

Park Row, Perry Road, Upper Maudlin Street and Colston Street –

Early Engagement Survey Report

January 2021



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1. Summary

Between Monday 14 December 2020 and Sunday 24 January 2021 Bristol City Council conducted an engagement survey on the temporary bike lane that was introduced on Park Row, Perry Road and Upper Maudlin as part of the Emergency Active Travel Fund in July 2020. The consultation also included a proposal on the introduction of a protected bike lane on Colston Street.

How We Engaged

- Posting out the survey to over 700 local properties to raise awareness of the survey and encourage local people to have their say
- In person visits to the 83 Businesses from top of Park Row to Upper Maudlin Street and Colston Street
- Separate meeting with Bristol Royal Infirmary, Bristol Children's Hospital and University of Bristol
- Putting up 25 posters in the local area so that those using the road regularly can see there is a survey taking place
- Posting out a follow up postcard to the survey to remind people to have their say and offering free support to encourage sustainable travel for individuals and businesses.
- Due to Covid19 restrictions the team offered virtual chats and phone appointments to anyone who didn't want to submit a written response but wanted to ask questions and provide feedback.
- Promoted the survey via online social media platforms which appeal to different age ranges

Stakeholders

Over 143 key stakeholders (including emergency services), 167 equality, Voluntary and Community Sector who were contacted via email at the launch of the survey asking for their thoughts and comments on Park Row Perry Road, Upper Maudlin Street and Colston Street. Separate to these the team had several meetings with Bristol Royal infirmary and University of Bristol responses were received from:

- Christmas Steps Arts Quarter
- Residents group from Lower Church Lane
- Bristol Walking Alliance
- Bristol Cycling Campaign

Business Operation Survey

Over 80 local businesses were visited (in person) and asked to fill in an operational survey. If they were not in, a survey was left in the letterbox. 11 businesses responded to the survey, and email comments were received from a further 3 businesses. Added to these 35 respondents to the consultation indicated that they were local business owners. The majority of these were independent small businesses.

Responses included:

- Requests for more loading bays at 3 identified locations between Park Row and Perry Road

- Requests for additional disabled parking Upper Maudlin street
- Request for short stay parking for Shoppers
- Lack of availability of parking in Trenchard Street Car Park
- Pavements trip hazard in some areas
- Lack of cycle parking on Perry Road

Community survey

A total of 460 responses were received from the survey made up of 371 online and 89 paper copies. The headline findings are:

- Nearly 50% of respondents said they were a local resident and over 70% lived within two miles.
- Over 70% of respondents walked to the street and nearly 50% visit the street over 3 to 4 times a week.
- Most respondents around 60% like Park Row, Perry Road, Upper Maudlin and Colston Street area due to the local high street economy and personality and character of the street
- 80% thought disabled access in the area was a problem
- Over 90% thought that traffic was a problem
- Over 75% thought that the cycle lane stopping before the hospital was a problem and 70% thought it not continuing onto Marlborough Street was an issue.
- Over 70% thought there was too much through traffic on Lower Church Lane

Getting Bristol Moving Map [Bristol COVID-19 transport request form - Bristol - Citizen Space](#)

This is an online interactive map that was created when COVID19 social distancing measures were implemented in March 2020. The aim was to provide a platform for people to comment on where they would like to see improvements to walking and cycling infrastructure across the city. It was promoted via a press release and social media posts citywide during the first lockdown. It is a digital tool and anyone without online access can request a paper copy of a form where they can add their comments which can be posted back in and uploaded for them.

19 comments were posted on the map regarding Park Row, Perry Road, Colston Street and Upper Maudlin Street: 8 comments for cycling improvements, 8 comments about pavements and crossing points and 3 comments about traffic.

- 127 likes were posted on comments relating to improvements for cycling in the area
- 108 likes were posted against the 8 pavement and crossing points related comments which focused on improving access to the hospital
- 17 likes were posted against the 3 comments related to traffic flow, noise, and pollution.

2. Background

Park Row, Perry Road, Upper Maudlin Street and Colston Street sit in the Central ward of Bristol. Traffic flows in both direction along all streets of the scheme. The work that has been done before this engagement, using the Active Travel Fund, entailed installation of cycle lanes on both the northbound and southbound carriageways. This resulted in the removal of two lanes of traffic on Perry Road and metered parking from stretches of Perry road and Park Row. This stretch on the B4051 connects the city centre and main shopping areas to the two biggest employers in the city (University of the Bristol and Bristol Royal infirmary and Children’s Hospital) it is also the main access route out of city by car for many as it leads to the M32.

Funding opportunities

Over the summer the council provided more space for walking and cycling on our streets to support social distancing during COVID-19. This included using temporary barriers to widen pavements and to provide protected bike lanes. We have been flexible with our approach and we have been listening to suggestions from local people for improvements to support high streets and help people get around safely both during the pandemic and in the long term.

Bristol City Council, in partnership with the West of England Combined Authority, has now secured further government funding to extend and strengthen the temporary work already done

The council has been looking at ways to use this funding to improve the accessibility of key areas by foot and bike. The aim is to improve walking and cycling journeys to create more liveable neighbourhoods free from traffic and congestion and to make it easier for residents, staff, and visitors to access the area on bike and foot.

Many different options for the roads selected are available and the council remains flexible and open to suggestions for improvements to these roads. Possible changes could include closing a road to motorised through-traffic at one end while maintaining access for parking, residents and deliveries introducing consistent or timed loading bays; changes to the road layout or direction; wider pavements, and extended or new protected bike lanes. The council will engage with the local community and discuss the various options before anything is decided or implemented on any of the neighbourhood roads.

2.1 Objectives of engagement and communications

The main aim of the engagement exercise was to:

- seek views from key stakeholders at an early stage on priorities, what they think should change, and issues and concerns to inform preliminary designs of walking and cycling improvements
- seek views from local businesses, local people living and working along and near the street at an early stage to inform preliminary design of any proposals
- begin a constructive dialogue and create the environment where people can be involved throughout the process of design and implementation
- create a good understanding of the possible proposals and any benefits amongst stakeholders, local businesses, local people, and commuters

- demonstrate Bristol City Council is prioritising sustainable transport options to help Bristol become a sustainable city with a low impact on our planet, clean air and a healthy environment for all

To achieve these objectives, the team agreed upon key messages such as:

- Bristol is committed to working with local people and partners to improve sustainable transport across the city.
- We have introduced some short-term measures during the Coronavirus pandemic aimed at making it easier for people to choose to walk, cycle or catch the bus – this project looks at the longer-term solutions to provide better transport and an improved environment for the area.
- We have been talking to businesses, local people living and working along the roads from June 2020 to January 2021 to get early thoughts on what changes to road layouts have worked well, what could change and how people would like to be able to travel. These will help us to produce some initial proposals for how the street environment could change.

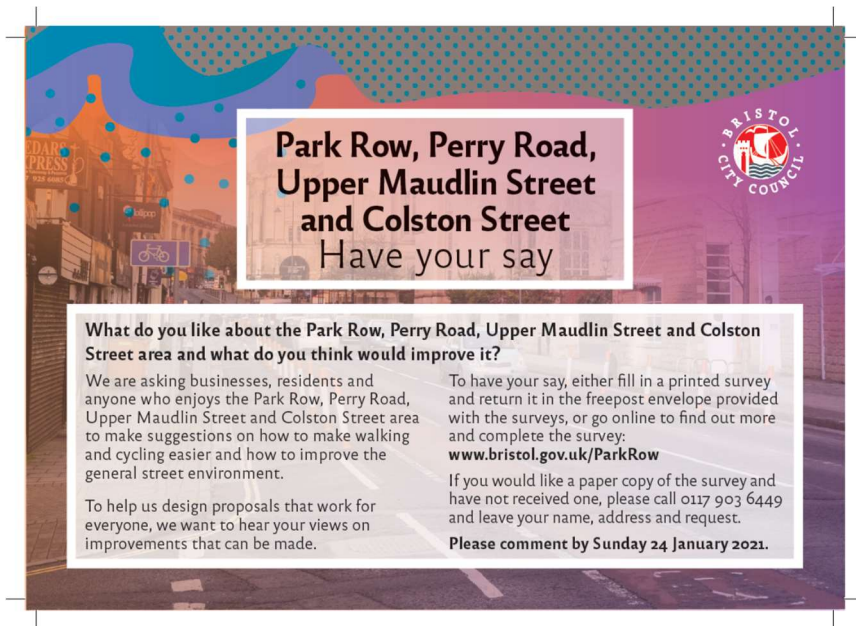
The target audiences for this project include stakeholders such as:

- BCC ward members, MPs
- Internal stakeholders/project teams
- Local businesses and traders, BIDs
- Local resident associations and community groups
- Local people who live on the street or on side roads
- People working on the street
- People who visit the street

3. Engagement Tools

The team produced different products to support the early engagement process and agreed on a survey as the best way to collate views from the community. The products included the survey with a freepost envelope, postcards, and posters. All the information was provided online and was compatible with word reader software and could be emailed out via editable pdfs.

The online survey had a shortened link [Park Row survey](#) that was promoted and publicised through social media channels and newsletters. To ensure those who do not have online access were also included, the team produced paper copies of the survey. See below for an image of a postcard that was also posted through doors to encourage people to fill in the survey.



In July 2020 we implemented a temporary bike lane on Park Row, Upper Maudlin Street and Marlborough Street, which involved removing a lane of traffic for much of the route. This was introduced quickly as a temporary measure due to the urgent need to provide more space for walking and cycling amid social distancing measures. A letter was sent out to all residents and businesses to inform them that the bike lane was being introduced before work started. This resulted in several meetings with residents and businesses, email correspondence and in person visits. Following these discussions, some changes to the temporary scheme were made including the removal of bollards to create space for loading for businesses.

When we launched this survey, the temporary bike lane had been in place for six months.

COVID-19

As this engagement process was taking place during the COVID-19 pandemic, there were restrictions that applied which meant our face to face engagement had to be suspended. The team adapted their approach to ensure everyone could have their say by:

- Putting up 25 posters in the local area so that those using the road regularly can see there is a survey taking place
- Posting out the survey to over 700 local properties to raise awareness of the survey and encourage local people to have their say
- Contacting local groups and key stakeholders and ask them to help raise awareness of the survey
- Posting out a follow up postcard to the survey to remind people to have their say and offering free support to encourage sustainable travel for individuals and businesses.
- Offered virtual chats and phone appointments that were advertised on the survey and postcard.

The team also provided different ways for the public to get in touch if anyone had a comment or required a survey in a different format. They could contact the Transport Engagement team on email

at transport.engagement@bristol.gov.uk, by phone 0117 9036449 or by writing to, Park Row, Perry Road, Upper Maudlin and Colston Street, Transport Engagement Team, PO BOX 3399, 100 Temple Street, Bristol, BS1 9NE. The survey also had a language template at the start noting that 'if English is not your first language and you need a translation, we can get one for you' in twelve different languages.

