



Environment, Housing and Infrastructure Scrutiny

Panel

Engagement and Consultation on Traffic Changes

Witness: The Minister for Infrastructure

Wednesday, 9th April 2025

Panel:

Deputy T.A. Coles of St. Helier South (Acting Chair)

Connétable D. Johnson of St. Mary

Deputy D.J. Warr of St. Helier South

Deputy A.F. Curtis of St. Clement

Witnesses:

Connétable A.N. Jehan of St. John, The Minister for Infrastructure

Mr. T. Dodd, Associate Director of Transport

Mr. Q. Murfin, Principal Engineer

[11:31]

Deputy T.A. Coles of St. Helier South (Acting Chair):

Good morning and welcome to this public hearing of the Environment, Housing and Infrastructure Panel. Today's date is 9th April 2025 and this is a specific public hearing around the road networks. I would like to draw everyone's attention to the following. This hearing will be filmed and streamed live. The recording and transcript will be published afterwards on the States Assembly website. All electronic devices, including mobile phones, should be switched to silent. I would ask that any members of the public who have joined us in the room today do not interfere with the proceedings and, as soon as the hearing is closed, please leave quietly. For the purpose of the recording and the transcript, I would be grateful to everybody who speaks to ensure that you state your name and

role, and for anybody who is not at the table to speak, identify themselves if they do so. We will just do a round of introductions. My name is Deputy Tom Coles and I am the acting chair of the panel.

Connétable D. Johnson of St. Mary:

David Johnson, Constable of St. Mary, panel member.

Deputy D.J. Warr of St. Helier South:

Deputy David Warr, panel member.

Deputy A.F. Curtis of St. Clement:

Deputy Alex Curtis, panel member.

The Minister for Infrastructure:

Connétable Andy Jehan, Minister for Infrastructure.

Associate Director of Transport:

Tristen Dodd, Associate Director for Transport, I. and. E. (Infrastructure and Environment).

Principal Engineer:

Quintin Murfin, Principal Engineer, I. and E.

Deputy T.A. Coles:

Thank you very much, Minister, and the team. We have one hour for today's hearing and, as I indicated, this is a hearing around the road network and when changes are made. Can I start with asking could you explain the process for determining when a layout change to our highway, carriageway and road traffic system is necessary?

The Minister for Infrastructure:

Say that again, sorry?

Deputy T.A. Coles:

Could you explain the process for determining?

The Minister for Infrastructure:

I think that will depend on the type of change that is being implemented. There are a number of different initiatives that we get involved in. We get involved with the 12 other parish highway teams. When we do village work, as we have done recently in Trinity and St. Johns, they would have had a village board and that process can take many, many, many years. I think St. Johns probably took

about 20 years to get a crossing, which was agreed before I became Minister, I should say, rather than as a result of me becoming Minister. But that is a lengthy process where we have consultation, we have focus groups where people attend meetings, workshops, facilitated workshops. We set up specific questions in parish magazines if necessary, so that is one form of engagement. Those village boards will often include a member of the roads committee, not the roads committee in general. It will include interested members of the public. I know from my experience in St. John, we had a former ... somebody who was interested in road networks and had campaigned for a lower speed limit where he lived but also had experience in an emergency services role, and another member of that team is also former emergency services, so they had quite a good level of experience. They will be appointed to those parish working boards. Then we have other areas which are ... we are currently doing some work at the moment. You will be aware of the "Safer routes to school", which does not include a board set-up. The consultation will take place with people who live in the area, also the relevant roads committee from that parish or parishes, as the case may be. We will write to people, we will use social media. There is a whole way of different engagements that we utilise. Some is consultation and some is engagement. Sometimes we will be asking people for their thoughts and ideas and suggestions, and encouraging those different ideas and thoughts at concept stage, or if we have got a concept, we will go into engagement mode where we will be asking people for their views on what is proposed.

Associate Director of Transport:

Could I just expand on that a little bit? From our starting point, we always start with States policy. There is the Sustainable Transport Policy, there is the St. Helier Public Realm and Movement Strategy, there is the Island Collision and Casualty Reduction Plan, which is focused around road safety. There are a number of other policies around active travel. So that is always the starting point. Consultation is really where we go out and ask the public what their issues are: what is the problem that needs to be resolved? Where there is an opportunity to provide more than one option, we will always return to them and see what the preferred option is. When we get to engagement, that is really about not the what, but the where and how. That is about getting the detail right for trials, and some have to be trialled because you cannot model traffic down to a micro level. You need data to inform what you are doing. Some of them are around changes to see what the changes in behaviour are. The other point I was going to make around that ... sorry, I had another point in my mind. Basically, all these things have to feed back up into those high-level strategies. I will come back to the other parts as we go along, as it comes back to me.

Deputy T.A. Coles:

I will pick up on the point you made about collecting data. I am quite interested to know what sort of datapoints are you looking at and how they then relate to those strategies to inform the decision-making process about the changes.

The Minister for Infrastructure:

There are different types of data. So we have the ability to measure traffic movement, cycle movement, pedestrian movement. Sometimes that is done with technology and sometimes that is done with people doing that work. So those would be the key datapoints that we would collect, speed of vehicles as well, but also the volume. It would depend on what we are trying to achieve for a specific scheme.

