



Joint Transportation Board

Notice of a Meeting, to be held in the Council Chamber, Civic Centre, Tannery Lane,
Ashford, Kent TN23 1PL on Tuesday 14th June 2011 at 7.00pm

The Members of this Committee are:-

Cllr. Burgess (Chairman)

Mr M A Wickham (Vice-Chairman)

Cllrs. Mrs Bell, Mrs Blanford (ex officio), Claughton, Davey, Feacey*, Heyes, Robey, Yeo

*Chairman of the Transport Forum

Mr M J Angell, Mr P M Hill, Mr R E King, Mr S J G Koowaree, Mrs E Tweed,

Mr J N Wedgbury

Mr T Reed – KALC Ashford Area Committee

NB: Under the Council's Public Participation Scheme, members of the public can submit a petition, ask a question or speak concerning any item contained on this Agenda (Procedure Rule 9 refers)

Agenda

Page
Nos.

1. **Apologies/Substitutes** – To receive Notification of Substitutes in accordance with Procedure Rule 1.2(iii)
2. **Declarations of Interest** - Declarations of Interest under the Code of Conduct adopted by the Council on the 24th May 2007 relating to items on this agenda should be made here. The nature as well as the existence of any such interest must also be declared
3. **Minutes** – To approve the Minutes of the Meeting of this Board held on the 8th March 2011
4. To Receive any Petitions – “Petition Regarding Bonded Gravel Footpaths in Stanhope, Ashford”
5. Tracker Report

Part I – For Decision

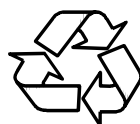
6. Ashford Pedestrian Guardrailing Assessment – Report Back
7. Management of Double Parking and Parking of Dropped Kerbs

Part II – For Information

8. Drovers Roundabout Update (including Verbal Update on Victoria Way)
 9. Highway Improvement Scheme Update
 10. Highway Works Programme 2010/11
 11. Results of the Highway Tracker Survey 2010
 12. Date of Next Meeting – 20th September 2011
(previously 13th September)
-

DS/AEH
6th June 2011

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Joint Transportation Board

Minutes of a Meeting of the Joint Transportation Board held in the Council Chamber, Civic Centre, Tannery Lane, Ashford on the **8th March 2011**

Present:

Mr M A Wickham (Chairman);
Cllr Burgess (Vice-Chairman);

Cllrs. Cloughton, Cowley, Feacey, Heyes, Woodford
Mr M J Angell, Mr P M Hill, Mr R E King, Mr S J G Koowaree, Mrs E Tweed, Mr J N Wedgbury
Mr R Butcher – KALC Ashford Area Committee.

In accordance with Procedure Rule 1.2 (iii) Mr R Butcher attended as Substitute Member for Mr T Reed.

Apologies:

Cllrs Mrs Blanford, Clarkson, Mr T Reed.

Also Present:

Cllrs Holland, Smith

Gareth Williams (Technical Director – Jacobs)

Andrew Burton (Project Manager – KHS), Jamie Watson (Project Manager – KHS), Toby Howe (Highway Manager East Kent – KHS), Ray Wilkinson (Engineering Services Manager – ABC), Danny Sheppard (Senior Member Services & Scrutiny Support Officer – ABC).

404 Declarations of Interest

Councillor	Interest	Minute No.
Feacey	Code of Conduct – Personal but not Prejudicial – Trustee of the Ashford Volunteer Bureau.	408, 409
Heyes	Code of Conduct – Personal but not Prejudicial – Member of Ashford Town Centre Partnership Management Board.	407, 409
Mr Koowaree	Code of Conduct – Personal but not Prejudicial - Member of Ashford Town Centre Partnership Management Board and Secretary of the Centre for Voluntary Organisations Ashford.	407, 408, 409

Mrs Tweed Code of Conduct – Personal but not Prejudicial - 407, 409
Member of Ashford Town Centre Partnership
Management Board.

405 Minutes

Resolved:

That the Minutes of the Meeting of this Board held on the 7th December 2010 be approved and confirmed as a correct record.

406 Tracker Report

The Chairman drew Members attention to the Tracker of Decisions.

Resolved:

That the Tracker be received and noted.

407 Proposed Introduction of New and Amendment of Existing Parking Restrictions in Victoria Way

Mr Watson introduced the report which detailed the results of the recent statutory consultation process undertaken in Victoria Ward, Ashford. Traffic movement and safety proposals had been developed in consultation with Ashford Borough Council to introduce and amend movement and parking controls associated with the new extensions to Victoria Road and Leacon Road, Ashford. He outlined the seven responses received to the consultation and the particular objections and observations made and also tabled an up to date plan of the proposed restrictions.

A Member asked about the proposed 'No Left Turn' restriction existing Victoria Crescent into Victoria Road. Mr Watson explained this was to prevent larger vehicles having to swing wide and enter the oncoming traffic lane in order to turn left at what was a tight junction. It would be an enforcement issue for the Police.

Board Members agreed that following their introduction, the restrictions should be reviewed after one year.

Resolved:

- That**
- (i) the proposed traffic safety and movement management scheme be implemented.**
 - (ii) the proposed parking safety scheme be implemented.**
 - (iii) the following Orders be made: - The Kent County Council (Various Roads, Ashford) (Waiting Restrictions) Order 2011; The Kent**

County Council (Victoria Road, Ashford) (20mph Speed Limit Zone) Order 2011; and The Kent County Council (Victoria Crescent, Ashford) (Prohibition of Left Hand Turns) Order 2011.

(iv) the above Orders be reviewed one year after implementation.

408 Implementation of Kent County Council's Revised Guidance on the Application Procedure for Disabled Persons' Parking Bays and the Charging Regime to be Adopted

Mr Wilkinson introduced the report which explained that KCC had recently completed a review of the Disabled Persons' Parking Bay application procedure which included consultation with representatives of the District Councils. The review had been brought about as a result of concerns over the compliance of the existing policy with the Disability Discrimination Act which was subsequently replaced by the Equality Act. As a result of this review a revised procedure had been produced for adoption by the District Authorities. The issue of whether to charge for the introduction of bays had however been left open for decision at District level, although a recommended maximum limit of £250 had been set. Members were therefore asked to consider and recommend the adoption of the revised procedure and on whether a charge should be introduced. The recommendation was to not charge, particularly as the installation of a disabled parking bay as a result of an individual application did not grant exclusive use to the applicant.

In response to a question, Mr Wilkinson explained that the costs of providing a disabled persons' parking bay involved drafting and advertising the Traffic Regulation Order, providing and installing the signpost and sign plate, installing the road markings and the administration costs. The costs varied considerably depending on the number of bays being processed concurrently and it was preferable to process six to eight bays in one go to achieve economies of scale.

A Member said it was frustrating to note that many existing disabled bays were no longer needed due to people moving on or passing away and asked if the Council was able to remove those. Mr Wilkinson explained that if people informed the Council that they were no longer required, they would be removed however they were largely reliant on families or neighbours getting in touch. The Council did currently write about once every two years to the addresses where disabled bays were installed to ask if they were still needed, and this did seem to be about the right interval. Unnecessary bays did eventually get picked up, but perhaps not as quickly as everybody would like.

Mr Wilkinson explained that Ashford Borough Council carried out the work on behalf of the County Council. They would use the contractor who offered the best price. Additionally, KCC had committed to undertaking an Equalities Impact Assessment on these procedures in the near future once KCC had adopted them as formal policy, and that would be reported separately.

Resolved:

- That (i) the introduction of the new revised application guidelines provided by Kent County Council be approved.**
- (ii) Disabled Persons' Parking Bays be provided at no cost to the applicant.**

409 Ashford Pedestrian Guard Railing Assessment

The report asked the Board to consider and comment on the proposals to review sections of guard railing in Ashford. Mr Williams explained that there was new national guidance to Highway Authorities to remove street clutter and provide better pedestrian accessibility whilst still maintaining road safety. Jacobs had carried out a survey of pedestrian guard railing in Ashford and the report contained recommendations along with illustrated diagrams detailing proposed retention and removals. The removal of guard railing which was not required for pedestrian safety or for other reasons was in line with national guidance to de-clutter streets and would also reduce ongoing maintenance costs and help improve the appearance of the public realm.

A Member said the report was extremely sensible and he knew that in the Central London Boroughs the removal of such guard railing had improved the safety record. As a firefighter he had witnessed many occasions where pedestrian guard railing had worsened an accident. Another Member mentioned the danger the railings could potentially cause cyclists.

Another Member said he was concerned by the proposals and wondered if this was not a case of "aesthetics over safety" and if that was the case he could not support what was proposed. There were clearly areas, such as Maidstone Road for example, where removing the guard rails would not be in the interests of safety. Additionally at a time when money was tight, why was this proposed to be done now? He considered the rails were not clutter and they were there for a reason and for that reason, they should be left alone. Another Member considered that the proposals were a waste of public money and should be set aside. The report did not give any financial details and should not be considered it was affordable.

Mr Williams said that safety was paramount and that was one of the key considerations of this review. The assessment that had been undertaken was a snapshot of the situation, but he was looking for some local knowledge to help the overall picture. In his experience, he did concur with the view that a guard rail would not restrain a car from hitting a pedestrian in the event of an accident and was likely to make the situation worse. A cost/benefit analysis had been undertaken and the proposals would be self-financing within two years (chiefly due to reduced maintenance costs and the scrap value of the galvanised aluminium).

The general feeling of the Board was whilst there may be areas where railings could reasonably be removed the majority of Members did not want a blanket removal across the town. The re-engineered ring-road and slower traffic speeds had changed the parameters, but railings at particular crossing points, especially near schools did

need to be retained. In line with the request for local knowledge the Board agreed to defer making any decisions on this report and feed back to Mr Williams on the areas where they felt railings should be retained. Mr Williams could then report back to the June Meeting with firm proposals on a case by case basis. He also endeavoured to include information that had been collated on technical data and accident blackspots in that report.

In discussion, areas where consideration should be given to retaining railings were: - the crossing at Maidstone Road; at the roundabout at the top of New Street and at Chart Road on the way to St Mary's School. It was also mentioned that the path behind the barriers outside numbers 1 and 3 Chart Road (shown on page 45 of the Agenda) was some 50cm lower than the road level.

Resolved:

That decisions on this report be deferred and Members be invited to contact Danny Sheppard (ABC Member Services) with areas where they feel pedestrian guard railing should be retained.

410 Update on Highway Improvements at M20 Junction 9, Drovers Roundabout and a New Foot/Cycle Bridge over the M20, and Victoria Way

Mr Burton introduced the report which updated Members on the progress being made on the construction of these major highway schemes that would support the growth of Ashford. He explained that since the last update in December, progress had been affected by the bad weather. Substantial completion of the works at Drovers Roundabout and M20 Junction 9 was now likely towards the end of April 2011. Erection of the foot/cycle bridge was scheduled for a weekend period during May with an opening date in July. With regard to landscaping, to minimise the risk of the soft landscaping withering in the summer, it was likely that the bulk of the planting would be carried out in November 2011.

Two of the local Ward Members spoke and said that whilst there had been a slight improvement in removing cones and opening up lanes to traffic earlier, the traffic situation approaching the Drovers Roundabout could still be unbearable and cones were still often not removed until well after 4pm. Following a recent site visit, the Members were under the impression that cones would be removed from 3.30pm and that would help avoid some of the long tailbacks. The lack of road markings (signing and lining) approaching the roundabout was also causing confusion and the lack of give way markings was leading to vehicles "criss-crossing" dangerously and not knowing who had the right of way. The need to give way immediately after a set of traffic lights on the Maidstone Road was also extremely confusing and the whole thing was considered "an accident waiting to happen". There was also frustration that often drivers would crawl through the traffic only to find inactivity on site. Mr Burton said that it had previously been agreed that crews would attempt to start removing cones from 3.30pm, but this was not always easy, especially when surfacing was taking place. They wanted to get as much surfacing done in one go as possible to avoid "patchworking" so there would be occasions when they failed to meet the

deadline, although their intention was always to start lifting the cones at 3.30pm to have them all clear by 4pm. Another Member said there had to be room for a bit of flexibility over the removal of cones and everybody had to understand the pressure to catch up and complete these schemes on time, particularly after the bad weather. A certain level of tailbacks was unavoidable during major construction works such as this.

The Chairman then opened the item up to Members and the following responses were given to questions/comments: -

- In terms of landscaping, trees would be planted on both sides of Fougères Way from Junction 9 up to the Drovers Roundabout with additional planting on the left hand side. There would also be a specific landscaping plan for the roundabout itself including hedges and railings.
- The Drovers Roundabout's iconic cows would hopefully be returning over Easter and were about to be re-painted.
- Any overnight/weekend road closures would be widely communicated and this would be done as early as possible. There was a recognised need to be specific about times.
- The presence of work crews in fluorescent jackets did tend to keep the majority of drivers to a reasonable speed.
- The comments about the traffic lights and give way markings were useful and Mr Burton would take those back.

Resolved:

That the progress being made towards completing these projects be noted.

