



# Developing satisfaction measure

Research with cyclists, pedestrians  
and equestrians

Report  
11 January 2018



future  
thinking

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# Executive Summary

Transport Focus represents the interests of users of England's motorways and major 'A' roads (the Strategic Road Network or SRN) and therefore wanted to understand the experiences and needs of cyclists, pedestrians, equestrians and carriage drivers who travel along SRN 'A' roads or need to cross any part of the SRN.

Future Thinking was commissioned to study these audiences, exploring not only their attitudes towards and interactions with the SRN but to also gauge views of the best means by which to achieve a robust future measurement of SRN satisfaction for these groups.

This research was wholly qualitative comprising focus groups and in-depth interviews with cyclists, pedestrians and equestrians/carriage drivers across five key locations (included as case studies within this report):

- Dover
- Manchester
- Worthing/Shoreham
- York
- Newcastle

Depth interviews were also conducted with cyclists, pedestrians and equestrians in areas at risk of SRN avoidance or severance:

- Hastings
- Didcot
- Lowestoft

## Key Findings

People are able to assess the SRN's functionality from different perspectives, with many overlaps in types of use. In addition to cycling, walking or riding along or across the SRN they are frequently using motorised vehicles on such roads and therefore perceptions can be coloured by varied experiences.

Cyclists, pedestrians and equestrians rarely consciously reflect on how well the SRN specifically meets their needs. If they experience positive aspects they are valued and recognised in comparison to poorer provision. Where negative aspects of the SRN are experienced, a resignation to the situation is evident rather than any expectation of improvement. However, these issues can significantly affect journeys and accessibility and consequently their overall attitudes towards the network.

Across the research, there are consistent experiences which are evident for cyclists, pedestrians and equestrians when coming into contact with the network. These encompass:

- Infrastructure – scepticism that the needs of all SRN users are taken into account when designing new or redeveloped parts of the network
- General provision – varied provision for cyclists, pedestrians and equestrians across the network with some areas rated highly and others poorly. This leads to doubts that Highways England understands the needs of such audiences
- Road user behaviour – appeal for greater education of drivers on safety protocol when driving next to or past cyclists, pedestrians & equestrians
- Severance and avoidance – many areas of the SRN are avoided for both travelling along and crossing, due to an absence of safe rights of way as well as the speed and volume of other road users. There can also be issues of severance where an area is dissected by an SRN road without sufficient or safe means of accessing key facilities

The recurring issue for cyclists, pedestrians and equestrians is where there is a necessity to directly access or cross the SRN without a suitable right of way causing concerns for safety.

# Overview by audience

## CYCLISTS

Safety is the most common theme cited by cyclists in reference to the SRN. While provision in some areas is rated relatively highly, such as Manchester, with references to cycle lanes, controlled cycle crossings and high-sided bridges over motorways, other areas of the network are identified as having poor consideration of the needs of this group. Negative experiences include cycle lanes stopping without warning, for example on parts of the A27, or trunk roads that provide the fastest interconnecting routes having no cycle lanes at all (e.g. the A2 and A20 around Dover).

There is a consistent perception among cyclists across the country that their needs are not given the same level of consideration as drivers, with whom they are also frequently in conflict with on or crossing the SRN. This situation can be exacerbated by the volume and speed of traffic.

## PEDESTRIANS

In urban areas, pedestrians tend to have suitable pavements and footpaths however in rural areas, such as parts of the A64 and A69, there can be a lack of provision. This can force people to walk directly on the SRN or use alternative means of travel e.g. motorised transport.

There is a preference for dedicated crossings near to key facilities where there are high volumes of traffic, however views vary on what this should be. For some, especially women, underpasses and bridges cause safety fears, particularly when they are more secluded or poorly lit and therefore controlled crossings are favoured. In contrast, others have experienced drivers not stopping or slowing down at controlled crossings so prefer underpass or bridge options.

There is a desire for improved warning information for vehicles approaching controlled crossings to assist in allaying these fears and accidents.

## EQUESTRIANS

The spontaneous attitude of equestrians is similar to cyclists and focusses on safety because of their need to sometimes directly travel on major 'A' roads. However, the prevailing attitude of this group is that they would prefer not to go near such roads at all due to concerns about vehicles being driven without due consideration.

Unsurprisingly, this group are most likely to experience such roads in more rural areas. However, this can often mean they need to travel on or cross trunk roads, even if they would instinctively avoid them, to access quieter areas in which they wish to ride or drive their carriage. In these more open areas, speed limits are also frequently 50 or above and so the speed of vehicles can cause concern for equestrians and carriage drivers, particularly with the risk of horses being spooked.

There are frequent experiences of bridleways emerging onto such roads without warning or space to safely merge onto the road or cross, such as the A64 between Leeds and Tadcaster. There is also evidence that some bridleways do not directly face each other over 'A' roads, forcing riders to travel directly on what can be busy sections of an 'A' road to continue on their desired route.

# Future Research

The research has confirmed that cyclists, pedestrians and equestrians do have regular contact with the SRN and they therefore have strong opinions and experiences of the network.

Most would be willing to provide their feedback if asked but this likelihood to participate can be influenced by the method through which they are approached. There is a consensus across all audiences that assuming it is an unsolicited request (i.e. they are not a member of an online panel or similar) they would be more likely to take part in a survey if approached directly in person.

Emerging suggestions for sourcing robust survey samples therefore include:

- street interviewing
- community consultations
- partnership with relevant membership organisations or retailers

There was however acceptance that membership organisations may not provide access to a broad spectrum of people and that cyclists and equestrians could be more difficult to target through street interviewing as less likely to break off their journey to take part.

While the research uncovered common experiences for these audiences across the country, some aspects of SRN experience and impact was very specific to local areas. Location specific research may therefore prove more useful for Transport Focus to concentrate on in delivering actionable insights.



# Background and Approach

## Background

Transport Focus represents the interests of all users of England's motorways and major 'A' roads and wished to understand the views and experiences of not only drivers, but also of pedestrians, cyclists and equestrians.

This study is intended to understand the experiences of such users as well as scoping the type, design and content of a tool to subsequently measure their satisfaction with the SRN

The core objectives included:



As it is the first time Transport Focus has completed research of this nature, it was important to deliver a study which fully explored the opinions of cyclists, pedestrians and equestrians and allowed the opportunity to gauge tangible insights into experiences of the SRN and preferences for future research.

## Approach

To deliver a full and in-depth insight into these audiences a multi-staged programme of qualitative research among those using, crossing and avoiding the SRN was undertaken. This comprised of three strands:

### STRAND 1

Ten focus groups were conducted with those using and crossing the SRN within the last four weeks:

Audience	Type of session	Locations
Cyclists	4 focus groups (each with average of 7-8 attendees)	Dover, Manchester, Worthing/Shoreham & York
Pedestrians	4 focus groups (each with average of 7-8 attendees)	Dover, Manchester, Worthing/Shoreham & Newcastle
Equestrians	2 mini groups (each with 4-5 attendees)	York & Newcastle

Fieldwork was undertaken between 16-28 March 2017.

## STRAND 2

Five in-depth ethnographic interviews (ethno-depths) were conducted with those using and crossing the SRN within the last four weeks. Each interview comprised of a c.45 minute interview with each participant, a vox pop and supporting site-visits of the SRN by the researchers.

