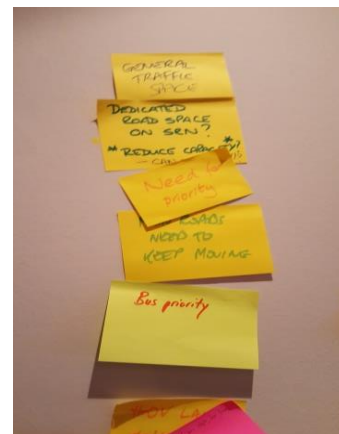


Bus facilities on the Strategic Road Network demonstration project: stakeholder engagement report by Campaign for Better Transport for Transport Focus



March 2019

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Bus facilities on the Strategic Road Network demonstration project: stakeholder engagement report: Executive Summary

Campaign for Better Transport has been commissioned in partnership with Transport Focus to collect stakeholder views on the priorities and opportunities for improving bus facilities on the Strategic Road Network to inform Highways England.

This report records how the engagement with stakeholders was undertaken, and the responses received. Having captured their feedback, the report sets out some of the key issues identified by stakeholders, including challenges to be addressed, and opportunities to deliver improvements. It contains full reports of the stakeholder workshops and responses from the online surveys together with some additional individual submissions.

This stakeholder engagement is part of a larger demonstration project commissioned by Highways England looking at two locations, to identify issues affecting bus and coach operation on the strategic road network to inform future investment.

Methodology

We contacted a wide range of local stakeholders in both case study areas and invited them to participate in a workshop held in January 2019 in the local area. At the workshops, participants were invited to identify key issues for bus operations and bus passengers; prioritise these issues; and then help identify priority locations and potential interventions to address the issues.

We also collected stakeholder views through a bespoke online survey and welcomed further submissions by email or interview.

We have engaged with local authorities, bus operators, transport user groups and community representatives, raising awareness, exchanging information and encouraging active engagement to produce this report.

For the M32 junction 1 (Bristol) case study, 7 representatives took part in the workshop, with 5 responses to the online survey. Although the numbers were small, the three local authorities (City of Bristol, South Gloucestershire and West of England) all took part as did the main bus operator FirstGroup.

For the A27 Falmer to Polegate case study, 13 representatives took part in the workshop from a wide range of organisations, including East Sussex, Brighton & Hove, and Lewes councils, bus user groups, University of Sussex and parish councils. The online survey attracted 82 whole or partial responses including from the South Downs National Park, the Firle Estate and HM Prison Lewes. In addition, we had we had further submissions by email and interview. A list of the participating organisations is in Appendix 1.

Headline feedback

- **Traffic operations**

The negative impact of congestion and disruption on bus service speed and reliability was seen as significant even if limited to specific junctions or times of day. It was important to look at traffic management off the SRN affecting traffic on the SRN and vice versa.

It is important that bus priority measures are enforced, and that they were introduced to other locations where such measures could make a difference. In the M32 case study, there were relatively few site-specific interventions proposed, but strong support for enforcing existing bus priority measures and extending them from Junction 1 to the city centre.

- **Bus passenger facilities**

The quality of bus stops is important, with the main priority having bus stops in the right place, safely accessible by users and visible to operators. Stakeholders were clear that they want to see well-maintained bus stops with shelter, lighting and good quality information.

On the A27, the quality of bus stops, and uncertainty over who is responsible for them, was a strong theme. Stakeholders contributed detailed suggestions for improvements to individual bus stops, bus bays and crossing points along the route, which are recorded in this report.

- **Integration**

Better integration with other services was another common theme as was potential for park and ride. Participants also shared views on the quality and frequency of bus services, which, although outside the immediate scope of this project, we have recorded in the appendices.

M32 case study

At the M32 Junction 1, overall the priorities for action across operational and passenger themes were:

1. Cutting congestion/ boosting journey time reliability
2. Introducing and enforcing bus priority measures
3. Improving integration, including potential for park and ride.

A27 case study

Along the A27 corridor, the priorities from the point of view of bus operations were:

1. bus priority measures at key locations;
2. improved bus stop visibility;
3. action to address traffic congestion and speed.

In terms of the user experience, the priorities were:

1. Safe access to bus stops
2. Better facilities at bus stops
3. Better integration including real time information

Next steps

This report of stakeholder views is being submitted to Highways England as one of a suite of reports from the demonstration project. The aim of the project is to identify priorities for future investment and best practice for bus provision on the SRN in general.

Bus facilities on the Strategic Road Network demonstration project: stakeholder engagement report: full report

1. Introduction

Highways England is investigating priorities for improving how bus services run on motorways and major 'A' roads, as part of its Integration and Accessibility Strategy.

Campaign for Better Transport has been commissioned by Transport Focus to collect stakeholder views about which issues matter most to bus users and operators on the Strategic Road Network.

The goal is to identify opportunities to improve the bus provision, whether that is about signage, junctions, bus stops, crossings, traffic management or any other aspect of highway design as it affects bus services.

The aim of this research is to improve Highways England's understanding of how they can better meet the needs of bus passengers and bus operators generally, and to use the findings generated by detailed studies of two local areas to identify specific actions which Highways England could take to improve the service it provides to bus operators and their passengers.

This project looks at two case study locations in England. The first focuses on the M32/Junction 1 in the Bristol area, looking at how to improve the way buses cross and get on or off the Highways England network; and the other case study focuses on part of the A27 from Falmer to Polegate via Lewes, looking at routes travelling primarily along a major 'A' road.

The research has explored how the operation of the motorways and major 'A' roads in the study locations affects the operation of bus and coach services, from bus users' and from bus operators' perspective as well as seeking the views of local highway authorities. The project scope includes issues such as journey time reliability, network integration, passenger facilities, and network planning which are within Highways England's remit.

The case study locations were identified after a sifting process led by Highways England. This reviewed a longlist of potential sites to identify those which would offer a mix of orbital/urban and linear/rural contexts.

The wider project brief includes analysis the challenges and opportunities at the case study locations and identifying of potential improvements as demonstration projects for Highways England. The project will be producing a tool kit and best practice guide for bus provision on major roads to inform Highways England's future investment priorities, and specific interventions that could be a priority for any future funding.

Campaign for Better Transport's role has been to collect views from local stakeholders including bus operators, local authorities, bus user groups, and community representatives. This has complemented the project work by Transport Focus which includes engaging with bus operators, collecting bus driver views, organising focus groups of bus users and site visits.

This report records how the engagement with stakeholders was undertaken, including which organisations took part and the responses received. Having captured their feedback, the report

sets out some of the key issues identified by stakeholders, including challenges to be addressed, and opportunities to deliver improvements.

2. Methodology

2.1 Our approach

We followed the principles set by the Consultation Institute and reflected in Statement of Community Involvement policies of local authorities that the engagement should be accessible, open and set in a clear context.

We adopted an engagement method that raised awareness of the project, promoted the workshops, and encouraged organisations and their individual representatives to contribute at whatever level suited them best, in the time available.



Active engagement
Information exchange
Awareness raising

Workshops, interviews
Online survey, written submissions
Emails, phone calls

2.2 Stakeholder identification and contact

Campaign for Better Transport has an extensive list of stakeholder contacts, both national and local, which we supplemented with contacts suggested by the project team. From this contact list, we built an email mailing list specifically for the Highways England project.

The email lists included local authorities, including highways authorities, district and parish councils; bus operators; local transport user and campaign groups on Campaign for Better Transport's database of local groups; and major destinations served by local bus routes. In addition, we sent invitations to voluntary and community sector organisations, as well as higher education and health providers, publicising the process to them and inviting them to participate.

The first round of emails, sent in December 2018, introduced the engagement project and advertised the workshops. The second round of emails was sent in January 2019, launching the online survey, and reminding recipients about the workshops. Joining instructions were sent to workshop registrants.

A third email was sent to the mailing list in January following the workshops, sharing headline points made and reminding recipients about the online survey. Follow up emails were sent to workshop participants.

To supplement the mass emails, we made direct contact with key stakeholders (principally those from local councils) inviting them to participate in the process, by a mixture of personal email and telephone contact.

The engagement exercise was also publicised in Campaign for Better Transport's bulletins, with a short article introducing the project and the online surveys.

Samples of the communications can be seen in Appendix 2.

2.3 Workshops

We held two workshops, one in each case study area: Filton, north Bristol on Thursday 17 January, and Lewes, East Sussex on Friday 18 January.



M32 workshop

Workshops were held at venues which had disabled access, were close to or accessible by public transport, and had appropriate facilities for the workshop.

The workshop invitations were set up on the Eventbrite website, allowing automatic reminders and issuing of joining instructions to attendees.

We aimed for attendance of at least 10 per cent of the stakeholder mailing list at each workshop, in addition to attendees from the project team, including from the relevant local authorities. A list of the participating organisations is in Appendix 1.

We had attendance from 7 participants in Filton (excluding the project team) including the local highways authorities and main bus operator, from a mailing list of 66 contacts. An additional registered participant was unable to attend on the day.

We had attendance from 13 participants in Lewes (excluding the project team) including the local highways authorities and main bus operator, from a mailing list of 113 contacts. Two additional registered participants were unable to attend on the day.



A27 workshop

The workshops both followed the same programme. Firstly the facilitator introduced the project and participants introduced themselves. This was followed by three active workshop exercises with a tea break in between. The workshop concluded with a debrief session and advice on next steps from the project team and Highways England.

Campaign for Better Transport supplied workshop facilitators (one at the Bristol workshop and two at the Lewes workshop) whose role was to introduce the exercises, capture feedback and to ensure all participants had a chance to contribute. At Filton, the workshop was run over two and a half hours (2-4.30pm). For the larger Lewes group, the workshop was run over three hours (10am – 1pm).

Each participant had a workshop agenda explaining the exercises, a briefing note on the project, and an individual feedback form for any additional comments.





The three workshop exercises were:

Exercise 1: Identifying the key issues for you and the people you represent. Thinking about your experience of buses in this area, what are the key issues for you?

Participants were given a prompt sheet with suggested issues for bus operations and for bus users. They were asked to write each issue that mattered to them onto a separate sticky note and stick the completed notes on the wall.

The facilitator(s) then summarised the issues and agreed the grouping of notes into common themes in open discussion with the participants.

*Exercise 2: Prioritising the opportunities for intervention
Looking at the issues identified, what are the priorities for intervention?*

Participants were given an allocation of sticky dots and invited to view the issues on display. Using their allowance of sticky dots, they were invited to vote for the issues that were the priorities for intervention. They could use multiple dots on one issue, or one each on several issues, or a mix.

The facilitator(s) reviewed the voting and reported which issues had been prioritised.

*Exercise 3: Prioritising the locations for intervention
Looking at the priority issues identified, what are the places for intervention?*

In the third exercise, participants were invited to look at maps of the study area and to identify the key location(s) for intervention, starting with the highest priority issues and noting any specific solutions proposed. These could be recorded on the map, or on individual feedback forms.

Examples of the workshop materials are given in Appendix 3 and notes from the workshops are in Appendix 4.

2.4 Online survey

While the workshops were the primary form of engagement, we also used an online survey as an accessible way for participants to contribute their views if they were unable to attend one of the workshops or to contribute additional views. The online survey responses provide useful feedback to supplement the detailed points captured at workshops and in individual submissions.

The surveys were promoted in emails to all the stakeholders on the mailing list, to workshop participants and were also publicised in Campaign for Better Transport's bulletins, with a short article introducing the project and linking to the online surveys.

The surveys, which used the SurveyMonkey web application, used a mixture of structured and open-ended questions to capture participants' views. The survey followed a similar pattern to the workshop exercises. Respondents were asked to identify their priorities from a range of issues that could affect bus operators and bus users in terms of facilities and highways management. Respondents were then invited to identify priority interventions and locations for action. They were also invited to suggest examples of best practice and/or research and share any further comments.

Separate surveys were used for each case study, with identical questions to facilitate analysis of common themes.

- For the M32 junction 1 (Bristol) case study, the online survey attracted 5 responses from 4 organisations. Although a small sample in size, it was from a good range of organisations including a bus operator, the local highways authority and bus users from the business and education sectors.
- For the A27 Falmer to Polegate case study, the online survey attracted a much larger number of responses, partly due to being promoted by the University of Sussex. There were 82 whole or partial responses from 19 organisations, including 62 responses from individual bus users.

A list of the participating organisations is provided in Appendix 1. The details of the questions and data from the responses received are set out in Appendix 5.

2.5 Other submissions

In addition to the online survey and the workshops, we invited individuals and groups to submit responses, or to take part in interviews or smaller meetings. These included the following:

- Meeting with the transport team at South Gloucestershire Council (M32) providing policy context for the project
- Site visit and meeting with Cllr Vic lent, Lewes Council (A27) focusing on bus stop improvements needed
- Email response from East Sussex Highways (A27) focusing on bus stop improvements needed
- Email response from Compass Travel (A27) suggesting other routes were in greater need of investment
- Illustrated submission from SCATE East Sussex (A27) appended as a separate file.

These additional submissions and meeting notes are recorded in Appendix 6.

3. Stakeholder views

3.1 Key issues and common themes

The case study locations were designed to provide contrasting environments for the demonstration projects: an area around an edge of city junction site at Filton, and a linear semi-rural route serving separate diverse communities in East Sussex. Despite this, some common themes emerged.

For bus operators and the user experience on the bus, good traffic management is of central importance. The negative impact of congestion and disruption on bus service speed and reliability was seen as significant even if limited to specific junctions or times of day. It was important to look at traffic management off the SRN affecting traffic on the SRN and vice versa.

Where bus bays or priority measures were provided, it was seen as important that these were enforced, and that they were introduced to other locations where such measures could make a difference.

Better integration with other services was another common theme among users, and potential for park and ride was a theme from operators.

When it came to the user environment, several aspects of bus stops were highlighted as important. The main priority, particularly identified along the A27, was having bus stops in the right place, safely accessible by users and visible to operators.

