Supporter / Objector	Presen t at Inquiry ?	Comments	Officer Response
Supporter 1 (local resident)	No	The scheme should be made permanent. Footfall is greater and the atmosphere, both socially and in terms of air quality in the town centre, is greatly improved. It is a more pleasant place to shop and conduct business since buses and cars stopped using the town centre. As a pensioner I feel much safer with the removal of through traffic.	
Objector 1 (local business)	No	My business is on Swan Street yet I have never been consulted or asked my opinion of the project. I am not in favour of this pedestrianised zone as I feel it was more beneficial to my business when cars were able to pass by the shop as well as pedestrians. Furthermore we have a constant battle with delivery drivers unable to work out where they can and can't pull up to deliver goods.	All affected properties received 2 hand delivered letters about the ETRO. Parking was not allowed on Swan Street before the town centre was pedestrianised so allowing cars to drive past will have no bearing on passing trade.
Supporter 2 (local resident)	No	I have lived in Loughborough for 50 and the town centre pedestrianisation has been the biggest improvement that I have seen. To be able to walk freely between shopping areas is so much nicer than negotiating traffic. It's safer and cleaner and overall adds to the attractiveness of the Town. Lemyngton Street isn't a vast distant from the Market Place and sits on the edge of the shopping areas. Allowing buses back through will once again split the town in half. I can easily walk within a couple of minutes to the relocated bus stops through a particularly attractive shopping area. Please don't be swayed by the few objectors. Loughborough Town Centre is more attractive and safer without traffic going through the middle. It's working well. I love it.	
Supporter 3	No	Keep full pedestrianisation. To allow anything through totally	

/la a a l		defeate the chiest Dunes can wish as and down off to the U.S. O.	
(local		defeats the object. Buses can pick up and drop off in the High St	
resident)		and if they go through The Rushes there are bus stops outside	
		Wilkinsons. Keep it traffic free.	
Supporter 4	No	Not all bus services use Lemyngton Street and stop on High	The use of High Street by unauthorised
(local		Street, which is closer to the town centre. The stops on Baxter	traffic is being investigated as part of
resident)		Gate are convenient for the new cinema. Arriva have chosen	remedial measures agreed with the two
		deliberately to employ a convoluted route for the 126/127 whereby	bus operators.
		they turn right out of Bridge Street onto Derby Road, then left onto	
		Regent Street and then a most difficult right turn onto Ashby	
		Road. This misses the alternative to turn left out of Bridge Street	
		onto Swan Street with the opportunity to collect passengers in	
		Swan Street and then Ashby Square. In my opinion the bus	
		companies are creating their own problems in an effort to bring	
		passengers to heel and speak out in their favour.	
		The High Street from Leicester direction is signed as for access	
		only yet is abused on a monumental scale by all and sundry	
Objector 2		The scheme has caused congestion on peripheral routes such as	Traffic signals on the IRR have not been
(local		Meadow Lane. Pollution levels may be down in the town but it is	operating as efficiently as possible due to
resident)		worse on outer roads where there are many schools and	a technical issue. Steps have already been
		residential areas. The relocated bus stops are too far from the	taken to address this but further work is
		town for my elderly mother. Most older people cannot vote or	required in order for a system of joined-up
		voice their opinion as they cannot use a computer. Any voting	traffic signal control, which will be fully
		should have been carried out in strategic places in the town where	functional by April 20156. Vehicle
		folk can have easy access. Even someone with a clip board at	emissions have been drastically reduced
		the bus stops.	in those areas with the greatest
			concentration of pedestrians. The IRR will
			reduce congestion in the town centre.
			Unlike the previous route (along Swan
			Street), it has been designed to cater for
			the current level of traffic.

