Southampton City Council

PORTSWOOD PROJECT

Baseline Data Report

wsp

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EXECUTIVE SUMMARY

WSP have been commissioned by Southampton City Council to undertake monitoring and evaluation of the Portswood bus gate and ATZs (Active Travel Zones). This document reviews a series of baseline conditions collected via various sources. The data collection includes traffic flow data from traffic surveys, pedestrian/ footfall and cycle data from Vivacity cameras and bus journey information, as well as surveys of different community groups to assess perceptions of the local area.

CONTEXTUAL

Portswood Road has a significant offering of different shops, cafés, restaurants, local amenities and is bookended by two large supermarkets. It is served by four bus services, these are the Unilink 1, Unilink 6, Bluestar 2 and Bluestar 20.

A number of socio-economic indicators were analysed to portray the local economic characteristics of the Portswood Road area. There are approximately 15,400 people who live in the local area, with a significantly younger population compared to the rest of Southampton, likely driven by a high student population. The local population is well educated compared to the city average, also attributed to the nearby university, and is relatively ethnically diverse in comparison with the regional average.

The Index of Multiple Deprivation provides demographic data for those living in the vicinity of Portswood Road. Over 50% of the population of Portswood is younger than 30 years old due to its close proximity to the University of Southampton which is located approximately 1km away. The Index of Multiple Deprivation indices 'Employment, crime and income' demonstrates a split between the western and eastern side of Portswood Road, the western side is least deprived whilst the eastern side is more deprived based on the metrics.

TRAFFIC AND MOVEMENT

TRAFFIC AND MOVEMENT

A series of traffic, movement, air quality, crime and accident data were collected and reviewed as part of the baselining for the Traffic and Movement Assessment.

TRAFFIC FLOWS

The traffic survey on Portswood Road shows that the scheme in the AM peak period (07:00-10:00) will impact approximately 1,800 vehicles, this is two-way movements. Whilst in the PM peak period (16:00-19:00) the number of two-way movements to be impacted by the scheme would be approximately 2,350 vehicles. It is worth noting that buses and local taxis will be able to access Portswood Road without any restrictions.

Road	Weekday			Saturday		
	AM Period (07:00-10:00)	PM Period (16:00-19:00)	All Day	AM Period (07:00-10:00)	PM Period (16:00-19:00)	All Day
Cars	1,651	2,199	10,645	1,063	1,866	10,492
OGV1s	179	118	778	104	70	478
OGV2s	4	19	72	3	19	66
Bus	72	55	355	53	60	314
Total Vehicles	1,905	2,390	11,850	1,221	2,014	11,348

The roads likely to be impacted by the implementation of the bus gate are Thomas Lewis Way, Brookvale Road and Belmont Road as these are parallel roads to Portswood Road. It is likely that the majority of trips will be split across these three routes as they provide links between Portswood Road north of the A3035 and Bevois Valley Road. The two-way traffic flows on the links are presented in the table below.

Road	Weekday			Saturday		
	AM Period (07:00-10:00)	PM Period (16:00-19:00)	All Day	AM Period (07:00-10:00)	PM Period (16:00-19:00)	All Day
Thomas Lewis Way	4,577	4,854	22,081	2,883	3,320	19,670
Brookvale Road	660	831	3,356	367	491	3,032
Belmont Road	227	276	1,262	110	216	1,055

PEDESTRIAN AND CYCLIST FLOWS

The Vivacity traffic surveys presented that the pedestrian and cyclist flows on Portswood Road between St Denys Road Spur and Westridge Road are as detailed in the table below. The Vivacity camera will be used to create the baseline figure and will be reviewed month on month as part of the interim assessment undertaken.

Mode	Weekday			Saturday		
	AM Period (07:00-10:00)	PM Period (16:00-19:00)	All Day	AM Period (07:00-10:00)	PM Period (16:00-19:00)	All Day
Pedestrians	406	937	4,060	243	721	3,565
Cyclists	32	68	265	17	45	206

PARKING

An assessment of the off-street and on-street parking on and in the vicinity of Portswood Road was carried out. There are four car parks in the vicinity of Portswood Road of which three are operated privately which are Sainsburys, Waitrose, Portswood Shopping Centre and a single car park operated by Southampton City Council at Westridge Road. A parking survey was undertaken at Westridge Road car park as well as an on-street parking survey on five roads in the vicinity of Portswood Road to understand the occupancy.

COMMUNITY ENGAGEMENT

To assess the impact that the bus gate and active travel upgrades have upon the local community, WSP have conducted surveys to seek feedback from different user groups. These user groups include Portswood residents, visitors, local businesses located on Portswood Road, bus users and bus operators, emergency services and local schools. The surveys will gauge the community's perception of the area before and after the implementation of the bus gate trial and active travel upgrades.

This baseline report provides the survey results from the baseline surveys undertaken in September – November 2024 prior to the bus gate trial being implemented.

The baseline surveys were timed to take place before the Experimental Traffic Regulation Orders (ETROs) were advertised for public consultation. This established a baseline of perceptions of the local area and minimised the risk of survey results being skewed by respondents' perceptions of the bus gate before it was introduced. The survey did not directly ask respondents about the bus gate. Surveys were tailored to each user group, and each had a bespoke data collection plan, as outlined in the sections below.

USER SCORES

User scores have been calculated from a series of perception-based questions in the survey. Respondents were presented with a series of statements to which they selected answers on a scale of strongly disagree, disagree, neutral, agree, strongly agree. These

responses have been converted to numerical values on a scale of -10 (negative sentiment) to +10 (positive sentiment), where 0 (zero) is a neutral sentiment. The responses were then aggregated to give an average user score for all respondents.

RESULTS

RESIDENTS AND VISITOR SURVEYS

Overall, there is a mix of user scores across the residents and visitors survey, with many respondents finding that whilst transport and active travel provision is good, more could be done to address issues with the local environment, with anti-social behaviour, cleanliness of the area, and unsafe driving being common themes. Residents feel a strong sense of community in Portswood and would like to see local improvements to maintain the area's character.

Respondents were not directly asked about the proposed bus gate trial, but some respondents used the survey to share opinions of traffic management options, with objections to implementing a bus gate or pedestrianising the area, whilst many others felt that stronger traffic management, such as the introduction of speed bumps and 20MPH speed limits, would improve the local environment. There are several concerns about the use of residential streets as an alternative route for drivers.

Current modes of transport used to access Portswood is shown in the graphs below.

Mode of Transport used by Visitors and Residents in Portswood
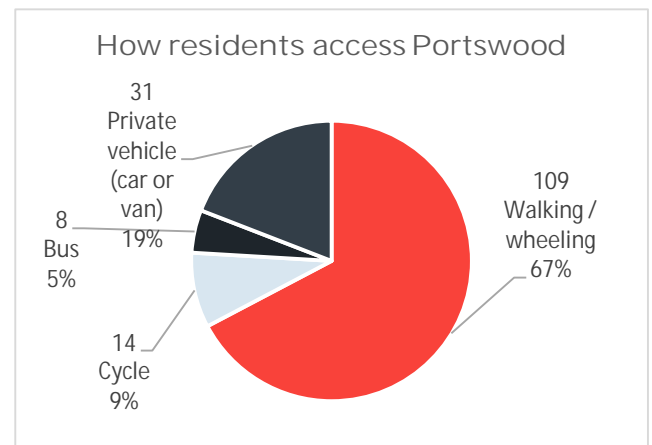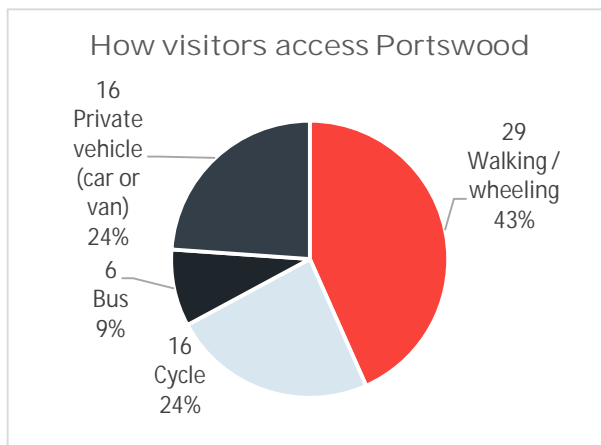
Of those surveyed 66% of respondents are residents of Portswood, whilst 34% are regular visitors.

Overall user scores for the residents and visitors survey are given below, calculated by averaging user scores across different survey responses in each category. Scores are on a scale of -10 to +10.

Jser Score for local environment	User score for community	User score for transport safety	User score for crime levels
-1.43	2.12	0.93	-1.62

User score for provision of public transport	User score for driving in Portswood	User score for active travel	User score for local businesses
2.5	0.97	4.03	2.34

SCHOOL SURVEYS

User scores from schools are poor but were based on a small number of respondents from local schools (5 responses received). Many of the issues raised relate to traffic congestion which has an impact on safety and ability to access the schools. There were other suggestions for improvement for the local environment relating to better maintenance.

The overall user scores for the school survey are given below.

User Score for local environment	User score for community	User score for transport safety
-2.70	0.5	-4.33

User Score for provision of public transport	User score for driving in Portswood	User score for active travel
2.50	-8.00	-3.00

BUSINESS SURVEYS

Business respondents believe that access to their businesses is good. Respondents rated community and safety more positively compared with other user groups, but rated crime levels much worse.

The overall user scores for the business survey are given below.

User Score for community	User score for transport safety	User score for crime levels	User score for provision of public transport
3.75	2.25	-3.50	5.71

Score for driving in Portswood	User score for active travel	User score for businesses
1.43	2.98	0.95

BUS USER SURVEYS

Overall, respondents value the convenience and accessibility of the bus services along Portswood Road but see room for improvement. While bus services are generally viewed positively, specific suggestions such as increasing bus frequency and enhancing scheduling reflect a desire for more reliable and timely services. Safety at pedestrian crossings is largely perceived as adequate, though there are some concerns, particularly about driver behaviour. The positive feedback on bus stop conditions and locations highlights the community's approval but also signals a need for additional amenities like real-time information.

The overall user scores for the bus users survey are given below.

User score for transport safety	User score for provision of public transport	User score for bus stops
3.39	2.98	4.16

BUS OPERATOR SURVEYS

Respondents report that traffic congestion and illegal parking significantly impact the reliability and timeliness of bus services along Portswood Road. Despite a general appreciation for the bus services, there are calls for better enforcement of parking regulations and the introduction of bus priority measures. Safety at pedestrian crossings near bus stops is a notable concern, with many highlighting issues caused by parked cars. While the overall perception of bus stop locations is positive, the poor condition of stops and inadequate traffic management measures are frequently cited as areas needing improvement. Suggestions include smarter traffic lights, increased enforcement, and designated bus-only lanes to enhance service reliability and passenger safety.

The overall user scores for the bus users survey are given below.

User score for provision of public transport	User score for driving in Portswood	User score for bus stops
6.97	-6.97	0.29

EMERGENCY SERVICES SURVEYS

Overall, respondents recognise that traffic congestion is an issue on Portswood Road during peak times but are not concerned that this impedes their ability to access emergencies. Where congestion occurs, response times may be delayed as operators navigate traffic, but no incidents of emergency services being blocked have been reported.

A user score was calculated based on the questions relating to traffic conditions.

User score for driving in Portswood

-2.75

Findings

Whilst user scores vary across the different surveys, there are some consistent themes in attitudes and concern from the different user groups. These have been summarised into five key findings. User scores are calculated on a scale of -10 (negative sentiment) to +10 (positive sentiment), with 0 being neutral.

Finding 1: Respondents think that public transport is good in Portswood, despite frequent delays.

- User scores for public transport services, considering the frequency of services, the reliability of services, and the bus routes, are overall positive. Overall, responses for the public transport in the area showed that users think the area has good public transport.

- The school respondents gave a neutral rating to the area being well served by public transport, stating that the bus links to schools are poor, but the overall user score from schools was positive. All other groups, including bus users, scored the bus services positively overall.

- User scores for the services running on time were negative across all respondent groups, including the bus operators.

- Bus operators stated that traffic congestion is the main cause of delayed services, but parked cars and delivery vehicles are also a frequent obstruction that can affect journey times.

- Bus users would like to see real-time bus information displays.

Finding 2: Respondents are concerned that traffic is being displaced onto residential streets in Portswood.

- Residents and visitors and school respondents highlighted the use of Portswood's residential streets as a 'rat-run' for vehicles impacts the local environment and causes a safety hazard.

- Respondents are concerned that the introduction of traffic restrictions on Portswood Road will worsen this issue.

- Bus operators also noted that with the introduction of a bus gate, traffic would be redirected to roads that are used for other bus routes, displacing congestion, though bus operators are strongly in favour of bus-only restrictions.

Finding 3: Bus operators and emergency services recognise that traffic congestion is an issue but are satisfied that they can still effectively deliver their service.

- Bus operators and emergency services both report traffic congestion, particularly in the late morning (8am – 12pm) and late afternoon (3pm – 6pm).

- Emergency operators are not concerned that they would not be able to reach an incident, but their own vehicles may cause further obstruction if they are not able to park. Business respondents are also confident that emergency services would be able to reach them in the event of an incident.

- Traffic congestion causes a delay to services, but bus operators showed more concern about the impact of parked cars. This obstructs access to bus stops (delaying services) and obstructs the view of traffic for both bus drivers and for pedestrians accessing bus stops, causing a hazard.

- A suggestion was to limit parking to one side of Portswood Road.

Finding 4: Traffic congestion in Portswood causes concerns about safety and the environment.

- Many of the poor scores for local environment across all respondent groups relate to air quality as a result of traffic congestion and idling vehicles.

- Respondents stated that air pollution from vehicle engines causes the area to feel unclean.

- Resident and visitor and business respondents gave a positive rating towards active travel in the area, whereas schools gave a negative rating. Schools cited pavement condition, traffic around the schools and illegal parking amongst the issues impeding active travel.

Finding 5: Better enforcement is needed to tackle issues such as anti-social behaviour and poor road user behaviour.

- Respondents felt that increased police presence and better enforcement would discourage behaviour that is affecting the quality of the area.
- Remarks about anti-social behaviour include littering, public consumption of drugs and alcohol, and loitering on Portswood Road which could be discouraged by additional police presence.
- Obstructive parking and speeding were commonly mentioned traffic offences. Cyclists and e-scooters riding on the pavement were another example of dangerous road user behaviour.

Overall user scores by respondent group are shown below. Not all respondent groups were asked questions relating to each category. The highest scores across all groups are for the provision of public transport. The lowest scores are for driving (either behaviour of other drivers, or ease of completing a journey by car).

Comparison Of User Scores By Respondent Group

Respondent group: Category:	Residents and visitors	Schools	Businesses	Bus users	Bus operators	Emergency services
Local environment	-1.43	-2.7				
Community	2.12	0.5	3.75			
Transport safety	0.93	-4.33	2.25	3.39		
Crime levels	-1.62		-3.5			
Provision of public transport	2.5	2.5	5.71	2.98	6.97	
Driving in Portswood	0.97	-8	1.43		-6.97	-2.75
Active travel	4.03	-3	2.98			
Local businesses	2.34		0.95			
Bus stops				4.16	0.29	

ECONOMIC

Total employment in the Portswood region in 2022 was just over 8,800, a decline of 6% from 2015. Lower Super Output Area S013E, where Portswood Road's retail centre is located, has seen a sizable decline of almost 13% in total employment, which could indicate a reduction of economic activity in the local area. The education sector accounted for

around 68% of total employment in the Portswood Area, however, when looking at this breakdown at a local level (S013E), retail, and accommodation & food services dominated.

Portswood Road is defined as a 'local everyday goods & services centre' by Consumer Data Research Centre. There are 88 units, tail ended by 2 large supermarkets on either end. Of these, 3 units are vacant, making the vacancy rate around 3.4% which is far lower than the 2023 national average of 14%. Almost half of all occupied units on Portswood Road are food, drink and/or entertainment establishment, and many units are independently owned. Units along the road vary in size but it is estimated S013E had a total retail floorspace of 260,000 square foot in 2023, including the Sainsburys.

Since 2020 there have been 16 new Portswood Road lease transactions, almost half of which were located where the bus gate will be developed. Based on recent transactions, the average rental rate has been estimated at around £24.82 per square foot per year, however, the rental rate differs significantly depending on the size of the unit.

The local catchment around Portswood Road is predominantly student renters but there are also family renters to the east of Portswood Road in St Denys. The retail centre is mainly accessible via main roads with few access points by smaller roads. The 2023 median house prices for S009 and S013 are similar at £242,500 and £236,000 respectively, however, the median price for detached properties varies significantly across the two regions illustrating the differences in living standards.

OBJECTIVES

A series of Objectives will be used to assess overall Portswood Scheme:

- To regenerate and make Portswood District Centre a more attractive, accessible, vibrant and competitive economic destination so people spend more time and money here;
- To improve the air quality, environment and biodiversity;
- To provide more space for people walking and wheeling with improved connectivity and road safety;
- To improve the choices of transport modes for people to use;
- To improve bus reliability and journey times and create better bus stops;
- To enhance quality of life for all who live, work or shop in the area;
- To reduce the amount of through route traffic on local roads; and
- To reduce crime and anti-social behaviour.

A monthly interim assessment will be undertaken utilising the permanent traffic count data alongside other data which can easily be obtained on a monthly basis to understand the impacts of the Portswood Scheme on the around during the trial.

1 INTRODUCTION

1.1.1. WSP have been commissioned by SCC (Southampton City Council) to undertake monitoring and evaluation of the Portswood Road bus gate and ATZs (Active Travel Zones) that will both be introduced on a trial basis for a minimum of 6 months commencing in January 2025 to assess their potential impact.

1.1.2. This report forms a comprehensive baseline assessment, against which the impacts of the bus gate and ATZs will be monitored and evaluated. The collection of baseline data includes elements relating to traffic and movement, economic impact and community surveys.