3.1 Community Survey

The survey was designed by the team to capture views from residents, businesses and anyone who uses the street to help build a picture of what people would like to see improved in the street environment and provide feedback on their own experiences. The survey was split into the following sections:

1. Details on who is responding, travel habits, usage of the street
2. Own experiences of the street – Likes, problems and priorities
3. Improvements that could be made to the temporary bike lane
4. Any other ideas
5. About you details

The first section asked about how you would describe yourself and for a full postcode and how far you live from Park Row, Perry Road, Upper Maudlin Street and Colston Street. It also asked how people travel to the road and how often people visited the street. The second focused on their own experiences of the street such as likes, problems and what people think are the priorities. The third section asked for their thoughts on the temporary protected bike lanes currently in place, which have been implemented using temporary bollards on Park Row, Perry Road and Upper Maudlin Street. The scheme also involved changes to the junction between Perry Road and St Michael's Hill that stopped the left turn onto St Michael's Hill from Perry Road and the right turn out of St Michael's Hill onto Perry Road. People were also asked to give their views on a proposed new protected bike lane on Colston Street.

The fourth section asked for any other ideas and the fifth and final section focused on 'about you' details. It is important to understand the needs and views of all communities and by asking these questions we can develop our understanding of views across the area. Personal and sensitive information will be used solely for the purpose of equalities monitoring to ensure everyone is treated fairly. All the questions are optional.

The survey was launched on Monday 14th December 2020 and closed on Sunday 24th January 2021, which allowed six weeks for comment. The survey was hosted on the consultation hub on the city council website and had a shortened link created: [Park Row survey](#)

See 'Appendix 1 –Park Row, Perry Road, Upper Maudlin Street and Colston Street' for the paper version of the survey which reflects the online version of the survey.

3.1.1 Supporting communications

The team also created a social media plan which included images of the engagement and text for use in their communications and suggested web friendly copy for website, Facebook posts, twitter. The team also issued a press release and provided copy for newsletters to local organisations such as the hospitals.

3.2 Business Operational Survey

The team wanted to specifically engage with local businesses on the street and in surrounding side streets so that they could build up a picture of the type of businesses in the area and what their operational requirements are.

The survey can be split up into the following sections:

1. About the business
2. Deliveries
3. Waste collections
4. Customers/ clients
5. Transport modes
6. Any other ideas

The first section focused on where the business was located, the type of business and number of employees etc. The second focused on the number of deliveries, time, and loading /unloading facilities and the third asked about waste collections and in particular the location. The fourth concentrated on customers' travel habits and the fifth asked about the street environment such as the demand for disabled parking, cycle parking facilities and pavements widths. The last one asked for any other views, comments, or suggestions from a business perspective.

The first stage was for the team to survey the businesses and see which ones were still operating during the pandemic as not all would be open. Contact details for each business were ascertained and the team attempted to contact them all via the phone and emails. In pre-covid times the team would have been undertaking face to face engagement and asking the businesses to fill in the survey. The team attempted to contact the businesses three times over two weeks before the community survey began. Other attempts have also been made during the January to encourage businesses to have their say.

'Appendix 2 – Business Operational Survey' shows a copy of the survey.

4. How we engaged

Before the initial scheme was implemented letters went out to businesses and residents to inform them of the initial measures as part of the emergency active travel fund allocation. The scheme was introduced quickly due to the urgent need to provide additional walking and cycling space to support social distancing measures. The team also carried out in person visits to businesses and letters included contact information where residents and businesses could get in touch to highlight any issues.

Project officers spoke with ward members to discuss the engagement approach and agreed a community survey would work well and provided local contacts for groups who the officers could approach.

A letter was sent out two weeks before the survey was launched to give local people warning about the plans and ensure people know about the survey. We sent out 765 letters to residents in advance of the survey.

The team also engaged with local businesses on Park Row Perry Road, Upper Maudlin Street and Colston Street letting them know about the community survey following in a few weeks, but also asking them to input on the specific business operational survey.

4.1 Survey launch

The first stage of engagement for the survey was to contact all the key stakeholders in advance of the survey going live. An email was sent to all the stakeholders on the start date telling them about the project and offering opportunities to speak to the project team asking for their input. A press release announced the launch of the survey.

There were regular social media posts from both the Twitter and Facebook accounts and Facebook adverts were also used to target certain geographical locations to boost responses. These social media posts were also promoted by the Travelwest, Betterbybike and other transport social media accounts.

To ensure we heard from all communities, over 760 surveys and follow up postcards were sent to all households and businesses in the local area. The postcards let people know the engagement had started with a link to the webpage and with the contact details if more paper copies were required or a phone appointment or meeting was requested.

4.2 Seldom heard communities

Traditionally the younger population, those from ethnic minority groups and those living in the most deprived wards are often seldom heard from. To ensure those groups and those living close to the street environment were aware of the engagement process the team sent out over 760 paper copies of the survey with a freepost envelope to all the properties in the local area. The stakeholders contacted during this engagement also represented many groups within the community and were asked to help encourage and engage members to have a say.

Before COVID-19 we would have followed up the postal surveys with targeted door knocking in this area and would have carried out interview surveys on street to help boost responses from certain groups. If street events had been allowed the team would have held roadshows asking people to get involved and fill in the survey.

The team are very aware that not everyone has access to online resources which is why the team put on posters in the local streets to advertise the engagement and provided contact details in different forms. On all the paper and online copies of the engagement outputs the team provided a language template so that people could get the survey in a different language or in a different format as noted in the engagement tool section. The survey and postcards also had a phone number which had an answerphone function. People could call and leave a message asking a question or leaving a comment and someone would get back to them. An email address was also provided along with a written address, so people had a choice of how they wished to communicate. The team also offered phone surgeries and virtual meetings to allow people to speak to the team if they had any questions.

5. Results

5.1 Stakeholder engagement

The team identified key stakeholders who were contacted via email at the launch of the survey asking for their thoughts and comments on Park Row Perry Road, Upper Maudlin Street and Colston Street. The key stakeholders list includes:

- ward members and MPs,
- emergency service providers,
- equality groups,
- transport operators,
- transport board members,
- educational institutions,
- refuse firms,
- faith groups,
- voluntary and Community Sector groups,
- energy, water, and telecommunication providers.

Key stakeholders

Responses were received from the emergency services which include the police and fire service who are keen to be kept involved in discussions once proposals emerge as they require emergency access. Conversations will also continue with Bristol Waste as proposals develop to ensure refuse collection is considered. Other organisations that have been briefed include Bristol Physical Access Chain who is keen to be involved to help guide on access for those with disabilities, Bristol Walking Alliance, and the Bristol Cycle Campaign.

Official responses were received from the Bristol Walking Alliance, Bristol Cycle campaign and the Civic Society.

Bristol Walking Alliance (BWA)

BWA submitted general comments for all the projects. They support the improvements being proposed to high streets but urge they must be more than temporary interventions. They commented specifically on walking improvements and believe the changes should be designed to make those places more welcoming, safe, convenient, and inclusive for those on foot. They would like to see through car traffic filtered out on selected streets rather than one-way streets and preferred full closure to timed closure of through routes.

In terms of community engagement, they support the intention for greater community consultation and that success will largely depend on how the doubts of a few people are sensitively addressed.

Bristol Cycling Campaign

Bristol Cycling Campaign submitted a response on Park Row, Upper Maudlin Street, Marlborough Street and Colston Street. They stated that they strongly support the provision of additional cycle lanes on the route. This corridor connects the city centre and beyond to several destinations with extremely high potential for walking and cycling.

They highlighted several issues with the current measures including a lack of continuity outside the hospital and onto Marlborough Street. They said continual breaks in the lane which allowed cars to park, surfacing of the road inside the cycle lane and the use of wands that can be easily removed all posed a risk to cyclists (see Appendix 6.4).

Bristol Civic Society (BCS)

The BCS also responded and noted that they welcome street changes that seek to make places more welcoming for people on foot and on bike, and therefore encourage active travel. They feel it is commendable that the council is taking views on the issues that concern people in particular neighbourhoods, but feel more information is required to fully assess impact of schemes.

They would like to know how the projects fit into the Bristol Transport Strategy and how each project reduces air pollution and promotes public health. They would like a strategic vision to bring these proposals together and what the impact will be on the wider transport networks.

They would like more information connecting air quality information with the transport schemes and how the first round of ATF schemes affected walking and cycling levels. They also felt some of the issues selected in the surveys may guide respondents and may miss other issues.

They commented on consequences of possible road changes such as traffic displacement which would have been useful to address as part of the engagement. They would have liked objectives to include suggestions for visual amenity or conservation of heritage assets.

Local Engagement

Apart from engagement listed above with businesses, further engagement has also been done with University of Bristol and Bristol Royal Infirmary. Their main sites are spread out in and across the area there for staff and students are responsible for the significant amount of the journeys taking place.

5.2 Community Survey Results

A total of 460 completed responses to the survey have been captured over the engagement period. This was made up of 371 online respondents and 89 paper copies.

The free text boxes were put into categories generated from the survey responses. Where an individual commented about more than one area those comments were split into the relevant sections so one respondent can be reflected in multiple areas. "Other" was any general comment that could not be categorized into a theme or outside the scope of this project. Where there were suggestions in one theme these were further divided. eg. Cycle

lanes these were subdivided to reflect comments on improvements or where issues were highlighted.

