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**Technical Note**

Project	Blossom Street Multi Modal Study	Date	19 th August 2008
Note	Consultation of Local Residents and Businesses	Ref	CTDAFG147
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1 Introduction

1.1 Halcrow Group Limited has been commissioned by the City of York Council (CYC) to undertake a Multi Modal Study of the Blossom Street Area of York. This study has involved consultation of parties on the issues associated with travelling within the Blossom Street study area.

1.2 This technical note summaries the methodology approach adopted in consulting local residents and businesses along the corridor and goes on to present analysis of the consultation findings.

2 Consultation Approach

2.1 The consultation approach adopted to capture the views of local residents and businesses involved the preparation and distribution of a questionnaire. A copy of the questionnaire is appended to this technical note. The consultation period covered a three week period, with the deadline for receipt of completed questionnaires being Friday 1st August 2008. Questionnaires were delivered to approximately 2,000 properties within the study area.

3 Resident and Business questionnaire responses

3.1 The purpose of this section of the technical note is to present the results of the residents and business' survey. The questionnaire was designed with the aim of collecting information regarding opinions on the current transport issues along Blossom Street.

3.2 Of the 2,000 postal questionnaires distributed 145 were returned, giving a response rate of 7%. Of the responses received 131 (90.3%) were from local residents and 14 (9.7%) from local businesses. It should be noted that in the tables that follow, the totals do not always add up to the same amount. This is because some respondents failed to answer some questions that were asked.

4 Current Travel Patterns

4.1 To gain an understanding of the respondents current travel patterns the survey asked how often members of each household/business travel along the Blossom Street by

varying modes of transport, where they travelled to and what time of day they undertook their journey. One trip is classed as an outward and a return journey.

4.2 The survey found that the majority of respondents most frequently travelled along Blossom Street on foot (89.8%), with 65.0% of residents and businesses who responded to the survey driving along Blossom Street frequently and 57.3% cycling. These results are shown in Table 4.1

4.3 The mode of transport least used for frequent trips is bus, with only 38.5% saying they travelled by bus for two trips or more per week, and some 61.5% stated that they used the bus less than two trips per week.

Table 4.1 Current Travel Patterns (all percentages in rows equal 100)

	Frequent trips (more than 2 trips per week)		Less Frequent trips (Less than 2 trips per week)	
	Frequency	Percent	Frequency	Percent
Car	76	65.0	41	35.0
Bus	35	38.5	56	61.5
Cycle	47	57.3	35	42.7
Walk	115	89.8	13	10.2

4.4 Respondents were asked to state the number of people in their household/business who usually make the journeys by each transport mode. Some 40.2% of residential respondents walk with 31.5% travelling by car. Conversely 38.6% of business respondents travel by car with only 22.8% walking. Some 26.7% of business respondents travel by bus compared to only 13.8% of residential respondents as shown in Table 4.2.

Table 4.2 Person Trips along Blossom Street

	Residential		Businesses	
	Frequency	Percent	Frequency	Percent
Car	174	31.5	39	38.6
Bus	76	13.8	27	26.7
Cycle	80	14.5	12	11.9
Walk	222	40.2	23	22.8
Total	552	100	101	100

4.5 Respondents who mainly travel by car were asked where they park within or adjacent to the Blossom Street study area. A total of 28 different locations were given. The most popular locations were:

- East Mount Road;
- The Mount;
- Holgate Road;
- Park Street;
- South Parade;
- Moss Street;
- Dewsbury Terrace; and
- Trinity Lane.

4.6 These journeys were for the majority made during peak hours. Table 4.4 shows that the majority of respondents make their outward journey between 07:00 and 09:30 (51.5%) whilst the majority of respondents make their return journeys between 16:00 and 18:00 (48.1%).

Table 4.4 Time Period of Outward and Return Journey

	Outward		Return	
	Frequency	Percent	Frequency	Percent
Before 07:00	11	8.3	2	1.5
07:00-09:30	68	51.5	5	3.9
09:30-16:00	43	32.6	28	21.7
16:00-18:00	4	3.0	62	48.1
After 18:00	6	4.6	32	24.8
Total	132	100	129	100

4.7 The survey moved on to ask respondents if they feel there are any limitations in using each of the different transport modes when travelling to/from Blossom Street. Table 4.5 shows that the majority of respondents (57.1%) feel that there are limitations when travelling by car to/from Blossom Street, with 50.0% feeling that there are limitations when travelling by bicycle.

