

2. Survey Responses

261 surveys were completed in response to the engagement with residents. The area is illustrated with response volumes below and Chart 1 below highlights where respondents lived within the area surveyed. The results highlight that, of the 261 respondents, 85 did not give the street they live on. Of the 176 responses with a location, 46 of the surveys (26%) were completed by people living on New Street and the remainder were returned from those in the immediate surrounding area. 67 survey responses (38%) were from people living on Copthorne Road (part of the diversion route).

Map 1 Responses volumes by road

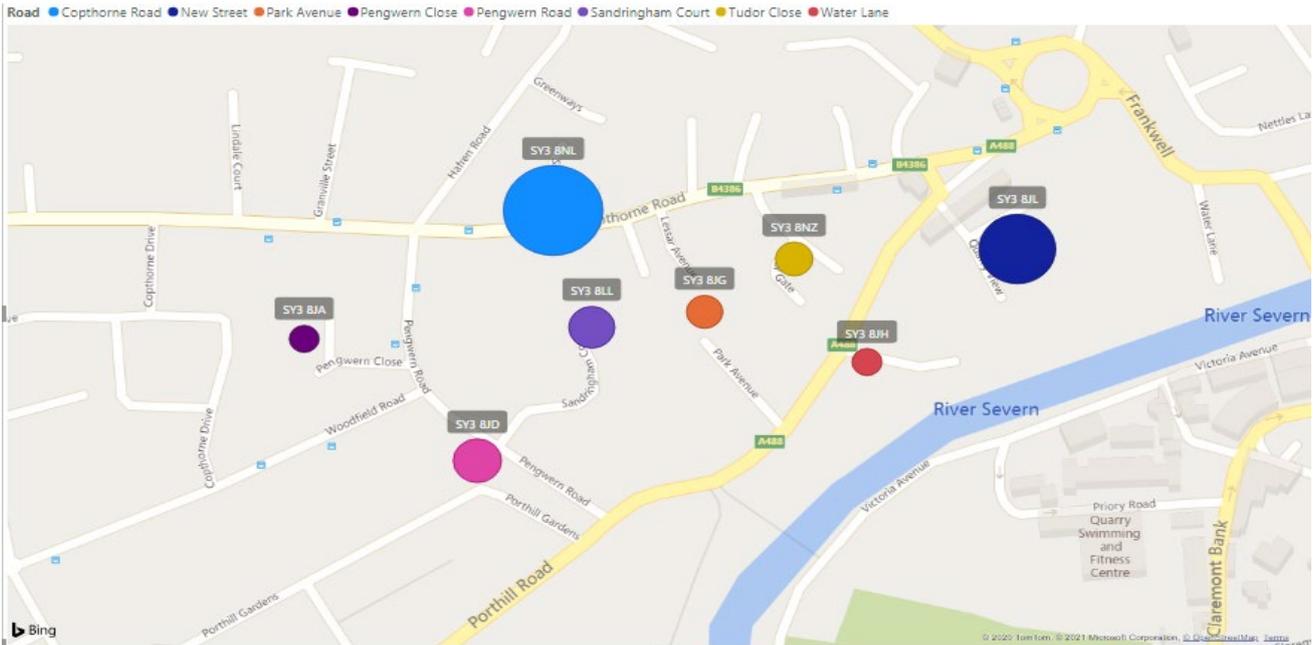
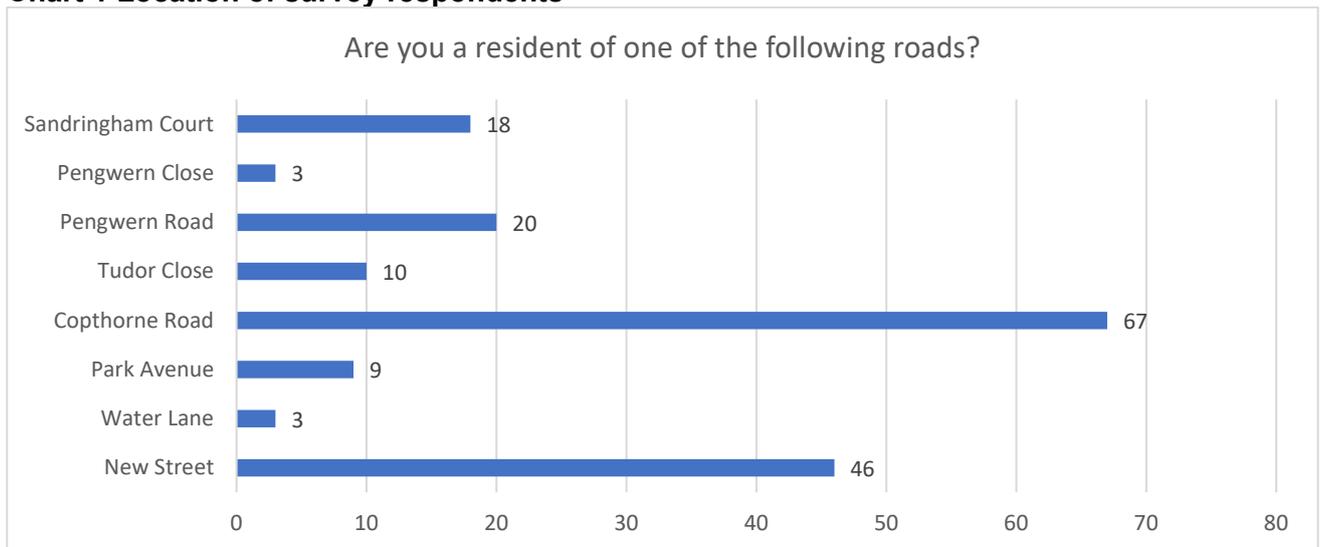
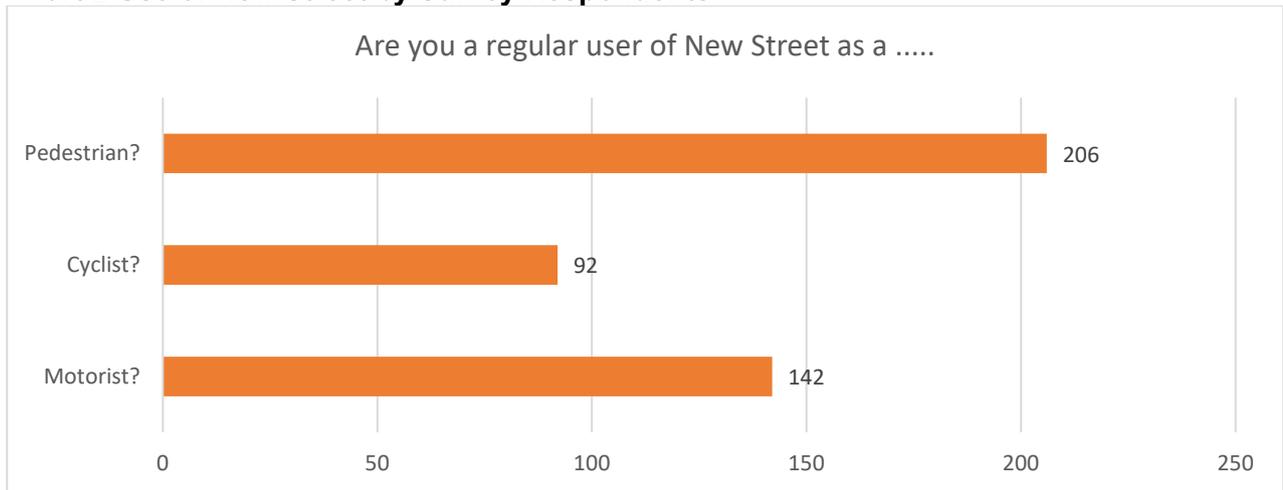


