestion** levels within the study area will require additional, longer term measures to influence people's decisions about when and how they travel.

These solutions will need to strike the difficult balance between managing car use, while making other modes of transport easier and more convenient so that people can travel by the most appropriate means for their journey and take pressure off the road network.

All of these longer term measures could be introduced together to make a real difference to congestion on the roads:

- Introducing a Park and Ride facility to serve both towns. This could include direct connections to rai stations, a bus and coach interchange and school drop off areas.
- Reviewing car parking provision in both town centres to prioritise short stay spaces for access to retail and key facilities, and discourage long stay parking.
- Restricting vehicle access in the centre of Hertford to allow bus, taxi, cycle, and pedestrian access only.
- Amending loading restrictions in the town centres to minimise disruption caused by vehicles loading at busy times.

Encouraging Smarter Travel Choices

The UTP has also identified ideas for providing incentives to reduce carbon footprints for households and local businesses in order to improve and protect the environment.

Many of the ideas use internet and mobile technology to allow people to make better informed choices about their travel behaviour.

These ideas include:

- A website to provide a central information hub, which facilitates access to maps and journey planning information.
- A car sharing database for the entire study area to help people to identify potential companions for sharing journeys with.
- A car club operating from new developments within the study area which would allow access to cars for essential journeys without the need to own a car.
- An area wide pay as you go on street bike hire scheme.
- Personalised Travel Planning for residents with Travel Advisors providing home visits to identify opportunities for you to save money and make a difference to the local environment by making small changes to your travel choices.

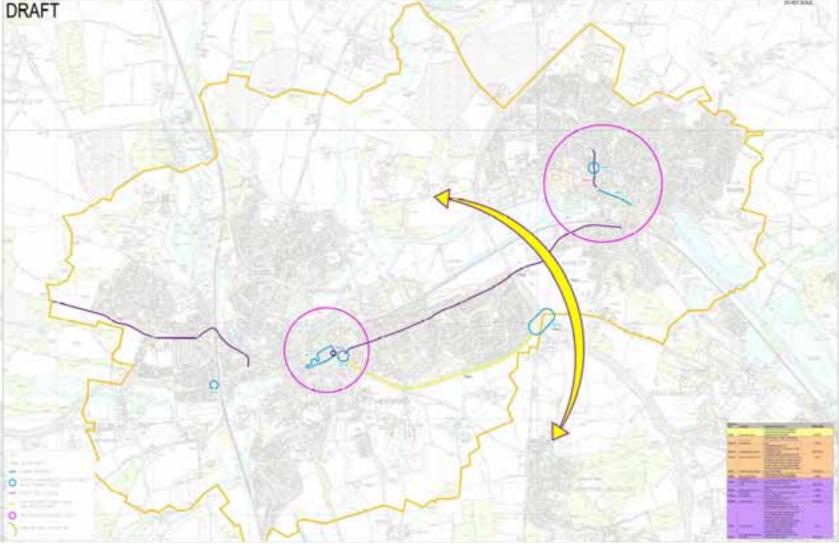
Delivering transport schemes which are sustainable, safe and efficient and focus on tackling congestion



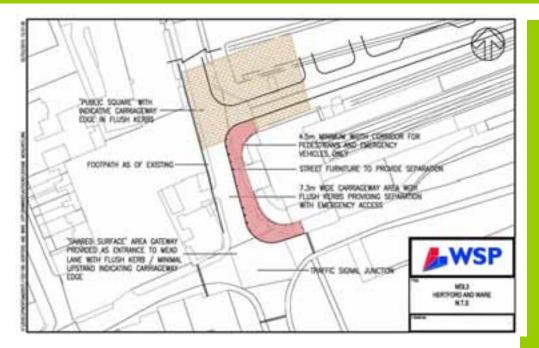


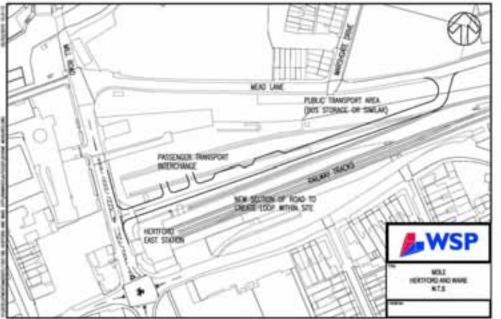


Proposals to tackle congestion



Improvements for the Mead Lane Area





Improving Access to Mead Lane

The Mead Lane area currently has a number of access issues which are considered restrict its development potential and limit the opportunity for visual improvement.

A detailed study has been undertaken as part of the UTP to try to solve these problems. The findings suggest that changing the road layout in the Hertford East Station area to include a new link road between Mill Road and Mead Lane may help solve the access issues.

This will allow further development to be considered on the site. Such development would include sustainable measures, such as low car ownership, improved cycle, pedestrian and passenger transport access.

Improving the local environment and 'streetscape'

Further improvements may also provide additional benefits, such as:

- Improved vehicle circulation
- A segregated emergency access route
- Better pedestrian and cycle access
- New passenger transport facilities
- Bus route diversions to the site

Potential also exists to create an attractive public open space gateway feature at the station.







Improvements for the Bengeo Area



Bengeo Area Proposals

Traffic modelling of the Bengeo area of Hertford has been undertaken as part of the Urban Transport Plan. This assists in predicting what future traffic volumes will be.

Based on the findings of the study, it is recommended that congestion impacts in the vicinity of the Old Cross junction could be reduced by providing an improved road layout. This would encourage a safer environment for pedestrians and cyclists, whilst still accommodating vehicular traffic.

This could be combined with either of the following options.

Option 1 - Temporary closure of Byde Street for a trial period to alleviate through-traffic movements in Bengeo.

The Byde Street temporary closure would only be implemented for a trial period initially, once the Sainsbury's superstore has opened and the impacts of this are known. The results of the temporary Byde Street closure would be monitored. If the benefits are shown to outweigh any localised and wider implications, the decision could be made to make the closure permanent.

Option 2 - Do Nothing

Leave the road layout and access arrangements as they are currently in the Bengeo Area

It is acknowledged that the closure of Byde Street would improve the environment in the Bengeo residential area and keep through-traffic on the primary route network. However, any such closure is likely to increase pressure on the Old Cross junction.





The Urban Transport Plan will propose schemes and projects to encourage more journeys by foot, bicycle and public transport to lessen the impact of a closure if this option is included in the final Plan. Further detail on the Bengeo proposals can be found on the website.

Please indicate your preferred option for Bengeo by selecting Option 1 or Option 2 in Question 15 of the UTP survey questionnaire.

A Bypass for Hertford?





Whilst it is acknowledged that the A414 is a primary route passing through the centre of Hertford, and there is peak time congestion associated with this road in the town, Hertfordshire County Council does not currently plan to construct a bypass. The UTP does, however, include a wide range of schemes and measures that will seek to help address the issue via the management of congestion and encouragement of walking, cycling and the use of passenger transport.

Measures to manage and tackle congestion are a key part of the proposals in the Draft UTP. These are set out in more detail in the full document on the website.

Providing value for money to local people

This UTP sets out short and medium term schemes over a five-year period but also includes longer term schemes up to 2021.

Whilst a bypass is not included within this Plan as a longer term scheme, a review in five-years may involve revisiting potential bypass proposals.

Should a bypass scheme gain support, implementation would be subject to funding and satisfactorily resolving other aspects such as establishing suitable routes and mitigating the impacts of any proposals



Draft UTP Next Steps?

What is the Next Step?

The suggestions you make will help towards shaping the final UTP package of measures to be put in place over the next five years and beyond.

All Schemes are subject to public consultation and the timescales proposed are subject to availability of funding

Once the consultation is completed, your comments and survey responses will be analysed and reported in a document which summarises all of the consultation activities for the Hertford and Ware UTP.

The Draft UTP and further details will be published and made available on our website. Our website address is: www.hertsdirect.org/urbantransportplans.