Deputy T.A. Coles:

Do you have trigger point data numbers that will say you have reached to ... say traffic movements, you have 100 cars within an hour use a particular road and this area is close to a school that then this might ...

The Minister for Infrastructure:

We certainly measure traffic before implementing any trial and then measure the traffic during the trial so you have got a benchmark that you can work against. Traffic is a bit like water, if you block it off somewhere it will find a different way to run and you have to be aware of the unintended consequences of any change that you may make. But we measure the traffic before any trial and during the trial.

Deputy T.A. Coles:

Do you have a radius of that monitoring of traffic to see, you know ...

The Minister for Infrastructure:

I would have to look to my left. I do not know the technical stuff.

Associate Director of Transport:

Among the data we collect, so say for instance we were looking at a village scheme, the first thing we do is meet with the parishioners and ask them what the issues are with the area. Now, it might be people getting to the bus stop, it might be children going to the school, it might be that traffic is going too fast or there is too much traffic. So that would be the starting point. That would inform what data you need to collect as your baseline data. You then develop options and you would test those options against what you are trying to achieve. Now, on occasion, you get to a stage where you have got concepts, but you will need to actually do some traffic modelling. There are pain points where you think, no, that is beyond what the public and commerce would accept in terms of disruption to their motorised journeys no matter how much you advantage non-motorised journeys. We have certainly done that before and advised people on that before. We generally discount those options in. The distance it goes out on really depends on the scale of the scheme. When we were

looking at rerouting traffic around Havre des Pas village - you might recall that, I think it was about 8 years ago - then in terms of that traffic modelling we went from basically West Park all the way to the Rue Des Pres Trading Estate. On other schemes, it can be much more localised.

Deputy D.J. Warr:

Just to say, because obviously at this moment in time Broad Street is the sort of slightly controversial street, dare I use the term. Obviously that interacts with the bus service, that obviously has economic impacts as well. How do you model out something like Broad Street being pedestrianised and the impact that has to all those different stakeholders?

Associate Director of Transport:

This brings me back to the point I was going to make in that very first question. One of the things is whenever you trial anything, you only ever trial something that you are reasonably confident that will work. Now, it might not be acceptable but ... you would not go and trial something that you think is definitely not going to work. In Broad Street, its genesis was slightly different to most projects. We had done some modelling back pre-pandemic to see what it would look like, but it was the pandemic which drove the closure. Then what we found was, and this was really ... it was a trial by accident in some respects, is actually it worked and we could adapt the network.

Deputy D.J. Warr:

What do you mean by "it worked"?

Associate Director of Transport:

It worked in terms of we had relatively free-flowing traffic elsewhere. We were able to reallocate parking spaces to support people with disability. We were able to accommodate deliveries. We worked with a pharmacist and various food retailers to ensure that they could get their deliveries in and out and retailers to ensure that people could pick up items that they needed to that were oversized. We had some noise very early on from some of the larger retailers, but that disappeared relatively quickly and has not come back.

Deputy D.J. Warr:

So going to the next level then, obviously - sorry to carry on - actually harder pedestrianisation is being looked at now; is that correct?

Associate Director of Transport:

Yes, so ...

Deputy D.J. Warr:

What has caused that level to raise?

Associate Director of Transport:

It really is the States reports.

The Minister for Infrastructure:

I am surprised we are talking about it, but Broad Street has been closed for 4 years. Three years ago the Constable of St. Helier brought a proposition, which received widespread support in the States. Our Common Strategic Plan talks about investing in St. Helier, and so that is a key part of it, investing in our public realm. It is not a case of spending money on public realm and not on roads resurfacing, for example. We have got to invest in both.

Deputy D.J. Warr:

I think my question is more directed towards the impact it has economically, the bus routes. One of the big feedbacks I get is if we shut the place down, you do not allow buses down there, for instance, going forward that is going to have major implications for people's ability to use town, for instance.

The Minister for Infrastructure:

We are looking at ...

Deputy D.J. Warr:

That is why I am asking about this generally in the round; how does your interaction work?

The Minister for Infrastructure:

We have doubled the ridership on the hopper bus in the last 12 months, and we are looking to do that ... significantly increases again this year. We are looking at how we can enhance the hopper bus route. We have got the through tickets, which enables people to come into St. Helier to the bus station and jump on a hopper bus. So not only can they access Broad Street but they can access all parts of town, or many parts of town. We would like it to be more, we would like it to include Pier Road. So we are working on that. The Constable and I both think that we need a bus to go near the monument at Library Place end of town, but the vast majority of buses you cannot get on in Broad Street. If you are going east or west, you cannot get a bus in Broad Street. So what we need to make sure is that the hopper bus, for those people who struggle with mobility ... for example, we have got a bus stop right outside the market now. Historically, we would have had people walking from the market to Broad Street, where they can get a bus now to take them to the bus station. We have got to find alternatives for those people and we are still looking at how we would reroute the buses and the hopper bus.

Associate Director of Transport:

Can I just add to that? The starting point is, of course, the Island Plan's public realm and movement strategy. Now, that looked at the mismatch of the character of streets and how they were used. So, are there throughways which are actually used as pedestrian thoroughfares, and these movements across the road, all over the places, and vice versa? One of the things the public realm and movement strategy found, which is part of the evidence of the Island Plan, was that Broad Street was one of those places that was actually a pedestrian thoroughfare. Now, when we did Charing Cross, if you recall that, there was a lot of the same sort of arguments deployed as to what has happened, but what you will see is that actually investment in those areas would have the public realm treatment follow. We now have the Santander business café, we have various other businesses that pop up, and that is not unique.

