

Riders, Walkers, Wheelers Strategic Road Network Research

South West Region: Penzance - A30 Chy-An-Mor Roundabout

March 2024

transportfocus 

SYSTRA



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Background & Objectives



Background & Objectives

Introduction

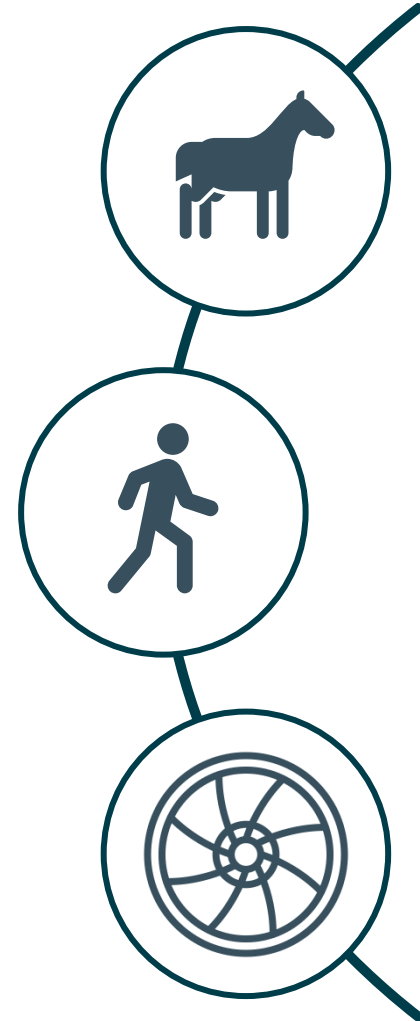
National Highways manage England's motorways and major 'A' roads, known as the Strategic Road Network (SRN). The SRN is a vital part of England's transport system, carrying a third of all passenger miles, despite only making up 2% of the road network.

Those who ride, walk or wheel play a vital role in the Department for Transport's Transport Decarbonisation Plan. Transport Focus, the transport user watchdog, therefore commissioned SYSTRA to undertake research into the experiences of riders, walkers and wheelers when travelling on, adjacent to or across the SRN.

Research was undertaken at the following locations in South West England:

- A38 Liskeard: Old Road Junction – Lantoom Quarry;
- A38 Devon Expressway: Lee Mill Industrial Estate – Ivybridge;
- A30 Penzance: Chy-An-Mor roundabout; and
- A30: Bodmin – Trewint.

This work builds on riders, walkers and wheelers research undertaken in other SRN regions. The South West provides an interesting context for this study, with 620 miles of motorway and strategic A-roads providing vital links for residents and businesses, including two crossing points into Wales, one of which is open to pedestrians and cyclists. The SRN is also an important element of the transport system for local tourism in the region, with 21.4 million visitors flocking to the South West annually.



Background & Objectives

Objectives

This research aims to increase understanding of what it is like to use the SRN in South West England as a rider, walker or wheeler, and aims to provide practical, realistic recommendations to National Highways about improving the user experience.

This report

This report provides findings for the following location: **A30 Penzance (Chy-An-Mor Roundabout)**. The report is structured as follows:

- Section 2 summarises our approach;
- Section 3 provides site audit and stakeholder engagement findings;
- Section 4 provides user research findings;
- Section 5 provides a findings summary; and
- Section 6 provides recommendations based on the findings.

Throughout the report, riders, walkers and wheelers are defined as follows:

- Riders – equestrians;
- Walkers – pedestrians, with or without a pram, buggy, wheeled frame or walking stick or any other mobility aid; and
- Wheelers – those using a bicycle, tricycle, tandem, scooter, mobility scooter/buggy or wheelchair.

Copyright notice: This report contains site images and videos taken by SYSTRA or provided by research participants. All imagery has been captured with participant consent. The maps provided throughout this report have been used in accordance with Open Street Maps terms of service.

A30 Penzance (Chy-An-Mor Roundabout)

The A30 is the main road out of Penzance, with the beach on one side and a mix of commercial and residential properties on the other.

For the purposes of this research, this site was divided into **five** links.

The Chy-An-Mor roundabout (Link 2b) is the only section of this site that is part of the SRN and it is a known accident hotspot¹. At present, the roundabout does not have any dedicated riding, walking or wheeling infrastructure and therefore it tends to be avoided by these user groups, with the exception of cyclists.

This report focuses on the challenges users face at Chy-An-Mor roundabout, followed by experiences of using alternative routes.

All other links on this site form alternative routes to the Chy-An-Mor roundabout and are the responsibility of the local authority.



¹ <https://www.cornwalllive.com/news/cornwall-news/143-worst-accident-blackspots-cornwall-6485121>

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Methodology



Methodology

Approach overview

Stage 1: Site familiarisation



Stakeholder engagement

Online interviews and focus groups were undertaken with a range of stakeholders, to understand the sites in depth, including any key issues



Systematic site audits

Using industry standard assessment criteria, on-site audits objectively evaluated the infrastructure available at sites for each of riders, walkers and wheelers

Stage 2: User Research



Accompanied journeys and interviews

Researchers completed accompanied journeys and interviews with site users, to understand user experiences when interacting with the sites



Business interviews

Business representatives in the vicinity of sites were interviewed face-to-face, to understand how businesses, their employees and their customers interact with the sites



Digital ethnography task

Site users were invited to provide feedback on the site, in their own time, using an online interactive map

Methodology

Site familiarisation

Stakeholder engagement: The following stakeholder organisations provided feedback on A30 Penzance – Longrock Beach:

- National Highways' local area teams;
- Cornwall Council; and
- The British Horse Society.

This range of stakeholders ensured understanding of the issues from both the perspectives of user groups and of those responsible for maintaining the sites and making decisions about improvements.

Systematic site audits: A30 Penzance (Chy-An-Mor Roundabout) was split into **five** separate sections ('links'), which were evaluated and scored during an on-site audit, using industry standard assessment criteria, specifically PERS (Pedestrian Environment Review System) for walkers, CLOS (Cycling Level of Service) for wheelers, and an adaptation of these for riders.

Each link received a score between +2 ('Very Good') and -2 ('Very Bad), with a score of 0 being neutral. This approach ensured a standardised assessment across all sites.

Whilst a standardised assessment was undertaken across all sites, this report highlights just the key outcomes from the A30 Penzance (Chy-An-Mor Roundabout) site audit. As a result, the outcomes reported differ across user groups and also differ in relation to other reports prepared for this South West England riders, walkers, wheelers research programme.

Methodology

User research

A wide range of users took part in user research on the A30 Penzance (Chy-An-Mor Roundabout) site:

Accompanied journeys and interviews	Business interviews	Online interactive map responses
<ul style="list-style-type: none"> 5 Walkers 1 Wheeler 	<ul style="list-style-type: none"> 6 interviews 	<ul style="list-style-type: none"> 1 Walker

Further details of those who took part in the accompanied journeys are provided below.

Participant	User type	Age group	Frequency of site use	Gender	Disability status
1	Walker	31-64	Frequent*	Male	No disability
2	Walker	31-65	Frequent	Female	No disability
3	Walker	65+	Frequent	Female	No disability
4	Wheeler	18-30	Frequent	Male	No disability
5	Walker	65+	Infrequent	Male	Mobility, hearing, and visual impairments
6	Walker	65+	Infrequent	Female	Mobility, hearing, and visual impairments

*Frequent site users were defined as those who use the site at least once a week.