This includes more detail on:

- Walking and cycling improvements
- Public Transport Schemes
- Highways, Parking and Vehicle Access
- Proposals for the Mead Lane Employment Area
- Traffic Models and Options for the Bengeo Area
- Key Stakeholder and Public Consultation Responses







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AL7 3AX
0300 1234 047
http://www.hertsdirect.org/urbantransportplans

An online questionnaire is also available on our website at: www.hertsdirect.org/urbantransportplans



Appendix H	Questionnaire	Response Data

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SG14 2 1 1 1 SG13 7 1 1 W1K 3 1 1 SG14 1 1 1	very occasionally drive for me	etings 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 1 1	1	1 1 1	1 1 1	1 1	1	1 1 1 1	1 1 1	1 1	
SG14 2 -	work from home		1 1 1	1 1 1 1	1 1 1 1	1	1 1	1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1
SG14 3 1 1 1 SG14 2 1 1 1 WC24 1 1 1 WC26 6 1 1 1 WC26 6 1 1 1 1 1 WC26 6 1 1 1 1 WC26 6 1 1 1 1 WC26 6 1 1 1 1 WC26 6 1 1 1 1 WC26 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	
AL10 9 CM21 9 SG14 2 CM21		1 1 1 1 1	1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 1 1 1 1	1 1 1	1 1	1 1

7	1 1	1 1 1	1	1 1	1 1	1 1	1 1 1	1	1 1	1	1	1 1	1 1	1
9 1 1		1 1 1	1 1	1 1	1 1	1 1	1 1	1	1 1	1	1 1	1 1	1 1	1 1
7 SG13 8 1	retired	1 1 1	1	1	1	1	1 1	1	1		1	1 1	1	1
2		1 1 1	1 1	1 1	1	1 1	1 1 1	1	1 1	1	1 1	1 1	1	1 1
9 1 1 1		1 1 1	1 1 1	1	1 1	1 1	1 1	1	1	1	1 1	1 1	1	1 1 1
2 2 EN11	1	1 1 1	1 1	1 1	1 1	1 1	1 1 1	1 1	1	1	1	1 1	1 1	1 1
3 1		1 1 1	1 1 1	1	1 1 1	1	1 1 1	1 1	1 1 1	1		1 1 1	1 1	1 1
3 1 1		1 1 1	1 1 1	1 1	1 1	1 1	1 1 1	1 1	1 1	1	1 1	1	1 1 1	1 1 1
3 7 SG13 7	1 to Hertford North station	1 1 1	1 1	1 1	1	1 1	1 1 1	1	1 1	1	1 1	1 1	1	1 1 1
3 1		1 1 1	1	1	1	1	1	1 1	1		1	1 1	1 1	1
2	RETIRED	1 1 1	1 1	1	1 1 1	1 1	1 1	1 1	1 1	1	1	1	1 1	1 1
8 1 7 N1 7 1 1 1		1 1 1	1 1	1 1	1	1 1	1 1	1 1		1 1	1	1 1	1 1 1	1
8 SG12 7 1 1	1 1	1 1 1	1	1	1 1 1	1	1 1	1 1		1	1 1	1	1 1	1 1
3 EC3A 8 1		1 1 1	1 1	1	1 1	1 1 1	1 1 1	1 1		1 1 1	1	1 1	1 1	1 1
1 LONDON 1	1 1	1 1 1	1 1	1	1 1	1 1	1 1	1 1	1 1	1	1	1	1 1	1
1 SG13 7 1 1		1 1 1	1 1	1	1 1	1	1 1	1 1	1 1	1	1	1 1	1	1 1
0 EN11 O		1 1 1	1 1	1	1 1	1 1	1 1 1	1	1 1	1 1	1 1	1 1	1	1 1
3 1 1 1	RETIRED 1	1 1 1	1 1	1	1 1	1 1	1 1 1	1	1	1	1	1 1	1 1	1 1 1
8 LONDON 1	NO LONGER WORK	1 1	1 1	1 1	1 1	1 1	1 1		1	1	1	1 1	1 1	1 1 1
G SG14 1 1 1 1 1 3 SG14 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1	1 1 1		1 1 1	1	1 1	1 1 1	1 1	1 1	1	1 1	1 1 1	1 1 1
3		1 1 1	1 1	1	1 1	1 1	1 1 1		1 1	1	1 1	1	1	1 1 1
7		1 1	1 1		1	` '	1	1	1		1	1 1	1	1
7 AL10 9 2 2 3 -		1 1 1	1 1	1 1	1 1 1	1 1 1	1 1	1 1		1 1		1 1 1	1 1	1
9 - 2	retired	1 1 1 1	1 1	1	1	1		1 1		1 1	1	1	1	1
7 SG13 8 AL7 3 AL7	1 1	1 1 1	1 1	1 1	1 1	1 1	1 1 1	1		1		1 1	1	1 1
9 -		1 1 1	1		1 1	1 1	1 1	1 1	1 1	1	1	1	1 1	1
8 - 1 1	retired	1 1 1	1	1	1 1	1 1	1 1 1	1	1	1 1		1 1	1	1 1
7 8 SG14 1 ■	1	1 1 1 1	1 1		1 1	1 1	1	1 1	1	1	1	1 1	1	1 1
- 1 1 3 E14 1 1 2	1	1 1 1	1 1 1		1 1 1	1 1	1 1	1	1 1 1	1	1	1 1	1 1	1 1
3 - 1 1 1	Retired	1 1	1 1 1	1 1	1	1 1	1	1 1	1 1		1 1	1 1	1 1	1 1
3 SG14 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1	1 1	1 1	1 1	1	1	1 1	1 1		1 1	1	1 1	1 1
7 CM23 1 7 N1 0 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1	1 1 1	1 1	1 1 1	1	1 1	1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1 1
7 N1 0 1 1 1 3 SG14 1 1 1 9 EN10 6 1	1	1 1 1	1 1		1 1	1 1	1 1 1	1 1	1 1	1	1 1	1 1	1 1 1	1 1
7 - 1 London 1	1	1 1 1	1 1	1 1	1 1	1 1	1 1 1			1 1	1	1 1	1 1	1 1
		1 1 1	1 1		1 1	1	1 1	1	1	1		1 1	1 1	1 1
- 1 SG14 2	1	1 1 1 1	1 1		1 1 1	1 1	1 1 1		1 1	1 1	1 1	1 1	1 1	1 1
3 1 SG14 1 1	1	1 1 1 1	1 1	1	1 1	1 1	1 1	1	1 1	1 1	1	1	1 1 1	1 1
3	1 1	1 1 1	1 1		1 1	1 1	1 1 1	1 1	1 1	1	1 1	1	1 1	1
7 SG13 8	1 1	1 1 1 1	1 1		1 1 1	1 1	1 1 1	1	1	1 1	1	1 1	1 1	1 1 1