[11:45]

What cities and towns have found around the world, and we have looked at examples in France and in the U.K. (United Kingdom), is often where you improve the public realm and you make it a nicer place to visit, to spend time, to do business, that private investment often follows. There has been a huge programme in places like Liverpool, Manchester, London, just to name some, as well as lots and lots of French towns underneath their scheme, which is called *voirie pour tous*. The Minister and I, only last week, were in Belfast with the British-Irish Council and you can see the amount of investment that has gone into Belfast and the difference that is made to its shopping areas.

Deputy A.F. Curtis:

Taking it back a step to how one engages on the wide ranges of changes, Mr. Dodd, you have mentioned that there are strategies and the plans come out of States strategies, so would that be school travel reports that are published, the St. Helier Active movement? But there is a lot to do in there and there is also a desire to change or to do stuff. How, within all of that, is the need for any of these changes then assessed when it comes to a slightly more detailed implementation, whether it be a school change or a pedestrianisation, and that kind of decision that a strategy might give you a high-level view but ultimately you have to decide whether those small piecemeal bits are needed or not?

Associate Director of Transport:

It might be useful to look at an example for that one, which the Minister set out in his letter to the Scrutiny Panel, which was the St. Saviour's school cluster. Now that has been on Government's radar going back certainly more than 15 years, but it came to the fore really with the Strong Start Sustainable Transport Policy, which said we are going to do something about that. The starting

point was to collect base data, it was to survey the students and the people who use that area, which is part of an Island-wide survey. From that we identified the main problems and we had data as well from observations on site where people conflict with traffic and their everyday movements. So to always be able to prioritise that active travel option, which is ultimately the only way that you will reduce your traffic levels, we designed a series of ... sorry, identified a series of interventions, some as simple as crossings on Mont Millais and Bagatelle Road, and the one way in Bagatelle Lane. We are gradually working through those. Once we have done the high-level piece, then we get into the local schemes. We letter-dropped 2,100 people, I think it was, to inform them of what we were considering, invited feedback. Now we are getting into the implementation phase of those. Quintin is intimately involved in it. Is there anything you want to add?

Principal Engineer:

Deputy, you are right, that once you start looking at something like St. Saviour's school cluster, you have a number of secondary schools. The way that we have looked at that is both internally from the schools, the school travel plans, and then I think it was in 2022 we did an online consultation, which is essentially pin your road crossings, pavement challenges on a map so you could identify ... put marks on the map. That created a heat map. So we have got the 2 sides of the coin; one is what the schools and the students are saying and the other is what the wider community is saying. From that we have then identified what are the locations that you need to do an intervention and we work through a number of options. For some of these areas it is quite challenging with the road geometry to come up with options but, generally speaking, once we have come up with an option we say, okay, this is the position to put a crossing and it meets safety requirements. Then we will go forward with an exhibition. What we will do is have a drop-in and have a letter-drop and people commenting on that. But once you get to that stage, it is about engagement. It is about informing people what we are doing, and we are making sure that there are not any showstoppers in terms of some sort of business access, et cetera. That follows a pattern really that is pretty much customised to the individual situation, because each area that we do an intervention, there is a varying spread of who is going to be affected by that and, in some cases as well, like we have done with ... Trist mentioned in Bagatelle Lane we created a virtual footway. Bagatelle Lane is not our road, it is the Parish of St. Saviour, so we worked in collaboration with them to come up with a scheme that would be really beneficial for students walking from Hautlieu through to J.C.G. (Jersey College for Girls), and we put in the zebra crossing across to Hautlieu. They worked with the residents, and there was some residents' resistance, and got that scheme in. I think it is very much a stepwise thing and it is a question of taking those opportunities and trying to be targeted to create those benefits.

Deputy A.F. Curtis:

Okay. I think one of the reasons I am asking this is because clearly engaging on what changes, and then obviously later I am sure we will talk about the impact of changes as the construction impact,

but obviously there is division often within any community as to whether a change is actually needed. So schools obviously ... those attending school are one consultee group, those who live around the area and enjoy the network in different ways are others. It is how almost you assess the need between those sometimes competing interests.

The Minister for Infrastructure:

