

2009/10 Northern Corridor Transport Improvements Programme

Public Evaluation



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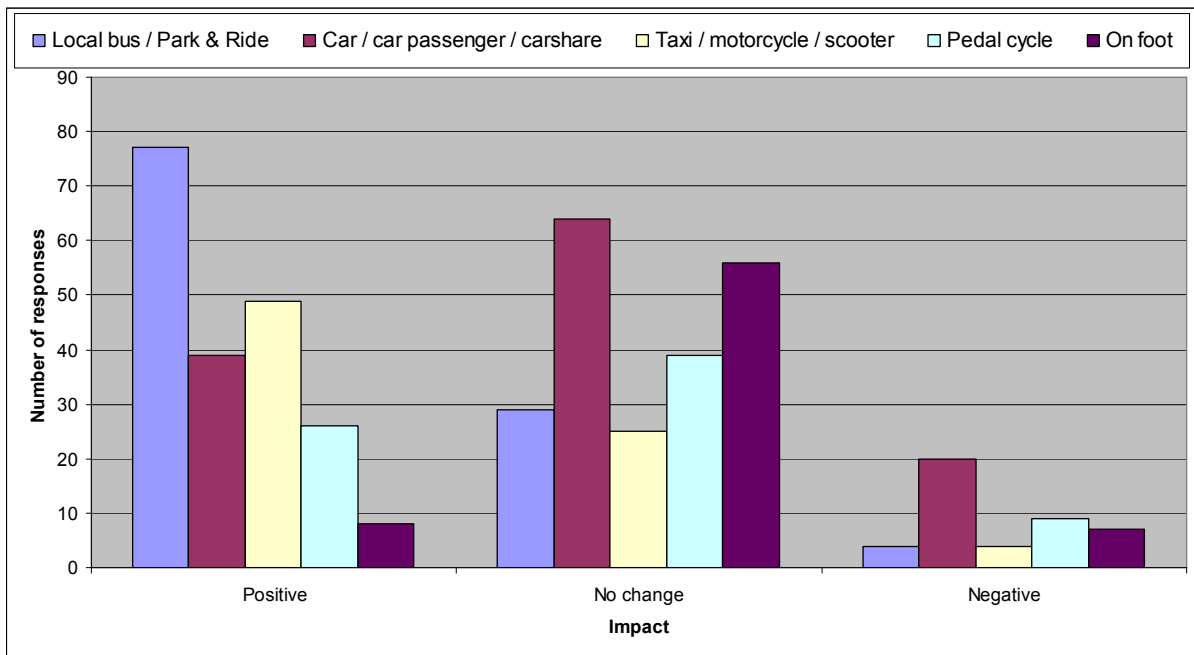
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1.0 Summary of results.

On completion of the 2009/10 Northern Corridor Transport Improvements Programme in March 2010, a public survey was carried out in order to evaluate the impact of the improvements on various modes of transport. The results (figure 1) show that the majority of respondents feel the investment has had a positive impact on buses / bus users, taxis, motorcycles and scooters. The results suggest that there has been no change in the travelling experience of motorists, cyclists or pedestrians.

Figure 1: The impact of the Northern Corridor Improvements Programme by mode.



1.1 Headline comments relating to the Northern Corridor.

The following themes were identified in the comments provided by survey respondents.

1. Highway improvements

- *There is a need to address congestion at the 'George bottleneck' - the area between Derriford Roundabout / the George Junction and Woolwell Roundabout.*
- *There is a need for better / increased signage for the George Junction Park & Ride site (and throughout the corridor).*

- *There are safety concerns over the junction from Tavistock Road (inbound) onto the slip road onto Crownhill Road.*
- *Tidal traffic lanes (similar to the traffic system over the Tamar Bridge) and targeted road widening should be considered.*
- *There is confusion over lane priorities and road markings at Drake Circus / Charles Cross.*

2. Traffic light improvements / alterations

- *Traffic signal phasing's need to be reviewed along the entire length of the corridor.*

3. Congestion

- *Congestion at Manadon needs to be addressed.*
- *There are still long traffic tailbacks along Morgan Road towards the Tavistock Road during (and every) late afternoon Monday to Friday.*

4. Park and Ride

- *There are concerns regarding rat running at the George Park and Ride.*
- *More bus priority for Park and Ride users is needed.*
- *The George Junction extension and Park and Ride to the hospital are not fully utilised.*

5. Public transport incentives / disincentives:

- *There is a perception that bus services are expensive and unreliable.*
- *More bus priority needed, including a continuous bus lane to / from Derriford Hospital is needed*
- *A higher frequency of services needed.*

6. Enforcement issues

- *Outland Road right hand turn bans are frequently being ignored.*

7. Cycle improvements / comments

- *There is a general feeling that cyclists do not use cycle lanes.*
- *Cycle lanes should / should not be shared as part of bus lanes (conflicting views).*
- *Cycle lanes should / should not share pedestrian space (conflicting views).*
- *Cycle lanes are often disjointed and not as direct as roads. They are therefore not always suitable for commuter cyclists who travel via the most direct suitable route.*
- *There is a perception of poor behaviour of drivers towards cyclists.*

8. Pedestrian improvements / comments

- *General improvements to pedestrian crossings are needed.*
- *Textured paving and high kerbs are difficult for mobility scooters.*

2.0 Introduction.

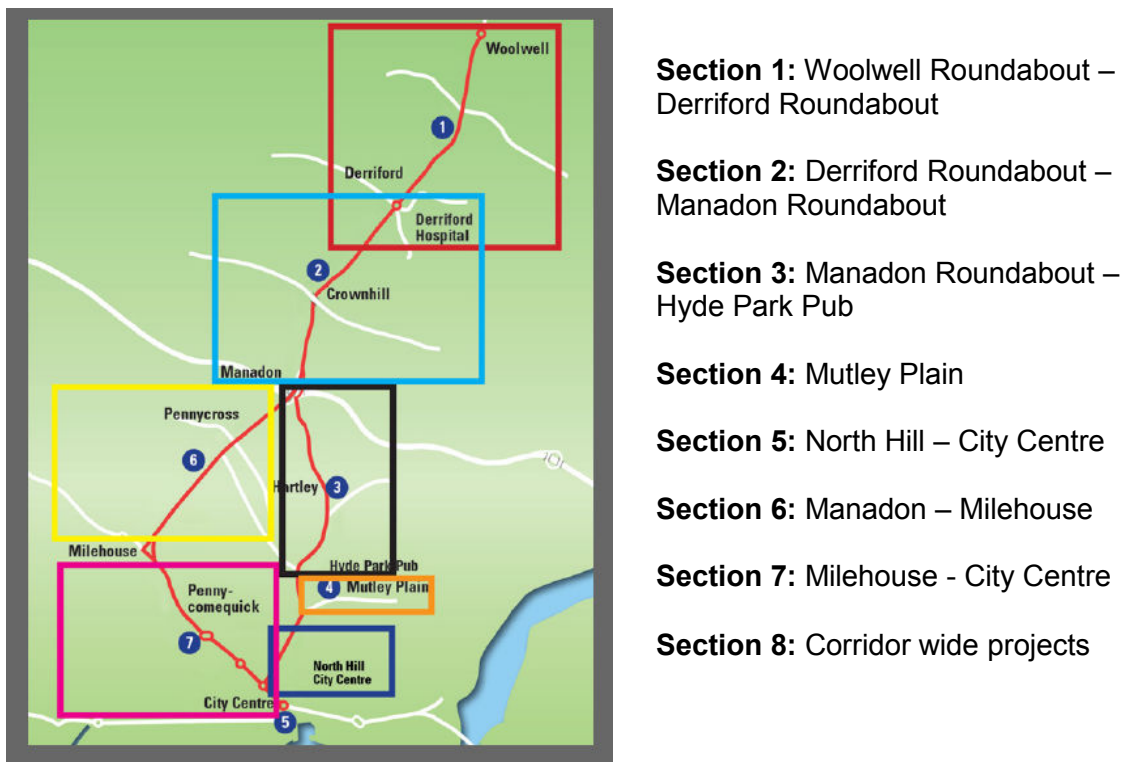
The Northern Corridor, the A386 and B3250, is one of main routes into Plymouth for public and private transport with 30,000 vehicles per day¹ using this part of the highway network. The importance of the Northern Corridor as a main route is reflected in its transport assets which include; two of the city's park and ride sites, the airport, central train station, two public car parks, supported bus services and numerous workplace and school travel plans.

In 2007 the Council sought the views of businesses, the wider public and transport providers on what they felt could be done to improve the overall experience of people travelling on the Northern Corridor.

In response to the consultation a targeted programme of works was delivered between May 2009 and March 2010, investing in the region on £2 million on transport improvements on the A386 and B3250.

Plymouth Transport and Highways undertook transport improvement works in eight sections on the corridor. These sections are identified on the map below.

Figure 2: Northern Corridor scheme delivery areas



¹ 2008 data

2009/10 Northern Corridor Transport Improvements Programme

In May 2010, following the completion of the 2009/10 works, people were invited to review the effectiveness of the Northern Corridor improvements and the delivery of the works through an online survey. The results of the survey are recorded in section 6 of this report.

The 2009/10 Northern Corridor transport improvements represent the continuing investment on the corridor which, alongside policies and planning documents such as the Derriford and Seaton Area Action Plan, will help to support the growth of the city and improve the travelling experience and choice of everyone using this part of the city's transport network. The Northern Corridor transport improvements are continuing this year and details of the current schemes, including improving Manadon roundabout can be found at:

www.plymouth.gov.uk/northerncorridor and section 7 of this report.

3.0 Corridor improvements delivered as part of the 2009/10 Northern Corridor Programme.

Between Woolwell Roundabout and Derriford we:

- ✓ Introduced a second entrance from Plymbridge Road into the George Junction Park & Ride and landscaped the site around the new extension
- ✓ Continued to support the Northern Connect Taxibus service
- ✓ Constructed, through road widening, a new bus and cycle lane at the exit from Derriford Hospital.

Between Derriford and Manadon Roundabout we:

- ✓ Constructed, through road widening, a new bus and cycle lane, southbound on Tavistock Road between Charlton Road and Crownhill Flyover
- ✓ Resurfaced sections of Tavistock Road to improve the quality of the ride for all travel modes
- ✓ Installed electronic monitoring equipment on buses to monitor the driving quality and smoothness of the journey
- ✓ Enhanced the safety barriers on the Crownhill flyovers.

Between Manadon Roundabout and Milehouse Park & Ride we:

- ✓ Implemented a right-hand turn ban for traffic and cyclists at various locations along Outland Road to improve safety and the flow of traffic
- ✓ Improved the pedestrian crossing facilities on Beacon Park Road.

Between Manadon Roundabout and the Hyde Park Pub we:

- ✓ Introduced a new pedestrian crossing and improved the junction on Hyde Park Road
- ✓ Introduced new pedestrian refuge islands on Mannamead Road to make it easier to cross the road.

Between North Hill and the City Centre we:

- ✓ Widened the carriageway to four lanes at the entrance to the Drake Circus car park
- ✓ Built an island so that traffic does not cross into the bus lane
- ✓ Permanently closed the right-hand turn into the shopping centre (following the success of the experimental order implemented in February 2009).

Corridor wide projects:

- ✓ Installed electronic timetable displays (real time passenger information systems (RTPI)) in bus shelters at 10 locations along the Northern Corridor
- ✓ Installed Variable Message Signing (VMS) at key locations along the Northern Corridor - these are electronic signs which display information to motorists about traffic conditions and road works.
 - They have been installed;
 - Inbound between Roborough Roundabout and Woolwell Roundabout
 - Inbound on Tavistock Road at Crownhill
 - Outbound on Outland Road.

4.0 Methodology.

Plymouth City Council decided that the best way to review the impact of the 2009/10 Transport Improvements Programme for the Northern Corridor was through an online survey which took people through the improvements and asked for their views based on their main mode of transport.

The survey was hosted on the Council's consultation [portal](#) and paper copies were also available on request from the Sustainable Transport Team.

To advertise the survey a number of stakeholders were contacted including:

- ✓ 26 local Councillors
- ✓ 213 local residents- individuals who had taken part in the previous Northern Corridor consultations and who had provided their names and addresses to the City Council.
- ✓ The Plymouth City Council Bicycle User Group
- ✓ The University of Plymouth Bicycle Users Group
- ✓ Representatives of Plymouth Citybus, First Devon and Cornwall, Target Travel, Taxifast and Hackney Cabs
- ✓ The Northern Corridor Travel Plan forum (representatives from key businesses on the corridor who either have, or are developing, travel plans)

Other activities were also undertaken to advertise the survey including:

- ✓ Updated information on the Northern Corridor web pages on the Plymouth City Council website
- ✓ Notification of the start of the survey on the Plymouth City Council website homepage
- ✓ Internal notification on Staff Room (online portal for Plymouth City Council Staff)

The survey was available online between 19th May and 16th June 2010

The response to the consultation was good. In total 146 surveys were completed. The data from the questionnaires has been analysed and is reported in sections 5 and 6 of the report.

5.0 Who responded?

Of those people who completed the survey 74 were male (51%), 68 were female (47%) and 4 (3%) respondents chose not to say. The ages of those people who responded are shown below:

Table 1: Demographics of Northern Corridor survey respondents.

| Age range | No. of respondents |
|------------------|---------------------------|
| Under 18 | 0 |
| 18 - 24 | 7 |
| 25 - 34 | 27 |
| 35 - 44 | 39 |
| 45 - 54 | 34 |
| 55 - 64 | 27 |
| 65 or over | 11 |

As table 1 demonstrates, there were a wide range of respondents of different ages, with the under 18 age group being the only group not to be represented.

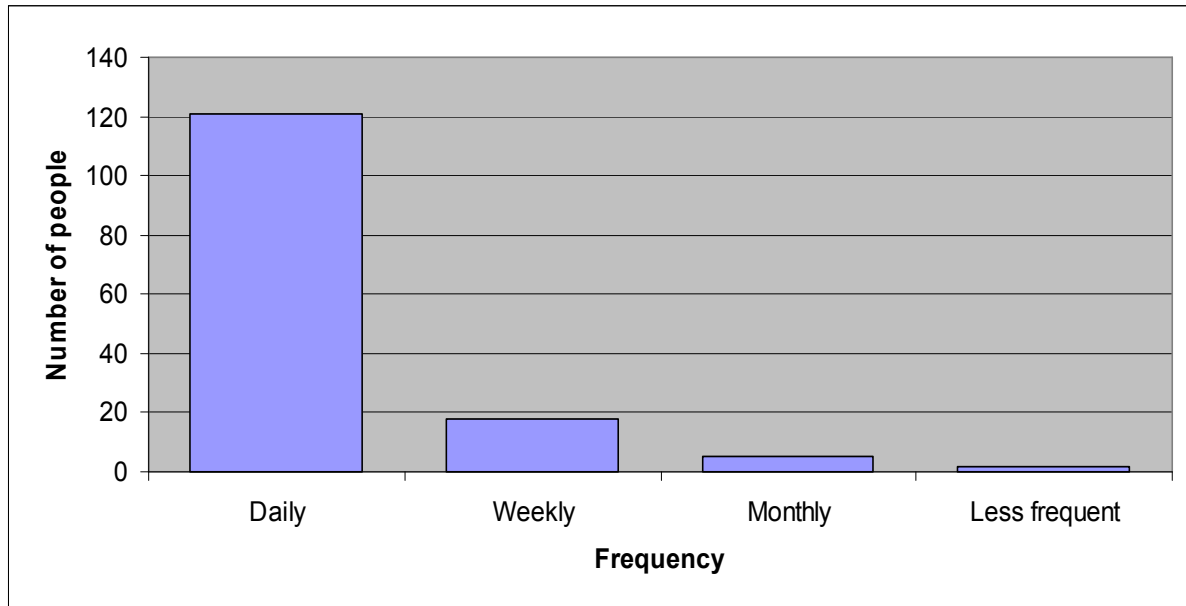
Postcode data submitted at the end of the survey showed that people from all over the city and even further into Devon and Cornwall responded to the survey, the furthest being in Totnes (to the east) and Tavistock (to the north).

6.0 Results.

6.1 General Questions:

The first question asked people how often they travelled on the Northern Corridor. The majority of the respondents travel daily on the Northern Corridor (83%), as shown in figure 3.

