

Appendix 5 – Other stakeholder feedback

Phase 1

First Berkshire – bus company

Feedback on the scheme was received from Mohammed Sarfraz, On Street Inspector for First Berkshire, and is noted below:

Hi Laura,

Thanks for contacting us regarding feedback on the Burnham traffic scheme. Some of the issues are as follows;

- Staff are concerned about the lack of information to other road users about bus movements exiting from Station Road onto Burnham Lane, especially when buses require extra time/space when turning right from Station Road onto Burnham Lane.
- Staff have encountered cars using the Station Road bus stop as a waiting area when picking up commuters from Burnham Station.
- Bus journey times on routes 75 & 76, which run on the busy A4 Bath Road corridor between Maidenhead - Cippenham - Slough - Langley - Heathrow Central have increased due to high traffic levels between the Dover Road junction and Huntercombe Lane junction, especially at peak times. The traffic light phasing on the one way Burnham Lane exiting on the A4 is also a contributing factor. The knock on effect is that customers waiting for buses in Maidenhead, Slough, Langley and Heathrow are unaware why services are running behind schedule. Were possible, we try to provide additional resources to cover any late running of services but sometimes services will need to be terminated short of their final destination. This puts off customers travelling on buses.

I would like to point out that there are merits to the scheme in that buses don't block the main Burnham Lane when stopping as before and also customers using buses are dropped off/picked up in a safer environment.

I have also copied in First Berkshire General Manager (Simon Goff) and First Berkshire Operations Manager (Simon Newport) into this email.

Many thanks

Mohammed Sarfraz

On Street Inspector
First Berkshire
07894588801

Local businesses

Two emails were received specifically on behalf of a business, they are noted below:

Sarah Jordan, Muttins, 29/10/2015:

Hello

I thought I would share with you the fact that due to the increase in traffic since the road closure I now have clients looking for alternative creche/boarding facilities for their dogs.

Some of these clients I have had for over 6 years but they are not prepared to sit in an hour of traffic when it used to take 5 minutes. The loss will start in 2 weeks time and will be, from the 1st client, £500+ a month! This will have a HUGE impact on my business and expenditure to the extent that I may be forced to move - money that I just don't have.

The business has been running for over 12 years and due to the vast amount of people offering creche/boarding for dogs in a home environment the loss will not be gained overnight.

This loss is only due to the road closure as my clients now a minimum of 1.5 miles to get to me and both directions are at a standstill between 4-6.30pm.

Maybe you could advise as how I can claim from SBC for the loss(es) caused by shutting the only direct route to/from my home.

Regards

Sarah

Sarah Jordan

Jacqueline Slater, Vape Smart, 08/12/2015:

To whom it may concern,

The closure of the above road is causing us a great deal of concern as a relatively new business. We have seen a huge decrease in our sales here due to the road being closed as most of our customers used that road. We have seen drop in turnover of approximately £2000.00 per week which is not sustainable for any business, let alone a new one.

It is imperative that this road is re-opened as we believe that apart from damaging our business it has had a negative impact on others also and indeed on the surrounding area which has lost a huge sense of connection to Burnham as it now takes at least an additional 20 minutes to get there.

We look forward to your response at your earliest convenience regarding the above.

For and on behalf of

Vape Smart Ltd

Phase 2

No emails have been received from local businesses regarding the phase 2 scheme.

First Berkshire – bus company

Email feedback from first was sought on the 17/05/16. The below response was provided from Mohammed Sarfraz.

Hi Laura,

I have listed below a few concerns;

-When buses are turning right from Station Road and heading towards Slough, we are experiencing issues with cars and cyclists attempting to overtake the bus, even though the bus is indicating to turn right.

-Customers waiting for buses are still using the bus stops on Burnham Lane. Safety is then a concern when passengers run towards the stops on Station Road in moving traffic.

-Some motorists still driving in the opposite direction to the one way system.

-Bus stop on Station road has sometimes been occupied by taxis and other vehicles.

Many thanks

Mohammed Sarfraz

On Street Inspector
First Berkshire

Social Media Feedback

Social media feedback was not available during the phase 1 scheme as the Transport for Slough Facebook page was not up and running at this point. It was however during phase 2 and comments regarding the scheme were sought both on this page and on the Council's Twitter feed and social networking site Streetlife. The following is a summary of the general feedback received:

'In general the response to the Phase 2 northbound scheme has been positive, with lots of comments thanking the council for re-opening Station Road and far fewer negative comments than during phase 1. Early on, some issues were raised with the lack of traffic lights in the scheme compared to before the closure - particularly on Station Road – and the new 'give way' line onto Station Road from the triangle. There was also a perception from a relatively small number of facebook users that the lack of traffic light control contributed to two or three collisions. A small number of people said they felt pedestrian safety was being compromised due to a lack of appropriate crossings, and a few still think Station Road should be fully re-opened in both directions. As the consultation progressed, the number of comments – both positive and negative – reduced significantly.'