

Transport Questionnaire Analysis **Briefing Report**

This report is based upon all of the responses gained from the transport questionnaire, all the responses were received within the timescale of the consultation period.

170 responses have been received, initially 2000 transport questionnaire were sent to those groups on the consultation database. 40 responses received have been online submissions, meaning a 6.5% (130) response to initial consultation. Of all the responses 129 (75.8%) of responses came from within Harlow's boundaries, 38 (22.3%) came from outside of Harlow's boundaries and 3 (1.9%) did not indicate any postcode. The high number of responses from outside of Harlow's boundaries can be attributed to the fact that the "Stop Harlow North" Group have had a link to the online questionnaire over the course of the consultation period.

Question 7 If we could afford only one major transportation improvement affecting Harlow what would you like it to be and why?

The most popular response to this question was for a Bypass, almost a quarter, 38 (22.3%) of responses included a bypass in some description within their answer, this does include a variety of bypass descriptions, i.e. Northern, Southern, industrial estates etc. Of the 38 responses the overwhelming majority, 12 (31.5%) responses came from CM17 postcodes (Old Harlow, New Hall, Church Langley, Potter Street). This is presumably because of the effects felt by the traffic that flows in east Harlow on the A414 towards and from the M11. The two other popular responses to this question was the extension of the Tube to Harlow, 13 responses (7.6%) of responses referred to the extension of the tube to Harlow in some way. Road widening, or the dualing of all main roads in Harlow was also a very popular 12 (7%) responses called for road widening throughout Harlow. There were also a very high number of negative responses regarding the bus service, it is difficult to give accurate figures for these responses as the reasons given for the poor bus service are so varied. However common answers were; The Frequency of the Service, The Routes taken, The times of the service, Bus lane issues and complaints against Arriva as a company.

Question 8 What improvements would make your journeys around Harlow easier?

In question 8, as with question 7 the biggest specific response was for a Bypass 23 (13.5%) of responses to this question called for or included a reference to a bypass in some form or description. Again the majority of which, 10 (43.4%) came from CM17 postcodes (Old Harlow, New Hall, Church Langley, Potter Street). Road widening or dualing all the main roads in Harlow received 17 (10%) of responses to this question with no overwhelming amount of answers coming from one particular area. Parking, both residential and commercial received 8 (4.7%) of responses. Issues related to the school run also received 8 (4.7%) of responses to this question. There was also a significant amount to responses regarding the poor quality of the bus service, including; The Frequency of the Service, The Routes taken, The times of the service, Bus lane issues and complaints against Arriva as a company. Calls for improvements to be made to the roads in Harlow also received a very high number of responses to this question, including; Traffic Lights, Speed Bumps, The poor quality of road surfaces and calls for the removal of roundabouts.

Question 9 If we build more footpaths/ cycleways in Harlow would you use them?

The single most common response to this question was the need for more lighting, 27 (15.8%) of responses to this question included the need for more lighting along the cycletracks. One third, 10 (37%) of these responses came from CM20 postcodes, this is likely to be because two (Old Harlow – Town Centre Cycle tracks) run through this postcode area and form common thoroughfares to local neighbourhood centres e.g. The Stow. The second most common response to this question was for greater security while using the cycletracks, or for more visible police. 18 (10.5%) of responses to this question wanted the cycletracks to be safer to use. The majority of responses to this question came from CM20 (Netteswell, Mark Hall) and CM17 (Old Harlow, New Hall, Church Langley, Potter Street) postcodes, again identifying the location of two commonly used cycletracks (Old Harlow – Town centre).

13 (7.6%) of responses to this question stated that the cycletracks should be cleaned more, 12 (7%) of responses stated that there should be better road crossing systems to make the cycletracks more usable. 11 (6.4%) of responses stated that the routes that the cycle tracks took should be thought-through more carefully, 7 (4.1%) of responses to this question stated that surfaces should be repaired or relayed to increase use of cycletracks and 6 (3.5%) of responses stated that the lack of secure parking for bikes prohibited the use of the cycletracks in town.

Question 10 If the bus services were improved would you use them?

The most common response to this question related to the Frequency/ Reliability of the Bus service. 37 (21.7%) of response to this question referred to the frequency/ reliability of the bus service in the town. CM20 (Netteswell, Mark Hall) and CM17 (Old Harlow, New Hall, Church Langley, Potter Street) postcodes again recorded the highest number of this response to this question. It could be argued that there are more OAP's in these postcodes using the bus service, it may be worth further research into the deprivation levels of these postcodes, that is to ask; are more people in these postcodes using the buses because of economic necessity? It is also worth noting that a high number of responses came from within these postcodes, meaning that the amount of responses to each question, from these postcodes, would usually be higher. The Cost of the fares was the second most common response to this question; in general those responding to this questionnaire felt that public transport costs were too expensive. 27 (15.8%) of responses complained about the high cost of the buses, these responses came from a broad spectrum of postcodes, within and outside of the district. The routes that the bus service takes across town and also the need for better town-town routes received 23 (13.5%) of responses to this question, these responses covered a broad range of postcodes within and outside of the district.

