

Future High Street Fund

Queen Street Pedestrian Access Enhancements

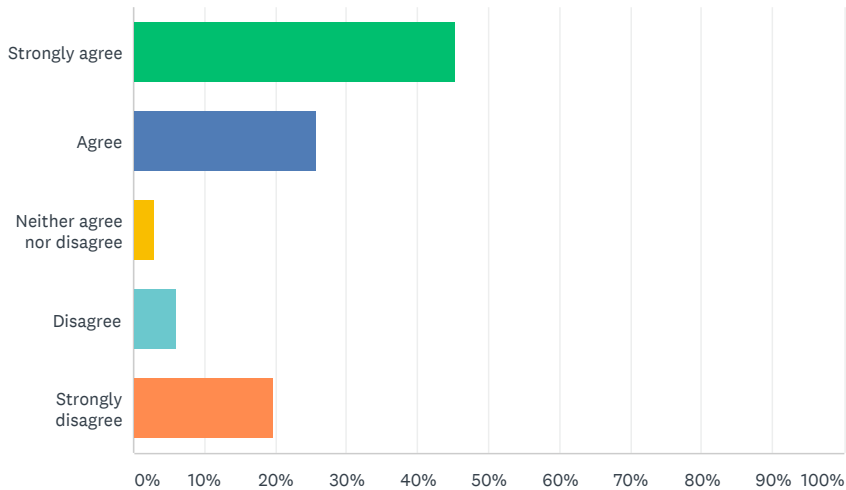
Cyclists Survey Responses

This document provides information on the feedback received via the online survey that formed part of our Future High Street Fund engagement process. This took place during June 2020 and the feedback is summarised below via the bar charts as well as key comments and issues accompanied with our responses to these.

Question 1

Do you agree with the need for improvements to the quality of the National Cycle Network Route 2 through the central part of Newton Abbot (rail station - ASDA)?

Answered: 66 Skipped: 0

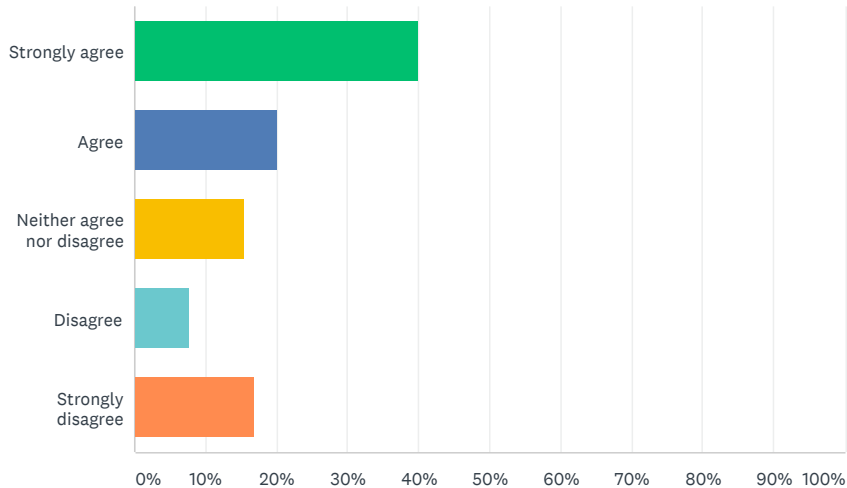


ANSWER CHOICES	RESPONSES	
Strongly agree	45.45%	30
Agree	25.76%	17
Neither agree nor disagree	3.03%	2
Disagree	6.06%	4
Strongly disagree	19.70%	13
TOTAL		66

Question 2

Do you agree with the need for the road crossing outside the rail station to be converted for cyclists & pedestrian use, instead of only pedestrian use?

