

Bristol City Council

# Bedminster Green Consultation Report

Bedminster Green - Transport Improvements



## Contents

<b>1. Consultation Summary</b> .....	<b>2</b>
Headline Summary .....	2
Consultation Methodology .....	2
Stakeholders .....	3
Secondary Data .....	4
Getting Bristol Moving Map .....	4
<b>2. Context: Bedminster Green</b> .....	<b>6</b>
Transport Improvements .....	7
Benefits and Aims .....	7
Constraints .....	8
Rationale for Change.....	8
Funding .....	8
<b>3. Consultation Objectives</b> .....	<b>9</b>
Consultation Tools .....	10
Press Release .....	11
Social Media .....	11
Advertisement One .....	12
Advertisement Two.....	12
Commentary .....	13
Newspaper Articles .....	13
Survey Content.....	14
<b>4. Survey Results</b> .....	<b>16</b>
Transport Improvements .....	17
Feedback on Dalby Avenue/Malago Road (A38) .....	17
Feedback on Whitehouse Lane to A38 .....	24
Windmill Hill Options .....	31
Qualitative Feedback: Transport Improvements .....	41
About You .....	53
<b>5. Virtual Briefings</b> .....	<b>61</b>
<b>6. Next Steps</b> .....	Error! Bookmark not defined.

# 1. Consultation Summary

This report has been written by Bristol City Council (BCC) to provide an overview of the public consultation process and feedback from the public consultation on proposed transport improvements as part of the regeneration of Bedminster Green. The public consultation also sought public feedback on the proposed river restoration works; the analysis of which is covered in a separate report.

The aim of this report is to set out the approach used to capture the views of the local community and to communicate the key findings from the feedback. These findings will then seek to inform the final designs for transport improvements across Bedminster Green.

The structure of this report starts with providing a headline summary of the results and then focuses on highlighting the methods used to engage with the public and key stakeholders. The main results from the survey are then illustrated alongside a snapshot of the qualitative feedback from local stakeholders.

## Headline Summary

Public consultation on proposed transport improvements and river restoration works was undertaken between the 21 January 2021 and the 4 March 2021, a period of six weeks.

This sought to build on the feedback generated through an early consultation in February 2020 to improve travel through and within the area<sup>1</sup>. The consultation asked for public feedback on the preliminary designs for transport improvements and river restoration works in Bedminster Green.

From the survey:

- 388 responses were received by individuals and organisations through a single survey,
- 242 local businesses were contacted about the proposals and
- 11 individual briefings were held with 15 key stakeholders and stakeholder groups during the consultation period.

## Consultation Methodology

The consultation was taking place during the COVID-19 pandemic and there were certain restrictions that applied to the way that the public was engaged. As this was during the third lockdown period that began at the start of 2021 the face to face engagement had to be suspended. This limited the scale and breadth of the approaches that could be used in order to avoid physical contact; with a heavier reliance placed on communicating and raising awareness of the consultation via methods such as virtual meetings, phone appointments, emails and social media.

The mixture of consultation methods included:

- The development of an online survey (with compatible word reader software) available via Bristol Citizen Space, which is the council's 'hub' for consultation. This was heavily

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<sup>1</sup> Please see <https://bristol.citizenspace.com/development-of-place/bedminster-green-community-engagement/> for the results of the February 2020 consultation.

signposted throughout the consultation with physical 'hard copy' surveys also released on request.

- Comprehensive email distribution across local resident and businesses by the Engagement team within a 1km radius of Bedminster Green. This was followed up by phone conversations and further email correspondence (if required).
- 5500 postcards were sent out to people within a 10-minute walk of Bedminster Green to make them aware of the consultation.
- Promotion of the public consultation via social media channels; ranging from BCC through to individual groups and residents (through requests to cascade/share posts during the consultation period). This included promoted advertising via Facebook.
- The offer of virtual briefings, via Zoom, with key identified stakeholders to enable them to find out about more about the proposals, pose questions and provide feedback. We held 11 individual discussions with 15 stakeholders and stakeholder groups in total.

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](mailto:transport.engagement@bristol.gov.uk), by phone 0117 9036449 or by writing to Bedminster Green, Transport Engagement Team, PO BOX 3399, 100 Temple Street, Bristol, BS1 9NE.

## Stakeholders

The following stakeholders were contacted early in the process:

- **Local Businesses;** email distribution and phone call follow up
- **Local Interest Groups;** ranging from Bedminster Business Improvement Groups (BID) to Windmill Hill and Malago Community Planning Group (WHAM)
- **Local Transport Providers;** particularly the rail industry, such as Great Western Railway (GWR) and Severnside Community Rail Partnership to Bristol Community Transport.
- **Local Councillors;** those representing the constituencies of Southville and Windmill Hill as well as the Cabinet Member for Spatial Planning & Design

A Communication Toolkit was developed before consultation activities commenced which consisted of detailed information on the proposed changes to Bedminster Green. This was with the view to fully equipping stakeholders with the relevant information and to also encourage them to cascade this through to other contacts within their communities and networks. A dedicated **webpage** was also created to help promote the proposals and to provide further details on the regeneration proposals across Bedminster Green.

The team also consulted in detail with city wide institutions and organisations with expertise and interest in specific proposal elements, namely:

- Bristol Cycle Campaign: Offered technical advice and feedback on local connectivity and design features to be incorporated into detailed design.
- Bristol Walking Alliance: Vocal on the illustration of key active travel routes and connections to key local trip attractors, including access to Bedminster Station.
- Bristol Civic Society: Communicated the virtues of linking schemes and efforts to improve the quality of the public realm and other neighbouring schemes.

The consultation approach was designed to cover all communication channels and offered a personalised approach that was valued by stakeholders.

### **Background Data**

Contact and support from internal teams and departments was necessary to collect key data, information and insights on road traffic safety data and traffic modelling. This was with a view to informing discussions and following up requests for information by stakeholders.

### **Bedminster Green - Early Consultation February 2020 results**

As previously indicated, this public consultation and design proposals followed on from previous consultations about travel and river restoration works in February/March 2020. The feedback from this consultation heavily informed the design and included strong support for efforts to reduce air pollution, provide better cycling routes, and improve bus services. More specifically, those who agreed or strongly agreed with the themes were as follows:

- Reduced air pollution: 89%
- Less traffic noise: 65%
- Better road safety: 80%
- Better bus services: 76%
- Better cycling routes: 70%
- Support for northbound one-way along Whitehouse Lane: 47%
- Support for southbound one-way along Whitehouse Lane: 24%
- Support for closure of road along Whitehouse Lane: 29%

### **Other Evidence Sources**

This was complemented by a range of previous consultation activities, reports, and studies, mostly available within the public domain, that helped inform the details of the design and used to help sense check proposals. These can be found in a separate appendix.

### **Getting Bristol Moving Map**

The consultation process also reflected on pre-existing feedback documented via the Getting Bristol Moving Map which is an online interactive map created when COVID-19 social distancing measures were introduced in March 2020. The aim is to provide a platform where the public can raise concerns and comment on where they would like to see improvements made across the city for walking and cycling. 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 uploaded for them. There were not as many comments for the area relative to other parts of the city. You can view the content online at <https://bristol.citizenspace.com/management-of-place/bristol-covid-19-transport-request-form/>

The key themes (and likes) from the analysis of the map were as follows:

- One comment in relation to making improvements along Dalby Avenue and Malago Road between Sheene Road and Bedminster Parade, which referred to the excessive speeds in a 20mph area around the point of the proposed bus gate location. This was liked 7 times.

- Comments were generally clustered around the junction of Windmill Hill & the access point to Bedminster Station. These reflected concerns about crossing points (15 likes) and sightlines (12 likes) for people cycling across Hereford Street.
- Aspirations to close access under the rail bridge for vehicles (12 likes) contrasted with concerns this would have on residents and local movements from taking this approach (3 Likes).
- A proposal for a Residential Parking Zone (RPZ) to help mitigate the impact of parking displacement received (13 likes), with a comment also highlighting the need to widen pavements on Windmill Hill (the road).
- Concerns were flagged about the current spatial constraints for pedestrians walking along Whitehouse Lane and being forced to walk on the road (x2). Collectively, these received 7 likes.

## 2. Context: Bedminster Green

Bedminster Green is an opportunity to create a thriving new urban community, with new homes, better transport connections and enhanced public spaces. It forms part of the plans to future proof the city for a growing population and climate change.

Bedminster Green is the area surrounded by the local service centre and high street of East Street and the distinctive terraced residential neighbourhood of Windmill Hill. It is characterised by a mix of low density commercial units and brownfield sites located along a major arterial route, the A38 (Malago Road & Dalby Avenue) and a parallel route via Hereford Street and Whitehouse Lane (with links to Clarke Street, Windmill Hill and Phillip Street).

The green is maintained as an open public space between Bedminster Station to the east, which is accessed underneath a railway bridge from Windmill Hill and the A38 Dalby Avenue/Malago Road. The River Malago runs through development plots (1 & 3) and in a culvert under the green with the Malago Road running along the course of a historic watercourse.

Below is a map showing the Bedminster Green framework area which has been described above:

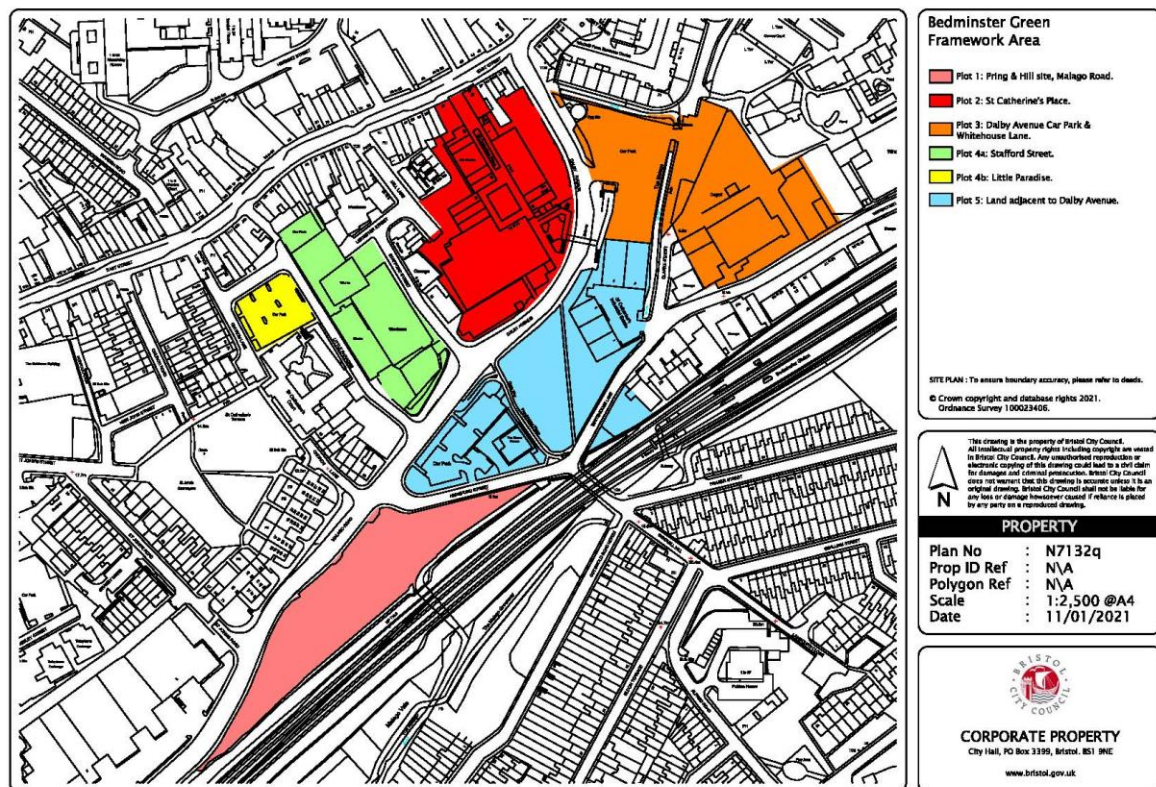


Figure 1 Bedminster Green Framework Area

The whole area is strategically placed to accommodate proposals for approximately 3,500 new inhabitants through forthcoming regeneration proposals. These are spread across five individual development plots. Proposed transport improvements and river restoration works will also coincide with a new District Heating Network (DHN), a new Multi Storey Car Park (MSCP), public realm improvements and other interdependent components.

The proposals follow the vision of the Malago Green Community Planning Brief and Bedminster Green Framework which both outline aspirations to improve the river as it flows through the regeneration area and for improving public transport, connectivity, and safety. The emergence of the East Street vision and a masterplan to rejuvenate the high street, has placed further emphasis on pulling together disparate parts of the local area and creating a cohesive, complementary scheme.

### **Transport Improvements**

The Bedminster Green regeneration provides a significant opportunity to create an environment that supports walking, cycling and public transport opportunities and more efficient car journeys through this part of the city. The proposals also aim to create a more attractive place for people to spend time, whether as a local resident or a visitor to the area.

Bedminster Green benefits from being close to an existing railway station; the A38 and existing bus routes and East Street, a local shopping area within a comfortable walking and cycling distance of the city centre and residential neighbourhoods. However, the quality of existing infrastructure is poor and does little to encourage safe cycling and walking, whilst buses become delayed by congestion.

BCC has been working with developers to ensure that any major growth occurs alongside improvements to public transport, walking and cycling whilst avoiding overspill parking to the detriment of the local community. The council has produced designs for viable transport improvements which could be undertaken in the area and has sought the public's feedback.

### **Objectives and Aims**

Major new development in this area should be accompanied by improved infrastructure to allow better public transport and active travel, ensuring that the area is well suited to accommodate the level of development proposed.

- **Wellbeing** – The provision of improved, public transport, walking and cycling infrastructure increases the level of active travel, with resultant benefits to health, air quality and congestion.
- **Connectivity** – Improvements to passenger experience through the provision of modern bus stops with raised kerbs, shelters, seating, lighting, and real-time information increases the use of public transport. Improvements to the station will complement additional rail services that will be provided by the MetroWest project (Portishead – Bristol line) and seek to improve accessibility for all users. High quality cycle infrastructure will connect to existing strategic routes, linking the community to key destinations such as Victoria Park, Temple Meads, and the City centre.
- **Reduced Car Reliance** – If residents and workers of new developments in this area have high quality infrastructure to travel to their destinations by rail, bus, bike or foot, their reliance on private car use will be reduced. Where there is no alternative, BCC is securing the provision

of six Electric (EV) Car Club Vehicles which could serve the development. Research has shown that the inclusion of car clubs reduces the number of cars owned per household.

- **Avoidance of overspill parking** - consideration will be given to a scheme of parking restriction measures which would be consulted on locally.

### **Constraints**

There are several existing constraints and challenges in this area which are useful to share:

- A38 – the road alignment is well-established and utility services under the road include electricity, water, gas, and communications.
- Whitehouse Lane – Whitehouse Lane is narrow for much of its length and pavement parking is common and large vehicles are unable to pass one another without mounting the pavements.
- Rail infrastructure – the railway embankment can be a barrier to movement and there is no access to the railway station from the north.

### **Rationale for Change**

BCC is improving the River area and Transport network as part of the wider Bedminster Green Framework. The vision sits within a wider aspiration for high quality streets and spaces across the city.

- To create a better place to live, work and support sustainable travel
- To improve key pedestrian and cycle corridors through the area
- To reduce traffic and improve air quality in the area/city.

### **Funding**

The proposed transport improvements and river restoration works is being funded through the Community Infrastructure Levy (CIL) to the sum of approximately £6 million after being agreed by cabinet on the 5<sup>th</sup> March 2019. Other developer contributions being negotiated, namely s106 funding and commitments via s278 works, are being agreed individually as each development proposal goes through the planning process and seeks permission. Evidence collected and collated in the initial consultation was used to inform the decision.

Financial support is also being explored as part of a 'stitching' exercise to link together proposals for Bedminster Green and aspirations for improving Bedminster Station with the rail industry. Preliminary discussions with Great Western Railway (GWR) and Severnside Community Rail Partnership (SCRIP) are beginning to morph into more substantial schemes that enhance local access and ambience. Crucially, this would later involve building on dialogues with local campaign groups and residents to shape designs in response to recorded aspirations to empower communities.

### 3. Consultation Objectives

The main aim of the consultation exercise and public consultation of the proposals was to generate feedback from a representative cross section of the local resident and business community, as well as visitors, on the latest designs for the transport improvements and river restoration works. This is with a view to informing the final design.

The consultation exercise sought to:

- **Present** the next iteration of proposals for the area to gauge whether the design elements and overarching principles were positively received, especially considering the changes to travel patterns and preferences from COVID-19.
- **Highlight** key headline themes and to communicate the rationale behind design decisions to businesses and residents; with a view to be challenged and questioned on the detail. This will help with informing next steps detailed design changes.
- **Seek** advice and expertise on subject matters based on conversations with stakeholders. This is a useful exercise to help fill knowledge gaps, including the benefits and detrimental components of the proposals on residents and businesses.
- **Demonstrate** the commitment by BCC to be bold in prioritising sustainable travel whilst fostering a collaborative, consensual approach towards the process of design and implementation (including how to get others involved)

The key messages and narrative of the proposals evolved in response to questions raised by stakeholders. This included paying greater attention to concerns and opportunities outside the regeneration area, namely across Windmill Hill and the connecting 'lanes' joining East Street and the A38 Dalby Avenue/Malago Road. However, the core, overarching messages the engagement team sought to convey were as follows:

- The public consultation is focused on proposed transport improvements and river restoration works and that separate consultations will be taking place regarding proposals for individual development plots through the planning application process. Further contact will also be made in due course on proposals for parking management in and around Windmill Hill later this year.
- The proposals aim to support movement through and within Bedminster Green and to accommodate future growth of car free developments, which will rely on an excellent and reliable active travel and public transport network. New housing towards the south of Bristol will also rely on this provision to minimise car-based movements on the network.
- The Bedminster framework, which was developed in 2015 to help steer the vision for the area, was used as the basis for the proposals and have attempted to closely follow the design principles; with some variances influenced by subsequent detailed feasibility studies, namely a secondary access point to Bedminster station.

## Consultation Tools

The scope for consultation was constrained by lockdown measures and was mainly confined to producing digital material that could clearly set the scene for the proposals and communicate the design designs and benefits of the transport improvements and river restoration works. A survey, as in many cases, was decided upon as the most familiar and rewarding method for collating the views of the community. This would be supported by other consultation methods.

The survey featured on the main page of the Bedminster Green Transport Improvements and River Restoration page of the Bristol Citizen Space site. A short amount of text was included on the webpage to focus efforts on clicking the link through to the survey. Several hard copy surveys were also printed and distributed on a request basis by a member of the team with a freepost envelope and a copy of the consultation material. The online survey ran from the 21 January to the 4 March 2021 with additional time granted for receiving back hard copy surveys (16 March).

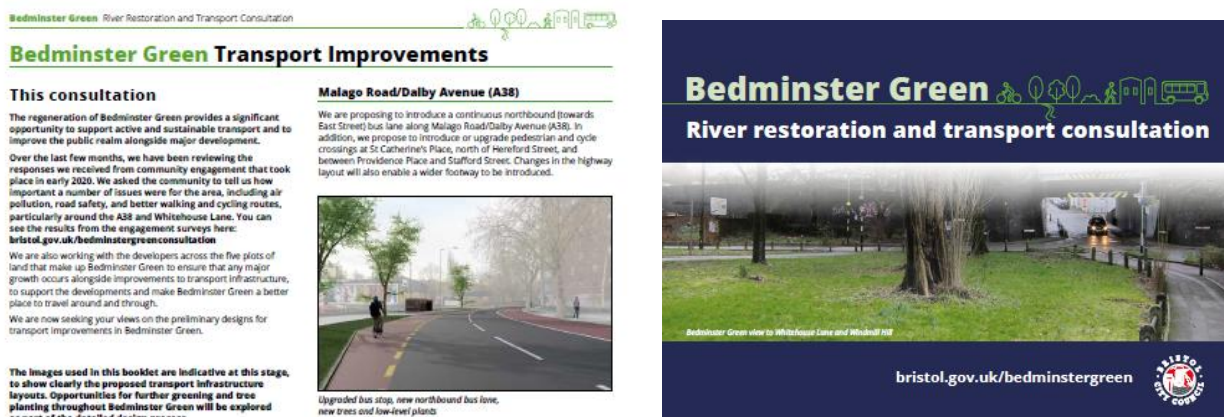


Figure 2 Engagement Brochure & Content

With face to face engagements being suspended, this limited the chance to undertake personal roadshows and organised walkabouts with residents, businesses, and visitors. A roadshow would have provided the public with the opportunity to speak face to face with the project team to ask questions and receive information directly on the proposals whilst organised walkabouts, typically booked in advance, would have provided further opportunity to raise questions and queries whilst moving through different parts of the regeneration area.

Due to the circumstances, the team developed an approach to build awareness amongst the local community by:

- Posting surveys to local properties (upon request) to raise awareness of the survey
- 5500 postcards were sent out to people within a 10-minute walk of Bedminster Green to make them aware of the consultation.
- Offering virtual briefings and personal email and phone call-backs to interested parties
- Launching survey promotion via social media advertising on Facebook and Instagram
- Requesting awareness building to be cascaded through key stakeholder contacts

A particular effective technique involved the transport engagement team forwarding questions and queries from interested members of the public to the project team for follow up conversations. The

public could get in touch directly with anybody who had a comment or required a survey in a different format (including the option of translation into twelve other languages) by reaching out to the transport engagement team on [transport.engagement@bristol.gov.uk](mailto:transport.engagement@bristol.gov.uk) or calling 0117 9036449. Alternatively, people could write to:

Bedminster Green, Transport Engagement Team, PO BOX 3399, 100 Temple Street, Bristol. BS1 9NE.

### **Less Heard Communities**

Historically, younger populations, individuals from ethnic minority backgrounds and those living in more deprived neighbourhoods, tend to be underrepresented in public consultations. During the COVID-19 pandemic, there is also a divide between those with digital literacy and internet connectivity. Recognising this challenge, 5500 postcards were posted to residents within a 10-minute walking catchment of the area to reach out to those who prefer traditional forms of communication.

Pre pandemic, postal surveys and targeted door to door knocking, in addition to 'walkabouts' and street surveys would have all been conducted to help boost responses rates across the local area and to engage with the aforementioned 'hard to reach' groups. Due to lockdown, The Council was unable to deliver these activities so instead focused on how to 'cascade' messaging and awareness of the consultation through known stakeholders and their raft of communication channels. Those with deep connections to others within their respective neighbourhoods could help share the message.

The decision was taken not to develop a series of posters for display across the local area as this would not have been cost effective at a time when the message from central government was to 'stay home'.

### **Press Release**

A press release was launched on the opening day of the public consultation (21 January) via the BCC Newsroom to help raise awareness internally amongst colleagues and departments as well as from cross promoting via social media channels. The article can be found here:

<https://news.bristol.gov.uk/news/local-residents-asked-for-views-on-transport-improvements-and-river-restoration-plans-in-bedminster>

### **Social Media**

To boost response rates and extend audience reach, social media posts were made on Facebook and Instagram. The reach of these posts was further enhanced by allocating a paid advertising budget to these posts, targeted at people. The post can be viewed via the link below;

<https://www.facebook.com/355894874443918/posts/4066468343386534>.

