Tollgate Lane
junction improvement project

Consultation report

April 2020

Contents

Overview

The Tollgate Junction is situated at the intersection of the A1101 Mildenhall Road, B1106 Thetford Road, A1101 Fornham Road and Tollgate Lane. The junction was identified by Suffolk County Council as one of a number of junctions and corridors that would experience significant congestion with the onset of planned growth. The county council therefore commissioned a feasibility study to determine the issues with the junction at the current time and into the future and to propose options to improve the junction.

Analysis of the impact of the Marham Park housing development and the Abbeygate Sixth Form development showed that journeys generated from the developments in addition to current/future traffic, would cause severe queuing and journey time delays on multiple arms of the junctions. As the highways authority, the county council requested a financial contribution from the developers to mitigate the impact of the additional journeys arising from their developments. However, in light of existing issues and future planned growth beyond the extent of the two developments, the county council decided to allocate some of its own funding in order to deliver a more comprehensive improvement scheme.

Of the four options proposed in the feasibility study, the county council disregarded two because they did not have the beneficial impact on capacity required. Two variants of an option proposed in the report were taken forward to consultation – these formed Options 1 and 2. A variant of a fourth option was taken forward to consultation as Option 3. All provided additional capacity to the current junction arrangement

Option 1 provides good improvements to vehicular capacity at the junction but does not provide significant upgrades to sustainable transport provision and lacks the ability for demand to be managed in real time.

Option 2 was presented as the county council's preferred option as it performs well in terms of capacity, enhances walking routes and enables better management of traffic through the junction.

Option 3 was presented as a significantly different scheme to Options 1 & 2. It provides better access to the greenspace and better walking and cycling routes at the expense of vehicular capacity at the junction.

The objectives of the consultation were to further understand the issues with the existing layout, to understand how people use the junction and for people to give an opinion on their preferred option (together with any refinement suggestions)

Consultation Methodology

Information

The consultation ran for a six week period from Tuesday 4th February 2020 to Tuesday 17th March 2020.

The consultation had a dedicated website www.suffolk.gov.uk/tollgate and a mailbox consultationstransportstrategy@suffolk.gov.uk

The council produced an 8-page information brochure for the consultation, covering existing issues, the options proposed and the next steps as well as contact details and consultation dates. The brochure was available on the website throughout the consultation period and hard copies were available at West Suffolk House, Bury St Edmunds Library, at the drop-in events and posted out on request. A Q&A document was also produced to capture questions asked of the consultation team during the events and through the mailbox. The document was published online, and hard copies were available at the public drop in sessions.

A video animation was also produced to demonstrate how the junction would operate under each proposed road layout with a voiceover describing how each option differs from the existing layout and the benefits and disadvantages of each option. This was available to view on the website and via social media posts.

We provided a phone number (SCC consultation line at customer services) for people to call if they wanted a hard copy of the consultation information posted, or to lodge other queries with the team.

Promotion

The consultation was widely promoted across a range of media:

- Letters were sent to 367 local addresses (both residents and businesses) advising them of the consultation and the supporting events.
- Road signs were placed near the junctions promoting the consultation website for road users. These were on site from 5th February to 4th March.
- Local stakeholders, such as parish councils and residents' groups, were emailed with the details of the consultation and the public events.
- Local County District and Town Councillors were invited to a briefing with SCC Officers and Cabinet member Andrew Reid on 3rd February. 5 Councillors attended.
- A press release was issued following a press briefing on 3rd Feb The Bury Free Press covered the consultation on Friday 7th February and did a follow up on Friday 28th February. The East Anglian Daily Times covered the story on Tuesday 4th February.

Over the 6 week consultation period we did 7 Facebook and Twitter posts from the Suffolk County Council Accounts. We have 20.2k followers on Twitter. The Facebook posts were targeted at West Suffolk residents. A total reach of 23,092 was achieved and a total of 1,715 engagements.

The video produced was viewed 2504 unique times throughout the 6 weeks.

Events

Two Public drop-in events were held at the Priory Hotel located near the junction. These events ran for five hours each on Wednesday 12th February between 2pm and 7pm, and

Saturday 29th February between 10am and 3pm. At least three members of the project team were on hand to discuss the proposals and answer questions from members of the public during the events. Information boards were on display and the video animation was playing on a screen to aid discussion. The events were well attended with 91 members of the public coming to the first event and 52 to the second. Hard copies of the questionnaire were available to complete, supplied with freepost envelopes for their return.

Feedback

The public were invited to comment on the proposals via a questionnaire on Smart survey (see Appendix B); a corresponding paper copy of the questionnaire was also produced. The website and consultation literature all directed people to this questionnaire.

A number of people and organisations provided their views to us via the dedicated mailbox. These were analysed for categories of comment in the same way as the questions with “free text” answers on the questionnaire. We also had some views forwarded to us via the local councillors.

Members of the public were able to speak to officers and if they raised a particular point that was outside the points raised through the formal feedback process – notes were taken and follow up provided if needed.

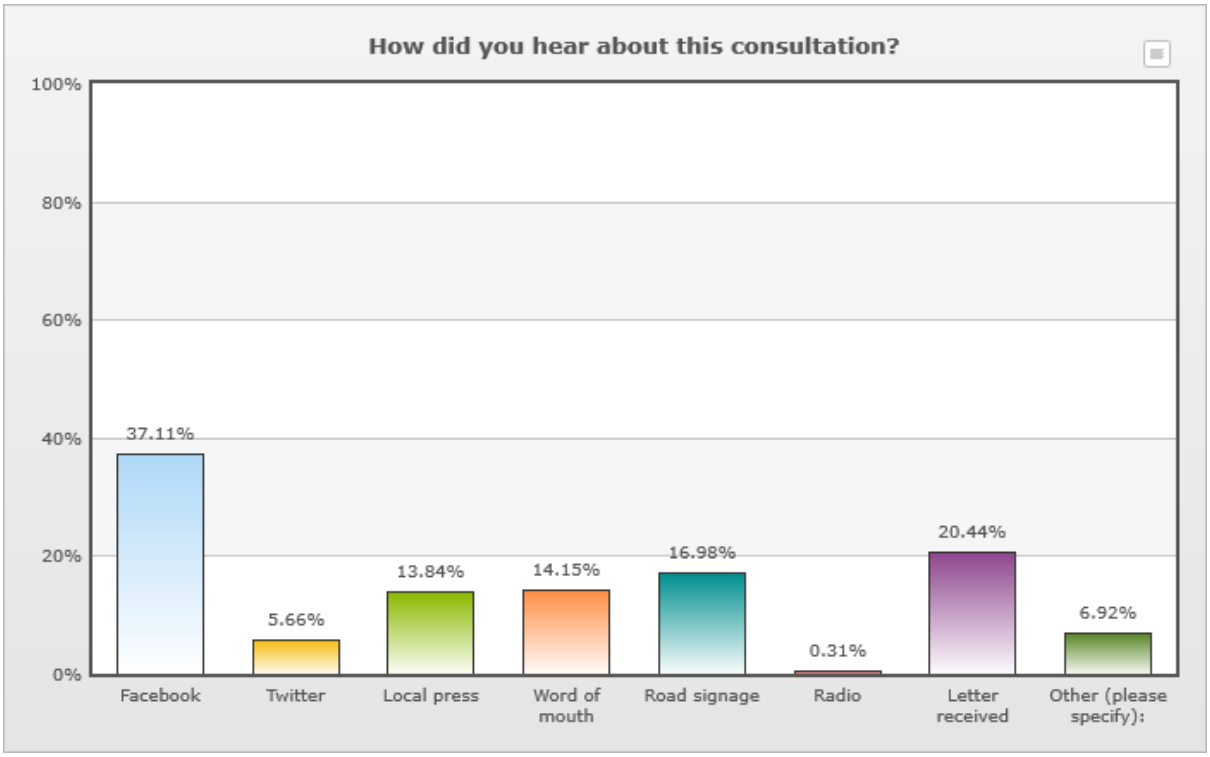
Results

By the close of the consultation we had 321 completed responses.

The breakdown was: 289 online responses, plus 32 paper copies which were manually inputted to Smart Survey. In addition, 12 comments/responses were via the mailbox.

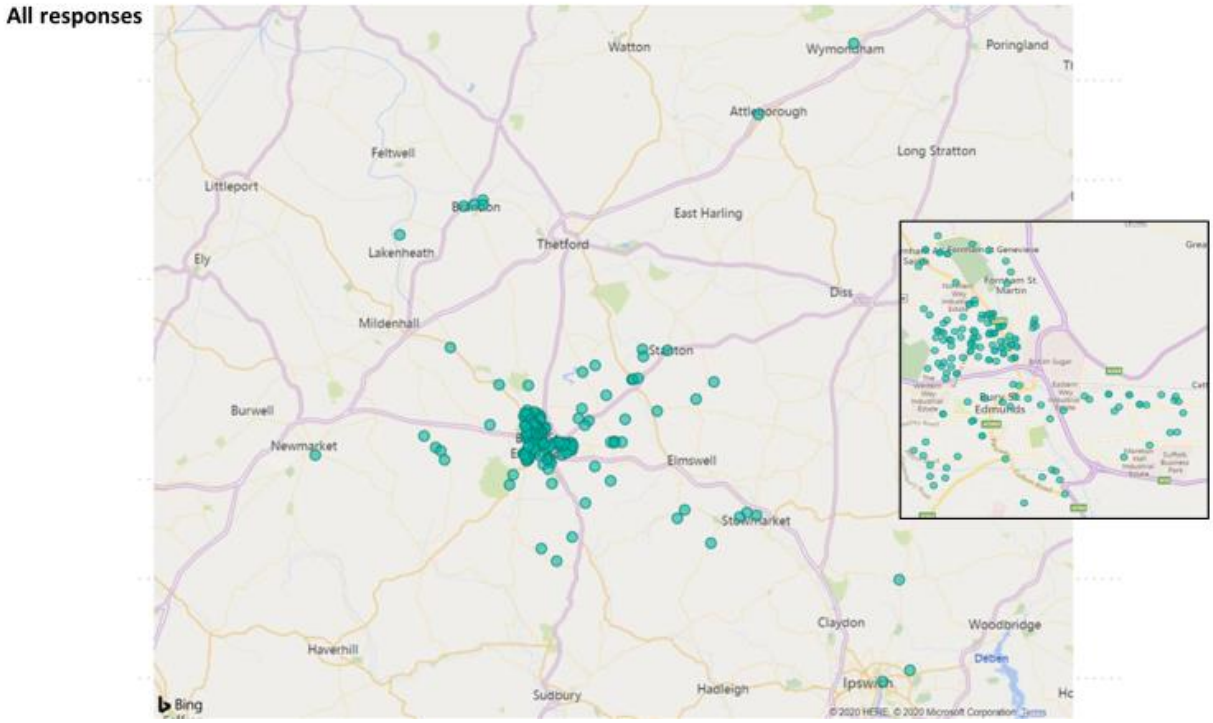
Q1 – How did you hear about this consultation?

318 people answered this question. They heard about the survey via the following methods:



Other methods that people had heard about the consultation included work intranet/email and via their parish council.

