





St Botolph's Footbridge, Boston Public Consultation report

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Contents

- 1 Executive Summary
- 2 Introduction
- 3 Consultation Strategy
- 4 Consultation Responses
- 5 Conclusion

Appendix A - Consultation Materials

<u>Tables</u>

Table 3-A	St Botolph's Footbridge, Boston : Exhibition board content
Table 4-A	How often do you use St Botolph's footbridge?
Table 4-B	What kind of footbridge user are you?
Table 4-C	Please indicate your views on the footbridge design: Bowstring
Table 4-D	Please indicate your views on the shape of the footbridge: Bowstring
Table 4-E	Please indicate your views on the shape of the ramps/steps: Bowstring
Table 4-F	Please indicate your views on the footbridge design: Traditional
Table 4-G	Please indicate your views on the shape of the footbridge: Traditional
Table 4-H	Please indicate your views on the shape of the ramps/steps: Traditional
Table 4-I	Please indicate your views on the footbridge design: Low Bowstring Truss
Table 4-J	Please indicate your views on the shape of the footbridge: Low Bowstring
	Truss Table
Table 4-K	Please indicate your views on the shape of the ramps/steps: Low Bowstring
	Truss
Table 4-L	'Strongly Support' result for each footbridge design: Bowstring, Traditional
	and Low Bowstring Truss
Table 4-M	Preferred colour for the footbridge
Table 4-N	Preferred colour for the footbridge deck
Table 4-O	Preferred material for the footbridge
Table 4-P	How important is the duration of the construction period of the footbridge?
Table 4-Q	Would you feel safer using a new footbridge?
Table 4-R	'Comments Box' comments

1. Executive Summary

1.1 Overview of the St Botolph's footbridge public consultation

- 1.1.1 On 14-15th September 2011 a public consultation was undertaken to receive feedback on the replacement of St Botolph's footbridge in Boston. At the consultation three different design proposals were presented: Bowstring, Traditional and Low Bowstring Truss.
- 1.1.2 The design proposals were well received by the public, stakeholders and local businesses. The consultation events were well attended and offered the opportunity for detailed discussion, questions and concerns to be raised about the proposals.
- 1.1.3 During the 4 week consultation period over 137 questionnaire returns, letters and emails regarding the proposals were received.
- 1.1.4 This consultation report will outline the results and themes identified during the consultation period.

2. Introduction

2.1 Purpose of this report

- 2.1.1 This report will provide a background to the development of the replacement of St Botolph's footbridge.
- 2.1.2 In addition the report provides an overview of the consultation strategy and conclusions from the consultation questionnaire data.

2.2 Background to the development of the design proposals

- 2.2.1 The current bridge does not comply with the Disability and Equality Act (DEA) standards in respect to the gradients and the bridge has insufficient width for the usage. Overall the footbridge suffers from structural defects and is becoming more expensive to repair and maintain.
- 2.2.2 Earlier this year, Lincolnshire County Council (LCC) secured European funding from the "Routes Not Barriers" bid. This was successful on the basis that while our waterways can contribute towards connectivity and travel between places they can also sometimes be barriers too. The project seeks to improve links on, alongside and across some of our waterways for local residents and visitors. St Botolph's footbridge is one element of the "Routes Not Barriers" project.
- 2.2.3 The proposed footbridge will be jointly funded by Lincolnshire County Council and the European "Routes Not Barriers" funding.
- 2.2.4 The replacement of the footbridge is also an opportunity to improve the access between the bus station in Boston and the market place. The footbridge over the River Witham is a very busy route from the bus station area to the Market Place and also provides a unique view onto the Stump which is a listed structure that sits within a conservation area. This is also a good opportunity to replace the old footbridge with a design more sympathetic to the surroundings.
- 2.2.5 The objective of taking the design proposals to a public consultation was to receive feedback on the designs and to then further develop the most suitable design for the replacement of the footbridge. This design can then be developed to an economically viable bridge which reflects its unique context and the local distinctiveness of Boston, whilst also ensuring that the new bridge is safe, accessible and DEA compliant. The new bridge has to be in place by the end of 2013 to comply with the European funding requirements.

3. Consultation Strategy

3.1 Consultation Aims and Objectives

3.1.1 Following initial consultation with English Heritage and Boston Borough Council, the aim of the public consultation was to gain views and opinions from members of the public, businesses and stakeholders on each design proposal. The aim was to gauge the level of public support and to help identify a preferred footbridge design to take forward to a planning application in 2012. The consultation also sought to understand any objections and concerns about the proposals to establish whether the design should be modified to take account of these.

3.2 Consultation Methodology

- 3.2.1 Ahead of the consultation in September, all District Councillors and local County Councillors were invited to meet with LCC at Boston Borough Council's offices for a preview of the designs.
- 3.2.2 As part of the consultation, leaflets were sent to the following groups of people inviting them to attend the consultation:
 - Stakeholders emails were sent to over 20 local key stakeholders with a copy of the leaflet and an email invite to the public consultation
 - Local businesses on the first day of the consultation a letter and questionnaire were delivered to local businesses within the vicinity of St Botolph's footbridge
- 3.2.5 In addition to issuing leaflets and questionnaires to the above, a half page advertorial with background information to the scheme was placed in the Boston Target (circulation 19,356) on Wednesday 14th September and the Boston Standard Wednesday 14th September (circulation 23,516) on the first day of the consultation. See Appendix A.1 for a copy of the advertorial.
- 3.2.6 Through the LCC communications team, a press release was issued to the Boston Target, Boston Standard and Lincolnshire Echo with an overview of the consultation, inviting people to attend the consultation and fill out a questionnaire online. In addition an interview was carried out on BBC Radio Lincoln and was aired on 14th September 2011. See Appendix A.2 for a copy of the press release.