Methodology

User research

The following accompanied journeys and interviews were undertaken at the site:

- Two accompanied journeys were completed on Link 1a, one of which was with walkers and one of which was with a wheeler;
- The third accompanied journey covered Link 1a and crossed the railway to join the A30. This was undertaken with two walkers who were travelling together; and
- Two site users were interviewed following their walk along the route covering Links 1a and 3.

Business interviews were undertaken in the Longrock Industrial Estate which includes Link 1b and 3, in addition to Penzance heliport retail park which includes Link 2a.

Sample limitations should be noted, particularly the small sample size of the user groups recruited. As with all qualitative data, it should also be noted that:

- The sample of participants is self-selecting and therefore the findings do not aim to be representative of the site user population or road user groups; and
- The views and opinions reported are the views and perceptions of participants and are not necessarily factually correct.

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Site audits and
stakeholder
engagement



Summary

For each of the three user types in turn, this section of the report provides findings from the site audits, followed by stakeholders' views regarding the challenges, successes and suggestions for improvements.

The **challenges** and **successes** of each user group, as identified by stakeholders and during site audits, are summarised below.



There is no provision for horse riding on Chy-An-Mor roundabout. The only known rider facilities are on Link 1b where riders share the road with vehicles. A bridge over the A30 to join this link has parapets which fall short of the required height stated in DMRB (design for manual for roads and bridges) guidance, as well as a steep incline and no signage showing that riders can use this link.

Alternative routes to Chy-An-Mor roundabout do exist to access the beach, including a suitable level crossing for riders on Poniou Lane.



No access on Chy-An-Mor roundabout, and conflict between walkers and wheelers on the shared use path up to the roundabout on Eastern Green. Additionally, Ponsandane Footbridge is the only link back to the A30 from the coastal path, if avoiding the roundabout, and this includes steps which makes it inaccessible.

There are good alternative routes that provide connectivity between residential areas, schools and shops on and around the site, in addition to providing connections to the local railway station. One of these alternative routes is the shared coastal path (Link 1a) which is fairly level and is currently well used.

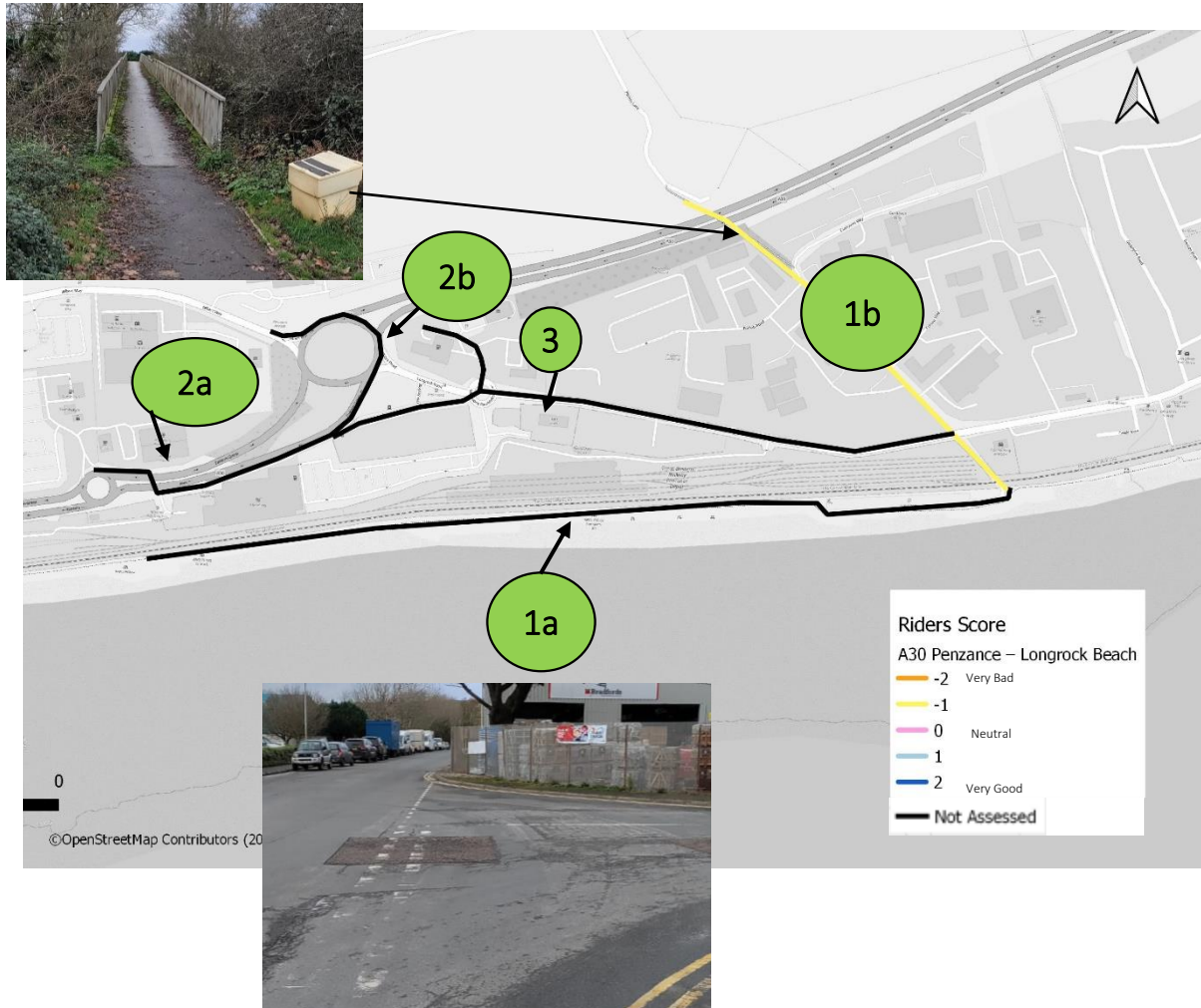


Lack of provisions for wheelers on the Chy-An-Mor roundabout cause safety concerns, but wheelers do still attempt to cross the roundabout as it is the most direct route. Additionally, Ponsandane Footbridge is the only link back to the A30 from the coastal path, if avoiding the Chy-An-Mor roundabout, and this includes steps which makes it difficult for wheelers to navigate.

Alternative route to Chy-An-Mor roundabout exists in the form of the coastal path.