Of the 313 people that provided their postcode, the below shows the spread of the responders



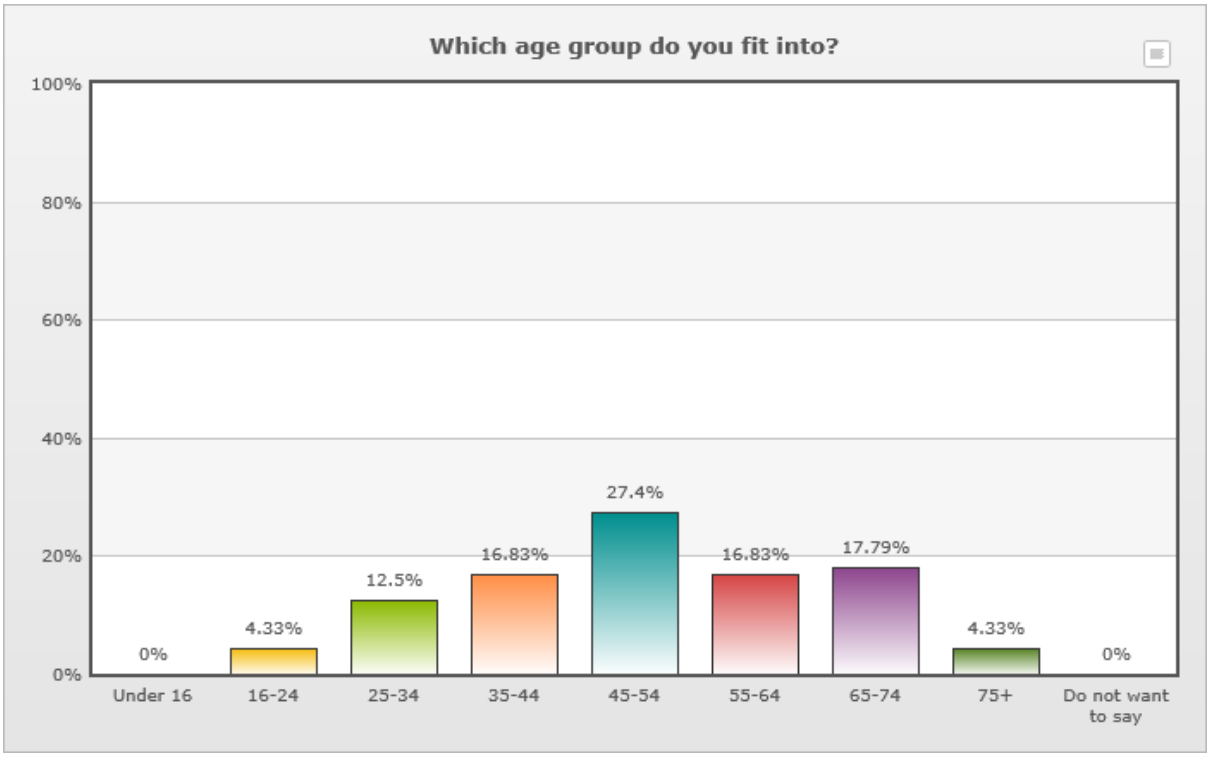
Demographics –

208 of the respondents completed at least some of the optional section at the end of the questionnaire. The detail of the breakdown of the responses for these questions are in appendix F. The results reflect the demographics of the local community in Bury St Edmunds area.

The results for this section show that:

49% female, 49% males and 2% who either preferred not to say or wanted to self describe completed the questionnaire.

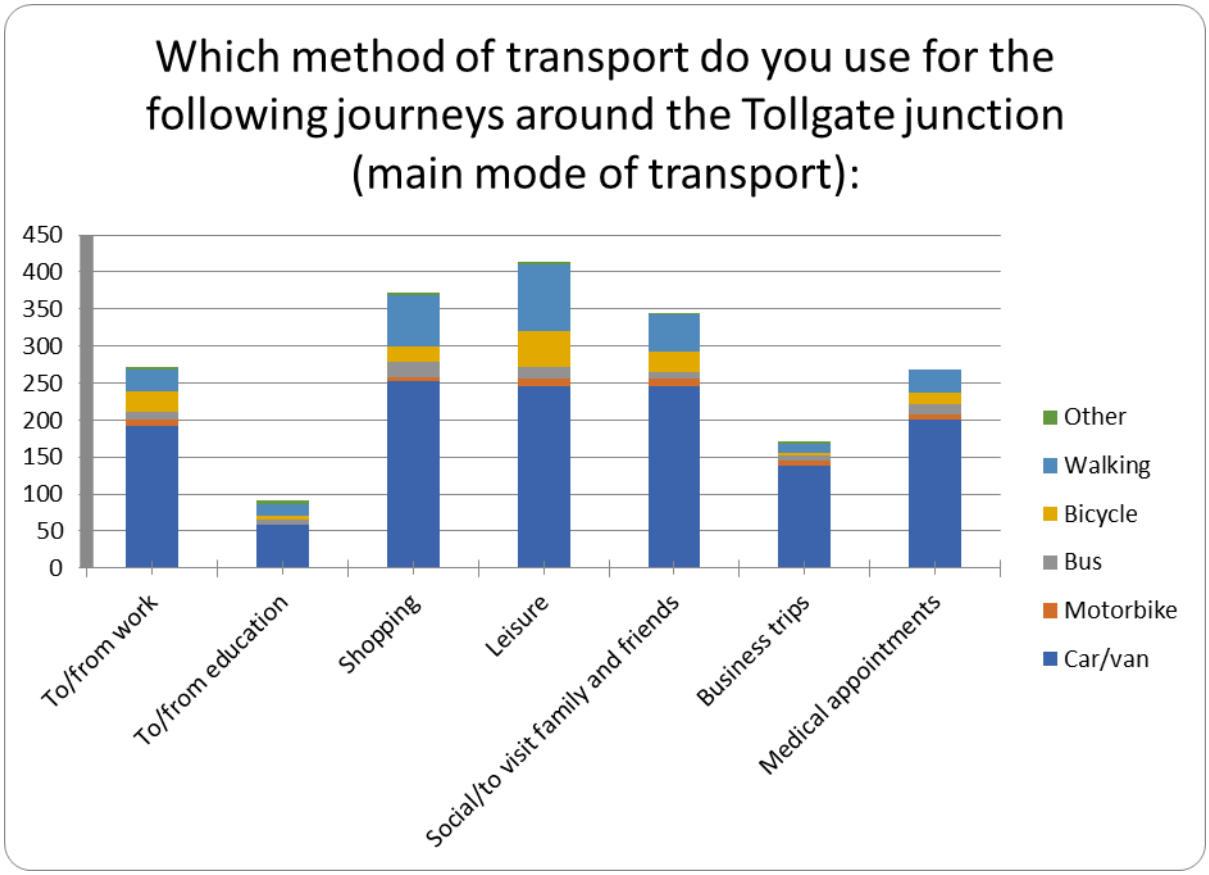
The age profile of the people responding (from the 208 who answered this question) was:



This response shows a good representation of the age profile of the local area. Generally, it is younger people that don't respond to such consultations in good numbers – but with 16.8% under 35 this is considered a good response.

Summary Results from the questionnaire (full results in Appendix F)

320 of the respondents reported that they used the current junction. They used the following methods:



In responding to Question 5 about their current experience of using the junction, the top three responses were:

1) Congestion in the afternoon peak (5pm-6pm) 63.95%
2) Congestion in the morning peak (8am-9am) 63.64%
3) Delays 38.87%

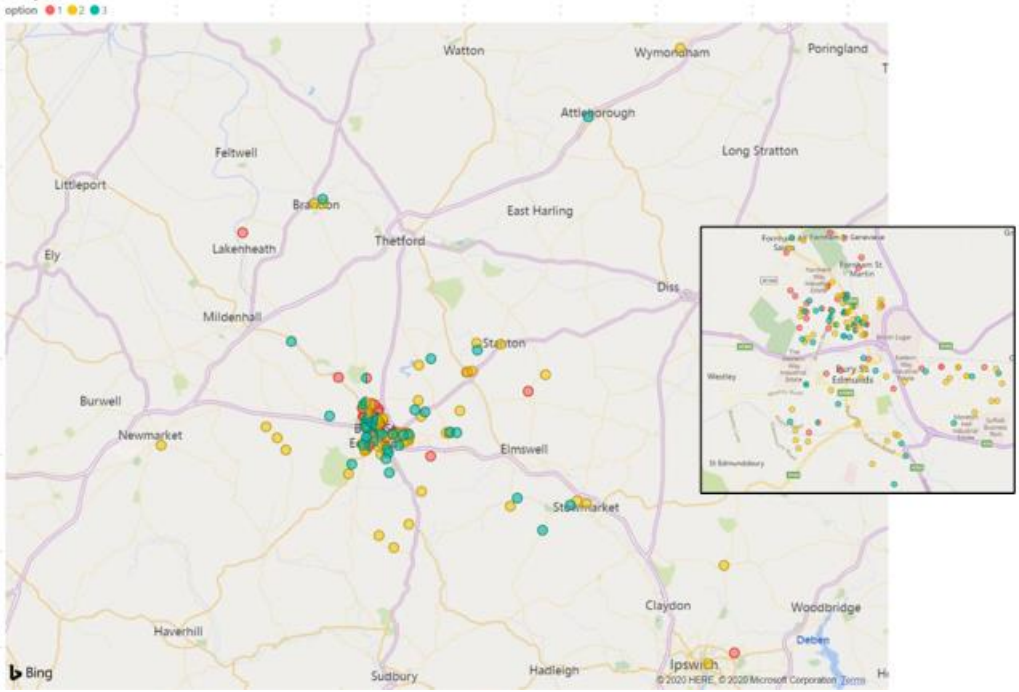
For Question 6 where people were asked for their views on the three options of the 245 people who responded, Option 2 (the county councils preferred option) came out as the most popular.