- 3.2.7 The consultation boards, leaflet and an online questionnaire were put onto the LCC website for members of public to view www.lincolnshire.gov.uk/bostonfootbridge. This website went live during the week of the public consultation, and people were able to view consultation material and fill out an online questionnaire until Friday 14th October 2011.
- 3.2.8 The availability of the boards and leaflet online enabled the public and stakeholders to study the consultation material.
- 3.2.9 The consultation boards gave an overview of each design with a description of the general appearance, and an overview of the footbridge details including: the dimensions, the balustrade style, the type of access arrangement and whether the ramps are built on site or fabricated off site.

3.3 Public consultation events: Boston

- 3.3.1 The public consultation event was held over two days in Boston at the Len Medlock Centre in Boston on Wednesday 14th September from 10:00 to 16:30 and 15th September from 14:00 to 19:00.
- 3.3.2 At the consultation event nine consultation boards were presented, and leaflets and questionnaires available were made available to all. The list of boards and their content is listed in Table 3-A below. See Appendix A.3 to A.11 for a copy of the consultation boards.

Board name	Content	Size
Board 1	Introduction	A1
Board 2	Option 1: Bowstring (overview/design detail and construction)	A1
Board 3	Option 2: Traditional (overview/design detail and construction)	A1
Board 4	Option 3: Low Bowstring Truss (overview/design detail and construction)	A1
Board 5	Option 1: Bowstring (images and deck colour options)	A1
Board 6	Option 2: Traditional (images and deck colour options)	A1
Board 7	Option 3: Low Bowstring Truss (images and deck colour options)	A1
Board 8	Location Plan	A1
Board 9	What happens next?	A1

Table 3-A St Botolph's Footbridge, Boston : Exhibition board content

- 3.3.6 At the consultation event staff from LCC were on hand to talk members of the public about the scheme, and to answer any queries relating to specific issues.
- 3.3.7 In addition members of the public could leave their comments in a comments book.
- 3.3.8 Chapter 4 describes the results from the public consultation.

4 Consultation Responses

4.1 Public Exhibitions

- 4.1.1 The exhibitions at the Len Medlock Centre were well attended and 87 visitors attended during the two days.
- 4.1.2 The exhibitions gave members of the public and stakeholders the opportunity to review the designs, and to ask members of the team any questions, concerns and comments they had about the proposals.
- 4.1.3 On the first day of the consultation leaflets and questionnaires were distributed to businesses situated on streets close to St Botolph's footbridge. This was to encourage them to complete a questionnaire and attend the consultation to receive an overview of the proposals.

4.2 Questionnaires

- 4.2.1 137 questionnaire returns were received and the results of these are included in the analysis below. The responses have been collated from the questionnaires received via the freepost return envelope and online. The questionnaire data has been analysed, along with the comments received in the 'comments box'.
- 4.2.2 The questionnaire responses are analysed below with bar graphs to show the results of the questions asked.

4.4 Consultation questionnaire responses: overview of use of footbridge

4.4.1 The following charts display the questionnaire results for how often St Botolph's footbridge is used and the type of footbridge user.

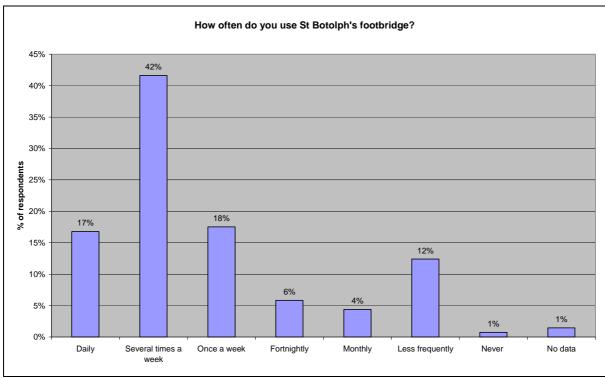


Table 4-A How often do you use St Botolph's footbridge?

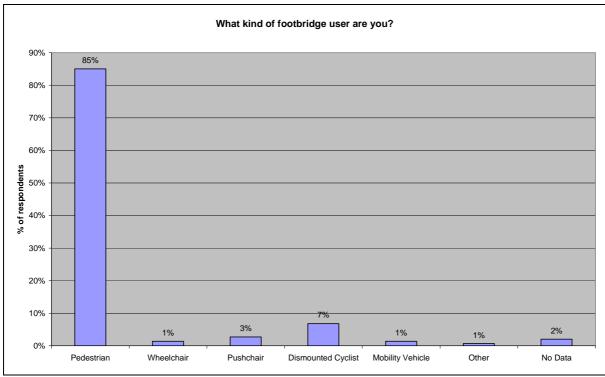


Table 4-B What kind of footbridge user are you?