Provisions for riders

Site Audit Outcomes



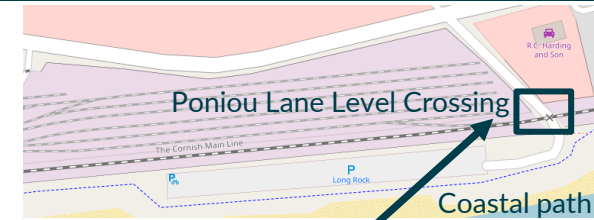
Link	Parameter	Provisions for riders
1b	Horse Riding Route Location	Riders share road with traffic, however cars are considerate of horses
	Route Width	Bridge has a width of 2m only (shared). Road width is over 3m
	Surface	Generally smooth surface- Tarmac
	Bridges	Bridge parapet 1.1m – should be 1.8m
	Gradient	Steep incline at bridge
	Wayfinding	No signage present
1a,2a, 2b,3	Notes	Not known as routes riders use and hence not assessed

Key outcomes can be found in the table shown here. In summary, there are no provisions for riders at Chy-An-Mor roundabout (Link 2b). Instead, it is noted that riders share the road with traffic on Link 1b link after crossing the SRN bridge to the north of the link. The bridge parapets fall short of the required height stated in DMRB (design for manual for roads and bridges) guidance on bridges, gradients and steps. There is also a steep incline on the bridge. There is no signage present showing that riders can use this link.

Provisions for riders

Stakeholder feedback

Rider **challenges**, **successes** and **suggested improvements**, identified by stakeholders who took part in this research, were:



Challenges

- There is no provision for riders on Chy-An-Mor roundabout (Link 2b).

- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders expressed concerns about:

- The railway causing severance for access to the beach, although it was acknowledged that crossings (e.g. Poniou Lane level crossing) do exist.
- The Ponsandane Footbridge which connects the A30 to the coastal path (Link 1a) has steps going up and down, so is not ideal for riders, despite being the only link back to the A30 if using the coastal path to avoid the Chy-An-Mor roundabout.

“People do cross Poniou Lane, I think people who want to go down to the beach and use the route, I think that’s [referring to crossing the road] probably the least of their worries.” (Stakeholder)

Successes

- No successes were identified for Chy-An-Mor roundabout.

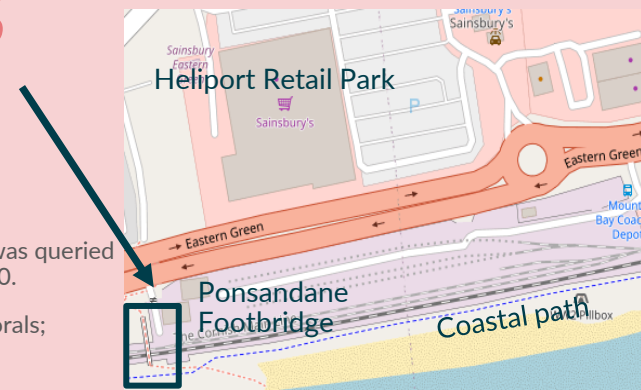
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders praised:

- Links 1a, 1b and 3 were perceived as good alternative routes to Chy-An-Mor roundabout (Link 2b).
- The Poniou Lane level crossing (Link 1b) can be used by riders to access the beach.

“I have seen instances where you have a dual carriageway with a safe refuge in the middle and you get lights to go from one side and then you’ve got to press again and wait and go to the other side. Make sure you can cross it once in one action if you’ve got an equestrian crossing, get them out the way, don’t leave them marooned in the centre.” (Stakeholder)

Suggested improvements

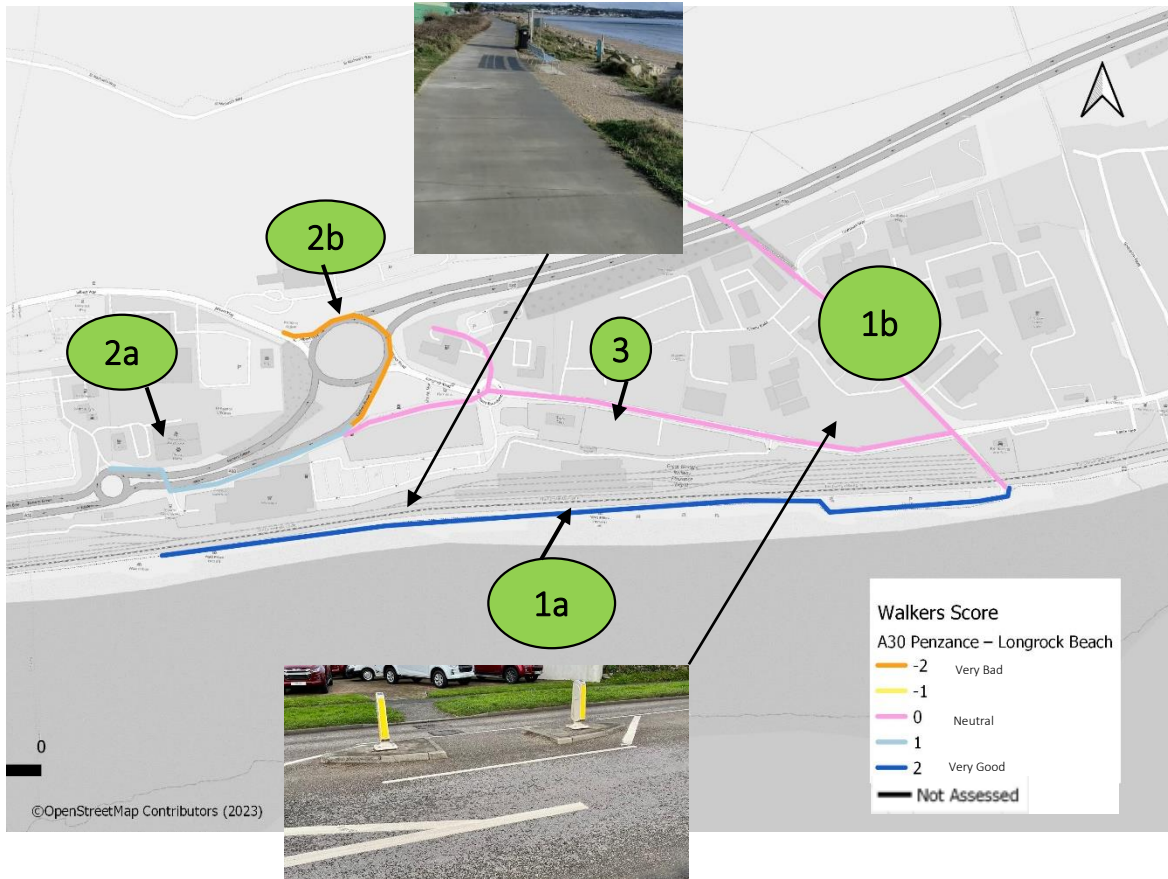
- No improvements were suggested for Chy-An-Mor roundabout.
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders suggested:
 - Rider access be enhanced on Ponsandane Footbridge (Link 1a). However, the justification for this was queried as riders tend to only cross the coastal path to access the beach, rather than use it to re-join the A30.
 - Improve the Poniou Lane level crossing (Link 1b) design including: Provide high-level buttons and corals; ensure visibility from both sides; and provide segregated 3m paths before crossings.





Provisions for walkers

Site Audit Outcomes



Key outcomes can be found in the table shown here. Link 2b has no infrastructure for walkers available and so is not detailed in the table. Link 1a is consistently segregated, with smooth surfaces and clear signage. The other links are inconsistent, with some areas of segregation and pinch points in relation to footway width. Dropped kerbs do not always follow key desire lines. Generally regular lighting across site.