I think the one group that Tristen did not talk about with the road schemes is we also talk to key stakeholder groups. I can speak from my experience, not as a Minister but as a Constable. The school is very much a key stakeholder group. The local retailers were very much a key stakeholder group. We had all sorts of ideas and suggestions. Some people wanted traffic lights, some people wanted a raised table, some people wanted a zebra crossing and some people wanted nothing. We worked out the consensus was that there was demand ... at the focus group there was demand for a crossing and then we probably took the least troublesome option, which was the zebra crossing, for that community. I had a phone call 2 weeks ago, a resident of Trinity complaining that we did not have traffic lights or we did not have a raised table, so I suggested that he spoke to his parishioners about what they are doing there rather than the St. Johns. So it was a very, very detailed debate and discussion, and it certainly does not please everybody. But what is fascinating is a combination of having a new playing field at the school but to now watch children crossing that road regularly at weekends, in the evenings, without parents it is transforming what happens in that community. We would like to do more. We cannot be everywhere. Clearly, the Bagatelle, there is a high density of schools there so it makes absolute sense to put a lot of focus to try and find solutions. We have to work with the St. Saviour's and St. Helier's roads committee for those schemes, and they do not always agree with us and they do not always agree with each other. So that makes it challenging. There was a programme, St. Mary was done many years ago and St. John was the parish that was due to be done next but it took almost another 10 years I think before we got there. So it is a challenge as to what we do, where we do it, and we also have ... behind that we have got not traffic flows necessarily but speed limits, and people want speed limit reviews and people want speed limits raised and people want speed limits lowered. It depends what you use a road for in an area, what you want to do with the speed. People ask for speed checks in green lanes and when you do a speed check in a green lane the majority of offenders actually live in the green lane, from my experience. That is a fact. In essence, it goes back to all of those policies we have got in place, and our collision reduction plan is very much about a blended approach from the safe systems approach, but it is about a number of treatments to help us achieve our goals. So that may be introducing traffic-calming measures, it may be introducing formal junctions, it may be introducing lower speed limits, it may be a combination of those things. It then goes on to talk about a whole range of other things which you are aware of. So there is always a balance, as with everything in life, and I think we are right to focus on the Bagatelle area, because we should get the best results, because that is where the most schools are. But, equally, I was out at Les Landes School. I do not

know if you see what Les Landes School do with alternative means of getting to school, but it is fantastic. So we are trying to help them with some small infrastructure at the school where they can park their cycles. I was in Guernsey earlier this year and we went to a school, 91 per cent of people at that school, so teachers and pupils, arrived by alternative transport. That is an amazing aspiration. Inside their school, they have got a marked-out cycle proficiency course where they train young children so they can enjoy their time at school cycling, rather than getting trained at the end of their time at that school before they move on. There is a whole range of things that go into it. We have to listen to the schools, the parents, the teachers and the children at the schools, because we have introduced something at Trinity School as a direct result of the feedback from that community. We are currently gathering feedback from that, and I think we will probably do some amendments. But the crossing itself has enabled the school to utilise the field across the road much easier and much safer for them. Each scheme is different and it has its own merits and it has its own interest groups. The stakeholder groups are really important.

Associate Director of Transport:

Can I just add slightly to that? Going back as well to your first point, expanding upon what the Minister has said, the States of Jersey have a road user hierarchy, which is set out in the Sustainable Transport Policy. On top of those are the vulnerable road users, which are considered to be elderly, young, et cetera. That is the starting point, really, as to how we look at these schemes, because you have to bear in mind that commerce has to carry on, you need free movement of traffic, people need to move, but we are trying to support those movements. St. Marys was a very interesting example because after we completed that scheme, we actually got a 30 per cent increase in bus ridership, because suddenly people could actually get to the bus stop and had footpaths to move on. For very small inconvenient individual journeys, each individual journey is only delayed by a matter of seconds, you have the big benefit of kids being able to walk to school but also be able to use buses and public transport, which increases their freedom of movement around the Island as well.

Deputy A.F. Curtis:

I have some questions on that but I will save them, I am sure if we have got time.

Deputy T.A. Coles:

I just want to pull back because you talked about the engagement and letter-drops, so how do you ... what is the methodology for your distributing of letter-drops? I know at the moment we do not have ... we assume we might be having the automatic voter registration that will create each parish with a better database of who is where, but are you physically going around with a member of your team posting things through letterboxes, do you have a radius around where ...

The Minister for Infrastructure:

It is a combination, is my understanding. There will be some schemes where our team will drop letters and other times we will use Jersey Post to distribute to a specific area. There is some other technical stuff.

Principal Engineer:

Yes. What we will do ... for instance the Minister mentioned a couple of schemes recently for the Bagatelle safer routes to school. What we did is we looked at each of the 3 interventions and we do a sort of mapping exercise to identify what the extent of the significant impact on access to the local community is. We go through the government media so others in the Island are aware, but once we have decided to find that catchment area, as it were, what we generally will do is we will utilise the States of Jersey Gazetteer. That is a list of all addresses on the Island mapping, which is used by Jersey Post as well. We will have every single listed address and then we will get Jersey Post to print and post that letter through every known address. We do get instances that we have had recently, I had one in Broad Street, where one of the business community came and said: "I am in these multiple offices so one letter will have gone through the door of that multiple office unit." We cannot be responsible to make sure they pass it around 3 different small businesses in there. We do know it is not perfect but we believe that that is the most cost-effective way of getting that message out. It is always supported by ... our comms team will put it on our website so that you can see that, and generally the media will pick up and ...

The Minister for Infrastructure:

Social media. We use social media, and in recent months we have introduced a weekly update not for schemes but for roadworks, et cetera, just to try and give the public more information about what is happening on our Island roads. That has been reasonably well received. It does not include emergency works because we do not know where or when an emergency is going to happen, but where it is planned works, every Saturday or Sunday we put out stuff on our social media, and I would encourage people to share that information because it is about awareness.

Associate Director of Transport:

Where it is appropriate, the scheme, because we will use the parish magazine, we will put up postings in local shops, we will do all of the above really. In particular, we will look to identify businesses that might be affected and meet with those businesses individually.

[12:00]

Deputy T.A. Coles:

Is any of this a legal requirement or is this what you are doing because you feel that it is the right thing to do or because you have to?