4.4.2 The footbridge is well used due to its location near to the bus station and the market place, and this is shown by the results as Table 4-A shows that over half of respondents (59%) use the footbridge either daily or several times a week so it is important that the footbridge is replaced for these regular users. In addition Table 4-B shows the majority of footbridge users are pedestrians at 85%, in addition the results show that the footbridge is used by other users including: dismounted cyclists (7%), parents with pushchairs (3%), and wheelchairs/mobility vehicles (1%).

4.5 Consultation questionnaire responses: support for each footbridge

- 4.5.1 The following charts display the questionnaire results to show support for each of the footbridge design proposals (overall support), views on the shape of each footbridge and views on the ramps/steps for the Bowstring, Traditional and Low Bowstring Truss designs, see Appendix A for the footbridge designs.
- 4.5.2 People's views were sought on lighting for each footbridge. During the consultation the issue of lighting was discussed verbally using the images of the footbridges and with the use of trade literature to show different aspects of lighting for the footbridges.

Bowstring footbridge: overall support

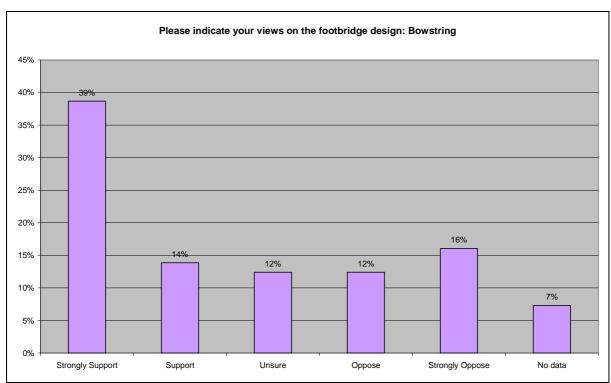


Table 4-C Please indicate your views on the footbridge design: Bowstring

Bowstring footbridge: support for the shape of the footbridge

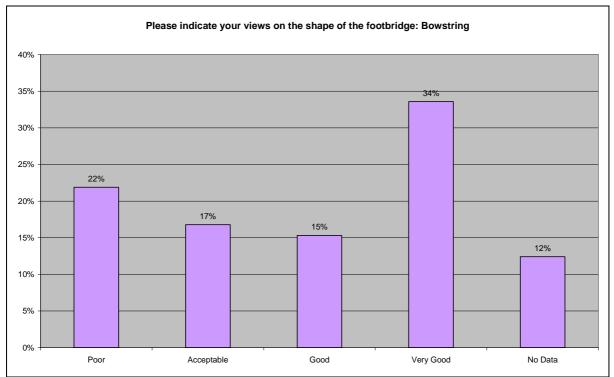


Table 4-D Please indicate your views on the shape of the footbridge: Bowstring

Bowstring footbridge: support for the shape of the ramps / steps

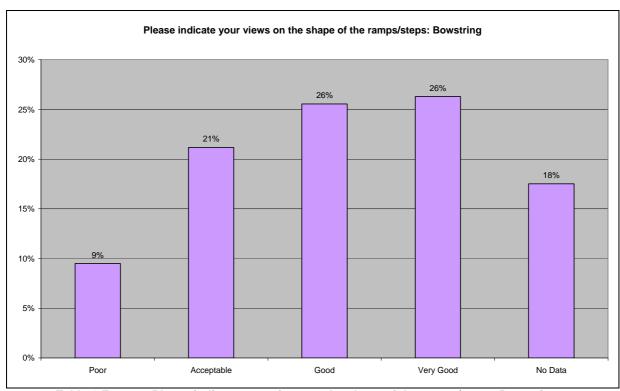


Table 4-E Please indicate your views on the shape of the ramps/steps: Bowstring

<u>Traditional footbridge: overall support</u>

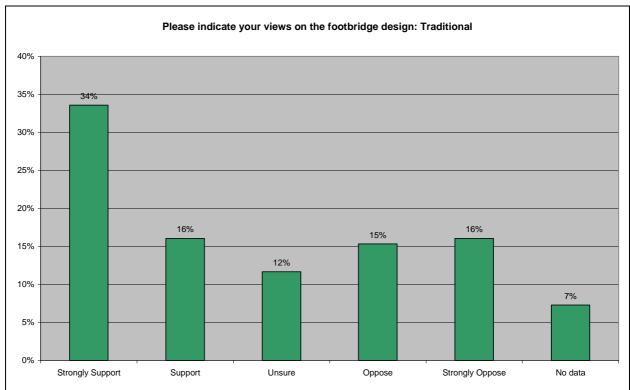


Table 4-F Please indicate your views on the footbridge design: Traditional

Traditional footbridge: support for the shape of the footbridge

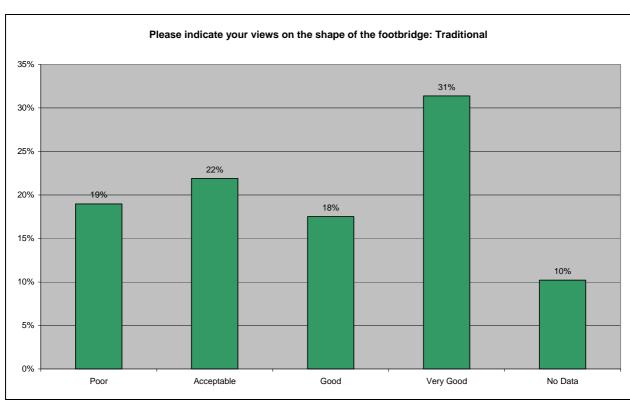