1.2 SCHEME BACKGROUND

1.2.1. The scheme is to introduce a bus gate and ATZs on a trial basis for a minimum of 6 months to assess the potential impact on the local highway network. The proposed part-time bus/taxi/cycle-only section will be operational Monday to Saturday between the hours of 7:00am-10:00am and 4:00pm-7:00pm. During the trial, access will be maintained northbound through the bus gate for Heavy Goods Vehicles (HGVs), with a loading bay proposed for St Denys Road spur. In addition to this, SCC are looking to introduce the following improvements to the area:

- New, larger bus shelters;
- Two new parklets; offering seating, planting and cycle parking;
- Contraflow cycle lane on St Denys Road spur;
- 20-mph limit for the area;
- New buildouts with cycle bypasses on Brookvale Road and Belmont Road; and
- Traffic filter on Russell Place at its junction with Abbotts Way.

1.3 SCHEME OBJECTIVES

1.3.1. As part of the trial, the level of achievement of each of the following objectives for the Portswood Project will be measured. These objectives have been created in close collaboration with the Portswood Steering Group – a group consisting of residents, business representatives and other interest groups, which seeks to engage the community in the vicinity of Portswood Road.

- To regenerate and make Portswood District Centre a more attractive, accessible, vibrant and competitive economic destination so people spend more time and money here;
- To improve the air quality, environment and biodiversity;
- To provide more space for people walking and wheeling with improved connectivity and road safety;
- To improve the choices of transport modes for people to use;
- To improve bus reliability and journey times and create better bus stops;
- To enhance quality of life for all who live, work or shop in the area;
- To reduce the amount of through route traffic on local roads; and
- To reduce crime and anti-social behaviour.

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1.4 REPORT STRUCTURE

1.4.1. This Baseline Conditions report is set out with the following structure:

- Chapter 2 – Contextual – outlines the location of Portswood within Southampton and reviews the socio-economic conditions in the vicinity of Portswood Road;

- Chapter 3 - Traffic and Movement – outlines a series of the baseline traffic and movement conditions on Portswood Road;

- Chapter 4 – Community and Engagement – presents the responses from the initial surveys undertaken, these were aimed at different groups of people who utilise Portswood Road and the surrounding area;

- Chapter 5 – Economics – provides details on the population and demographics in Portswood, alongside the type of retail and businesses currently located on Portswood Road; and

- Chapter **Error! Reference source not found.** – Objectives – outlines the Portswood Project Objectives for the scheme along with the KPIs, the data sources to be used for assessment and breaks down how the assessment will be undertaken; and

- Chapter 7 – Monthly Interim Assessment – details the data which will be presented monthly as part of the interim assessment.

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2 CONTEXTUAL

2.1 INTRODUCTION

2.1.1. The location of Portswood District Centre is to the north of Southampton's City Centre and to the west of the River Itchen. **Figure 2-1** shows the location of Portswood in relation to Southampton's City Centre.

Figure 2-1 - Location Plan
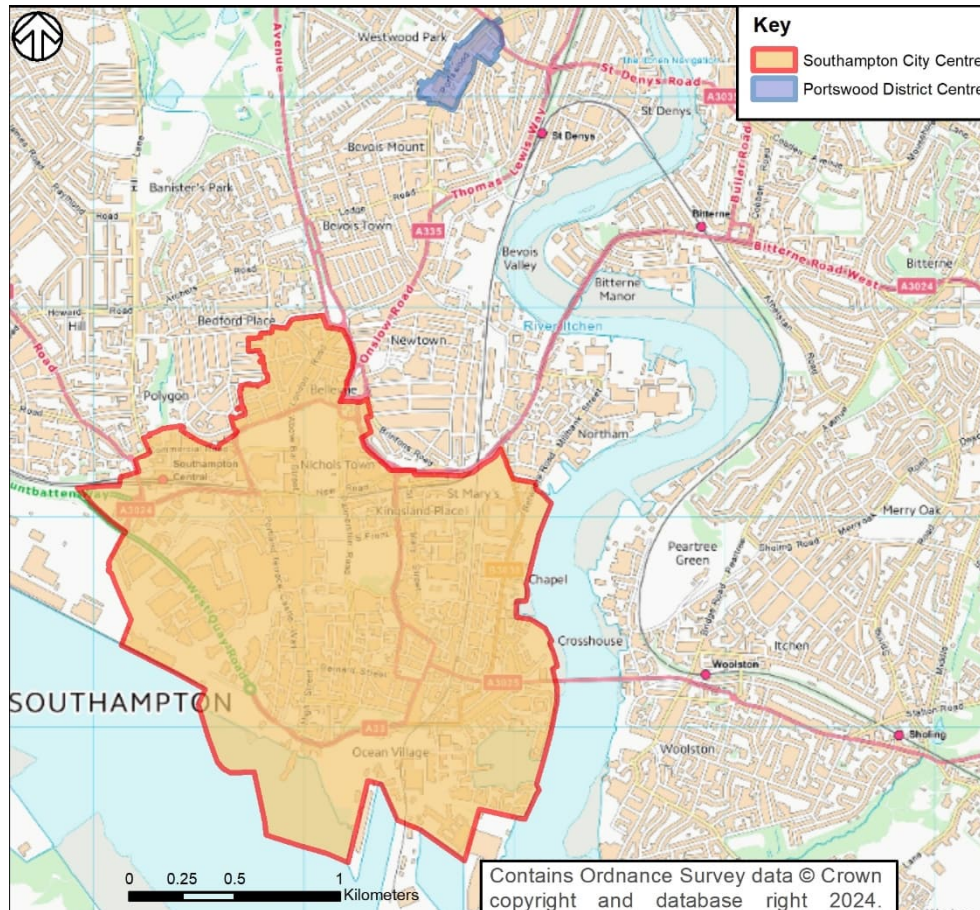
2.1.2. The main street, Portswood Road, has shops, cafés, restaurants, food outlets and local amenities such as pharmacies, post office, public library, places of worship and two large supermarkets (Sainsbury's and Waitrose & Partners). The main commercial area extends for approximately 500m from Highfield Lane to Portswood Avenue.

2.1.3. Portswood has a large student population. The University of Southampton's main campus (Highfield) is approximately 1km to the north and the Avenue Campus is approximately 650m to the northwest. This is presented in more detail in Section 2.2.

2.1.4. Away from Portswood Road and the district centre, the streets in the vicinity are predominantly residential with six schools within a 1km radius of Portswood Road. There are several bus stops located on Portswood Road with multiple services serving the area. **Figure 2-2** presents the location of Portswood District Centre along with the locations of nearby schools, NHS facilities and bus stops.

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Figure 2-2 - Location of District Centre, Schools, NHS Facilities and Bus Stops
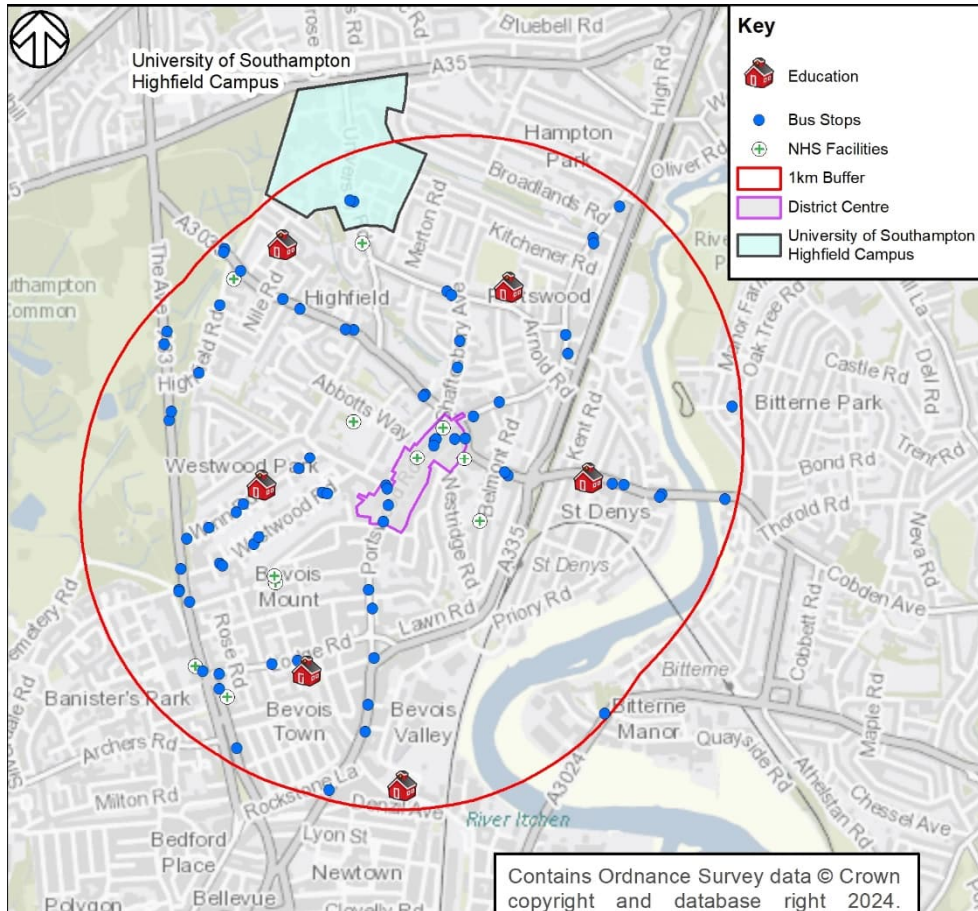
2.1.5. **Figure 2-3** presents the Southampton Public Transport Map which illustrates the services which utilise Portswood Road on a daily basis and will be impacted by the Project.

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Figure 2-3 - Southampton Public Transport Map Presenting Bus Services on Portswood Road

Source: https://www.southampton.gov.uk/media/w14dabck/scc-map-april-2024-web.pdf
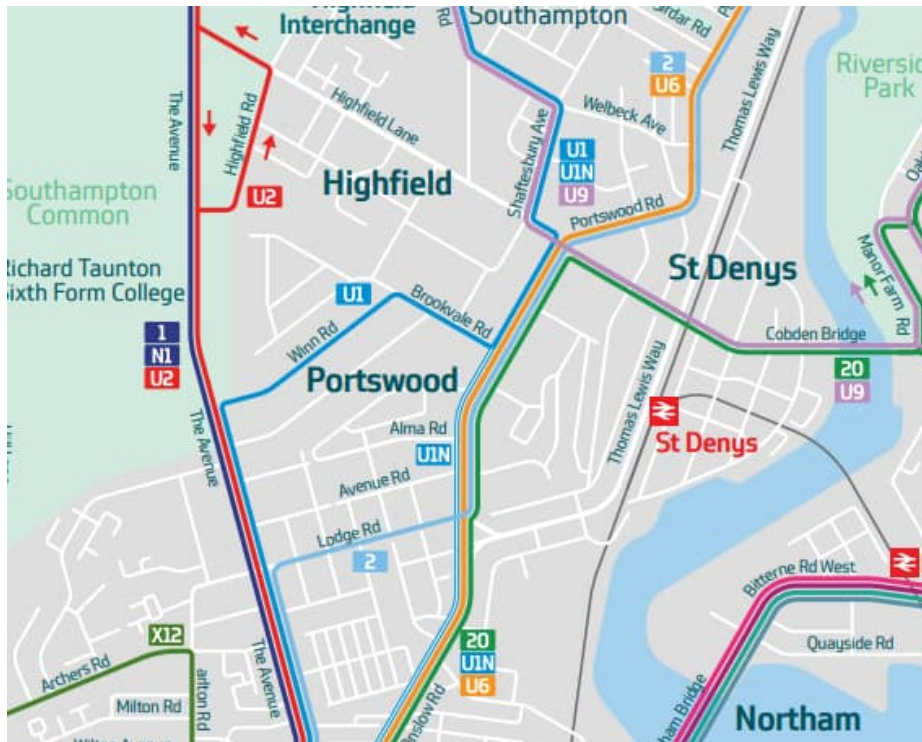
2.1.6. There are two car parks located in the vicinity of Portswood Road excluding the two associated with the supermarkets. Westridge Road Car Park to the east of Portswood Road is the only car park operated by SCC, providing 83 spaces and two disabled spaces. Pay and display charges apply Monday – Saturday between 8am and 6pm and parking for up to two hours is free. Portswood Shopping Centre Car Park is a private car park located to the east of the Portswood Road/ Brookvale Road junction and situated behind a row of retail units comprising of food outlets and shops, there is a maximum stay of two hours.

2.2 POPULATION & DEMOGRAPHICS

POPULATION CHANGE

2.2.1. The population of Southampton has generally experienced a growth trajectory since 2013, with the exception of a dip from 2019 to 2021 as seen in **Figure 2-4**. This decline was likely due to fewer university students residing in the region during the pandemic. In 2023 Southampton had a population of 256,110, a 7% increase on the population 10 years earlier.

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Figure 2-4 - Southampton Population Change, 2013 – 2023
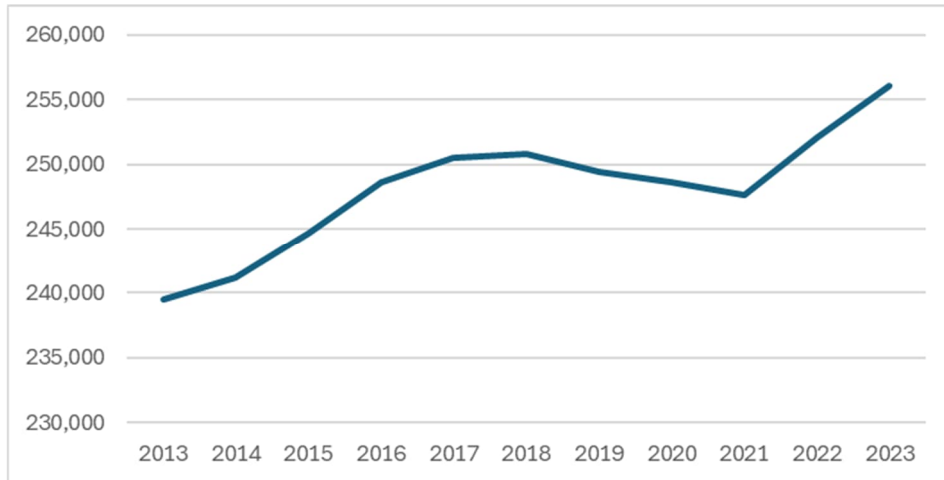
Source: ONS Population Estimates, 2023

2.2.2. **Figure 2-5** illustrates a downward trend in the total population of the Lower Super Output Areas covering Portswood. For consistency and depth of data, further economic analysis will cover this boundary, MSOA Southampton 009 and Southampton 013 (which incorporate all LSOA's within Portswood ward) as visualised in **Figure 2-6**.

Figure 2-5 - Portswood Population Change, 2015 – 2022
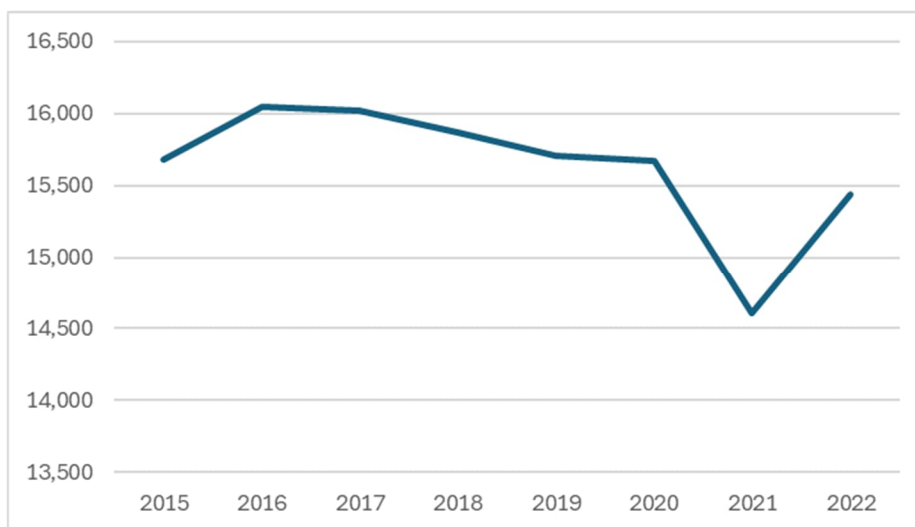
Source: ONS Population Estimates, 2011 & 2021

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Figure 2-6 - MSOA Southampton 009 and Southampton 013
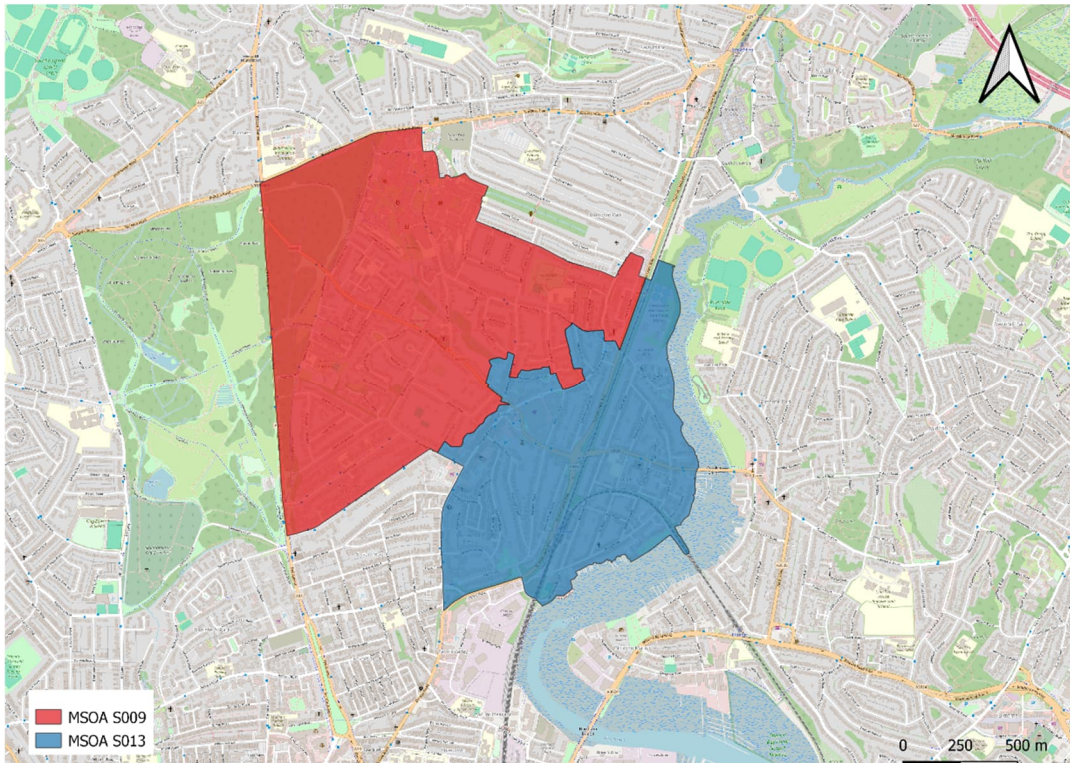
2.2.3.   This decline, more recently due to a decrease in student residents, shows an overall population drop of over 1.5%, from 15,678 in 2015 to 15,441 in 2022. A population decline as such could weaken economic activity in the region, threatening the survival of local businesses. That being said, since the pandemic, the population of Portwood has rebounded strongly and is now on a growth trajectory.