Link	Parameter	Provisions for walkers
1a	Footway Location	Segregated shared path adjacent to A30, links to Penzance town centre, sense of pedestrian priority
	Footway Width	3m consistent width
	Surface	Smooth/flat surface
	Lighting	No lighting, however close to lights from industrial area
	Wayfinding	Clear signage present
	Quality	Seating available
1b	Footway Location	Intermittent segregated footway, no footway at level crossing
	Footway Width	Pinch points reduce width to 1.5m
	Segregation	Grass verge present, no segregation at level crossing
	Surface	Generally smooth, some undulations
	Bridges	Bridge parapet 1.1m – should be 1.8m, fairly steep
	Lighting	Regular lighting
	Maintenance	Generally well maintained
	Wayfinding	No signage
2a	Footway Location	Segregated shared path adjacent to A30
	Footway Width	3m generally, however 1.4m pinch points
	Segregation	Grass verges present
	Surface	Bumpy surface
	Lighting	Regular lighting
	Maintenance	Generally well maintained
3	Quality	High levels of noise pollution
	Crossings	Toucan crossing near Pets at Home is 3.4m - needs to be 4m
3	Footway Location	Footway (segregated) on one side of the road, intermittent near Morrisons roundabout
	Footway Width	1.75m generally, pinch points reducing with to 0.95m
	Lighting	Regular lighting
	Maintenance	Overgrown greenery
	Gradient	Generally flat
	Signage	No signage present
	Crossings	Dropped kerbs not on key desire lines and visibility issues at Morrisons roundabout

Provisions for walkers

Stakeholder feedback



Walker **challenges**, **successes** and **suggested improvements**, identified by stakeholders who took part in this research, were:

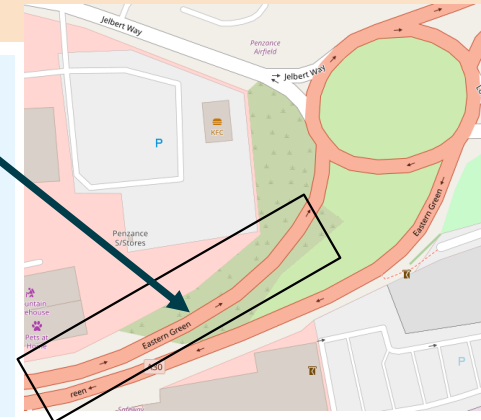
Challenges

- There is no walkers provision on Chy-An-Mor roundabout (Link 2b).
- The shared space path on Eastern Green (Link 2a) up to Chy-An-Mor roundabout also causes user conflict amongst wheelers and walkers and signage to indicate that it is shared is limited.

- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders expressed concerns about:
 - The Ponsandane Footbridge which connects the A30 to the coastal path (Link 1a) has steps going up and down, so is not accessible for disabled people, despite being the only link back to the A30 if using the coastal path to avoid the Chy-An-Mor roundabout.
 - The paths through Longrock Industrial Estate (Link 3 and 1b) are inconsistent in width and visibility.

Successes

- No successes were identified for Chy-An-Mor roundabout.
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders praised the good connectivity they provide between residential areas, schools, shops and the railway station. One of these alternative routes is the shared coastal path (Link 1a) which was perceived to be fairly level and even and currently well used.

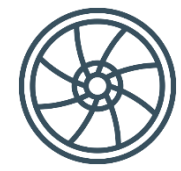


“The roundabout itself doesn't have and any kind of crossing facilities.”
(Stakeholder)

“There's loads of space actually to make (the path) slightly better, accommodate more users essentially.”
(Stakeholder)

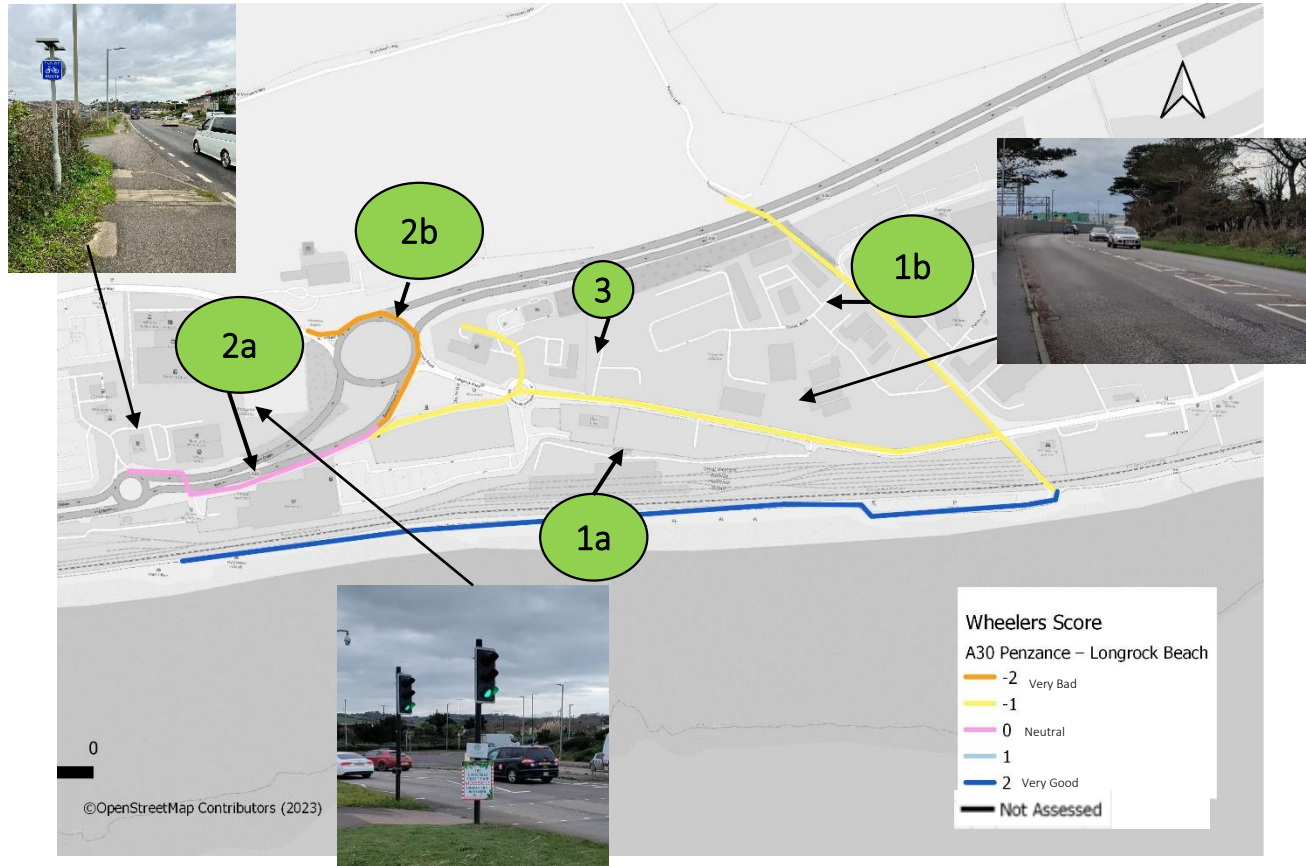
Suggested improvements

- No improvements were suggested for Chy-An-Mor roundabout.
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders suggested:
 - Make the coastal path (Link 1a) a consistent width; and
 - Enhance access on Ponsandane Footbridge (Link 1a) for disabled people.