Table 4-G Please indicate your views on the shape of the footbridge: Traditional

<u>Traditional footbridge: support for the shape of the ramps / steps</u>

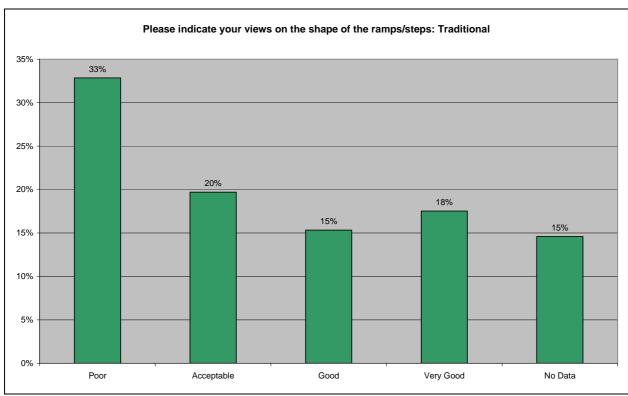


Table 4-H Please indicate your views on the shape of the ramps/steps: Traditional

Low Bowstring Truss: overall support

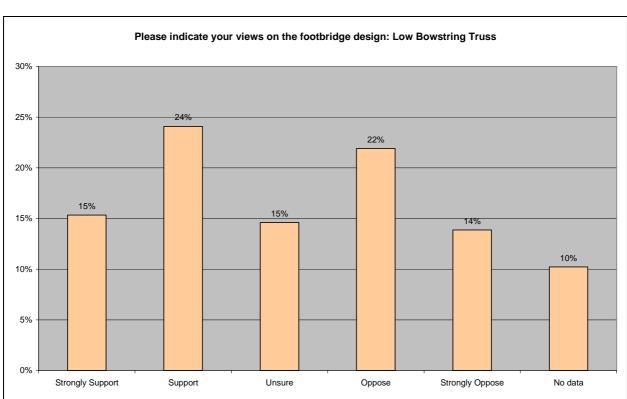


Table 4-I Please indicate your views on the footbridge design: Low Bowstring Truss

Low Bowstring Truss: support for the shape of the footbridge

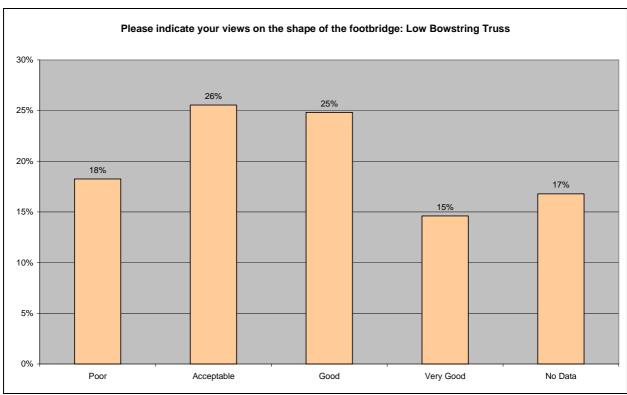


Table 4-J Please indicate your views on the shape of the footbridge: Low Bowstring Truss

Low Bowstring Truss: support for the shape of the ramps / steps

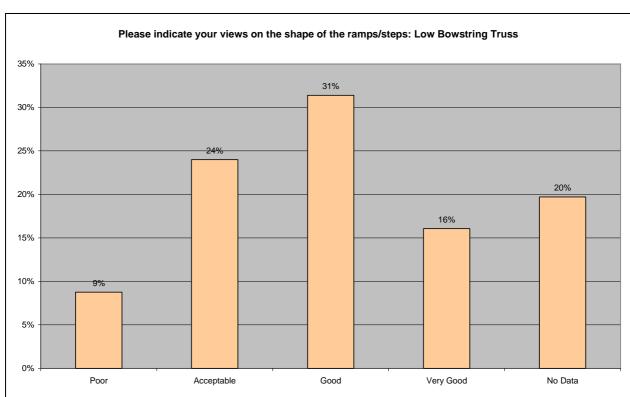


Table 4-K Please indicate your views on the shape of the ramps/steps: Low Bowstring Truss

- 4.5.3 Table 4-C shows that the Bowstring is the most popular choice of footbridge as 53% of respondents strongly support (39%) or support (14%) this design. In addition Tables 4-D and 4-E show that the Bowstring design is popular because 49% of respondents liked the shape and 52% liked the ramps/steps.
- 4.5.4 Table 4-F shows that the Traditional is the second most popular design as 50% of respondents strongly support (34%) or support (16%) the design. Also Tables 4-G and 4-H show that the Traditional design is less popular because although 49% of respondents liked the shape, only 33% liked the design of the ramps and steps.
- 4.5.5 Table 4-I shows that the Low Bowstring Truss is the least popular design as 39% of respondents strongly support (15%) or support (24%) the design. Finally Tables 4-J and 4-K show that the Low Bowstring Truss is less popular because only 40% of respondents like the shape, however the ramps/steps are more popular with 47% liking the design of them as they are similar to the Bowstring design's ramps/steps.
- 4.5.6 The graph below shows the 'Strongly Support' result for each bridge on graph. The results on this graph total 100% for comparison (Bowstring = 44%, Traditional = 39% and Low Bowstring Truss = 17%).