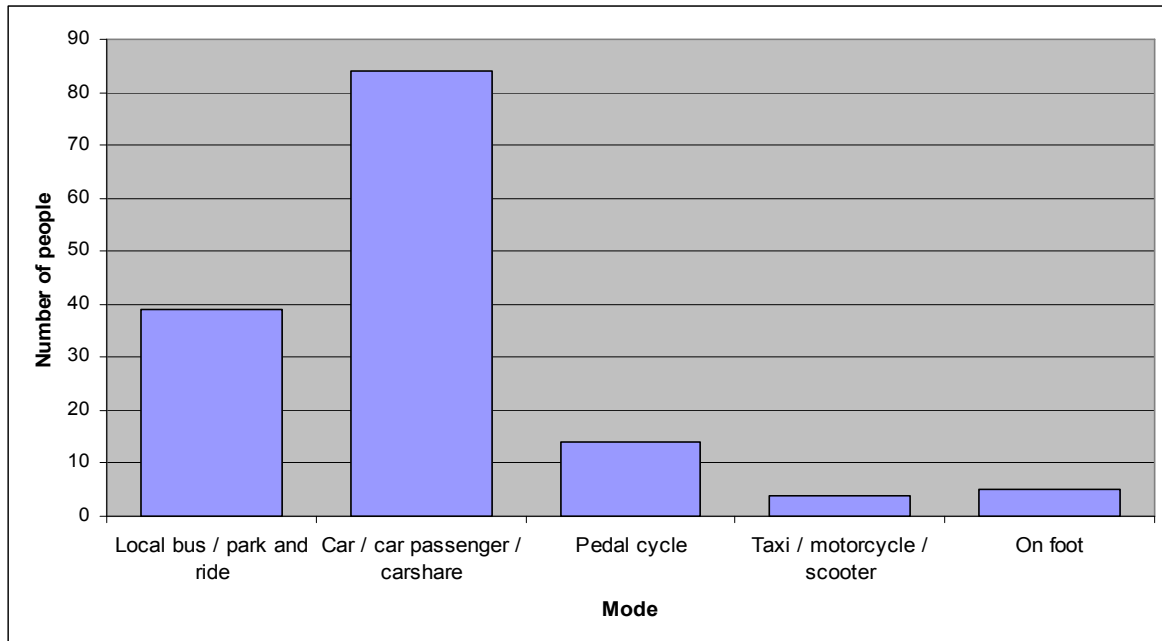
Figure 3. How often do you travel on the Northern Corridor?



We then asked what their main mode of transport was, i.e. the mode that is used for the longest part of their journey and that which people used most frequently (see figure 4). How people answered this question determined which questions respondents were guided to next. This allowed individuals to be asked questions specific to their main mode of transport. The responses to the mode specific questions are reported in sections 6.2-6.6.

Please note that due to the nature of the Northern Corridor it was not expected that all respondents would use all sections of the corridor, therefore, answers of 'don't know' and 'not relevant to my journey,' whilst being taken into account in the analysis have not been included in the results.

Figure 4. What is your main mode of transport when travelling on the Northern Corridor?



The questionnaire was answered by representatives of each mode of travel included on the survey. This is extremely helpful. It has allowed comments relating to each mode of travel to be recorded and has allowed the analysis to be undertaken by mode, as well as by scheme. However, one respondent did comment that 'mobility scooters' were not included as a possible mode of travel and hence the person was not able to fully answer the survey.

Recommendation

Take into consideration alternative modes of transport, such as mobility scooters, during the development of future public surveys.

6.2 Feedback on the effectiveness of the Northern Corridor Transport Improvements from Local bus / Park and Ride users.



6.2.1 Northern Connect Taxibus service

People who use public transport as their main mode of travel on the Northern Corridor were asked about the Northern Connect Taxibus service, specifically whether they knew about the taxibus and whether they had used the service. In response to these questions 20 bus users (53%) were aware of the Northern Connect and 18 (4%) were not. Only one respondent out of the 19 people who answered this question had used the service before.

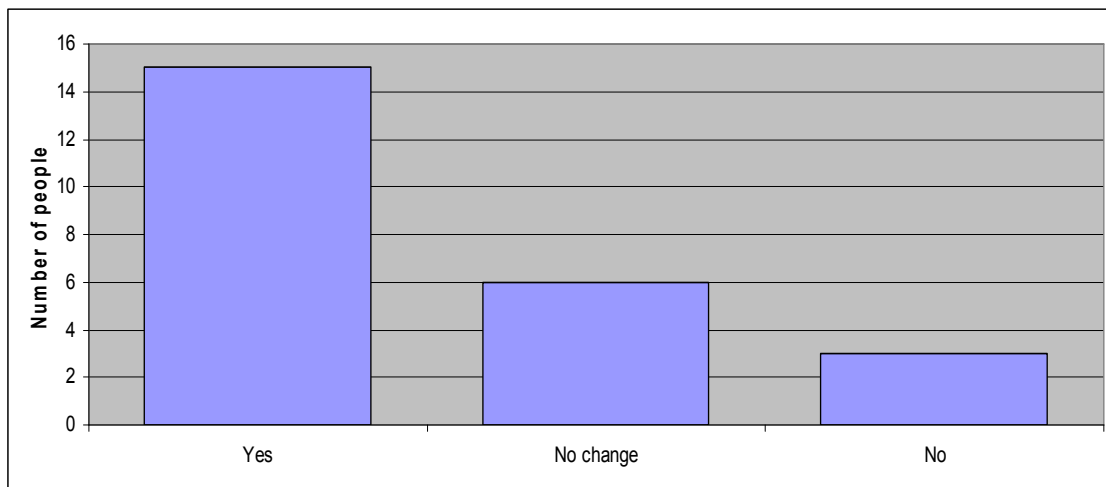
Recommendation

Promote the Northern Connect Taxibus service to employers on the Northern Corridor in order to raise the profile of the service.

6.2.2 Introduction of a new bus lane at Derriford Hospital

Bus passengers were then asked 'has the new bus lane exiting Derriford Hospital improved your bus journey?' See figure 5. For those respondents travelling to and from Derriford 15 people (63%) felt that the bus lane had improved their journey. In contrast 3 people (13%) felt it had not helped their journey.

Figure 5: Has the new bus lane on the exit from Derriford Hospital improved your journey?



The new bus lane, along with the existing priority at Derriford, affords the greatest benefits to buses travelling towards Derriford roundabout from the hospital. Buses turning right from the Hospital onto Derriford Road/ Miller Way travelling towards Estover do not benefit from bus priority for the majority of the journey and hence the new bus lane at Derriford Hospital is likely to have had a minimal impact on passengers travelling to and from the Estover area which may explain the results.

6.2.3 Introduction of a new bus and cycle lane, southbound, on Tavistock Road

People were also asked whether the new bus lane on Tavistock Road had improved the reliability of their bus journey and whether their journey was more comfortable since the resurfacing works had taken place. In response to these questions 16 respondents (46%) felt that the bus lane had improved their journey (see figure 6) and the same number said that their journey was more comfortable (see figure 7) since the road had been resurfaced. A similar number of respondents (15 no.) felt that the scheme had not had any impact on their journey.

Figure 6: 'Has the new southbound bus lane improved the reliability of your bus journey?'

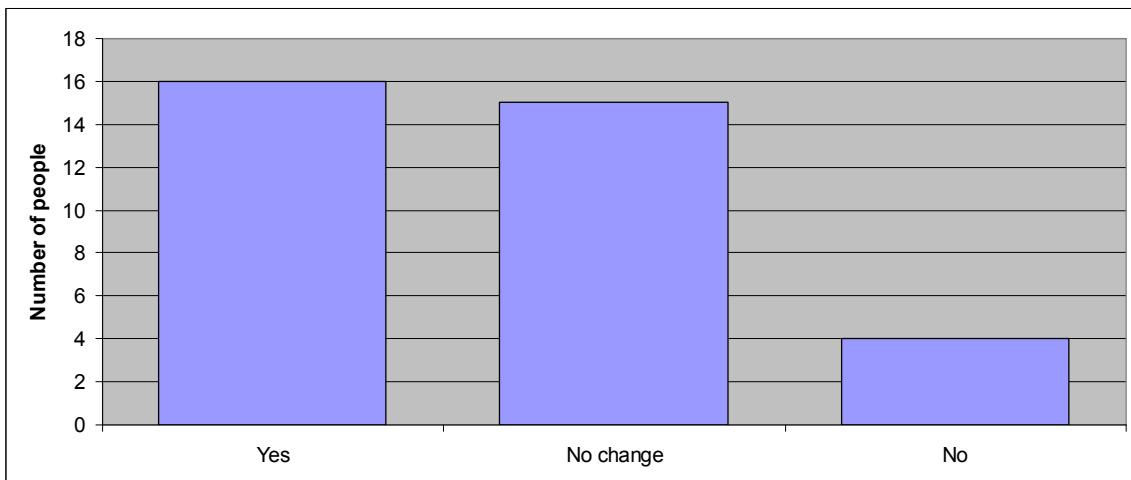
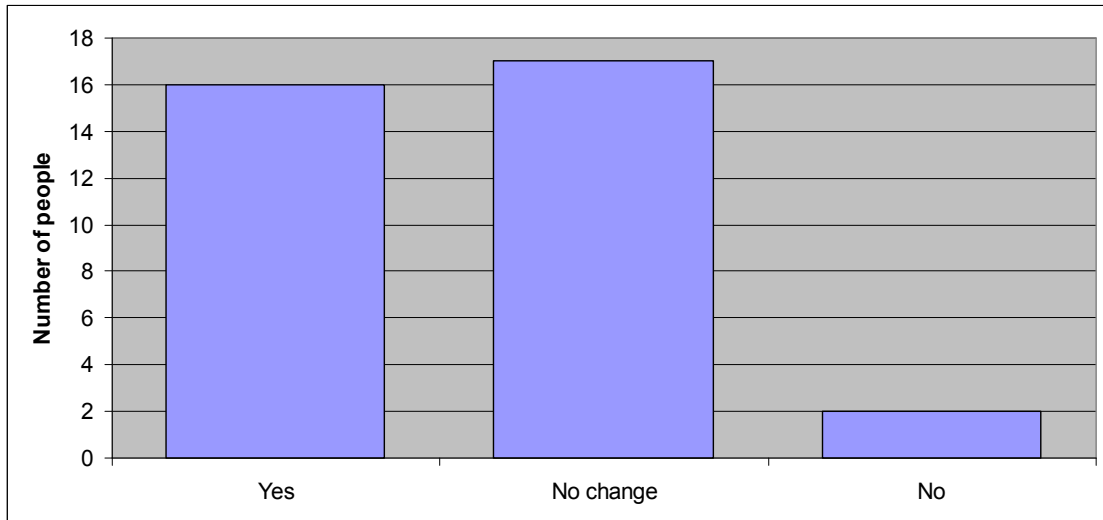


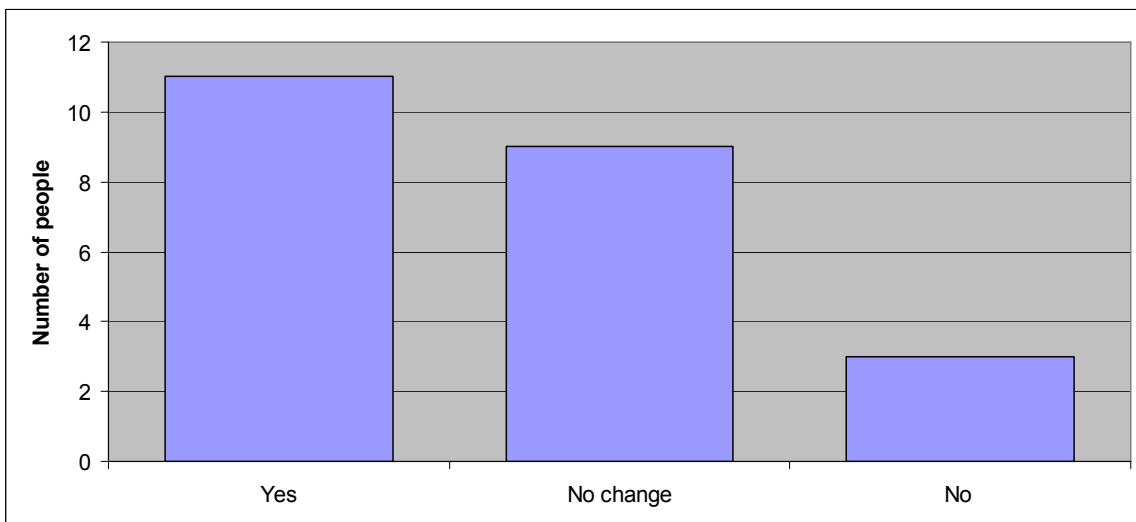
Figure 7: 'Are you experiencing a more comfortable journey since the resurfacing works have taken place on Tavistock Road?'



6.2.4 Prohibition of a number of right hand turns on Outland Road

People were asked if banning a number of right hand turns on Outland Road, introduced in order to improve safety and keep the traffic moving, had improved their experience of the bus journey along Outland Road. Of the 23 people who answered this question 11 of those (48%) (see figure 8) felt that banning the right hand turns had made a positive impact on their bus journey. However, participants did comment that the prohibitions are still, on occasions, being ignored with mixed views being expressed on the clarity of the signage.

Figure 8: The impact of a number of right hand turn prohibitions on bus users.



6.2.5 The impact of ‘Corridor Wide’ projects

The Northern Corridor works also included a number of projects which were delivered along the corridor rather than at discrete locations. These works included the installation of electronic timetable displays in bus shelters at 10 locations along the Corridor. The Council wanted to know if people had noticed these displays and if the public notices advising people about the works had been useful. The 10 locations were selected on the basis that they are well used bus stops and it is encouraging that the majority of respondents had noticed the displays (see figure 9) and had found the information displayed on them useful (see figure 10).

Figure 9: ‘Have you noticed any of the new Northern Corridor RTPI displays?’

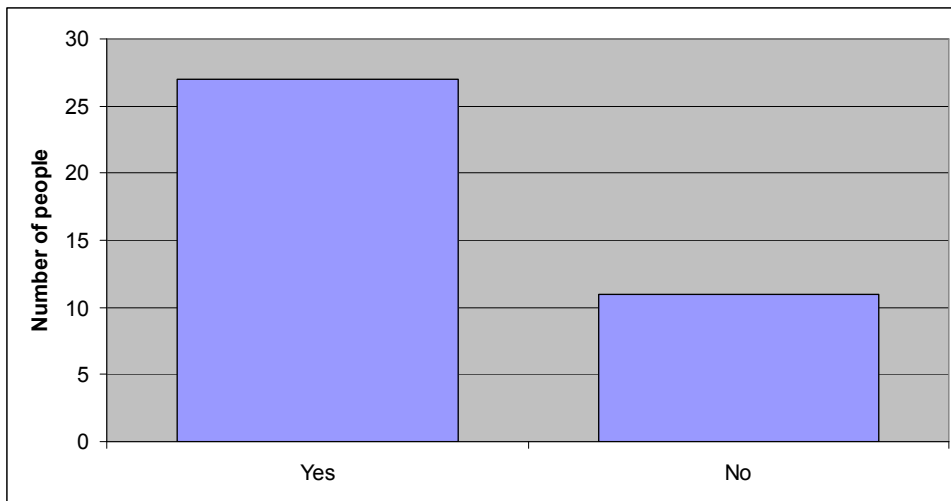
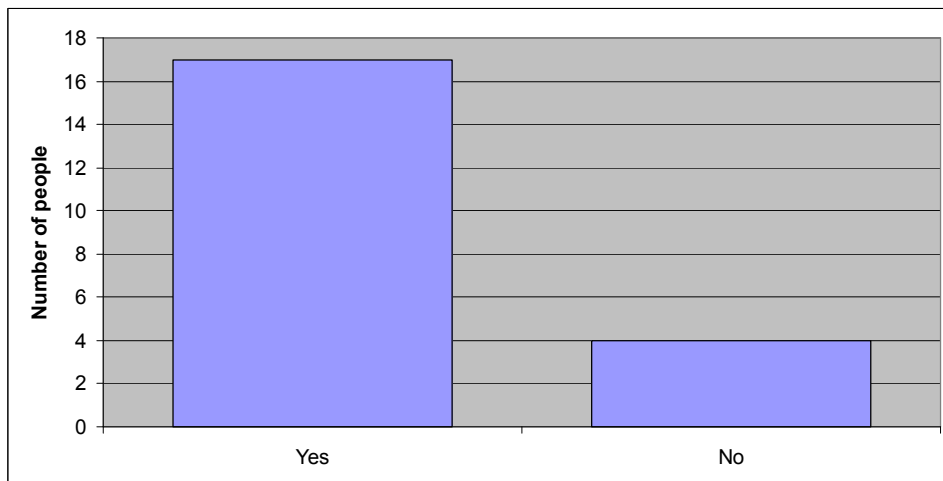


Figure 10: ‘ During the Northern Corridor improvements works , did you find any of the public notices on the electronic bus shelter displays , such as those advising of the closure of Mutley Plain, useful?’





6.3 Feedback on the effectiveness of the Northern Corridor Transport Improvements from Car / Car Passenger / Car share.

Those people who selected 'car / car passenger / car share' as their main mode of travel were asked questions on the Northern Corridor improvements specifically relating to changes affecting motorists.

6.3.1 Introduction of a new bus lane at Derriford Hospital

We asked people if the road widening and segregated bus lane has made it easier for people to get to and from Derriford and whether the recent improvements would encourage people to reconsider how they travel to the hospital. The benefit of the bus lane for motorists, which included reduced congestion at the front of the hospital through the segregation of buses from general traffic, has been less appreciable than the benefits to bus users (see figures 5 and 11 respectively). However, as a result of the bus lane 32 people (40% of motorists) might consider changing their mode (see figure 12).