People selected as their first choice:

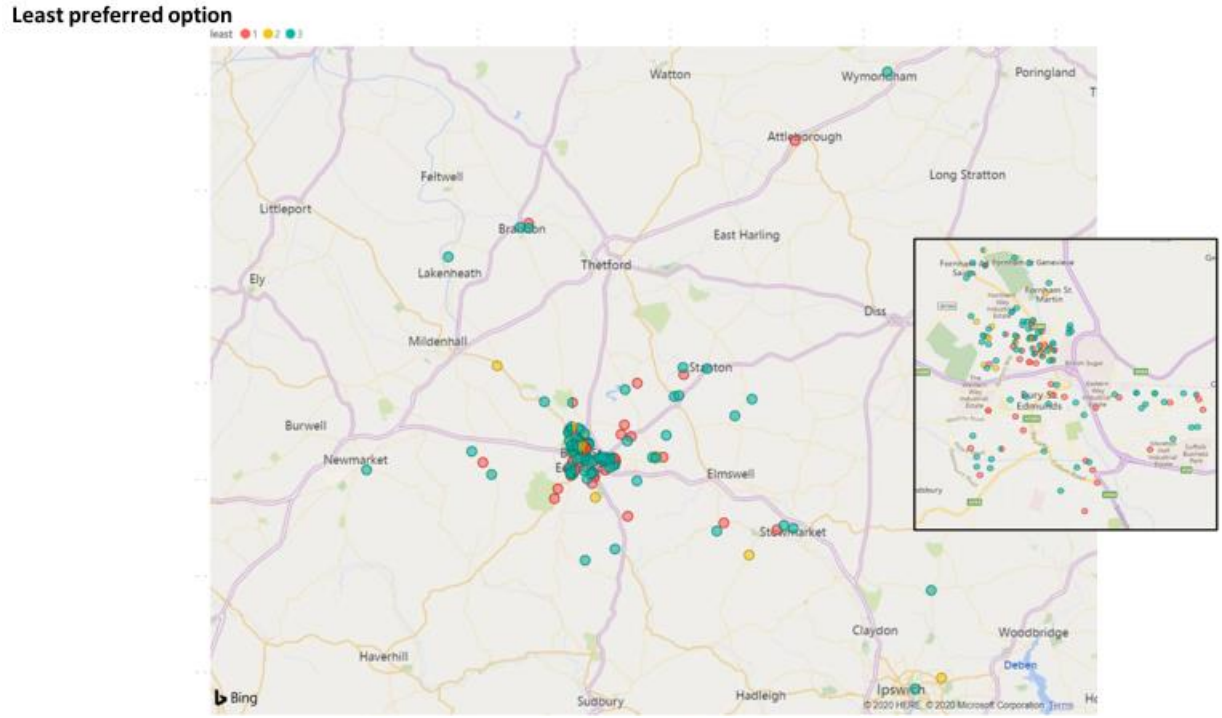
Option 1: 21.8%
Option 2: 53.9%
Option 3: 28.0%

None of the above: 48 people didn't select any of the 3 options. Many of these felt that an improvement scheme was not necessary in the location, or alternatively that the improvements suggested would make congestion worse at the location.

First choice preferred option



This shows what responders first choice option was from their location - red if Option 1 was their first choice, Yellow if Option 2 (this had the most first choice picks) and Green for Option 3 (the least popular as a first choice)



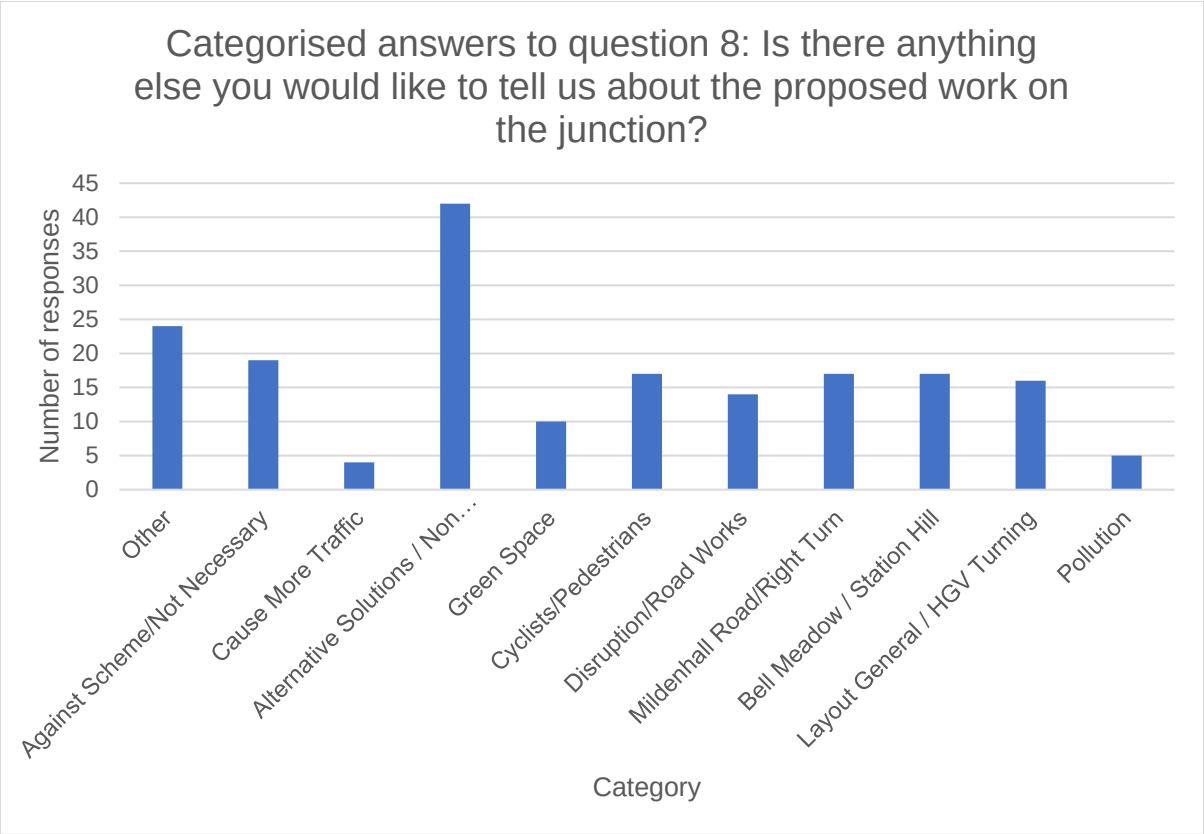
This shows by location what the least preferred (3rd option) was in their response. Red dots show that Option 1 was their least preferred, yellow show Option 2 least preferred, green dots that Option 3 was least preferred.

Full results from this question are shown in Appendix F

In question 7 people were asked to give reasons for their choice in question 6.

247 respondents completed this. We have categorised the answers that were given.

In Question 8 of the survey people were given the opportunity to mention anything else about the proposals. 152 people completed this question. Again their responses were categorised and can be summarised by this bar chart.



County Council response to the most frequent topics mentioned in answer to Questions 7 and 8

1. Against scheme/not necessary

Traffic modelling predicts that the increase in traffic from nearby large developments alongside growth in overall traffic will have a severe negative impact on the junction. The scheme also represents the opportunity to improve sustainable transport links between the residential areas and local amenities.

2. Provide a right turn facility from Mildenhall Road to Tollgate Lane

Options 1 & 2 have been modelled to optimise the efficiency of the junction. This included prohibiting right turns from Mildenhall Road to Tollgate Lane (continuing the current right turn ban), directing traffic through the Thetford Road junction and to approach from the south on Fornham Road. The modelling shows that, because the demand for the movement is minimal, introducing a phase to allow the right turn at the signals would have a detrimental effect on the efficiency of the junction. However, the point was made that the traffic survey data used

did not take into account the current displacement of traffic through the Mildenhall Road and Howard estates. In light of this feedback, the council modelled the junction with the introduction of the right turn and stress tested it to see how it could react to induced demand. Junction A was predicted to operate less efficiently but within a level deemed tolerable. Therefore, the council has decided to amend the proposals to include a right turn phase from Mildenhall Road to Tollgate Lane.

3. Alternative solutions

An alternative junction layout was proposed by several people to provide a mini roundabout at the junction of Mildenhall Road and Tollgate Lane (Junction A). The council assessed the feasibility of the proposal and determined that the highway space available could accommodate a mini roundabout. However, vehicle tracking showed that with a mini roundabout in place large vehicles could not safely turn right from Mildenhall Road to Tollgate Lane. Furthermore, the proposal would adversely impact on pedestrian facilities at the junction compared with all three proposed options and the existing layout. For these reasons, the council will not pursue this option further.

4. Improve infrastructure for cyclists

A general theme from responses included improving conditions for cyclists at the junction. There is the potential to improve on and off-road facilities for cyclists which will be explored further in the design stage and brought forward to construction if feasible improvements are identified. This could include advisory cycle lanes on some approaches to the junction, advanced stop lines at the traffic signals and off-road cycle routes where the existing footway is wide enough or can be widened.

5. Station Hill junction issues

A number of respondents to the survey and attendees at the events highlighted an issue with the Fornham Road / Station Hill junction. In previous years a zebra crossing has been introduced and a right turn filter lane into Station Hill has been removed. Feedback suggests that the amended arrangement has caused queuing back to the Tollgate junction in peak hours. The Council wants to understand the issue within the context of the wider network before proposing any solutions here and the junction will be assessed as part of the emerging town strategy.

6. Bell Meadow access issues

Residents of Bell Meadow raised concerns about difficulties the proposed layout could cause to access and egress of the road. Some respondents cited traffic speeds on Fornham Road and the need to turn right into Bell Meadow when traveling from the south. The county council's preferred option introduces traffic signals at the junction of Tollgate Lane / Thetford Road / Fornham Road and a priority give-way junction to link Fornham Road east and west of the island. This will have the effect of slowing traffic on the approaches to the Bell Meadow junction and will create gaps in through traffic. Traffic entering or exiting Bell Meadow is likely to experience increased opportunities to pass through the junction under the proposed layout.

7. HGV turning

Some concerns were raised over the ability of HGVs to manoeuvre around the proposed layouts. Any proposal that is progressed to detailed design stage will be designed in accordance with local and national standards, tracked to check vehicle movements and independently safety audited in accordance with national standards.

Summary

With the response to the consultation and comments/issues raised the Council intends to pursue its preferred option – Option 2.