411 Highway Works Programme 2010/11

The report updated Members on the identified schemes approved for construction in 2010/11. Mr Howe was introduced as Kent Highway Services' new Highway Manager for East Kent. The following issues were raised: -

- The completion of the pedestrian/cycle crossing at Norman Road appeared to have dropped off the programme, could its status be clarified?
- The longstanding issue of Barrey Road and exiting the Industrial Estate there was still causing a problem. It had been hoped that the forthcoming Cheesemans Green Development would be able to provide some Section 106 funding to find a solution, but with the deferral of the M20 Junction 10A this was now unlikely to come on board for many years and a more immediate solution was needed. It was recognised that ultimately this was a Highways Agency issue because the A2070 was a trunk road, but could questions be asked?

- The amended lining at Chart Road had been done badly and needed re-doing as soon as possible.
- Confirmed figures were sought on how much the missing links of the Christchurch School to Park Farm cycleway would cost. KCC Members would be willing to pool some of their Highway Fund monies to get this finished if it was a realistic figure.
- The pothole repairs in Cypress Avenue, Godinton Park had not been particularly successful and there were also numerous potholes there which had been un-treated. Mr Howe advised that the next stage of KCC's 'Find & Fix' pothole blitz would start later in the month and he would examine the history of this particular location.
- The construction of a cycle track along the disused railway line at Henley Fields, Tenterden had been halted following the discovery of Great Crested Newts. Mr Howe would check that there were no other issues.
- There was a problem with flooding at the Chocolate Box Shop and other low lying premises in Hamstreet, primarily caused by blocked gullies. Neither KHS nor Southern Water appeared to take responsibility for it but it kept reoccurring. Mr Howe endeavoured to speak to Drainage Engineers and look at the history of this location.

Resolved:

That the report be received and noted.

412 Dates of Meetings for 2011/12

These were confirmed as:

Tuesday 14th June 2011

Tuesday 13th September 2011

Tuesday 13th December 2011

Tuesday 13th March 2012

DS

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JOINT TRANSPORTATION BOARD 14 JUNE 2011

- Subject:** **Bonded Gravel Surfaces on Footpaths within the Stanhope Estate**
- Director/Head of Service:** Director of Kent Highway Services
- Decision Issues:** These matters are within the authority of the Kent County Council and Ashford Borough Council
- Decision:** For information
- CCC Ward/KCC Division:** **Ashford Stanhope**
- Summary:** This report sets out details of a petition that has been received requesting the removal of bonded gravel on the footpaths within the Stanhope estates. The report covers Kent Highways summary of the key issues with the change of surfacing due to the redevelopment of the area as per planning permission 06/01895/AS and the financial implications to change the surface material on the footpaths.
- For Information:** **This report is for Members' decision.**
- Classification:** THIS REPORT IS OPEN TO THE PUBLIC

Background

The Stanhope Estate was built in the 1960's and in March 2001, as part of the Government's drive to promote partnerships between the public and private sectors, the council was granted Private Finance Initiative (PFI) pathfinder status. In December 2001, an outline case was prepared detailing proposals for the refurbishment, regeneration and management of approximately 770 council homes in the Stanhope area of the Borough. These proposals were submitted to the Department for Transport, Local Government and regions and were approved in June 2002.

The PFI initiative was designed to act as a catalyst for change. The physical regeneration of the estate was to improve the perception of the estate and increase ownership of the social inclusion agenda of residents, while allowing residents to share in the increased prosperity that the growth would bring about.

The proposal also covered highway works to help improve the appearance of the development. The internal roads were of concrete construction with limited footway provisions that added to the perception of the development as being

a typical "Council Estate". Therefore, as an important perceptual element in the regeneration of the estate the contract allowed for treatment to the roads and footways surfaces.

In October 2003 an outline master plan was drafted and the Ashford Highway Unit made the following Comment:

"I note the intention to repave the existing cul-de-sacs with sett or block paving to create the home zone scenario. This treatment will either mean that a) the existing surface level is raised by the thickness of the sets/ blocks and subsequently the floor levels of the adjacent garages must also be raised or b) that the complete highway area is reconstructed to accommodate the new paving. Both of these options will incur significant costs to the project. I would therefore suggest that a coloured surfacing be applied to the existing surface instead."

In May 2004 Gleeson's were appointed as the contractor for the works, detailed above, to provide high quality social housing for a period of 30 years. This also involved the refurbishment of the properties to bring them up to the "Decent Homes Standard", and maintaining them throughout the life of the contract including management of the homes and surrounding areas.

In September 2006 outline planning permission was granted under reference number 05/01629/AS. The area was divided into four phases that were then subject to separate full planning applications. Following planning applications were made to cover the proposals under the PFI initiative:

Area 1 – Lynsted, Luddenham, Sheldwich, Eastry and Crundale Close
(06/01892/AS)

Area 2 – Bredgar, Leaveland, Brenchley and Kilndown Close
(06/01893/AS)

Area 3 – Frittenden, Badlesmere, Newenden, Otterden and Hextable Close
(06/01894/AS)

Area 4 – Speldhurst Close (06/01895/AS)

All of the above planning applications were supported by a single Design and Accessibility Statement prepared by the consultants, Chrysalis, which explained the objectives and the materials to be used on the highway within the estate. This Statement sets out the materials to be used within in the highway hierarchy with the aim of defining the areas. Planning permission for all four areas was granted on the 28 September 2006.

The Design and Accessibility Statement, page 21, states:

"For the secondary pedestrian's links we are proposing a simple covering of bound gravel to transform the tired and patchwork appearance of the existing

tarmac. Again this comes in a number of colours and we anticipate residents to play a key part in the final appearance of their local neighbourhood”.

This proposal is in line with advice given in the Kent Design Technical Appendix ‘Making It Happen’ which was adopted by the County Council in July 2006.

The footways within the Stanhope Estate were therefore overlaid with bonded gravel surfacing material to avoid extensive accommodation work to the existing thresholds levels and cost implications involved.

The highway works were carried out under Section 278 agreements between Kent Highway Services (KHS), Ashford Borough Council (As land owner) and Dennes Construction Limited who worked on behalf of Gleeson Homes Development Limited.

Petition

During and after the re-development of the Stanhope Estate, between 2006 and 2010, KHS received a number of complaints regarding the footway surfacing.

This was followed by a petition from residents on 3 February 2011, containing 256 signatures, expressing concerns due to the injuries children sustained due to trip or fall on the new footways with bonded gravel surfacing. The petition suggests that bonded gravel is not a suitable material for a high use pedestrian area, particularly where children are involved, and requests that the bonded gravel surfacing material be removed and replaced with a more conventional material. Pictures of the injured children have also been sent in with the petition, however, these are not included in the report for legal reasons.

Discussion and financial implications

Removal of the Surface Dressing from the Footpaths:

The bonded gravel surfacing can not be easily removed or overlaid due to the level constraints explained previously. It will therefore be necessary to plane off the existing surface before new material can be applied..

The area of footways involved totals 11,500 square metres and the remedial works are estimated to be in the region of £300,000. There is no funding allocation for this type of remedial work.

Conclusion

The new footway surfacing has achieved the intended objective of improving the perception of the development as contained in the PFI brief and the “Design and Access Statement” submitted in support of the planning applications for the site.

The Stanhope Estate covers 13 separate roads that are now mainly adopted as maintainable highway, with a total footway area of 11500 square metres.

KHS has received 2 claims for incidents within these areas since adoption in 2007 neither of which was successful. This is a relatively low number considering the size of the area involved.

Any remedial action is now the responsibility of KHS, including costs involved. The estimated cost of remedial works is £300,000 with no funding allocation in the current financial year.

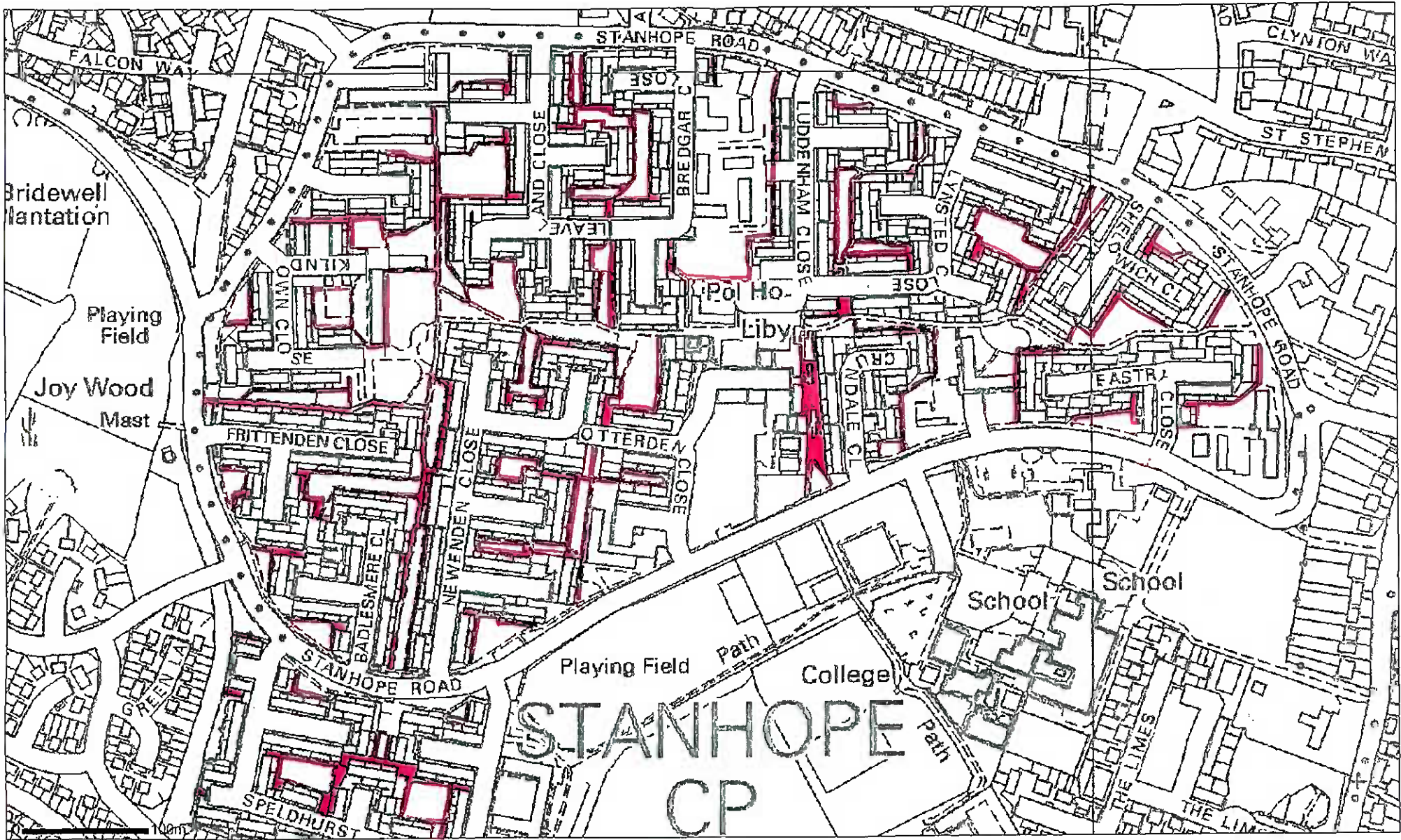
Stage three Safety Audit of the adopted highway has not highlighted the footway surfacing as a safety concern.

Recommendation

It is therefore recommended that members accept the petition, note the report and also note that no further action is required, however, the situation will be kept under review, as is the case with the entire highway in Kent on a regular basis.

Contact Officers

Nasser Sarrafan – County Transport & Development Manager, KHS
Jamie Hare – Agreements Manager, KHS



Test Map

Produced using KentView by initials on Monday, 14 March 2011 at 14:19

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— FOOTPATHS WITH BONDED GRAVEL

ASHFORD JOINT TRANSPORT BOARD – TRACKER OF DECISIONS
Updated for the meeting on: 14.06.11

Minute No	Subject	Responsible Officer	Decisions of the Board	Update
434 05/01/06	Ashford On Street Parking Review – Middle Zone 11	Ray Wilkinson (ABC)	ACTION: 1. Report to be withdrawn & officers be requested to re-examine the scheme in an attempt to maximize the amount of safe on-street parking provision, consider the points raised in the petition & ensure that all plans presented are up-to-date & report back to a future meeting of the Board.	Scheme under review. Report to a future JTB.
546 07/03/06	Transport Forum	-	RECOMMENDATIONS: That the JTB: 1. Requested officers develop a suitable scheme for disabled access to Ashford Town Centre.	Future report required following consideration of town centre TRO.
377 12.12.06	Proposed traffic calming measures in Bluebell Road & Roman Way, Park Farm and Church Hill, Kingsnorth.		RESOLVED: 2. Subject to agreement of the Local Planning Authority & Ashford Borough Council's legal team, the proposed pedestrian crossing on Ashford Road, at the junction with Church Hill, be deferred for a period of two years and the money saved be ring-fenced in an attempt to secure further external funding so that ultimately traffic lights can be erected at the junction.	£145,000 from the development is still available. KHS are looking into options for the expenditure of this money to discuss with Members and Parish Council.