Comment Box: A number of comments suggested that the Park and Ride should operate to the Hospital in order to encourage modal shift. The Council is pleased to report that a hospital Park and Ride is available from the George Junction Park and Ride. This is the service 60 operated by Target Travel. The timetable for the service is available from www.travelinesw.com.

Figure 11: 'Has the road widening made it easier to get to and from Derriford Hospital?'

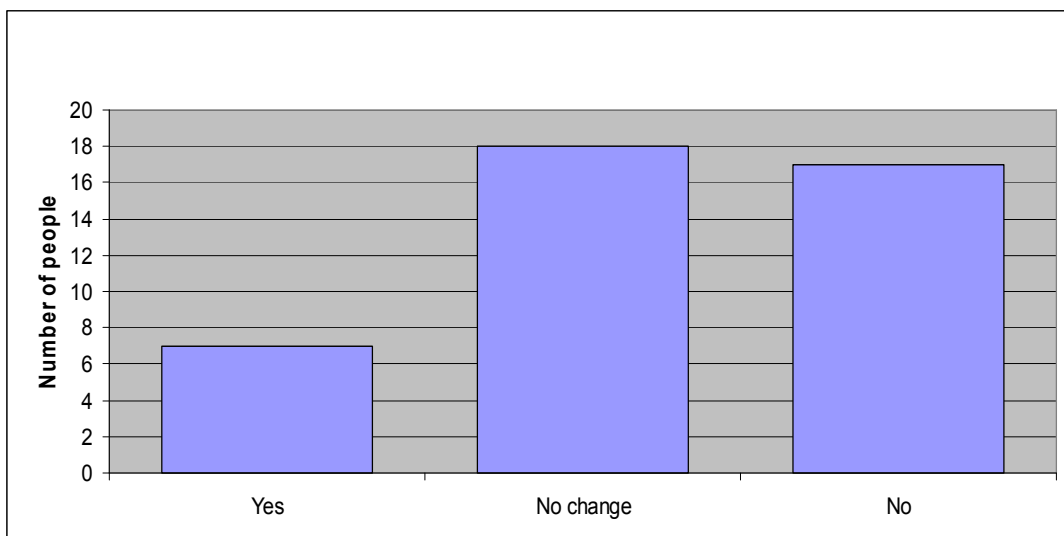
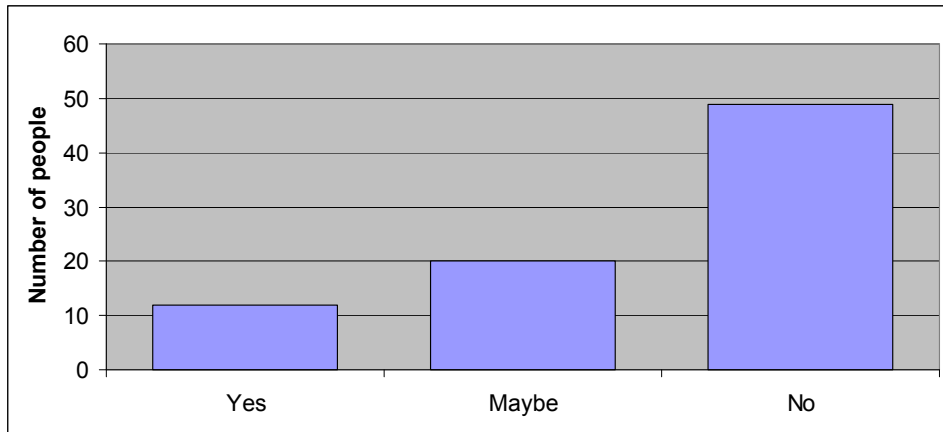


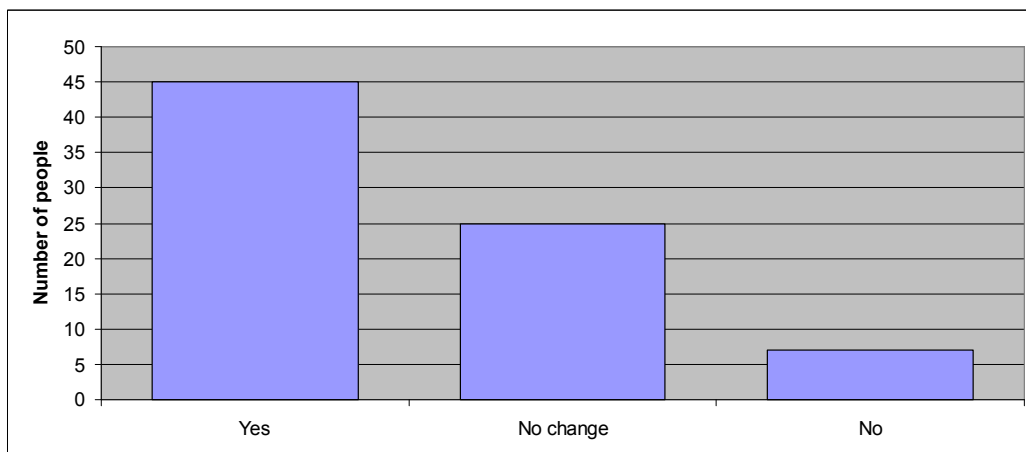
Figure 12: 'Would the recent transport investment at the Hospital encourage you to reconsider how you travel to and from Derriford Hospital?'



6.3.2 Resurfacing a section of the southbound carriageway on Tavistock Road alongside the introduction of a bus and cycle lane.

Motorists were asked whether the resurfacing works had helped to make their journey more comfortable, 45 people (58%) who travelled on this part of the corridor thought it had (figure 13).

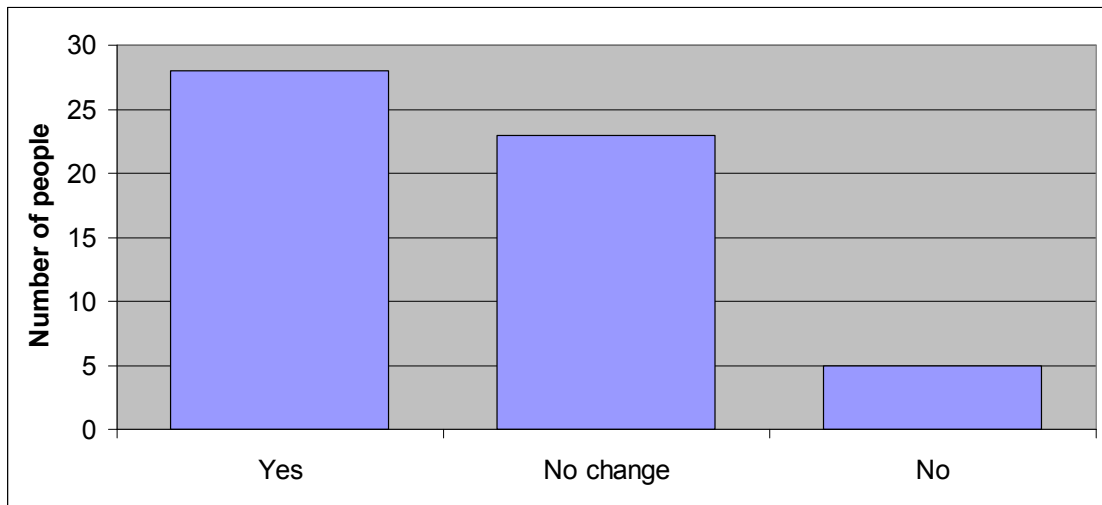
Figure 13: 'Has the resurfacing of Tavistock made your journey more comfortable?'



6.3.3 Prohibition of a number of right hand turns on Outland Road

Motorists were also asked if they had experienced an improvement in traffic flow on Outland Road since a number of right hand turns had been banned. 28 people (50%) of the respondents felt that the prohibition had improved traffic flows on Outland Road, figure 14. However, comments on enforcement were made by motorists.

Figure 14: ‘Have you experienced improved traffic flow along Outland Road since the prohibition of the right hand turns?’



Participants’ comments:

“Outland Road ban on vehicles turning right is constantly being ignored by drivers. Signs are not big enough and perhaps there should be a central reservation of plastic bollards?”

“I still see many vehicles turn right off Outland Road even though the 'No Right Turn' signs are very clear.”

“The no right turn signs between Peverell Park Road and Central Park are being ignored on a regular basis (at least twice a week and that’s only the times I am aware of!) - The one that is ignored most often is the first one after Peverell Park Road. Perhaps you could consider an extension of the middle of the road divider to cover that turning, it appears that physical barriers are the only thing that some drivers take notice of!”

Recommendation

Review signage for the right hand turn bans on Outland Road and monitor compliance of the no right hand turns.

6.3.4 The impact of ‘Corridor Wide’ projects

The improvements programme included the introduction of a number of Variable Message Signs (VMS) at key locations along the Northern Corridor. Motorists and taxi / motorcycle / scooter users² were asked whether they had seen the signs and if the information displayed was useful for planning their journey, 70 people (82%) and 44 people (69%) respectively answered ‘yes’ (figures 15 and 16).

² In the survey taxi, motorcyclists and scooters were grouped together on the basis that each of these modes is a private form of transport which is able to use bus lanes.

Figure 15: 'Have you seen any of the new VMS signs on the Northern Corridor?'

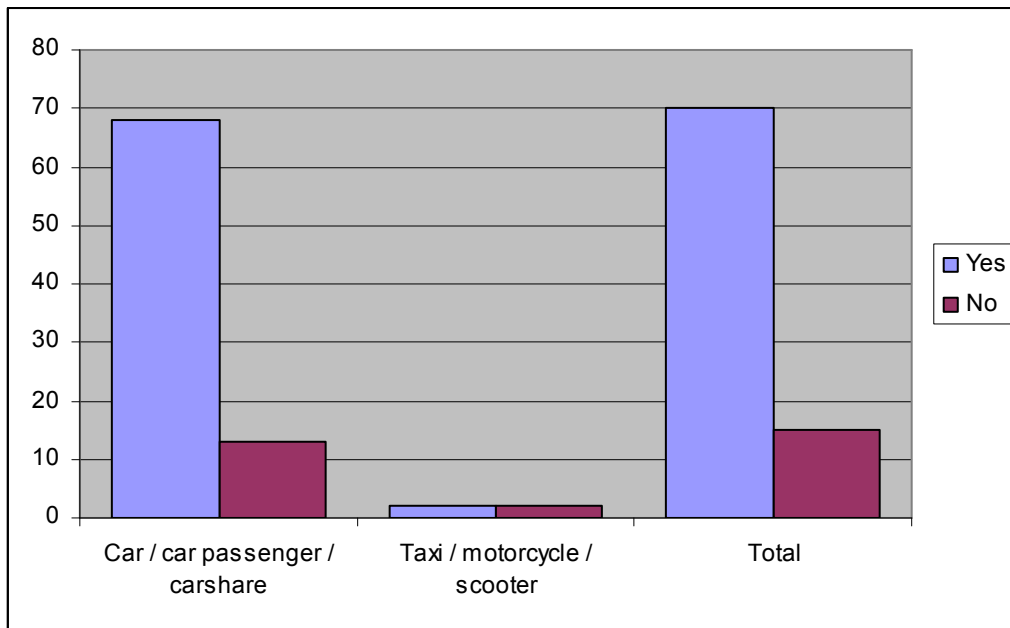
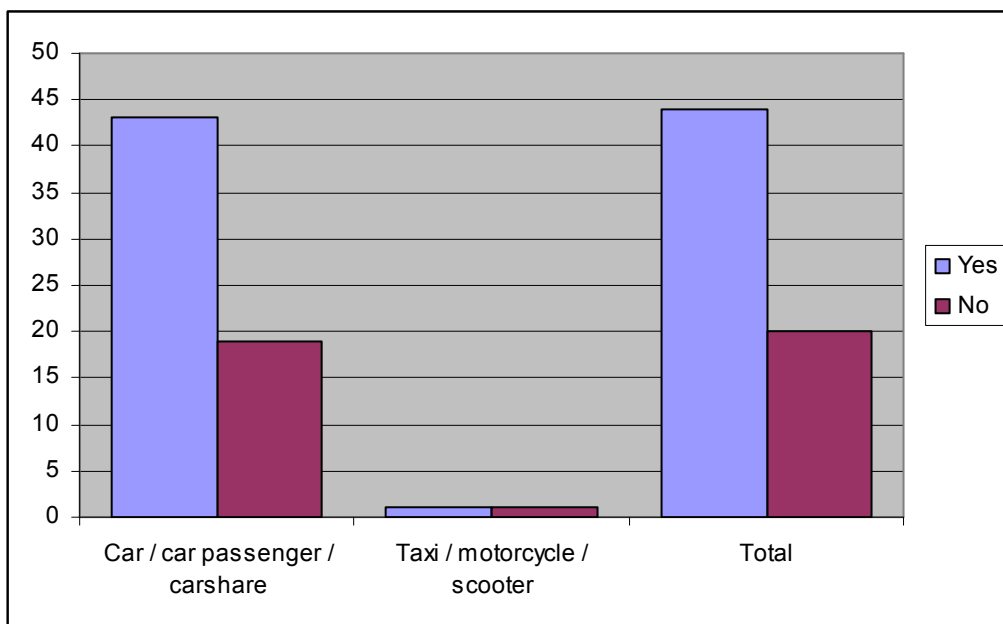


Figure 16: 'Have you found the information displayed on the signs useful for planning your journey?'



6.4 Feedback on the effectiveness of the Northern Corridor Transport Improvements from pedal cyclists.

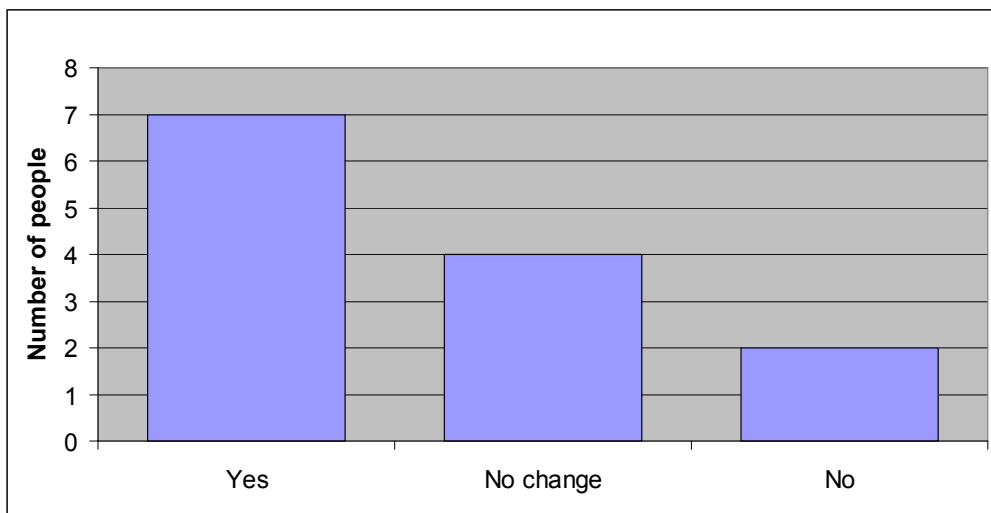


Those people who selected pedal cycle as their main mode of travel were asked questions on the Northern Corridor improvements affecting cyclists.

The first question asked ‘Have the enhancements to the cycling infrastructure improved your overall cycling experience?’ Seven out of the thirteen respondents believed that the improvements, such as the additional bus and cycle lanes on Tavistock Road, had improved their overall cycling experience on the Northern Corridor (figure 17). This is very encouraging because cyclists were one of the groups least satisfied with the facilities on the Northern Corridor in 2007. However, there is still work to be done with a common concern of cyclists being the lack of continuity of cycling infrastructure on the corridor.

“If Plymouth City Council are serious about reducing reliance on private cars in the city then they need to do more to favour pedestrians and cyclists. Sections of improvements must be joined to make them useful and to encourage cyclists to use them.”

Figure 17: ‘Have the enhancements to the cycling infrastructure improved your overall cycling experience?’



To inform what improvements need to be made the second question asked “what impact the physical separation of bus lanes from general traffic lanes made to cyclist’s journeys”. The overwhelming answer (figure 18) was that the physical separation of cycle and general traffic lanes has a positive impact on cycling. In contrast the prohibition of a number of right hand turns on Outland Road has had very little effect (figure 19). This may reflect the comments regarding poor driver attitudes towards cyclists.

Recommendation

Use targeted education programmes as well as infrastructure to further improve cycling on the Northern Corridor.

Figure 18: The impact of physically separating cycling and general traffic on the journey experience for cyclists.

