Emergency Active Travel Measures – 'ETRO Response' Mailbox – ETRO/4 Scheme Review

April 2021

Transport and Engineering

Document Details

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Contents

Introduction

This document assesses all the formal correspondence which has been received in the 'ETRO Response' mailbox (etroresponse@bcpcouncil.gov.uk) in relation to the Experimental Traffic Regulation Order on Darbys Lane (ETRO/4). Overall, it forms part of the consultation process for the measures introduced in Tranche 1 of the Emergency Active Travel Fund (EATF).

The scheme involved a modal filter which closed a section of Darbys Lane at the New Inn junction (where the A35 and the B3093 converge) to motorised vehicles. Its remit was to:

- Simplify movements and support the cycle route by discouraging through traffic;
- Create additional space where people can cycle and walk safely; and
- Form part of the Council's transport response to the COVID-19 pandemic.

The trial took place for an initial 6-month period between Friday 7th August 2020 and Sunday 21st February 2021.

This review draws upon reporting outputs and updates contained within previously issued Monitoring Reports to provide:

- An assessment of the formal consultation feedback;
- Responses to objections; and
- A set of recommendations.

Where applicable, findings from the Senior Walking and Cycling Officer Review will also be discussed to aid analysis.

Ultimately, the purpose of this report is to inform the decision-making process as to whether the scheme should:

- Continue in its current form for a further period of time;
- Be changed in some way;
- Made permanent; or
- Be removed.

This document has been structured into five chapters:

- **Overall feedback** – sets out statistical totals and a disaggregation by time periods, detailing the number and proportion of responses 'Against', 'Neutral' and 'For' the scheme, with some accompanying analysis.
- **Key themes raised** – discusses common topics used by respondents to justify their point of view, focusing on areas of consensus and points of difference.
- **Responses to formal objections** – details the Council's responses to objections.
- **Suggestions to improve the scheme** – lists alternatives and complementary measures suggested by respondents along with Council responses.
- **Conclusions and recommendations** – outlines findings from the formal consultation, offering preliminary recommendations.

Overall feedback

This chapter sets out statistical totals along with a disaggregation by time periods to illustrate the prevailing view and how feedback may have changed as the trial progressed.

Data

A Red-Amber-Green (RAG) methodology has been used to aid analysis and interpretation, setting out feedback into three categories: 'Against'; 'Neutral' and 'For'. **Appendix A** includes notes on how the statistics have been derived and the classification criteria used.

Altogether, a total of 31 formal responses were received, the lowest of all the schemes which were implemented as part of EATF Tranche 1. This consisted of:

- 16 objections;
- 1 neutral comment;
- 4 messages of support;
- 5 follow up messages; and
- 2 queries.

The table below outlines the data in a RAG format.

Statistical totals						
Measure	**Against**		**Neutral**		**For**	
Quantity	16		1		4	
Proportion	76%		5%		19%	
Disaggregation by time periods						
Time period	**Against**		**Neutral**		**For**	
	Quantity	**Proportion**	**Quantity**	**Proportion**	**Quantity**	**Proportion**
11-day period between advert date and installation date	1	100%	0	0%	0	0%
First 4-week period	4	80%	1	20%	0	0%
Second 4-week period	2	67%	0	0%	1	33%
Third 4-week period	4	100%	0	0%	0	0%
Fourth 4-week period	1	50%	0	0%	1	50%
Fifth 4-week period	0	0%	0	0%	1	100%
Sixth 4-week period	3	100%	0	0%	0	0%
Seventh 4-week period	1	50%	0	0%	1	50%
Final 2-week period	0	0%	0	0%	0	0%

Analysis

Of the formal responses, 95% were equivocal, with just over 66% objections and approximately 20% messages of support. Consequently, it would appear that the majority of those who chose to provide formal representation were against the scheme. Neutral feedback was negligible. However, the trends outlined could be a function of the small

sample size which affects data validity and how representative views are of the wider population.