Supporter 5	No	Loughborough town centre is safer and more pleasurable. Yet	
(local		again it is bus companies who want to turn the centre into a free	
resident)		for all!! Why can buses not turn left from Bridge Street instead of	
		right, which would bring them closer to the shopping centre, and	
		then along Ashby Square as they did before pedestrianisation .To	
		allow buses through the centre of town middle again would	
		dangerous for pedestrians who now enjoy the freedom of the town	
		centre.	
Supporter 6	No	The removal of all traffic, including buses from the town centre	
(local		makes for a very pleasant and safer experience. There is	
resident)		obviously less pollution and traffic noise. If the buses were	
,		reintroduced, it would be one every 3 minutes. Obviously this	
		would make it more dangerous for pedestrians, there would be	
		more pollution with the buses belching out toxic diesel emissions.	
		The town should continue to be traffic free for the benefit of the	
		people of Loughbrough.	
Supporter 7	No	The decision should take into account the large numbers of	A period of six months was allowed for
(local		residents who walk into and around town and not just the	representations to be made.
resident)		convenience and profits of the bus companies.	
		Most of us support the town centre pedestrianisation. It is a vast	
		improvement and has greatly improved the town centre. The	
		space can be used for extending the market and for other events	
		drawing people into the town. We maintain that any current	
		decrease in footfall and bus usage is due to the effect of austerity	
		on people's buying power and that things would be even worse	
		without pedestrianisation. We enjoy the freedom to walk round the	
		middle of town. Shopping at the weekly markets is now	
		enhanced, and the town centre has a much more friendly,	
		cohesive feel. No longer do we need to carefully consider where	
		and how we cross the A6, as there is no traffic impeding our way	

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		and demanding priority. The return of frequent buses would greatly negate that improvement. Buses travelling through the middle of town would make life more difficult for many people including parents with prams/ buggies, senior citizens, and particularly difficult for disabled residents and partially sighted and blind pedestrians. Bus operators could make certain bus routes more convenient for the town centre. I deplore that such a short time was offered for objection to allowing buses through the middle of town. Only support for buses has been encouraged. We have suggested that the deadline should be extended.	
Supporter 8 (local resident)	No	I readily accept that a relatively small number of people find the new siting of bus stops inconvenient but I strongly feel that they are being used by the bus companies to support their case for bus access. On the other hand, there is an even stronger case for the protection of the safety and health of the pedestrianized area of Loughborough market place. The pedestrianisation has been a major step forward in the development of the town centre. It has created a safe, clean and low air pollution area which has much improved the shopping experience in Loughborough.	
Supporter 9 (local resident)	No	It is a pleasurable experience to visit Loughborough town centre now that we, as pedestrians do not have to suffer the fumes from the traffic and it makes the town 'united' instead of being divided by the A6 and it is so much safer.  Allowing buses through the area is a recipe for disaster and when other vehicles see buses using the High Street they will surely follow. A lot of vehicles choose to still use the High Street and Baxter Gate rather than joining the new road on Leicester Road despite of a sign clearly stating they shouldn't.	High Street is also being monitored, as agreed as part of the mitigation works agreed with the two bus operators. Action will be taken as appropriate.
Supporter 10 (local	No	The decision must take into account the large numbers of residents who walk, cycle or drive into and around town and not	

The topic of town centre pedestrianisation and implementation options has been discussed at a number of our meetings, and our submission summarises the overwhelming majority of views.  We supported the trial of no buses through the pedestrianised area and feel it has been a great improvement in the amenity, cohesion and feel of the town centre. The extended pedestrianised area has been a vast improvement and has created a lovely town centre. The space has enabled the extension of the market activities and other event use. Shopping at the Saturday and Thursday markets is now much better, and the town centre has a much more friendly, cohesive feel. The new pedestrianised centre is very nice and we enjoy the freedom to walk round the middle of town without having to worry about buses.  We support permanent pedestrianisation of Loughborough town centre. Buses through the middle would make it more difficult for all groups of pedestrians which include parents with prams or buggies, senior citizens and particularly difficult for disabled residents and partially sighted and blind residents and visitors. In short, buses being allowed back in would be very negative to the improvement already achieved.  We believe that bus companies could have been significantly more co-operative in their efforts to make the new pedestrianised system workable and change their routes so they are more convenient for the town centre.  Objector 3 No Buses and cars do not mix very well on the IRR. Bus users are				
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	(local		` •	•
Worse the bus stop where the relief road joins the A6 causes car until the bus moves on. No problems have	resident)			
			Worse the bus stop where the relief road joins the A6 causes car	until the bus moves on. No problems have

