



TRANSPORT AND HIGHWAYS

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# Northern Corridor Consultation Results



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## 1.0 Summary of results

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### 1.1 Summary table – Ease of travelling on the Northern Corridor

Form of Transport	% who find it easy	% who find it difficult
Milehouse Park & Ride	92.0	8.0
Passenger in car or taxi	75.5	24.5
Walking	73.1	26.9
George Junction Park & Ride	68.8	31.2
Local bus service	60.3	39.6
Driving private car	55.2	44.8
Motorcycle/scooter	50.0	50.0
Pedal cycle	32.6	67.4

### 1.2 Headline comments relating to route

This a summary list of the re-occurring themes identified through the consultation;

- The George Junction Park & Ride service has been positively received since it's introduction in 2006
- Difficulty accessing the George Junction Park & Ride for local traffic
- Congestion at Woolwell Roundabout and in and around the George Junction
- Positive comments about bus lanes, however general call for them to be continuous
- Poor public transport waiting facilities at Derriford hospital
- Poor public transport links for cross-city journeys
- Positive comments about travelling on the Northern Corridor outside of peak times
- Too many traffic lights and poor sequencing of lights cited as an issue for most sections of the route
- Poor cycling routes cited as an issue for most sections of the route, particularly crossing the new George Junction (also cited as a problem for pedestrians)
- Parking in bus bays and unloading lorries along Mutley Plain
- Poor road layout and congestion around Drake Circus
- Long delays on Manadon flyover at peak times
- Outland Road needs to be better connected by public transport.

## 2.0 Introduction

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The Northern Corridor is the main transport route from Woolwell to the City Centre covering the areas of Mutley Plain, Manadon, Milehouse, Crownhill, Derriford, Seaton and Southway. It follows the A386 along Tavistock Road and Outland Road and also the B3250 along Mannamead Road and Mutley Plain. The Northern Corridor is a vital transport route not only for people in the north of Plymouth, but also for residents across the city.

In recent years, Derriford has seen a growth in the level of development which is set to continue in the future, potentially providing a sustainable centre for the north of Plymouth. Any future development in the Derriford area is likely to place a greater demand for travel on the transport network and particularly the Northern Corridor.

Plymouth City Council is seeking to improve transport between the north and the city centre as well as to local areas, particularly by public transport. In July 2007 a bus user survey was carried out on the Northern Corridor to gather people's views about using local bus services. This was followed by a wider public consultation in August 2007.

This wider consultation took the form of a road show event. The aim was to find out what forms of transport people mainly use on the Northern Corridor, how easy or difficult they find accessing and travelling on the Northern Corridor routes and to understand people's experiences of why they find it difficult and what they like or dislike about the route. The event took place over a period of a week and incorporated the promotion of sustainable modes of transport.

### 3.0 Methodology

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With the need to satisfy the consultation requirements and also the promotion of sustainable transport modes, it was decided that a road show would be the most suitable way of achieving the aims of the event. The following locations were identified along the Northern Corridor route as those with the highest levels of footfall;

- B & Q Warehouse, Tavistock road – 28<sup>th</sup> Aug - 9.30 to 19.00pm
- Derriford Hospital – 28<sup>th</sup> Aug - 12.00 to 5.00pm
- City Centre Piazza – 29<sup>th</sup> Aug - 9.30 to 5.00pm
- Mannamead Pub, Mutley Plain – 30<sup>th</sup> Aug - 9.30 to 1.00pm
- Morrison's Store, Outland Road – 30<sup>th</sup> Aug - 1.30 to 7.30pm
- Tamar Hotel, Crownhill – 31<sup>st</sup> Aug - 12.00 to 4.00pm
- Central Park – 1<sup>st</sup> Sept - 11.00 to 3.00pm

In order to increase our availability to those members of the public who were unable to attend between 9.00 – 5.00pm we made ourselves available at B & Q until 7.00pm and Morrison's until 7.30pm and also on a Saturday at Central Park for four hours over the lunchtime period. The road show dates and times were widely advertised and all the information including the brochure and questionnaire were available on the Plymouth City Council website.

Visitors to the exhibition trailer were able to view large route maps showing the transport corridor and place comments on the posters. They were able to take an information brochure away with them which also contained a self completion questionnaire and a pre-paid envelope. Public transport timetables and information, cycle route maps and Car Share Devon information was also available.