'Strongly Support' result for each footbridge design

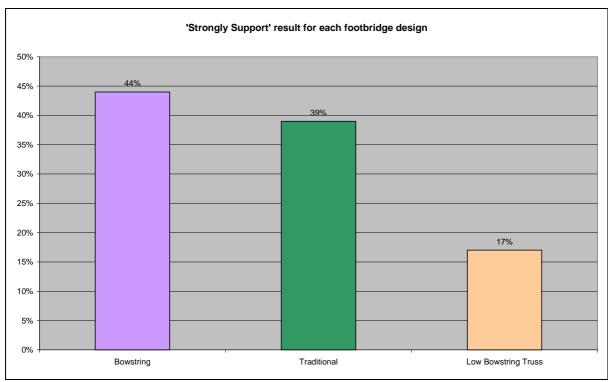


Table 4-L 'Strongly Support' result for each footbridge design: Bowstring, Traditional and Low Bowstring Truss

4.5.7 An additional observation is the overall comparison between a contemporary and a traditional design. Combining the two contemporary designs further extends the majority in support of this proposal in contrast to a traditional design.

- 4.6 Consultation questionnaire responses: preferred colour for footbridge and deck and preferred material for footbridge
- 4.6.1 In addition to the above, respondents were asked some further questions about their preferred colour, preferred deck colour and preferred material for the footbridge which will be taken into consideration when developing the design further. The tables below show these results.

Preferred colour for footbridge

Bowstring	Number of votes
Silver	24
White	19
Grey	14
Traditional	
Black	32
Green	11
Blue	8
Low Truss Bowstring	
White	19
Black	16
Grey	15

Table 4-M Preferred colour for the footbridge

Preferred colour for footbridge deck

	Beige	Dark grey	No Data
Bowstring	22%	53%	26%
Traditional	28%	48%	24%
Low Bowstring	20%	50%	31%
Truss			

Table 4-N Preferred colour for the footbridge deck

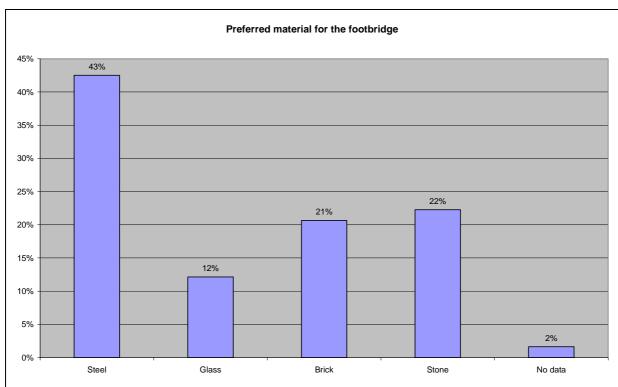


Table 4-O Preferred material for the footbridge

- 4.6.2 Table-L shows that the preferred colours for the Bowstring design are silver, white and then grey, which are similar to the proposed design. The preferred colours for the traditional design are black, green and blue. Black is again similar to the proposed design, however the other colour choices of green and blue are traditional footbridge colours across Boston and the wider County of Lincolnshire. Finally the preferred colours for the Low Truss Bowstring are white, black and grey, which are all elements of the proposed design.
- 4.6.3 Table-M shows that the preferred colour for the footbridge deck for each footbridge design is dark grey.
- 4.6.4 Finally respondents were asked to state their preferred material for each footbridge proposals, and Table 4-N shows that the most popular choice was steel (43%) which reflects the designs of the Bowstring and the Low Truss Bowstring, followed by stone (22%) and brick (21%) which reflects the traditional design. The last choice was glass (12%) which was the least popular material choice.
- 4.7 Consultation questionnaire responses: duration of construction period and safety of new footbridge
- 4.7.1 Tables 4-P and 4-Q below show people's views on the duration of the construction period and whether people would feel safer using a new footbridge.

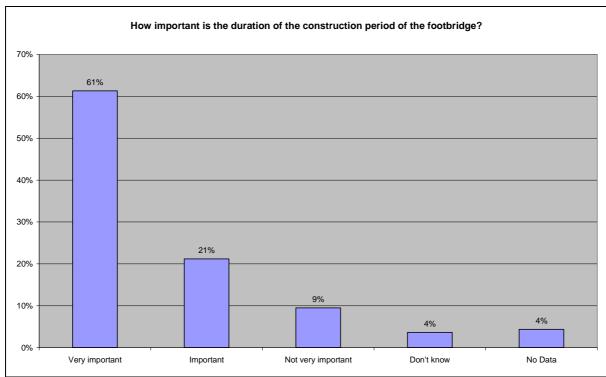


Table 4-P How important is the duration of the construction period of the footbridge?