DEMOGRAPHIC BREAKDOWN

2.2.4.   Portswood has a significantly younger population, with 51.3% of residents falling below the age of 30. Notably, 34.5% of the population falls within the 20 to 29 age range, as shown in **Figure 2-7**. This age demographic may positively impact Portswood Road by driving up retail and food spending and providing a strong pool of workers for both part-time and seasonal full-time employment. The gender demographic is balanced in the region with 50.4% of the population male and 49.6% female.

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Figure 2-7 - Portswood Population Pyramid
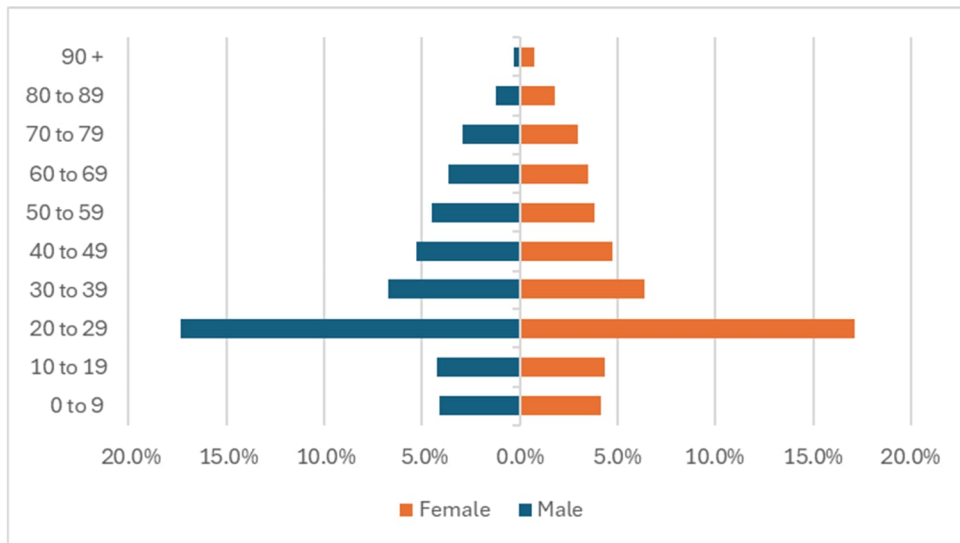
Source: ONS, 2022

2.2.5. Ethnically the region is predominately White with 15% of the population Asian, Asian British or Asian Welsh, a further 3% Black, Black British, Black Welsh, Caribbean or African; 4% from multiple ethnic groups; and 4% from other ethnic groups. According to the 2021 Census the region is relatively well qualified with 42% of the population attaining a level 4 qualification or above, compared to just 31.6% of the population for Southampton. This is comparable to higher education and displays a high level of skill and expertise in the region, which is likely skewed significantly by the presence of the university.

Figure 2-8 - Portswood Ethnic Breakdown, 2021

Source: 2021 Census

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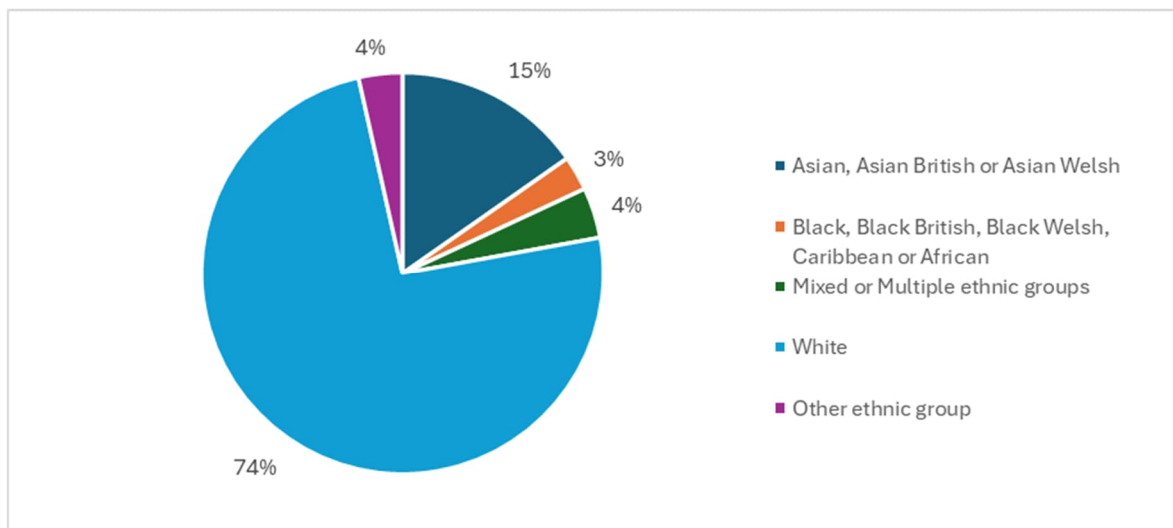
Table 2-1 - Portswood Qualification Attainment

Qualifications	Portswood Total Count	Portswood %	Southampton %
No qualifications	1,510	12%	17.3%
Level 1 and entry level qualifications	730	6%	9.5%
Level 2 qualifications	1,006	8%	12.6%
Apprenticeship	403	3%	5.4%
Level 3 qualifications	3,520	27%	20.5%
Level 4 qualifications or above	5,392	42%	31.6%
Other qualifications	343	3%	3.0%

Source: 2021 Census

2.3 DEPRIVATION

2.3.1. The Index of Multiple Deprivation (IMD) is the dataset used to measure relative deprivation in small areas. It is used to rank the areas from most to least deprived based on the combination of factors, including income, employment, education, skills and training, health and disability, crime, barriers to housing and services, living environment. Deprivation 'deciles' are published alongside ranks. Deciles are calculated by ranking the 32,844 small areas in England, from most deprived to least deprived, and dividing them into 10 equal groups. These range from the most deprived 10 per cent of small areas nationally to the least deprived 10 per cent of small areas nationally. Decile 1 represents the most deprived 10 percent of areas nationally and decile 10 represents the least deprived 10 percent of areas nationally.

2.3.2. Southampton as a city is ranked 55th in the most deprived local authorities in the England which is higher than other cities such as Bristol, Leeds and Sheffield.

PORTSWOOD WARD

2.3.3. **Figure 2-9** presents the overall combined level of deprivation for the LSOAs that cover Portswood. Areas north of Portswood Road have been categorised to be an IMD of 8 and 9 which are areas that are least deprived. Areas around Portswood Road to the east and south have been categorised to be an IMD of 3 and 4 which are areas that are more deprived.

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Figure 2-9 - Index of Multiple Deprivation - Overall
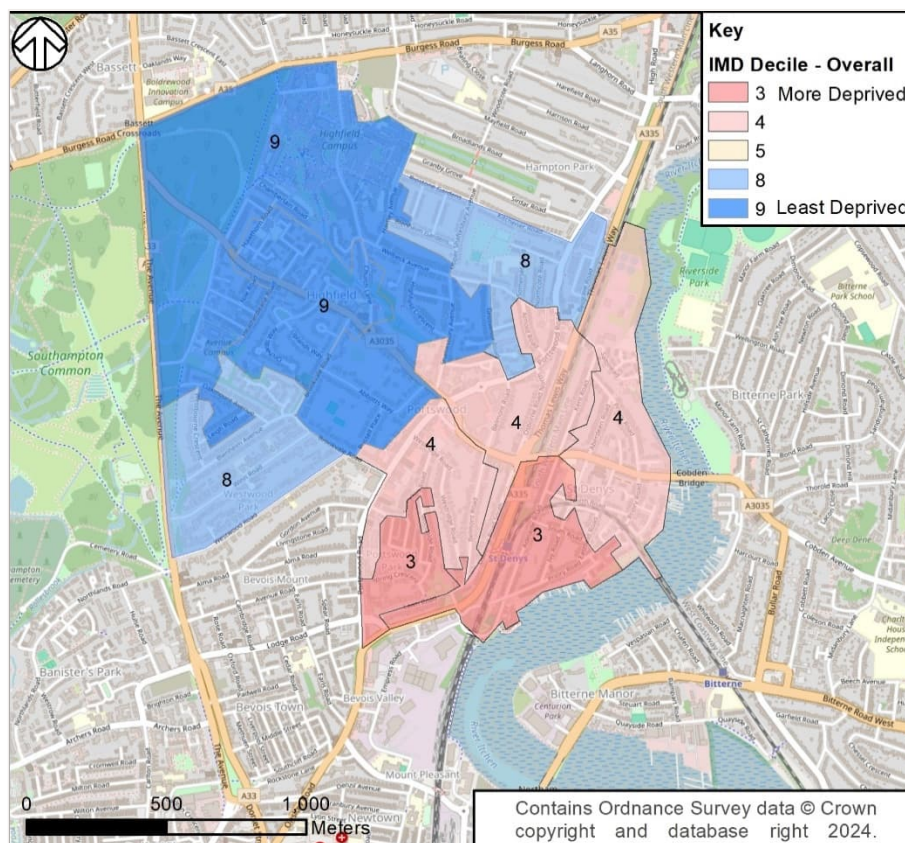
Figure 2-10 presents the level of deprivation, specifically for income, for the LSOAs that cover Portswood. The Income Deprivation Domain measures the proportion of the population in an area experiencing deprivation relating to low income. The definition of low income used includes both those people that are out-of-work, and those that are in work but who have low earnings (and who satisfy the respective means tests). Areas north and west of Portswood Road have been categorised to be an IMD of 7, 9 and 10 which are areas that are least deprived. Areas immediately east of Portswood Road have been categorised to be an IMD of 4 or 5 which are areas more deprived.

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Figure 2-10 - Index of Multiple Deprivation - Income
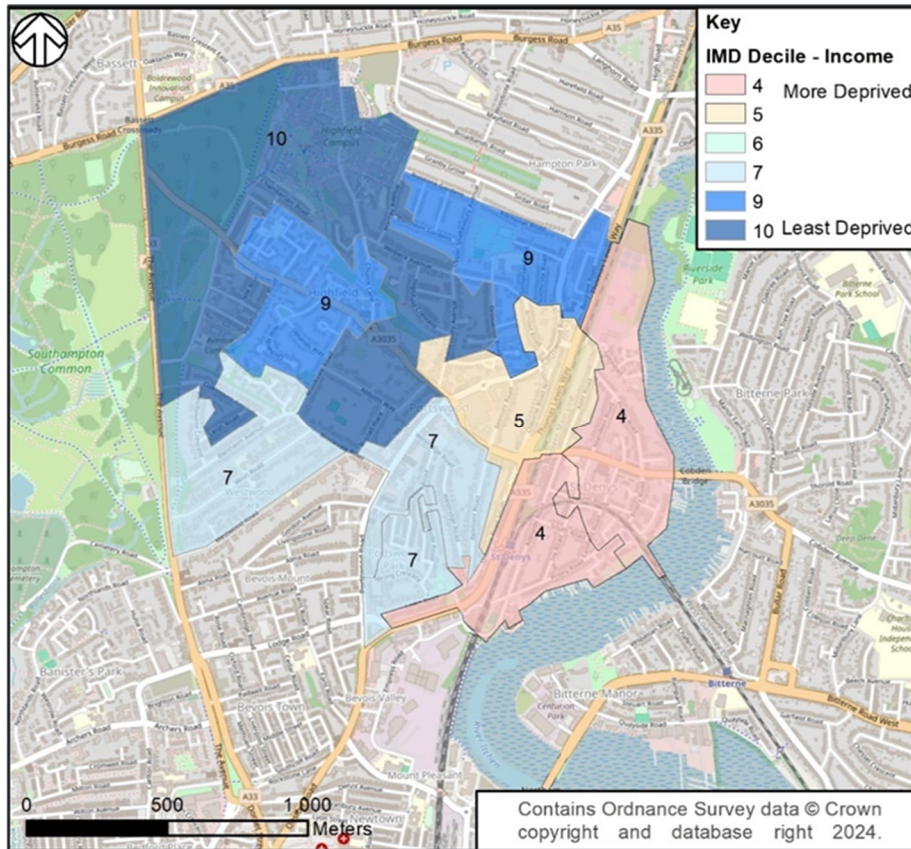
2.3.4.   **Figure 2-11** presents the level of deprivation, specifically for employment, for the LSOAs that cover Portswood. The Employment Deprivation Domain measures the proportion of the working-age population in an area involuntarily excluded from the labour market. This includes people who would like to work but are unable to do so due to unemployment, sickness or disability, or caring responsibilities. Areas north and west of Portswood Road have been categorised to be an IMD of 8, 9 and 10 which are areas that are least deprived. Area's east of Portswood Road have been categorised to be an IMD of 4, 5 and 6 which are areas more deprived.

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Figure 2-11 - Index of Multiple Deprivation - Employment
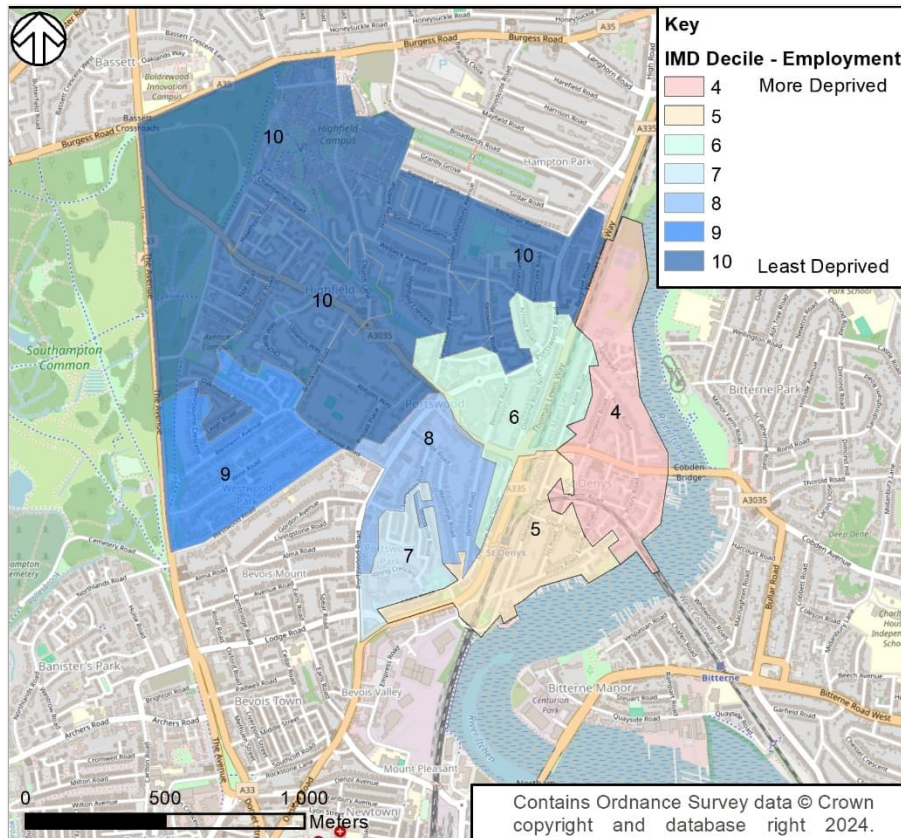
2.3.5.   **Figure 2-12** presents the level of deprivation, specifically for crime, for the LSOAs that cover Portswood. The Crime Domain measures the risk of personal and material victimisation and is made up of several indicators based on the recorded numbers of violent crimes, burglaries, thefts and criminal damage. Areas northwest of Portswood Road have been categorised to be an IMD of 7 which are areas that are least deprived. Areas around Portswood Road to the north, east and south have been categorised to be an IMD of 1, 2 and 4 which are areas that are more deprived.

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Figure 2-12 - Index of Multiple Deprivation - Crime
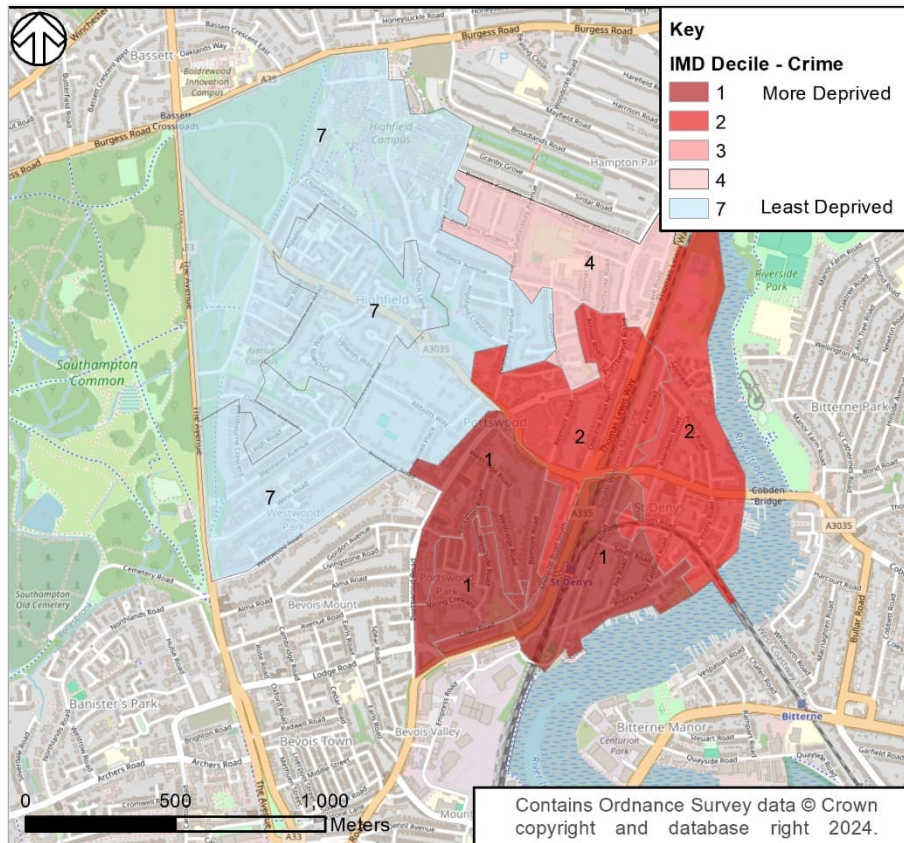
2.3.6.   **Figure 2-9** to **Figure 2-12** show a general trend of lower deprivation north and west of Portswood Road and more deprivation east and south of Portswood Road.