SG12 7	1 1 1		1		1 1		
SG127 SG143 SG141 1 1 1 1 1 SG142	1 1 1 1 1	1 1 1	1 1	1 1 1	1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG14.2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1
SG143 1 1 SG138 1 1 SG137 SG138 1 1 SG111	1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1 1	
SG142 1 1 1 1 SG142 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1	1 1	1 1	1	1 1 1	1 1 1 1
SG12 G 1 SG12 G retired	1 1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1 1 1 1
SG14 1 1 1 1 SG12 7 E4 7 2 1 1 SG14 3 SG1 2 1 1	1 1 1 1	1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1 1
SG14 5 SG14 5 SG13 7 SG2 7 VAN	1 1 1	1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1 1
SG13 7 RETIRED SG13 8 1 SG13 7 1 1	1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1	1 1 1	1 1 1 1
SG14 2 1 1 SG14 2 variable 1 1 SG13 7 Harlow 1 1		1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1
SG12 9 retired retired	1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1
SG13 7 CM20 3 1 1 SG12 0 1 SG13 8 SG13 8 1 1	1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1
SG14 3 SG12 7 SG12 9 1 1 SG14 1 retired retired retired		1 1 1 1	1 1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG14 2 1 1 SG14 3 NW10 1 1 SG14 3 NW10 SG14 3 NW10 SG14 3 NW10 NW10 NW10 NW10 NW10 NW10 NW10 NW10	1 1 1 1	1 1 1	1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG12 7 EC3N 1 1 1 SG13 7 SG13 8 1 1 SG12 C	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG14.3 1 1 SG14.3 SG14.3 1 1 SG14.3 SG14.3 SG14.3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1
SG14.3 EN5.4 1 1 1 1 1 1 1 1 1 1		1 1 1	1 1	1 1 1	1 1	1 1 1 1	1 1 1
SG12 G SG12 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1 1
SG14 2 retired retired	1 1 1 1	1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1 1 1 1
SG14 SG12 1 1 SG12 SG14 1 1 SG14 SG14 1 1 SG14 SG14 1 1 SG14 SG14	1 1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1 1 1
sg13.7 sg13.7 sg13.7 sg13.2 sg14.3 sg12.0 sg14.3 sg12.0 sg14.3 sg12.0 sg14.3 sg12.0 sg14.3 sg12.0 sg14.3 sg12.0 sg14.3 sg13.0 s	1 1 1 1 1 1	1 1	1 1 1 1	1	1 1 1		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG14 1 1 1 retired SG12 7 SG14 1 1	1 1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1	1 1
SG12 7 SG14 1 1 retired 1 1 SG14 3 1 SG14 3 1 SG14 3 1 SG14 3 SG1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1
SG14 3 SG12 Q London 1 SG12 7 EN9 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1	1 1 1	1 1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG13 8 1 1 1 SG13 7 SG13 8 1 1 1 1 SG13 7 SG14 S Heritord 1 1 SG14 S SG15 8 SG1		1 1	1 1 1	1 1 1	1 1 1	1 1 1	
SG12 SG12 1 1 SG12 SG12 SG12 SG12 SG12 S	1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1 1 1 1
Signate	1 1 1 1	1 1 1	1 1 1	1 1		1 1 1 1	1 1 1 1 1 1
SG14 2 1 1 SG13 AL7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SG13 6 SG13 6 1 1 1 SG14 SG14 SG14 SG14 SG14 SG14 SG1	1 1 1		1 1 1 1		1 1 1 1		1 1 1 1
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998 SG13 7 999 S13 7T NW7 1	1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1	1 1 1	1 1
1000 SG14 5 SG13 8	1	1 1 1	1 1	1	1 1	1 1	1 1	1 1	1
1001 SG14 3 1002 SG14 2 EN8 9	1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1	1 1 1	1
1002 SG14 2 EN8 9 1003 SG14 3 N12 9 1004 SG14 3	1 1	1 1 1	1 1 1	1	1 1	1 1	1 1	1 1 1	1
1005 SG12 AL1	1	1 1 1	1 1	1	1 1	1 1	1 1	1 1 1	1
1006 SG12 0 SG1 2	1 1	1 1 1	1 1 1 1	1 1	1 1 1	1 1 1	1 1 1	1 1 1 1	1
1007 SG14 3 1008 SG13 7 1009 SG13 8	1 1	1 1 1	1 1 1	1	1 1	1 1	1 1	1 1	
1009 SG13 8 1010 SG3 8J	1	1 1 1	1 1 1 1	1	1 1 1	1 1 1	1 1 1	1 1 1	1
1011 SG13 7	1 1	1 1 1	1 1 1	1	1 1	1 1	1	1 1 1 1	1
1013 SG12 9	1	1 1 1	1 1	1	1 1	1 1	1	1 1 1 1	1
1014 SG14 2 SG14 3	1 1	1 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	1 1 1	1
1016 SG143 WD180	1	1 1 1	1 1	1	1 1	1 1	1 1	1 1	1
1017 Sg12 0 1019 sg14 3	1 1	1 1 1	1 1 1	1 1	1 1 1	1 1	1 1 1	1 1 1	1 1
1020 sg14 3 al10 8		1 1 1	1 1 1	1	1 1	1 1 1	1 1	1 1 1	1
1021 sg13 7	1	1 1 1	1 1 1	1	1 1	1 1	1	1 1 1 1	1
1023 1024 sg14 2		1 1 1	1 1 1	1 1	1 1	1 1	1 1 1	1 1 1	1
1025 sg14 3	1	1 1 1	1 1	1	1 1	1	1 1	1 1	1
1026 sg14 3 1027 sg12 7 se1 1028 sg13 8	1 1 1	1 1 1	1 1 1	1 1	1 1	1 1	1 1 1	1 1 1	1
1028 sg13 8 1029 sg14 1	1	1 1 1	1 1	1	1 1	1 1	1 1	1 1 1	1
1030 sg14 1 1031 sg14 3 Letchworth	1	1 1 1	1 1	1 1	1 1	1 1	1 1	1 1 1	1
1031 sg14.3 Letchworth 1032 sg14.2 sg4.0 ■	1 1	1 1 1	1 1 1	1	1 1	1 1 1	1 1	1 1 1	1
1033 sg14 3	1	1 1 1	1 1 1	1	1 1	1	1 1	1 1	1
1034 sg14 3 sg13 7■ 1035 sg14 3	1	1 1 1	1 1 1	1	1 1 1	1 1 1	1 1 1	1 1 1	1
1036 sg14 2 London 1037 sg14 sw1	1 1	1 1 1	1 1 1	1	1 1	1 1	1 1	1 1 1 1	1
1038 sg14 2	1	1 1 1	1 1 1	1 1	1 1	1 1	1 1	1 1 1	1
1039 1040 sg14.3		1 1 1	1 1 1 1	1 1	1 1 1	1 1 1	1 1 1	1 1 1	
1041		1	1 1 1	1	1 1	1 1	1 1	1 1	
1042 sg12 7 sg13 8	1 1 1 1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1 1	1 1 1	
1044 sg12 7 sg12 1045 sg14 3 sg14 3	1	1 1 1	1 1 1	1	1 1 1		1 1 1	1 1 1 1	
1046 sg12 0 sg14 1		1 1 1	1 1	1	1 1	1 1	1 1	1 1	
1047 sg12 0 1048 sg14 3		1 1 1	1 1	1	1 1	1 1	1	1 1 1	1
1049 1050 sg14 3 sg4 9	1	1	1 1 1	1	1 1	1 1 1	1	1 1 1	1
1050 sg14 3 sg4 9 1 1051 sg12 0 sg8 6 1 1	1	1 1 1	1 1 1	1	1 1	1 1	1 1	1	1
1052 sg14 1 1053 sg13 8 sg13 8	1	1 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	1 1 1	1 1
1054 sg12 7		1 1 1	1 1	1	1 1	1 1	1 1	1 1 1	1
1055 sg14 3 sg14 1 1058 SG13 8 1059 SG14 3 SG13 7	1 1	1 1 1	1 1 1	1 1	1 1	1 1	1 1	1 1 1	1
1059 SG14.3 SG13.7	1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1	1 1 1 1	1
1061 SG12 7 AL9 5	1	1 1 1	1 1 1	1	1 1	1	1 1 1	1 1 1	1
1060 SG12 7 SG13 8 1061 SG12 7 AL9 5 1062 SG12 7 SG1 2 1063 SG14 3 SG14 1 1064 SG14 3	1 1	1 1 1	1 1 1	1 1	1 1 1	1 1	1 1	1 1 1	1
1064 SG14 3	1	1 1 1	1 1 1	1	1 1 1	1 1 1	1 1	1 1 1 1	1
1066 SG14 3	1	1 1 1	1 1 1	1	1 1	1 1	1 1	1 1	1
1067 SG14 2 CM20 1	1 1	1 1 1	1 1 1 1	1	1 1	1 1 1	1 1	1 1 1 1	1
1069 SG13 7 AL8 6	1	1 1 1	1 1 1	1	1 1	1 1	1 1	1 1	
1070 SG12 0 1071 SG13 7 SG12 8	1	1 1 1	1 1 1	1 1	1 1	1 1 1	1 1	1 1 1 1	
1071 SG13 7 SG12 8 1072 SG13 8 1072 SG13 8 1073 SG14 5 WO23 \$ 1074 1075 SG12 9	1	1 1 1	1 1 1	1	1 1	1 1 1	1 1 1	1 1 1 1	
1074 WO23 3		1	1 1	1	1 1	1	1 1	1 1	
1075 SG12 9 1076 SG12 9 E14 5	1	1 1 1	1 1 1	1 1	1 1	1 1 1	1 1 1	1 1 1 1	
		1 1 1	1 1 1	1	1 1	1 1	1 1	1 1 1	1
1077 SG12 7 SE1 d 1078 SG14 3 1079 SG12 0 1080 SG14 3 1081 SG14 3 1082 SG14 3 1083 SG14 1 AL7 1 1084 SG13 7 EC4M 7 1085 SG14 2 CM19 5 1086 SG12 0 AL7 4	1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1	1 1 1	1
1080 SG14 3	1	1 1 1	1 1 1	1	1 1	1 1	1 1	1 1	1
1082 SG14 3	1 1	1 1	1 1 1	1 1	1 1	1 1	1 1	1 1 1	1
1083 SG14 1 AL7 1	1	1 1 1	1 1 1	1 1	1 1 1	1 1 1	1 1	1 1 1 1	1
1085 SG14 2 CM19 5	1	1 1 1	1 1 1	1	1	1	1	1 1 1	1
1086 SG12 0 AL7 4	1	1 1 1	1 1 1	1 1	1 1 1	1 1	1 1	1 1	
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							1. Joined up	2. Increased	3. More bus lanes	Better waiting	5. Better on-street	6. A Park and Ride system		Do you support the additional	9. Intelligent	10. Message signs to alert drivers to	11. Changes to	12. Review of town centre car parking to	 Measures to reduce rat-running in specific 	14. Do you support the proposals to	