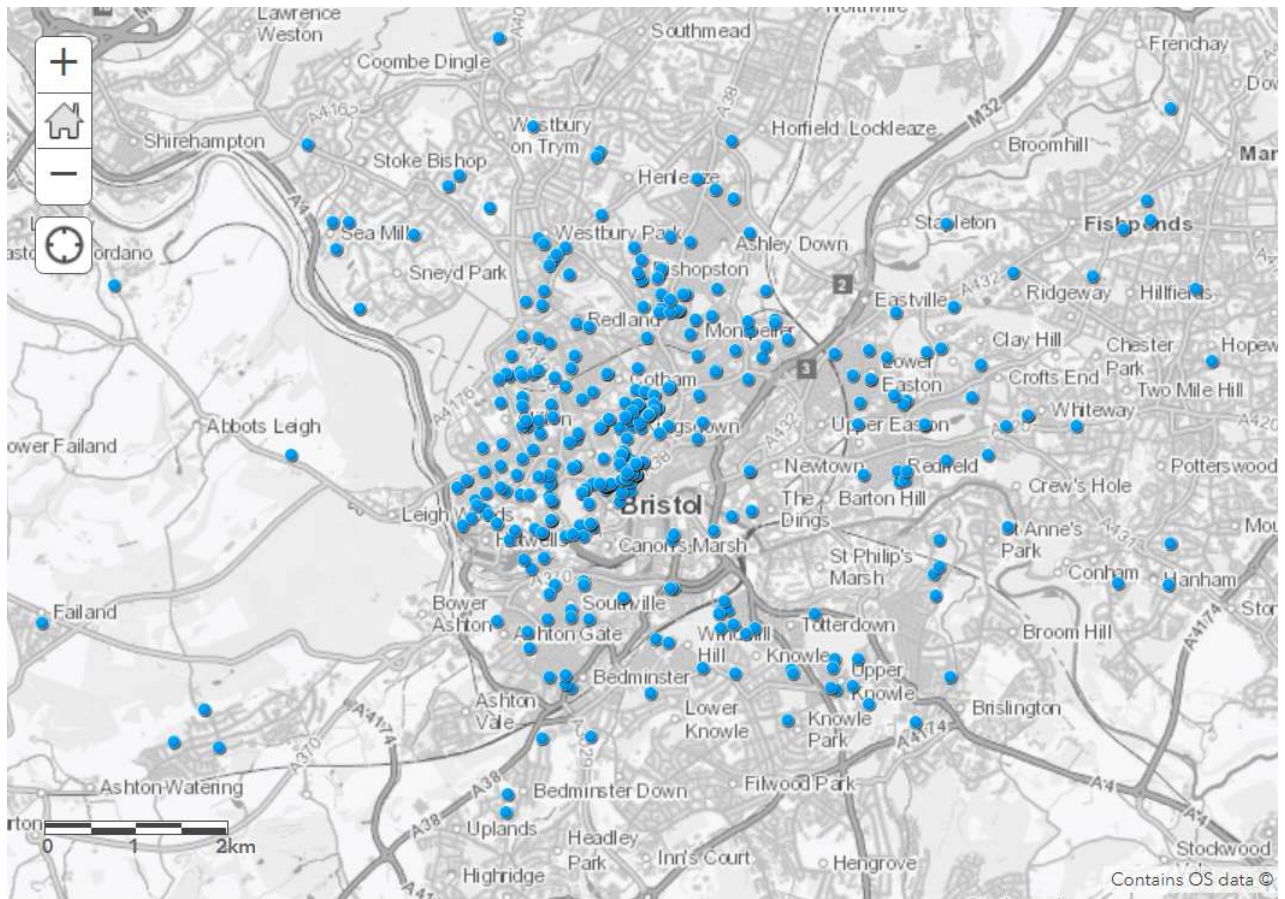
Below is a summary for each question with the breakdown of responses:

1. Which of the following best describes you? (Tick all that apply)				
			Response Percent	Response Total
1	I am a local resident		48.99%	219
2	I am a local business owner		7.83%	35
3	I work in the local area		35.35%	158
4	I am a regular visitor to the local area		40.04%	179
5	I commute through the area		23.71%	106
6	Other (please specify):		4.03%	18
			answered	447

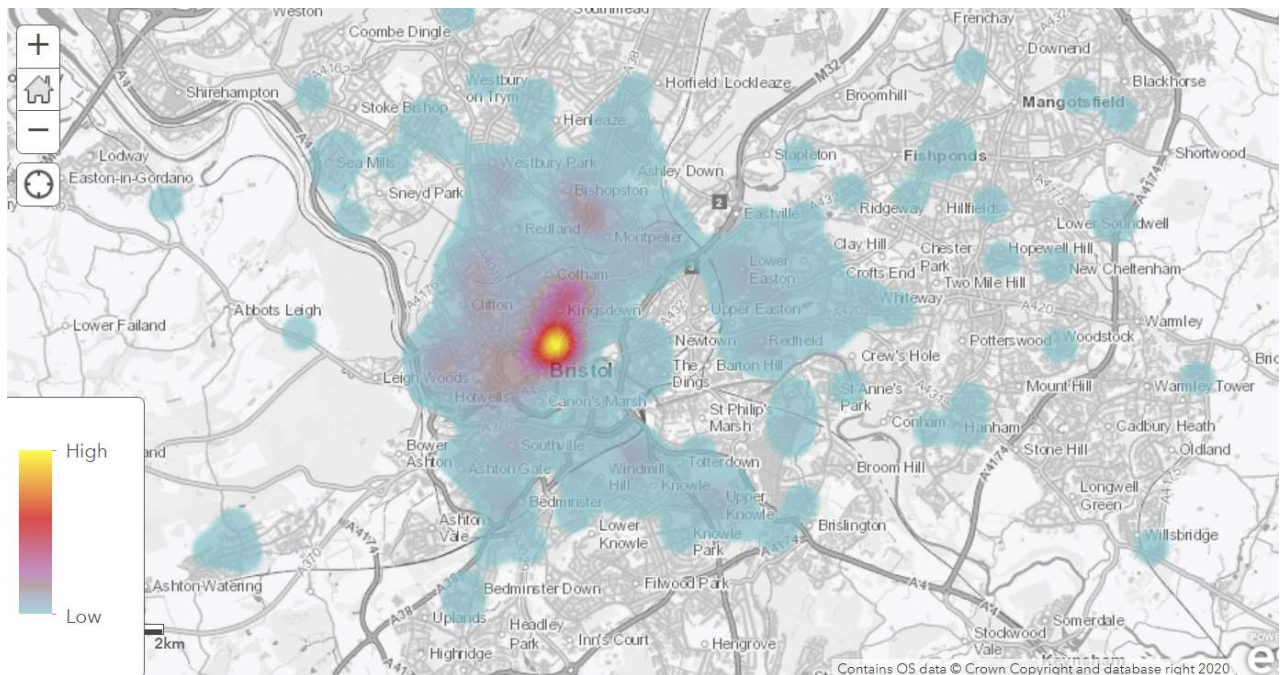
Nearly 50% of respondents said they were a local resident and just over 40% of respondents are a regular visitor to the area and 35% work locally. Just under a quarter were individuals who commute through the area.

2. What is your full postcode, if you are responding on behalf of a business or other organisation, please provide the postcode of the organisation's premises in Bristol.






Of the 460 responses, 417 left their full postcode and most lived within Bristol. The postcodes have been plotted on a map below to show where the respondents live. The second map is a heat map that shows that there is a concentration of high responses surrounding Park Row area and the local ward.



Heat Map showing concentration in Park Row, Perry Road, Upper Maudlin Street and Colston Street area













3. How far do you live from Park Row, Perry Road, Upper Maudlin and Colston Street area?

			Response Percent	Response Total
1	Up to one mile		42.25%	188
2	1-2 miles		31.69%	141
3	3-5 miles		16.18%	72
4	5+ miles		4.49%	20
5	I live outside of Bristol		5.39%	24
			answered	445

Just under 70% (320) of respondents live within 2 miles of the area and just over 42% live within one mile.





4. How do you travel to or through Park Row, Perry Road, Upper Maudlin and Colston Street? (Tick all that apply)

			Response Percent	Response Total
1	I walk		72.75%	323
2	I use a bicycle		57.66%	256
3	I use a scooter		2.48%	11
4	I catch the bus		14.64%	65
5	I catch the train		1.13%	5
6	I use a taxi		8.56%	38
7	I use a motorcycle		1.58%	7
8	I drive a car / van		48.42%	215
9	I am a car passenger		11.94%	53
10	Other (please specify):		2.48%	11
			answered	444

Over 70% walk to the area, nearly 60% travel by bike and nearly 50% travel by car or van.

The 11% "other" responses included buggy, electric mobility cycle, run (2), bus service operator, school minibus, wheelchair user, driving instructor and car club user

5. How often do you visit / use Park Row, Perry Road, Upper Maudlin and Colston Street area?

			Response Percent	Response Total
1	Daily		28.19%	126
2	3 to 4 times a week		23.04%	103
3	1 to 2 times a week		22.60%	101
4	Fortnightly		12.53%	56

5. How often do you visit / use Park Row, Perry Road, Upper Maudlin and Colston Street area?

			Response Percent	Response Total
5	Monthly		9.17%	41
6	A few times a year		4.25%	19
7	Rarely		0.22%	1
			answered	447

Of those who responded 28% visit daily and 23% visit 3 to 4 times a week totalling over 50% of the respondents.

6. What are the key things that you like about the current street environment on Park Row, Perry Road, Upper Maudlin and Colston Street? (Tick all that apply)

			Response Percent	Response Total
1	Local high street economy		63.42%	267
2	Access to the Hospital		43.71%	184
3	Personality and character of the streets		52.26%	220
4	Places for meeting friends and family		25.65%	108
5	A clean and green shopping environment (i.e. cleaner air and more greenery than other shopping areas)		9.26%	39
6	Traffic flow e.g. not very congested		12.83%	54
7	Available cycle parking on widened pavements		13.78%	58
8	Available space for walking		29.45%	124
9	Available safe space for cycling		22.57%	95
10	Available car parking		10.21%	43
11	Other (please specify):		11.16%	47
			answered	421

Most respondents (around 60%) like the area due to the “local high street economy”, 52% because “personality and character of the streets” and 43% because of “presence of the hospital”. 29% and 22% respectively thought it was a “good place for walking” and “cycling”.

10% of respondents like the street for “available car parking” and 12 % for “traffic flow eg not very congested”.

Of the 42 comments in the “other” section, 10 thought “nothing” was pleasant, 8 focussed on not liking the traffic and congestion in the area, 5 thought access from other parts of the city was not good and 3 thought it was not pleasant for cycling . The remainder (17) were a mixture of general

comments including attractive views of the city, lack of cycle parking and range of independent shops.

7. Thinking about your current experiences of the street environment around Park Row, Perry Road, Upper Maudlin and Colston Street, how much of a problem do you think the following things are:

	A serious problem	A moderate problem	A minor problem	Not at all a problem	Response Total
The road is unpleasant to walk along	32.6% (141)	25.4% (110)	21.0% (91)	21.0% (91)	433
There is too much pollution/poor air quality	55.4% (242)	19.9% (87)	13.0% (57)	11.7% (51)	437
There are no places to sit and rest	21.7% (94)	31.2% (135)	27.0% (117)	20.1% (87)	433
The road feels unsafe to cycle on	44.6% (185)	20.2% (84)	14.5% (60)	20.7% (86)	415
There is not enough cycle parking	25.2% (104)	27.6% (114)	22.0% (91)	25.2% (104)	413
The street does not feel safe	18.0% (76)	22.0% (93)	25.1% (106)	34.8% (147)	422
The street is busy with traffic	54.2% (239)	24.3% (107)	11.8% (52)	9.8% (43)	441
The traffic speeds are too high	31.0% (135)	21.6% (94)	14.2% (62)	33.3% (145)	436
Access for disabled people is poor	30.4% (120)	34.4% (136)	18.7% (74)	16.5% (65)	395
You have to wait too long at pedestrian crossings	22.1% (95)	25.1% (108)	24.0% (103)	28.8% (124)	430
There is not enough disabled car parking	15.5% (59)	26.5% (101)	28.6% (109)	29.4% (112)	381
There is not enough general car parking	17.2% (71)	14.8% (61)	18.7% (77)	49.3% (203)	412
There is too much congestion	45.6% (195)	29.2% (125)	16.6% (71)	8.6% (37)	428
The protected cycle route stops on Marlborough Street	43.4% (180)	19.5% (81)	10.4% (43)	26.7% (111)	415
There is too much through traffic on Lower Church Lane	28.1% (109)	21.6% (84)	20.6% (80)	29.6% (115)	388
There is no protected cycle lane outside the Hospital	48.7% (206)	16.3% (69)	11.8% (50)	23.2% (98)	423
Not enough marked loading bays	11.5% (45)	20.8% (81)	32.3% (126)	35.4% (138)	390
				answered	446

The most serious problem identified by 55.4% of respondents was “there is too much pollution/poor air quality”. This was followed by the “street is busy with traffic” with 54.2% and almost 50% noted “there is no protected cycle lane outside the hospital” and 45.6% noted “there is too much congestion”.