## Advertisement One

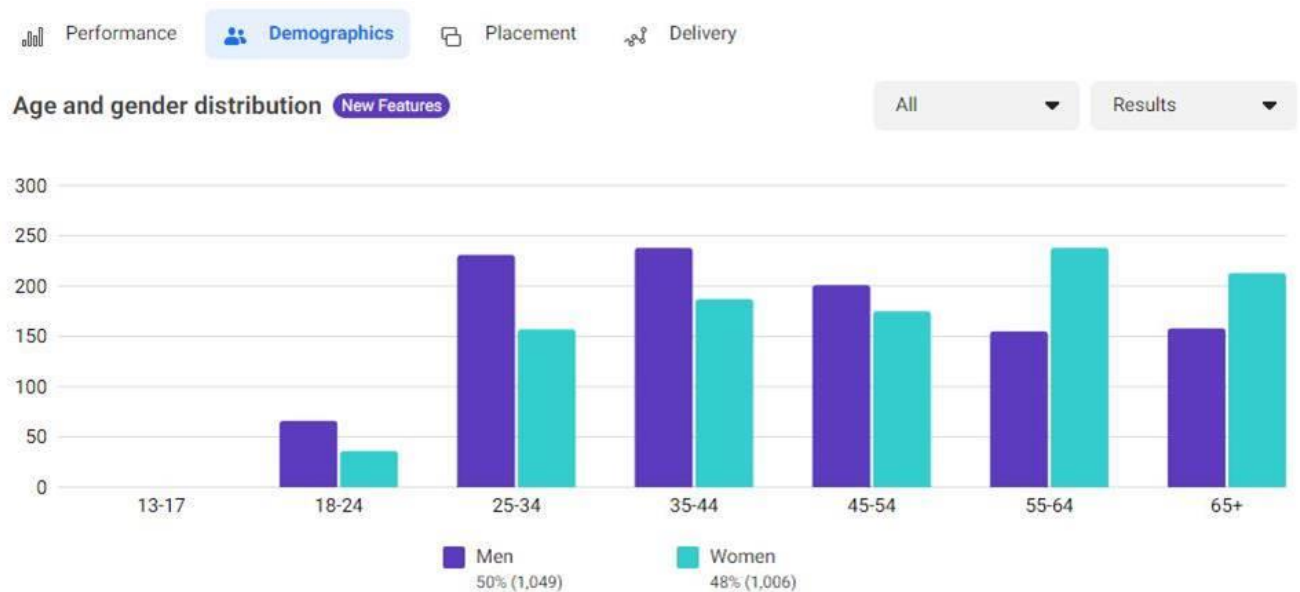


Figure 3: Social Media (Facebook) Post (Advertisement One)

This was targeted at those that lived within a 1km radius of the Bedminster Green development plots to truly cover all bases and build awareness amongst those most likely to benefit from the proposals. This achieved

- 2090 link clicks (those selecting to view the materials)
- 24328 reach (the number of individual people who saw the advertisement)
- 71438 impressions (the number of times the advertisement was shown/displayed)

The click feedback illustrated that 18-24s were underrepresented in the engagement but that the spread of clicks across other age groups (male & women) was consistent across the board. More men tended to engage across all the younger age categories whilst more women were engaged across the 55-64 and 65+ groups. Overall, men represented 50% of clicks (1,049) with women making up 48% (1,006).

## Advertisement Two

This was targeted at those who lived slightly further afield but within a relevant catchment area of Bedminster Green, extending further into Bedminster. This achieved:

- 743 link clicks (those selecting to view the materials)
- 14894 reach (the number of people who saw the advertisement)
- 44250 impressions (the number of times the advertisement was shown/displayed)

Whilst there was less engagement with the post, the demographic distribution of clicks was relatively even although 18-24s were slightly underrepresented. The 25-35 age group responded most to the advertisement with around 200 clicks. Men represented 46% of clicks (345) per click with women making up 53% (391). The results may reflect the areas demographic profile or the preferred social media channel for certain age groups.

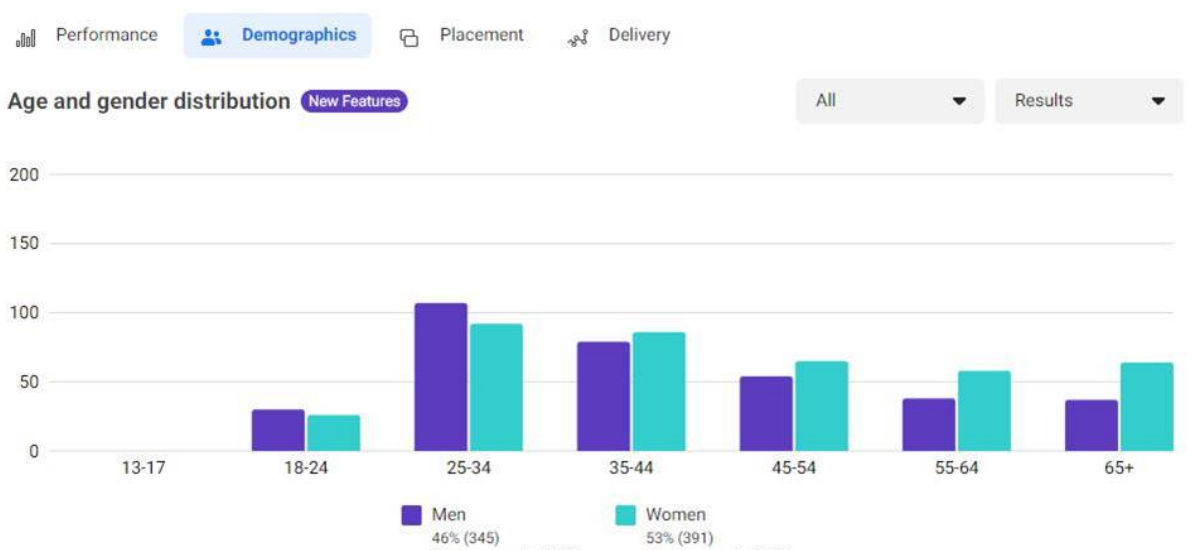


Figure 4: Social Media (Facebook) Post (Advertisement Two)

### Commentary

The post was delivered through the Bristol City Council Facebook page and amassed a total of 72 comments, 163 impressions whilst being shared 32 times. The impressions were overwhelmingly positive; 147 likes, 10 loves, 5 angry and 1 laughing. However, the feedback via the comments section, focused almost exclusively on development and planning concerns rather than transport related proposals. The key takeaway themes were as follows:

- Generally, there is a real desire to retain environmental features and rewilding areas were warmly received, however, people could not reconcile this with the type, scale and massing of the proposed developments in the area.
- Concerns about development proposals to build over green spaces and tarmacking open spaces came up frequently in the comments with many accusations of felling trees and reducing foliage receiving many impressions (31 in one case).
- Desire to see a greater proportion of affordable housing in the area as opposed to student accommodation. This received many impressions. Similarly, the loss of community (sense of) and dilution of the location population with students received 22 impressions.
- Sense that the proposals were a waste of money and public opinions were not accounted for or really mattered. Comments of this nature received 12 impressions (average). On a positive note, a comment to install public toilets was warmly received (12 likes).

### Newspaper Articles

The Council drafted a press release and sent this to local media outlets. The Council made a request to The Bristol Post / Bristol Live (Reach PLC) to create an article based on the proposals, in order to raise awareness of the transport proposals and the river restoration project. An analysis of comments through the secondary data channels was undertaken via:

- **Bristol Post:** 24 January - Transport changes in South Bristol could include one-way system and new cycle lanes - <https://www.bristolpost.co.uk/news/bristol-news/transport-changes-south-bristol-could-4918402>. This received 53 comments which can be summarised as:
  - Concerns about the approach to ‘consultation’ and whether people’s views mattered in the face of pre-made decision making (and the presentation of preferred options but not ‘no option’). These comments received the most ‘likes’.
  - Concerns raised about business livelihoods by introducing a one-way system (provoked perhaps through the title of the article),
  - Whilst there was not a push back against cycle provision being installed per se, there was a feeling that ‘cyclists’ wouldn’t use the infrastructure. Some scepticism about the quality of bus services longer term and whether pavement parking would stop.

## Survey Content

A survey was produced for circulation and distributed to all audiences. This simplified the consultation process as one survey capturing the views of residents, businesses, and visitors (including those who work in the area). The survey format separated the information and questions on the river restoration and the transport improvements for ease of reading. Cross reference was repeatedly made to the partnership work with developers of the five plots of land.

Emphasis was also placed on developing visuals and imagery to help illustrate the aspirations of the proposals and ‘greening’ of the area. It was stressed that feedback on the individual development plots could be submitted through the Planning Application portal. A fly through video was also created for visualising the proposals for the river restoration elements to capture the imagination of the reader (see River Restoration report).

The survey format, for the transport improvements section, was as follows:

- Transport Improvements
  - The opening section set out positive and constructive headline design elements across the whole scheme; including widening the highway (in parts) to incorporate in a northbound bus lane, upgrading cycle and walking infrastructure (linking with pre-existing networks) with segregated provision and improved pavement widths, and creating loading bays.
  - Subsequent sections broke down the proposals into the two transport corridors: the A38 (Dalby Avenue & Malago Road) and Hereford Street/Whitehouse Lane. Respondents would be asked questions on their level of agreement with several statements about the proposals, such as improving cycle comfort and safety or reducing through traffic (“rat running”). This was much shorter format than for river restoration.
  - The last section moved onto the design options for Windmill Hill which required respondents to select a preferred design option for the two presented. A third option allowed no preference/neither option to be selected.
    - Benefits and disadvantages were provided for each option alongside a simple bullet list of the exact design elements included restricting Windmill Hill completely to vehicle traffic (emergency vehicles only) or enabling one way access into the neighbourhood from Hereford Street.

- Further commentary was added to provide transparency on design feasibility for further options alongside discussions about changes to access in and around Windmill Hill and Bedminster Station. **These factors were frequently raised during individual briefings with local groups.**
- The subsequent questions that followed sought to tease out preferences for changing traffic flows/directions within Windmill Hill alongside how proposed changes in the area may influence individual travel behaviour in the future.
- About You
  - This section sought to gather baseline data on respondents completing the survey. All these questions were optional with reference made to BCC General Data Protection Act (GDPR) for ensuring the information provided would be used solely for the purpose of equalities monitoring. Respondents could also access our Privacy Policy. Responses to questions could be later filtered:
    - Relationship to Bedminster Green (i.e. visitor, resident etc.)
    - Travel dynamics within Bedminster Green
    - Information of Protected Characteristics (i.e age, sexuality, disability etc)

## 4. Survey Results

A total of **388 completed responses** to the survey have been captured using the online Smart Survey platform over the consultation period. This comprised of:

- 388 online responses
- 0 hard copy responses (two hard copies were requested, but these were not returned)

Figure 5 below shows the distribution of responses to the survey on a map. The map shows the overwhelming number of responses were close to the project area either side of the A38 and near Whitehouse Lane, with many responses coming from within the Windmill Hill area of the city. The survey collected postcodes only, so the dot sizes show the number of responses per postcode.

The following pages attempt to apply a commentary to the analysis of the survey feedback for each question under the transport improvements sections. The analysis is not exhaustive and aims to capture the key themes and most relevant feedback that can be used to inform next steps for detailed design and lessons learnt for the consultation process to aid future efforts. Each question has been analysed and a baseline graph and table baseline provided.

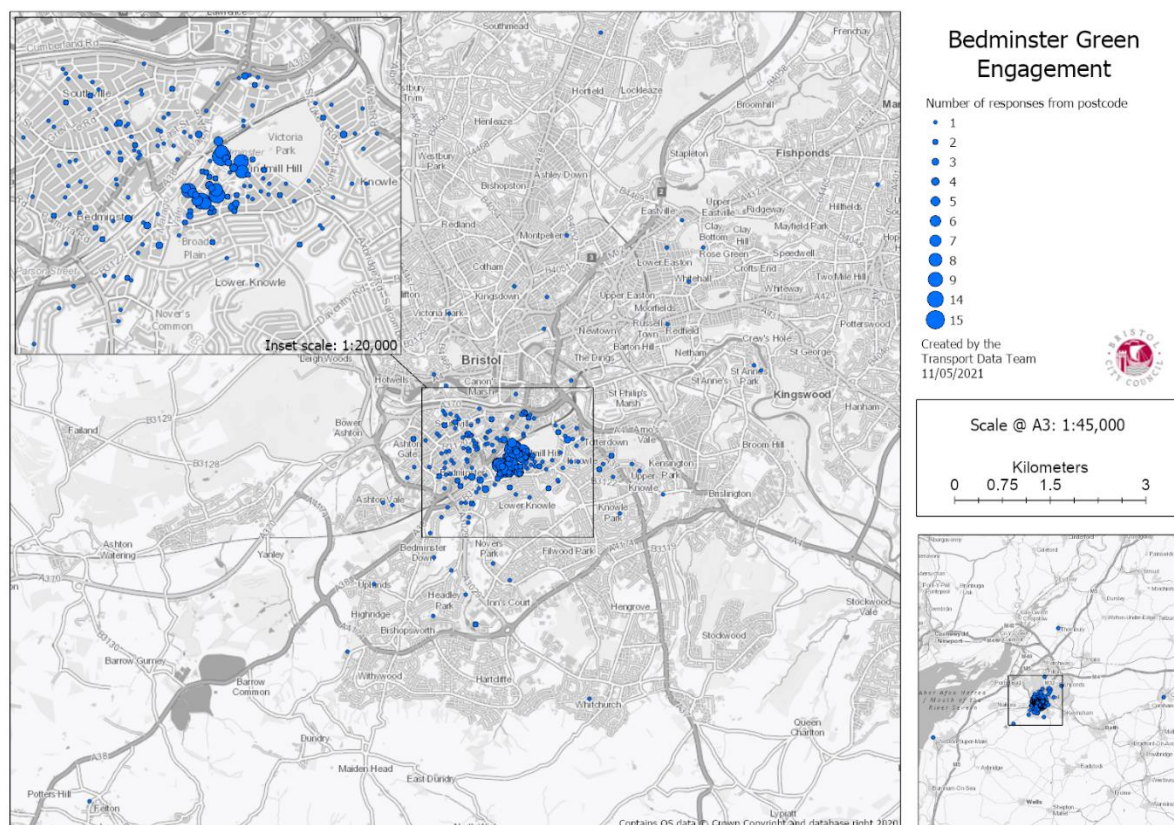
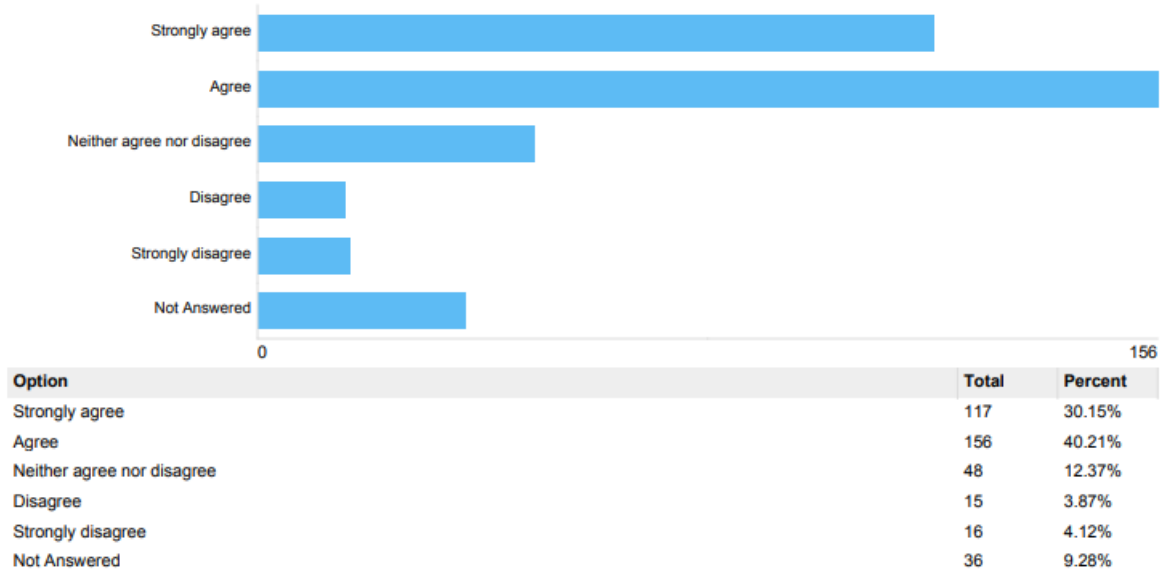


Figure 5 – Map showing number of responses per postcode

## Transport Improvements

### Feedback on Dalby Avenue/Malago Road (A38)

*TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Improve pedestrian comfort and ease to cross*

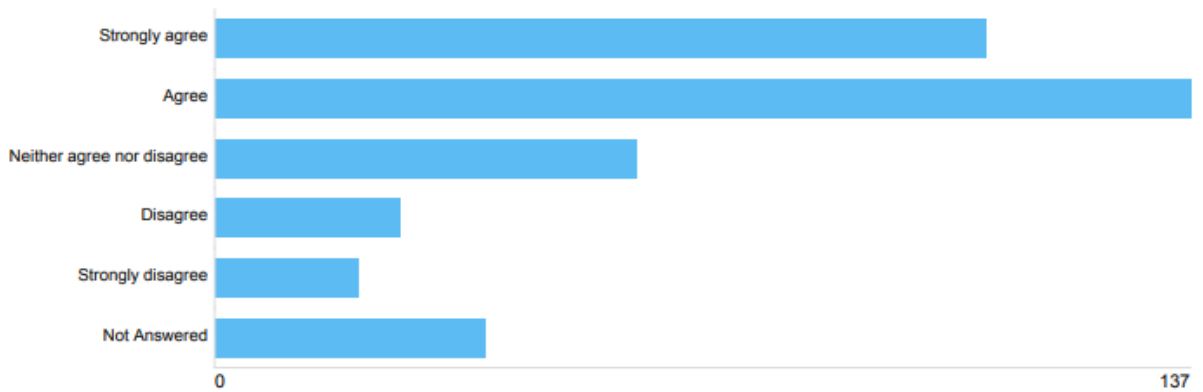


**Figure 6 – A38: Improve pedestrian comfort & ease to cross**

Survey feedback indicates that most respondents agreed or strongly agreed that proposals would improve pedestrian comfort and ease of crossing the Malago Road/Dalby Avenue (A38). Under a tenth objected to this statement. Those that disagreed were mainly local residents, but the vast proportion reacted positively to the proposals.

Furthermore, there was a general consensus across people using all modes of travel, not just confined to active travel users; with only a small number of cyclists and pedestrians and three respondents with a disability (approximately 10% of disabled - 26) feeling the proposals wouldn't improve comfort and ease of crossing. There was no clear distinction between age groups.

**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Improve cycle safety and comfort**

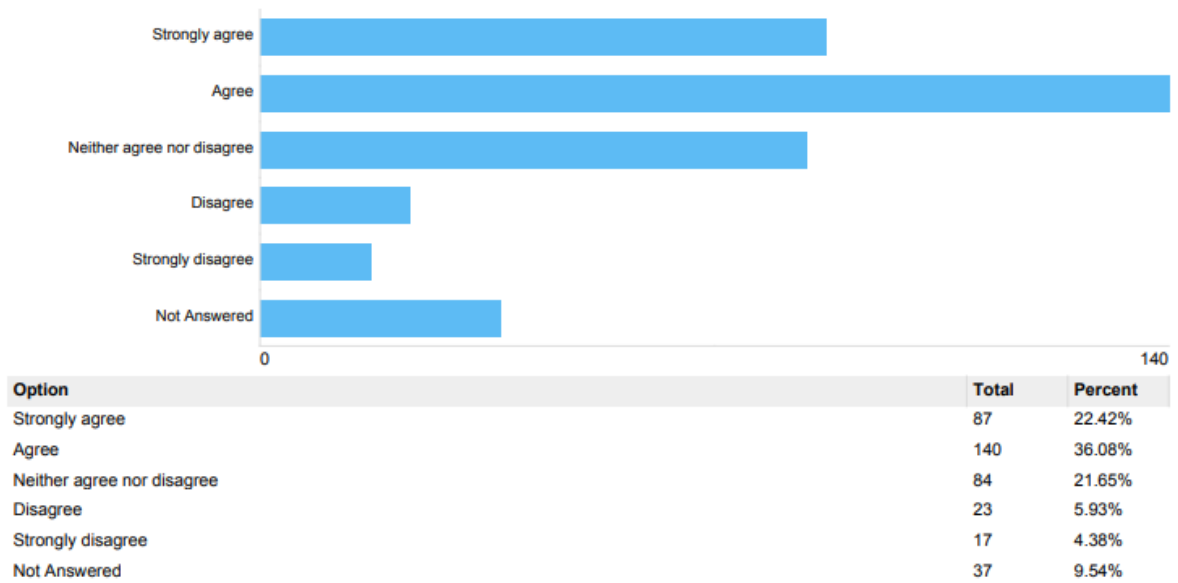


Option	Total	Percent
Strongly agree	108	27.84%
Agree	137	35.31%
Neither agree nor disagree	59	15.21%
Disagree	26	6.70%
Strongly disagree	20	5.15%
Not Answered	38	9.79%

**Figure 7: A38: Improve cycle safety and comfort**

There was similar support for the proposals ability to support cycle safety and comfort along the A38. This totalled to around two thirds of all respondents. This was the view from disabled users and people with different relationships with the area, from residents to business owners. 22 respondents who currently cycle through the area disagreed. They were mainly aged between 35-44-year olds. This may reflect the increased feedback from this age group to the proposals. Nonetheless most respondents, 245 agreed with statement.

**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Improve bus speed, reliability and shelter**

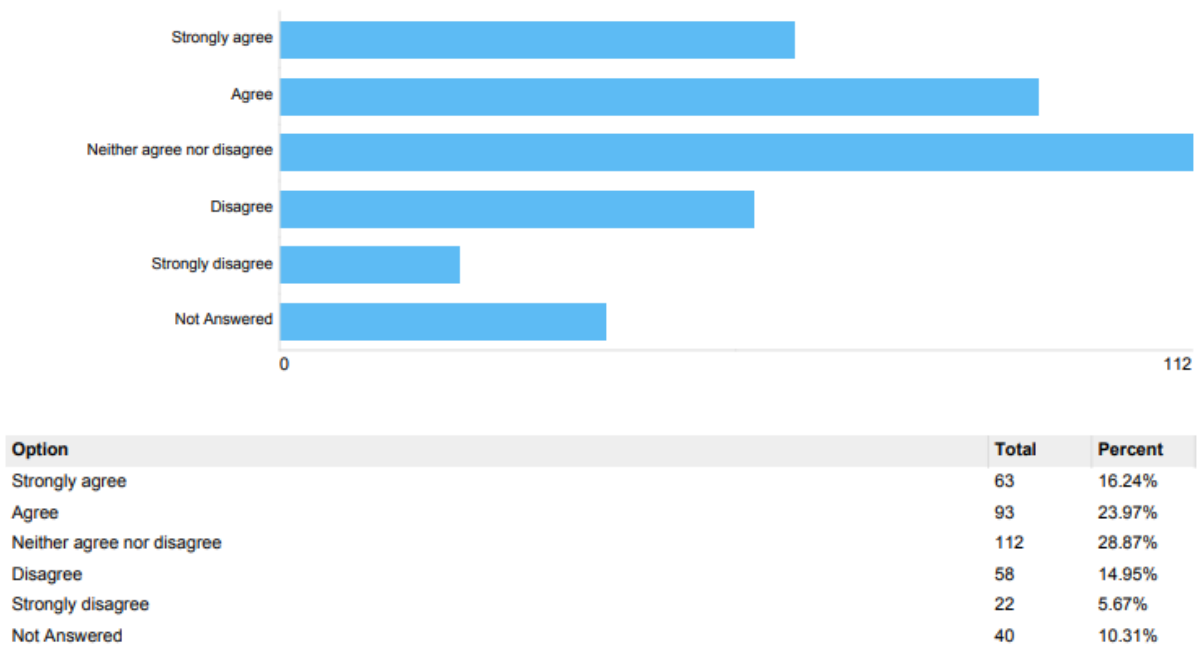


**Figure 8 – A38: Improve bus speed, reliability, and shelter**

Respondents were generally in agreement that the proposals for the A38 would bring improvements to bus speed, reliability, and shelters. In total, over a third did ‘agree’ with this statement and just over a fifth ‘strongly agreed’ that this would be the case.