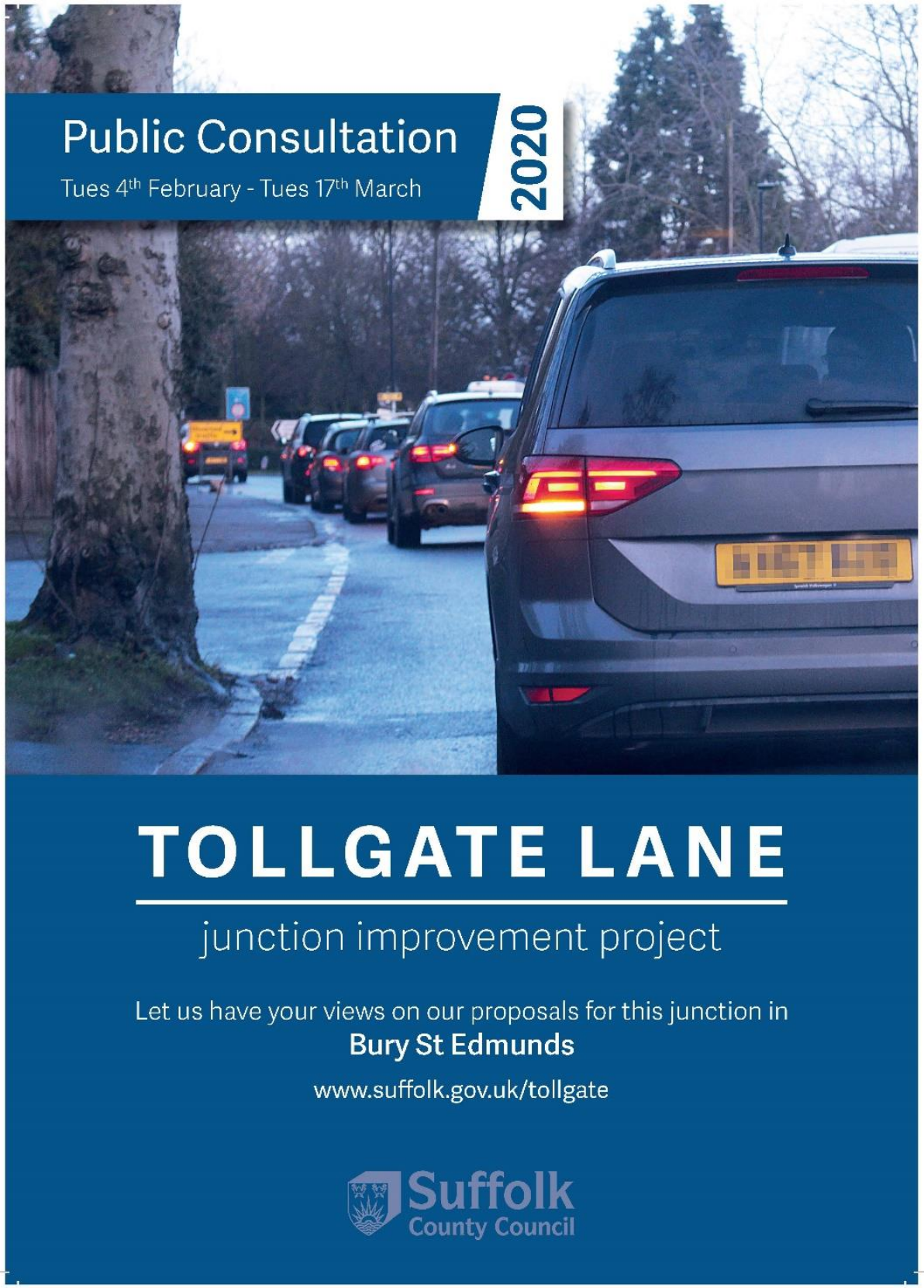
We will now work on the details for this Option, (which was shown merely as an indicative diagram in the consultation document) to create to a fully designed junction. We hope that this will move to the construction stage in early 2021 – although the current Covid-19 situation may somewhat dictate the future timetable for this.

We will keep local stakeholders informed of the timetable for the works going forward. 171 people gave us their contact details via the questionnaire when asked if they wanted to be kept informed.

This will include a detailed construction plan which will seek to mitigate the impact of the works on both local residents and businesses, and road users. In constructing such schemes, it is usual to consider times and days of working, noise impact and maintaining access. Works would be well publicised in advance.

Appendix A

The Consultation Brochure –. This was available as both a hard copy and could be viewed online.



Why are we consulting?

The Tollgate gyratory currently experiences peak hour congestion and queuing.

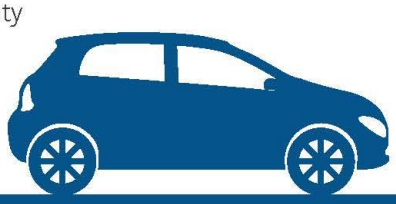
We know that with the additional traffic from the Marham Park development, other developments locally such as the Abbeygate Sixth Form Centre and anticipated growth across the town there will be increased pressure at this location. There are financial contributions from these developments to mitigate their impacts on this junction.

Our objectives are to improve the junction to enable better future traffic flow – if we do nothing it is likely that the junction will soon become more heavily congested, further disturbing nearby residents and potentially increasing air pollution levels. The options presented here have all been assessed using traffic modelling to ensure that we achieve our objectives of improvements to congestion and capacity.

At present there are few safe places for pedestrians to cross the junction. The additional provision suggested is important for safety and to encourage a greater number of people to do shorter journeys in ways other than driving. We are also aware that the greenspace is of great value to the area. Our proposals seek to maintain this as much as possible and will not impact on the River of Flowers feature, whilst all options will need to take a small strip of the area we will aim to enhance the majority of the remaining space.

Whilst designing the options presented in this consultation, the team have had to consider :

- The amount of highway space
- The green space and biodiversity
- The location of underground utility services (e.g. phone and power)
- Air quality
- Noise
- Built heritage
- Residents and businesses
- Feasibility of construction
- Costs
- Pedestrians and cyclists
- Road safety



Existing junction

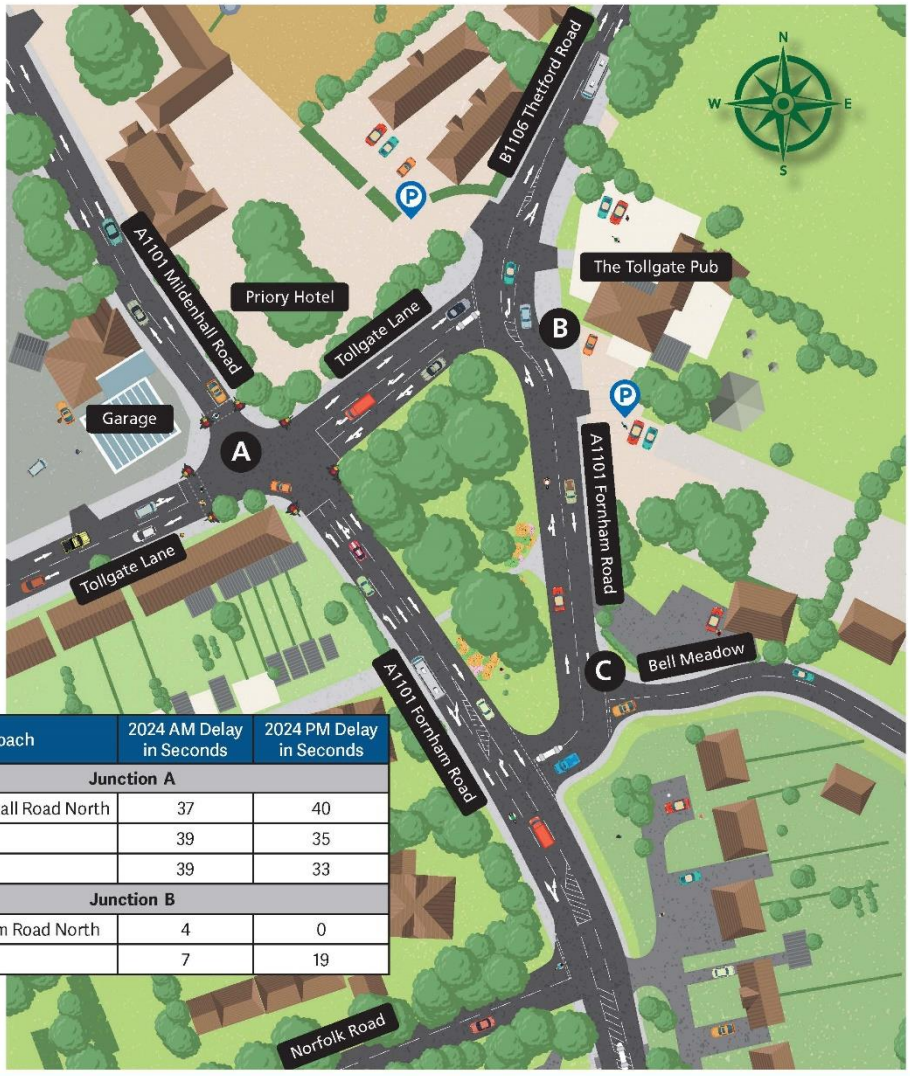
This indicative map shows the junction as it currently operates.
We've labelled the junctions A, B and C to help explain the options on the maps.

Option 1

With this option, we will introduce a pedestrian crossing at junction A and we will remove the give-way line to the east of Mildenhall Road and Tollgate Lane. We will add in an additional lane on Tollgate Lane between junctions A and B. This will create one eastbound and two westbound lanes. Near junction B we will introduce a give-way line and remove the give-way line on Thetford Road. We will then add in a right turn filter lane. Fornham Lane east of the greenspace will become two way traffic.

Near junction C we will remove the road link across the greenspace, and introduce a priority junction to the south. West of the greenspace there will be a new southbound lane.

This Option can operate well within the predicted traffic capacity. It makes travelling around the junction easier. Pedestrian facilities are improved. This option is likely to be least disruptive during construction. This option makes access by foot onto the greenspace more difficult from the west side and the give-way line at junction B could lead to queuing traffic at peak times, blocking back to junction A.

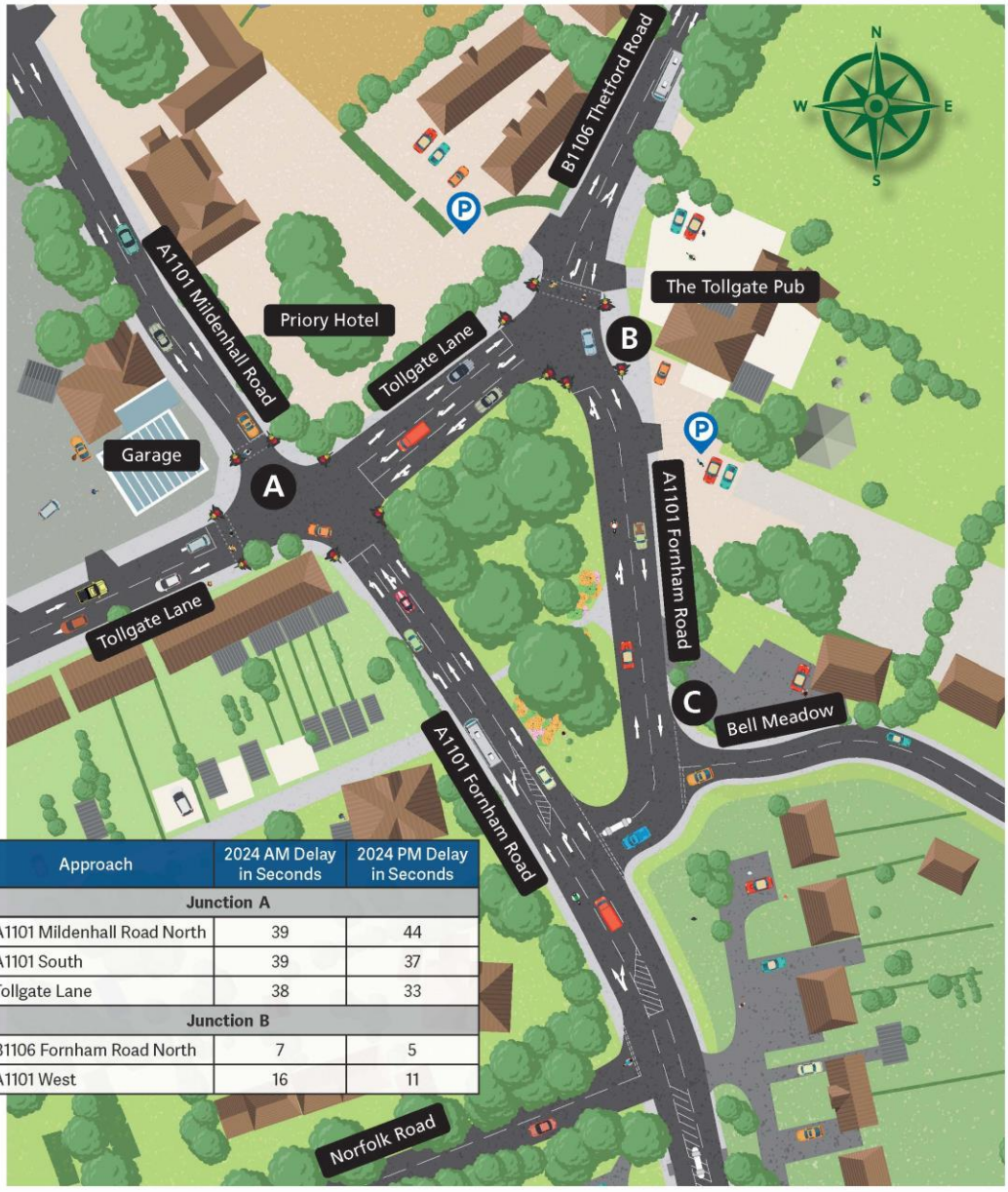


Approach	2024 AM Delay in Seconds	2024 PM Delay in Seconds
Junction A		
A1101 Mildenhall Road North	37	40
A1101 South	39	35
Tollgate Lane	39	33
Junction B		
B1106 Fornham Road North	4	0
A1101 West	7	19

Option 2

This option is the same layout as **Option 1**, with the addition of traffic lights at the Fornham Road junction by the Tollgate public house. This shows better results in the traffic modelling and allows for reaction to changing demand and better control on potential queuing between junction B and A.

