

A5-M1 LINK (DUNSTABLE NORTHERN BYPASS) PUBLIC CONSULTATION

CUSTOMERS FIRST – EXIT INTERVIEWS

Introduction

Customers First set out the Highways Agency's vision for the next five years and beyond for providing a continuously improving service to all our customers. It is a map of how we can work together and with our partners and stakeholders to make a real difference to our customers. By understanding their needs we can work with them to find the right solution. This means the Highways Agency need to be clear about how we contribute to customer satisfaction. It means establishing and living our values, and always being focused on the benefit we can bring to meeting customers needs.

Public Consultation Exit Interviews

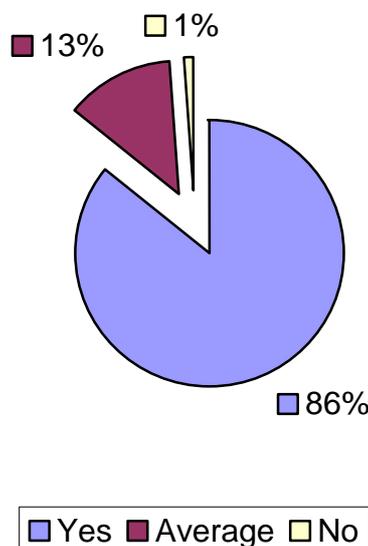
Public Consultation Exhibitions were held in Toddington Village Hall, Kingsland College, Houghton Regis and Dunstable Leisure Centre in September 2005. During these events, exit interview slips were distributed to customers to seek their views on the information provided at the exhibition, the helpfulness of staff and whether or not the venue facilities met their needs.

Summary of Responses to Exit Interviews

A total of 1260 visitors attended the exhibitions, with 585 exit interview slips completed and returned to reception on leaving the venue.

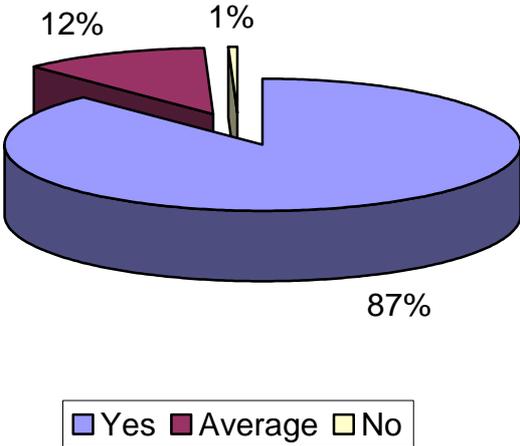
There was a general feeling of satisfaction amongst customers which can be seen in the diagrams below.

1. Did you find the panels easy to read?

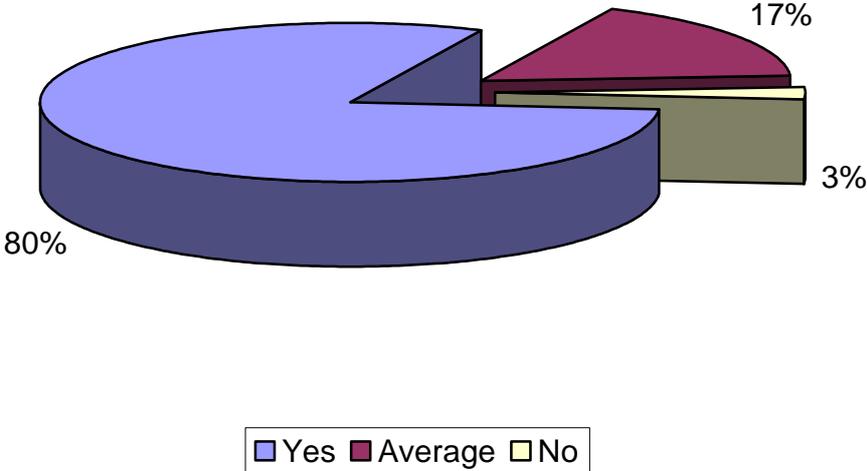


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2. Were the diagrams and maps useful?