The response to this consultation was very good. Over a period of 4½ days, 764 brochures with questionnaires were handed out to people visiting the exhibition trailer and 443 comments were placed on the route map posters. Footfall for the entire event was estimated at just over 1000 people. A further 1000 brochures were available for people to collect from various locations along the corridor. 260 surveys were completed and returned and 21 additional written comments were received.

## 4.0 Results

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### 3.1 Forms of Transport

The first question on the survey was about which form of transport participants have used when travelling on the Northern Corridor and the reason for their journey, i.e. commuting to and from work or for other reasons, such as visiting health facilities, social or leisure events.

#### 3.1.1 Commuting

Just over a quarter of the 259 people who responded to this question indicated that they use their car to get to and from work, if we include car passenger responses, we can say that 36.3% of people travelling to and from work on the Northern Corridor use the private car.

The results for using the local bus service were good with 23.2% of respondents using their local bus to commute to and from work. When we include the Park and Ride (P&R) results, this percentage increases to 31.7%. 17.7% of respondents indicated that they either walk or cycle on the Northern Corridor (see Table 1).

**Table 1**

	<b>Commuting</b>	
	No. of respondents	% of respondents
Car	65	<b>25.1</b>
Local bus	60	<b>23.2</b>
Car Passenger	29	<b>11.2</b>
Bicycle	26	<b>10</b>
P & R	22	<b>8.5</b>
Walk	20	<b>7.7</b>
Taxi	9	<b>3.5</b>
Scooter/Motorcycle	2	<b>0.8</b>

#### 3.1.2 'Other' (Social, Domestic or Pleasure)

Table 2 summarises the 'other' responses. We asked participants, about which form of transport they used for 'other' activities such as leisure, accessing health facilities, shopping, education etc. Results show that the majority of the 259 people who responded to this question use their car for social or domestic activities, if we include car passenger responses; we can say that 73.7% of people travelling on the Northern Corridor, for reasons other than work, use the private car.

However, the results for using the local bus service were also good with 51.4% of respondents indicating that they use their local bus service for social or domestic activities. When we include the P&R results, this percentage increases to 86.5%. 35.5% of respondents indicated that they either walk or cycle on the Northern Corridor (see Table 2).

**Table 2**

	<b>Other</b>	
	No. of respondents	% of respondents
Car	144	<b>55.6</b>
Local bus	133	<b>51.4</b>
P & R	91	<b>35.1</b>
Walk	69	<b>26.6</b>
Car Passenger	47	<b>18.1</b>
Taxi	46	<b>17.8</b>
Bicycle	23	<b>8.9</b>
Scooter/Motorcycle	5	<b>1.9</b>

### 3.2 Ease of Travelling

To understand about people’s experiences of travelling on the Northern Corridor we asked participants to tell us how easy or difficult they find travelling on this transport corridor for each of the forms of transport they selected in question 1; this could be for either commuting or ‘other’. See Table 3 for summary of results.

**Table 3**

<b>Form of Transport</b>	<b>% who find it easy</b>	<b>% who find it difficult</b>
Milehouse P&R	92.0	8.0
Passenger in car or taxi	75.5	24.5
Walking	73.1	26.9
George Junction P&R	68.8	31.2
Local bus service	60.3	39.6
Driving private car	55.2	44.8
Motorcycle/scooter	50.0	50.0
Pedal cycle	32.6	67.4

Of the respondents who indicated that they use the P&R, it appears that the Milehouse P&R is felt to be the easiest to use. A recent study carried out for P&R in Plymouth showed that the majority of users of the Milehouse site are from the local area and many walk there to catch the P&R bus. From the comments received it appears that the P&R is popular as there are very few local buses that service this area of the city.

*“Buses do not come this way and I do not drive. My three children attend school here [Milehouse] and we have to use the Park and Ride which does not allow children to travel at child prices.”*

Results from the Bus User Survey (July 2007) however, show that people found it difficult to exit the P&R when driving their car. The ease of use for the George Junction P&R did not fair so well, however the results are still good with 68.8% indicating that they find it easy to use.

Respondents who indicated that they used the local bus service on the Northern Corridor also felt that it was relatively easy to use, but not as easy as the P&R service with 39.6% of people saying that they find it difficult compared to 31.2% of P&R users.