Minute No	Subject	Responsible Officer	Decisions of the Board	Update
394 20/01/10	A28 Speed Limit Review	Ms Buckley & Mr Williams Bethersden Parish Council	RESOLVED: That: 1. the report be received and noted. 2. the Board requests a report from KHS responding to the request for a speed limit review of the Bethersden stretch of the A28 at the meeting to be held in June 2010.	Future updates included in Member Highway Fund list
467 09/03/10	Petitions: (2) Mr Blake re: Safer road crossing at the junction of Church Road, Osbourne Road and Bentley Road, Willesborough.		The Chairman advised both would be referred to KHS as the responsible Authority for Highways in the County.	Cabinet Member has signed off and job has been raised for handrail to be installed – this is being funded by Member Highway Fund.
64 15/06/10	Ashford Town Centre Streets – Scheme Update	Jamie Watson (KHS)	RESOLVED: That further changes to the network at Forge Lane/New Street/Somerset Road junction take place to ban the straight ahead movement by way of an experimental Traffic Order, along with minor alterations at various locations to assist with reducing congestion utilising funding set aside from English Partnerships for this purpose.	Works to make left turn only completed at Forge Lane. Apsley Street island works completed. Buildouts in Regents Place nearing completion. Alteration of white lining over Beaver Road bridge to be implemented in the next 2 months. All the above is now complete. Designs on removing hooped bollards to central islands around Ring Road progressing. Contractors are currently on site and works are progressing.

Minute No	Subject	Responsible Officer	Decisions of the Board	Update
69 15/06/10	Proposed introduction of temporary waiting restrictions in Henwood Industrial Estate	Ray Wilkinson (ABC)	<p>RESOLVED: That:</p> <ol style="list-style-type: none"> 1. Prohibition of waiting restrictions be implemented under a temporary Traffic Regulation Order to address dangerous and obstructive parking on Henwood Industrial Estate. 2. A review of the temporary prohibition of waiting restrictions be carried out subsequent to implementation with a view to making the restrictions permanent. 3. The formulation of the final parking restrictions be informed by the review and the supporting permanent Traffic Regulation Order be taken to statutory consultation and any objections received be reported to a future meeting of the Board. 	Currently awaiting approval of funding from KHS.
174 14/09/10	Ashford Cycle Strategy	Liz Wedgewood (KHS)	<p>RESOLVED: That:</p> <ol style="list-style-type: none"> 1. the Ashford Cycle Strategy is approved by the JTB; 2. the Strategy is reported to the KCC Environment, Highways and Waste Policy O&S Committee for approval as Policy; 3. the Strategy be referred to the ABC Environmental Forum for consideration & their views be reported to the Executive. 	Has been passed to Cabinet Member to be signed off.

Minute No	Subject	Responsible Officer	Decisions of the Board	Update
407 08/03/11	Proposed Introduction of New & Amendment of Existing Parking Restrictions in Victoria Way	Jamie Watson (KHS)	RESOLVED: That 1. the proposed traffic safety & movement management scheme be implemented. 2. the proposed parking safety scheme be implemented. 3. the following Orders be made: - The KCC (Various Roads, Ashford)(Waiting Restrictions) Order 2011; The KCC (Victoria Road, Ashford) (20mph Speed Limit Zone) Order 2011; and the KCC (Victoria Crescent, Ashford) (Prohibition of Left Hand Turns) Order 2011. 4. the above Orders be reviewed one year after implementation.	All complete apart from 4.
408 08/03/11	Implementation of KCC's Revised Guidance on the Application Procedure for Disabled Persons' Parking Bays & the Charging Regime to be Adopted.	Ray Wilkinson (ABC)	RESOLVED: That 1. the introduction of the new revised application guidelines provided by KCC be approved. 2. Disabled Persons' Parking Bays be provided at no cost to the applicant.	Now implemented
409 08/03/11	Ashford Pedestrian Guard Railing Assessment		RESOLVED: That decisions on this report be deferred & Members be invited to contact Danny Sheppard (ABC Member Services) with areas where they feel pedestrian guard railing should be retained.	Report submitted to JTB
410 08/03/11	Update on Highway Improvements at M20 Junction 9, Drivers Roundabout & a New Foot/Cycle Bridge over the M20, & Victoria Way.		RESOLVED: That the progress being made towards completing these projects be noted.	Regular updates reported to JTB

Minute No	Subject	Responsible Officer	Decisions of the Board	Update
411 08/03/11	Highway Works Programme 2010/11		RESOLVED: That the report be received and noted.	

**ASHFORD JOINT TRANSPORTATION BOARD
14 JUNE 2011**

Subject:	Ashford Pedestrian Guardrailing Assessment
Director/Head of Service:	Director of Kent Highway Services
Decision Issues:	These matters are within the authority of the Kent County Council
Decision:	Non-key
CCC Ward/KCC Division:	Bockhanger, Godinton, Stour and Victoria
Summary:	<i>The Board is asked to consider and comment on the proposals to manage sections of guard railing in Ashford</i>
To Note	The proposals as identified in the attached report and make a decision
Classification:	THIS REPORT IS OPEN TO THE PUBLIC

Introduction

On behalf of Kent Highway Services, Jacobs have carried out a survey of pedestrian guardrailing in Ashford and are seeking comments on proposals to remove sections of guardrailing from some sites.

Background

The main purpose of guardrailing is to improve safety by trying to prevent pedestrians from crossing the road at an inappropriate place or from straying into the road inadvertently. Guardrailing can also be used to offer some protection to pedestrians at locations where the swept path of large vehicles, such as buses and heavy goods vehicles, takes the vehicles close to the footway, sometimes overhanging it.

It is recognised that where pedestrian guardrailing is badly sited or over installed it not only alienates pedestrians but also looks unsightly, easily becomes damaged which in turn leads to increased maintenance costs and complaints. Indeed poor guard railing can lead to an increase in pedestrian crashes.

A full report was presented to the Joint Transportation Board in March 2011. Not all sites were discussed on an individual basis. It was recommended to defer making a decision until comments had been received on all sites. Appendix 1 is a report with the final recommendations following comments received.

Kent Highway Services' contractor would be carrying out the removals with the panels being recycled. If decorative or ornate railings and panels are highlighted for removal the Borough Council will be able to retain these for repairs or future use.

Options available

Members of the Board can:

1. support the proposals to remove guardrailing at the sites identified in Appendix 1
2. reject some/all of the proposals

Implications

1. Financial – Funding will be provided by Kent Highway Services. A budget allocation has not been secured specifically for this commission.
2. Programming - It is proposed to undertake the works on a site by site basis where damage has occurred to existing barrier to achieve value for money and efficiency.

Conclusion

The removal of guardrailing which is not required for pedestrian safety or for other reasons is in line with national guidance to de-clutter streets. It will also reduce on-going maintenance costs and help improve the appearance of the public realm.

Contact Officer

Rachel Best

08458 247 800

Appendices

Appendix 1 – Report – following comments received

Kent Pedestrian Guard Railing Assessment

Ashford – Report on comments



May 2011



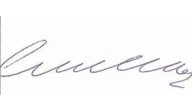

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Contents

1. **Foreword**
2. **Comments received**

An assessment of the pedestrian guard railing in Ashford town centre was carried out for Kent Highways Services in November 2010. A report on the findings and recommendations was sent to County Members, KCC's Transport and Development team and Ashford Borough Council in December 2010. Following this initial consultation a further report was issued on 19th January 2011 taking account of the comments received.

The assessment was also reported upon to the Joint Transportation Board on 8th March 2011.

This report details the comments received through the consultation process and the Safety Auditor's response and recommendation to be taken to the Joint Transportation Board on 14th June 2011 for decision.

General responses

“Railings at particular crossing points near schools should not be removed”

Response - Railings are to be retained outside schools.

“None of the guard railing should be removed as it serves a safety purpose”

Response – the guard railing has been assessed by a Safety Auditor in accordance with the latest national guidance (Local Transport Note 2/09 – Pedestrian Guardrailing, DfT April 2009). Pedestrian safety remains of paramount importance. Wherever safety is a concern railings will be retained and where necessary will be replaced with better condition ones.

Site 1 Location:

Site 1 is located from the roundabout junction with A292 Maidstone Road/New Street/Magazine Road/Chart Road and St Teresa' Close to just passed the St Mary's Nursery School on Chart Road.

Comments received	Response
The 31 panels nearest Maidstone Road controlled crossing protects pedestrians from the drop in level between the carriageway and footpath. The change in level is not immediately obvious to those traversing the carriageway.	The difference in level is noted, on the northwest side of Chart Road panels are to be retained to stop pedestrians crossing here. By keeping some of the panels pedestrians are unlikely to attempt this manoeuvre and cross 4 lanes of traffic.
The 7 panel section adjacent to the Chart Road traffic signal controlled crossing protects pedestrians, in this case from the steeply sloping verge. Pedestrians maybe caught unaware and slip particularly in poor weather conditions.	The 7 panels serve no useful purpose. It is unlikely that pedestrians would cross the verge here as a wide footway directs them to the crossing point.
The 17 panel section outside numbers 109 and 111 New Street protects pedestrians from the drop in level between the carriageway and the footpath.	These panels are not on a pedestrian desire line. There is already anti pedestrian surfacing here to discourage any crossing. The pedestrian guard rail is not a vehicle restraint system
The remaining sections of guardrail proposed for removal force pedestrians to use the designated crossings.	Site 1 is so open that the crossings are visible from a substantial distance. In general pedestrian guard rail is to be retained at the controlled crossings to ensure people are channelled (eg if the crossing is not visible as it's round a bend). The pedestrian railing is to be retained outside the 2 schools.
I would be extremely concerned if the railings in the upper part of Chart Road were altered in any way. These keep children off the road and are essential.	The railings adjacent to St Marys Primary School are to be replaced.
The railings should be retained at the roundabout at the top of New Street and at Chart Road on the way to St Mary's School.	The railings at the roundabout are not required to act as a guide. As the footpaths are well identified and the crossing points are defined by dropped kerbs and tactile paving. The railings adjacent to St Marys Primary School are to be replaced.
<p>RECOMMENDATION PARTIALLY REMOVE – The majority of the railings offer little benefit as a guide or a protective device except outside the both the primary school and the nursery school where these guard railings should be retained. 22.5 panels that are to be retained are located on a shared foot / cycleway and should be 1.4m high – they will therefore need replacing.</p>	

Site 2 Location:

Site 2 is located on A292 Maidstone Road from the junction with Chart Road. The site has mainly residential properties on the western side and the Highworth Girls Grammar School and some small business outlets on the eastern side.

Comments received	Response
The 3 and 6 panel sections outside numbers 5 & 7 Maidstone Road encourage pedestrians to use the dedicated crossing	The signal heads of the crossing point can be seen from some distance. There is also pink tactile paving indicating where the crossing is. The footway is wide. Site observations revealed that very few people use the crossing.
I would be extremely concerned if the railings in Maidstone Road were removed, these keep children off the road and are essential.	The railings are on the central reservation with the crossing points being well used.
RECOMMENDATION REMOVE - The pedestrian guard railings offer little benefit as a guide or protective device	

Site 3 location

Site 3 is located on Chart Road. The site is located in a residential area

Comments received	Response
<p>10 panels within the 31 panel section (those outside numbers 1 & 3 Chart Road) protect pedestrians from the deceptive difference in level between the carriageway and footway. The remainder of the railings encourage pedestrians to use the designated crossing.</p>	<p>The panels outside numbers 1 and 3 are not on a pedestrian desire line and the footpath ends at this point. The costs of maintaining the pedestrian guard rail cannot be justified. With regards to the other 31 and 8 sections identified for removal, these are located where people are unlikely to cross. Travelling west pedestrians will have passed a controlled crossing point. Few movements would be made on the south side of Chart Road as this footpath only leads to 2 houses. People living on the residential estate will be aware of the controlled crossing in the vicinity.</p>
<p>I would be extremely concerned if the railings in the upper part of Chart Road were altered in any way. These keep children off the road and are essential.</p>	<p>The railings adjacent to St Marys Primary School are to be replaced.</p>
<p>RECOMMENDATION PARTIALLY REMOVE - The pedestrian guard railings located on the western side footway offer little benefit as a guide or protective device. The large grassed central island has 2 staggered panels positioned approximately 1.5 metres apart on an incline and these panels should be retained.</p>	

Site 4 location

Site 4 is located on Somerset Road. The northern side of the site has mainly residential properties and on the southern side Edinburgh Road runs parallel to Somerset Road and a car park.

Comments received	Response
The 30 panel section of guardrail discourages pedestrians from crossing the carriageway where there is a potential trip / slip hazard posed by the steep gradient on the refuge between Somerset Road and Edinburgh Road.	The site is not on a pedestrian desire line and pedestrians would have to cross 6 lanes of traffic which is a deterrent to such movement. Coming from the residential area the desire line towards the town leads pedestrians to the controlled crossing point.
RECOMMENDATION REMOVE. The pedestrian guard railing located on the northern footway offers little benefit as a guide or protective device as pedestrians were observed crossing Somerset Road at the point where Sturges Road and Kent Avenue merge at the footway on the northern side.	