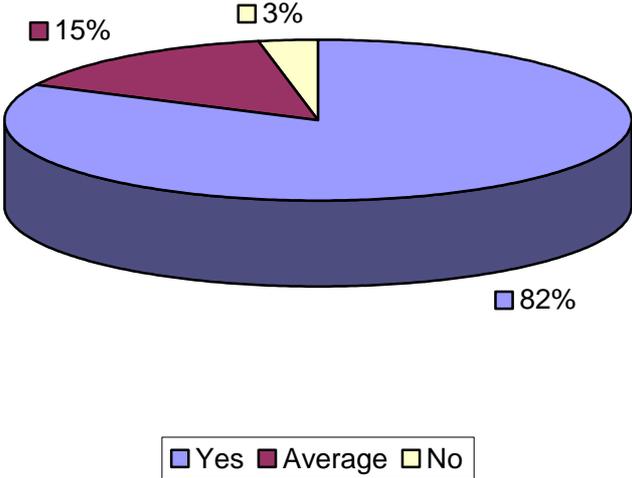


3. Did you find the people staffing the exhibition helpful?



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4. Did the venue facilities meet your needs?



Some comments were made on the reverse of the slips, those regarding specific issues on the scheme proposals will be included in the Public Consultation Report others have been listed below:

Very interesting – well laid out.

Very helpful – answered all my questions, thank you.

Please re-exhibit with a list of predicted “Fors/Againsts” beside each scheme, for each village then and only then can an educated opinion be voiced.

No county council representatives to answer questions.

Did need staff to explain which local roads were still staying open.

Well thought out and well organised.

There should be members of local planning offices in order to answer comments and thoughts on planning in hall.

Good venue well displayed.

Sign outside venue writing too small.

I feel a lot happier now.

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Cool Freebies

We had to come from Dunstable, I would have liked it there for a few more days.

Would have been better if those informing had pointers so more people could see the area of debate.

Traffic flow statistics confusing.

Bearing in mind the close proximity of this road to the majority of attendees to this exhibition it would have been useful for the exhibition to be longer in time and take away copies of plans and sections available.

A most professional presentation!

This meeting should have been held in Chalton Village Hall as Chalton is most affected by the proposals!

Excellent and Informative.

Trying to sell the idea of a Bypass leading to a massive house-building project, here we go again.

Please can you arrange another exhibition in Chalton Village Hall.

The staff were Patronising and ill informed. I dispute the word "consultation" if you widen the M1 as you are doing anyway this road would not be needed and you would not be concreting over yet more of our fast disappearing countryside.

Could have done with a free cup of tea (the free sweets make you thirsty).

Very well presented, clear and understandable. Staff very helpful.

Limited number of points on traffic flow diagram makes it difficult to understand where traffic using bypass comes from on roads within the town.

Not very well advertised. I had to go to South Bedfordshire District Council offices to find out about this evening.

Very interesting, useful and well presented.

Good presentation well staffed.

Very informative discussion with Steven a member of your team.

This display failed to display/identify all of the known plans concerning housing/warehousing and the resulting increase in traffic problems.

Helpful video.

Object to initial heading "The Need for Improvements" the reason should be obvious.

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An excellent presentation. The staff knew our concerns, took me to those in the know, and all the options were clearly and methodically presented to me. Well done Stephanie, and your staff. Excellent!

Not very well advertised, only heard about it on the radio by chance.

All presentation staff was not aware of problems. They tended to only have knowledge of their own specific fields, land, highways.

Would that all exhibitions be as well laid out with the same helpful staff as this one.

Although the exhibition was useful and clear, I cannot see a lot of improvement for Dunstable itself if the predicted levels of traffic through High Street A5 and the A505 are correct as there are very little difference whether the Bypass is built or not.

Excellent, very clear, good lighting and plenty of space.

Good information diagrams, well informative, not sure it will reduce traffic due to traffic across Bypass should be down to flow traffic.

Excellent, well-informed staff, very clear prefer southern route, concern about Thorn Turn closure thank you. P.s. I am not convinced that the traffic problems through Dunstable will be eased!

Very good and extremely useful.

Well done.

Recommendations Preceding the Exit Interview Slips

It is recommended that the information we are evaluating from the slips enable us to deliver a world class quality of service expected from our customers. Considering the impact on our customers of every activity we do, whether or not we are delivering directly on the 'front line' or working hard to enable that delivery behind the scenes.

Further Information

Should you require additional information, please use the following contacts:

[Highways Agency Information Line: 08457 50 40 30](tel:08457504030)

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