Although only 46 people indicated that they cycle on the Northern Corridor, the results were disappointing with only 15 (32.6%) saying that they find it easy.

### **3.3 Reasons why people find it easy or difficult**

Question 3 provided the most information to enable the development and design of targeted improvements on the Northern Corridor. Participants were asked to tell us in relation to the information provided in questions 1 and 2 why they find it either easy or difficult when travelling on the Northern Corridor. The Northern Corridor route was broken down into sections so that we were able to identify where the participants experience problems or delays. The comments received during the road show event are included in this section.

#### **3.3.1 Section 1 – Between Woolwell and Derriford Roundabout**

The majority of comments made by those who use this section of the Northern Corridor were about why they found it difficult.

The P&R service received many positive comments, both in the survey and from the road show event, comments included;

*“Frequent service. Excellent facilities and clean toilets. Friendly helpful staff. Lots of room on double deckers and relaxing to travel on the bus and not have to worry about traffic or parking. Nice views from the top deck. Book of 10 tickets is excellent value and saves finding change each day. Lots of stop buttons on the bus.”*

*“George P&R is a superb provision - I really enjoy coming into Plymouth. Well maintained quiet, clean comfortable buses and very pleasant staff.”*

However, there were many more negative comments, mainly relating to the access of the P&R site at the George Junction. The current arrangement of the P&R site does not allow for local traffic to enter the site from the south. Drivers are sign posted to Woolwell Roundabout to approach the site from the north. Although the site was primarily designed to capture commuters and travellers heading into the city centre from the north, its benefits of high quality and frequent and reliable services have attracted the local community who appear to rather use this service than the local bus service.

This became apparent when looking at the number of negative comments received about the local bus services for Section 1. The comments ranged from inadequate waiting facilities at Derriford Hospital, to poor services on evenings and weekends and lack of cross-city services, to comments about unreliable bus services and how local services are too busy during term time.

The comments made about bus lanes were generally positive with many seeing the advantage; however some commented that it would be good to have a dedicated bus lane from the George Junction to Derriford Roundabout.

There were also several comments made about the transport infrastructure, particularly the new junction arrangements. The survey and road show event revealed that there was mixed views about the success of the George Junction improvements. The majority of comments received in the section were about the congestion. However, it appears that most people recognise that the merge into one lane after the junction heading north is the key problem and that congestion occurs primarily at peak times. Problems incurred at Woolwell Roundabout were also frequently cited. Comments include;

*“The access to the hospital needs to be improved and the right turn off a single carriageway road is inadequate. My husband and I car share sometimes but to drive from Windsor House to Tamar Science Park at peak times can take 15-20 minutes each way.”*

*“Bus lane at Woolwell roundabout is a waste of space. Merge inbound of Woolwell roundabout is too short. Merge area outside of George junction is too short. George junction requires yellow box area and there is too much bias on traffic lights for traffic from Southway and Glenholt. Woolwell to George junction needs to be made into a dual carriageway in each direction.”*

*“Congestion caused by bus lane at Woolwell and bottleneck caused by roundabout. Bus lane should be shared with cars from B&Q to Derriford roundabout for vehicles going down Looseleigh Lane to ease congestion in northbound lane.”*

Some of the more positive comments include;

*“Incoming traffic much better at George Junction since alteration.”*

*“The road is spacious and wide. Most of these roads are clearly marked and quite easy to drive on.”*

Those people who travel outside of peak periods find this section of the route very easy to travel on due to fewer cars being on the road. Some of the comments made include;

*“Only go shopping once a week in this area so the traffic is not too much of a nuisance. If I had to commute everyday I would not find it so pleasant.”*

*“I travel to work at 07:30 the traffic is relatively light again I travel home at 18:00 and the traffic has reduced.”*

The traffic light system for the major junctions in section 1 also received comment;

*“Too many traffic lights and other restrictions on free flowing traffic; the whole point of roundabouts is that they regulate themselves every time the traffic lights fail, the traffic flows much better - until they are repaired!”*

*“Too many traffic lights, all lights do not run in synchronisation - lane control causes chaos.”*

For those who responded about cycling in this section, it was generally felt that the cycling facilities are poor. Only 3 comments received were positive about the cycle paths in this area. The main comments received through the survey and road show event were about the lack of cycle provision and the safety of the routes provided.