Site 5 location

Site 5 is located on Edinburgh Road/Park Street. The site is located on the southern footway outside a block of offices with an arched access to a lane on the southern side.

Comments received	Response
A continuous row of planters have now been installed although these are only partially successful because they do not block the desire line between the end of the 5 panel section and the controlled crossing adjacent to the petrol station on the corner of Somerset Road and North Street. The 2 and 5 panel sections guide pedestrians to the designated crossing.	The road here is straight with good visibility, pedestrians can clearly see the crossing.
RECOMMENDATION REMOVE - The pedestrian guard railing offers little benefit as a guide or protective device.	

Site 6 Location:

Site 6 is located on Elwick Road. The site is located on the southern footway at a bus stop and is adjacent to Elwick Place car park.

Comments received	Response
The carriageway width in this section of Elwick Road (between Station Road / Beaver Road and Church is to be reduced and the bus shelter repositioned. The 10 and 12 panel sections either side of the access to Elwick Road car park direct pedestrians to the designated crossing.	Confirmed that the alterations are inline with the recommendations (Jamie Watson – KHS). The panels either side of the car park access are situated on a very wide footway on a straight road with good visibility with low pedestrian usage
RECOMMENDATION REMOVE - The pedestrian guard railing offers little benefit as a guide or protective device.	

Site 7 Location:

Site 7 is located on Station Road. The site is located on the northern footway outside the AMF Bowling Centre and is adjacent to Kent House.

Comments received	Response
Removal agreed.	
RECOMMENDATION REMOVE - The pedestrian guard railing offers no benefit as a guide or protective device.	

Site 8 Location:

Site 8 is located on Park Street. Park Street is a way one system where at the site is separated into a northern and southern section by a long central island. On the northern side of the central island are bus stops and the southern part of Park Street is an access and egress for taxis, a restaurant and the British Heart Foundation.

Comments received	Response
The 10 panel section encourages pedestrians to cross the carriageway at the designated crossing point.	The 4 signal heads at the crossing and the zig zag markings on the carriageway guide pedestrians to the crossing, the footway is also wide here.
RECOMMENDATION REMOVE - The pedestrian guard railing offers little benefit as a guide or protective device.	

Site 9 Location:

Site 9 is located at the roundabout junction of Mace Lane/Hythe Road and Henwood/Mill Court. - The site is located at a large roundabout junction where there is an Express Store, residential properties with Kent Fire & Rescue Service and some industrial estates located on Henwood.

The northern footway with a segregated cycle facility has a wide footway and a wide space between the cycle facility and the pedestrian guard railing.

Comments received	Response
The 2 panel section in Mace Lane on the eastern side of the traffic signal controlled crossing encourages pedestrians and cyclists to cross the carriageway at the designated crossing point.	The 2 panels are right on the crossing, others are being retained. The cycle giveaway and signalised crossing indicate that cyclists must stop here.
The 23 panel section in Mace Lane encourages pedestrians and cyclists to cross the carriageway at the designated crossing point and discourages pedestrians crossing the carriageway where their path is obstructed by a pedestrian guardrail on the opposite side of the dual carriageway and raised roundabout centre island.	The removal of the 23 panel section will allow more space on the shared footway / cycleway. The white line of the cycle route visibly directs users to the designated crossing point. The railing on the opposite side of Mace Lane is to be retained. Pedestrians will be able to see this which will discourage crossing here.
RECOMMENDATION PARTIALLY REMOVE - The pedestrian guard railings assessed for removal offer little benefit as a guide or protective device. The 8 panel section was reassessed following comments and as a result is recommended to be retained as there is a trip hazard. The panels at Henwood are recommended to be retained following comments received about cyclists using this route.	

Agenda Item No: 7
Report To: Joint Transportation Board
Date: Tuesday 14th June 2010
Report Title: Management of Double Parking and Parking at Dropped Kerbs
Report Author: John Burns, Operations Manager Parking Services



Summary: The Kent County Council have adopted formal powers to enforce double parking and parking at dropped kerbs under the Traffic Management Act 2004. As a consequence, on 1 March 2011 the Kent Highway Services Parking Manager sought and was granted permission by Kent County Council's Environment, Highways and Waste Policy Overview & Scrutiny Committee to give written approval to each district council to commence such enforcement. This report therefore seeks the support of the Joint Transportation Board to agree that Ashford Borough Council should adopt the powers to enforce these parking matters.

Key Decision: NO

Affected Wards: Potentially all Wards may be affected

Recommendations: **The Board be asked to:-**

- (i) Approve that the new powers to enforce double parking and parking at dropped kerbs with the exception of private driveways, be adopted by Ashford Borough Council.**
- (ii) Agree with the recommendation that, prior to enforcement taking place, a comprehensive media PR exercise and warning notice campaign be undertaken to advise and notify motorists of the new restrictions**

Financial Implications:

- (i) Additional Civil Enforcement Officers will not be required to undertake this enforcement commitment and it will be carried out as part of normal day to day enforcement activity.
- (ii) The penalty charge for these contraventions is £70 (current higher level penalty charge), which will be discounted by 50% if paid within 14 days.
- (iii) It is estimated that an effective media PR exercise and warning notice campaign to be held over a two month period, will cost approximately £2,500. This cost is necessary in the interests of fairness to affected motorists and to ensure that openness and transparency is maintained in all of the Council's parking enforcement activity and will be covered by the existing budget.

Risk Assessment NO

**Equalities Impact
Assessment**

Enforcement of double parking and parking at dropped kerbs will assist those with visual or mobility impairment.

**Background
Papers:**

Double Parking and Parking at dropped kerbs leaflets

Contacts:

John.burns@ashford.gov.uk – Tel: (01233641)

Report Title: Management of Double Parking and Parking at Dropped Kerbs

Purpose of the Report

1. The Kent County Council have adopted formal powers to enforce double parking and parking at dropped kerbs under the Traffic management Act 2004. As a consequence, on 1 March 2011 the Kent Highway Services Parking Manager sought and was granted permission by Kent County Council's Environment, Highways and Waste Policy Overview & Scrutiny Committee to give written approval to each district council to commence such enforcement.. This report therefore seeks the support of the Joint Transportation Board to agree that Ashford Borough Council should adopt the powers to enforce these parking matters.

Issue to be Decided

2. There are two issues to be decided:
 - 2.1. Whether Ashford Borough Council should adopt the new powers to enforce double parking and parking at dropped kerbs with the exception of private driveways.
 - 2.2. If it is decided to adopt the new powers, whether to approve that before enforcement commences a comprehensive media PR exercise and warning leaflet campaign to notify motorists of the new restrictions at a cost of approximately £2,500 should be carried out.

Background Information

3. The introduction of the Traffic management Act 2004 has given Authorities the powers to issue a Penalty Charge Notice to any vehicle which is double parked or parked adjacent to a dropped kerb.
4. The current agency agreement between the Kent County Council and the 12 district Authorities require that Kent give written permission to each district prior to them exercising these powers.

Proposed use of the new powers

5. The three parking situations where these new powers can be used are as follows
 - 5.1. Parking adjacent to a dropped kerb at a crossing point (dropped kerbs for community use which are usually identified by the use of tactile paving). This includes where a footway, cycle track or verge has been lowered to meet the carriageway; equally it applies where the carriageway has been raised to the level of the footway, cycle track or verge.

Such parking causes inconvenience for people trying to cross the road and in particular, those pushing prams or using wheelchairs/mobility vehicles
 - 5.2. Double parking, which is defined as parking 50cm or greater from the kerb

Double parking may cause congestion and inconveniences other road users. KCC recommend that Civil Enforcement Officers issue Penalty Charge Notices whenever they believe that this contravention has occurred.

- 5.3. Parking adjacent to a dropped kerb outside residential properties.

*KCC recommend that Civil Enforcement Officers do **not** issue Penalty Charge Notices in these cases. Legislation explicitly allows vehicles to park in these circumstances by or with the consent of the occupier, unless it is a shared driveway. Moreover, the enforcement of private dropped kerbs may lead to a public expectation of a 24 hour enforcement regime and the subsequent removal of vehicles which cannot be achieved under the current enforcement process.*

6. It is suggested that a comprehensive media PR exercise be carried out before the introduction of powers including warning notices on vehicles, press releases warning leaflets and the posting of information on the Council's web site. The warning notice period will last for two months. Copies of the leaflets are appended to this report.

Equalities Impact Assessment

7. Enforcement of double parking and parking at dropped kerbs will assist those with visual or mobility impairment.

Recommendation

8. It is recommended that the new powers to enforce double parking and parking at dropped kerbs, with the exception of private driveways, be adopted by Ashford Borough Council. It is further recommended that prior to enforcement taking place, a comprehensive media PR exercise be carried out to notify the motoring public of the new restrictions.

Portfolio Holder's Views

9. I endorse these proposals which will help to prevent congestion in the town centre and make it easier for people to cross the road, particularly those with disabilities or young children to manage. I also support that a media exercise is carried out to alert the public to the new enforcement action.

Contact: John Burns (01233 330641)

Email: john.burns@ashford.gov.uk



DON'T PARK ACROSS A DROPPED KERB



You may not have realised it but it's actually a parking contravention to block or park across or next to a dropped kerb.

If it is considered necessary due to an ongoing problem, from INSERT DATE, your local Council will start to issue tickets to vehicles parked partly or completely over a dropped kerb in use by the local community.

This action will not be taken at residential properties as it is the job of your local police force to enforce this as obstruction under their powers.

What is a dropped kerb?



Dropped kerbs are where the kerb stone has been lowered to make a gentle ramp for pedestrians, pushchairs, wheelchairs or vehicles. They can be across the pavement, grass verge or cycle track and many of them are indicated by tactile paving.

Why is parking not permitted?

Dropped kerbs are there to assist those who need to cross the road safely or for vehicle access. Blocking this access causes obstruction and is a nuisance for other road users. Both the Traffic Management Act 2004 and the Highway Code state that a driver must not park or wait where a kerb has been lowered.

I am a Blue Badge holder, does this apply to me?

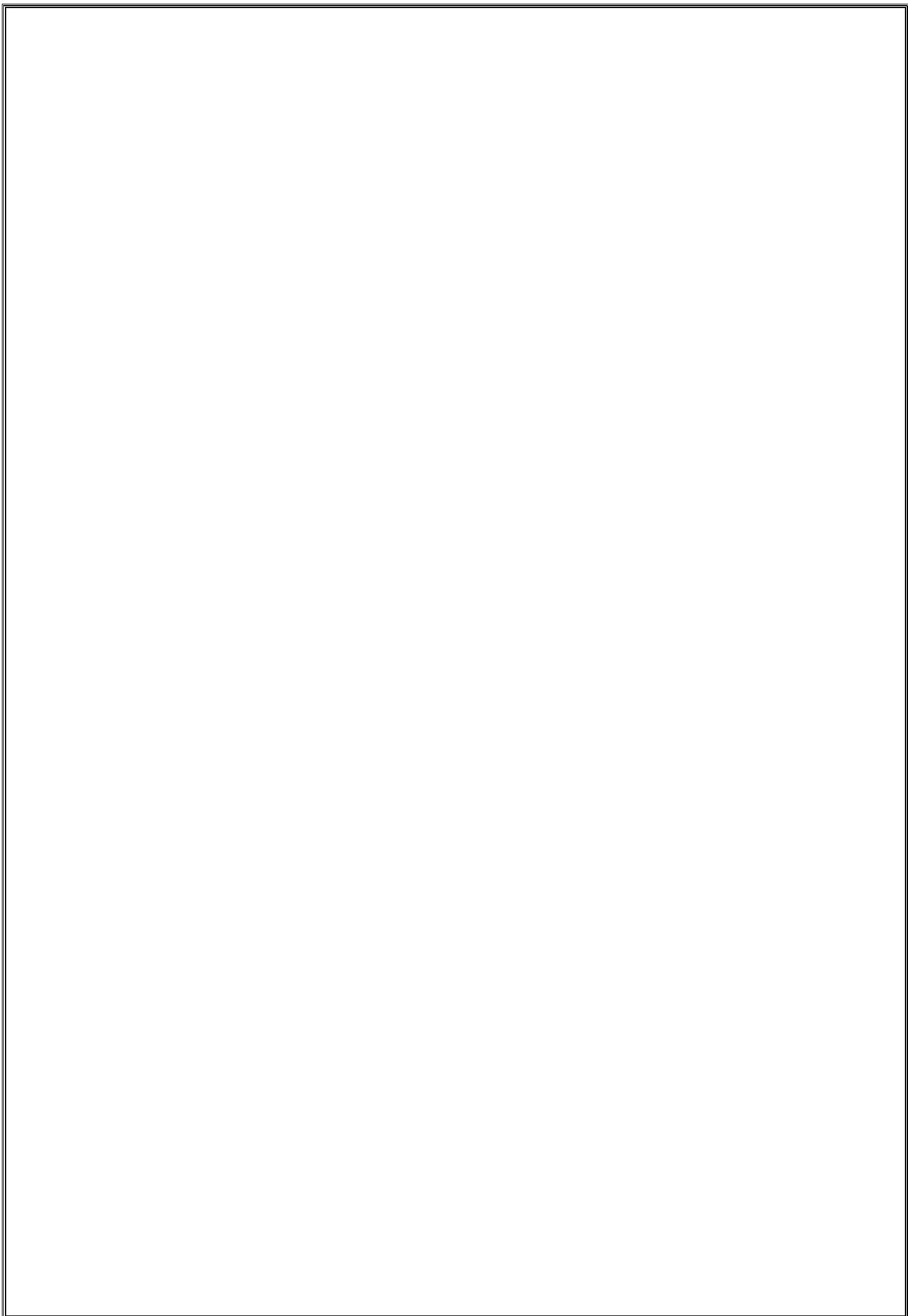
Yes, the Blue Badge is not a licence to park anywhere and no-one should leave a vehicle where it will cause an obstruction. Dropped kerbs are often installed to assist access for pedestrians who have restricted mobility.