Audience	Type of session	Locations
Cyclists	2 interviews	Manchester & Newcastle
Pedestrians	2 interviews	Dover & York
Equestrians	1 interview	Worthing/Shoreham

Fieldwork was undertaken between 16-28 March 2017.

## STRAND 3

A further eight depth interviews were conducted with those experiencing SRN avoidance or severance.

Audience	Type of session	Locations
Cyclists	3 interviews	Didcot, Lowestoft, Hastings
Pedestrians	3 interviews	Didcot, Lowestoft, Hastings
Equestrians	2 interviews	Lowestoft, Hastings

Fieldwork was undertaken between 27-30 March 2017.

## Analysis

All sessions were recorded with participants' permission and findings have been fully checked by Future Thinking. It should be remembered that the findings contained within this report are based on the qualitative views of respondents at the time of the fieldwork.

# Common experiences of Key Audiences

**Across the audiences consistent themes referring to the SRN arise.**

## Overview

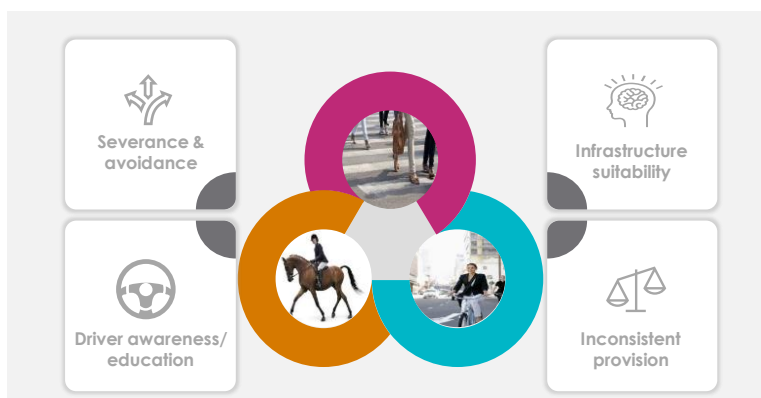
People are commonly multi-users of the SRN with many overlaps in types of use, from driving, to being a passenger to using a non-motorised form of transport. Through these different experiences of the network, people are able to assess its functionality from different perspectives.

Cyclists, pedestrians and equestrians tend not to consciously consider what the SRN provision is like for them. The SRN can impact how they make a journey, whether using or crossing it or even actively avoiding it, however their experiences of such roads are frequently part of their everyday life and therefore people do not actively question current provision or believe there is a forum for doing so.

When asked to consider how the SRN operates for them specifically as cyclists, pedestrians or equestrians there is a wealth of evidence of both positive and negative experiences of the network. Where difficulties have arisen, most people have become resigned to them rather than having an expectation that they will be improved; but in such circumstances, they do retain a negative impression of the provision.

There are consistent experiences and perceptions of the SRN among these audiences despite their different characteristics.

Recurrent themes fall into four key categories:



### INFRASTRUCTURE SUITABILITY

Cyclists, pedestrians and equestrians display scepticism that the needs of all those likely to use or be affected by the SRN are considered when designing its infrastructure. There are frequent references to examples of newly developed or regenerated SRN roads, which do not include features such as cycle paths, or suitable frequency of crossings despite the opportunity to incorporate such elements at the outset. For example, there is frustration among cyclists that recent upgrades on the A20 do not include the installation of dedicated cycle paths.

Such users are also sceptical about how much the existing SRN is continually reviewed to ensure it is fit for purpose given the pressures of increasing traffic and housing feeding into the network.

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*"There's no long term strategy working towards making people more cycle-oriented rather than car-oriented. It seems to me that there's a lot of quick ways like putting in cycle lanes, but there seems to be no long term plan or long term investment about how to improve things generally, not just in Brighton, but across the country."*

Cyclist, Worthing/Shoreham

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*"I don't think they've changed anything to cater for the amount of traffic. They're just not putting the infrastructure in for all of this increasing traffic that's coming along"*

Pedestrian, Dover

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## INCONSISTENT PROVISION

Inconsistency is a factor which is also cited by all audiences across different areas of the country. While there is evidence of some areas of the network meeting expectations (e.g. in more urban areas such as Newcastle) in terms of safe rights of way directly on or next to the road as well as suitable controlled crossings, there are also examples of no provision at all (particularly on rural routes such as the A64 and A69).

Inconsistency becomes even more apparent where features such as cycle paths are provided for certain stretches of the SRN and then abruptly end with no further or connecting dedicated course. With awareness of campaigns to both encourage greater physical activity and to minimise motorised vehicle use, there is surprise that more is not being done to deliver a continuous and high standard provision for those willing to cycle, walk or ride.

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*"You're on the cycle path and then it just stops. You've got to cross a layby junction to get onto the flyover, to cross again, to go down the cycle path."*

Cyclist, York

*"What I notice is there's a walkway for a certain point, but then it stops. There just doesn't seem to be a reason for having a little path for 100 yards, and then nothing for 400 yards"*

Pedestrian, Newcastle

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## DRIVER AWARENESS AND EDUCATION

Although driver behaviour is not a direct feature of the SRN, it was commonly felt that some issues experienced by cyclists, pedestrians and equestrians when in contact with the SRN are as a result of a lack of understanding from drivers. The speed of these roads on certain stretches can also exaggerate this perception of disregard by fellow road-users.

There is a desire for greater education of drivers in learning the correct etiquette for driving next to or past cyclists and equestrians who are directly on the SRN. Even pedestrians cited many examples of drivers being seemingly oblivious to the need to slow down when approaching crossings or junctions even in circumstances where warning signs exist in advance of an intersection.

This type of experience leads to cyclists, pedestrians and equestrians feeling like they are the poor relations on the road and that they are not treated with the same respect, despite having a right and need to use or cross the SRN. They very much consider themselves to be a vulnerable minority among SRN users.

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*"I figure the perception of some cars sometimes is when you're on a fast road, they look at you as if you shouldn't be on that road."*

Cyclist, Worthing/Shoreham

*"Drivers hate us, and you get a lot of agro from drivers. We want to get off the roads, we want to get on the grass, we want to enjoy the countryside, but there are always times when we come into conflict with other road users"*

Equestrian, York

*"If everyone was considerate and slowed down, it would be perfect. In fact, you wouldn't need cycle lanes or paths, you wouldn't even need the paths for pedestrians. It's the attitude of driving faster and not giving room"*

Cyclist, Dover

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## AVOIDANCE AND SEVERANCE

We conducted research in three areas to specifically explore issues of avoidance and severance:

- Lowestoft (A12/A47)
- Didcot (A34)
- Hastings (A27)

While the following issues were all mentioned in these locations, they also emerged across the other areas researched.

### Avoidance

It is commonplace for cyclists, pedestrians and equestrians to avoid using or crossing certain parts of the SRN when using these modes, due to a perceived lack of a suitable or safe right of way. This behaviour can be due to a range of motives from objective reasons such as:

- lack of cycle path/footpath
- lack of controlled crossings

to more subjective opinions about current provision including:

- speed of traffic
- volume of traffic
- safety concerns regarding bridges and underpasses

The effect of such factors can result in alternative more circuitous routes being used to reach desired destinations or that these modes are substituted with motorised means of travel instead.