In terms of disaggregation over the course of the trial, the small sample size means it's difficult to identify any discernible trends. As a result, it's unclear whether formal responses became more positive or negative over time. Evidently, responses were sporadic. Only a handful of responses were submitted across the various periods meaning there was no noticeable drop-off in engagement with the exception of the final two-week period. Correspondence peaked during the first 4-week period.

Key themes raised

This chapter discusses common themes raised in the formal correspondence.

Formal objections

The table below lists common themes that have appeared in formal objections to the ETRO/4 consultation along with quantities and proportions to provide context. Themes have been ordered according to their relative magnitude.

Theme		Objections mentioning a particular theme		Proportion of all formal responses
Number	Description	Quantity	Proportion	
1	Displaced traffic	7	44%	23%
2	Congestion	6	38%	19%
3	Pollution	6	38%	19%
4	Purpose	5	31%	16%
5	Higher traffic volumes	5	31%	16%
6	Evidence justifying the scheme	3	19%	10%
7	Prior consultation	2	13%	6%
8	Signage	2	13%	6%
9	Road safety	2	13%	6%
10	Impact to business	1	6%	3%
11	Emergency service access	1	6%	3%
12	Access for deliveries	1	6%	3%

Displaced traffic

Two thirds of the themes listed in the table above (numbers 1, 2, 3, 5, 9, 10, 11 and 12) relate to the effects of traffic being moved from Darbys Lane onto adjoining streets. Multiple residents have alleged that traffic is diverting along Hennings Park Road, Kingsbere Road, and Pound Lane from Dorchester Road. This aspect is reiterated in the Walking and Cycling Officer Review, which notes that:

- Drivers (primarily in the southbound direction) are using this route as an alternative to Darbys Lane, some of whom are exceeding the post speed limit (30mph); and
- A petition has been submitted by a group of residents on Kingsbere Road requesting a supplementary modal filter and / or traffic calming measures.

Geographically, such traffic movements indicate that motorised vehicles causing this problem are likely to be originating from the A3049 Dorset Way and Canford Heath via Oakdale Road. This hypothesis is substantiated by the fact that Oakdale Road terminates at the mini-roundabout with Dorchester Road and there is no direct southbound access onto the A35 Fernside Road. Darbys Lane in the past probably acted as a feeder, enabling motorised vehicles to avoid the signal-controlled junction adjacent to the Oakdale Centre. The southbound predominance could be because of the left-turn onto the A35 Fernside

Road from Pound Lane. Gap acceptance opportunities for such traffic movements are typically easier compared to right-hand equivalents.

Seemingly, issues were most pronounced during the school arrival and departure periods. Volume of formal correspondence received largely mirrored the period of time when the schools were open for face-to-face learning during the Autumn term. Outside of school term times, displaced traffic was allegedly still apparent but less severe.

Principally, objectors have focussed on the consequences of imposing a more circuitous route for motorised vehicles and concentrating existing traffic volumes onto a smaller segment of the highway network. Fundamentally, arguments were three-fold (deterioration of air quality, increased congestion, and reduced network resilience), emanating from the perception of increased journey times / distances and more stop-start traffic conditions. Those of this persuasion, mentioned not only the impact for locals but also for businesses, deliveries and emergency services. Moreover, three respondents did voice initial confusion as to whether the traffic signals would continue to allow for cycle movements between Darbys Lane and the B3093 Wimborne Road.

In terms of congestion, one claims that traffic volumes have exacerbated at two signal-controlled junctions: the one adjacent to the Oakdale Centre (A35 Wimborne Road / Dorchester Road / Vicarage Road) and the facility outside the New Inn where the A35 and B3093 intersect. With the former, the issue is apparently most acute on the Dorchester Road approach. At the New Inn Junction, a couple have commented on the traffic signal phasing, arguing that there have been instances of all vehicles being held and no cycle movements transpiring.

Concerns of the wider impact to the Wimborne Road corridor between Fleetsbridge Roundabout and The George Roundabout have also been raised. Reportedly, congestion manifests throughout the daytime and is not confined to peak periods. Some are of the impression that ETRO/4 in combination with the measure on Tatnam Road (ETRO/7) have significantly increased traffic volumes and deteriorated journey times across the area.