How much is the penalty?



Penalties are currently set at £70 and payment within 14 days attracts a 50% discount reducing the sum to £35.

Contact information and logo to be inserted by each individual authority.



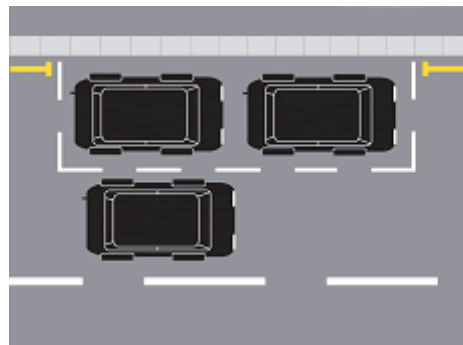
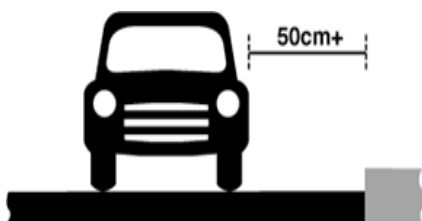


DON'T DOUBLE PARK

You may not realise it but it is actually a contravention to double park (park more than 50cm from the edge of the pavement, kerbline or edge of the road.)

If it considered necessary due to an ongoing problem, on (insert date) the Council will start to issue tickets to vehicles parked more than 50cm from the edge of the kerbline.

What is double parking?



Double Parking applies when a vehicle is parked on any part of the carriageway (road) and no part of the vehicle is within 50cm of the edge of the carriageway (kerbline) unless the vehicle is wholly within a marked parking bay.

How much is the penalty?

Penalties are currently set at £70 and payment within 14 days attracts a 50% discount reducing the sum to £35.

Contact Information and logo to be inserted by each individual authority

Agenda Item No: 8
Report To: Ashford Joint Transportation Board



Date: 14 June 2011

Report Title: **Update report on Highway Improvements at Drovers Roundabout, M20 Junction 9, and a new foot/cycle bridge over the M20**

Report Authors: John Farmer, Kent Highway Services, Capital Major Projects Manager

Summary: **Members are updated on the progress being made on the construction of these major highways schemes that will support the growth of Ashford. Officers will be available to give a verbal update on the details of the programme for completing the schemes and the traffic management impacts.**

Key Decision: NO

Affected Wards: Stour, Godington, Bockhanger, Victoria

Recommendations: **The Board is asked to note the progress being made towards completing these projects.**

Policy Overview: These schemes are consistent with policy CS15 of the adopted Local Development Framework's Core Strategy and the Ashford Transport Strategy.

Financial Implications: M20 Junction 9 and Drovers Roundabout are funded by Regional Infrastructure Fund (RIF) and Growth Area Funding (GAF3).

Risk Assessment Full costed risk assessment have been carried out and maintained for both schemes.

Equalities Impact Assessment No

Exemption Clauses: No

Background Papers: No

Contacts: john.farmer@kent.gov.uk – Tel: 07740 185252
andrew.burton2@kent.gov.uk – Tel: 08458 247 800

Report Title: Update report on Highway Improvements at Drovers Roundabout and M20 Junction 9 / cyclebridge over the M20

Purpose of the Report

1. To advise Members of the progress that has been made with the construction of these two major highway schemes that support Ashford's growth programme.

Issues to be Decided

2. None. This report is for Members' information.

Drovers Roundabout – Traffic Signals

- 3 Since the last meeting of this Board considerable progress has been made on the construction works at Drovers Roundabout although progress has been slightly slower than planned. This was in part intentional - to lessen the impact on peoples' journeys; in part pragmatic - ensuring that the more critical bridge-installation took priority and in part because some scheduled tasks and particularly road resurfacing needed more time to complete than forecast. However, the traffic signals were switched-on two weeks earlier than planned because of safety concerns that had been reported to Kent County Council by several road users and the Police. No further mitigation was realistically possible to address the concerns and the decision was taken to switch-on the signals but this did require drivers adjusting to the new junction operation during the week commencing May 16 rather than risk operating under conventional roundabout control until the quieter half-term week. Although much of the temporary traffic management was removed for the switch-on there was unfortunately very considerable congestion during the first 24-hours and particularly the morning peak period of 17 May. On that initial perception, there resulted some public comment that traffic signals at this roundabout were unnecessary.
- 4 New road layouts and traffic signals invariably cause some disruption and congestion as drivers adapt and it usually takes several weeks for traffic patterns to settle down. The signals are also initially operating on to a fixed time plan and it will be a few weeks before vehicle detectors that continually measure traffic flows and queue lengths to optimise the timing of the traffic signals become operational. Understandably, this led to some frustration at quieter times of the day when many drivers were clearly held on a red light for longer than should be the case.
- 5 Members will be aware that the decision to install traffic signals at this junction was driven primarily by forecasts of traffic growth based on the planned development of Ashford and the infrastructure needs. The junction is a key part of the strategic access to Ashford and the old roundabout was unusual in

the sense of having five dual carriageway legs and being relatively small in size. The physical and development constraints have largely dictated the scheme. Drovers Roundabout was already under pressure and there are already permitted developments that had planning obligations to carry out improvements. Rather than have a series of such incremental improvements over the years, Government accepted the case to provide funding to carry out a comprehensive improvement. Making the changes now has meant that fewer people have been inconvenienced by the works than would have been the case had they been carried out over a number of years as nearby development was being constructed. The investment in Drovers Roundabout, M20 Junction 9 and the new cyclebridge also demonstrates to potential employers that the infrastructure is here to support their businesses, increasing the likelihood of the town's economic success.

- 6 Signal-control is now widely used to remedy traffic problems that frequently affect large roundabouts. At busy times of the day, traffic signals:
- stop traffic queuing to leave the roundabout blocking traffic from entering it or from leaving it at an exit that is free-flowing
 - regulate traffic flows rather than allowing certain movements to dominate under priority control.
 - help traffic join the roundabout that would otherwise have fast-flowing traffic on it
 - enable three or four lanes of traffic to safely and simultaneously join the roundabout
 - help pedestrians cross the road

There are some drawbacks, however:

- at peak times, the traffic movements that previously dominated under conventional roundabout control suffer delays.
- when traffic flows are light, the majority of journeys take longer due to drivers having to stop at red lights.

On balance, the benefits of reducing congestion at busy times of the day and improving facilities for pedestrians and cyclists throughout the day are considered to outweigh the drawbacks described above.

M20 Junction 9 and Foot/Cycle Bridge

7. Since the last meeting of this Board, fabrication and erection of the foot/cycle bridge has proceeded according to programme. This included a very successful 33-hour closure of the M20 over the weekend of 14/15 May. Extensive preparations, widespread advance notice and excellent project management led to a smooth installation of the bridge with relatively minor traffic problems in and around Ashford. The view is that one big closure rather than a series of overnight closures was the right decision.
8. To minimise impact on traffic using the M20, the remaining works to the bridge are generally being carried out at night. With many of these finishing works being very weather dependent, it is not yet possible to provide a precise date for when the bridge will be opened but it is likely to be the end of July/early August.

Landscaping

9. An exceedingly dry April and May has meant that much of the new planting has failed to thrive. Whilst larger plants such as trees are surviving, many smaller shrubs are failing to survive, despite regular watering. As a result, all planting was stopped on 23 April and any plants that do wither will be replaced in November when the landscaping is resumed.
10. It is envisaged that the refurbished 'Drover and Cows' figures will be reinstated on the Drovers junction island at the end of June/early July.

Portfolio Holder and Local Member Views

11. Updates on all Ashford's Future led projects and the Growth Area Funding programme are regularly reviewed at Ashford's Future Company Board and at Ashford's Future Partnership Board meetings.

Spend against Budget

12. Details of spend against budgets on the two schemes is regularly reviewed at Project Steering Groups and any implications on the overall programme for growth area funding programme are regularly reviewed at the Ashford's Future Company and Partnership Boards.

Conclusion

13. The Board is asked to note the good progress made on these essential schemes that support Ashford's growth programme.
14. The Project Manager will be in attendance at the meeting to update members on progress and particularly on the traffic management aspects and to answer questions.

Contact:

Andrew Burton – Major Project Manager (KHS) – Drovers Roundabout and M20J9
andrew.burton2@kent.gov.uk – Tel: 08458 247 800

John Farmer – Capital Major Projects Manager (KHS)
john.farmer@kent.gov.uk - Tel: 07740 185252

Attachments:

None

AGENDA ITEM NO. 9

TO: ASHFORD JOINT TRANSPORTATION BOARD
DATE: 14 JUNE 2011
SUBJECT: Highway Improvement Scheme Update
BY: Traffic Scheme & Member Highway Fund Manager
Classification: Unrestricted

Summary: Update on Integrated Transport Schemes to be implemented this financial year

Decision Required: For information

Introduction

1. On 8 April 2011, Kent County Council's Cabinet Member for Environment, Highways and Waste announced the programme of works that would comprise the Integrated Transport Programme 2011-12 at the KCC Policy Overview and Scrutiny Committee (please see Appendix A).

Discussion

2. Appendix A to this report identifies the Integrated Transport schemes to be implemented in 2011-12.
3. The schemes in Appendix A have been mainly compiled from the 2010-11 schemes list. Members are aware that following the coalition Government's decision to reduce the in-year local authority Integrated Transport budget in June 2010, the County Council had to undertake a review of its capital funding prioritisation. This resulted in a significant reduction in the number of schemes that were programmed for delivery during the last financial year. This reduction was endorsed by KCC Cabinet scrutiny in July 2010.
4. Therefore, the 2011-12 Integrated Transport programme aims to clear some of the backlog of schemes which had previously been assessed, designed and consulted on and formally approved by the Cabinet Member. The schemes that will be delivered in 2011-12 focus on improving road safety, tackling congestion and maximising external funding contributions.

Future bids for funding

5. It is likely that approved schemes from the 2010-11 programme that have not yet been implemented will be given priority when compiling the 2012-13 programme.

6. For this reason, KHS are not investing significant resources in developing new Integrated Transport schemes at present. Only those that can demonstrate a quantifiable injury crash saving or assist in obtaining alternative sources of funding will be progressed. Instead, Members are encouraged to explore the opportunities presented by the Member Highway Fund. It has been agreed that their current Member Highway Fund Allocations will not be carried over in to next financial year and therefore, all current allocations need to be spent by the end of this current financial year and as yet in (DISTRICT) (£) is still to be committed.

Decision Required

7. To note the report.

Contact Officer:
Andy Corcoran
Traffic Schemes & Member Highway Fund Manager

Appendix A

Section of POSC report relating to the Integrated Transport Programme 2011-12

Bryan Sweetland – Cabinet Member Verbal Update Environment, Highways & Waste Policy Overview & Scrutiny Committee - 8 April 2011

PLANNING & ENVIRONMENT

2011/12 Integrated Transport Schemes (scheme list attached for Members information)

- Kent's 2011/12 Integrated Transport scheme capital allocation from Government is **£8.199m** and this is not ring fenced. Once the sums for road maintenance, the Member Highway Fund, A2 slips, Maidstone High Street and forward design costs are taken out, we are left with a total of **£2.4m**.
- **£500k** will be top-sliced and allocated for Casualty Reduction Measures. This programme is derived from the annual crash cluster site reviews and route studies. Safety schemes which save the number of casualties are given top priority.
- **£100k** is needed to fund **reactive Casualty Reduction Measures**. Enabling KHS to react quickly to deliver low cost, easily implemented safety schemes identified throughout the year.
- **£500k** will fund **Intelligent Transport Systems and Traffic Management**.
- The remainder of the programme is a mixture of bus route improvements, Safer Routes to Schools, and funding to match investment by partners in bus and rail. Nearly all are deferred schemes from 2010/11, removed as a result of needing to make in-year savings.
- Many of the schemes within the programme have been developed in consultation with local stakeholders and Members. The schemes will be reported back through the Joint Transportation Boards as part of the ongoing design and consultation process.