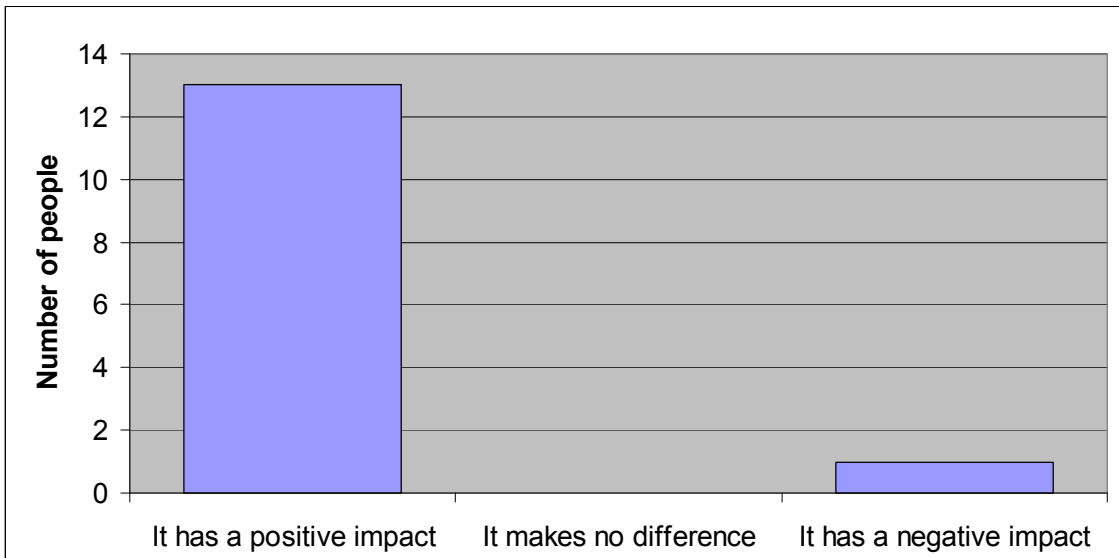
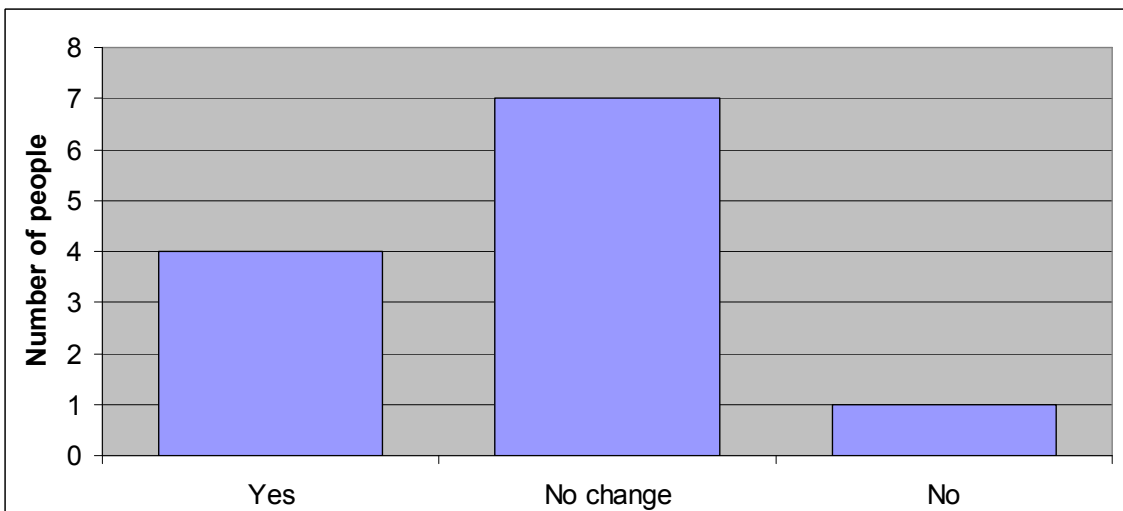


Figure 19: 'Did the banning of a number of right hand turns on Outland Road improve your journey on the Northern Corridor?'



6.5 Feedback on the effectiveness of the Northern Corridor Transport Improvements: Taxi, Motorcycle and Scooter.



Those people who selected ‘taxi, motorcycle and scooter’ as their main mode of travel were asked questions on the Northern Corridor improvements specifically relating to changes affecting to these modes of transport. We grouped these modes together because taxis, motorcycles and scooters are all eligible to use bus lanes and hence are able to use the new bus lanes at Derriford Hospital and on Tavistock Road.

Not many taxi drivers, users, motorcyclists or scooter riders completed the survey and hence the analysis of the impact of the Improvements Programme has been limited. The results are reported in table 2.

Table 2:

| Impact of the introduction of a new bus and cycle lane on Tavistock Road | | | |
|--|-----------|----|----------------------------|
| Has the new bus lane reduced your journey time? | | | |
| Yes | No change | No | Not relevant to my journey |
| 1 | 1 | 1 | 1 |
| Is your journey more comfortable since the resurfacing works have taken place? | | | |
| Yes | No change | No | Not relevant to my journey |
| 2 | 1 | 0 | 1 |
| Introduction of a new bus lane at Derriford Hospital | | | |
| Has the new bus lane exiting Derriford Hospital improved your journey? | | | |
| Yes | No change | No | Not relevant to my journey |
| 1 | 0 | 2 | 1 |
| If you don't already use public transport to get to and from the hospital, would the recent improvements encourage you to reconsider how you travel to and from Derriford Hospital? | | | |
| Yes | Maybe | No | |
| 0 | 1 | 2 | |

| Manadon Roundabout to Milehouse Park and Ride | | |
|--|------------------|-----------|
| Have you experienced an improved traffic flow along Outland Road since the banning of the right-hand turns was implemented? | | |
| Yes | No change | No |
| 1 | 0 | 1 |

6.6 Feedback on the effectiveness of the Northern Corridor Transport Improvements from pedestrians.



Those people who chose ‘on foot’ as their made mode of travel were asked about the following improvements which had been carried out for pedestrians.

- ✓ New pedestrian crossing on Beacon Park Road
- ✓ New pedestrian crossing and improved junction on Hyde Park Road
- ✓ New pedestrian refuge islands on Mannamead Road to make it easier to cross the road.

People were asked if they had benefited from these improvements and were asked to comment on the schemes which had been delivered. The results are shown in table 3.

Table 3: Have you benefited from the 2009/10 Northern Corridor pedestrian improvements?

| Yes | No | Not relevant to my journey |
|-----|----|----------------------------|
| 2 | 3 | 1 |

In addition to the information received in relation to the pedestrian improvements made we also received various comments relating to pedestrian infrastructure around the city. These are detailed below.

Participants’ comments:

“It would be interesting to see what work could be done to make the pedestrian experience better?”

“There is a set of pedestrian crossing lights at the George Junction which are dangerous, as the pedestrians see their light as green but the drivers do not. I have almost been run over there as a consequence.”

“Get all the pedestrian crossings to a consistent standard where pedestrians can see the ‘green man’ and cross in safety.”

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“I would like to see a pedestrian crossing between Marjon and Derriford Hospital.”

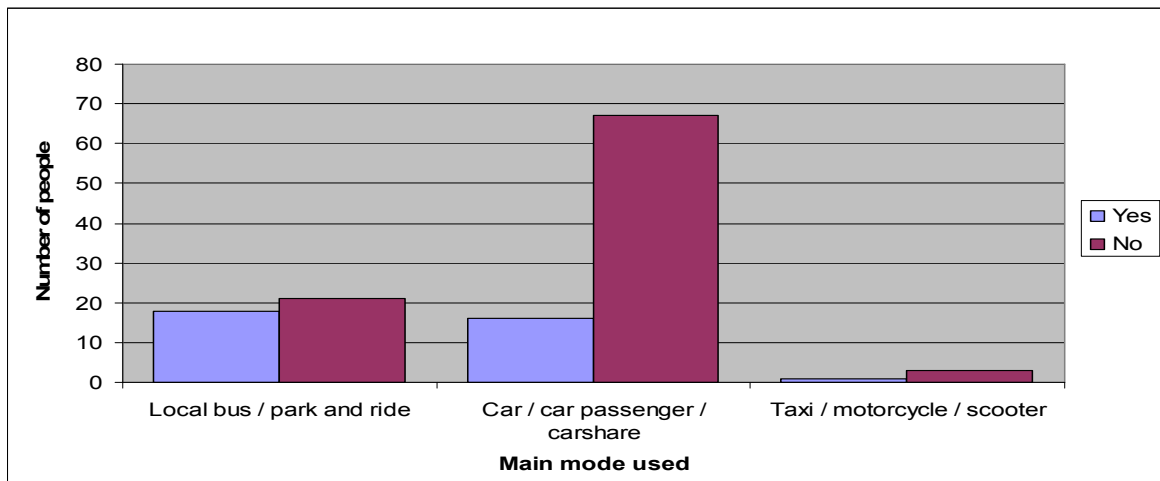
“Put cameras on pedestrian crossings to dissuade red light jumpers (which will raise revenue for the camera operators).”

6.7 Feedback on schemes affecting more than one travel mode

6.7.1 Improvements at the George Junction Park and Ride

We asked all survey respondents whether or not they use the George Junction Park and Ride. Of the 126 people who answered this question 35 said they did, of whom 18 people (51%) were 'local bus / park and ride users, 16 people (46%) were 'car drivers, car passengers, car share' and 1 person was in the 'taxi, motorcycle or scooter users' (see figure 20).

Figure 20: Number of people, by modes, who use the George Junction Park and Ride.

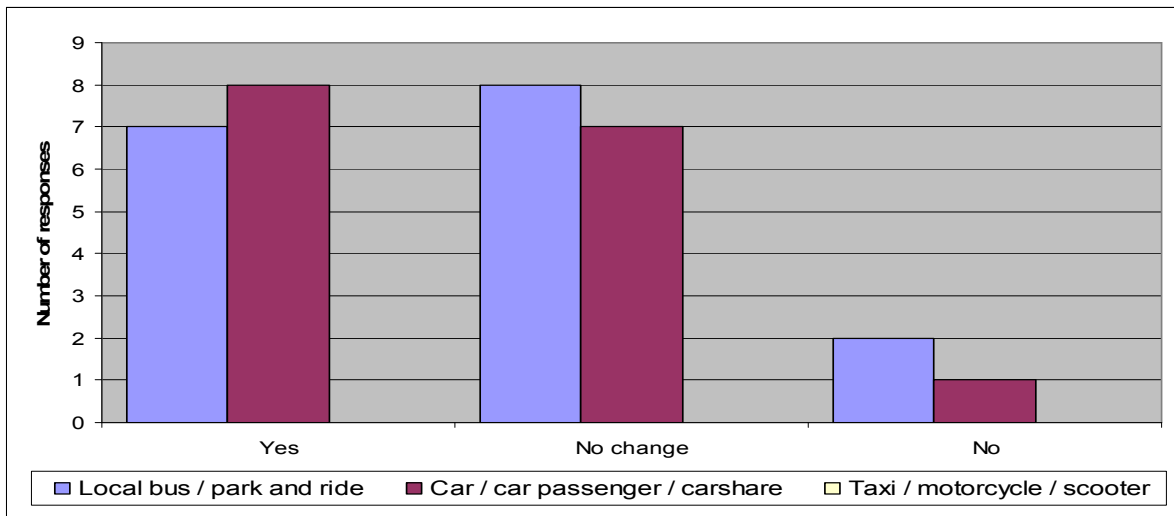


The 2007 Northern Corridor consultation recorded a number of complaints regarding access to the Park and Ride with a common criticism being that the old arrangement of the site did not allow local traffic to enter the site from the south. The 2009/10 scheme sought to address this problem by allowing access to the park and ride via Plymbridge Road. The second entrance and exit was provided as part of an expansion of the site to create dedicated parking for staff of Derriford Hospital.

In order to assess the impact the second entrance has had on the accessibility of the park and ride those people who use the Park and Ride were then asked.

'Since the second entrance has been introduced, do you find it easier to access the George Junction Park and Ride?' (Figure 21).

Figure 21. 'Since the second entrance has been introduced do you find it easier to access the George Junction Park and Ride?'

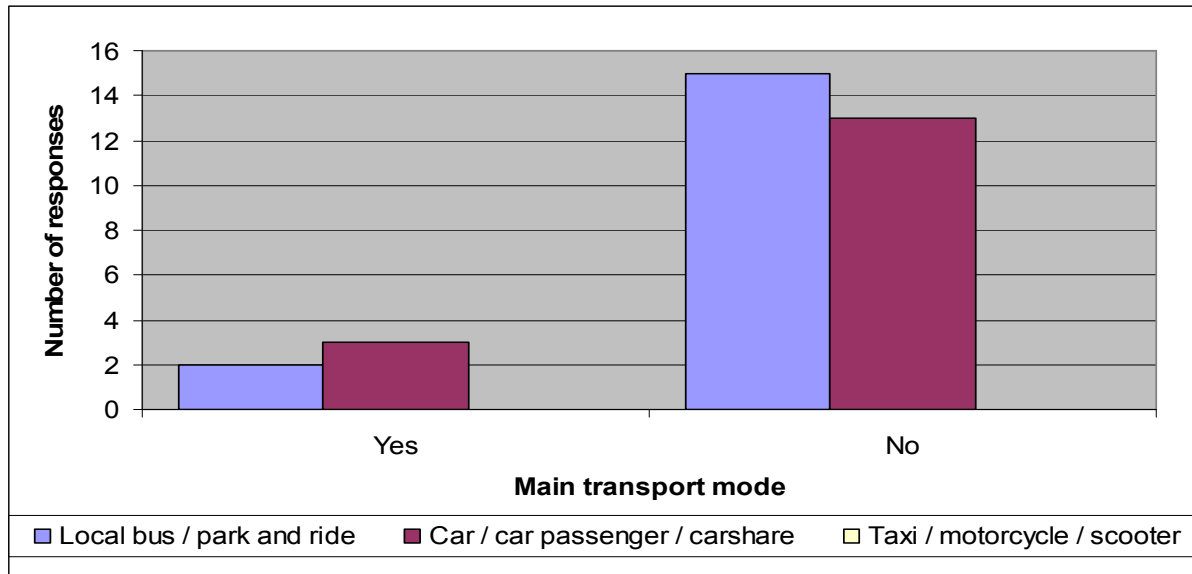


15 of the 33 people (45%) who answered this question believe that the second entrance from Plymbridge Road has made it easier to access the facility. The City Council hope that increasing the accessibility of the park and ride, coupled with the high quality service, will encourage the public to use the Park and Ride when travelling to the city centre and Derriford Hospital. However, as shown in figure 22, the second entrance, to date has not encouraged the majority of park and ride users to increase the number of times they use the park and ride. One of the comments recorded on the survey was that despite improving access to the site Park and Ride users from Southway are now habitually using the Milehouse Park and Ride.

Recommendation

Consider advertising the ease of access to the George Junction from both north and south of the facility.

Figure 22: ‘Do you use the George Junction Park and Ride more often now that a second entrance and exit has been provided



The 2007 consultation also reported mixed views on the success of the George Junction improvements with people identifying the merge into one lane after the George Junction heading north as a pinch point. Whilst the 2009/10 improvements programme did not include junction alterations a question was asked on perceived traffic flow through the junction in order to gauge whether the provision of a second entrance at the George, thus negating the need for park and ride users to travel north through the junction to Woolwell roundabout, had improved traffic flow through the junction. Figure 23 demonstrates that there are still mixed opinions on the performance of the George Junction. The comments received also still highlight concerns about congestion where traffic merges from two lanes into one.

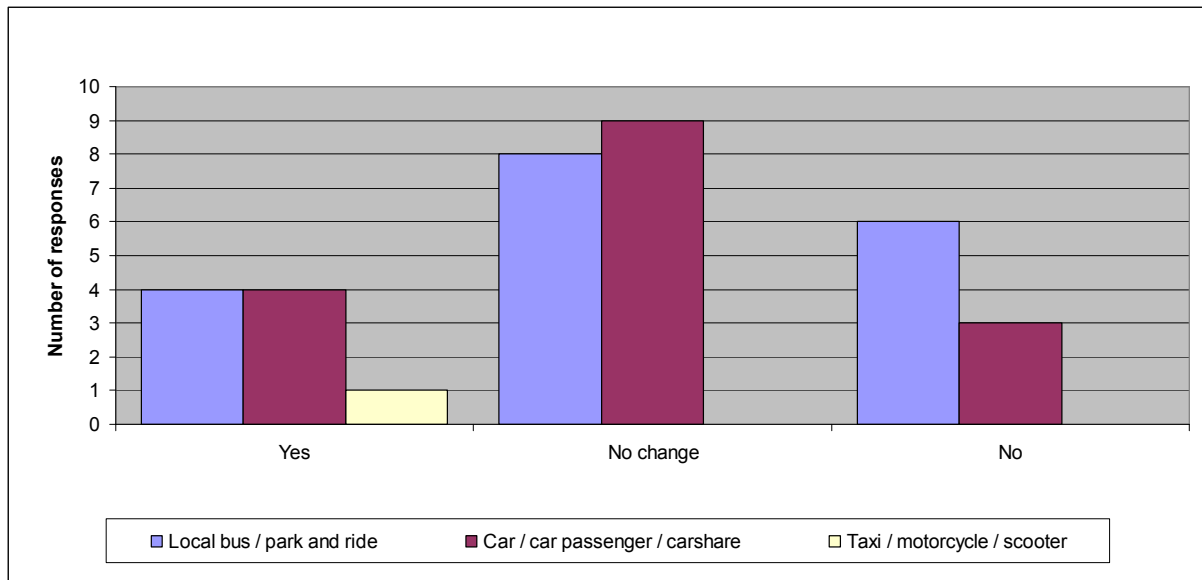
“The biggest single delay on the Northern Corridor during peak times travelling north is the where the road goes 2 lanes into one just past the George traffic lights. Not only does this cause significant delays but sometimes it also gives rise to bad tempers from the motorists who are filtering. I would like the Council to consider additional signage such as ‘use both lanes’ and ‘filter in turn’.”