*"I am a keen cyclist and did so regularly prior to moving to Plymouth. However, I know of 3 people who were knocked off on my route in the last 12 months and one person was killed. It is a busy road with lots of lane swapping. Therefore I do not cycle."*

*"Very poor cycle route - very dangerous."*

*"Cycle path ends then I have to merge into 40mph car traffic."*

*"Not possible to use cycle crossing near George at rush hour as there are cars moving through here at all states of lights due to tailbacks from Woolwell. The road is too narrow on Derriford to George - no cycleway."*

Walking along this route was seen as difficult in many cases. Crossing at the George Junction is found to be difficult, many citing congestion as the main reason. Another reason was that the pavement between the P&R site and Derriford is too narrow for people to feel safe when walking. Comments include;

*"Late afternoon and early evening it is very difficult to cross the road outside the George pub as there are cars backed up even through the pedestrian crossing when green. Cars don't always stop as they cannot see the lights it is Very Dangerous!!!!"*

*"I walk from Glenholt to Derriford Hospital. The pavement is too narrow along Tavistock Road where it fronts the big houses."*

*If catching a Tavistock bus which does not go into the Park & Ride crossing*

*"Tavistock Road is lethal. Neither pedestrian crossing is pedestrian friendly. The control and the lights are far apart on the northern end on the southern one the lights maybe green for pedestrians but traffic is still coming round from Morgan Road."*

*"...very difficult to reach inbound bus stop from western side of Tavistock Road."*

### 3.3.2 Section 2 – Between Derriford Roundabout and Manadon

There were slightly fewer comments made about section 2 than for section 1, however again there were more comments made about the difficulties people face rather than about how easy they find travelling on this section of the Northern Corridor.

Most of the comments received through the survey and road show event related to local bus services, congestion and the number and sequencing of traffic lights; most of the traffic light comments relate to Derriford Roundabout. Some of the more positive comments related to the dual carriageway section of the A386.

There were an equal number of positive and negative comments made about the local bus service and bus lanes in general. The reasons why people find it difficult to use their local bus service between Derriford and Manadon include;

*“Buses slowed by congestion. Don’t turn up. Later ones needed.*

*Not frequent enough. Not enough information on bus stop. Need maps and information on where it is going to.”*

*“Bus access from Cremyll Ferry/Stonehouse to Derriford hospital not integrated with ferry timetable.”*

*“Bus lane disappears and re-appears causing delays.”*

Some of the more positive comments about why people find it easy include;

*“There are lots of buses and it is easy to walk to. “*

*“Easy to get to Derriford Hospital on 34/34B.”*

*“Two regular buses with reliable service.”*

*“Improved traffic lights and bus lanes.”*

*“Traffic flows well and bus lane section helpful for P&R.”*

*“Good to have dedicated bus lane.”*

There were a number of comments made about the level of congestion heading north, however these mainly related to peak time traffic; outside of peak hours, it was recognised that traffic generally flowed steadily along this stretch.

The number and sequencing of traffic lights was commonly cited for this section, some of the comments include;

*“Derriford traffic lights have very short green cycle for incoming traffic.”*

*“Getting the traffic lights at Derriford, B&Q and McDonalds to work together!!! I.e. during the evening 'rush hour' when passing through Derriford roundabout on a green light, B&Q are then on Red!! Causing a 'backlash' and traffic build up back at Derriford! Sometimes total Grid Lock! By working both sets of lights together, keeping B&Q 'city bound' on green longer would ease the flow of traffic and keep traffic moving!!”*

*“Too many traffic lights, phasing does not give preference to traffic travelling north and south.”*

Comments about walking and cycling were well represented in this section; however there were far more negative comments than positive, but these generally related to cycling between Derriford and Manadon.

