Road space allocation stakeholder research

July 2021

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Background, methodology and context

Background to the research

The October 2020-March 2021 Transport Focus workplan included the following:

"The allocation of road space between pedestrians, two-wheeled transport, buses, cars and vans/trucks is becoming a more vexed issue. What are the consumer issues that should underpin these decisions? Alongside London TravelWatch, we will explore these issues further.'

In order to unpick and understand the issues and requirements of different road use consumers, Transport Focus has undertaken a programme of depth interviews amongst identified stakeholder organisations.

The schemes have been particularly prominent in London – we have had valuable advice from our sister organisation London TravelWatch on the distinct context of the pressures on the city's road network.

Research method and sample

- Fourteen in-depth phone interviews conducted with stakeholders representing a variety of different groups using urban roads. The first three interviews were conducted as a pilot with an interim report and a 'pause' to reflect and amend the discussion guide before the remaining twelve.
- Recruited by Transport Focus and with permission contact details provided to researchers – Lucy Evans and Anwen Page

Timing

- Interviews undertaken between 5 to 19 March 2021 (45 minutes in duration)

Coverage

- Overall view on consumer needs and wants when making journeys on urban roads by journey type
- Differences on needs and wants by length of journey, time of day and type of road
- Issues and concerns about road allocation changes
- Specific issues and concerns in regarding
    - Reconfiguration of road layout on main roads
    - Principles and priorities when making decisions on allocation of road space

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Stakeholders consulted from a range of different road user organisations

Active travel

Public transport

General users and businesses

Specific user groups

Motorised private vehicles

Logistics and road haulage

The context in which the research was carried out had several distinct features

Limited consultations/ overwhelmed by number of consultations

Acknowledgement that it is difficult to get the right balance

Longer term impact of pandemic in terms of road traffic is unknown

Limited evidence around impacts of changes so far

Responses based sometimes on member feedback which may be negative

Changes were brought in quickly

High profile road allocation schemes

Public transport is a key component of any changes

A lot of changes happening in transport (modes, climate)

Many respondents based in London
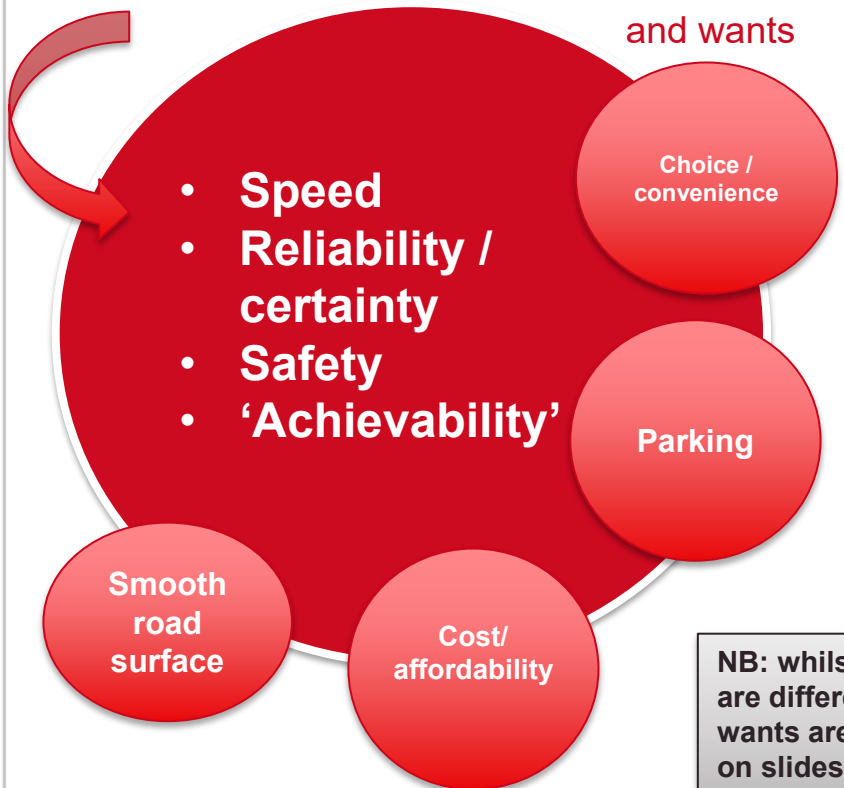
Home delivery traffic increased in the pandemic