Purpose

Those that cited themes 4 and 6 remarked that the need for the scheme was lacking and the measure was a waste of money. Scepticism was voiced about the choice of location and its justification. Primarily, it was felt that there were no issues with the previous arrangement as all road users coexisted safely and there were inadequate numbers of cyclists to warrant this action. Additionally, a minority reasoned that empirical evidence was deficient.

Prior consultation

Theme 7 centred on the feeling that residents and Ward Councillors should have been engaged with the proposals at an early stage. Criticism pointed out that local knowledge and input could have been used to shape the design, mitigate against potential limitations and avoid known problems.

Signage

Approximately 13% of objections were of the view that roadside notification of the closure was poor, misleading and too generic. In their opinion, it lacked appropriate detail as to which road was affected.

Road safety

Theme 9 refers to the perception that the scheme had led to a deterioration in road safety. It would appear that two factors have influenced this opinion: the effects of displaced traffic and driver behaviour at junctions. According to one, drivers are disregarding lane markings and mounting footways on the Dorchester Road approach at the signal-controlled junction adjacent to the Oakdale Centre. Seemingly, queues obstruct access to other traffic lanes.

Messages of Support

The table below lists common themes that have appeared in formal messages of support to the ETRO/4 consultation along with quantities and proportions to provide context. Themes have been ordered according to their relative magnitude.

Theme		Messages mentioning a particular theme		Proportion of all formal responses
Number	Description	Quantity	Proportion	
1	Environmental improvements	3	75%	10%
2	Enhanced road safety	2	50%	6%
3	Behavioural change	2	50%	6%
4	Lower traffic volumes	1	25%	3%

Environment

Themes 1 encapsulates notions linked to physical activity, air quality, the public health agenda and the Council's declared climate emergency. Fundamentally, its broad compass means its an underlying aspect hinted at within the other themes listed below.

Road safety

Theme 2 alludes to the perception that the measure has enhanced safety for vulnerable and non-motorised road users by:

- Improving amenity value for people accessing the neighbouring Oakdale Road Playpark;
- Minimising user conflict by lessening risk of near misses for cyclists; and
- Reducing instances of vehicles exceeding the posted speed limit. Apparently, this used to transpire when the traffic signals at the New Inn junction displayed a green aspect.

The Walking and Cycling Officer Review largely concurs, citing the proximity of the children's playground and that the New Inn junction is a cluster site for personal injury accidents.

Behavioural change

Theme 3 refers to improved connectivity for those travelling by bicycle. The general consensus by those in favour appears to be that the scheme has resulted in an uptake in cycling coupled with an uplift in children using Oakdale Road Playpark. In the Walking and Cycling Officer Review it is noted that as part of the Transforming Cities Fund (TCF) programme, it is proposed to permanently close access for motorised vehicles to the New Inn junction from Darbys Lane to foster cycling and walking improvements.

Lower traffic volumes

Supporters of the scheme are of the impression that traffic volumes have significantly reduced, with associated reductions in noise. This aspect is reiterated in the Walking and Cycling Officer Review, which states:

- That Darbys Lane was used a means to avoid the traffic signals at the junction adjacent to the Oakdale Centre; and
- The increased distance for motorised vehicles is negligible.

Proponents also argue that excessive congestion has not materialised.

Responses to formal objections

The table below sets out Council responses to formal objections according to the relevant themes identified in the previous chapter.