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*"I would never cycle on the A34 itself as there's no provision for cyclists, but if it was safe I would definitely use it."*

Cyclist, Didcot

*"[The underpass] is always full of gangs of kids and it smells foul, after my daughter was assaulted I never walk under it now"*

Pedestrian, Lowestoft

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### Severance

In some areas, severance from key facilities is also apparent, with the SRN dissecting areas of housing from local amenities e.g. the A2 in Whitfield, Dover.

If suitable provision of rights of way and crossings have been provided to enable people to navigate the SRN using their preferred method of transport, there is little evidence of this separation having a negative impact. In Manchester for example, it was felt that there were sufficient bridges, underpasses and crossings to allow cyclists and pedestrians to cross the motorways and major 'A' roads when required.

However in areas where the frequency and quality of controlled crossings are deemed insufficient, cyclists, pedestrians and equestrians cite examples of risking their safety to cross at surface level or turning to motorised transport to reach destinations (e.g. parts of the A2 and A27).

In rural areas, it can be that it is not facilities which people are disconnected from if wanting to cycle, walk or ride but whole areas. If major routes such as the A64 and A69 do not have suitable provision for these modes of transport, people can perceive whole areas as completely inaccessible to them.

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*"If you want to cross [the A27] you often have to cycle miles out of your way to find a crossing."*

Cyclist, Hastings

*"I bought a carriage so my son who is disabled could come out with the horses but I won't go out on the [A47] since the accident last year and as we live off the roundabout it means I can't go out in the carriage at all"*

Equestrian, Lowestoft

*"There are a lot of small villages. When you've got friends only a couple of miles away [on the A69], and, if it's a nice day it's an excuse to have some exercise but there are no defined walking areas"*

Pedestrian, Newcastle

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# Specific experiences of individual audiences

**While there are consistencies of SRN experience across the three audiences, this section explores the perceptions of each group individually.**

## CYCLISTS

Safety is the predominant concern of cyclists when using or crossing the SRN. They can feel very vulnerable when travelling directly on the network, especially if there is no segregation from other traffic or controlled crossings. This anxiety can be apparent regardless of how confident a cyclist they are.

Many have become accustomed to a fragmented system of cycle routes available on the SRN. There are occasional examples of good networks of dedicated cycle paths, but also references to cycle paths ending with no onward provision or alternative illogical and lengthier routes. There are also numerous examples of areas of the SRN where there is no provision at all for cyclists.

This sporadic provision for cyclists can lead to confusion on the SRN and a belief that they are treated as undeserving of jointly accessing the network. It can also cause conflict with other users of the SRN. Cyclists cite experiences of road users on the SRN frequently not paying sufficient regard to their right of way and in some instances driving recklessly around them.

However it is not only motorists with whom difficulties can arise, there are also experiences of clashes with pedestrians. These types of dispute can include:

- misunderstandings and conflict over shared rights of way on pavements, bridges, underpasses etc.
- sharing space on narrow crossings
- when cyclists feel it is too dangerous to use the SRN and therefore use pavements illegally



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*'They need to educate the motorists a lot more  
York, Male*

*'If that's how they want the future to be,  
greener, then they need to encourage cycling  
more, and to do that, they need to make it  
sustainable'  
Worthing/Shoreham, Male*

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*'There's no consistency with the cycle lane.  
You're on a green path, then you're sharing  
with pedestrians, then they stop'  
Manchester, Male*

*'They've not been designed with cyclists in  
mind'  
York, Male*

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Where there is a lack of provision, especially experienced on faster 'A' roads, it can mean it is too hazardous to attempt using the SRN even if it is the fastest interconnecting route and one which would be preferable to use.

In rural areas, the SRN can be the major route through the region on roads such as the A64 and A69. There can be lengthy sections without dedicated cycle paths and this means that some less confident cyclists can be reluctant to cycle on such roads either alone or with children due to the

speed and proximity to traffic. They are therefore more likely to use motorised forms of transport to reach such areas.

In areas where cyclists refer to high standards of provision, it is often due to evidence of clearly segregated rights of way where they can feel safe travelling alongside traffic. Cyclists also favour controlled crossings that are inclusive of cyclists and wide clear reservation areas at traffic lights. Underpasses and bridges which are accessible without the need to dismount are well regarded by the majority of cyclists with some caveats around their safety at night (particularly among women).

### Future Improvements

There are consistent and recurrent improvement themes raised by cyclists:

- accessibility to the entire network (or logical alternative if not appropriate) through continuous and dedicated rights of way for cyclists
- preferably segregated from motor vehicles
- improved safety through education of other road users in how to behave around cyclists on the road and the introduction of new innovations such as staggered green lights to allow cyclists to move off first
- ensuring road surfaces are smooth and road edges are kept clear of debris

## PEDESTRIANS

The standard to which footways are maintained, and the safety implications, of walking next to, on or across the SRN are the key areas for discussion raised by pedestrians.

Across the areas included in the research, pedestrians acknowledge a relatively consistent provision of pavements and footpaths adjacent to the SRN where there is heavy use by walkers. On faster dual carriageway trunk roads, there was understanding that an adjoining pavement may not be safe and it was largely felt that alternative routes are often available (e.g. on parts of the A27).

Most acknowledge that built up areas have sufficient rights of way for pedestrians and if a high speed trunk road lacks an adjoining pavement an alternative route is usually available on local roads. How well they are maintained is more inconsistent; in some areas, there are references to pathways and verges being overgrown or littered making them difficult to use.

In more rural areas, however, the provision of rights of way for those wishing to use an SRN route are questioned. There is a common belief that there is a lack of footpaths to enable fastest routes to be taken to access villages or facilities on foot and no viable alternative. Many therefore either risk their safety by walking directly on SRN roads or resort to other modes of transport.

This absence of provision for pedestrians in rural parts of the network extends to being able to cross the SRN in such areas. On roads such as the A69, A64 and A2, there are frequent references to people having to cross 'at surface' level due to the scarcity of dedicated crossings. This raises concerns over safety on multiple levels with many citing:

- limited space on verges to wait for traffic to pass (as there is no pavement)
- verges being overgrown which can limit visibility
- traffic travelling at high speeds on rural stretches causing difficulties in gauging safe distances
- road users not slowing down even where there are warning signs that pedestrians or other groups may be crossing ahead (e.g. if a footpath links up by crossing the SRN)



Similarly to cyclists, these types of experiences can lead pedestrians to feel their rights of way on, next to or crossing the network are not deemed important enough to be taken into account.

*"As a sole pedestrian I don't feel like I have any rights" Worthing/Shoreham, Male*

*"When they design these things, they have a purpose, and the pedestrian is the one that's always left until last" Newcastle, Female*

The design and frequency of crossings on the SRN is also raised by pedestrians across the country. In areas where such facilities are viewed positively (such as Manchester and Newcastle), pedestrians make reference to controlled crossings being in place at key junctions where major 'A' roads and/or motorways interchange. In other areas, however, pedestrians mention examples where local facilities border the SRN without suitable or nearby crossings for pedestrians to access (such as the A27 at Worthing and between Lewes and Brighton).

Similarly where local roads may intersect with the SRN, there is not always provision of crossings for the local roads which have to withstand high volumes of traffic leaving or joining the network.

Bridges and underpasses receive positive feedback in terms of providing the means to cross the SRN without having to encounter traffic. However they also raise safety concerns if being used at night with references to poor lighting and vulnerability when you may need to access them alone. This is especially put forward by women.

