

Managing freight vehicles through Kent

Response questionnaire

A Highways England consultation
on a proposal to create a
permanent lorry area adjacent to
the M20 at Stanford



Introduction

This questionnaire forms part of a consultation Highways England is conducting on behalf of HM Government into the provision of an off-road lorry area near the Port of Dover and Eurotunnel terminal to help reduce or remove the need to queue lorries on the M20 in a procedure known as 'Operation Stack'.

We are consulting widely on our proposals because Operation Stack affects both those living and working locally but also those travelling to or through Kent.

We have prepared this questionnaire response form that accompanies the consultation document; available online or in hardcopy format. It will help us to process and understand your views if you use the questionnaire, referring to those aspects of our proposals that you support as well as those you may have questions or concerns about. Alternatively you may respond to us by email or letter.

Please respond by one of the methods below:

Online: www.gov.uk/ and then search for 'Managing freight vehicles through Kent'.

By email: m20lorryarea@highwaysengland.co.uk

By post: M20 Lorry Area, Highways England, Bridge House, 1 Walnut Tree Close, Guildford, Surrey, GU1 4LZ.

All responses to this consultation must be received by midnight on Monday 25 January 2016.

If you need a questionnaire response form or have any other queries please contact the Highways England Customer Information Line on 0300 123 5000 (Lines are open 24 hours per day, 7 days a week).

Your responses will be taken into account in preparing any future consultations and in making any decisions.

The information you provide will be kept in a secure environment only accessible by Highways England and the specific contractor(s) working with us on this project. Your personal information will not be shared with any other individuals or organisations, beyond the provisions set out in the provisions of the Freedom of Information Act 2000 and Environmental Information Regulations 2004.

The information you submit will only be used in support of the purpose specified in the survey. Personal details are collected only to ensure entries are not duplicated and in order to contact correspondents if necessary. All personal details will be deleted at the end of the survey analysis period.

If there is insufficient space in the questionnaire for your response, please forward any additional responses to us, making reference to them in the space provided. We encourage you to provide comments but use of only the tick boxes is equally acceptable.

Section 1: Information about you

It is important that you give us your name and contact details in order that we can take your response into account and also help us understand the range of people and organisations who have responded to the consultation. This information will not be used for any other purpose, other than as explained in this response form:

Name (required) _____

Address (required) _____

Postcode (required) _____ Phone Number (optional) _____

Email address (optional) _____

If you wish to be notified about the outcomes of the consultation and the next steps please indicate the means by which you would like us to contact you.

By email By post

1. How did you find out about the consultation.

- Read, saw or heard about it in the media (radio/ television/newspapers)
- Via a friend/acquaintance
- Via the Highways England's/Government's website
- Via social media (twitter/facebook etc)
- Received a letter notifying me
- Other (please describe) _____

2. What best describes your interest in filling out this questionnaire today?

- I live in Kent
- I work in Kent
- I have a business in Kent
- I drive through Kent to work
- I drive through Kent to access medical, leisure or educational services
- I am an international lorry driver using Dover and/or Eurotunnel
- I am a lorry driver using roads in Kent but do not cross the Channel
- I walk/cycle/ride a horse in the area
- I represent others (such as a local/regional/national group/business)
If so, please name the group or organisation _____
- Other (please describe) _____

3. How often do you use any part of the M20 or A20 between Maidstone and Dover?

- Daily
- Weekly
- Monthly
- Rarely
- Never

Section 2: Current Operation Stack

4. How are you personally affected when Operation Stack operates (please tick all that apply)?

- My social life is affected
- My work life is affected
- My home life is affected
- I run a business and my business is affected
- I am a lorry driver who is directed into Operation Stack
- I am not directly affected by Operation Stack
- Other (please describe)

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

5. Do you agree that the current Operation Stack should remain the main response to major disruption to cross channel traffic?

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

Section 3: Proposed lorry area

6. How much do you support or oppose the provision of a permanent lorry area to reduce or remove the need for freight traffic to be queued on the M20?

- Strongly Support
- Support
- Neither Support or Oppose
- Oppose
- Strongly Oppose

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

7. How many lorries do you consider that any lorry area should be able to accommodate at any given time?

- Less than the suggested minimum 3,600
(If so please suggest a figure and explain your reasons)
- The suggested minimum 3,600
(If so please explain your reasons)
- More than the suggested minimum 3,600
(If so please suggest a figure and explain your reasons)

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

8. If such a facility is built, what would be your priorities in choosing a site location? Please rank 1 to 12 according to your preference, with 1 being most important and 12 being least.

