

Totnes Experimental Traffic Order

Report of the Head of Highways, Capital Development and Waste

Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.

Recommendation: It is recommended that the Committee:

- (a) **Note the latest observations on the Experimental Traffic Order.**
- (b) **Support in principle the work undertaken to explore a shared space scheme.**
- (c) **As agreed at the previous HATOC, consider a further report on the Experimental Traffic Order at its meeting on 29 November 2013, for final decision.**

1. Summary

At its meeting on 12 July 2013 the HATOC resolved:

- (a) that the observations on the Experimental Traffic Order be noted and that the experiment should continue for the Summer and Autumn period with minor amendments;
- (b) that further detailed investigations be made into a shared surface solution;
- (c) that a report on the Experimental Traffic Order scheme and the investigations regarding the use of shared surfaces be considered by the Committee at its meeting on 29 November 2013.

Following the HATOC it was also agreed that a Special Meeting of the South Hams HATOC will be held on Tuesday 24 September 2013 at 9.30am at Follaton House, Totnes at which a report covering the investigations regarding the use of shared surfaces will be considered.

This report updates previous reports and summarises results of further consultation, representations received and investigation undertaken since the July 2013 HATOC.

Given the available data, the experiment continues to achieve its objectives in relation to reducing personal injury accidents (none reported since the introduction of the ETO) and the provision of a more pedestrian friendly environment in the High Street and Fore Street. Based on both on and off street parking data the ETO has not reduced overall parking in Totnes.

2. Background/Introduction

As detailed in the minutes of the HATOC of 12 July 2013 the experiment was introduced following public consultation primarily to address a pattern of injuries to pedestrians in collision with motorised vehicles which have occurred on Fore Street and High Street.

The scheme was introduced as a method of reducing the amount of traffic using the town centre illegally as a short cut and thereby reducing the likelihood of injury collisions to pedestrians in conflict with motorised vehicles which was a problem at that time.

The Experimental Traffic Order (ETO) scheme was introduced officially on 22 March 2013 to coincide with the re-opening of the road upon completion of gas main renewal works by Wales and West Utilities.

The purpose of the ETO is to reduce the risk of pedestrian and vehicle conflicts by preventing the use of Fore Street and High Street as a short cut for through traffic. Reversal of flow on Station Road and lower Fore Street achieves this objective without restricting access to the town centre to the extent of full or partial pedestrianisation. A plan showing the Experiment can be seen in Appendix I.

It should be noted that the Police supported the ETO scheme when it was considered in November 2012.

3. Progress April to August 2013

Casualty Data

At the time of writing, no reports have been received from the police of injury collisions on Fore Street or High Street or Station Road since the introduction of the ETO in March 2013. This demonstrates that to date, the ETO, continues to deliver the objectives of the HATOC at its meeting in November 2012.

Car Parking Data – On-Street

An initial analysis of the number of on street tickets purchased in Fore Street and High Street in April and May showed a fall of 2,287 compared to the same period in the previous year. However, the most recent figures available showing data between June and August 2012 reveal a substantial increase in the number of on-street ticket sales in 2013 compared with the same period in 2012. Over the 3 month period, data collected indicates that an additional 3,135 tickets were sold, an increase of approximately 17%.

Car Parking Data – Off-Street

South Hams District Council has provided data which showed that off street car parks within the Town Centre area had increased ticket sales in April and May compared to 2012 figures. The numbers involved indicated an increase in ticket sales of 2,434 over the same period in 2012. Therefore, based on this data, the ETO had not reduced overall parking in Totnes.

A recent update of these figures shows that ticket sales have increased by 5,797 over the June to August period when compared with the same period in 2012, an increase of 5.3%. When added to the on street ticket sales, the average increase is 97 tickets per day.

Signing

Consultation with the Chamber of Commerce had indicated that additional signage to the on street car parking within the town would be appreciated. This has been provided and later amended at the suggestion of the Chamber of Commerce. Traffic and car parking data indicate that drivers are finding both on street and off street parking spaces without difficulty.

Signing to all car parks has recently been improved in line with good practice. Improved pedestrian signing from the Car Parks to the town centre is a matter which could be addressed in partnership with Totnes Town Council and South Hams District Council.

Comments, complaints and suggestions continue to be received regarding signing within the town however, there does not appear to be a compelling case for further changes at the moment.

Traffic Data

Traffic Surveys have indicated traffic entering the Town Centre via Station Road in May 2013 had roughly halved when compared with the volumes entering Fore Street from The Plains in December 2011. Much of this traffic would appear to have displaced to St Katherines Way, The Lamb and Cistern Street indicating that the Experiment has been successful in this regard.

Data indicates that although the overall traffic flow has reduced in High Street and Fore Street to date, there has not been an overall reduction in vehicles parking, which is in line with the aims of the scheme.

Analysis of the speed data collected has shown that average speeds have fallen by 1mph from 12.6mph in December 2011 to 11.6mph in May 2013. When viewed in the context of decreased volume a fall in average speed of 1mph is significant. Further details on Traffic Data can be seen in Appendix II.

Traffic Movements

Analysis of Automatic Number plate recognition data collected for July 2013 when compared with July 2012 indicates that journey times on the A385 between Longcombe Cross and Dartington, a distance of 3½ miles, can now take a maximum of 4 minutes longer in the morning than in the previous year. The return journey from Dartington to Longcome Cross can take up to 1½ minutes longer in the evening peak. Traffic volumes have increased by around 4% over the same period.

The experiment has displaced traffic from Fore Street and High Street onto the main through roads in the area and access to the town centre via Station Road can sometimes be more congested than before the experiment. See Appendix III.

Observation of traffic movements on the Coronation Road approach to the Station Road junction have indicated that minor lining changes might improve traffic flow to the roundabout. It is intended to proceed with these changes as soon as possible after consulting with the Fire Brigade, Ambulance Service and Hospital who all require access at this location. See Appendix IV.

4. Investigations into Shared Surfaces

Investigations into deliverable and cost effective Shared Space/Surface options have been undertaken. These have involved consultation with Totnes Town Council and community groups and included attendance at public consultation events organised by the Town Council.

The use of Imprinted Bitumen surfaces has been investigated. This provides a durable maintainable surface which can be moulded to present the appearance of a much more expensive cobbled or stone material. Examples of this approach can be seen in Appendix V.

A proposal has been developed which would rely upon a 1.5 metre wide strip to be installed along the centre of the road to be widened out at junctions and other Town Square areas. The effect could be enhanced by the provision of planters where road-space allows. Removal of Double Yellow Lines currently in place could also be undertaken if a parking restriction zonal approach was adopted. This would allow for parking in marked bays only but remove much of the look of a trafficked street, aiding the shared space concept. See Appendix VI.

Such a scheme could not guarantee the lower levels of traffic, reductions in traffic and reduced collisions which the current experiment has achieved.

To eliminate the option for rat running traffic, Right Turns Bans at both the High Street/Plymouth Road and Cistern Street/Kingsbridge Hill Junctions would be required. See Appendices VII and VII a.

To introduce a shared space scheme of this type from the Plains Roundabout to the High Street/Plymouth Road junction would cost in the region of £100,000.

The costs of maintaining such a scheme would also need to be considered. With significant pressures on current highway maintenance budgets it is proposed the Town Council and Community should contribute to the costs of future maintenance. This for example could take the form of an annual contribution of £5,000 as a commuted sum towards maintenance of the shared space scheme. The County Council has communicated this to the Town Council but is yet to receive formal response to the proposal in principal.

5. Responses to Consultation and other representations received

Responses to Consultation

At the time of writing the report 181 responses have been received. A summary of the responses can be seen in Appendix VIII.

To date, responses have been roughly 47% in favour of removing the ETRO and 46% in favour of it remaining. The remaining 7% consist of observations and clarifications. Representations received from traders are heavily in favour of removing the experiment whilst residents are heavily in favour of its retention.

Responses received from various stakeholders are summarised below.

Totnes Chamber of Commerce

The Chamber of Commerce provided a report to the last HATOC giving details of the takings of their members since the beginning of the experiment. These generally supported the view that trade had suffered during the initial period of the experiment.

Since the previous HATOC the Economy and Enterprise Team has contacted The Chamber to offer support. Unfortunately, The Chamber has not been in a position to continue with the analysis undertaken in their initial report but has canvassed businesses in the Town Centre regarding their preference.

A letter received from the Chamber of Commerce along with a sample of the 152 responses received from businesses within the town can be viewed in Appendix IX.

A further 186 standard responses similar to the Chamber of Commerce letter mentioned above have also been received from members of the public.

Community Transport

'Bob the Bus' is a community transport provider based in the town and operates as a charity with volunteer drivers. Due to the re-routing required by the experiment the service has found it difficult to keep to its original schedule and it is believed this is a key contributory factor in a 30% drop in passengers which is not deemed to be sustainable by the service provider. It has been emphasised that reliability when keeping to a timetable is particularly important when passengers are attending medical appointments and the timetable has needed to be adjusted so that lower Fore Street is no longer directly served which in particular has affected disabled and elderly passengers needing to use the post office.

Devon County Council has continued discussions with representatives of Bob the Bus to discuss potential re-routing options. "Bob" has now indicated informally that its preferred option, other than a return to the pre experiment layout, would be the engineered Right Turn Ban at the junction of High Street and Plymouth Road.

