

Appendix C

Positive feedback

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Positive feedback received during LTP1

C.1 Over the last five years we have carried out a wide range of measures to deliver our LTP1 objectives. The great majority of these have been successful and have contributed to the overall improvement of transport in Leicestershire.

C.2 Many of the measures provided have been widely welcomed and some examples of positive feedback received during LTP1 are quoted below.

Public transport

- "I am just writing to say how very pleased I am with the Outer Circle hourly bus service"
- "The new shelters are great...all us bus passengers are very pleased to have them in place"
- "I am 61 years of age, and I have heart problems, so to have this bus service that actually takes me inside the hospital grounds and stops very near the main hospital door is absolutely excellent"
- "I just want to say that since Woods took over the route, it's a pleasure travelling by bus. The drivers on Woods Coaches are without exception polite, friendly and cheerful"
- "The bus drivers on this particular route are of the utmost high quality, being polite, kind, considerate, pleasant and skilled in and at their occupation"
- "I am writing to you with regards to the service provided by Cresswell Coaches. I'd just like to say what a wonderful service it is. I've used it a few times for trips to Twycross, and I've always found it most convenient and the drivers pleasant".

Complementary public transport

- "I am totally blind. It is only the bus service that enables me to shop independently, in other words this service is invaluable"
- "I do think people in the villages are more isolated from being able to get out and about than what people in town are and we are grateful for any help given after not being able to get out of home for a few years. This service is great. Thanks"
- "It's a godsend to old people who want to remain independent but have no transport"
- "Our community bus is more than just a bus service, it gives the elderly and disabled an opportunity to get out of home, to meet other people, to socialise and do their own shopping"
- "I was housebound for 5 years. Now I am able to attend college and am doing a computer course"
- "During the last years of my husband's illness our life would have been impossible without this service. It has always been an excellent service. The car scheme is my lifeline. It's the only way I can go out"
- "The car scheme enables me to visit a very sick sister-in-law during the week who would not otherwise have any visitors. I am 80 years old".

Cycling and walking

- “I am writing to express my congratulation and thanks for improving the junction. I am a cyclist who uses the Narborough Road with both respect and trepidation. I am therefore delighted to find that I can now use the junction of two busy roads, at busy times of the day, safely and speedily. Thank you very much”
- “We are extremely pleased with the end result. The quality of the work and the integration of our signs into your existing signage programme is excellent. I shall make a point of photographing a few samples and showing them to other local authorities as an example of how the Byway can, and should, be signed” (Letter from the National Byway)
- “Sustrans would like to thank Leicestershire County Council for helping Sustrans reach the first 10,000 miles of the National Cycle Network. Already nearly 50% of the population lives within 1 mile of these safe, attractive walking and cycling routes. With the support from partners like Leicestershire County Council, we aim to offer people more choice to travel in ways that benefit their health and the environment by extending the Network to even more people”
- “Thank you for the help with the lights/crossing. It’s great now, what a difference”
- “May I congratulate your rights of way team. In the last few years, through hard work, many paths are back in use....with proper funding, the county footpaths will all be open”
- “I would just like to say on behalf of us all what an absolute delight it is to have the new crossing. It’s not just me; the kids have been asking me every day when I arrive at school “Have they finished the new lights yet?” Well, today they’re in for a surprise when I go up there and tell them the wonderful news that they are now fully functioning. Now we can watch as they fight each morning and afternoon over who is going to press the button first!”.

Network management

- “We would like to state our support for your overall aims and objectives in devising the (lorry control) strategy and hope very much that it succeeds in reducing the severance, pollution and other nuisance caused to local communities by heavy goods vehicles using unsuitable minor roads” (Transport 2000)
- “Just a quick note to say how smoothly the works went during the recent traffic calming schemes implemented in Dunton Bassett. Thought the road closures went smoothly, the gangs were tidy and I’ve picked up no concerns from neighbours – it looks pretty decent too”
- “May I take this opportunity, on behalf of the Parish Council and the people of Rearsby, to thank everyone at LCC Highways for the great job they have done on the bypass. It’s not only a great piece of engineering, but the level of stakeholder involvement has been a shining example of how projects like this should be managed”.

Road safety

- “Just a brief note on behalf of the University to thank you for all your work in getting the vehicle activated signs up on Ashby Road – it will make a very real difference to the safety of our staff, students and residents”
- “My daughter and her friend attended the Driver Day yesterday and had a brilliant day! They couldn’t speak highly enough about the day’s events or how good the course was. Well done to all concerned!”

- “An excellent and worthwhile scheme. Although I have been driving for 48 years, I still welcomed the suggested improvements identified in my assessment” (SAGE)
- “Many thanks for inviting me to the official opening of the Higham on the Hill Home Zone. This is a great enhancement scheme which will make a tremendous difference to the locality. It is good to have the Parish Council working with a villagers’ panel to bring a scheme like this to fruition and I am sure everyone living locally will benefit from the changes. Please convey my thanks to all those involved in the planning and execution of this scheme”
- “We continue to have many complimentary comments concerning the ‘secret signs’ and generally throughout the village it is thought they are working well, indeed when following vehicles I often see brake lights being applied when the sign illuminates” (vehicle activated signs)
- “We would particularly like to mention the support of Leicestershire and Staffordshire County Councils who have worked with us to create bus-friendly solutions to traffic calming schemes in Castle Donington and Rolleston on Dove which might otherwise have jeopardised the present bus service. In so doing they have demonstrated a commitment to people who elected to use public transport” (Trent Barton buses)
- “I was very pleased to attend Rothley Primary School on Tuesday last. It was a wonderful initiative to ask the children to design the speed limit signs and I hope it will be possible to do the same, or similar, on other appropriate schemes”
- “May I through your office (Broughton Astley Parish Council) say thank you for the now completed traffic calming measures on Leicester Road / Orchard Road and Main Street. Traffic is responding and I feel much safer when I cross over to visit the medical centre, shops, library and Post Office. I am hard of hearing and have glaucoma but I do still enjoy my mobility”
- “I am just writing to say a big Thank You to you for allowing the additional road hump to be constructed outside my house. The difference is incredible. The speed of traffic has decreased tremendously and hopefully the humps will discourage vehicles from using Buckingham Road as a short cut from Bardon Road to Broomleys Road..... I feel much more comfortable letting my young son out to play now without worrying that some mad speeding motorist is going to lose control driving around that corner”.