WIDER SOUTHAMPTON AREA

2.3.7.   Fuel poverty relates to households that cannot meet their energy needs at a reasonable cost.

2.3.8.   **Figure 2-13** presents the percentage of households in Fuel Poverty for the whole city. The Portswood LSOA E01017227 is within the list of 40 LSOAs with the most need for the poverty and deprivation domain, ranking no 23 and within the 3rd deprivation quintile.

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Figure 2-13 - Southampton - Index of Multiple Deprivation - Fuel Poverty

Percentage of Households in Fuel Poverty
Southampton LSOAs grouped into deciles

southampton dataobservatory

City average:
10.4% of Households in Fuel Poverty

Rank 4. E01017149
138 Households in Fuel Poverty
27.8% in Fuel Poverty
2nd deprivation quintile

Rank 2. E01032756
306 Households in Fuel Poverty
29.8% in Fuel Poverty
4th deprivation quintile

Rank 5. E01017227
119 Households in Fuel Poverty
26.7% in Fuel Poverty
3rd deprivation quintile

Rank 1. E01017137
283 Households in Fuel Poverty
40.9% in Fuel Poverty
4th deprivation quintile

Rank 3. E01017159
160 Households in Fuel Poverty
28.3% in Fuel Poverty
4th deprivation quintile

Fuel Poverty Deciles
- 10% most need
- 2nd decile
- 3rd decile
- 4th decile
- 5th decile
- 6th decile
- 7th decile
- 8th decile
- 9th decile
- 10% least need
- Ward Boundaries
- Locality Boundaries

Source: Department for Business, Energy & Industrial Strategy

Map labels: Coxford, Bassett, Swaythling, Redbridge, Shirley, Portswood, Bitterne Park, Harefield, Millbrook, Freemantle, Bevois, Bitterne, Peartree, Bargate, Sholing, Woolston

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3 TRAFFIC AND MOVEMENT

3.1 INTRODUCTION

3.1.1. This chapter will review a series of traffic, movement and accident data in the vicinity of Portswood Road. The data collected in this chapter is from July 2024 in order to provide a comparison with July 2025 data following a six-month trial of the Scheme. The survey locations are presented in **Figure 3-1** below. The data collected and used as part of the baseline report are as follows:

Automatic Traffic Counts – 1st to 14th July 2024 (00:00-24:00)

- Brookvale Road – 1;
- Abbotts Way (North) – 2;
- Highfield Lane – 3;
- Portswood Road (Sainsburys) - 4;
- Abbotts Way (East) - 5;
- Russell Place - 6;
- Winn Road - 7;
- Westwood Road - 8;
- Portswood Road (Waitrose) - 9;
- Portswood Road (Farm foods) - 10;
- Portswood Road (Rigby) - 11;
- Westridge Road - 12;
- Belmont Road (South) - 13;
- St Denys Road -14; and
- Bevois Hill - 15.

Manual Classified Counts – Tuesday 9th July and Sunday 13th July 2024 (07:00-19:00)

- A335 Thomas Lewis Way/ A3035 St Denys Road Signal Junction - 1;
- Thomas Lewis Way/ Lodge Road/ Portswood Road/ Bevois Hill Signal Junction - 2;
- Portswood Road/ Highfield Lane/ St Denys Road Signal Junction - 3;
- Portswood Road/ Westridge Road Priority Junction - 4;
- Portswood Road/ Brookvale Road/ Portswood Shopping Centre Car Park Signal Junction - 5;
- Portswood Road/ Belmont Road/ Grosvenor Road Crossroads - 6;
- St Denys Road/ Belmont Road Crossroads - 7;
- Westridge Road/ Belmont Road Priority Junction - 8;
- Highfield Lane/ Brookvale Road Priority Junction - 9;
- Highfield Lane/ Abbotts Way Priority Junction - 10;

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- Highfield Lane/ Shaftesbury Avenue Priority Junction - 11;

- Brookvale Road/ Westwood Road Priority Junction - 12;

- Brookvale Road/ Winn Road Priority Junction - 13;

- Brookvale Road/ Abbotts Way Priority Junction - 14;

- The Avenue/ Winn Road Priority Junction - 15;

- The Avenue/ Westwood Road Priority Junction - 16; and

- Brookvale Road/ Russell Place Priority Junction -17.

Bus Journey Times – 1st – 14th July (00:00-24:00)

- Unilink U1A - Portswood, Albany Park Court to Portswood, Highfield Crescent;

- Unilink U6H - Portswood, Spring Crescent to Portswood, Sainsbury (Stop PI opp);

- Bluestar 2 – Banister's Park, Stag Gates to Portswood, Sainsbury (Stop PI opp); and

- Bluestar 20 - Portswood, Spring Crescent to Portswood, Belmont Road.

Car Parks – Tuesday 9th July (07:00-19:00)

- On-street parking survey - Abbotts Way (North), Abbotts Way (South), Portswood Road (East), Portswood Road (West), Russell Place (East), Russell Place (West), St Denys Road (East), St Denys Road (West), Westridge Road (North), Westridge Road (South); and

- Westridge Road Car Park.

Footfall – 1st to 14th July (00:00-24:00)

- Location 1 - outside Sainsburys on Portswood Road.

- Location 2 - In the centre of Portswood Road near the junction with Westridge Road.

Non-Motorised User Surveys – Tuesday 9th (07:00-19:00)

- Location 1: Between Brookvale Road and Westridge Road.

- Location 2: Between Sainsbury's and St Denys Road.

- Location 3: Between Spring Crescent and Brookvale Road.

Vivacity Camera – 1st to 14th July (00:00-24:00)

- Location: Portswood Road between St Denys Road Spur and Westridge Road – collects traffic flows by vehicle type each hour, speed information and pedestrian movements.

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Key

- ▬ Footfall / Cycling Survey
- ▬ ATCs
- ▬ VivaCity
- ▦ JTCs

Permanent Counter
28 day CCTV

28 day CCTV

0   100   200   300   400
Meters

wsp

TITLE:

PORTSWOOD ROAD
SURVEY LOCATIONS

FIGURE No:

FIGURE 3-1

Contains Ordnance Survey data © Crown copyright and database right 2024.
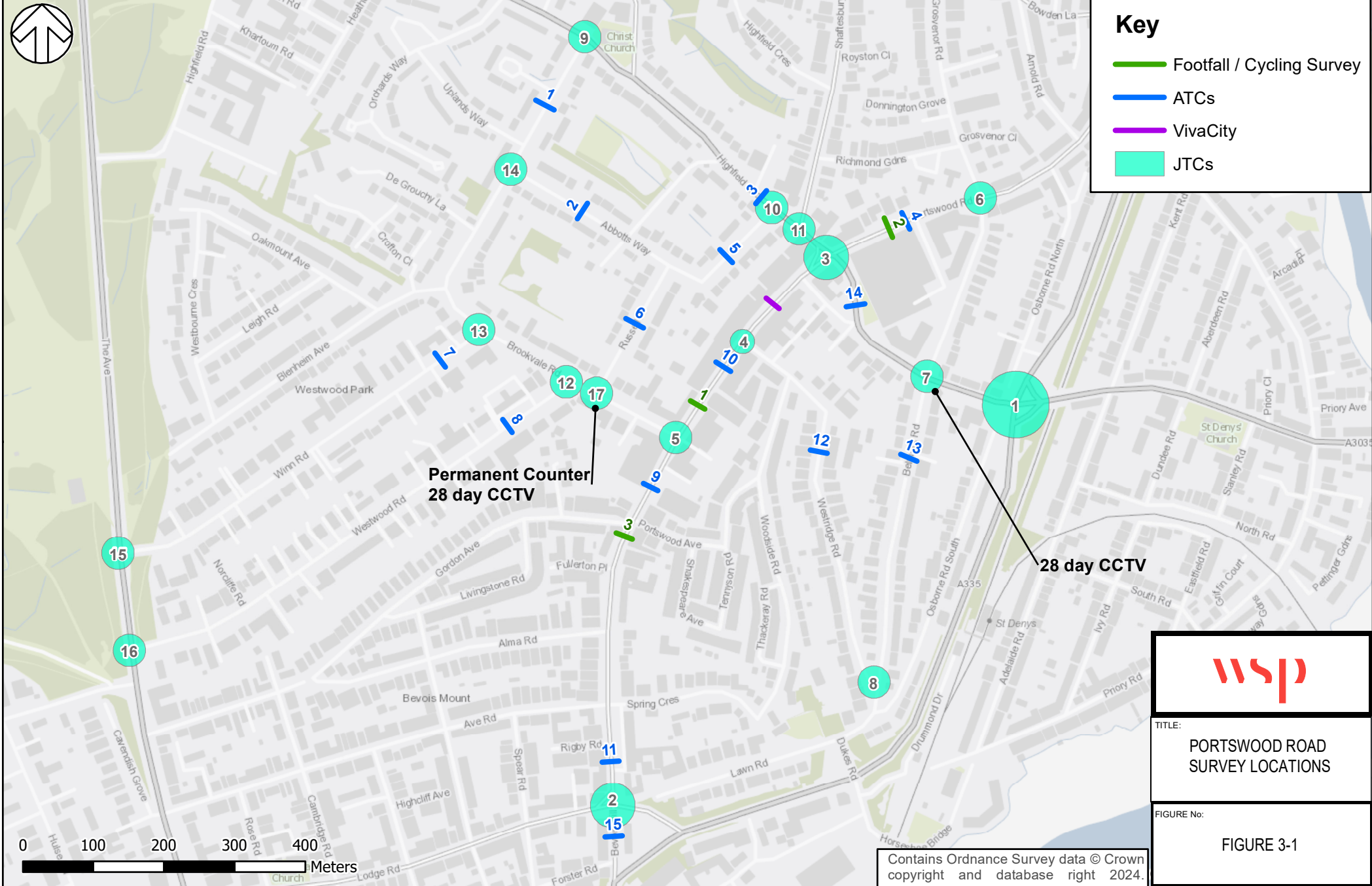
3.2 PORTSWOOD ROAD REVIEW

3.2.1. This section reviews the traffic flow on Portswood Road on an average weekday in July 2024. **Figure 3-2** and **Figure 3-3** presents the hourly traffic flow through a 24-hour period, for northbound and southbound respectively. **Table 3-1** and **Table 3-2** presents a breakdown in vehicle type on Portswood Road in the AM and PM peak periods and across the day in each direction.

Figure 3-2 - Average Weekday Hourly Traffic Northbound (Portswood Road) July 2024
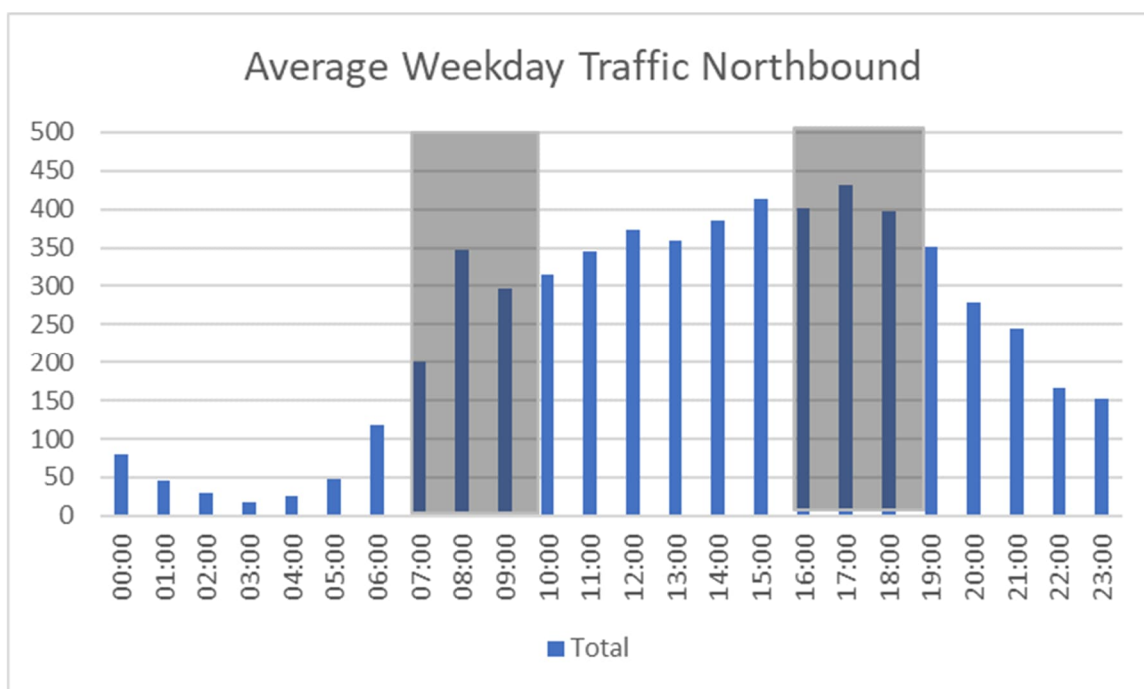
Figure 3-3 - Average Weekday Hourly Traffic Southbound (Portswood Road) July 2024

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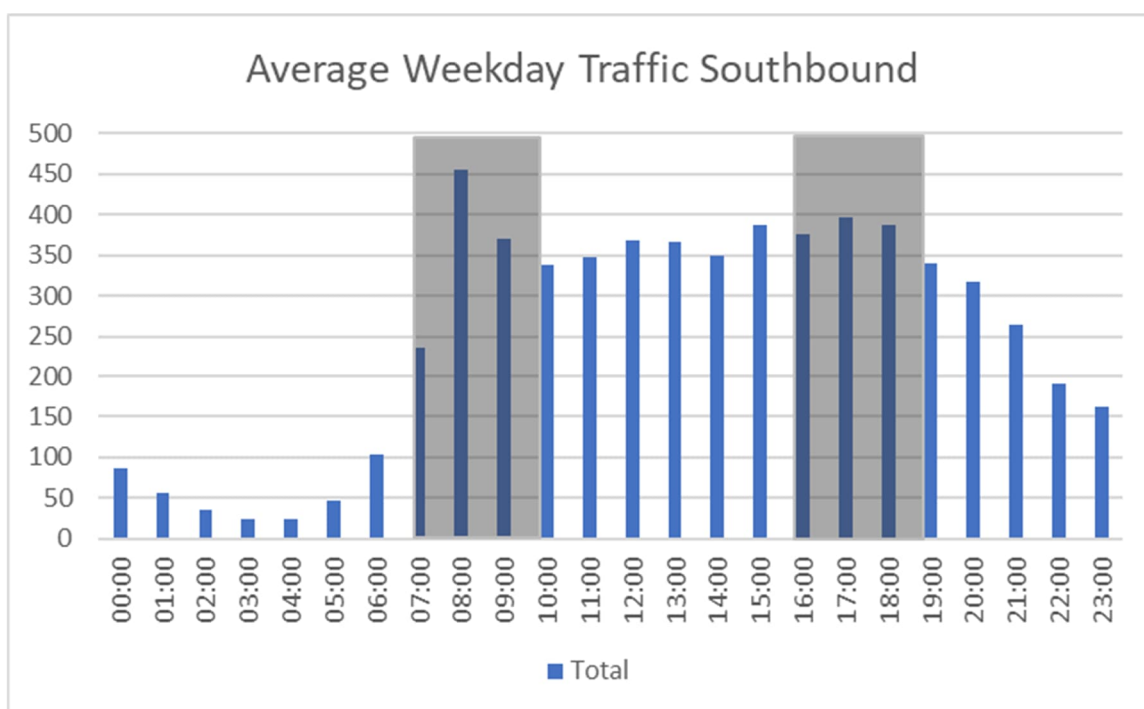
Table 3-1 - Vehicle Type Breakdown - Average Weekday Traffic Northbound and Southbound (Portswood Road) July 2024

Time Period	Total Vehicles		Cars		OGV1s		OGV2s		Buses	
	NB	SB	NB	SB	NB	SB	NB	SB	NB	SB
AM Peak Period 07:00-10:00	844	1061	733	918	74	105	2	2	35	37
PM Peak Period 16:00-19:00	1229	1161	1125	1074	67	51	11	8	27	28
All Day	5820	6030	5211	5434	387	391	41	31	181	174

Table 3-2 - Vehicle Type Breakdown - Average Saturday Traffic Northbound and Southbound (Portswood Road) July 2024

Time Period	Total Vehicles		Cars		OGV1s		OGV2s		Buses	
	NB	SB	NB	SB	NB	SB	NB	SB	NB	SB
AM Peak Period 07:00-10:00	584	637	511	552	46	58	2	1	26	27
PM Peak Period 16:00-19:00	1065	949	982	884	40	30	12	7	31	29
All Day	5609	5739	5171	5321	238	240	38	28	163	151

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3.2.2. **Table 3-1** and **Table 3-2** show that in the AM peak period (07:00-10:00) the number of cars impacted by the scheme will be approximately 1,600, and the number OGVs is just under 200, this is two-way movements. In the PM peak period (16:00-19:00) the number of two-way movements to be impacted by the scheme would be approximately 2,200 cars, and 120 OGVs. These vehicles would either re-route their journeys via other routes, different times of day or undertake the journeys via different modes of travel. It should be noted that not all vehicles would be impacted by the bus gate such as buses, taxis and other permitted vehicles.