Question 11 If the Train services were improved would you use them?

The most common response to this question was regarding the high cost of using the trains 28 (16.4%) of responses to this question referred to the cost of using the trains. The responses came from across the postcodes within and outside of the district. Parking was the second most common response to this question, 13 (7.6%) of responses said that there was either insufficient parking at the station, which deterred them from using the train service, or that the cost of parking at the station was too high. The most of the responses regarding parking came from CM18 (Bush fair, Staple Tye, parts of Harlow Common and Great Parndon) most of which are located on the southern boarder of Harlow and therefore further away from the station, meaning it is likely they would use the station car park. Greater train capacity, Later or earlier services and Town-to-town train links all received 10 (5.8%) of the responses to this question. Better links or timings between trains and buses received 9 (5.2%) of responses to this question. The Extension of the tube to Harlow and Refit or rebuilding of the station both received 6 (3.5%) of the responses to this question, none of these responses showed a significant response from one specific post-code area.

Question 12 There are proposals for more houses and job in the Harlow area. What transport proposals should accompany these developments?

The most common response to this question was road improvements, 35 (20.5%) of responses referred to road improvements in some form, no one postcode responded with this answer more than the others. It is worth noting that there is a broad range of interpretations in this answer; more roads, traffic light and roundabout issues, repairing roads. This response should also be understood in the context of 18 (10.5%) of responses called for infrastructure improvements or better infrastructure in place before houses are built, this could also cover road improvements, or a far greater understanding of transport and utilities infrastructure, which means both of these answers are difficult to interpret with great accuracy. The most common response for a specific transport measure was for a Bypass 22 (12.9%) of responses referred to a bypass, as with this response to previous questions 40.9% of these responses came from the CM17 (Old Harlow, New Hall, Church Langley, Potter Street) postcode areas, as previously stated it is likely that this is because these areas are affected adversely from the A414-M11 traffic. The second most common answer to this questions, 19

(11.1%) of responses was for a better, more frequent, and reliable bus service, again this answer is difficult to interpret because of the variability of answers that make up this single point. 17 (10%) responses regarded Road widening or dualing of main roads, these responses came from a broad section of the postcodes represented. Parking, both residential and commercial accounted for 15 (8.8%) responses; again these responses came from a broad section of the postcodes represented. The extension of the tube to Harlow accounted for 9 (5.5%) responses, 7 (4.1%) responses regarded improvements to the train service, 4 (57.1%) responses coming from outside of the district specifically SG12 (Hunsdon, Widford).

Question 13 Do you have any general comments on Transportation issues affecting Harlow?

Because of the nature of the question the responses are so varied that it is difficult to condense then answers down further.

The responses that were most commonly given were; Parking, residential and commercial 9 (5.2%), Improvements to infrastructure 8 (4.7%). The need for a Bypass 6 (3.5%) and 5 (2.9%) responses called for road widening or the dualing of main roads.

There are some striking points that come out of the questionnaire as a whole, although it is difficult to accurately confer in statistics, the survey has shown that many residents are very disappointed with the bus service that is currently on offer, in terms of the frequency/ reliability of the service, the cost of the service, the bus routes in operation and the times of day that the services are operating. It is also clear that there is great scepticism over bus lanes, almost all comments made about bus lanes were negative, infact most comments made regarding bus lanes were to state that the consultees felt that added to congestion as opposed to easing congestion. It is also clear, however that people feel that there is a great need for a bus service, both in terms of delivering good public transport services and also easing the impact that Harlow traffic has upon the environment.

Adding together the results of questions 7,8 and 12 (questions that are structured but without leading consultees to specific answers), calls for a bypass make up 16.2% (83 responses) of the total number responses to these three questions, indicating that there is an appetite within Harlow for a bypass. This figure does not convey the fact that within this there are also huge variants as to what is understood by a bypass and where and what links it should have.

Road widening or the dualing of all main roads in Harlow has also been repeated in several answers, adding together the results of questions 7,8 and 12 9% (46 responses) refer to road widening or the dualing of all main roads in some way.

There have been a number of responses from within the questionnaires that are anxious to ensure that transport infrastructure is in place, or at least that the funding for such infrastructure is guaranteed before any housing development take place. There is also a general worry that the transport infrastructure in Harlow is already at breaking point, this is probably a general feeling about rush hour and would be repeated in any town of Harlow's size.