A secondary set of issues highlighted the importance of having well-maintained bus stops with shelter, lighting and hard standing. Good quality information was also important.

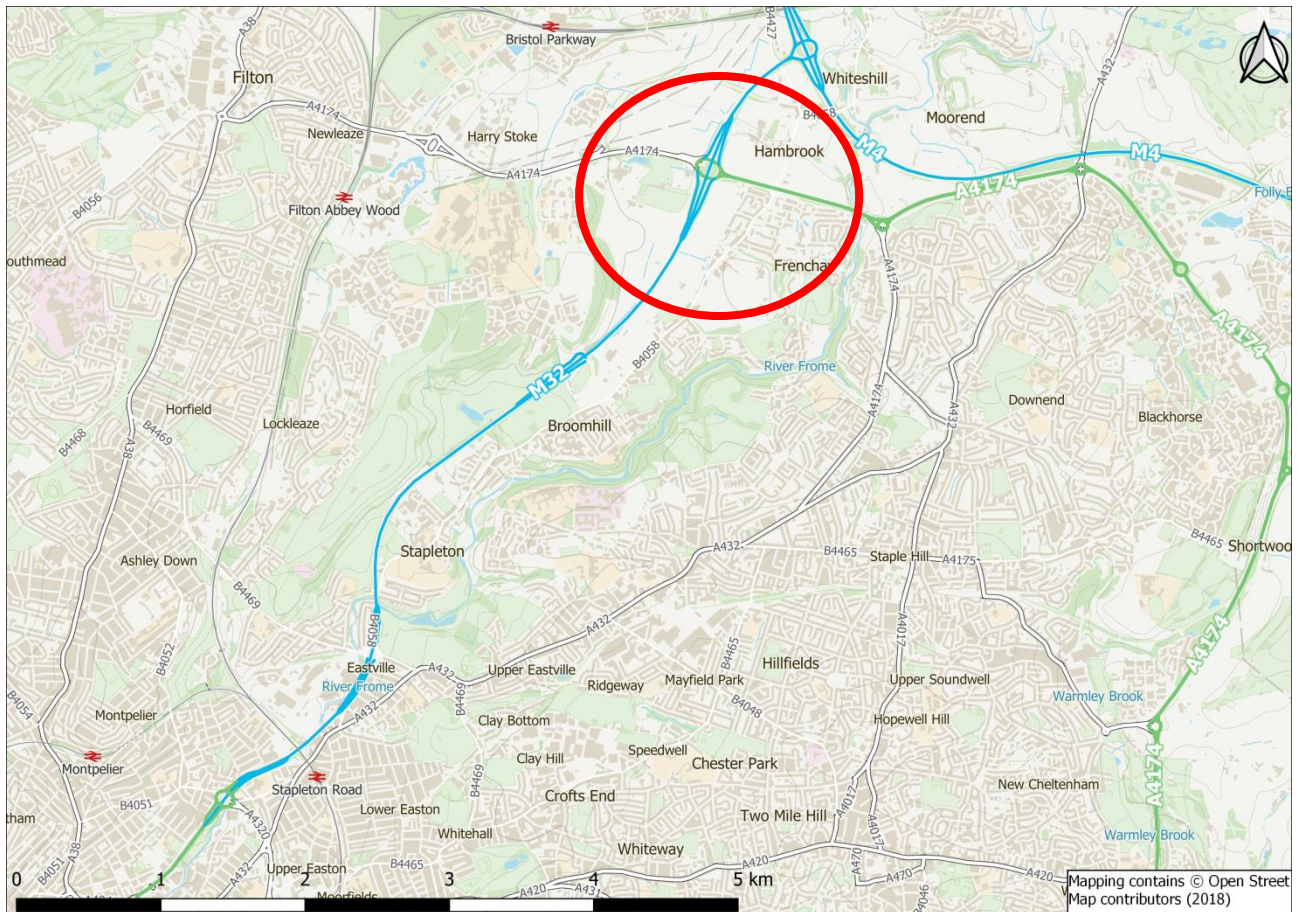
Some respondents also shared views on the quality and frequency of bus services, and the need to encourage bus use, which, although outside the immediate scope of this project, we have recorded in the appendices.

"It will take time to get people out of cars and on to buses. A regular service with good connections to rail services and through ticketing is needed."

"Buses that use the Highways Network need a free flowing network in order to get people out of their cars and help us tackle congestion."

3.2 Stakeholder views on M32 Junction 1

The M32 case study is looking at the area around the M32 junction 1 where it crosses the A4174 Filton Road.



Junction 1 on the M32 is a key location within a dense, highly congested urban environment, providing a key link into the motorway network enabling local traffic to access the M4 and M5 for longer distance journeys. The junction is used by a great deal of both local and longer distance car traffic, a number of bus routes, serving local estates, Bristol Parkway station and some major employment destinations as well as longer distances bus routes connecting Bristol to Bath and other destinations.

There is a well-used interchange at the University of West of England, and the area is served by the new Greater Bristol Metrobus services, bringing modern bus shelters and real time information. Within the area there has been investment in bus priority measures including a HOV (High Occupancy Vehicle) lane and bus gate on the A4174 and bus priority measures on the M32 to support the Metrobus services (bus lane and bus only access bridge). The bus operator has made some recent changes to the bus service in the area which have improved the journey times and made services more attractive to passengers.

The area is a known 'pinch point' particularly for congestion during the peak hours, high volumes of traffic use the junction and it likely that this will continue to grow given the investment in housing in the surrounding area. The bus operator has raised concerns about the variability in journey times at this location which make keeping to schedules challenging.

Through the workshops and surveys we invited stakeholders to identify the key issues, draw out the priorities for action and identify specific locations and interventions where these could be addressed.

Overall the priorities for action were:

- Reducing congestion/ improving journey time reliability
- Introducing and enforcing bus priority measures
- Improving integration, including potential for park and ride.



The main concerns affecting bus operations related to congestion and traffic management, including general traffic volumes, the need to keep main roads flowing and problems of peak time congestion.

There was also a desire for better information on disruption/diversion and better co-ordination of major works.

There was strong support for the enforcement of existing bus priority measures including the Stoke Lane bus gate and HOV lanes and the extension of bus priority measures where possible. Better signage for the bus-only provision was suggested.

There was also a strong desire expressed for more for park & ride provision, with potential locations identified including Downend (Willy Wicket pub), near Hicks Gate (A4/A4174) and Warmley (A420) outside

the immediate study area.

Bus users also wanted reliable journey times, and felt these were affected by peak time congestion.



Better integration was seen as important, with one respondent commenting that bus travel is only as accessible as the final destination. While there is good integration at Bristol Parkway, respondents felt other railway stations could have improved bus interchange.

There were relatively few concerns raised about the general quality of bus stops and passenger facilities, although poor quality signage at some stops, a harsh waiting environment on the main Filton Road and the difficulty of crossing the road were all mentioned at the workshop. One survey respondent commented that the newer bus stops lacked protection from the elements for bus users.

There were also general comments on improving bus networks and encouraging the use of public transport.

"Better signage on the Bus only junction, to be clearer it is bus only"

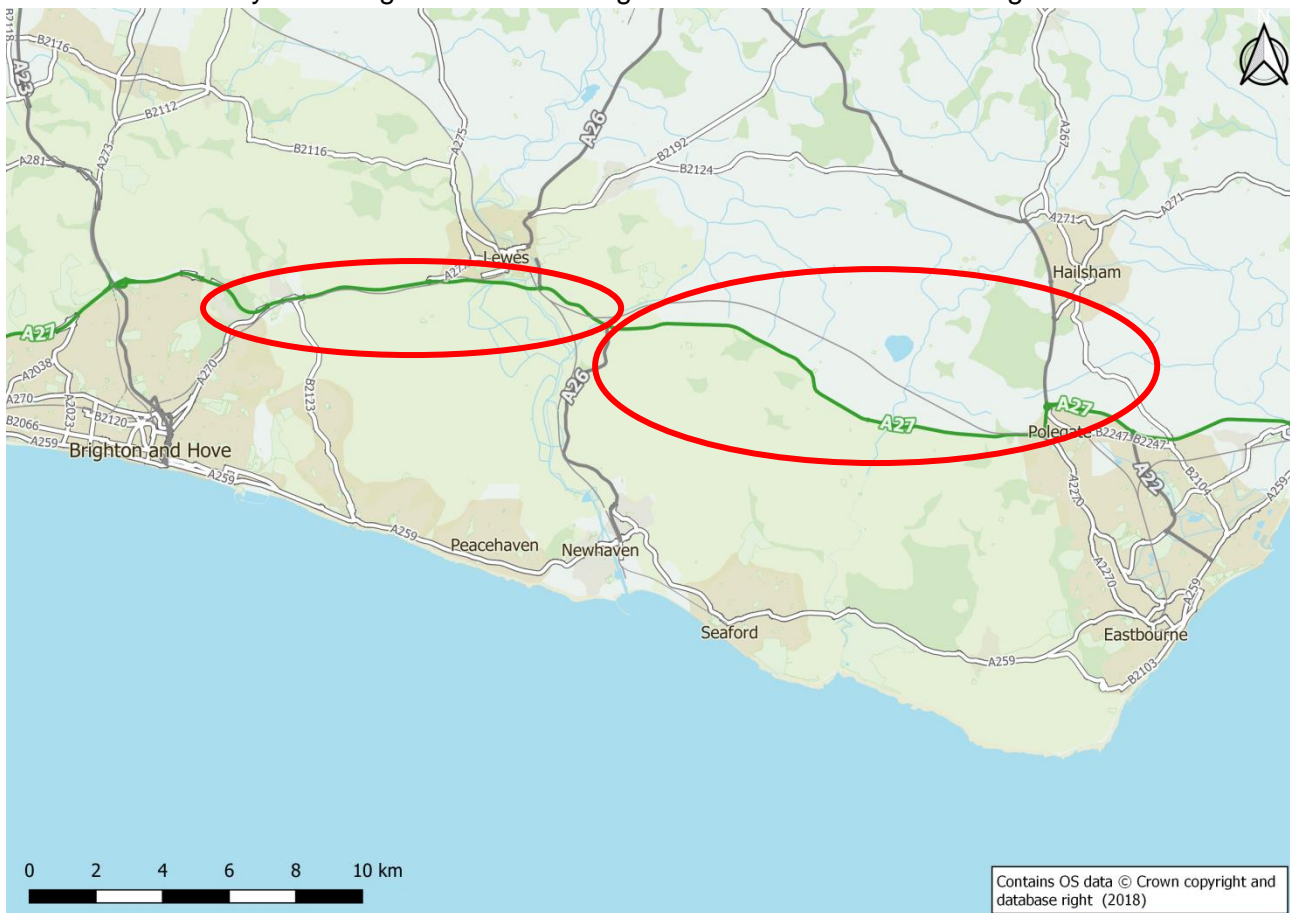
Business group

"Ensure bus stops protect bus users from the elements"

Bus user

3.3 Stakeholder views on the A27 corridor.

The A27 case study is looking at the route along the A27 from Falmer to Polegate via Lewes.



The A27 corridor is used by regular Brighton & Hove buses between Falmer and Lewes, as part of the longer Regency Route. This section of the A27 has major destinations at Falmer, including the University of Sussex.

East of Lewes, lower frequency services are operated by Compass Travel and Cuckmere Buses serve small villages and the town of Polegate. There are a number of tourist destinations and visitor attractions including the Firle estate, Glynde, Charlesworth House, Drusilla's zoo and Middle Farm. The East Coastway railway line runs parallel to the A27, serving a number of the villages.

The quality of the road varies from an urban dual carriageway at the Brighton end to a fast rural single carriage way towards Polegate. A package of improvements to this section is already being developed by Highways England and there is an opportunity to enhance this with interventions identified by this project.

Through the workshops and surveys we invited stakeholders to identify the key issues, draw out the priorities for action and identify specific locations and interventions where these could be addressed.

Overall, the top priorities identified by the group for bus operations were:

- bus priority measures at key locations;
- improved bus stop visibility;
- action to address traffic congestion and speed.

In terms of the user experience, the priorities were:

- safe access to bus stops
- better facilities at bus stops
- better integration including real time information.

Congestion and traffic management were seen as key issues potentially affecting bus service reliability and speed, but this was seen as affecting particular locations rather than the route as a whole.

There was support for bus priority measures at junctions, particularly at near Falmer station bus stops serving the University of Sussex and the roundabouts at Lewes. At Falmer Station, stakeholders were keen to see problems of congestion and re-joining traffic addressed: speed limits and bus priority lanes were suggested solutions.

Bus operators also wanted better information on diversions and related disruption, making the point that there are no obvious alternative routes.

Along the route there was generally strong support for bus stop improvements: and for addressing problems of vehicles blocking bus stops, for example near the burger van at Kingston, and frustration about lack of enforcement.

The quality of bus stops, and uncertainty over who is responsible for them, was a strong theme, with concern that poor quality stops would reduce usage leading to loss of services. Good quality facilities should enable provision of good quality bus services and encourage their use.



Many of the bus stops along the route were identified as being poorly located, with difficulty of safe merging onto the carriageway and poor visibility for drivers. There was great awareness of the difficult history of interventions at the Falmer Village site. Stakeholders are keen to see a practical solution to ongoing issues

At House Dean Farm there was support for joining up access to the South Downs National Park. Newmarket Inn emerged as a top priority for stakeholders to see improvements at the stops which are very poor quality stop both in terms of visibility and facilities. The bus bay eastbound is too small.

At Ashcombe Hollow near Kingston village there was a suggestion to consider converting the existing car park to a mini park and ride: but stakeholders were generally keener to see the burger van parking relocated from blocking the existing bus stop.