3.3 PEDESTRIAN FOOTFALL AND CYCLING

3.3.1. The Non-Motorised Users (NMU) survey undertaken at three locations along Portswood Road in July 2024 is provided in **Appendix A**. The locations of the NMU surveys are presented in **Figure 3-1**, referred to as 'Footfall / Cycling Survey' in the key. A series of graphs presenting the daily NMU flow at the three locations is presented in **Appendix A** of this report.

3.3.2. **Table 3-3** present the AM and PM peak periods, and 12 hour counts for all locations.

Table 3-3 - Overall Pedestrian and Cycle Counts

NMU	Location	Direction	AM Bus Gate Period 07:00 – 10:00	PM Bus Gate Period 16:00 – 19:00	12 Hour (07:00-19:00)
Pedestrian	Location 1 - Between Brookvale Road and Westridge Road	Northbound	312	497	2091
		Southbound	297	511	2104
		Two-way	609	1,008	4,195
	Location 2 - Between Sainsbury's and St Denys Road	Northbound	134	363	1017
		Southbound	191	298	969
		Two-way	325	661	1,986
	Location 3 - Between Spring Crescent and Brookvale Road	Northbound	166	288	821
		Southbound	116	339	813

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NMU	Location	Direction	AM Bus Gate Period 07:00 – 10:00	PM Bus Gate Period 16:00 – 19:00	12 Hour (07:00-19:00)
		Two-way	272	627	1,634
Cyclists	Location 1 - Between Brookvale Road and Westridge Road	Northbound	44	80	206
		Southbound	43	89	219
		Two-way	87	169	425
	Location 2 - Between Sainsbury's and St Denys Road	Northbound	26	38	116
		Southbound	19	59	139
		Two-way	45	97	255
	Location 3 - Between Spring Crescent and Brookvale Road	Northbound	36	60	155
		Southbound	40	73	183
		Two-way	76	133	348

3.3.3. Location 1 demonstrated a high number of footfall, double that of Locations 2 and 3. Location 1 also had the highest peak level, double that of Locations 2 and 3. Location 1 had most footfall during the main trading hours 9:00 to 17:30, whereas Location 2 and 3 had more of a skewed profile towards the afternoon and evening. Location 2 had more peaks in the afternoon which could be associated with school pick up times, particularly the southbound direction. Location 3 had more peaks in the evening after 17:00. Location 2 is situated adjacent to a large Sainsbury's supermarket and Location 3 is close to a Waitrose supermarket. This could explain the higher footfall after typical working hours.

3.3.4. Location 1 demonstrated a high number of cyclists, double that of Location 2, whereas Location 3 had levels in between those of Locations 1 and 2.

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3.4 FOOTFALL / DWELL TIME DATA

3.4.1. Footfall data was collected at two locations along Portswood Road in order to establish the number of visitors to the area and dwell time. Heat Maps of the two areas are presented below in **Figure 3-4**.

Figure 3-4 - Pedestrian Heat Maps
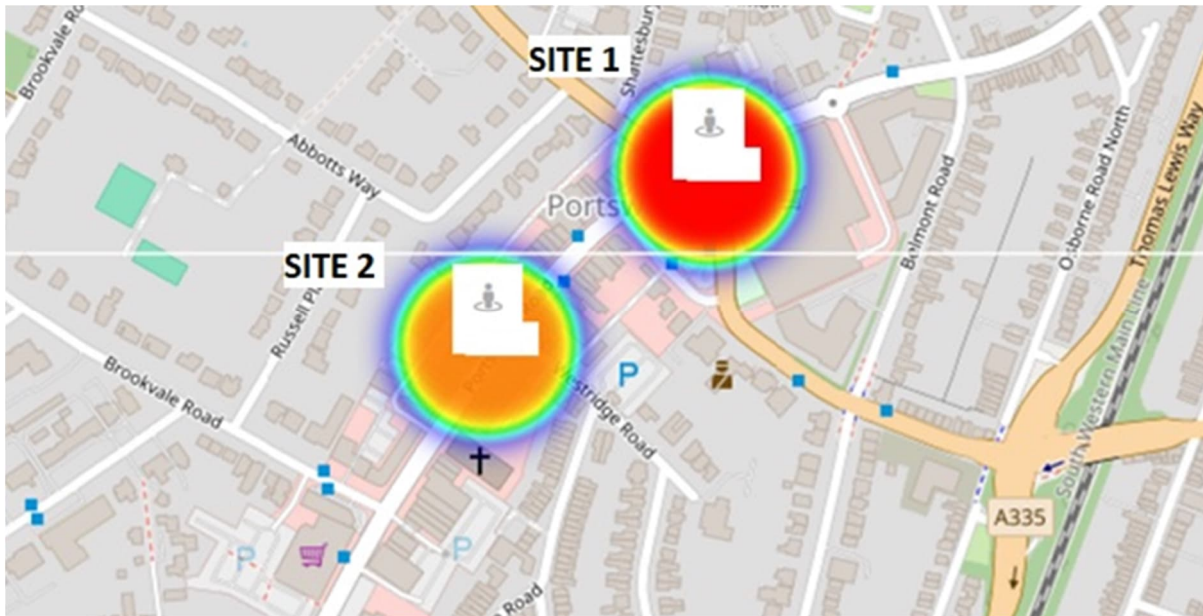
3.4.2. **Table 3-4** presents footfall data for between 1st July to 14th July 2024.

Table 3-4 - Pedestrian Footfall Site 1 and 2

| Location | Overall Metrics for Time Period | | | | AM Peak Period (07:00-10:00) | PM Peak Period (16:00-19:00) |
	Total Visitors this Period	Busiest Time of Day	Average Dwell Time	Average Visitors Per Day		
Portswood Road (S1)	37977	14:00 - 15:00	3h 24m	2712	703	827
Portswood Road (S2)	33371	12:00 - 13:00	4h 13m	2383	720	780

3.4.3. Location S1 had the highest total number of visitors and highest average number of visitors per day, compared to S2, whereas, Location S2 had an average longer dwell time than S1.

3.5 BUS SERVICES

3.5.1. A series of bus journey traffic surveys have been undertaken on Portswood Road in July 2024 from the 1st-14th. The services reviewed were the Unilink U1A and U6H and Bluestar 2 and 20. The start point and the end point for the bus service is detailed below:

- Unilink U1A - Portswood, Albany Park Court to Portswood, Highfield Crescent;

- Unilink U6H - Portswood, Spring Crescent to Portswood, Sainsbury (Stop PI opp);

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- Bluestar 2 – Banister's Park, Stag Gates to Portswood, Sainsbury (Stop PI opp); and

- Bluestar 20 - Portswood, Spring Crescent to Portswood, Belmont Road.

3.5.2. **Table 3-5** presents the average difference in run time of service compared to the expected runtime of the service, this has been broken to the AM peak period and PM peak period and across the whole day. If the result is positive that presents a delay against the timetable. The run time includes the vehicle moving and the wait time at the bus stops. The following columns present the percentage of services which would be classified as delayed and the percentage of services which experience a delay of over five minutes on the section of Portswood Road. The final column presents the percentage of buses which are not considered running to schedule. This includes buses that enter the Portswood area more than five minutes late or more than one minute early than the posted time, this is based on the Department for Transport's defined "window of tolerance".

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Table 3-5 - Bus Service Punctuality Review on Portswood Road (July 2024)

Service	Day Type	Average Time Different to the Timetable	Average Time Different to the Timetable (AM Peak 07-10)	Average Time Different to the Timetable (PM Peak 16-19)	Percentage of Services Slower than Expected Timings	Percentage of Services 5 Minutes Slower than Expected Timings	Services arriving 5 minutes late or a 1-minute early into Portswood area
Unilink U6H S-N	Weekday	00:24	-00:18	00:39	53.9%	1.6%	20.9%
	Weekend	00:16	-	-	45.3%	0.0%	14.8%
Unilink U6H N-S	Weekday	00:29	00:01	00:43	63.5%	0.2%	5.9%
	Weekend	00:38			74.2%	0.0%	3.2%
Unilink U1A S-N	Weekday	01:33	01:33	01:53	87.5%	1.8%	34.7%
	Weekend	01:19	-	-	81.4%	3.8%	33.3%
Unilink U1A N-S	Weekday	02:38	02:45	03:10	90.2%	11.1%	27.5%
	Weekend	02:14			84.8%	12.3%	30.3%
Bluestar 2 S-N	Weekday	01:25	00:53	01:08	80.7%	2.3%	16.8%
	Weekend	01:14	-	-	78.0%	4.4%	17.9%
Bluestar 2 N-S	Weekday	03:44	04:22	04:10	97.2%	25.1%	13.5%
	Weekend	03:31			97.5%	24.0%	22.1%
Bluestar 20 S-N	Weekday	00:52	-00:10	01:47	66.0%	2.4%	28.1%
	Weekend	00:42	-	-	62.3%	1.4%	28.7%

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Service	Day Type	Average Time Different to the Timetable	Average Time Different to the Timetable (AM Peak 07-10)	Average Time Different to the Timetable (PM Peak 16-19)	Percentage of Services Slower than Expected Timings	Percentage of Services 5 Minutes Slower than Expected Timings	Services arriving 5 minutes late or a 1-minute early into Portswood area
Bluestar 20 N-S	Weekday	00:29	00:23	01:10	71.3%	3.30%	48.9%
	Weekend	00:53	-	-	80.2%	2.66%	42.4%

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3.6 ROAD SAFETY

3.6.1. Personal Injury Collision (PIC) data from the STATS19 data collection for 2023 was published in September 2024. PICs occurring in the Portswood Area are presented in **Figure 3-5** categorised as Fatal, Serious and Slight.

Figure 3-5 - Personal Injury Collisions 2023
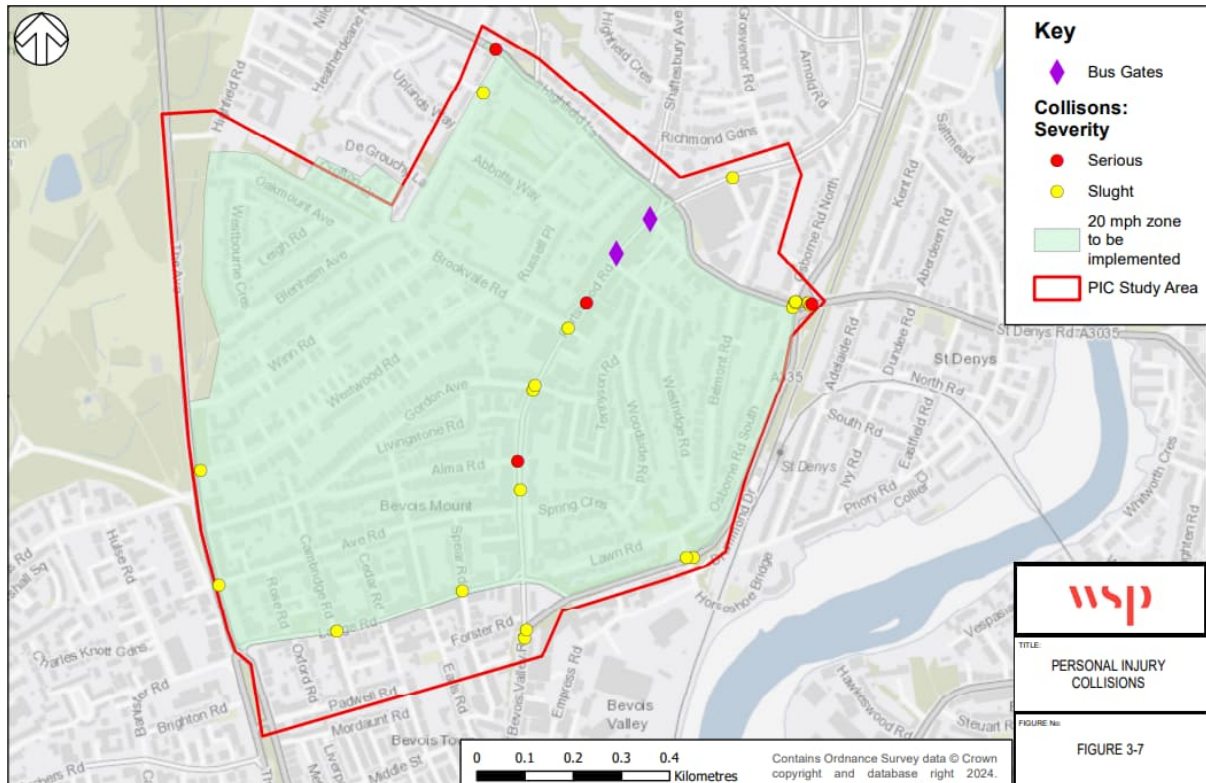
3.6.2. Overall, 25 PICs were reported to the police in 2023 within the study area; four were serious and 21 were slight.

3.6.3. The vehicle categories involved in PICs are presented below in **Table 3-6**.

Table 3-6 – Category of Vehicles Involved in PICs

	Fatal	Serious	Slight	Total
Car	0	3	23	26
Motorcyclist	0	1	4	5
Cyclist	0	1	4	5
Van	0	1	4	5
Taxi	0	0	2	2
Other	0	1	1	2
Pedestrian	0	0	2	2

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3.7 PARKING

OFF-STREET PARKING

Car Park Capacity

3.7.1. This section reviews the car parking capacity at the SCC-operated Westridge Road Car Park. There are three other car parks located in the near vicinity of Portswood Road, these are Portswood Shopping Centre, Sainsburys and Waitrose car parks, all privately operated.

3.7.2. **Figure 3-6** and **Figure 3-7** present car park capacity data based on arrivals and departures, and resulting percentage occupancy for the SCC-operated Westridge Road Car Park, surveyed on the 9th July 2024.

Figure 3-6 - Westridge Road Car Park - Arrivals and Departures
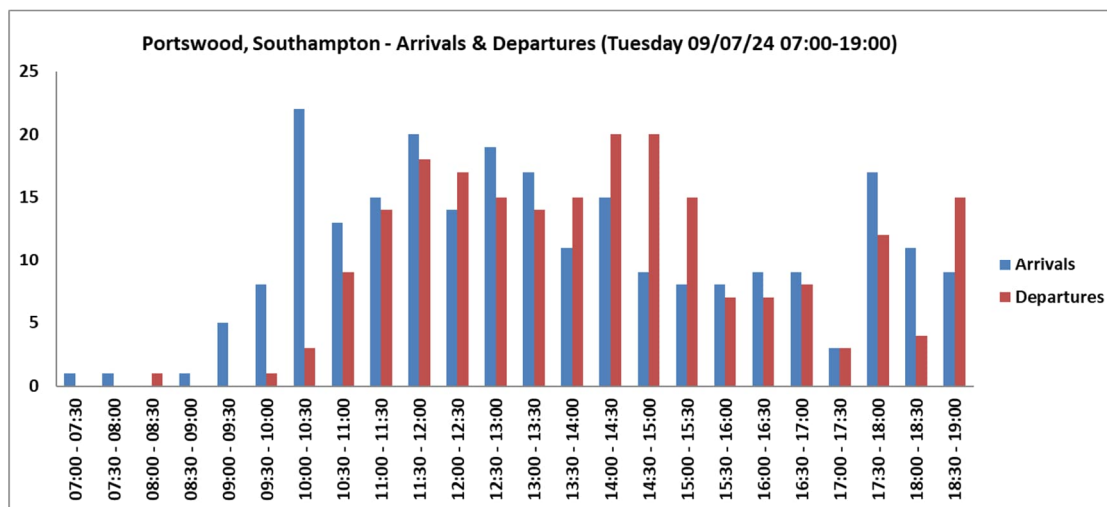
Figure 3-7 - Westridge Road Car Park - Percentage Occupancy
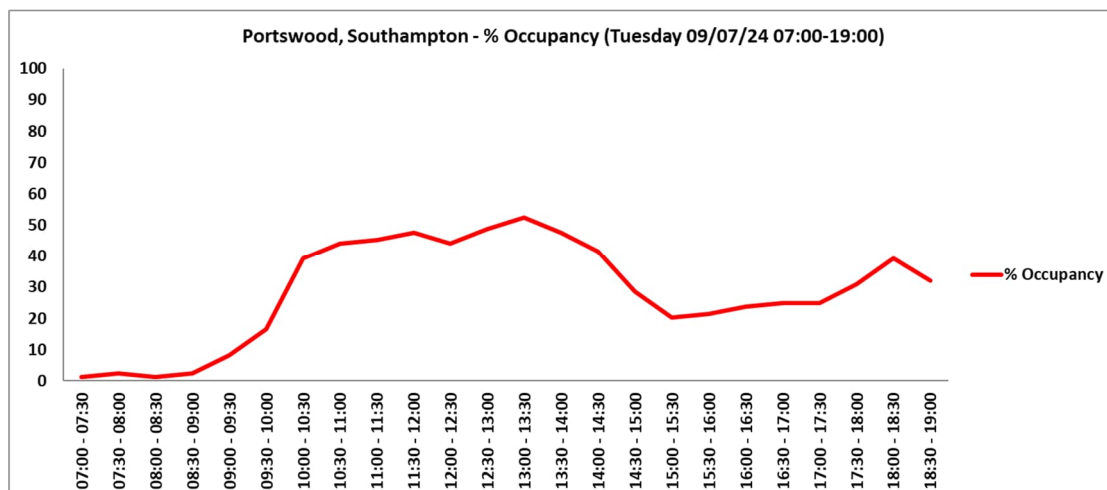
3.7.3. The peak arrival time was between 10:00 and 10:30, with mid-morning and lunchtime being high as well as between 17:30 to 18:00. The highest levels of departures were early afternoon 14:00 to 15:00.

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3.7.4. The highest occupancy level during the survey period was 52%. Occupancy was low until 09:30, subsequently increasing to 40% by 10:30, and reaching peak occupancy between 13:00 and 13:30. Occupancy dropped to 20% between 15:00 and 15:30, before rising again to 39% between 18:00 and 18:30 and dropping again to 32% between 18:30 and 19:00.

Car Park Ticket Revenue

3.7.5. The table below presents the car park revenue at the Westridge Road Car Park between the 1st-14th July. **Table 3-7** presents the number of transactions over a two-week period, this equates to 322 transactions per day at the car park.