Provisions for wheelers

Site Audit Outcomes



Link	Parameter	Provisions for wheelers
1a	Cycleway Location	Segregated shared path adjacent to A30, links to Penzance town centre
	Cycleway Width	3m consistent width – no delineation between walkers and wheelers
	Surface	Smooth/flat surface
	Lighting	No lighting, however close to lights from industrial area
	Wayfinding	Lack of continuous signage for wheelers
1b	Cycleway Location	Shares road with traffic, except segregation at Poniou Lane bridge
	Cycleway Width	Bridge has a width of 2m only (shared)
	Surface	Generally smooth, some undulations
	Lighting	Regular lighting
	Bridges	Bridge parapet 1.1m – should be 1.8m, fairly steep
	Wayfinding	No signage
2a	Junctions	Wheelers do not need to dismount at crossings, share road with traffic
	Cycleway Location	Segregated shared path adjacent to A30. On- road cycle lane near Morrison's (no segregation barrier). No infrastructure at Chy-An-Mor roundabout
	Cycleway Width	The path on Eastern Green is 3m generally, however 1.4m pinch points. Narrow on road lane near Morrisons
	Surface	Bumpy surface
	Lighting	Regular lighting
3	Wayfinding	Initial signage, but lack of continuous information and no directional signage
	Junctions	Toucan crossing near Pets at Home is 3.4m - needs to be 4m
	Cycleway Location	Shares road with traffic- safety concern along A30
	Surface	Generally smooth surface
1a	Lighting	Regular lighting
	Wayfinding	No signage present

Key outcomes can be found in the table shown here. Link 2b has no infrastructure for wheelers available and so is not detailed in the table. Link 1a is consistently segregated, with smooth surfaces. Other links have inconsistent infrastructure, with wheelers sharing the road with traffic, and inconsistent surface quality. There is a lack of signage across all links. With the exception of regular lighting.



Provisions for wheelers

Stakeholder feedback

Wheeler **challenges**, **successes** and **suggested improvements**, identified by stakeholders who took part in this research, were:

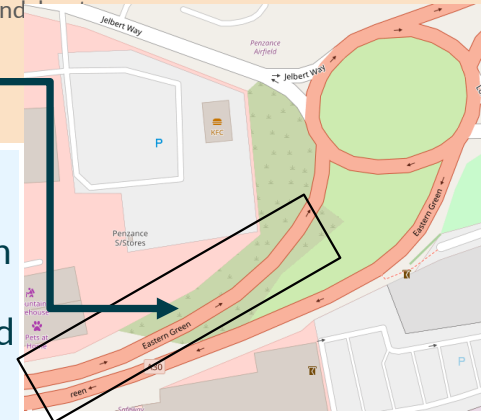
Challenges

- There is no provision for wheelers on Chy-An-Mor roundabout (Link 2b), however, they are known to still use the roundabout and cycle collisions are prevalent.
- The shared space path on Eastern Green (Link 2a) up to Chy-An-Mor roundabout also causes user conflict amongst wheelers and walkers and signage to indicate that it is shared is limited.
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders expressed concerns about:
 - The Ponsandane Footbridge which connects the A30 to the coastal path (Link 1a) has steps going up and down, so is not ideal for wheelers, despite being the only link back to the A30 if using the coastal path to avoid the Chy-An-Mor roundabout.

“So I guess from both a pedestrian and cycling perspective, you're not really catered to [on Chy-An-Mor Roundabout] , you know, you got to take your life in your hands and get there crossed as best you can, which sort of to my mind's not acceptable.”
(Stakeholder)

Successes

- No successes were identified for Chy-An-Mor roundabout.
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders praised the coastal path (Link 1a) as an easily accessible and flat route, with no steps going up and down. The path was perceived to be well used by wheelers.



“I think you know what you want to do really is look at how you can improve facilities to get people away from that section of road [Chy-An-Mor Roundabout].”
(Stakeholder)

Suggested improvements.

- Stakeholders suggested that Chy-An-Mor roundabout be made safer for wheelers who wish to use the roundabout as a more direct route. This could also include widening the path up to the roundabout on Eastern Green (Link 2b).
- In regards to alternative routes to Chy-An-Mor roundabout, stakeholders suggested that the coastal path (Link 1a) be improved to encourage wheelers to use alternatives to Chy-An-Mor. This could include improved signage and step-free access on Ponsandane Footbridge.

4

User
experiences



Summary

This section of the report provides feedback on Chy-An-Mor roundabout (Link 2b), followed by alternative routes, based on the experiences of riders, walkers, wheelers and local businesses. For each, we provide feedback on challenges, successes and suggestions for improvements.

The **challenges** and **successes** of each user group are summarised below.



There is no provision for horse riding on Chy-An-Mor roundabout. When using alternative routes, roadworks and conflict with motorists and other road users were seen as a challenge.

Alternative routes to Chy-An-Mor roundabout do exist to access the beach, and despite horses often sharing routes with other road users, it was noted that they are often respectful of riders in the area.



There is no provision for walkers on Chy-An-Mor roundabout. When using alternative routes, conflict with other users was seen as a challenge, in addition to gradients and steps making some walking routes less accessible for disabled people.

Alternative routes to Chy-An-Mor were praised for high levels of perceived safety, with the coastal path also viewed as abundant in natural beauty. Generally, crossing points were thought to be well designed, despite accessibility challenges.

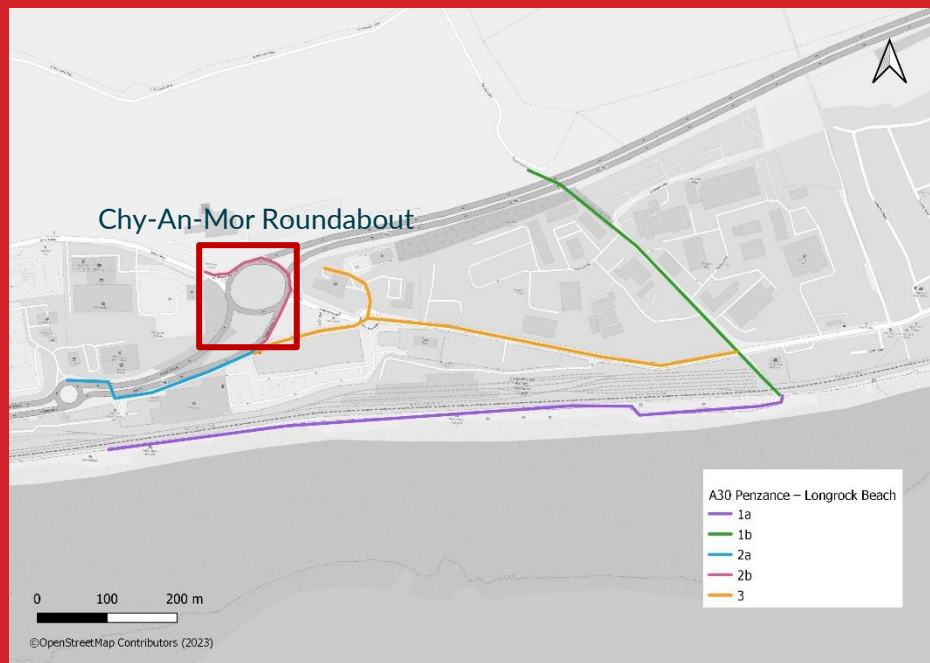


There is no provision for wheelers on Chy-An-Mor roundabout, however, wheelers do still use the roundabout which raises safety concerns. When using alternative routes, conflict with other users and lack of lighting were seen as challenges, in addition to steps on bridges back to the A30 being difficult to navigate with a bike.