Objector 4 (Campaign for Better Transport)	Yes	traffic in the left lane to move out into the right lane in order to pass the stationary bus, an accident waiting to happen. The buses should come through the town where they are more convenient for bus passengers.  The scheme actively penalises bus users by requiring them to walk much longer distances to and from their buses than was previously the case. Those using the southbound bus stop on Lemyngton Street are required to cross a busy road, having adverse implications for people with disabilities. The airport bus stops here and people don't realise that this is the town centre bus stop. This scheme has resulted in longer, slower, less reliable journeys for bus passengers. It also impacts on the punctuality of all services, causing frequent delays. This may impact on the viability of local businesses by putting some of their customers off from trying to get to them. Buses should be allowed through with a pinch point or rising bollards in the middle of the road, a method adopted in Hinckley town centre. This is a safe system which works perfectly well by allowing buses to serve the street safely, using on street bus stops, without isolating, or making things more difficult for, anyone.	been reported regarding this arrangement on the IRR, which is wide enough in most places to allow vehicles to pass a stationary bus.  A limited number of services use the Lemyngton Street stop, most of which are through services to Leicester. The new pedestrian crossing allows passengers to cross the IRR safely and walk along the pedestrianised Church Gate to the town centre. Pedestrian signage to /from Lemyngton Street is being looked at as part of the remedial works agreed with the bus operators. The bus operators didn't provide specific figures about punctuality or journey times. The new route along the IRR is an increase of 400m. However, this route is less congested than the old A6 and traffic flows more freely. Buses, if allowed in the pedestrian area, would be limited to 5mph. General traffic is now being reinstated in Hinckley town centre at the request of businesses. Furthermore,
			shops are concentrated on Castle Street, which is not on a bus route.
Objector 5 (CTC)	Yes	The former proposal had been to restrict motor vehicles in Loughborough town centre but not cycles. There was no consultation on removing cyclists from the town centre. The alternative route via the IRR is substandard, cyclists cannot get to toucan crossings, the Fennel Street cycle lanes are narrow and	The scheme has been introduced using an experimental Traffic Regulation Order. Legally, the consultation period commences once the restrictions are in place and it isn't necessary to conduct any

residents'	Leicestershire and Loughborough was designated an Air Quality	
association)	Management Area (AQMA). The scheme was designed to	
	address this issue. Any back-tracking to allow buses back into the	
	market place would be a very retrograde step and may be in	
	breach of what was agreed with the DfT in terms of scheme	
	funding. I much prefer the pedestrianised market place and the	
	traffic free area. I think it is healthier!	
Objector 6	Pedestrianisation has created much longer bus routes and the	Much of the complaint directed at bus
(local	relocation of bus stops has severed connectivity between	services/ operators and outside of the
resident)	services. Bus users are now using the car as it is more	scope of the ETRO.
	convenient. Lemyngton Street is too far from the town centre and	There is no evidence to suggest a modal
	exceeds maximum walking distances set out by the DfT. The	shift from buses to the car. Buses remain
	County Council neglected its public sector equality duty under	well used. When interviewed as part of the
	Section 149 of the Equality Act 2010 and failed to make	AECOM study, there was no consensus
	reasonable adjustments to remove barriers for disabled people.	amongst bus passengers about the
	This is important given that 54% of bus users are concessionary	location of bus stops in relation to the town
	pass holders who are either disabled or elderly.	centre.
	The Equalities Questionnaire only considered pedestrians,	Whilst the Lemyngton Street stop is
	whereas bus users are the only pedestrians affected by the	argued to be remote from the town centre,
	decision of whether or not to exclude buses.	the disabled parking bays just across the
	Bus stops are no better than before and seats are unusable as	road on Church Gate are always well
	they are too low and tilt backwards. The shelters also get wet	used. It is also conveniently placed for The
	when it rains and provide little shelter from the wind. We had	Rushes and the Baxter Gate cinema.
	better shelters previously. There are no longer any number flags	The Ombudsman considered the Council's
	on the shelters which makes it difficult to identify the right stop,	actions under the Equalities Act and found
	especially if in a hurry or partially sighted. If you live on the south	no fault with the Council's actions.
	of the Market Place there is now no bus service to and from the	Parking restrictions are routinely enforced.
	train station or University, whereas before you would have merely	The misuse of High Street may be a
	crossed the road. Now you have to walk considerably further.	consequence of the traffic signal timings
	Before pedestrianisation a bus went into the hospital; This was	on the IRR, which is in the process of