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Needs and wants when making a journey on urban roads

Needs and wants for ALL journeys are functional

Less quantifiable factors: 'softer' needs and wants tended to be on periphery or not mentioned

Tier 1: Core needs and wants which are <u>functional</u> to a journey

Tier 2: needs and wants

Choice / convenience

- **Speed**
- **Reliability / certainty**
- **Safety**
- **'Achievability'**

Parking

Smooth road surface

Cost/ affordability

'Softer' needs and wants, related to quality of the journey

Pleasant

Green space

Healthy

Stress free

Perhaps less top of mind because journeys tend to be taken because of a specific need rather than for journey's sake

NB: whilst needs and wants are universal there are differences in the way those needs and wants are realised by mode which are discussed on slides 21-25

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Journeys on urban roads are difficult without these FUNCTIONAL needs and wants being met

Getting to where you need to go in as quickly and efficiently as possible

Knowing how long your journey will take and the route it will take

Certainty about the rules

Good quality road surface with no potholes: *thought to be dangerous / damage vehicles*

Being able to get to where you need to go in the mode you are travelling in (may be influenced by mode preference but also lack of alternative)

Speed

Safe

Reliability / certainty

Affordable

Smooth surface

Suitable parking

'Achievability'

Choice / convenience

Personal security, security of vehicle and belongings, risk of accidents and collisions

Both for public transport and for car users who may not have alternatives

Relates to cars, commercial vehicles and cycles

The need to make multiple journeys, to carry a load or passengers

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'Softer' needs and wants do not need to be met for journeys to be made but are important

Pleasant

Having an enjoyable journey. In terms of active travel could be around enjoying the journey itself, having 'fun', being sociable – new modes such as scooters talked about for shorter journeys

Green space

A nice environment. Perhaps more for those using active travel / and more of a concern for those who are local/ making the journey regularly than passing through an area

Healthy

Related to clean air and exercise. One impact of pandemic has been its influence on 'daily exercise' and the resurgence of walking

Stress free

Having a journey that is easy/ not eventful/ without any issues. Clear/ easy to use

Some subtle differences in needs/ wants for 'local' versus 'main' urban roads

Local roads (more residential) <u>need to accommodate everyone and rules obeyed</u> – expected to be slower (20mph often mentioned), quieter and to have parking. Cycling less 'safe' on main roads and this is where need protected space. Crossings and pavement important for busy main roads

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Quotes illustrate the variety of needs and wants from a journey

*Also, it would be quite nice if it was also a pleasant journey so visually appealing. You don't want it to be a horrible experience
(Cycling UK)*

*No one wants to spend more time than they have to commuting and that's a fact. You want to get to the office quickly
(Sustrans)*

*They don't want it to be a memorable journey. They want it to be a safe journey, a reliable journey and a convenient journey.
(RAC)*

*As a delivery driver the most important thing for you is to deliver as quickly as possible to allow you to move onto the next delivery and the more deliveries you can do in a day, the more money you can earn.
(National Courier and Despatch Association)*

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Scenarios to 'bring to life' the needs and wants on urban roads

In unpicking and illustrating these 'needs' and 'wants', a number of different journey scenarios were described by stakeholders. We have put these into pen portraits

Unpicking 'reliability' as a need and want from journeys

- Language: 'Without issues', smooth, predictable, no problems, stress-free (speed and congestion a part of this), journey as planned, punctual, consistent, free flowing traffic, access, no diversions.