Priority	Description	Objective	Comments	£
East 1	Garlinge Primary School - SRTS (Thanet)	Road Safety	Safer route to schools scheme with strong local and member support	111,000
East 2	Thanet QBPs - Stagecoach Loop/ Eastonways (Thanet to Margate)	Congestion / Access	Clearways, poles/flags, timetable cases and raised boarders at principal stops on the Stagecoach <i>Thanet Loop</i> and to support Eastonways 39 & 56 <i>County Links</i> liveried buses	50,000
East 3	Shepway/ Dover QBPs - Routes 101/102 (Folkestone to Dover)	Congestion / Access	Clearways, poles/flags, timetable cases and raised boarders at principal stops on 101/102 routes. Match funded with Stagecoach providing new buses and higher frequency services.	50,000
East 5	Swale QBP - Multi Operator Routes	Accessing Services	Plans are being developed to pilot a community focused demand responsive bus network for Swale. This infrastructure fund will match a bid for revenue support to Government this April. The launch of a Swale QBP is supported by Swale Members.	50,000
East 6	Shepway QBP - Routes 101/102 (Hythe to Lydd)	Congestion / Access	Clearways, poles/flags, timetable cases and raised boarders at principal stops on 101/102 routes. Match funded with Stagecoach providing new buses and higher frequency services.	50,000
East 7	Dover QBP - Dover Town Routes	Congestion / Access	Clearways, poles/flags, timetable cases and raised boarders at principal stops on 101/102 routes. Match funded with Stagecoach providing new buses.	50,000
East Kent Total				361,000

Mid 1	Sustainable Transport Measures - West Malling to Leybourne (Tonbridge & Malling)	Congestion / Access	To fund scheme design as part of Section 106 contributions package	50,000
Mid 2	Medway Valley Line Station accesses (Maidstone)	Congestion / Access	Match funding - Community Rail Partnership with Southeastern	50,000
Mid Kent Total				100,000

Priority	Description	Objective	Comments	£
West 1	Pembury Hospital bus route improvements (Tunbridge Wells)	Congestion / Access	Match funding S106 for Pembury Hospital. Bus and bus stop infrastructure	250,000
West 2	Cycle Infrastructure Improvements (Gravesham, Pelham)	Tackling congestion	Minor infrastructure and links at Lion Roundabout to NW Kent Colledge	5,000
West 3	Network Improvements London Road Swanley (Phase 2 - Birchwood) (Sevenoaks)	Improving air quality	Network improvement scheme to tackle congestion and improve air quality	40,000
West 4	St John's Road bus & cycle route (Campus Link) (Tunbridge Wells)	Tackling congestion	S106 Match funding and part of Tunbridge Wells Quality Bus Partnership	85,000
West 5	Northfleet - Ebbsfleet Station (Gravesham, Woodlands)	Congestion / Road Safety	Improved pedestrian/ cycle routes between stations. Links to 2012 Olympics	40,000
West 6	Coldharbour Road, Northfleet (Gravesham)	Congestion / Access	Traffic island/footway to bus stops. Improved access to an OAP home. Tackles crash problems	46,000
West 7	Sevenoaks Station Multimodal Interchange	Congestion / Access	Match funding for National Station Improvement Programme. Scheme will provide a bus/rail interchange and improved pedestrian/ cycle links.	200,000
			West Kent Total	666,000

CW1	Bus Stop Infrastructure Improvements	Access	Reactive bus stop maintenance and minor improvement programme	68,000
CW2	Smart card ticket machines	Tackling Congestion	The remaining contribution to Stagecoach to GPS enable their ticket machines. Links to congestion monitoring and passenger info systems.	55,000
			Countywide Total	123,000

Summary:	Total for Schemes	1,250,000
	Casualty Reduction Measures (top-slice)	500,000
	Intelligent Transport Systems/ Traffic Management	500,000
	Reactive Casualty Reduction Measures	100,000
	Equalities Act - dropped kerb pedestrian crossings	50,000
	Staffing/OH/CO's	500,000
	Grand Total	2,900,000

ASHFORD JOINT TRANSPORTATION BOARD 14 JUNE 2011

Subject: Highway Works Programme 2011/12

Director/Head of Service: Director of Kent Highway Services

Decision Issues: **These matters are within the authority of the Board**

Decision: Non-key

Ward/Division: **All**

Summary: *This report updates Members on the identified schemes approved for construction in 2011/12*

To Recommend: **This report is for Members' information.**

Classification: THIS REPORT IS OPEN TO THE PUBLIC

Introduction

1. This report is an update on that made to previous meetings of the Board and summarises the identified schemes that have been programmed for construction by Kent Highway Services in 2011/12.

Road Surface Treatments

Thin surfacing - see Appendix A1
Microsurfacing – see Appendix A2

Highway Maintenance Schemes

Carriageway Schemes – see Appendix B1
Footway Schemes - see Appendix B2
Street Lighting Schemes - see Appendix B3

Local Transport Plan Budget 2011/12

Local Transport Plan Funded Schemes - see Appendix C1
Public Rights of Way (LTP Funded) – see Appendix C2
Developer Funded Schemes (Delivered by KHS) - see Appendix C3

Other Works

Bridge Works - see Appendix D1
Borough Council Funded Schemes - see Appendix D2
County Member Funded Works - see Appendix D3
Uncommitted Member Highway Fund Allocation – Appendix D4
Drainage – see Appendix D5
Major Capital Projects - see Appendix D6

3. This report is for Members' information.

Conclusion

4. This report is for Members' information.

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Appendices A to D – Progress Reports

APPENDIX A – ROAD SURFACE TREATMENTS

APPENDIX A1 – THIN SURFACING: 15 – 24mm depth

Location	Parish	Budget	Status

APPENDIX A2 – GRIPFIBRE: 5-15mm Overlay

Location	Parish	Budget	Status
Church Lane	Shadoxhurst	93,702	Completed April 2011
Crown Hill/Wye Road	Wye/ Hastingleigh	119,179	Completed April 2011
Iden Lane	Egerton	15,859	Completed April 2011
Maytham Road	Rolvenden	69,326	Completed April 2011
Plurenden Road	Woodchurch	36,432	Completed April 2011

APPENDIX A3 – SURFACE DRESSING: 6-10mm Overlay

Location	Parish	Budget	Status
Bilsington Road	Bilsington	34,238.00	Completed May 2011
Cage Lane	Smarden	5,856.00	Completed May 2011
Maidstone Road	Westwell	18,617.70	Completed May 2011
Maidstone Road	Westwell	44,612.00	Completed May 2011
Rolvenden Road/Rolvenden Hill	Tenterden	15,147.50	Completed May 2011

APPENDIX B – HIGHWAY MAINTENANCE SCHEMES

APPENDIX B1 – CARRIAGEWAY SCHEMES

Location	Description	Parish	Budget	Status
None				

APPENDIX B2 – FOOTWAY SCHEMES

Location	Description	Parish	Budget	Status
A20 Hythe Road	Smeeth X Roads to Bob Fisher Garage	Smeeth	£224,960	Deferred
A20 Hythe Road	Bockham Lane to Ridgeway	Mersham	£72,000	On site
Flood Street		Mersham	£24,000	Deferred until new financial year
Church Road	Railway Bridge – Blind Lane	Mersham	£30,000	2/3 July 2011
A20 Maidstone Road, Charing	Charing Village to Crematorium	Charing	£135,000	To be programmed in Design Stage

APPENDIX B3 – STREET LIGHTING SCHEMES

Inventory data collection has been completed and is being used to produce a programme of structural testing, following which replacement schemes will be identified. It is anticipated that these will be available at the next meeting.

APPENDIX C – TRANSPORTATION, PROW & SAFETY SCHEMES

APPENDIX C1 – LOCAL TRANSPORT PLAN FUNDED SCHEMES

Location	Description	Budget	Status
Henley Fields, Tenterden	Cycle track along the disused railway line	£80,000	Works halted when Great Crested Newts discovered on site. Now deferred – Awaiting an ecological survey to be undertaken
Ashford District	Bus Stop Improvements	£100,000	Scheme deferred

APPENDIX C2 – PUBLIC RIGHTS OF WAY (LTP Funded)

Location	Description	Budget (£)	Status

APPENDIX C3 – DEVELOPER FUNDED SCHEMES (Section 278/106 Works)

Location	Description	Status
Stanhope, Ashford	Regeneration scheme / New road layout	Works continuing on new sites
Trinity Road, Ashford	New road layout	In maintenance
A20 Roundabout	Toucan	In maintenance
Templar Way	New signalised access	Remedial work in progress
Latitude Walk, Ashford	Environmental improvements – East Street	In maintenance
Park Farm/ Finn Farm Road	Signals/traffic calming	In maintenance
Tesco site – Park Farm	New Puffin Crossing – cycle way	Puffin Crossing in Design Stage – Cycleway constructed
A2070 j/w The Boulevard	Left turn slip	In design stage – Works currently postponed by Developer until 2012
John Wallace Academy (Christchurch School) to Park Farm	Completion of missing link of cycleway	Scheme being progressed: Landowner has agreed to sale of necessary land to KHS and contract being drawn up to this effect.

APPENDIX D – OTHER WORKS

APPENDIX D1 – BRIDGE WORKS

Location	Description	Status
Romden Road, Smarden	140 – Bridge reconstruction	Completed
A28 Canterbury Road, Kennington	285 Mill Pond – Culvert reconstruction	Scheme reviewed – Not required
A28 Canterbury Road, Godmersham	33 Godmersham Bridge – bridge strengthening	July 2011
A20 Ashford Road, Charing over Railway	850 Westwell Leacon Bridge – Structural safety work	TBC – Rail Possession awaited

APPENDIX D2 – DISTRICT COUNCIL FUNDED SCHEMES

Location	Description	Status
Not known at moment		

APPENDIX D3 – COUNTY MEMBER HIGHWAY FUND WORKS

Member & Ward	Description	Budget	Status
Mike Angell – Ashford Rural South	Installation of white timber post with speed terminal and village name signs and red surfacing to be laid on carriageway to create village gateway feature. Magpie Hall Road, Stubbs Cross	£9,350	Awaiting programme date
Mike Angell – Ashford Rural South	Install 2 new bus shelters with associated line marking and appropriate hardstanding. Bluebell Road and Ashford Road, Kingsnorth	£16,500	Programmed for late May 2011
Elizabeth Tweed – Ashford Central	Amendment of lining to create greater clearance in front of properties and installation of signs to warn there is no footway Chart Road, Ashford	£1,003	Previously reported completed however, lining needs amending, Signing is in place
Jim Wedgbury – Ashford South	Realign kerblines to leave 6.0m carriageway and provide additional advance SLOW markings and signage. Tithe Barn Lane, Ashford	£10,780	Work completed
Richard King – Ashford Rural West	Introduce double yellow lines to replace single yellow lines and introduce zigzag markings outside the school. The Street, Smarden	£4290	Awaiting results of TRO consultation.
George Koowaree –	Installation of 16 dropped	£9768	Work completed

Ashford East	kerbs Orion Way, Ashford		
George Koowaree – Ashford East	Construction of a 30m footway and installation of a pair of dropped kerbs Hampden Road, Ashford	£4614	Work completed
George Koowaree – Ashford East	Installation of a pair of dropped kerbs Stirling Road, Ashford	£1441	Work completed
George Koowaree – Ashford East	Install Glasdon Stanford seat on a concrete slab in verge. Hythe Road, Ashford	£2145	Programmed for late May 2011
George Koowaree – Ashford East	To provide a replacement bus shelter Hunter Road, Ashford	£7255	Work completed
Michael Hill – Tenterden	To implement zig zag line markings outside the primary school. Hastings Road, Rolvenden	£2349	Awaiting results of TRO consultation.
Mike Angell – Ashford Rural South	Relocate existing hedge line on South West corner of the junction back approximately 1.5m. Hamstreet Road, Shadoxhurst	£2288	Work completed
George Koowaree – Ashford East	Provision of handrail to assist pedestrian access Bentley Road, Ashford	£1065	Awaiting programme date
Mike Hill – Tenterden	Extend existing 30mph limit through built up area of St Michaels (in a northerly direction), past the recreation ground and Primary School, up to a point outside a house called “Churchfields” as per the speed limit review. Ashford Road, St Michaels, Tenterden	£9598	Awaiting results of TRO consultation.
Mike Hill – Tenterden	Extend existing 30mph limit through built up area past the recreation ground to the junction with Hawthorn as recommended in the speed limit review. B2080 Appledore	£6857	Awaiting results of TRO consultation.
Mike Hill – Tenterden	To provide a contribution to the maintenance and repair works to the Bethersden Marble footpath. High Street, Biddenden	£15,300	Awaiting programme date
Richard King – Ashford Rural West	Extend 30mph speed limit with Traffic Regulation Order. Install relevant signing,	£35,426	TRO to be advertised before work can be programmed.