In some areas, the infrequency of crossings can mean that if a pedestrian wishes to avoid a bridge or underpass for safety reasons, they either have to take a lengthy detour or risk cutting across the SRN at surface level.



Conflict with other road users can also arise. This can include issues with cyclists if sharing rights of way or experiencing cyclists using paths dedicated for walking only. Many also state experiences of motorists not slowing down or stopping when approaching intersections or crossings.

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*'[I feel] a bit intimidated by the amount of people that are clearly in a rush, a bit more space between me crossing and all these angry people in their cars would be nice Manchester, Female*

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### Future Improvements

Areas deemed a priority for improvement for pedestrians include:

- greater provision of pathways and crossings on rural stretches of the SRN where pedestrians may need to access local villages or facilities
- ensure pathways and verges alongside the SRN are well maintained
- improve methods of warning road users in advance that pedestrians may be crossing ahead. As well as suggestions of improved signage, recommendations also included advances such as motion-triggered surface level red warning lights on approaches to key intersections or uncontrolled surface level crossings
- increase frequency of and types of crossings to access facilities so people can choose whether or not to use bridges and underpasses which may be considered unsafe

### EQUESTRIANS

The nature of this mode of transport means horse riders and carriage drivers are responsible not only for themselves but also the welfare of a valued animal and therefore safety is the aspect most commonly referenced when referring to experiences of the SRN.

The prevailing attitude of this group is that they would prefer not to go near such roads at all, with concerns that vehicles do not always drive with due consideration for horses. Much like cyclists and pedestrians they believe they can be treated as though they do not deserve to access the network, even if there is no alternative to access where they want to go.

Unsurprisingly, equestrians are most likely to experience using or crossing the SRN in and around rural areas. This often leads to the necessity to travel on or cross such roads to reach the quieter areas where they wish to ride. As noted by pedestrians and cyclists, SRN roads in such areas can be high speed with no dedicated rights of way or controlled crossings for such users and the speed of vehicles can cause particular concern in regards to spooking the horses.

In some areas such as the A27 in the Worthing/Shoreham area, there are references to bridges crossing the A27 which have high sides which help to keep horses calm and allow riders to cross this major trunk road without the need to navigate traffic or intersections. Similarly the A27 Southwick Hill Tunnel allows equestrians to access the Downs without using the SRN at all. This kind of provision is well-liked and would be the preference in many other areas, offering as it does, a perceived safe means of negotiating the SRN.

One of the biggest concerns in other areas is a lack of logical crossings. This is especially experienced where bridleways are dissected by the SRN without provision for crossing, such as the A64 between Leeds and Tadcaster. On such roads, bridleways can emerge onto the SRN without warning or space to wait until it is safe to cross or, if necessary, join the traffic directly on the road.

Equestrians can be nervous of restraining a horse while they have to check for oncoming traffic, sometimes where visibility can also be challenging if verges are overgrown and there is little room to wait for a clear opportunity to proceed.



Where equestrians have no choice but to use major junctions and roundabouts, there can be difficulties navigating multi-lanes of fast moving traffic.

There are frequent mentions of road users driving too fast and without consideration for the horse. This includes personal experiences of accidents as a result of speeding vehicles and inconsiderate driving.

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*"I've noticed drivers are less patient. People don't appreciate that you have to go on the roads to get to the off-road bit"*

*Newcastle, Female*

*"You've got to cross that main road and there's nothing there to state 'Horse riders, slow down!'"*

*Worthing/Shoreham, Female*

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### **Future Improvements**

Areas deemed a priority for improvement for equestrians include:

- crossings which do not require direct use of the road or having to dismount e.g.
- bridges allowing entry at surface level and with high sides
- underpasses which are high enough for mounted riders to use
- greater provision of dedicated crossings in more rural areas to join up bridleways
- improved maintenance of verges and removal of debris
- improved safety through education of other road users in how to behave around horses





# CASE STUDIES

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*The following case studies are  
based on the perceptions of  
cyclists, pedestrians and  
equestrians*

# DOVER



Google Maps

"[The road layout] is still as it was 30 years ago, more or less."  
(Female Pedestrian)

"Almost a year of work [on the A20] and there's not one cycle path on it. There isn't one provision for cycling. There are friends of mine who cycle to the P&O office and they're on pavements"  
(Male Cyclist)

"Years ago, I went from Whitfield roundabout to the docks on the main A2 road. I've only ever done it once. It was one of the scariest things I've ever done"  
(Male Cyclist)

## BACKGROUND

We spoke with cyclists and pedestrians in Dover, all of whom were residents in the Whitfield area living in close proximity to the A2.

## IMPACT OF THE SRN

The A2 and A20 figure prominently in the experiences of cyclists and pedestrians in Dover.

If regularly walking or cycling in the area, most come into contact with the A20 and particularly the A2 as part of their everyday life. This is commonly through crossing such major roads rather than using them directly.

If there is a requirement to access retail, leisure and education facilities in the North West of Dover, the Whitfield roundabout is a central intersection (see satellite image). A number of local roads interconnect with the A2 at this junction and therefore most people have to consider navigating their way around the trunk road whether on foot or by bicycle.

The port at Dover means there is also a high volume of HGVs using the SRN in the area and this can introduce additional complications for cyclists and pedestrians coming into contact with the network. The SRN has a considerable impact on these audiences in the area and they therefore all subscribe to the belief that it is vital that Highways England considers their needs carefully.

## OVERVIEW OF EXPERIENCES
















In Dover, experiences of the SRN among cyclists and pedestrians tend more towards the negative than the positive. Many attitudes link to the belief that the Whitfield roundabout and facilities to cross the A2 at and near this intersection are not fit for purpose and haven't been for many years.

For cyclists specifically, a lack of dedicated provision on both the A2 and A20 is mentioned both as affecting journey times and safety. Recent upgrades to the A20 are cited as not including consideration of cyclists using the route.

Key observations include:



Whitfield Roundabout, Dover (A2)  
Image by Future Thinking

Road	Aspect	Insight	Impact
A2	Design	Layout and provision for pedestrians and cyclists is viewed as unchanged for decades without allowing for increased volume of traffic using SRN and the high quantity of HGVs	-  
A2	Using the road	Only cyclists would consider directly accessing the road in this area (as fastest & most direct route to town centre) but choose not to as it is deemed too fast and dangerous with inappropriate cycling provision	- 
A2	Road Surface	Acknowledgement that the road has recently been resurfaced and is now very smooth to cycle along making it quicker and more pleasant	+ 
A2	Whitfield Underpass	Having an underpass at the Whitfield roundabout allows straightforward access from one side of the A2 to the other	+  
A2	Whitfield Underpass	Some anxiety over using the underpass at night which can result in more unsafe surface level crossing of the A2	- 
A2	Whitfield Underpass	Concern that this is the only dedicated crossing of the A2 and new housing development will lead to overcrowding/misuse at peak times	-  
A2	Whitfield underpass	Conflict can arise between cyclists and pedestrians as it is a shared right of way	-  
A2	Whitfield roundabout	No controlled crossings or underpasses/bridges over the other roads intersecting with the Whitfield roundabout • Traffic does not always slow down approaching or exiting the roundabout or when accessing facilities on the roundabout making it dangerous to cross	-  
A2	Green Lane surface level crossing	Crossing the A2 at Green Lane perceived as dangerous but unavoidable, no provision to safely cross and used by many schoolchildren coming from Temple Ewell	- 
A20	Accessing Docks	Despite recent upgrades, provision for cyclists not deemed appropriate	- 



Whitfield Underpass, Dover (A2)  
Image by Future Thinking

"I wouldn't use [the underpass] at night, it's not lit-up, but there are no other routes."  
(Female Pedestrian)

"They wanted to push all the main traffic going into the port that way [onto A2]. You still get local traffic. There are more cars on the road. Most houses now have got 3 or 4 cars and it's all hitting the roundabout. Everyone is jostling for space."  
(Male Cyclist)

"They come off that roundabout so fast, and half the time they're not even indicating."  
(Female Pedestrian)

The underpass at the Whitfield roundabout features heavily in people's experiences of crossing the A2, as it is the only means of linking the residential area with local facilities. While there is positivity that there is some provision for safely crossing the SRN, this is combined with fears around its upkeep, especially with likely residential population increases, the shared access for cyclists and pedestrians resulting in occasional conflict, as well as safety concerns at night.

