

## **Appendix 7 – Other stakeholder feedback**

### **First Berkshire – bus company**

Feedback on the scheme was received from Mohammed Sarfraz, On Street Inspector for First Berkshire, on and is noted below:

Hi Laura,

Thanks for contacting us regarding feedback on the Burnham traffic scheme. Some of the issues are as follows ;

- Staff are concerned about the lack of information to other road users about bus movements exiting from Station Road onto Burnham Lane, especially when buses require extra time/space when turning right from Station Road onto Burnham Lane.
- Staff have encountered cars using the Station Road bus stop as a waiting area when picking up commuters from Burnham Station.
- Bus journey times on routes 75 & 76, which run on the busy A4 Bath Road corridor between Maidenhead - Cippenham - Slough - Langley - Heathrow Central have increased due to high traffic levels between the Dover Road junction and Huntercombe Lane junction, especially at peak times. The traffic light phasing on the one way Burnham Lane exiting on the A4 is also a contributing factor. The knock on effect is that customers waiting for buses in Maidenhead, Slough, Langley and Heathrow are unaware why services are running behind schedule. Were possible, we try to provide additional resources to cover any late running of services but sometimes services will need to be terminated short of their final destination. This puts off customers travelling on buses.

I would like to point out that there are merits to the scheme in that buses don't block the main Burnham Lane when stopping as before and also customers using buses are dropped off/picked up in a more safer enviroment.

I have also copied in First Berkshire General Manager (Simon Goff) and First Berkshire Operations Manager (Simon Newport) into this email.

Many thanks

Mohammed Sarfraz

On Street Inspector  
First Berkshire  
07894588801

### **Local businesses**

Two emails were received specifically on behalf of a business, they are noted below:

#### **Sarah Jordan, Muttlines, 29/10/2015:**

Hello

I thought I would share with you the fact that due to the increase in traffic since the road closure I now have clients looking for alternative creche/boarding facilities for their dogs. Some of these clients I have had for over 6 years but they are not prepared to sit in an hour of traffic when it used to take 5 minutes. The loss will start in 2 weeks time and will be, from

the 1st client, £500+ a month! This will have a HUGE impact on my business and expenditure to the extent that I may be forced to move - money that I just don't have.

The business has been running for over 12 years and due to the vast amount of people offering creche/boarding for dogs in a home environment the loss will not be gained overnight.

This loss is only due to the road closure as my clients now a minimum of 1.5 miles to get to me and both directions are at a standstill between 4-6.30pm.

Maybe you could advise as how I can claim from SBC for the loss(es) caused by shutting the only direct route to/from my home.

Regards

Sarah

Sarah Jordan

**Jacqueline Slater, Vape Smart, 08/12/2015:**

To whom it may concern,

The closure of the above road is causing us a great deal of concern as a relatively new business. We have seen a huge decrease in our sales here due to the road being closed as most of our customers used that road. We have seen drop in turnover of approximately £2000.00 per week which is not sustainable for any business, let alone a new one.

It is imperative that this road is re-opened as we believe that apart from damaging our business it has had a negative impact on others also and indeed on the surrounding area which has lost a huge sense of connection to Burnham as it now takes at least an additional 20 minutes to get there.

We look forward to your response at your earliest convenience regarding the above.

For and on behalf of

Vape Smart Ltd