Totnes Town Council

Since the last HATOC the Town Council has facilitated a series of meetings and design events at which various options and opinions have been discussed and have asked for the following points to be included in this report.

1. *That the Shared Space option is widely supported but only if it can be extended up to include the Narrows. This should be on a rolling basis as and when the money is available but with a clear plan and commitment to do so.*
2. *That the ETO should be reversed and the No Right Turn at the top of High Street into Plymouth Road be implemented to replace it asap. Whilst it is accepted that this may have to continue alongside Shared Space, it was not well received and people are worried about safety at the top of Cistern Street or cutting off travel options if a No Right Turn from the top of Cistern Street is recommended.*
3. *The shared space scheme for lower Fore Street should include the formation of 'town squares' at The Seven Stars frontage, The Mansion frontage and the King Bill/Shady Garden corner by including a change of colour and pattern of road surfacing at these locations as an interim measure until detailed plans for the squares can be developed. The same approach would apply to similar proposals for St Mary's frontage, Market Square, Barrel House junction and Rotherfold in any future phases.*

Reopen Totnes

Reopen Totnes is a pressure group consisting of residents and traders within the town concerned that the current experiment is damaging to the town both economically and culturally. A letter has been received from Reopen Totnes asking that an offer to raise between £25,000 and £30,000 toward the implementation of Shared Space within the town should be reported to HATOC. See Appendix X.

Petitions

A 512 name petition collected by Reopen Totnes has been received via Dr Sarah Wollaston MP asking for the experiment to be reversed. It is believed that many of the signatures may have been collected by shops within the town. Dr Wollaston has asked that the strength of feeling on the matter be considered.

Totnes Museum

Totnes Museum have reported a 37% drop in footfall and a 50% drop in takings in June 2013 compared to June 2012. No update on these figures was available at the time of writing.

6. Financial Considerations

It is estimated that in the region of £13,000 would be required to remove the existing experiment and introduce the right turn ban option.

The cost of implementing the road surface for shared space option is £100,000. There is no budget currently identified to fund this scheme. For the scheme to be viable option, significant funding from the community would be required. Devon County Council will consider providing match funding up to £50,000 dependent on budgetary pressures at the time the funds from the community become available.

7. Sustainability Considerations

The goals of the scheme are to reduce both the level of traffic, risk to vulnerable road users and enhance the economic and cultural life of the town.

8. Carbon Impact Considerations

The scheme has been designed bearing in mind the effect on carbon emissions and overall should not have a negative impact.

9. Equality Considerations

There are no equality considerations implicit in the proposals. An Equality and Impact Needs Assessment will be carried out should the scheme be made permanent and will inform any final decision on the experiment.

10. Legal Considerations

The Experimental Traffic Order complies with the provisions set out in the Road Traffic Regulation Act 1984 and its related regulations.

11. Risk Management Considerations

A Minor Scheme Safety Assessment and Road Safety Audit have been carried out as part of the design of the ETO. No major issues were identified but recommendations made will be considered should the scheme be made permanent.

Should the existing experimental scheme be removed, without introduction of the Right Turn Bans there is a high risk that personal injury collisions will return.

12. Public Health Impact

Based on the available data the retention of the experiment continues to help make Devon a place to be Safe and Naturally Active in a sustainable and low carbon environment.

13. Options/Alternatives

An alternative option involving a right turn ban from Fore Street to Plymouth Road was not well supported at the consultation in 2012 with only 17% of those who responded in favour of this option. This was considered by HATOC at its meeting on 30 November 2012

http://www.devon.gov.uk/es/index/councildemocracy/decision_making/cma/cma_document.htm?cmadoc=minutes_shh_20121130.html

However, should a shared space option be progressed, implementation of the Right Turn Bans would be required to protect the gains of the current experiment.

14. Reason for Recommendation/Conclusion

To date the County Council has undertaken monitoring of this scheme which indicates that the experimental one way is achieving its objectives of reducing personal injury accidents.

The alternative option has been developed that is both feasible and potentially effective, but its implementation in full, with shared space, comes at significant extra cost.

David Whitton
Head of Highways, Capital Development and Waste

Electoral Division: Totnes Rural

Local Government Act 1972: List of Background Papers

Contact for enquiries: Mike Jones

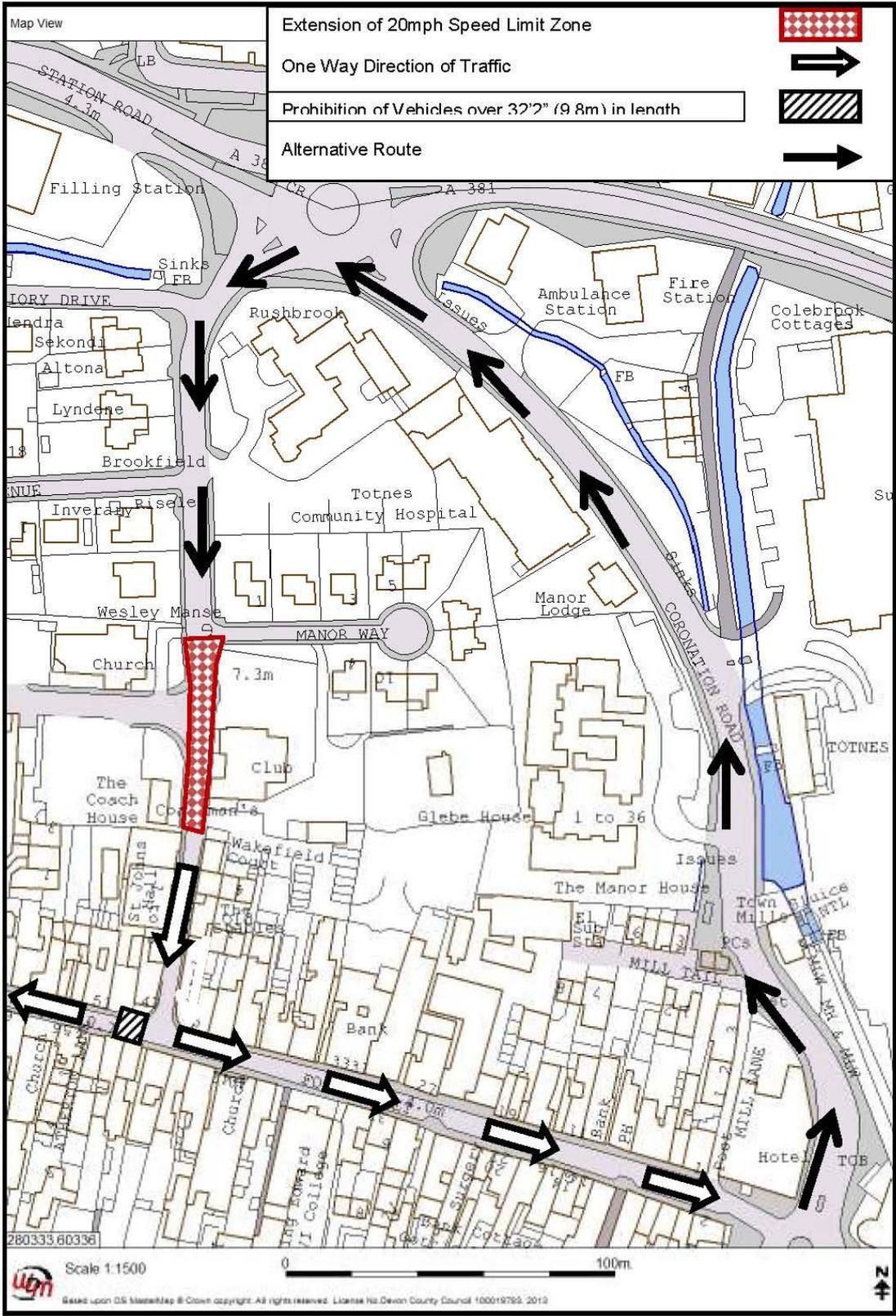
Room No. ABG Lucombe House

Tel No: (01392) 382178

Background Paper	Date	File Reference
Nil		

mj120913shh
sc/cr/totnes experimental traffic order
05 hq 160913

Appendix I - ETRO Plan



Appendix II : Traffic Data

Volume

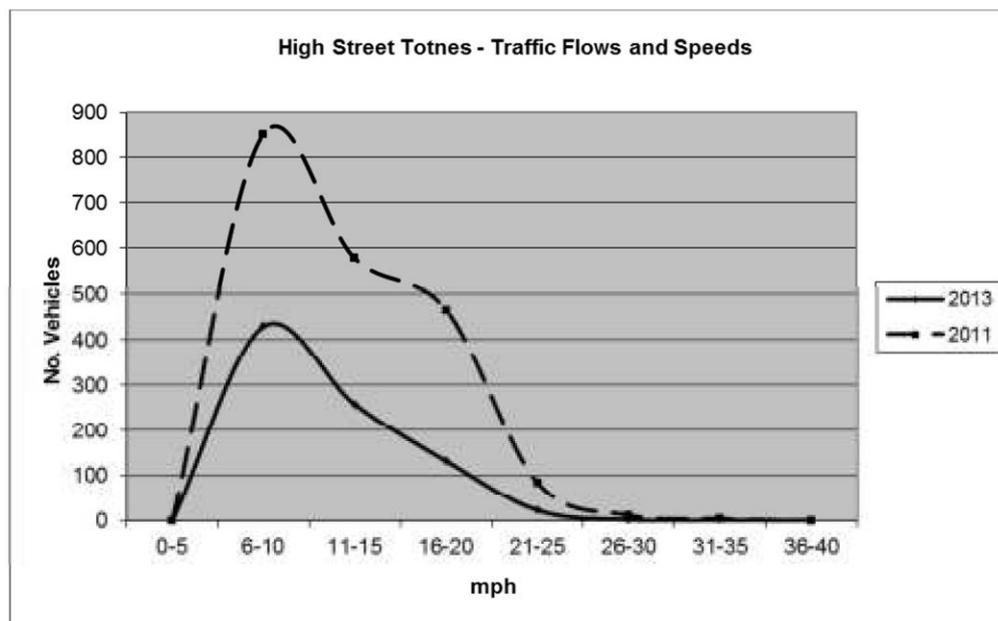
Traffic data surveys for December 2011 and May 2013 have been undertaken. The 2011 data shows 3340 vehicles in a 12 hour period entered Fore Street from The Plains and that 1107 of these exited via Station Rd with the remaining 2,233 continuing on to High Street. Automatic number plate recognition camera data showed that between 30% and 40% of these vehicles exited High Street within a very short time frame and would have been very unlikely to have stopped to shop.