Answered: 65 Skipped: 1

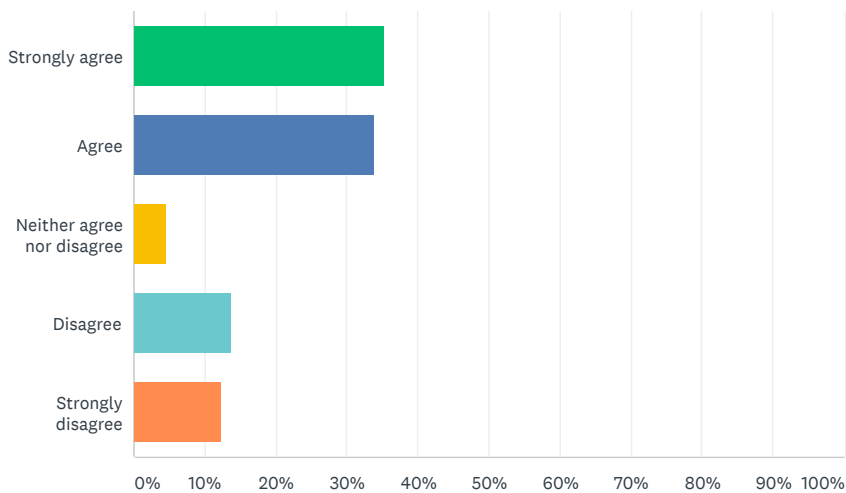


ANSWER CHOICES	RESPONSES	
Strongly agree	40.00%	26
Agree	20.00%	13
Neither agree nor disagree	15.38%	10
Disagree	7.69%	5
Strongly disagree	16.92%	11
TOTAL		65

Question 3

Do you agree with the need for an off-road / quiet roadway route option via Courtney Park, Devon Square to join Queen Street where it becomes 1-way & avoid the busier stretch of Queen Street?

Answered: 65 Skipped: 1

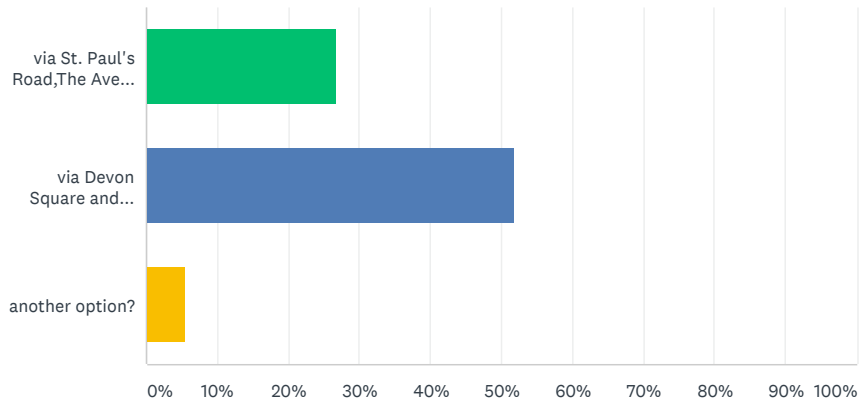


ANSWER CHOICES	RESPONSES	
Strongly agree	35.38%	23
Agree	33.85%	22
Neither agree nor disagree	4.62%	3
Disagree	13.85%	9
Strongly disagree	12.31%	8
TOTAL		65

Question 4

If you answered yes to Q3, what route you do you think the quiet cycling link option to Queen Street & the National Cycle Network should take?

Answered: 56 Skipped: 10



ANSWER CHOICES

RESPONSES

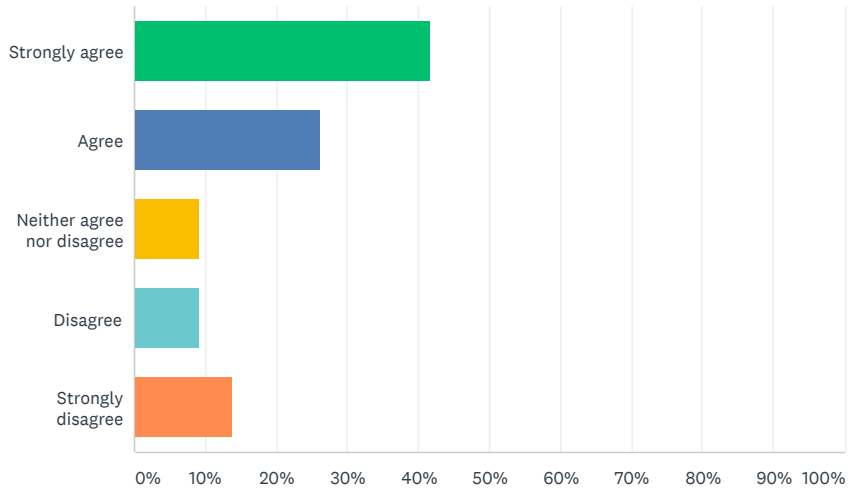
ANSWER CHOICES	RESPONSES	
via St. Paul's Road,The Avenue and Lemon Place?	26.79%	15
via Devon Square and Lemon Road?	51.79%	29
another option?	5.36%	3

Total Respondents: 56

Question 5

Do you agree with widening and adding new surface markings to the cycling lane through Cricketfield car park?