Cyclists find it difficult to cycle between Derriford and Manadon due to the following common themes;

- Cycle paths not continuous
- Busy section of road, do not feel safe
- Too many conflicts with cars
- Lack of cycle lanes, especially heading north

Although 73.1% of respondents reported that they find it easy to walk around this area, there were some specific comments worth noting;

*“Using underpass - personal safety is a concern - level crossing? Also need a crossing across Tailour Road to give to access to underpass from Hunter Close.”*

*“Provision of crossings at top and bottom of Tavistock Road (between International Business Park and Smallack Close area) are useless to those who live in the Smallack area.”*

Some comments were made which specifically related to Crownhill Junction and Manadon Roundabout, although they were few in number, this information is valuable when reviewing the transport infrastructure for the Northern Corridor, comments include;

*"I make regular journeys between Whitleigh and Derriford via the Crownhill system. It is a nightmare and an awful waste of petrol causing more pollution."*

*"I don't often visit Crownhill but the slip roads on both sides coming onto Tavistock Road are very dangerous."*

*"The exit from St Peters Road onto the Manadon roundabout early morning (7.30 - 9am) and late afternoon (4-6pm) is difficult. The control of traffic lights exiting Parkway and those prior to this exit on the roundabout need a reasonable delay of 1 minute. Would allow residents to exit St Peters Road safely onto the Manadon roundabout - at this time you cannot do so with safety."*

### **3.3.3 Section 3 – Between Manadon and Hyde Park Pub (Mutley)**

The majority of the comments received about this section related to the number of traffic lights, the level of congestion and the lack of cycle paths. There were very few positive comments made about why people find it easy to travel on this section of the corridor.

However, positive comments received include;

*"Lots of buses."*

*"Nice straight road, no bottlenecks for the most part."*

*"I know it well and there have been no recent road changes."*

*"Buses every 10 minutes, bus stop is only 5 mins walk from here."*

*"By avoiding the peak hours the journey is generally fast enough."*

The number of traffic lights along this section of road was the most commonly cited reason why people find it difficult to use. Out of the 24 comments received about traffic lights, 16 related to the number;

*"Incredible number of traffic lights - are they really all essential?!"*

*"Not used - too busy at all times due to excessive number of traffic lights and crossings."*

*"To be avoided at all costs! -Too many traffic lights!"*

*"Too many lights - why not restrict them to peak times? "*

Other comments include;

*"Traffic light sequence from Manadon to Mutley Plain is very bad."*

*"Traffic lights out of phase for North/South movement."*

*"Traffic lights change on minor exits with no vehicles triggering change."*

There is a general feeling that congestion is a real problem between Manadon and the Hyde Park Pub at the north end of Mutley Plain. Other comments include;

*“Poor road surface in places, many obstacles. (Castings, gratings, etc). But worse than between Derriford and Manadon.”*

*“Why not 2 or more car lanes i.e. share with buses, Taxis and bikes.”*

*“Volume of traffic - feeder roads closed directing all traffic to 1 route.”*

*“Some roadside parking causes back-ups.”*

Seven comments were received in this section regarding cycling; all stating that there is complete lack of cycle paths between Manadon and the Hyde Park Pub. The other themes commented on for this section was the bus lanes and local bus services, comments include;

*“Sunday buses can be full so we use the car now.”*

*“When I catch the [bus] from Hartley Vale there are limited times for that bus and nothing after 5pm. Some drivers on this route don't run to time. If bus not available it involves a 3/4 mile walk.”*

*“Bus lane full of parked cars. Buses use only lane available.”*

*“Traffic reduced to one lane because of occasional buses. Bus lane should be for peak hours only.”*

### **3.3.4 Section 4 – Mutley Plain**

Section 4 is designated as the Mutley Plain area. There were far more comments about why people find it difficult to use section of the Northern Corridor than why they find it easy. The issue of the number of traffic lights was cited regularly along with the road layout, congestion and the problem of parked cars and lorries loading and unloading.

The following comments represent the issues noted above;

*“Dangerous build up of traffic around Hyde Park Pub.”*

*“Often surge of traffic, getting to bus stops.”*

*“Taxi lane is in the wrong place. Reduce the size of pavements to extend roads for buses and taxis.”*

*“Travel by car is difficult due to the volume of traffic and the traffic control arrangements.”*

*“2 lanes at traffic lights to go up to North Hill - central lane should be for buses only. Taxis always parked outside pubs.”*

*“Centre lane and end of Mutley Plain - cars constantly undertaking at speed traffic heading into city centre, this should be bus (not taxi) lane.”*

*“Crowded - delays due to lorries unloading blocking lanes.”*

*“Delivery vehicles cause obstruction. Should only be permitted very early or very late.”*

*“Often congested and bus delays. Don't enforce ‘no parking’ in bus stop bays.”*

*“Too many traffic lights! Impacts when travelling by any mode of transport.”*

*“Far too many traffic lights and problems leaving Mutley Plain into North Hill.”*