Despite the challenges with Chy-An-Mor, it was seen to be the most direct route for wheelers. Alternative routes were praised for their smooth and even gradients.

Chy-An-Mor roundabout (Link 2b)

This section of the report provides user feedback on Link 2b, the Chy-An-Mor roundabout (part of the SRN). There is no riding, walking and wheeling infrastructure on the roundabout itself, however, wheelers do report using it.



Challenges – user experiences

Challenges, identified by users who took part in this research, included:



Riders

- There is no provision for riders on Chy-An-Mor roundabout.



Walkers

- There is no provision for walkers on Chy-An-Mor roundabout.



Wheelers

- There is no provision for wheelers on Chy-An-Mor roundabout. However, wheelers do still attempt to cross the roundabout and report road safety risks, especially when using the roundabout after dark. These risks included conflict with:
 - Heavy traffic, especially due to tourism in the summer months;
 - High speed cars; and
 - High speed electric bikes.
- For these reasons, wheelers report using alternative routes to Link 2 (detailed later in this report).

“I wouldn’t navigate it [the roundabout] in the dark, unless I want to get myself killed. I wouldn’t navigate it in the dark, even if I have high vis.” (Wheeler, Accompanied Journey)

Successes – user experiences

Successes, identified by users who took part in this research, included:



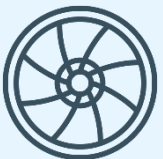
Riders

- No successes were identified for Chy-An-Mor roundabout.



Walkers

- No successes were identified for Chy-An-Mor roundabout.



Wheelers

- Despite the challenges highlighted previously, the roundabout provides a direct route for wheelers travelling to/from Longrock Industrial Estate and Heliport Retail Park, with limited conflict with walkers, as walkers cannot use the roundabout.



Suggested improvements from user experiences

Suggestions for improvement, identified by users who took part in this research, included:



Wheelers

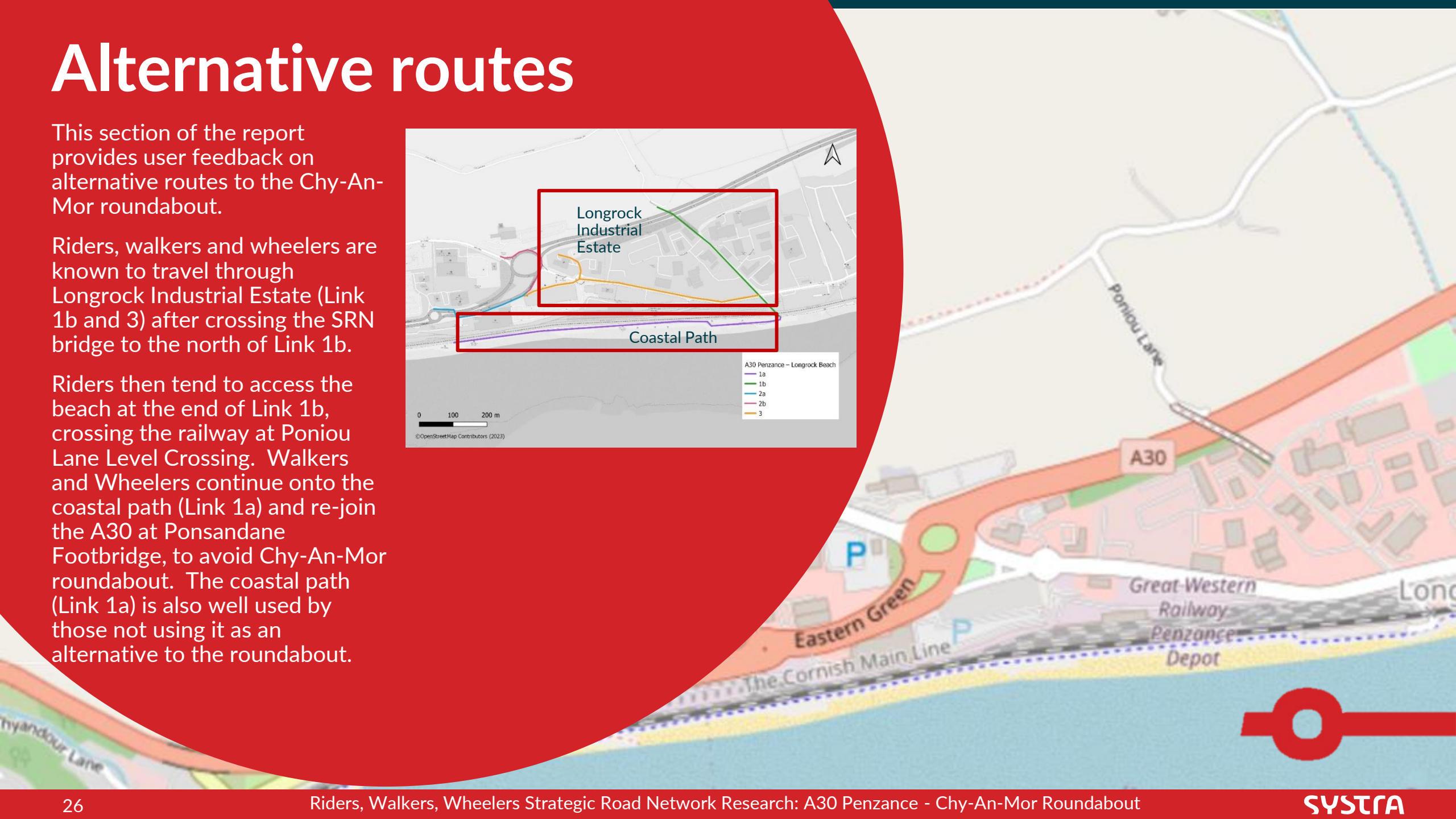
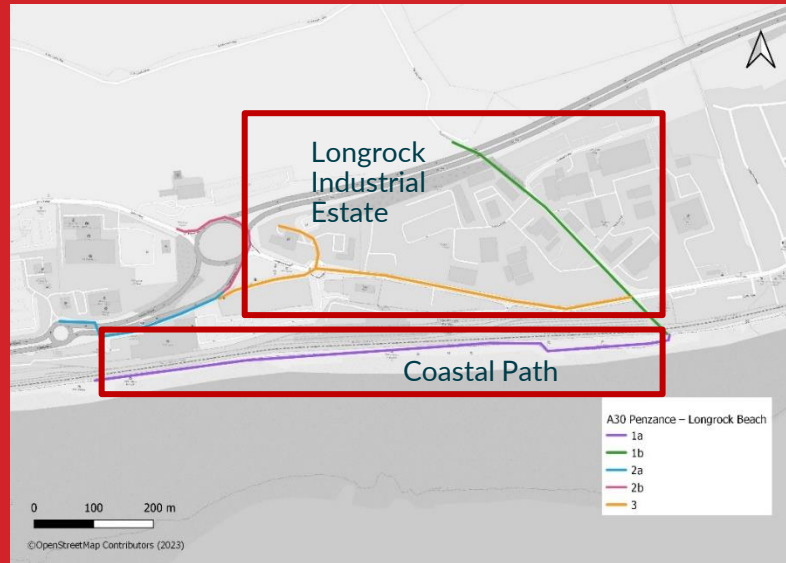
- Improvements were put forward to improve wheelers safety at Chy-An-Mor roundabout. These included:
 - Bring down speed limits;
 - Propose an overbridge or flyover for wheelers' safety; and
 - Add traffic lights to junctions.