A number of comments also raised concerns about rat running through the Park and Ride site. This is something that the Council is aware of. Cars are travelling through the site in both directions. However, the predominant movement is from Plymbridge Road to Tavistock Road. This is not a movement which the City Council would encourage, because of the high speed, and associated safety concerns, of traffic travelling through the park and ride

Recommendation

Consider solutions to the problem of 'rat running' through the Park and Ride.

Figure 23: In your opinion, do you think the traffic is flowing better through the George Junction now that the second entrance has been opened?



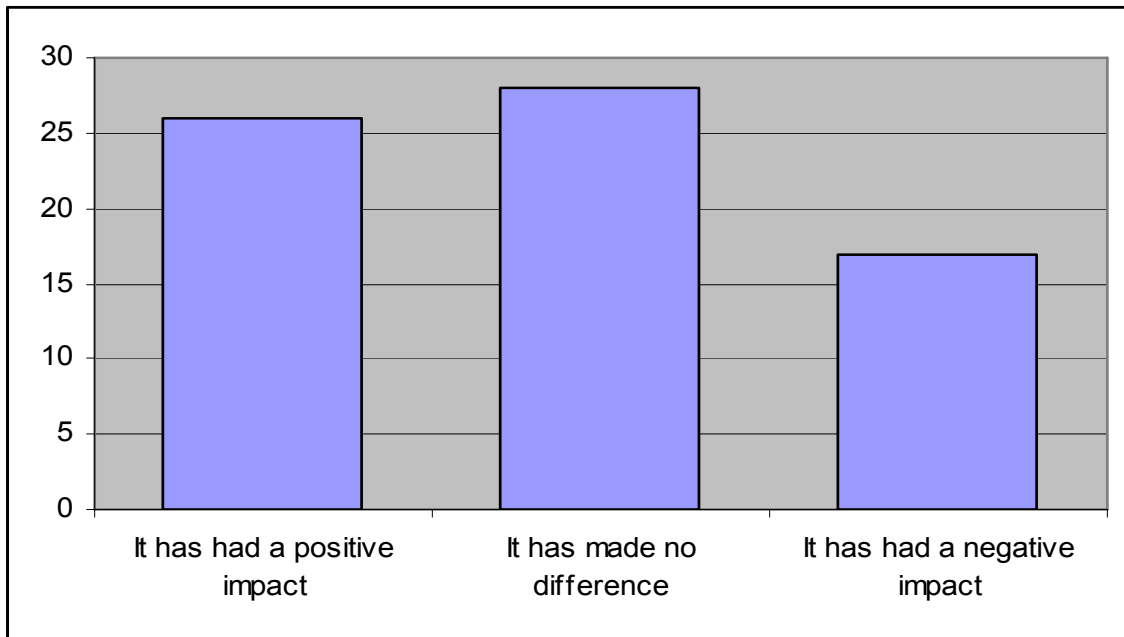
6.7.2 North Hill to City Centre

The Northern Corridor improvements programme in this section of the corridor included the widening of the carriageway to four lanes near the turning into Drake Circus car park on Charles Street, building an island so that traffic does not cross into the bus lane and permanently closing the right hand turn into the shopping centre. Members of the public were asked what impact these changes had made to their journey.

More people felt that the works have made no difference rather than improving their journey and a number of people reported that the scheme had actually made their journey worse (figure 24).

Figure 24: The impact of the works on Charles Street

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Several critical comments were also recorded about the modifications to the highway on Charles Street with a number of people remarking on perceived safety concerns regarding the new road alignment, and in particular the island which is separating the bus and general traffic lanes.

The Drake Circus improvements seem to be the section where the least benefit has been felt by members of the public and the Council takes these concerns seriously. We are aware that there are still some problems being experienced as people become familiar with the new road layout. This typically takes a period of six months and hence some uncertainty with regard to lanes etc is to be expected. We will continue to monitor the performance of this part of the network.

Comment:

Impact on general traffic: The pre-scheme junction configuration meant that the longest time that a vehicle would have been stopped at the Drake Circus shopping centre lights would have been 43 seconds in an 80 second period (53% of all time for the junction). Since the completion of the scheme that time has been reduced to 33 seconds in an 80 second period (41% of all time for the junction).

Furthermore the transport improvements mean that:

- ✓ Pedestrians can cross the road in three movements rather than four.
- ✓ The amount of traffic signal equipment on street has been significantly reduced thereby improving the public realm
- ✓ All the on street equipment has been replaced with Extra Low Voltage (ELV) equipment reducing energy consumption by 65% and giving greater safety by only using 50v on street instead of the traditional 230v.
- ✓ The junction now works in three stages instead of the previous four. This allows vehicles to move through the area quicker as the new arrangement gives approximately 20% more vehicle green time.
- ✓ We have provided a further lane for North Hill bound traffic which has reduced the lengths of queues for the North Hill/Cobourg Street junction.

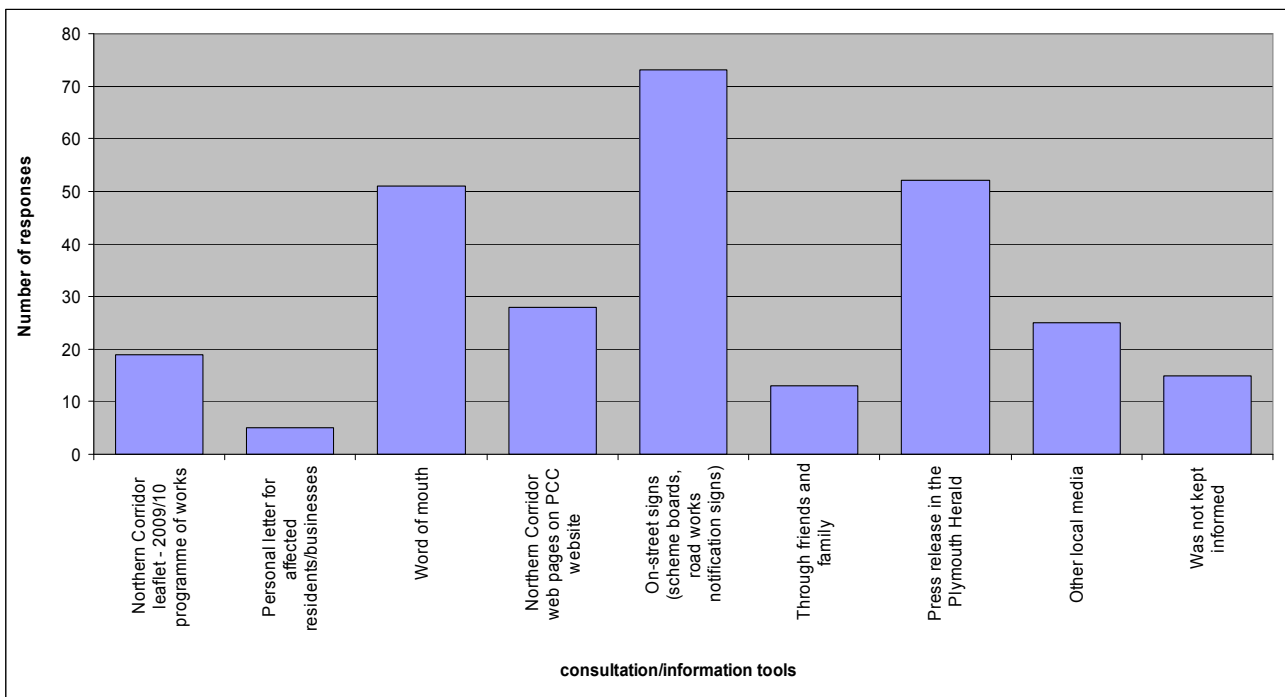
Impact on public transport: Public transport operators have been asked for comments on the scheme and there is a consensus that the new layout is a significant improvement for buses. However, the operators remarked that some vehicles were reluctant to give way to buses at the top of the bus lane.'

6.8 Feedback on our delivery of the Northern Corridor Improvements programme

In order to assess the effectiveness of the Northern Corridor Improvements programme, not only in terms of the schemes but with regard to how we delivered the programme of work we also asked people; if they knew about the works before they began, if they experienced any disruption during the works and how people had kept up to date with the schemes. All respondents were asked this question.

In response to these questions 105 people (72%) of respondents knew about the works before they started, including, both those people who live on, or near the Northern Corridor, and those people who live further away. Through the analysis of postcode data we compared how people were kept informed about the works (figure 26) with where they live. The results suggest that those people outside of Plymouth were informed through press articles, word or mouth and on street signs thus highlighting the importance of multiple communication sources for major works.

Figure 26: The most effective means of keeping people informed about the works.



On street signs, press releases and word of mouth were the most common way of keeping up to date with the works

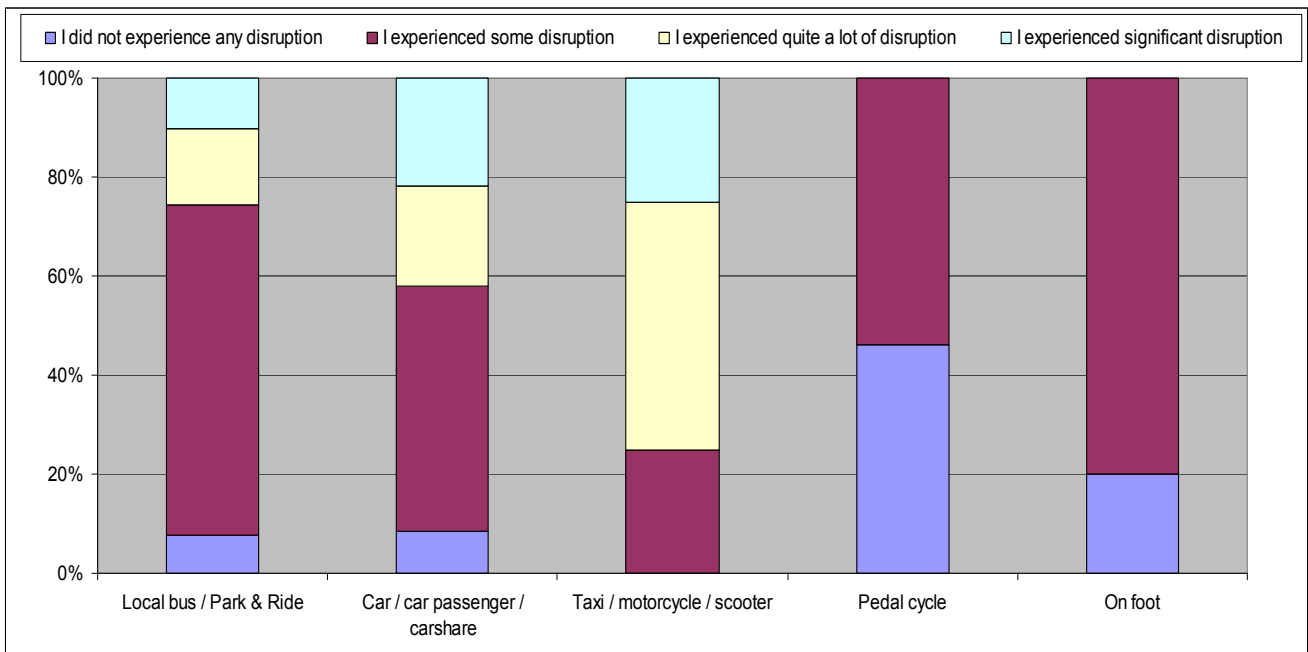
Recommendation

Continue to provide multiple sources of communication before and during future scheme delivery.

Use the comments provided through the Northern Corridor survey to improve the way we work and communicate during the delivery of future schemes

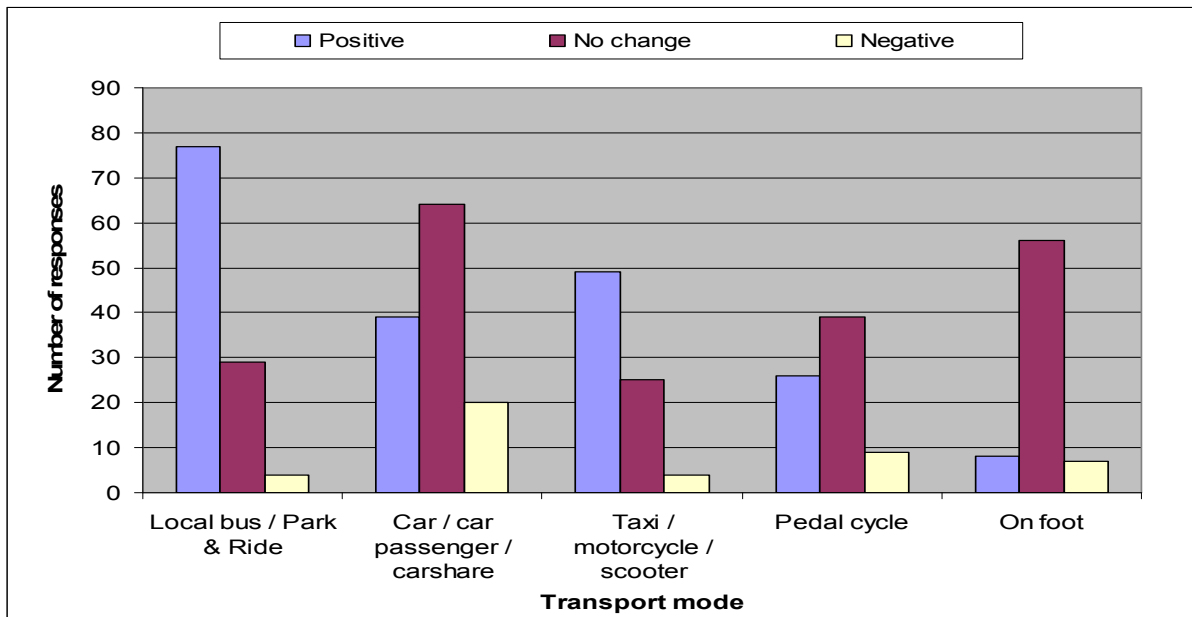
We also asked for comments on the disruption experienced by people on the Northern Corridor (figure 26). Pedestrians and pedal cyclists experienced the least disruption with 20% (1 no.) and 46% (6 no.) respectively reporting that they experienced no disruption. This may reflect the localised nature of walking and cycling trips on the Northern Corridor. In contrast those people using modes associated with long distance travel, the bus and car, mainly reported experiencing some disruption.

Figure 26: Disruption experienced during the delivery of the Improvements Programme, by mode.



To conclude the survey we asked what impact people thought the works have had on the five travel modes and whether people would consider changing their mode of travel as a result of the Northern Corridor improvements works. Figure 27 shows the results.

Figure 27: What effect have the Northern Corridor Improvements had on each mode of travel?



For all modes more people felt that the improvements programme had a positive as opposed to a negative impact, with the greatest impact being recorded for bus users. Pedal cyclists and pedestrians were least sure of the impact of the works. This is likely to reflect that, despite the Northern Corridor Improvements Programme being a balanced programme of works with some improvements for all modes, the larger schemes delivered in 2009/10 were bus priority measures.

In response to the question asking if respondents would consider changing their mode of travel on the corridor as a result of the works. 6 (4%) people said they would, 131 (90%) said they would not and 18 (6 %) said they were unsure.

Comment: There are many reasons why people chose their transport mode and are reluctant to try an alternative. This is something the we will look to tackle in the future in order to encourage more people to use more modes of travel on the corridor and in the city in general.

7. Schemes underway in 2010/11

7.1 Improvements at Manadon Roundabout:

The aim of these improvements is to reduce queuing and congestion on all approaches to the roundabout, including the A38 slip roads and has been developed in consultation with the Highways Agency.

The improvements will include a more responsive and energy-efficient traffic light system, new lane designations, clearer signage and the repainting of white lines and road markings around the roundabout and on approach roads. New traffic lights will be installed at the Outland Road entry to the roundabout to reduce queuing, and the existing traffic lights on the roundabout and at the Kneele Gardens junction on Mannamead Road will be upgraded.