Stakeholders also wanted to see better working with destinations and attractions, to improve the potential of bus services for leisure and tourism. This included improving connections to the South Downs National Park and reviewing the location of specific stops for example the bus stop serving Middle Farm. There was praise for the proposed new Sunday service from Brighton to Eastbourne.



Bus stop on the A27 at Selmeston

In contrast to the Bristol case study, there were detailed concerns raised about the quality of bus stops, with criticism of poor design, location, accessibility, and maintenance and lack of enforcement of parking restrictions. A key request was for clarity on the ownership and maintenance responsibility for all bus stops/shelters along the route.

Respondents wanted to see more and better crossing points, particularly at bus stops near village schools or visitor attractions, and better links to rights of way and established footpaths. Some respondents also mentioned noise from the road and poor quality road surfaces.

Between Lewes and Polegate there were generally poor or absent crossing points, particularly at Firle/Glynde on a route to school. Stakeholders highlighted the need to integrate bus stop and crossing improvements with the road improvements already planned east of Lewes and at Polegate.

There was also support for more integration with rail and other transport options, with unmet potential to integrate bus/rail services in Polegate and potential to join up with existing services on the Hailsham/Eastbourne corridor. There was support for more use of real time information and a general need to improve information about and visibility of bus services.

Detailed suggestions were made for specific improvements along the route, detailed in the appendices.

These included

- A 50 mph speed limit from Falmer to Lewes
- Need to address dangerous speed and peak time congestion at Falmer station
- A redesign of the stops at Newmarket Inn

- Action to stop burger van parking blocking the bus stop at Kingston, and making better use of the off road car park
- Measures to address congestion between Southerham and Beddingham
- Improving dangerous crossings at Firle and Charleston
- Improving access to Middle Farm
- Better surfacing from Selmeston to Polegate.



Newmarket Inn (pictured above) is one of the locations highlighted by stakeholders. The eastbound bus stop, to the north of the picture, is inaccessible and the bus bay too short. The westbound bus stop, to the south, is on a slipway with very poor visibility, and is often blocked by parked vehicles.

"Newmarket Inn, A27 eastbound. Buses don't see you waiting, especially after dark"

Bus user

"Buses no longer come in to the centre of Firle village but the walk into the centre from the bus stop has no pavement"

Firle Estate

"The Cuilfail tunnel roundabout and Polegate traffic lights are always badly congested"

HMP Lewes

"Falmer Station en route to Lewes - bus stop has been leaking for nearly 10 years. Light does not work making it unpleasant to stand alone in at night"

University of Sussex

4. Conclusions and next steps

4.1 Review of the engagement process

In addition to reporting stakeholder views, Highways England invited us to comment on the lessons learned from the engagement process to inform future stakeholder contact.

Stakeholder bodies have many calls on their time and need to understand what the benefits are to their organisation in participating. In an earlier piece of research for Highways England on NGO engagement with the RIS development process, we found that where organisations did engage, this was largely due to their organisation's overall policy priority, rather than strong personal or site-specific interests. Similarly when organisations did not engage, this was largely due to it not being a priority or the organisation having insufficient resources, rather than from any organisational issues of Highways England's making.¹

Stakeholders need to be first informed and then encouraged to take part, and this is a labour-intensive process. Equally in order to secure feedback that is relevant and useful to the project, a strong and consistent message on the project parameters is needed.

Having a clear written invitation is essential in order for information about the project to be passed efficiently to the correct contact within a large organisation. The use of specific online tools (Eventbrite for the workshop invitations and SurveyMonkey for the online surveys) was invaluable in managing complex information in tight project timescales, and in generating suitable data for this project report. This is best followed up by more personal contact with emails or phone calls to specific individuals to ensure a response. In the case of this project, the approach was successful, with all the key stakeholders and a range of other stakeholders, taking part.

A significantly smaller number of stakeholders chose to engage with the M32 case study compared to the A27 one. This in part reflects the smaller pool of stakeholders for that location, as it was looking at the area around a single junction, while the A27 case study was looking at a linear route serving a number of distinct communities. It is also possible that stakeholders in Bristol were already engaged in the city's transport policy consultation, launched shortly before this project.

The two workshop venues were very different in character. The Bristol venue was a purpose-built corporate meeting room in a hotel. The venue was very close to the location of the demonstration project, but slightly isolated from the surrounding community. The Lewes venue was a traditional meeting room in the Town Hall, a very central and accessible venue, but not designed with a workshop in mind and was further away from the A27 demonstration project site. Despite their differences, both venues had some positive features in common: they were familiar to the workshop attendees, the venues were accessible and there were staff available to resolve any issues.

The workshop materials were generally well-received, with participants enthusiastically completing the different exercises. The larger group in Lewes was more of a challenge to manage, so having the flexibility to vary the session length, and deploy a second facilitator, was invaluable.

There were some challenges that would ideally have been avoided. The timing of the project – with invitations going out before Christmas for events in the New Year was not ideal. Education sector organisations were already on holiday when the invitations went out and returned to examinations, while local authority partners were in the middle of budget setting. In some cases the relevant

¹ Survey of NGO stakeholder engagement in RIS2: report by Campaign for Better Transport for Highways England April 2018

individual did not receive the information until reminders went out in the New Year. This meant that individual follow up was particularly important to secure their participation.

The stakeholder engagement was designed around direct communications. There were no general public communications promoting the project and inviting stakeholders to participate. Had content been supplied to local media and on social media, there may have been a greater level of responses, particularly from smaller organisations and interested individuals. However, there was engagement by a good range of key stakeholders and the feedback received has been valuable to the project.

4.2 Key messages

In terms of stakeholder views, there was a clear consensus that the priorities for bus operators and bus users are to improve bus journey time reliability through better traffic management including bus priority measures where appropriate.

This was complemented by a strong desire for better bus integration, including exploring the potential for park and ride. While outside the immediate scope of this project, bus operators were keen to stress that having park and ride not only benefitted their services by providing operational bases and a wider customer base but also benefit the SRN.

Bus priority measures and park and ride were seen as having a positive impact on the road network by promoting modal shift and reducing congestion from single car occupancy commuting. The quality of the user experience is also affected by the location and quality of bus stops and shelters.

The case study locations showed a wide range from the hi tech integrated bus stops at the University of West of England in the M32 case study area to poorly located and badly maintained stops along the A27 corridor. Identifying who is responsible for bus stops and having a programme to relocate, upgrade and then maintain them could be an easily deliverable outcome from this project and one much welcomed by bus users and operators.

Two further themes emerged. One was about better information on and promotion of bus services to encourage their uptake. While this is outside the scope of this project, bus operators did make the point that there is a virtuous circle in that improvements to the infrastructure could encourage usage and so help keep services viable.

The other was about ongoing communication and engagement with Highways England. Local authorities and bus operators generally welcomed the opportunity to share views and contributed much helpful detail for this project, but were keen to stress the desire for ongoing engagement to see real benefits on the ground.

4.3 Next steps

This report is being submitted to Highways England alongside reports from Transport Focus on bus user and bus operator views. These will be complemented by reports on potential interventions in the demonstration project locations and a toolkit drawing out recommendations for future provision on the Strategic Road Network. The aim is help identify specific actions which Highways England could take to improve the service it provides to bus operators and their passengers.

March 2019

Appendices

Appendix 1 Participating organisations

We had responses from the following organisations: the table indicates the method(s) each used to engage. Please note that some organisations were represented by more than one person. We have omitted private individuals from this table although their comments are recorded in the responses.

M32

Organisation	WORKSHOP	Online survey	Other
Bristol City Council	X		
FirstGroup	X	X	
Highways England regional team	X		
North Bristol SusCom	X	X	
South Gloucestershire Council	X	X	X
Stoke Gifford Parish Council	X		
West of England Combined Authority	X		
South Gloucestershire College		X	

A27

Organisation	WORKSHOP	Online survey	Other
Brighton & Hove bus company	X		
Brighton & Hove City Council	X	X	
Brighton Area Buswatch	X		
Brighton and Sussex Medical School		X	
Bus to the pub group		X	
Campaign for Better Transport – East Sussex group	X		
Compass Buses			X
East Sussex Highways	X		
East Sussex Transport team	X		
Eastbourne Access Group		X	
Firle Community Hall		X	
Firle Estate		X	
Firle Parish Council		X	
Glynde and Beddingham Parish Council		X	
HM Prison and Probation Service		X	
HM Prison Lewes		X	
Kingston Parish Council	X		
Lewes District Council	X	X	X
Lewes Road for Clean Air		X	
Lewes Town Council	X		

SCATE East Sussex			X
South Downs National Park Authority		X	
St Anne's Without Parish Council	X		
Steer Consultants	X		
Travel Log Lewes		X	
University of Sussex	X	X	
Wilmington Parish Council	X		
Worthing Cycle Forum		X	

Appendix 2 Examples of awareness raising materials

General event invitation

Your invitation to share your views on bus provision

Campaign for Better Transport is working with Transport Focus and Highways England to understand your views on bus provision on England's motorways and major A roads – the strategic road network.

We would like to invite you to a focus group to get your views on the physical facilities and highway design aspect of bus provision.

The details are as follows:

- Friday 18 January
- Lewes Town Hall
- 10am -1.30 pm

How your views will help shape improvements

Your feedback will help Highways England, as part of its integration and accessibility strategy, investigate priorities for improving bus provision - whether that is about signage, junctions, bus stops, crossings, traffic management or any other aspect of the strategic road network which could affect bus provision.

There are two 'case study' locations that Highways England is reviewing. **One of these is the A27 corridor from Falmer to Polegate, via Lewes.**

Transport consultants Pell Frischmann are also part of the team, with the remit of producing a tool kit and best practice guide for bus provision on major roads, based on the findings of these case studies.

Confirming your place

I do hope you can attend the session. Please let us know if you can come. If not, you can arrange for a suitable colleague can attend in your place or you can email me with your views.

Please note, the focus group will not cover bus services. If you have views on bus services in your area, please share these with me [via email](#).

Kind regards,

Individual follow up email

Dear NAME

Thank you for your time on the phone today.

Campaign for Better Transport is working with Transport Focus on behalf of Highways England to capture stakeholder views on how the physical provision for buses on the Strategic Road Network might be improved.

This is looking at issues to do with the design and operation of highways - e.g. bus stop location and design, crossing points, signage, junctions etc. - rather than bus services issues such as coverage timetables, fares, etc.

Highways England has an accessibility strategy to improve multi modal integration on its network of motorways and major trunk roads. This covers non-motorised users and also bus services. The current project has two case study areas, one of which is the area around the M32 / A4174 junction.

Pell Frischmann consultants are also part of the project team, with the remit of producing a good practice toolkit and helping Highways England identify potential interventions to improve bus facilities on the SRN, including potential interventions at the case study location.

We are speaking to a range of stakeholders including local authorities, bus operators, bus users and community groups. We would be very keen to capture the City Council's views on what they key issues are for bus operations on the SRN and what improvements Highways England might be able to deliver.

As part of this we are holding workshop on Thursday 17 January <https://www.eventbrite.co.uk/e/workshop-improving-bus-provision-on-major-roads-tickets-53918076418> 2-4.30pm in Filton. I appreciate this is not a good time for you, but please do share the invitation with any interested parties who may be able to join us.

We will also be launching an online survey next week (I will send you the link) and it would be great to capture your views through that, and possibly to fix a time for a longer discussion over the phone, if you can suggest an appropriate time and the best person(s) to speak to?

Thank you in advance

Live near Bristol or in East Sussex?

How could major roads be made better for buses? Highways England manages the strategic road network of motorways and major trunk roads, including some used by important bus routes. They don't control the bus services but can have a big impact on issues from how safe it is to cross the road at bus stops, to how traffic information is shared with bus operators. We are working on a project to help Highways England identify what improvements could be made to bus facilities, based on two case study locations: the **M32 Junction 1 at Filton north of Bristol** and the **A27 from Falmer to Lewes**. We welcome your views in these surveys:

- [Survey for people near Bristol](#)
- [Survey for people in East Sussex](#)

Post-workshop email - attendees

Thank you to everyone who attended the recent bus workshop in Filton with Highways England. It was invaluable to hear from local stakeholders and identify priorities and opportunities for improving the environment for bus services and bus users around the M32 Junction 1. You can also share your views through our online survey.

The workshop identified that dealing with **traffic congestion**, delays and journey time reliability was the top priority, supported by a desire to see better use and enforcement of **bus priority measures**.

There was also a lot of support for improving interchanges, including potential for park and ride services (although the latter is outside the immediate scope of this project), as well as tackling some specific issues such as making it easier to cross the A4174. There was also a lot of enthusiasm for the new Metrobus services.

We will continue to collect stakeholder views over the next few weeks, and will be reporting back to Highways England in mid-February. If you would like to fix a telephone interview or a follow up meeting, let me know.

Whether you were able to attend or not, your views and those of your colleagues are very welcome, either through our online survey or by email direct to me.

Thank you again

Bridget

Bridget Fox

Campaign for Better Transport

I'm emailing you from Campaign for Better Transport about a research project we're conducting, where we would really welcome your views.

We are looking at how the physical provision for buses on the A27 (Falmer to Polegate) might be improved - for example bus stops, crossings and junctions - as part of a larger project for Highways England.

We are very grateful for all the views we've already received, including at our recent workshop in Lewes, where we heard from a range of stakeholders including local authorities, bus operators, bus users and community groups.

We are keen to capture further views on what the key issues are for bus operations on the A27 and what improvements Highways England might be able to deliver.

People can contribute in three ways:

- through our online survey
- by email direct to me
- through an interview over the phone, if you prefer.

Background to the project

Campaign for Better Transport is working with Transport Focus on behalf of Highways England to capture stakeholder views on how the physical provision for buses on the Strategic Road Network might be improved.

This is looking at issues to do with the design and operation of highways - e.g. bus stop location and design, crossing points, signage, junctions etc. - rather than bus services issues such as coverage timetables, fares, etc.