There is only one underpass serving the roundabout despite five roads feeding into the intersection. Therefore both cyclists and pedestrians often have to cross other interconnecting roads risking exposure to traffic travelling at high speeds joining and leaving the SRN.

There is widespread evidence of people having to make surface level crossings of the A2 (at Green Lane) as well as local roads around the Whitfield roundabout without assistance, which is viewed as dangerous.

With the A2 and A20 being arterial roads linking the docks to other major routes, the high volume and speed of traffic on these roads does create anxiety among both cyclists and pedestrians going about their everyday lives.

## PREFERENCES FOR IMPROVEMENT

01

Improved warning signs prior to Whitfield roundabout and Green Lane – in multiple languages. Introducing new innovations such as red cat's eyes which could light up when vehicles approach crossings/junctions

02

Install controlled crossings on local roads intersecting with A2 at Whitfield roundabout

03

Introduce appropriate cycle lane provision on A2 and A20 with preference for segregated cycle lanes

04

Consider building a vehicle flyover over the A2

05

Speed restrictions when approaching the roundabout/ chevrons

The Whitfield Roundabout is viewed as such a concern some participants went to the trouble of designing suggested improvements

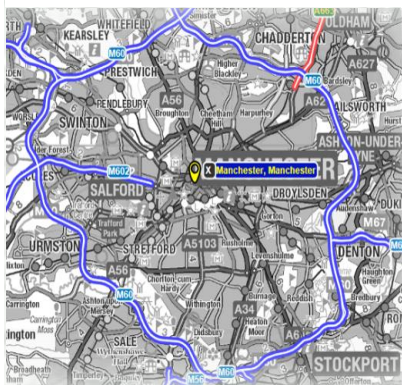


NEW SIGN  
ABOUT  
1/8 MILE FROM  
PEDESTRIAN  
CROSSING'S  
GIVES CARS TIME TO  
SLOW DOWN.





# MANCHESTER



*"The routes that I walk over and under are literally used by horses, cyclists and walkers. It is quite a concentrated area, but it is designed for all three"*  
(Male, Pedestrian)

*"There's always some kind of subway or overbridge or whatever it is, and it's usually clean and well lit"*  
(Male Pedestrian)

*"The motorists don't think. It's full of traffic, they don't realise cycles are coming along here"*  
(Female Cyclist)

*"I am very much aware that I'm walking down a major link road to Manchester and breathing in all the car fumes"*  
(Female Pedestrian)

## BACKGROUND

We spoke with cyclists and pedestrians from across different areas of Manchester. Their experiences predominantly centred on crossing motorways and motorway junctions and travelling on or alongside some of the major 'A' roads in the area.

## IMPACT OF THE SRN

Both cyclists and pedestrians are likely to cross the network frequently, especially if living on the outskirts of the city.

Cyclists also travel directly on many of the major 'A' roads and pedestrians walk adjacent to SRN trunk roads.

As a busy conurbation, a high volume of traffic uses the SRN in and around Manchester and this influences the experiences and attitudes of cyclists and pedestrians when accessing the network.

## OVERVIEW OF EXPERIENCES

Pedestrians are largely content with their experience of the SRN in the Manchester area but do mention that the behaviour of other road users can have a negative impact on their experience especially if they do not stop or slow down when approaching crossings. Exposure to pollution caused by the high volume of traffic using the SRN is also presented as a side-effect of accessing the network.

Cyclists cite more concerns with the SRN than pedestrians and these are largely connected with driver behaviour especially at key intersections. There are references to a lack of space given when overtaking or waiting at intersections and crossings. These experiences can be exacerbated when cycle lanes stop abruptly or are not provided at all.



However while across these two groups there are proposals for improvement, attitudes towards the actual provision for these modes of travel is relatively positive in comparison other areas.

The bridges crossing the motorways in the city are particularly highly regarded. Aspects such as their frequency, maintenance and design are well-received by both audiences. There are however some references to nervousness if using at night due to their level of lighting and isolation.

Key observations include:

Road	Aspect	Insight	Impact	
SRN	Pedestrian provision	Deemed sufficient in and around Manchester when crossing/ alongside the SRN	+	
SRN	Driver awareness	Cyclists feel that drivers do not give sufficient consideration to cyclists on the road	-	
M60/ M62	Pollution	Pedestrians raise concerns around the levels of pollution which pedestrians are exposed to when crossing motorways	-	
M60	Footbridges	Certain footbridges viewed particularly highly when they are well maintained	+	
A5103/ M56	Congestion/ safety	Pedestrians can feel anxious walking next to busy carriageways	-	

*"You do have to get off and cross sometimes. If they were all easy, it would be great. A lot of this depends on whether it's possible to put a cycle lane"*  
(Male Cyclist)

*"The focus isn't on cyclists. The focus is on cars."*  
(Male Cyclist)

Where there is no dedicated cycle lane, cyclists cite their vulnerability and anxiety in travelling in close proximity to traffic and having to navigate busy junctions. This can cause cyclists to use pavements, pedestrian crossings or dismounting.

There are examples of cyclists travelling further out of the city by car to cycle rather than using their bicycle for the whole journey due to concerns around safety when using major 'A' roads. Similarly there is evidence of parents who would never consider taking their children onto the SRN or even crossing it when on their bikes in the city.

There is an expectation that Highways England will consider the needs of other SRN road users over and above cyclists and pedestrians.



## PREFERENCES FOR IMPROVEMENT

01

Staggered traffic lights for cyclists

02

Greater education and warning signage for drivers about presence of cyclists

03

Maintaining subways and bridges to high standard of safety



# WORTHING/ SHOREHAM



"They've got all these big ideas about having four or five bike places to hire bikes but no cycle lanes that connect. So, there's no safe area that you can actually cycle"  
(Cyclist, Female)

"While going to Brighton, there is a point where you literally have to cross over to the other side without any assistance...it's not right that you should be put in that situation"  
(Cyclist, Female)

"There was a car quite far away [on A27] so we started going and it sped up. I had to pull the kids back and scream. I never swear in front of them and I went mental. There was no crossing. Where was I meant to cross?"  
(Pedestrian, Female)

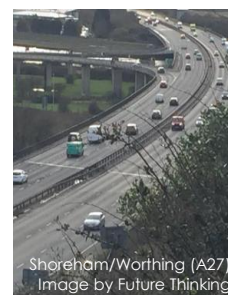
"The bridge, they've got high sides. If the horse bolts you're not going to go over the side. They are 6 or 7 foot tall. High enough that they're safe"  
(Equestrian, Female)

## BACKGROUND

We spoke with cyclists, pedestrians and an equestrian from the Worthing and Shoreham areas. Their experiences centred on trunk roads and major junctions, most notably the A27.