The May 2013 data shows that traffic entering Fore St from Station Rd is in the region of 1585 vehicles in a 12 hour period. Of these, 734 vehicles turned left into lower Fore Street (towards The Plains) and 851 vehicles turned right into upper Fore Street (towards High St). The data suggests that traffic has largely displaced onto St Katherine's Way, The Lamb and Cistern St with the amount of traffic using Plymouth Road and exiting the town via the signals very close to the levels previously recorded.

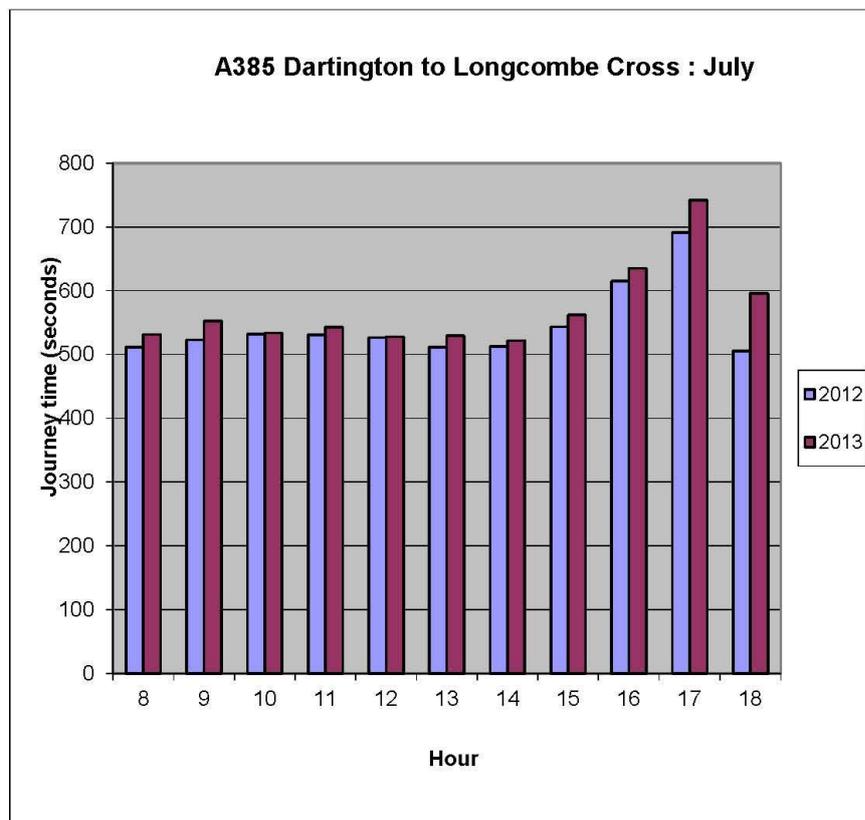
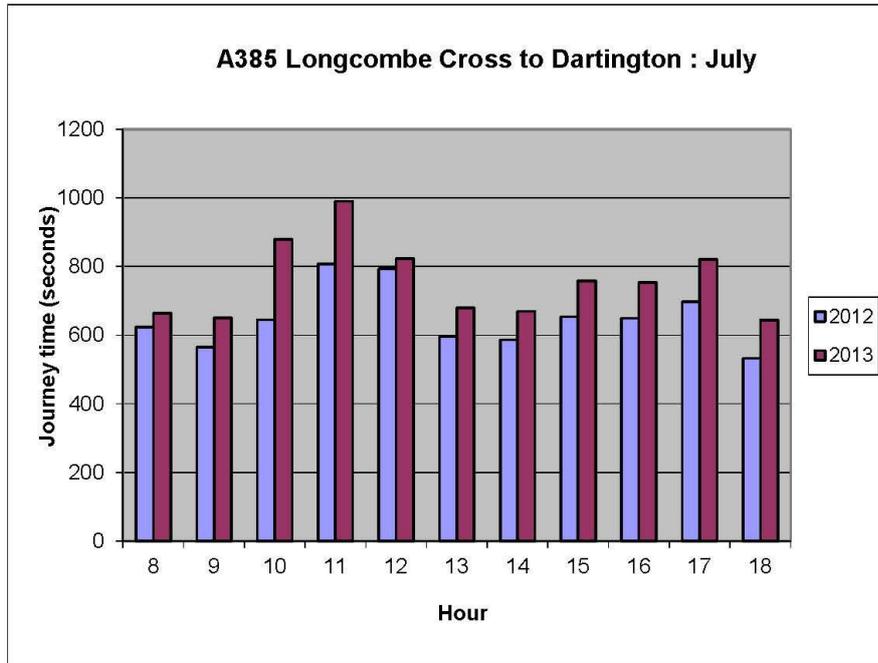
Speed

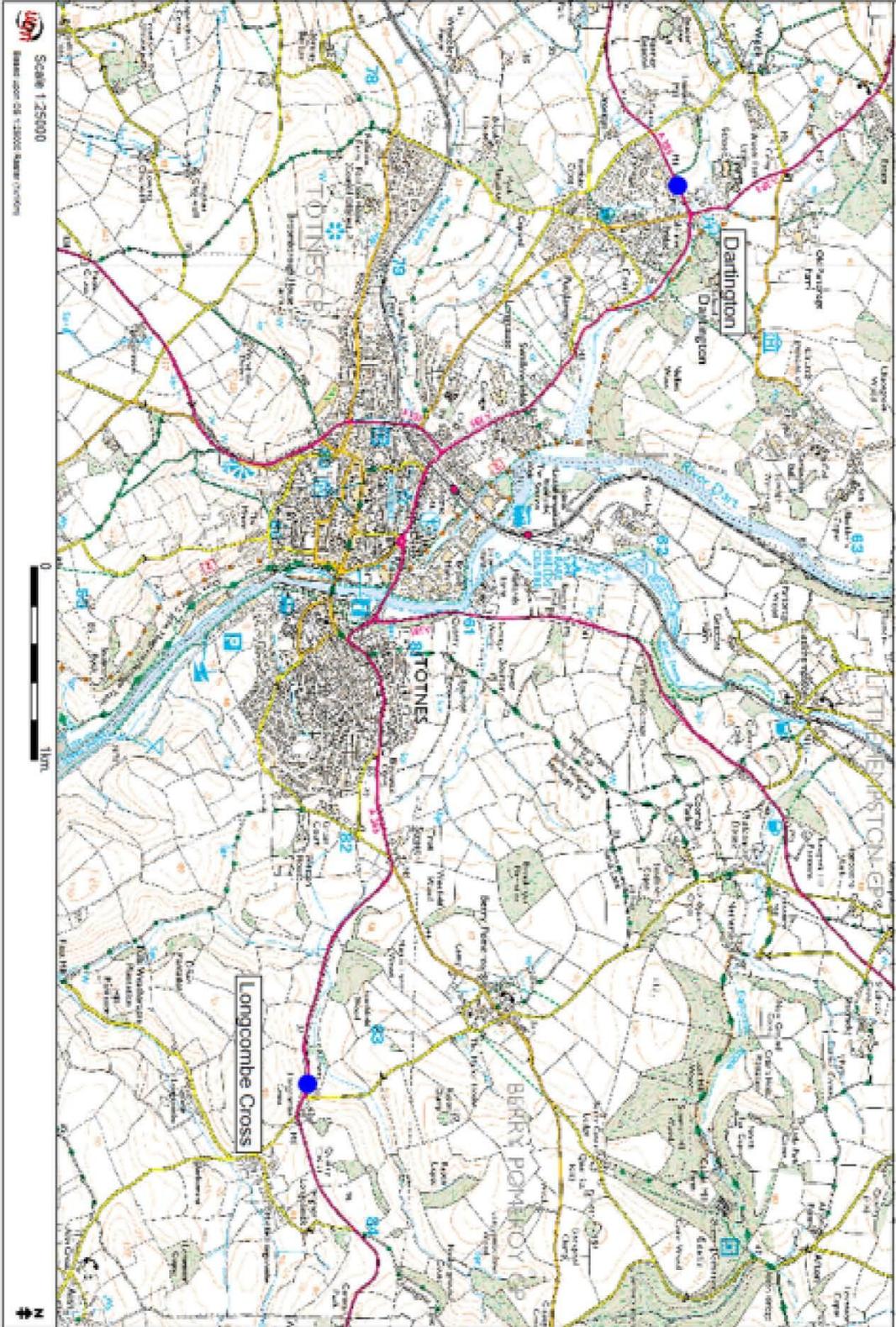
Analysis of the speed data collected by Speed Detecting Radar (SDR) devices has indicated a significant degree of undercounting compared with the video counts undertaken at the same time as SDR devices can be unreliable in detecting vehicles travelling at below 10mph. In the case of the 2011 survey, vehicles recorded on High Street undercounted by some 804 vehicles when compared to the manual count undertaken at the same time. Similarly the 2013 survey undercounted by 377 vehicles. The graph below shows a speed profile for High Street adjusted for the undercounting which has been identified in both surveys. The results show that, not only have traffic volumes fallen, but also the number of vehicles travelling in the 16 to 20mph range and 21 to 25mph range has fallen significantly. Mean speeds have fallen by 1mph from 12.6mph in December 2011 to 11.6mph in May 2013. Figures for the lower section of Fore Street show a similar profile.