Highways England has an accessibility strategy to improve multi modal integration on its network of motorways and major trunk roads. This covers pedestrians, cyclists, and also bus services. The current demonstration project has two case study areas, one of which is **the A27 corridor from Falmer to Polegate via Lewes**.

Pell Frischmann consultants are also part of the project team, with the remit of producing a good practice toolkit and helping Highways England identify potential interventions to improve bus facilities in this area.

Please don't hesitate to contact me with any queries. I look forward to hearing from you.

Bridget Fox

Appendix 3 Workshop materials used

Workshop programme

Workshop: improving bus provision on major roads

17 January 2019

Holiday Inn, Filton Road, Winterbourne, BS16 1QX

Programme

2pm Welcome and introductions

2.15pm Exercise 1: Identifying the key issues for you and the people you represent

Thinking about your experience of buses in this area, what are the key issues for you?

- What makes a difference to bus operations?
- What has most impact on the user experience?
- Are there issues that affect both?
- What aspects most need improvement?
- Are there specific examples in this area?

2.45pm Exercise 2: Prioritising the opportunities for intervention

Looking at the issues identified, what are the priorities for intervention?

- What makes most difference to bus operations?
- What has most impact on the user experience?
- Are there specific examples in this area that need addressing?
- Are there single interventions that can address multiple issues?
- Where can Highways England best make a difference?
- Are there issues which are particularly difficult or easy to resolve?

3.15 pm Exercise 3: Prioritising the locations for intervention

Looking at the priority issues identified, what are the places for intervention?

- Where and when does this issue most need tackling?
- Where is there the greatest potential to make a difference?
- Are there single interventions that can address multiple issues?
- Are there other initiatives which can be joined up to maximise positive impact?
- Where can Highways England best make a difference?

4pm Summary, feedback and next steps

4.30pm Close

Tea and coffee are available in the foyer – please help yourself between exercises

Improving bus facilities on the strategic road network

Exercise 1: Identify the key issues for you and the people you represent

- Thinking about your experience of buses in this area, what are the key issues for you?
 - What makes a difference to bus operations?
 - What has most impact on the user experience?
 - Are there issues that affect both?
 - What aspects most need improvement?
 - Are there specific examples in this area?
- The worksheet has some suggested issues – please add your own thoughts.
- Write each issue that matters to you onto a separate post it note, with any details you want to add, and stick the completed post it notes on the wall

Bus operations	User experience
<p>Issues could include:</p> <ul style="list-style-type: none"> • Congestion – peak time • Congestion - general • Signage • Quality of road surface • Traffic information • Advance notice of disruption • Junction queues • Traffic light timings • Safe operation in traffic • HOV lanes / bus lanes 	<p>Issues could include:</p> <ul style="list-style-type: none"> • Maintenance of bus stops • Location of bus stops • Bus bay design • Ease of crossing road near stops • Accessibility of bus stops • Facilities at bus stops, e.g. <ul style="list-style-type: none"> ○ Shelters ○ Seating ○ Lighting ○ Information, etc. • Park and ride / other interchanges

Exercise 2: Prioritise the opportunities for intervention

- Looking at the issues identified, what are the priorities for intervention?
 - What makes most difference to bus operations?
 - What has most impact on the user experience?
 - Are there specific examples in this area that need addressing?
 - Are there single interventions that can address multiple issues?
 - Where can Highways England best make a difference?
 - Are there issues which are particularly difficult or easy to resolve?
- Using your allowance of sticky dots, vote for the issues that you think are the priorities for intervention by adding a dot to that post-it note
- You can use multiple dots on one issue or one each on several issues, or a mix

Exercise 3: Prioritise the locations for intervention

- Looking at the priority issues identified, what are the places for intervention?
 - Where and when does this issue most need tackling?
 - Where is there the greatest potential to make a difference?
 - Are there single interventions that can address multiple issues?
 - Are there other initiatives which can be joined up to maximise positive impact?
 - Where can Highways England best make a difference?
- Look at the map(s) to identify the key location(s) for intervention
- Starting with the highest priority issues, place a post-it note on the map where this can best be addressed
- If you have a specific solution in mind, add a note of that on the map also

Finally...

- There is a form for any other issues you want to raise or expand on – we welcome your views
- After today, please use our online surveys to share any further thoughts, and encourage your colleagues to complete a survey also
 - M32 case study <https://www.surveymonkey.com/r/m32bus>
 - A27 case study <https://www.surveymonkey.com/r/a27bus>
- Send any further comments or questions to bridget.fox@bettertransport.org.uk

FAQs Workshop: improving bus facilities on major roads

What is this all about?

This workshop is one part of a larger demonstration project looking at how Highways England can help improve the operation of scheduled bus and coach services on the Strategic Road Network.

The project is looking at how opportunities to improve bus provision on major roads in terms of the physical facilities and highways design.

Who is involved?

Highways England is the Government-owned company that operates the Strategic Road Network of motorways and major A roads. They are funding the project.

Transport Focus is the national statutory bus passenger watchdog. Campaign for Better Transport is a campaigning charity championing better bus services and a better environment. Together they are working on capturing views from stakeholders, including bus users, bus operators, local authorities and community groups.

Transport consultants Pell Frischmann are also part of the team, analysing the challenges and opportunities at the case study locations and identifying potential improvements.

What areas are covered?

There are two case study areas:

- the A27 corridor from Falmer to Polegate, via Lewes
- the area around the M32 / A4174 Filton Road junction 1 near Frenchay.

What issues will the project address?

The project will identify issues affecting bus and coach operation on the strategic road network, in terms of highway design and management. That could be about signage, junctions, bus stops, crossings, traffic management or any other aspect which could affect bus provision that is within Highways England's control.

This study is not looking at issues of bus services which are in the control of bus operators or local authorities. However, if you have views on these issues to share, we will be glad to hear them.

How will this make a difference?

As part of its integration and accessibility strategy, Highways England is looking to improve the provision for bus services on the strategic road network.

Pell Frischmann will be producing a tool kit and best practice guide for bus provision on major roads to inform Highways England's future investment programme.

In the case study areas, we hope the project will identify specific improvements that could be a priority for any future funding.

How can I contribute my ideas?

Fill in the online surveys

- M32 case study <https://www.surveymonkey.com/r/m32bus>
- A27 case study <https://www.surveymonkey.com/r/a27bus>

Or you can send any further comments or questions to bridget.fox@bettertransport.org.uk

Appendix 4 Workshop notes and feedback

Workshop notes – Filton

The first exercise identified issues that mattered to the stakeholders, from the point of view of bus operations and the user experience.

Bus operations

Bus priority
Capacity at bus stops
Congestion at peak times
Dealing with unplanned events
Dedicated road space on SRN – reduce capacity – can we do it?
Frequency and appropriate point to point
General traffic space
HOV lanes don't deliver
Journey times
Lack of continuous bus lane enforcement
Main roads need to keep moving
Management of disruption
Managing diversions in real time
Mode shift – attracting new users – barriers – understanding network, is it possible to make journey?
Need for priority
Not pulling in at stops (stopping on road) adding to congestion
Not sticking to the timetable – most often at peak time but also non-peak sometimes
Park and ride sites
Peak time traffic
Predictable journey times
Punctuality and reliability
Reliability of bus service network
Reliability, consistency, frequency, appropriate location
Risk of long delay
Road space at stops
Timing of major works
Traffic and parking information
Traffic volumes
Understanding network – see bus network as a whole not just individual routes

User experience

A4174 Hambrook junction very difficult to cross on foot to bus stop – harsh environment
Accessibility to and from bus stops
Advertising at stops – could pay for maintenance
Bus gates
Bus priority
Bus stop signage not user friendly
Consistency
Cost

End destination must be accessible by bus
Equalities impact assessment – meeting needs of all and making reasonable adjustments
Integration – bus/train/bike etc.
Interchange – accessible practical, linked to where people want to go
Journey planning/apps/ticketing
Location of bus stops
More direct routes like Metro bus
Park and ride
Poor quality service due to delays
Reliability
Routes from stops to employment sites
Speed of boarding
Variability of journey time

We then asked participants to prioritise these issues. The top priorities identified by the group for both operations and users were:

1. Cutting congestion/ boosting journey time reliability
2. Introducing and enforcing bus priority measures
3. Improving integration, including potential for park and ride.

Good quality facilities were characterised as being in the right place, linked to bus frequency and serving key destinations.

Finally, we asked participants to identify priority locations or specific interventions to address the issues raised. The following points were made:

Addressing congestion

- Constraints on any further expansion of roads, given existing viaduct
- Greater priority for buses needed at M32 Junction 1
- Need for continuous bus priority both ways from Junction 2 to city centre / extend M32 bus lanes to Junction 2
- Apply bus lanes to A4174 for morning and evening peaks (e.g. 6-10am, 3-7pm)
- Need to tackle congestion off HE network from feeder routes e.g. A432 through demand management/modal shift measures.

Interchanges

- Integration with Bristol Parkway is good but potential to improve for Filton Abbey Wood station
- Consider park & ride near Junction 1 and/or near Downend (Willy Wicket pub)
- Also potential for park & ride near Hicks Gate (A4/A4174) and Warmley (A420)

User experience

- Need to improve ability for bus users to cross Filton Road at Hambrook junction

- Need to improve environment (noise, pollution, sense of safety) for bus users waiting on Filton Road
- Need for better pedestrian access to employment centres and other destinations (e.g. Holiday Inn) to complement bus service
- Praise for quality of Metrobus (high quality stops, information, etc.) and desire to see more

In addition the following general points were made.

- Need to join up with transport strategies in surrounding local authorities.
- Need to plan for thousands of new homes coming north of Filton Road

Workshop notes - Lewes

The first exercise identified issues that mattered to the stakeholders, from the point of view of bus operations and the user experience.

Bus operations

A27 and wider – too few bus priority measures.
A27 bus routes should link with traffic objectives and generators
Accessibility
Are bus stops in the safest locations for buses to stop?
Barley Mow: no central refuge
Bus access
Bus drivers can't see stops easily especially at night
Bus lanes where congestion occurs
Bus stop availability on fast roads: has heard of a bus stop regarded as too dangerous to use, leaving a village without a bus service
Charleston: almost impossible to cross A27 safely
Congestion peak time – 3.30pm when schools turn out – buses overcrowded at Lewes bus station
Connections between Ringmer and Glynde/Newhaven/Seaford
Could bus stops have stop flags?
Diversions – Lewes to Brighton closures cause real issues. A259 can take two hours.
Ensure buses can pull over to the bus stop in heavy traffic
Ensure passengers can be seen by bus drivers – including at night
Falmer flyover: improve timings, possible traffic lights required
Few bus champions among elected members
Hailsham/Polegate/Eastbourne sustainable transport corridor should be integrated with A27 services
Improve viability of bus operations by promoting joint working with attractions on route.
Informed debate is only possible if traffic origin/destination data is clearly described.
Lack of bus stop clearways
Lack of marked bus stops from Selmeston to Lewes
Leaving Sussex University, the priority lane for buses needs remarking/signing
Merging onto main carriageway from bus bay. 45o angle makes it more difficult for buses to emerge into traffic. A gentler exit angle is better.
Middle Farm: bus stops a long way from the attraction

More thought needed on diversions – more notice – and actual desirability. Some towns suffer loss of service during diversions as town roads are too narrow to take diversions. In the case of Lewes the western end of the town (School Hill, High Street, and Western Road) is often totally deprived of a service during diversions.
Need buy in from attractions
Need to look at individual bus stops to see how they are used
Newmarket bus stop westbound – road surface is very pitted! Marking of bus stops faded, etc.
Newmarket Inn bus stop – not easy for buses to use as they are trying to enter fast moving traffic lanes on leaving
Parking at bus stop clearway causes problems for motorists leaving village and problems attracting attention at bus bay
Parking in bus stops, particularly at Kingston roundabout – used as parking for burger van
Parking regulations enforcement
Peak hour congestion
Polegate crossroad delays
Right end turn from prison crossroads [Lewes] coming from Brighton
Road signs between Brighton and Lewes promoting bus service every 10 minutes, to promote modal shift
Road surfacing
Some bus bays are short so difficult for drivers to rejoin main bus lanes
Speed – 50 mph?
Stony Mere Way (Falmer) width and bendy buses
The bus is part of the future but the political commitment is largely absent and publicity is patchy

User experience

Access to bus stop across busy road deters bus use when there are poor/unsafe routes
Accessibility for all at bus stops/shelters
Bus stop near pub – buses have to divert off A27 – passengers cannot be seen
Bus stop sighting distances and seeing passengers at bus stops
Buses not able to get into laybys – parking
Clearways needed
Difficulty in crossing the A27. Crossing remote from the bus stop at Kingston, particularly on the Brighton to Lewes carriageway.
Direct connections from Falmer/Sussex University to Polegate/Eastbourne/Newhaven/Seaford
Ensuring genuine access for disabled passengers - including the route to the bus stop
General issue: risk of bus stop closure for safety reasons (e.g. in West Sussex) causing bus users to be cut off and communities isolated
HE to take responsibility for bus shelters and agree standard
Housed Farm – is location right for bus stop? Poor facilities.
Integration across modes is essential
Kingston bus shelter very poor westbound. Upgrade required to provide shelter with clear visibility of approaching buses.
Kingston difficult access – Eastbound bus stop is remote from the crossing point at the roundabout. Dangerous as some people tempted to cross the carriageway directly.
Kingston Ridge and Newmarket Inn bus stops – parking in bus stops, bus stops unlit, passengers cannot be seen, buses do not stop

Kingston roundabout bus shelter inadequate – dirty, no seating, no windows – on Lewes-Brighton carriageway. Shelter absent Brighton-Lewes.
Lack of adequate lighting at bus stops
Lack of pedestrian infrastructure / crossing.
Lack of real time info
Lack of seating
Lewes to Polegate: no safe crossing points. Preston Court Farm, Firle Boston – should be safe school route.
Lighting at Falmer station approach west bound
Lighting/safety/security
Limited number of buses to Polegate (Polegate is a traffic hub for this area)
Need shelters – main roads feel particularly exposed to the elements!
New housing developments often ignore the need to ‘plan in’ public transport and other sustainable transport measures
Newmarket stop – Brighton-bound buses do not pass bus stop in slip road due to junction layout. Passengers do not know where to stand to attract attention
Newmarket stop – Lewes bound. Needs bus shelter, needs light.
Noise from A27 can be heard at first floor level in Lewes town, tree buffer is all deciduous so no benefit in winter. Highways consistently promise a quiet surface but it doesn’t deliver.
On main A27, spray and rain make waiting unpleasant.
Ownership of bus shelters
Park and ride provision
Parking at bus stops
Parking regime at each trip end affects bus viability
Peak hour congestion on bus services to/from the universities.
Planning new homes often misses opportunity to support sustainable transport, especially the bus.
Poor waiting environment; fast moving traffic, no shelter, no RTPI signs
Quality of road surface
Real time information at bus stops – Falmer A27 east bound
Real time information at bus stops is desirable
Road design needs to take into account the needs of bus users: e.g. not here but somewhere else, the bus stop is on a bypass far from the village.
Train info on buses – integration

We then asked participants to prioritise these issues. The top priorities identified by the group for operations were:

- Bus priority measures / clearways
- Bus stop visibility
- Congestion and speed.