Response ID Com	poleted Date Wi	hat is your home stcode?	Where is your work postcode (if applicable)?	How do you travel to work at the moment?	Which age group are you in?	Are you male or female?		pedestrian crossing facilities	& increased bus priority		bus stops with real- time information		7. Better rail station access	measures to tackle congestion?	improve traffic flow	congestion and car parking spaces	loading restrictions in the town centres	discourage long stay parking		improve access to Mead Lane?	15. Do you prefer Bengeo Option 1 or Option 2?
1088	17/03/2010 11:09 SC 17/03/2010 13:24 HF	G13 8	SG13 7	Car driver Car driver	30-44 45-59	Female Male	Fully support Fully support	Fully support Partly support	Fully oppose No view	Fully support No view	Fully support No view	Fully oppose Partly support	Fully support Fully support	Partly support Fully support	Fully support Fully support	No view Partly support	Fully support No view	Fully support No view	Fully oppose No view	No view Fully support	Option 2 - Do Nothing Option 2 - Do Nothing
			_																		
	18/03/2010 20:10 SC 18/03/2010 21:31 SC	313 8	various	Car driver Train	30-44	Female Female	Fully support	Fully support Partly oppose	Fully oppose No view	No view Partly support	Fully oppose No view	No view No view	No view Partly support	Fully oppose No view	Fully oppose Fully support	No view Partly oppose	Fully oppose No view	Fully oppose Fully oppose	Fully oppose Fully oppose	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing
	18/03/2010 21:34	G14 3		(Not Answered)	(Not Answered)		(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)		(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)		Option 2 - Do Nothing
1093	19/03/2010 09:40 SC	G14 3	CM20 2	Car driver	30-44	Male	Fully support	Partly oppose	Fully oppose	Fully support	Partly support	No view	Fully support	Partly support	Fully support	Fully support	Fully oppose	No view	No view	Partly support	Option 1 - Temporary trial closure of Byde Street
1094	19/03/2010 11:03 Sg	g13 7	sg10 €	Car driver	45-59	Male	Fully support	Fully support	No view	No view	Partly support	Partly oppose	No view	Partly support	Fully support	Fully support	No view	Fully support	Partly support	No view	Option 1 - Temporary trial closure of Byde Street
1095	19/03/2010 12:37 sg	g14 3		Car driver	30-44	Male	Partly support	Partly support	Partly oppose	Partly support	Partly support	Partly oppose	Partly support	No view	No view	No view	No view	No view	Fully oppose	No view	Option 2 - Do Nothing
	20/03/2010 16:49 S0 21/03/2010 17:05 S0	G14 3	Various NW1 7	Car driver Train	45-59 60-74	Male Male	No view Fully support	No view Fully support	No view Fully support	No view Fully support	No view Fully support	Fully oppose Partly support	No view Partly support	No view Fully support	Partly support Fully support	No view Partly support	No view No view	Partly support Partly support	No view Fully support	No view No view	Option 2 - Do Nothing Option 1 - Temporary trial closure of Byde Street
	21/03/2010 20:46 sg 22/03/2010 13:33 S	g137 G14 3	al7 SG1	Car driver	30-44 45-59	Female Male	Fully support Partly support	Fully support No view	Fully oppose Partly support	Partly oppose No view	Partly support No view	Fully oppose Fully oppose	No view Partly support	(Not Answered) Partly support	Partly oppose Partly support	Fully oppose Partly support	Fully oppose No view	Fully oppose No view	Partly oppose Partly support	Partly support No view	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
1100	23/03/2010 09:09 S	G14	N/A	Car driver	60-74	Male	Partly support	Partly oppose	Fully oppose	No view	Partly support	Partly oppose	Partly support	Partly support	Partly support	Partly support	Partly support	Fully support	Partly oppose	Partly support	Option 2 - Do Nothing
	23/03/2010 17:41 S	G12 T	Retired	Other: Retired	45-59	Male	Fully support	Fully support	No view	Fully support	Fully support	Fully oppose	Fully support	Fully oppose	Fully oppose	Fully oppose	Fully support	Fully support	Fully support	Fully support	Option 1 - Temporary trial closure of Byde Street
1102	24/03/2010 10:03 S	ulo n		(Not Answered)	60-74	Male	Fully support	No view	Fully oppose	Fully support	Fully support	Fully oppose	No view	Partly oppose	Fully support	Fully support	No view	Fully oppose	No view	Fully support	Option 2 - Do Nothing
1103	24/03/2010 15:23 S	G14 2	SG14 1	Walk	45-59	Female	No view	Partly oppose	No view	Partly support	Fully support	Fully oppose	No view	No view	No view	Partly oppose	Fully support	Fully oppose	Fully oppose	Fully oppose	Option 2 - Do Nothing
	24/03/2010 15:29 S 24/03/2010 15:32 S	G14 G14		Car driver Car passenger	45-59 16-29	Male Male	Partly support Partly support	No view Partly support	Fully oppose Fully oppose	Fully support No view	Fully support Fully support	Fully oppose Fully oppose	Fully oppose Fully oppose	Fully oppose No view	Fully oppose No view	Fully oppose No view	Fully support Partly oppose	No view No view	Fully oppose Fully oppose	Fully oppose Partly oppose	Option 2 - Do Nothing Option 2 - Do Nothing
		GG12	WD6	Car driver	30-44	Male	Partly support	Partly support	Fully oppose	No view	No view	Fully oppose	No view	Partly oppose	Partly support	Fully oppose	No view	Partly oppose	Partly oppose	Partly oppose	Option 2 - Do Nothing
1107	26/03/2010 18:43 S	6G14	AL10	Bus	45-59	Male	Fully support	No view	Partly support	Partly oppose	Fully support	Partly oppose	No view	Partly support	Fully support	Partly oppose	No view	No view	Fully support	Partly support	Option 1 - Temporary trial closure of Byde Street
1109	28/03/2010 11:28 s	GG14 g12	SG13 sg12	Walk Other: walk or drive depending on priorities	45-59 30-44	Female Female	Fully support No view	Fully support No view	Partly support No view	Partly support No view	Partly support No view	Partly support No view	Fully support No view	Fully support No view	Fully support No view	Fully support No view	Partly support No view	No view No view	Partly support No view	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing
1110	28/03/2010 17:59 SG	314 1	AL1 2■	Car driver	60-74	Male	Fully support	Fully support	Partly support	Partly support	Fully support	No view	Partly support	(Not Answered)	Fully support	Partly support	No view	Fully oppose	No view	Partly support	Option 2 - Do Nothing
1111	29/03/2010 17:14 SG	G12 0	SG12	Walk	30-44	Female	Fully support	Partly support	Partly support	Partly support	Partly support	Partly oppose	No view	Partly support	Partly support	Partly oppose	Fully support	No view	Partly support	Partly support	Option 1 - Temporary trial closure of Byde Street
	30/03/2010 10:24 SC 31/03/2010 15:32 SC	G12 9	AL10 9	Car driver Walk	45-59 30-44	(Not Answered)	Fully support	Fully support	Partly support No view	Partly support	Fully support	Fully oppose	Partly support	No view No view	Partly support Partly support	No view	No view No view	Fully support	Fully support	Partly support	Option 2 - Do Nothing
	02/04/2010 09:20 SC	G14 2	3013 /	Train	45-59	Male	Fully support Partly support	Fully support No view	Partly oppose	Partly support Fully support	Partly support No view	Partly oppose Partly support	Fully support Fully support	Partly support	No view	Partly support Partly support	No view	Partly support Fully oppose	Partly support Partly support	Partly support No view	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