This option performs best against our objectives and allows the introduction of a pedestrian crossing over the road at this point making journeys on foot safer and more attractive. **Option 2** is our **preferred option at this stage.** There would be some additional cost compared to **Option 1** for the traffic lights and crossing. This option would be slightly more disruptive to construct than **Option 1.**



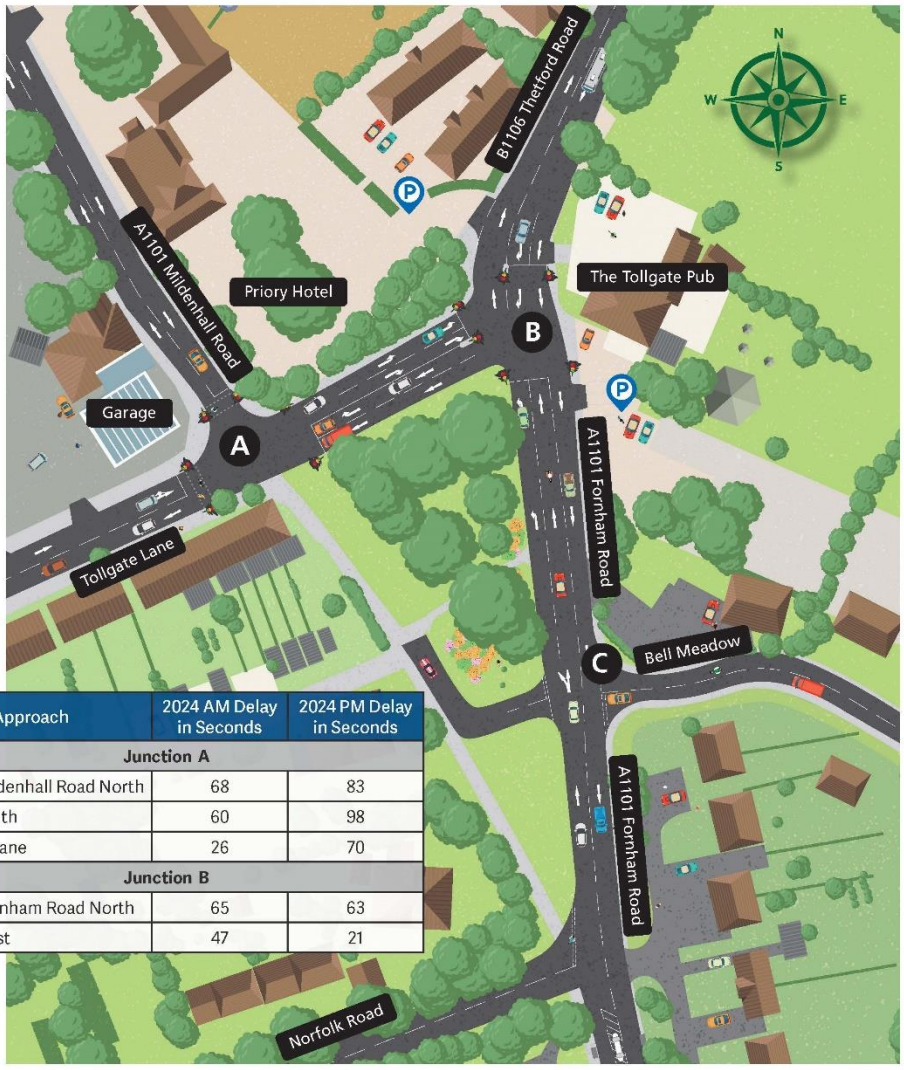
Approach	2024 AM Delay in Seconds	2024 PM Delay in Seconds
Junction A		
A1101 Mildenhall Road North	39	44
A1101 South	39	37
Tollgate Lane	38	33
Junction B		
B1106 Fornham Road North	7	5
A1101 West	16	11

Option 3

This option involves a change of flow direction from the existing gyratory system and restricting access to a short stretch of the Fornham Road to vehicular traffic (whilst maintaining access to the rear for properties). This is likely to be the lowest cost of the three options but performs less well into the future than **Options 1** and **2.**

The area of closed off Fornham Road would allow for easier and safer access to the greenspace from the west side. Junction B would be controlled by traffic lights. The Tollgate Lane approach would widen to two lanes and there would be a right-turn from Thetford Road into Tollgate Lane. Fornham Road would have two lanes northbound and one lane southbound.

Option 3 would improve pedestrian facilities at junction A. it would create more direct traffic movements for some of the roads at the junction. This option is least effective at dealing with traffic growth in 2024 but outperforms the current junction layout. This option would have moderate disruption during construction.



Approach	2024 AM Delay in Seconds	2024 PM Delay in Seconds
Junction A		
A1101 Mildenhall Road North	68	83
A1101 South	60	98
Tollgate Lane	26	70
Junction B		
B1106 Fornham Road North	65	63
A1101 West	47	21

Timeline and next steps

At the end of the consultation we will consider the responses and determine any further changes to the designs. We will report back on the results from the consultation by the end of April and also explain which option has been selected.

There will follow a further period of detailed design, costings and procuring a contractor to undertake the work. It would be likely the work could start in early 2021, with the works expected to take up to 5 months. Cost would be clearer after detailed design but we currently estimate all three options would cost between £600,000 and £1 million.

We will also consider any improvements to highway drainage, streetlighting, footways etc. to be done at the same time as the other work to ensure a thorough job and to minimise any future disruption.

We will be producing a detailed construction plan which will seek to mitigate the impact of the works on both local residents and businesses and road users. In constructing such schemes it is usual to consider times and days of working, noise impact and maintaining access. This would be clearly communicated to ensure people are aware of the works and the detail of the timetable.

We are keen to hear from as many people as possible on their views of the options proposed. Ideally we would like people to respond using the short online questionnaire. **www.smartsurvey.co.uk/s/TollgateConsultation**

Alternatively, you can attend one of two public drop in events to view the plans and speak with officers.

We will have hard copies of the questionnaire available there:

Wednesday 12 Feb – 3pm – 8pm
drop in event at Priory Hotel Mildenhall Road,
Bury St Edmunds IP32 6EH

Saturday 29 Feb 10am – 3pm
drop in event at Priory Hotel Mildenhall Road,
Bury St Edmunds IP32 6EH

You can contact us:
consultationstransportstrategy@suffolk.gov.uk

You can request a hard copy of the consultation material and a questionnaire by telephoning **0345 603 1842**
(8.30am to 17.30pm Monday to Fridays)

The consultation closes at 23:59 on Tuesday 17th March

For full details please visit: **www.suffolk.gov.uk/tollgate**

If you need help to understand this information in another language please call 03456 066 067.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo. 03456 066 067 **Portuguese**	Jeigu jums reikia sios informacijos kita kalba, paskambinkite 03456 066 067 **Lithuanian**
Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer. 03456 066 067 **Polish**	Dacă aveți nevoie de ajutor pentru a înțelege această informație într-o altă limbă, vă rugăm să telefonați la numărul 03456 066 067 **Romanian**
এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন 03456 066 067 **Bengali**	Если для того чтобы понять эту информацию Вам нужна помощь на другом языке, позвоните, пожалуйста, по телефону 03456 066 067 **Russian**

If you would like this information in another format, including audio or large print, please call **03456 066 067**.

recycle for Suffolk

Positive About Disabled People

Stonewall DIVERSITY CHAMPION

Appendix B

The Q and A document answered some of the frequently asked questions about the scheme and the consultation. It was available on the website and in hard copy

Tollgate Junction Consultation Q & A

1. **Why are SCC consulting about options for the Tollgate Junction**

The Tollgate gyratory currently experiences peak hour congestion and queuing. We know that with the additional traffic from Marham Park development, other developments locally such as the Abbeygate Sixth Form Centre and anticipated growth across the town there will be increased pressure at this location.

Our objectives are to improve the junctions to enable better future traffic flow – if we do nothing it is likely that the junction will soon become more heavily congested, further disturbing nearby residents and potentially increasing air pollution levels. The options presented have all been assessed using traffic modelling to ensure that we achieve our objectives of improvements to capacity and to reduce congestion.

2. **What other options were considered and rejected?**

Two options that were considered in the feasibility stages have been rejected.

The first involved reallocating lanes on the Fornham Road approach to junction A to include a dedicated left-turn lane and a straight ahead and right-turn lane.

The second option involved widening the same approach to three lanes allowing a dedicated lane each for left turn, straight ahead and right turn movements. Both options failed to address the capacity issues at the junction and would have resulted in significant queuing and journey time delays at the A1101 Fornham Road / Tollgate Lane / A1101 Mildenhall Road junction.

The first of these options was one of two proposed by the developer to mitigate the impact of the Marham Park development. It was rejected as it does not achieve the capacity required to accommodate the level of growth in traffic generated by the development. The second option proposed by the developer has been taken forward in the consultation as Option 1.

3. **What movements are permitted at the junctions (where indicative arrows are not shown)?**

Some restricted movements at the junctions will remain and some will be removed. The right turn movement between Mildenhall Road and Tollgate lane, at Junction A which is currently prohibited, will remain prohibited in Options 1 and 2 but will be removed for Option 3. Traffic exiting Bell Meadow at Junction C will now have the ability to turn right towards Junction B in all three options.

4. What is the cost of the scheme and who is paying?

SCC has secured £306,000 from two development sites – Marham Park and the Abbeygate Sixth Form centre.

The council is obliged to use this funding to mitigate the impact of these developments but, given the strategic importance of the junction, has decided to allocate some of its own funding to ensure the junction is fit for purpose for years to come. Initial estimates (before detailed design completed) suggest the scheme will cost between £600,000 and £1 million depending on the option chosen.

5. What is considered when assessing costs of the options (at this stage)

The scheme costs will be comprised of preliminary costs such as design and traffic management as well the necessary carriageway works, drainage, traffic signals (and associated electrical works), footway works, landscaping and signage. Utility diversions may be required from the north west corner of the greenspace and could form a substantial part of the overall scheme cost.