- Maximises road safety
- Minimises visual/landscape impact
- Minimises the impact on residential amenity
- Minimises other environmental impacts
- Least overall cost
- Most effective in keeping M20 open
- Most effective in reducing delays to local roads such as in Dover and Folkestone.
- Use of the facility has minimal impact on local roads
- Providing overnight lorry parking
- Reducing the attractiveness of local roads as somewhere lorry drivers like to park and offering somewhere relatively comfortable and safe for lorry drivers to rest
- Providing an income to the taxpayer from parking and other services
- If there are other considerations to you not covered by the above options then please describe them here: _____

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

9. Four main alternatives are under consideration for the way any lorry area could operate. Please rank these alternatives in order of preference, with 1 being your most favoured and 4 being your least favoured.

Alternative 1: EMERGENCY USE

Emergency lorry holding area which reduces or removes the need for Operation Stack only

Alternative 2: GENERAL DISRUPTION

Emergency lorry holding area which reduces or removes the need for Operation Stack and/or Dover TAP and/or any M20 based Eurotunnel queue management.

Alternative 3: GENERAL DISRUPTION + OVERNIGHT PARKING

Emergency lorry holding area as above, (with free provision for Operation Stack and Dover TAP/ Eurotunnel excess) but with additional chargeable basic overnight parking

Alternative 4: GENERAL DISRUPTION + TRUCKSTOP

Emergency lorry holding area as above, with free provision for Operation Stack and Dover TAP/ Eurotunnel excess but with additional chargeable overnight parking AND 24 hour lorry only motorway service area facilities including hot food and drink

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

10. If you have any comments regarding the effects that any of the alternatives uses may have on the existing and/or future provision of commercial or other lorry parking in the local or wider area, please use the space provided below.

11. In addition to the minimum provision of toilets and hand washing, drinking water and refuse disposal, what facilities should be provided in any solution?

- Showers
- Food and drink (subject to charge)
- Fuel
- Other

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

12. Do you agree that a lorry area would address the current traffic problems on the M20?

- Strongly Agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly Disagree

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

13. Which site would you like to see progressed?

- Stanford West
- Junction 11 North
- Another location
- None, I do not want to see a site progressed

It would help us if you could explain the reason(s) for your response. Please use the space provided below.