If you add the moderate problem totals to these, then over 75% of respondents think “pollution and air quality” are a problem and almost 80% think the “street is too busy with traffic” and 60% think “access for disabled people is poor”. 60% think that “no protected cycle lane outside the hospital” is a problem.

Q8. Please tell us what your priorities would be for improving Park Row, Perry Road, Upper Maudlin and Colston Street:

There were 257 responses who answered question 8. Majority of responses focussed on various improvements to the cycle lane (92 not including lack of use) responses are below.

Cycle lane	Number of Comments	Summary of Comments
Cycle lane not continuous	13	Breaks in lane for loading and at key points like outside Hospital
Safety concerns	25	Wands bollards (temporary plastic bollards that indicate a cycle lane on street) come out Fast moving traffic Lack of full separation from traffic Speed of traffic Cyclists jumping red lights
Protection at Junction	11	Lack of cycle lane stops at junctions Cyclist need extra time to get away at a junction
Surfacing	24	Road surface in cycle lane is poor, lots of holes
parking/Obstruction	21	Cars blocking cycle lane for parking even when not loading
cycle lane empty	5	No one using the lane

The next highest section focussed on “traffic and pollution” with 83 comments responses are below.

Traffic Pollution	Number of Comments	Summary of Comments
Traffic/car use	62	There is always heavy traffic in the area making unpleasant to walk Cycle lanes have increase congestion Feels unsafe due to traffic
Pollution	21	Build-up of fumes from cars Lots of idling cars outside the hospital

There were 48 comments in “other” responses are below

Other	Number of Comments	Summary of Comments
Other	48	Key route for getting to town It is noisy More greenery needed

		Bad environment for anyone not in a car Poor traffic layout Comments about other areas like Clifton Triangle
--	--	--

There were 47 “General Comments” that directly expressed support or against the scheme responses are below.

General comment	Number of Comments	Summary of Comments
General - supportive of cycle lane	36	Stating they are in favour of the measure but did not give any suggestion.
General – opposed to cycle lane	20	Against the scheme but comment could not be categorised

There were 35 comments about crossings and pavements responses:

Crossing and Pavements	Number of Comments	Summary of Comments
Crossing points	31	Waiting too long to cross Dangerous to cross the road Space by crossing on St Michaels Hill
Pavements	9	Pavements are too narrow Pavement needs more space at crossing by St Michaels Hill Loose slabs and potholes Surface not good for disabled users

For “Parking” we received 17 comments responses:

Parking	Number of Comments	Summary of Comments
Car	15	Need more parking spaces
Bike	2	Need addition cycle parking Reinstate cycle parking on Perry Road

“Turning” had 15 comments and the majority of which focused on St Michaels Hill:

Turning	Number of Comments	Summary of Comments
Turning	15	No safe way to turn right when using cycling lane southbound to get to city centre and bus station Confusion over cyclists being able to turn left up St Michaels hill Increased space for cyclists is needed on the junction at St Michaels Hill

		Changes to St Michaels Hill junction have increased traffic build up
--	--	--

For the remainder of categories where we received less than 15 comments responses are below.

Other Categories	Number of Comments	Summary of Comments
Additional Changes	13	Need space for Cyclist to turn onto Lower Park Row Reinstate car parking changes Reinstate turning at St Michaels Hill Introduce a residents parking scheme
Signage	3	Clearer signage for drivers on the new changes and encouragement to switch off engines
Cannot cycle/use public transport	3	Are not able to cycle or use public transport
Businesses related	7	Business failing due to changes Not enough space for loading
Obstructing Emergency Vehicles	4	Less space for emergency service vehicles
Lower Church Lane	3	Concerns over more rat running on lower church lane Need for signs to stop cars cutting through

10. Please tell us what your priorities would be for improving Park Row, Perry Road, Upper Maudlin and Colston Street (Tick all that apply):

	Essential	High priority	Medium priority	Low priority	Not a priority	Response Total
Better lighting	6.7% (28)	9.3% (39)	33.7% (141)	32.9% (138)	17.4% (73)	419
People feel more safe	19.6% (81)	24.6% (102)	30.2% (125)	15.0% (62)	10.6% (44)	414
Improved road surfaces	24.4% (105)	26.0% (112)	31.1% (134)	12.8% (55)	5.8% (25)	431
Improved signage	9.5% (40)	11.9% (50)	29.9% (126)	31.8% (134)	16.9% (71)	421
Have cleaner air	51.8% (226)	19.3% (84)	15.1% (66)	8.3% (36)	5.5% (24)	436
Easier to cross the road	32.9% (140)	21.8% (93)	22.5% (96)	14.6% (62)	8.2% (35)	426
Have wider pavements	27.7% (119)	21.2% (91)	17.2% (74)	17.7% (76)	16.3% (70)	430

10. Please tell us what your priorities would be for improving Park Row, Perry Road, Upper Maudlin and Colston Street (Tick all that apply):

	Essential	High priority	Medium priority	Low priority	Not a priority	Response Total
Improved access to community spaces/places of worship	7.0% (29)	10.4% (43)	25.2% (104)	24.7% (102)	32.7% (135)	413
Be a nicer/safer place to walk and cycle	50.8% (221)	14.7% (64)	11.5% (50)	10.6% (46)	12.4% (54)	435
More cycle priority at traffic lights	37.8% (162)	14.2% (61)	12.1% (52)	12.6% (54)	23.3% (100)	429
Cycle parking facilities	22.1% (95)	20.9% (90)	20.7% (89)	15.3% (66)	20.9% (90)	430
More places to stop and rest e.g. seating areas	13.6% (58)	19.9% (85)	27.8% (119)	22.9% (98)	15.9% (68)	428
Reduced traffic noise	33.6% (145)	19.4% (84)	17.4% (75)	16.7% (72)	13.0% (56)	432
Better loading/unloading facilities	10.4% (44)	13.6% (58)	31.5% (134)	23.8% (101)	20.7% (88)	425
Better car parking facilities	15.4% (66)	8.4% (36)	14.7% (63)	19.2% (82)	42.3% (181)	428
Have enough shade and shelter e.g. increased greenery, planters	27.3% (117)	20.7% (89)	28.0% (120)	11.7% (50)	12.4% (53)	429
					answered	446

Over 50% think it is essential for it to “be a nicer/safer place to walk and cycle” with a further 14% who think it is a high priority. The next main priorities were “reduced traffic noise” with 54 % thinking it is high or essential followed by “increasing shade and shelter” with 48%.

23.8% of respondents think “better car parking facilities” is essential and over 60% think this is a low priority or not a priority at all. This was the second lowest priority in the area after “improved access to community spaces”.

Q11. If you would like to suggest any other priorities for Park Row, Perry Road, Upper Maudlin and Colston Street, please specify below:

From the 148 respondents, most common was a focus on removal of traffic and pollution and various infrastructure improvements to make cycling and walking easier. This included requests for more segregation for cyclists through the junction and wider pavements and better crossings. Comments on the hospital focused on improving access, including drop off areas and better public transportation.

For “Other” we received 31 comments responses are below.

Category	Number of Comments	Summary of Comments
Other	31	Direct traffic flow away from area

		Ban private vehicles Traffic lights should allow bikes go 20 seconds before cars Stop busses going down Colston street
--	--	--

For “Traffic and Pollutions” we received 25 comments responses are below.

Category	Number of Comments	Summary of Comments
Traffic/Pollution	25	Timing of new bike lane is wrong Introduce a bus lane Remove traffic from the area Create loading bay for flats

For “Improved infrastructure” we received a total of 47 comments responses are below.

Improved infrastructure/ prioritise	Number of Comments	Summary of Comments
Walking	18	Area needs better infrastructure for walking, which is different from cycling Improve crossing at St Michaels hill and outside Children’s Hospital (decrease waiting time)
Cycling	22	More cycle parking Better physical barriers Make lanes continuous
Other	7	Remove railing outside old BRI building Remove more traffic from the area

We received 17 comments saying we should “stop” or “keep” the current temporary bike lane scheme:

Current Scheme	Number of Comments	Summary of Comments
Stop or remove	16	Lanes not used by many Increases congestion and pollution Restore on street parking
Go Further or keep	20	Remove all traffic/private cars Better lighting for the area at night

We received 17 comments mentioning the “hospital”:

Bristol Royal Infirmary	Number of Comments	Summary of Comments
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Hospital	11	Remove diesel vehicles from outside the hospital Prioritise those needing to access the hospital Better access for drop off at Hospital
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For the remainder of categories where we received less than 10 comments response:

Categories	Number of Comments	Summary of Comments
Public Transport	7	Need better bus service (cheaper) Need better access to the hospital from bus station Less traffic congestion to allow buses to increase punctuality
Business	6	Support for independent shops Loading bays
Parking	6	Requests for 30-minute free parking Requests for short-term parking for the hospital
Greenery/Parklets	5	More greenery on the route
More enforcement	5	Increase enforcement to stop parking in the cycle lane
Car needed	5	Need car due to disability
St Michaels hill	5	Reinstate left turn on St Michaels Hill
Christmas steps	4	Pedestrianise top of Christmas Steps
Road surfacing	2	Resurface road, too many potholes

Q13. How do you think the current scheme could be improved?

295 respondents answered question 13. Most comments focused on improvements to the cycle lane (108) with a further 60 asking for current scheme to be made permanent. Suggestions for improvements included better segregation, improved surfacing and removal of obstructions. 55 respondents wanted it removed or returned to the previous road layout. There were a number of respondents (36) who wanted changes to be made on the St Michaels Hill junction with both cyclist and drivers wanting the turning reinstated for various reasons including the extra journey times to go past the hospital to the roundabout.

For "cycle lane" we received 108 comments responses:

Cycle Lane	Number of Comments	Summary of Comments
Make permanent	65	Make barriers more secure It would feel safer with barriers Change to permanent barriers
General positive	34	Feels more secure with measures Better than it was before
Cycle lane not continuous	28	Continue the segregation through junction Make protection better from traffic

		Extend the route to roundabout and Jamaica street
Surfacing	14	Fix potholes and surfacing in cycle lane
Parking and obstructions	10	Car parking obstructing lane
Enforcement	9	More enforcement needed on parking in gaps in lane Make bollards harder to move so can be enforced
Protection at junctions	8	Make lane more segregated
Safety	6	Bollards impede cyclists and make them feel unsafe
Confusing	6	Unsure about where to go at junctions

For responses stating they want the scheme “removed” we received 55 comments responses are below.