Theme	Sub-theme	Council response
Displaced traffic	**Hennings Park Road, Kingsbere Road and Pound Lane**	If the scheme is retained, the Council would explore options for supplementary modal filters and / or traffic calming measures to mitigate against displaced traffic on these roads. This would likely manifest as part of infrastructure improvements being delivered through the TCF programme. For reference, Darbys Lane is part of the proposed route between Poole Town Centre and Merley and incorporates a modal filter. Subject to the outcomes of the ETRO/4 consultation process, TCF proposals involve converting the temporary arrangement currently in place into a permanent feature. In the meantime, residents can report incidents of vehicles exceeding the posted speed limit to Dorset Police. Further information is provided on the following webpage: http://www.dorsetroadsafe.org.uk/enforcement-operations/reporting-traffic-concerns/
	Consequences for motorised vehicles	Increases in distance travelled and journey times for motorised vehicles are considered negligible (as highlighted in the Walking and Cycling Officer Review). ETRO/4 still facilitates local access but prevents through traffic using it as a shortcut. Rat-running as its colloquially known, produces negative externalities, such as congestion, noise, pollution and safety. Through traffic should use more suitable arterial routes like the A35 Wimborne Road. ETRO/4 was designed to support the cycle route between Poole Town Centre and Canford Heath. Reductions in traffic volumes makes cycling more amenable particularly for less confident cyclists who prefer to cycle away from busy traffic routes. On quiet mixed traffic streets (i.e. Darbys Lane) there is less need for segregated cycling facilities because the principal function of these roads is access to local properties. However, this necessitates a low traffic low speed environment. Modal filters are one of several recognised traffic management measures to help achieve this (as stipulated within Section 7 of Cycle Infrastructure Design Local Transport Note 1/20).

		Managing demand for car travel by promoting alternate means of transport and ensuring users have a range of travel options, is one of the ways to improve highway network resilience. Emergency services are statutory consultees. Prior to implementing ETRO/4, the Council engaged with representatives from the Ambulance, Fire and Police services. If any concerns had been raised, these would have been dealt before the trial commenced, either by making amendments or cancelling the scheme.
	Traffic signal timings	Traffic signal timings have been adjusted at the New Inn junction and the intersection adjacent to the Oakdale Centre to account for changes in traffic flows. Initially, there were a few snagging issues at the New Inn junction regarding cycle times and detection (as highlighted in the Walking and Cycling Officer Review). However, these were subsequently resolved. Traffic signals for Darbys Lane now operate on a demand dependent function, meaning that if no cyclists are detected then that phase is skipped. By simplifying traffic movements, ETRO/4 enables the junction to operate more efficiently because there are fewer stages and intergreen periods.
	Impact to Wimborne Road corridor	Trips patterns to school during the 2020 Autumn term were heavily influenced by COVID-19. Public health advice along with guidance issued by school and college leaders advised parents that children should avoid using public transport where possible to minimise transmission rates. Therefore, it is considered that the traffic volumes witnessed were a temporary phenomenon and not an indication of permanent behavioural change. Once the situation with the pandemic has stabilised, it is expected that trip patterns will normalise and issues dissipate. Nevertheless, the Council will continue to monitor the area and take remedial action if required. ETROs were implemented to create low traffic areas which were more amenable to cycling and thus free up road space for more essential use when this mode is not a viable option.
Purpose	**Cost**	Funding was sourced from the EATF, a central government grant as announced by the Secretary of State in May 2020. The monies that were made available were very small and would not have funded more significant infrastructure projects. Conditions were also attached, limiting what the finance could be used for. Guidance issued by the Department for Transport stipulated that allocations were only for closing roads to through traffic, installing physically segregated cycle lanes (using full or light segregation) and / or widening pavements on roads currently used by motorised vehicles. The main purpose of the fund was promoting cycling as a replacement for journeys previously made by public transport.
	Need	ETRO/4 was designed to support the cycle route between Poole Town Centre and Canford Heath which is one of the busiest in the conurbation with a high potential for future growth. Furthermore, the New Inn junction is a cluster site for personal injury accidents, meaning that there are safety benefits to simplifying traffic movements.