Table 3-7 - Westridge Road Car Park Ticket Revenue 1st-14th July 2024

Car Park Location	Pay & Display		Pay By Phone	
	Transactions	Revenue	Transactions	Revenue
Westridge Road	4391	£244.08	115	£96.96

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ON-STREET PARKING

3.7.6. An on-street parking survey was undertaken on the 9th July 2024 at various times of the day, at multiple locations. A series of graphs reviewing On-street parking occupancy vs capacity, duration of stay and individual street parking capacity across the day are included in **Appendix B** of this report.

3.7.7. Figures 3-8 to 3-10 present on-street parking occupancy on the assessed focusing on the peak occupancy in the AM and PM peak periods to coincide with the bus gate and the average occupancy levels across the day. It is worth noting there are parking restrictions in place on the residential roads of Russell Place, Abbotts Way and Westridge Road between 08:00 and 18:00 on a weekday to stop visitors parking in these locations all day.

Figure 3-8 - Maximum Parking Occupancy in the AM Peak Period (07:00-10:00)

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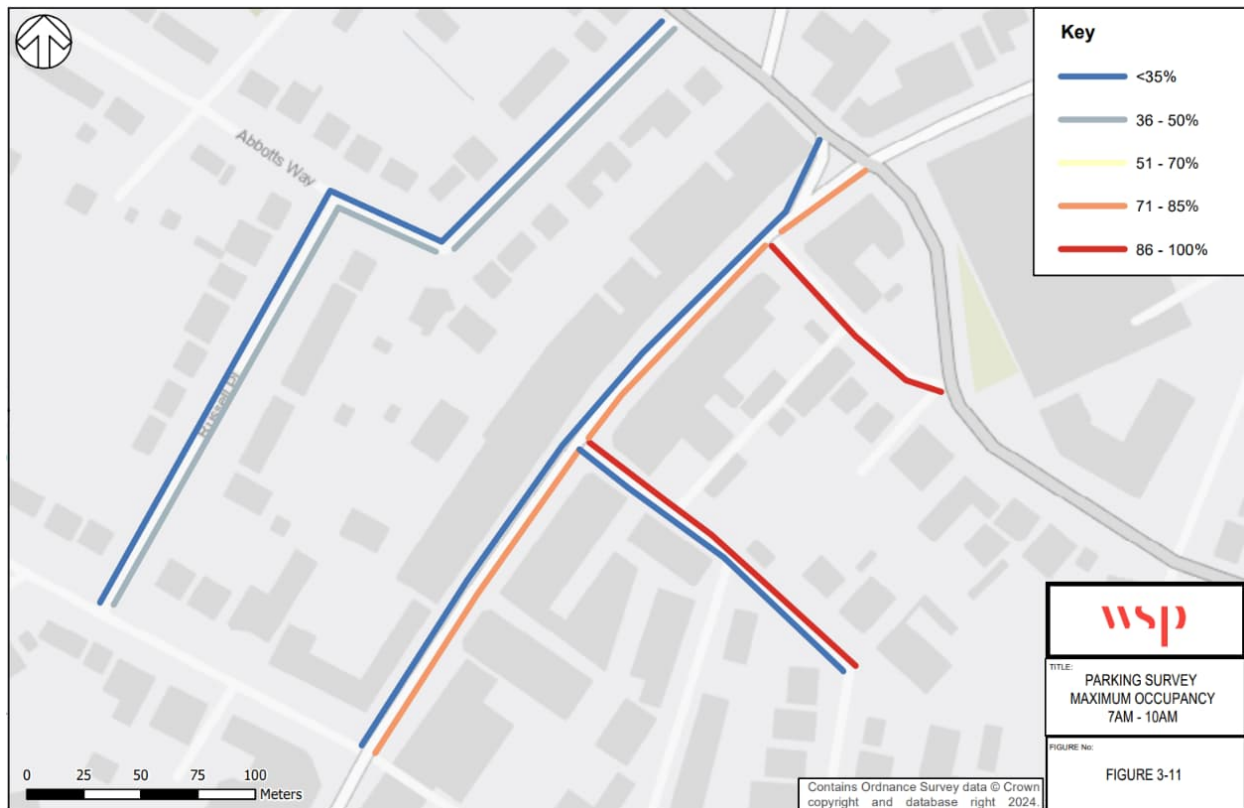
Figure 3-9 - Maximum Parking Occupancy in the PM Peak Period (16:00-19:00)

Figure 3-10 - Average Parking Occupancy across the Day (07:00-19:00)

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3.7.8. **Figure 3-11** below shows arrivals versus the departures.

Figure 3-11 - On-Street Parking Arrivals vs Departure per Hour
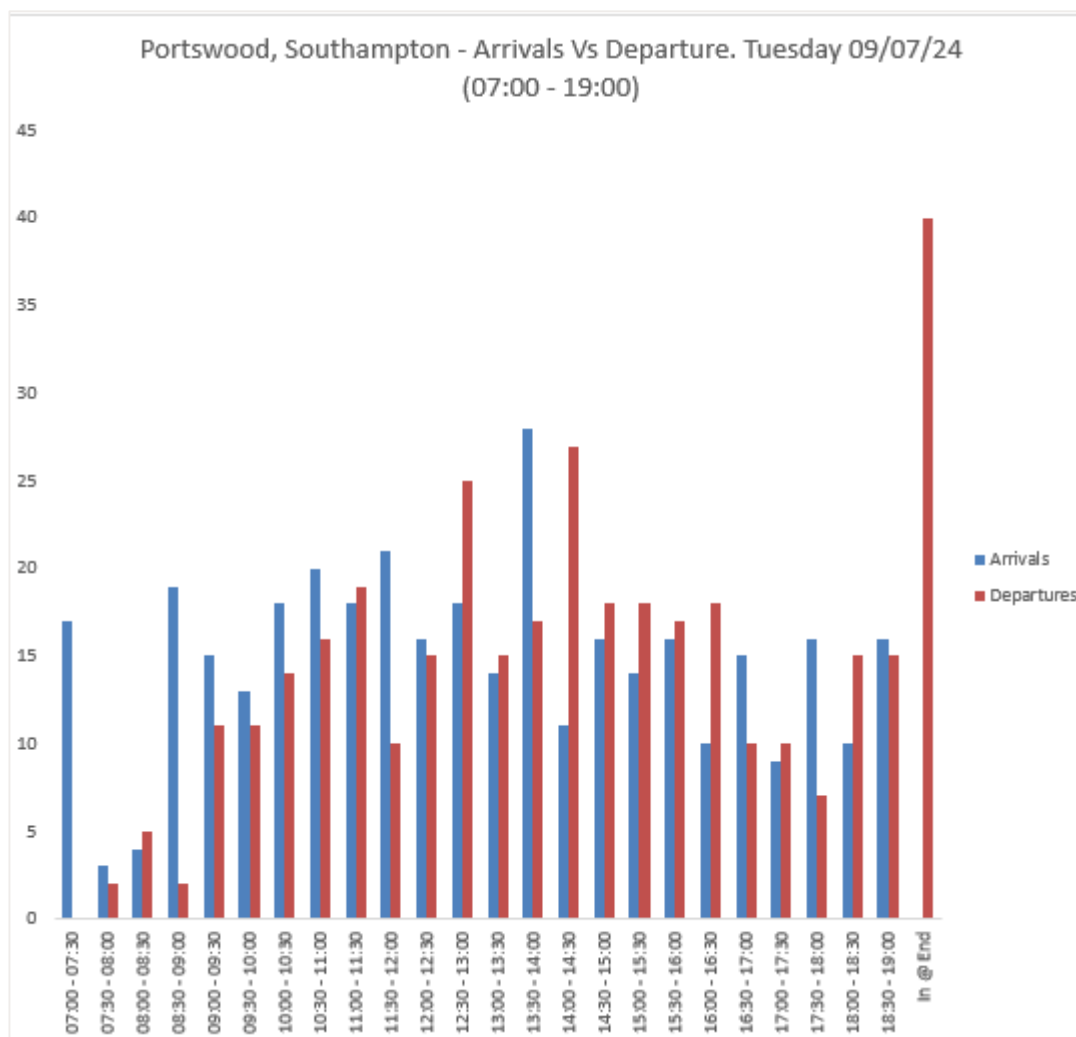
3.8 TRAFFIC FLOWS & SPEED

MANUAL CLASSIFIED COUNTS

3.8.1. As detailed in Section 3.1 and presented in **Figure 3-1** a series of Manual Classified Counts were undertaken at seventeen junctions in the vicinity of Portswood Road. Traffic flow diagrams have been produced for the AM and PM peaks and these can be seen in **Appendix E**.

AUTOMATIC TRAFFIC COUNTS

3.8.2. The ATC surveys took place between Monday 1st July 2024 and 14th July 2024 in 60-minute intervals. These surveys covered fifteen locations. The average weekday and average Saturday flows are presented for each location below.

Link Flows and Link Speeds

3.8.3. The ATC Link flow and speeds, averaged over the AM peak period (07:00-10:00), PM peak period (16:00-19:00) and across the day for a weekday and a Saturday, are presented in a series of tables

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below. A series of graphs presenting the hourly traffic flows for each of the links on a weekday and a Saturday across the day are included in **Appendix D**.

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Table 3-8 - ATC Average Flow Weekday

Location	AM Peak Period 07:00-10:00 Average Vehicles (mph)		PM Peak Period 16:00-19:00 Average Vehicles (mph)		All Day Average Vehicles (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 1: Brookvale Road	294	366	388	443	1,642	1,714
ATC 2: Abbotts Way (north)	51	40	74	70	265	265
ATC 3: Highfield Lane	727	706	858	644	4,253	3,600
ATC 4: Portswood Road (Sainsbury's)	784	924	1,149	1,072	5,350	5,387
ATC 5: Abbotts Way (east)	126	176	177	193	729	857
ATC 6: Russell Place	115	161	172	182	643	750
ATC 7: Winn Road	220	268	251	260	925	1,015
ATC 8: Westwood Road	356	365	460	438	1,865	1,838
ATC 9: Portswood Road (Waitrose)	685	910	1,070	1,081	4,957	5,348
ATC 10: Portswood Road (Farmfoods)	844	1,061	1,229	1,161	5,820	6,030
ATC 11: Portswood Road (Rigby Road)	641	888	998	1,029	4,697	5,228
ATC 12: Westridge Road	35	31	70	96	319	354
ATC 13: Belmont Road South	112	115	147	128	653	608

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Location	AM Peak Period 07:00-10:00 Average Vehicles (mph)		PM Peak Period 16:00-19:00 Average Vehicles (mph)		All Day Average Vehicles (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 14: St Denys Road	750	644	692	832	4,105	4,339
ATC 15: Bevois Hill	444	579	623	703	3,233	3,584

Table 3-9 - ATC Average Flow Saturday

Location	AM Peak Period 07:00-10:00 Average Vehicles (mph)		PM Peak Period 16:00-19:00 Average Vehicles (mph)		All Day Average Vehicles (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 1: Brookvale Road	186	182	263	229	1,471	1,562
ATC 2: Abbotts Way (north)	30	25	24	39	218	261
ATC 3: Highfield Lane	500	470	663	551	3,820	3,139
ATC 4: Portswood Road (Sainsbury's)	610	572	939	891	5,033	4,988
ATC 5: Abbotts Way (east)	79	117	112	127	622	801
ATC 6: Russell Place	63	86	117	120	596	725
ATC 7: Winn Road	19	14	169	151	842	822
ATC 8: Westwood Road	187	191	256	271	1,473	1,684
ATC 9: Portswood Road (Waitrose)	491	498	922	812	4,772	5,014

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Location	AM Peak Period 07:00-10:00 Average Vehicles (mph)		PM Peak Period 16:00-19:00 Average Vehicles (mph)		All Day Average Vehicles (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 10: Portswood Road (Farmfoods)	584	637	1,065	949	5,609	5,739
ATC 11: Portswood Road (Rigby Road)	471	510	876	812	4,611	4,960
ATC 12: Westridge Road	15	11	49	57	239	263
ATC 13: Belmont Road South	62	48	110	106	564	491
ATC 14: St Denys Road	589	474	647	801	3,834	4,296
ATC 15: Bevois Hill	314	340	563	583	3,059	3,417

Table 3-10 - ATC Average Speed Weekday

Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)		Percentage of Average Speed less than 25mph	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 1: Brookvale Road	21.9	23.0	21.3	22.8	21.9	22.8	75.3%	72.9%
ATC 2: Abbotts Way (north)	24.0	23.7	22.8	22.7	23.1	22.8	65.5%	69.0%
ATC 3: Highfield Lane	24.5	24.9	21.0	24.5	23.0	25.0	67.5%	56.6%

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Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)		Percentage of Average Speed less than 25mph	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 4: Portswood Road (Sainsbury's)	19.6	20.8	17.2	18.1	18.5	19.5	94.7%	88.7%
ATC 5: Abbotts Way (east)	22.1	21.7	21.9	21.4	21.6	21.2	84.2%	87.1%
ATC 6: Russell Place	23.5	23.2	23.6	23.0	23.0	22.6	72.7%	76.6%
ATC 7: Winn Road	22.7	21.6	23.1	21.6	23.1	22.0	68.5%	72.7%
ATC 8: Westwood Road	21.2	21.1	20.6	20.4	20.8	20.6	88.3%	91.6%
ATC 9: Portswood Road (Waitrose)	22.5	23.1	19.7	20.5	20.9	21.6	85.7%	81.2%
ATC 10: Portswood Road (Farmfoods)	19.9	19.8	15.9	16.6	17.3	17.6	94.6%	94.9%
ATC 11: Portswood Road (Rigby Road)	22.4	20.3	21.5	18.8	21.8	20.0	86.4%	86.5%
ATC 12: Westridge Road	17.8	15.8	17.3	16.1	17.4	15.9	96.2%	98.9%
ATC 13: Belmont Road South	24.1	22.3	24.0	22.1	23.8	22.1	63.9%	75.4%

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Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)		Percentage of Average Speed less than 25mph	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 14: St Denys Road	18.4	21.4	18.1	19.1	18.6	20.6	95.1%	91.3%
ATC 15: Bevois Hill	15.8	17.2	14.6	17.0	15.6	17.6	97.5%	96.1%

Table 3-11 - ATC Average Speed Saturday

Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)		Percentage of Average Speed less than 25mph	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 1: Brookvale Road	23.3	23.7	23.4	23.9	22.6	23.1	72.3%	69.8%
ATC 2: Abbotts Way (north)	20.5	21.4	24.0	23.1	21.3	21.1	75.4%	77.9%
ATC 3: Highfield Lane	25.9	26.0	24.4	24.9	23.3	25.2	63.2%	53.7%
ATC 4: Portswood Road (Sainsbury's)	19.7	21.3	18.1	18.9	18.3	19.2	94.5%	88.0%
ATC 5: Abbotts Way (east)	22.6	21.4	21.3	21.1	21.0	20.8	85.6%	87.2%
ATC 6: Russell Place	23.2	23.6	22.5	22.3	22.2	22.5	79.1%	76.7%

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Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)		Percentage of Average Speed less than 25mph	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 7: Winn Road	22.4	18.9	23.4	22.4	23.2	22.0	67.7%	72.1%
ATC 8: Westwood Road	21.5	21.3	21.1	21.5	20.7	21.0	88.7%	90.2%
ATC 9: Portswood Road (Waitrose)	23.9	24.6	20.8	22.1	21.4	22.2	83.8%	78.8%
ATC 10: Portswood Road (Farmfoods)	20.7	20.7	16.3	17.1	17.2	17.4	94.8%	94.8%
ATC 11: Portswood Road (Rigby Road)	22.9	21.4	21.6	19.5	21.9	19.5	85.7%	87.8%
ATC 12: Westridge Road	18.5	16.2	17.6	15.7	17.4	15.5	96.2%	98.9%
ATC 13: Belmont Road South	24.5	23.9	24.3	22.4	24.2	22.6	15.3	16.8
ATC 14: St Denys Road	19.4	20.1	18.3	18.9	18.6	19.0	15.5	16.9
ATC 15: Bevois Hill	17.3	18.0	15.3	16.8	95.9%	93.4%	97.1%	96.9%

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Table 3-12 - ATC 85th Percentile Speed Weekday

Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 1: Brookvale Road	27.0	27.3	26.3	26.9	27.0	27.3
ATC 2: Abbotts Way (north)	29.3	28.2	27.7	27.4	28.5	28.2
ATC 3: Highfield Lane	28.2	28.2	26.3	27.9	27.8	28.5
ATC 4: Portswood Road (Sainsbury's)	23.1	25.5	21.1	22.9	22.6	24.6
ATC 5: Abbotts Way (east)	25.8	25.1	25.7	25.1	25.6	25.1
ATC 6: Russell Place	27.5	27.1	27.9	27.0	27.5	26.7
ATC 7: Winn Road	27.4	27.2	27.8	27.1	28.1	27.7
ATC 8: Westwood Road	24.9	24.4	24.6	23.8	24.8	24.2
ATC 9: Portswood Road (Waitrose)	26.6	27.3	23.8	24.9	25.3	26.2
ATC 10: Portswood Road (Farmfoods)	24.2	23.8	20.3	20.7	22.3	22.3
ATC 11: Portswood Road (Rigby Road)	25.8	25.5	25.0	23.9	25.3	25.1
ATC 12: Westridge Road	22.8	20.6	22.7	20.8	23.5	19.9
ATC 13: Belmont Road South	28.6	27.0	28.5	26.8	28.6	27.2

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Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 14: St Denys Road	22.7	24.5	22.2	23.4	22.9	24.3
ATC 15: Bevois Hill	20.2	21.4	18.4	21.5	20.2	21.9

Table 3-13 - ATC 85th Percentile Speed Saturday

Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 1: Brookvale Road	27.8	28.0	27.7	28.4	27.5	27.7
ATC 2: Abbotts Way (north)	25.7	25.6	29.4	28.3	27.6	27.0
ATC 3: Highfield Lane	29.5	29.2	28.2	28.4	28.1	28.7
ATC 4: Portswood Road (Sainsbury's)	23.3	26.2	21.8	23.7	22.6	24.7
ATC 5: Abbotts Way (east)	26.2	24.9	25.7	24.9	25.3	25.1
ATC 6: Russell Place	26.7	27.3	27.0	26.7	26.6	26.8
ATC 7: Winn Road	26.5	21.9	28.1	28.2	28.2	27.8
ATC 8: Westwood Road	25.0	24.6	24.8	24.8	24.8	24.5
ATC 9: Portswood Road (Waitrose)	27.8	28.6	25.1	26.4	25.7	26.5

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Location	AM Peak Period 07:00-10:00 Average Speed (mph)		PM Peak Period 16:00-19:00 Average Speed (mph)		All Day Average Speed (mph)	
	Northbound	Southbound	Northbound	Southbound	Northbound	Southbound
ATC 10: Portswood Road (Farmfoods)	25.0	25.1	20.6	21.3	22.1	22.2
ATC 11: Portswood Road (Rigby Road)	26.2	26.6	25.0	24.5	25.4	24.8
ATC 12: Westridge Road	24.5	21.3	22.5	19.4	23.7	18.4
ATC 13: Belmont Road South	28.9	27.7	28.4	27.4	28.9	27.8
ATC 14: St Denys Road	23.0	23.6	22.5	22.8	22.7	23.1
ATC 15: Bevois Hill	21.9	22.1	19.4	20.6	20.1	21.4

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3.9 HEALTHY STREETS ASSESSMENT

3.9.1. A Heathy Streets assessment has been undertaken for Portswood Road (in two sections), Westridge Road, Brookvale Road and Russell Place. **Table 3-14** shows the sources of quantitative data.