Alternative routes

This section of the report provides user feedback on alternative routes to the Chy-An-Mor roundabout.

Riders, walkers and wheelers are known to travel through Longrock Industrial Estate (Link 1b and 3) after crossing the SRN bridge to the north of Link 1b.

Riders then tend to access the beach at the end of Link 1b, crossing the railway at Poniou Lane Level Crossing. Walkers and Wheelers continue onto the coastal path (Link 1a) and re-join the A30 at Ponsandane Footbridge, to avoid Chy-An-Mor roundabout. The coastal path (Link 1a) is also well used by those not using it as an alternative to the roundabout.



Coastal path (Link 1a)

“(After dark) you have to rely on your bicycle lights.” (Wheeler, Accompanied Journey)



“On a nice summer day I’ll come out on my own and walk down the shore.” (Walker, Accompanied Journey)

“People on high powered bikes speed along the path which can be quite dangerous.” (Walker, Accompanied Journey)

“It would be nice to see more people cycling but they don’t because the roads are too busy.” (Walker, Local Business)

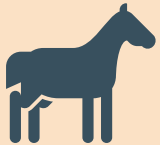


“It’s probably about 200 yards from the stable onto the fields, we then come down from the industrial estate, and then use the crossing over to the promenade.” (Rider, Local Business)

Longrock Industrial Estate (Link 1b and 3)

Challenges – user experiences

Challenges, identified by users who took part in this research, included:

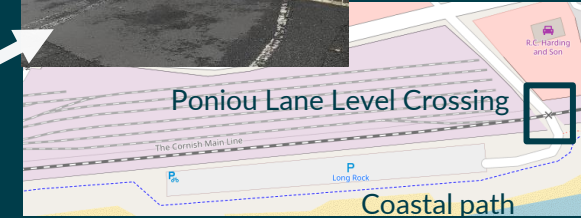


Riders

- When using alternative routes to Chy-An-Mor, users expressed concerns that:
 - Roadworks can be a barrier to riding;
 - Most journeys need to be completed before dark to avoid conflict with motorists and wheelers; and
 - Whilst the level crossing on Poniou Lane (see picture) can be used by riders to access the beach, this was raised as challenging in some instances, albeit cars tended to be respectful when they see a large group of horses with riders in high-vis.



Poniou Lane Level Crossing

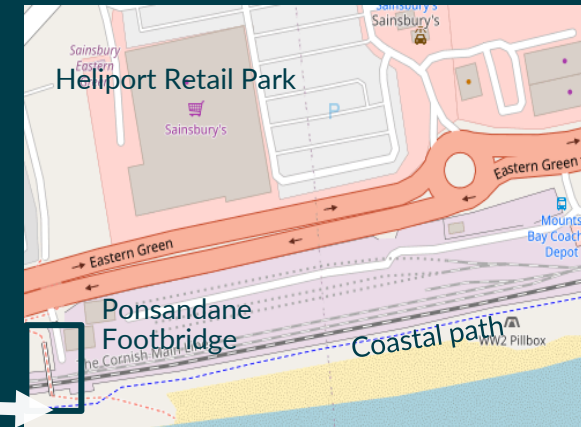


Coastal path



Walkers

- When using alternative routes to Chy-An-Mor, users expressed concerns that:
 - The level crossing on Poniou Lane (see picture) causes conflicts;
 - Longrock Industrial Estate sees heavy traffic congestion which makes walking unappealing; and
 - The coastal path has some challenges, including: pinch points at the eastern end causing conflicts with wheelers approaching at high-speed; changes in gradient and lack of signage creating challenges for disabled walkers; and Ponsandane Bridge, which is used to re-join the A30 from the coastal path, being inaccessible to disabled people due to shallow steps.



Ponsandane Footbridge

Coastal path



Wheelers

- When using alternative routes to Chy-An-Mor, users expressed concerns that:
 - The coastal path has pinch points, especially with dog walkers, and when wheeling at night, due to lack of good lighting creating a reliance on cycle lights at night;
 - Use of electric bikes on the coastal path paths raises safety concerns, and there is a lack of signage regarding electric bikes; and
 - Ponsandane Bridge has shallow steps which makes it hard for wheelers to use.

"[After dark] there are people who are walking their dogs who don't have any lights so if you suddenly come across them you think 'Oh, I could've run them over!' nothing like that happening but you still feel a bit unsafe". (Wheeler, Interview)

Successes – user experiences

Successes, identified by users who took part in this research, included:



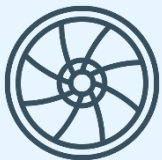
Riders

- The coastal path tended not to be used by riders, who opt to join the beach after the Poniou Lane level crossing.
- Successes raised in relation to Longrock Industrial Estate were:
 - There is rarely high-speed traffic, which creates a less stressful environment for horses;
 - Sufficient space on roads accommodates comfortable and safe travel for horses;
 - Horses are generally treated respectfully at the estate and Poniou Lane level crossing when heading towards the sea-front, despite some instances of poor driving behaviour; and
 - Horse-riding etiquette involves allowing dogwalkers to pass first, minimising conflict.



Walkers

- The coastal path was perceived to be a great alternative to Chy-An-Mor roundabout, providing a link back to the A30 at Ponsandane Footbridge. Successes raised were:
 - The width of the path tends to be good, allowing enough space for dog walkers to pass each other, as well as for wheelers and walkers to travel alongside one another, notwithstanding the concerns noted previously;
 - Whilst there are instances of vegetation overgrowth, this is not thought to hinder the walking experience, and it is recognised that the vegetation is an important species of flora which helps to preserve the natural beauty of the region;
 - The level crossing at the eastern end, on Pinou Lane, is good for electric wheelchair users as it is a flat crossing with good signalling and barriers; and
- Ponsandane Footbridge, at the western end, is safer than the previous crossing which did see pedestrian fatalities.
- Longrock Industrial Estate was also thought to be well-designed for walkers and walkers reported feeling safe while walking in the area.



Wheelers

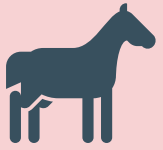
- Successes raised in relation to the coastal path were:
 - The smooth and even gradient of the coastal path, in addition not the maintenance of vegetation and litter; and
 - The width of the path which was generally perceived to be good, notwithstanding the concerns noted previously.
- Successes raised in relation to Longrock Industrial Estate were:
 - The even gradient and lighting within the Longrock Industrial Estate (see picture); and
 - The existing facilities in the Longrock Industrial Estate (see picture) meet the requirements for wheeling, with some businesses stating that they do not feel the need for additional infrastructure.