Answered: 65 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

TOTAL

RESPONSES

41.54%

26.15%

9.23%

9.23%

13.85%

27

17

6

6

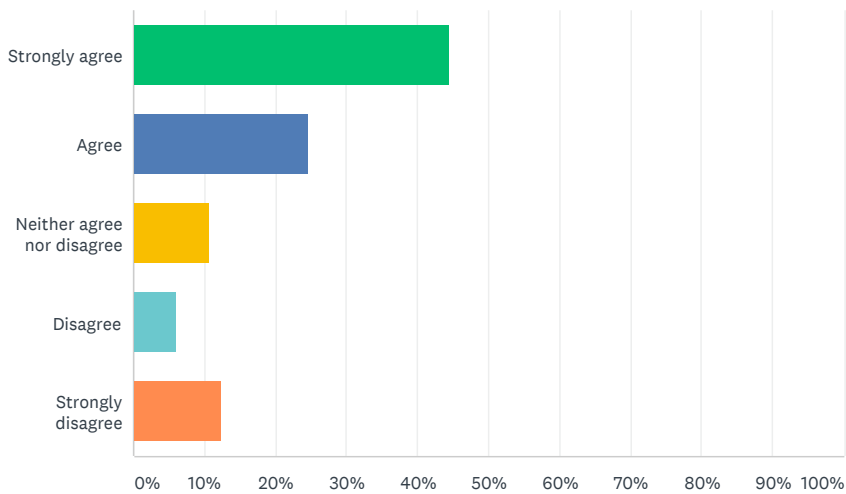
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Question 6

Do you agree with new surface markings and Stop signs (instead of Give Way) at the Albany Street - Cricketfield Road junction, to make it clearer that there is priority for the cyclists at this junction?

Answered: 65 Skipped: 1

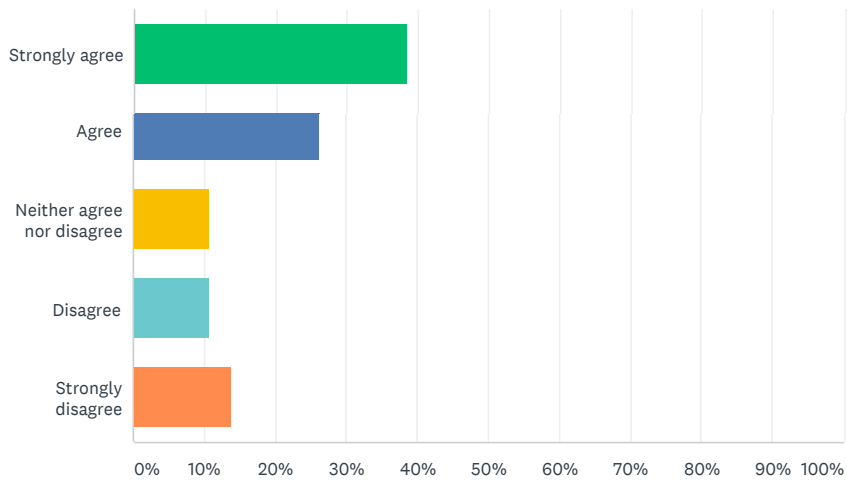


ANSWER CHOICES	RESPONSES	
Strongly agree	44.62%	29
Agree	24.62%	16
Neither agree nor disagree	10.77%	7
Disagree	6.15%	4
Strongly disagree	12.31%	8
TOTAL		65

Question 7

Do you agree with improved road markings for the right-hand turn for cyclists on Kingsteignton Road to access Victoria Gardens (outside the ex-job centre building)?

Answered: 65 Skipped: 1

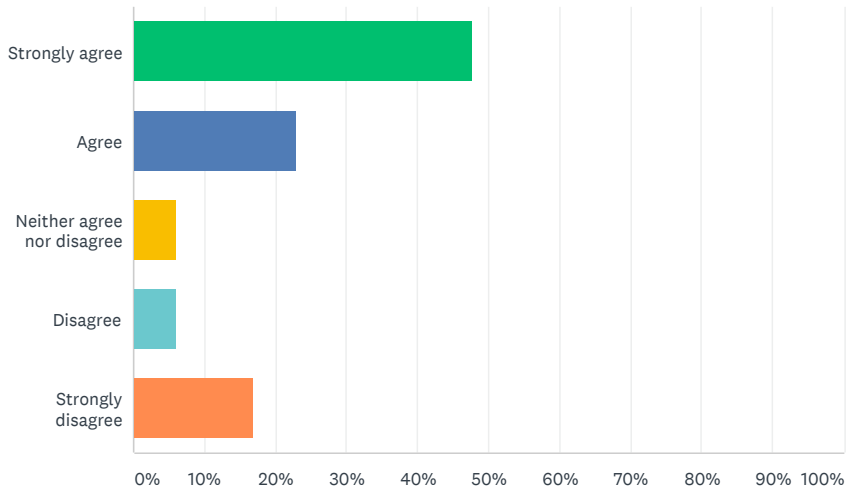


ANSWER CHOICES	RESPONSES	
▼ Strongly agree	38.46%	25
▼ Agree	26.15%	17
▼ Neither agree nor disagree	10.77%	7
▼ Disagree	10.77%	7
▼ Strongly disagree	13.85%	9
TOTAL		65

Question 8

Do you agree with new signposts at Sherborne Road to make it clear this stretch of road is for local bus use and cyclist use only, at low speeds?