Remove	Number of Comments	Summary of Comments
Return to previous road layout	50	Increased congestion due to the scheme Impacts on ambulances getting through traffic
Bollards	5	Bollards are unsightly Bollards when they come out can obstruct the path

Relating to “St Michaels Hill” we received 36 comments responses:

St Michaels Hill	Number of Comments	Summary of Comments
Turning at St Michaels Hill	36	Not sure why the junction was altered Increased congestion due to changes at the junction Confusing as to why cyclist cannot turn up St Michaels hill Poor visibility at the junction

For “traffic/speed” we received 27 comments responses:

Categories	Number of Comments	Summary of Comments
Traffic/Speeding	27	Increased congestion due to scheme Car drive to fast on the road

For “Bristol Royal Infirmary” we received 15 comments responses:

Bristol Royal Infirmary	Number of Comments	Summary of Comments
Hospital/Ambulances	15	Affecting ambulances getting to the hospital Changes to the junction affects access to hospital buildings on St Michaels Hill

For comments relating to various other categories with less than 15 responses:

Categories	Number of Comments	Summary of Comments
Greenery/ other improvements	11	Need more trees and plants in the area Need more places for seating
Parking	10	Loss of parking is a detriment to visitors and shoppers Increased traffic speed due to removal of parking
Walking	9	Increase pavement size Reduce waiting time to cross the road
Pollution	9	Need solution for pollution in the area Reopen both lanes of to reduce traffic
Other changes	9	Allow bikes to move first at traffic lights
Integrated network	7	Cycle network needs to be joined up with other areas like the Bear Pit Need for a wider ranging transport policy
Signs	6	Better signage for road changes
Crossing	5	More space at crossing Less waiting times
Public Transport	5	Increase public transport to area Need free city centre bus service
Loading	1	Need for loading bays on Perry Road

Q14. Do you have any other comments or suggestions on the addition of a protected cycle lane northbound on Colston Street?

From the 246 respondents, the majority supported the lane being installed on the street. Several issues were raised including concerns over removal of parking on Colston Street for residents and visitors, residents wanting the removal of buses from the street, and others asking for full pedestrianisation.

Categories	Number of Comments	Summary of Comments
Supportive	125	In favour of the bike lane being installed on the road Will improve access Support if it will not impact on access for off road parking
Against	38	Route is not busy enough for a cycle lane Will make it more difficult to cross the road

38 respondents expressed a range of suggestions:

Categories	Number of Comments	Summary of Comments
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Other Ideas	38	Create a one-way system Ensure the cycle lane does not make it more difficult for walkers Introduce more disabled parking Do not use ugly orange bollards
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For “general comments” we received 33 comments:

Categories	Number of Comments	Summary of Comments
General Comment	33	There is already a cycle lane on the main road Not sure is one is needed on the road

For “parking” we received 30 comments:

Categories	Number of Comments	Summary of Comments
Parking spaces	26	Improve signage for Trenchard car park Do not want any parking removed Spaces needed for businesses
Deliveries	4	Loading needs to still be available along the road

For “road surface” we received 7 comments and for “Close the street” we received 5 comments:

Categories	Number of Comments	Summary of Comments
Road resurface	7	Road surfaces need to be redone before anything else
Close the street	5	Pedestrianise Colston Street It was closed after the fire and this did not impact the network negatively Pipe Lane should be closed

Q16. Do you have any other comments on this suggestion?

Of the 119 respondents, the focus was on a reduction of waiting time for pedestrians at the crossing immediately outside the hospital as well as increasing space at crossing at the bottom of St Michaels Hill.

For “other comments” we received a range of comments:

Categories	Number of Comments	Summary of Comments
Pedestrian access and waiting times	44	Prioritise pedestrians over cars Lower the waiting time for pedestrians at crossings

		Focus more on pedestrians to improve access to hospital
Other	22	Various general comments including people ignore red lights and council needs to look after existing infrastructure
Changes and suggestions	13	Additional crossing at bottom of St Michaels Hill One continuous crossing outside the hospital Cars should park for free on evening Residents' parking scheme
Hospital and children	9	Parking is bad around the hospital for visitors Staff and visitors ignore the crossing outside the hospital. Traffic flows are confusing as they come from different directions
No problem with crossing	9	Crossing is fine
Remove Traffic	8	Reduce traffic on the road
Road Busy	6	Difficult to see traffic on St Michaels Hill
Space at crossing	5	More space needed at crossing as pavement is narrow
Cycle lane comment	3	Make bike lane permanent No more lanes wanted

Q17. Do you have any other comments or suggestions that could help improve the Park Row, Upper Maudlin, Marlborough Street and Colston Street area?

For last section on further comments on the scheme there were no standout themes in this section but a mixture of themes that have been highlighted in previous questions.

Other	29	More rubbish bins Improve areas for street traders Free up exits from the city Improve aesthetics in the area not just infrastructure
Reduce or remove traffic	22	Need more ways to get less traffic on the road More outdoor seating
Other Improvements	19	More shops and cafes Better lighting in the area Ban motor traffic
Cycle lane	15	Prioritise walkers and cyclists Cycle lanes should be more joined up
Parking	13	Need more temporary parking in the area for businesses Drop off point for bus depot Residents' parking zone needed
Aesthetic changes	13	Improve seating in the area More plants and greenery
Widen or fix pavements	11	Widen the pavements Remove obstructions like bins
Crossing	7	Put in a crossing at the top of Colston Street Widen pavement by BRI Reduce width of road on Colston Street and lower Park Row










Remove Bollards and cycle lane	7	Take out cycle lanes
Pollution	6	Reduce pollution by removing more traffic from area
Public transport	5	Improve public transport for the hospital
St Michaels Hill	3	Restore the turning at the St Michaels Hill junction
Triangle /Bearpit Bristol Bridge	2	Reopen Bristol Bridge
Bike parking	1	Bike parking outside the BRI is often full
Resurface	1	Road needs resurfacing
Loading Bay	1	Restore some parking for loading

5.1.1 Survey Demographics and Equalities analysis




The questions below were asked to help us ensure that the survey has been responded to by a representative sample of the local ward population:

- What is your age?
- Do you consider yourself to be a disabled person?
- What is your sex?
- Have you gone through any part of a gender reassignment process or do you intend to?
- What is your ethnic group?
- What is your religion/faith?
- What is your sexual orientation?
- Are you pregnant or have you given birth in the last 26 weeks?
- Are you a refugee or asylum seeker?





Below are the results for each question:

18. What is your age?				
			Response Percent	Response Total
1	0-10		0.00%	0
2	11-15		0.00%	0
3	16-17		0.00%	0
4	18-24		5.92%	26
5	25-34		20.27%	89
6	35-44		24.15%	106
7	45-54		18.22%	80
8	55-64		14.58%	64
9	65-74		10.02%	44
10	75-84		2.96%	13
11	85 +		0.23%	1
12	Prefer not to say		3.64%	16




18. What is your age?				
			Response Percent	Response Total
			answered	439

19. Do you consider yourself to be a disabled person?				
			Response Percent	Response Total
1	Yes		6.64%	29
2	No		84.90%	371
3	Prefer not to say		8.47%	37
			answered	437









The disability rate for the city is around 8% so the 6.6% response rate is slightly lower than the city average; we will be continuing talking to disability groups as part of the design work.

20. What is your sex?				
			Response Percent	Response Total
1	Female		38.07%	166
2	Male		50.92%	222
3	Prefer not say		10.32%	45
4	Other (please describe):		0.69%	3
			answered	436

The majority of those who responded were male with just over 50% of the total which is similar with the ward average of 55%.

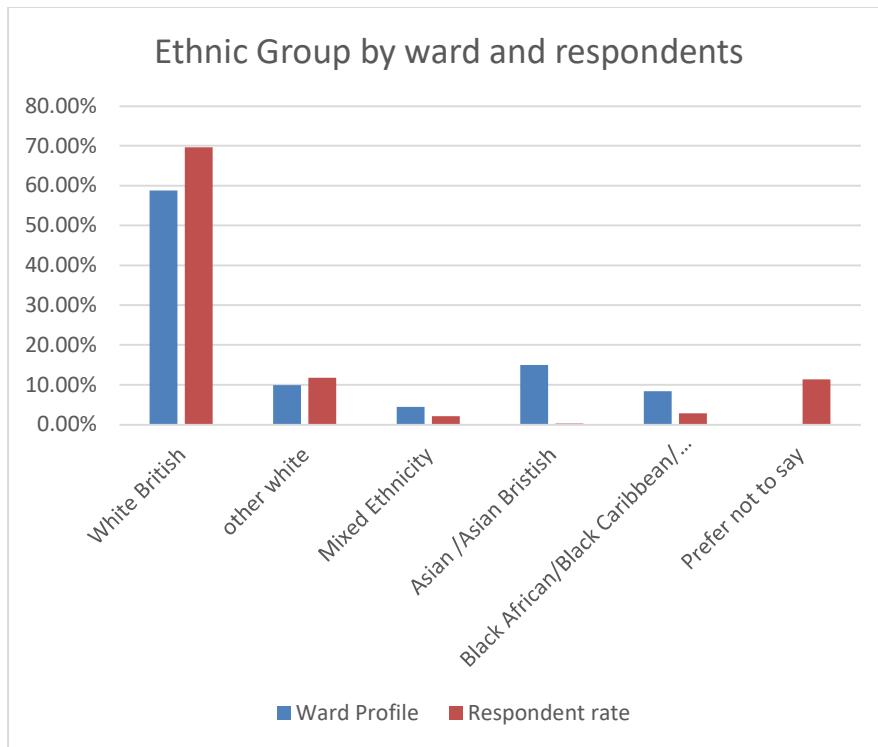
21. Have you gone through any part of a gender reassignment process or do you intend to?				
			Response Percent	Response Total
1	Yes		0.24%	1
2	No		88.44%	375
3	Prefer not to say		11.32%	48
			answered	424

22. What is your ethnic group? (please tick one box only)

			Response Percent	Response Total
1	White British		69.61%	300
2	White Irish		1.86%	8
3	White Other		10.90%	47
4	Black /African / Caribbean / Black British		0.23%	1
5	Asian / Asian British		2.78%	12
6	Mixed / Multi ethnic group		2.09%	9
7	Gypsy / Roma / Irish Traveller		0.00%	0
8	Prefer not to say		11.37%	49
9	Any other ethnic background (please describe):		1.16%	5
			answered	431

The graph shows the ethnic group of those who responded to the engagement survey compared to that of the population makeup of the ward.