		discontinued as there wasn't time. Parking restrictions are seldom enforced, particularly during evenings and weekends.  Unauthorised traffic regularly uses High Street / Baxter Gate.  The council should remove complete pedestrianisation by allowing buses through, as was promised in their bid for funding application.	being rectified. The Council has agreed to look into this due to its potential impact on bus services, and will take appropriate action if necessary.
Objector 7 (local resident and business property owner)	No	The location of the Inquiry is remote from Loughborough. This restricts the right of the public to attend, especially those bus users without personal transport and therefore most affected by the Inspector's decision.  Buses are delayed in Baxter Gate by local authority waste collection lorries. This has a knock-on effect on bus timetables. The Leymington Street bus stop is too far from the valued independent retail shops in Devonshire Square, Wards End and Bedford Square. Trade in these areas has suffered.  There has been an increase in car use and parking requirement as a direct consequence of the bus trial. This is polluting and causes congestion.  The re-routing of both buses and traffic has resulted in a marked decrease in footfall and trade across the town, as indicated by our tenants. Our tenants and ourselves are all BID members, but contrary to the decision of BID's executive board, we do not support the pedestrian area becoming permanent.	A suitable venue was not available in Loughborough on those dates where an Inspector was available. The Council is not aware of any problems with refuse collections however your observations will be reported to Charnwood Borough Council.  4. High St & Ashby Square stops are still used by many services. No specific information received to confirm decline in trade on Devonshire Square, Wards End & Bedford Square.  5. Increase in car use is unsubstantiated. Agreed, use of some car parks has increased but this may be due to the new/preferred 'pay on exit' system or motorists changing their parking habits. It does not necessarily mean that car use has increased.  Marked decrease in footfall and trade is not substantiated. Where are the three businesses located? Why have they not contacted us directly?
Objector 8	Yes	I frequently travel into Loughborough town centre for business	Lemyntgon St stop is as close as

(Shepshed		and leisure. Before the flow of traffic was restricted in Swan Street	practicably as possible to the town centre,
resident)		it was possible for passengers travelling towards Leicester to	taking into account the route chosen for
		board and alight from buses close to the Market Place. These bus	this service. Bus operators regularly
		users now have to walk 330 metres (via Churchgate) to or from	review and change their routes in
		the new bus stop in Lemyngton Street, which is difficult for those	response to customer demand. The
		with mobility problems. During the planning of the	rerouting of service 16 is one such
		pedestrianisation of Swan Street, either insufficient attention was	example which was diverted along Ashby
		given to bus stops and routings or the restriction of buses was not	Square / Derby Square last month in
		considered in the early stages.	response to customer complaints that
		Rather than recommending that the experimental orders be made	buses on this route stopped too far from
		permanent, some bus movements should be permitted.	the town centre.
Objector 9	No	There was no prior consultation about banning cyclists in the	The scheme has been introduced using an
(Loughborough		pedestrianised area. Prior to these orders no consultation took	experimental Traffic Regulation Order.
& District Cycle Users		place about the banning of cycles, only about buses, and we	Legally, the consultation period
Campaign)		received assurances that cycles would not be restricted on this	commences once the restrictions are in
Campaigily		route. We believe that cycles should be free to use this route and	place and it isn't necessary to conduct any
		no evidence has been produced to show any adverse effects from	prior consultation. Assurances about
		allowing them to do so. Disability scooters provide a higher level	cyclists being allowed to cycle through the
		of threat to pedestrians than cycles. We wish to draw the attention	pedestrian zone were given at the time
		of the inspector to a CTC document, which states that cyclists and	when bus access was also to be
		pedestrians are able to interact far more harmoniously than is	permitted. Cyclists are banned from
		often thought.	cycling through the adjacent Market Place
		Surveys show that 'perceived' conflict between pedestrians and	between 10 and 4 (and for a longer
		cyclists is often much worse than 'real' conflict. They also show	duration on Market days), so the new
		that the majority of pedestrians are not much concerned about	restriction is consistent with established
		sharing with cyclists - those who raise strong objections to shared	practices.
		use are very much a minority voice.	Conflict between pedestrians and cyclists
		The Cycle Infrastructure Design document (DfT, 2008) states	may well be a 'perceived' problem.
		"It can be contentious to reintroduce cycling into vehicle restricted	However, the interaction of 20,000
		areas (VRAs) but, as these areas are often prime destinations	pedestrians with in excess of 200 cyclists

where shops and services are located, good cycle access is desirable. Where new vehicular restrictions are to be introduced, serious consideration should always be given to retaining cycle access"

