

# Solutions to Operation Stack: Managing freight traffic in Kent

Public information exercise  
Questionnaire



# Share your views

We want to hear your views on our proposed approach to develop one or more lorry holding areas to reduce the congestion caused by cross-Channel disruption.

These could be located:

- On-road: within or alongside existing motorway boundaries
- Off-road: on sites close to motorways or major roads
- A combination of the above

We are also considering whether everyday 24-hour lorry parking should be provided at lorry holding areas.

More information about Operation Stack and our proposed approach can be found by:

- Attending one of our public information exhibitions, where information will be on display and you will be able to speak to a member of the project team

- Reading our brochure
- Visiting a public information point where further information and questionnaires are available
- Obtaining a brochure by calling **0300 123 5000**
- Visiting our website at **[www.highwaysengland.co.uk/kentlorryarea](http://www.highwaysengland.co.uk/kentlorryarea)**

This questionnaire seeks your views about our proposed approach. Boxes are provided, where appropriate, for your comments.

If possible, please complete this questionnaire online at **[www.highwaysengland.co.uk/kentlorryarea](http://www.highwaysengland.co.uk/kentlorryarea)**

If you complete this questionnaire in paper format, please return to **Freepost KENT LORRY AREA**

The closing date for responses is **11.59pm on Sunday 22 July 2018**. Responses received after this date may not be considered.

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## Data protection and you

**Your personal details will be held securely in accordance with the Data Protection Act 1998 and will be used solely in connection with this scheme.**

On 25 May 2018, the General Data Protection Regulations (GDPR) came into force. This legislation requires Highways England to explain to consultees, stakeholders and customers how their personal data will be used and stored.

Highways England is permitted under the Government's Consultation Principles, the Planning Act 2008 and the Highways Act 1980 to collect personal data in the development of proposed schemes.

Personal data collected for the Solutions to Operation Stack will be processed and retained by Highways England and its appointed contractors until the scheme has been completed.

Under the GDPR regulations you have the right to request the following information from us:

- Right of access to the data (Subject Access Request)

- Right for the rectification of errors
- Right to erasure of personal data – this is not an absolute right under the legislation
- Right to restrict processing or to object to processing
- Right to data portability

If, at any point, Highways England plans to process the personal data we hold for a purpose other than that for which it was originally collected, we will provide you with information about what that other purpose is. This will be done prior to any further processing taking place. The extra information will include any relevant further information as referred to above, including the right to object to that further processing.

You have the right to lodge a complaint with the supervisory authority, the Information Commissioners Office.

If you'd like more information about how we manage data, or a copy of our privacy notice, please contact **[DataProtectionAdvice@Highwaysengland.co.uk](mailto:DataProtectionAdvice@Highwaysengland.co.uk)**

# About you

Please tell us your name and address. If you would prefer your comments to remain anonymous, please only provide your postcode.

If you are responding on behalf of a business or organisation, please provide details of the organisation you represent. Please fill in using CAPITAL LETTERS.

Name

Gender

Postal address

Postcode

Email address

Are you responding on behalf of an organisation?  Yes  No

If yes, please provide details of the organisation

Age

Under 16  16-24  25-35  36-44  45-54  55-64  65+

Prefer not to say



# Questions

1. How often do you travel on the M20/A20? (Please tick one box).

- Daily
- Weekly
- Monthly
- Rarely
- Never

2. How often do you travel on the M2/A2? (Please tick one box).

- Daily
- Weekly
- Monthly
- Rarely
- Never

3. For what reasons do you travel on the M20/A20 and/or M2/A2? (Please tick all boxes that apply).

- Commuting
- Business
- Local resident
- Leisure
- Lorry driver
- Never

4. How does traffic congestion caused by an activation of Operation Stack during periods of cross-Channel disruption affect you? (Please tick all boxes that apply).

- As a local resident
- As a local business
- As a local road user
- As a motorway user
- Not affected
- Never experienced Operation Stack

5. Operation Stack addresses congestion caused by lorries during periods of cross-Channel disruption. To what extent, do you agree or disagree with the need for an alternative solution? (Please tick one box).

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

6. To what extent do you agree, or disagree, with the idea of developing a lorry holding area solution that reduces the need to activate Operation Stack during periods of cross-Channel disruption? (Please tick one box).

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

7. Taking account of the identified benefits and disadvantages set out in the brochure, do you have a preference for any of the following lorry holding area solutions? (Please tick one box).

- On-road solution
- Off-road solution
- A combination of on-road and off-road solutions
- I don't have a preference
- I don't agree with lorry holding areas

8. Where do you think that any new lorry holding areas should be located? (Please tick as many as appropriate).

- Near motorways and major roads
- Near ports
- I don't have a preference
- I don't agree with lorry holding areas

9. If you agree with a lorry holding area solution, do you have specific suggestions about where lorry holding areas could be located? If yes, please provide details below.

10. How serious a problem is illegal or inappropriate lorry parking in Kent? (Please tick one box).

- Serious problem
- Problem
- Slight problem
- Not a problem
- I don't know

11 To what extent do you agree, or disagree, with the need to provide more everyday 24-hour lorry parking facilities in Kent? (Please tick one box).

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

12. Where should any additional lorry parking for everyday 24-hour use be provided? (Please tick all boxes that apply).

- At lorry holding areas proposed by Highways England
- At existing and/or new lorry holding areas provided by commercial operators
- I don't have a preference
- I don't agree with lorry holding areas

13. Did you attend a public information exhibition?  Yes  No

14. If you attended an exhibition, please specify the location or locations attended. (Please tick all boxes that apply).

- Ashford
- Canterbury
- Dover
- Folkestone
- Maidstone
- Motorway service area
- Truck stop

15. How did you hear about this public information exercise? (Please tick one box).

- Council website or email
- Highways England website
- Local community group
- Local newspaper advert
- Local radio or TV
- Poster
- Social media
- Word of mouth
- Other

16. How helpful have you found our public information exercise at explaining the existing traffic issues and our proposed approach to address them?

- Very helpful
- Helpful
- Unhelpful
- Very unhelpful
- I have no view

17. Do you have any further comments about this public information exercise?

18. Is there anything else you want us to take into account?

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**Thank you** for completing this questionnaire. Please return to **Freepost KENT LORRY AREA**

If you would like to receive future updates about our proposed approach, please visit the scheme website at [www.highwaysengland.co.uk/kentlorryarea](http://www.highwaysengland.co.uk/kentlorryarea) to register your email address.

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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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For an accessible version of this publication please call **0300 123 5000** and we will help you.

If you have any enquiries about this publication email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk) or call **0300 123 5000\***. Please quote the Highways England publications code **PR24/18**

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