

Xchange Question	HCC Response
1 Concerns raised by residents on the East side of town, who will still need to use the existing A325 to travel around and in & out of town even after the relief road opens, that the traffic calming measures along the existing A325 will slow their journey times.	The proposed improvements are currently going through an optioneering exercise and will be subject to a public consultation event in the summer. A key principle is to maintain access in and around the town for existing residents and there is no intention at the present time to introduce vertical (speed humps) along the existing A325. However, other speed reducing features such as new pedestrian refuges are being reviewed to improve access for pedestrians and cyclists across the road. An increased presence of pedestrians and cyclists may help to encourage drivers to travel at more appropriate speeds through the town, and decrease the 50% of motorists travelling over the 30 mph speed limit.
2 Queries raised regarding the impact of the A325 works on surrounding roads and villages which could be used as rat runs. Will TROs or other methods be used to avoid this?	To assess the impact of Whitehill & Bordon traffic on the surrounding area we are adopting a two fold approach to traffic management to ensure that traffic travels on the most appropriate roads for its journey purpose; <ul style="list-style-type: none"> <li>• to improve the junctions on the main roads (where we know there are capacity issues) to ensure that traffic has less incentive to divert onto inappropriate routes;</li> <li>• to monitor traffic levels at selected locations around Whitehill &amp; Bordon over time. If new impacts are detected and can be linked to Whitehill &amp; Bordon, the data we have gathered will allow us to consider next steps where appropriate.</li> </ul>
3 Safety concerns raised regarding the new traffic calming measures along Station Road. The bollards installed on the brow of the hill do not allow vehicles to see oncoming traffic and there is no signage.	The decision has been made, jointly with the developer who implemented the scheme, to remove the scheme in its entirety. The removal is on-going. While attempts have been made to modify the scheme since its original construction, it is clear that it has not worked as intended 'on the ground'. The scheme did go through a full 'safety audit' process but we have been equally conscious of the inconvenience and safety concerns around the scheme. <p>The scheme was introduced to meet a planning requirement relating to the new houses on Station Road. Recognising the problems, the County Council and the developer have cooperated closely to secure the safe removal of the scheme. The safety of road users remains the absolute priority of the Authority and a clear process has been undertaken to ensure that returning to the previous arrangement remains a safe option. Speed surveys will be undertaken to ensure that the situation remains safe into the future and as changes are made to the wider network.</p>
4 Safety concerns raised regarding issues with drainage on the footpaths adjacent to the skate park which are resulting in an unsafe pedestrian route from Louisburg houses to Budds Lane.	The local engineer is in discussion with WBRC/WTC and we will update you on this once we have a full understanding of the problem. If there are any more specific location details or photographs that can be provided, this would be very helpful.
5 Queries raised regarding an out of hours number to call when roadwork lights fail. Two reports have been received of the roadwork lights opposite Quebec Park failing and the emergency number provided being unanswered.	Contractors should have yellow signing in place with out of hours contact number. Failing that Hantsdirect on 0300 555 1388 (8.30am to 5pm). Alternatively the Police can be called on 101 outside of Hantsdirect Hours. <a href="https://www.hants.gov.uk/transport/roadmaintenance/roadproblems">https://www.hants.gov.uk/transport/roadmaintenance/roadproblems</a> It is also possible to email or use Facebook (Hampshire County Council) / Twitter (@HantsHighways) to get in touch
6 Questions raised regarding the timing of roadworks, as the concurrent roadworks on the A325 opposite Quebec Park and on Budds Lane are impacting access to Bordon Infant & Junior Schools in particular by pedestrians due to road crossing safety concerns. This has resulted in questions from residents about a joined up approach to the timing of road works.	Each developer has to submit and adhere to a Construction Management Plan as a condition of their planning application. There are restrictions in place with regard to the routes construction vehicles are permitted to take and the hours of operation. As part of the Construction Management Plans HGVs should not be travelling along Budds Lane at School drop off and pick up times.
7 Questions raised regarding the future provision of public transport in the town. Residents are requesting improved, more reliable and affordable public transport.	The Town Bus service has recently been re-tendered, and now provides a more frequent service into and around the town. As the development progresses there will be further improvements to local public transport services. This will include services within the town, and improved connections to rail services. We are investigating the suitability of an 'on-demand' service. The intention is that this service will be frequent, accessible and affordable.
8 Queries raised regarding the provision of public transport to the new town centre for those with limited mobility who can not walk or cycle.	The Town Bus service has recently been re-tendered, and now provides a more frequent service into and around the town. As the development progresses there will be further improvements to local public transport services. This will include services within the town, and improved connections to rail services. We are investigating the suitability of an 'on-demand' service. The intention is that this service will be frequent, accessible and affordable.
9 Concern raised that the relief road will not serve its purpose of diverting HGVs away from the existing A325 and that the new road is not wide enough for two HGVs to pass one another.	The relief road is to be constructed 7.3 metres wide which is standard for a road of this type. This is sufficient for two HGVs to pass each other where a running lane of 3.25 metres is required for a HGV. There will however, still be a need for HGVs to travel into Whitehill & Bordon along the existing A325, to service the Woolmer Trading Estate, Tesco and the new town centre.
10 Request from residents to receive timely updates on upcoming road works.	Residents are able to access the <a href="http://www.roadworks.org">www.roadworks.org</a> website which provides details of all forthcoming road works as they are arranged with our Road Space Booking Co-ordinator. <p>As part of the Communications Strategy we shall be investigating ways to improve how we can publicise this information to ensure that drivers are adequately informed and can plan their journeys appropriately. We will work closely with Xchange, District and Town Councils.</p>