Associate Director of Transport:

Just before we go to the legal part. As a practitioner ... all changes are difficult, and if you satisfy half the people and half the people are unhappy, you are probably doing quite well normally with it. We do it because that gives us the evidence, and we do not want holes in the evidence, to be able to go ahead to say that we have consulted, we have engaged. The legal part, the Minister will tell you, is different to that.

The Minister for Infrastructure:

I honestly do not know what the legal requirement is in terms of the consultation, but I think best practice is what I would describe, and I think we do reasonably well. As Q has just said, there will be properties that do get missed or, if it is like my house, the letter will be in the dustbin by the time I get home. You have got 13 seconds to attract somebody's attention from the letterbox to the dustbin. That is a bit of useless information I had from a previous life. We have just distributed 4 letters in the lead-up to the major roadworks in St. John and most people do not know they have had a letter, let alone 4 letters. So we have done everything we can in terms of social media, everything we can with the radio, et cetera, et cetera, but it is a multi approach. The parish magazines are very well read in my experience and that is a good forum for us and in my experience you get good levels of response rates to any questions.

Associate Director of Transport:

If you are interested, I just happen to have a timeline for the consultation we did in Trinity about the change to the village, which shows all the different channels of consultation we used, which I can hand out now or later, if you want to see them now. There is more than enough there. I was not sure how many to bring.

Deputy A.F. Curtis:

Would you able to, as these go out, just give a 30-second rundown of what is on this timetable just so the public listening can have a understanding of the scale of what you are trying to describe for us?

Associate Director of Transport:

Trinity village was one of the village improvement schemes. In the autumn of 2021 we created a board with the parish, so we asked the Constable to put on interested people who were informed about what the parish's requirements were. Their principal role is to help guide communications

and so once we did that we sent out a flier, which was a “Greener travel in Trinity, have your say” flier. That was delivered to every household in the parish. We advertised in the parish magazine. We then put a thank you out and then we published the results from that. Then we advertised on the parish’s website and in the ...

Deputy D.J. Warr:

Sorry, Tristen, just to stop you there. What was the percentage, what was the engagement like on that particular one in 2021? Was it one out 100, 10 out of 100, 50 out of 100?

Principal Engineer:

My recollection in Trinity, the initial survey that we put out I think we had several hundred responses and people identifying their concerns, but you are absolutely right that the response rate is typically 5 or 10 per cent or something like that. Just as a contrasting example, to give you some of the challenge of this, for the St. John’s Road scheme when that was very much in the media and there was over 1,000 people petitioned, we attempted to do an exercise of about 1,000 people in the area and we letter-dropped all of them and said: “Click on this link and tell us whether you think this is good or bad and where the challenges are” et cetera, and on the St. John’s Road my recollection is it was under 50 responded. I think there was more than 50 for the adjoining Parade Road where the residents were quite motivated. So even when it is really high profile, the response rate you get for some of these surveys is relatively low but that is the only way really you can get ...

Deputy D.J. Warr:

What do you put that down to? Is it hard work? Are the right people being engaged at a grassroots level? Is it the methodology? Obviously is it Government coming in going: “Right, we think this is a good idea” or is this coming from the residents themselves who are saying: “We want this to be changed”?

Associate Director of Transport:

Just to interrupt on that point, we very much try not to come in and say: “This is what we are going to do to you.” What we come in and say, particularly on these village schemes, is: “What are your problems? You give us the problems and we will come up with a range of solutions to those movement problems.” Then we ask them which one they prefer and they generally settle somewhere in between 2, so it is on the spectrum, and then we move to the implementation phase. So that is the consultative bit. The engagement bit is when you have got the scheme and you say: “We are going to do this now. How would you like it tweaked? Is there any individual needs? Does a business need access to this particular entrance at this particular time?” That is when people tend to come out of the woodwork because something is actually happening.

Deputy D.J. Warr:

Yes. So my question really ultimately is you say people only get antsy when you are actually doing stuff as opposed to telling them about the stuff you are going to do. So my question is: do you not think that is a problem?

Associate Director of Transport:

Well, this is the interesting thing, I think at least. In the parish consultations we will have often 80 parishioners who would give up a Saturday morning to come and input. Often, and not in every scheme, when you get to that implementation phase, it is quite a small number of people who are highly motivated. Sometimes you can accommodate their needs and you never hear about that and that is part of the process. We will adapt schemes to suit that feedback, but just because people are being very noisy does not mean they are in the majority. The interested majority have often felt they have had their say at that point and then are slightly bewildered when they do not get what they expected. In the majority of cases the truth is the schemes do get adapted to suit.

Deputy A.F. Curtis:

You mentioned everything is bespoke but is that 2-stage approach of first asking what are your challenges and then bringing a proposal back sufficiently understood by the public in the sense that many people go: "This is the first time I have heard of this"? It may not be for your department's work to have not done the work but they think that the first time they got a say on this was: "This is what we are planning" when they might have had a say at: "What are your challenges?" Do you think that is room for improvement?