No further traffic surveys have been undertaken since the last report.



Appendix III : Journey Time Changes : A385 Longcombe Cross to Dartington





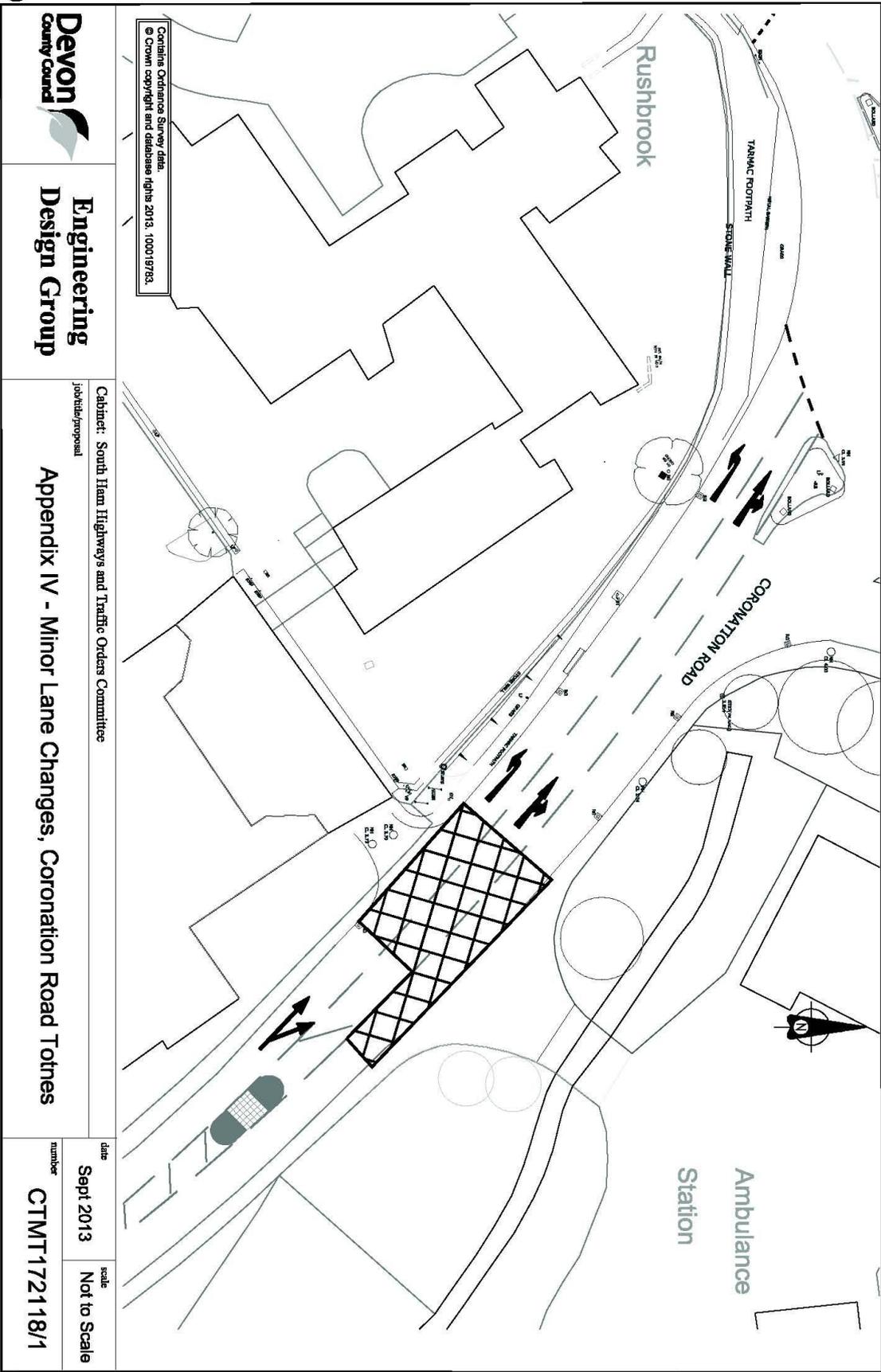
Scale 1:25000
Based on OS 1:50000 Master Vector

0 1km



Appendix IV
To HCW/13/40

R:\EATS\Sect_H12\Area South Schemes\Rushbrook\Drawings\Rushbrook_design-HATOC2rks.dwg - 12/09/2013 14:11:07 - HATOC Sept 13 - r.kingsley-smith



Contains Ordnance Survey data.
© Crown copyright and database rights 2013. 100019783.



**Engineering
Design Group**

Cabinet: South Ham Highways and Traffic Orders Committee
Job/idea/proposal

Appendix IV - Minor Lane Changes, Coronation Road Totnes

date	scale
Sept 2013	Not to Scale

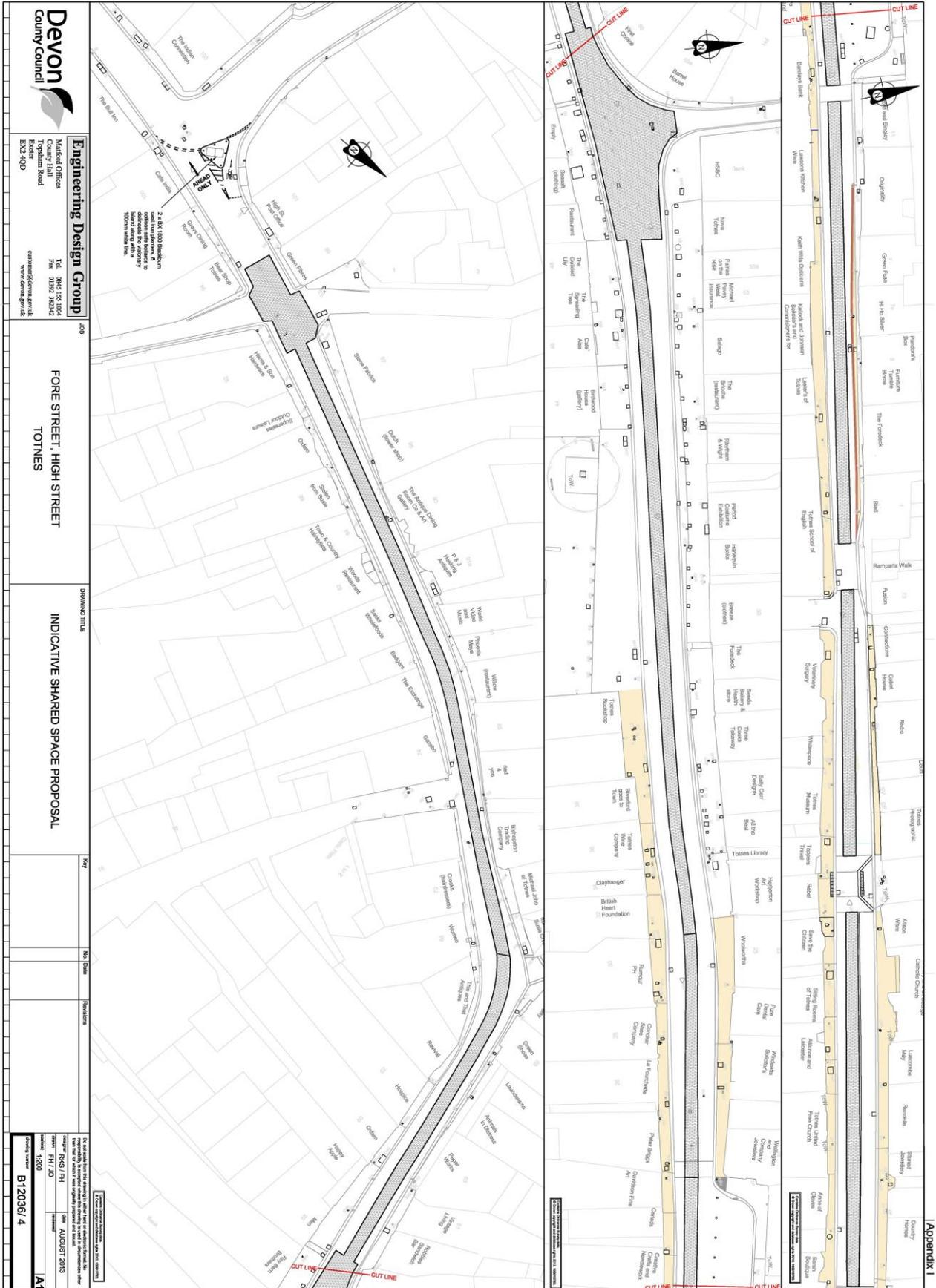
number
CTMT172118/1

Appendix V: Examples of Imprinted Bitumen Surfacing



Appendix VI To HCW/13/40

R:\EAT\Bect_H12\Area South Schemes\Fore Street Tonnes Reverse Flow B120364\Crowling\NEW INSTRUCTIONS\street_tonnes.dwg - 15/06/2013 13:06:01 - B120364 - Ross Harris



Devon County Council

Engineering Design Group

Madeira Offices
 County Hall
 Topsham Road
 Exeter
 EX2 2AD

Tel: 01392 151 100
 Fax: 01392 382362
 email:edg@devon.gov.uk
 www.devon.gov.uk

2 x 8.000 Reinforced concrete side kerbs to be installed in accordance with the proposed scheme to provide a 100mm wide free.