There were mixed views about walking and cycling on Mutley Plain. The main issue raised was about the lack of cycle paths making it dangerous for cyclists, particularly at busy periods. Only one respondent made a positive comment indicating that cycling was ‘ok’ on Mutley Plain. There were conflicting views about walking and specifically about the pedestrian crossings with some feeling that they were good and others indicating that they didn’t feel safe, comments include;

*“Ford Park Road crossing is very dangerous for Pedestrians as it is crossing outside Somerfield. Drivers tend not to see the second lights round the corner.”*

*“Pedestrian crossings are a nightmare to use.”*

*“Easy to get around shops are all together.”*

*“Pedestrian crossings are good.”*

Respondents were positive about the number and frequency of buses to and from Mutley Plain. Some other general comments include;

*“Too much pollution.”*

*“Need more traffic wardens on Mutley Plain especially for taxis on yellow lines.”*

### **3.3.5 Section 5 – Between North Hill and City Centre**

The most comments received about this section were negative comments about the road layout and level of congestion experienced around Drake Circus;

*“Bottom of North Hill buses cross numerous lanes and there is congestion from Drake Circus. Badly sited entrance to the car park.”*

*“Buses turning right into North Road East. Hold up traffic as road is too narrow.”*

*“People don't use centre lane at North Hill from Mutley. Filtering does not work.”*

*“Road layout could be improved in vicinity of public library.”*

*"The new road layout to the new car park is a joke. Causes chaos. Road split by library confusing."*

*"Build up of traffic from car park entrance onto Charles Cross roundabout (and further consequences)."*

*"Congestion due to new Drake Circus layout and traffic not clearing."*

Again the number of traffic lights was raised as a problem, particularly around Drake Circus and the University. Cyclists felt that there was a lack of cycle paths linking the City Centre with Mutley Plain and it was felt that crossing the road in the Drake Circus area was difficult;

*"Not used - too busy at all times due to excessive number of traffic lights and crossings."*

*"Busy/not much cycle track."*

*"Crossings e.g. Coberg Street - have to wait a long time to cross road."*

*"As a pedestrian I do not like street level crossing around Drake Circus. It is difficult when traffic is congested at Drake Circus for too many lights. Subways should never have been removed."*

In contrast, there were some positive comments about the new road layout around Drake Circus;

*"Able to go down North Hill provision of more pedestrian crossings."*

*"Improved lights/filter system."*

*"Traffic lights throughout help ease flow of traffic."*

*"Very easy - parking restricted and there is room for buses and lorries to pull over."*

### **3.3.6 Section 6 – Between Manadon and Milehouse**

With two main routes into the City Centre from the north, the Northern Corridor splits at Manadon with one route heading toward Mutley Plain using Mannamead Road and the other following the Manadon flyover toward Milehouse using Outland Road. There were many comments and issues raised about this section of the corridor. The key themes that arose were much like the issues raised for the other sections; congestion, road layout and the number of traffic lights. Comments include;

*"From Peverell corner to P&R at Milehouse traffic turning right on Outland Road can cause traffic congestion in both directions."*

*"Too many traffic lights - maybe a roundabout at Morrisons, Peverell higher turning and at Argyle Parks Department turning would improve traffic flow."*

*"Whose idea? Bus stop at Peverell Corner! Why did you put traffic island opposite it causes chaos when traffic lights change? Bus is stopped to pick up passengers; cars gone through on green then they get stuck because they can't get passed the bus."*

*"Always heavy congestion on flyover at peak times."*

*"Very busy and congested around the supermarket and junctions."*

*"Congestion caused by traffic lights at the Morrisons area and at Peverell Corner."*

*"Slip roads off of the A38 gets full. Traffic lights needed on slip road going to A38 from Peverell."*

There were several comments made by cyclists. They indicated that cycling on this section of road is dangerous due to the lack of cycle paths;

*"Cycle lane ends right at the top of the hill by Morrisons. You have to dice with traffic where the road narrows, while going slowly. Try it - it's terrifying!"*

*"Cycling - bikes are squeezed out - sometimes have to mount pavement. Bike lane is needed."*

*"Limited cycle paths - all existing are unsuitable."*

*"Outland road very, very dangerous for cycling. Poor road layout."*

The lack of bus services and bus lanes on Outland Road appeared to be an issue for some people;

*"The buses do not go through Milehouse from Woolwell."*

*"Limited bus service on Outland Road."*

*"No bus from my area (Woolwell) unless use P&R and cannot then detour to other places."*

*"Lack of bus lanes and when having to cut across to bus stops and back."*

*"Slow moving traffic in inside lane due to slip road off Manadon roundabout and Morrisons exit - no bus lane."*

Only one comment was made about parked cars on Outland Road causing problems for the general traffic flow. For respondents who indicated that they travel outside of peak times, their comments were positive about the capacity of the road and also the general flow of traffic.