- **A key theme here is control and certainty.** Consumers either need or like to be able to plan their journey and feel reassured that a) they will be able to complete the journey (for example, for some disabled travellers this can be about being able to park close enough to destination); b) the traffic will be as predicted; c) the road will be as desired in terms of surface (pot holes) and there being no diversions. **Parking and access** are fundamental aspects within the core need of 'reliability'

- **This need is dialled up for the commute and / or routine journeys**

Parking and access

Jane is in her seventies. She has mobility issues and uses a Motability vehicle. She wants to visit a new friend who lives close by, but if she can't plan the journey in advance and have reassurance that she can park close enough to their house then she is not able to complete the journey. On several occasions she has had to abort a journey because she is unable to park close enough to the final destination

Certainty of journey time

Patrick took the job he did because the commute is short. He wants his journey to be quick and direct. He just takes one bus. On a good day the journey is 30 minutes. He wants certainty that this journey will be consistently the same duration so he is not late for work

Certainty over route and parking

Brian has a dentist appointment. It's a new journey and he wants to cycle. He wants to plan the journey so that he can be off road as much as possible. He also wants to feel certain that there will be somewhere to lock his bike to when he arrives and that he will not have to spend too long looking for an appropriate railing or bike lock.

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Unpicking 'cost and affordability' as a need and want from journeys

- Dialled up for trade / service journeys
- Mostly talked about in terms of trade and service journeys and closely linked to needs around certainty and reliability and businesses losing work, losing time (which hits profit) or more directly as employees losing income / staff retention and difficulty recruiting
- An issue in making choices about mode (choosing the least expensive), an issue if a traveller is unable to afford a car and feels disadvantaged by transport planning for example, bus routes not serving supermarkets etc.
- Public transport can seem unaffordable when already invested in a car
- Longer journeys

The cost of longer journey times

Simon runs a delivery company. The extent of roadworks, diversions and 'restrictions' means that deliveries take longer. This directly impacts on how much his employees can earn. They are also hit by the congestion charge. Drivers complain about not enjoying their work and he is losing staff

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Some types of journey / user have less choice of mode

Level of choice over mode for journeys on urban roads is not currently the same for all users

Key groups with <u>less choice</u> are business users who use roads to travel to customers **and** those who are unable to access public transport or active travel. **But choice is a factor for all road users on some level**

Ability to plan for changes **can improve choice,** e.g. buying different vehicles

FACTORS WHICH MEAN VERY LIMITED CHOICE OVER MODE

No public transport (either no service or service not available at time needed)

Unable to access public transport (for example lack of step-free access)

Unaffordable

Longer distance to be covered

Carrying goods/ tools/ equipment

Safety concerns

Urgent/ time sensitive

No parking

SOME CHOICE IF NOT MET, BUT IMPACT ON CHOICE

Weather

Inconvenient/ slow journey

Limited / expensive parking

Multiple purpose / trip-chaining

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Unpicking 'choice / convenience' as a need and want from journeys: Carrying a load can be a factor

- Language: pleasant, comfortable, direct, quick, easy, suitable parking for all modes (cars, vans, lorries, motorcycles, cycles, cargo bikes, assisted pedal bikes).

- Capacity to carry a load is sometimes an issue in making a choice and therefore this need is dialled up for leisure and shopping trips. However choice is of fundamental importance where making deliveries or where vehicle needed to provide services (e.g plumber, dog walker, etc)

Multi purpose journeys

Miranda is a mum working in a school. Her commute needs to involve **multiple journeys ('trip chaining')** both ways – She drives and on the way to work she drops off one child to primary school and another to secondary school. On the way home from work she usually does a food shop
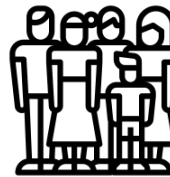
Passengers and capacity

Abdul is going to the park with his family and children. He picks his mother up on the way and is bringing a picnic and toys for the children. His needs are around being responsible for others and their welfare during the journey and at the destination

Easy and comfortable

Susan rides a motorbike. The ride to the shops is 10 minutes. If she has to park a distance away from the shops and it is a hot day she has to walk in her leathers to and from the shop carrying the heavy shopping. She needs an easy journey to and from the shops and to be able to filter through the traffic so she gets there quickly

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Unpicking 'safety' as a need and want from journeys