1115	02/04/2010 12:39 sg	14 3		(Not Answered)	75+	Male	Fully support	Fully support	Fully support	No view	Fully support	No view	Fully support	Partly support	Fully support	Fully support	No view	Partly support	Fully oppose	Fully support	Option 2 - Do Nothing
1116	05/04/2010 11:42 S0	G143		(Not Answered)	60-74	Female	Fully support	Fully support	Fully support	No view	Fully support	Partly oppose	Fully support	Partly support	Fully support	Fully support	No view	Partly support	Fully oppose	Fully support	Option 2 - Do Nothing
		040																			
	06/04/2010 20:16 S0 07/04/2010 09:39 S0	G13 /	SG14 3	Car driver Other: Work from home	45-59 45-59	Male Male	Fully support	Partly support Fully support	Partly support Fully support	Partly support Fully support	Partly support Fully support	Fully support Fully support	Fully support	Fully support Fully support	Fully support Fully support	Partly support Fully support	Fully support Fully support	Partly oppose Fully support	Fully support Fully support	Fully support Fully support	Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street
	11/04/2010 19:45 S	G14 2	N3 1	Car driver	30-44	Male	Fully support	Fully support	Fully support	Fully support	Fully support	Fully oppose	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Option 1 - Temporary trial closure of Byde Street
1120	13/04/2010 09:17 S	G14 3		(Not Answered)	60-74	Male	Fully support	Partly support	Partly support	Fully support	Fully support	Fully support	No view	No view	Partly support	No view	Fully support	Partly support	Fully oppose	(Not Answered)	Option 2 - Do Nothing
1121	15/04/2010 18:17 S	G14 3		Car driver	30-44	Male	Fully support	Partly support	Partly oppose	No view	No view	Fully oppose	No view	No view	No view	Partly oppose	No view	No view	Fully oppose	No view	Option 2 - Do Nothing
1122	15/04/2010 18:41 sg	g143 =	sg2T	Car driver	45-59	Female	Fully support	Fully support	Partly oppose	No view	No view	Fully oppose	Partly support	Fully oppose	Partly support	No view	Partly oppose	Partly oppose	Fully oppose	No view	Option 2 - Do Nothing
		g143	Retired	Car passenger	45-59	Female	Partly support	Partly support	Fully oppose	No view	Fully support	Partly oppose	Partly support	No view	Partly support	Partly support	Partly oppose	Fully oppose	Partly support	No view	Option 2 - Do Nothing
1124	18/04/2010 23:27 S	G14		Car passenger	75+	Male	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Fully support	Fully support	Fully oppose	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Fully oppose	(Not Answered)	Option 2 - Do Nothing
		G14:		Train	45-59	Female	Fully support	Fully support	Partly support	Fully support	Partly support	Partly support	Partly support	Fully support	Fully support	(Not Answered)	Partly support	Partly support	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
1126	19/04/2010 10:50 S	G14.1		Train	45-59	Male	Fully support	No view	Partly oppose	No view	No view	No view	Partly support	Partly support	Partly support	Partly support	No view	Partly oppose	Fully support	Partly support	Option 1 - Temporary trial closure of Byde Street
	20/04/2010 10:30 S	G143	W2	Train	45-59	Female	Fully support	Partly support	Partly oppose	No view	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support		Option 1 - Temporary trial closure of Byde Street
	20/04/2010 14:32 S 21/04/2010 14:54 S	6G14 :	W10	(Not Answered) Train	45-59 30-44	Female Female	Fully support Fully support	Partly support Fully support	Partly support Fully support	No view Fully support	Fully support Fully support	Partly support No view	Fully support Fully support	(Not Answered) Fully support	Fully support	Fully support	Partly support	Fully support Partly support	Fully support Fully support	Fully support Partly support	Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street
113)	21/04/2010 14:56 S	GG14 GG14 gg14	1110	Walk Walk	45-59 45-59	Male (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered	(Not Answered) (Not Answered)	Fully support (Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered) (Not Answered)	(Not Answered)	Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street
	21/04/2010 15:36 S	· <u> </u>	SG14	Other: Our employees travel to us by car	60-74	Female	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)		(Not Answered)	(Not Answered	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Option 1 - Temporary trial closure of Byde Street
1133	21/04/2010 17:00 5	SG14	EC2N	Train	30-44	Male	Fully support	Fully support	Partly oppose	No view	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	No view	Partly oppose	Fully support	Partly support	Option 1 - Temporary trial closure of Byde Street
1134 1135	21/04/2010 16:23 5 21/04/2010 21:50 5	SG12	AL7 SG13	Car driver Cycle	30-44 60-74	Male Male	Fully support Fully support	Fully support Partly support	Partly support Partly support	Fully support Partly support	Fully support Fully support	Partly oppose Partly support	No view No view	Fully support Partly support	Partly oppose Partly support	No view Partly support	Fully oppose No view	No view No view	Fully support Partly support	No view No view	Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street
1136 1137	22/04/2010 07:36 S 22/04/2010 11:15 s		sg14	Car driver Cycle	30-44 16-29	Male Male	Fully support Fully support	Fully support Partly support	Fully support Partly support	Fully support No view	Fully support No view	No view No view	No view No view	Fully support No view	Fully support Partly support	No view No view	Partly support No view	No view No view	No view Partly support	Partly oppose No view	Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street
1138	22/04/2010 13:11	SG12	EN6	Car driver	30-44	Female	Fully support	Fully support	Partly support	Partly support	Fully support	Fully support	Fully support	Fully support	Fully support	Partly support	Partly support	Fully support	Fully support	Partly support	Option 1 - Temporary trial closure of Byde Street
1139 1140	22/04/2010 13:26 (22/04/2010 14:07 3 22/04/2010 15:56 3	cm20 = r SG12	al8	Cycle Car driver (Not Answered)	30-44 45-59 30-44	(Not Answered Female Male) Fully support Fully support	Partly support Fully support	Partly oppose Fully support	No view Fully support	No view Fully support	Partly support Fully support	No view Fully support	Fully support Fully support	Fully support	Fully support Fully support	No view Fully support	No view Fully support	No view Fully support	No view Fully support	Option 2 - Do Nothing Option 2 - Do Nothing
1141	22/04/2010 15:56 22/04/2010 18: 9		sg12	(Not Answered) Walk	30-44 30-44	Male Male	Fully support Fully support	Fully support Fully support	Fully support Partly support	Fully support No view	Fully support No view	Fully support Partly support	Fully support No view	Fully support No view	Fully support Fully support	Fully support Partly support	Fully support Partly support	Fully support Partly support	Fully support Partly support	Fully support No view	Option 1 - Temporary trial closure of Byde Street Option 1 - Temporary trial closure of Byde Street
1143	23/04/2010 09:43	SG14		Car driver	30-44	Male	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	Partly oppose	No view	Option 2 - Do Nothing