		Reductions in traffic volumes makes cycling more amenable particularly for less confident cyclists who prefer to cycle away from busy traffic routes. On quiet mixed traffic streets (i.e. Darbys Lane) there is less need for segregated cycling facilities because the principal function of these roads is access to local properties. However, this necessitates a low traffic low speed environment. Modal filters are one of several recognised traffic management measures to help achieve this (as stipulated within Section 7 of Cycle Infrastructure Design Local Transport Note 1/20).
	Empirical evidence	The number of specific location requests for modal filters involved several hundred. However, each scheme was judged on its own merits rather than the quantity of applications received. The criteria used for selecting schemes was a scoring mechanism, based on the following: impact on walking and cycling to school; propensity to cycle; proximity to existing or proposed strategic walking or cycle routes; potential to improve road safety; and potential to improve bus punctuality and journey time reliability. An assessment methodology based on readily available data was devised to identify BCP Census areas which would benefit the most. The available data consisted of the following: potential increases in cycling by area using the Department for Transport sponsored Propensity to Cycle Tool (PCT); the locations of all cycle accidents involving injury for the last 5 years; and the location of all educational establishments in the BCP area. PCT data for current and forecast commuting levels was extracted from the 'Go Dutch' scenario for different BCP Census areas. The difference between existing and forecast levels was then calculated and divided by the size of the Census areas to give the potential increase in cycle trips per kilometre squared. Accidents and the numbers of educational establishments were similarly treated. Additionally, all current bus routes were mapped to assist with scheme selection. This enabled the identification of areas that had: significant potential to increase commuter cycling; high levels of cycling accidents; and high levels of education establishments. Each of these were scored from 1 to 5 (with 5 being the highest). Scores were then aggregated for each BCP Census area, enabling a ranking to be produced. Schemes falling within top-ranking areas were then extracted from the list and assessed to identify those with the greatest potential. Background traffic modelling using the South East Dorset (SED) model was undertaken prior to implementation for schemes with available data. Darbys Lane is included in the SED model and therefore was modelled. Please note that the SED model is an external application managed by Dorset County Council.

Prior consultation	The timing of the consultation after the implementation of the scheme was a condition of the funding received from Central Government through the EATF. Criteria for this grant insisted that the measures should be implemented within 12 weeks of funding being awarded. The Department for Transport recommended the use of an ETRO which incorporates a 7-day notice period. These time constraints meant that there was not the normal opportunity for advance consultation. However, unlike a conventional Traffic Regulation Order (TRO), an ETRO is a trial lasting for an initial 6-month period with the option to extend this up to 18 months if required. As part of the trial, a consultation was held and stakeholders were able to submit formal representation either by email or post and complete a web-based survey. Fundamentally, members of the public could see for themselves the effect of the change before commenting. Outputs from the consultation reporting tools will be used to inform the review of the scheme and subsequent decisions. It was always the intention of the Council to engage with residents and it remains committed to this process. The need for urgent action arose as a consequence of the return to school / work in the Summer of 2020 following the easing of restrictions associated with the first national lockdown. Warnings were raised about the implications COVID-19 could have on the local highway network. Specifically, there was genuine concern that traffic gridlock could rapidly develop if a significant number of public transport users switched to travelling by car because of health concerns and / or reductions in capacity brought on by social distancing requirements. To mitigate against this induced demand, ETROs were implemented to create low traffic areas which were more amenable to cycling and walking and thus free up road space for more essential use when cycling and walking is not a viable option.
Signage	Signage used conformed to statutory guidance set out in The Traffic Signs Regulations and General Directions (TSRGD) 2016. Council Officers involved in the design of the scheme reviewed signage during the trial and removed anything deemed surplus to requirements.
Road safety	Overall, feedback to-date suggests that incidents of vehicles mounting the footway have been limited. If the issue persists, the Council would consider additional physical measures plus enforcement options in accordance with devolved powers in Part 6 of the Traffic Management Act. Members of the public can report occurrences via Dorset Police's enforcement operations reporting site and / or the Council's online report-it tool, as detailed on the following webpages: http://www.dorsetroadsafe.org.uk/enforcement-operations/reporting-traffic-concerns/ https://www.bcpcouncil.gov.uk/Report-a-problem-or-fault-or-tell-us-about-something/Report-a-problem-or-fault-or-tell-us-about-something.aspx.

Suggestions to improve the scheme

The intention of this chapter was to list alternatives and complementary measures suggested by respondents to improve the scheme, along with Council responses. However, only one idea was submitted: alterations to the traffic signals at the New Inn Junction to reflect the new restriction, including a demand dependent function for cyclists travelling between Darbys Lane and the B3093 Wimborne Road. As discussed in the **Responses to formal objections**, this matter has already been addressed.