**FORE STREET, HIGH STREET
TONNES**

INDICATIVE SHARED SPACE PROPOSAL

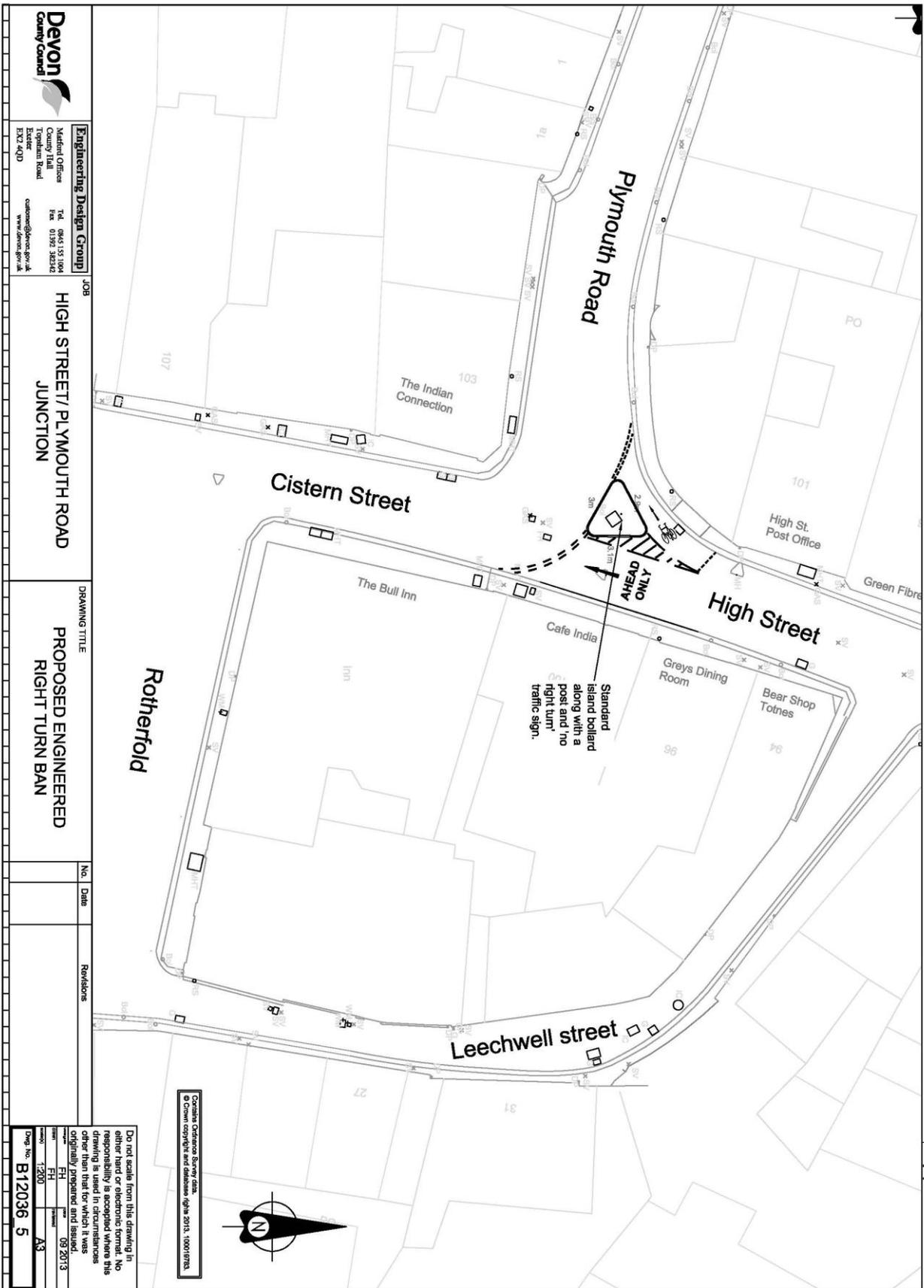
NO.	DATE	REVISIONS

Do not make any amendments to this drawing without the written authority of the Engineer. Any amendments must be made on a separate sheet and the drawing must be re-issued.
Drawn by: NS/JH Checked by: FH/D Date: AUGUST 2013 Scale: 1:200 Drawing No: B120364/4 Sheet No: A1

Appendix I

Appendix VII
To HCW/13/40

R:\EATS\Sect_H12\Area South Schemes\Fore Street Tolnes Reverse Flow B12036\Drawings\NEW INSTRUCTIONS\Inset material_Tolnes_Island.dwg - 06/09/2013 14:17:52 - Layout1 - fiona.harris



Devon County Council
 Engineering Design Group
 Medical Office
 Camp Hill
 Torquay
 Devon PL11 2JL
 Exeter
 EX2 4QD
 Tel: 01392 351106
 Fax: 01392 362545
 e: cadeng@devon.gov.uk
 www.devon.gov.uk

JOB
HIGH STREET/PLYMOUTH ROAD JUNCTION

DRAWING TITLE
PROPOSED ENGINEERED RIGHT TURN BAN

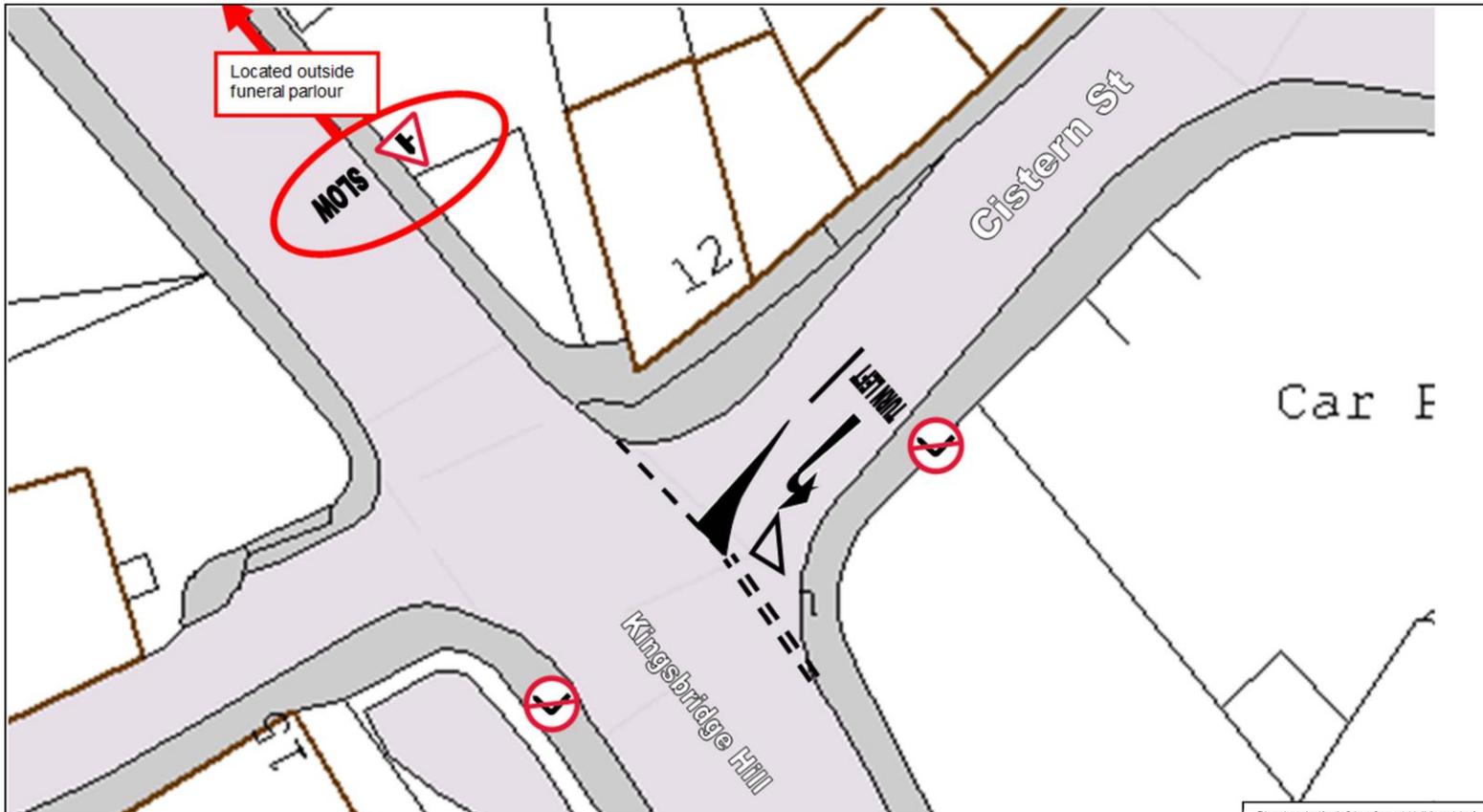
No.	Date	Revisions

Drawn	EH	Checked	09/2013
Scale	1:200	Sheet	A3
Draw No.	B12036 5		

Do not scale from this drawing in either hard or electronic format. No responsibility is accepted where the drawing is used in circumstances other than that for which it was originally prepared with the exception of those stated on the drawing.