Answered: 65 Skipped: 1

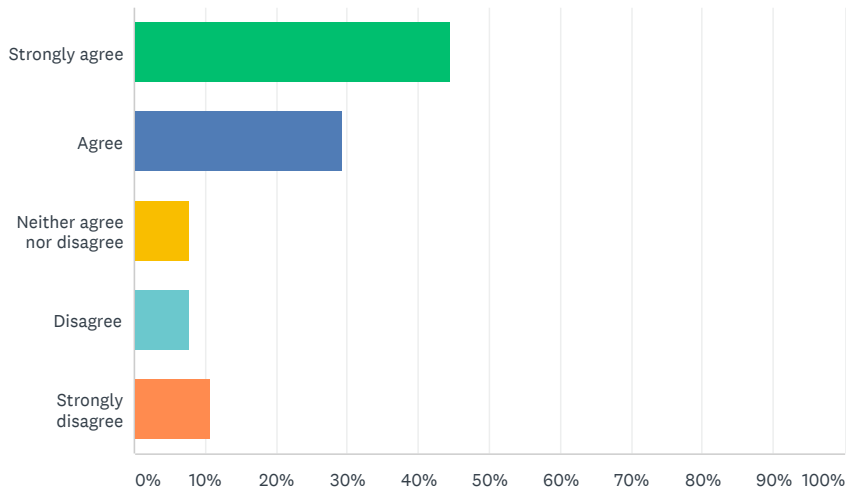


ANSWER CHOICES	RESPONSES	
Strongly agree	47.69%	31
Agree	23.08%	15
Neither agree nor disagree	6.15%	4
Disagree	6.15%	4
Strongly disagree	16.92%	11
TOTAL		65

Question 9

Do you agree with more signposting of the cycle route between Sherborne Road and ASDA, to make this clearer for users?

Answered: 65 Skipped: 1



ANSWER CHOICES

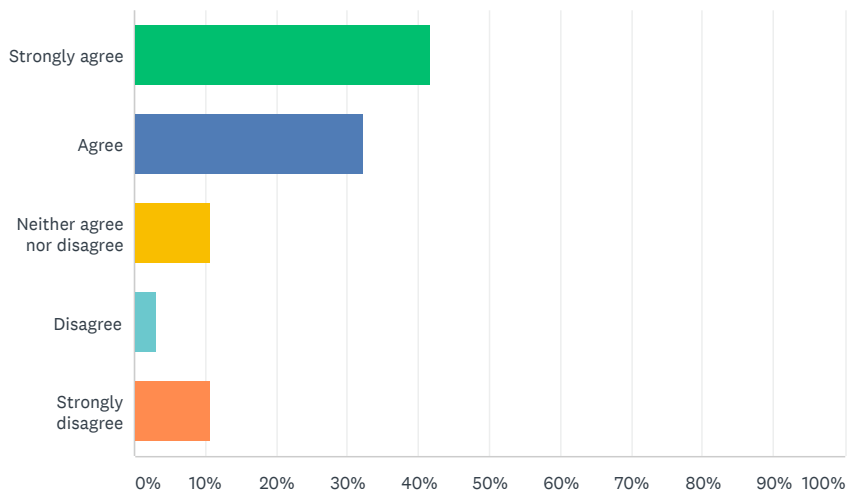
RESPONSES

ANSWER CHOICES	RESPONSES	
Strongly agree	44.62%	29
Agree	29.23%	19
Neither agree nor disagree	7.69%	5
Disagree	7.69%	5
Strongly disagree	10.77%	7
TOTAL		65

Question 10

Do you agree with more cycle parking in the town centre area, including at Queen Street/Lemon Road junction, Victoria Gardens, Highweek Way, and by ASDA? (Please add any additional suggestions for cycle parking locations in the comments box below).