Table 4.5 Limitations with transport to/from Blossom Street (all percentages in rows equal 100)

	Yes		No	
	Frequency	Percent	Frequency	Percent
Car	60	57.1	45	42.9
Bus	21	26.2	59	73.8
Cycle	47	50.0	47	50.0
Walk	24	23.3	79	76.7

4.8 Respondents who stated that there are limitations with travelling via different modes to/from Blossom Street were asked to state what these were. The following answers were given:

Cycling

4.9 Many respondents raised issues with regards to the safety of cycling within the Blossom Street area and stated that this was due to the lack of dedicated cycle lanes, the volume of traffic along the road, vehicles parked in the way, drivers cutting cyclists up, buses intimidating cyclists and the speed of vehicles along the route.

Traffic Lights

4.10 Many concerns were also raised in relation to the traffic lights within the study area with the main concern being the timing of the signals and the lack of synchronisation. Many respondents stated that there were too many traffic signals along the route which slows the traffic down and causes congestion. Some respondents noted that the traffic lights at the Blossom Street/Micklegate junction only allow a few cars through from Micklegate in any one phase whilst one respondent stated that the pedestrian phase at this junction is too long.

Parking

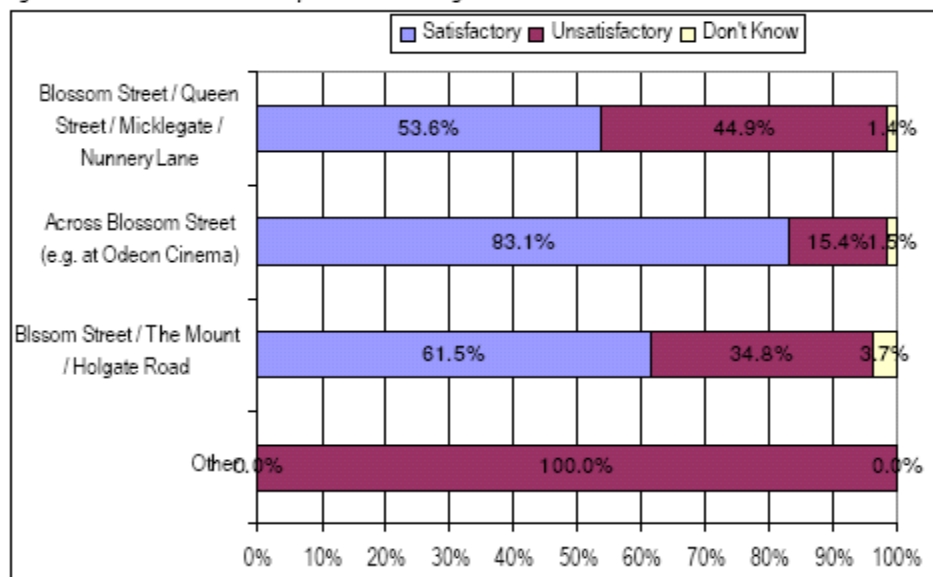
4.11 Issues raised in relation to parking include the lack of residents parking within the area, illegal parking of coaches and delivery vehicles on double yellow lines, and problems parking during business hours.

Congestion

4.12 A total of twenty one respondents stated that congestion along Blossom Street was bad and acted as a limitation to travelling within the area.

- Walking**
- 4.13 Dangers crossing roads within the area, cyclists riding along pavements, noise and air pollution, and pedestrians having low priority at traffic signals were cited as limitations to walking to/from premises along Blossom Street.
- Bus**
- 4.14 Responses in relation to limitations to bus travel included inappropriate bus times, fares being too high, inadequate facilities at bus stops, overloaded buses, and the unreliability of services.
- Other**
- 4.15 Other responses included: difficulties turning right in/out of South Parade; traffic travelling too fast; noise and air pollution; buses blocking lanes and using two lanes when turning; unsafe to complete some manoeuvres at junctions; difficulty crossing bus lane; and bus lane lights hold up all other traffic.
- 4.16 The survey then went on to ask the opinion of the residents and business respondents on existing facilities within the study area:
- 5**
- 5.1** ***Pedestrian Crossing Facilities***
- The majority of respondents feel that pedestrian crossing facilities within the study area are satisfactory, as shown in Figure 5.1. Some 44.9% of respondents feel that pedestrian crossing facilities at the Blossom Street / Queen Street / Micklegate / Nunnery Lane junction are unsatisfactory, with 34.8% giving the same response for the Blossom Street / The Mount / Holgate Road junction. Only 15.4% of respondents feel that the pedestrian crossing facilities across Blossom Street are unsatisfactory.