The Minister for Infrastructure:

My personal view is the length of time it takes for the process is far too long because people forget about it and people who were engaged may have moved off or may be away or whatever. The same goes for speed limit reviews. I think the time it takes us to do a review and then to implement is far, far too long, so we are looking at how do we shorten that process. St. John's Road, which Tristen mentioned, I went and stood at the corner of Parade Road, not in a hi-vis jacket but just wearing a coat, so nobody knew who I was or what I was doing. I watched 3 cars mount the pavement within 15 minutes and it was pretty obvious to me that we had to do something. Displacing 75 per cent of the traffic, as the original scheme proposed, was not the answer in my view. Displacing 25 per cent of the traffic was a simpler solution, so that is what we did and we worked with the parish of St. Helier and the roads committee, and the feedback from the people who live in that affected area is unbelievable. It has transformed people's lives, transformed their lives. They can now use their doors and get on to the street, but if I had have stood there in a hi-vis jacket, I doubt I would have seen one person mount the pavement. This is the challenge we have got. We did a traffic survey about parking in St. Johns. There were I do not know how many people in hi-vis

jackets or whatever and we saw the takings in the village go down because people who go through St. Johns saw people in hi-vis jackets and carried on driving on to St. Marys or to Trinity. They did not go into the shops. They thought: "What is going on?"

Deputy A.F. Curtis:

So you think there is room for improvement by following more down to earth kind of ...

The Minister for Infrastructure:

Well, I think cameras or systems that measure traffic is probably far better than people in hi-vis jackets because people change their behaviours, so it is really fascinating.

Associate Director of Transport:

Just to finish on that about the pushback that you receive, you have to go back in at the end to the States road user hierarchy because say, for instance, one of the village schemes you have got people who live there who go about their everyday business, they are home and they need to go to the shops. We advertise by letter-drop within the parish but we also have website surveys that extend out of the parish. Quite often the pushback comes from people who are motoring through that village who are having their journey delayed by 15 seconds a day. It is not necessarily a significant number compared to ... just an anecdote. When we did the St. Marys scheme I remember meeting an old guy in the graveyard there, who was in his 90s and he had a walking frame.

The Connétable of St. Mary:

It was not me, was it?

Associate Director of Transport:

It was not you, Constable. He had a walking frame, but he was saying that since the scheme had been in place he had been able to walk up and see his wife's grave every day and he had not been able to do that before.

The Connétable of St. Mary:

Just by way of comment, the recent speed limit changes in St. Mary, you have touched on the fact that you seek consultation from those passing through and I think the survey results, as I recall, you do break them down.

Associate Director of Transport:

Yes, that is right.

The Connétable of St. Mary:

Is there a weighting you apply in your decision making?

Associate Director of Transport:

No, we do not. We just write up what we find and make recommendations based upon Government policy or States policy and that is who is going to benefit and what the cost is, and it is generally pretty marginal. I do not mean financial cost.

Principal Engineer:

We have had occasions where we have pointed out in those sorts of report ... I think of one particular crossing where there was strong community support for the crossing and then as soon as it was announced there were lots of people who used that route to drive through and they ticked the box "I am a driver, I drive through" and the comments were all negative because it is on a slow commute home. We set out that we thought that the strong community support should be prioritised over the drive-through discontent, as it were, and the authority on that occasion, which was a parish authority, took that view and the crossing did go in. Yes, we can point it out and you can point a policy and then it is for the decision makers, whether it is the Minister or the local authorities.

Associate Director of Transport:

That ties into the Casualty Reduction Plan as well. We have a disproportionate number of vulnerable road users in Jersey compared to the U.K.

Deputy T.A. Coles:

We have mentioned about data collection before. You said about having maybe cameras rather than people in hi-vis because it distracts from the real result. What kind of tech and methodologies do you have to collect this data to make sure it is accurate? I remember the days that they used to have those cables that go across the road that people used to drive over. What sort of tech do you have these days to record this?

The Minister for Infrastructure:

Black boxes.

Associate Director of Transport:

We use a variety of technologies. We have basically a radar-type box, a replacement for those tubes, which will take the volume and the speed of traffic. We also use new technologies where they are a camera but what the camera sees is obscured and processed within the machine, so we do not collect any data. That can identify cyclists, pedestrians, traffic and it can track where they are moving, so we can get flows of people and how they are moving around. Then also we still do

like to go on site, either incognito or in our flash jackets, but not to do the traffic counting any more so much. It is really just to watch how the area is used and to get a real-life feel of what is going on in an area. I do not think we will ever get past that because it is about people at the end of the day.

Deputy T.A. Coles:

How many of these devices do you have and how often are they distributed?

Associate Director of Transport:

All of them are out all of the time. I cannot tell you the number, I am afraid. I am not sure.

Principal Engineer:

I think it is currently the high-tech thing that we have got, that we more recently got into which has been very successful, is somewhere between 20 and 30 devices, but they are not just scattered around. They are programmed and positioned for specific schemes. We have got a variety of schemes, mainly around the St. Helier, St. Saviour area. For instance, on the Bagatelle area where we are doing the Safer Routes for School, prior to doing these schemes we have got counters that are picking up the traffic and the cyclists but fundamentally they are looking at the number of students and adults crossing at particular locations. There is quite a bit of work in getting them to a location because we have to go through a data protection review process, but once they are there it is quite a rich dataset.

Associate Director of Transport:

And it is 24 hours a day, that is the difference.

The Minister for Infrastructure:

It collects the time, does it not, the time of the movements?

Associate Director of Transport:

Yes, we have got all the data ...

The Minister for Infrastructure:

That is really interesting.