The Walking and Cycling Officer Review recommends three complementary measures:

- Additional modal filter on Kingsbere Road at the junction with Hennings Park Road;
    - Options could include a configuration akin to ETRO/4 or a bus gate similar to the one currently being trialled on Birds Hill Road (ETRO/9) with restrictions applying to southbound traffic.
    - Any changes would require the relocation of two bus stops onto Pound Lane;
- Low level cycle signals as prescribed in TSRGD diagram 3000.2A and section 10.6 of Cycle Infrastructure Design Local Transport Note 1/20; and
- Monitoring of signal timings and traffic flows at the signal-controlled junctions adjacent to the Oakdale Centre and The New Inn:
    - Should be undertaken both in the immediate term as traffic volumes return to pre-COVID-19 levels and the longer outlook as TCF proposals are implemented; and
    - Purpose is to ensure extra delays to motorised vehicles (including buses) are minimised and cycle times are optimised for pedestrian crossing movements.

Conclusions and recommendations

Conclusions

Overall feedback

Of the formal responses, it is difficult to ascertain discernible outcomes because of the small number of messages received. However, from the correspondence submitted, in excess of 66% were against the scheme, with only 20% in favour. It's also unclear whether messages become more positive or negative over time owing to the sporadic nature of responses.

Key themes raised

Formal objections

Formal objections centred around five core themes. In order of relative magnitude, these were:

- Displaced traffic;
- Purpose;
- Prior consultation;
- Signage; and
- Road safety;

The effects of traffic being moved from Darbys Lane onto adjoining streets was the most cited theme in formal objections. Ostensibly, this seems to have transpired on Hennings Park Road, Kingsbere Road, and Pound Lane, with the issue most pronounced during the school arrival and departure periods in the southbound direction (as highlighted in the Walking and Cycling Officer Review). Geographically, is likely that vehicles are emanating from Oakdale Road.

Other aspects relating to displaced traffic focussed on the consequences of imposing a more circuitous route for motorised vehicles and concentrating existing traffic volumes onto a smaller segment of the highway network. Fundamentally, concerns were three-fold: deterioration of air quality; increased congestion; and reduced network resilience.

In terms of congestion, a handful claimed that ETRO/4 in combination with ETRO/7 had increased traffic volumes and deteriorated journey times along the Wimborne Road corridor between Fleetsbridge Roundabout and The George Roundabout. A couple had also raised concerns about the signal timings at the two respective junctions next to the Oakdale Centre and The New Inn.

Of the other themes:

- Purpose implied that the need for the scheme was lacking, there were no issues with the previous arrangement and empirical evidence was deficient;

- Prior consultation reflected a feeling that residents and Ward Councillors should have been engaged with the proposals at an early stage;
- Signage referred to the impression that roadside notification of the closure was poor, misleading and too generic; and
- Road safety alluded to the effects of displaced traffic and isolated incidents of drivers mounting footways on the Dorchester Road approach to the junction with the A35 Wimborne Road.

Council responses to objections have been provided. Actions to take forward for further consideration relate to the mitigation of displaced traffic. Principally they entail a need to explore options for supplementary modal filters and / or traffic calming measures if the scheme is retained.

Messages of support

Formal correspondence in favour of the scheme concentrated on three themes. In order of relative magnitude, these were:

- Environmental benefits linking to notions of physical activity, air quality, the public health agenda and the Council's declared climate emergency;
- Improved road safety for vulnerable and non-motorised road users by enhancing amenity, tackling speeding and minimising user conflict;
- Behavioural change, consisting of an uptake in cycling and those using the Oakdale Road Playpark; and
- Lower traffic volumes / noise without adverse effects to congestion.

All of these were reiterated in the Walking and Cycling Officer Review.

Suggestions to improve the scheme

Only one respondent proposed a suggestion to improve the scheme. As discussed in the **Responses to formal objections**, this matter has already been addressed. Nonetheless, the Walking and Cycling Officer Review recommends three complementary measures which warrant further consideration:

- Additional modal filter on Kingsbere Road at the junction with Hennings Park Road;
- Low level cycle signals; and
- Monitoring of the signal-controlled junctions adjacent to the Oakdale Centre and The New Inn.