Figure 5.1 Satisfaction with pedestrian crossing facilities



5.2 Although 100% felt that other pedestrian crossing facilities were unsatisfactory only one respondent answered this question. The pedestrian crossing the answer refers to is along Holgate Road.

5.3 Those who felt that pedestrian crossing facilities were unsatisfactory suggested the following improvements:

- Signal controlled crossings at Nunnery Lane/Queen Street Junction on all sides;
- One straight crossing outside the Odeon building;
- Less traffic lights;
- Redesign all crossings;
- Zebra Crossings;
- Red light cameras to deter drivers from driving through red lights;
- Greater protection for pedestrians at crossing points;
- Increase width of pavements and central reservations;
- Reduce pedestrian waiting times at crossings;
- FTR buses straddle crossings when 'green man' is on;
- Extra pedestrian crossings;
- A zebra crossing half way down Nunnery Lane;

- Pedestrian priority crossing near the school; and
- More frequent pedestrian phases.

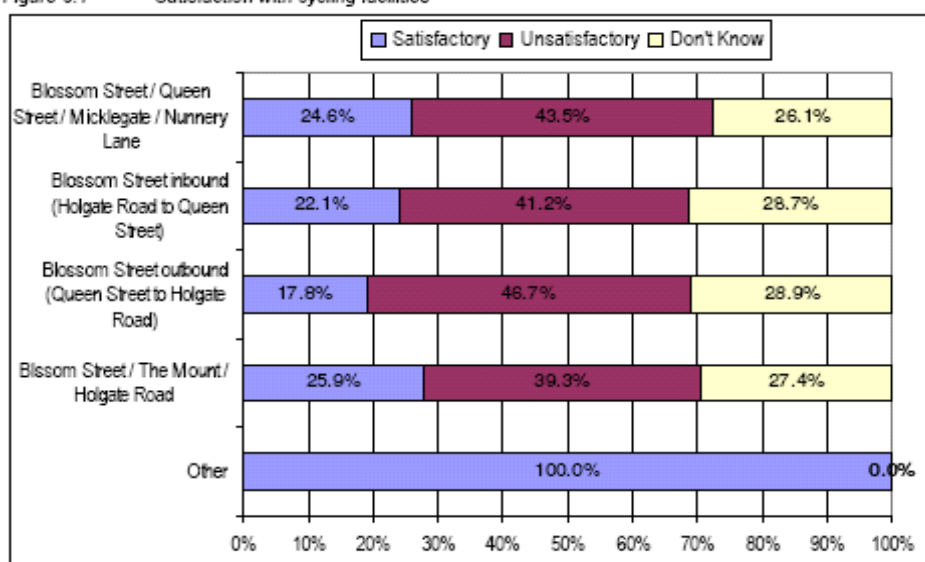
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Cycling Facilities

6.1

The majority of respondents feel that cycling facilities within the study area are unsatisfactory, as shown in Figure 6.1. Some 43.5% of respondents feel that cycling facilities at the Blossom Street / Queen Street / Micklegate / Nunnery Lane junction are unsatisfactory, with 39.3% giving the same response for the Blossom Street / The Mount / Holgate Road junction. Almost half of respondents (46.7%) felt that cycling facilities outbound on Blossom Street between Queen Street and Holgate Road are unsatisfactory with 41.2% feeling the same in regards to cycling facilities in the inbound direction.

Figure 6.1 Satisfaction with cycling facilities



6.2

Although 100% felt that other cycling facilities were satisfactory only one respondent answered this question. The location at which this answer refers to is along South Parade.