- Language: Anxiety, stress, concern, worry, fear, quality of roads a part of this (no potholes)
- **Safety concerns have the potential to give a constant low level of anxiety.** This can be about personal security, safety as a pedestrian (Most relevant for protection towards more vulnerable pedestrians such as those who are partially sighted, but more generally also adequate pavements), safety as a road user in terms of risk of accident and collision and safety of vehicle or cycle from theft or robbery

Personal security

Divya thinks about her personal safety for most journeys she makes - especially during winter when she has to commute home from work and it's dark. If she has taken her bike to work she will cycle only on main roads where there are lots of people and it is well lit. If she is driving she will avoid stopping and be careful that she parks in a place that is well lit and does not have to walk far. On public transport she will avoid sitting in a carriage or area on her own. There can be some uncertainty about how many other people will be around

Safety of vehicle and contents

Jack saved up to buy his current van which has lower emissions. His previous van was stolen. He is a photographer and worries about where he parks and how close he can be to the studio or place he is working

This scenario is particularly relevant to delivery/service vehicles if unable to park close to destination

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Needs and wants apply to all journeys but are dialled up and down in terms of importance for different journey types

Commute

- Speed
- Punctuality
- Short
- Safe
- Parking*

Shopping

- Reliable
- Access
- Parking*

Leisure

- Predictable/ reliable/ plannable
- Stress-free
- Pleasant
- Straightforward

Trade

- Access to customer/ drop off point
- Predictable/ reliable/ punctual
- Consistent (in terms of rules)
- Safe place to stop**

Journeys can be multi-purpose ('trip chaining')

*parking did not just emerge for cars but for all vehicles. Needs for bicycles and motorcycles in terms of proximity to destination and suitability of spaces. Needs for delivery/ service vehicles in terms of proximity and security

** more important than for leisure journeys more generally due to need to load / unload goods

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Overall issues and concerns about road space allocation and trade-offs

Issues and concerns *expressed by respondents* can be grouped into five themes

1. Reduced parking

- Due to road space measures but also the number of cars on the road makes residential parking difficult
- Those less mobile not able to complete their journey / get a parking space close enough to their destination. Non compliance of non blue badge holders parking in disabled bays exacerbates this

2. The need for protected space for cyclists

- To encourage new / a more diverse group of cyclists

3. Failure of rushed Emergency Travel Orders (ETOs)

- Some ETOs brought in on back of active travel fund were rushed with no proper consultation which has resulted in strong reactions, objections and reversals, much to the disappointment of active travel stakeholders

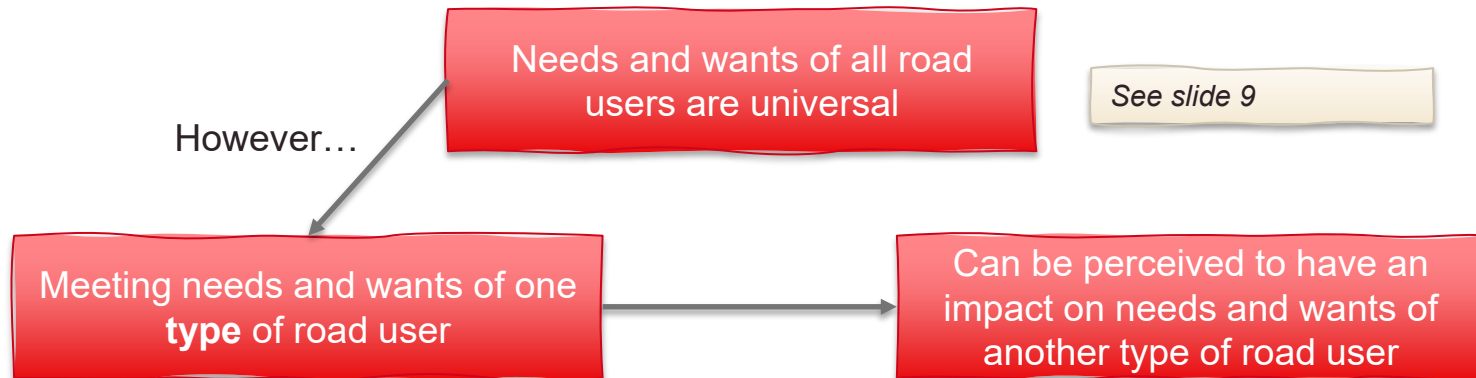## 4. Restrictions and roadworks causing congestion