Hertford and Ware UTP

Online Questionnaire Responses

									6. A Park and		9. Do you support	9. Intelligent	10. Message signs		12. Poviow of town	13. Measures to	g 14. Do you cupport	
What is your home Where is your work		Which age group	Are you male or	1. Joined up	Increased pedestrian	3. More bus lanes & increased bus	Better waiting areas at Hertford	5. Better on-street bus stops with real-	Ride system	7. Better rail	Do you support the additional measures to tackle	systems to improve traffic	to alert drivers to congestion and car	11. Changes to loading restrictions	12. Review of town centre car parking to discourage long stay	in specific residential areas	g 14. Do you support the proposals to improve access to	
	How do you travel to work at the moment?	are you in?	female?	cycling network	crossing facilities	priority	Bus Station	time information	towns	station access	congestion?	flow	parking spaces	in the town centres	parking	& reduce speeds	Mead Lane?	15. Do you prefer Bengeo Option 1 or Option 2?
1144 23/04/2010 13:19 SG14 3 (Car driver	30-44	Male	Fully support	No view	No view	No view	No view	Fully oppose	No view	No view	No view	Fully oppose	Fully oppose	Fully oppose	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
1145 24/04/2010 09:25 SG14.3 EN2 6	Train	16-29	Male	Fully support	Partly support	No view	No view	No view	Fully oppose	Fully support	Partly support	Fully support	Partly support	No view	Partly oppose	Partly support	Fully support	Option 1 - Temporary trial closure of Byde Street
1146 26/04/2010 09:38 E17 8 SG12 0	Other: Train and walk	30-44	Female	Fully support	Fully support	Fully support	Partly support	Fully support	Partly oppose	Fully support	No view	No view	No view	No view	Partly support	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
1147 26/04/2010 11:39 SG14 3 N22 7	Other: Walk to Hertford North Station	30-44	Male	Fully support	Partly support	Partly support	Partly support	Fully support	Partly support	Partly support	Fully support	Fully support	Fully support	Partly support	Partly support	Partly support	No view	Option 2 - Do Nothing
1148 26/04/2010 19:03 SG13 8	Train	45-59	Female	Partly oppose	Fully support	Fully support	Fully support	No view	No view	Partly support	Partly support	Partly support	No view	No view	No view	(Not Answered)	Partly support	Option 1 - Temporary trial closure of Byde Street
	(Not Answered) (Not Answered)	45-59 60-74	Female Male	Fully support Fully support	Fully support Partly support	No view Partly support	Partly support No view	Partly support No view	Partly support No view	Partly support Partly support	No view Fully support	Partly support Fully support	Partly support Partly support	Partly oppose Partly support	Partly oppose Fully support	Partly oppose Fully support	No view Fully support	Option 2 - Do Nothing Option 1 - Temporary trial closure of Byde Street
	(Not Answered) (Not Answered)	60-74 60-74	Male Female	Partly support Fully support	Partly support Fully support	Partly support Partly support	Partly support Partly support	Partly oppose Partly support	No view No view	Fully support Partly support	Partly support Partly support	Fully support Partly support	No view Partly support	Fully support Partly support	Fully support Fully support	Partly support Partly support	Partly support No view	Option 2 - Do Nothing Option 2 - Do Nothing
1153 27/04/2010 17:51 cm23 2 sg12 9	Car driver	60-74	Male	Partly support	No view	Fully support	Partly support	Fully support	Partly support	No view		Partly support	Fully support	Partly support	Partly oppose	Partly oppose	No view	Option 2 - Do Nothing
1154 27/04/2010 19:02 SG14 3 N/A	Train	45-59	Female	Fully support	Fully support	Fully support	Fully support	Fully support	Partly support	Fully support	Fully support	Fully support	Fully support	Partly support	Partly support	Fully support	Fully support	Option 1 - Temporary trial closure of Byde Street
1155 27/04/2010 19:36 SG14 3	Car driver	30-44	Female	Fully support	Fully support	Partly support	Fully support	Fully support	Partly support	Fully support		Fully support	Fully support	No view	Partly support	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
1156 27/04/2010 20:09 sg14 3 1157 27/04/2010 20:33 sg143	Car driver Train	30-44 30-44	Male Female	Fully support Fully support	Partly support Fully support	Partly oppose Partly support	Partly support No view	No view No view	No view No view	No view Fully support	Fully support Fully support	Partly support Fully support	Partly support Fully support	No view No view	Partly oppose No view	Partly oppose Fully support	Partly support No view	Option 2 - Do Nothing Option 1 - Temporary trial closure of Byde Street
1158 27/04/2010 20:47 SG14 2 LU1 1	Car driver Car driver	30-44	Male (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	Fully oppose (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	Fully oppose (Not Answered)	Fully support (Not Answered)	Fully oppose (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	No view (Not Answered)	Fully oppose (Not Answered)	Fully oppose (Not Answered)	No view (Not Answered)	Option 2 - Do Nothing Option 2 - Do Nothing
1160 27/04/2010 21:57 SG14 3	Car driver Walk	60-74 45-59	Male	(Not Answered) Fully support	(Not Answered) Fully support	(Not Answered) Fully support	(Not Answered) No view	Fully support No view	Fully support Partly support	(Not Answered) Partly support	Fully support No view	(Not Answered) Partly support	(Not Answered)	(Not Answered) Partly support	(Not Answered) Fully oppose	Fully oppose Fully oppose	(Not Answered) No view	Option 2 - Do Nothing Option 2 - Do Nothing
1162 28/04/2010 06:03 sg14 3	(Not Answered)	16-29	Male	Fully support	Partly support	No view	Partly support	Fully support	Partly support	Partly support	No view	No view	Fully oppose No view	No view	No view	Partly oppose	No view	Option 2 - Do Nothing
	(Not Answered)	75 .	Fomelo	No view	No view	No view	No view	No view	No view	No view	No view	No view	Fully support	No view	Fully support	Fully support	No view	Option 2 - Do Nothing
	(Not Answered) Other: retired	60-74	Female Female	No view Partly support	Fully support Partly support	No view Fully support	Fully support Fully support	Fully support Fully support	No view Fully oppose	No view Partly support		No view Partly support	Fully support Partly support	No view Fully support	Fully support Partly support	Fully support Fully oppose	No view Partly support	Option 2 - Do Nothing Option 2 - Do Nothing
	Cycle	30-44	Male	Fully support	Fully support	Partly oppose	Partly support	Partly support	Fully oppose	Fully support	Partly support	Partly oppose	Partly support	Fully support	Fully support	Fully oppose	Fully support	Option 2 - Do Nothing
1100 20/07/2010 11:02 00/10 0	Car driver	45-59	Male	No view	Partly oppose	Fully oppose	No view	No view	Fully oppose	No view	Partly oppose	Partly support	Partly support	No view	Partly oppose	Fully oppose	No view	Option 2 - Do Nothing
1168 28/04/2010 11:32 SG14 3	Train	30-44	Male	Fully support	Fully support	Fully support	Fully support	Fully support	No view	Partly support	Fully support	Fully support	Fully support	No view	Fully oppose	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
1169 28/04/2010 11:33 SG14 3 AL7 1	Car driver	30-44	Female	Partly support	Partly oppose	Fully oppose	No view	Partly support	Fully support	No view	No view	Fully support	Partly support	No view	Partly support	Fully support	No view	Option 2 - Do Nothing
1170 28/04/2010 13:39 SG14 3 WC1X 8	Train Car driver	30-44 45-59	Male Male	Fully oppose Fully oppose	No view No view	Fully oppose Partly oppose	No view Partly support	No view Partly support	Fully oppose Fully oppose	Partly support No view	Fully oppose Fully oppose	No view Fully oppose	Fully oppose Partly support	Fully oppose No view	Fully oppose Fully oppose	Fully oppose Partly oppose	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing
	Other: Retired Train	60-74 16-29	Female Male	Fully oppose Fully support	Partly oppose Fully support	Fully oppose Fully support	No view Fully support	Partly support Fully support	Fully oppose No view	Partly oppose Fully support	Fully oppose Fully support	Partly oppose Fully support	No view Fully support	Fully oppose Fully support	Fully oppose Fully support	Partly oppose Fully support	No view Fully support	Option 2 - Do Nothing Option 1 - Temporary trial closure of Byde Street
1174 28/04/2010 14:02 SG14 3	Other: Retired (Not Answered)	60-74 45-59	Male Female	Partly oppose Fully support	Partly oppose Fully support	Partly oppose Fully support	Partly oppose Fully support	Partly support Partly support	Fully oppose No view	Partly support Partly support	Partly support	Partly support Partly support	Fully oppose Partly support	Partly support	Partly oppose No view	Fully oppose Fully oppose	Partly support No view	Option 2 - Do Nothing Option 2 - Do Nothing
1176 28/04/2010 15:24 SG14 3	Car driver Other	60-74 60-74	Male Male	Fully support No view	Fully support Partly oppose	Fully support Partly oppose	Fully support Partly support	Fully support Partly support	Partly support Partly oppose	Fully support No view	Fully support Fully oppose	Fully support Fully oppose	Fully support No view	Fully support Fully oppose	Fully support Fully oppose	Fully support Fully oppose	Partly support No view	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
1178 28/04/2010 18:58 SG14 3 N/A	Car driver	60-74	Male	Partly support	Partly support	Partly oppose	Fully support	Fully support	No view	Fully support	Fully support	Fully support	Fully support	No view	Fully support	Fully support	Fully support	Option 1 - Temporary trial closure of Byde Street
	Train	30-44	Female	Partly support	Partly support	Partly oppose	Fully support	Partly support	Partly oppose	Partly support	Fully oppose	Partly support	Fully oppose	Partly oppose	Partly oppose	No view	Partly support	Option 2 - Do Nothing
1181 28/04/2010 19:13 SG14 3	Car driver (Not Answered)	30-44 60-74	Female Male	(Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	(Not Answered)	No view (Not Answered)	Fully support (Not Answered)	No view (Not Answered)	(Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	(Not Answered)	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
	Car driver	30-44	Female	(Not Answered)	(Not Answered)	(Not Answered)			(Not Answered)			(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)		Option 2 - Do Nothing
1183 28/04/2010 19:17 sg14 3 ha2 0	Car driver	60-74	Male	Fully support	Fully support	Partly support	Fully support	Fully support	Fully oppose	Fully support	Partly oppose	Partly support	Partly oppose	Fully oppose	Partly support	Fully oppose	Partly oppose	Option 2 - Do Nothing
	Walk	30-44	Female	Fully support	Fully support	No view	No view	Partly support	Partly support	Partly support	Partly support	Partly support	Partly support	No view	No view	Partly support	No view	Option 2 - Do Nothing
1185 28/04/2010 22:29 SG14 3 AL7 1	Car driver	45-59	Male	Fully support	Fully support	No view	No view	No view	No view	Partly oppose	Partly support	Partly support	No view	No view	Fully oppose	Fully oppose	No view	Option 2 - Do Nothing
1186 28/04/2010 21:06 SG14 3 sg2	Car driver	45-59	Female	Fully support	Fully support	Fully support	Fully support	Fully support	No view	Partly support	Partly support	Partly support	Partly support	Partly oppose	No view	Partly oppose	Partly support	Option 2 - Do Nothing
	Car driver	30-44	Male	Fully support	Fully support	Partly support	No view	Partly support	Fully support	Fully support	Fully support	Fully support	No view	No view	No view	Fully support	No view	Option 2 - Do Nothing
	Car driver Car driver	60-74 45-59	Female Male	Fully support Fully support	Fully support No view	No view Partly oppose	Partly support Partly support	Partly support Fully support	Partly oppose Fully support	Fully oppose Fully support	Partly oppose Partly oppose	No view Partly oppose	Partly oppose No view	No view Partly oppose	Fully oppose No view	Fully support Fully oppose	No view Partly support	Option 2 - Do Nothing Option 2 - Do Nothing
	Car driver	45-59	(Not Answered)		Partly support	Fully support	Fully support	Partly support	No view	No view		Fully support	(Not Answered)	No view	No view	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
1191 29/04/2010 08:13 SG14 3 RG2 9	Car driver	60-74	Male	No view	No view	Partly oppose	Partly support	Fully support	No view	Partly support	No view	No view	Partly support	Partly support	No view	Partly support	No view	Option 2 - Do Nothing
	Car driver	45-59	Male	Fully support	Fully support	No view	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully oppose	Partly support	No view	Option 2 - Do Nothing
1193 29/04/2010 10:44 sg14 3 WC1H 9 WC1H 9	Other: walk / bus / car depends Train	45-59 30-44	Female Female	No view Fully support	Fully oppose Partly support	Fully oppose Partly support	Partly support No view	Partly support Fully support	Fully oppose Fully support	No view Fully support		No view Fully support	Fully oppose Fully support	Partly oppose No view	Partly oppose No view	Fully oppose Partly oppose	Partly oppose No view	Option 2 - Do Nothing Option 2 - Do Nothing
1195 29/04/2010 11:44 SG14 3 SG14 1	Walk	30-44	Female	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Option 1 - Temporary trial closure of Byde Street
1196 30/04/2010 16:57 SG14 3 SG1 2	Cycle	45-59	Male	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	Option 2 - Do Nothing
1197 29/04/2010 12:37 sg14 3	(Not Answered)	60-74	Female	Partly support	Fully oppose	Fully oppose	No view	No view	Partly support	No view	Partly oppose	Partly oppose	Partly support	Partly support	No view	Partly oppose	Partly support	Option 2 - Do Nothing
1198 29/04/2010 13:39 SG14 3 SG1 1 SG1 1	Car driver	60-74	Female	Fully support	Fully support	Fully support	No view	Partly support	Fully support	Fully support	Fully support	Fully support	Partly support	Fully support	Fully support	Fully support	Fully support	Option 1 - Temporary trial closure of Byde Street
1199 29/04/2010 13:44 SG12 9 SG13 8	Train	45-59	(Not Answered)	No view	Partly support	Fully support	Partly support	No view	No view	No view	Partly support	Partly support	Partly support	Fully support	Partly support	No view	Partly oppose	Option 2 - Do Nothing
1200 29/04/2010 13:56 SG14 3 EC2R 7	Train	30-44	Male	Partly support	No view	Fully oppose	No view	Partly support	Partly oppose	No view	Partly support	Fully support	Fully oppose	Partly support	Partly support	Partly support	Partly support	Option 2 - Do Nothing