6.3

Those who felt that cycling facilities were unsatisfactory suggested the following improvements:

- Dedicated cycle facilities;
- Cycle lanes;
- Wider cycle lanes;
- Continuous cycle lanes;
- Cycle lane around Micklegate;
- Cycles lanes with protection from buses; and
- Separate signals for cycles.

6.4 The questionnaire went on to ask if the provision of on-road cycle lanes and off-road cycle facilities would encourage respondents to carry out more journeys by bicycle. Table 6.1 shows the results.

Table 6.1 Provision of cycle facilities

	Yes		No	
	Frequency	Percent	Frequency	Percent
On-road cycle lanes	58	49.6	59	50.4
Off-road cycle facilities	60	54.1	51	45.9

6.5 The majority of respondents (54.1%) felt that off-road cycle facilities would encourage them to carry out more journeys by bicycle compared with 49.6% who felt that on-road cycle lanes would encourage them to cycle more.

7 **Bus Stop Facilities**

7.1 The majority of respondents (68.6%) feel that bus stop facilities within the study area are unsatisfactory, as shown in Table 7.1.

Table 7.1 Satisfaction with bus stop facilities

	Frequency	Percent
Satisfactory	94	68.6
Unsatisfactory	21	15.3
Don't Know	22	16.1
Total	137	100

7.2 Those who felt that bus stop facilities were unsatisfactory suggested the following improvements:

- More stops;
- Improved bus stop locations;
- Real time information at stops;

- Clearer information at stops;
- More shelters;
- Outbound bus stops need longer laybys; and
- Cleaner bus shelters.

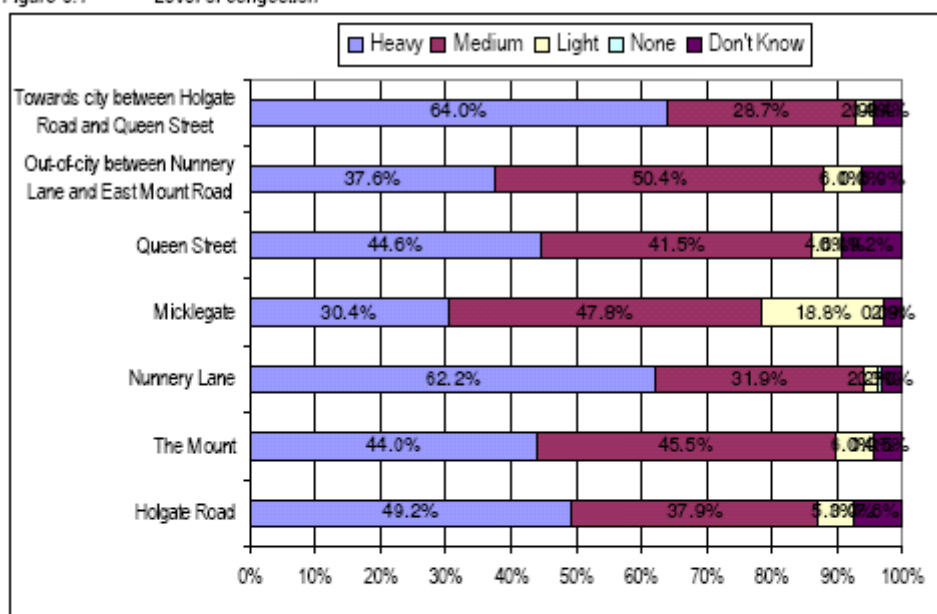
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Street Environment

8.1

The majority of respondents feel that heavy congestion is experienced in most locations within the study area as shown in Figure 8.1. Some 64.0% of respondents felt that congestion was heavy towards the city centre between Holgate Road and Queen Street, with 62.2% stating heavy for Nunnery Lane, 49.2% for Holgate Road, 44.6% for Queen Street. The majority of respondents (50.4%) felt that congestion was medium out of the city between Nunnery Lane and East Mount Road, with 47.8% stating medium for Micklegate and 45.5% for The Mount.

Figure 8.1 Level of congestion



8.2

Respondents were then asked if they felt that there were any air quality issues on Blossom Street. The majority of both residential and business respondents feel that there are air quality issues along Blossom Street with 56.3% and 64.3% giving this answer respectively.