Also a Traffic Advisory Leaflet (TAL) published by the Department of Transport in 1993, summarised research from the Transport Research Laboratory on cycling in pedestrian areas. It said that:

- Observation revealed no real factors to justify excluding cyclists from pedestrianised areas, suggesting that cycling could be more widely permitted without detriment to pedestrians.
- A wide variety of regulatory and design solutions exist to enable space to be used safely and effectively in pedestrianised areas.
- Pedestrians change their behaviour in the presence of motor vehicles, but not in response to cyclists.
- Cyclists respond to pedestrian density, modifying their speed, dismounting and taking other avoiding action where necessary.
- Collisions between pedestrians and cyclists were very rarely generated in pedestrianised areas (only one pedestrian/cyclist incident in 15 site years) in the locations studied.
- Where there are appreciable flows of pedestrians or cyclists, encouragement to cyclists to follow a defined path aids orientation and assists effective movements in the area. At lower flows, both users mingle readily.

We do not believe that the current ban is justifiable and that an economic case, based on expenditure in local shops and the market, for the banning of cycles and buses from using this route has been made. We advocate allowing cycles and buses to use this route for a trial period of 6 months to enable a proper comparison to be made. In addition people with disabilities use both buses and cycles to access the town centre. These have

per day (as counted during recent surveys) would lead to a greater level of risk than perhaps encountered in other pedestrian areas which were not formerly used as a through route. In fact, a large number of cyclists are using the pedestrian zone as a through route rather than for shopping, hence the 'prime destination' argument presented in the 2008 document is not entirely relevant.

The TAL referred to is 23 years old and whilst this may still be a current document, the concept of shared spaces is a more recent development and may not therefore be a true reflection on the interaction between different user groups.

The Council has considered disabled access as part of its EHRIA review.

		been adversely affected and we believe that this amounts to	
		discrimination against them.	
C	NIa	•	
Supporter 12	No	I am strongly in favour of the Loughborough town centre	
(Nicky		pedestrianisation being confirmed. The scheme meets the	
Morgan MP)		council's original aim of improving air quality for pedestrians and	
		reducing congestion in Loughborough. Allowing buses back	
		through the pedestrianised area would only impact on the Arriva	
		126/ 127 Southbound service, the Skylink southbound service and	
		the Sprint service from the university campus to the station. All	
		other routes remain unaffected by moving to Options A or B. The	
		huge disadvantage of buses coming back through the newly	
		pedestrianised area is that it would render that space completely	
		unusable for events, activities and performance. It will reintroduce	
		a barrier to free movement across the town centre and one of the	
		most frequent comments I now hear about Loughborough is just	
		how "joined-up" the town centre now feels without the A6 acting	
		as a barrier.	
		I hope the County Council will introduce a common regime which	
		applies to the whole of the Market Place, including the new area.	
		This would enable use of the whole area on market days for	
		special events.	
		I have seen Loughborough town centre becoming more vibrant	
		and successful and in December 2015 we had the lowest town	
		centre vacancy rate since the Loughborough BID was formed in	
		2011. Loughborough is holding its own against nearby city and	
		town centres but clearly this is an ongoing issue and having	
		stability now for town centre businesses is very important.	
		Attendance at Christmas 2014 events held in the town centre was	
		up (16,000 people attended the Christmas lights switch on which	
		is a 15% increase from 2013) and a number of the town's leading	