Deputy A.F. Curtis:

How does that new enhanced level of data influence or impact how you can model the impact of a change to, let us say, the wider network around there? Where you choose to constrain movement through one road to create one travel corridor, you obviously have numbers of certain capacity. What is the feedback loop, in essence, to create that kind of understanding?

[12:15]

The Minister for Infrastructure:

It goes back to Tristen's earlier point that it depends on the scheme as to the breadth that they will use those bits of kit to measure. So if we are displacing traffic from an area, we will measure the areas where we think the traffic is getting to and see what the impact is. The breadth of that would depend on the scheme.

Deputy A.F. Curtis:

That comes to the importance of running a trial, does it, as well?

Associate Director of Transport:

Yes. Basically when you are thinking about a scheme it is the degree of risk and the amount of pain that you could potentially cause to commerce and individuals and how much detail you go into in terms of traffic modelling. After the scheme it is just based on counts, so what is happening on the ground. Always with any scheme, whether it is temporary roadworks, it takes at least 2 weeks to settle down but if you are trialling something you need to trial for a year so you have got like-for-like data, so you have autumn and autumn. Generally we start putting the reports together about 3 months ... or putting the data together about 3 months before the end of the scheme. We are starting to get a sense then but until you get to end of that year you are not really in a position to compare.

Deputy D.J. Warr:

There is a couple of things there. You have got a year's trial. Is there a perception from the general public that once you put a trial in it is kind of fait accompli? How do you overcome that? The other question is: can you give an example where a scheme has gone completely wrong and you had to pull back from it and why might that have gone wrong?

Associate Director of Transport:

There have been schemes but what I would say is we do an awful lot of work to make sure we are only putting forward schemes that we think we will work.

Deputy D.J. Warr:

I appreciate that point.

Associate Director of Transport:

A scheme that has gone wrong that we have pulled out? There has not been one for a few years that I can think of.

Principal Engineer:

Not for decades. Decades ago there was one I can think of where we changed some priorities and that went wrong. In those decades things have moved on because one of the things we do is we do an independent road safety audit. Before we put in a scheme we have got somebody independent assessing to make sure the road safety is right. I think Tristen is right that with the considerations we make before we come forward with a scheme, we do make sure that we have checked that it has got a very good chance of success but, as Tristen said, the sophistication of traffic models is improving but it is just an interpretation of behaviour really. Sometimes you put it in a model and it puts more traffic in a particular location and it can over-predict how much there is because what happens is people's behaviours change. They might leave a bit earlier, they might do something different. In fact, we had a drop-in consultation recently and one of the people at consultation said: "The traffic is bad now. I walk my daughter to school" as an example of the fact that the traffic congestion is bad, but from our point of view getting out of your car and walking your daughter to school is helping to solve that problem. That is one of the things that is really hard for the community to understand, that when you do bring in these changes everybody just does not do the same thing. They do change their behaviours but you need a trial sometimes to see that adaptation happen.

Deputy A.F. Curtis:

If we could touch on one example on that, we asked and you replied in a letter, Minister, on Clarence Road. Of course that would have an impact on traffic and we expect a trial might show that. Could you give a very brief - and I am conscious of time - explanation as to how that came about, the fact that opposition has arisen and then reflect your view of the fact that public meetings were requested by stakeholders and maybe not proactively? I am wrapping them all up just for time but I think this is a topic that obviously we spoke about.

The Minister for Infrastructure:

I do not know how long ago I walked with the school from the weighbridge to the school on their walking bus, and I wish more schools would do that and more frequently. Once a week is great, but 2, 3, 4 times a week would be better, would it not? We had been working with that school for a long time before I became Minister. The team came up with a scheme and I do not understand the engineering requirements. All I do understand is the logistics and it seemed to me that we could get the same solution by doing something during the morning and afternoon periods at term time, achieving the same result for the schools as by doing something permanently. I also accept that people who live in the roads will have seen far less traffic, through traffic, than if we had done the scheme permanently. The feedback from the people in the area was that they did not want a permanent solution. What we want to do is make it safer for the predominantly boys going to the

schools and so, therefore, we are looking at trialling something that will be for around an hour in the morning and an hour in the afternoon term time only. I take the same point I said earlier about St. John's Road. I just go and have a look at it and if I think it is wrong I will say it is wrong and let us do something else. That is very straightforward.

Deputy T.A. Coles:

That links in the temporary closure round St. Luke's. They close off that throughfare and make it a safer walking route and it is only that hour in the morning and that hour in the evening.

The Minister for Infrastructure:

I think a bigger challenge with St. Luke's is removing the cars from the playground and it is something I am working with the Minister on because people have got their homes in that road. You cannot close it 24 hours a day, unfortunately, because people have got garages and they have got cars, so how do they get there, but I do think the school street works well. I have been and visited that myself and I am really pleased with that, and we are looking at other areas where we could do similar things.

Deputy T.A. Coles:

So maybe if I can sum up something and please correct me if I have interpreted this wrong. When it comes to starting any sort of change to the highway and carriageways, you have your high-level strategies from varying different places and perspectives. You will also have your parishes and then the public can raise concerns. These are all potential instigators for any sort of changes to the road network. You would then refer for your high-level strategies as far as the parish or the public ways are concerned. You would then see how it relates back to these high-level strategies and that is where you then start your data collection point.