Answered: 65 Skipped: 1

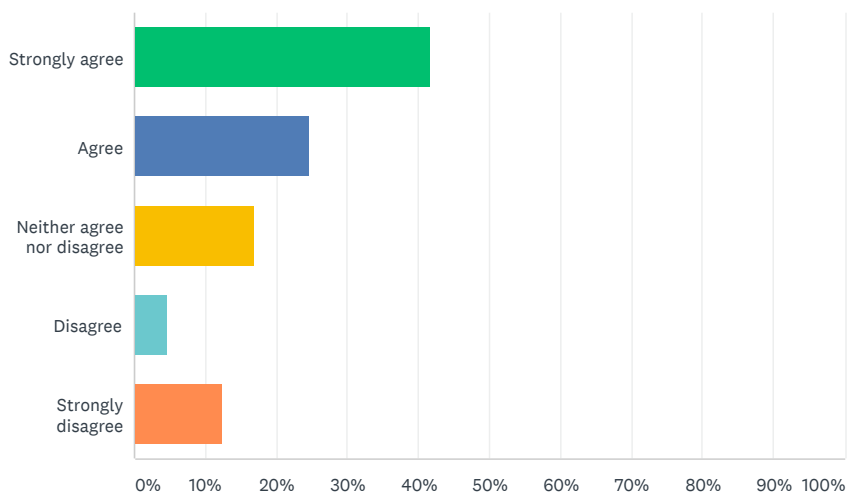


ANSWER CHOICES	RESPONSES	
Strongly agree	41.54%	27
Agree	32.31%	21
Neither agree nor disagree	10.77%	7
Disagree	3.08%	2
Strongly disagree	10.77%	7
TOTAL		65

Question 11

Do you agree with the need for improvements to Marsh Road for cyclists and pedestrians? This road currently functions as shared-space. The suggestion in the design plan is just one option, please provide any specific suggestions in the comments box below.

Answered: 65 Skipped: 1



ANSWER CHOICES

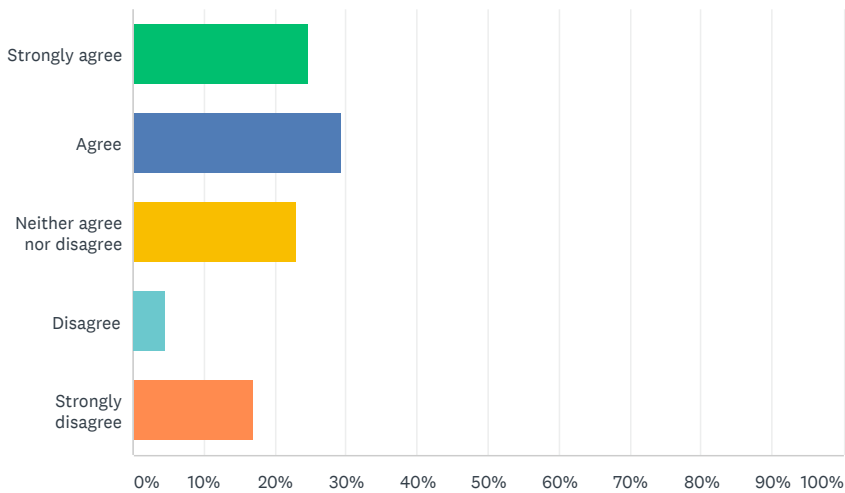
RESPONSES

ANSWER CHOICES	RESPONSES	
Strongly agree	41.54%	27
Agree	24.62%	16
Neither agree nor disagree	16.92%	11
Disagree	4.62%	3
Strongly disagree	12.31%	8
TOTAL		65

Question 12

We looked at the potential to provide a contraflow for cyclists on Queen Street but couldn't achieve this as well as widening pavements for improved pedestrian / shopper environment, because of the lack of width capacity on Queen Street. Do you support the National Cycle Network 2 cycling improvements and cycle parking improvements as a way to provide notable uplift for cyclists?

Answered: 65 Skipped: 1



ANSWER CHOICES

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

TOTAL

RESPONSES

24.62%

29.23%

23.08%

4.62%

16.92%

16

19

15

3

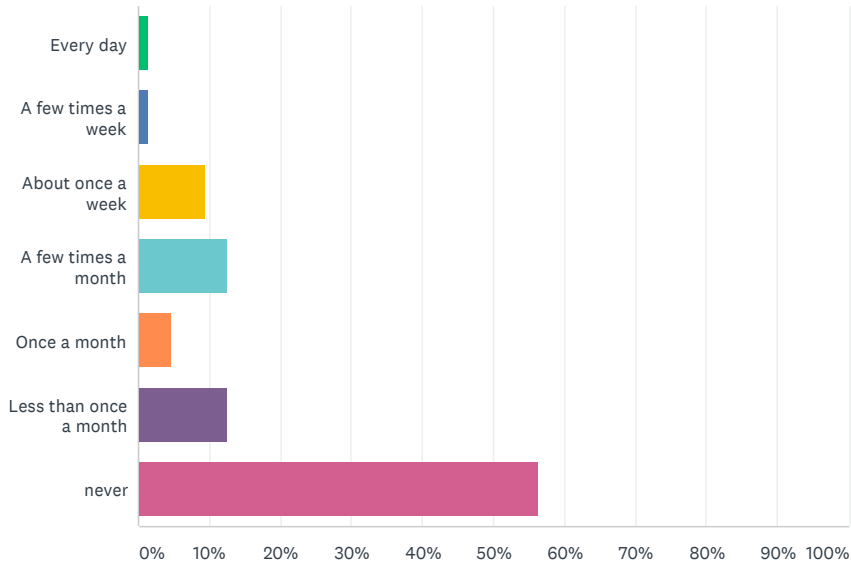
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Question 13