Progress

Work to replace traffic lights around Manadon roundabout began on Monday 13 September.

Work to upgrade the traffic lights will be done in two stages:

- **Stage one:** Replacement of traffic lights on the western side of the roundabout and installation of new traffic lights on the Outland Road entry.
- **Stage two:** Replacement of the traffic lights on the eastern side of the roundabout.
- During each stage, the affected part of the roundabout will revert to normal roundabout conditions, rather than being controlled by signals, which will be turned off. The work will take around four weeks to complete, with each stage lasting approximately two weeks. For this time there may be some delays around the roundabout during the peak hours and we would appreciate your patience during this time.

More details about the scheme can be found in the '[work to improve traffic flow at Manadon roundabout](#)' press release. The scheme is due for completion in mid December.

More information on future schemes can be found at www.plymouth.gov.uk/northerncorridor

7.2 Addressing safety concerns at the George Junction Park and Ride.

In response to concerns regarding rat running through the Park and Ride following the creation of the second entrance to the site from Plymbridge Road, and in an effort to reduce through-traffic speeds in the park and ride car park, the Council will be introducing a 10 mph speed limit on the site. The speed limit will not disadvantage park and ride users, who are

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already travelling slowly when parking at the George, but will reduce any perceived travel time savings for vehicles using the park and ride rather than the signalised junction.

8. Further recommendations

The survey provided people with the opportunity to comment on the Northern Corridor improvements and what future improvements people would like to see on the corridor. The key themes from the comments provided were:

1. Highway improvements

- *There is a need to address congestion at the 'George bottleneck' - the area between Derriford Roundabout / the George Junction and Woolwell Roundabout.*
- *There is a need for better / increased signage for the George Junction Park & Ride site (and throughout the corridor).*
- *There are safety concerns over the junction from Tavistock Road (inbound) onto the slip road onto Crownhill Road.*
- *Tidal traffic lanes (similar to the traffic system over the Tamar Bridge) and targeted road widening should be considered.*
- *There is confusion over lane priorities and road markings at Drake Circus / Charles Cross.*

2. Traffic light improvements / alterations

- *Traffic signal phasing's need to be reviewed along the entire length of the corridor.*

3. Congestion

- *Congestion at Manadon needs to be addressed.*
- *There are still long traffic tailbacks along Morgan Road towards the Tavistock Road during (and every) late afternoon Monday to Friday.*

4. Park and Ride

- *There are concerns regarding rat running at the George Park and Ride.*
- *More bus priority for Park and Ride users is needed.*
- *The George Junction extension and Park and Ride to the hospital are not fully utilised.*

5. Public transport incentives / disincentives:

- *There is a perception that bus services are expensive and unreliable.*
- *More bus priority needed, including a continuous bus lane to / from Derriford Hospital is needed*
- *A higher frequency of services needed.*

6. Enforcement issues

- Outland Road right hand turn bans are frequently being ignored.

7. Cycle improvements / comments

- There is a general feeling that cyclists do not use cycle lanes.*
- Cycle lanes should / should not be shared as part of bus lanes (conflicting views).*
- Cycle lanes should / should not share pedestrian space (conflicting views).*
- Cycle lanes are often disjointed and not as direct as roads. They are therefore not always suitable for commuter cyclists who travel via the most direct suitable route.*
- There is a perception of poor behaviour of drivers towards cyclists.*

8. Pedestrian improvements / comments

- General improvements to pedestrian crossings are needed.*
- Textured paving and high kerbs are difficult for mobility scooters.*

This is not an exhaustive or conclusive list as other work will continue to be developed. However, these recommendations are in direct response to the feedback provided in the surveys. Additional evidence needs to be collected before a decision can be made as to whether these recommendations can be taken forward. However, the Council will be delivering the following schemes in the future as a direct response to the feedback provided in the 2009/10 public survey

A. Improvements for public transport.

a. We will:

- i. Work with Northern Corridor employers and interested parties on the promotion of the Northern Connect taxibus service.**
- ii. Advertise the ease of access to the George Junction Park and Ride from both the north and south of the facility**
- iii. Consider ways of providing additional bus priority on the Corridor.**

B. Improvements for cyclists.

a. We will:

- i. Physically separate cyclists from general traffic, where possible and reflect the needs of 'commuter' and 'leisure' cyclists in the designs of our highway schemes.**

C. For pedestrians.

a. We will:

- i. Work to improve the 'start' and 'end' of journeys which start on foot but may predominantly use another mode i.e. by improving access to bus stops.**

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- ii. Make sure that pedestrian crossings are of a consistent standard across the City and reflect the routes pedestrians want to use.

D. For all modes.

a. We will:

- i. Address the 'bottleneck' between the George Junction and Woolwell roundabout, including giving consideration to innovative solutions such as tidal flow traffic lanes.
- ii. Review the number, phasing and location of traffic signals both as part of our infrastructure renewal programme and alongside other packages of work.

At all times we will seek to involve the public and key stakeholders in the design and delivery of these schemes and keep people informed about investment on one of the City's principle transport assets.

Major Schemes Team

Sustainable Transport

Plymouth Transport and Highways

9. Appendices



Northern Corridor Transport Improvements 2009/10 - Online Survey.

Analysis of comments.

We asked people: *“Please use the space provided below to make any further comment about the improvement works or what you would like to see in the future on the Northern Corridor.”*

The comments we received were many and varied but the majority can be broken down into various themes. These are as follows:

1. George Junction - Woolwell road widening / general improvements
2. Other road widening / improvements:
 - Tavistock Road
 - Manadon
 - Drake Circus
 - Derriford
3. Traffic light improvements / alterations
4. Signage
5. Parking issues (on-street)
6. Park and Ride
7. Public transport incentives / disincentives:
 - The cost of public transport
 - Availability, frequency and reliability of public transport
 - Bus lanes (putting in or taking out)
8. Enforcement issues
 - Outland Road right hand turn bans
9. Traffic congestion (general Northern Corridor)

10. Cycle improvements / comments
11. Pedestrian improvements / comments
12. Motorcycles
13. Rail
14. VMS
15. Other comments about the works

A more detailed examination of all comments can be seen below. The comments have been analysed individually, broken down, and re-grouped into sections under the headings and sub-headings detailed above. However, the comments are verbatim records of the information submitted to the Council.

1. George Junction - Woolwell road widening / general improvements

Summary:

- *There is a need to address congestion at the 'George bottleneck' – the area between Derriford Roundabout, the George Junction Park and Ride and Woolwell Roundabout.*
 - *There is a need to look at the timing of the traffic lights at the George Junction*
 - *There is a need for better / more signage at the George Junction Park and*
- “Still think it was crazy not to make it 2 lanes each way between The George & Woolwell Roundabout when all the works were done to George junction a few years ago. Traffic queues can be long heading northwards just because 2 lanes go into 1 just past the lights.”
 - “The stretch of road between the George and Woolwell roundabout is a big bottle neck with two lanes being funnelled into one causing major congestion - this needs addressing Travelling from Derriford to Crownhill the dotted lines to cross the bus lane to turn off to go to Forder valley are too far down, visibility back up the bus lane is not good with buses potentially travelling at 40 mph - I am just waiting for an accident to happen!”
 - “Two lanes each way required from Derriford roundabout to Woolwell.”
 - “Widen the 2 lane road from the George Junction to Woolwell Roundabout to 3 lanes and use the new middle lane for peak traffic in each direction, i.e. 2 lanes into Plymouth between 6-9am and 2 lanes out of Plymouth between 4-6pm. The

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back-up at the George (better than it was but still up to 20 minutes per night) is still the greatest delay in leaving Plymouth.”

- “Adjustment needed to the timings of the traffic lights at the George Junction.”
- “One problem is traffic coming from Glenholt blocking the road when turning onto the road to approach Woolwell, often due to the cars blocking the road only a handful of cars can get through the lights when travelling on Tavistock Road in rush hour. How about a yellow box to solve the problem?”
- Turning out of Plymbridge road towards Tavistock is still a very slow procedure, and the turn out from the Southway road towards the city centre only allows a very small number of cars through each time which slows down my journey (back to Windsor House).”
- “Please, please dual carriageway between Woolwell and the George”
- “It would be really great if some serious thought could be given to sorting the George bottleneck out - At one point when work started we all thought great!! but actually not much changed and it remains a real " high spot" of any journey in or out of Plymouth (I start work at 7.30 am just to avoid the chaos -sadly I have to leave work at 5pm so my journey home is a pain).”
- “The Tavistock Road needs to be made into a dual carriageway all the way from Derriford Roundabout to Woolwell Roundabout. This would address the traffic congestion that occurs at the George junction. As once you are past the George it is totally clear. Also the George junction outward bound should urgently be duelled as the sudden filtering of two lanes into one (beside the George Pub) is extremely dangerous. It also dramatically slows the passage of traffic through the junction and I have seen several near misses as people jump the traffic lights regularly at peak times due to impatience. In the past I have suggested putting in cameras or hatching to try and dissuade people from jumping the lights as I'm concerned that there will be a serious pile up.”
- “The Woolwell roundabout is very congested when travelling into Plymouth from Tavistock, (it gets so bad that cars now drive the wrong way up the Tesco slip road, so they can join the roundabout from Woolwell). It has become much worse since the Woolwell traffic was given right of way onto the roundabout. “

- “The section between the George and Woolwell Roundabout means that all of the changes either side are pretty ineffective due to this bottle neck which will worsen once the new housing development is completed where the old Texaco garage was, and also the numerous other housing developments in the general area plus ALDI next to Tesco.”
- “Although I note the reasons why there are three lanes of traffic into one from the Woolwell Roundabout towards Plymouth and two lanes into one from Plymouth towards Woolwell, this arrangement has created rat runs through other residential areas of the city as vehicles try and avoid the road. If ever there was a cause for road rage, this must surely rate highly. Vehicles race up the right hand lane and then expect to cut in front of traffic that has waited patiently. “
- “The same happens at the Woolwell Roundabout but here you have to be aware of cars etc coming at you from both sides. I am sure the only people who use these roads are those who cannot avoid it or do not know the area well enough to avoid it. “
- “The bottle neck at the George junction continues to be a big problem at rush hour - improvements would be welcomed although difficulties appreciated.”
- “The traffic is still very bad on the journey home from work. Traffic is often queuing from Windsor House all the way to Woolwell Roundabout when suddenly everything flows freely. If I come in from Yelverton in the morning the traffic is queued back to Plessy Roundabout and takes at least 10 minutes to get to Woolwell Roundabout. The bottlenecks for both journeys seem to be caused by single lane traffic after the George and before Woolwell roundabout in both directions.”
- “No action has been taken on the main congestion issues (Derriford roundabout and George junction).”
- “Tavistock road, through to the George Junction and up to Woolwell Roundabout is just ridiculous. The road should be a dual carriageway right the way through. “
- “There should be a right-hand lane going to Glenholt, so those drivers are gone. “

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- “Coming out of the Park and Ride to go towards Woolwell, sometimes the lights take ages to change. Cars already on the main road coming from Tavistock road, drive through a red traffic light and block the entrance for cars trying to get onto the road from the Park and Ride. There is also a set of pedestrian crossing lights at the George Junction which are dangerous, as the pedestrians see their light as green but the drivers do not. I have almost been run over there as a consequence. “
- “At Woolwell roundabout there is enough room to have the dual carriageway going to Belliver starting from where the old garage was and passing in front of the houses. This way all that traffic has gone and not increasing to the congestion at the Woolwell Roundabout. This would greatly help the traffic to run smoothly. “
- “Coming down from Woolwell to Woolwell roundabout is not only a danger at times, but the roundabout gets so congested during rush hour I am surprised there are not more accidents. The lanes have been badly designed. A yellow box is needed so traffic can turn right from Woolwell to Belliver. Currently cars just block the junction and cars need to manoeuvre all over the place. “
- “Coming from Woolwell towards the George Junction there are three lanes of traffic going into one, I have seen at times road rage, as some drivers are just impatient and try to push in.”
- “One of the worst areas is at the George where 2 lanes come through Tavistock road to the lights which then reduce to one lane. Instead of Building more expensive houses this would have been an ideal opportunity to dual this section as the same problem occurs when exiting from Tesco at Woolwell only to be cut up by cars coming round in the outside lane of the roundabout and forcing their way into the traffic in front of them.”
- “Definitely something that works for the section between Woolwell and the George Junction.”
- “The ability to turn left onto Tavistock Road out of the George Junction Park & Ride would be of great benefit to residents of Southway and district. “
- “Widening Tavistock Road into a dual carriageway between the George Park & Ride and Woolwell roundabout would considerably ease congestion there -

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especially when residents of Boundary Place estate have to turn left and go round Woolwell roundabout (further adding to the congestion there), when they really want to go south on Tavistock Road, once the planned middle-of-the-road barriers have been installed outside their entrance road. (Similarly when Boundary Place residents need to access their estate when travelling from the north - they will probably go into the George Park & Ride and then come out again in order to travel north and be able to enter their estate: also adding further to congestion in this area.) “

- “A “Merge in turn” sign would be helpful, until possible future widening, for northbound traffic on Tavistock Road where the road reduces to a single lane. The addition of Lidl supermarket at Woolwell will further encourage traffic to come to the area. “
- “I feel that the Woolwell roundabout is very dangerous going as it does from three lanes into one. I recently had an accident on the roundabout when a large articulated lorry claimed not to have seen me, even though I was ahead of him. Because there is no way of widening the road past the roundabout perhaps the two lanes on the bypass should be reduced to one before they meet the roundabout or the slip road down from Tesco should be changed to give way to traffic already on the roundabout.”
- “Get rid of the lights at the George Roundabout. Widen road from George to Woolwell Roundabout, or put Park and Ride out by Tesco. “
- “I think the works have been successful however the junction at the George Park and Ride is a nightmare. I am not sure if this is due to incorrect traffic light sequencing or traffic jumping the lights but at peak time it is frustrating not to mention dangerous. Also having the merge in turn does not seem to work that well during rush hour. This is the only part of my journey that causes any stress.”
- “For drivers, there remains a major issue south of Woolwell where 3 lanes feed into 1 with resulting large delays. The new development of houses north of the George looks likely to have direct access onto Tavistock Road which will lead to further delays.”
- “I think that the works have had less impact than I hoped and has moved the existing bottleneck point near the George a little further along. The main

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improvement would only be achieved by widening the road between Derriford roundabout and the George. The layout of the junction at the George also seems to have made drivers quite creative in avoiding queues especially when driving from Estover and turning right towards Woolwell.”

- “The programme has done nothing to remove the major cause of congestion which is Tavistock Road from the George Junction to and including Woolwell Roundabout. Until this is widened to 4 lanes at least congestion will be an ever growing problem. “
- “From Derriford roundabout to Woolwell roundabout should be double lanes both ways the George Junction works are a waste without it. There should be an extra straight on lane to Tavistock at Woolwell Roundabout. The crack pot three lane merge coming in to Plymouth from Woolwell Roundabout should be sorted it’s an accident waiting to happen. Bus lane leading to north to Derriford roundabout should include left turn vehicles down Looseleigh lane to reduce congestion.”
- “I travel to work from Woolwell to Plymouth daily. The Derriford improvements have transformed the buses now, especially in the morning. However the only blot on the northern corridor now is the George Junction. The evening rush hour is terrible. Often the queue extends to Derriford roundabout. There are safety concerns as often the emergency services find it impossible to get through especially on the final approach to the southern lights. The design is shocking how can 6 lanes of traffic (2 from Plymouth, 2 from Estover and 2 from Southway) go into one?! The filtering system just past the George pub needs to be extended towards Woolwell roundabout by 200 yards to help clear the backlog of cars before the lights change and another wave of cars come through. There is a lay-by that can be converted to road use. The park and ride facility is a fine achievement but its potential is not being harnessed as the buses it serves are often late because of the traffic thus making it unattractive to potential customers. I don't know how you fix the problem of the George, if the council want to really promote public transport to the north of Plymouth and south Dartmoor (Tavistock and Yelverton) then a bold move would be to widen the approach to the George junction to introduce a bus lane. The pavement could well be narrowed and still support walkers. This would have the same effect as the bus lane had at the hospital, buses on time, buses with contented customers, and buses more attractive to motorists.”

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- “I would like to see some major improvements to the George junction as at rush hour it can take 20 minutes or more to get from Derriford roundabout to the Woolwell roundabout. As the Park & Ride is situated at the George, could there be a bus lane introduced? At present buses have to queue with all the other traffic. If there was a bus lane to move buses quicker more people may start using the Park & Ride or local buses. Also, please investigate if there is anyway of adding another lane on Tavistock Road, between the George junction and the Woolwell roundabout. If there were three lanes, you could introduce the same system the Saltash Tunnel uses - two lanes of traffic flowing into the city in the morning and then swap it in the evening rush hour so two lanes are flowing out of the city. The current congestion from Derriford roundabout to Woolwell roundabout is unacceptable.”

- “The bottle neck at the George junction continues to be a big problem at rush hour - improvements would be welcomed although difficulties appreciated.”