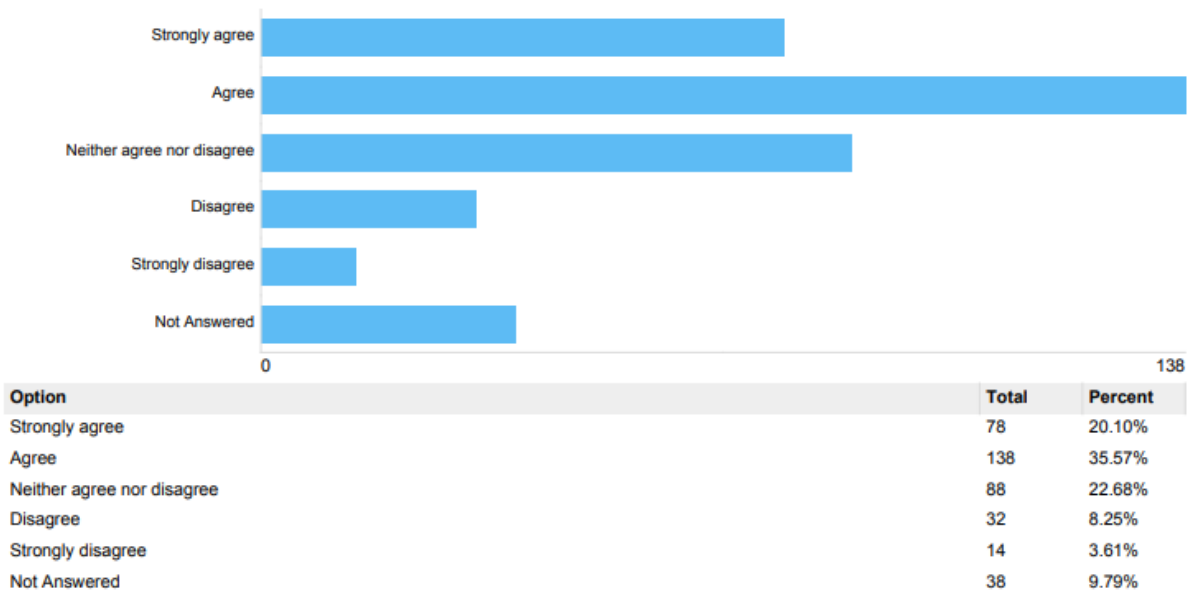
The results from the survey feedback suggest that there are mixed conclusions derived from the proposals on how measures will or can contribute towards cleaner air in Bristol. The largest proportion of respondents (29%) couldn’t decide either way and whilst a significant number did ‘agree’ that the proposals would have a positive effect (24%) or ‘strongly agree’ this would be the case (16%), a sizeable minority were unconvinced.

**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Contribute to clean air**



**Figure 9 – A38: Contribute to clean air**

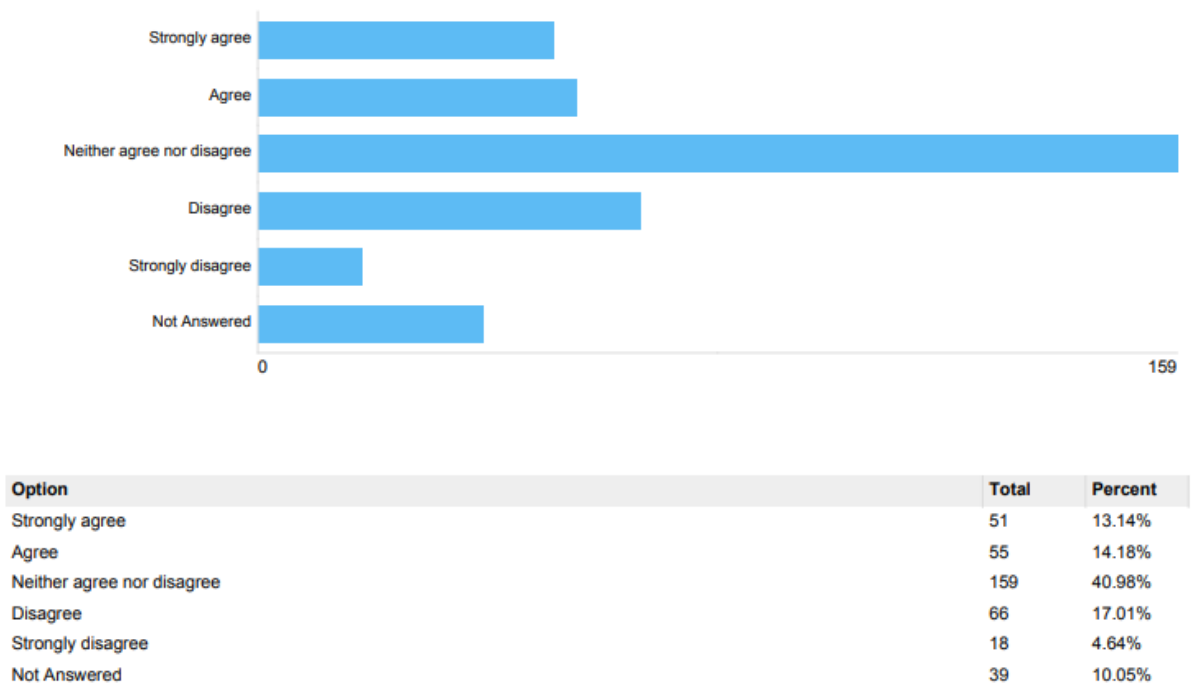
**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Improve safety**



**Figure 10 – A38: Improve safety**

Over 35% ‘agree’ that the proposals improve safety and a fifth ‘strongly agree’ that this would be the case. Fewer than 10% of all respondents disagreed with this statement (to varying extents).

**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Reduce noise pollution**

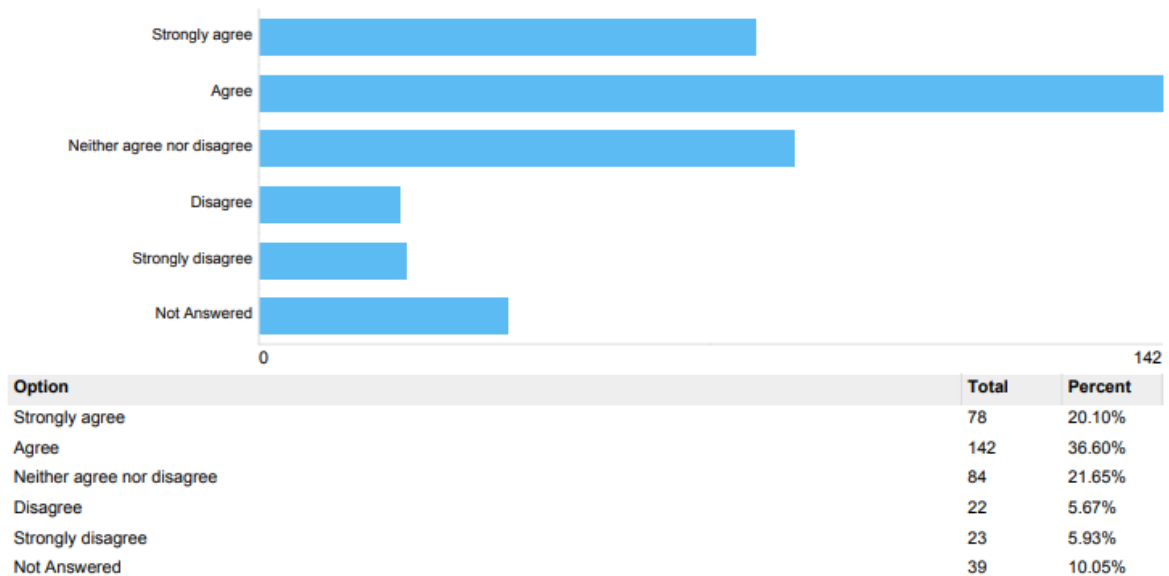


**Figure 11 – A38: Reduce noise pollution**

Feedback from respondents was very mixed reducing noise pollution. Over 40%, were undecided on the impact the proposals would have on noise pollution. A higher number of people (66=17%)

disagreed that the proposals would reduce noise pollution than those individual groups that ‘agreed’ or ‘strongly agreed’.

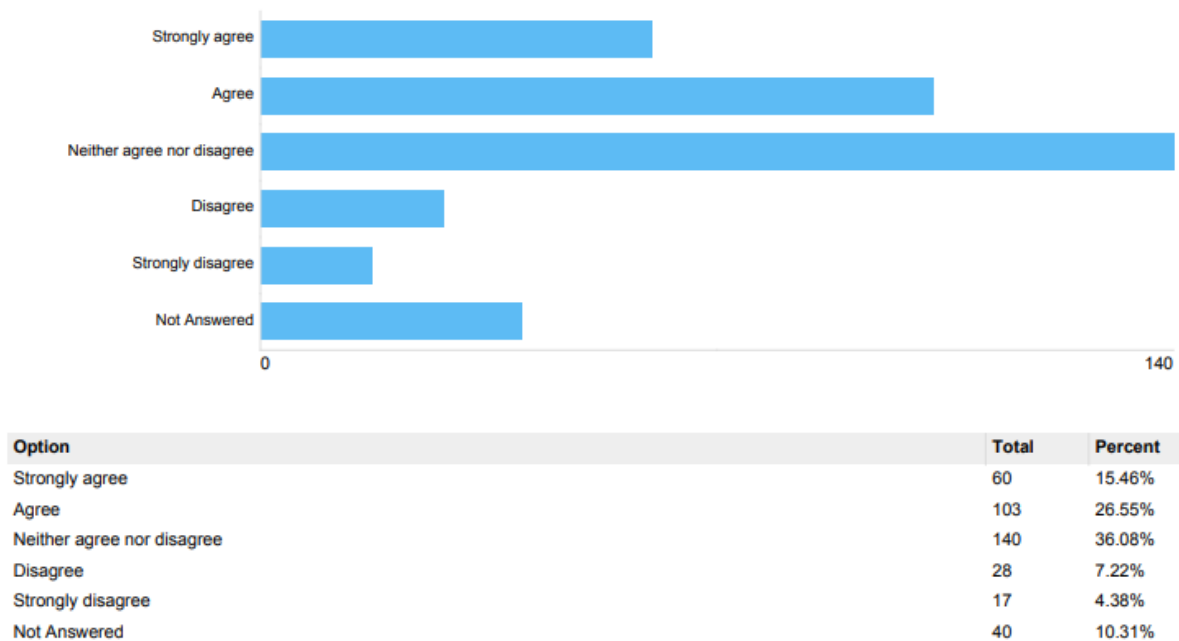
**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Improve the environment and wider public realm**



**Figure 12 – A38: Improve environment & wider public realm**

The majority of respondents ‘agreed’ (36%) or ‘strongly agreed’ (20%) with the statement, that the proposals do (and will) seek to achieve this aim. Fewer than 10% of respondents disagreed in some capacity with this statement; approximately the same who did not answer the question.

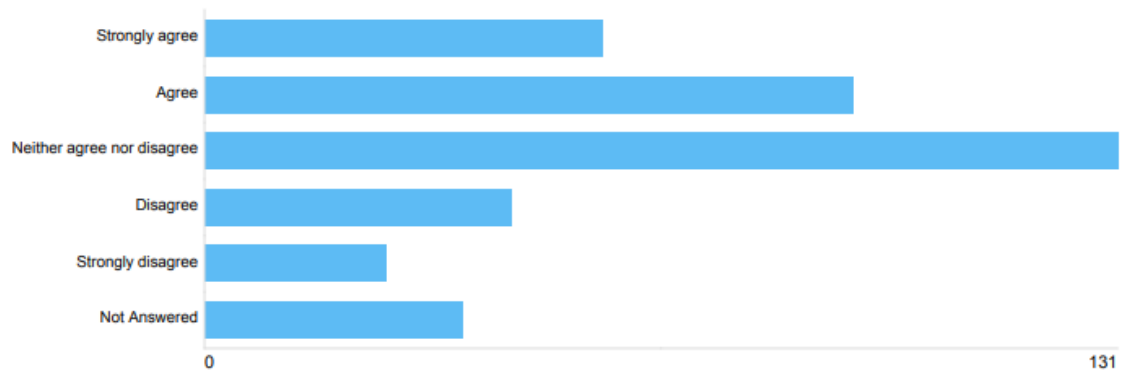
**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Provide opportunities for shade and shelter**



**Figure 13 – A38: Provide opportunities for shade and shelter**

There was a sizeable proportion of respondents (36%) who were undecided on whether the proposals delivered shade and shelter along the A38. However, those that gave a definitive answer were more likely to react positively to the proposals.

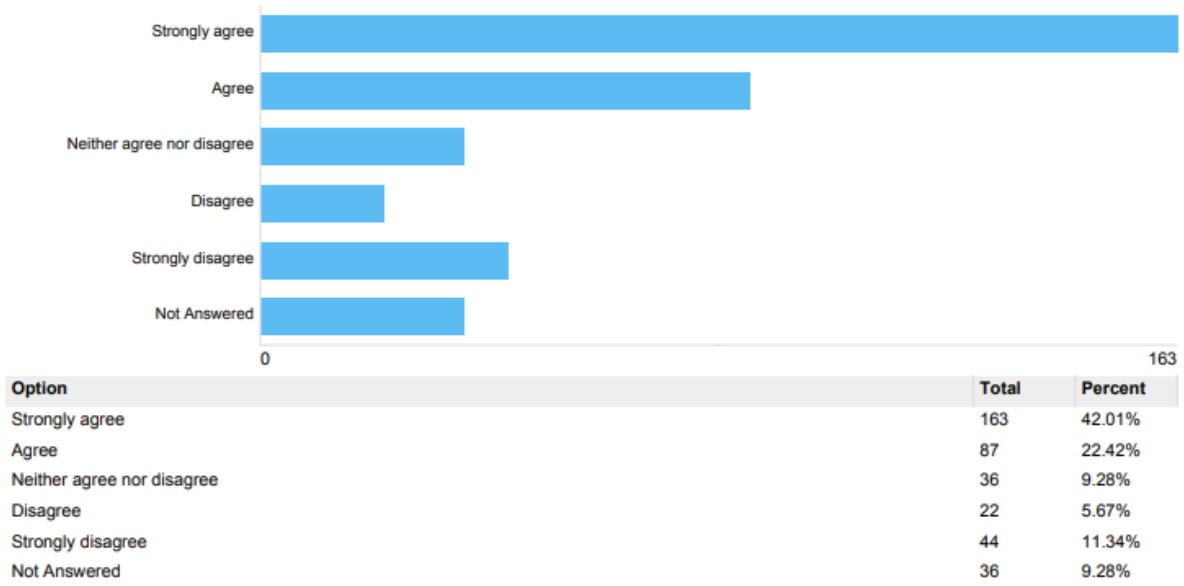
**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - Help support local businesses**



**Figure 14 – A38: Help support local businesses**

Overall, a third of respondents were unsure on how the proposals would support local businesses. However, approximately 38% did either ‘agree’ or ‘strongly agree’ that improvements to bus infrastructure, the pedestrian environment and cycling provision, would have a positive impact supporting local businesses. Those who didn’t answer the question remained around the 10% mark.

**TI Q1 How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) will: - How strongly do you agree with removing parking spaces to provide a protected cycle lane?**

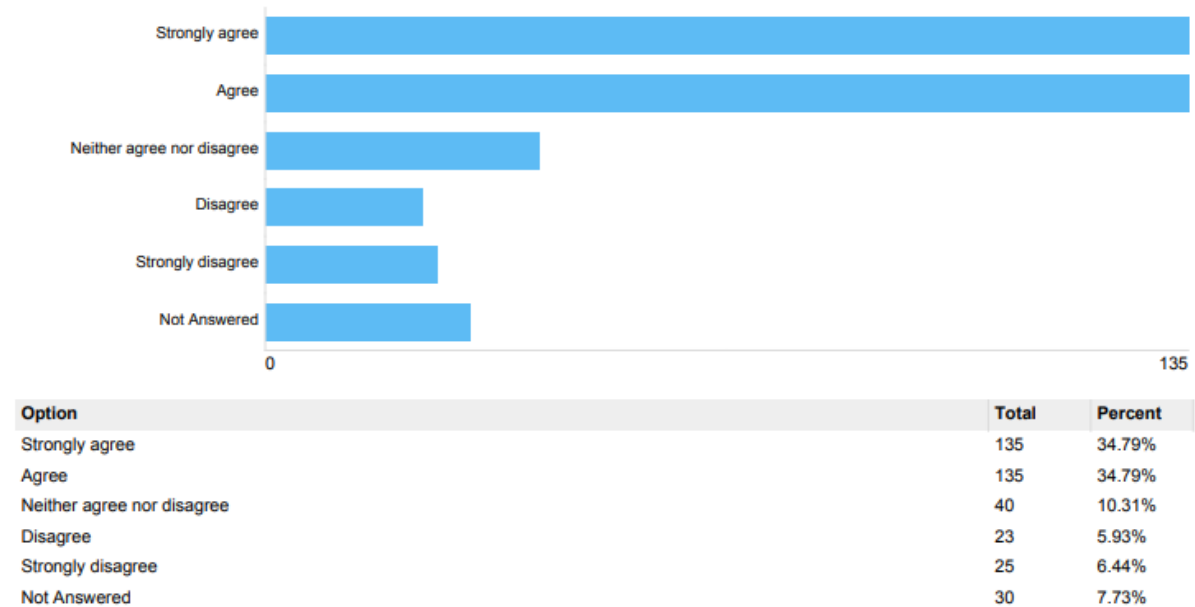


**Figure 15 – A38: How strongly do you agree with removing parking spaces to provide a protected cycle lane?**

Over 64%, two thirds, of respondents, agreed or strongly agreed that this would be a worthwhile approach as part of the proposals. Those strongly opposed were higher in number than those who disagreed but together these contributed towards around 16% of all feedback.

## Feedback on Whitehouse Lane to A38

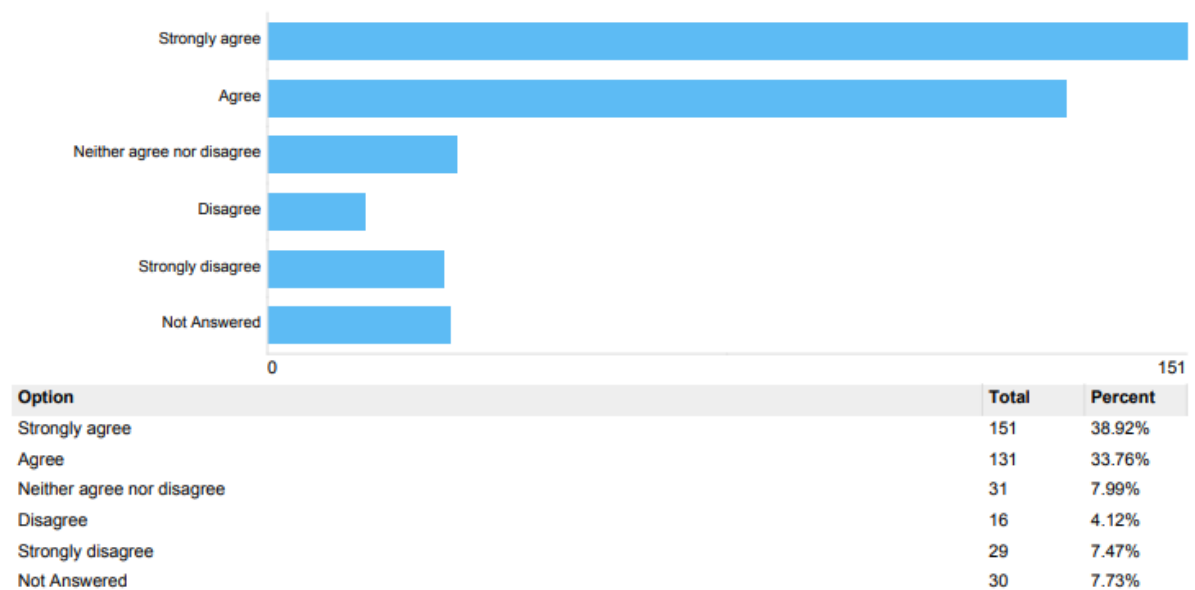
*How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Improve pedestrian comfort and ease to cross*



**Figure 16 – Whitehouse Lane to A38: Improve pedestrian comfort & ease to cross**

The feedback from the public strongly suggested that the proposals for Whitehouse Lane to A38 would have a hugely positive effect on improving pedestrian comfort and ease of comfort for people moving through the area. Only a small fraction disagreed with these sentiments and with 135 respondents each stating they would ‘agree’ or ‘strongly agree’ that this would be the case.

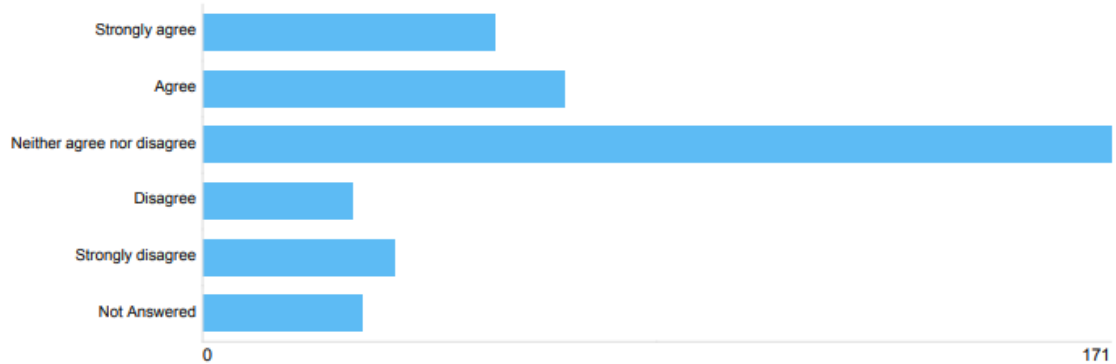
*How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Improve cycle safety and comfort*



**Figure 17 – Whitehouse Lane to A38: Improve cycle safety and comfort**

Like feedback on proposals along the A38, the introduction of features such as segregated provision and enhanced crossing points along Whitehouse Lane, was seen to improve cycle safety and comfort by most respondents. This time over 70% either agree or strongly agree with these sentiments and a smaller proportion disagreed to varying extents. There were fewer respondents who were undecided on the subject matters compared to other questions (less than 10%).