- Combined with reduced parking and more 'restrictions' from road space measures this can cause distress for courier / delivery workers and difficulties for logistics in general

5. Road maintenance (quality of the road, value for money, pot holes)

- Unites all road users

1. Sustrans ran a survey across 17 UK cities (1000 members of the general public in each city) and 68% supported protected cycle lanes even if it meant taking road space away from other users

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Whilst overall agreement that roads are for everyone, sometimes there were perceived trade-offs over road allocation changes

Needs and wants of all road users are universal

See slide 9

However…

Meeting needs and wants of one **type** of road user

Can be perceived to have an impact on needs and wants of another type of road user

For example:

All road users benefit from healthier air and spaces which road allocation changes aim to improve

However some mode representatives suspected that changes would lead to more congestion and road vehicles and/or displaced traffic

Following slides illustrate some of the feedback in relation to differences of impacts on road allocation changes on needs and wants of road user

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Restrictions in access for motorised vehicles can have an impact on the core need of reliability

Road allocation change

- Restricted access to roads on motorised vehicles

Modes that have more road space/ less restricted space after change

Modes with 'less' road space/ more restricted space after change

Impact on core needs for users of those modes

Impact on core needs for users of those modes

⬆ SAFETY CHOICE

⬇ ACCESSIBILITY   RELIABILITY

Restricted access for motorised vehicles on roads mean safer for active travel and therefore can improve choice

If access to roads is compromised particularly for deliveries and other types of services to homes and businesses. If changes to layout means that that journey times take longer than planned this has a negative impact on businesses to be able to plan and be able to reach their customers

Not all trips can be made using alternatives to public transport – for example journeys that involve carrying larger items or where 'trip chaining'

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Dedicated road space for bikes and buses better meets the core needs of those modes but potentially reduces speed and reliability for others

Road allocation change
- Cycle lanes
- Bus lanes

Modes that have more road space/ less restricted space after change

Modes with 'less' road space/ more restricted space after change

Impact on core needs for users of those modes

⬆ SAFETY CHOICE
        SPEED

Separated areas on roads mean safer for active travel and also faster for buses

Impact on core needs for users of those modes

⬇ SPEED   RELIABILITY

Anecdotal but also using examples from London of congestion and journey times being longer due to changes that separate active travel users from other vehicles.

NB: safety for active travel users was important to other road users, and in particular for those driving larger vehicles separation from cycles was seen as helpful

Issue if road space does not allow motorcycles to filter – one of the key reasons for using this mode as it can then be fast. Unclear/ inconsistent if they can access road space allocated for active travel/ public transport

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There are also specific issues in relation to affordability and speed of journey for those currently using cars

Road allocation change(s)
- Restricted access to roads by motorised vehicles
- Cycle lanes
- Bus lanes

Modes that have more road space/ less restricted space after change

Modes with 'less' road space/ more restricted space after change

Impact on core needs for users of those modes

Impact on core needs for users of those modes

⬆ SAFETY CHOICE
SPEED

⬇ AFFORDABILITY   SPEED

Separated areas on roads mean safer for active travel and also faster, more reliable journeys for those for buses. These impacts may mean these modes are now choices.

Public transport 'expensive'.
Outside London, networks can be less extensive and so can mean very long journey times.

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Some of those with a condition that impacts on daily life have specific issues with allocation changes that do not fully take into account the needs of disabled people

Road allocation change(s)
- Restricted access to roads by motorised vehicles
- Cycle lanes
- Bus lanes

Modes that have more road space/ less restricted space after change

Modes with less road space/ more restricted space after change

Impact for these two modes where cycle lanes separate bus stops from pavement

Impact on core needs for those who rely on those modes and have a condition that impacts on daily life

Impact on core needs for users of those modes

⬇ SAFETY ACHIEVABILITY   RELIABILITY   COST   CHOICE

⬆ SAFETY   SPEED

RELIABILITY   CHOICE

Separated areas on roads mean safer for active travel and also faster, more reliable journeys for those using buses, making those modes more attractive choices.

