

Appendix C: Comments received by MBC Town Centre Services Manager, Alexa Kersting Woods, from businesses in the Hart Street Working Group:

"We have not seen or had any complaints about traffic for ages, it runs smoothly even when we are busy" – Site Manager of Lockmeadow

"It got crazy with the traffic we had to break up arguments between drivers. We have not been called to marshal or respond to a traffic related incident since the new layout" - Security Manager

"Even when popular films are on the traffic system copes well" - Odeon

"I used to leave work and have to sit in traffic at least 20 mins, staff were late getting in to work, now there is only a short queue at peak times" - Hollywood Bowl

"Not noticed any delays even when large events are on" - Market Manager

"The outcry on social media about the delays lost us a lot of business pleased don't change it back!" - Love food

"We used to have to refund on Deliveroo because drivers couldn't get through the traffic, this new system is working really well" - Love food