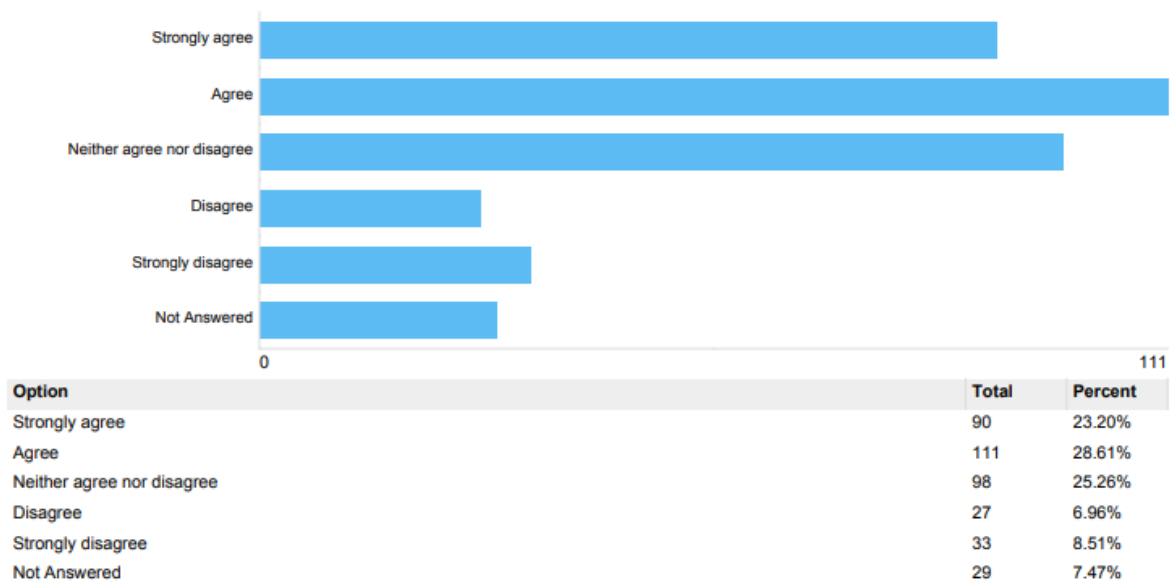
**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Improve bus speed, reliability and shelter**



**Figure 18 - Whitehouse Lane to A38: Improve bus speed reliability and shelter**

Due to the absence of bus provision and services between Whitehouse Lane and the A38, almost half of respondents were undecided on how the proposals would improve bus reliability and speed along this corridor. Despite this, approximately 31% either agreed or strongly agreed with this statement.

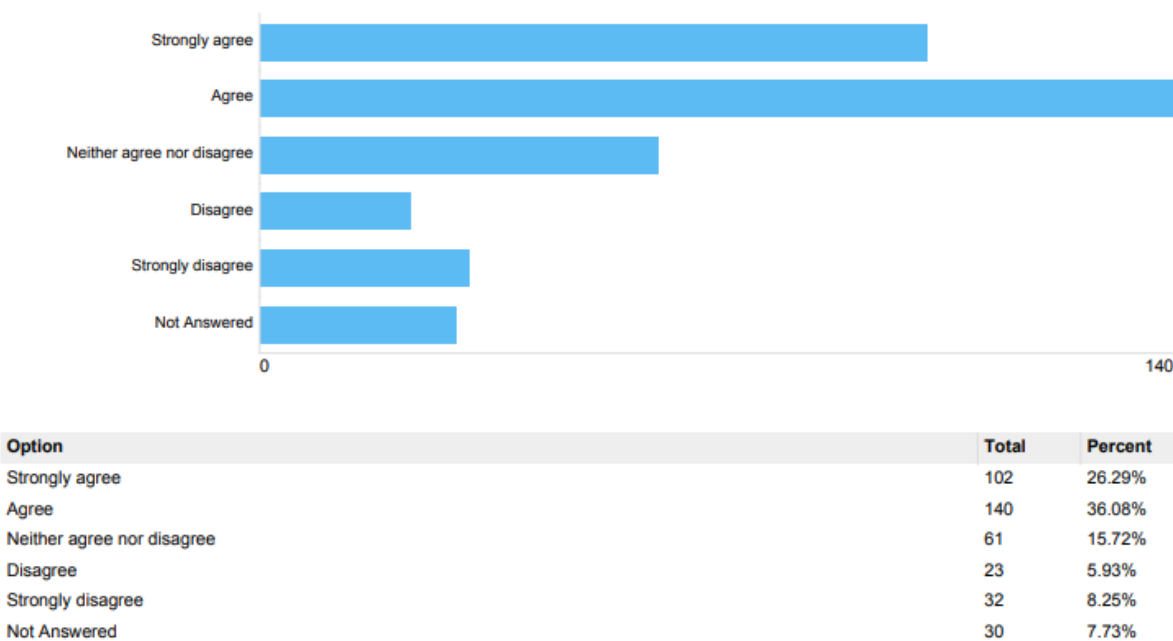
**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Contribute to clean air**



**Figure 19 – Whitehouse Lane to A38: Contribute to clean air**

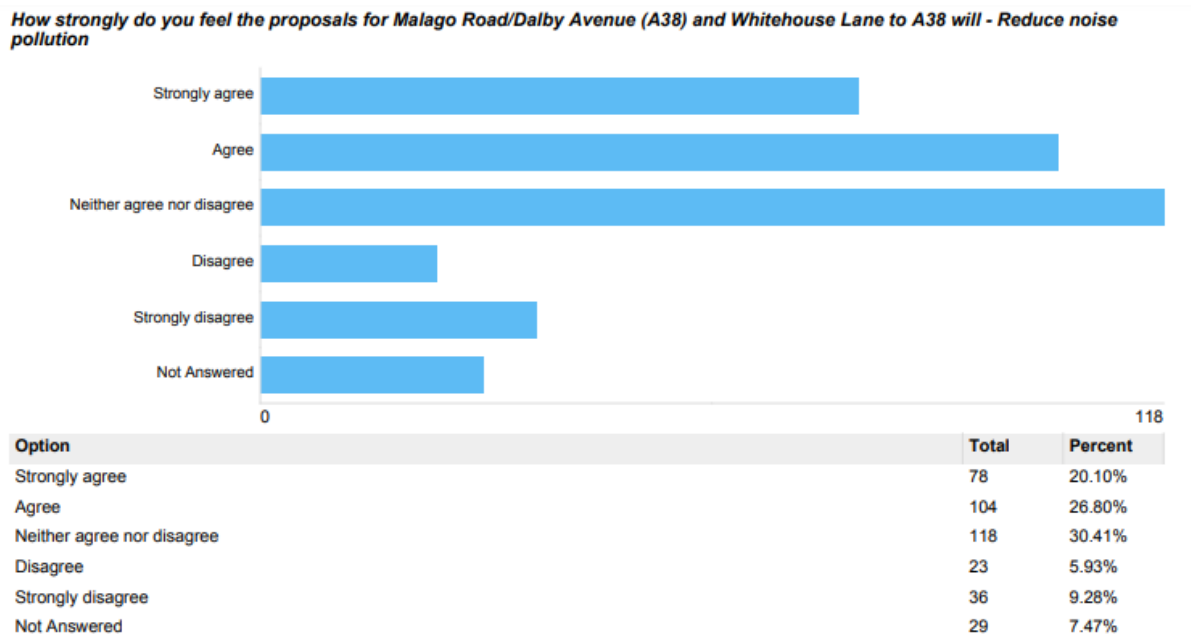
Respondents were generally split over the impact of proposals along Whitehouse Lane to the A38 and how this would affect air quality. Similarly to the feedback for the A38, just over a quarter of respondents were undecided on how the proposals would contribute towards improved air quality. However, the majority, over half, were in some form of agreement with the statement that the proposals would bring a benefit to local air quality.

**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Improve safety**



**Figure 20 - Whitehouse Lane to A38: Improve safety**

Proposals to introduce segregated cycle provision, widen pavement, introduce crossing points, and reduce parking activity along a one way stretch of road, were generally viewed as helping to improve safety between Whitehouse Lane and the A38. Those that were in agreement amounted to nearly two thirds of all responses in contrast to the 55 people who disagreed with the statement: with more people being undecided on the subject in comparison.



**Figure 21 - Whitehouse Lane to A38: Reduce noise pollution**

There remains to some indecision by almost a third of the public as to the benefits offered by the proposals for reducing noise pollution between Whitehouse Lane & Hereford Street through to the A38. This feedback is like that captured for the A38. However, a higher percentage of respondents acknowledged the positive impact along this corridor relative to the A38. In total, almost half did agree to varying extents that efforts to prioritise active travel and to reduce southbound vehicle movements, would reduce noise.

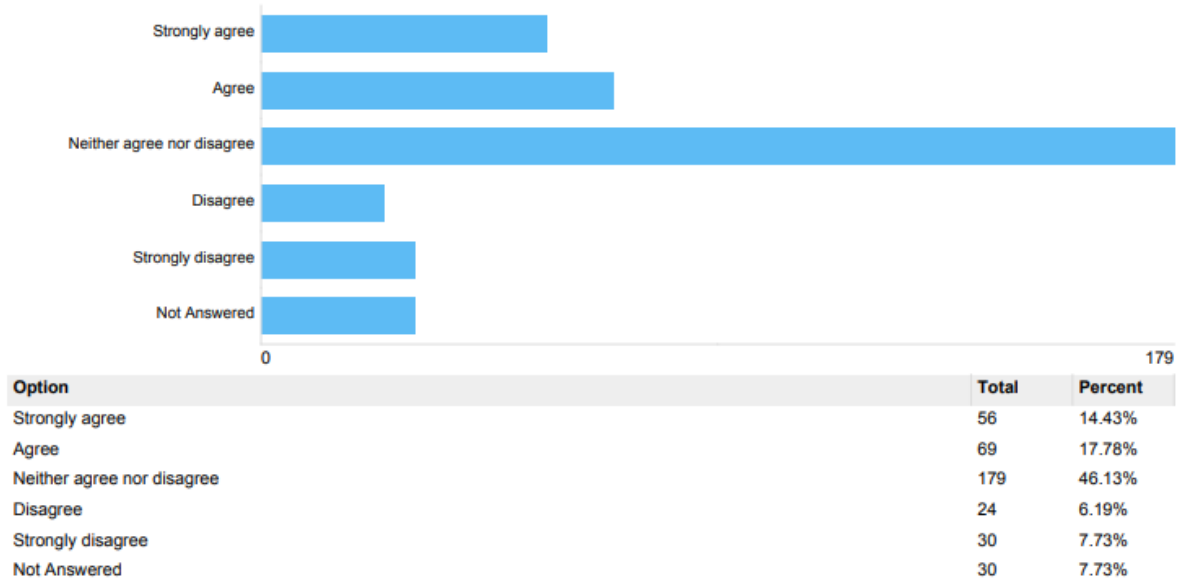
Option	Total	Percent
Strongly agree	105	27.06%
Agree	135	34.79%
Neither agree nor disagree	71	18.30%
Disagree	17	4.38%
Strongly disagree	31	7.99%
Not Answered	29	7.47%

**Figure 22 - Whitehouse Lane to A38: Improve the environment and wider public realm**

Many of the public responded positively towards the proposals plan to enhance the environment and wider public realm between Whitehouse Lane and the A38. Over a quarter (27%) strongly

agreed and over a third agreed in contrast to those who disagreed (4%) and strongly disagreed (8%). Despite concerns, the need, and efforts to weave in soft landscaping and good places to move through, dwell and spend time in, was acknowledged through the feedback.

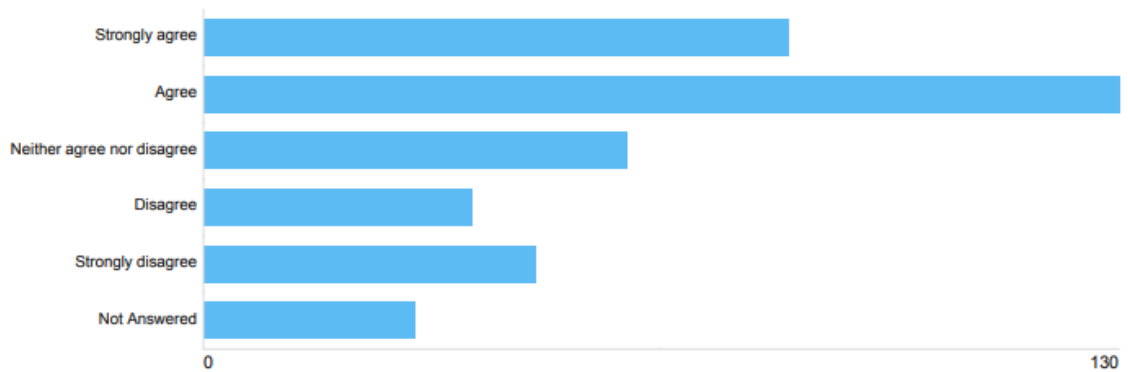
**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Provide opportunities for shade and shelter**



**Figure 23 - Whitehouse Lane to A38: Provide opportunities for shade and shelter**

In contrast, the public were generally unconvinced, about the opportunities for shade and shelter as part of the transport improvements for the area. This was the same outcome for the A38 alone. Nonetheless, there were still over 100 people who did agree that the proposals would provide opportunities for shelter and shade.

**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Reduce "rat running" (through traffic)**

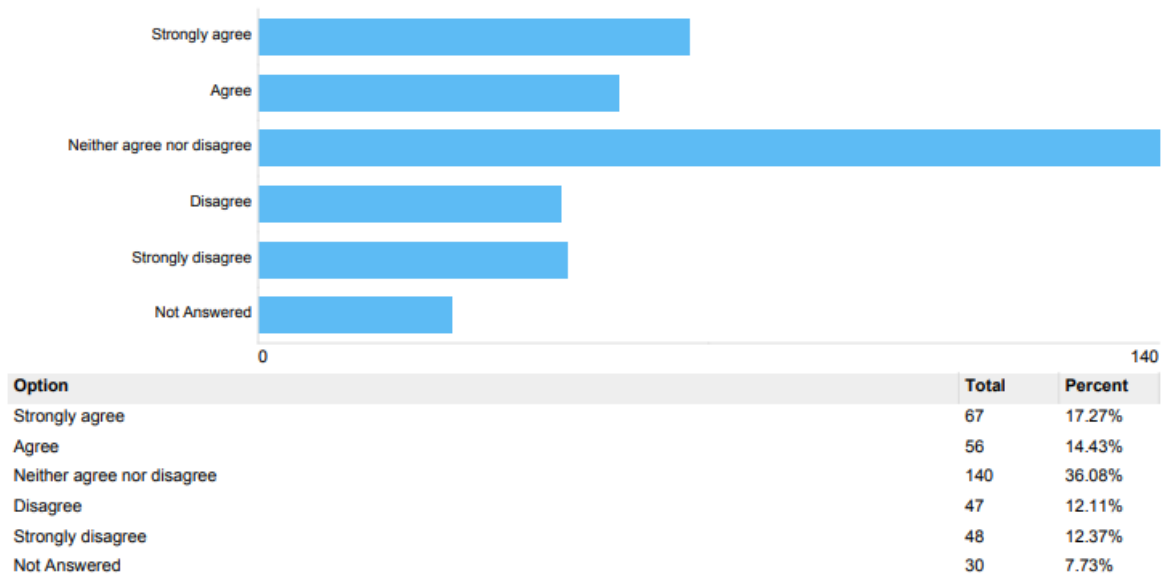


Option	Total	Percent
Strongly agree	83	21.39%
Agree	130	33.51%
Neither agree nor disagree	60	15.46%
Disagree	38	9.79%
Strongly disagree	47	12.11%
Not Answered	30	7.73%

**Figure 24 - Whitehouse Lane to A38: Reduce 'rat running' (through traffic)**

The key piece of feedback from the public, especially residents, was understanding the extent to which the proposals would have a perceived impact on 'rat running' (through traffic) via Hereford Street, Whitehouse Lane, and Windmill Hill. The results indicate that from the survey population, a third, the largest group, did 'agree' that offering a one-way system and providing active travel provision would have a constructive impact on reducing vehicle numbers passing through the area. Just over a fifth 'strongly agreed' and the third largest category were those who neither agreed nor disagreed. However, a fifth, cumulatively, disagreed to various extents.

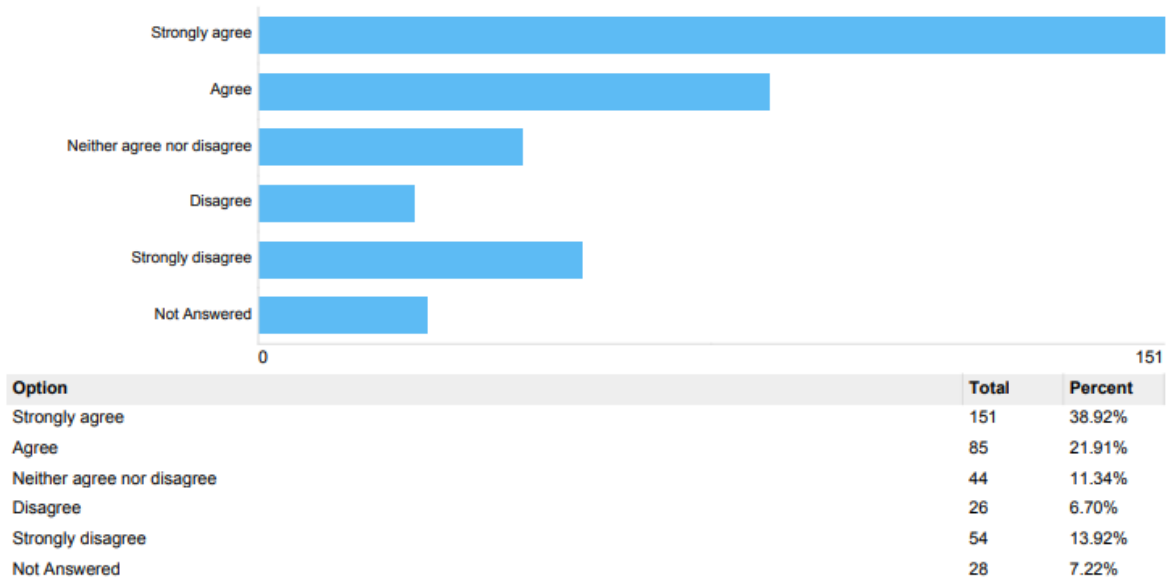
**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - Help support local businesses**



**Figure 25 - Whitehouse Lane to A38: Help support local businesses**

Over 36% of respondents were undecided on the impact of the proposals on local businesses and whether the changes would support local businesses. However, there is a split in opinion outside of this group as to whether the proposals, particularly a one-way system along Hereford Street and Whitehouse Lane, would support local businesses.

**How strongly do you feel the proposals for Malago Road/Dalby Avenue (A38) and Whitehouse Lane to A38 will - How strongly do you agree with removing parking spaces to provide a protected cycle lane?**



**Figure 26 - Whitehouse Lane to A38: How strongly do you agree with removing parking spaces to provide a protected cycle lane?**

This question holds relevance as the proposals along Whitehouse Lane do include the withdrawal of approximately 14 parking spaces and physical bollards on the northern side to prevent informal parking on pavements. Opinion was split between a significant minority (14%) who strongly objected for removing parking and introducing a protected cycle lane, to the majority, almost 40%, who advocated the proposals strongly. Cumulatively, almost 60% agreed to this course of action relative to the fifth who opposed.

### Windmill Hill Options

The public consultation sought to provide realistic, informed options for changing access in and out of Windmill Hill as part of the proposals for the Bedminster Green Regeneration. Two options were presented based on previous consultation feedback and the design considerations for Hereford Street and Whitehouse Lane. They were as follows:

**Option 1:** Closing Windmill Hill under the railway bridge to vehicle traffic (except for emergency vehicles) and installing a bidirectional cycle track and wider pavements either side. A parallel crossing (for cycles and pedestrians) would be installed at the junction with Hereford Street and Whitehouse Lane.

**Option 2:** Vehicle traffic could access Windmill Hill (neighbourhood) from Hereford Street underneath the railway bridge along Windmill Hill (the road). A parallel crossing (for cycles and pedestrians) would be installed at the junction with Hereford Street and Whitehouse Lane.

An option to state no preference was also included to ensure there another choice if the public were not satisfied with either of the options presented.

#### Question 3: Which of the options do you prefer?

##### Which of the options do you prefer?

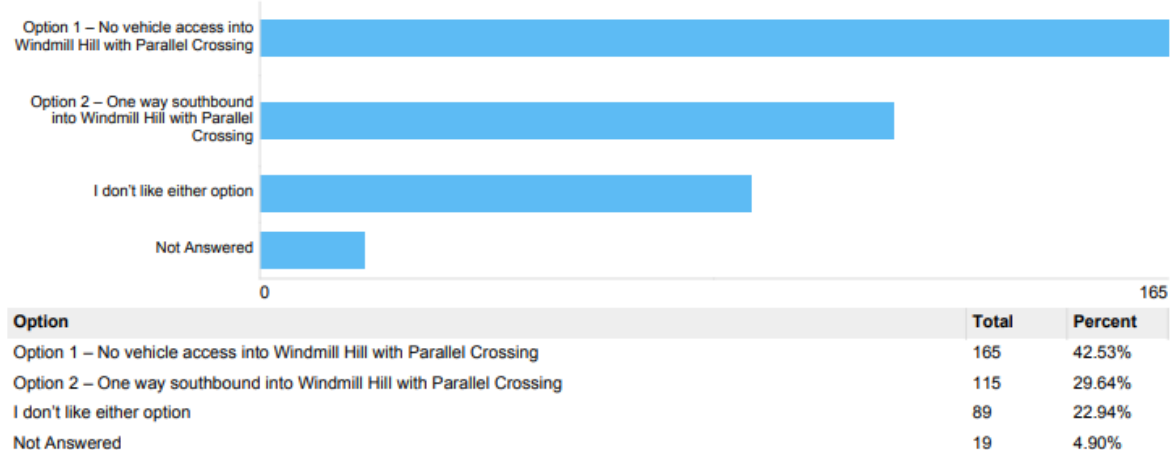


Figure 27 – Which options do you prefer (Windmill Hill)

In total, just over a fifth of all respondents did not approve of either option and a small fraction (5%) did not answer. However, the other three quarters of the public (approximately) were in favour of changing the access arrangements around Windmill Hill; with the majority (43%) favouring the complete closure to vehicles and installation of a cycle track, parallel crossing and wider pavement

provision. Figure 28 helps to illustrate the spread of responses amongst those who also provided their postcode data using a map. The map shows that people in the northern tip of Windmill Hill or people on Whitehouse Lane were more likely not to like either option, however the majority of people in the surrounding project area and in Windmill Hill itself preferred option 1, with no vehicle access. Some suggestions for alternative options were also extracted from free text comments.