Chart 1 Location of survey respondents



In addition to street location, all survey respondents were asked how they regularly use New Street. Chart 2 displays the results. The responses highlighted that most survey respondents (206 of the 261) use New Street as pedestrians, 142 use New Street as motorists and 92 as cyclists.

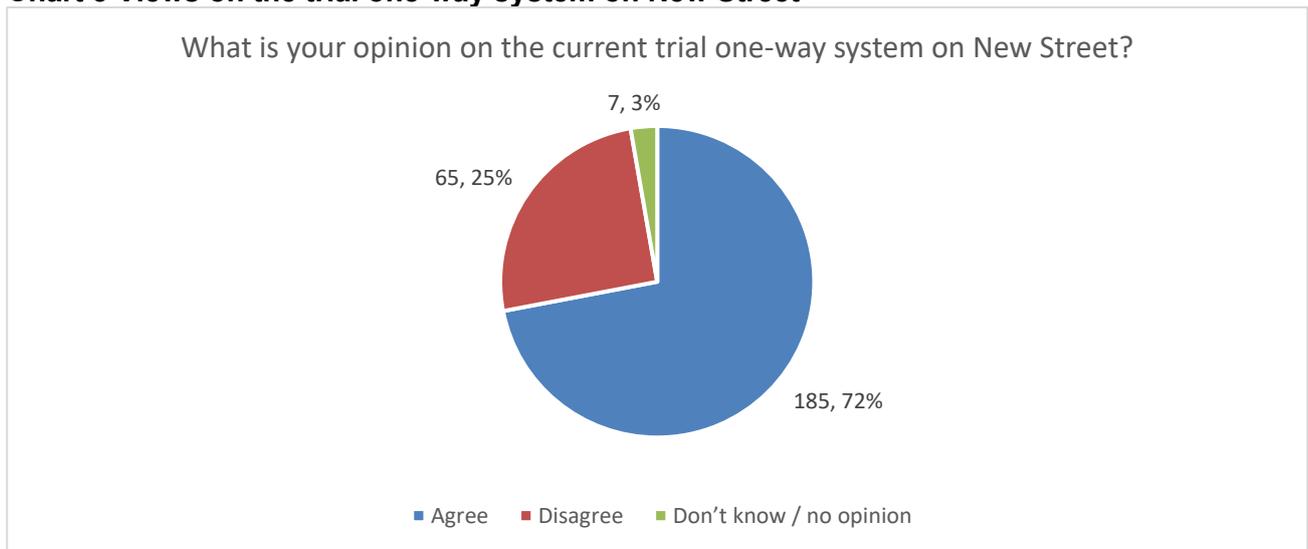
Chart 2 Use of New Street by Survey Respondents



3. Survey Results

The survey was designed to determine overall views on the implementation of the trial and its continuation. A question was included to ask: 'What is your opinion on the current trial one-way system on New Street?' 257 responses were received, and the results shown in chart 3 below.

Chart 3 Views on the trial one-way system on New Street



The feedback highlighted overall support for the changes. 72% of survey respondents agreed with the trial, whilst 25% disagreed. Detailed analysis by respondent location was undertaken for each question and that highlighted that of the 65 people who do not want to see the trial become permanent, 42 live on Copthorne Road, 5 on nearby streets and 19 did not state their location.

A complementary question was included to confirm overall views: 'Should this trial become a permanent one-way vehicle flow with a contraflow cycle lane?'. The response is shown in Chart 4. 68% of survey respondents would like the trial to become permanent and 26% disagree (very similar proportions to the previous question).

In order to better understand the overall feedback, the survey included questions on impact of the trial one-way system.