Copyright © Crown copyright and database rights 2013. 100019723.

**Appendix VIIa)
To HCW/13/40**



This map is reproduced from the Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Devon County Council 100019763, 2008

Do not scale from this drawing in either hard or electronic format. No responsibility is accepted where this drawing is used in circumstances other than that for which it was originally prepared and issued.

	David Whitton Head of Capital Development, Highways & Waste Management County Hall, Topsham Rd, Exeter, Devon EX2 4QD	JOB TOTNES Proposed Right Turn Ban From Cistern Street on to Kingsbridge Hill	DRAWING TITLE Appendix VII(a)	No.	Date	Revisions	Designer NO	Date 13 Sept 2013
							Drawn NO	Checked
							Scale(s) NONE	
							Drawing number Appendix VII(a)	

Appendix VIII

Totnes ETRO 2013 Feedback

- Summary of feedback numbers
- Feedback FOR
- Feedback AGAINST
- Feedback OTHERS
 - . Observations
 - . Clarification wanted
 - . Only if
 - . Not sure

Summary of feedback for Totnes ETRO 2013

12/09/2013

Feedback received from:	85	83	4	5	2	2	181
	Against	For	Clarification wanted	Observations	Only if	Not Sure	Total
5 Bob the Bus	4	0	0	1	0	0	5
2 Commuter	2	0	0	0	0	0	2
2 Ex-resident	1	1	0	0	0	0	2
1 MP		0	1	0	0	0	1
38 Not Known	24	11	1	1	0	1	38
83 Resident	22	59	0	2	0	0	83
16 Shopper	7	7	0	0	1	1	16
28 Trader	20	4	2	1	1	0	28
6 Worker	5	1	0	0	0	0	6
181	85	83	4	5	2	2	181

Feedback FOR

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
6	01-Jul-13	Sparrow Road		Totnes	Resident	For	this is by far the best thing to happen to the town since 1992	trade is down throughout the country	Congestion needs to be sorted but to go back to old lay would be madness
			TQ9 5PJ						
9	24/05/2013	Plymouth Road		Totnes	Resident	For	improved shoppers experience	Empty shops must have made decision before gas works and not result of new layout	better signing required, parking costs??
10	29-Jun-13		TQ9 7RZ	Harberton	Shopper	For	No drop in footfall	drop in sales maybe down to not selling what buyers want	pedestrianise top of town if possible and introduce 1/2 hr free parking
11	25-Jun-13	Plymouth Road	TQ9 5PH	Totnes	Resident	For	Much more pleasant to shop now	downturn in trading also down to the recession, poor business models, the poor weather and the road works	Totnes is a welcoming and inviting place to walk in.
12	31-May-13	Weston Lane	TQ9 5QT	Totnes	Resident	For	Safer and more enjoyable	parking is still available for shoppers	downturn in trading also due to weather and recession
14	08-Jul-13	Nelson Close		Staverton	Shopper	For	Calmer and safer	access is easier from my direction now	I now spend more time and money in town
15	01-Jun-13	Glendale Terrace	TQ9 5NY	Totnes	Resident	For	Has reduced rat-runners	parking is still available for shoppers	Poorly signed. Signing needs to be improved
16	26-Jun-13	Bridge Road	TQ9 5FQ	Totnes	Resident	For	safer and more pedestrian-friendly	trade will improve over time	Better long-term signage required
18	27-May-13	High Street			Trader	For	Reduced traffic means a more relaxed shopping experience.	downturn in trading also due to weather and recession	a proper trial length is required
19	24-Jun-13	High Street	TQ9 5SN	Totnes	Trader	For	Will benefit long term... More pleasant without rat runners.... footfall same by card transactions but value of sales down due to possible buying from internet and endless recession...	Keep ETRO going for at least another 6 months	Better long-term signage required

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
22	23-May-13				Not Known	For	The high street feels so much safer	It is still possible to drive through town centre	
25	03-Jun-13	Home Meadow	TQ95XY	Totnes	Resident	For	Shopping now enjoyable		
26	28-May-13	Fore st			Resident	For	Rat run has stopped	parking is still available for shoppers	Right turn for large vehicles need to be improved
27	12-Apr-13	CHRISTINA PARK	TQ95UR	Totnes	Resident	For	Disable drivers can exit directly on to the footway on Lower Fore St .		
28	22-May-13			Totnes	Resident	For	Much safer to for peds	Reduced traffic flow	add traffic calming on Station Road
30	29-Jun-13	The Lamb	TQ9 5SE	Totnes	Resident	For	Only if Shared surface later		
32	24-May-13	Bridgetown			Resident	For	,taking the anxiety out of using the High Street.	seems to be advantagous to locals and visitors	
34	08-Jul-13				Not Known	For	Safer and calmer	Clearly ped numbers are up	
35	03-Jan-00	South Street	TQ9 5DZ	Totnes	Resident	For	The reversal of traffic has had such a positive impact. The reversal has led to a huge reduction in traffic racing up the High Stree		
39	28/06/2013	Fore st			Resident	For	Stopped ratt running more pleasant to shop	Trade will pick up once everyone gets use to ne w layout	
40	22/05/2013 09/07/2013	Fore st	TQ9 5NJ	Totnes	Resident	For	better place to live, free from the noise and fumes of traffic, which constitutes a considerable safety hazard	will be a positive effect on trade in the medium and long term	
42	15-Jun-13			Totnes	Resident	For	Better for peds, down turn poss due to other factors	Better signing required	
43	15-Jun-13			Totnes	Resident	For	Better for peds, down turn poss due to other factors	Better signing required	
49	24-May-13			?	Shopper	For	are able to drive up the street and park usually	Well done!new scheme is great for myself and my mother	
50	03-Jun-13			Not known	Not Known	For	More relaxed and safer for shoopers	better signing required	

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
75	24-Jun-13	High Street	TQ9 5SN	Totnes	Trader	For	Will benefit long term...More pleasant without rat runners.... footfall same by card transactions but value of sales down due to possible buying from internet and endless recession...	Keep ETRO going for at least another 6months as Sort signing out the it should be ok	
77	16-Jun-13	Someset Place		Totnes	Resident	For	more pleasant experience when out shopping	more pleasant experience when out shopping	
82	03/06/2013	Brooklands	TQ9 5AR	Totnes	Resident	For	has greatly reduced the 'rat running' through Fore St/High St/the Narrows.	The much increased volume of traffic in Catherine St is regrettable	
83	23-May-13				Worker	For	Reduced vehicles and safer	the streets are generally full of other shoppers whenever I venture out	
85	19-Jun-13	South Street	TQ9 5DZ	Totnes	Resident	For	Reduced Rat run much safe with no los of footfall	Better signing required	
88	20-May-13	High Street	TQ9 5SN	Totnes	Resident	For	Become much safer	Shoppers and peds more relaxed should over time more will appreciate	
89	08-May-13	Culverdale	TQ9 5UE	Totnes	Resident	For	such a greatly improved experience for pedestrians.	Make the street safe for pedestrians and they will stick around and shop	
90	13-Apr-13			Not known	Not Known	For	Numbe of cars may increase over time	Speeds have increased	
93	25-Jun-13	Follaton	TQ9 5NB	Totnes	Resident	For	the town a much more attractive place to come to	Any downturn in business at the moment in Totnes is happening all over the West Country, in fact all over the country. The economic climate, and meteorological climate have both had an influence over the last few months.	