Table 3-14 - Sources of Quantitative Data

Street	Extent	Data source
Portswood Road	Between St Denys Road and Westridge Road	Vivacity Data
Portswood Road	Between Westridge Road and Brookvale Road	ATC 10 Data & NMU data
Westridge Road	Between Portswood Road and Belmont Road	ATC 12 and Jct 4 data
Brookvale Road	Between Portswood Road and Russell Place	ATC 1 and Jct 5 data
Russell Place	Between Brookvale Road and Abbotts Way	ATC 6

3.9.2. It is noted that Vivacity data reported mean speed rather than 85th percentile speed and no pedestrian counts were available for Westridge Road or Brookvale Road.

RESULTS

Figure 3-12 - Portswood Road (Between St Denys Road and Westridge Road) Healthy Street Score

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Figure 3-13 - Portswood Road (Between Westridge Road and Brookvale Road) Healthy Street Score

Healthy Streets Score

Name of street
Portswood Road

Name of street at start junction
Westridge Rd

Name of street at end junction
Brookvale Road

	Existing Layout Score	Proposed Layout Score
Healthy Streets Score	27	
Everyone feels welcome	33	
Easy to cross	21	
Shade and shelter	50	
Places to stop and rest	53	
Not too noisy	7	
People choose to walk and cycle	33	
People feel safe	28	
Things to see and do	0	
People feel relaxed	33	
Clean air	8	

Figure 3-14 - Westridge Road Healthy Street Score

Healthy Streets Score

Name of street
Westridge Road

Name of street at start junction
Portswood Road

Name of street at end junction
Belmont Road
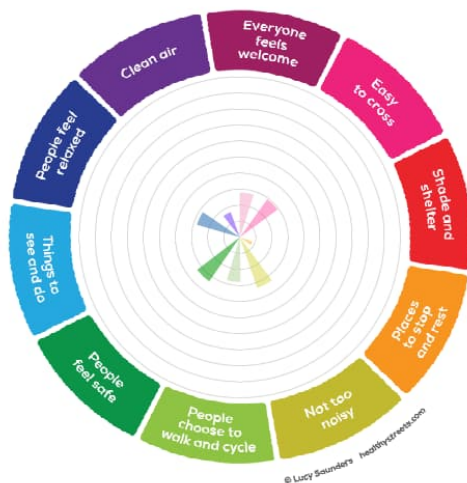
	Existing Layout Score	Proposed Layout Score
Healthy Streets Score	20	
Everyone feels welcome	28	
Easy to cross	29	
Shade and shelter	0	
Places to stop and rest	8	
Not too noisy	33	
People choose to walk and cycle	28	
People feel safe	33	
Things to see and do	0	
People feel relaxed	28	
Clean air	17	

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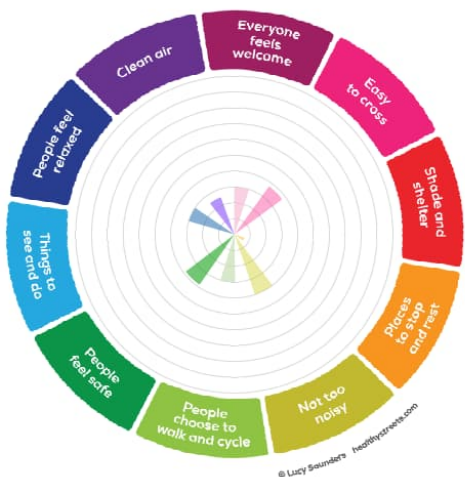Page 43 of 116

![WSP logo]

Figure 3-15 - Brookvale Road Healthy Street Score

Healthy Streets Score

Name of street
Brookvale Road

Name of street at start junction
Portswood Road

Name of street at end junction
Russel Place

	Existing Layout Score	Proposed Layout Score
Healthy Streets Score	24	
Everyone feels welcome	30	
Easy to cross	38	
Shade and shelter	0	
Places to stop and rest	7	
Not too noisy	40	
People choose to walk and cycle	30	
People feel safe	38	
Things to see and do	0	
People feel relaxed	30	
Clean air	25	

Figure 3-16 – Russell Place Healthy Street Score

Healthy Streets Score

Name of street
Russell Place

Name of street at start junction
Abbotts Way

Name of street at end junction
Brookvale Road
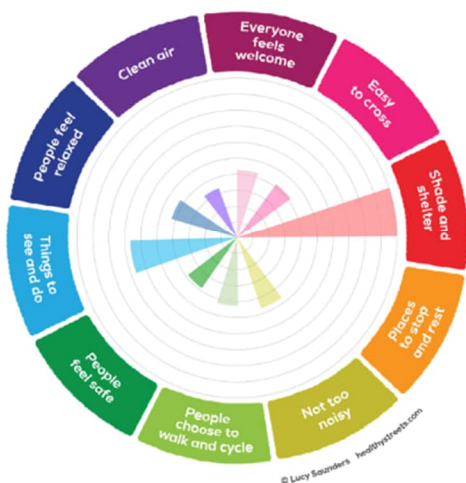
	Existing Layout Score	Proposed Layout Score
Healthy Streets Score	45	
Everyone feels welcome	43	
Easy to cross	42	
Shade and shelter	100	
Places to stop and rest	0	
Not too noisy	47	
People choose to walk and cycle	43	
People feel safe	38	
Things to see and do	67	
People feel relaxed	43	
Clean air	33	

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3.9.3.   With the existing layout, Portswood Road between St Denys Road and Westridge Road has an overall score of 34 with 'Shade and Shelter' and 'Places to stop and rest' scoring high (50 and 47 respectively). The lowest score was 0 for 'Things to see and do'.

3.9.4.   With the existing layout, Portswood Road between Westridge Road and Brookvale Road has an overall score of 27 with 'Shade and Shelter' and 'Places to stop and rest' scoring high (50 and 53 respectively). The lowest score was 0 for 'Things to see and do'.

3.9.5.   With the existing layout, Westridge Road between Portswood Road and Belmont Road has an overall score of 20 with 'Not too Noisy' and 'People feel safe' scoring high (33 each). The lowest scores were 0 for 'Shade and Shelter' and 'Things to see and do'.

3.9.6.   With the existing layout, Brookvale Road between Portswood Road and Russell Place has an overall score of 24 with 'Not too Noisy' scoring high (40). The lowest score was 0 for 'Things to see and do'.

3.9.7.   With the existing layout, Russell Place between Abbotts Way and Brookvale Road has an overall score of 45 with 'Shade and shelter' scoring high (100). The lowest score was 0 for 'Places to stop and rest'.

3.10   CRIME DATA

3.10.1.   Crime statistics have been collated from Hampshire Police[1] for the period between January and July 2024. The locations of crimes reported, and study area extent are shown in **Figure 3-17** below.

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[1]   https://www.police.uk/pu/your-area/hampshire-constabulary/portswood/

Figure 3-17 - Crime Study Area

PORTSWOOD CRIME LOCATIONS

FIGURE X
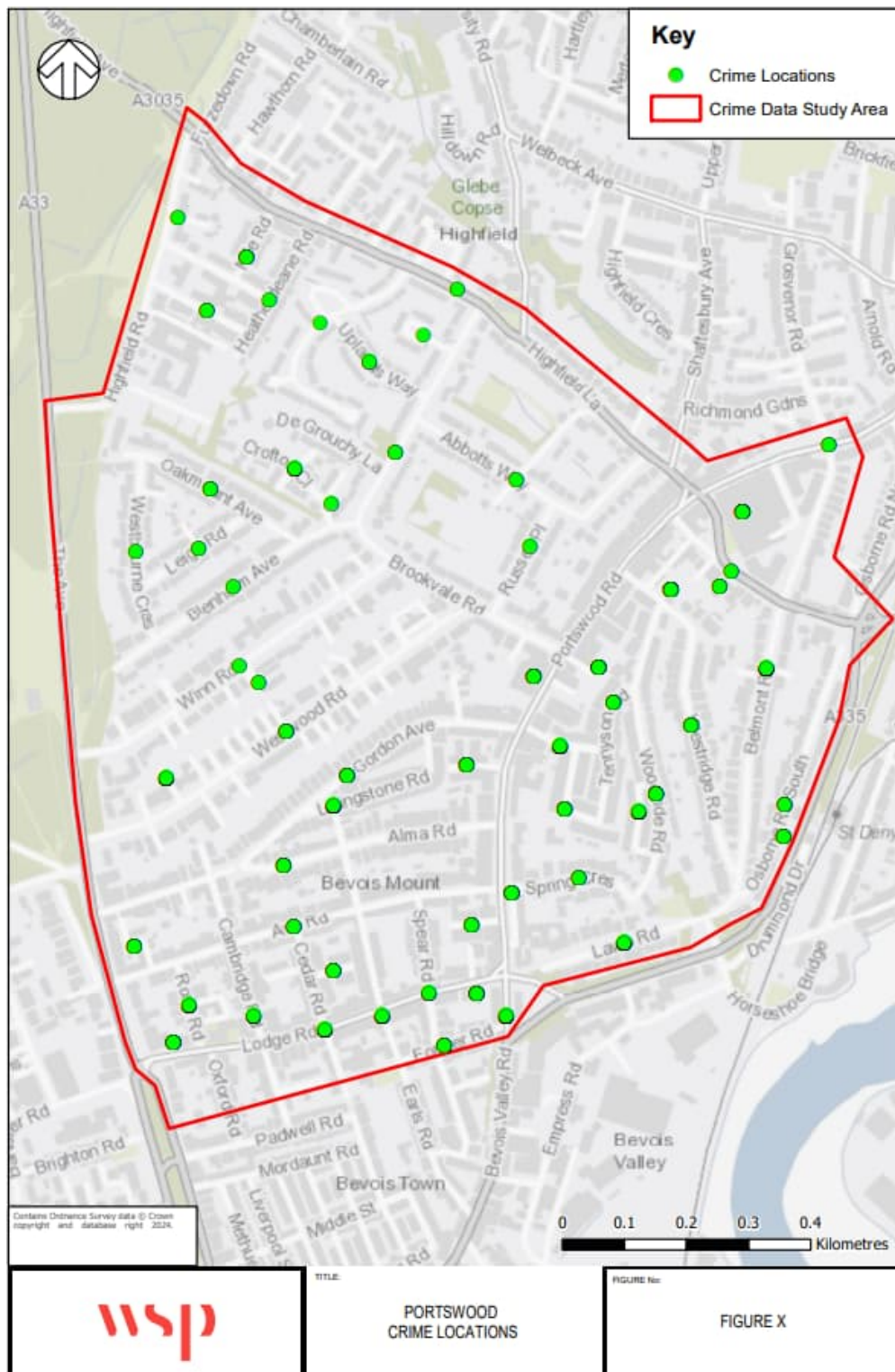
3.10.2. **Table 3-15** presents the monthly and total recorded incidents categorised by crime type.

3.10.3. Violence and sexual offences were reported the most which accounted for over a third of total crimes within this period. Public order and shoplifting offences accounted for 11% each and vehicle crime accounted for 10% over this period.

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Table 3-15 - Monthly Crimes Categorised

2024	January	February	March	April	May	June	July	Total
Anti-social behaviour	22	10	6	6	13	13	10	80
Bicycle theft	1	1	2	5	9	9	1	28
Burglary	12	6	5	4	7	8	5	47
Criminal damage and arson	12	13	7	8	11	17	7	75
Drugs	4	3	5	3	6	3	4	28
Other crime	2	1	0	0	1	4	5	13
Other theft	14	9	6	6	7	14	11	67
Possession of weapons	3	4	4	1	4	1	3	20
Public order	14	9	19	13	20	17	18	110
Robbery	1	0	2	3	1	0	2	9
Shoplifting	14	14	14	11	24	28	11	116
Theft from person	1	0	0	3	1	0	3	8
Vehicle Crime	24	16	9	19	10	15	8	101
Violence and sexual offences	55	41	52	37	47	49	50	331
Total	179	127	131	119	161	178	138	1033

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3.11 AIR QUALITY BASELINE ASSESSMENT

3.11.1. Air quality is monitored in Southampton in fulfilment of Local Air Quality Management (LAQM) duties as set out in Part IV of the Environment Act (1995), as amended by the Environment Act (2021). SCC currently have ten Air Quality Management Areas (AQMAs) declared where there are exceedances or likely exceedances of a statutory air quality objective, and these areas are presented below in **Figure 3-18**.

Figure 3-18 - SCC AQMAS and Automatic Monitors

3.11.2. No AQMAs are present in Portswood, with the closest one being the Bevois Valley AQMA declared in July 2005 for the nitrogen dioxide (NO_2) annual mean. However, this area has been compliant with the air quality objective for four years[2], [3] and could be considered for revoking in the future. **Figure 3-19** below presents diffusion tube data recorded within the Bevois Valley AQMA which shows an overall downward trend from 2019 to 2023[4].

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[2] 2024 Air Quality Annual Status Report (ASR), Southampton City Council, August 2024.

[3] Defra guidance suggests that AQMAs are revoked when the highest annual average concentration of NO2 in an AQMA fall below 36 µg/m3 for a minimum of 3 consecutive years at residential facades.

[4] 2024 Air Quality Annual Status Report (ASR), Southampton City Council, August 2024.

Figure 3-19 - Trends in Annual Mean NO2 Concentrations

Figure A.1 – Trends in Annual Mean NO₂ Concentrations

AQMA No. 1 Bevois Valley
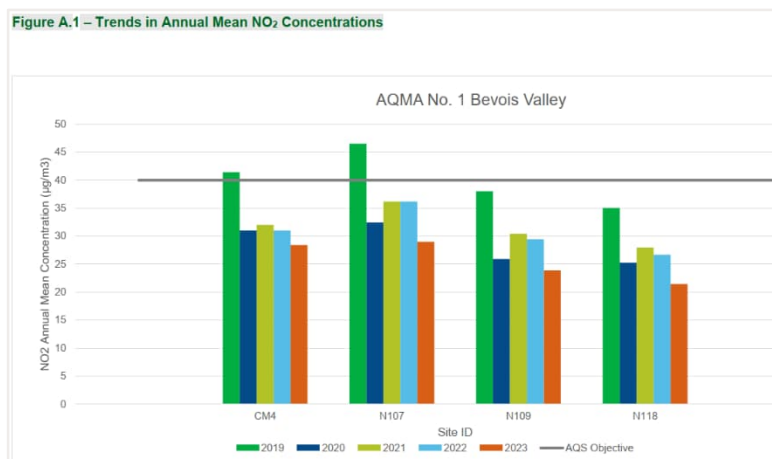
3.11.3. **Figure 3-18** also presents SCC's Automatic Monitors and **Table 3-16** presents the provisional monthly recorded values (not ratified or validated) between January and July 2024 for SCC's Urban Centre site and the Onslow Road roadside site which is the closest Automatic Monitor to the Portswood study area[5]. The Urban Centre site is part of the Automatic Urban and Rural Network (AURN) which is the UK's largest automatic monitoring network undertaken on behalf of DEFRA.

Table 3-16 - Automatic Monitoring Data January to June 2024

Type	X	Y	Site Location	Nitrogen Dioxide (µg/m³)						
				JAN	FEB	MAR	APR	MAY	JUN	JUL
AURN	442304	112771	Urban Centre	22.2	22.6	21.6	15.3	19.1	14.0	15.2
Onslow Road	442579	112248	Roadside	35.8	27.4	26.2	21.8	26.9	26.1	22.5
UK Air Quality Objective level (annual mean)				40						

3.11.4. Diffusion tubes measuring nitrogen dioxide (NO₂) are located along Portswood Road as part of SCC's Local Air Quality Management duties and their locations are shown **Figure 3-20** below.

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5   https://www.southamptonair.org.uk/

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Figure 3-20 - SCC Air Quality Tube Locations
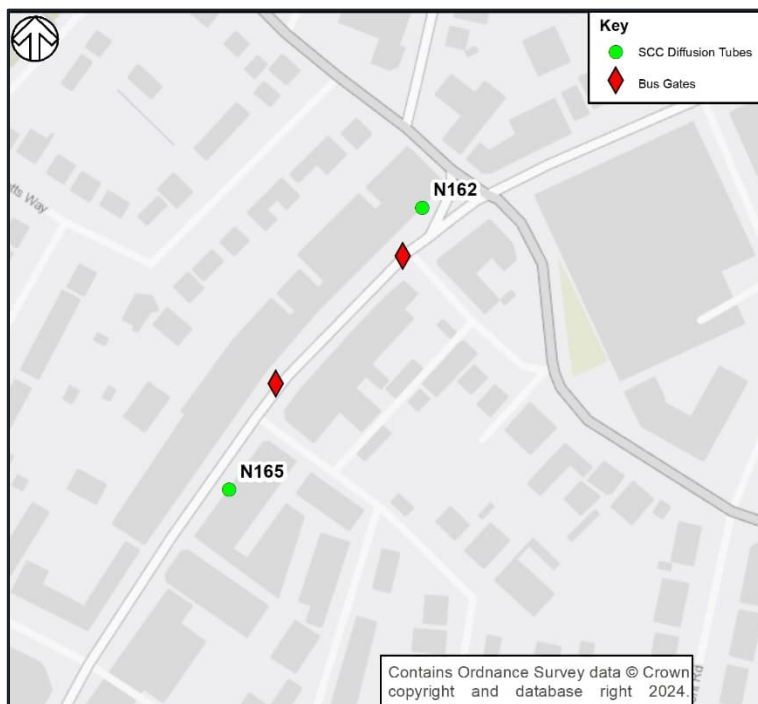
3.11.5. Provisional monthly recorded values (not ratified or validated) are presented in **Table 3-17** below.