Chart 4 Views on making the trial a permanent arrangement

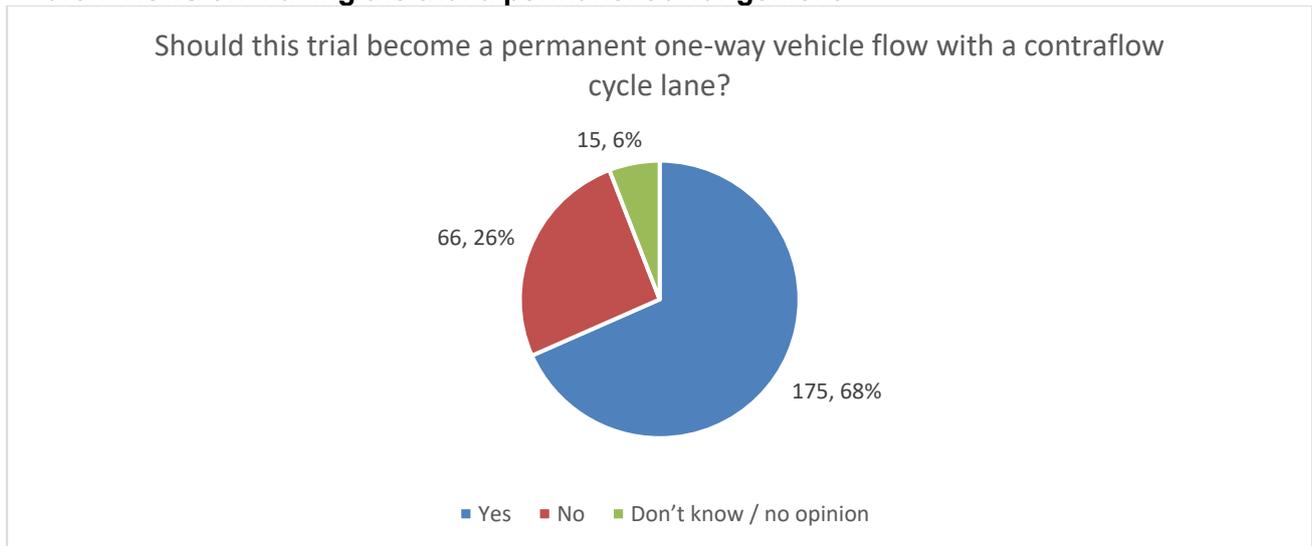


Chart 5 Feedback on the impact of the trial

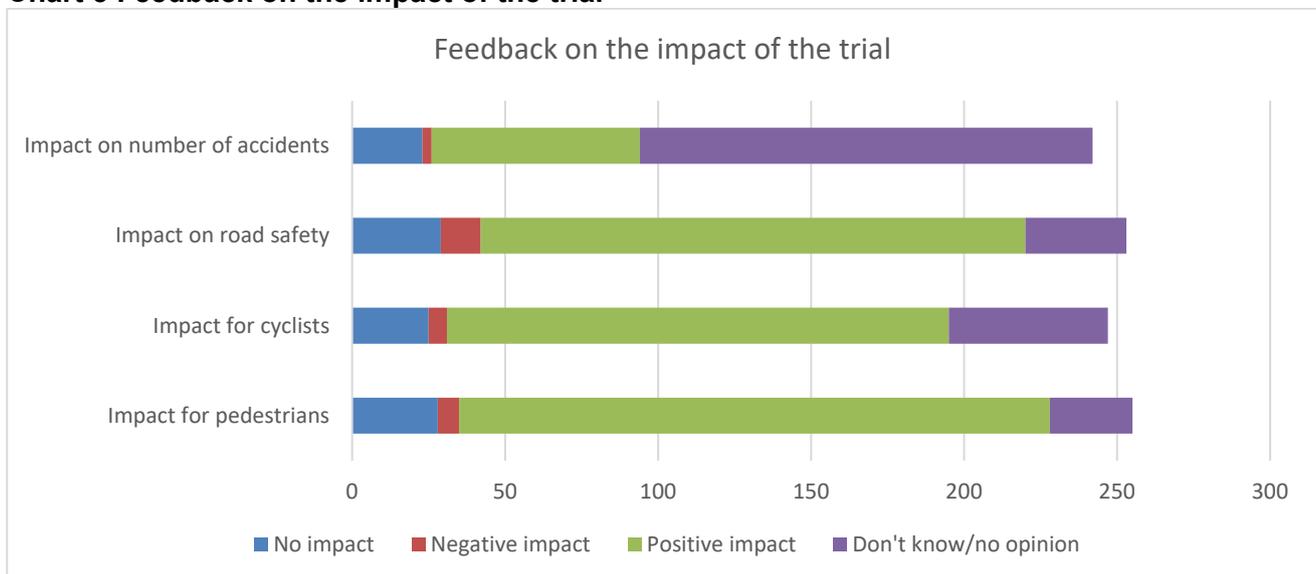


Chart 5 above illustrates the views of survey respondents when asked about the impact of the new Street one-way system on different road users and on road accidents and safety. On average, across all themes, 26 survey respondents considered the trial had had no impact at all. On average, excluding the theme on accidents, 37 survey respondents didn't know what impact the changes had made. Many more didn't know whether there had been an impact on accidents (148). Focusing on the negative and positive impacts it is possible to see that the greatest level of concern, expressed by 13 people was that there had been a negative impact on road safety (this was followed by 7 concerned about negative impact on pedestrians, 6 concerned about negative impact on cyclists and 3 concerns about accidents). The dominant response among survey respondents was positive. 193 survey respondents believe the trial had a positive impact on pedestrians, 178 consider there was a positive impact on road safety, 164 a positive impact on cyclists and 68 a positive impact on accidents.

The survey provided opportunity for respondents to add comments about any other impacts. 68 comments were made, and each was categorised into a main theme. Table 1 below summarises the feedback and this is followed by some examples of comments. Table 1 highlights that 25% of the comments (17 comments) related to improvements in safety for pedestrians and cyclists (the top category) followed by concerns about the negative impact of traffic on other roads (13 comments, forming 19% of all comments).

Table 1 Comments on the impact of the one-way system on New Street

Theme within comments	Number	%
Positive environmental impact (noise and pollution)	5	7%
Positive safer for pedestrians and cyclists	17	25%
Positive Impact for residents	5	7%
Negative impact on road layouts and access to homes	8	12%
Negative increased risk of danger to pedestrians and cyclists	4	6%
Negative increased traffic on neighbouring roads	13	19%
No impact	5	7%
Other	11	16%
Total responses	68	100%

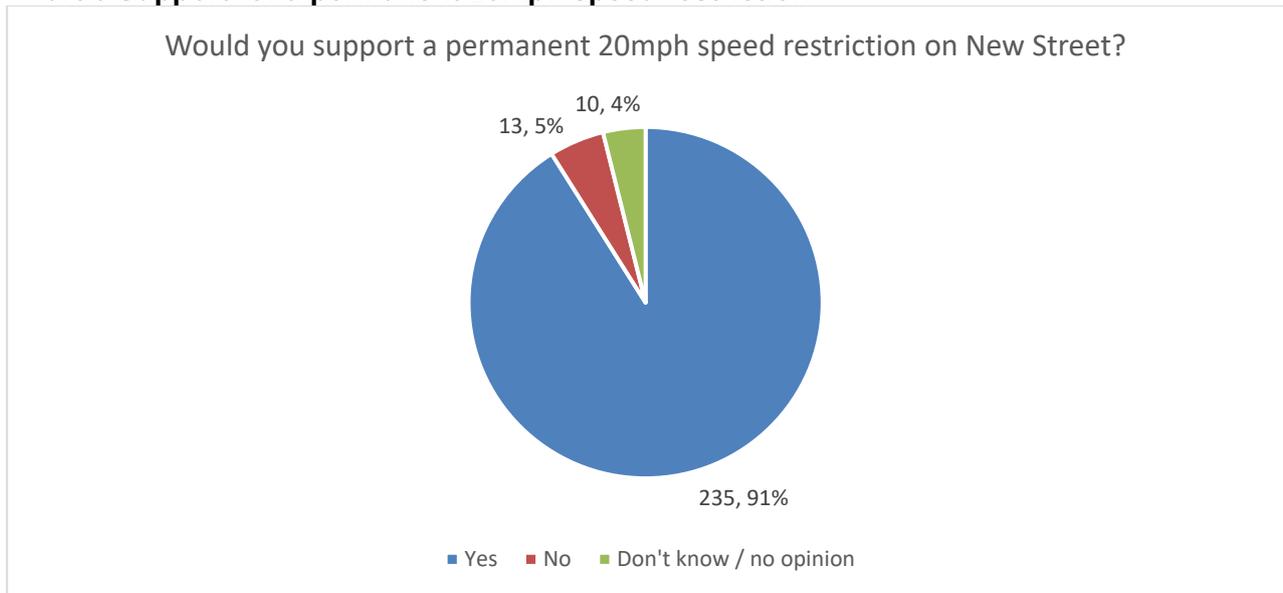
Example comments:

- *This new road layout has definitely slowed the traffic on this very narrow stretch of road and eased congestion for cyclist, runners and pedestrians I am delighted with this local government initiative well done SC.*
- *Much safer for taking children to school (air quality and noise are better too). Cars coming down Porthill go frighteningly fast at times though, more speed calming would make it safer.*
- *It has made the whole street calmer and safer and has removed most of the pollutions from the traffic queues every weekday morning with exhaust very close to house door and windows.*
- *Far less pollution. Incalculable increase in pedestrian safety. No observable negative impact on other roads in area.*
- *Whilst we have lived in New Street 5 vehicles have demolished front walls and fences having crossed the footpath all except one were travelling in the direction now forbidden.*
- *Very positive change just impacts the traffic build up around our houses trying to get into town.*
- *The one-way system on New Street is a good thing but traffic has to go somewhere and Copthorne Rd at the top end by the traffic lights has become more hazardous; not helped by increased housing.*
- *Initially we were concerned that we wouldn't be able to access our houses for deliveries, shopping pick up and drop off but that has been ok as we can simply move the cones. Any future/permanent measures will need to take account of this.*
- *Access to our drive is more difficult with present direction of traffic, which also results in tailbacks.*
- *I use the pelican crossing to cross New Street, so the one-way system has had no impact on my use of the street. The diversion means that there are more cars on Pengwern Road so my route walking to Shrewsbury Town Centre for work and leisure is now less safe than it was before.*
- *Cars coming from Porthill direction still tend to speed down the hill which is not safe. Current speed humps are ineffective in my opinion.*
- *This has had no impact; in fact, it has made it worse.*

The next question included in the survey was: 'Would you support a permanent 20mph speed restriction on New Street?' The results of this question are shown in chart 6. 91% of survey respondents are in support of a permanent 20mph restriction, 5% are not and the remainder don't know.

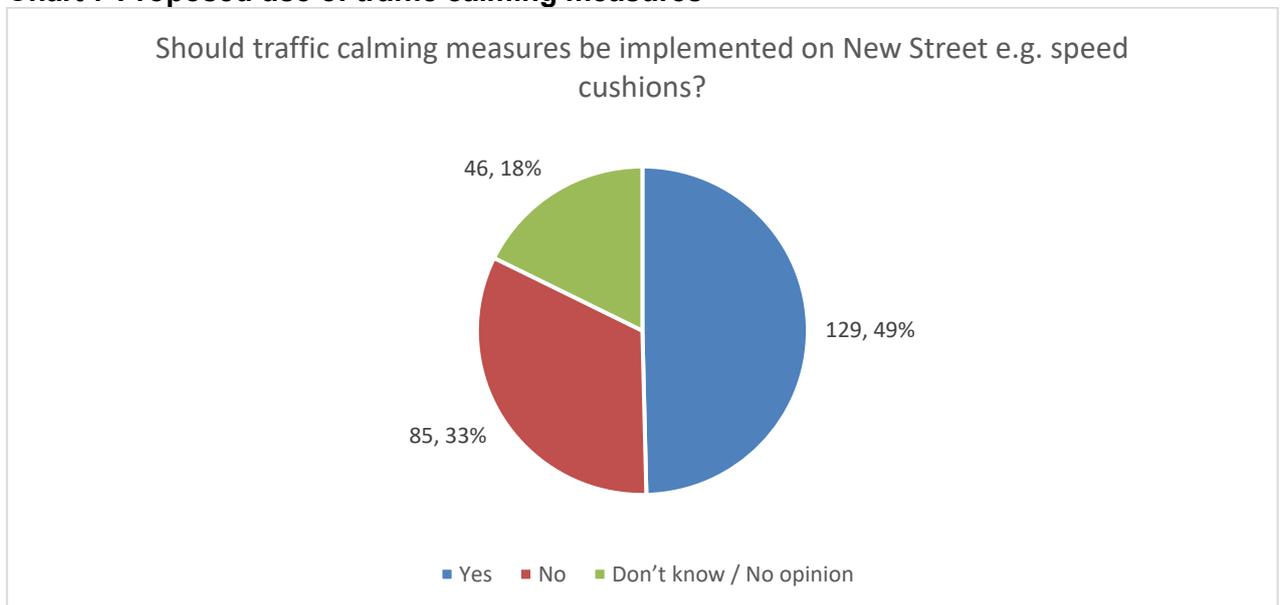
More detailed analysis for all the questions was undertaken to see if those with concerns were more likely to live in certain locations. The analysis highlighted that most of those with concerns live on Copthorne Road. 7 of the 13 people concerned about the implementation of a permanent 20mph speed limit live on Copthorne Road (the remaining 6 did not give their location). This feedback is important to understand.

Chart 6 Support for a permanent 20mph speed restriction



The survey also included a question designed to determine whether traffic calming measures should be implemented on New Street (e.g. speed cushions). The feedback was that 46 people don't know (18%), 129 think traffic calming measures should be used (49%) and 85 (33%) are against the suggestion. Those who do not wish to see traffic calming were a little more spread out in terms of location but there were more concerns from those living on Copthorne Road (21 from Copthorne Road, 12 from New Street, 7 from Sandringham Court and the remaining 10 from 4 other locations). Chart 7 below includes the results.

Chart 7 Proposed use of traffic calming measures



The results of the survey do highlight that, although overall feedback was positive, those living on Copthorne Road were much more likely to express some concerns or object to the continued implementation of the changes. The questionnaire included a question to explore this in more detail: 'In your opinion, has the New Street on-way system had any impact on Copthorne Road?' Chart 8 displays the results.

Chart 8 Impact on Copthorne Road

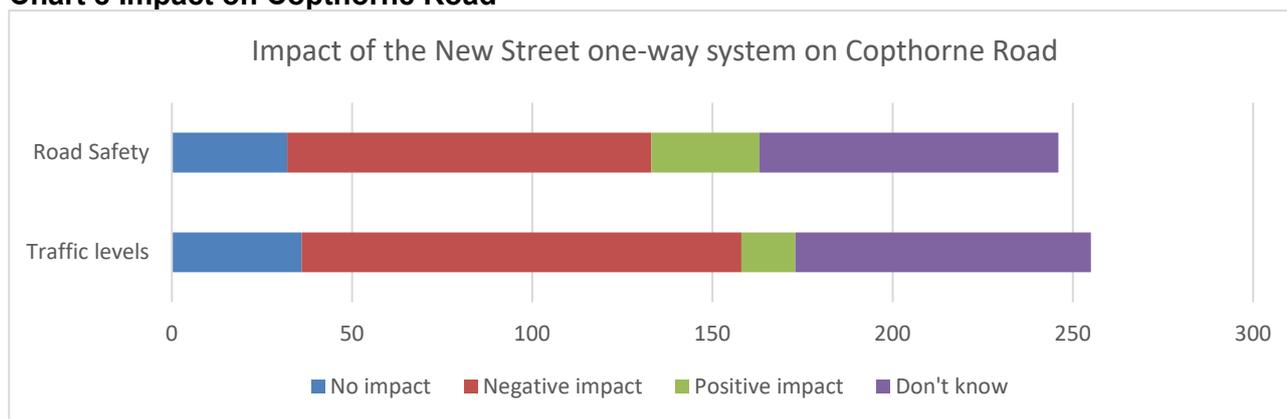


Chart 8 shows that the survey responses included concerns. 122 people feared a negative impact on traffic levels on Copthorne Road and 101 people had concerns about road safety. Small numbers reported a positive impact. 15 people believe the trial of the one-way system had a positive impact on traffic levels and 30 reported a positive impact on road safety. Exploring that feedback in more detail highlighted that people with positive views of impact were living in a wide range of locations. Those with concerns were more likely to live on Copthorne Road. An open text question was included to allow survey respondents to comment. 79 people provided comments and those were categorised into themes. Table 2 displays the results and example comments are also provided to give an insight into the feedback received. The top concern was the impact of traffic.