The respondents who identified as White British were higher than the ward profile by around 10% whereas those who identified as White Other was very similar. However those who identified as Asian/Asian British and Black/ African/ Caribbean/ Black British were below the ward profile figures though there was a large percentage that preferred not to say 11.4%.









23. What is your sexual orientation?



			Response Percent	Response Total
1	Bisexual		3.76%	16
2	Gay Man		4.94%	21
3	Gay Woman / Lesbian		0.94%	4
4	Heterosexual / Straight		67.76%	288
5	Prefer not to say		20.71%	88
6	Other (please describe):		1.88%	8
			answered	425

24. What is your religion/faith?

			Response Percent	Response Total
1	No Religion		65.82%	285
2	Buddhist		0.23%	1
3	Christian		15.47%	67
4	Hindu		0.46%	2
5	Jewish		0.23%	1
6	Muslim		0.92%	4
7	Pagan		0.69%	3

24. What is your religion/faith?				
			Response Percent	Response Total
8	Sikh		0.23%	1
9	Prefer not to say		14.32%	62
10	Other (please describe):		1.62%	7
			answered	433

25. Are you pregnant or have you given birth in the last 26 weeks?				
			Response Percent	Response Total
1	Yes		0.47%	2
2	No		89.83%	380
3	Prefer not to say		9.69%	41
			answered	423

26. Are you a refugee or asylum seeker?				
			Response Percent	Response Total
1	Yes		0.00%	0
2	No		89.67%	382
3	Prefer not to say		10.33%	44
			answered	426

In the final section of the survey people were asked if they would like to receive updated and more information about the project. Over 180 people left their name and email address so that they can be kept up to date with this project as it moves forward.

5.2.2 Social media

A social media plan was developed to help amplify the message of the engagement for the survey. This included using multiple channels such as Twitter, Facebook, Next door, Instagram, and LinkedIn and this was supported by Facebook adverts aimed at local people.

The content of the posts was as follows:

“We're looking to improve walking & cycling on 13 roads across Bristol and we need local ideas to help us design proposals that work for everyone

👉 Have your say: <https://news.bristol.gov.uk/news/bristol-neighbourhoods-to-shape-future-of-road-improvements>”

Posts were scheduled over the engagement period and the first posts that went out on 19 Dec.

The results show a range of different measurements:

- Impressions – number of times a post has been viewed
- Reach – potential number of people who could have seen a post
- Engagement Rates – where people have acted on a post eg a link click, sharing it or liking it

These were followed up by more posts on 19 Dec, 23 Dec, 11 Jan, 13 Jan, 17 Jan and 24 Jan which was reminder that the engagement was finishing soon, and this was the last opportunity to have a say.

Below is a summary of all the social media figures and channels used during this engagement process:

Dates	Roads being promoted	Channel	Reach
19 th Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill Park Row ▪ Picton St ▪ Rosemary Ln 	Facebook	2011 Organic Reach 2093 Organic Impressions 1.96 Engagement rate 32 Clicks 5 Likes 2 Shares
19 th Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill Park Row ▪ Picton St ▪ Rosemary Ln 	Twitter	113654 Reach 3068 Impressions 0.72 Engagement rate 19 Clicks 0 Comments 1 Likes 2 Shares
23 rd Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill ▪ Park Row ▪ Picton St ▪ Rosemary Ln 	Facebook	1408 Organic Reach 1450 Organic Impressions 1.79 Engagement rate 17 Clicks 3 Likes 2 Shares
23 rd Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill ▪ Park Row ▪ Picton St ▪ Rosemary Ln 	Twitter	111946 Reach 4928 Impressions 0.69 Engagement rate 24 Clicks 4 Likes 5 Shares
23 rd Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill ▪ Park Row ▪ Picton St 	NextDoor	207 Impressions

	<ul style="list-style-type: none"> ▪ Rosemary Ln 		
23 rd Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill ▪ Park Row ▪ Picton St ▪ Rosemary Ln 	Insta	2670 Reach 2765 Impressions 3.87 Engagement rate 84 Likes
23 rd Dec	<ul style="list-style-type: none"> ▪ St Mark's Road ▪ Princess Victoria St ▪ Cotham Hill ▪ Park Row ▪ Picton St ▪ Rosemary Ln 	Linked In	1,447 Impressions 4 Reactions 2.9% Click-through rate 42 Clicks 3.32% Engagement rate
11 th Jan	<ul style="list-style-type: none"> ▪ St Mark's Rd, Easton ▪ Princess Victoria St, Clifton ▪ Cotham Hill ▪ Park Row, city centre ▪ Picton Street, Montpellier ▪ Rosemary Lane, Eastville ▪ Dean Lane, Southville ▪ Langton Court Bridge, St Anne's ▪ Overton Road, Bishopston 	Facebook	5163 Organic Reach 4999 Organic Impressions 3.02 Engagement rate 59 Clicks 58 Likes 4 Shares
13 Jan	<ul style="list-style-type: none"> ▪ St Mark's Rd, Easton ▪ Princess Victoria St, Clifton ▪ Cotham Hill ▪ Park Row, city centre ▪ Picton Street, Montpellier ▪ Rosemary Lane, Eastville ▪ Dean Lane, Southville ▪ Langton Court Bridge, St Anne's ▪ Overton Road, Bishopston 	LinkedIn	1,026 Impressions 7 Reactions 4.09% Click-through rate 2 Shares 42 Clicks 5.17% Engagement rate
13 Jan	<ul style="list-style-type: none"> ▪ St Mark's Rd, Easton ▪ Princess Victoria St, Clifton ▪ Cotham Hill ▪ Park Row, city centre ▪ Picton Street, Montpellier ▪ Rosemary Lane, Eastville ▪ Dean Lane, Southville ▪ Langton Court Bridge, St Anne's ▪ Overton Road, Bishopston 	Twitter	6812 impressions 362 total engagements 182 detail expands 68 link clicks 59 media engagements 17 likes 14 profile clicks 13 retweets
24 Jan	Facebook	Live, work or play in Eastville, Montpellier or Bristol city	1422 Organic Reach

		<p>centre? Give us your views on roads in your area before today's deadline!</p> <p>Help us improve:</p> <ul style="list-style-type: none"> ▪Park Row, city centre ▪Rosemary Lane, Eastville ▪Picton Street, Montpellier <p>Complete the surveys </p> <p>https://www.bristol.gov.uk/streets-travel/proposed-changes-to-neighbourhood-roads-and-high-streets</p>	<p>1471 Organic Impressions</p> <p>0.75 Engagement rate</p> <p>10 Clicks</p> <p>0 Comments</p> <p>0 Likes</p> <p>1 Shares</p>
24 Jan	Twitter	<p>Live, work or play in Eastville, Montpellier or Bristol city centre? Give us your views on roads in your area before today's deadline!</p> <p>Help us improve:</p> <ul style="list-style-type: none"> ▪Park Row, city centre ▪Rosemary Lane, Eastville ▪Picton Street, Montpellier <p>Complete the surveys </p> <p>https://www.bristol.gov.uk/streets-travel/proposed-changes-to-neighbourhood-roads-and-high-streets</p>	<p>128766 Reach</p> <p>4540 Impressions</p> <p>0.37 Engagement rate</p> <p>13 Clicks</p> <p>1 Comments (not relevant)</p> <p>1 Likes</p> <p>2 Shares</p>

5.2.3 Emails, phone calls and virtual chats

During the engagement process the team offered three ways for people to contact the council outside of the survey and this was via email, phone calls or virtual chats. Over 20 emails and two letters were received from residents, businesses and in person visit to speak to businesses.

These correspondents included discussions about issues with the scheme including lack of loading bays, removal of parking bays some problems cause by the turning restrictions from St Michaels hill.

5.3 Business survey results

Over 80 local businesses were identified as part of the data gathering process that were located across the length of the area including Park Row, Perry Road, Upper Maudlin and Colston Street.

The team did in person visits to all the businesses on the to discuss plans and fill in operational surveys. This was also followed up by postal letter and survey which also talked about the free advice and support that the team could offer business in terms of sustainable travel and a direct link was included for travelwest.info/businesswest.

11 businesses responded to the survey; however email comments were received from a further 3 businesses. Added to these 35 respondents to the consultation indicated that they were local business owners. The majority of these were independent small businesses.

Business details

The number of employees range from 1 to 40 and travel using a range of modes mainly walking, cycling, buses and cars. Most operational times were between 8am and 5 pm but for food and drink establishment like Zero Degrees it was 12-11pm and included weekends.

Deliveries

In terms of deliveries, most get at least 3 or 4 a week with one getting up to 80 a week and most use vans and lorries up to 7.5 tonnes and unload using trollies and pallets or by hand. Due to the temporary scheme, there are only some temporary loading bays where there are gaps in between bollards and these will be used if available, but many deliveries are done through illegal parking. Delivery consolidation is not possible for most of the businesses due to the nature of the deliveries.

Waste Collection

The days and number of collections vary from site to site, but most are serviced from the front of their premises and do not have any issues to report but the current scheme does make this more difficult as there are no designated collection points for most businesses.

Customers

Most businesses who responded think their customers use a mix of transport methods to get to the businesses including driving.

Parking

Most think the demand for disabled parking is high due to proximity to the hospital. There is a need for additional parking as Trenchard Street Car Park can get busy. During the pandemic, hospital staff were given free access to the car park.

Cycling

There is a need for additional cycle parking particularly on Perry road where parking was taken out previously and have not been replaced.

Walking

Apart from pavement being a trip hazard there are no other issues identified.

Public transport

Generally ok, there was noted lack of University bus stopping in the area.

Any other comments

These comments focussed on the current scheme and the removal of parking and marked loading for businesses. There was also a focus on removal of the turning on St Michaels hill which cuts off some costumers and seen to increase traffic.

Summary of Businesses responses

- Additional loading bays at 3 identified location between Park road and Perry Road
- Additional disabled parking in area
- Need for short stay parking for shoppers
- Lack of availability of parking in Trenchard Street Car Park
- Pavements trip hazard in some areas
- Reinstate cycle parking on Perry Road (parking was removed from outside Zero Degrees)
- Instal timed loading bays (since these will need to be placed on breaks of cycle lane)
- Enforced short stay parking on side streets (Woodland Road and Lower Park Lane)
- Include more disabled parking on the floor of Trenchard Street Car Park that exits onto Park Row
- Create timed short stay parking on a floor in Trenchard Street Car Park so shoppers can use a number of the businesses say visitors on stay 30 minutes

5.4 Getting Bristol Moving map

This an online interactive map that was created when COVID19 social distancing measures were brought in back in March 2020. The aim was to provide a platform for people to comment on where they would like to see improvements to walking and cycling infrastructure across the city. It was promoted via a press release and social media posts citywide during the first lockdown. It is a digital tool and anyone without online access can request a paper copy of a form where they can add their comments which can be posted back in and uploaded for them.

Below is table showing the types of comments that have been collected over the last six months on the active travel map set up during the pandemic. This map allows people to leave suggestions of any changes to transport network they felt might improve their local area. 35 comments were posted in total.