Some disabled users may benefit from more pleasant journeys and a decrease in traffic danger.

Issues are documented in the 'Paving the way' Transport for All report, including
- Being unable to reach bus stops by cycle lanes
- Not being able to access home using personal motorized transport as easily/ quickly and similar issues for carers. Has potential to add to costs in terms of taxis/ petrol/ time
- Deliveries to home more difficult
- Add time to journeys which can often already be delayed
- Access to places to stop and/ or park near shops/ other amenities or just on a main road compromised
- Public transport and active travel alternatives are not always accessible and depends on local area
- Planning and a reliable journey is absolutely key for people with disabilities and this can be compromised by changes to road allocation space which have been very quickly brought in

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Response to Low Traffic Neighbourhoods

Applied to local streets: preventing 'through' motorised traffic in defined residential areas.

Strong views on impacts have formed early on

Positive

- General acknowledgement and support of measures to discourage car use and encourage active travel for short journeys to help meet government targets / address the climate crisis

- A lack of evidence on their impact makes assessment difficult but:
  - For those living and travelling in Low Traffic Neighbourhoods (LTNs) it is likely to be more pleasant and safer - the air cleaner, greater space for pedestrians and cyclists, safer and quieter
  - The Federation of Small Businesses (and others) claimed that some local businesses were benefiting from more trade made via active travel

- Waltham Forest created in 2015 hailed as a success and those stakeholders advocating active travel question whether LTNs simply need time for road users to adjust to a change

Negative

- Perceived as an 'obstruction' and a 'restriction' by those representing motorists (ABD described as 'universally hated'). Whilst aware of the overall purpose, a lack of positive promotion and evidence has led to confusion about their effectiveness

- Main concerns for those representing motorists are around longer journeys, surrounding local roads being more congested and/or dangerous, reduced parking

- A slight impact on congestion on main roads reported by Confederation of Passenger Transport

- Speed, ease of access (and greater cost) was an issue raised by those representing logistics / delivery sector who talked about 'wrecked' deliveries and route plans

- Regardless of type of stakeholder it was agreed that LTNs should not hinder those reliant on their cars through ensuring **flexibility / permeability of barriers**
  - Disabled Motoring UK (and others) had concerns about the need for access and parking for those in Motability vehicles
  - Carers and family members supporting those who do not drive (and may have mobility issues) having to take a longer (and more costly) journeys

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"From a high-level perspective, we've got to reduce the number of cars on the road, we've got to reduce the number of journeys made by private vehicles. We've got net zero targets to meet" (Sustrans)

"It doesn't make sense to me. All they do is push the problem somewhere else" (National Courier & Dispatch Association)

"They understand the climate change is an issue but so much of this is about the car and yet it's not about the car…it's more about taking road space for people and communities. If more people emphasised the reallocation and how it could actually benefit people and becoming more social…there's nothing to say that you can't have BBQs and street parties" (Centre For London)

"Drivers are sick to the back teeth and don't want to do the job anymore because of all these restrictions" (National Courier & Dispatch Association)

"People should be able to make choices, which must include car" (Alliance of British Drivers)

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Key learnings for implementation

A need for road users to understand the **reason, rationale** and **rules**

- Presentation and information to road users and those living in an LTN are key (Bath cited as a case study where this was done well) in terms of overall purpose and benefits, rationale for LTN in each areas and the rules
  - Signage and rerouting needs to be clear for users unfamiliar with the area
  - Clarity on rules e.g. Can motorcycles filter through the bollards?
- The lack of consultation before roll-out has contributed to
  - Conflict and protest - both those in LTNs and those in surrounding areas who feel their roads are busier (Islington and Lambeth) and this affects the wider view
  - Changes being reversed without sufficient time to prove their worth or modify
  - Confusion in responding to Traffic Regulation Orders (TROs) – stakeholders want better explanation, details of the change and time to respond (Logistics)
- Likely to be successful and better received if brought in as a package of measures (e.g. connections to walking and cycling routes, linked up to affordable public transport)
- Planning must not disadvantage those reliant on their vehicle or those with limited mobility (evaluate removable and smart bollards or cameras for these groups and audit each LTN for access, tactile paving etc.)
- Ensure diversions do not cause a journey that is markedly longer in duration and / or length