- “Convert the George junction to a roundabout (without traffic lights).”

- “The biggest single delay on the Northern Corridor during peak times travelling north is the where the road goes 2 lanes into one just past the George traffic lights. Not only does this cause significant delays but sometimes it also gives rise to bad tempers from the motorists who are filtering. I would like the Council to consider additional signage such as 'use both lanes' and 'filter in turn'.”

- “George to Woolwell is a bottleneck which causes half a mile of congestion at peak times.”

- “Woolwell roundabout's three lanes merging into one on the exit towards the George, especially as drivers from Woolwell seem to perceive that they have priority and traffic coming from Roborough should stop until the road is clear, yellow boxes and traffic lights would be a fair, equitable and safe alternative (I have seen many incidents of road rage as a result of the current problem). “

- “Something needs to be done at the George Junction, it is a mystery why traffic heading out stacks up on approach to the junction yet clears up when past it even though the road narrows. Stop the continued development of the industrial estates in the north of the City which are too far away and too dispersed for commercial bus services whilst at the same time all the goods have to travel in the A386 to get

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to the A38 putting more pressure on the infrastructure. Langage makes much more sense as it is next to the A38 and right by a high quality public transport corridor. Public transport improvements can do wonders for modal shift but we can do nothing about freight nor can we provide bus services without support to dispersed industrial estates.”

- “I believe that it is essential that the A386 between the George Junction and Woolwell roundabout and from Derriford Roundabout to the George Junction dual carriageway are widened to dual carriageway as soon as possible to eliminate the delays and tailbacks that still occur. “
- “The length of the A386 recently resurfaced has made a great improvement to the potholed surface that we had experienced for far too long, BUT what about the rough stretch from the new surface from the new section at the George Junction to Derriford roundabout. I can only assume that this section is being left until the road widening scheme that will also make this section of the A386 a dual carriageway - as essential as the short length of road from the George to Woolwell. “
- “George Junction: Woolwell to Derriford Roundabout - congestion is still a major problem. There needs to be a scheme to reduce traffic flow (rail link?). The Park and Ride does not appear to have significantly reduced traffic levels, but new development has increased traffic - cumulative effect? The bottleneck from Woolwell to the George Junction is a major problem.”
- “Bottleneck between Woolwell and George Junction, causes tailbacks. “

2. Other road widening / improvements:

Summary:

- *There are safety concerns over the junction from Tavistock Road (inbound) onto the slip road onto Crownhill Road.*
- *Tidal traffic lanes and road widening should be considered to ease congestion.*
- *Congestion problems at Manandon need to be addressed.*

- “Install double lanes where possible or like on Tamar Bridge use 2 lanes at busy times in one direction.”

Tavistock Road

- “The junction at Tavistock road and Plumer way (Farm Foods) is dangerous, to cross this junction you have to stop the main flow of traffic, and cross a bus lane, a cycle lane, the junction is far too low. This a death trap waiting to happen, one day soon someone will turn left and not see a taxi, motorcycle or bus and cause a serious accident. Poor Poor design. You have changed the layout to please a few people who catch a bus, but you have failed to deal with the major issue of cost and reliability of public transport.”

- “As a car driver the improvements between Derriford round about and the Crownhill flyover has made the journey smoother thanks to the new road surface but the exit off that road before Crownhill flyover is now even more dangerous, as you have to cross the bus lane and cycle path to leave the road.”

- “It is sometimes difficult to leave Tavistock Road at Crownhill to go into Fort Austin Avenue as you now have to cross a bus lane & cyclists come down that hill very fast. Many cars encroach on that lane before they should and leave the rest of us stranded.”

- “I need to leave the corridor and veer left up past Farm Foods and the Land Registry and I feel vulnerable as there is nowhere for me to go if a bus/taxi is coming up the inside other than stop traffic behind me - why is there no space to get into the left in advance of the turn? Worried about a crash.”

- “Have found the extension of the bus lane towards Manadon roundabout is slowing down the traffic in the two lanes creating jams.”

- “I think we need a left lane along the dual carriageway at Tavistock road up to the George junction, for drivers going to Southway, this way all that traffic is gone.”

- “When travelling into the city centre on Tavistock Road the turning for Plumer Road/Tailyour Road has been significantly cut short because of the bus lane, therefore many people move into the bus lane before they make the exit onto Plumer Road.”

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- “I think the bus lane extension to Manadon is maybe a good thing but I feel it makes the left hand turn from the Tavistock Road prior to the Farm Foods shop dangerous and is an accident waiting to happen. “

- “When I return home in the evening to Eggbuckland from Bircham House at Derriford I find that the road marking make me have to stay in the middle lane far too long, I end up having to wait while traffic moves under the flyover before I can go across to the road to Eggbuckland whereas if the line markings allowed me to cross over earlier I would not have to wait. If traffic built up more this could cause further problem back at the traffic lights near the Future Inn. I don't see why traffic turning left to Eggbuckland has to go so far down before cutting across bikes riders and taxis as well as buses, to turn left, it would make little difference to buses if we were able to join that road earlier. Also, I feel that it would have been a better idea to extend the section where traffic turns right to the business park near the Future Inn. Sometimes it is not possible to get into this section to turn right and we end up holding people up behind us who just want to go straight a head.”

- “The slip road from the A386 going past Charlton road, turning in by the Land Registry to Eggbuckland is now far too low down. In effect traffic that previously had left the A386, now backs-up and causes worse traffic circulation as it cannot leave the A386 due to the cycle/bus lanes. If you explicitly follow the road markings for this junction, you are left very far down toward Crownhill, where the traffic starts to merge with flows entering the A386. This has made my journey time longer and increased traffic build up every weekday from 1630-1730.”

- “The exit slip to Crownhill road is very short for traffic leaving the Tavistock Rd. The road markings should be adjusted slightly to allow the traffic to exit earlier therefore keeping the length of the queues to a minimum. At present frustrated drivers zip out of the queue with the danger of hitting a push bike/motor cycle/bus or taxi. BE WARNED!!!”

- “Better signage regarding use of bus lane when it was opened to all transport, we just heard this via word of mouth at the hospital that the bus lane was open to all transport during the works. Lots of cars did not seem to realise.”

- “I think the stretch of road that leads to the slip road and then to Tailyour Road is dangerous and I witnessed a serious accident there yesterday evening. A car

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knocked into a motor cyclist when the car driver tried to take the slip road too late due to the presence of the bus lane and then the cycle lane which I think is confusing to motorists. The motor cyclist was seriously injured and ambulances and the police had to be called to the nature of the accident.”

- **Manadon**

- “Manadon junction is the bottleneck especially northbound; the three lane section needs to be extended southwards to allow two lanes off the roundabout together with one over the flyover.”
- “I have to use the Manadon Roundabout every time I want to get into Manadon Park - a lot of people need to do this and it must contribute to the increased traffic around the roundabout. Also increased lanes would reduce congestion on A386 around Derriford Roundabout, Crownhill and Manadon. Also, coming north on outland road between 3-5pm is terrible. If there is an accident backed up from A38 it becomes ridiculous.”

- **Drake Circus**

- “Closing of other entrance to traffic should only have been for the traffic coming from North Hill, not all traffic. This re-routed traffic is causing congestion along Exeter Street. “
- “The new traffic island to stop cars going into bus lane is dangerous. I have seen many near misses. Drivers are looking over at the bus lane to wait for a gap and then nearly driving into Island. Why not have the bus lane and access lane controlled by traffic lights - similar to the railway side the north city roundabout.”
- “I think that the area outside of drake circus has been made worse by the ‘improvements’. When you come into the city via ‘Pennycomequick’ you have to go right through town and then go back on yourself, during Saturdays the traffic is very busy so this can add a lot of time onto your journey. I think there is a big chance of accidents as when people end up in the wrong lane it is a struggle to get out. It is just adding to the congestion of getting into the city centre. The island before Drake Circus car park is not highlighted enough and I nearly hit it just after it was installed, and I know of many people who have said the same.”

- **Derriford**

- “Increase number of lanes around Derriford roundabout, to enable more traffic to cross the A386 into Derriford in same time etc Stop traffic turning right out of B+Q (force it all left). Stop traffic turning right out off Future Inn junction (opposite McDonalds). These will reduce red lights on A386. “
- “Should have a dedicated bus lane from/to Derriford - this would encourage use of Park and Ride - and more frequent services.”
- “The additional bus lane from Derriford to Crownhill has made little to no difference for cars and seems an extremely expensive project for a few buses. Cyclists don't use the road; they use the public pavement, so it made no difference there! The traffic lines now make the turn into Tallyour Road from the A386 dangerous. The lines should turn in much sooner than they have been painted. Poor design here.”
- “On Derriford roundabout the BOX area should be extended to prevent traffic coming around the roundabout blocking the outbound lanes on the A386, at times more vehicles get through the lights coming around the roundabout than outbound traffic because it cannot move when the lights change, I have experienced occasions when it does not move at all. A lot of the above traffic going around the roundabout is caused by drivers driving down the outside lane to avoid the long tailbacks at Windsor house lights; these give outbound traffic a low priority. This junction is the biggest hold up outbound with regular tailbacks to Crownhill and improvement is essential.”

3. Traffic light improvements / alterations

Summary:

- *The timings of the traffic lights at the George Junction need to be reviewed.*
- *The timings of the traffic lights at Derriford Roundabout need to be reviewed.*
- *The number of traffic lights, and their phasing, needs to be reviewed.*

- “Adjustment needed to the timings of the traffic lights at the George Junction”

- “Coming out of the Park and Ride to go towards Woolwell, sometimes the lights take ages to change. Cars already on the main road coming from Tavistock road, drive through a red traffic light and block the entrance for cars trying to get onto the road from the Park and Ride. There is a set of pedestrian crossing lights at the George Junction which are dangerous, as the pedestrians see their light as green but the drivers do not. I have almost been run over there as a consequence.”
- “Traffic light timings are seriously odd in places and add to the delays, there does not seem to be any cohesion in the timing of certain sets of lights with queues forming into lanes which should be clear when the lights change. “
- “You have too many traffic lights; they all work against each other. I could organise the lights better! “
- “I work at Marjons and the set up of lights onto Plymbridge Lane is poor. If one bus triggers the bus lane traffic signals then the lights from Plymbridge Lane onto Derriford Rd are skipped for an entire sequence. This causes excessive tailbacks to Marjon and the Airport. This may seem like a very specific area but the impact is on lots of people.”
- “Traffic lights need adjusted - always a backlog of traffic from Estover direction when lights change to allow traffic from Plymouth - Tavistock to proceed at the George Junction. Huge amount of money and little improvement. “
- “The traffic lights at the junction to B&Q and Windsor house, on the southbound carriageway, could be improved by allowing the bus/cycle lane to continue ahead while the other two lanes are at red.”
- “Improvements/lights on "Tesco" roundabout junction when travelling from Roborough into Plymouth”
- “The traffic lights at Derriford Roundabout cannot cope with peak hour traffic. Do away with the roundabout and introduce a light controlled junction like the George or build a flyover. Basically I think that the Northern Corridor measures taken have been just tinkering and not addressing the real problems.”
- “Convert the George junction to a roundabout (without traffic lights).”

4. Signage

Summary:

- There is a need for better / more signage for the George Junction Park and Ride

- “Would like sign just past the George Junction to say this is a filter lane.”
- “The "George" Junction has no sign saying it is "The George". This confuses all travellers. The George Junction is often in mist or poor weather conditions, strangers are completely "lost" sometimes and locals can be terrified in bad vision. Signs over the junction are needed for lane guidance. The painted words on the road cannot be seen in dark or poor weather. “
- “The George Junction is difficult to negotiate for strangers - road markings are hard to read in wet conditions, despite over lighting. This confuses many drivers. “
- “George Junction signage could be improved to make it easier for people who are not used to using the park and ride site.”

5. Parking issues (on-street)

- “I feel that Mutley Plain is one of the few remaining congested areas on the Northern Corridor. Parking bays on Mannamead Road, near its junction with College Ave (south-bound), render the left-most lane useless on approach to Mutley Plain. Goods vehicles parked on DYL along Mutley Plain the left-most lane useless, as do busses when parked inappropriately.”

6. Park and Ride

Summary:

- *There is a need to address rat running through the George Junction Park and Ride*
- *Additional bus priority should be provided for the Park and Ride*
- *The George Junction Park and Ride extension and service to the hospital are not fully utilised.*

- “I would like to have the use of the park and ride, but have a green bus pass through my works. I would like to see the traffic lights on the Northern Corridor working for you and not against you. This would improve the Bus times and encourage travellers to use Public Transport. I also think the Park and ride should run on Sundays and Bank Holidays this will encourage people to come to our City. More surfacing work is required on road surfaces on the Northern Corridor.”
- “A Park and ride at Tavistock or Yelverton would be great, so we could get the nice new buses that Plymouth get.”
- “Outbound delays at the George Junction in the evening mean that long delays are experienced by Park and Ride and bus users. Bus priority must be considered here as this is the most significant bottleneck along the corridor which backs up through Derriford Roundabout and beyond.”
- “Park and ride route to include Marjon and Derriford hospital.”
- “The George Park & Ride junction is a great improvement to the area and the P & R facility is used a lot by people of my acquaintance, as well as myself and my husband. The improved bus lane has thus shortened their journey time - and provided added comfort with the resurfacing.”
- “To further encourage locals to use public transport more it would be fantastic if the P & R opening hours were extended until 11pm or so for those who wish to enjoy entertainment facilities in the city centre, such as the theatre. They could be just twice an hour instead of every ten minutes.”
- “Park and Ride for shoppers is a waste of time as people shopping like to buy lots and return to their car with bags and then continue shopping. Park and Ride should be aimed at Office Workers and Schools. We keep consistent times and therefore organising buses would be easier. You could then give higher priority for buses at school times etc.”
- “There are still issues with the Northern Corridor that have a significant impact on the quality of service being offered by the Park & Ride bus service during peak periods - many sections of the route still do not have a bus lane and, therefore, during peak periods public transport is reduced to sitting in the same traffic jams

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as the other road users; - the actual George Junction is still a nightmare for public transport to negotiate with no prioritisation being given to buses entering or leaving the George Park & Ride Bus Station. Because the road is reduced to one lane at Turners garage, during peak periods the traffic tails back into the junction and blocks the bus's access to the slip road often resulting in the bus missing the traffic light phasing that gives access to the bus station resulting in yet more delays as it waits for the lights to run through the whole sequence again. There are also occasions when the George Junction filter traffic light fails to operate at all and buses are left waiting to enter the station - During peak period's traffic turning right from the Plymbridge Road onto Tavistock Road cannot clear the junction quickly enough and, therefore, these vehicles block the traffic flow. As a result, users travelling north are often reluctant to start entering the junction. Unsure whether this is because traffic continues to enter the junction after the lights start changing to red; - at the moment a small number of vehicles travelling from Estover along the Plymbridge Road have worked out that they can use the new entrance to the Park & Ride as a "rat run" to avoid the heavy traffic turning right onto the Tavistock Road. This situation will worsen if this becomes wider public knowledge; - has the new parking section at the George Park & Ride opened yet? At the moment this area remains completely unused."

- "Additional access to Park & Ride hardly used - might have been different if it was there when first set up - Southway drivers are used to Milehouse now. Bus stop on Tavistock Road by the Tamar Public House is in a dangerous position. Good road surface, but this should be part of normal road maintenance."
- "The park and ride facility is a fine achievement but its potential is not being harnessed as the buses it serves are often late because of the traffic thus making it unattractive to potential customers. I don't know how you fix the problem of the George, if the council want to really promote public transport to the north of Plymouth and south Dartmoor (Tavistock and Yelverton) then a bold move would be to widen the approach to the George junction to introduce a bus lane. The pavement could well be narrowed and still support walkers. This would have the same effect as the bus lane had at the hospital, buses on time, buses with contented customers, and buses more attractive to motorists."
- "As the Park & Ride is situated at the George, could there be a bus lane introduced? At present buses have to queue with all the other traffic. If there was

a bus lane to move buses quicker more people may start using the Park & Ride or local buses.”

- “Drivers cutting through the park and ride site are a problem, when I have used park and ride it's taken far longer to get out of the car park than it should due to cars using this as a short cut rather than going though the main junction - this has increased my reluctance to use park and ride.”
- “The extension to the Park and Ride car park at the George had only served to cover a few more acres of grassland with tarmac and is completely unused apart from model car owners during evenings and weekends creating an annoying noise. The new entrance from Plymbridge no doubt has some advantages, but it is rapidly becoming a high speed rat run for traffic turning right from Morgan Way avoiding the wait at the traffic lights and for drivers heading the other way towards Plymbridge Road.”
- “I think the George P+R is located perfectly and should be used more often.”