Recommendations

- Overall, it is recommended that the scheme is continued for further experiment or made permanent and adopted as part of TCF proposals for the route between Poole Town Centre and Merley. This is because of the road safety benefits it brings and how it supports sustainable transport initiatives.

- Consideration be given to expanding the scheme to address one of the local diversion routes created via Kingsbere Rd.
- Nevertheless, this is on the condition that:
    - Outcomes from the final report for the Online Questionnaire align;
    - Appropriate mitigation is provided to address displaced traffic; and
    - Recommendations from the Walking and Cycling Officer Review are incorporated to ensure objectives are fully realised.
- For the immediate term:
    - Monitoring should take place at the signal-controlled junctions adjacent to the Oakdale Centre and The New Inn to ensure that as traffic volumes return to pre-COVID-19 levels, delays to motorised vehicles (including buses) are minimised and cycle times are optimised for pedestrian crossing movements.
    - The current modal filter configuration should remain in-situ as an interim arrangement until TCF works are undertaken.
- During the medium-term, TCF proposals should be modified to incorporate the following complementary measures:
    - Supplementary modal filter on Kingsbere Road at the junction with Hennings Park Road using a set-up comparable to ETRO/4 or ETRO/9; and
    - Low level cycle signals as prescribed in TSRGD diagram 3000.2A.
- In the long-term, monitoring at the signal-controlled junctions adjacent to the Oakdale Centre and The New Inn should continue to take place to account for any changes to demand placed on the network.

Notes

- An amendment to the ETRO will re-start the 6-month review period.
- The current ETRO has a maximum duration of 18 months from the date which it commenced (Friday 7th August 2020).
- Depending on the scale of changes, it will take between six and eight weeks to implement revisions to the current arrangement.
- Any decision regarding ETRO/4 may need to align with the outcome of ETRO/7 given that both affect TCF proposals along Wimborne Road.

Appendix A – Derivation of statistics and classification criteria

Appendix A includes notes on how the statistics have been derived and the classification criteria used when registering formal correspondence received in the 'ETRO Response Mailbox'.

Derivation of statistics

- The 'Against' category comprises of responses which have been classified as an 'Objection'.
- The 'Neutral' category includes responses which have been classified as a 'Comment'. Messages classified as a 'Follow up to a Standard Response' or a 'Query' were not included in the statistics.
- The 'For' category consists of responses which have been classified as a 'Message of support'.
- Messages classified as a 'Follow up to a Standard Response' or a 'Query' have been excluded from the analysis. Such an approach was taken to:
    - Better ascertain the levels of objection / support;
    - Avoid double-counting the views of those who had responded on more than one occasion; and / or
    - Circumvent the potential to misrepresent those who had not elicited a definite view.

Classification Criteria

The majority of formal correspondence received in the ETRO Response Mailbox was unequivocal. However, some responses were noncommittal or mixed with an element of subjectivity. Each message was reviewed on a case-by-case basis to determine its standpoint. Words, phrases and language used was assessed in their broader context rather than in isolation, to ensure feedback was fully considered and nuances accounted for.

Overall, messages were categorised as one of five types:

- Objection;
- Neutral comment;
- Message of support;
- Follow up to a Standard Response; and
- Query.

Objection

- Messages which contain the word 'object' or suffix variants of this.
- Also incorporates words similar to 'object' i.e. against, disagree, negative, or wrong.

Neutral comment

- Equivocal messages without an obvious slant, neither objecting nor supporting.
- For example, a response may praise part of the scheme but criticise its method of implementation or another aspect.
- Purpose – to avoid misrepresenting a person who has not elicited a definitive view.

Message of support

- Contains the word ‘support’ or suffix variants of this.
- Also includes words similar to ‘support’ i.e. happy, ‘positive’ or ‘good’.

Follow up to a Standard Response

- Used to signify that a respondent has communicated on more than one occasion.
- Includes correspondence from the same person via continuous or separate email chains or through the use of different email accounts.
- This approach avoids double counting the views of those who respond on more than one occasion but still captures any additional correspondence that takes place.

Query

- Messages that merely pose a question or request further information.