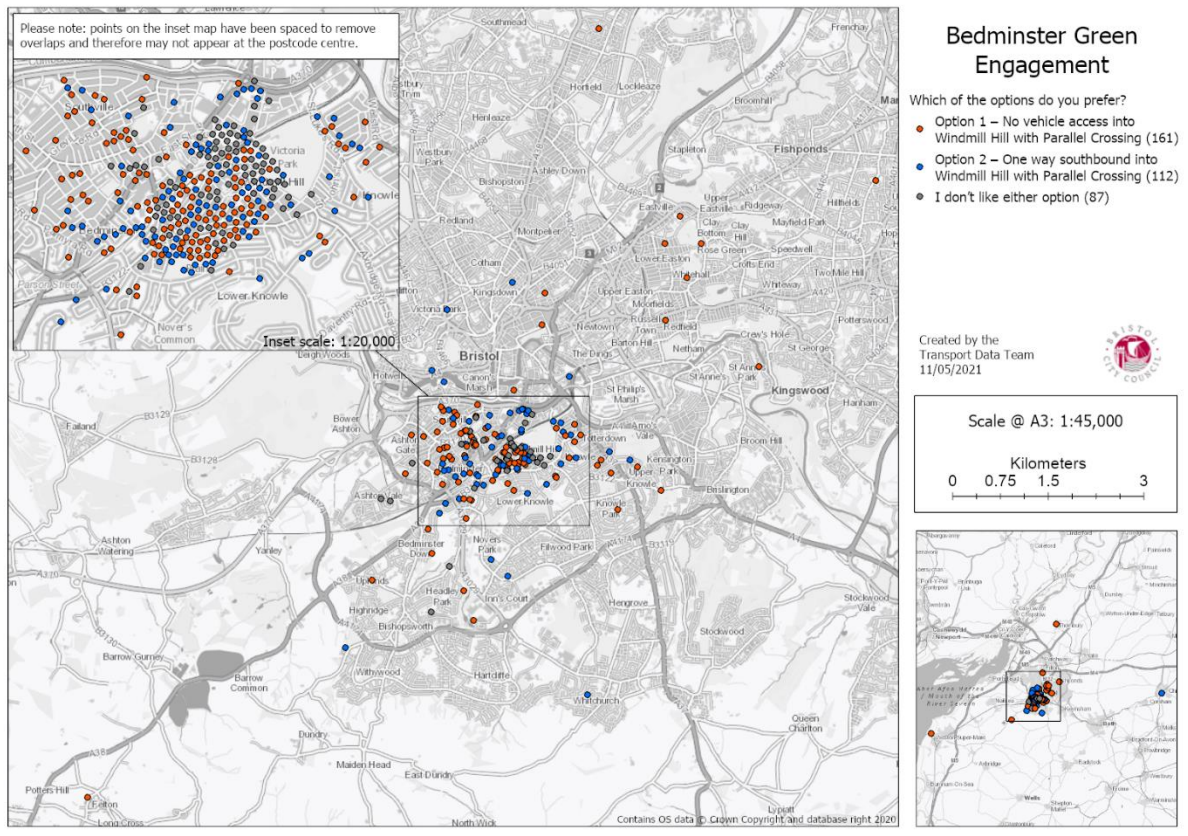
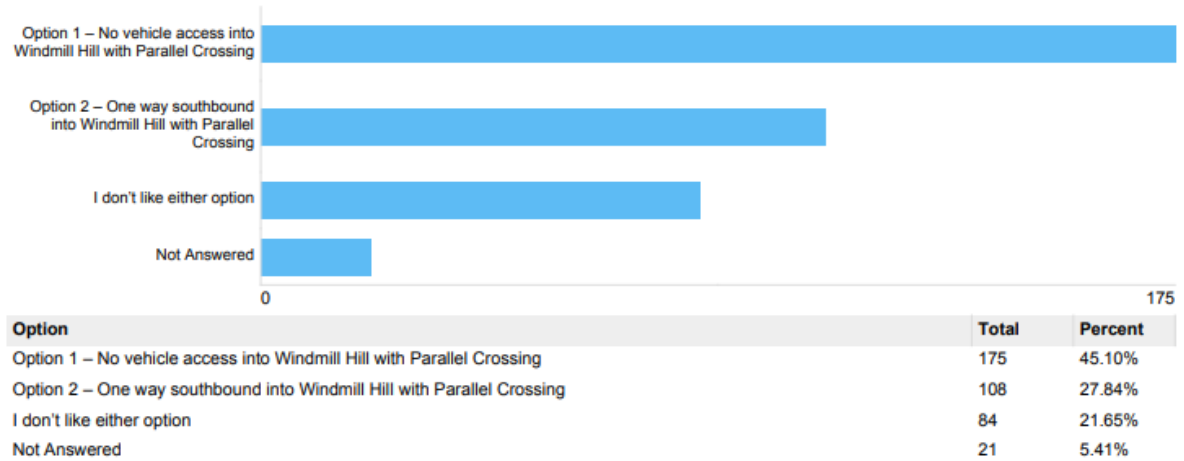


Figure 28 – Map illustrating option preference for vehicle access into Windmill Hill

**Question 4: Which of the options do you feel makes it easier to walk, cycle and drive to Bedminster Station?**

*which of the options do you feel makes it easier to walk, cycle and drive to Bedminster Station?*



**Figure 29 – Which option do you feel makes it easier to walk, cycle and drive to Bedminster Station?**

The feedback to this question mirrors the split in the people who answered the previous question; in other words, those who ‘preferred’ Option 1 as the access arrangement for Windmill Hill, were most likely to feel Option 1 would make it feel easier to walk, cycle and drive to Bedminster Station. The same applies to those who selected Option 2 or who didn’t like either option.

When assessing the spread of feedback and option preference from respondents, changing access along Windmill Hill was seen to provide easier conditions to walk, cycle or drive to Bedminster Station. This was particularly the case for respondents living both outside the immediate station catchment area and within Windmill Hill. Option 1 was also the preferred choice by residents within Windmill Hill relative to Option 2.

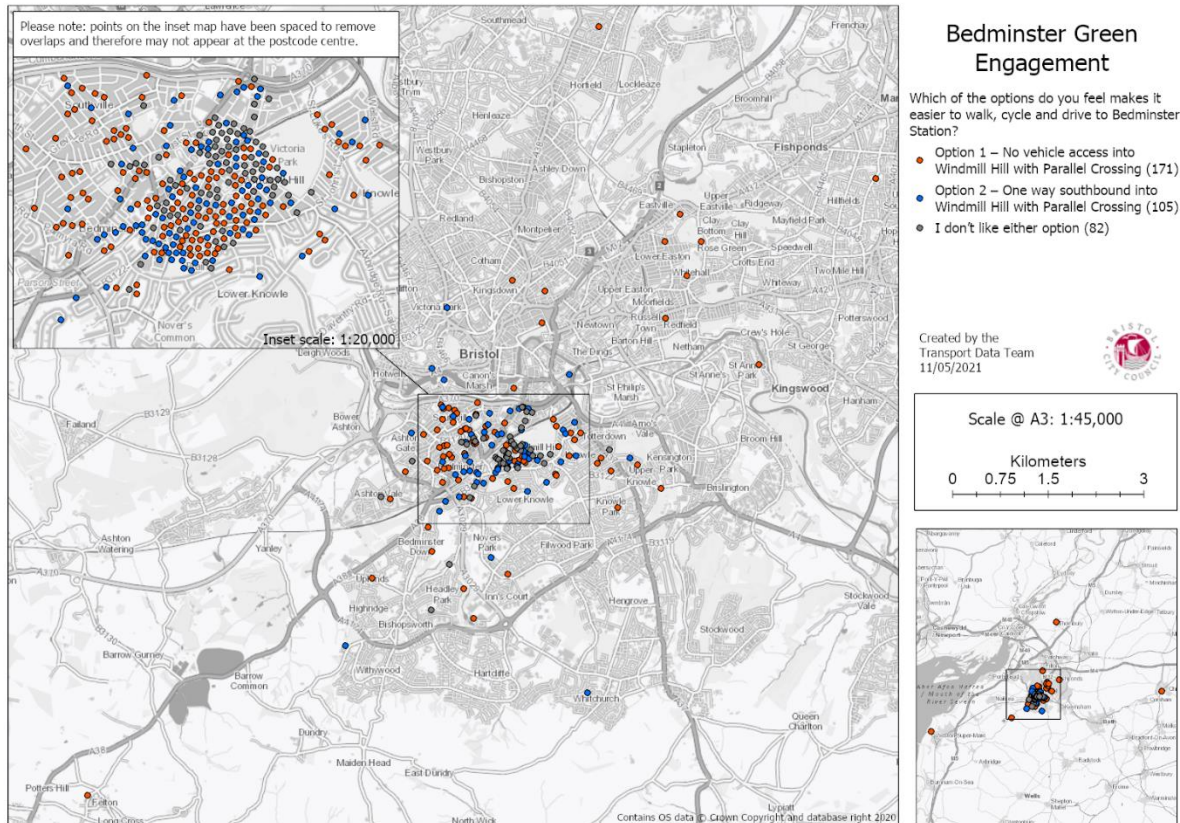
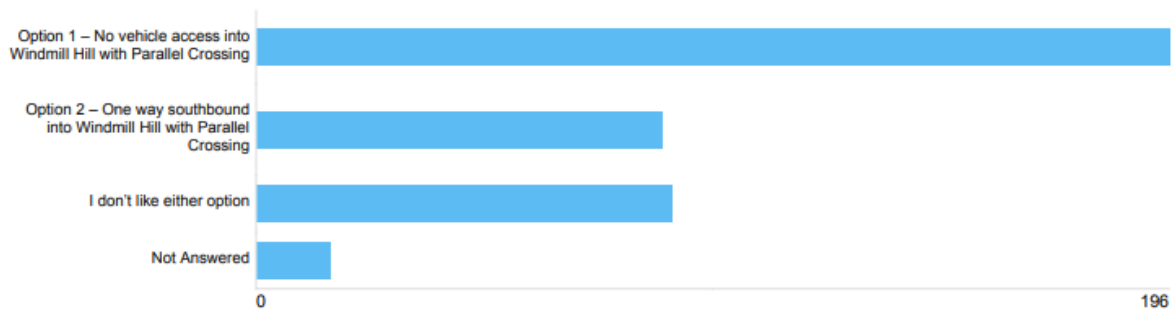


Figure 30 - Map illustrating the option preference for making it easier to walk, cycle and drive to Bedminster Station

**Question 5: Which of the options do you feel best addresses through traffic / rat-running in Windmill Hill?**

**Q3 which of the options do you feel best addresses through traffic / rat-running in Windmill Hill?**



Option	Total	Percent
Option 1 – No vehicle access into Windmill Hill with Parallel Crossing	196	50.52%
Option 2 – One way southbound into Windmill Hill with Parallel Crossing	87	22.42%
I don't like either option	89	22.94%
Not Answered	16	4.12%

Figure 11 – Which of the options do you feel best addresses through traffic/rat running in Windmill Hill?

Over half of respondents felt that Option 1 would best address through traffic and rat running through Windmill Hill. Option 1, which would remove all vehicle traffic from Windmill Hill (the road),

was more than double as popular than other options; with evidence having also been presented in the consultation material to highlight the proportion of through traffic in the area (pre-pandemic). Concerns were raised and captured in the qualitative feedback about where traffic would be displaced and the impact of Option 1 on resident's movements across and through the neighbourhood.

Figure 32 illustrates the split in opinion to whether Option 1 or Option 2 will best address through traffic in Windmill Hill, showing that people living outside Windmill Hill (neighbourhood) also support the measures, especially Option 1. This is significant as this would be the audience who would benefit from keeping the current arrangement, which allows through traffic to drive through the area. With the exception of some respondents in the northern section of Windmill Hill and Whitehouse Lane who opposed any option, the majority were in favour of a change in access to remove any rat running and through traffic coming through the neighbourhood.

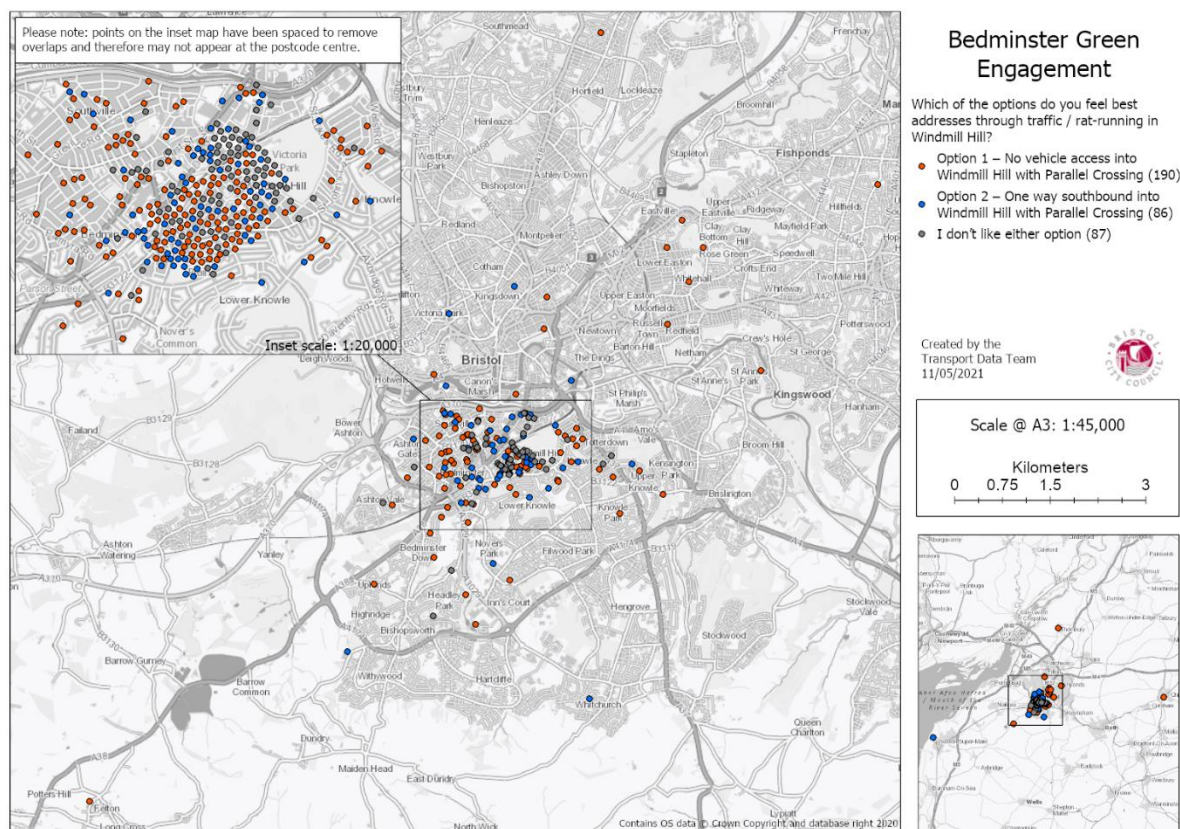
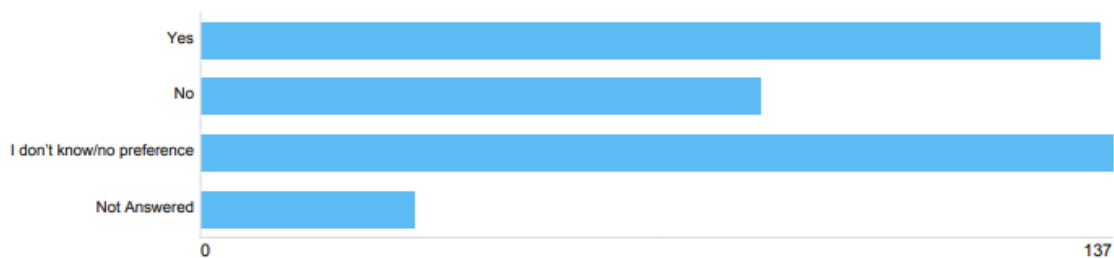


Figure 32 – Map illustrating the option preference for addressing though traffic/rat running in Windmill Hill

**Question 6: As part of the proposals for Windmill Hill under the railway bridge, through traffic would be greatly reduced. Would you prefer the existing one-ways to be changed at the same time as these proposed measures?**

*Would you prefer the existing one-ways to be changed at the same time as these proposed measures?*



Option	Total	Percent
Yes	135	34.79%
No	84	21.65%
I don't know/no preference	137	35.31%
Not Answered	32	8.25%

**Figure 33 – Would you prefer the existing one ways to be changed in Windmill Hill at the same time as reducing through traffic under the rail bridge?**

This question sought the views on traffic management proposals within Windmill Hill. This subject may be especially important to residents of the ward/neighbourhood and the people who travel through the area presently. There was a higher proportion of respondents without a view or preference on the subject matter (35%) as well as the strong desire to see existing one ways to be changed at the same time as reducing through traffic under the railway bridge. The popularity of this approach highlights the desire for transport improvements to be viewed as a coordinated package of measures. Figure 34 shows the distribution of preference for the one ways on a map of the area, showing that people in the southern part of Windmill Hill were more likely to prefer a change to the one-ways, whilst people outside the area were more likely to have no preference.

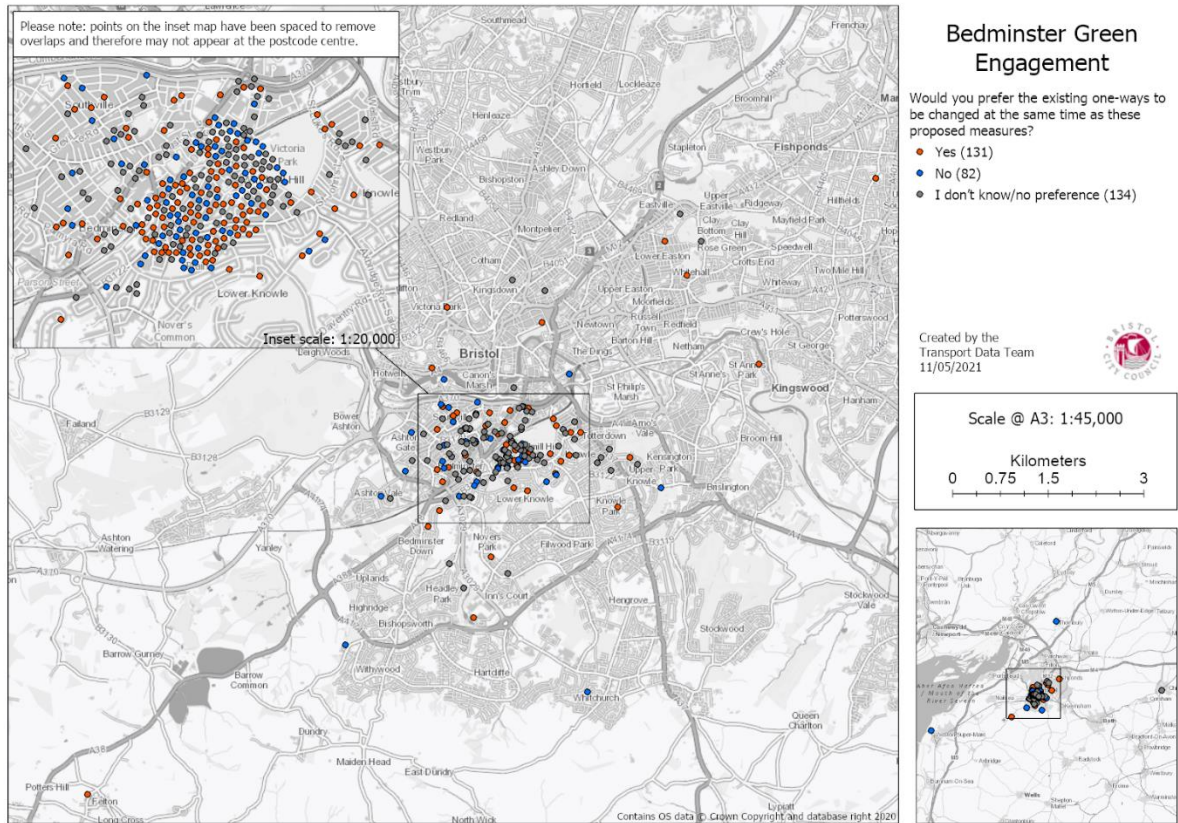
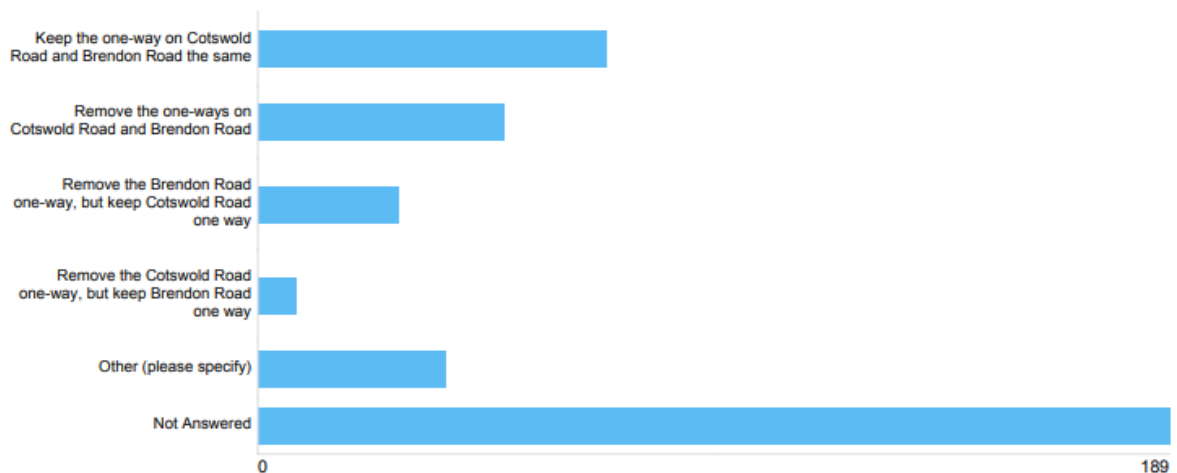


Figure 34 - Map illustrating the preference for one-ways to be changed

***If so, what is your preference?***



Option	Total	Percent
Keep the one-way on Cotswold Road and Brendon Road the same	72	18.56%
Remove the one-ways on Cotswold Road and Brendon Road	51	13.14%
Remove the Brendon Road one-way, but keep Cotswold Road one way	29	7.47%
Remove the Cotswold Road one-way, but keep Brendon Road one way	8	2.06%
Other (please specify)	39	10.05%
Not Answered	189	48.71%

**Figure 35 – What is your preference for changes within Windmill Hill?**

When queried about what the range of options going forward, those who did express a preference were most inclined to retain the one way on Cotswold Road and Brendon Road (18%). This was followed by removing the one-ways in each case (13%). The preferences were predominantly expressed by residents of Windmill Hill. In total, 189 people opted not answer this question. Several alternative suggestions and comments were raised by 10% of respondents (37) including:

- Introduction of one-way streets along Quantock Road and Dunkerry Road (southbound or northbound suggested) to reduce ‘Mexican stand offs’ along heavily parked streets. This situation has reportedly led to confrontational behaviour and incidences of speeding. This was raised by nine of the comments reported.
- Enhancing access onto St Johns Lane by introducing a signalised junction and opening two-way traffic along Brendon Road. This would overcome a challenging right hand turn and avoid the need for motorists to press the pedestrian signal to stop traffic on St Johns Lane. This was raised, or alluded to, in eleven comments.
- Making Brendon Road a one-way entrance into Windmill Hill and Paultow Road one way out of Windmill Hill to ease traffic congestion on Dunford Road. Deemed ‘essential’ that entries into Paultow Road and Brendon Road from St Johns Lane are improved. This was suggested in six comments (and popular in the analysis of other free text comments in the survey)
- Making Fraser Street one way (Eastbound) and Gwilliam Street one way (west bound). The limitations of this option were acknowledged as this would have the potential to direct all traffic from Fraser Street down Gwilliam Street, which might hasn’t been modelled. This was raised a couple of times in the comments section.

- Any other comments referred to criticising the proposals (four comments) as well as retaining the existing one way and two-way road system (three comments).

There were many more comments that looked beyond one way systems, although a system of one way roads was frequently raised as a necessary measure to reduce stand offs, improve perceptions of safety, reduce through traffic and aid traffic flow through the neighbourhood. Equally, concerns were raised about the implications of this approach; namely the pressure put on the access points to and from St Johns Lane. Four respondents found it challenging to visualise the area and the proposed changes as they were not residents.