Date	Street Name	Post Cod	Town	1Resident			Comment 1	Comment 2	Comment 3
				Visitor	For /Against	Trader			
127	09-Jul-13	Fairseat Close	TQ9 5AN	Totnes	Resident	for	much better	Can drive and access shops if required	I now spend more time and money in town
128	09-Jul-13			Totnes	Resident	For	much safer and quieter	Has made huge difference	
134	09-Jul-13	Someset Place	TQ9 5AX	Totnes	resident	For	Safer and easier for peds	access maintained	no loss in footfall
136	09-Jul-13	Oakland Road		Newton Abb	Shopper	For	the changes are positive and more welcoming to the visitor.	Full pedestrianise would be better	I'll not come back if you revert to old layout.
143	10-Jul-13			Not known	Not Known	For	As ped I find the new system better	It is to earlier to end ETRO	Better than no right turn idea which I had concerns about
144	10-Jul-13	Somerset Place		Totnes	Resident	For	much improved more vibrant more pleasant and healthier	Other reasons for poss loss of trade thro' some traders are up	better signage required
145	10-Jul-13	Fore st	TQ9 5DA	Totnes	Resident	For	really enjoying the new system, quieter & no boy racers at night	Reduced number of drivers driving the wrong way	trade also down to economy
146	10-Jul-13	Fore st	TQ9 5DA	Totnes	Resident	For	really enjoying the new system, quieter & no boy racers at night	Reduced number of drivers driving the wrong way	trade also down to economy
148	11-Jul-13	Windmill Down Fa	TQ9 7RY	Totnes	Resident	For	makes the road safer to a huge degree	has massively improved the atmosphere	has made me feel much happier as a pedestrian
151	12-Jul-13			Not known	Not Known	For	probably best left as it is at the moment if it stops traffic driving up the town.		
154	12-Jul-13	Sparrow Road	TQ9 5PR	Totnes	Resident	For	Much more pleasant to shop now	keep right turn from High st to Plymouth Road	better signing required to car park and for peds from Car parks
155	12-Jul-13	Sparrow Road	TQ9 5PR	Totnes	Resident	For	Much more pleasant to shop now	keep right turn from High st to Plymouth Road	better signing required to car park and for peds from Car parks
156	12-Jul-13			Not known	Not Known	for	It is much safer for peds and much more pleasant to spend time in the streets	There are many pedestrianised streets in towns and cities throughout the UK and especially on the continent.	I would much prefer the entire street to free of any traffic except for emergency vehicles and Bob the Bus.
158	15-Jul-13			Totnes	Resident	For	Much more pleasant to walk down High St	I would not like it to revert to the old way!!	

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
170	11-Aug-13			Not known	Not Known	For	Present arrangements much better but pedestrianised would be safer and better option	Shared space is awful	
171	11-Aug-13			Not known	Not Known	For	improved shoppers experience	PLEASE KEEP THE PRESENT SYSTEM	Shared space will NEVER WORK.
172	14/08/2013	Fore st	TQ9 5NJ	Totnes	Trader	For	I like the present traffic scheme and every "punter" I have talked to also appreciates it.	The past three months of comparing figures against 2012 shows an increase every month year on year and an overall increase during that period of 55%.	I think that signage in car parks (eg maps) would help visitors. I suspect that people are coming to Totnes for the "experience" rather than serious "shopping". Cafes and places that offer something special and unique are profiting.
174	16-Aug-13	Coplans Meadows	TQ9 6ES	Totnes	resident	for	really enjoying a less congested and polluted shopping experience	The present traffic order is for 'access only' to the town centre and the reverse-flow system is a cheap and excellent way of ensuring that this is complied with, while allowing 24 hour access to businesses and residents.	I walk into Totnes, several times a week, the streets are packed with people, now able to overflow onto the road, as the pavements become congested.
176	21-Aug-13	Riverside	TQ9 5JB	Totnes	Resident	For	I would like to express my support for the Experimental Traffic Order in Totnes	. I have lived here for 23 years and I think this is the best arrangement there has been so far.	

Feedback AGAINST

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
36	24-Jun-13	Carrions		Totnes	Not Known	Against	Ghost town	Return to old layout	
37	07-Jun-13	High Street	TQ9 5NP	Totnes	Trader	Against	impact on visitor numbers	Confusion on how to drive thro town	
38	30/06/2013	High Street		Totnes	Resident	Against	Not safe	email 2 :It is true that the pedestrian experience is improved in the town as a result of a decrease in the volume of traffic. However, against this we have to balance the pollution and frustration caused by slow-moving traffic jams on the perimeter roads generated by the ETO.	email 2 :In the longer term the town desperately needs an overall A385 highways strategy which will rationalise the flow of traffic through a simplified system at Redworth Junction and Coronation Road Roundabout, together with traffic reduction measures such as park-and-ride,
			TQ9 5S1						
41	18-Apr-13	Priory Drive	TQ9 5HU	Totnes	Resident	Against	Dangerous drives driving thr wrong way and journey time to work doubled (Congestion)	Bad for trader	
44	30-May-13			Not known	Trader	Against	the new one way system in the High Street isn't working, and is detrimental to the town as a whole.	In my opinion you should revert to the former system, as it was easier to park, without having to go all the way around the town to find a short stay spot.	
45	28-May-13	High Street		?	Worker	Against	confussing difficult to find parking	Lost vibrancy of town peoople staying away	
46	23-May-13				Not Known	Against	Congestion is worse.. Harder for disable and need to go around agin...visitors will nort stop	Hospital used as short cut...higher speeds in High st...better signing req'd	
47	23-May-13				Not Known	Against	Congestion is worse.. Harder for disable and need to go around agin...visitors will nort stop	Hospital used as short cut...higher speeds in High st...better signing req'd	

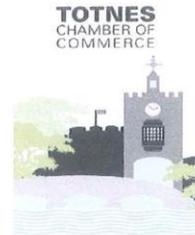
Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
71	04-Jun-13	Weston Lane	TQ95UN	Totnes	Resident	Against	Causing Chaos at times when there was not a problem		
76	04-Jun-13	Avalon	TQ10 9LV	Avonwick	Not Known	Against	Pain due to congestion		
80	12-Jun-13	Old Forge Cottage	TQ9 7SJ	Harberton	Trader	Against	Cogestion is a nightmare	No longer shop her because of the parking situation	
81	03-Jun-13	High Street	TQ9 5SQ	Totnes	Trader	Against	Confusing for visitors looks as if town is closed	Will close business	
87	21-Jun-13			Not known	Worker	Against	Fppt fall down frustrating to shop	Congestion on Station rabout	
91	27-May-13			?	Not Known	Against	Safety vehicle speed down hill in Fore St	Danger to peds as not use to looking up hill	
92	25-May-13			Totnes	Bob the Bus	Against	Driving trade away	Poor signing meens peple think town centre is closed	
94	15-Apr-13	Clay Park	TQ9 6RH	Stoke Gabriel	Commuter	Against	Dangerous drives driving thr wrong way and journey time to work doubled (Congestion)	Cannot acces Fore st legally	
95	31-May-13		TQ97ES	Cornworthy	Resident	Against	confusing for visitors and congestion on Coronation road / roundabout	Lorries have difficulty turning up and down hill in Station Road	
97	26/05/2013 25/06/2013	South Street		Totnes	Trader	Against	accident waiting to happen... cars lost, ... traffic jams everywhere	Safety Vehicle going wrong way and peds looking wrong way	Car parking spaces avail even on bank holiday
99	27-May-13			?	Shopper	Against	Confuising and inconvenient	Will harm town	
100	06-May-13	Fore st	TQ9 5RP	Totnes	Trader	Against	Safety peds looking wrong way on fore st	cyclist and skateboards using slope to free wheel and gain speed	
102	29-May-13	Station Road			Resident	Against	Safety and speed	Congestion plus parking wrong side of road on Fore St to get children out of Child seat	
103	14-May-13	High Street			Trader	Against	affecting trade	Signing not clear	
104	30-May-13	High Street	TQ9 5NP	Not known	Trader	Against	observed a significant reduction of cars on the High Street.	Visitors are confused by the new traffic flow	

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
115	26-Jun-13				Trader	Against	Grid lock ambulance could not get through so drove up Fore Street (twice)	Accideny waiting to happen on Fore St . Station Rd junction with large vehicles trying to turn into upper Fore St	
117	05-Jul-13			Not known	Commuter	Against	Cogestion is a nightmare	Traffic is forced on to ONE roundabout	Should be able to drive up For e St & High St
118	03-Jul-13			Ippepen	Shopper	Against	No prior signing about new layout	Made congestion worse	
124	09-Jul-13	Manor Way		Totnes	resident	Against	Traffic now faster and more dangerous in Station rd	Far less people in town	Please reverse the traffic
125	09-Jul-13			Not known	Not Known	Against	Not worked	Not an improvement	
126	09-Jul-13			Not known	Not Known	Against	Not worked	Not an improvement	
129	09-Jul-13				Not Known	Against	Please revert to old layout	Congestion is now worse everywhere	
130	09-Jul-13				Worker	Against	Congestion at any time is worse	Less peds and cars mean less trade ..given up finding way to shops	hasle to shop to go around
131	09-Jul-13				resident	Against	Revert back to old layout	Congestion	Turn of ped lights and replace with bridge (nr Police St)
132	09-Jul-13				resident	Against	Revert back to old layout	Congestion	Turn of ped lights and replace with bridge (nr Police St)
133	09-Jul-13				Not Known	Against	Revert back to old layout	Disastrous for traders	
135	09-Jul-13			Not known	Not Known	Against	Please put it back to how it was!		
137	09-Jul-13			Not known	Not Known	Against	Revert back to old layout	Will ease congestion and make safe on Station Rd	NO Entry signs and bas access putting off visitors
138	09-Jul-13			Not known	Not Known	Against	Revert back to old layout	Will ease congestion and make safe on Station Rd	NO Entry signs and bas access putting off visitors
139	10-Jul-13				Not Known	Against	Conestion causing frustration	Adverse affect on trade & confusiing for peds	Please reverse the traffic
140	09-Jul-13			Not known	Shopper	Against	traffic flow confusing	potentially dangerous for peds who expect flow in one direction	Makes the town feel cut off

Date		Street Name	Post Cod	Town	1Resident Visitor Trader	For /Against	Comment 1	Comment 2	Comment 3
175	21-Aug-13			Totnes	Resident	Against	much improved experience in the High street but at costs to the residents of St. Katherine's Way, Heath Way and Cistern Street, to users and drivers of Bob the Bus, to staff at Totnes Hospital whose car park has now become a rat run, to	extremely poor signage and a road system that is now inherently confusing and more congested than before	However, traffic throughout Totnes will remain problematic until the stretch of road from the east end of Brutus Bridge to KEVICC is changed so that traffic flows, if not freely, at least fairly smoothly. It is the congestion there that drives people to rat-run through the town, and is beginning to put visitors off coming here. A
181	23-Aug-13	Fire Station		Totnes	Trader	Against	Although Traffic flows within the locality of the fire station are generally poor, particularly at peak times, the ETO has certainly had an increased impact upon this; resulting in delayed response's for emergency cover for the RDS personnel who crew the emergency response vehicles at Totnes.		