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Evidence will aid evaluation

Important to gather intelligence and data on LTNs in general, individually and the different types of barrier used in terms of permeability (fixed, smart, cameras)

Time	**Access issues**	**Air quality**
Financial benefits to trade	**Other impacts**	**Financial costs**
Level of congestion	**Safety**	**Active travel uptake**

"We are supportive of them. We just want the schemes to be properly thought about and what happens to the traffic, not drawn up on a whim. There needs to be proper consultation" (Confederation of Passenger Transport)

What you have to do is make it easy for those people who are reliant on their vehicles and I think that's lost in some planning. (RAC)

"Things are ripped out in a few weeks before there has been time to truly test them. Nothing can be tested properly in that amount of time. It was a knee-jerk reaction because the councillors got some angry letters" (Sustrans)

These areas need to be easily accessible, and so if public transport isn't available and cycling or walking isn't viable for a journey due to length then it won't take traffic off the road. (British Motorcycle Foundation)

I think it's really important to look at the language we are using when describing Low Traffic Neighbourhoods.....It's become a jargonistic phrase in itself. At their very simplest they are about stopping 'rat running' and speeding through local residential streets. (Living Streets)

Response to road reconfiguration

'Streetspace'
reconfigurations
('Streetspace' is a Transport
for London term)
This is about reconfiguration
of road layout to change
balance of capacity for
different modes along a main
corridor; includes additional,
protected, cycle lanes; bus
lanes, with longer hours of
operation; wider pavements.

Congestion and access to kerb space are the key issues
All support the need to encourage active travel but acknowledge that it is complicated!

Positive

- Stakeholders representing active travel stress the need for protected cycle lanes to recruit NEW cyclists / a more diverse profile
- Where there is enough room to create a separate cycle, bus and other motorised vehicles lane these seem to work well
- Some motorists pleased to not have to negotiate cyclists in their lane which can slow down traffic (they ask if cyclists shouldn't be required to use the cycle lane)
- Stakeholders advocating active travel have noted reports of cycling and bike rental having increased in London

Negative

- Big issue is around cycle or bus lanes being (or seeming to be) empty when other lanes are congested (more justification for peak-time cycle lanes)
- Some resentment from motorists over cyclists getting a bigger proportion of the road without paying 'road tax'
- Potential for negative financial impacts to trade due to loss of parking
- Vulnerability of delivery vehicles parked further from drop-off point
- Anxiety from some motorists about loss of space to pull over if needed and causing a back up (Disabled Motoring UK)
- Kerb separation measures can be expensive
- Added journey time and costs for freight if delayed due to congestion (off-peak freight may be costly or impractical)

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"They don't go down very well with disabled motorists because it's put a barrier between the live lane and the ability to pull off… they are unable to pull off the carriageway if they needed to." (Disabled Motoring)

"A lot of people don't cycle because they don't feel safe and you are not going to change that if you don't help to make them feel safe. The barrier helps people feel they can give cycling a go." (Centre for London)

"Once you create safe cycling conditions it's about children and older people rather than providing for existing cyclists." (Cycling UK)

"What they've done with cycle lanes across London doesn't make sense to me…putting in a bus stop away from a cycle lane to get to the pavement…cyclists are fairly maverick and do what they want." (National Courier and Dispatch Association)

Learnings for implementation

Success will be measured in terms of safety and level of congestion

Design and infrastructure

- A concern about the safety of pedestrians crossing the cycle path – alleviated by sufficient crossings especially at bus stops, tactile paving for visually impaired
- Where there is not sufficient space, bus operators would be content to share with cyclists
- Motorcycle representatives want reassurance that lanes will be wide enough to allow motorcycles to filter through the traffic