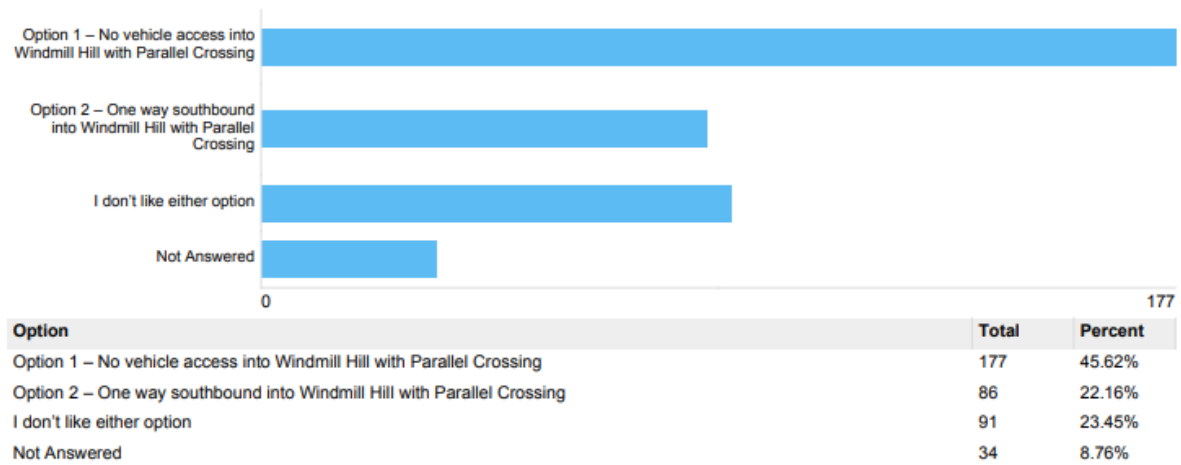
In a couple of incidences, respondents wanted to see clear modelling of the impact of closing Windmill Hill (road) to traffic as a precursor for shaping the proposals for streets; with the belief that this would also help local residents to get on board and support any plans. A claim was made that the ANPR survey, which is a well-established methodology for this type of study, was fundamentally flawed as cameras were within the Hill and captured cars from one side of Hill travelling to the other rather than through traffic arriving from further afield.

Other notable comments (raised once or twice) included:

- The belief that if Option 1 and possibly Option 2 were pursued, then the parking in most of the streets off Windmill Hill would have to be restricted to one-side only (no explanation).
- Suggestions that one-way streets would exacerbate speeding.
- That the schemes look like they haven't been assessed for large vehicles for example Windmill Hill right to Fraser Street or Cotswold Road right to Windmill Hill; both of which are not possible for large vehicles.
- The ease of access for service vehicles, including at times of emergencies, when cars are parked inconsiderately, and access has been limited. This extends to the impact on recycling/refuse vehicles and delivery vans which are becoming more commonplace.
- The implications of traffic management proposals and displacement activity that may occur past Victoria Park Primary School. Fears that additional traffic on St Johns Lane would contribute towards poor air quality/localised pollution as well as presenting a safety hazard.
- Suggestion that there should be an extension of double yellow lines for at least another 4 or 5 metres either side of Paultow Road & Brendon Road to give safe visibility and a space to allow oncoming traffic to pass safely.

**Question 7: Which of the options would help you to travel more sustainably in the future? (driving alone less frequently).**

*which of the options would help you to travel more sustainably in the future? (driving alone less frequently).*



**Figure 36 – Which of the options would help you to travel more sustainably in the future?**

This dataset is significant in gauging whether any of the options presented may have an influence on travel behaviour and encouraging people to travel more sustainably in the future. Around 45% of respondents stated that Option 1 would help them to travel more sustainably in the future and to drive alone less frequently.

Option 2 does not show the same potential that road closure would have on supporting greater levels of walking and cycling. However, almost a quarter of respondents implied that they wouldn't be travelling more sustainably regardless over which physical change would be adopted.

Figure 37 helps to illustrate the extent to which changing access into and out of Windmill Hill could have an impact of how people travel more sustainably in the future. This was expressed by both respondents living outside the local area, as well as most residents living in Windmill Hill.

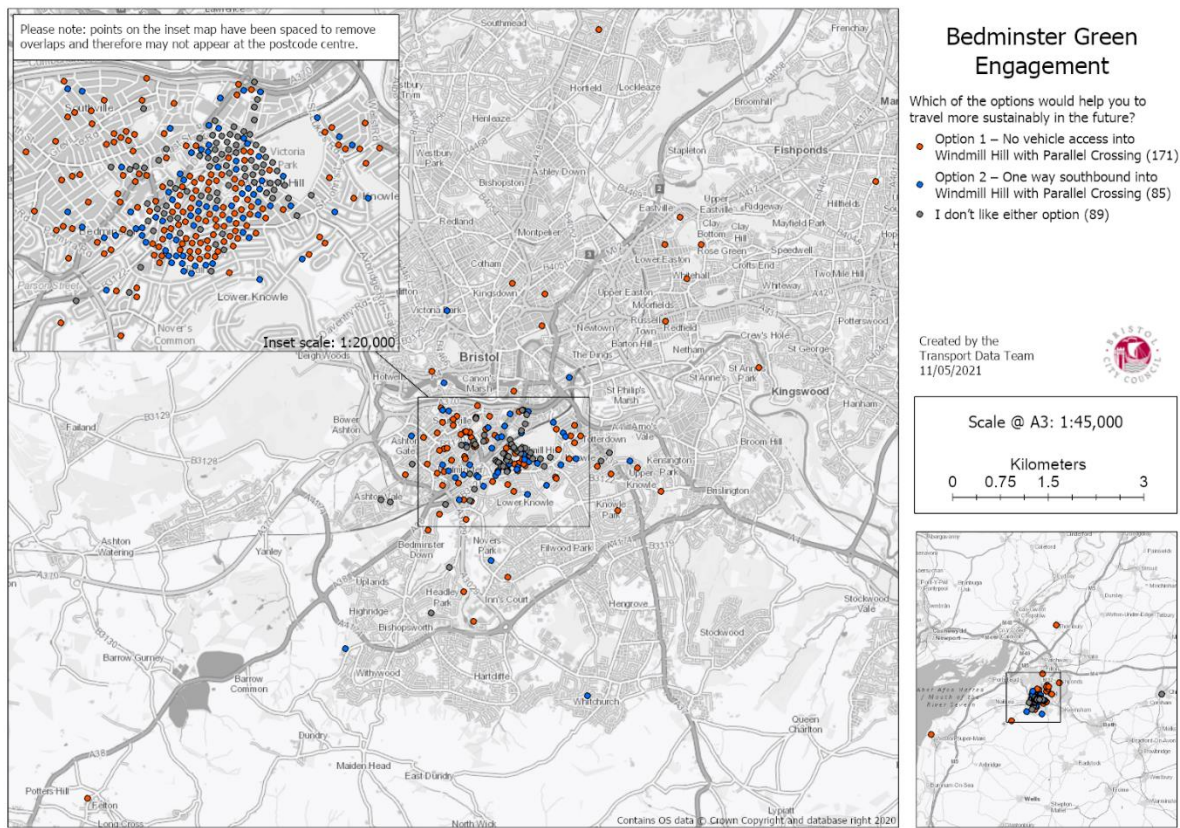


Figure 37 - Map illustrating the option preference for helping people to travel sustainably in the future

### Qualitative Feedback: Transport Improvements

In total, 113 answers were provided in response to an open-ended text box for the proposals for Malago Road/Dalby Avenue (A38).. The comments received were downloaded and the key subject matters extracted.

- **Positive:** References that commended the proposal and specific scheme elements
- **Negative:** Criticisms that were recorded relating to specific scheme elements
- **Observations:** Design elements that have been suggested/raised in relation to the proposals.

It is important to caveat that responses can be skewed and not necessarily representative of a consensus but do highlight interest in particular proposal features. Several succinct points have been provided to summarise the responses received under each subject matter.

Frequency	Subject Matters	Positive	Negative	Observations
44	Local Cycling/Walking Infrastructure	8	31	5
	The criticisms raised were primarily in relation to the lack of dedicated cycle infrastructure proposed along the A38 Malago Road/Dalby Avenue (28). Respondents felt cycling in a bus lane was a compromised design solution (6).			

	There were concerns that the proposals along the same corridor were not designed around the use of vehicles (2) whilst some respondents very keen to avoid shared use facilities or potential for pavement cycling (3). There were very few comments on the actual investment being proposed but people were positive about the changes to improve the A38 and connections that support active travel through and across the area (8)			
21	Loss of Parking Opportunities	1	20	0
	There were concerns raised about proposals to remove parking provision; fearing this would have a detrimental impact on the local economy and displacement activity to surrounding areas (Windmill Hill notably) (15). There was limited feedback on the recently approved planning permission to consolidate parking at a new Multi Storey Car Park at Little Paradise (1). However, there was some dismay expressed at not providing more parking to cater for the demand from new developments (5) and fears that this may have on local capacity and on local streets (despite that fact the developments are car free)			
19	Bus Lane Infrastructure	1	18	0
	Generally, a new northbound bus lane was not well received based on the commentary, with respondents questioning the return on investment compared to other priorities (14). Placing more traffic along the A38 was viewed negatively (see traffic management) (4)			
13	Contra Flow Cycle Lane (Stafford Street)	0	13	0
	All responses questioned the design of the cycle lane with many requesting that this type of provision offer some segregation and clear separation between oncoming traffic along Stafford Street.			
12	Pedestrian & Cycling Crossings	6	3	3
	Proposals to enhance connectivity and realign crossing points was positively received overall (6) providing that waiting times continued to prioritise active travel users (3). For some, further clarity was required on the locations of the crossing points and the rationale for the type being proposed (3).			
9	Traffic Management (Windmill Hill)	4	2	3
	The proposed design options presented to reduce vehicle movements through Windmill Hill were well received based on the opportunities that it presented to support active travel and reduce rat running (4) Other comments tended to be reserved for people's desire to address the repercussions of the changes within Windmill Hill (3) and the fear that this hasn't been considered fully in the proposals (2).			
8	Cycling Safety & Vehicle Behaviour	0	1	7
	Traffic speeds were raised on occasion as a problem impacting cycling safety (4). More specifically, respondents observed vehicles travelling at speeds in the excess of 30mph along Dalby Avenue (2) and wanted enforcement of lower speed limits (1) A comment was made on cyclists' 'unruly' behaviour and the dangers this posed to other road users and pedestrians (1)			
7	Segregated Cycle Infrastructure (A38)	3	0	4
	This specifically brought the requirement and desire to see full segregation along the entirety of the A38 to make it a bold and ambitious plan to support all cyclists (4). Some were pleased with the degree of light segregation formed by the bus lane (3)			
7	Traffic Management (A38)	0	6	1
	Comments raised were predominantly raised about the repercussions of schemes to restrict car-based travel and the displacement activity that would exacerbate			

	localised congestion (5). There was a desire to see the impacts of CAZ and construction activity managed accordingly (1)			
7	Public Realm Improvements	2	3	2
	Including soft landscaping and tree planting into the proposals were warmly received (2); although there was confusion over the scale and location of lost vegetation (5) despite the highway works providing a net gain in greening and trees.			
5	Development Type, Scale & Massing	0	5	0
	There was a negative response to the planned developments in the area and how this would have a detrimental impact (wind/pollution) on the streetscape (3) and the appeal of walking and cycling in the area (2)			
5	Filling in Pedestrian Subway	5	0	0
	This was warmly received by respondents. The accumulation of litter, water pooling and ineffectiveness of the subway was raised and filling this in was improving local amenity and perceptions of safety.			
6	Local Traffic Congestion	0	5	1
	Several respondents expressed concern that the additional developments planned for the area would exacerbate traffic congestion, especially when combined with proposals to manage traffic along Whitehouse Lane (5) A specific reference was also made towards the impacts of displaced traffic on Dean Lane over the course of the construction period and considering proposed changes to this street to make it more walking and cycling friendly (1)			
4	Construction Traffic Activity	0	0	4
	A few respondents raised points regarding the scale and impact of construction activity on the local transport network and how this was being mitigated.			
4	Impact on Local Economy	0	4	0
	These negative comments were related to the loss of local parking and the possible impacts on local prosperity. This included the impacts of construction works short time (1) and the loss of parking experienced as part of the individual development plots (3)			
4	Cumulative Impact of Proposals	0	4	0
	There were doubts as to whether issues of air quality and traffic congestion would be worsened or improved through the proposals and the introduction of more people living and travelling through the area.			
3	Local Parking Management	0	1	2
	Concerns were raised about the displacement effect of reducing local, designated parking facilities on local residential streets, particularly around Windmill Hill (1) and what measures would be introduced to combat informal, pavement parking (2)			
3	Pavement Cycling & Cyclist Behaviour	0	1	2
	Despite the proposed designated cycle provision, concerns were raised that expanding pavement widths may make pavement cycling more appealing, especially along the A38 (the alternative being to cycle in the bus lane) (1). 'Cyclists' behaviour was also raised as an issue (by people walking locally), including running red lights and cycling without due care and attention (1). Further segregated facilities were suggested as a way to prevent this outcome (1)			
3	Traffic Hierarchy/Road Layout	0	3	0
	Concerns raised that the proposals fail to sufficiently prioritise walking and cycling relative to other modes of transport along the A38 (2). Some respondents viewed the proposals as 'car led' and motor centric which was reflected in the road layout (1).			
2	Access for Service Vehicles	0	0	2

	Two respondents commented on the requirement to build in sufficient space, at accessible locations adjacent to new developments, for service vehicles to collect and deliver items.			
2	Continuous Footways & Raised Tables	2	0	0
	Clear view amongst those that commented on continuous footways that these should be adopted on access to smaller streets as implied in the proposals. This would prioritise pedestrian movements.			
2	Traffic Management (East Street)	1	1	0
	Desire to see buses reallocated to the A38 to enable the future pedestrianisation of East Street and to future proof an enhanced service frequency (1). In contrast, concerns raised about the lack of access to shops for current users/businesses (1)			
2	Traffic Management (CAZ)	0	2	0
	Concerns about the impact of CAZ on local businesses along Whitehouse Lane, particularly as many operate within the auto sector and rely on access to premises from different directions 91). The displacement or re-routing of traffic and vehicle flows also flagged as a potential issue/risk when implemented and whether this had been sufficiently accounted for in the modelling and proposed traffic management changes to the area (1)			
2	St Johns Road Pocket Park	0	2	0
	Considered a waste of money in a redundant space that will not be utilised in any real capacity as a park or space where people wish to spend time (adjacent to the busy A38). Desire to see other measures prioritised.			
2	Visual Presentation of Designs	0	2	0
	A few concerns that the depiction of the area in the consultation material was slightly misleading due to the absence of the development scale/massing/height and the level/spread of soft landscaping and tree coverage.			
1	Assessments on Air Quality/Modelling	0	0	1
	Desire to see greater levels of analysis and modelling undertaken and presented publicly to offer reassurances on the impacts of proposed changes on travel and traffic through local neighbourhoods			
1	Accessibility (Protected Characteristics)	0	1	0
	The impact of relocating bus stops to the A38 away from East Street on those with mobility and sensory impairments.			

In total, 165 answers were provided in response to an open-ended text box for the the proposals for Whitehouse Lane to the A38. The comments received were downloaded and the key subject matters extracted.

- **Positive:** References that commended the proposal and specific scheme elements
- **Negative:** Criticisms that were recorded relating to specific scheme elements
- **Observations:** Design elements that have been suggested/raised in relation to the proposals.

It is important to caveat that responses can be skewed and not necessarily representative of a consensus but do highlight interest in particular proposal features. Several succinct points have been provided to summarise the responses received under each subject matter.

Frequency	Subject Matters	Positive	Negative	Observations
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38	Cycle Lane Requirement (Whitehouse Lane)	13	19	6
	<p>Respondents (10) questioned the need for installing dedicated cycle lane provision through an industrial estate or, on occasions, the need to spend money on protected provision (questioning the safety benefits compared to road cycling). A two-way cycle lane was also deemed to be unnecessary due to the presence of a dedicated off-road cycle path adjacent to Victoria Park (11). There was the suggestion that this presented a better link with Bedminster Station (3).</p> <p>The spatial constraints of Whitehouse Lane were also expressed by some businesses for not installing a cycle lane along the road (2).</p> <p>Others believed the current segregated cycle provision was being rarely used or people cycling opted not to use the provision at all (Whitehouse Street) (12)</p> <p>The presence of the Malago Cycleway was referenced (1) and whether it was misleading that this was not properly illustrated in the proposal as another very safe cycleway.</p> <p>However, there were respondents who reflected positively on reallocating space to cycles (13), especially as the street is narrow and congested with parked vehicles. Some wished to see the street closed altogether to vehicles (2). Some respondents noted that cycle lanes would make people more comfortable (and a route alongside the road would feel safer at night) (3).</p> <p>However, with many local businesses operating within the automobile sector and experiencing considerable numbers of vehicle movements (of all sizes) in the vicinity of the proposed cycle path, some respondents felt there would be a safety concern (8).</p> <p>A suggestion made as to whether the cycle track could be located on the southern side to create a more seamless connection to the cycle track on Whitehouse Lane (3) by those who favoured the proposals</p>			
23	Loss of Parking Opportunities	4	11	8
	<p>Concerns that residents will not be able to park in nearby streets due to the impact of parking being displaced from other areas, including Whitehouse Lane (3). In this event, more parking or access to parking was being requested.</p> <p>Parking lost through new developments coming online was also raised; and that capacity for residents to have a car was being limited; especially when access to a car was necessary for people's jobs (5). A single comment raised about where residents of Whitehouse Lane/Phillip Street would be expected to park in the future</p> <p>Disabled parking provision also raised in relation to the local changes to parking (2)</p> <p>Other impacts of removing local parking were raised, including that more informal pavement parking could be expected to take place along Whitehouse Lane which may cause more of a problem (4).</p> <p>Perception that new (car free) developments would bring issue with parking and that this could be expected to tip over into surrounding streets. 'Building properties always attracts cars' (5) Cars considered more COVID-19 secure short term (1).</p> <p>There were also comments suggesting that current parking is mostly illegal and connected to local businesses (2). The amount of legal parking being removed will be mitigated by the improvements to the public transport network/public realm (1)</p> <p>Desire to see parking enforcement and control in Windmill Hill over traffic management proposals (1)</p>			
20	Cycle Lane Design	7	2	11
	<p>Some respondents questioned having a bi-directional cycle lane design as opposed to uni-directional tracks either side of Whitehouse Lane. This was mentioned with reference to connecting seamlessly with the cycle track on Whitehouse Street (2).</p>			

	<p>There were requests to avoid introducing piecemeal infrastructure and to ask people who cycle to test designs to avoid a situation like that outside Bristol Temple Meads (1). Cycle tracks should be 'meaningful' and 'continuous' (4) and segregated. Segregated cycle provision was raised as the preferred design which offered greater safety and protection and would allow people to feel more confident about commuting (4).</p> <p>Suggestions that bollards or physical materials would be required to protect the cycle lane and prevent vehicle manoeuvres from interfering with the safe passage of active travel users (3).</p> <p>A desire to see segregated walking and cycling facilities designed and built to LTN 1/20 and to properly differentiate cycle lanes from pedestrian pathways. One suggestion was for the cycle lanes to be two-way stepped cycle tracks (between the pavement and carriageway), in both directions on opposite sides of the road (1). However, encouraging cyclists &amp; pedestrians to an environment where HGV's are present, was viewed as higher risk than diverting them away from the area (2). Reference made to the Whitehouse Street and the suggestion this is very dangerous when it passed the small roads joining off it (visibility is poor for cyclists seeing cars coming round) (1).</p>			
15	Impact on Local Businesses & Economy	2	12	1
	<p>Proposals were deemed to have a potentially detrimental impact on driving out existing local businesses by making access/visibility more difficult (4). The financial implications of this were also noted under the current proposals (and COVID-19) (1) Belief that some businesses on this road need more spaces for cars, not less and a better road layout with criticisms aimed at another focus on cycling (2). The loss of parking and the viability of the local economy go hand in hand.</p> <p>Heavy Goods Vehicle (HGV) access is required for some businesses and customers arrive from different parts of Bristol seeking access to site (8). Impacts would be felt if a one-way system was introduced.</p> <p>Concerns that developments may reduce the areas affordability and that businesses will lose out to multinationals located at out of town developments (1)</p> <p>A few comments suggested that businesses on East Street would benefit from improved connectivity and improved cycle and walking provision (2)</p>			
14	Speeding Issues	3	0	11
	<p>Main observations were raised in respect to the impact of having a one-way system on vehicle speeds and whether any mitigations have been proposed to counter this issue, particularly along Whitehouse Lane (8)</p> <p>Conversely, some respondents commented on current speeding &amp; excessive dangerous antisocial parking – i.e. 'motor vehicle dominance keeps me away' and how the proposals would hopefully address some of these concerns (3)</p> <p>A respondent wished to see some commitment to policing a 20mph speed limit along this section to prevent speeding (1). Traffic calming and speed bumps were also suggested to reduce speeding (2).</p>			
13	One Way System (Whitehouse Lane)	2	9	2
	<p>Concerns raised by some residents of Windmill Hill about the detrimental impact of introducing one-way access into the neighbourhood; namely the impact of air pollution from extending journeys/routes (4).</p> <p>The proposed northbound one way is also believed to have a disproportionate negative impact on residents and local businesses (5).</p> <p>Claims made that access to Whitehouse Lane is important as it allows for an alternative route should there be long delays on the A38. Suggestion congestion would build on York Road (3).</p>			

	<p>Some respondents disputed having the one-way system on Whitehouse Lane because of the risk traffic would be directed along Phillip Street &amp; onto Malago Road &amp; Dalby Avenue (2). It will make leaving Windmill Hill &amp; heading for M32 difficult (1)</p> <p>Suggestion that proposed changes would severely limit the options for individuals living in the south of the city who prefer or rely on independent transport, such as by car, to commute, reducing the attractiveness of south Bristol (1).</p> <p>Enforcement was rarely raised but a comment was made on how a one-way system would be enforced; especially if these movements take place today (2).</p> <p>On a more positive note, some respondents highlighted the benefits to sightlines and reduced pavement parking through the design (1).</p>			
11	Through Traffic/Rat Running	3	1	7
	<p>Observations made that Whitehouse Lane could continue to be a key route for though traffic northbound if congestion builds on the A38 and along Bedminster Parade (1)</p> <p>Concerns expressed by residents of Windmill Hill, who drive, about any knock-on effects on changing access on through traffic on rat running (1) and whether this will increase in the future (1)</p> <p>Observation that rat running may be relieved in the evening but not during the morning peak periods along Whitehouse Lane (1). In fact, this may be more attractive as an alternative to travelling along Bedminster Parade.</p> <p>There were positive voices for supporting proposals that reduce rat running through Windmill Hill and the scale of rat running generally along Whitehouse Lane &amp; Street (3) although there was also the suggestion that rat running does not take place through Windmill Hill and that the scale of the issues is being inflated (1)</p>			
9	Crossing at Windmill Hill/Hereford Street	3	2	4
	<p>A sense that crossing over this point could be a stressful experience; with the requirement to look in three directions before deciding to cross (2). Concerns that beacons are not always observed by people driving or cycling (1).</p> <p>Desire to mitigate potential user conflict between cyclists and pedestrians where the cycle lane intersects the pathways with cycle calming measures in place (1).</p> <p>There were plaudits for the provision of a parallel crossing that offers more visibility and greater priority to pedestrians and cyclists; this is seen as a huge improvement on the current conditions (1). However, a concern was raised that this is only an informal crossing that is not signalised.</p> <p>However, an 'informal' pedestrian crossing and the expectation that people wait in the middle of the road is potentially dangerous (1) especially if the junction/crossing is not signalised (1). This can cause difficulties for people using wheelchairs and for people with visual impairment (1).</p> <p>Crossing currently seen as being poorly designed due to visibility concerns and speeding but more information was requested on the detailed specification of the proposed crossing option (1).</p>			
8	Traffic Congestion & Pollution	0	5	3
	<p>A belief amongst some that managing access along Whitehouse Lane will re-route traffic wanting to access surrounding streets and contribute towards added congestion and pollution (3). This includes access down to Bedminster Bridge.</p> <p>Concerns that the new developments would worsen local congestion and pollution due to the added volume of people seeking to move through the area (3)</p> <p>Concerns that post pandemic traffic could re-emerge and that more vehicles will be seeking to use East Street (buses/taxis/cycle only) and the A38 if Whitehouse Lane access is changed. Sense that air pollution would not be cut by making Whitehouse Lane northbound only. (1)</p>			

