

Appendix C:  
Consultation response report

## Petts Hill Junction Improvements Report on the Responses to the Consultation Leaflet

The consultation leaflet was posted out on 3rd September 2004 mainly to postcode districts UB5 4 and HA2 8 covering approximately 11000 properties. Residents were asked to return the leaflet by 30<sup>th</sup> September responding by ticking "YES", "NO" or "DON'T KNOW" to questions:

- Q1 Do you feel that something needs to be done about the bottleneck at Petts Hill Bridge?
- Q2 Do you feel that this scheme will help to improve the situation?

Residents were also asked for any suggestions or comments about the scheme.

The table in Appendix 1 summarises the responses to the tick box questions and Appendix 2 details the comments and suggestions received.

There were 451 replies equating to approximately 4.1% of the leaflets distributed, which is a low rate for response. Of the returns 73% answered Yes to both questions supporting the project whilst 8% were totally against. Don't Knows and different answers to questions 1 & 2 account for the remaining 19%. Overall it can be concluded that the majority support the project.

The comments and suggestions covered a number of areas but the most frequent messages concerned:

*Bus Lanes:* Bus lanes are the cause of traffic congestion and should be removed;

*Flooding under the bridge:* Can the flooding problem be resolved;

*Traffic Issues:* There were a number of different issues relating to traffic primarily saying that congestion will increase, the scheme should address wider congestion issues, lighting phases should be altered and a filter lane for right turners into Alexandra Avenue should be installed

*Safety and Security:* Residents are concerned that the underpasses will attract street crime and they should be well lit;

*Positive Feedback:* The scheme is a good idea and why has it taken so long.

Complaints about Bus Lanes is long standing issue, particularly in the Northolt Area, and is not one that can be addressed by this project, although it does increase the extent of the bus lane north bound.

The drainage under the bridge will be improved by the scheme but this is no guarantee that it will solve the problem that is likely to be caused by surcharging sewers into which the highway drainage discharges.

The phasing of the lights and the need for a filter lane are being investigated

The concerns for safety and security are well understood and the scheme has been designed in consultation with the Met Police Crime Prevention Design Team and their observations and suggestions have been taken on board including CCTV and high lighting levels.

# **Appendix 1**

## **Summary of Responses to Questions 1&2**

## Petts Hill Questionnaire Summary of Replies

	Postal Area UB/HA	Postal Area UB	Postal Area HA	No Postcode	UB%	HA%	No Code %
Total No. Returns	451	290	137	24	64.30	30.38	5.32
Yes to question 1 & 2		204	110	16	45.23	24.44	3.55
No to question 1 & 2		28	9	0	6.23	2.00	0
Don't know to question 1 & 2		5	2	1	1.11	0.44	0.22
Don't know to question 1 No to question 2		6	2	0	1.33	0.44	0
Yes to Question 1 No to question 2		28	7	1	6.23	1.55	0.22
Yes to question 1 don't know to question 2		17	6	1	3.78	1.33	0.22
No to question 1 yes to question 2		0	0	2	0	0	0.44
No to question 1 don't know to question 2		2	0	1	0.44	0	0.22
No questions answered		0	1	0	0	0.22	0

# **Appendix 2**

## **Summary of Suggestions and Comments**

## Petts Hill Questionnaire Replys.

### Question 3.

**Have you any suggestions or comments about the scheme?**

The numbers in brackets ( ) at the end of each comment shows the number of the same or similar comment or suggestion.

### Bus Lane.

- Get rid of bus lane. (24)
- Bus lane is causing the traffic in the first place. (23)
- Please reduce bus lane hours. (6)
- Short bus lanes can contribute to traffic congestion. (3)
- Have bus lay-by or slip road. (3)
- Cameras should be installed to monitor bus lanes. (2)
- Shorten bus lane from Northolt Park station to Petts Hill. (2)

### Construction Works.

- Minimum noise, dust and disruption to occur while works are carried out. (7)
- Appalling traffic congestion will have to be tolerated during construction. (5)
- Set up diversions for non-local traffic. (1).