Secondary themes were:

- Working with destinations and attractions
- Diversions and related information
- Road surfacing
- Safety at junctions

The top priorities identified for the user experience were:

- Access to bus stops including safe crossings
- General design and location of bus stops and shelters
- More buses, particularly east of Lewes.

Secondary themes were:

- Integration with other modes
- Real time information.

Finally, we asked participants to identify priority locations or specific interventions to address the issues raised, recording these using a map of the corridor.

There were calls for

- A 50 mph speed limit from Falmer to Lewes
- Measures to address congestion between Southerham and the A26 junction
- Better surfacing from Selmeston to Polegate.

In addition there were detailed comments on individual bus stops along the route:

University of Sussex/Falmer Station	better lighting, real time information, review of speed limits. Yellow box enforcement around bus stops
Falmer Village.	Eastbound is poorly located on slip road. Both sides need shelter lighting, modern shelter and real time information. 50 mph limit would greatly improve operational safety.
Housedean Farm stop	eastbound, lacks pavement, move bus stop westward to layby; westbound, stop is muddy and unlit. Opportunity to improve visitor access to South Downs Way.
Newmarket Inn	bus stops on both sides need lighting and shelters. Westbound bus stop is poorly located, lacks visibility from the road. Eastbound bus bay too short for safe operation.
Kingston	dangerous parking on westbound stop near burger van, no safe crossing point, under used car park could be mini park & ride to serve Kingston village? Eastbound stop could be better located closer to roundabout and crossing.
Southerham roundabout	congestion eastbound (westbound is Ok). Lorry exit causes congestion. Option to improve bus priority?
Southerham to Beddingham A26 junction	congestion is an issue here.
Firle Bostal	urgent need to improve crossing point as this is route to school
Middle Farm, near Firle	bus stop is too far from the farm, crossing point too far from the farm, no metalled path from bus stop to the farm.

Charleston	no pavement to bus stops, poor signage for Charleston, road is difficult to cross.
Selmeston Barley Mow	no safe crossing point, a central refuge would be welcome
Alciston	no safe crossing point, a central refuge would be welcome.
Berwick	no safe crossing point, a central refuge would be welcome
Drusillas	well located bus stop for the attraction but could benefit from real time information.
Milton Street	crossing point needed
Wilmington	crossing point needed, traffic is a real problem, it's understood that HE is already planning to provide one.
Folkington Road	both sides need better bus stop accessibility and bay marking; crossing needed
Brown Jack Avenue	both sides due to have improved bus bays from existing HE proposals.

Appendix 5 Survey questions and responses

The online surveys (visible at <https://www.surveymonkey.co.uk/r/m32bus> and <https://www.surveymonkey.co.uk/r/a27bus>) had identical questions but very different levels of response.

A) Survey responses – M32

Individuals from organisations responded to the M32 survey. The small sample size makes quantitative analysis difficult, but there are some useful qualitative points, reinforcing the value placed on bus priority measures to tackle congestion.

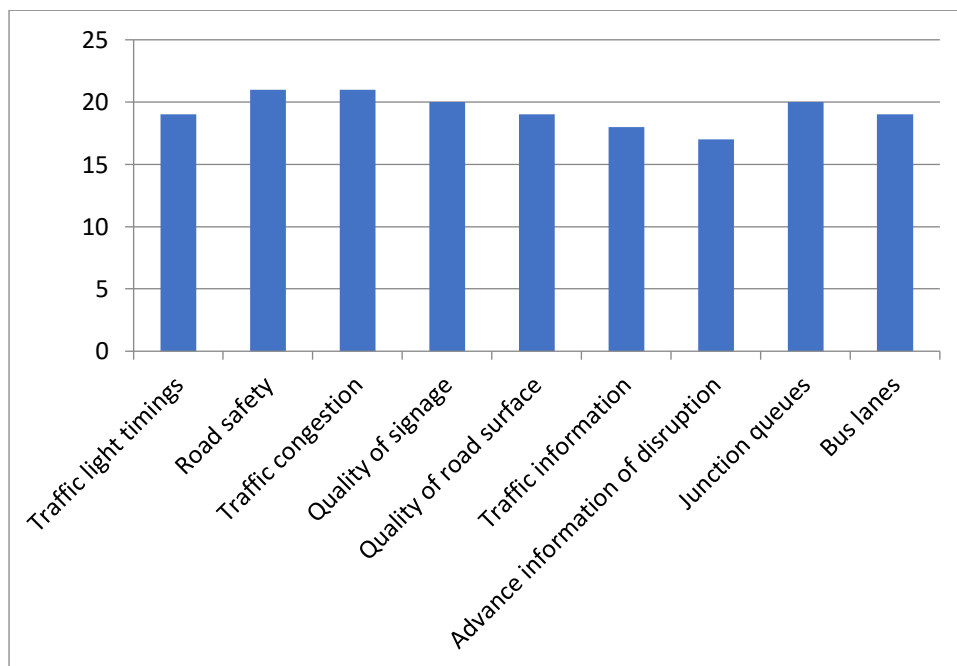
Q3. Organisations responding:

- South Gloucestershire Council
- First West of England
- North Bristol SusCom
- South Gloucestershire College

Q4. Main area of interest

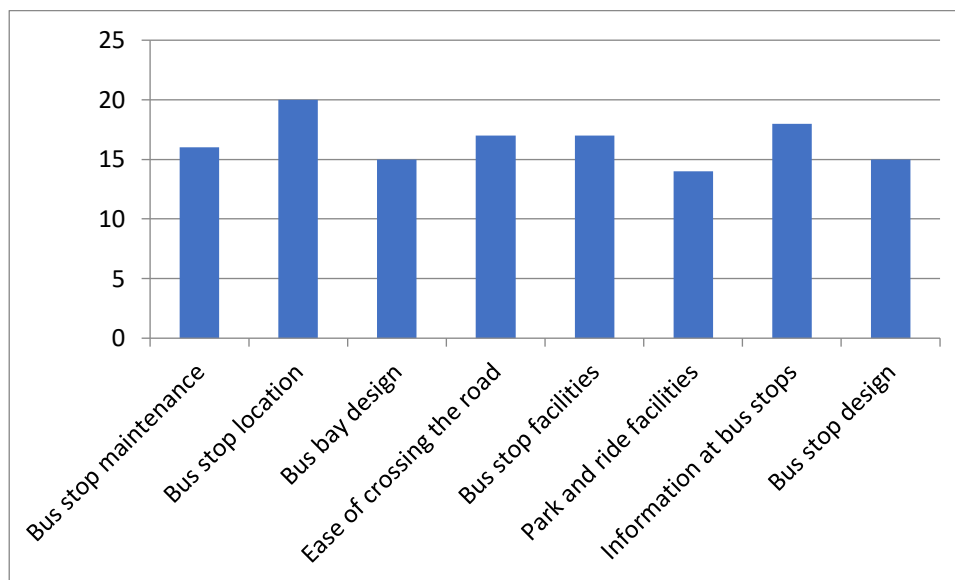
Bus operator	1
Highways authority	1
Bus user	2
Business group	1

Q5 Highways and traffic issues: please mark how important each is to you, from 1 (low importance) to 5 (high importance).



The chart shows the total scores given to each of the options in this question. All the issues were scored highly with safety and congestion ranking highest, and advance information of disruption ranking lowest.

Q6 Bus stops and user facilities: please mark how important each is to you from 1 (low importance) to 5 (high importance).



The chart shows the total scores given to each of the options in this question. The top issues was the location of bus stops, followed by the information at bus stops. The least important issues were park and ride facilities: the design of bus stops and bus bays was also less important.

Q7 Highways and traffic: are there specific locations or examples where these issues could be addressed?

ISSUE	COMMENT(S)
Road safety	need a more extensive cycling tracks/network to encourage people cycling to work
Traffic congestion	a lower/attractive fare to encourage people taking public transport including the railway
	M32 / A4174
Quality of signage	M32 Bus only exit
Quality of road surface	especially on cycling trail. no one bother to do anything on snow/frosty days
Junction queues	M32 J1
Bus lanes	M32 / A4174

Q8 Of these, please tell us more about what your top priorities for action would be.

Very cheap and timing and effective public transport network to reduce car emission and usage. I come from Hong Kong and everyone is using public transport as it's very efficient, cheap and reliable
Bus Lanes - M32 extend to cover the whole length of the m32 (from J1 to City Centre) and A4174
Need to massive reduce the train fare to encourage more people to take train
Bus Lanes - A4174 review current systems between J1 M32 to MOD roundabout - enforcement and ensure the bus lane/2+ lane is in the correct lane
Can learn from the carpool system in America to ease more traffic
Better signage on the Bus only junction to be clearer it is bus only

Q9 Bus stops and user facilities: are there specific locations or examples where these issues could be addressed?

ISSUE	COMMENT(S)
Bus stop location	Emerald Park Stop (North side of the A4174)
	More bus network so that there are more provision but not taking too many different buses to one destination
Ease of crossing the road	Metrobus stop approaching Willy Wicket Roundabout (North side of the A4174)
Park and ride facilities	Need an M32 Park and Ride
Bus stop design	All stops should offer protection from the elements for bus users - the new large ones don't

Q10 Of these, please tell us more about what your top priorities for action would be.

Create an M32 Park and Ride north of Jct 1 M32
Ensure bus stops protect bus users from the elements
Review each stop to see where improved connections can be made for people walking and cycling to those stops

Q11 Are there any examples of good practice in highways design and management that you would like to share?

I think the bus only junction on the M32 is great - signage needs improving

Q12 Do you have any other comments on the issues raised in this survey?

Buses that use the Highways Network need a free flowing network in order to get people out of their cars and help us tackle congestion. I think Highways England could do more to promote journey sharing on the network and help support more commuter services that help reduce the single car occupancy use of the network to commute to work.

Q13 Although this study is focusing on highways design and management, we know that other aspects of bus services are also very important, and we are keen to hear your views if you wish to share them.

Journey planning needs to include ticketing information so people know what ticket will get them on the services suggested.
We should develop a national bus to work scheme that enables employees to purchase bus tickets through salary sacrifice and rewards people for helping combat congestion.
Better communications about how the bus services can tackle congestion and also the role individuals all need to play in tackling congestion by thinking about the choices they make when they travel round an area.

B) survey responses – A27

There were 82 responses to the A27 bus survey, of which around 62 were from individual bus users.

Q3. Organisation

- Brighton & Hove City Council
- Brighton and Sussex Medical School
- Bus to the pub group
- Eastbourne Access Group
- Firle community hall
- Firle Estate
- Firle parish council
- Glynde and Beddingham Parish Council
- HM Prison and Probation Service
- HMP Lewes
- Lewes District Council
- Lewes Road for Clean Air
- South Downs National Park Authority
- Sussex University
- Travel Log Lewes
- Worthing Cycle Forum

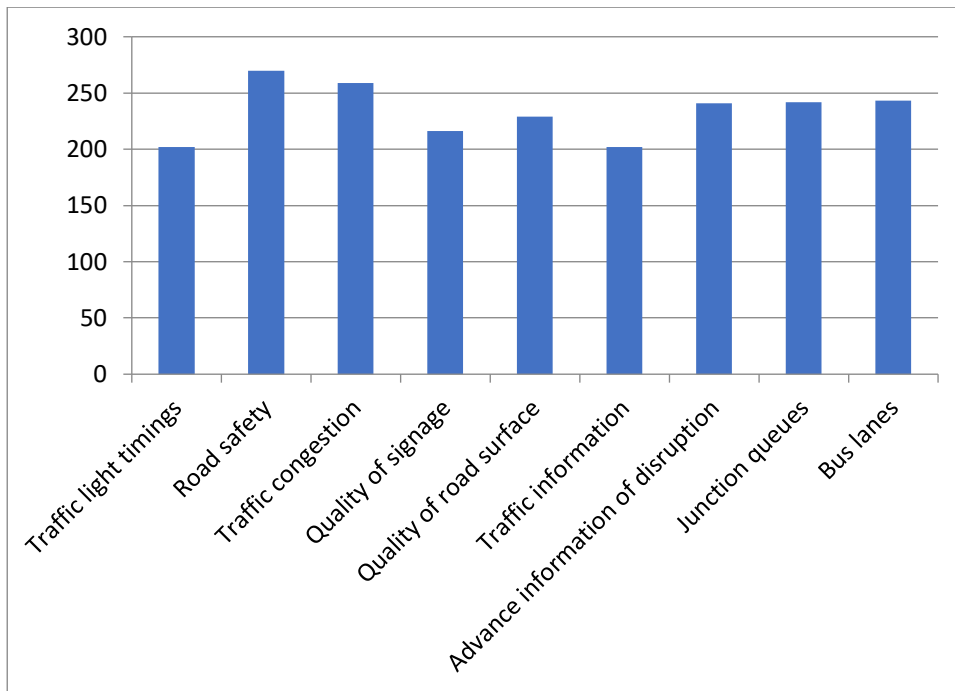
Q4. Main area of interest

Bus operator	2
Highways authority	2
Other local authority	4
Bus user	63
Business group	1
Community group	12
Other (please specify)	13

Those who responded 'Other' gave the following descriptions

A27 regular commuter	1
Also cyclist on same route	1
Car driver	1
Cyclist	5
District and Parish councillor	1
Train user who would like alternative transport	1
University group	1
village resident and parent of bus user	1

Q5. Highways and traffic issues: please mark how important each is to you, from 1 (low importance) to 5 (high importance).