## IMPACT OF THE SRN

Cyclists, pedestrians and equestrians are aware that the A27 varies in nature in their area comprising dual and single carriageway sections as well as certain stretches, around Shoreham, being prohibited for non-motorised vehicles as the road is a freeway. There is little desire or need to use these bypass sections as there are suitable alternatives.



Shoreham/Worthing (A27)  
Image by Future Thinking



Shoreham/Worthing (A27) Google Maps

While there is a natural acceptance of avoiding the multi-lane trunk road sections of the A27 when cycling, walking or riding, where it intersects with local roads or travels through more built-up areas there are some concerns.

These centre on being able to travel safely when directly on the A27 as well as suitable crossings over it. A lack of such provision can lead to changes in behaviour whereby cyclists look for different routes to reach their destination and all audiences have experience of reluctantly risking their safety to cross or travel along the A27.











## OVERVIEW OF EXPERIENCES

For cyclists, one of the main aspects of their experience with the SRN is an inconsistent provision of cycle lanes on parts of the A27 which can make it difficult for them to make smooth and uninterrupted journeys. It can also lead to conflict with other traffic where sharing the road with other vehicles brings them into contact with some driver behaviour which is viewed as detrimental in making journeys which are safe or enjoyable.

Driver behaviour is also perceived as a key issue by pedestrians and equestrians with references to drivers disregarding controlled crossings or not giving equestrians suitable space on the road or at intersections.

Many have a need to cross the A27 to access facilities or the countryside. Bridges are viewed very positively, particularly by horse-riders as they are high-sided and easily accessible at surface level. However, there is a belief that there is a lack of controlled crossings near to some key facilities and especially on the A27 between Lewes and Brighton where there was frequent reference to having to risk safety in crossing at surface level.

Key observations include:

Road	Aspect	Insight	Impact
A27	Old Shoreham Road	Crossings are sometimes disregarded by motorised traffic	-  
A27	Old Shoreham Road	Inconsistent cycle lane provision	- 
A27	Bridges	Positive perceptions of bridges which are easily accessible with high sides	+   
A27/ A283	Roundabout intersection	Anxious for safety with lack of space, dedicated lanes and fast traffic	-  
A27	Lewes – Brighton	Insufficient crossings	- 
A27	Tunnel	Allows equestrians access to the Downs without having to interact with the A27	+ 





*"The roads are not built for cyclists. We're an afterthought, really"*  
(Cyclist, Male)

*"As a woman on my own, I'd rather run across a busy road than go under an underpass"*  
(Pedestrian, Female)

There is a belief that safety concerns could be improved with a better network of cycle lanes both on the A27 and where it intersects with local roads. Similarly greater frequency of crossings for all three audiences would allow safe access to key amenities in the local area.

There is also a desire for improvements to driver awareness of other road users when on the SRN through more warning signs and information around approaches to crossings and areas where surface crossing may be undertaken. However, with experiences in the area of drivers disregarding crossings and driving erratically around cyclists and equestrians there is a further appeal for statutory education of drivers in how to drive safely around all road users.

Overall, there is a feeling that the needs of all road users are not

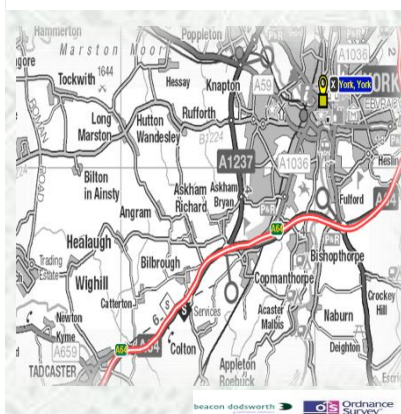


equally considered when designing or upgrading the SRN.

## PREFERENCES FOR IMPROVEMENT



# YORK



"There's nothing between Leeds and Tadcaster"  
(Cyclist, Female)

"We want to get off the roads, we want to get on the grass, we want to enjoy the countryside, but there are always times when we come into conflict with other road users "  
(Equestrian, Female)

"When I'm coming from York to Leeds, there's a point where you've got to cross a slip road, and that's a bit of a nightmare. Half of the roads don't indicate and they're doing 70mph"  
(Cyclist, Male)

## BACKGROUND

We spoke with cyclists, equestrians and pedestrians from York. Their experiences were focussed on both using and crossing major 'A' roads, particularly the A64.

## IMPACT OF THE SRN

The A64 is a key link road for people and is used frequently by those working and living in and around York. Use of this road is often multi-faceted with cyclists, pedestrians and equestrians also having regular experience of driving this route.

There is widespread agreement that the standard to which the A64 serves cyclists, pedestrians and equestrians varies significantly along the route with a clear demarcation at Tadcaster.

As the A64 traverses rural areas between York and Leeds these audiences have particular needs in negotiating a route with vehicles travelling at high speed. As an important trunk road providing connectivity with parts of Yorkshire, many cyclists, pedestrians and equestrians do require safe use of this arterial route.

## OVERVIEW OF EXPERIENCES

An inconsistent provision of segregated or, as a minimum, defined rights of way for cyclists, pedestrians and equestrians is the most significant factor for these audiences in relation to the A64 as it can affect their safety in using this route.

While the section between York and Tadcaster is viewed relatively positively in providing clear rights of way with footpaths and cycle paths, the road between Tadcaster and Leeds is a different matter. The A64 here is viewed as lacking any provision at all, which has a knock on effect on opinions of other aspects of the SRN such as the impact of high speed traffic, provision of crossings and upkeep of verges.



Road	Aspect	Insight	Impact
A64	York – Tadcaster rights of way	Views are generally positive on the footpaths/cycle paths available	+
A64	Tadcaster – Leeds rights of way	Lack of provision of any dedicated right of way resulting in direct contact with motorised traffic on fast road	-
A64	Crossings	Infrequent controlled crossings, particularly between Tadcaster and Leeds	-
A64	Sliproads	Can cause anxiety for cyclists when continuing on cycle path as no controlled crossing	-
A64	Speed/volume of traffic	Perceived as a 'fast' road which can make direct users of the road feel unsafe	-
A64	Maintenance of grass verges	Unmaintained sections mean pedestrians and equestrians are unable to use resulting in having to directly access the A64	-



*"You need to cross [the A64] because the bridle paths join up. There are very few places which are especially for crossing"*  
(Equestrian, Female)

*"I'd like not to emerge from a hole in the hedge, just a bigger gap, somewhere to wait, visibility"*  
(Equestrian, Female)

*"They've got, like, pubs and houses built around these roads, but then nowhere for people to cross. More frequent, or even signs to where the nearest [crossing] is"*  
(Pedestrian, Female)



A64  
Google Maps



Cycle route/bridleway crossing A64  
Google Maps

People understand that in a rural area there may not be a high volume of cyclists, pedestrians and equestrians wishing to use or cross the A64 between Leeds and Tadcaster and therefore installing dedicated lanes or more crossings may seem an expensive and unnecessary investment. However for those who do wish or need to use the SRN in this area the current lack of provision is seen as a considerable safety concern and a lack of understanding of their needs as potential road users.