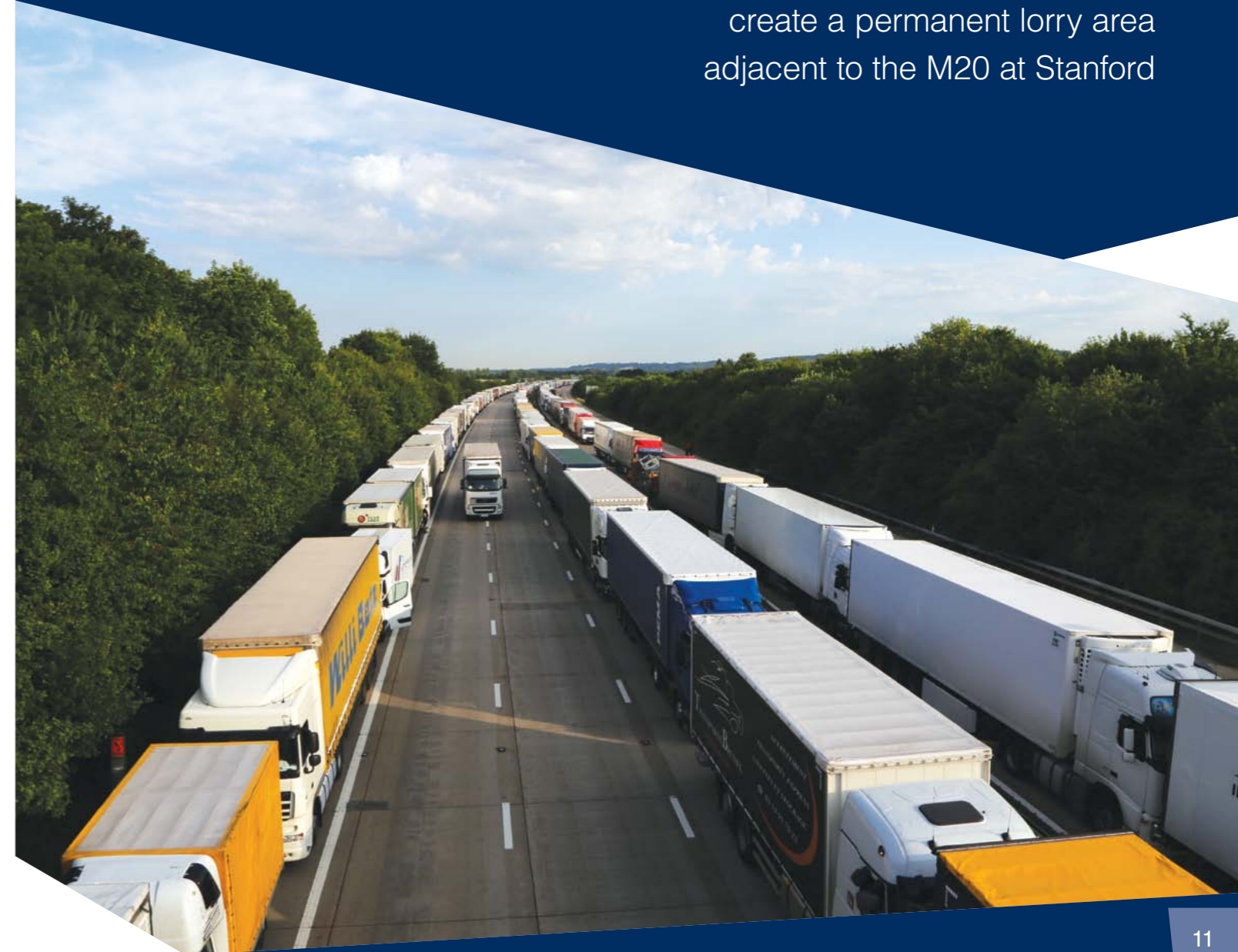
Section 4: Any other comments

14. If you have any other comments you would like us to take into account, please use the space provided below.

Managing freight vehicles through Kent

Diversity survey

A Consultation on a proposal to create a permanent lorry area adjacent to the M20 at Stanford



Managing freight vehicles through Kent consultation

Diversity survey

To help ensure that we are meeting our diversity obligations under the 2010 Equality Act we would be grateful if you fill in the following diversity survey. Completing the survey is voluntary and is not a requirement for your response to be accepted. The survey will not be linked to the information you have provided in your response and we will not share the information with anyone else. We will use the survey results to provide a summary of the types of people and organisations who responded to this consultation. It will not identify individuals.

1. What is your gender?

- Male
- Female
- Prefer not to say

2. What is your age?

- 16-24
- 25-35
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

3. Do you consider yourself to be a disabled person?

The Equality Act 2010 defines a disabled person as someone with a physical or mental impairment, which has a substantial and long-term effect on the person's ability to carry out normal day-to-day activities

- Yes
- No
- Prefer not to say

Into which category does your disability fall?

- Hearing Impairment
- Learning difficulties (where a person learns in a different way ie someone who is dyslexic)
- Manual dexterity
- Mental ill health
- Mobility

- Speech impairment
- Visual impairment
- Other (please specify) _____
- Prefer not to say

4. How would you describe your national identity?

- British
- English
- Irish
- Scottish
- Welsh
- Other (please specify) _____
- Prefer not to say

5. How would you describe your ethnicity?

Asian

- Bangladeshi
- Chinese
- Indian
- Pakistan
- Any other Asian background (please specify) _____

Black

- African
- Caribbean
- Any other Black background (please specify) _____

Mixed Ethnic background

- Asian & White
- Black African & White
- Black Caribbean & White
- Any other Mixed Ethnic background (please specify) _____

White

- English
- Gypsy or Irish Traveller
- Irish
- Northern Irish
- Scottish
- Welsh
- Any White background (please specify) _____
- Prefer not to say

6. What is your religion or belief?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- None
- Other (please specify) _____
- Prefer not to say

7. Are you married or in a civil partnership?

- Yes
- No
- Prefer not to say

8. What is your sexual orientation?

- Bisexual
- Gay man
- Gay woman
- Heterosexual/straight
- Prefer not to say

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Highways England, Bridge House, Walnut Tree Close, Guildford, Surrey, GU1 4LZ

Telephone **0300 470 1370**

Website www.gov.uk/government/organisations/highways-england

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I wish my response to be treated as confidential (please provide your reasons in the box below).

Freedom of information

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information, we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on Highways England.

Highways England will process your personal data in accordance with the Data Protection Act (DPA) and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties.

If you need help accessing this or any other Highways England information, please call **0300 123 5000** and we will help you.

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