	30mph roundels on carriageway and red patches at each terminal point. Install two dropped crossing points. Ashford Road, Bethersden		
Andrew Wickham – Ashford Rural East	Install village gateways at all 5 entrances to the village Wye	£29,500	Awaiting programme date
Elizabeth Tweed – Ashford Central	Install pedestrian warning signs. Canterbury Road, Kennington	£1038	Awaiting programme date
Richard King – Ashford Rural West	Provide 2 salt bins each with 3 refills The Street, Little Chart and The Street, Hothfield	£1191.06	

APPENDIX D4 – UNCOMMITTED MEMBER HIGHWAY FUND ALLOCATION

Ashford		Uncommitted £	
Mike Angell	Ashford Rural South	41,862	2 applications being progressed
Mike Hill	Tenterden	35,271	2 applications being progressed
Richard King	Ashford Rural West	19,593	5 applications being progressed 1 Proposal with Member for £2000
George Koowaree	Ashford East	47,712	5 applications being progressed
Elizabeth Tweed	Ashford Central	56,053	4 applications being progressed
Jim Wedgbury	Ashford South	55,199	1 application being progressed 1 proposal with Member for £3520
Andrew Wickham	Ashford Rural East	25,668	
	TOTAL	281,358	

APPENDIX D5 – DRAINAGE MAINTENANCE WORKS

Gully Cleansing Schedule:

We now have 12 machines working throughout Kent on a roughly District-based schedule of routes to complete gully cleansing on a roughly 2 year cycle. Whilst cleansing, the operatives are gathering asset data on the gullies to determine how full they are. This will then be fed into an optimisation programme to determine the most effective return period for that road – gullies that do not fill up very often will be visited less frequently, and conversely those that are always full will be visited more often.

To deal with one-off gullies, we have 2 small “van packs” which are portable machines that can visit the more difficult sites to ensure they are cleansed. The schedules are being looked at to be able to publish these on a monthly basis to show where we will be visiting on a Parish basis. This is being developed at present and should be available on www.kent.gov.uk from June 2011.

Civils Works:

Scheme and repair works to the surface water drainage system are generated from calls from the public, parishes, district council, etc, and from our own routine gully cleansing. Where works are straight forward, we aim to carry these out within 28 days, but a great

many of these require further investigation from surveys, CCTV and excavations to determine causes of flooding. Where we have to talk to other bodies, such as the Environment Agency, Southern Water, etc, these schemes may take much longer.

All works are prioritised to enable critical works to take precedence and range from those areas that are safety critical (e.g. high speed roads) to problems where flooding is a nuisance. On average, we complete a range of about 1500 of these each year.

APPENDIX D6 – MAJOR CAPITAL PROJECTS

Location	Description	Budget	Status
<p>Victoria Way Phase 1 (link between Victoria Road and Leacon Road)</p>	<p>To support the growth agenda for Ashford and in particular to support the southwards development and expansion of the town centre.</p>	<p>£16.5m</p>	<p>Funded by Community Infrastructure Fund (CIF) provided by Homes & Community Agency (HCA). Contract awarded to Volker Fitzpatrick and construction started June 2010. Difficulties with utilities largely resolved and good progress now being made. Core roadworks planned to be completed in June with John Wallis Square public realm and residual side road works planned completion in October. Utilities and winter weather are primary causes of delay although contract programme with late start was always tight. HCA has agreed to restructure funding to cover expenditure beyond 31 March.</p>

<p>Droivers roundabout to M20 Junction 9 Improvements</p>	<p>Junction improvements and signalisation and pedestrian & cycle footbridge over the M20. To support the growth agenda and in particular to provide a comprehensive improvement of this key access route on the west side of the town.</p>	<p>£17.6m</p>	<p>Droivers Roundabout and M20J9 are formally two separate projects. Funded by Regional Infrastructure Fund (RIF) funding provided by DfT and managed by SEEDA with Growth Area Funding (GAF) to cover extra-over costs of M20 feature bridge. Contract awarded to BAMNuttal and construction started in June 2010. Roadworks will be substantially completed in June. Bridge erection planned for early May with full scheme completion in June. Winter weather, complex bridge design and inability to close M20 during April are primary causes of delay although contract programme with late start was always tight. DfT has agreed to restructure funding between Rovers Roundabout and M20J9 to reflect actual costs and cover for RIF expenditure beyond 31 March 2011.</p>
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By: Director of Kent Highway Services

To: **Ashford Joint Transportation Board**

Subject: **Results from the Highway Tracker Survey 2010**

Classification: Unrestricted

Summary: Inform Joint Transportation Boards of the key results of the 2010 Resident, County Member, District Member and Parish/Town Council Highway Tracker Survey. The full survey report is over 100 pages long and available on the KCC website

Introduction

1. Satisfaction surveys, to gauge perception of the highway service have been carried out since 1987. The 2010 survey was carried out between November 2010 and January 2011 (fieldwork was affected by the severe winter weather) and sought views from residents, County Members, Parish/Town Councils and District Members.
2. The survey is conducted by an independent market research company called BMG and a summary of the results are presented in this report. This information will be used by the Director and Senior Management team to identify actions to help improve service delivery.
3. A total of 1,207 face to face interviews were carried out on a representative sample of Kent residents with approximately 100 interviews in each of the twelve Districts, reflecting the age, gender and economic status. This sample size gives a +/- 2.8% accuracy for results at a County level and +/- 10% accuracy at a District level.
4. In addition to residents views the same survey questions were asked of all County and District Members and Parish/Town Councils. A total of 41 County Members responded (a response rate of 49%), 190 District Members replied (a response rate of 33%) whilst for Parish/Town Councils a total of 134 completed the survey (a response rate of 44%)
5. The questionnaire comprised around 25 questions, ranging from satisfaction with the condition of roads, pavements, streetlights and local bus and train service through to views on congestion and safety cameras.
6. Results are reported by 'Net-Satisfaction'. This is a figure calculated by subtracting the % of people who are dis-satisfied with the service from the % who are satisfied. This gives a truer picture of the service and a balance between those happy, those un-happy and those who are not sure.

The 2010 survey results

7. The independent market research company BMG identified three key findings;
 - a) Residents are less satisfied with the condition of roads than last year (Figure 1), particularly country lanes (Figure 2). The accumulative effects of successive poor winters have hit road perceptions but this is the same across the national arena. Satisfaction with streetlighting has improved and pavements show a slight drop but the clear priority for residents is road maintenance. Views of County Members and Parish/Town Councils are generally continuing to improve, and this is now matched with improvement amongst District Members.
 - b) There is a need to engage, inform and liaise with the community more. For example the work of the Customer Liaison Teams over the last two years as the contact point for County Members and Parishes has helped increase year on year satisfaction with the highway service. Although there is still much to be done, better information, easier reporting of faults and delivering services when promised is the key to improve satisfaction.
 - c) Public transport (mainly serving unprofitable rural routes, the punctuality of service, and the cost) is an increasing concern, and negatively impacts on any attempts to address congestion. The recent rerouting of some train services in the past 12 months has detrimentally affected journey times to London from certain parts of the county. Whilst public transport is in the hands of the private sector, KCC does have a planning role, and the provision of more extensive, integrated, public transport services (including park & ride) does seem necessary.
8. Some examples of the results included in the full report are set out in Appendix 1. Figures 1 to 4 set out resident satisfaction results with roads, pavements and streetlights. Figures 5 -7 show the results from District Members.

Further Information

9. The tracker survey report is very large and contains much more detailed information along with an executive summary of the issues identified from the results by BMG. A full copy of the report will be available on the KCC website.

Background Documents: None

Other Useful Information: None.

Author Contact Details

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Results from the Highway Tracker Survey 2009

Figure 1 -Residents - Satisfaction with the condition of roads in the local area – year-on-year comparison

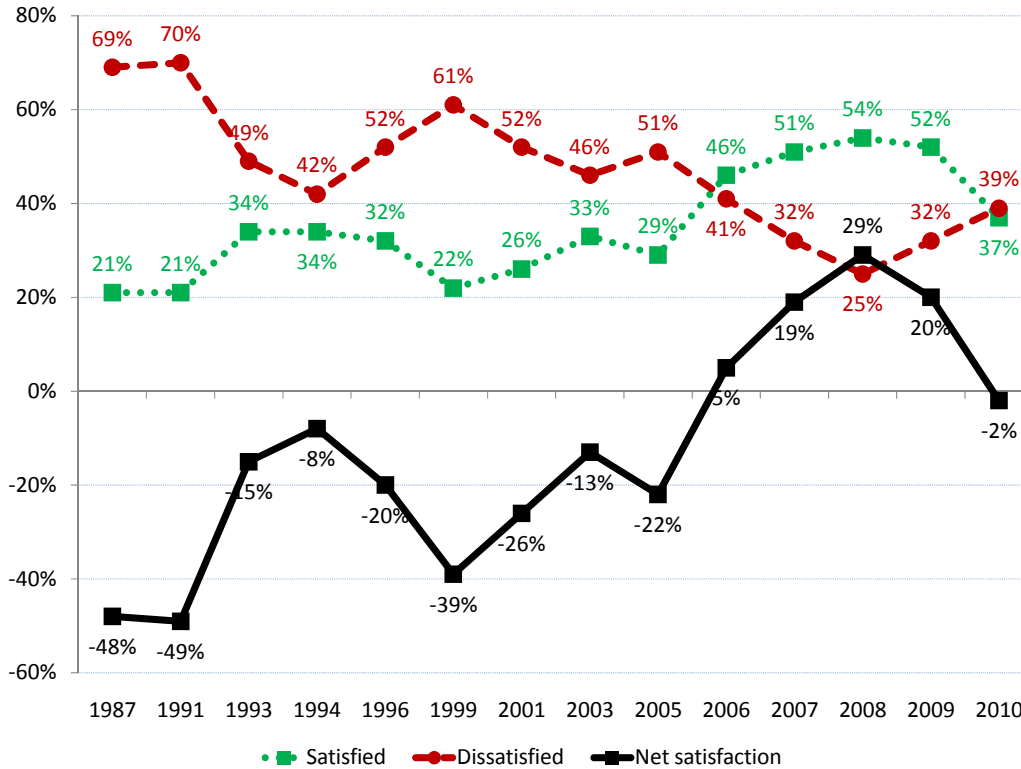


Figure 2 –Residents - Satisfaction with specific types of road in the local area, year-on-year comparison (showing biggest fall in Country lanes)

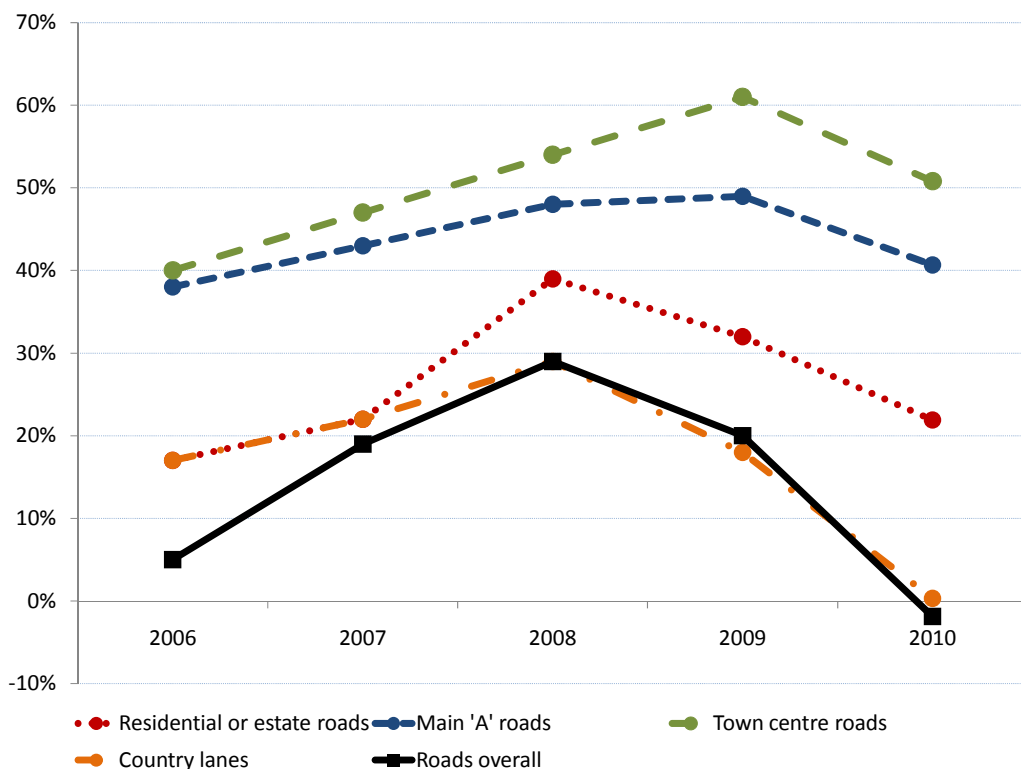


Figure 3 - Residents - Satisfaction with the condition of pavements in the local area – year-on-year comparison