Table 2 Impact on Copthorne Road: other comments

Theme within comments	Number	%
Negative impact on the volume of traffic /safety issues to other roads	41	52%
Negative environmental impact (noise and pollution)	1	1%
Negative increased speed of traffic	11	14%
Positive impact for pedestrians and cyclists	5	6%
Positive less traffic / slower speeds	4	5%
No impact	6	8%
Other	11	14%
Total responses	79	100%

Example comments

- *Traffic on Copthorne Rd has increased to the extent that safety concerns seem to be transferred there from New Street.*
- *The traffic levels on Copthorne have increased, I'd almost say doubled. It's very hard to pull out of a parking space or cross the road at times, due to the sheer volume of traffic.*
- *Has made Copthorne Road even more dangerous for pedestrians, cyclists and the many people trying to get in and out of side roads and driveways. Parked cars obstruct vision and make the road too narrow in places for larger two-way traffic. Slow down speeders and possibly create 20 mph and safe refuges/give way (one way) preferences at intervals.*
- *The speed of traffic has increased but this needed to be managed before this one-way system was implemented.*
- *The change has resulted in extra volume of traffic to Pengwern and Woodfield at the detriment to road safety.*
- *Copthorne road has become too congested and a danger to local school children crossing the road to the nearby schools.*
- *Traffic flow has definitely increased on Copthorne Rd along with the speed (I am a resident of Copthorne Rd). This has seen more minor damage to parked cars as traffic tries to squeeze*

past at speed and will inevitably lead to more serious accidents. If New St is to be permanently one-way then Copthorne Rd should have some serious traffic calming measures put in place.

- *I'm sure traffic on Copthorne Rd has increased but am not sure if it is having a negative impact. Everything seems to flow well as far as I can tell when walking up Copthorne.*
- *I have not noticed much impact when driving along Copthorne Rd.*
- *Increased traffic but good for walkers/cyclists.*

Two key questions were included within the survey to allow more open comment and a much better understanding of the views of residents:

- Have you seen any benefits from the trial one-way system on New Street?
- Do you have any concerns about the trial one-way system on New Street?

Tables 3 and 4 below help to illustrate the themes that were dominant within the feedback and under each table example comments have been included.

Table 3 Comments on the benefits of the trial one-way system

Theme within comments	Number	%
Positive - safer for pedestrians and cyclists	93	42%
Positive environmental impact (noise and pollution)	15	7%
Positive reduced traffic	18	8%
Negative impact on neighbouring roads	6	3%
Overall improvement	21	9%
No benefit / overall negative impact	62	28%
Other	7	3%
Total responses	222	100%

Example comments:

- *More parents and children using the path and road for walking and cycling. Residents communicating more with each other. Easier to sleep at night as quieter road.*
- *Yes: more pavement space prior to the restrictions walking buses of 15-20 7 and 8 year olds walked up the pavement which in places is only 98cm wide.*
- *Much safer passage particularly for small children heading to quarry with bikes/scooters.*
- *Great improvement for pedestrians especially with prams and toddlers.*
- *Much quieter / beneficial pedestrian environment.*
- *Yes, it feels safer to walk and cycle. I welcome the access for cyclists from Frankwell Island, so they no longer have to go up to the junction at Majestic Wine.*
- *Yes, there are fewer cars and only from one direction, also I can cycle there without worrying what's behind me.*
- *As a pedestrian frequently using New Street it is a huge improvement and is so much safer than having the cars/vans brushing past your elbow or worse!*
- *Huge positive difference for pedestrians - no longer afraid of speeding traffic / wing mirror strikes / kerb clipping. The narrow pavement meant that with traffic right next to it previously, walking with children was a nightmare. No longer!*
- *Yes, much safer to walk my dog. Pavement was too narrow previously and we had to walk on the road when passing other people.*
- *Much less noise and fewer traffic jams.*

The dominant theme within the positive comments related to feelings of improved safety for pedestrians and cyclists, this was followed by themes of overall improvement and reduced traffic. 62 of the 222 comments did not really refer to any positive impacts or benefits.

There were 207 comments responding to the question on concerns, but of those 83 were highlighting that they don't have concerns. 124 concerns were described. The main theme was concern about the impact of increased traffic on other roads. All comments have been considered by the project leads.

Table 4 Comments highlighting concerns relating to the trial one-way system

Theme within comments	Number	%
Negative impact of increased traffic on neighbouring roads	57	28%
Access to houses, deliveries and parking etc	3	1%
Negative environmental impact (noise and pollution) on neighbouring roads	3	1%
Negative - traffic not abiding by the speed limits imposed / speed of vehicles	18	9%
No concerns	83	40%
Other / General response of Yes	33	16%
Conflict between cyclists and pedestrians using the one-way system	10	5%
Total responses	207	100%

Example comments:

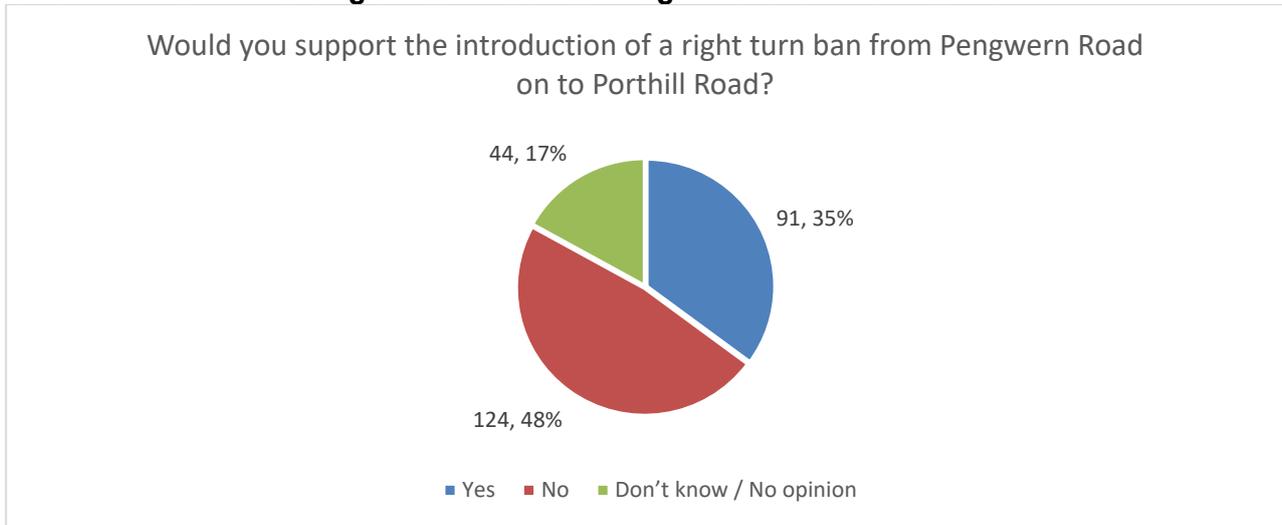
- *Early in the scheme there were a few incidents of visitors parking for periods outside houses not just for pick up/drop off, so signage needs to be clear about this. Traffic speed is a huge issue.*
- *Increased traffic on Copthorne Rd which will only get worse with new housing estate at Barracks and there is a primary school on this road (Woodfield).*
- *There is now excessive traffic and pollution and noise on Copthorne Rd.*
- *Increase traffic on Pengwern Road; much in excess of 30mph.*
- *Yes - dangerous conditions have resulted in Pengwern Rd and Woodfield Rd. There is already a busy bus route here with single file traffic on most parts due to parking on both sides of the carriageway. Traffic needs to be deterred from turning into Pengwern Rd from Copthorne Rd by Bricklayers Arms. Many vehicles come up Copthorne Rd, turn left into Pengwern Rd, travel down Porthill Rd and turn right to exit the town. Some vehicles are now travelling up Woodfield Rd. By turning right from Pengwern Rd to exit the town. Proposals - 1 - At the bottom of Pengwern Rd at Porthill Rd create a 'No Right turn' to deter traffic from turning into Pengwern Rd as a rabbit run. 2 - Traffic ban into Pengwern Rd from Bricklayers Arms (except for access) but this would be ignored by many. 3 - no entry signs to be placed on Pengwern Rd, Copthorne Drive and Porthill Drive from Copthorne Rd.*
- *The impact of the one-way system is to increase traffic on Copthorne Road. Copthorne Road is already a busy residential road with extra traffic to come in the future due to the Barracks development of homes. There is an entrance to an Infant School on Copthorne Road so I am very concerned that children are at increased risk of an accident due to extra traffic. There is only one safe crossing space on Copthorne Road and extra traffic puts people at greater risk. There should be extra safe crossing places for pedestrians. I have also observed speeding traffic on Copthorne Road. There is no traffic calming on the road, and this should be implemented to slow traffic. I would also reiterate my points above regarding the impact of extra cars on the road which reduces safety for users of the dozens of driveways that are directly onto the road. There have been approximately 48 accidents on Copthorne Road in the section affected by this diversion over the past 20 years. 10 of these accidents have been serious. Yet there is only one safe crossing place and no traffic calming despite the road being very narrow. There are fewer accidents on New Street/Porthill Road.*
- *Yes - it seems to have created multiple negative problems to the traffic flow for a small benefit. New St is not a national cycle route where cyclists would prefer to cross the bridge rather than up the hill. The one-way system increases volume to Pengwern and Woodfield Rds an existing and established pedestrian and cycle route. Also, a route which is used by children cycling to school. Come very near misses have been observed. The increased traffic volumes for a major route in and out of town centre from the west has overwhelmed the existing residential route.*
- *Big concern we cannot turn into our drive without going into the cycle lane. We have to stop on the main road and reverse into our drive. Not ideal. We have seen grocery vans and visitors to houses by the cycle lane park their cars in the cycle lane.*
- *The mixing of cycle traffic with pedestrians is not a suitable solution. Dedicated cycle lanes need to be segregated.*

- *Signage from Copthorne road could be made better.*
- *I support the one-way system, but question why the traffic doesn't run in the opposite direction to the one selected. This would mean traffic from Frankwell roundabout would merely filter left into New Street. The current system means that traffic merging from New Street have to wait for the traffic on Copthorne Road to clear. This makes the whole process slower and makes it more likely for there to be a RTA at the New Street/Copthorne Road junction.*

All the written comments have been considered in addition to the quantitative data gathered through the survey.

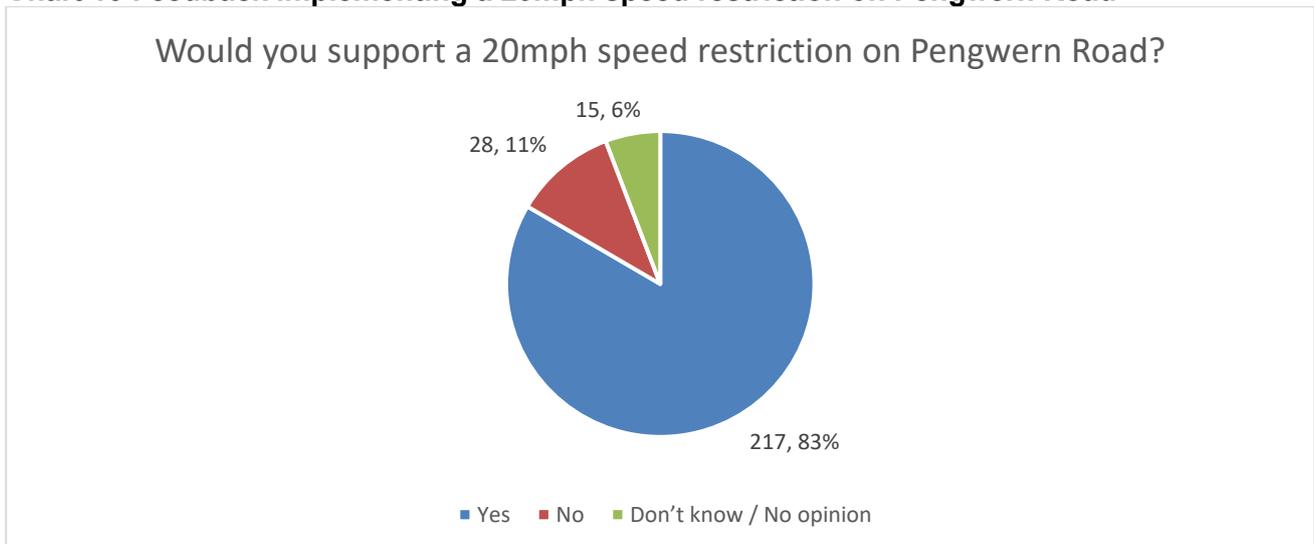
The survey was used to ask a few questions about Pengwern Road. Residents were first asked if they would support the introduction of a right turn ban from Pengwern Road on to Porthill Road (with the aim of preventing 'rat running' on Pengwern Road). Chart 9 displays the results. Chart 9 illustrates that 35% support the proposal and 48% do not (17% don't know).