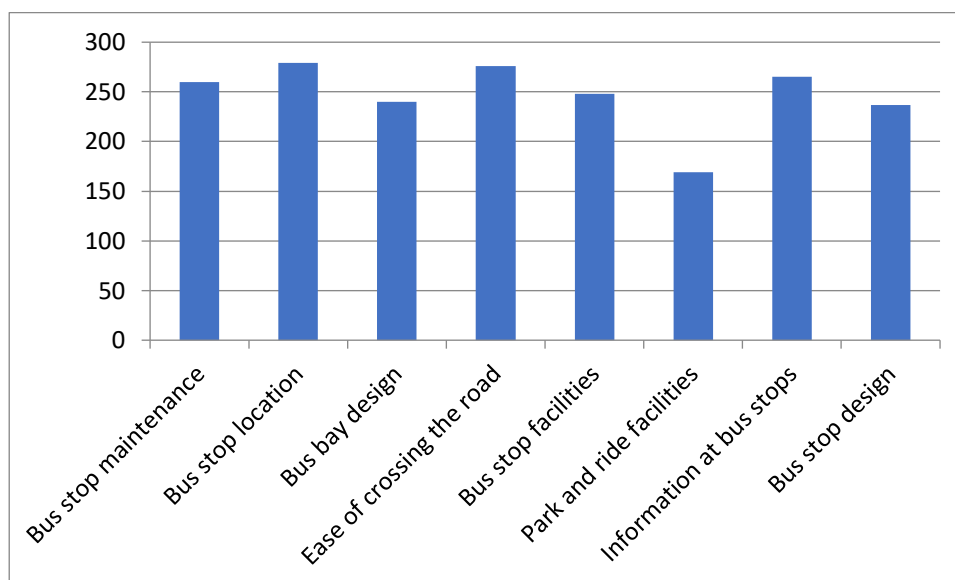


The chart shows the total rankings given to each issue. The top priorities were safety, and congestion, closely followed by information on disruption, junction queues and bus lanes. General traffic information and traffic light timings had a slightly lowest priority.

The following issues were added as comments:

Air quality
cycle path along A27 requires hedge cutting, cleaning & resurfacing
Cycle provision and safe pedestrian crossings
not meeting time tables
Obstruction of bus stops
Real time information at bus stops
Safety of bus stops especial east bound from The Keep

Q6 Bus stops and user facilities: please mark how important each is to you from 1 (low importance) to 5 (high importance).



Bus stop location and safe access across the road were the clear priorities, followed by information at bus stops, and bus stop maintenance. Park and ride facilities were significantly less of a priority.

The following issues were added as comments:

Bus frequency and reliability
bus stop being used as burger bar parking at Kingston
Bus stop on westbound side of A27 at Falmer is badly placed... stops me wanting to use the bus esp. in the winter or after dark
Bus stop roofs not leaking and lights working
Electronic info. board at University stops, Falmer and Swan Inn needed
Ensuring that bus stops do not have parked vehicle on them so that bus drivers stop to pick up passengers
I am primarily a personal vehicle user
need more stops with live information
Unsafe stop at The Keep in a cycle lane, unlit, isolated only one bus serves it although two pass it

Q7 Highways and traffic: are there specific locations or examples where these issues could be addressed?

The following comments were made on the different issues suggested.

TRAFFIC LIGHT TIMINGS
A27 Kingston junction outside Lewes - traffic builds up.
Ashcombe Roundabout
Ashcombe Roundabout - releasing traffic from Lewes when no east west traffic - much more responsive to queues
Eastbourne
Lewes, Brighton Road at Lewes Prison off the A27. Bus are held up for 20 minutes to cross through because the timing of the lights is in favour of the London road.

Polegate traffic lights (By the council depot & the Harvester)
Polegate/a27
Sometimes these go out of sync - would be good to be monitored more. Dynamic ones are required up near the Amex - these are timed at the moment and create large delays
Timing at Lewes Road gyratory leads to delays with no traffic passing through green lights
University of Sussex

ROAD SAFETY
A27
Always a priority
better lighting on A27 cycle path, it is mostly unlit and dangerous
Bexhill Road woodingdean
Buses no longer come in to the centre of Firle village but the walk into the centre from the bus stop has no pavement
Coldean Lane junction dangerous for cyclists continuing on 270 towards Falmer
crossing from Glynde to Firle over the A27
Crossing the road between Falmer and Kingston roundabout on the way to Lewes is hazardous
cycle path crossing petrol station entrance and exit east of Housdeane farm
Dangerous bus stop east bound from the Keep, unlit in narrow cycle path, no protection, isolated and feels very unsafe. On a bend so travellers must step forward to see bus then step back. Also strange slip road markings when east bound to Lewes coming off A27. Why is the striped area there? Not on Mways. Should permit L turn filter as soon as taper starts
for locals to highlight
Glynde Junction
In front of and opposite Falmer station, vehicles are often travelling at great speed making it difficult for buses to exit or enter the flow of traffic with such a short approach to/from the bus stop.
Kingston roundabout - western flow needs to be controlled more effectively on eastern approach, perhaps through traffic lights
No direct pedestrian crossing between Lewes bus station and Waitrose
Overtaking is dangerous due to congestion and road quality
Ringmer New Road/Lewes Road jx
Selmeston Junction with A27
Southdown Avenue Lewes,

TRAFFIC CONGESTION
28 and 29 Brighton & Hove buses could avoid congestion after Coldean lane by travelling (like the 25 and 23 and 5 buses) on University Way, travelling onto campus and stopping at Sussex House instead of Falmer Station (eastbound). This would save the congestion that always delays buses 28/29 in the evenings. Anyone who arrives at Falmer station and wants to catch these services needs to cross under the bridge and onto campus before walking off campus to find the A27 bus stop. It would be more convenient for all of the users of this service. Bus can then leave campus via the
A bus lane
A27 - Brighton road
A270 coming onto A27 at Falmer - congestion at peak times and potentially very dangerous for cars trying to change lanes onto A27
Around Falmer Station/Falmer Village eastbound stops
Brighton Road, Lewes to Brighton
Bus lane coming into Falmer from Brighton ?
Cars parked in Lewes so that buses can't safely get past
Congestion can be very bad at peak times on the Eastbound A27 due to traffic building up from the Falmer junction. This can cause a hazard on this fast moving road.
Cophall to Beddingham
Falmer and A27 to Lewes
for locals to highlight

Gyratory to Old Steine often slow for buses
Kingston Ridge bus stop - the food truck encourages traffic to stop in the bus lanes and makes it difficult for buses to get in and out of the A27. Drivers (esp. lorry drivers) don't care and clog up the bus lane (instead of going into Kingston and parking beside the truck) so they can get something to eat from this place.
Lewes onto A27
Lewes Road
Polegate : earwig corner
Roundabout to come off campus onto the A27 is always so busy and I think dangerous due to the congestion - another system is required. The A27 is such a main road an always bottlenecks - needs to have more lanes.
The A27's unceasing congestion means that journey times are unreliable
The Cuilfail tunnel roundabout and Polegate traffic lights are always badly congested
Traffic builds up at Falmer, towards Lewes, at the University junction so the bus can't get by.

QUALITY OF SIGNAGE
Effective signage should be provided to help reduce traffic flow through Kingston. Traffic needs to be encouraged to take the eastern Ouse Valley route through to Newhaven and not use Kingston as a short-cut
electronic signs in advance
for locals to highlight
Needs clear signage that layby is not parking for burger bar
Normally pretty good
Showing where the bus stops are
Very bad at Hove interchange - traffic coming onto A27, east bound, traffic leaving B&H and A27 heading north onto A23. Very busy and no clear signage or land markings

QUALITY OF ROAD SURFACE
At least try and maintain the surface instead of £k's on led lighting
Brighton Road
By university at Falmer - potholes
for locals to highlight
Glynde Junction, Beddingham roandabout, Southerham roundabout, Ashcombe roundabout
less pot holes
on cycle route
Poor where lorry traffic heavy
pot holes
potholes and poor clearance of drains so standing water when rainfall is higher
Road surface needs to be improved for noise reduction
Some terrible pot holes on the A27 - and as there is not always somewhere to stop or pull over safely this can cause big issues
The Polegate traffic lights junction is full of pot holes

TRAFFIC INFORMATION
Bus arrival time board needed as before
Congestion or disruption could be better advertised to allow for other routes to be taken.
Far more information needs to be provided to help reduce littering - the A27 is a blackspot for litter
for locals to highlight
important at bus stops
Late - does not allow for people to get off A27 before blockages
Lots of signage, rarely if ever displaying useful information
No Boards along the A27 advising of delays
show what traffic tehre is and how to divert
Some Bus stops in Lewes don't have digital signs
The information regarding the recent bus closures was incorrect and inconsistent. Buses inconsistently didn't serve Falmer station at the weekend, when it was stated online that they would. The stated dates of closures was incorrect, and there was a period where buses didn't serve falmer station and we were told to go to the A27 sliproad stop which was closed (and vice versa) - basically nowhere to board the bus!

ADVANCE INFORMATION OF DISRUPTION
A27 polegate
Advance information of disruption
as above-for all road users
let people know well in advance if a bus is cancelled - have an emergency bus number for out of hours
No Boards along the A27 advising of delays
Other bus stops in Lewes and Brighton have electronic signs, the one on the A27 towards Lewes does not
The information regarding the recent bus closures was incorrect and inconsistent. Buses didn't serve Falmer station at the weekend, when it was stated online that they would. The stated dates of closures was incorrect, and there was a period where buses didn't serve falmer station and we were told to go to the A27 sliproad stop which was closed (and vice versa) - basically nowhere to board the bus!
The mobile app would be the best place for sending / receiving disruption updates.
Useful
Website not upto date

JUNCTION QUEUES
A 27 polegate : a27 worthing
A270 coming onto A27 at Falmer - congestion at peak times and potentially very dangerous for cars trying to change lanes onto A27
all town centres
bigger road
Bus can't get past queues of traffic at Falmer/university to access Falmer Sation bus stop
Core issues that have existed for at least 20yrs eg. Falmer / Sussex Uni junction simply not addressed
Exit junction queue on the north side opposite Falmer station can reach back beyond the bus stop, causing delays to bus as it queues to get to the stop
Falmer
Falmer slip road and bridge
It is relatively frequent that one has to wait more than 20 vehicles to come on at a junction, even with the flow of traffic
Kingston Roundabout
See above. Queues at Falmer junction on Westbound section of A27.
Slip Road from Falmer Station eastbound stop
Southerham Roundabout from Lewes and from Beddingham (am) and from Brighton to Lewes, Beddingham (pm rush)
The queues at the Cuilfail tunnel roundabouts (both ends) and at Polegate lights are always bad
The steine
University slip road - Brighton traffic trying to join A27 as fast traffic on A27 leaving to go to Wooding dean at Falmer

BUS LANES
A bus lane at key sections of the A27 would help with issues listed above
a27- brighton road - lewes gets very conjested and this makes the busses late
Between Polegate and Lewes
Buses don't even go down the A27 - a faster bus route along here would be good to Polegate etc.
Bust stops need to be kept free of parked cars - especially at the Ashcombe halt
Car users are not mindful of buses using the A27 especially near bus stops where buses need to change lanes or slow down or pull out
Churchill square
Create bus stop on A27 to serve Falmer village so buses don't need to come off A27 to pick up passengers there (as buses get stuck in slip road congestion at peak times.
Earwig corner redesign
If the A27 was dual carraigeway there could be space made for a bus lane?
if used-buses too infrequent
No bus lanes on A27
Would be good

Q8 Of these, please tell us more about what your top priorities for action would be.