Comments focussed on three main areas, cycle lane, pedestrian crossing, and traffic lights.


Location	Cycle Lane comments	Likes
Park Row up closer to park street	Excellent idea having protected bike lane to encourage cycling and improve cyclist safety. Resurfacing needed as condition of the temporary cycle lane is dangerous and drivers become aggressive when using the safer surfaces of the road (car lane)	1
Park Row up closer to park street	Road is horrendous for potholes - very dangerous for people cycling, terrible for bikes too. Temporary cycle lane is nice idea but channels you into this dangerous stretch. Cycling further out can lead to conflict with drivers who don't understand	2
Park Row by woodland road	Narrow cycle lane runs adjacent to narrow parking - cyclists who use lane are at high risk of getting car-doored. Cyclists who cycle a safe distance from parked cars risk increased aggression from drivers who do not realise danger	19

Park Row section after Woodland Road	Too many parked cars, cars pressure cyclist to the side, no cycle lane	34
Park Row (but comment is on full section)	Need for a segregated cycle track St James Barton to Triangle	29
St Michaels hill Junction	Congestion longer journey times (especially for key nhs workers like me). 99% of the time i have seen them not used whilst stuck in traffic. Congestion is bad outside of rush hour now. We've all dealt with enough without increased commutes etc	2
Upper Maudlin opposite the hospital	This part of Upper Maudlin St badly needs a protected cycle lane, its a stiff incline and difficult to ride in amongst cars.	10
Upper Maudlin Street outside BRI closer to lower Maudlin street	The road outsider the hospital is very dangerous for riding. 2 lanes for traffic, why?? Allocate a lane to segregated bike lane please	30
Location	Pedestrian crossing	Likes
Perry Road	Pedestrians do not go down to St Michaels hill junction but cross in Perry Road traffic at the natural sightline between the church steps and steps to Colston St	3
St Michael's Hill Junction	Pedestrians using the crossing over St Michael's Hill are unable to socially distance because of the width of the pavements, the large number of users (hospital patients, hospital staff, students etc) and the length of the cycle for the crossing	3
St Michael's Hill Junction	This junction is dangerous for everyone - pedestrians get frustrated and don't wait. Cars are coming downhill and often unaware of all the options. There is no pavement at all on the side ascending the hill just at the junction.	1
Outside of hospital	Perhaps the slowest pedestrian crossing in Bristol? Infuriating to cross	21
Colston Road Junction with Upper maudlin	Scary to cross as a pedestrian - there's no proper crossing and the shallow angle encourages cars to swing across pedestrians quickly and without warning.	37
Crossing outside Hospital	Crossing causes public to be squeezed into the centre with difficulty to keep 2 metres apart	8

	Pedestrian crossing gives too much priority to traffic, meaning crowds collect on the crossing and the tiny pedestrian island. Many of them patients and hospital staff, so more likely to be contagious. Fix the timings or make it a zebra	38
pedestrian crossing corner of Maudlin and upper Maudlin	It can take ages for the lights to change. In winter there can be two dozen people standing in the rain. It signals very clearly where pedestrians are in the road pecking order, including hospital visitors and people with young children.	5
Location	Traffic	Likes
St Michaels Hill Junction	Traffic that uses the turn from Perry Rd onto St Michael's Hill will use the much narrower, steeper rat run of Montague Hill S and Marlborough Hill instead.	3
Upper Maudlin	Traffic noise and pollution is severe INSIDE the children's hospital	7
Upper Maudlin	Cars, motorbikes, and heavy lorries frequently travelling at twice the speed limit.	7

6. Appendices

6.1 Survey




Park Row, Perry Road, Upper Maudlin Street and Colston Street

Have your say

Businesses, residents and anyone who works, travels through or enjoys the Park Row, Upper Maudlin Street, Marlborough Street and Colston Street area are being asked to make suggestions on how to make walking and cycling easier and how to improve the general street environment.

During the summer, the council responded to the COVID-19 crisis by providing more space for walking and cycling on community roads to support social distancing. This included using barriers to temporarily widen pavements and provide protected bike lanes on routes such as Park Row, Upper Maudlin Street and Marlborough Street. We have been flexible with our approach and we have been listening to suggestions from local people for improvements to support streets and help people get around safely, both during the pandemic and in the long-term.



TRANSLATIONS

If English is not your first language and you need a translation, we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं।

KURDISH

Heke Îngilîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibinin.

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾ ਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn alkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karraa.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

The council is now looking to strengthen the temporary changes made during the summer. As a result, we are now looking for suggestions on how we can improve and build on the changes to maximise the community's enjoyment of these areas, making it easier to walk and cycle whilst ensuring access and services for local businesses, residents and organisations.

Bike lanes protected from traffic by temporary bollards have been in place on Park Row, Upper Maudlin Street and Marlborough Street for several months. The project also involved changes to the junction between Perry Road and St Michael's Hill, which stopped traffic turning left onto St Michael's Hill from Perry Road and the right turn out of St Michael's Hill onto Perry Road.

The aim of the scheme is to:

- Improve walking and cycling journeys by providing more space
- Improving efficiency of traffic light junctions for all road users
- Create more liveable neighbourhoods with less congestion and pollution
- Increase opportunities for sustainable travel to the key destinations such as the hospitals
- Support local businesses to stay and thrive in the area with increased footfall

We are keen to hear local views on how the temporary changes have been working and how we can improve them. Our aim is to ensure any change to the street environment benefits the community as a whole.

Below is a survey asking you what you like about the area and what you might like to see improved in the future. We are also planning to make further changes to the existing temporary scheme based on engagement undertaken over the summer months with local traders and residents. These include:

- Further marked loading areas for businesses on Perry Road and Park Row
- Extending the scheme with a new protected bike lane on Colston Street. This will be northbound only, where there is currently a marked cycle lane indicated by road markings

- Improve two pedestrian crossings. The first outside of the BRI hospital on Upper Maudlin Street and the second at the junction with St Michael's Hill with Upper Maudlin Street.

Your suggestions will help us design improvements to the Park Row, Perry Road and Upper Maudlin Street area that work for everyone. We are carrying out separate engagement with residents and businesses on Lower Church Lane to develop plans to prevent this road being used as a rat run following the changes at the St Michael's Hill junction. There will be public consultation before any changes are made permanent.

Please give us your feedback by 24 January 2021 and return the survey in the freepost envelope. We can also email you a copy of the survey.

If you have a comment, question or you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text please contact us:

- **Email:** transport.engagement@bristol.gov.uk
- **Phone:** 0117 903 6449 and leave a message on the answerphone.
- **Write to:** Park Row, Transport Engagement Team, PO BOX 3399, 100 Temple Street, Bristol, BS1 9NE.

Survey Questions

1) Which of the following best describes you? (tick all that apply)

- I am a local resident
 I am a local business owner
 I work in the local area
 I am a regular visitor to the local area

Other (please specify):

2) What is your full postcode?

3) How far do you live from Park Row, Perry Road, Upper Maudlin and Colston Street?

- Up to 1 mile
 1-2 miles
 3-5 miles
 5+ miles
 I live outside of Bristol

4) How do you travel to or through Park Row, Perry Road, Upper Maudlin and Colston Street? (tick all that apply)

- I walk
 I use a bicycle
 I use a scooter
 I catch the bus
 I catch the train
 I use a taxi
 I use a motorcycle
 I drive a car / van
 I am a car passenger

Other (please specify):

5) How often do you visit / use Park Row, Perry Road, Upper Maudlin and Colston Street area?

- Daily
 3 to 4 times a week
 1 to 2 times a week
 Fortnightly
 Monthly
 A few times a year
 Rarely

6) What are the key things that you like about the street environment on Park Row, Perry Road, Upper Maudlin and Colston Street? (tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Local high street economy | <input type="checkbox"/> Traffic flow e.g. not very congested |
| <input type="checkbox"/> Access to the Hospital | <input type="checkbox"/> Available cycle parking on widened pavements |
| <input type="checkbox"/> Personality and character of the streets | <input type="checkbox"/> Available space for walking |
| <input type="checkbox"/> Places for meeting friends and family | <input type="checkbox"/> Available safe space for cycling |
| <input type="checkbox"/> A clean and green shopping environment (i.e. cleaner air and more greenery than other shopping areas) | <input type="checkbox"/> Available car parking |
| | <input type="checkbox"/> Other (please specify): |

7) Thinking about your current experiences of the street environment along Park Row, Perry Road, Upper Maudlin and Colston Street, how much of a problem do you think the following things are:

	A serious problem	A moderate problem	A minor problem	Not at all a problem	Don't know/no opinion
The road is unpleasant to walk along	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is too much pollution / poor air quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are no places to sit and rest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The road feels unsafe to cycle on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is not enough cycle parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The street does not feel safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The street is busy with traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The traffic speeds are too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access for disabled people is poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have to wait too long at pedestrian crossings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is not enough disabled parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is not enough general car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is too much congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The protected cycle route stops on Marlborough Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

There is too much through traffic on Lower Church Lane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is no protected cycle lane outside the Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not enough marked loading bays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8) Please tell us what your priorities would be for improving Park Row, Perry Road, Upper Maudlin and Colston Street: (tick all that apply)

	Essential	High priority	Medium priority	Low priority	Not a priority
Better lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People feel more safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved road surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have cleaner air	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easier to cross the road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have wider pavements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved access to community spaces / places of worship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Be a nicer / safer place to walk and cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More cycle priority at traffic lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More places to stop and rest e.g. seating areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced traffic noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better loading / unloading facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better car parking facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have enough shade and shelter e.g. increased greenery, planters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 9) The current scheme, which was implemented during the summer, includes protected bike lanes using temporary bollards on Park Row, Perry Road and Upper Maudlin Street and changes to the junction between Perry Road and St Michael's Hill. The changes to the junction stopped the left turn onto St Michael's Hill from Perry Road and the right turn out of St Michael's Hill onto Perry Road. How do you think the current scheme could be improved?

- 10) Some specific suggestions for improvements have already been made, which include the addition of a protected northbound cycle lane on Colston Street as shown on the plan. This would involve installing temporary bollards to protect people cycling uphill. Some of the parking spaces may be removed in order to provide a continuous route. Do you have any other comments or suggestions on the addition of a protected cycle lane northbound on Colston Street?



- 11) A further suggestion was to improve the pedestrian crossings on Upper Maudlin Street outside of the BRI and the crossing at the St Michael's Hill junction with Perry Road by reducing the amount of time people have to wait to cross the road.

- Very high importance
 High importance
 Medium importance
 Low importance
 Not important at all

- 12) Do you have any other comments or suggestions that could help improve the Park Row, Upper Maudlin Street, Marlborough Street and Colston Street area?

About You

We would like to receive feedback from people with as wide a variety of views and needs as possible. It would be very helpful if you could complete the following 'About You' questions. This will help ensure that no-one is discriminated against unlawfully. All questions are optional. You do not have to answer any of them if you prefer not to.