	Suggestion that reducing the flow of traffic does not help the local community. If the flow of traffic on the A38 was to be improved, it would reduce the traffic on Whitehouse Lane, but otherwise one-way systems would displace the problem (2)			
6	Access to Windmill Hill (Option One)	0	5	1
	The occasional strong push back on proposals to close the street; with the belief that this would be introduced to benefit of the students who will occupy blocks where the NCP car park is currently, to enable them to get safely to their campus at Temple Meads (1) A concern was raised in relation to the conflict between cyclists and pedestrians and emergency vehicles along Windmill Hill if access was required (1) Concerns raised about the repercussions of one-way access into Windmill Hill on streets such as Dunkerry Road due to the current road arrangements within the neighbourhood. This includes access onto St Johns Lane. (3) One-way streets along Dunkerry Road and Quantock Road suggested to allow better flow of vehicles if Option One is pursued. Opening Brendon Road and making this two-way access also deemed necessary (1)			
5	Pedestrian & Cyclist Behaviour	0	0	5
	Belief amongst a minority that signalised crossings would not be required, and that responsibility lies with people crossing to look at oncoming traffic (1). Perceptions that people cycling do not use the dedicated provision available to them and use pavements without due care and attention (2) Consider carefully how to avoid conflicts between cyclists and pedestrians using the bi-directional cycle lane as a footpath (3)			
4	Changing Access along Whitehouse Lane	0	1	3
	Suggestions that there could be no entry southbound rather than one way to enable continued interaction between businesses without unnecessary round journeys having to be made to the adjacent building. (2). Suggestion that 'Access Only' sign posts (which is already used in Windmill Hill) rather than one way system, would be a much better idea along Whitehouse lane, much cheaper and quicker to implement and it will also cut down on traffic (1). Voices raised about the implications of the proposals combined with the introduction of the CAZ on traffic flows and individual finances by pushing people into the charge zone. 'Not all journeys can be made by public or active transport' (1)			
3	Contra Flow Lane (Stafford Street)	0	3	0
	Opposition to a mandatory cycle lane that is not fully segregated (3). This design was also challenged in relation to increased vehicle traffic seeking to access the new, proposed MSCP at Little Paradise.			
3	Development Type, Scale & Massing	0	2	1
	Strong views that developments must have conditions attached that reduce the impact of new travel journeys on local issues of congestion and pollution (1), such as electric vehicle chare points. In contrast, car club bays were not as desirable (1) Concerns that the new developments are only likely to worsen traffic volumes and that traffic calming is needed to make driving more unattractive (1)			
3	Pedestrian Safety (Pavement Design)	0	2	1
	A concern raised that having only one pedestrian footpath on the southern side of the road seems dangerous, with a need to navigate multiple garage entrances where there are frequently large vehicles reversing out into the road (1). Another comment suggested that cyclists were considered more of a hazard than cars and care little for the safety of pedestrians. Seems priority is given to cyclists over those walking (1)			

	On another note, there was a desire to see pavement widths increase further to make the environment more human orientated than car centric (1).			
2	Construction Traffic Management	0	1	1
	Short term concerns raised about construction traffic during construction of the development plots when or if planning permission is granted (1). A concern raised that alternative routing options would be needed by residents of Windmill Hill during the construction works (1).			
1	Visual Presentation	0	0	1
	Single comment raised that suggested the visuals had been rushed - pedestrian island at the crossing isn't shown, with some inconsistencies in the details presented.			
1	Consultation Feedback	0	1	0
	Concerns raised as to whether the feedback would be representative and not biased so confidence could be taken from the process. This was raised in relation to the population of Windmill Hill.			
1	Bus Lane Requirement (A38 northbound)	0	1	0
	View that dedicated provision would not be required (at least up until St Catherines Place) and it remains to be seen whether traffic will reach pre-pandemic levels. Concerns of how buses will merge back with traffic and the time saving benefits.			
1	Cycle Parking	0	0	1
	Desire to provide cycle parking within the designs.			
1	Quality of Public Transport Alternatives	0	0	1
	Suggestions that over pricing and poor services of alternative travel options are long standing issues which have failed to be addressed, despite extensive, disruptive, and costly development of many areas. This is seen to reduce issues in the area.			
1	St Phillip/Whitehouse Street Crossing	0	0	1
	Suggestion of having a raised table across minor streets to help prioritise cycling and walking at junctions and to improve visibility at the junction and with the connection through from Victoria Park.			

In total, 212 answers were provided in response to an open-ended text box for 'Any other comments' towards the end of the survey. The comments received were downloaded and the key subject matters extracted.

- **Positive:** References that commended the proposal and specific scheme elements
- **Negative:** Criticisms that were recorded relating to specific scheme elements
- **Observations:** Design elements that have been suggested/raised in relation to the proposals

It is important to caveat that responses can be skewed and not necessarily representative of a consensus but do highlight interest in particular proposal features. Several succinct points have been provided to summarise the responses received under each subject matter. A higher proportion of observations were attributed to suggestions and queries about the mitigations associated with the options for Windmill Hill.

Frequency	Subject Matters	Positive	Negative	Observations
136	Movement within Windmill Hill	43	49	44
	There was concern raised about the implications of changing access on Windmill Hill and the displacement activity on routes through the neighbourhood (14) with follow up interest and questions on how this could be mitigated (15)			

	<p>Many of the concerns referred to the implications of changing access on the pollution around the local primary school (4) and Paultow/Brendon Road (7) with suggestions being made on how to counter the impact through road changes (4) There were specific concerns about the repercussions of cutting off access through Windmill Hill with the existing road layout currently in place (6) although many recognised/suggested that this would need to be changed (10). Access for disabled or emergency vehicles was raised on occasion (3) alongside the implications of either option on delivery vehicles (especially post COVID-19) (10) and the local bus (community transport) service (2). Concerns that stopped vehicles could block access down a street (3).</p> <p>Conversely, there was a strong desire to see changes that reduce rat running from Windmill Hill to confront issues faced with stand offs, road rage and speeding (34), with a system of one ways being proposed in many instances (particularly Dunkerry Road)</p> <p>There was a positive reaction to the proposals by a number of respondents who commented that anything that removed through traffic and improved conditions for walking and cycling can only be a benefit (5) which includes shutting Windmill Hill for vehicles (2). Some also said it was about time issues on the hill were addressed (2) The idea of a low traffic neighbourhood was explicitly supported on several occasions (7) with traffic calming measures referred to as part of the solution (8) (sometimes as the preferred approach to address rat running).</p>			
118	Access in/Out of Windmill Hill	27	45	46
	<p>The main observations made were in relation to the implications of restricting access in and out of Windmill Hill (22) and the detrimental impact of creating a single access point via St Johns Lane on driving times and fulfilling car based journeys (23). This linked strongly with the fear this will lead to added congestion and worsening air quality (17) with a couple of residents on St Johns Lane also raising the impact of CAZ on traffic volumes (2). Specific reference was made on numerous occasions to aid entry and exits out of Brendon Road (includes making two way) in the event Windmill Hill was closed with the aim of reducing traffic backlog and finding gaps in traffic along St Johns Lane (5). The impact of temporary road closures on ease of access under the bridge on Windmill Mill was raised due to the impact this had on congestion (3) whilst a fear was raised about portioning off Windmill Hill from Bedminster with Option 1 (2). There was the suggestion that residents could leave Windmill Hill northbound and access is blocked incoming through Windmill Hill southbound (2) or there is some means of changing priorities rather than banning access (1). The lack of parking enforcement on double yellow lines was believed to currently hinder ease of access (2) and concerns were expressed about how Option 2 (3) or Option 1 (2) could be policed. Option 2 was also seen to exacerbate evening rat running and therefore have limited impact (1). Several comments hinted at installing 'Except for Access' vehicle signs which could be complemented by camera technology to manage access to the area and the impact of mass developments will on Windmill Hill (4). Option Two was sometimes viewed as a compromise (compared to Option 1) by a combination of residents and visitors (3) whilst two-way access viewed as essential during emergencies or when St Johns Lane is likely to be gridlocked (2) Suggestion that Windmill Hill could also be split into two areas with separate access points, but that cycles and pedestrians can pass through easily (2)</p>			

	<p>On a positive note, a good proportion of respondents remarked on seeing walking and cycling being prioritised (9) and that this would create a better environment for cycling and walking (5) and for their children (3)</p> <p>The two-way cycle and walking access up Windmill Hill through Option 1 was seen to aid with ease of access up the steep incline (5) whilst recognising the speed disparity between cycles and vehicles (4).</p> <p>A comment made on the ease of access and movement from the cycle lane along Whitehouse Lane towards and up Windmill Hill (3) and slight concerns about cyclist's speeds on the descent down to Hereford Street (1). A suggestion was made to remove cycle lanes to provide better access for cars around the local area (1)</p>			
24	Validity of Evidence Base/Consultation	0	7	17
	<p>There was some doubt expressed as to the extent of the rat running and the scale of the issue in Windmill Hill (13) with the suggestion that 3 cars per minute rat running through was not a significant number (2)</p> <p>A concern raised about leading questions and the lack of opportunity for people to express their dissent at the proposals (2) and the suggestion the consultation was rushed through during the pandemic (1) or not required considering the financial period (2).</p> <p>Question as to whether the traffic modelling show increased traffic on St Luke's Road for option 1 and if so, what mitigations have been suggested (1). There was also some interest in seeing statistics demonstrating how current arrangements are unsafe for cyclists and pedestrians (1)</p> <p>Were concerns raised about the validity of using 2010 Census Data (2) with a comment from a local resident wishing to see consultation with residents on their own solutions (1)</p> <p>Suggestion that budget could be spared to survey the existing one-way systems after these changes are implemented, to see if local people want them, and estimate the effect on traffic flows (1)</p>			
22	Local Parking	0	0	22
	<p>Disabled user concerned about losing disabled parking bay outside of their house within Windmill Hill if space is released for allowing passing spaces (1)</p> <p>Desire to see a Residential Parking Zone (RPZ) implemented before the introduction of new high-rise developments (3). Some concerns that new residents will inevitably seek to park locally which could have massive implications.</p> <p>Suggestion that people are driving to Bedminster station and using Fraser Street as a parking area which is making it difficult for residents (3)</p> <p>A good proportion of residents were supportive of measures, like an RPZ, that would manage parking in Windmill Hill and prioritise residents parked vehicles (15). Note this wouldn't be at the expense of removing parking spaces.</p>			
14	Wider Access Changes	0	5	9
	<p>Claims made that the proposed changes to the road system will exacerbate local congestion and air quality and that cars are required to undertake lots of different journeys (2) including into the CAZ (1)</p> <p>A suggestion solution was that only residential traffic should be permitted access during certain times of the day (using technology like ANPR) and that through traffic should be banned (5)</p> <p>Concerns raised about the ease of access to businesses along Whitehouse Lane with proposed changes blocking southbound access from York Road (2).</p> <p>Consideration needs to be given to the implications on passing trade (3)</p> <p>Suggestion that changes happen at once rather than in stages (1)</p>			
12	Sustainable Travel Alternatives	0	0	12

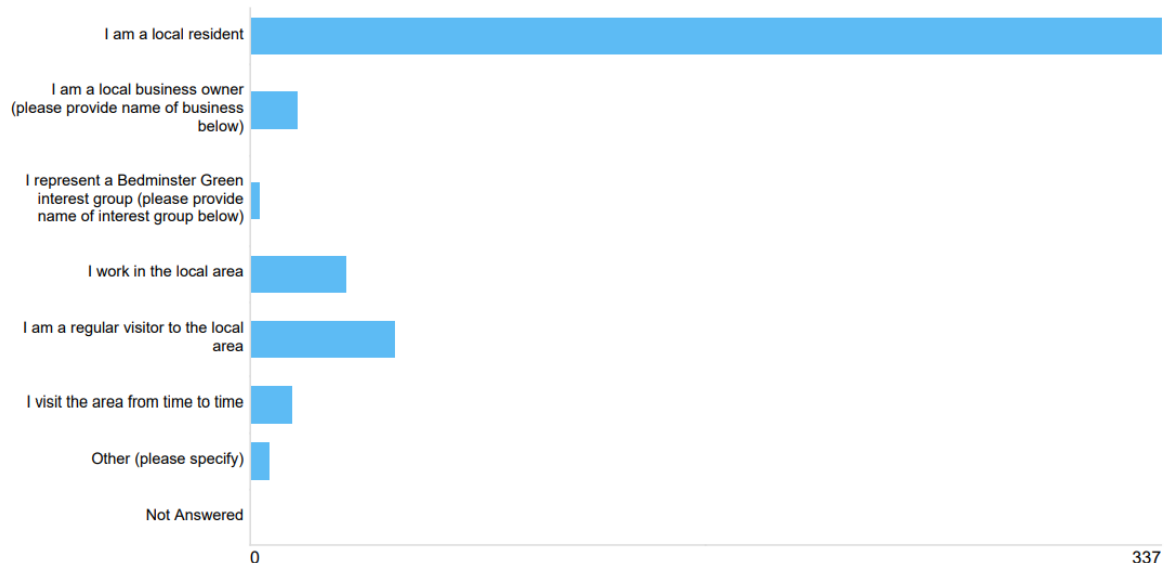
	<p>Desire to see enhanced (reliable) alternatives available locally to support sustainable travel (such as regular buses through to Cribbs Causeway, Clifton) (3) as opposed to local access changes.</p> <p>Desire to see cycle parking hangars (3) and wider pavements (Windmill Hill) to complement any changes to the local area (Option 1) (2) alongside phasing out private car ownership from developments in the area (1).</p> <p>A few respondents also wished to see car sharing bays (1) and widening corners of some streets (1) as well as a more frequent rail service (1)</p>			
10	Segregated Cycle Provision	2	6	2
	<p>Desire to see segregated provision to make it feel safer to cycle and to do alongside promoting active travel in the short and longer term (2)</p> <p>Sometimes the suggestion that new cycle lanes were not being utilised in the local area and that 'cyclists' were travelling on the road instead (2)</p> <p>Suggestion that a dedicated cycle link is not required through Windmill Hill as a dedicated track is already provided along Victoria Park via Fraser Street (4)</p> <p>Ensure good signage and wayfinding is provided with new tracks (1) as well as lighting (1)</p>			
9	Access to Bedminster Station	0	1	8
	<p>Respondents questioning the need to drive to the station (1) as well as the implications of changes within Windmill Hill on parking near the station (1).</p> <p>A disabled rail user commented on not feeling comfortable crossing over to Windmill Hill at present from Hereford Street due to speeding vehicles and poor access up to the forecourt; so instead drove into Windmill Hill. (1)</p> <p>Crucially, access would need to be permitted to the station for service vehicles; with the suggestion that a dropped kerb and vehicle access is maintained and that a dedicated bay for the station could be included on the highway (1)</p> <p>The desire to see additional (or better) cycle parking at the station would also encourage people to cycle there (2), whilst a more appealing forecourt area at the station would also be beneficial (2) alongside better integrated access between bus stops and the rail station (1)</p>			
4	Road Safety	0	0	4
	<p>Request to clearly segregate users along Whitehouse Lane, including across Clarke Street, with priority for active travel users (1).</p> <p>Concerns that the roads within Windmill Hill are so narrow that this present a risk to families and the disabled who may have to edge into the road (1)</p> <p>Good integration with the Malago Greenway also sought as part of the proposals, including straightening out the junction around Windmill Hill (1)</p> <p>Pedestrian priority sought at the junction with Windmill Hill, Hereford Street &amp; Whitehouse Lane (1)</p>			
4	Visual Presentation	0	2	2
	<p>Wished to see more appealing and attractive street furniture around Hereford Street &amp; Windmill Hill. The CGIs did not look pretty (1).</p> <p>Some respondents did not appreciate the failure to acknowledge building scale and massing in the CGI images and how deceptive this could be (1).</p> <p>Concern raised about not having a third option presented (1)</p> <p>A respondent found the design of the road signs on the photo simulation of option 2 really confusing and I think it would be prone to causing accidents (1)</p>			
1	Maintenance	0	0	1
	The railway bridge has a leak that needs to be remedied on the eastern footpath (1)			

## About You

These are the baseline, standalone results to help capture the representation of communities and people who answered the survey.

### Which one best describes you? – Multiple Choices

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

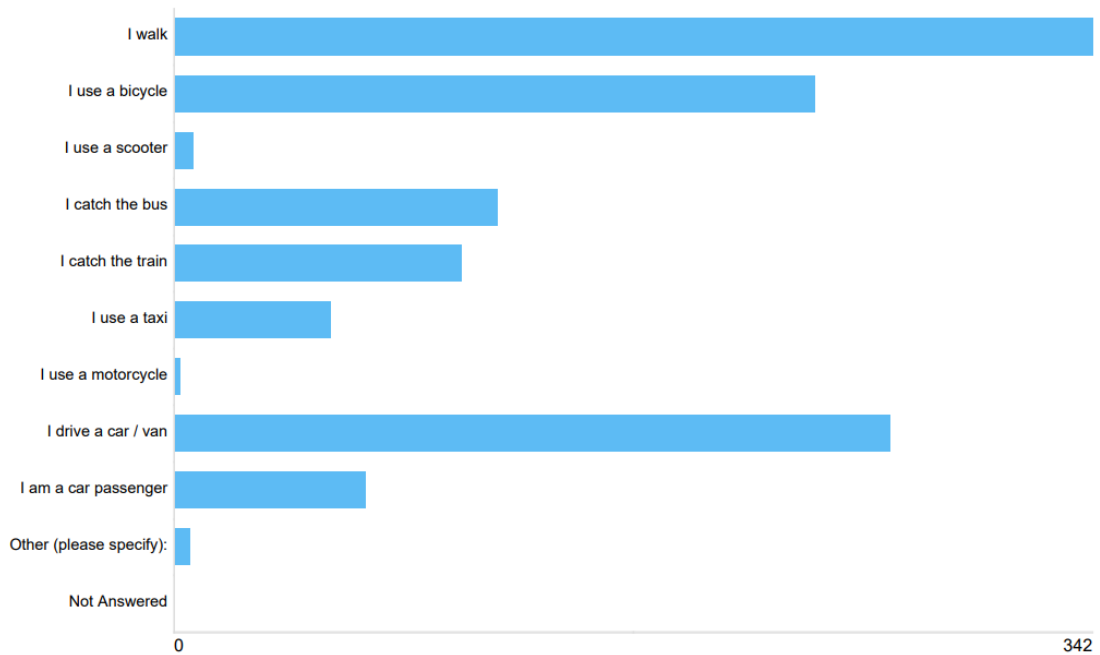


**Figure 38 – Which of the following best describes you?**

Most respondents reported living in the local area (86% - 337) with the next largest group being those visiting the area regularly (13.6% - 53). Only a small fraction, 3 in total (0.7%) were acting as a representative of a local interest group and only 4.3% (17) being a business owner. This suggests that results from the survey generally are reflective of local views. The slight underrepresentation of businesses would have been addressed through direct feedback via the business consultation exercise and virtual briefings.

### How do you travel to, around or from Bedminster? - Multiple Choices

**How do you travel to, around or from Bedminster? (tick all that apply)**

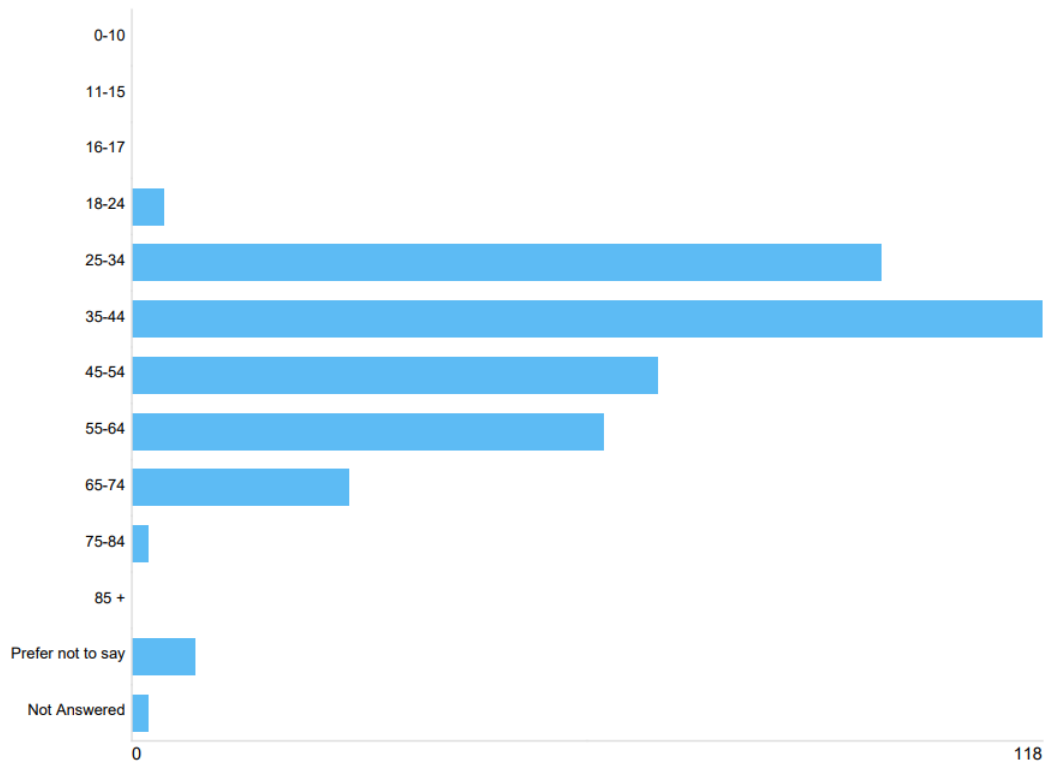


**Figure 39 – How do you travel to, from or around Bedminster?**

An overwhelming number of respondents stated that they walked (88.1% - 342) but with 68% (266) opting to drive and a similar number also cycling within the area (61% - 238). The perspective of public transport users travelling by bus (30% - 120) and rail (27% - 107) were also represented, albeit to a lesser degree. Passengers normally travelling in a car were also represented (18.3% - 71).