Table 8.1 Air Quality Issues

	Residential		Businesses	
	Frequency	Percent	Frequency	Percent
Yes	67	56.3	9	64.3
No	52	43.7	5	35.7
Total	119	100	14	100

8.3 Those respondents who thought that there were air quality issues along Blossom Street were asked to provide details. The following answers were given:

- Fumes and smoke;
- CO2 emissions;
- Congestion and stationary traffic cause air pollution;
- Pollution from buses and HGVs;
- Noise pollution;
- Filthy and dusty;
- Smell of diesel;
- Smell from KFC;
- Smell from drains;
- Litter; and
- Vomit.

8.4 Respondents were then asked how they would describe the general street environment along Blossom Street. Table 8.2 shows that the majority of residential respondents (68.0%) and 50.0% of business respondents feel that the street environment along Blossom Street is unsatisfactory.

Table 8.2 Satisfaction with street environment

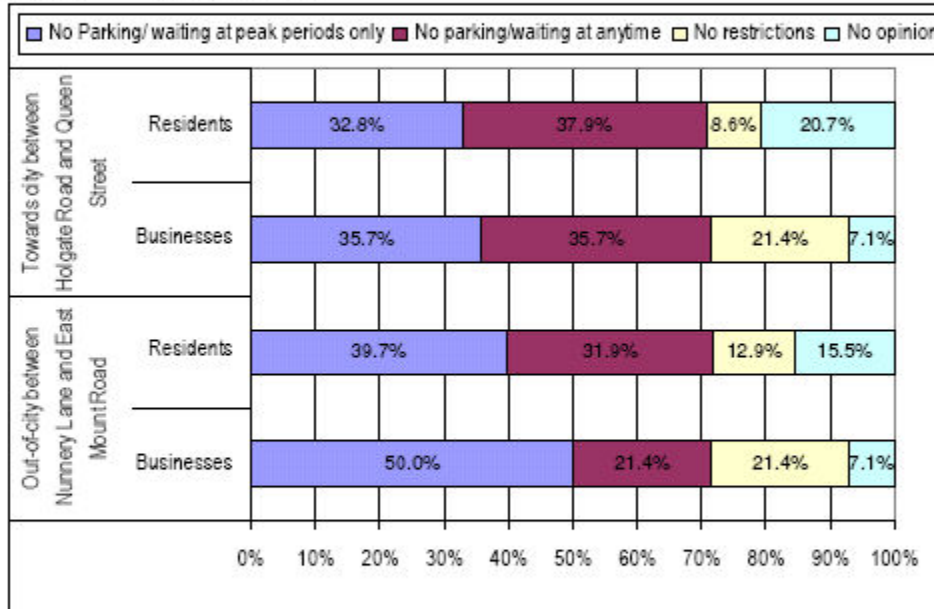
	Residential		Businesses	
	Frequency	Percent	Frequency	Percent
Satisfactory	32	26.2	7	50.0
Unsatisfactory	83	68.0	7	50.0
Don't Know	7	5.7	0	0.0
Total	122	100	14	100

8.5 Those respondents who felt that the street environment was unsatisfactory were asked to give suggestions of where and how it could be improved. The following answers were included:

- A car park for use when visiting local shops;
- Remove on-street parking;
- Remove clutter on footpaths;
- Reduce street furniture;
- Improve pavement surfacing;
- Widen footpaths;
- Improve Odeon building;
- Improve shop frontages;
- Remove cyclists from pavements;
- Improve priority for pedestrians and cyclists;
- Introduce road charges for vehicles;
- Reduce noise;
- Reduce smell from takeaways;
- Reduce traffic;
- Plant more trees and flowers;
- Better removal of litter and graffiti;
- Improve street cleaning;
- Get shops and takeaways to take responsibility for cleaning up; and
- Reduce signage.