Respondents identified the following priorities

PRIORITY 1
Better arrangement of crossover for traffic turning left at Coldean Lane, protecting cyclists more.
Build a Selmeaton bypass
Bus Lanes
Bus service from Eastbourne to Lewes
Congestion of traffic on the slip road East Bound when turning right towards Amex & Wooding Dean.
Cycling infrastructure to national standards
Danger: Keep bus stop
Dual the A27 for it's entire length, but particularly from Polegate to Lewes
Electronic sign at A27 stop
Encourage cars to continue across Kingston roundabout to Beddingham roundabout for Newhaven
Improve bus services that link Saltdean/Rottingdean/Woodingdean to Falmer and Lewes to reduce car dependency in these areas
Introduce bus lane at key sections to improve road safety and reduce impact of junction queues on buses
Joint priority for congestion/queues as above
Junction queues
Junction queues
Junction queues (lower the speed limit)
Less time in traffic/leaner bus engines = less pollution
Make sure signage and information regarding disruptions is clear and accurate, and you don't tell people to board the bus at a closed stop!
Pedestrian crossing at Ashcombe Roundabout, west bound carriageway. The wait time for the lights to change for pedestrian is typical 1 minute, by which time a gap in the flow of traffic has allowed the person crossing to cross. The lights change holding up traffic needlessly. There was a time when the time between pressing the button and the lights changing was just 10 seconds and it worked well.
Polegate bypass
Publicity campaign underlining how selfish and witless the car-parkers impeding buses are
Quality of Road Surface
Reduce traffic queuing and bus journey times Falmer - Lewes
resurface cycle lane along A27
Road crossing safety - also important for those using the South Downs Way and public footpaths that cross the A27
Road safety
Road safety
Sorting out parking in the layby at Kingston
where dualled make one lane bus and taxi

PRIORITY 2
A 27 dual from Hastings to portsmouth
Advance info of disruption
Better arrangement of cycle lanes at gyratory towards Brighton, especially for those turning right.
Bring in night buses to lewes - even just one after the current latest bus would be really useful
Bus lane
Bus lane provision for 1.
Bus lanes

Bus Stop at Kingston Ridge, Ashcombe Roundabout frequently obstructed by customers of the Burger Bar.
buses have priority
Change Sussex University/Falmer Station bus stop for 28/29s eastbound
Congestion
Consider installing traffic lights at Falmer roundabout to manage traffic flow
Cycle routes
Danger: crossing traffic at Hove M23 /A27 northbound carriageway
Ensure no vehicles are parked on bus stop at Ashcombe
Improve safety of bus stops/road users around sussex university/Falmer area
install safety barrier between A27 and cycle path
Polegate traffic lights junction
Sussex University Traffic exiting and joining already congested roundabout
traffic congestion
Traffic Congestion
traffic lights over a27 to allow pedestrians to cross a27 from glynde to firle
Website not upto date

PRIORITY 3
Bexhill Road woodingdean
Bus information screen on eastbound A27 bus stop
Bus services to rural areas
Create bus stop on A27 to serve Falmer village so buses don't need to come off A27 to pick up passengers there (as buses get stuck in slip road congestion at peak times.
Danger: crossing traffic at Falmer, northbound carriage way
Ensure all drains are kept clear
Lighting on bike/foot path
More frequent 28/29 as coming to and from lewes is a very busy line.
Polegate to Lewes A27 needs resurfacing.
Priority to traffic turning left exiting university and buses - signage and markings to be updated
Redesign earwig corner to allow bus and cycles priority
Road safety
Service updates/ disruption
traffic information
Traffic light timings.
Use signage and sanctions to help reduce littering

Q9 Bus stops and user facilities: are there specific locations or examples where these issues could be addressed?

BUS STOP MAINTENANCE
all bus stops
Ashcombe halt
bexhill
Broken or damaged side views
Falmer Station en route to Lewes - bus stop has been leaking for nearly 10 years. Light does not work making it unpleasant to stand alone in at night
Falmer Station West Bound - lighting and steps
Falmer Train Station, Sussex University side
Falmer village bus stop towards Lewes, leaking roof
Firle
Lewes Road Ringmer needs puffin crossing
more bus shelters/benches
No light at Falmer station stop towards Lewes.
repair any vandalism, remove fly posted posters and notices
Shelter at The Keep east bound

Terrible! Thousands spent on fancy designer stops / shelters and then zero maintenance so within a year they are filthy and damaged

BUS STOP LOCATION
all bus stops
As mentioned above
Ashcombe halt
Ashcombe roundabout / Kingstonridge bus stop
Bexhill Road -parking and Light.
Bus sometimes can't stop due to parking at Kingston - needs more enforcement
Bus stop goes straight into busy cycle path from Lewes to Coldean
Create bus stop on A27 to serve Falmer so buses don't need to come off A27 to pick up passengers there (as buses get stuck in slip road congestion at peak times).
Falmer Station eastbound
Falmer Station towards Lewes - very cold and windswept
fine
Firle
in firle village by the pub so less mobile can access bus
lewes High Street
more bus stops
More shelter required
Need to have fast buses along the A27 - much like the trains.
Needs to be near the centre of Firle village
Peculiar arrangement at Falmer
The Keep eastbound (I no longer take the bus but drive in winter because of lack of lighting, shelter, danger of fast moving silent cycle traffic)

BUS BAY DESIGN
Ashcombe halt
Ashcombe Roundabout/Kingston Ridge Eastbound carriageway. Bay needs to be longer to allow busses to pull out safely
Bexhill Road
Cyclist separated from Cars great but pedestrians now need protection from Bikes with bus stop islands...
Falmer station towards Brighton is poor.
have it so the bus can pull in
More shelter pls..as above
Newmarket Inn, A27 eastbound. Buses don't see you waiting, especially after dark
Not large enough for number of people waiting (esp when raining)
Poor at Ashcombe where bus gets stuck in heavy fast moving traffic times
Wider bays to allow traffic to easily pass

EASE OF CROSSING THE ROAD
a27
A27: hazardous crossing even at designated places
all bus stops
Bexhill Road
Coldean Lane underpass is unpleasant. Gyratory pedestrian crossing times are very short.
crossing at Glynde-firle
Difficult to cross the A27 close to The Keep
Falmer Station eastbound is some distance from subway. Lighting on route to Falmer Station westbound is not functioning and issue of responsibility needs to be resolved. Responsibility for maintenance of the steps en route to the westbound Falmer Station stop also needs to be resolved.
Important but largely resolved as long as pedestrians are willing to walk 400yds or so
No direct pedestrian crossing between Lewes bus station and Waitrose
Not convenient for bus stops
On the A27 between Falmer and Kingston roundabout, the bridge crossing is fine, but the pedestrian road crossing is hazardous
Puffin crossing on Lewes Road near new road
See above re lack of pavement walking into Firle

Wilmington, Firle, where footpaths cross the road

BUS STOP FACILITIES
a shelter and bench
Any out of the Central Area
Falmer Station East Bound and on slip road - lighting and up keep of the shelter
Increasing sparsity of waste bins
more of the electronic signs
No electronic/ live information
Non existent east bound from Keep - compared with facilities going west into Brighton. Why the difference?
screens
Shelters offering greater protection and illumination and digital information at both Falmer Station bus stops - Falmer Station westbound bus stop already has stand-alone real time sign

PARK AND RIDE FACILITIES
Essentially non existent in Brighton & Hove
Falmer stadium area should be developed as a park and ride facility and as a major bus/coach/train/cycle-hire interchange to improve public transport and reduce traffic flowing into Brighton
Lewes needs one
More information at withdean
No comment - none convenient from Lewes
show where these are
Urgently needed.

INFORMATION AT BUS STOPS
all bus stops
All need electronic signs - they are so much better
Along Lewes Road In ringmer
An electronic board at Falmer Station stop towards Lewes
as before
Ashcombe halt
at Firle Stopheading west
Digital information in Falmer Station bus shelters, in addition to existing stand-alone real time sign at Falmer Station westbound bus stop
Falmer Station East Bound and on slip road - real time signage required
Firle
Great where installed (notable absence at many stops on A27 routes)
Improve information at bus stops along A27 Falmer to Lewes for walker/runners using South Downs Way and surrounding footpaths, as the area will be more accessible via public transport
info on what to do incase of cancelled buses
More digital timetable screens
More live data points out of central Brighton
Most people have the bus stop mobile app so having info at bus stops isn't that necessary.
Need real time display at all fare stages
No electronic/ live information
screens
The information regarding the recent bus closures was incorrect and inconsistent. Buses didn't serve Falmer station at the weekend, when it was stated online that they would. The stated dates of closures was incorrect, and there was a period where buses didn't serve falmer station and we were told to go to the A27 sliproad stop which was closed (and vice versa) - basically nowhere to board the bus!
Would be good to have a live bus times facility, particularly as it is a very isolated bus stop
Would be helpful, given journey time unreliability

BUS STOP DESIGN
Bus stops in front of and opposite Falmer station on A27 are an open design. This makes waiting users very exposed to pollution from the road and the elements. A more enclosed design would be greatly appreciated by users.
easier seating for the elderly and disabled
Falmer station stop towards Brighton is very poor and dangerous for number of people that use it and frequency buses need to stop.
Falmer Station towards Lewes
Firle
Larger shelter area - it is very exposed to traffic spray and isolated so a clear but sheltered design that can accommodate more people as peak times get very busy
Maintaining the lights (so they don't leak) or just take them away so that people can use the bus stop (e.g. Falmer Station).
more covered bus stops - helps when it's cold and windy!
Penalty notices for obstruction of bus stop
Restricted use for other vehicles, kept clear of broken glass
Shelter and reasonably comfortable seating. The fancy ones are great but no consistency
The Keep east bound - dangerous

Q10. Of these, please tell us more about what your top priorities for action would be.

PRIORITY 1
a bus stop in the village not on the a27 as currently as people cannot get there easily
A decent bus company / some real competition
Advance warning for bus drivers that someone is waiting at a bus stop on the fast stretch of the A27
Adequate pedestrian crossing
Bay needs redesign to prevent parking in bus stop meaning bus cannot stop
Bus shelters
Bus stop design
Bus stop facilities
Bus stop location
Bus stop location as mentioned above.
Change bus stop to Sussex House on Sussex University Campus for 28/29 buses going eastbound to Lewes
Crossing at Wilmington
Deal with the two crossings mentioned
Ease congestion
Ease of crossing the road
Electronic board
Electronic signage
Enclosed design bus stops on A27 to reduce waiting users being exposed to pollutants and harsh weather
Enforcement to stop parking in bus stop at Kingston
Ensure vehicles are not parked on bus stop
Falmer stadium area as a park and ride location
Falmer Station West Bound - lighting and steps
maintenance
Make sure signage and information regarding disruptions is clear and accurate, and you don't tell people to board the bus at a closed stop!
More frequent 28/29 - not every half hour, would be better every 15 mins.
Park and Ride facilities.
passengers told of delays in advance
Puffin crossing Lewes road
Road crossing safety
tickets!!!!!! I use your buses often but not everyday-the ticket for 10,20 trips etc should be introduced. otherwise buying a day ticket everyday is expensive, I'm using trains more now
Widen path at the Keep eastbound and provide a shelter to protect passengers. Stop the 29 bus east bound to reduce waiting periods - it passes the stop but does not stop

PRIORITY 2
Access to the bus stop from Kingston village is poor, need crossing point across slip road to bus stop.
better facilities at stops
Bus stop facilities
Ease of crossing the road
Ease of crossing the road
Electronic signage on more rural bus stops
Falmer Station East Bound and on slip road - lighting and up keep of the shelter
Firle issues (no bus stop in one direction), misleading bus stop information
Improved reliability / information
Improving bus services linking Woodingdean/Rottingdean and Falmer/Lewes
Improving information
information
Information
Information at stops
larger bus stop
Lewes Park & Ride
Re-position stop so not freezing cold in winter
Shelter seating
some stops are good but others not
Speed reduction Ringmer west side of village
Strict markings at Hove interchange north bound and Falmer interchange north bound

PRIORITY 3
Bus stop location
Bus stop location
bus stop maintance
Bus stop maintenance
Camber wrong at Lewes west bound - remark to prevent vehicles drifting
Crossing the A27 at the lights means a lengthy walk, bus stop poorly located away from crossing point design
Falmer Station East Bound and on slip road - real time signage required
Information at bus stops
More live data points out of central Brighton
Recognition of pedestrians needs, not just cyclists
Redesign bus stop so more sheltered
Redesign earwig to provide priority bus cycle lane
Wider bus bays

Q11. Are there any examples of good practice in highways design and management that you would like to share?

Beddingham flyover and partial dualing relieved spill over and congestion tail backs hugely. : Cycle lane Ringmer to earwig corner is amazing - complete it through earwig with a Combined bus cycle extra lane to lewes.
Brighton bus lanes and cycle priority
Brighton centre is good now, we need more road redesign like this in Lewes to manage congestion and air pollution.
Camber on roundabouts to facilitate turns.
Cycle lanes past bus stops mostly work well.
double yellow parking on corners etc.. outside central brighton
It was may not be relevant but the centre of Blandford in Dorset is a model on how to create an environment of mutual respect and awareness between pedestrians and vehicles.
No, the A27 is horrendous.
NOT the "Valley gardens" project which seems designed to increase congestion, make bus usage more difficult and drive visitors away from the heart of Brightons economic activity.
Poynton!
there is a good pedestrian/cycle bridge at Southease allowing access over the a27

Q12. Do you have any other comments on the issues raised in this survey?