All three audiences cite experiences of being directly on the A64 alongside other traffic. This causes anxiety due to perceived vulnerability in travelling adjacent to high speed traffic which does not always respect them as fellow road users. Equestrians cite their additional concern that they are also in control of an animal which can be unpredictable.

Most of these users would not necessarily choose to be in such close proximity to the traffic, but the route is their only option of accessing certain facilities or areas and therefore they have no choice. For example, equestrians state that some bridleways emerge onto the highway before reconnecting either opposite or further up the A64 (see images). Similarly pedestrians and cyclists who need to travel between residential areas find they have to use the road itself or attempt to cross at surface level, given the lack of controlled crossings along the route.

The lack of pathways on the A64 between Leeds and Tadcaster means that pedestrians and equestrians will often seek to travel on the grass verges to avoid the fast-moving traffic. This results in greater observation of maintenance of such spaces and there is evidence of dissatisfaction with the current levels of upkeep. There are experiences of overgrown foliage not only restricting free movement along the verge but also obstructing visibility when waiting or attempting to cross. Equestrians also cite difficulties in finding sufficient room to wait at the side of the A64 for a safe opportunity to cross with their horse.

Due to some of these difficulties, there is also a cohort of cyclists and pedestrians who would like to be able to use the A64 route in this way, but do not as they fear for their safety and so will use alternative motorised methods.

## PREFERENCES FOR IMPROVEMENT



Provision for cyclists, equestrians and pedestrians alongside A64 between Leeds and Tadcaster



Controlled crossings on A64 at key local roads, rights of way and villages

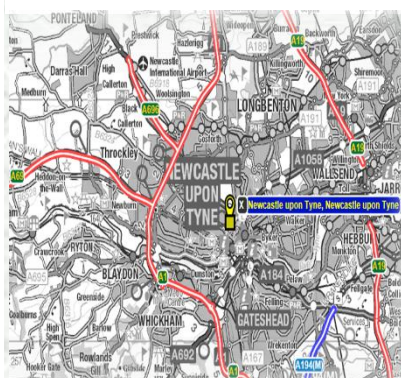


Greater education and warning signage for drivers about presence of cyclists, pedestrians and equestrians



Maintaining grass verges and pathways so they can be used by pedestrians and equestrians

# NEWCASTLE



"The more rural you're going on these roads, the less there is in terms of walkway"  
(Pedestrian, Male)

"They just whizz past, even though there's a sign saying horses are here"  
(Equestrian, Male)

"If it's possible to avoid riding on the road, I will."  
(Equestrian, Female)

## BACKGROUND

We spoke with pedestrians, equestrians and cyclists from Newcastle. Their experiences were focussed on both using and crossing major 'A' roads, particularly the A69, A19 and A1.

## IMPACT OF THE SRN

The SRN is an integral part of everyday life for cyclists and pedestrians in Newcastle and the A69 in particular for equestrians. As well as these audiences using and crossing the network directly, there are also numerous intersections with local roads.

Experiences of the SRN across this area vary greatly, due largely to perceived inconsistency of provision for cyclists, pedestrians and equestrians when using these roads. Where the SRN crosses rural areas, its impact is viewed more negatively than in urban parts.

There are frequent references to a lack of provision for the needs of these audiences resulting in concerns for safety.

## OVERVIEW OF EXPERIENCES





















Cyclists and pedestrians have experience of the SRN in built-up neighbourhoods. Their attitudes are largely positive towards current provision across these trunk roads with references to having segregated and defined rights of way through cycle paths and footpaths. This type of provision is preferred by such users as offering a safe means of using the most direct route for their journey.

Crossings are also rated highly in urban areas with cyclists and pedestrians mentioning that there are sufficient of them and that they are placed in suitable locations for key facilities or to allow navigation of key intersections.



Similarly, bridges are mentioned as offering an effective means of crossing the SRN when necessary – although there is some preference for higher Perspex sides to improve safety.

In contrast, routes in rural areas, particularly the A69 are deemed inadequate for use by cyclists, pedestrians and equestrians.

Road	Aspect	Insight	Impact
A69	Close to Newcastle	There is provision of dedicated and segregated rights of way which makes it easy to navigate	+  
A69	Further from Newcastle	In more rural areas, provision of rights of way diminishes	-   
A69	Rural controlled crossings	Lack of controlled crossings or islands makes it dangerous to cross trunk roads	-   
A69/ A1M	Roundabout	Despite speed restrictions, traffic still approaches the intersection at speed making it difficult to cross	-  
A69/ A19	Maintenance of grass verges	Unmaintained verges mean pedestrians and equestrians are unable to use resulting in having to directly access the trunk roads	-  
SRN	Bridges	Positive in regards to the frequency and provision of bridges over trunk roads but would prefer higher Perspex sides for safety	+   
SRN	Underpasses	Concerns for safety and maintenance of underpasses to navigate trunk roads	-   
SRN	Urban controlled crossings	Satisfied with provision of crossings in built up areas	+  

*"Even when the A69 turns into a single carriageway, I wouldn't ride along there. It's way too busy"*  
(Cyclist, Male)

*"If I go on a bike with my kids, I put the bikes in the car, go somewhere"*  
(Cyclist, Female)

*"I go through an underpass, under the 69. I don't like it. I don't like riding on any of the roads, but I've got nice off-road hacking on that side of the A69."*  
(Equestrian, Female)

*"Even if there is a pavement, they haven't been maintained, they're just in disrepair, which goes along with the verges. If you're a pedestrian, some of these areas come onto roundabouts and you need to cross the roads to continue, because the growth is so high, it makes it difficult for cars to see that you're walking."*  
(Pedestrian, Male)

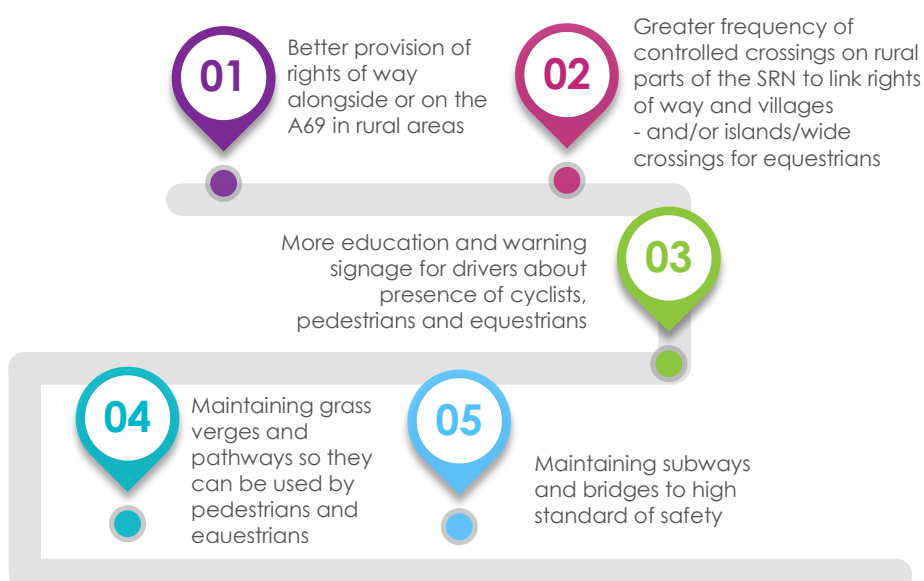
The preference for cyclists, pedestrians and equestrians is to avoid major trunk roads, especially where there are high speed limits, as they do not feel safe using them. However in rural areas, such as the A69 connecting Newcastle to Carlisle, there are circumstances which result in these audiences having to use this route to reach particular destinations as well as evidence that people would like to use it via one of these modes if it was better designed.