												6. A Park and		9. Do you gupport	0. Intelligent	10. Message signs		12. Review of town	13. Measures to	a 14. Do you support	
							1. Joined up	2. Increased		4. Better waiting		Ride system		Do you support the additional	systems to	to alert drivers to	11. Changes to	centre car parking to	in specific	g 14. Do you support the proposals to	
esponse ID	Completed Date	What is your	where is your work postcode (if applicable))? How do you travel to work at the moment?	Which age group are you in?	Are you male or female?	walking and	pedestrian crossing facilities	& increased bus	areas at Hertford	bus stops with real	serving both	7. Better rail station access	measures to tackle	improve traffic	congestion and car parking spaces	loading restrictions in the town centres	discourage long stay	residential areas & reduce speeds	improve access to Mead Lane?	15. Do you prefer Bengeo Option 1 or Option 2?
120	1 29/04/2010	0 13:56 SG14 3	posicode (ii applicable)	Car driver	30-44	(Not Answered)	Fully support	Fully support	No view	No view	No view	No view	Partly support	Partly support	Partly support	Partly oppose	No view	No view	Fully support	No view	Option 2 - Do Nothing
120	29/04/2010) 14:55 Sg14 3		Walk	45-59	Female	Fully support	Fully support	No view	No view	Partly support	No view	Partly support	(Not Answered)	Partly support	No view	No view	No view	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
120	29/04/2010) 16:04 SG14 3		Car driver	75+	Female	Partly support	No view	No view	Fully support	No view	Fully support	No view	No view	Fully support	No view	Partly support	Partly support	Partly oppose	No view	Option 2 - Do Nothing
120	29/04/2010) 18:06 SG14 3		Car driver	45-59	Male	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	No view	Fully oppose	No view	Option 2 - Do Nothing
120	29/04/2010) 18:45 SG14 3	N21 1	Train	45-59	Male	Fully support	Fully support	Partly support	Fully support	Fully oppose	Fully oppose	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	No view	Option 2 - Do Nothing
120	29/04/2010) 19:35 <u>SG14 3</u>	SG14 3	(Not Answered)	45-59	Male	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Option 2 - Do Nothing
120 120		0 19:43 SG14 3 0 19:50 SG14 3	SG13 9 EC1Y 0	Car driver Train	30-44 45-59	Female Male	No view No view	No view No view	No view No view	Partly support No view	Partly support No view	No view No view	No view Partly support	No view Partly support	Partly support Partly support	Partly support Fully support	Partly support No view	Fully oppose Fully oppose	Partly oppose Partly oppose	No view Partly support	Option 2 - Do Nothing Option 2 - Do Nothing
120	9 29/04/2010	0 21:00 SG14 3	EC3R 5	Train	30-44	Female	Fully support	No view	No view	No view	No view	Fully support	No view	No view	Partly support	Partly support	No view	No view	Fully oppose	No view	Option 2 - Do Nothing
121	0 29/04/2010	21:11 SG14 3		Car driver	30-44	Female	Partly support	Partly support	No view	No view	No view	No view	No view	Partly oppose	Partly support	Partly support	Partly oppose	Partly oppose	Fully oppose	No view	Option 2 - Do Nothing
121	1 29/04/2010) 21:17 SG14 3	AL10 9	Car driver	30-44	Male	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Option 2 - Do Nothing
121		21:37 SG14 3		(Not Answered)	60-74	Male	Fully support	Partly support	Partly support	No view	No view	No view	Fully support	Fully support	Partly support	Partly support	Partly support	Fully support	Partly support	Partly support	Option 2 - Do Nothing
121		21:46 sg14 3 21:37 sg14 3		Car driver (Not Answered)	45-59 45-59	Female Male	Fully support (Not Answered)	Fully support (Not Answered)	Partly support (Not Answered)	Partly support (Not Answered)	Fully support (Not Answered)	Partly support (Not Answered)	Partly support (Not Answered)	No view (Not Answered)	Fully support (Not Answered)	Partly support (Not Answered)	No view (Not Answered)	No view (Not Answered)	Partly support (Not Answered)	(Not Answered)	Option 2 - Do Nothing Option 2 - Do Nothing
121				Car driver	45-59	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)		Option 2 - Do Nothing
121	6 29/04/2010	22:05 SG143	SG13 7	Car driver	45-59	Female	Partly support	Partly support	Partly support	Partly support	Fully support	No view	Fully support	Partly support	Partly support	Partly support	Partly support	Partly support	Fully support	Partly support	Option 1 - Temporary trial closure of Byde Street
121 121		23:24 SG14 3 23:59 SG14 3	SG1 2 SG13 8	Car driver Cycle	30-44 45-59	Male Male	Fully support Fully support	Partly support Fully support	Partly support Fully support	No view Fully support	No view Fully support	No view Fully support	Fully support Fully support	Fully support Fully support	Fully support Fully support	Fully support Fully support	Fully support Fully support	No view Fully support	Fully support Fully support	No view Fully support	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
121 122	9 30/04/2010 30/04/2010	0 06:35 sg14 3 0 06:39 sg14 3		(Not Answered) Car driver	45-59 45-59	Female Male	No view Fully support	No view Fully support	No view Partly support	No view No view	No view No view	No view Partly oppose	No view Fully support	No view Partly oppose	No view Partly support	No view Fully support	No view Fully support	No view Partly oppose	Fully oppose Fully support	No view Fully support	Option 2 - Do Nothing Option 2 - Do Nothing
122		0 06:43 sg14 3		Walk	45-59	Female	Fully support	Fully support	Partly support	Partly support	Fully support	Partly oppose	Fully support	Partly support	Fully support	Fully support	Fully support	Fully oppose	Fully support	Fully support	Option 2 - Do Nothing
122	2 30/04/2010	0 07:25 SG14 3	SG14 3	Walk	45-59	Female	Partly support	No view	No view	Fully support	No view	Fully support	No view	Fully oppose	Partly support	Fully support	Fully support	Fully oppose	Partly oppose	No view	Option 2 - Do Nothing
122 122		0 08:22 SG14 3	n/a RETIRED	Other: retired (Not Answered)	60-74 60-74	Male Female	Partly support	Partly support	No view	Partly support	No view	Partly support	No view	Partly support	No view	Partly oppose	No view	Fully support	Fully support	Partly support	Option 2 - Do Nothing
122		0 11:06 SG14 3	RETIRED	Train	45-59	Male	No view No view	Partly support No view	Partly support Partly oppose	Partly support No view	No view No view	Partly oppose No view	Partly support No view	Partly support No view	Partly oppose No view	Partly oppose Fully support	Partly support No view	Partly support Fully oppose	Fully support Fully support	No view Fully support	Option 2 - Do Nothing Option 2 - Do Nothing
122	30/04/2010) 11:21 SG14 3		(Not Answered)	60-74	(Not Answered)	Fully support	Fully support	Fully support	Fully support	Fully support	Partly support	Fully support	Partly support	Fully support	Partly support	Fully support	Partly support	Fully support	No view	Option 1 - Temporary trial closure of Byde Street
122				Train	75+	Male	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Partly support	Fully support	(Not Answered)	Option 1 - Temporary trial closure of Byde Street
122 122		0 11:40 SG14 3 0 13:10 SG14 3	SG13 8	Car driver Bus	45-59 60-74	Female Female	Fully support Fully support	Fully support Partly support	No view No view	Fully support Fully support	Fully support Partly support	Partly support No view	Partly support No view	No view Partly support	Partly support Partly support	Fully support Partly support	Partly support Partly support	Partly oppose No view	Fully oppose Fully support	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing
123 123) 13:31 SG14 3) 13:32 SG14 3	AL10 8 SG13 8	Car driver Bus	45-59 60-74	(Not Answered) Female	Fully support Partly support	Fully support Fully support	Partly support Fully support	Fully support Partly support	Fully support Partly support	Fully support No view	Fully support Partly support	Partly support Partly support	Partly support No view	Fully support No view	Partly support No view	Fully oppose Fully oppose	Partly support Partly support	Fully support No view	Option 2 - Do Nothing Option 2 - Do Nothing
123		0 14:02 SG14 3 0 13:34 SG14 3	CB11 4	(Not Answered) Car driver	45-59 60-74	Female Male	Partly support Fully support	Partly support Partly support	No view No view	No view Partly support	No view Partly support	No view No view	No view Fully support	(Not Answered) Partly support	Partly support Partly support	Partly support Partly support	No view No view	Partly support Partly oppose	Fully oppose Partly support	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing
123	30/04/2010	17:25 SG143	SG143	Car driver	45-59	Male	No view	No view	No view	No view	No view	No view	No view	No view	Partly support	Partly support	Partly support	Partly support	Partly oppose	No view	Option 2 - Do Nothing
123	5 30/04/2010	0 14:49 SG14 0 15:10 SG143	00140	Car driver Other	45-59 45-59 16-29	Male Male	Fully support Fully support	Fully support Fully support	No view Fully support	No view Fully support	No view Fully support	Fully support Fully support	No view Fully support	Fully support No view	Fully support Fully support	Fully support Fully support	No view No view	Fully support Fully support	Fully support Partly support	No view Fully support	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
123	7 30/04/2010) 16:37 SG14 3	AL10 1	Car driver	30-44	Female	No view	Partly support	No view	Partly support	Partly support	No view	No view	No view	No view	Partly support	No view	No view	Fully oppose	No view	Option 2 - Do Nothing
123	8 30/04/2010) 16:57 SG14 E) 18:47 SG13 8		(Not Answered) Other: Cycle or Car Driver	60-74 30-44	Male Male			No view Partly support	Fully support No view	Fully support Fully support Fully oppose		Fully support Fully support	No view Fully support	Fully support Fully support	Fully support Fully oppose	Fully support Fully support	Fully support No view	No view Fully support	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing Option 2 - Do Nothing
124	0 30/04/2010) 19:18 SG14 3		(Not Answered)	60-74	Male	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support		Fully support	No view	Partly support	Fully support	Fully oppose	Fully support	Option 2 - Do Nothing
124	1 30/04/2010	0 22:03 sg14 3	sg14 3	Car driver	30-44	Female	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	Option 2 - Do Nothing
124	2 30/04/2010	20:36 SG13 8	SG14 1	Car driver (Not Answered)	60-74 60-74	Male Female	Fully support Fully support	Partly support Fully support	Partly support Partly support	No view No view	Partly support Fully support	No view Partly oppose	Fully support Fully support	Partly support Partly support	Partly support Partly support	Partly oppose Fully oppose	Partly support Partly support	Partly support Partly support	Partly support Partly support	No view No view	Option 2 - Do Nothing Option 2 - Do Nothing
124	4 30/04/2010	20:46 SG14 3		Walk	45-59	Male	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	Fully support	No view	No view	No view	No view	Fully support	Fully support	Option 1 - Temporary trial closure of Byde Street
124	5 30/04/2010	21:43 SG14 3		Other: Retired	60-74	Male	No view	No view	No view	No view	Partly support	No view	No view	No view	No view	Fully support	No view	No view	Fully support	Fully support	Option 2 - Do Nothing
124		0 22:11 SG14 3 0 22:25 SG14 3	SG13 1	(Not Answered) Bus	45-59 60-74	Female Female	Fully support (Not Answered)	Fully support (Not Answered)	Fully support Fully support	Fully support Fully support	Fully support (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	Fully support (Not Answered)	No view (Not Answered)	No view Fully support	(Not Answered)	No view (Not Answered)	Fully support Fully support	Fully support (Not Answered)	Option 1 - Temporary trial closure of Byde Street Option 2 - Do Nothing
124	8 30/04/2010) 23:24 sg14 2	sg14 3	Car driver	60-74	Male	Fully support	Partly support	Partly oppose	No view	No view	Partly support	No view	Fully oppose	Fully oppose	No view	Fully oppose	Partly oppose	Fully oppose	No view	Option 2 - Do Nothing
124	9 01/05/2010) 18:16 SG12 0	SG12 0	Walk	45-59	Male	Fully support	No view	No view	No view	Partly support	Partly oppose	Partly support	No view	No view	No view	Partly support	No view	No view	No view	Option 2 - Do Nothing
125	03/05/2010	0 10:13 SG14 3	EN2 6	Car driver	30-44	Male	Fully support	Fully support	Fully support	Fully support	Fully support	Partly support	No view	Fully support	No view	Partly support	Partly support	Fully oppose	Partly oppose	No view	Option 2 - Do Nothing
125	04/05/2010	0 20:21 sg14 3	sg14	Walk	45-59	Male	Fully support	Fully support	Fully support	Partly support	No view	Partly support	Partly support	Fully support	No view	Partly oppose	Fully support	Fully support	Fully support	(Not Answered)	Option 1 - Temporary trial closure of Byde Street
125	04/05/2040	1 20:27 sq14 2		(Not Answered)	(Not Anguared)	(Not Anguaras)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Appeared)	(Not Answered)	(Not Answored)	(Not Answered)	(Not Answered)	(Not Answered)	(Not Answored)	(Not Answered)	Ontion 1 - Temporary trial closure of Burlo Street
125	04/05/2010	20:27 sg14 3		(INOLAIISWEIEU)	(INUL Answered)	(NOL ALISWERED)	(NOL Answered)	(NOT WISMELED)	(NOT AITSWEIED)	(NOT ALISWERED)	(INUL AIISWEIEG)	(INUL Allswered)	(NOT AUSWEIGD)	(INOL MISWERED)	(1401 Allswered)	(NOT WIRMSTED)	(Not Answered)	(INOL Allowered)	(Not Answered)	(NOT WISMELED)	Option 1 - Temporary trial closure of Byde Street