Do you use your bicycle for shopping in Newton Abbot town centre?

Answered: 64 Skipped: 2



ANSWER CHOICES

- ▼ Every day
- ▼ A few times a week
- ▼ About once a week
- ▼ A few times a month

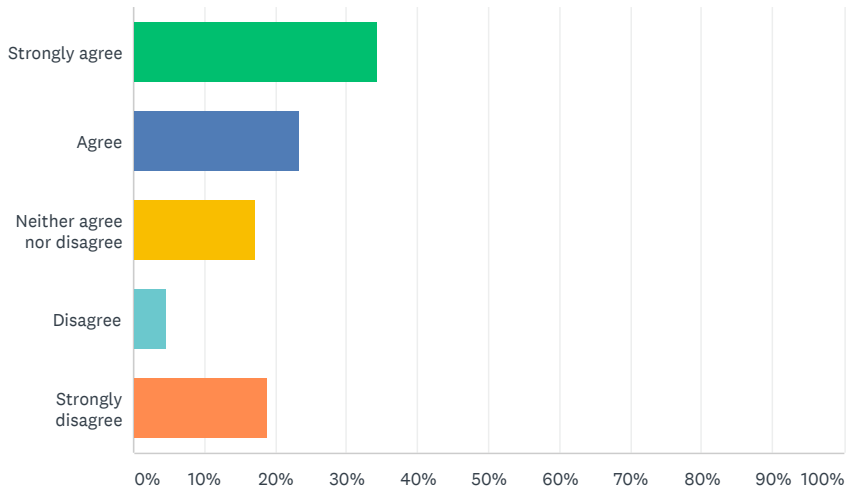
RESPONSES

Percentage	Count
1.56%	1
1.56%	1
9.38%	6
12.50%	8

Question 14

Do you think you would visit Newton Abbot town via bicycle more often (or take-up cycling) if there were better cycle links and more cycle parking?

Answered: 64 Skipped: 2



ANSWER CHOICES

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

RESPONSES

- 34.38%
- 23.44%
- 17.19%
- 4.69%
- 18.75%

TOTAL

Your Comments and Our Response

Question 4: If you answered yes to Q3, what route you do you think the quiet cycling link option to Queen Street & the National Cycle Network should take?

Issues / Key Comments	Teignbridge District Council Responses
Existing paths not used by cyclists they continue to ride on the road.	Regular feedback from the Teignbridge Cycle Forum, and Devon County Council cycle counter data shows that key cycle route provision is generally well used and offers a safe alternative, particularly for less confident cyclists and families with young children. It's important to note that not all cyclists have the same needs; some confident cyclists are able to move at speeds close to motor traffic speeds in urban locations and it would not be safe or logical for them to use off-road shared pedestrian and cycle routes, which is why some cyclists remain on-road.

Question 5: Do you agree with widening and adding new surface markings to the cycling lane through Cricketfield car park?

Issues / Key Comments	Teignbridge District Council Responses
It might be an idea to put in a slightly raised edge to ensure safety from cars.	Good suggestion, thank you - we will look at this in the detailed design process (if we are successful with the funding bid).

Question 6: Do you agree with new surface markings and Stop signs (instead of Give Way) at the Albany Street - Cricketfield Road junction, to make it clearer that there is priority for the cyclists at this junction?

Issues / Key Comments	Teignbridge District Council Responses
<p>This proposal will make a massive difference and is a most welcome addition.</p>	<p>This positive message is reflected in the survey feedback summary bar-charts, which show very good support for this measure, and all round for the cycling improvements. Making junctions safer along this national cycle route is one of the key needs that has been raised by users, and some prospective users who are put off from using the cycle route because of lack of clarity at junctions.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Needs to be made safe for pedestrians and cyclists.</p>	<p>Please see response above in relation to cyclists use. For pedestrians, there is a pavement as far as Albany Street and then an onward route into town via Albany Street and a proposed widened pavement where feasible (this is shown in the Queen Street plans).</p>

Question 7: Do you agree with improved road markings for the right-hand turn for cyclists on Kingsteignton Road to access Victoria Gardens (outside the ex-job centre building)?