6. Can you give greater detail on the traffic modelling?

The options have been modelled using nationally recognised software which factors in the junction type, carriageway geometry and traffic signal phasing to determine the 'theoretical capacity' of the junction. This is compared with the predicted traffic flow on each approach and turning movements at the junctions (calculated by a combination of traffic survey data and growth projections).

A percentage figure for the amount of traffic compared to the theoretical capacity . From this, other more tangible outputs can be determined such as queue lengths and journey time delay.

Each junction has been modelled for each option showing the predicted delay

Option 1

Approach	2024 AM Delay in Seconds	2024 PM Delay in Seconds
A1101 Mildenhall Road North	37	40
A1101 East	4	30
A1101 South	39	35
Tollgate Lane	39	33
B1106 Fornham Road North	4	0
A1101 South	0	0
A1101 West	7	19
Bell Meadow Exit	4	3
Bell Meadow Right Turn in	1	1
A1101 South Minor Arm	8	5
A1101 South Right Turn	1	2

Option 2

Approach	2024 AM Delay in Seconds	2024 PM Delay in Seconds
A1101 Mildenhall Road North	39	44
A1101 East	19	23
A1101 South	39	37
Tollgate Lane	38	33
B1106 Fornham Road North	7	5
A1101 South	38	57
A1101 West	16	11
Bell Meadow Exit	3	3
Bell Meadow Right Turn in	1	1
A1101 South Minor Arm	10	6
A1101 South Right Turn	1	2

Option 3

Approach	2024 AM Delay in Seconds	2024 PM Delay in Seconds
A1101 Mildenhall Road North	68	83
A1101 East	60	98
Tollgate Lane	26	70
B1106 Fornham Road North	65	63
A1101 South	12	28
A1101 West	47	21
Bell Meadow Exit	5	5
Bell Meadow Right Turn in	2	2

7. What are the current air quality levels at the junction?

West Suffolk Council monitors air quality throughout the district and reports its findings https://www.westsuffolk.gov.uk/environment/upload/West-Suffolk-ASR-2019.pdf

There is a diffusion tube sited on the corner of Fornham Road / Tollgate Lane which monitors the level of nitrogen dioxide in the area. A 12-month average is then taken and reported annually. If the average exceeds, or is likely to exceed, the national objective of 40µg/m3, an Air Quality Management Area should be declared.

The readings for 2016, 2017 and 2018 were 36.5, 36.8 and 33.6.

8. What is the impact of the options on the area of green space?

All the options will require a small section of the greenspace, (see below for estimates). The area taken would be kept to an absolute minimum and will not impact on the River of Flowers feature. As part of delivery of the scheme we would try to enhance the greenspace by, for example, adding in further native trees/shrubs to increase the wildlife value and age profile of the existing area.

Greenspace area (in square metres – sqm) for each option below:

	Main island	Southern island	Total
Existing	2420 sqm	237 sqm	2657 sqm
Option 1 & 2	2182 sqm	189 sqm	2371 sqm
Option 3	n/a	n/a	2644 sqm

So Option 1 & 2 have a net loss of 286sqm and Option 3 has a net loss of 13sqm.

9. What about improvements for cyclists?

Through the consultation, we are trying to find out how cyclists use the junction and what their experience of it is.

We know there are constraints with the junction that makes cycling unappealing but we will endeavour to improve facilities where achievable.

We are also improving and promoting routes nearby to avoid the need for cyclists to use the junction. People cycling from Marham Park to Tollgate Lane can use the cycle access to Clay Road and the footpath on Mildenhall Road will be upgraded to a shared-use cyclepath up from its junction with Marham Parkway to Trent Road. This will allow cyclists to filter through the quieter residential roads and to access the

schools, employment sites and local amenities on Tollgate Lane, Beetons Way and Western Way without needing to pass through the junction.

10. How will you ensure that the scheme stays in budget?

We will have a better understanding of the project costs when we have completed a detailed design and we have built in contingency to our initial project estimates. We have preliminary estimates to divert the utilities in the area, which is needed to widen the carriageway at the north west corner of the greenspace. We have a lot of experience delivering projects of this type, including those at the Compiegne Way / Northgate Road Tayfen Road and the Cullum Road / Parkway junctions. We are intending to deliver the project through the Suffolk Highways partnership to reduce overhead costs.

11. How does the work on this junction tie into other growth and highways work in Bury?

The enhancement of Tollgate Junction will help to support the growth ambitions for Bury St Edmunds (included in the Bury Vision 2031 and Bury Masterplan) by improving accessibility to the town centre and between growth areas surrounding the town. Suffolk County Council has identified the junctions severely impacted by the major development sites planned in the town and has secured funding to mitigate their impact on the highway. The Tollgate Junction is one of those identified and the scheme forms part of a longer-term programme of mitigation works.

Appendix C

The Questionnaire – most people were directed to the Smart survey online. This was also available as a hard copy questionnaire shown here:

Tollgate Lane Consultation

This questionnaire should be completed with reference to the consultation information which is available at www.suffolk.gov.uk/tollgate

About you and your travel

In analysing responses to the consultation, it will be helpful to understand the spread of the consultation responses as well as what views are expressed on the options.

1. How did you hear about this consultation?

- [ ] Facebook
- [ ] Twitter
- [ ] Local press
- [ ] Word of mouth
- [ ] Road signage
- [ ] Radio
- [ ] Letter received
- [ ] Other (please specify):

2. Please provide your home postcode. This information will not be used to identify you in any way but will allow us to see the geographical spread of the respondents.

3. Do you use the Tollgate junction? *

- [ ] Yes
- [ ] No

If your answer is no, please go to Question 6.

4. Which method of transport do you use for the following journeys around the Tollgate junction (main mode of transport):

	Car/van	Motorbike	Bus	Bicycle/scooter	Walking	Other
To/from work	☐	☐	☐	☐	☐	☐
To/from education	☐	☐	☐	☐	☐	☐
Shopping	☐	☐	☐	☐	☐	☐
Leisure	☐	☐	☐	☐	☐	☐
Social/to visit family and friends	☐	☐	☐	☐	☐	☐
Business trips	☐	☐	☐	☐	☐	☐
Medical appointments	☐	☐	☐	☐	☐	☐

5. What is your current opinion/experience of using the Tollgate junction area? Please tick all that apply.

- ☐ Delays
- ☐ Congestion in morning peak (8.00 a.m. - 9.00 a.m.)
- ☐ Congestion in afternoon peak (5.00 p.m. -6.00 p.m.)
- ☐ Congestion at other times
- ☐ Feel unsafe as a pedestrian around the junction
- ☐ Don't experience any problems using the junction
- ☐ Other (please specify):

Your views on the options

6. From the three options presented in the consultation, please rank them in order of preference: 1 for best option, 2 for second best option and 3 for your least favoured option.

	1	2	3
Option 1	☐	☐	☐
Option 2	☐	☐	☐
Option 3	☐	☐	☐

None of these ☐

7. Please give your reasons for your choice.

8. Is there anything else you would like to tell us about the proposed work on the junction?

Keeping in contact

9. Once the consultation has concluded, if you would like to be kept informed of the proposed work at this junction please add your email address. Your details will only be stored for the purpose of letting you know of updates about this project and will not be passed to anyone else.

Demographic Questions

Please note that this section is optional and you don't have to complete these questions if you don't want to.

If you choose not to answer these questions, please tick the 'Prefer Not to Disclose' option so that we are aware of your choice.

By providing this information it allows us to see which groups of people are responding to our consultations and which groups are underrepresented. We can then make extra efforts to reach underrepresented groups so that we can consider the views of all groups who may be affected by our plans. It also helps us ensure that everyone is treated fairly and equitably in everything we do. Without your information, we can't always spot trends and issues which enable us to make appropriate changes or improvements.

All responses to these questions are anonymous; responses are added together and no individuals are identified. Any information provided is governed by the Data Protection Act 2018 which will be treated as strictly confidential.

10. If you choose not to answer any of these questions, please tick the 'Prefer not to disclose' option so that we are aware of your choice.

- [ ] Prefer not to disclose

11. Are you

- [ ] Female
- [ ] Male
- [ ] Prefer not to say
- [ ] Prefer to self-describe (please specify):

12. Which age group do you fit into?

- [ ] Under 16
- [ ] 16-24
- [ ] 25-34
- [ ] 35-44
- [ ] 45-54
- [ ] 55-64
- [ ] 65-74
- [ ] 75+

- [ ] Do not want to say

13. The provision for disability within Equalities legislation defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities. Do you consider yourself to have a disability according to the terms given in the Equality legislation?

- [ ] Yes
- [ ] No

14. If you have answered yes to the above question, please indicate the type of impairment which applies to you from the list below. People may experience more than one type of impairment, in which case please select all that apply. If your disability does not fit any of these types, please mark 'Other'.

- [ ] Mobility
- [ ] Hearing
- [ ] Vision
- [ ] Learning
- [ ] Mental Health
- [ ] Communication
- [ ] Long standing health condition
- [ ] Other (please specify):

15. To which of these groups do you consider you belong?

- [ ] Asian or Asian British: Indian
- [ ] Asian or Asian British: Pakistani
- [ ] Asian or Asian British: Bangladeshi
- [ ] Any other Asian background - please specify in the box below.
- [ ] Black or Black British: Caribbean
- [ ] Black or Black British: African
- [ ] Any other Black background - please specify in the box below.
- [ ] Chinese
- [ ] Mixed: White and Black Caribbean
- [ ] Mixed: White and Black African
- [ ] Mixed: White and Asian
- [ ] Any other Mixed background - please specify in the box below.
- [ ] White: English
- [ ] White: Irish
- [ ] White: Scottish
- [ ] White: Welsh
- [ ] White: British
- [ ] Gypsy or Irish Traveller
- [ ] Other white background - please specify in the box below
- [ ] Do not want to say
- [ ] Other (please specify):

16. Your religion or belief - What group do you most identify with?

- [ ] No religion
- [ ] Baha'i
- [ ] Buddhist
- [ ] Christian
- [ ] Hindu
- [ ] Jain
- [ ] Jewish
- [ ] Muslim

- [ ] Sikh
- [ ] Any other religion or belief (specify if you wish)
- [ ] Other (please specify):

17. What is your sexual orientation?

- [ ] Bisexual
- [ ] Gay man
- [ ] Gay woman/Lesbian
- [ ] Heterosexual
- [ ] No sexuality
- [ ] Prefer not to say
- [ ] Same sex relationship with a man
- [ ] Same sex relationship with a woman
- [ ] Other (please specify):

Thank you for taking the time to answer this survey.

If you have any queries about this consultation please contact:
consultationstransportstrategy@suffolk.gov.uk

Appendix D

Photographs of the drop-in events held 12.2.20 and 29.2.20


Timeline and next steps

Appendix E

Signs used on highway verge near to Tollgate Junction during the consultation.