Date	Street Name	Post Cod	Town	1Resident		For /Against	Comment 1	Comment 2	Comment 3
				Visitor	Trader				
31	27-Mar-13				Not Known	Clarificationw			
66	30-Jun-13		Stoke Gabriel	Shopper		Only if	scheme has improved safety for pedestrians in Fore Street and High Street due to the reduction in traffic..... The shopping experience is thus much more pleasan	Support if congestion solved	
74	15-Apr-13		?		Not Known	Observations	Signing mprovement req'd to prevent cars going against one way sys		
78	19-Mar-13	Apple Lane	TQ95SQ	Totnes	Trader	Clarificationw	Please call back		
79	29-May-13				Trader	Observations	Figure down	?	
84	25-Mar-13			Totnes	Trader	Clarificationw	Worried about delievry lorries being banned		
86	27-May-13				Bob the bus	Observations	Passenege bus numbers down	running late due to route length and congestion	
106	02-Jun-13			Totnes	Resident	Observations	Increased congestion	Suggested sign improvements	
114	16-May-13				MP	Clarificationw	?	?	
122	09-Jul-13	Southcote Orchard	TQ9 5PA	Totnes	Resident	Observations	Delightful for peds	slightly confusing and circuitous for motorists wanting to access the town centre	congestion on Station Road corridor... something sensible needs to be done at Redworth Junction
166	08-Aug-13		TQ5 0HG	Brixham	Shopper	Not Sure	High Street traffic is detrimental to a pleasant shopping experience	Complete pedestrianisation , - apart from delivery vehicles. ...or at least a partial system should be introduced	Traders may iniatilly be agianst as they have in other towns but would not want it removed eg Brixham

**Appendix IX
To HCW/13/40**



info@totnes-chamber.com
<http://www.totnes-chamber.com>

Mike Jones
Senior Traffic Engineer
Programme Traffic Management Team
Lucombe House
County Hall
Topsham Road
EXETER EX2 4QW

Dear Mike,

Thank you for your email of 15th August asking for an update statement from the Chamber.

I will try and answer some of the question posed by the document handed out at the HATOC of 12th July by the Economy and Enterprise team, with particular reference to the Chamber of Commerce report (referred hereafter as 'the report') into Trading Conditions for April, May and June 2013. These were the first three months of the ETO. I will also try to give the more current feeling from the business community today.

Economy and Enterprise Document.

1. *This suggested that the report should take into account the gas works period of Jan to March 2013. This was discussed within the Chamber but to start the survey during this period would add another factor that could and did affect trade during the works. The knock on effect of the gas works after March is impossible to assess as there was not a 'clear' trading period between the end of the gas works and the start of the ETO.*
2. *This asked for survey data from December 2012 for comparison before any works took place. December is the busiest month of the year on the High Street, to compare December to any other month of the year is like comparing chalk and cheese. It made much more sense to compare April, May and June 2013 to April, May and June 2012.*

3. *This asked for the number of businesses surveyed.* We leafleted and visited all the businesses in the town but there were many who were unable or unwilling to be involved in the survey. The main reasons for those unable- multiples, franchises, banks and retail managers who were unable to get the authority to be involved by line managers and in addition those businesses that were unhappy with commercial confidentiality issues. We did however receive data from 101 sources.
4. *This asked for a location breakdown of the businesses in the affected area.* The responses and those suffering a drop in turnover came from throughout the town. Initial reports of difficulties, from April, came mostly from Lower Fore Street so the assumption was that the problems were due to location. As the survey period went on, a different pattern emerged being more to do with sector than position. For example practical / useful / servicing shops were suffering the most and lifestyle shops were more resilient. It was the pop and shop buyers that were avoiding the town. This could partly answer the question posed by a HATOC member on the 12th July referring to why trade was down for some businesses despite not much reduction in car parking revenue. A pop and shop customer will often be dropped off outside a shop whilst the driver waits or goes 'round the block' or a driver just takes a chance parking outside or near a shop. For example collecting flowers, newspapers, cigarettes, joint of meat and any number of items from hardware shops. These customers would not be likely to park up for a minimum of 30mins just to use a shop for a few minutes.
5. *This asked for a breakdown of responders as Chamber members.* Of the 101, 61 were chamber members and 40 were not.
6. *Have Market traders been surveyed as part of the report.* There were no market traders providing data for the report.

We found strong evidence of a downturn in trading conditions for crucial sections of the business community; this was evidenced in our report by the loss of jobs and working hours.

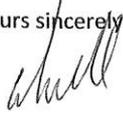
The more current feeling of the business community

We asked representatives to visit all types of business within the town over the week from Thursday 15th to Thursday 22nd to canvass an up to date view of the ETO. One theme that recurred was that in addition to the individual business viewpoint, owners and managers now had had the opportunity to discuss the traffic experiment with their customers and consequently wanted to express a more inclusive viewpoint. Please find enclosed **152** letters from the business community asking for the end of the ETO and the implementation of the Shared Space initiative. You will see that a wide cross section of trade in the town is represented from Banks (another pop in casualty) to market traders and independents to multiples.

It is telling that even those businesses that have increased their trade over the last 4 months are unwilling to do so at the demise of other vital enterprises in the town.

I hope the information above helps with your report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Graham Burrell', written in a cursive style.

Graham Burrell

Totnes Chamber of Commerce

23rd August 2013.

93 High Street

Totnes

TQ9 5PB

15 August 2013
Mike Jones Esq
Senior Traffic Engineer
Programme Traffic Management Team
Lucombe House
County Hall
Topsham Road
EXETER EX2 4QW

Dear Mr Jones

Please rescind ETO as soon as possible in Lower Fore Street and Station Road, Totnes

As a business in Totnes Town Centre we are aware of the reasons why the ETO was implemented, however we are strongly of the opinion that it has now been in place long enough for us to know that it is having a detrimental effect on our customers' access to the town and therefore on our survival as a business. We fully support the Town Council's call to rescind the ETO as soon as practicable. We are in favour of installing in its place a Shared Space scheme as outlined in the public meeting held on 14 August, in order to address the original reasons for the ETO but in a way which does not damage the vibrancy of the Town Centre.

Yours sincerely



**Appendix X
To HCW/13/40**

Reopen Totnes
24 Fore Street
Totnes Devon
TQ9 5DX

23 August 2013

Mike Jones Esq
Senior Traffic Engineer
Programme Traffic Management Team
Lucombe House
County Hall
Topsham Road
EXETER EX2 4QW

Dear Mike

Thank you for time taken to discuss the hopes Totnes has for Shared Space with me following your attendance at the public meeting. Your input and advice was very much appreciated.

As discussed I would like to confirm the commitment Reopen Totnes has with the community to continue to raise funds to facilitate the extension of Shared Space throughout the town on from Fore Street and past the junction at Station Road.

We have been deeply committed to this process having raised funds through the community already, to engage ARUP as our specialist consultants thus far in this process.

We hope you have found that useful input as both mediators and facilitators of the town's aims, balanced with us having a deeper understanding of feasibility and the realistic options available to us within the budgets.

We have started to raise funds within the community for shared space, and as I discussed with you, if we are successful at HATOC with the reversal of the ETO and the implementation of shared space on Fore Street, we plan to launch a major fund-raising event to raise in the region of £25,000 to £30,000. Though as you are aware we will endeavour to raise more if possible! There is significant expertise and track record here of organising such events.

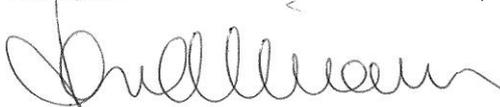
We would like to formally ask for consideration to be given for DCC to source match funding to the sum we raise and so allow shared space to extend throughout the whole town centre in due course.

We hope this approach will balance both the town's and DCC's aims in addressing long term traffic concerns, along with wider hopes of the community of a thriving future for the town.

I would ask that this proposal is included in your report for HATOC and trust it will give confidence that our aim is to support this process both financially and in a collaborative fashion with yourselves.

Many thanks for your consideration,

Kind regards



Jane Williams
pp Re Open Totnes