Hertford and Ware UTP Public Consultation Summary of Responses

10-May-10

	Age Group											
16-29	30-44	45-59	60-74	75+	did not answer							
39	283	357	364	143	66							
3%	23%	29%	29%	11%	5%							

ĺ		How do you travel to work at the moment											
	walk	cycle	bus	train	car driver	car passenger	Other	did not answer					
	177	77	80	174	478	36	16	214					
	14%	6%	6%	14%	38%	3%	1%	17%					

	Total Responses	Target	response rate
all	1252	24,000	5.2%
online	165	24,000	0.7%
postal	1087	24,000	4.5%

Sex										
Did not answer	Male	Female								
44	612	596								
4%	49%	48%								

Levels of support for HWUTP Measures (Total Responses)	Fully Support	Partly Support	Partly Oppose	Fully Oppose	No View	Positive	Negative
Joined Up Walking and Cycling Network	769	178	24	45	236	947	69
Increased Pedestrian Crossing Facilities	585	269	88	62	248	854	150
More Bus Lanes and Increased Bus Priority	294	265	180	225	288	559	405
Better Waiting Areas at Herford Bus Station	587	208	30	29	398	795	59
Pool Time Information	621	278	24	35	294	899	59
P&R System Serving Both Towns	287	240	117	234	374	527	351
Better Rail Station Access	518	270	34	31	399	788	65
Congestion Tackling Measures	387	373	104	96	292	760	200
Intelligent Systems to Improve Traffic Flow	617	323	36	44	232	940	80
Message Signs to Alert Drivers to Congestion	452	318	84	108	290	770	192
Changes to Loading Restrictions	328	271	84	89	480	599	173
Discourage Long Stay Parking	262	248	191	224	327	510	415
Reduce Rat-Running	510	244	109	203	186	754	312
Mead Lane	374	261	35	48	534	635	83

Levels of support for HWUTP Measures (% of Total Responses)	Fully Support	Partly Support	Partly Oppose	Fully Oppose	No View	Positive	Negative
Joined Up Walking and Cycling Network	61%	14%	2%	4%	19%	76%	6%
Increased Pedestrian Crossing Facilities	47%	21%	7%	5%	20%	68%	12%
More Bus Lanes and Increased Bus Priority	23%	21%	14%	18%	23%	45%	32%
Better Waiting Areas at Herford Bus Station	47%	17%	2%	2%	32%	63 %	5%
Real-Time Information	50%	22%	2%	3%	23%	72 %	5%
P&R System Serving Both Towns	23%	19%	9%	19%	30%	42%	28%
Better Rail Station Access	41%	22%	3%	2%	32%	63%	5%
Congestion Tackling Measures	31%	30%	8%	8%	23%	61%	16%
Intelligent Systems to Improve Traffic Flow	49%	26%	3%	4%	19%	75%	6%
Message Signs to Alert Drivers to Congestion	36%	25%	7%	9%	23%	62 %	15%
Changes to Loading Restrictions	26%	22%	7%	7%	38%	48%	14%
Discourage Long Stay Parking	21%	20%	15%	18%	26%	41%	33%
Reduce Rat-Running	41%	19%	9%	16%	15%	60%	25%
Mead Lane	30%	21%	3%	4%	43%	51%	7%

Benge	eo (all)	1252
Option 1	Option 2	No View
442	606	204
42%	58%	0%

Bengeo (resi	idents only)	453
Option 1	Option 2	No View
157	275	21
36%	64%	0%

Hertfordshire County Council - making Hertfordshire an even better place to live by providing:

Care for older people

Support for schools, pre-school children, pupils and parents

Support for carers

Fire and rescue

Fostering and adoption

Support for people with disabilities

Libraries

Admission to schools

Road maintenance and safety

Services to safeguard and promote the welfare of children and adults

Trading standards and consumer protection

Household waste recycling centres

These are only some of our services.

Find out more at www.hertsdirect.org or email us at hertsdirect@hertscc.gov.uk

Every Hertfordshire library has internet access for the public

Highways House 41-45 Broadwater Road Welwyn Garden City AL7 3SP