“It [the coastal path] is always kind of clean as well.”
 (Wheeler, Accompanied Journey)



Suggested improvements from user experiences

Suggestions for improvement, identified by users who took part in this research, included:



Riders

- Riders suggested that the coastal path should be better promoted as a shared use path.
- Suggestions put forward for improving the experience of using Longrock Industrial Estate included:

- Separate off-road riding spaces for riders to reduce concerns regarding conflict with incoming traffic.



Walkers

- Suggestions put forward for improving the experience of using the coastal path included:
 - Ponsandane Bridge is used to return to the A30 from the coastal path, acting as an alternative to Chy-An-Mor. The accessibility of the footbridge could be improved by implementing a flatter, smoother gradient, or installing a ramp;
 - Installing more signage specifically designed for mobility scooters, to indicate suitability of the path/gradient for their use e.g. letting people on mobility scooters know that the surface is flat so they can use the entirety of the coastal path if they wished;
 - Providing free car parking for the coastal path to encourage people to complete the last element of their journeys by walking, rather than using the Chy-An-Mor roundabout which often has large amounts of traffic;
- Introducing cycling speed limits, specifically targeting electric bikes, to improve walker safety; and
- Encouraging walker and wheeler segregation on shared path through road markings – particularly for eastern pinch points (see picture).
- Suggestions put forward for improving the experience of using Longrock Industrial Estate included:
 - Encouraging walker and wheeler segregation on existing shared paths through road markings; and
 - Providing more signage to enhance walkers' awareness about approaching high-speed cycles.



Wheelers

- Suggestions put forward for improving the experience of using the coastal path included:
 - Wheeler use of the Ponsandane Footbridge could be improved by implementing a flatter, smoother gradient, or installing a ramp;
 - Encouraging walker and wheeler segregation on shared path through road markings – particularly for eastern pinch points (see picture); and
- Increase lighting to improve visibility and therefore safety.
- Suggestions put forward for improving the experience of using Longrock Industrial Estate included:
 - Encouraging walker and wheeler segregation on existing shared paths through road markings, and increasing path widths, where possible;
 - Increase signage for better cyclist navigation; and
 - Design safer crossings for wheelers.



“Some lighting would be brilliant actually, because there are a lot of cyclists who cycle in the dark and there are a lot of dog walkers who walk in the dark. So people do use it in the dark... so some lighting would be good, and more people would use it then.... and it’s only small stretches (of the route), a couple of miles, so it can be lighted.”
(Walker, Accompanied Journey)

5

Summary of Findings



Research objectives and approach

SYSTRA, commissioned by Transport Focus, conducted research on the experiences of riders, walkers, and wheelers at the A30 Penzance - Chy-An-Mor Roundabout South West England. This report focuses on the challenges these users face at Chy-An-Mor roundabout, followed by experiences of using alternative routes which are the responsibility of the local authority.

The research aimed to provide practical recommendations to National Highways for improving user experience.

The research approach involved online stakeholder interviews, systematic site audits, face-to-face accompanied journeys and interviews, and business interviews at the case study site, in addition to a digital ethnography task using an online interactive map. Stakeholders and systematic site audits provided an objective overview of the riding, walking and wheeling infrastructure available at the site, whilst user research identified how this translates to lived site experiences.

Summary of the site

There is no riding, walking or wheeling provision on Chy-An-Mor roundabout, however, wheelers are known to still use the roundabout and cycle collisions are prevalent.

Riders also have limited dedicated provisions in other areas around this site, despite equestrians often visiting Longrock Beach from areas north of the A30. The level crossing on Poniu Lane is often used by riders to access the beach, rather than using the coastal path. Stakeholders put forward many ideas for improving the Poniu Lane level crossing design for this user group.

The coastal path (Link 1a) provides a high quality alternative for **walkers** and **wheelers** wishing to cross the Chy-An-Mor roundabout (Link 2b). It is fairly even and flat, but there are known pinch points, in addition to issues with crossing back to the A30 via Ponsandane Footbridge, which is not suitable for wheelers or disabled people, due to shallow steps. Paths throughout Longrock Industrial Estate (Link 1b and 3) are also perceived to provide good connectivity, although they are inconsistent in width and visibility. The shared use path on Eastern Green which connects with Chy-An-Mor roundabout also experiences conflict between different users, despite being a designated shared use path.

Summary of user experiences

Findings from the user research highlighted the challenge of riding, walking, and wheeling at Chy-An-Mor roundabout due to the lack of dedicated infrastructure available for these user groups. Despite the challenges raised, the roundabout was perceived to provide a direct route for wheelers travelling to/from Longrock Industrial Estate and Heliport Retail Park, including limited conflict with walkers, as walkers cannot use the roundabout.

Users felt that the following would be beneficial to improve wheeler safety at Chy-An-Mor roundabout for those who do choose to use it.

- Reducing speed limits,
- Adding traffic lights to junctions; and
- Adding an overbridge or flyover for wheelers.

Despite concerns raised with regards to Chy-An-Mor roundabout, users felt that strong alternatives do exist, in particular the coastal path which offers high quality and shared use access. Improvements put forward by users to enhance riding, walking and wheeling on alternative routes included:

- Increasing segregation between walkers and wheelers;
- Improving signage throughout the area;
- Introducing cycling speed limits;
- Introducing step-free access on Ponsandane Footbridge which provides access back to the A30 if using the coastal path to avoid Chy-An-Mor roundabout;
- Improving the level crossing on Poniou Lane to enhance safety; and
- Adding low level lighting on the coastal path to reduce user conflict, especially in the dark.



6

Recommendations



Recommendations for Improvements

Recommendations for improvements to the **A30 Penzance – Chy-An-Mor roundabout** site, arising from the research, are provided below.

- Ensure **safety on SRN sections** of the site, by:
 - Considering dedicated cycle infrastructure and signalisation on Chy-An-Mor roundabout to improve wheeler safety; and
 - Improving the bridge over the A30 at the northern end of Poniou Lane, to enhance safety for all user groups. This could include widening the bridge, increasing parapet heights, adding low level lighting and adding signage to inform users that the bridge is a shared path.
- Work with the local authority to improve **safety and accessibility** of alternative riding, walking and wheeling routes, for example by:
 - Improving signage throughout the area to indicate alternative routes to Chy-An-Mor roundabout for riders, walkers, and wheelers, especially at critical points such as bridge crossings;
 - Introducing step-free access on Ponsandane Footbridge which provides access back to the A30 if using the coastal path to avoid Chy-An-Mor roundabout;
 - Improving the level crossing on Poniou Lane to enhance safety, such as increasing visibility, widening the path either side of the crossing, and adding rider-specific provisions, such as high-level crossing buttons;
 - Adding low level lighting on the coastal path to reduce user conflict, especially in the dark; and
 - Working with the local authority to introduce circular routes to circumnavigate Chy-An-Mor roundabout, including linking to existing National Highways improvements at Tolverth Row crossing, as well as the Penzance to St Ives active travel route.

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