### 3.3.7 Section 7 – Between Milehouse and City Centre

This is the last section of the Northern Corridor. This section did not receive many comments, however the road layout and also the level of congestion were the most cited issues;

*“Build up of traffic at Pennycomequick and Alma Road.”*

*“North Cross roundabout can be confusing on markings.”*

*“Overall route into city now so unattractive, discouraging and unpleasant that I never visit city except in dire need.”*

*“Pennycomequick roundabout needs improving - narrow lanes.”*

*“Why have you put buses only turning right into Mayflower Street. Its also a joke that all traffic is going down to Charles Church to come back up again to go to Mayflower Street and the danger from build up, waiting to go into new car park and it holds up all the lanes (stupid layout). Please also consider a filter light, turning right from Weston Park Road into Outland Road.”*

The lack of bus lanes to the City Centre specifically for the Park and Ride bus was cited as a problem. There were an equal number of comments for walking and cycling. Cyclists felt that there was a lack of cycle paths and the danger of cycling on Alma Road, particularly when cycling uphill. Some of the comments made about walking include;

*“Cannot figure out the pedestrian crossing system from Central Park over to the bus station - lights not in pedestrians favour at all!”*

*“Walking does cost, in time, and health, exhaust fumes from buses and in particular old dirty taxis, on weekends (especially Sunday.”*

*“The multitude of pedestrian crossings in Leebury St are a definite pain. I find them difficult to cross.”*

*“...and difficult when walking with children as it can be dangerous.”*

There were several positive comments about the Park and Ride service, about the good traffic flow into the City Centre and the cycle route through Central Park;

*“Always use P&R for city centre - very easy.”*

*“P&R is easy (10 min service on Monday to Friday and Saturdays when car park is not used by Argyle.”*

*“P&R so easily accessed and direct.”*

*“Dual carriageway - traffic flows well. Even a roundabout without traffic lights!!!”*

*“Four lanes operate well and fewer traffic lights.”*

*“Traffic lights kept to minimum - eases flow of traffic, no real delays.”*

*“Good access and route through Central Park. On the whole good with cycle lane access.”*

*“Walking is very easy and pleasant from this location.”*

### **3.4 Additional Written Comments – Summary**

There were several additional written responses received, many of which were very detailed and which have been fully considered. The main themes that arose from these additional comments mirrored the themes identified in the survey and road show events, in short;

- Problems accessing George Junction Park and ride
- Too many traffic lights on the entire corridor which in turn cause congestion
- Lack of bus services at convenient times to outlying areas for shift workers
- Congestion and safety issues associated with Woolwell Roundabout
- Dualling of the road between the George Junction and Woolwell Roundabout
- Illegal parking on Mutley Plain
- Lack of local services on Outland Road
- Not enough north to west/east bus links
- Unreliable and cost bus services
- Lack of cycle provision; inadequate, dangerous and disjointed cycle routes.