Issues / Key Comments	Teignbridge District Council Responses
<p>Why? As a car driver and road tax payer why cant I have priority access?</p>	<p>There is no road tax (there hasn't been any since 1937), but there is Vehicle Emissions Tax. Motorists pay Vehicle Emissions Tax based on the quantity of harmful emissions their vehicle emits. These emissions cause air pollution, that contributes to global climate change but can also cause health issues for local communities. Electric vehicle drivers do not pay Vehicle Emissions Tax. Cyclists clearly do not pay Vehicle Emissions Tax. In addition, there is less embodied carbon in bicycle production than in car production (energy and resources used for production). Finally, the light weight of bicycles means that they cause very little wear to road surfaces, whereas motor vehicles are significantly heavier and cause damage to roads over time, leading to issues such as potholes and the need for repair and resurfacing. One of the key aims of the plans is to achieve a more balanced environment for different modes of travel - cars, pedestrians and cyclists. A good quality environment for cyclists and pedestrians often enables a series of wellbeing benefits for the local community, and this supports the business case for this funding bid.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>I'd like to see a change to the curb stones where you exit the road and turn in towards the old job centre. You currently have to turn in at 90 degrees because of the drop curb.</p>	<p>This has been raised by various users, and prospective users, of this national cycle route. This will form part of the proposals for junction improvements to this route and is an important measure.</p>

Question 8: Do you agree with new signposts at Sherborne Road to make it clear this stretch of road is for local bus use and cyclist use only, at low speeds?

Issues / Key Comments	Teignbridge District Council Responses
<p>Too much signage, street furniture already. A blight on the urban landscape.</p>	<p>This particular proposal is not for new signage but to replace the existing signage at Sherborne Road that reads 'local buses only' with signs that read 'local buses and cyclists only' - this is because this is part of the national cycle route but this isn't clear based on current signage.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Buses and bikes do not mix due to blind spots in bus mirrors and over height of cyclists on double deckers. Cyclists shouldn't be in Sherborne Road at all.</p>	<p>Just over 70% of respondents agree or strongly agree with the need for this signage to be changed. Sherborne Road forms part of the national cycle route, which is an important feature for Newton Abbot. The width through Sherborne Road is too constrained to enable a dedicated off-road cycling option. The alternative route option for cyclists is on Halcyon Road, which is a busy road with the related hazards of a busy road. Bus speeds on Sherborne Road are very slow and with more cyclists using the route, awareness of cyclist presence will be increased. Care will still need to be taken, as on any journey, to check whether any pulled in buses are getting ready to pull out or whether the engine is off and they are waiting, keeping a safe distance from buses when passing to aid visibility, and being aware of any oncoming buses from the opposite direction.</p>

Question 9: Do you agree with more signposting of the cycle route between Sherborne Road and ASDA, to make this clearer for users

Issues / Key Comments	Teignbridge District Council Responses
Paint it on the ground, as too much street furniture.	Almost 85% of respondents agree with instating this limited amount of signage. The signs proposed are small blue cycle route signs that show cyclists they are on the right route. It isn't possible to paint cyclist symbols on the ground here between Sherborne Road and ASDA as cyclists will be on-road and not on a dedicated lane or off-road route. This short stretch takes cyclists to the off-road route at ASDA.

Issues / Key Comments	Teignbridge District Council Responses
No! spend the money on mending potholes!	The light weight of bicycles means that they cause very little wear to road surfaces, whereas motor vehicles are significantly heavier and cause damage to roads over time, leading to issues such as potholes and the need for repair and resurfacing. One of the key aims of the plans is to achieve a more balanced environment for different modes of travel - cars, pedestrians and cyclists. A good quality environment for cyclists and pedestrians often enables a series of wellbeing benefits for the local community, and this supports the business case for this funding bid.

Issues / Key Comments	Teignbridge District Council Responses
Only beneficial if cyclists read and obey the signs!	The signs are simply informing cyclists that they are still following the national cycle network route, on this on-road stretch between Sherborne Road and ASDA, where there is currently no indication that the route continues to join with the off-road route at ASDA. There is no instruction to cyclists, only information. This helps cyclists, particularly those less confident cyclists who are put off by lack of clarity of a route and the risk of losing their way. It isn't so easy to navigate a route for the first time when you are cycling, as it is for a motorist who can use sat-nav.

Question 10: Do you agree with more cycle parking in the town centre area, including at Queen Street/Lemon Road junction, Victoria Gardens, Highweek Way, and by ASDA? (Please add any additional suggestions for cycle parking locations in the comments box below).