The Minister for Infrastructure:

I will just remind the panel, the volume of requests we get are far greater than what we can cope with and we have got a very small team and we do not have a large budget, so we do what we can when we can by prioritising those challenges. Some of the data that we have not discussed would be accident data. So if there was a level of accidents that would get a greater priority than if there were not accidents, for example. We would love to do more. We are currently consulting with blue badge holders and we have had almost 350 responses to a questionnaire that we put out. I met with a group of blue badge holders last summer and as a result of that we have introduced the blue painted squares to try to make the clearer. I am not sure why it was not clear before but to make it clearer. Parking control tell me there has been less infractions where we have got that marking, so that is a positive. We have added 20 additional spaces and I think Tristen said earlier when we closed Broad Street we replaced the blue badge places in Dumaresq Street. We have added 20 spaces, including 3 in Library Place because of the issues that are happening particularly with out-

of-town banks. We are going to evaluate the feedback from those correspondents. It is not a small group of people who are talking about that want to park outside their house or something. This has gone to every blue badge holder, almost 5,000 people, and we have got around 350 responses, so that is a really positive start.

Associate Director of Transport:

We are constantly in a state of consultation, is the truth. We receive letters every day and that is a form of consultation.

Deputy A.F. Curtis:

I have got one question, if we have time, which is within this discussion we have talked about how changes come from high level and that there are competing road users but for the public listening, where would you suggest they engage, from an engagement perspective, when they think fundamentally the decisions being taken on the direction of travel with regard to our road network is not quite right, so those who believe we should take an altogether different approach? That could be the weight given to the hierarchy of road users, it could be any of these high-level strategies. Where do you suggest they engage if they feel they are constantly up against, let us say, a time that they disagree with, so just they feel included and they know they have a voice?

The Minister for Infrastructure:

I meet with cyclists, I meet with taxi drivers, I meet with blue badge holders, I meet with heavy goods operators, I meet with the bus company. There are huge competing demands. The hierarchy of travel and transport, a huge amount of work has gone into that and we are not doing something unusual compared to other authorities. We are doing something very, very similar, so I do not see the hierarchy of transport changing any time soon. That does not mean to say that everybody is happy with that hierarchy but I do not see that hierarchy changing. There is a huge amount of effort and work gone in. We have information on our website, incredible information. We have got the next 6 years major works on our website today and then people are shocked when we do roadworks. We try our very best. We can always do better but if people want to engage, write to me, write to the department. They are very, very welcome to.

Associate Director of Transport:

If they write into the department's website on the email address there, then every message is logged and that is included in the evidence. Now, if they come at the doing stage we might have been through the procurement process and they might be a bit late. The recommendation is to get engaged early on in local affairs if you can. That is the best way to influence it but of course if it is after the event we do our best to accommodate that.

The Minister for Infrastructure:

The other thing that is important to mention is the road safety ...

Associate Director of Transport:

The Road Safety Request Review Panel. You have got the strategy from the top but you have also got bottom up where people all over the Island are concerned about how people behave in their cars outside their house or on their everyday journey. We get a number of requests every month, tens and tens of them, and what we do is we take those requests, we do a report on them, we analyse the site, look at the geometry of the road, look at the traffic speeds, pull the data together. Then we say either we can help - it might be in terms of road engineering, which is costly and takes a long time, but it might be passing it on to enforcement authorities or education - or otherwise we cannot because of the geometry of the road or other constraints.

The Minister for Infrastructure:

That group meets monthly.

Associate Director of Transport:

They meet monthly, yes, and it is a mixture of professionals. That is how we deal, so road safety requests, everyone that comes through goes past the panel. The panel consider a pack of evidence around it and then we respond to the individual. There can be a delay in that because sometimes we have to go out and collect further information and there is always a backlog of requests.

The Connétable of St. Mary:

I raise it because I know one of my parishioners has spoken only this week. I think he has spoken to Infrastructure, so should he better direct it to ...

Associate Director of Transport:

No, write into Infrastructure and it will go to the panel and they will make a response.

The Minister for Infrastructure:

It might not get to the next month's meeting because they have to capture data. I know roads committees write in sometimes and ask for the feedback. That panel is made up ... I have seen them in action. It is quite a cross-representation from the department who will analyse the feedback.

The Connétable of St. Mary:

They are department members, are they, rather than outsiders?

The Minister for Infrastructure:

They are department members, but we do use external independent auditors when we are considering schemes and when we have implemented schemes to review that and that includes the removal of white lines. Where we have some resurfacing work where the road is less than 5 metres wide, we have taken away the white line. A lot of people do not like that but the reality is that traffic generally slows as a result.

Deputy T.A. Coles:

We are coming up to the end of our hour, so I would just like to give you the opportunity if there is anything you would like to express to the panel on this subject that we have not asked.

The Minister for Infrastructure:

Thank you for the opportunity to talk to you. We are constantly evolving. We would love to do more, we would love to do things quicker but the team do a great job, in my opinion, and we will never please everybody. It is a difficult job but we have to do our best and the team do their best with the resources that are available to them and will continue to do that.

Deputy T.A. Coles:

Thank you very much, Minister, for your time today and answering the panel's question. I also thank the officers as well for their time. If we have any further questions we will follow up in writing but at this point, thank you very much, we will draw this meeting to a close.

[12:29]