## 5.0 What we are already doing!

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- We are producing a Northern Corridor Transport Strategy to cover all modes of travel with a strong emphasis on improving the quality of the public transport offer. The comments obtained from this survey are helping to develop this strategy
- P&R extension at The George to include a new southern access point – to be completed 2009.
- Improvements to the Derriford Hospital entrance - in the short term we are working with Derriford Hospital to improve waiting facilities and reduce hold ups due to inappropriate parking - 2008/09. We have recently installed brand new bus shelters at the hospital and these will be equipped with real time passenger information in 2009. In the medium term, we are working with the Derriford Hospital to secure the provision of a High Quality Public Transport Interchange, which will address the majority of the problems currently experienced at the main entrance - 2009/10
- Alteration to the Milehouse P&R facility to enable buses from The George to stop on road thus removing the need to do the 'loop' through the main site, improving journey times and reducing delays to passengers - 2007/08
- Green Travel Pass scheme - multi operator discounted bus pass available to the employees of all companies with an active travel plan. The scheme is promoted across the City to all businesses through the Chamberlink magazine. This means a multi operator season ticket is available
- Timetable guides are now produced in a single book and the Council will be producing new guides in 2009/10
- The Council will send out timetables to individuals if they provide their name and address
- Replacement of 1200 bus stop flags across the city continues. This work means all bus stops will have new timetable cases. This will allow the relevant bus operators to display timetables along the routes.
- All the new bus stops have SMS codes on them. Texting this code to 84268 will allow the next three departures from that stop to be sent to the person's mobile phone. Texts cost 25p plus the standard operating charge

- The Council has improved the clarity of bus service information in the City Centre by replacing all the ‘bus shelter header boards’ on Royal Parade and the viaduct. This is an ongoing piece of work to cover the whole city
- ‘*Northern Connect*’ shuttle bus service was launched in March 2008. This innovative taxibus/conventional bus service, connects the transport hubs of Derriford Hospital and the George Park and Ride with industrial estates in the north of the city improving access to employment
- To help to improve access to buses, all buses will be low floor by 2017. A high proportion of buses are already low floor
- Work is being carried out to explore whether more bus priority can be provided at traffic lights on the Northern Corridor
- The attendants at Milehouse Park and Ride now provide an off-bus ticketing scheme to passengers in the morning peak; this is helping to make the service fast and efficient and was implemented following customer comments in 2007
- Five Screen FX pods in Drake Circus have links to RTPI displays for the bus stops near the shopping centre. In addition, RTPI displays have been installed in the Charles Street bus shelters
- Real time passenger information displays will be provided at key stops on the northern corridor in 2009
- Woolwell Roundabout – investigating solutions to existing merge and bus stop access problems on the roundabout
- We are trialing changes to the entrance to the Drake Circus car park to evaluate whether they reduce the level of congestion around this junction
- A brand new journey planning website, *Plymgo.com*, has been launched. The website has been designed to plan journeys on foot, by bike and by public transport and the private car with the results reported in terms of; distance travelled, time taken, calories burnt whilst on route and the carbon value of your journey
- We have developed a comprehensive programme of works for 2009/10 which has been directly informed by the survey results and comments received. Information on what these improvements are and how they help to tackle the issues raised during the consultation will be posted on the website in April 2009.

## 6.0 Further Recommendations

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This is not an exhaustive or conclusive list as other work will continue to be developed. These recommendations are in direct response to the feedback provided in the surveys and other evidence needs to be collected before a decision can be made as to whether these recommendations can be taken forward;

- Review the suitability of the existing highway infrastructure for all modes of transport
- When developing the transport strategy for the Northern Corridor include the review of the traffic light system
- Wherever possible ensure bus lanes are complimented by the provision of dedicated cycle lanes or enough width to allow a bus to overtake cyclists without need to enter other traffic lanes
- Note specific comments relating to cycling provision on the Northern Corridor
- Undertake a programme of pedestrian crossing improvements (e.g. refuge islands) on the northern corridor to link up bus stops enabling better access to public transport
- Review the pedestrian crossing phases for the George Junction
- The George Junction - need to address the existing merge problems northbound – investigate potential solutions
- Milehouse P&R - in the short term explore design options to resolve the exit problems currently experienced from the P&R car park. In the medium to long term, ensure the Life Centre fully considers the needs of P&R users and is taken forward into any option proposals for the junctions serving the site
- Review exit arrangements for traffic entering Manadon Roundabout from St Peters Road
- Mutley Plain - address problem of inappropriate parking both on road and parking in the bus stops. Explore potential to implement dedicated enforcement for Air Quality Management Areas and assess the requirement for loading facilities - could form part of the overall package of feasibility works for the Mutley Plain area
- Mutley Plain/Alexandra Road - consider converting middle lane on approach to junction to bus only – could form part of the overall package of feasibility works for the Mutley Plain area

- Outland Road – look at solutions for resolving congestion problems which cause delays to the P&R and local bus services
- Explore the viability of a Mutley - Outland Road - Milehouse - City Centre loop bus service – need to consider as part of the potential transport links for the Life Centre.

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