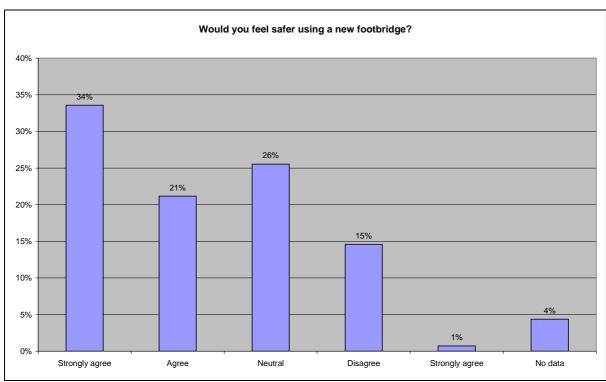


Table 4-Q Would you feel safer using a new footbridge?

4.7.2 Table 4-P shows that 61% of respondents consider the duration of the construction period of the footbridge to be very important (61%) or important (21%). This means that over 80% of respondents think that the footbridge should be constructed in a timely manner, and the construction of the footbridge needs to be well publicised in the months running upto construction.

- 4.7.3 Table 4-Q shows that 55% of respondents agree that they would feel safer using a new footbridge, showing that currently people feel unsafe using the existing footbridge.
- 4.8 Consultation questionnaire comments box other factors to consider as part of the design proposals
- 4.8.1 A number of other comments were received in the 'comments box' section at the end of the questionnaire. These comments have been reviewed and the information collated into key headings in the table below.

	Topic	Total times raised on questionnaires
1	Needs to be done	7
2	Make bridge as wide as possible	7
3	Need to accommodate for cyclists	7
4	Non slip surface	5
5	Design needs to blend in with stump	5
6	Area near bridge should be landscaped	3
7	Build it quickly	2
8	Use vandal proof material e.g. not glass	2
9	New footbridge will be good as have difficulty walking over bridge due to illness/disability	2
10	Visual impact on local area	2
11	Improve approaches to bridge	1
12	Make slopes to bridge less steep	1
13	Needs to be an impressive design due to location	1

Table 4-R 'Comments Box' comments

- 4.8.3 These comments will be considered, where appropriate, when reviewing the final design for the proposed choice of footbridge, in order of priority from comment 1 to 13.
- 4.8.4 Comment 3 raises the need to accommodate the footbridge for the use of cyclist. As table 4B indicates the bridge is predominantly used by pedestrians. However, the proposed design of the footbridge will incorporate a cycling solution should a wider cycling strategy be adopted in the future.

5 Conclusion

5.1 Outcomes and Feedback

- 5.1.1 Following the public consultation analysis of the questionnaire results, the preferred footbridge design for replacing the existing St Botolph's footbridge in Boston has been identified as the Bowstring footbridge.
- 5.1.2 After combining the results for support and strongly support on Table 4-C, the Bowstring came out on top with 53%. In addition, the combination of good and very good for the shape shown in Table 4-D and ramp/steps shown in Table 4-E also proved popular with 49% and 52% respectively.
- 5.1.3 The consultation results identified the top three preferred colours for the Bowstring as silver, white and then grey. Although other colours are still to be considered. In addition the results identified dark grey as the preferred colour for the footbridge deck, and steel as the overall preferred material for the footbridge. Stainless steel handrails could be considered to compliment the main silver steel components and the dark grey deck. Lighting could also be designed to provide both functional and decorative illumination over the structure.
- 5.1.4 In addition over 80% of respondents considered the duration of the construction period of the footbridge to be very important/important, and this ties in with the preferred design which can be largely manufactured off site.
- 5.1.5 Finally overall comments raised by respondents, identified in Table 4-R comments box, will be taken into account where appropriate.

5.2 Next Steps

- 5.2.1 Now that the overall concept has been identified, the next step will be to review the bowstring design proposals and finalise the details of the footbridge including parapets, colour, deck and materials.
- 5.2.2 The design will then progress towards the submission of a planning application to the relevant authority.

Appendix A – Consultation Materials

St Botolph's Footbridge: public consultation







Existing Bridge Photographs

Lincolnshire County Council is planning a public consultation to help determine a suitable replacement for St Botolph's Footbridge.

Lincolnshire County Council Structures Department have commissioned local architect Neil Dowlman Architecture to provide different conceptual designs to illustrate the possibilities of how the new bridge may look.

Following early talks with stakeholders we now have three different conceptual designs to present to the public for comment:

- Bowstring
- Traditional
 Low Bowstring Truss

The new bridge will be jointly funded by Lincolnshire County Council and a successful 'Routes Not Barriers' bid for European funding, of which the bridge is just one element. The new bridge will be in place by the end of 2013.

Please come along to the consultation as your views are important to us.

There are many benefits in replacing the footbridge including:

- Improve views of the surrounding environment
- Eliminate existing footbridge maintenance issues.
- Improve accessibility by the introduction of new ramps and/or stairs at the end of the structure making it easily accessible to wheelchair users, dismounted cyclists, families using prams or pushchairs and mobility scooters.