Information provided will be treated in the strictest confidence and in accordance with the General Data Protection Regulation (GDPR). Personal and sensitive information will be used solely for the purpose of equalities monitoring to ensure that everyone is treated fairly.

Our privacy policy, which explains how we will process your personal information, how long we will retain it and your rights as a data subject are available on request.

Please answer the following questions by ticking the boxes you feel best describe you.

13) What is your age?

- 0-10 11-15 16-17 18-24 25-34 35-44
 45-54 55-64 65-74 75-84 85+ Prefer not to say

14) Do you consider yourself to be a disabled person?

- Yes No Prefer not to say

15) What is your sex?

- Female Male Prefer not to say
 Other (please specify):

16) Have you gone through any part of a gender assignment process or do you intend to?

- Yes No Prefer not to say

17) What is your ethnic group (please tick one box only)

- White British White Irish
 White Other Asian / Asian British
 Black / African / Caribbean / Black British Mixed / Multi ethnic group
 Gypsy / Roma / Irish Traveller Prefer not to say
 Any other ethnic background (please specify):

18) What is your sexual orientation?

- Bisexual Gay man Gay woman / lesbian
 Heterosexual / straight Prefer not to say
 Other (please specify):

19) What is your religion / faith?

- No religion Buddhist Christian
 Hindu Jewish Muslim
 Pagan Sikh Prefer not to say
 Other (please specify):

20) Are you pregnant or have you given birth in the last 26 weeks?

- Yes No Prefer not to say

21) Are you a refugee or asylum seeker?

- Yes No Prefer not to say

If you would like to receive updates and more information about this project, please give your email or postal address below:

Information you provide will be treated confidentially and in accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR) (EU) 2016/679. Your contact details will be used solely for the purpose of keeping you informed about the outcome of this engagement and future transport consultations if you have ticked the box to request this. Our privacy policy explains what we do with your personal information, how long we keep it and your right to withdraw your consent at any time you choose.

- I would like to receive updates and more information about this project and I consent to my contact details being used for this purpose as defined in Bristol City Council's privacy policy.



6.2 Business Operational Survey



Business Operational Survey

–Park Row businesses

Name of business	
Name of owner/ manager	
Address of business	
No. of employees	
How do you and your employees travel to the business?	
Operational times eg 8am to 8pm	
Operational weekdays eg Mon to Sat	
Deliveries	
How many deliveries do you get a week?	
What types of vehicle are used for the deliveries?	
How are goods brought into the shop/ business?	
Do you have access to any loading bays? And how frequently are they used? If not, where do you do most of the loading/unloading?	
Waste Collections	

How frequent is your waste collection eg weekly and on what day?	
Where is the waste collected from eg front / back of premises?	
Do you have any issues with your refuse collection?	
Customers and Clients	
How do most of your customers travel to your premise?	
If they drive, where do they park?	
Parking	
What do you think the demand for disabled parking is?	
Is there a high turnover of parking outside of the premise?	
Cycling	
What do you think about cycle parking facilities?	
What do you think about cycle infrastructure on the road?	
Walking	
What do you think about the pavements? Any improvement?	
Public Transport	
Are there any and if so what would you improve?	

Any other comments

Please return this survey using the contact details below.

If you have any queries relating to this survey or you would like this information in another format such as a different language, Braille, audio tape, large print, easy English, BSL video or CD Rom or plain text please contact us:

Email: Transport.engagement@bristol.gov.uk and reference the title of your street in the subject box

Write to: Transport Engagement Team, PO Box 3399, 100 Temple Street, Bristol, BS1 9NE

Phone: 0117 9036449 and leave a message on the answerphone

Translations

If English is not your first language and you need a translation, we can get one for you.

<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Bengali</div> <p>ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।</p>	<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Polish</div> <p>Jeżeli ulotka ta wymaga dodatkowego wyjaśnienia, prosimy o skontaktowanie się z najbliższym biurem odpowiedniego regionu.</p>
<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Chinese</div> <p>如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。</p>	<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Portuguese</div> <p>Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.</p>
<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Gujarati</div> <p>જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરણી જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.</p>	<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Punjabi</div> <p>ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਕਾਈਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।</p>
<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Hindi</div> <p>यदि आंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुबाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।</p>	<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Somali</div> <p>Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay fujumaad, anagoo kuu samayn kama.</p>
<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Kurdish</div> <p>Heke inglîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heya, em dikarin yekî ji we re bibînin.</p>	<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Urdu</div> <p>اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے ترجمہ کر سکتے ہیں۔</p>
<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Kosovan</div> <p>Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.</p>	<div style="background-color: #f0f0f0; text-align: center; padding: 2px;">Vietnamese</div> <p>Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.</p>

Appendix 6.3 - Bristol Walking Alliance submission

Comments by Bristol Walking Alliance on Active Travel Fund site improvements

Bristol Walking Alliance (BWA) supports the improvements being proposed to high streets, but urges they must be seen as more than temporary interventions.

We welcome the proposed changes to local high streets and neighbourhood roads using Active Travel Fund grants.

Improvements for walking

The changes should be designed to make those places more welcoming, safe, convenient and inclusive for those on foot.

We believe it is very important that local neighbourhoods should be tested against the [Indicators for Healthy Streets](#), including: having clean air, feeling safe and not being too noisy.

To do this we believe it should be a priority to: remove through-traffic and congestion; widen pavements; and provide places to cross the road, to stop and rest, and for shade and shelter.

In general, we encourage the use of filtered permeability rather than one-way streets for controlling traffic. Also, we prefer full closure to timed closure of through routes to avoid doubt about whether traffic will be present. However, in order to gather local support, the plans must go further than simply stopping traffic: there must also be improvements in the public realm.

Community engagement

We support the intention for greater community consultation and involvement in these schemes, in the expectation that their success will depend largely on how the doubts of a few people are sensitively addressed.

We understand the current round of measures will be implemented initially in a temporary fashion, so that their effects can be assessed.

We have the following concerns.

1) The problems of the first round of Emergency Active Travel Fund high street interventions may be repeated. For instance:

- Temporary barriers were seen as inconvenient and unsightly and sometimes moved by local detractors.
- Tables and chairs were encouraged outside without leaving adequate passage for accessibility. Even temporary measures must be fully navigable by those with disabilities. The council's engagement needs to include engagement with individual businesses that want to spill out on to the street, so that this can be done in a way that meets everyone's needs.

2) If further funding is not forthcoming, the necessary improvements to make the measures permanent will not be possible. When announcing the scheme designs, we urge that it should be clearly stated what will happen temporarily, but also to show how the measures will be made permanent if they prove to be successful. It is important to set expectations in this way.

For example, permanent changes should include removal of unnecessary ramps and kerbs that interrupt pedestrian movement, especially for those using wheelchairs, mobility vehicles or children's buggies. Permanent measures should also include planting of street trees or use of other greenery whenever possible.

3) Whilst the benefits of the changes have been explained clearly in the online engagement, the changes should also be explained in the context of Bristol's wider transport strategy.

Bristol Walking Alliance
17 January 2021

enquiries@bristolwalkingalliance.org.uk

Appendix 6.4 – Bristol Cycling Campaign



Response to consultation - Protected cycle lanes on Park Row, Upper Maudlin Street, Marlborough Street and Colston Street

24th January 2021

Bristol Cycling Campaign strongly supports the provision of protected cycle lanes on the Park Row corridor, between Clifton Triangle and Dighton Street. This corridor connects the city centre and beyond to a number of destinations with extremely high potential for active travel, including the University of Bristol and Bristol Royal Infirmary. Unfortunately, the roads on this corridor present a very hostile environment for cyclists, with intermittent, narrow cycle lanes and unprotected uphill sections.

We are pleased that Bristol City Council chose to implement temporary lanes here on a low-cost basis under the Emergency Active Travel Fund. This has the effect of reserving the necessary road space for cycling by removing parking and some motor vehicle lanes. However, we have some major concerns about the technical quality of the current implementation, which have made the lanes of limited appeal to anyone who was not already brave enough to travel along that corridor.

Our concerns are as follows:

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Continuity

There are a number of gaps in the lanes which leave the rider exposed to traffic. These are:

- Marlborough Street westbound past the old BRI building
- Outside the BRI - bypasses should be provided here on both sides, behind bus stops, parking and drop off areas.
- Upper Maudlin Street westbound between the junction with Colston St and the junction with St Michael's Hill. This is a very intimidating section as there is a steep gradient so cyclists are likely to be going slowly after setting off from the lights. Last summer we provided specific suggestions to Council Officers as to how space can be made available for the westbound protected cycle lane to remain continuous at this point.
- Park Row near the exit from Trenchard St car park and the junction with Woodland Road.

Continuous safe routes are of huge importance to produce modal shift to cycling. The safety of any cycling journey is characterised by the most unsafe section, and the current provision here has many sections where safety is compromised in favour of motor traffic capacity.

Infrastructure standard

- The road surface quality is very poor along this stretch, particularly in the sections reserved for the cycle lanes. The wands make it difficult to deviate around problematic areas. If resurfaced, the protected section should need limited maintenance in the future as it will not have heavy motor vehicles damaging it.
- The wands were appropriate when they were fitted as a "quick fix" solution, but they are prone to damage and vandalism. Often when they are removed they end up blocking the lane itself. As they do not have any kerb/stand element they do not inspire much confidence that you are protected from vehicles. Permanent wands, combined with kerbs where space permits, are a long term solution and need less maintenance.
- The road markings are confusing for cyclists and drivers alike, with the previous markings not removed well. There are areas of red surfacing still present from the previous cycle lanes, leaving cyclists unsure where they are meant to be.
- Ultimately, the design should be compliant with Cycle Design Standards LTN 1/20, which it currently is not.

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Parking

The discontinuous nature of the lanes means they are very often blocked by parking, either at the entrances/exits to sections or even in intermediate locations where drivers have removed the wands themselves. Whilst we recognise that local homes and businesses need to receive deliveries, this could be achieved with better loading bay provision on side roads or in the main carriageway during off peak hours. Often, parked vehicles also partially block the main carriageway anyway so motor vehicles have to give way to oncoming traffic. As well as infrastructure solutions, consistent and continuous enforcement is needed, which should be enabled by implementing relevant parking restrictions by regulation order.

We support the provision of protection for the cycle lanes leading up Colston St towards the Park Row corridor. This provides an alternative route to Park Street with a lower gradient, and forms part of NCN4. We ask that the council also consider how to better accommodate movement in the opposite direction, i.e. heading from Woodland Road down towards Colston St. The current infrastructure does not provide an easy/safe way to make this right turn.

As always, we are happy to work with officers to provide suggestions and comments on designs before implementation to drive up quality. Many of the comments in this public response are drawn from a more detailed private response sent to officers on 25th August 2020, following a joint "tour" of the infrastructure with the BCyC infrastructure team and council officers.

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