**What is your age? – Single Choice**

**What is your age?**



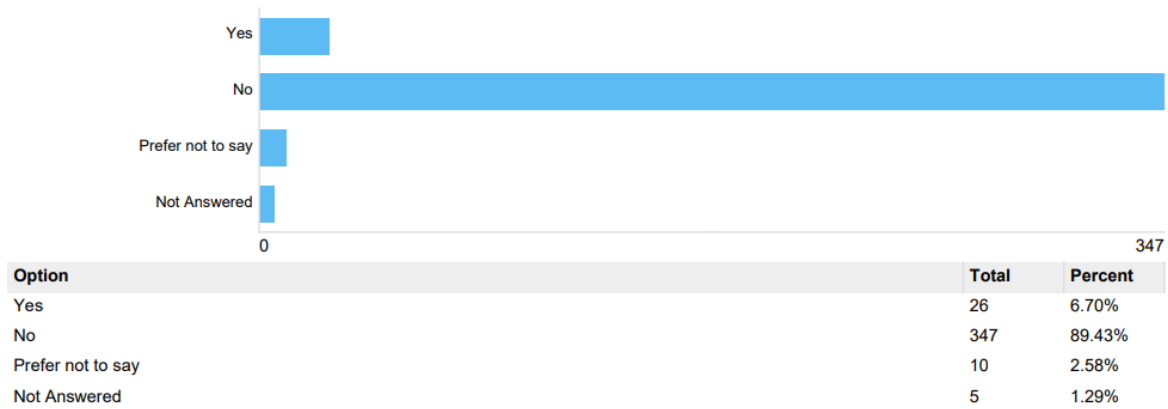
Option	Total	Percent
0-10	0	0.00%
11-15	0	0.00%
16-17	0	0.00%
18-24	4	1.03%
25-34	97	25.00%
35-44	118	30.41%
45-54	68	17.53%
55-64	61	15.72%
65-74	28	7.22%
75-84	2	0.52%
85 +	0	0.00%
Prefer not to say	8	2.06%
Not Answered	2	0.52%

**Figure 40 – What is your age?**

Younger people below the age of 25 were underrepresented in the survey, with only four responses. The largest response group by age was from 35-44 years (30.4%-118), followed by 25-34 (25% – 97) with just under a fifth of responses back from 45-55s (17.5%-68) and 55-64s (15.7%-61) respectively.

**Do you consider yourself to be disabled? – Single Choice**

**Do you consider yourself to be a disabled person?**

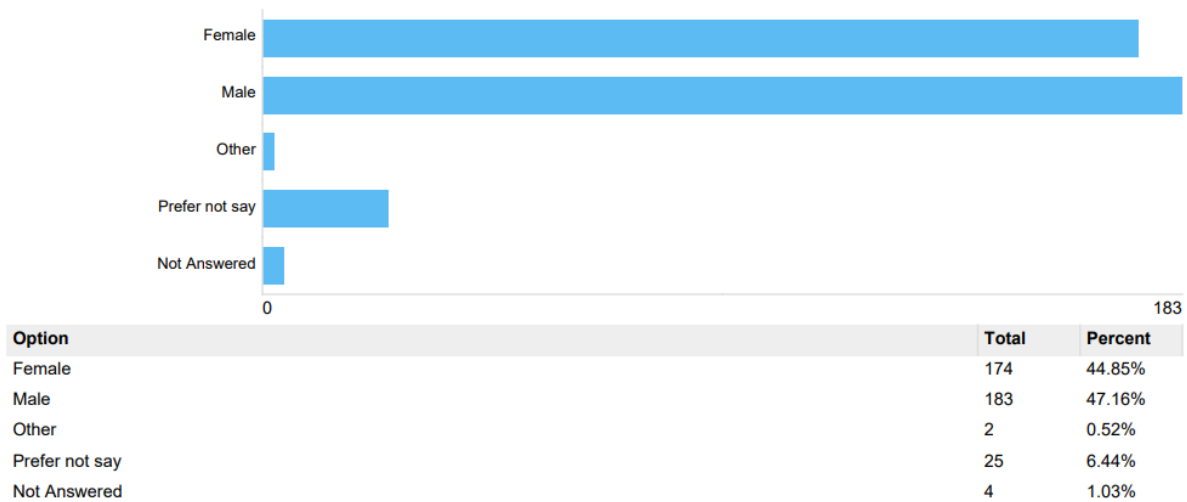


**Figure 41 – Do you consider yourself to be disabled?**

Whilst most respondents didn’t associate with a disability (89%-347), the survey was completed by 26 people (6.7%) who were disabled. A fraction of people preferred not to say. This is comparable with the disability rate for the city which is 8%.

**What is your sex? – Single Choice**

*What is your sex?*

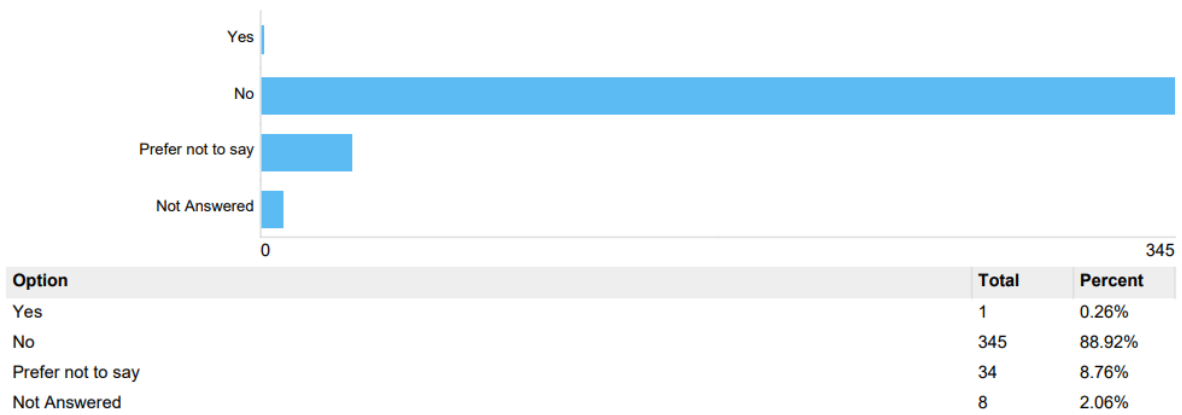


**Figure 42 – What is your sex?**

There was a relatively even split in the responses back from those whose sex was male (47%) or female (45%). This provides some reassurances as to the representation of such groups through the feedback on design elements. 6% preferred not to say (25).

**Are you going through any part of a gender reassignment? – Single Choice**

**Have you gone through any part of a gender reassignment process or do you intend to?**

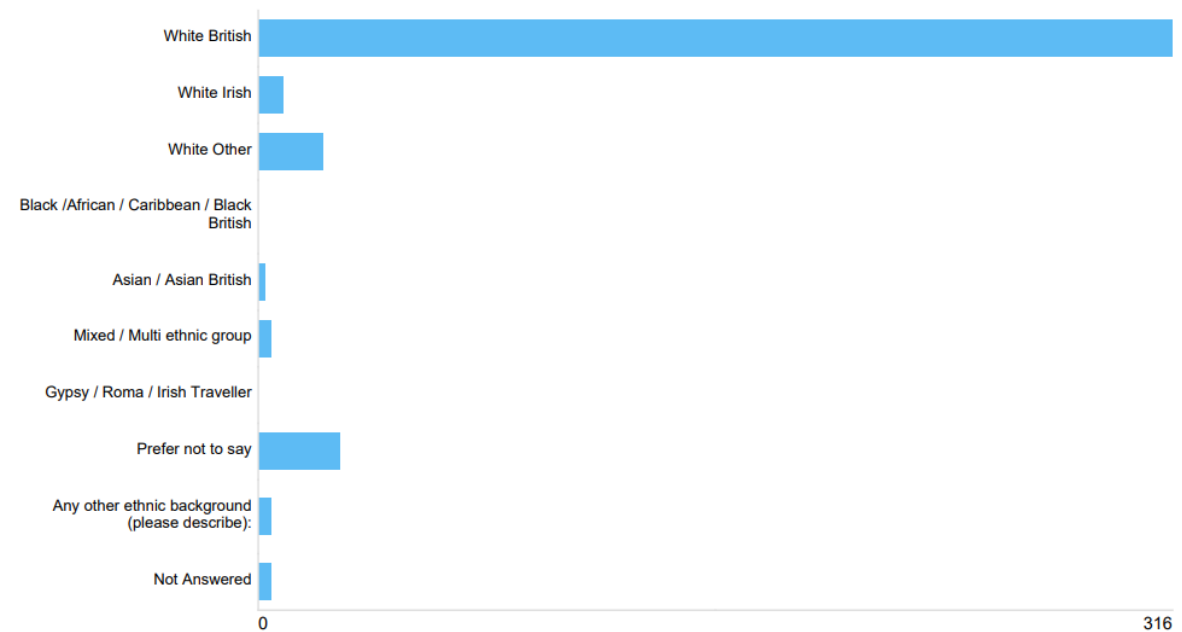


**Figure 43 – Are you going through any part of a gender reassignment?**

The majority were not going through a gender reassignment (89% - 345) but 34 people preferred not to say, and a single person responded yes to this question.

**What is your ethnicity? – Single Choice**

**What is your ethnic group?**



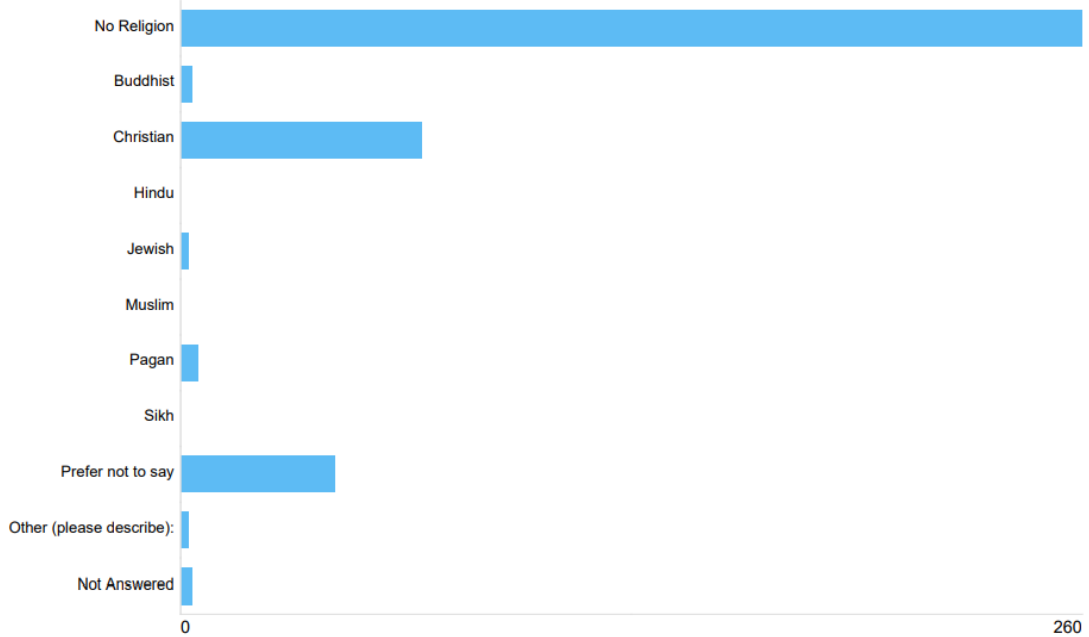
Option	Total	Percent
White British	316	81.44%
White Irish	8	2.06%
White Other	22	5.67%
Black /African / Caribbean / Black British	0	0.00%
Asian / Asian British	2	0.52%
Mixed / Multi ethnic group	4	1.03%
Gypsy / Roma / Irish Traveller	0	0.00%
Prefer not to say	28	7.22%
Any other ethnic background (please describe):	4	1.03%
Not Answered	4	1.03%

**Figure 44 – What is your ethnicity?**

Most people completing the survey were of White British Ethnicity (81% - 316) or White Other (5% - 22) with a larger proportion of those preferring not to say (7% - 28). The latter alone is more than other ethnicities combined. BAME communities, as a percentage, were underrepresented compared to the ward profiles for Windmill Hill and Southville (2020).

**What is your religion? – Single Choice**

*What is your religion/faith?*



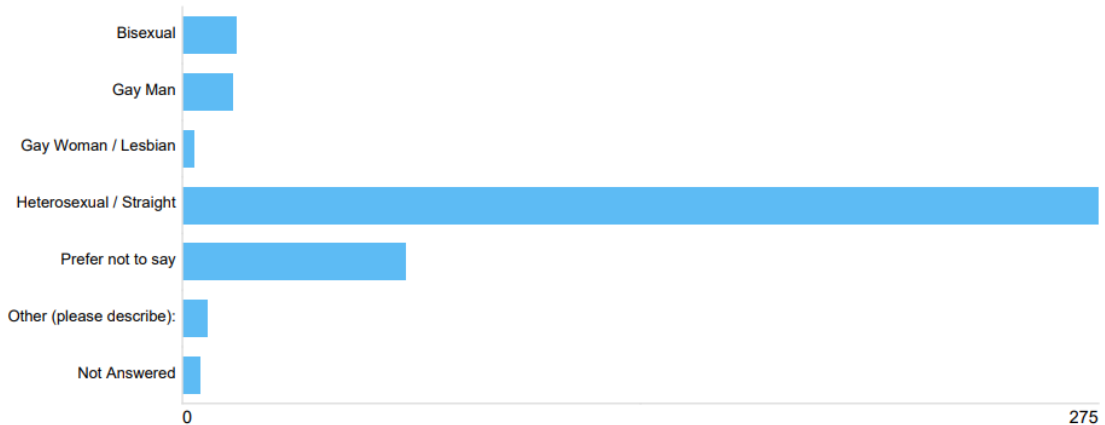
Option	Total	Percent
No Religion	260	67.01%
Buddhist	3	0.77%
Christian	69	17.78%
Hindu	0	0.00%
Jewish	2	0.52%
Muslim	0	0.00%
Pagan	5	1.29%
Sikh	0	0.00%
Prefer not to say	44	11.34%
Other (please describe):	2	0.52%
Not Answered	3	0.77%

**Figure 45 – What is your religion/faith?**

Just over two thirds of respondents didn't associate with a religion (67% - 260). Christianity was the religion with most responses (17% - 69), with responses also from those associated with being Jewish, Buddhist, or Paganism. Hindu, Muslim and Sikh faiths were not represented and 11% (44) respondents preferred not to disclose their faith.

**What is your sexual orientation?– Single Choice**

*What is your sexual orientation?*



Option	Total	Percent
Bisexual	16	4.12%
Gay Man	15	3.87%
Gay Woman / Lesbian	3	0.77%
Heterosexual / Straight	275	70.88%
Prefer not to say	67	17.27%
Other (please describe):	7	1.80%
Not Answered	5	1.29%

**Figure 46 – What is your sexual orientation?**

The survey was completed by more Heterosexual/straight respondents (70% - 275) than other options with almost a fifth (17% - 67) preferring not to say. Other sexual orientations were bisexual (4% - 16), a gay man (4% - 15), or a lesbian (0.8% -3).

## Are you pregnant or given birth in the last 26 weeks? – Single Choice

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



Option	Total	Percent
Yes	7	1.80%
No	349	89.95%
Prefer not to say	28	7.22%
Not Answered	4	1.03%

**Figure 47 – Are you pregnant or have you given birth in the last 26 weeks?**

Most people, (90% - 349) were not in this position but 28 respondents (7%) preferred not to say. The views of people who opted for ‘yes’ (2% - 7) was marginally higher than those who didn’t answer the question.

## Are you an asylum seeker? – Single Question

*Are you a refugee or asylum seeker?*



Option	Total	Percent
Yes	0	0.00%
No	363	93.56%
Prefer not to say	22	5.67%
Not Answered	3	0.77%

**Figure 48 – Are you an asylum seeker?**

No respondent explicitly referred to themselves as an asylum seeker and 94% (363) stated that this was not the case.

## 5. Virtual Briefings

A particularly effective approach, especially whilst social distancing measures were in effect, was to conduct personalised virtual briefing sessions via zoom. These enabled key stakeholders identified early in the consultation approach, to be contacted and offered the opportunity to journey through the proposals and ask questions.

In total, 15 key stakeholder groups were briefed across 10 separate virtual meetings. This was complemented by email correspondence throughout the consultation period with both these groups and other interested parties who wished to receive some clarification on elements of the proposals.

Every key stakeholder was contacted by the transport engagement team twice before a final message was communicated by the project team closer to the end of the public consultation. A briefing session typically lasted an hour, but others exceeded this duration. The format of a briefing session was as follows:

- Introduction to the consultation, its aims and objectives and key project dates. This included personal welcomes.
- Journeying through the proposed transport improvements highlighting key themes and elements, per mode, and taking questions at regular intervals from the audience.
- Journeying through the proposed river restoration works and presenting design options and rationale for the nature of the developments with further questions posed concurrently.
- Conclusion and round up of further questions before a breakdown of next steps and take away actions for the respective groups and the project team.

The stakeholder list was consistently updated to reflect the status of engagements and revised contact details were also uploaded. The majority who responded back to invitations were locally based councillors, interest groups and businesses, some of whom also submitted formal responses to the project team on the proposals. Other groups declined an invitation but were happy to complete a survey and to cascade this to members of their institutions.

The following key stakeholders were briefed and provided feedback to the proposals. A snapshot of their feedback has been provided below with some groups providing detailed consultation feedback in separate documents:

- Bristol Physical Access Chain (BPAC)
  - o Generally pleased with the proposals but would require reassurances on how signage, wayfinding and all round legibility is being factored into the detailed designs. Concerns raised about the design or inclusion of pedestrian crossing points and right of way proposals across cycle lanes (Hereford Street). Segregation of different users (pedestrians and cyclists) also requested. The Council requested further information and thoughts on access to Bedminster Station.
- Windmill Hill and Malago Community Planning Group (WHAM)
  - o A very proactive and engaged group of residents who were engaged via briefings and individual email correspondence during the consultation. Discussion mainly focused around the proposed changes to vehicle access in and around Windmill Hill and

mitigation measures. The information will inform the next stage of the design process. Concerns also raised about the prospect of new residents at Bedminster Green with almost no on-site car parking turning to parking in Windmill Hill and surrounding areas.

- Dunkerry Hill Residents Group
  - A group of residents with concerns about the implications of changes to vehicle access in and around Windmill Hill. Raised issues of speeding, informal pavement parking (station users), pedestrian and cyclists' safety and localised congestion; all known issues previously expressed and raised with BCC. Wanted to find solutions and deliver tangible changes after previous attempts to negotiate and deploy funding for traffic calming schemes. This included requesting one-way traffic to reduce 'stand offs' and reducing speeding through traffic calming measures. Concerns also raised about parking (as per WHAM, above) and suggested an RPS.
- Bedminster BID
  - Briefed early in the consultation process and consulted on design discussions for s278 commitments across Mill Lane and Little Paradise. Expressed support for the regeneration of Bedminster Green but reiterated the desire to see funding and support for realising the East Street vision. Questioned the requirement for bus lane infrastructure and river restoration elements (Plot 1&3) and shared a small survey undertaken across businesses/residents along East Street which illustrated the priority attached to East Street investment over other schemes/priorities.
- Bristol Civic Society (BCS)
  - Group was represented in a meeting with BWA and stressed the need to provide good wayfinding and connectivity through the design. There are also aspirations to support sustainable travel and improved signage displays across the Windmill Hill/Victoria Park area, including in the vicinity of Bedminster Station. The latter would complement plans for traffic management around Windmill Hill and was earmarked for follow up at a later stage with the rail industry.
- Lets Walk Bedminster (LWB)
  - Was in attendance during the main BWA meeting. Raised concerns about the location of a proposed new bus stop outside Plot 4 on the A38 and questioned why this was not located parallel with the existing stop outside Plot 3. Further emphasis placed on the connectivity and ease of access between East Street and the A38, especially for those who associate with an equalities group, considering relocating bus stops and services.
- Bristol Walking Alliance (BWA)
  - Supportive throughout the consultation period on several subjects. Were especially keen for proposals to follow the original NASH planning framework and questioned the diversion away from this in the presentation of consultation material (highlighting walking/cycling routes) and the proposed northern access point to the railway station. Would be particularly keen to see the next level detail regarding public realm qualities, such as signage, surface course and wayfinding.
- Friends of Suburban Bristol Railways (FoSBR)
  - A representative of the group is an active member of BCyC and was in attendance during subsequent meetings with the Placemaking & Transport Strategy Group. FoSBR views were focused on enhancements to Bedminster Station and specifically concerns that a northern access point was not being prioritised. Reference was made to additional

service provision through MetroWest and WECAs Strategic Rail Plan for the reinstatement of four lines through the station (2030-2045) and the development of Bedminster as a transport/mobility hub.

- Bristol Cycling Campaign (BCyC)
  - o Represented by the BCyC lead on infrastructure design who wished to engage on the more detailed phase of the design post consultation. Expressed disappointment at the lack of segregated cycle provision along the entirety of the A38 and raised technical concerns about crossing point design at the confluence of Windmill Hill, Hereford Street & Whitehouse Lane. Would be keen to be consulted again on the detailed design of cycle infrastructure at a later stage.

### **Business Consultation (Whitehouse Lane)**

Our business consultation approach was thorough because of the short- and longer-term implications of the proposals within the Bedminster Green Regeneration area. This was an intensive process led by the transport engagement team that firstly required establishing a comprehensive database of contact information for businesses across a local catchment area (approximately 1km); and secondly reaching out to each contact by phone and by email to communicate the proposals. Three rounds of consultation were necessary to ensure contact could be made in every case. This personalised approach was valued by businesses as it provided an opportunity for BCC to explain the design and fully understand feedback from local businesses. More importantly, the anecdotal feedback 'on the ground' could be invaluable to shape next stage designs.

The general approach also presented an opportunity to inform businesses about local initiatives to support sustainable travel, namely workplace audits and grant funding.

In total, 242 businesses were contacted with 238 calls made and 128 emails sent over the consultation period. The process was invaluable towards prompting businesses towards completing the online survey alongside capturing anecdotal feedback on the proposals, which have been summarised below:

- The conflict of interest expressed by businesses about the current land use in the area (low density industrial units) and proposals for housing development. More specifically, this raised concerns about the compatibility of active travel provision (cycle infrastructure) with business trading activities.
- Proposals for making Whitehouse Lane one way only was a concern across the business (and auto sector) community; several expressed concerns that changes would minimise space for manoeuvring on the highway and would hinder access for HGVs. Loss of parking wasn't raised as an issue to the same degree.
- As many businesses require on each other's custom, vehicles may be forced to circulate the block to access a premises in a one-way system. The implications of CAZ to this effect and traffic displacement on localised congestion, was also raised, although the CAZ boundary is some distance to the north.

- Questions raised about the requirement for active travel infrastructure when there is already an off road, parallel route in Victoria Park. The use of segregated provision along Whitehouse Street was also raised as many felt that this wasn't being utilised.
- Concerns that the introduction of a one-way system will reduce customers and lead to businesses relocating to other parts of the city; or having to cease trading. Limited awareness of future ambitions for Whitehouse Street area redevelopment and the changes to land use across the area more generally.
  - o Feedback from businesses operating across the auto sector was that the proposals are terminal for the type of businesses located in the area due to the access requirements for vehicles; especially when combined introduction of CAZ and the economy recovery from COVID-19. Some of these businesses said that they would relocate if custom dropped because of the transport proposals coming into effect.
  - o Some businesses adjacent to or located within the proposed Plot Five development site, had had limited information on the proposals to date and were naturally concerned about what the future held for them in the area. However, a business did remark that they are keen on reducing rat running and supporting residents with active travel. Staff also car share to site.
  - o Equally, there was some appeal and take up of extended offers for sustainable travel funding and advice to help adapt to changes in the area. This request was subsequently followed up by the transport engagement team.
  - o There were a few concerns about the introduction of a CAZ with respect of one-way changes on Whitehouse Lane and the financial implications this would have on their business with a non-compliant vehicle fleet. Further communication was requested on the impacts of future construction activity alongside financial support and exemptions through the Clean Air Fund (CAF).

Whilst the consultation process was well received, the details of the proposals, namely the introduction of a one way system along Whitehouse Lane, was a concern for businesses which operate within the auto industry and rely on the use of the public highway and access for servicing HGVs. The subject of the CAZ was only occasionally raised as public engagement had already been undertaken in 2019 and 2020. This helped signpost businesses to mitigation measures to manage the impact of the CAZ is due to be implemented in late 2021. Any reference was made in conjunction with one-way proposals for Whitehouse Lane and the requirement for vehicles (of a particular size) to drive into the charging zone on York Road.