Chart 9 Feedback on a right turn ban from Pengwern Road to Porthill Road



Residents were also asked if they would support a 20mph speed restriction on Pengwern Road. Chart 10 shows the response. 83% support the idea of a 20mph speed restriction.

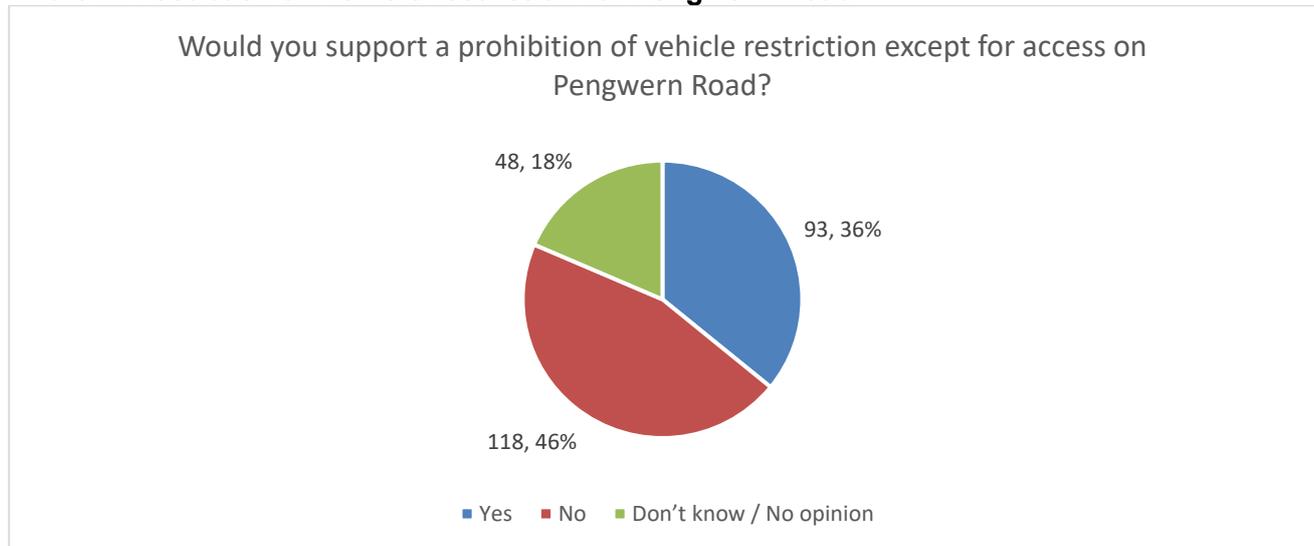
Chart 10 Feedback implementing a 20mph speed restriction on Pengwern Road



The last question relating to Pengwern Road read: 'Would you support a prohibition of vehicle restriction (ban on vehicular traffic) except for access on Pengwern Road?'. Chart 11 displays the

response and highlights that opinion is more divided. More people would not support (46%) compared to those who are in favour of the proposal (36%).

Chart 11 Feedback on vehicle restriction for Pengwern Road



The last question within the survey was used, by many, to comment on the suggestions/question relating to Pengwern Road. 54 of the 99 comments referred to Pengwern Road and some examples are shown below.

Example comments referring to Pengwern Road:

- *I walk on Pengwern Road regularly and haven't noticed any problems. Admittedly I am probably not there at busy times.*
- *Pengwern Road is a wide road with good visibility and plenty of pavement space, so safety is a far lower concern. I also haven't noticed an increased volume of traffic during the trial. I would think with a speed restriction in place, the occasional use of the road as a 'rat run' would be a fairly balanced situation.*
- *A right turn ban from Pengwern Rd onto Porthill would not be required if Porthill (and Woodfield Rd etc) were access only. Establishing a residents parking scheme to the area would reduce unnecessary traffic. During lock down 1, there were very few cars parked on Copthorne Rd; so the assumption is people use it to park and go into town. With less on street parking, traffic would run more freely. One or two full width, (with gap for cyclists) speed bumps may unfortunately be required at the base of Porthill prior to Pengwern, and at the base of the hill around the Boat House as motorists, especially in the mornings travel at significant speeds.*
- *Have not noticed increased levels of traffic on Pengwern Rd. A right turn ban from Pengwern Rd would add further traffic volumes to Copthorne Rd. Any vehicle restriction ban on Pengwern Rd would need to allow traffic heading for Park Avenue from the direction of Frankwell to use Pengwern Rd to avoid a long detour.*
- *A traffic ban on Pengwern Rd would make returning to New Street much longer unless New Street counted as access.*
- *R turn on to Woodfield Rd from Pengwern would be inconvenient for residents. Traffic bumps or chicanes would be better plus for residents only. Calming measures would make road safer for school children and parents.*
- *If traffic calming measures, speed restrictions, no access from Pengwern Rd to Port Hill are brought in all that happens is that Copthorne Rd gets increasingly busy. If these measures are brought in for New Street and Pengwern bring them in for the whole area not just select areas thereby pushing the problem elsewhere namely Copthorne Road.*
- *Copthorne had always been a busy road and is often the route used for ambulances. It is also quite narrow in some places and there has also been a lot of new homes built. So, I disagree with the option of stopping traffic along Pengwern Rd and only using it for access. It is my access road to Roman Rd if I'm going in a southward direction.*

- *Don't support right turn ban from Pengwern Rd onto Porthill. Pushes rat run traffic onto Pengwern then Woodfield past busy schools. Instead no entry allowed for vehicles (except buses/bikes) off Copthorne Rd onto Pengwern Rd. That is where the problem can be fixed and keeps vehicles on main thoroughfare.*
- *Should be additional safe crossing spaces on Pengwern Road such as zebra crossings.*
- *'No Entry - Except for Access' signs should be erected at BOTH ends of Pengwern Road to stop the 'rat runners'. On-street parking should be reviewed/reduced/removed at the extremities of both ends of Pengwern Road to facilitate ease/safety of vehicle exit from both Porthill Road and Copthorne Road.*

The last main question was open and provided residents with the opportunity to make any other comments they wished to add to their survey response. In total 99 comments were made. The themes from the comments are shown in Table 5. The top theme (31% of the comments) referred to the negative impact changes have on other locations, and 20% of the comments suggested additional traffic calming measures or alternative measures. Example comments are shown below.