Travel management

- “On behalf of the children, parents and governors I would like to thank you for your support with Star Walkers. We have gone from 20% of children walking in the morning to almost 80% most mornings”
- “Many thanks for introducing the ‘Star Walker’ scheme at our school. It has made a huge difference to the traffic on Upper Church Street as well as having a positive effect on the way children come to school”
- “Hey, we are from the school travel plan and we want to tell you about some of the things the School Travel Plan does. For starters, we are getting lockers in the ADT foyer. These will be used by cyclists, members of school committees and people doing after school clubs. This has been an issue for some time and finally, with School Council also wanting them, it has been done. Another thing that the School Travel Plan has made happen is the changes at the Minnasota’s junction. Newbridge pupils have wanted this done for 4 years and it has finally happened. We will soon have a pelican crossing by the lights. Lastly we have joined up with the Phoenix Green project to make cycling to and from school even safer!”.

Town centres

- “I am writing to thank you for keeping us fully informed of progress on the improvements to Church Gate, Loughborough. We are impressed at the hard work by the contractors and also their efforts to keep disruption to a minimum. Obviously we expect there to be noise and inconvenience but it has been most helpful to have a plan and a timetable of the work to be done so that we can anticipate any difficulties and warn our patients and staff accordingly”
- “This (the Ashby Bypass) was opened yesterday and clearly the event was a big success and went very smoothly indeed. It was clear that he (the Deputy Leader) was very impressed with the project ... The road and associated structures were very pleasing to the eye and several comments were made to me about how well it “fits in” to the surrounding countryside and I had several comments of a job well done. It is always nice to receive plaudits such as these in these times, particularly when associated with such a cool project as a bypass”.

Land use planning

- “Sincere congratulations on the document (Htd).....I like the language and the ethos of the document very much and applaud your decision to stay electronic. It is very much the type of document I would aspire to produce if I was charged with the task of doing so and will commend Htd whenever the opportunity arises” (Dorset CC)
- “The meeting was attended by your Development Control Group Manager ... who gave the committee invaluable assistance with regard to understanding the content of the Transport Assessment submitted with the application and with the highways issues more generally. My reason for writing is to formally convey the gratitude of my officers ... His detailed knowledge of the issues of concern and full response to questions posed by the Members allowed the Committee to consider the application with a much better understanding, resulting in a more robust decision”
- “I am most grateful to you for your assistance with this – I think you have been the most helpful person I’ve ever encountered from a council organisation so it’s quite a pleasure...”
- “.....Many thanks; I look forward to hearing from you and congratulations on the publication and excellent content of your design guide” (Cumbria CC)
- “I recently attended the I.H.I.E. 3rd Highways DC conference where your officer gave the most comprehensive and informative presentation on your new highway design guide. Congratulations to you, your officer and the rest of the staff involved in preparing this document, it is informative and particularly comprehensive. It is good to see that elements of the work which we have undertaken through the Service Improvement Group feature in the document” (Nottinghamshire CC)
- “We, too, have enjoyed working on this particular project. The open ‘partnering’ approach adopted by you and your team significantly contributed to the success and (and speed) of the design approval stage, and we are most grateful for your willingness to meet with us on a regular basis. It is a model which I will be encouraging on future S278 projects”
- “The reason I write to you is because during the whole (planning) process you made yourself available, were very professional, and I and my advisors were extremely grateful for your helpful and constructive input”.

Network maintenance

- “The street has just been “slurry sealed”, and I’m so impressed with the whole thing, that I think you should have a note of congratulations to be passed on to all. You will see that I award “full marks” as my rating in every field of the appreciated questionnaire. An exemplary performance. I must point out, for special mention, the team-spirit that the men showed, Leicestershire County Council and citizens are most fortunate to have such a work-force”
- “Kirby Bellars Parish Council has asked me to write and thank you and your staff for the work that has been carried out on the footpaths from Washdyke Lane to the Church. The work has been completed in a manner which is sympathetic to its village location and is now a useful and useable amenity for the village”
- “I have been asked by Desford Parish Council to express our thanks for the work your department recently did on the footpath near the watermill in Desford. We have been impressed with both the speed at which the work was done and also the quality”
- “Carlton Parish Council has asked me to thank you and your staff for the footway reinstatement and kerbing recently carried out along Bosworth Road, Carlton. The work is greatly appreciated by the PC and local residents who have also expressed appreciation of the clean and considerate working practices of the construction team”
- “The residents association and the residents of Merrylees Road would like to express our appreciation to yourself and to your workmen, for the good job made of resurfacing the pavement. All residents of Merrylees Road were very happy with how the pavement was finished off at the end of their properties. Once again I would like to say thank you to your department and to the workmen for a big improvement at a little inconvenience to the residents of the Heath”.