		retailers and food and drink outlets have reported increased sales	
		to me. I await the 2015 figures.	
Supporter 13	Yes	Love Loughborough, the Loughborough Business Improvement	
(Loughborough		District (BID), was established in 2012 following a vote of	
BID)		businesses in the BID area which covers Loughborough Town	
		Centre. The BID represents the 600 businesses in the area. Its	
		purpose is to promote and improve the town centre and to	
		increase footfall and trade to the benefit of businesses and the	
		public alike.	
		Refer to Appendix E for a full commentary from Loughborough	
		BID. In summary:	
		In addition to the evidence suggesting an increase in footfall,	
		increased car park usage and reduction in retail vacancy rates, the pedestrianisation trial has also brought about safety and	
		environmental improvements within the town. The new	
		environment allows pedestrians to move freely between	
		destinations that were previously segregated by the A6.	
Objector 10	No	I am in favour of allowing buses both ways through the pedestrian	This bus service no longer uses the bus
(Hathern		area. The removal of buses has resulted in a far greater walking	stops on Swan Street.
resident)		distance between the bus stop and Tesco.	
Objector 11	No	There is a need for bus stops to be closer to the town centre,	The Lemyntgon St stop is as close as
(local		particularly for the mobility impaired. The bus stops at the eastern	practicably as possible to the town centre
resident)		end of the Market Place provided such a facility, and were much	for buses that use this route. These stops
		used. For this reason I am totally opposed to the ban on buses	are only used by 4 of the towns many
		through Loughborough town centre. This does not mean that	services. Under the options for allowing
		other traffic must also be permitted. I cite the West Bridgford	buses through the pedestrianised area, it
		pedestrianisation scheme as an example where cars are banned	was always proposed for the bus stop
		but buses are permitted.	within the Market Place to be removed.
			West Bridgford is not comparable as it
			hasn't been pedestrianised (i.e. it retains a
			separate carriageway and footway) and
L			

			hence pedestrians/vehicles do not share the same space.
Supporter 14 (local resident)	No	Initially, the market seemed quieter but now it seems very busy and new shops have opened in the town. The buses are busy and there is no evidence of decline in patronage. The overall effect that I have noticed is to make visiting Loughborough town centre a much safer and enjoyable experience than hitherto and I am whole-heartedly in favour of it continuing. The only small criticism is that crossing Baxter Gate near its junction with the High Street can be a bit hazardous and would benefit from a controlled crossing (such as a "Pelican" crossing) although this would probably not be needed if the "access only" restriction at the south end of the High Street were to be enforced.	A crossing point is being investigated. The unauthorised use of High Street is also being monitored, as agreed as part of the mitigation works agreed with the two bus operators. Action will be taken as appropriate.
Objector 12 (local resident)	No	Lemyngton Street bus stop is too far away, particularly for disabled and elderly passengers	Lemyntgon St stop is as close as practicably as possible to the town centre for the 4 bus services which choose to operate on this route.
Supporter 15 (Mountsorrel resident)	No	Please do not reopen the bus and car route through the centre of Loughborough. Shopping there is a pleasure now as people are able to move freely from one side to the other without dodging buses and cars, also trying to catch a bus outside the Halifax building society was impossible and dangerous with people trying to pass by as people were trying to get off and on buses.! Catching the bus on Lemyngton Street is no problem at all and while getting to the bus stop I have discovered shops I previously didn't know about.	
Objector 13 (Leicester City resident)	Yes	Verbal Representation. Loughborough bus services are poor, particularly during the evening. The Lemyngton Street bus stop is too far from the town centre for some passengers, in particular the elderly and disabled.	The timing of buses is an issue for the bus operators to consider. Lemyntgon St stop is as close as practicably as possible to the town centre for the 4 bus services

		Allowing bus services back through the Market Place would improve bus services and connectivity.  The scheme encourages car usage and increased pollution around the town.	which choose to operate on this route. Although car park usage has increased, this could be attributed to a number of factors including an overall increase in visitors to the town centre and a revised charging regime in the Council owned car parks.
Objector 14 (Market Trader)	Yes	Verbal representation.  Generally supportive of full pedestrianisation but objection to the loss of the bus stop and the lack of a replacement facility to serve the weekly market, which has reportedly led to a drop in trade. It was argued that the scheme favoured development and regeneration on the northern side of the Market Place/Swan Street at the expense of the area to the south where the weekly market is held. It was argued that a new bus route serving the Wards End area should be considered in order to increase footfall at the market.	Existing bus routes were not under consideration as part of the ETRO and that bus operators could review or add services were it was felt that there was sufficient demand.