- 8.6 Respondents were informed that new parking/waiting restrictions may be required at locations along Blossom Street as part of any improvement scheme. They were then asked what restrictions they would favour. Figure 8.2 shows the results.
- 8.7 The majority of both residents and businesses would prefer "No parking/waiting at anytime" along Blossom Street towards the city centre between Holgate Road and Queen Street with 37.9% and 35.7% giving this answer respectively. 35.7% of business respondents would favour "No parking/waiting at peak periods only" at this location as would 32.8% of residential respondents.
- 8.8 The majority of both residents and businesses would prefer "No parking/waiting at peak periods only" along Blossom Street out of the city between Nunnery Lane and East Mount Road with 39.7% and 50.0% giving this answer respectively. 31.9% of residential respondents would favour "No parking/waiting at anytime" at this location.
- 8.9 Some 21.4% of business respondents would not like to see any parking/waiting restrictions in either location.

Figure 8.2 Parking Restrictions

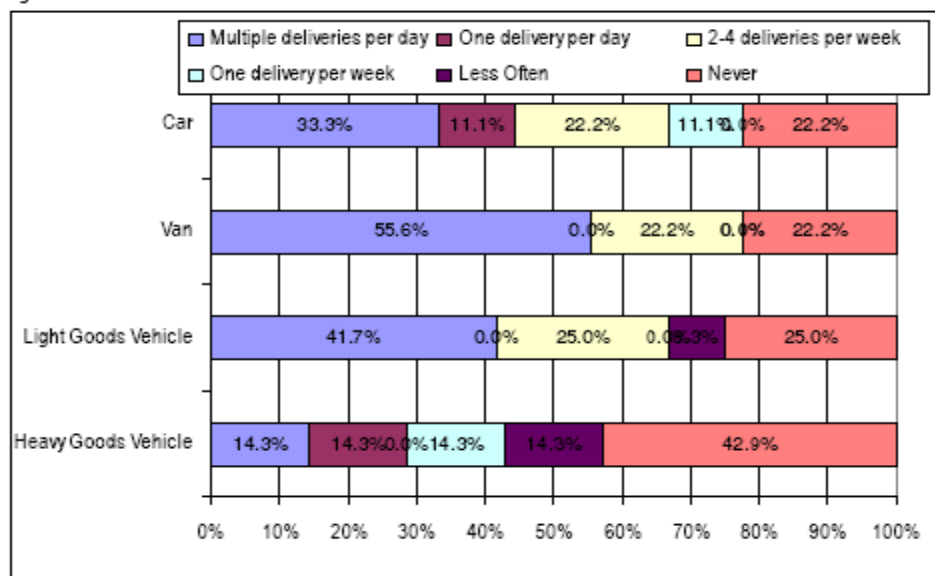


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9.1

Business Information

Business respondents were asked to state how often their business receives deliveries to premises on Blossom Street via different forms of transport as shown in Figure 9.1.

Figure 9.1 Business Deliveries



9.2 Of those businesses who receive deliveries by car one third (33.3%) receive multiple deliveries per day, with 22.2% receiving 2-4 deliveries per week. The majority of businesses who receive deliveries by van receive multiple deliveries per day (55.6%) with 22.2% receiving 2-4 deliveries by van per week.

9.3 Some 41.7% of business respondents receive multiple deliveries per day by light goods vehicle with one quarter receiving 2-4 deliveries per week by light goods vehicle. The majority of business respondents (42.9%) never receive deliveries by heavy goods vehicle.

9.4 The questionnaire went on to ask business respondents at what time of day they usually receive their deliveries. The results are shown in Table 9.1.

Table 9.1 Delivery Times

	Frequency	Percent
Before 07:00	1	5.0
07:00-09:30	3	15.0
09:30-16:00	11	55.0
16:00-18:00	4	20.0
After 18:00	1	5.0
Total	20	100

9.5 The majority of deliveries are received within the inter-peak period (09:30-16:00) with 55.0% of responses giving this answer. One fifth of deliveries are received during the evening peak and 15.0% during the morning peak.

9.6 Business respondents were then asked on what days they usually receive their deliveries. The vast majority of deliveries (89.2%) are during the week.

Table 9.2 Delivery Days

	Frequency	Percent
Monday	13	19.6
Tuesday	11	16.6
Wednesday	12	18.2
Thursday	11	16.6
Friday	12	18.2
Saturday	5	7.8
Sunday	2	3.0
Total	66	100

9.7 The questionnaire concluded by asking business respondents if their business relies on customers being able to park in close proximity to their premises. Some 71.4% of business respondents stated that their business does rely on customers being able to park in close proximity.