Appendix F

Full results from survey

1 Tollgate Lane Consultation

1. How did you hear about this consultation?

		Response Percent	Response Total
1	Facebook	37.11%	118
2	Twitter	5.66%	18
3	Local press	13.84%	44
4	Word of mouth	14.15%	45
5	Road signage	16.98%	54
6	Radio	0.31%	1
7	Letter received	20.44%	65
8	Other (please specify):	6.92%	22

Analysis							
	Mean:	4.32	Std. Deviation:	2.67	Satisfaction Rate:	45.19	answered 318
	Variance:	7.14	Std. Error:	0.15			skipped 3

Other (please specify): (22)

2. Please provide your home postcode. This information will not be used to identify you in any way but will allow us to see the geographical spread of the respondents.

		Response Percent	Response Total
1	Open-Ended Question	100.00%	313
		answered	313
		skipped	8

3. Do you use the Tollgate junction?

		Response Percent	Response Total
1	Yes	99.69%	320
2	No	0.31%	1

Analysis							
	Mean:	1	Std. Deviation:	0.06	Satisfaction Rate:	0.31	answered 321
	Variance:	0	Std. Error:	0			skipped 0

4. Which method of transport do you use for the following journeys around the Tollgate junction (main mode of transport):							
	Car/van	**Motorbike**	**Bus**	**Bicycle**	**Walking**	**Other**	**Response Total**
To/from work	70.6% (192)	2.9% (8)	4.0% (11)	10.3% (28)	11.0% (30)	1.1% (3)	272
To/from education	63.0% (58)	1.1% (1)	7.6% (7)	5.4% (5)	17.4% (16)	5.4% (5)	92
Shopping	67.7% (252)	1.6% (6)	5.4% (20)	5.9% (22)	18.5% (69)	0.8% (3)	372
Leisure	59.3% (245)	2.7% (11)	3.9% (16)	11.6% (48)	21.8% (90)	0.7% (3)	413
Social/to visit family and friends	71.0% (245)	3.2% (11)	2.6% (9)	7.8% (27)	14.8% (51)	0.6% (2)	345
Business trips	80.2% (138)	4.7% (8)	4.1% (7)	1.7% (3)	7.0% (12)	2.3% (4)	172
Medical appointments	74.7% (201)	2.2% (6)	5.6% (15)	5.6% (15)	11.9% (32)	0.0% (0)	269
						answered	317
						skipped	4

Matrix Charts

4.1. To/from work			Response Percent	Response Total
1	Car/van		70.6%	192
2	Motorbike		2.9%	8
3	Bus		4.0%	11
4	Bicycle		10.3%	28
5	Walking		11.0%	30
6	Other		1.1%	3
Analysis	Mean: 1.92	Std. Deviation: 1.52	Satisfaction Rate: 18.31	answered 272
	Variance: 2.32	Std. Error: 0.09		

4.2. To/from education			Response Percent	Response Total
1	Car/van		63.0%	58
2	Motorbike		1.1%	1
3	Bus		7.6%	7
4	Bicycle		5.4%	5
5	Walking		17.4%	16
6	Other		5.4%	5

4.2. To/from education							Response Percent	Response Total
Analysis	Mean:	2.29	Std. Deviation:	1.81	Satisfaction Rate:	25.87	answered	92
	Variance:	3.27	Std. Error:	0.19				

4.3. Shopping			Response Percent	Response Total
1	Car/van		67.7%	252
2	Motorbike		1.6%	6
3	Bus		5.4%	20
4	Bicycle		5.9%	22
5	Walking		18.5%	69
6	Other		0.8%	3

Analysis	Mean:	2.08	Std. Deviation:	1.66	Satisfaction Rate:	21.67	answered	372
	Variance:	2.76	Std. Error:	0.09				

4.4. Leisure			Response Percent	Response Total
1	Car/van		59.3%	245
2	Motorbike		2.7%	11
3	Bus		3.9%	16
4	Bicycle		11.6%	48
5	Walking		21.8%	90
6	Other		0.7%	3

Analysis	Mean:	2.36	Std. Deviation:	1.74	Satisfaction Rate:	27.22	answered	413
	Variance:	3.04	Std. Error:	0.09				

4.5. Social/to visit family and friends			Response Percent	Response Total
1	Car/van		71.0%	245
2	Motorbike		3.2%	11
3	Bus		2.6%	9
4	Bicycle		7.8%	27
5	Walking		14.8%	51
6	Other		0.6%	2

Analysis	Mean:	1.94	Std. Deviation:	1.57	Satisfaction Rate:	18.78	answered	345
	Variance:	2.47	Std. Error:	0.08				

4.6. Business trips		Response Percent	Response Total
1	Car/van	80.2%	138
2	Motorbike	4.7%	8
3	Bus	4.1%	7
4	Bicycle	1.7%	3
5	Walking	7.0%	12
6	Other	2.3%	4

Analysis							
	Mean:	1.58	Std. Deviation:	1.32	Satisfaction Rate:	11.51	answered 172
	Variance:	1.73	Std. Error:	0.1			

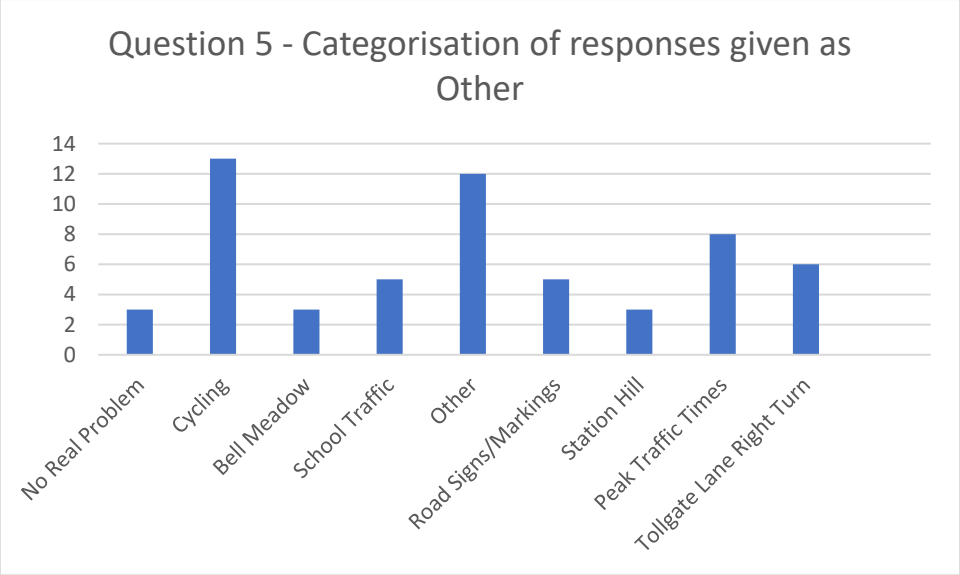
4.7. Medical appointments		Response Percent	Response Total
1	Car/van	74.7%	201
2	Motorbike	2.2%	6
3	Bus	5.6%	15
4	Bicycle	5.6%	15
5	Walking	11.9%	32
6	Other	0.0%	0

Analysis							
	Mean:	1.78	Std. Deviation:	1.43	Satisfaction Rate:	15.54	answered 269
	Variance:	2.05	Std. Error:	0.09			

5. What is your current opinion/experience of using the Tollgate junction area? Please tick all that apply.		Response Percent	Response Total
1	Delays	38.87%	124
2	Congestion in morning peak (8.00 a.m. - 9.00 a.m.)	63.64%	203
3	Congestion in afternoon peak (5.00 p.m. -6.00 p.m.)	63.95%	204
4	Congestion at other times	21.63%	69
5	Feel unsafe as a pedestrian around the junction	20.69%	66
6	Don't experience any problems using the junction	16.30%	52
7	Other (please specify):	17.55%	56

Analysis							
	Mean:	7.69	Std. Deviation:	7.55	Satisfaction Rate:	87.67	answered 319
	Variance:	56.98	Std. Error:	0.42			skipped 2

Other (please specify): (56)



Your views on the options

6. From the three options presented in the consultation, please rank them in order of preference: 1 for best option, 2 for second best option and 3 for your least favoured option.				
	1	2	3	Response Total
Option 1	21.8% (53)	48.1% (117)	30.0% (73)	243
Option 2	53.9% (132)	37.6% (92)	8.6% (21)	245
Option 3	28.0% (67)	10.5% (25)	61.5% (147)	239
			answered	261
			skipped	60
None of these (48)				

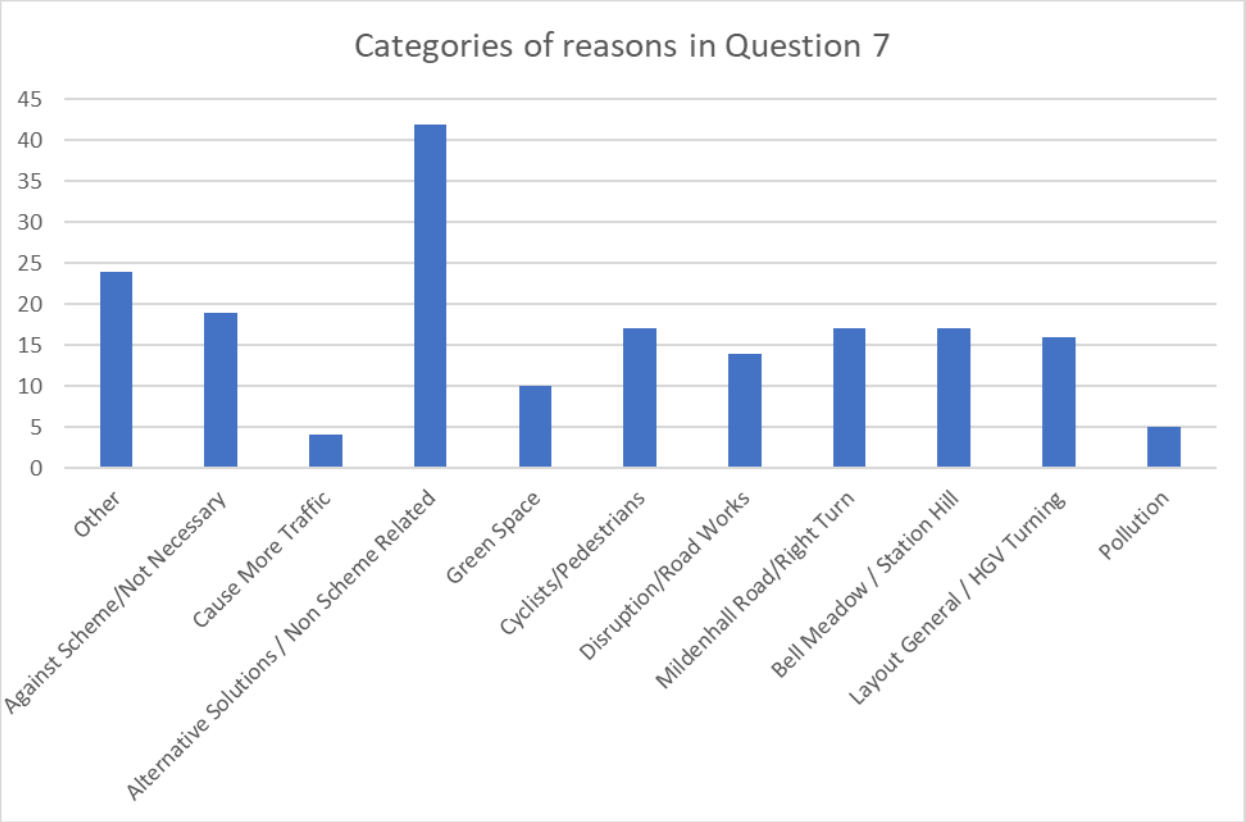
Matrix Charts

6.1. Option 1			Response Percent	Response Total
1	1		21.8%	53
2	2		48.1%	117
3	3		30.0%	73
Analysis	Mean: 2.08	Std. Deviation: 0.72	Satisfaction Rate: 54.12	answered 243
	Variance: 0.51	Std. Error: 0.05		