Brighton & Hove council need to engage with this exercise
Cycle path between Falmer and Lewes - poorly lit and close to fast traffic in many areas
Frequency of buses generally v good. Buses comfortable and clean :-)
I am a keen cyclist and use my bike for work, social activities and just pleasure. If cycle lanes are to work as bicycle highways they need to be kept away from the carriageway (otherwise they get covered in puncture-inducing glass and other detritus), have priority over the roads with which they intersect (why is that cars have priority?) and be well macadamised so that it is easy for less experienced and younger cyclists to enjoy it.
Lighting on a27 bus stops- lack off lights means unsafe position of people waiting who want to flag down the bus
Not addressing the issue of overcrowded buses
Once I got stuck coming home from work on the bus from Lewes to Brighton, between Kingston roundabout and Falmer, in a snowstorm. I was in the bus for 3 hours, it was hell. So improvements to road surface, or accessibility of gritters / snow ploughs, to deal with these issues more effectively as they happen, would be a good idea, as once you are on the A27 corridor, you cannot get off it.
One aspect of bus and coach provision is vehicle safety. The amount of litter along the A27 has reached epidemic proportions and unless the highways authorities manage this more effectively through a range of approaches sooner or later it will cause accident/s.
stop for bus heading to BRIGHTON opposite Glynde village on a27. Safe and sheltered all stops on A27. Safe crossings at all stops
The A27 widening or dualling should be the priority for the county.
The congestion at peak times causes major delays for buses, meaning that users can end up waiting for very long periods of time in an exposed and isolated place.
The period when the falmer station and A27 stops were closed that the same time, but we were advised to use the falmer station stop by signs/online information for the A27 closure and vice versa was ridiculously bad.
To ease congestion, Look at smaller buses on smaller routes ie across Brighton then using the steine as a terminal. IE falmer to woodingdean to brighton
We are heading for a car reliant society with run down public transport provision. There seems to be no real willingness to address our degraded quality of life due to traffic air pollution
Why does 29 bus not stop to improve passenger safety eastbound from the Keep?
Within the study area, only the Falmer Station pair of stops lies within our authority boundary. However Falmer Village bus stop is adjacent to our boundary and a constant source of complaints, re shelter maintenance. The issue of shelter ownership and responsibility is incredibly confusing and it would be ideal if all shelter facilities on roads such as the A27 were funded by Highways England to a high standard of provision and there was one point of contact to report maintenance issues. It is absolutely crucial that communities (and walkers) are not suddenly isolated because of closure of bus stops on safety grounds: bus stops need to be designed or re-designed to ensure safe operation on the network, which may well include implementing a maximum 50mph speed limit around all bus stop locations.
Yes, there is no mention of cycling. Falmer to Lewes has potential to be a much busier cycle route, however the cycle path is very sub-standard - too narrow, bumpy, poorly lit and no/minimal markings, consequently it feels unsafe. It is also too close to the road making it noisy and dangerous. There should be a wide, high quality, well-marked cycle track from Falmer to Kingston roundabout, build partly on adjoining farmland. This would be popular with commuters and have huge value for tourism and leisure rides and would help to reduce car dependence for this journey.

Q13. Although this study is focusing on highways design and management, we know that other aspects of bus services are also very important and we are keen to hear your views if you wish to share them.

Air pollution - any development in greener busses on the way?
Better more affordable and wider provision of bus and train services as well as safe pedestrian and cycle routes
Buses serve a purpose, but they are not everyones choice due to the convenience of having a car, or bike.
Consideration for services west of Falmer connecting Hollingbury and Shoreham rather than going into and out of Brighton

Cost of the buses: they need to be cheaper. It should always be cheaper to take the bus than to drive and park, otherwise those with cars will seldom use the bus. And this in turn undermines the economics of the bus services.
Ensure that there is a balanced day and night time service
Had annual bus pass for one year, but gave up frustrated as the bus 29X speeds past a crowd of passengers waiting at 17:50. Why is Uni.of Sussex not covered by this bus at the very logical 'end of working day time' when it stops at Uni. of Brighton? Gave up Annual pass as I found I was waiting for at least buses 30-40 minutes very often with no idea when they would come. Also very poor lighting at Falmer bus stop, back to reliable car. Please DO NOT introduce bus lanes on this stretch of the A27 and add to the pain of the majority of it's users, when so few buses run down this way anyway!
If the bus to Brighton went into Kingston, rather from just the A27, more people would use it.
If there is a terrible traffic jam on A27 Lewes-Brighton, it is very helpful if the bus drivers can inform passengers of the delays before you get in th bus, so you have opportunity to catch train or rearrange your journey, rather than get stuck for hours on bus in traffic.
It will take time to get people out of cars and on to buses. A regular service with good connections to rail services and through ticketing is needed.
More important than the highway design and management is the bus service and bus company. The buses are continually late and overcrowded. I get the bus everyday from Lewes to Falmer and it is virtually never on time and get cancelled.
More transparency and accountability for buses being late to customers.
Please bring in later running buses/night buses - even just one night bus after the current latest bus would be useful
RELIABILITY and price need to be addressed. Effectively B&H have a monopoly in my city and prices have consistently risen above inflation whilst reliability and service quality continues to decline.
See above. 29 could be a demand stop at the Keep
The A27 has enormous potential as a bus route, not just from Falmer to Lewes but also linking north Brighton (Patcham) and Shoreham, Portslade and West Hove to Falmer/Lewes. The current journey time from these places to Falmer and Lewes is far too long. Use of the A27 route as an 'express-way' could massively cut journey times making buses a much more attractive alternative to driving a car from these areas.
tickets:please introduce a tickets for 10 trips, 20 trips, etc for those who use bus a lot but not every day
Winter buses are too hot. We are all in winter coats and they are churning out heat. Lack of ventilation, excessive water vapour in bus air (illness vector for viruses).
With the exception of Whitehawk and the universities the areas out of central Brighton need late/ all night buses

Appendix 6 Other submissions

A. Meeting with officers from the transport team at South Gloucestershire Council.

South Gloucestershire is the highways authority for the case study area. South Gloucestershire has good regular contact with Highways England's regional network manager and is keen to maintain this.

The meeting focused on the context for bus provision in and around the M32. The following points were made:

There are many and growing demands on the M32 and wider road network. There are large numbers of new homes planned, there are new junctions on the motorway network (including on the M49) and the end of the Severn Crossing tolls. All of these are likely to increase traffic and while modelling work has been done, it is not yet certain what the full effects will be in practice. Major public realm works in Bristol city centre are causing traffic queues further out. Any increase in traffic on the motorway network will have a knock-on effect on local roads. Improved traffic flow at Hambrook Junction is being explored in order to address air quality breaches.

South Gloucestershire together with the West of England authorities has targets to double bus user by 2036 as part of the West of England Bus Strategy. Bus usage was growing even before the metrobus services were introduced and has now had a further boost. The local authorities have worked well together on transport issues and the Combined Authority is an extension of this existing partnership.

Some good work has already been done on the M32 improving bus facilities including a bus-only junction and the extension of bus lanes. Bus operators are keen to see the bus lane extended. The ring road is a congestion hot spot in the peaks, so there is a desire from operators to extend hours as well as the length of the HOV lane. There is quite a complicated regulatory framework, and active police enforcement is needed. There is no camera enforcement authorised by DfT for HOV lanes as the technology identifies vehicles not occupancy.

While the bus lane is open to all High Occupancy Vehicles, the bus gate is restricted to metrobus services only. There are concerns about this being unfair to other operators especially given the high level of public funding involved. South Gloucestershire is keen to see maximum benefit from this public investment.

South Gloucestershire has a number of schemes to promote sustainable transport and car sharing. The LSTF supported an orbital bus route for the northern fringe business parks but it did not take off. Other improvements include an upgraded crossing at the Hambrook junction funded by the Cycle Ambition Cities scheme and the new Stoke Gifford transport link, a stretch of new road built to facilitate the North Fringe to Hengrove project.

Bus operators are increasingly focusing on longer distance express buses. Good quality services with reasonable frequency are needed to server larger centres like Thornbury that have no railway station particularly for connections to Bristol city centre and colleges. UWE is a major bus market but very seasonal, prompting timetable changes from term to term.

Integration is important. There are plans to extend the metrobus to Bristol Parkway station. There are also plans to give buses through access to the station (rather than the existing one-way layout) which will improve bus operations. Park and ride provision is being looked at as part of the joint

transport strategy. However, this may impact HE's junctions: authorities would need to look at access lanes, signalling and traffic flow.

The experience of upgrading the viaduct at Bromley Heath (carrying the A4174 over the river Frome) shows how major infrastructure projects can be successfully delivered. There were widespread public concerns that the works would lead to traffic chaos. However by planning diversion routes in advance and having an extensive communications programme, the works were much less disruptive than feared.

B. Meeting and site visit with Cllr Vic lent, Lewes Council

Cllr lent represents the Kingston ward on Lewes District Council, which includes the villages along the Ouse Valley. He is keen to support improved bus facilities as part of a wider sustainable transport approach.

In general he sees lots of potential for better tourist links to the South Downs National Park and local visitor attractions.

He pointed out the following opportunities for improvement along the A27:

- There is room for a bus lane at Falmer or to move the bus stop into the university site.
- Despite recent works, the Falmer village bus bay is still too short, and the road too fast, to be safe. It's not possible to fix the sightlines, so bus priority and a lower speed limit are needed.
- The Housedean Farm bus stop is small and muddy but this could also provide good access to the National Park.
- The Newmarket Inn stop westbound needs much better access with a longer and better lit bus bay. At present, buses have to get past parked lorries to reach the stop. Opposite the Newmarket Inn, the bus bay is tiny with nowhere to cross.
- The Ashcombe roundabout needs a dedicated bus lane at the junction to make it flow better.
- The Ashcombe Hollow car park could be a park and ride for Kingston village. The bus bay near the burger van needs extension to avoid conflict with parked vehicles.
- The prison crossroads in Lewes causes traffic tailbacks which could be relieved by shaving the corner of the prison site to create a filter lane.
- Southerham roundabout could also benefit from a filter lane.
- Firle and Glynde villages need a safe crossing
- There is potential for a better link with the C90 cycle path
- There is no path from Middle Farm visitor centre to the nearest bus stop
- Charleston (visitor attraction) has no eastbound bus stop
- Berwick village could benefit from a path connecting to the bus stops at Drusilla's roundabout
- Alfriston village car park could accommodate a bus stop
- The villages between Lewes and Polegate could generally benefit from upgraded bus stops with larger bus bays.
- The bus stops at Polegate are good quality with modern shelters and real time information.
- The major roundabout at Polegate services could benefit from traffic signals.

C. Note from East Sussex Highways

The note lists bus stops with the improvements needed along the route.

A27 in general – bus shelter requirements, new bus stop poles

- Falmer westbound – now OK?
- Falmer eastbound – now OK?
- Housedean Farm (for South Downs Way) westbound – accessibility including lack of pavement.
- Housedean Farm (for South Downs Way) eastbound – accessibility including lack of pavement. Move to previous layby: bus bay is too short.
- Newmarket Inn westbound – change to edge to carriageway layby arrangement
- Newmarket Inn eastbound – extend length for exit safety reasons
- Kingston Ridge westbound – needs urgent attention to eliminate illicit parking caused by nearby food bar (on occasion buses have been unable to stop)
- Kingston Ridge eastbound – ideally move eastwards nearer to crossing and extend length for exit safety reasons. Concerns too about pedestrian crossing signal reliability
- Beddingham roundabout westbound – used by very occasional bus services only
- Beddingham roundabout eastbound – used by very occasional bus services only
- Preston Court Farm westbound – no safe pedestrian crossing point
- Preston Court Farm eastbound - no safe pedestrian crossing point
- Firle Bostal westbound – accessibility. Requires edge of carriageway layby arrangement and safe crossing point as it is route to school
- Firle Bostal eastbound – requires bus stop clearway to be marked in layby and safe crossing point as is route to school
- Firle Road westbound – is OK
- Firle Road eastbound - requires bus stop clearway to be marked in layby
- Middle Farm westbound – propose new bus stop
- Middle Farm eastbound – propose new bus stop
- Charleston Farmhouse westbound – needs marked bus stop clearway
- Charleston Farmhouse eastbound – needs marked bus stop clearway
- Selmeston Barley Mow westbound – needs properly marked bus stop and clearway in new layby arrangement
- Selmeston Barley Mow eastbound – needs marked bus stop clearway and heightened accessible kerb
- Alciston Road westbound – reprofile junction to provide accessible bus stop
- Alciston Road eastbound - needs marked bus stop clearway in existing layby
- Crossroads westbound – needs accessibility improvements and marked bus stop clearway plus safe crossing
- Crossroads eastbound – needs accessibility improvements and marked bus stop clearway plus safe crossing
- Drusillas roundabout westbound – provide new bus stop on A27 either west or east of roundabout
- Drusillas roundabout eastbound – reinstate an upgraded bus stop on east side of roundabout on A27
- Milton Gate westbound - needs accessibility improvements and marked bus stop clearway plus safe crossing

- Milton Gate eastbound - needs accessibility improvements and marked bus stop clearway plus safe crossing
- Wilmington Thornwell Road westbound – upgrades as per HE proposals
- Wilmington Thornwell Road eastbound – upgrades as per HE proposals
- Folkington Road westbound - needs accessibility improvements and marked bus stop clearway plus safe crossing
- Folkington Road eastbound - needs accessibility improvements and marked bus stop clearway plus safe crossing
- Gainsborough Lane westbound – OK, includes shelter
- Gainsborough Lane eastbound – OK
- Brown Jack Avenue westbound – create new bus stop layby as per HE proposals
- Brown Jack Avenue eastbound – create new bus stop layby as per HE proposals

D. Response from Compass Travel.

Compass Travel is a commercial bus and coach operator based in Worthing, East Sussex. It operates the 125 route serving communities along the A27 east of Lewes as well as other routes in Sussex and Surrey. Compass Travel expressed scepticism about the project, while supporting greater investment in bus services.

Email 1 *“I must admit that I’m rather puzzled by this project. The A27 between Falmer and Lewes is a fast dual carriageway with few houses and I can’t see any need for improvements to bus infrastructure since no one lives there! The service between Falmer and Lewes is operated by Brighton & Hove Buses not ourselves. Beyond Lewes on the A27 to Polegate we operate the only bus with just two return journeys a day and this service is potentially at risk due to poor usage and limited availability funding. There is no need for any improvements to the bus infrastructure and it would be a total waste of money to consider this for the handful of passengers who use this service. If there is money available it needs to be put into increasing the service not pointless infrastructure improvements!”*

“I would be grateful for some more information on the thinking behind this project since at the moment I can see no reason for it and I think someone somewhere is focusing on the wrong thing?! I can think of many other places where improvements to bus infrastructure really would be beneficial – but not here!”

We supplied further information on the project.

Email 2 *“Thanks for your response which I do take on board. However in this case I think investment in infrastructure improvements would be rather a waste of money since the bus service between Lewes and Polegate is minimal and few people live near the bus stops anyway! I am happy for my comments to be reported.”*

E. Presentation by SCATE East Sussex

South Coast Alliance for Transport and the Environment (SCATE) is a network of groups committed to promoting sustainable local transport. SCATE East Sussex has produced an illustrated presentation on the potential for bus route improvements which is shared in an accompanying document.