### Cycle Lane.

- Please remove the cycle lane. (3)
- Make sure cyclists are separated from pedestrians to maximise safety. (3)
- A barrier should be placed between cycle track and pedestrian walkway. (2)
- Anymore pavement space for cyclists would be a hazard to pedestrians. (2)

### Roundabout.

- Replace lights and triangular garden with a roundabout. (7)

### Flooding in underpass.

- Please deal with the flooding problem. (15)

### Pedestrian Crossings.

- How will pedestrians cross the new road? Please make it easy for pedestrians to cross the road. (7)
- Please keep & or improve pelican crossing at Alexandra Avenue. (6)
- Move pelican crossing to other side of Safeway supermarket, nearer roundabout. (2)
- Put pedestrian crossings outside Netto's and Safeway supermarkets. (1)
- The bottleneck is caused by crossings either side of bridge. (1)
- I hope there are going to be plenty of slopes for mobility scooter users. (1)

### Traffic.

- Congestion will increase towards South Harrow and up to roundabout. (6)
- The scheme should be widened as congestion starts at Target roundabout. (5)
- Traffic lights towards South Harrow hold up traffic flow – phasing of lights should be looked at. (5)
- Make the right turn from Northolt Road into Alexandra Avenue safer; it is currently a blind spot. Junctions from Petts Hill into Alexandra Avenue and Alexandra Avenue into Petts Hill, also need to be made safer, perhaps filter lights would help. (5)
- The traffic jams are caused by vehicles turning right into Netto supermarket and Stroud Gate, at peak times. (3)

- Worried about speeding down Alexandra Avenue due to free flowing traffic. (3)

### **Safety/Security.**

- Worried about muggings in underpass – safety of pedestrians in underpass. No alternative for pedestrians who do not want to use underpass. (38)
- Underpass should be well lit. (17)
- Security cameras should be in underpass and vandal proof. (5)
- There should not be any 'blind spots' in the underpass where muggers can hide. (2)
- A real time camera link to South Harrow and Ealing police station. (2)
- Must ensure safety aspects as undesirables loiter around Oast House. (2)

### **Extra Lane.**

- Traffic congestion will not ease unless an extra lane is put in towards Petts Hill. (4)
- It would be better to have two lanes each way. (2)
- An extra lane is not visible on plan. (1)
- Two lanes towards Heathrow would improve traffic flow. (1)

### **Footbridge.**

- Instead of a subway a footbridge should be built. (3)
- A footbridge should be built across road to Oast House. (1)

### **Traffic Lights.**

- Pedestrian crossing lights by service station should be moved to nearer roundabout. (2)
- Filter lights should be used at Alexandra Avenue, Petts Hill and Northolt Road junction. (1)
- Too many sets of traffic lights between Petts Hill and under bridge. (1)

### **Road Markings.**

- Double yellow lines or red lines should be marked parallel to The Parade and opposite Netto. (3)
- Make road markings clear for left and right turns. (1)

### **Graffiti.**

- There should be graffiti resistant surfaces in underpass. (4)
- Pedestrian tunnels attract graffiti artists. (4)

### **Green Verges and surroundings.**

- Green verges and shrubbery beds should be kept. (5)
- Get rid of poster boards. (2)

### **The Heights - Entrance.**

- The passage should be made easy for traffic entering and leaving The Heights. (4)
- Congestion caused by vehicles entering and leaving The Heights. (4)

### **Cameras.**

- A camera should be placed at the junction of Alexandra Avenue and Northolt Road to catch motorists who jump the lights turning right into Petts Hill. (2)

### **Railway.**

- The railway service should not be affected. (3)

### **Oast House.**

- The derelict Oast Public House needs to be demolished and replaced. (6)
- What will happen to The Oast House pub? (1)

### **Bridge.**

- Replace bridge with a wider one. (8)
- The height of the bridge should be increased to stop vehicles getting stuck underneath it. (4)

### **Positive feedback.**

- Good/excellent idea/scheme. (29)
- Why has it taken so long to do? (10)
- Can't wait to see when it will start. A.S.A.P. (7)
- Good luck with the project. (4)
- The scheme will make a very big difference to those of us who live off Petts Hill. (4)
- I am pleased action is being taken to ease congestion in the area. (4)
- Will improve flow from South to North. (3)
- I think it will help enormously. (2)
- Appears to be a reasonable compromise. (1)
- Congratulations - South Harrow has been ignored by L.B. Harrow for too long. (1)
- Some improvement needed to this ever-growing problem for many years. (1)