6.2. Option 2			Response Percent	Response Total
1	1		53.9%	132
2	2		37.6%	92
3	3		8.6%	21
Analysis	Mean: 1.55 / Std. Deviation: 0.65 / Satisfaction Rate: 27.35 / Variance: 0.42 / Std. Error: 0.04		answered	245

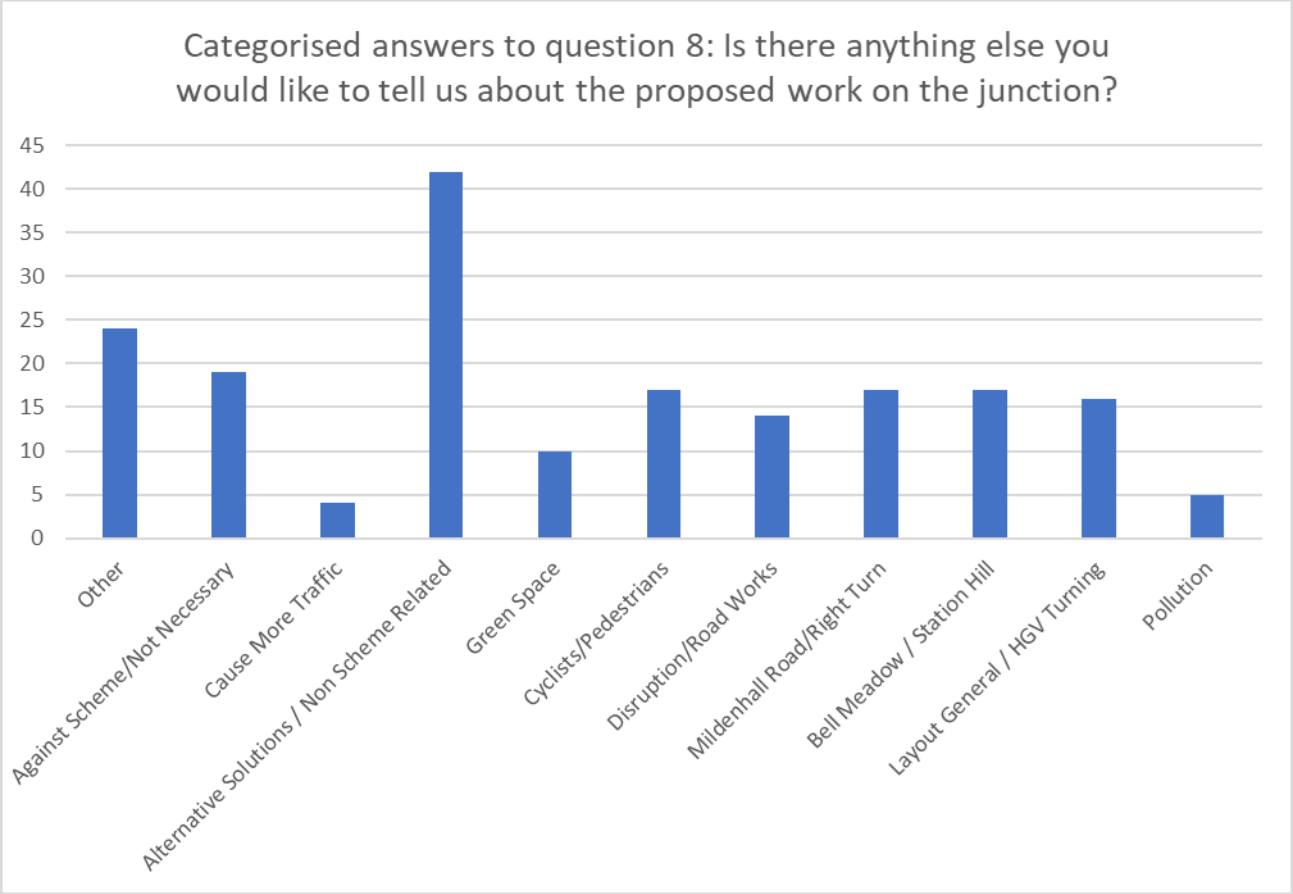
6.3. Option 3			Response Percent	Response Total
1	1		28.0%	67
2	2		10.5%	25
3	3		61.5%	147
Analysis	Mean: 2.33 / Std. Deviation: 0.89 / Satisfaction Rate: 66.74 / Variance: 0.78 / Std. Error: 0.06		answered	239

7. Please give your reasons for your choice.			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	247
		answered	247
		skipped	74



8. Is there anything else you would like to tell us about the proposed work on the junction?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	152
		answered	152
		skipped	169



Keeping in contact

9. Once the consultation has concluded, if you would like to be kept informed of the proposed work at this junction please add your email address. Your details will only be stored for the purpose of letting you know of updates about this project and will not be passed to anyone else. We will only store these details until the end of construction works on the Tollgate Junction (expected by the end of 2021). If you wish to remove your email address from our list please contact consultationstransportstrategy@suffolk.gov.uk

		Response Percent	Response Total
1	Open-Ended Question	100.00%	171
		answered	171
		skipped	150

Demographic Questions

10. If you choose not to answer any of these questions, please tick the 'Prefer not to disclose' option so that we are aware of your choice.

		Response Percent	Response Total
1	Prefer not to disclose	100.00%	77

Analysis							answered	77
	Mean:	1	Std. Deviation:	0	Satisfaction Rate:	0	skipped	244
	Variance:	0	Std. Error:	0				

Page 8

11. Are you

		Response Percent	Response Total
1	Female	49.03%	101
2	Male	48.54%	100
3	Prefer not to say	1.46%	3
4	Prefer to self-describe (please specify):	0.97%	2

Analysis							answered	206
	Mean:	1.54	Std. Deviation:	0.58	Satisfaction Rate:	18.12	skipped	115
	Variance:	0.34	Std. Error:	0.04				

Prefer to self-describe (please specify): (2)

12. Which age group do you fit into?

		Response Percent	Response Total
1	Under 16	0.00%	0
2	16-24	4.33%	9
3	25-34	12.50%	26
4	35-44	16.83%	35
5	45-54	27.40%	57
6	55-64	16.83%	35
7	65-74	17.79%	37
8	75+	4.33%	9
9	Do not want to say	0.00%	0

Analysis							answered	208
	Mean:	5.11	Std. Deviation:	1.52	Satisfaction Rate:	51.32	skipped	113
	Variance:	2.32	Std. Error:	0.11				

13. The provision for disability within Equalities legislation defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person's ability to carry out normal day-to-day activities. Do you consider yourself to have a disability according to the terms given in the Equality legislation?

		Response Percent	Response Total
1	Yes	7.80%	16
2	No	92.20%	189

Analysis							
	Mean:	1.92	Std. Deviation:	0.27	Satisfaction Rate:	92.2	
	Variance:	0.07	Std. Error:	0.02			

answered	205
skipped	116

14. If you have answered yes to the above question, please indicate the type of impairment which applies to you from the list below.People may experience more than one type of impairment, in which case please select all that apply. If your disability does not fit any of these types, please mark 'Other'.

		Response Percent	Response Total
1	Mobility	23.53%	4
2	Hearing	5.88%	1
3	Vision	0.00%	0
4	Learning	5.88%	1
5	Mental Health	47.06%	8
6	Communication	0.00%	0
7	Long standing health condition	35.29%	6
8	Other (please specify):	5.88%	1

Analysis							
	Mean:	5.88	Std. Deviation:	2.79	Satisfaction Rate:	66.39	
	Variance:	7.77	Std. Error:	0.68			

answered	17
skipped	304

Other (please specify): (1)

Demographic Questions

15. To which of these groups do you consider you belong?

			Response Percent	Response Total
1	Asian or Asian British: Indian		0.00%	0
2	Asian or Asian British: Pakistani		0.00%	0
3	Asian or Asian British: Bangladeshi		0.00%	0
4	Any other Asian background - please specify in the box below.		0.00%	0
5	Black or Black British: Caribbean		0.00%	0
6	Black or Black British: African		0.00%	0

15. To which of these groups do you consider you belong?

		Response Percent	Response Total
7	Any other Black background - please specify in the box below.	0.00%	0
8	Chinese	0.00%	0
9	Mixed: White and Black Caribbean	0.00%	0
10	Mixed: White and Black African	0.00%	0
11	Mixed: White and Asian	0.00%	0
12	Any other Mixed background - please specify in the box below.	0.48%	1
13	White: English	61.54%	128
14	White: Irish	1.92%	4
15	White: Scottish	0.00%	0
16	White: Welsh	0.00%	0
17	White: British	30.29%	63
18	Gypsy or Irish Traveller	0.00%	0
19	Other white background - please specify in the box below	0.00%	0
20	Do not want to say	3.85%	8
21	Other (please specify):	1.92%	4

Analysis							answered	208
	Mean:	14.65	Std. Deviation:	2.29	Satisfaction Rate:	68.25	skipped	113
	Variance:	5.27	Std. Error:	0.16				

Other (please specify): (4)

16. Your religion or belief - What group do you most identify with?

		Response Percent	Response Total
1	No religion	50.50%	101
2	Baha'i	0.00%	0
3	Buddhist	0.00%	0
4	Christian	45.00%	90
5	Hindu	0.00%	0
6	Jain	0.00%	0
7	Jewish	0.00%	0
8	Muslim	0.00%	0
9	Sikh	0.00%	0
10	Any other religion or belief (specify if you wish)	0.50%	1
11	Other (please specify):	4.00%	8

16. Your religion or belief - What group do you most identify with?

							Response Percent	Response Total
Analysis	Mean:	2.8	Std. Deviation:	2.29	Satisfaction Rate:	17.95	answered	200
	Variance:	5.23	Std. Error:	0.16			skipped	121

Other (please specify): (8)

17. What is your sexual orientation?

		Response Percent	Response Total
1	Bisexual	3.03%	6
2	Gay man	1.52%	3
3	Gay woman/Lesbian	0.51%	1
4	Heterosexual	82.83%	164
5	No sexuality	0.00%	0
6	Prefer not to say	7.07%	14
7	Same sex relationship with a man	0.51%	1
8	Same sex relationship with a woman	0.51%	1
9	Other (please specify):	4.04%	8

Analysis	Mean:	4.25	Std. Deviation:	1.3	Satisfaction Rate:	40.66	answered	198
	Variance:	1.69	Std. Error:	0.09			skipped	123

Other (please specify): (8)