Issues / Key Comments	Teignbridge District Council Responses
<p>Must be secure parking. Bike lockers, my bike is very expensive! Bike crime is high, need CCTV coverage.</p>	<p>In a busy and generally well overlooked town environment bicycle hoops (Sheffield Stands) are generally recommended for short-term use. Where cyclists are parking for longer periods, such as commuters, then workplaces may provide covered facilities for protection from weather and a greater sense of security (though a very good bicycle lock is still important). It is essential to have a very good bicycle lock. Most locks can be cut through within seconds. A high-quality D-lock is generally the most reliable locking option. It's worth doing some research on this, to make sure you opt for the best option. Bicycle insurance is also important, particularly if your bicycle is worth a fair bit of money. As with a car, this doesn't always stop thieves but means you should be able to replace what has been taken.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Will cyclists be charged or will this be another freebie for cyclists?</p>	<p>No, there isn't any intention to charge cyclists for parking. The wellbeing benefits, for the individual but also for local communities, achieved by cycling as a main mode of travel instead of motor-vehicle use as a main mode of travel can be significant. These can include reduced costs on local public health care provision due to regular exercise being gained by the individual but also via reduced risk of air and noise pollution for the local community.</p>

Issues / Key Comments	Teignbridge District Council Responses
<p>Yes, need cycle parking near Asda, old Job Centre and Cricketfield Road</p>	<p>Good support for this, as almost 75% of respondents support the cycle parking provision and/or enhancement at these locations.</p>

Question 11: Do you agree with the need for improvements to Marsh Road for cyclists and pedestrians? This road currently functions as shared-space. The suggestion in the design plan is just one option, please provide any specific suggestions in the comments box below.

Issues / Key Comments	Teignbridge District Council Responses
Shared routes are a disaster for pedestrians as cyclists assume they can use the total width and make no allowance for other users.	Marsh Road that is currently shared by all user groups - motor vehicles, cyclists and pedestrians. Some less physically mobile residents use this route. Due to constrained width it isn't feasible to provide dedicated space for any user group, but the aim is to ensure low speeds via signage for 20mph, and possibly 'pedestrians on road' type signage also. The current constrained width of the road naturally slows most traffic but the proposal is to reinforce the awareness of the need for low speeds.

Question 12: We looked at the potential to provide a contraflow for cyclists on Queen Street but couldn't achieve this as well as widening pavements for improved pedestrian / shopper environment, because of the lack of width capacity on Queen Street. Do you support the National Cycle Network 2 cycling improvements and cycle parking improvements as a way to provide notable uplift for cyclists?

Issues / Key Comments	Teignbridge District Council Responses
<p>Newton Abbot needs pedestrians and shoppers far more than it needs cyclists.</p>	<p>Almost 45% of respondents said that they use their bicycle for shopping - including 9.5% who use their bicycle each week for shopping and 12.5% who use their bicycle a few times per month for shopping. Also, 47.5% of respondents said that they would use their bicycle for shopping, or would use it more often for shopping, if the cycle links were improved and there was more cycle parking. Cyclists with a pannier - or pair of panniers - can store and carry shopping conveniently. The rise in popularity of e-bikes also means that more people are able to cycle for a wider range of journeys.</p>

Question 13: Do you use your bicycle for shopping in Newton Abbot town centre?

Issues / Key Comments	Teignbridge District Council Responses
No, cyclists cant carry enough shopping home.	<p>Almost 45% of respondents said that they use their bicycle for shopping - including 9.5% who use their bicycle each week for shopping and 12.5% who use their bicycle a few times per month for shopping. Also, 47.5% of respondents said that they would use their bicycle for shopping, or would use it more often for shopping, if the cycle links were improved and there was more cycle parking. Cyclists with a pannier - or pair of panniers - can store and carry shopping conveniently. It is important not to overload with weight on a bicycle but if regular shopping trips are made then this is certainly a feasible, healthy and often enjoyable way to shop. Regular visits to the town by customers is also likely to be good for trade, particularly for small businesses that rely on a regular customer base.</p>

Question 14: Do you think you would visit Newton Abbot town via bicycle more often (or take-up cycling) if there were better cycle links and more cycle parking?

Issues / Key Comments	Teignbridge District Council Responses
Yes, if there is somewhere secure to leave my bike.	The proposal is to install more cycle hoops (Sheffield Stands) but not long-stay parking, as this is generally recommended for commuters at their workplaces. This can be discussed at the next Teignbridge Cycle Forum in October; the previous feedback on this was that lockers were not necessary and more regular cycle stands were needed in town.