7. Public transport incentives / disincentives:

Summary:

- *There is a perception that bus services are expensive and unreliable.*
- *There is a need for more bus priority.*
- *There is a need to increase the frequency of bus services.*

- “More bus lanes, more reliable service, ability to break ones journey without incurring extra cost. “

- The cost of public transport

- “You have failed to deal with the major issue of cost and reliability of public transport.”
- “A lot of the improvements are for buses but this does have an impact on car journeys which makes drivers frustrated - the bus often is victim to drivers 'road rage' but I think the message could be sold more in that improvements are made to routes so that bus travel/public transport becomes the preferred mode of

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transport. People see money being spent on roads and bus routes but don't link it to the fact that they should then move to using buses as it would be easier, better, quick for them. The cost of using public transport is still too high.”

- “If Plymouth City Council are serious about reducing reliance on private cars in the city then they need to make buses more attractive to use (I believe that it is cheaper to drive to the Park and Ride than to catch a bus to the city centre from Crownhill).”

- **Availability, frequency and reliability of public transport**

- “You have failed to deal with the major issue of cost and reliability of public transport.”
- “I live near Shaugh Prior and would love to get the bus to work but it's just not possible as there are only a few buses a day that way. Once I've driven 15 minutes to reach the Park & Ride at the George, I might as well drive the rest of the way to the office.”
- “Should have a more frequent service to/from Derriford Hospital.”
- “Stop the continued development of the industrial estates in the north of the City which are too far away and too dispersed for commercial bus services whilst at the same time all the goods have to travel in the A386 to get to the A38 putting more pressure on the infrastructure. Luggage makes much more sense as it is next to the A38 and right by a high quality public transport corridor. Public transport improvements can do wonders for modal shift but we can do nothing about freight nor can we provide bus services without support to dispersed industrial estates.”

- **Bus lanes / bus priority (adding in or taking out)**

- “From my bus experience there was no time advantage by taking bus north of Derriford roundabout as no bus lane to George Junction. I find it quicker at peak times to turn off at Crownhill drive down Budshead Road and up Southway Drive to George Junction and then turn left onto A386. (I am not alone in doing this).”

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- “Buses given further priority (especially during rush hour) to encourage further use by a broader public sector.”
- “Continuous bus lane from Manadon Roundabout to Derriford (and vice versa)”
- “At the approach to the Derriford roundabout, northbound, many cars heading left into Looseleigh Lane 'short cut' into the bus lane to avoid the queue, I do not object to this and believe it should be encouraged, perhaps that full section of bus lane could be for left turn cars and vans also?”
- “Like many other big cities, let motorists use the bus lanes outside of peak hours (8-10 & 3-6)”
- “Have found the extension of the bus lane towards Manadon roundabout is slowing down the traffic in the two lanes creating jams.”
- “Outbound delays at the George Junction in the evening mean that long delays are experience by Park and Ride and bus users. Bus priority must be considered here as this is the most significant bottleneck along the corridor which backs up through Derriford Roundabout and beyond.”
- “Bus lanes the whole way through would be a start. Not technically possible I realise but until it is significantly quicker by bus it will hold little draw to me.”
- “Wasted money on bus lane at Crownhill that has no effect but is more dangerous for cars.”
- “If it were possible, bus lanes should be installed all the way from Crownhill, through Outland Road and Alma Road, to the City Centre, both inwards and outwards, this would dramatically reduce traffic accordingly. Additionally, as I know it is being talked about, to reopen the Tavistock to Plymouth railway line.”
- “I would like to see the bus lane between B&Q and Derriford roundabout for use of buses and all vehicles turning left. Currently there are always long tailbacks in the other two lanes especially at peak times and the bus lane empty. An accident waiting to happen is the southbound carriageway at Woolwell roundabout and will be even worse when the new housing project is completed. Three lanes merging into one in the space of 100 metres is ridiculous!”

- “A bus lane (which can also double as a cycle lane) would be a major improvement for my journey along Mutley Plain.”
- “Should have a dedicated bus lane from/to Derriford - this would encourage use of Park and Ride.”
- “I believe that it is quite an achievement to improve the public transport access (improved bus lanes) without making car journeys worse. “
- “Buses only in bus lanes not taxis, motorcycles etc. More bus only lanes with priority at traffic lights.”
- “The continuation of bus priority schemes with the aspiration of constant meaningful bus priority between the City Centre and Woolwell both via Milehouse and Mutley Plain.”
- “George Junction - In the past I have suggested putting in cameras or hatching to try and dissuade people from jumping the lights as I'm concerned that there will be a serious pile up.

8. Enforcement issues

Summary:

- There is a perception that the right hand turn bans on Outland Road are being ignored.

- “Put cameras on pedestrian crossings to dissuade red light jumpers (which will raise revenue for the camera operators).”

- Outland Road right hand turn bans

- “Outland Road ban on vehicles turning right is constantly being ignored by drivers. Signs are not big enough and perhaps there should be a central reservation of plastic bollards?”
- “I still see many vehicles turn right off Outland Road even though the 'No Right Turn' signs are very clear. “

- “If the changes made were policed, i.e. No turning right along Outland Road and taxi’s using the bus and normal lanes like a racing course overtaking sections it could possibly work.”
- “Although right turns are now banned on Outland Road I have seen some people still make them.”
- “The no right turn signs between Peverell Park Road and Central Park are being ignored on a regular basis (at least twice a week and that’s only the times I am aware of!) - The one that is ignored most often is the first one after Peverell Park Road. Perhaps you could consider an extension of the middle of the road divider to cover that turning, it appears that physical barriers are the only thing that some drivers take notice of!”

9. Traffic congestion

- “I have concern over the extensive house building occurring in the Southway and Roborough area leading to more traffic congestion in these areas.”
- “There are still long traffic tailbacks along Morgan Road towards the Tavistock Road during (and every) late afternoon Monday to Friday. Although I do appreciate it is difficult for lots of cars to enter the Tavistock Road heading north because of the slow moving and build up of cars. This is now the remaining log jam that is virtually impossible to remove? “
- “The congestion at Derriford is just as bad now as it was before the dual carriageway was put in. It was designed badly.”

10. Cycle improvements / comments

Summary:

- *Cycle lanes should / should not share pedestrian space (conflicting views).*
- *Cycle lanes are often disjointed and not as direct as roads which mean they are not always suitable for commuter cyclists who travel via the most direct route.*
- *There is a perception of poor behaviour from drivers toward cyclists.*

- “With regard to cyclists, I think the amount of money that has been wasted on cycle paths in the city and particularly along the northern route is dreadful, given that most of the cyclist still use the road causing problems for the flow of the traffic. You find yourself having to pull out around the same cyclist time and time again as they race down the left hand side of you each time you wait at traffic lights. (Generally they ignore the red lights completely) If cycle lanes are provided, then it should be ensured that the cyclists use them and are not on the road running the risk of being involved in accidents with cars.”
- “Make it safer for cyclists. I'd love to cycle but I daren't”
- “Cyclists should be made to use the cycle paths as they cause delays and are dangerous.”
- “I would like to see proper cycle paths on all Plymouth main routes to make them safer and more sustainable transport routes. Also improved bicycle parking in Mutley area in particular”
- “Separate cycle lanes.”
- “Cycle lanes still rather bitty, sometimes add unnecessary distance. Current habit of giving 2-3 feet as part of bus lane is bad. Far better to share, otherwise lane too narrow for safety. The join at the bottom of the south-bound new section at Crownhill is painful. As a commuter cyclist, I prefer to go with the traffic flow, rather than repeatedly leave the carriageway and then have to stop to re-join it.”
- “Overall this route is unpleasant to cycle. Such cycle-facilities as exist always end just at the most dangerous point. This has been made worse by some of the changes - for example cycle lanes going to Derriford hospital and heading south at Crownhill now precipitate the cyclist into dangerous traffic. The new island and lane structure at Derriford roundabout heading south make it more dangerous than it used to be. Allowing motorcycles to use bus and cycle lanes is ridiculous - you now have the fastest and the slowest vehicles sharing limited space. This has made it yet more unpleasant to cycle. The biggest hazard of all to cyclists is buses and this is because Plymouth bus drivers are (in my experience) universally the worst and most inconsiderate of all drivers. I strongly recommend

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that driver-re-training be considered here - emphasising that cycles are entirely legitimate road and bus lane users and that overtaking must be done considerately and with sufficient space. “

- “Much more could and should be done to improve cycling facilities along this key commuter route. Also traffic speeds along this (and throughout the city) are much too fast, speed limits are universally ignored with no sanction and cycle lanes and advance spaces at traffic lights almost always encroached by cars, buses and a great variety of other hazards. Would be very happy to provide more detail!”
- “Cycle lanes have been much improved from George P & R until Crownhill. However, the journey into the city centre is still difficult and involves lane changing and getting stuck in traffic; or following the cycle route which is indirect and hilly. Outland Road and Mutley Plane/Mannamead Road are particularly difficult sections; and the route doesn't link directly into the city centre.”
- “Off-road cycle paths at the George Junction are time-consuming (particularly inbound) and would only be used by the most inexperienced cyclists, as there are numerous push-button crossings and stops. It would be more beneficial if part of the carriageway could be allocated to on-road cycle lanes.”
- “It depresses me that cyclists are marginalised by both drivers and administrators. We should be more radical in our attempts to mitigate against vehicular congestion by making use of key access routes to the city fee-paying for non-human powered vehicles. There's no vision here, in fact there's no evidence of anything other than an 'auto-oriented' approach. Either we take radical action NOW or we continue to struggle on with a heuristic 'best of a bad job' attitude.”
- “I would like to see better provision for cyclists travelling uphill towards Milehouse on Alma Road. This stretch of road is particularly dangerous to cyclists. The slow speed of the cyclist as they climb the hill, combined with the exposed cobblestones in the gutter and the narrow road width (meaning that buses and cars try to squeeze past without adequate clearance) make this leg of my journey a harrowing experience every day. Also, I would like to see better distinction between the shared cyclist/pedestrian underpasses on North Cross Roundabout. On a daily basis I have to contend with pedestrians meandering around and taking short-cuts along the designated cycle path, completely ignoring the barriers. A fresh coat of paint on the pavement markings would help.”

- “The provision of fully continuous protected cycle lanes would encourage more cyclists to use this route. I have spoken to many local cyclists who will not cycle on this route as it has been the site of many serious accidents to cyclists in recent years including several fatalities.”
- “The cycle routes are a waste of tax payers’ money as very few cyclists bother to use them taking the risk and causing irritation to drivers by continuing to use the roads.”
- “I would like to see the cycle lane extended onto Manadon Flyover as the junction for the roundabout is still quite tricky to negotiate at rush hour.”
- “Please look at the cycle network north of the city. “
- “A bus lane (which can also double as a cycle lane) would be a major improvement for my journey along Mutley Plain.”
- “Improvement of cycle facilities on Manadon roundabout to reduce conflict with traffic turning left onto the A38. Resurfacing and route clarification (signing) on Milehouse junction for cyclists. The red surface is badly broken up and rough, and it’s awkward to transition from on-road to off-road facilities (e.g. when accessing the park/ Mayflower centre.)”
- “Dedicated pushbike route AWAY from the traffic, i.e. alongside the pedestrians.”
- “The cycle path between Roborough roundabout and Woolwell roundabout is frequently full of pedestrians, particularly around the bus stops since there is no physical barrier to separate waiting passengers. This, plus the presence of broken glass etc, means that I never use the cycle path here. “
- “The cycle paths running north-south through the George junction encourage cyclists to remain on the road since due to the number of traffic lights to be negotiated: 8 sets if using the cycle path versus 2 if using the road. I therefore never use the cycle path here. “
- “The new cycle lane between Derriford roundabout and Crownhill is welcome in that it allows buses to pass cyclists. That said, I was very disappointed to see the

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re-instatement of the frankly ridiculous slip road for traffic joining the southbound carriageway from the direction of the Land Registry building: cyclists are expected to stop, losing all momentum in the process; buses have to leave the bus lane, merging with traffic on their right, before moving left again to reach the bus stop just south of the Crownhill flyover. It would be better if the joining traffic had to give way to traffic already on Tavistock Road: this would allow both buses and cyclists to continue directly without stopping or merging with lanes of other traffic.”

- “The junction of Moorshead Road and Tavistock Road is hazardous for cyclists because the traffic light and road sign poles obscure the view for drivers waiting to join.”
- “Tavistock Road; they therefore pull forward into the cycle lane to better see oncoming traffic. The cyclist is therefore forced to stop or to pull out into the main flow of traffic.”
- “A continuous cycleway out to Roborough Down. Either abolishment of the 2nd northbound lane leading to the George crossroads (because of the delays caused by traffic merging again immediately after the crossroads) or else duelling of the road from the George to Woolwell roundabout.”
- “Although I usually use the car, I sometimes cycle if the weather's good. The cycle lane improvements mean I'll probably choose to cycle more often over the summer than in previous years.”
- “Cycle lanes still not used - a waste of space.”
- “The cycle lane near the George Hotel is far too wide. If it was narrower, traffic for Southway could have its own lane earlier. I travel this way regularly and rarely see cyclists in designated lane they prefer the main lane.”
- “If Plymouth City Council are serious about reducing reliance on private cars in the city then they need to do more to favour pedestrians and cyclists. Sections of improvements must be joined to make them useful and to encourage cyclists to use them. In my experience it's a rare event to see a cyclist on the sections of cycle path created, far more common to see them ignore the cycle paths as it's safer and faster to stay in the normal flow of traffic. Introduce cycle lanes on the road that are marked with solid white lines not dashed lines making them

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unavailable to cars, ban taxis from bus lanes, make pavements wider where possible and where cycle lanes and pavements run alongside the highway position pavements furthest from the road, on Tavistock road the cycle lane that runs north from Crownhill to Derriford is used more by pedestrians than the pavement section. “

- “I would like to see more cycle lanes, and fewer cars.”

11. Pedestrian improvements / comments

Summary:

- *There is a need for improvements to pedestrian crossings on the corridor.*
- *Textured paving and high kerbs are difficult for mobility scooters.*

- “It would be interesting to see what work could be done to make the pedestrian experience better?”
- “There is a set of pedestrian crossing lights at the George Junction which are dangerous, as the pedestrians see their light as green but the drivers do not. I have almost been run over there as a consequence.”
- “Get all the pedestrian crossings to a consistent standard where pedestrians can see the 'green man' and cross in safety.”
- “I would like to see a pedestrian crossing between Marjon and Derriford Hospital.”
- “It would be interesting to see what work could be done to make the pedestrian experience better?”
- “Put cameras on pedestrian crossings to dissuade red light jumpers (which will raise revenue for the camera operators).”

- **Mobility Scooter**

- “Hard to manoeuvre over pavements in mobility scooter where cross paving - very bumpy! Difficult to use crossings, especially opposite the pub before Derriford Roundabout to go to Derriford Hospital - the pavement is too narrow to get in

position with a scooter to cross so have to block up the pavement. It is hard to see the green man on this crossing and half road crossings take for ever!”

12. Motorcycles

- “The bus lane from Charlton Rd to Manadon is dangerous for motorcycle users using the bus lane, the break in the bus lane for cars etc to cut across to go down Forder Valley is too late and causes cars to veer across or use the bus lane without looking.”

13. Rail

- “It would be good, as I know it is being talked about, to reopen the Tavistock to Plymouth railway line.”
- “Light railway system”

14. VMS

- “I found that the VMS information was less useful than it could have been. For someone who does not travel extensively in Plymouth (except commuting to work) they did not give information I could use e.g. where the delay is how long the delays might last and alternative routes. “

15. Other comments about the works

- “Current work has been minimal and in respect of the Tavistock Road bus lane delivered extremely slowly best part of 6 months to push a couple of hundred metres of kerb back two metres or so, endless disruption. “
- “I would love to see less traffic on that particular route. If individuals used public transport more I'm sure it would lessen the traffic and make a more pleasant trip. Sadly, even with the improvements it's still a pretty awful trip and still takes me nearly an hour sometimes to get home from City Centre to Woolwell.”
- “The changes have not made a great deal of difference as they have been mitigated by the increase in traffic using B&Q area which causes a blockage most days between Crownhill and Derriford.”

- “I honestly can't see what difference the improvements have made to the way in which traffic flows. Particularly the extended bus lane from Derriford roundabout to the Crownhill flyover junction. All that work and disruption for what - a very slightly longer bus lane.”
- “Generally impressed with the difference it has made to my journey. However with the increase in housing at Glenholt and opposite the Turners Garage, I am concerned the improvements will not be fully effective.”
- “Very rarely have to wait for a Park & Ride bus...excellent service, well done!”
- “Wasted money on bus lane at Crownhill that has no effect but is more dangerous for cars.”
- “In no way does this sort of scheme have any impact on people's decision about which mode of transport they use. Why don't you listen to what people want, instead of making these money wasting decisions with minimal consultation/regard.”
- “As a taxpayer and driver I found it extremely inconvenient to have at least 20 minutes each way added onto my journey because of the installation of a bus lane that I will never use. I am however extremely happy to see a new road surface that makes my journey more comfortable, although I'm unsure whether this outweighs the inconvenience.”

Notes prepared by Faith Coles 29/07/2010