There is agreement among these road users that consideration of their needs is not taken into account and that there is a lack of provision for them on the A69 particularly. Cycle paths and footpaths do not serve the entire route resulting in concerns over proximity to traffic on the road. Even where warning signs may give advance notice of pedestrians or equestrians in the road, there are experiences of drivers not slowing down or paying little regard to sharing the road or driving with due care.

Cyclists and equestrians cite experiences of having to use the A69 to get to more rural areas in which to cycle and ride, but do not feel comfortable doing so. Some cyclists will therefore drive along the A69 to reach their destination and then cycle rather than cycling the whole route.

The maintenance of verges and provision of crossings on rural parts of the SRN are also raised as concerns, largely among pedestrians and equestrians. If verges are not maintained either next to footpaths or directly next to the road, they have to travel closer to traffic which can cause anxiety. Similarly if there are infrequent controlled crossings for these road users, safety is again at risk through having to make surface level crossings, sometimes with poor visibility due to overgrown verges.

## PREFERENCES FOR IMPROVEMENT





# Future Research Opportunities

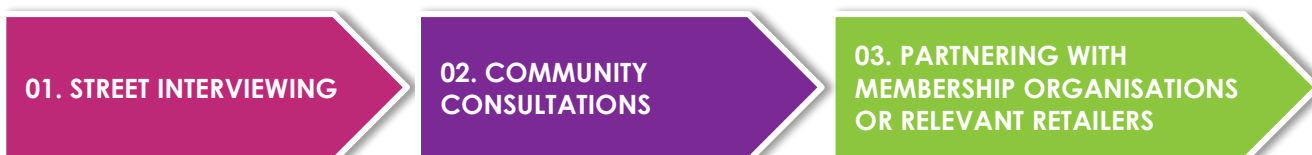
***Cyclists, pedestrians and equestrians are regularly exposed to the SRN and believe their needs should be considered by Highways England***

## ATTITUDE TO RESEARCH ABOUT THE SRN

This study has confirmed that cyclists, pedestrians and equestrians have regular interaction with the SRN and consequently have strong experiences and opinions of the network. The research has identified that while there are experiences of the SRN specific to each of the three audiences, there are also many consistent themes which could be explored in more depth within a wider survey environment.

Overall, most participants welcomed the idea of research being undertaken around this subject believing that the SRN has a significant impact on cyclists, pedestrians and equestrians and therefore their views should be accounted for. They stated their likelihood of participating in such a study would depend on the method through which they are approached. Most believed a direct approach would be most successful in eliciting widespread cooperation.

Recommendations arising from the research largely centred on local targeting of relevant audiences and included:



People are rational regarding engagement, stating for example that membership organisations will provide exposure to relevant audiences but may not provide access to a broad and representative spectrum of users as more frequent and committed cyclists, walkers and equestrians are likely to be associated with such organisations. They also recognised that street interviewing may be impeded by cyclists and equestrians not wishing to interrupt their journeys to participate.

There was also a belief that any survey should be succinct with a limited number of questions within which perceptions of safety should feature prominently.

As the research was purposefully undertaken in areas near to the SRN, location-specific insights were uncovered, as well as generic themes, and such case studies may provide the most valuable actions for future planning.

This could therefore be considered on a wider scale, with robust location-based surveys being undertaken to deliver in-depth insight into the needs and opinions of cyclists, pedestrians and equestrians in specific areas of the SRN.

## ACHIEVING FUTURE ENGAGEMENT

Cyclists, pedestrians and equestrians were universal in their belief that their needs when using or crossing the SRN should be considered by Highways England. There is therefore clear appetite for Highways England to understand and consult with these road users going forward.

A further feasibility study is being completed to identify population incidences for these audiences and the possible direction and logistics of conducting future research. Options to be explored should include:



01

#### Street Interviews

Potential audience size can be identified through an omnibus exercise identifying target sample points where interviewers can conduct short street interviews with relevant audiences **NB: may result in minimal equestrian sample**

02

#### Hall Tests (research undertaken in a central venue through pre or in-street recruitment) /Community Consultations

A less structured approach can be undertaken, hosting community events with advance advertising in local facilities/media. This can include self-completion surveys for attendees **NB: no guarantee of sample sizes**

03

#### Online Panel

Large scale interviewing can be undertaken with specific questions on local experiences **NB: no guarantee of robust clustered samples for specific geographic locations**

04

#### Partnership Approach

May work well for particular audiences or boosting samples especially equestrians **NB: unlikely to be a sole approach as not realistic for pedestrians or casual cyclists**

# Conclusions

While some areas of the SRN are identified as accommodating the needs of cyclists, pedestrians and equestrians, there are frequent examples of frustration with current provision. The most common preferences for improvements are to ensure there is consideration of the needs of all users of the SRN and that these roads are safe.

Cyclists are seeking more consistent provision comprising of segregated cycle ways; continuous routes which avoid leaving the SRN or having to dismount; and safe access to the fastest route. There is a strong desire for better education of drivers on the rights of cyclists and safety guidance on how to share road space considerately. Changes to road design are also cited as actions which could improve the experience of using the SRN, with suggestions including staggered traffic lights to give cyclists a head start at intersections and ensuring that there are dedicated cycling lanes at junctions and crossings.

Pedestrians prioritise greater monitoring of SRN crossings to ensure there is suitable provision for accessing facilities and at intersections with local roads. They would like to see improved footpath provision or alternative routes on rural sections of major 'A' roads and for adjoining undergrowth to be well maintained. Similarly to cyclists, safety is a concern, with a preference for the introduction of more warning signs that pedestrians may be using the roads or crossing at surface level.

Equestrians cite safety as their key concern, requesting better education of drivers on the rights of equestrians on the road. An important improvement to their experience of contact with the SRN would be ensuring there are segregated rights of way as well as wide and safe crossings with good visibility particularly where bridleways connect.

This research concludes that using the SRN is important to cyclists, pedestrians and equestrians and can affect their everyday lives even if the experiences are not top of mind. These audiences recognise that there are more motorised vehicles on the SRN but believe their needs and views should be considered and accommodated by Highways England. With safety the predominant concern when exposed to the SRN, cyclists, pedestrians and equestrians appeal for particular danger hotspots to be monitored and redeveloped before there are serious consequences.

Consideration of the SRN does resonate with people and cyclists, pedestrians and equestrians say they would be likely to participate in any future consultation and research on this subject. However response will be strengthened by:

- localising the research
  - as people are more likely to identify with provision in their local area and view it as a matter which affects them
- confirming that the research will be used and acted upon
  - people want to feel reassured that their participation has been worthwhile and change could be influenced by their input
- working with membership organisations or relevant retailers
  - for less prevalent groups such as equestrians, partnering with a membership organisation in a consultation exercise may increase the response



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