Table 5 Any other comments

Themes from comments	Number	%
No impact	1	1%
Would create a rat run on neighbouring roads	7	7%
Would have a negative impact on neighbouring roads	31	31%
Consideration of lowering speed limits	10	10%
Additional/different traffic calming measures required	20	20%
Increase in housing and impact on roads	6	6%
Safety concerns	6	6%
Support the proposals	9	9%
Other	9	9%
Total responses	99	100%

Example comments:

- *20 mph should be standard in built up areas to protect pedestrians, cyclists and air quality.*
- *Big speeding problems 20mph needs enforcing. Concerns re traffic going down Woodfield Road and schools. Road outside school is dangerous at school times anyway.*
- *Please ensure that any permanent barriers are substantial, non-moveable and have practical gaps for residents' access and services. Also protect the full width of that side of the white line.*
- *Need traffic calming on Pengwern i.e. table tops as opposed to speed bumps.*
- *Traffic calming measures needed on Pengwern Road suggest a mini roundabout at Woodfield Road junction and a chicane by Sandringham Court.*
- *A wider concern would be the creation of a rat run on Pengwern and Woodfield Rd, sending heavy traffic past Woodfield school and St Georges School. We have observed multiple times each day children struggling to find a safe place to cross from Pengwern Rd to Woodfield Rd. this was already a busy route for children and is now extremely busy with additional traffic.*
- *I have lived on Copthorne Road for over 17 years and the amount of traffic now is the highest I've ever seen it. I have 2 young boys and I'm genuinely worried about their safety when walking down the road. Over the years I have pulled 2 people from overturned cars and heard accidents from collisions between incoming traffic and also crashes into parked cars. The current situation is making me seriously think about moving which I am loathed due having built my home over the years. Please, please, do not make things worse for Copthorne Road residents. It needs speed bumps; more traffic calming measures - late evening youngsters treat it like a racetrack. I'm not a fan of speed cameras but would welcome them here.*
- *Diverting traffic from one street on to another is not the solution. I don't know what the answer is, but the sheer volume of traffic leaving the town centre and travelling up Copthorne Road is crazy. Walking down New Street is much better with the one-way system as you don't get hit with wing mirrors, it's much safer, but the traffic on Copthorne Road has increased and it's not*

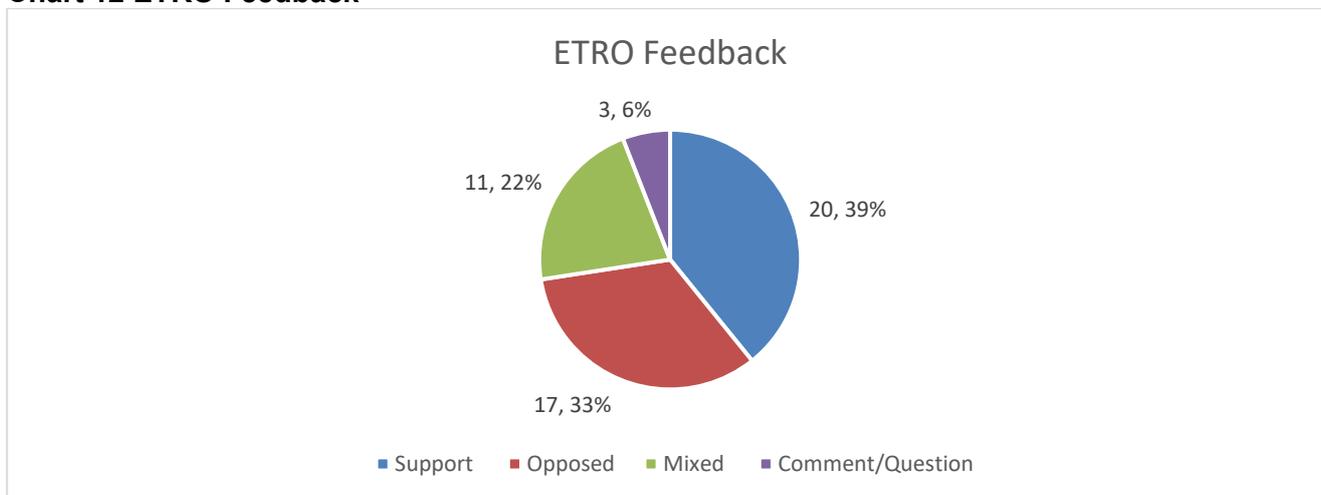
particularly pleasant at times. Very noisy and difficult to pull out of parking spaces or cross the road at times.

- The former Barracks housing development will lead to another 200 cars a day using Copthorne Rd. adding to the issues set out above.
- Love the scheme although I recognise that the traffic is displaced to other routes. This scheme should be part of a greater plan to reduce traffic in Shrewsbury.

4. Experimental Traffic Regulation Order Feedback

In October 2020 (prior to the survey), 51 responses were received for the formal consultation on the Experimental Traffic Regulation Order (ETRO). All the responses were considered and have been summarised in the chart below. 39% of feedback was in support, 33% against, 22% mixed opinions and the remainder questions or more neutral comments.

Chart 12 ETRO Feedback



5. Summary

All the feedback received has been considered in full, but the overall results suggest some main findings:

- In October 2020 more formal consultation feedback was received for the New Street Experimental Traffic Regulation Order (ETRO). Of the 51 written responses, 39% were in support (20) and 33% were opposed (17). The survey complemented this feedback and allowed a more in-depth consideration of issues.
- 261 people responded to the November 2020 survey from several different locations within the area. 206 of the survey respondents are pedestrians, 142 are motorists and 92 are cyclists.
- 67 of the 261 survey respondents were residents of Copthorne Road. A breakdown of the results for all questions suggest that residents of Copthorne Road are more likely to have concerns about all the changes compared to residents of other locations. 46 survey respondents live on New Street.
- There is overall support for the continuation of the trial one-way system on New Street (72% support the trial).
- 68% believe the trial should become a permanent one-way vehicle flow with a contraflow cycle lane.
- Few survey respondents highlighted negative impacts of the New Street on-way system trial. A maximum of 13 survey respondents had concerns about impact for cyclists, pedestrians, road safety and accidents.
- A 20mph speed restriction on New Street is supported by 91% of survey respondents.

- Feedback is mixed about the implementation of traffic calming measures on New Street (49% agree and 33% disagree).
- There are concerns about the impact of the New Street one-way system on Copthorne Road. 122 people have concerns about traffic levels and 101 are concerned about road safety. The example comments help to illustrate those concerns.
- 91 survey respondents support the introduction of a right turn ban from Pengwern Road on to Porthill Road, but more people disagree with the suggestion (124) and many comments were made to illustrate concerns.
- The introduction of a 20mph speed restriction on Pengwern Road is more widely supported (83% agree).
- Opinion is very mixed concerning vehicular restrictions and prohibition on Pengwern Road. 35% support the suggestion and 46% do not. The comments provided help to explain those opinions and offer valuable feedback.

Analysis and report produced for Shropshire Council's Highways department by the Feedback and Insight Team, Resources, Shropshire Council.