Communication and consultation

- It may only be perception that cycle lanes look empty as cycles use the space efficiently
- Users (especially bus) need enough notice about changes to help them plan routes and timetables etc (Bristol cited as case study in how NOT to implement reconfiguration). Bus operating companies should have close working arrangements with highway authorities

Rules / systems

- **Lots of contradictions but certainty and ability to plan are key**
  - Logistics UK suggest freight and deliveries be given access to bus / cycle lanes during off peak (e.g. Embankment)
  - but Flexible lanes at off-peak times can risk causing confusion for users unless lanes can be moved and highlighted

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Summary and conclusions

Summary & Conclusions 1

- When making a journey on urban roads the **core needs are functional** – the need for speed, predictability / reliability, safety and access or 'achievability'**.** On the periphery and more about a 'want' than a 'need' are factors such as parking, cost / affordability, choice / convenience and smooth road surface.

- In unpicking these core needs there are themes around **certainty, control and reducing anxiety** that all relate to the ability to plan a journey, knowing the rules about how the road or a measure works and feeling confident about being able to complete a journey safely, get easy access / ability to park close enough. Certainty also plays out in terms of knowing how much a journey will cost and businesses can be adversely affected by diversions and congestion that causes a longer journey.

- **Safety** was thought about not just in terms of the risk of an accident and personal injury but also personal security and the risk of theft of vehicle or cycle.

- **Softer needs and wants**, related to quality of the journey and this was about the journey being 'pleasant', healthy, having green space and being stress-free

- Across the different stakeholder groups **five areas of concern** were identified: reduced parking provision; insufficiently protected cycle lanes; the failure of rushed ETOs; restrictions and roadworks; and poor road maintenance (potholes and road surface was important to all types of stakeholder)

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Summary & Conclusions 2

- Road space allocation was deemed to be no easy task to solve but there was universal support to encourage active travel

- In response to LTNs stakeholders acknowledged that opinion was divided with loud voices on either side and the media not telling a good news story. It was felt that better communication was needed to help road users understand the **reason, rationale** and **rules**

- In response to road reconfiguration the **level of congestion and data on safety will determine the success of these measures**. Access to kerb space is an ongoing issue for those with a need to pull over or park. There were suggestions for flexibility over lanes and prioritisation of certain modes during off peak times but certainty and ability to plan must be at the forefront of needs and wants

- Some stakeholders said it was **difficult to evaluate the impact** of a measure at this point in time when they were recently installed and roads have not been at full capacity – there were felt to be too many unknowns around what travel will look like in a few months, particularly commuting.

- **The way a change is implemented** can be crucial to its success as seen by recent LTNs and guiding principles for changes are outlined on the following slides

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Nine guiding principles for road allocation changes emerge from the research, to take account of consumer issues identified

Plan for the long term to align with future targets

Invest in active travel and understand the needs of different user types

Invest in public transport to improve availability and affordability

Be realistic about the constraints on choice of mode

Be flexible and responsive to different needs in scheme design

Ensure clarity on new rules of the road and how measures apply

Embrace all affected users in consultation before making decisions

Explain the benefits and how schemes address user needs and wants

Be patient – allow schemes time to settle in before assessing success

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Comments to illustrate principles around implementation

"Organisations are never asked about these things and it's all in retrospect and then more costly, whereas if we'd been asked to put our opinions across at the start you could save a lot of time and money." (Disabled Motoring UK)

"When they are looking about what they are putting in they should be using an equity framework…no policy should ever make anyone worse off and should benefit the maximum amount of people." (Sustrans)

"Before you expect people to stop using their cars the viable alternative will always be public transport and if public transport can't run on time or is delayed then it stops becoming a viable alternative." (Confederation of Passenger Transport)

"The people who decide policy, they need to understand what it's like to drive around London…often it's assumed there is no need for it and people are doing it for fun, but there are a lot of people who rely on it to feed their families." (National Courier & Dispatch Association)

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Road space allocation stakeholder research

July 2021

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