- √ Opportunity to replace the existing footbridge with something more suitable to the surroundings to enhance the area
- √ Develop a landmark gateway to the town centre
- √ Provide an improved view of the river and of St Botolph's Church.

How can I find out more and get involved?

Come and talk to the team at the public exhibitions:

Len Medlock Centre, Boston (next to the bus station): Wednesday 14th September – 10:00-16:30 Thursday 15th September – 14:00-19:00

Complete a questionnaire at the exhibition or online by 14th October.

Follow the scheme on the website www.lincolnshire.gov.uk/bostonfootbridge Write or email your views to:

Boston Footbridge Team,

Lincolnshire County Council, Technical Services Partnership, Witham Park House, Waterside South, LN5 7JN or

boston footbridge @lincoln shire.gov.uk

Call and ask to speak to a member of the team on 01522 782070





Figure A.1 – advertorial (Boston Target and Boston Standard)

NEWS RELEASE



New footbridge for Boston

People in Boston are being invited to share their views about three new conceptual designs to replace St Botolph's footbridge in the town.

A public exhibition is taking place at the Len Medlock Centre, next to the bus station in Boston, on Wednesday 14 September between 10am and 4pm and Thursday 15 September between 2pm and 7pm.

Engineer, Craig Otter, said: "Come along to the public exhibition that we're holding in the town and take a good look at the three conceptual designs that have been produced by Neil Dowlman Architecture. By the use of illustrations you'll get a really clear idea about what the new footbridge could look like. Not only will you see the designs on display boards, we've gone one step further and will be showing them to you as 3D rotating images too. We're keen to hear which style and features you like the best."

The three proposed footbridge designs are a Bowstring, Traditional and Low Bowstring Truss Design. Within each design there are also further variations to look at including the colour, approaches (ramps/steps) and lighting that could be used.

Mr Otter added: "If you can't make it to the events, you can still call us for a copy of the designs, or look at them online and email us your thoughts. This is an opportunity to replace the existing footbridge with something more suitable to the surroundings and to enhance the area."

The designs will be available online from 14 September at www.lincolnshire.qov.uk/bostonfootbridge People can email their comments to bostonfootbridge@lincolnshire.qov.uk or call 01522 782070. Comments can also be sent in the post to: Boston Footbridge Team, Lincolnshire County Council, Technical Services Partnership, Witham Park House, Waterside South, Lincoln, LN5 7JN.

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All news releases from Lincolnshire County Council are e-mailed to relevant media organisations throughout the county and beyond. Please keep us up-to-date with your contact details and inform us of any changes.

All news releases can be viewed on the County Council's website - www.lincolnshire.gov.uk

Figure A.2 – press release (page 1)

2

The public consultation on the proposed designs ends on 14 October. The new footbridge will be jointly funded by Lincolnshire Council Council and a successful 'Routes Not Barriers' bid for European funding. A report on the public consultation will be available online at the end of the year. Construction of the new footbridge expected to start mid 2013 and be completed by the end of 2013.

- ENDS -

Monday 12 September 2011

Figure A.2 – press release (page 2)



Figure A.3 – consultation board 1



Figure A.4 - consultation board 2



Figure A.5 - consultation board 3



Figure A.6 - consultation board 4



Figure A.7 - consultation board 5



Figure A.8 - consultation board 6



Figure A.9 - consultation board 7

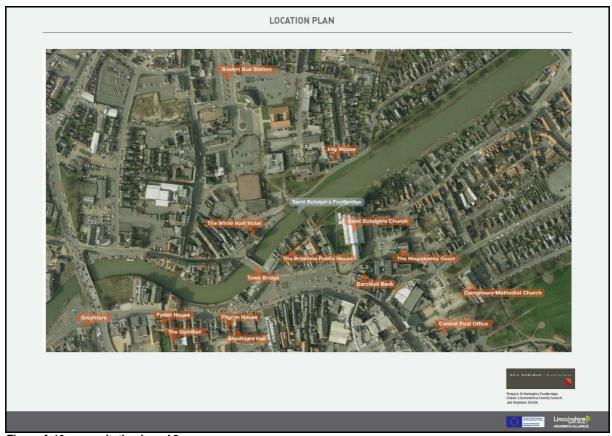


Figure A.10 - consultation board 8

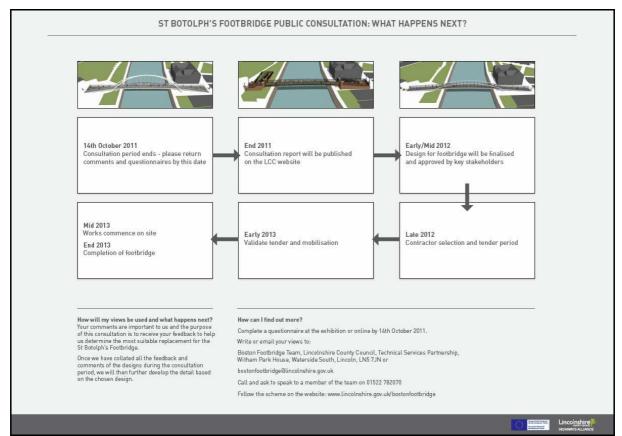


Figure A.11 - consultation board 9

The benefits of replacing St Botolph's footbridge are as follows:

- √ Improve views of the surrounding environment
- \checkmark Eliminate existing footbridge maintenance issues
- ✓ Improve accessibility by the introduction of new ramps and/or stairs at the end of the structure making it easily accessible to wheelchair users, dismounted cyclists, families using prams or pushchairs and mobility scooters
- √ Opportunity to replace the existing footbridge with something more suitable to the surroundings to enhance the area
- \checkmark Develop a landmark gateway to the town centre
- √ Provide an improved view of the river and of St Botolph's Church

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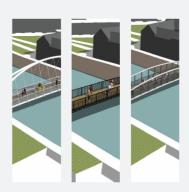
Write or email your views to:

Boston Footbridge Team, Lincolnshire County Council, Technical Services Partnership, Witham Park House, Waterside South, Lincoln, LN5 7JN or

boston footbridge @lincoln shire.gov.uk

Call and ask to speak to a member of the team on 01522 782070

St Botolph's Footbridge, Boston



Lincolnshire County Council is working alongside Boston Borough Council on the replacement of St Botolph's Footbridge in Boston. We are currently consulting with members of the public on the footbridge designs. The new footbridge will be jointly funded by Lincolnshire County Council and a successful Routes Not Barriers bid for European funding, of which this bridge is just one element. The new bridge will be in place by the end of 2013 and we would like your views on the designs.





Figure A.12 – leaflet (page 1)



Figure A.12 – leaflet (page 2)

le are here to present the an choose a final footbr eturn it to us by 14th Oc	idge design. Pl				
1. How often do you use St E	Botolph's Footbri	dge?			
Daily	Several times a	week	Once a week	Fortnig	htly
Monthly	Less Frequent	v 🗆	Never		
2. What kind of footbridge u					
Please indicate your views y ticking one box on each lin		ootbridge design	St		5905
	Strongly Support	Support	Unsure	Oppose	Strongly Oppose
1. Bowstring					
2. Traditional					
3. Low Bowstring Truss					
4. Please indicate your view '0 to 3' in each box: = poor, 1 = acceptable, 2 =		good)	dge design feature		Lighting
	Shape of too	turioge	Kamp Steps		Lighting
1. Bowstring					
Bowstring Traditional					
2. Traditional	olour for each foo	tbridge below)	dae		
Traditional Traditional Truss Truss Please indicate your prefilease write one preferred co	olour for each foo		dge		
2. Traditional 3. Low Bowstring Truss 5. Please indicate your prefit	olour for each foo	tbridge below)	ige		

Figure A.13 – questionnaire (page 1)

	Beige		Dark Grey	
1. Bowstring				
2. Traditional				-
3. Low Bowstring Tru	re.			
07. Please indicate two	of your preferred m	naterials for the footbrid	ge:	
	Steel	Glass	Brick	Stone
Footbridge	11.000			
1			-	-
08. How important is th	e duration of the co	nstruction phasing?		
		-06		
	earth of the state	The second second second		D. W.L.
	Very important	Important	Not very important	Don't know
Strongly Agree [using a new footbrid	lge Neutral	Disagree	Strongly Disagree
O10. I would feel safer of Strongly Agree	Agree	lge Neutral	Disagree	Strongly Disagree
O10. I would feel safer of Strongly Agree	Agree	ge Neutral	Disagree	Strongly Disagree
Strongly Agree	Agree	ge Neutral	Disagree	Strongly Disagree
Strongly Agree	Agree	ge Neutral	Disagree	Strongly Disagree
Strongly Agree Other are any spethem in the box below.	Agree Agree ecific comments you	Neutral West to make about the vace please use a separa	Disagree proposed footbridge desite sheet.	Strongly Disagree
Strongly Agree Strongly Agree 211. If there are any spethem in the box below.	Agree Agree ecific comments you need more sp	Neutral wish to make about the lace please use a separa	Disagree	Strongly Disagree
Strongly Agree Strongly Agree On the box below.	Agree Agree ecific comments you need more sp	Neutral wish to make about the pace please use a separa eyour name and postcode. Please an Act 1998.	Disagree proposed footbridge desite sheet.	Strongly Disagree
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Strongly Agree Strongly Agree O11. If there are any spethem in the box below. In order for us to analyse your accordance with the requirement of the property of the proper	Agree Agree ecific comments you lif you need more sponse, please provide ents of the Data Protection As an individual selieves it has a leading roted below you will find an densure that we collect sose of service improvem an arganisation you do not make Female st birthday?	Neutral Wish to make about the pace please use a separa eyour name and postcode. Please an Act 1998. As a business As a business Fully representative sample of the play in promoting equality time optional questions relating a truly representative sample of ent. Not need to complete these Equality the presentative sample of the play in promoting equality the presentative sample of the play in promoting equality the presentative sample of the play in promoting equality the play in promot	Disagree proposed footbridge desite sheet. Disagree proposed footbridge desite sheet. Disagree proposed footbridge desite sheet.	Strongly Disagree gns please enter remain confidential in to putting you, our customers us better understand our ta Protection Act 1998 and

Figure A.13 – questionnaire (page 2)