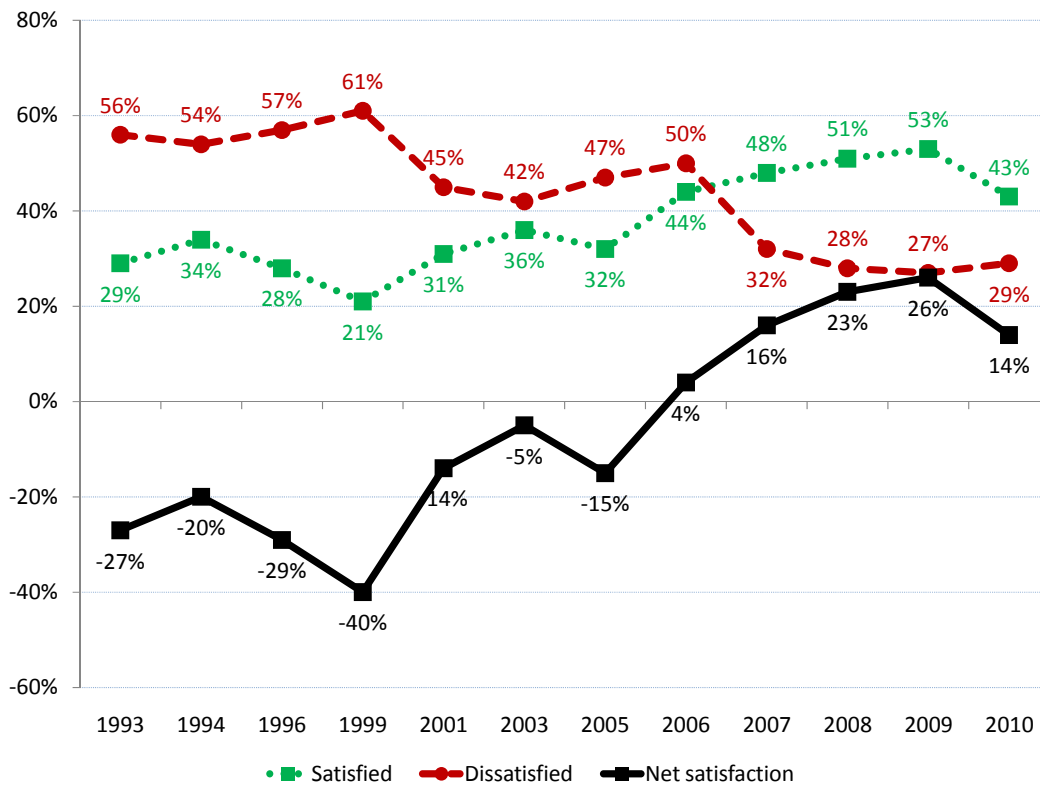


Figure 4 - Residents - overall satisfaction with the condition of street lighting in the local area – year-on-year comparison

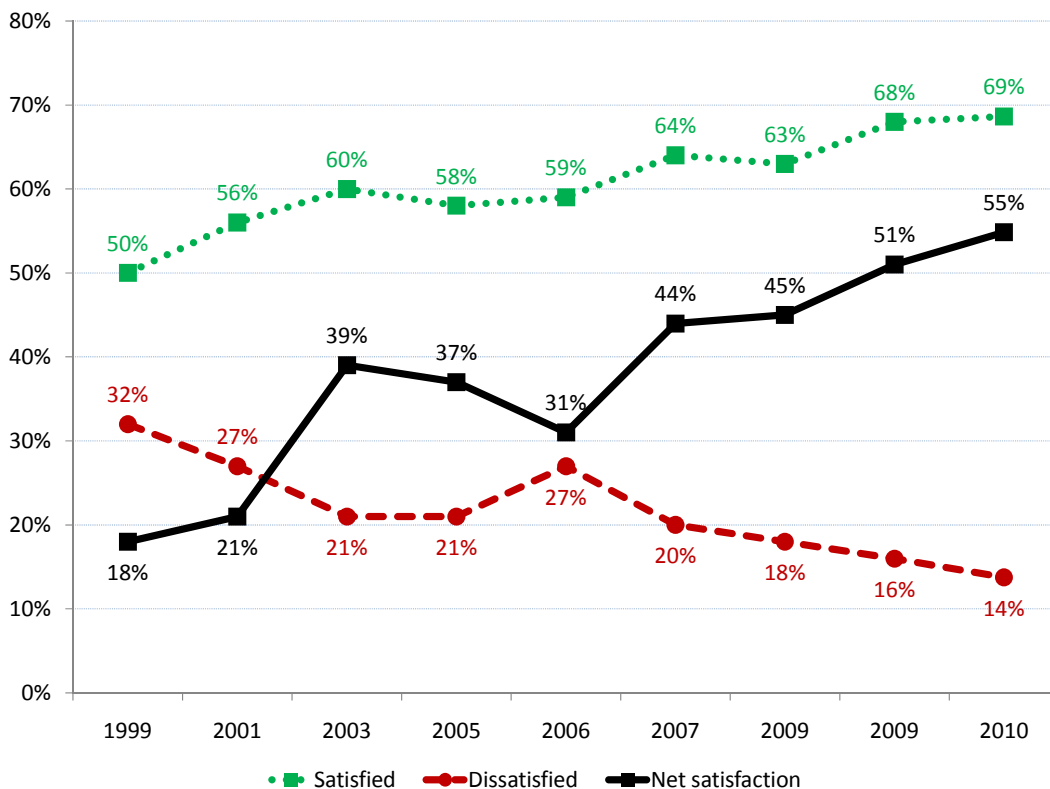
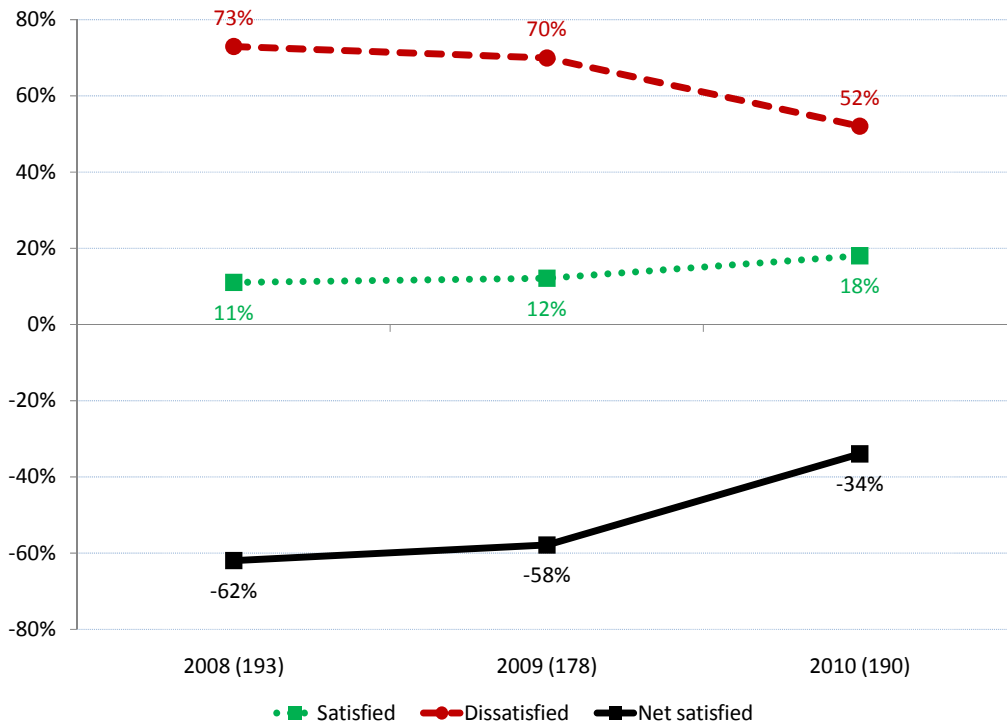
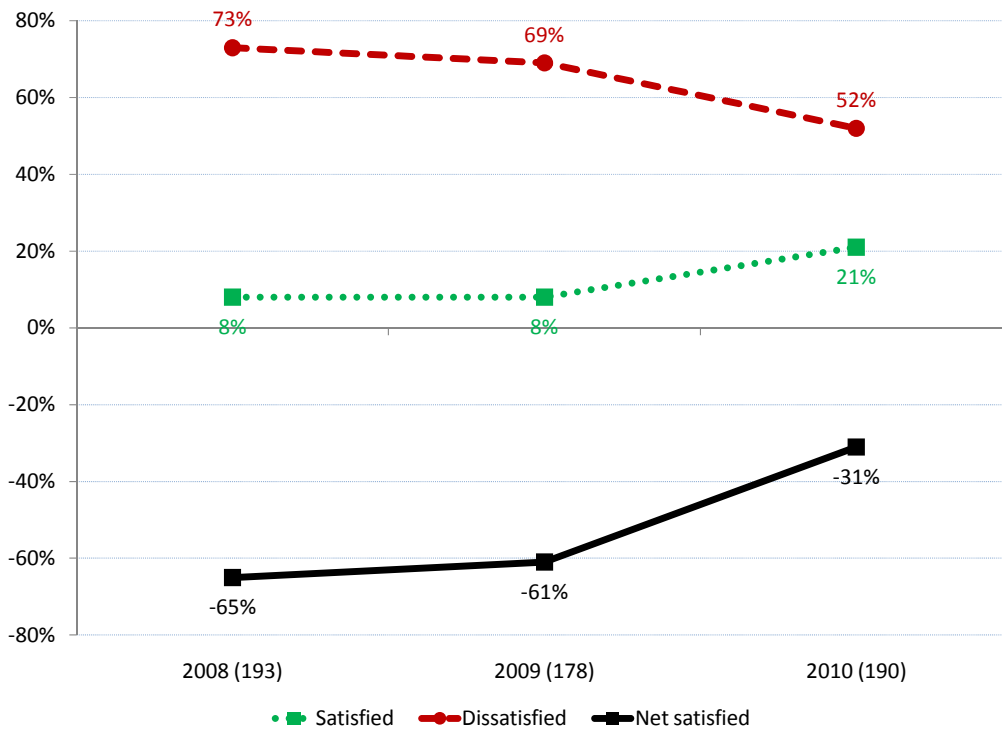


Figure 5 – District Members - overall satisfaction with the condition of roads in the local area – year-on-year comparison



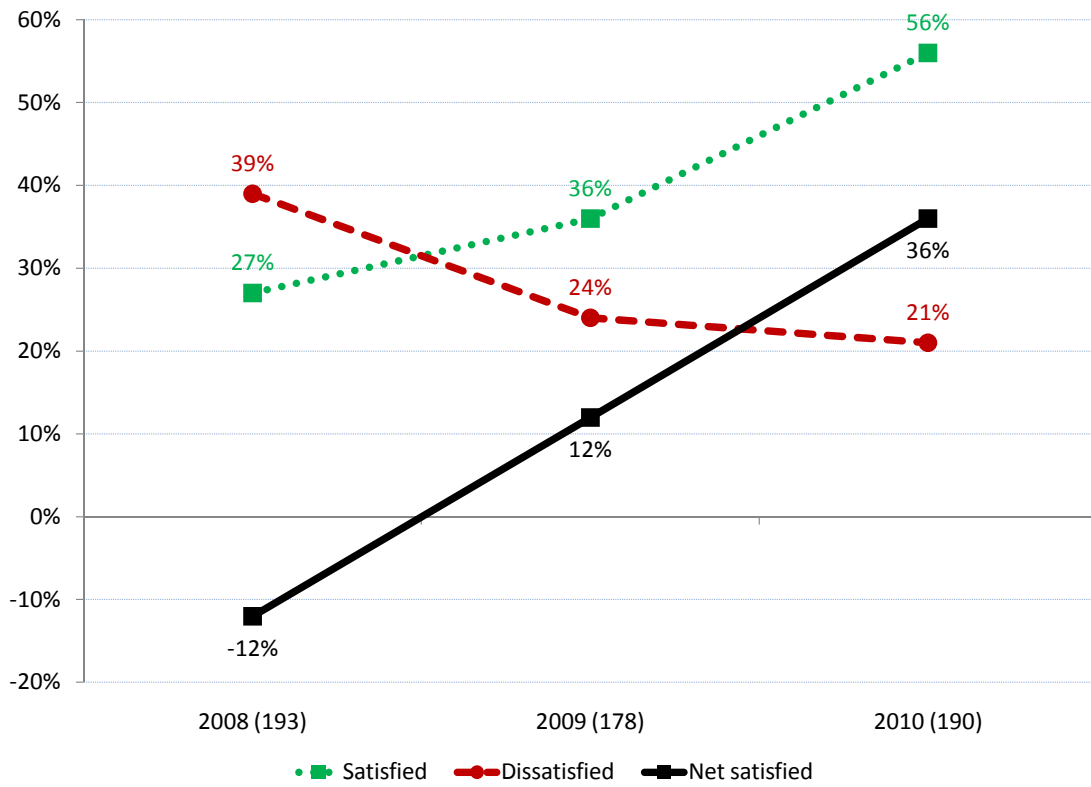
Figures in parentheses denote unweighted sample bases

Figure 6 – District Members - overall satisfaction with the condition of pavements in the local area – year-on-year comparison



Figures in parentheses denote unweighted sample bases

Figure 7 – District Members - overall satisfaction with the condition of streetlights in the local area – year-on-year comparison



Figures in parentheses denote unweighted sample bases