Table 3-17 - Nitrogen Dioxide Measures

Site ID	X	Y	Site Location	Nitrogen Dioxide (µg/m³)						
				JAN	FEB	MAR	APR	MAY	JUN	JUL
N162	442872	114336	263A Portswood Road	32.51	34.65	36.03	27.85	27.06	26.69	29.18
N165	442766	114181	8 The Broadway, (K Market)	30.60	32.02	33.16	25.72	25.23	-	25.85
UK Air Quality Objective level (annual mean)				40						

3.11.6. Sites N162 and N165 have shown an overall downward trend from 2019 to 2023 as shown in **Figure 3-21**[6] and have been below the UK Air Quality Objective (AQO) Level since 2014[7].

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[6] 2024 Air Quality Annual Status Report (ASR), Southampton City Council, August 2024.
[7] 2019 Air Quality Annual Status Report (ASR), Southampton City Council, June 2019.

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Figure 3-21 - Trends of Diffusion Tube Data
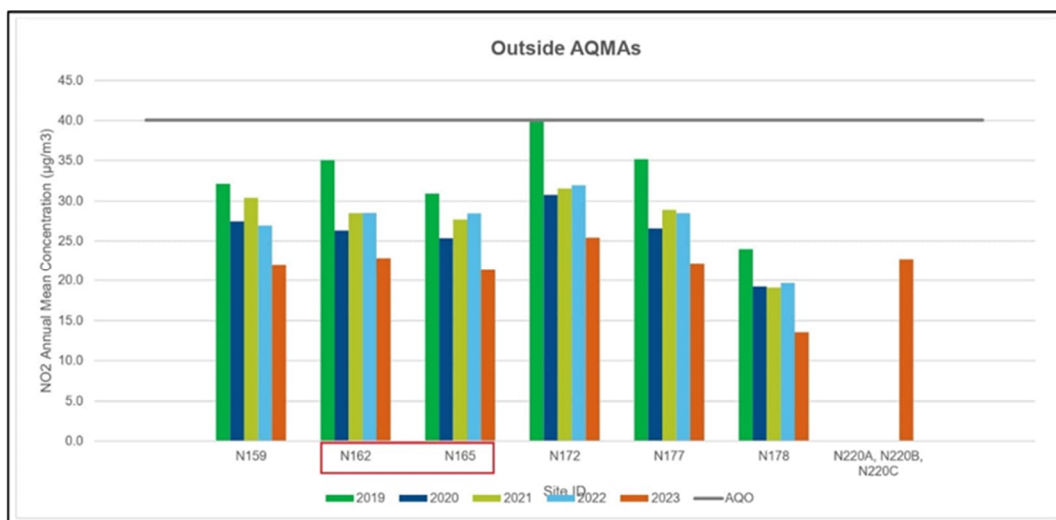
3.11.7. SCC have recently implemented a series of new low-cost sensors across the city[8]. These sensors monitor NO_2 and particulate matter ($PM_{2.5}$ and PM_{10}) in near real-time. The data is indicative and are not as accurate as automatic monitoring stations and should not be used to make any comparisons with air quality objectives.

3.11.8. One sensor is in Brookvale Road as shown in **Figure 3-22** below.

Figure 3-22 - Zephyr Monitoring Sensor Location
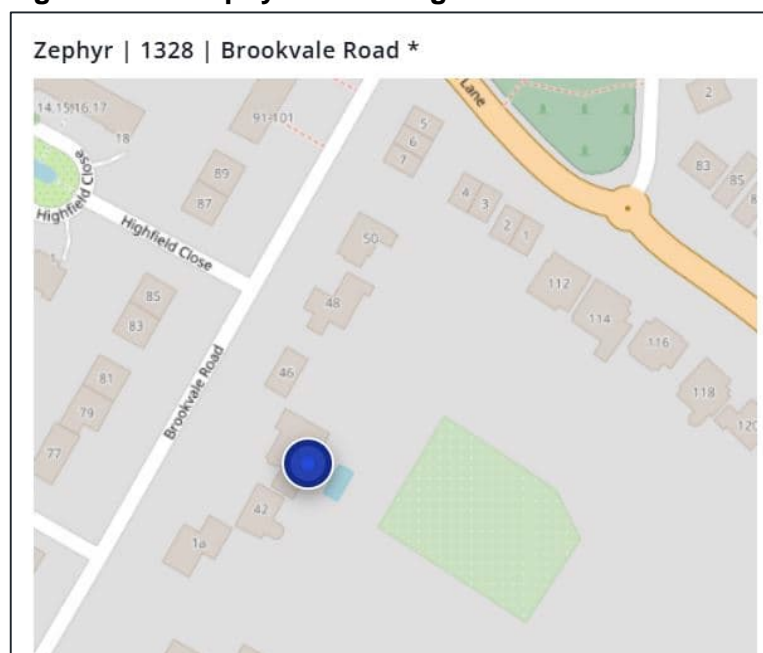
3.11.9. Monthly recorded values (daily averages) from this sensor are presented in **Table 3-18**.

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[8] https://portal.earthsense.co.uk/SouthamptonPublic/

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Table 3-18 – Zephyr Sensor Data

Pollutant (µg/m³)	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
NO_2	27.2	21.9	21.4	19.2	20.7	14.8	15.2	15.1	16.5	3.5	3.4	3.8
PM_{10}	8.4	5.0	7.1	5.5	9.0	6.3	5.1	5.7	7.4	3.8	7.4	7.0
$PM_{2.5}$	12.9	8.3	11.2	8.1	13.1	8.7	7.3	8.4	11.1	5.2	10.2	9.4

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4 COMMUNITY ENGAGEMENT

4.1 INTRODUCTION

4.1.1. To assess the impact that the bus gate trial and active travel upgrades have upon the local community, WSP have conducted surveys to seek feedback from different user groups. These user groups include Portswood residents, visitors, local businesses located on Portswood Road, bus users and bus operators, emergency services and local schools. The baseline survey results are presented in this chapter. **Appendix E** presents detailed insights and responses gathered from the survey.

USER SCORES

4.1.2. User scores have been calculated from a series of perception-based questions in the survey. Respondents were presented with a series of statements to which they selected answers on a scale of strongly disagree, disagree, neutral, agree, strongly agree. These responses have been converted to numerical values on a scale of -10 (negative sentiment) to +10 (positive sentiment) and aggregated to give an average user score for all respondents.

4.2 RESIDENTS AND VISITORS

METHODOLOGY

Target Population

4.2.1. This survey targeted people who live in Portswood or who spend time in the area. It was aimed to target a mix of residents and visitors, including a mix of permanent residents and the student population.

Respondent Engagement Plan

4.2.2. Two researchers conducted resident and visitor surveys in Portswood over 3.5 days between 16 September 2024 – 11 October 2024. The researchers conducted on-street surveys and door-to-door leaflet drops. Researchers had paper copies of the survey which respondents could fill in on the street. Researchers also had a printed QR code available for potential respondents who did not wish to complete the survey on site. Respondents could scan the QR code using their smartphone. The QR code linked to an online version of the survey hosted on Microsoft Forms, which was identical to the printed copy.

4.2.3. On-street surveys were undertaken along Portswood Road. Respondents had the option to complete the survey on paper or via the QR code.

4.2.4. Door-to-door surveys were undertaken, with researchers knocking on doors to ask residents to complete the survey on paper. If there was no response, a flyer was left at the address as an invitation to take the survey via a QR code.

4.2.5. The locations surveyed are shown below.

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Figure 4-1 – User Survey Locations in Portswood
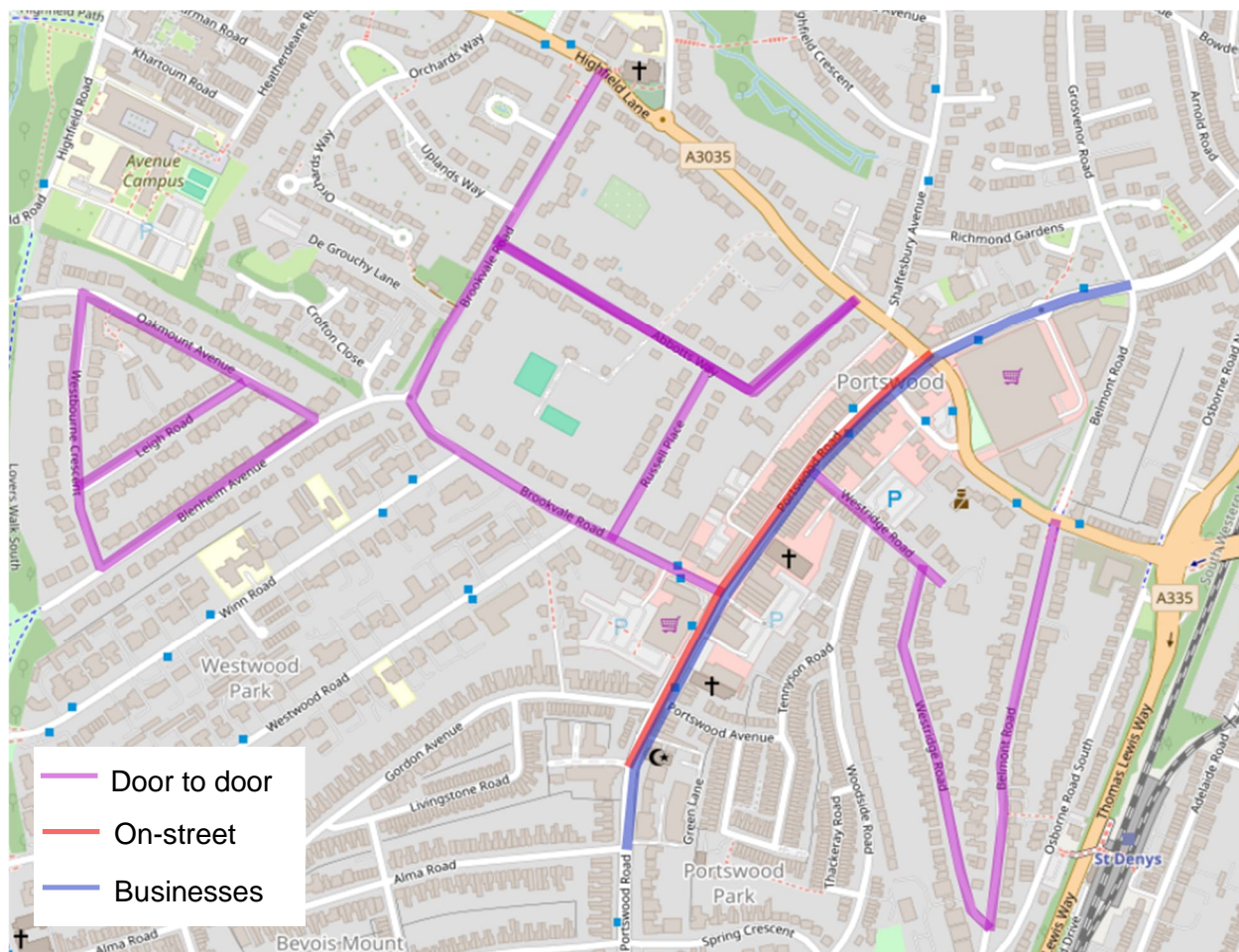
4.2.6.   Following completion of the initial surveys, in October 2024, Southampton City Council held a Steering Group meeting which generated further interest in the surveys. Interim survey results were presented at this meeting. Southampton City Council shared the link to the online survey with the steering group which resulted in more surveys being completed and the completion deadline being extended to 3rd November 2024. This allowed for the residents outside the area shown in Figure 4-1 to complete surveys.

Survey Content

4.2.7.   A copy of the survey for residents and visitors is included in **Appendix F**. The survey gathered information on respondents' perceptions and attitudes of the local environment, safety, sense of wellbeing, accessibility, transport access and reliability, and local businesses. Specific questions around bus access and bus stops were included. Respondents answered questions about their perceptions of Portswood Road as well as the surrounding residential area.

Number of Survey Respondents

4.2.8.   Typically for on-street surveys, sample sizes are quite low and highly dependent on the local area. Our target number was based on 10-15 surveys per day per interviewer. Over 3.5 days this equates to a target range of 70 – 105 surveys.

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4.2.9. The total number of resident/visitor surveys completed was 218. Of these, 147 were completed via the QR code, and 71 were completed face to face.

SURVEY RESULTS

Sample Characteristics

4.2.10. The total number of resident/visitor surveys completed was 218. The demographic breakdown of respondents is shown in **Figure 4-2** to **Figure 4-4**.

4.2.11. This chapter provides a summary of survey responses. More detailed insights and responses gathered from this survey are provided in **Appendix E**.

Figure 4-2 - Gender Breakdown of Survey Participants
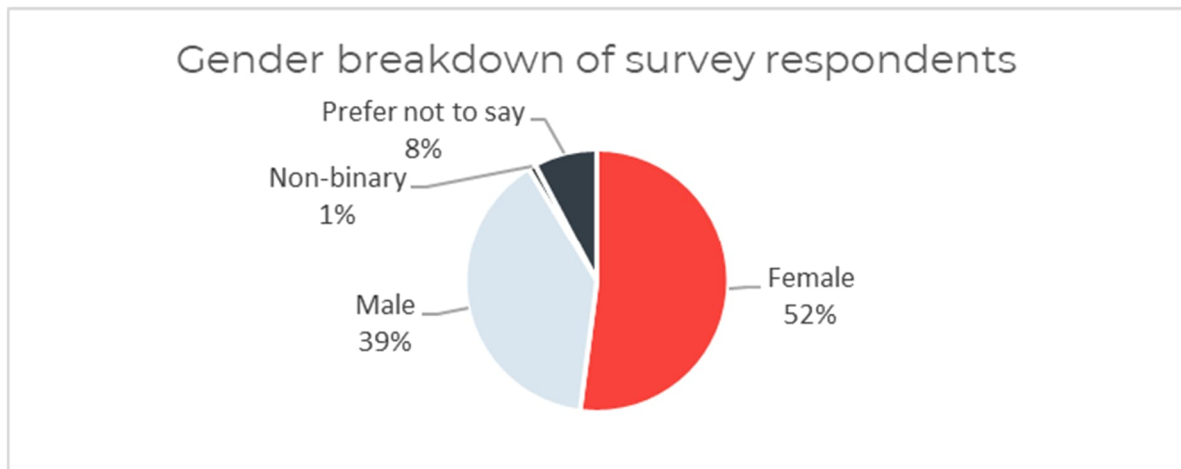
4.2.12. The gender breakdown of Portswood ward is 50.4% male and 49.6% female.

Figure 4-3 - Age Breakdown of Survey Participants
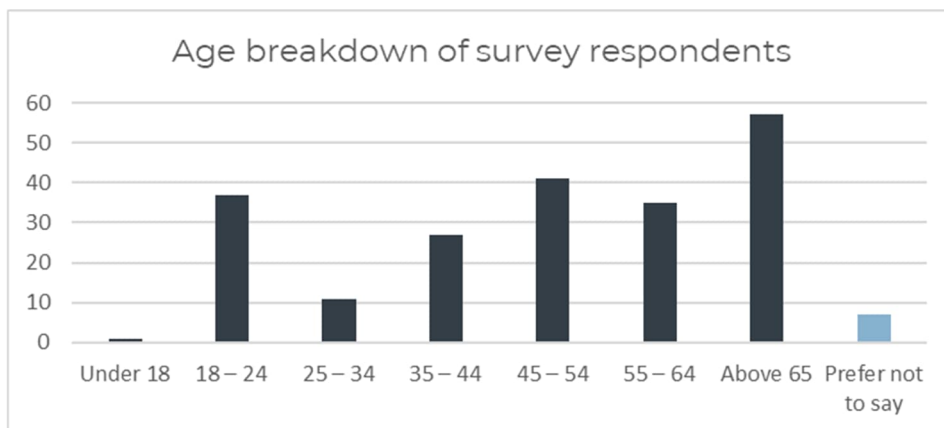
4.2.13. Whilst Portswood has a significantly younger population (51.3% of residents are below the age of 30), the age breakdown of survey respondents does not reflect this, with only a small proportion of respondents in the 25-34 response bracket. The age breakdown of survey respondents is skewed towards an older demographic.

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Figure 4-4 - Ethnic Breakdown of Survey Participants

Ethnic breakdown of survey respondents
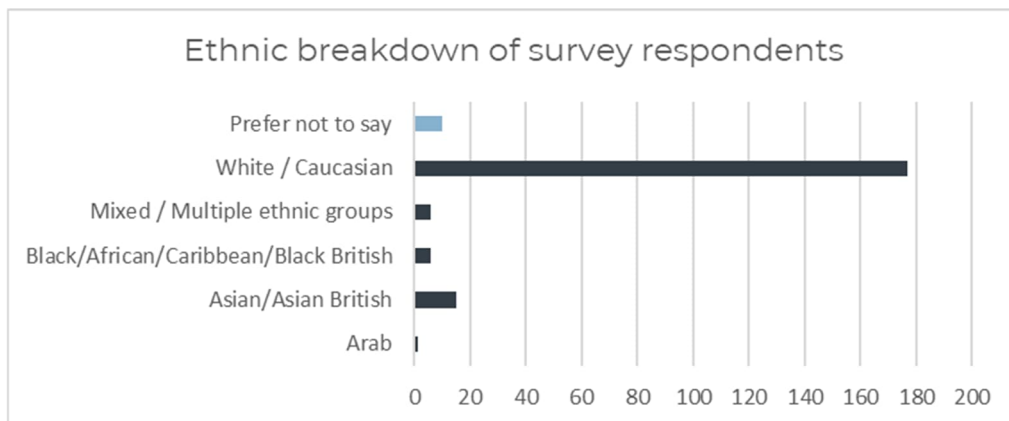
4.2.14. There is a slight over-representation of survey respondents that identify as White (84% of survey respondents, and 74% of the population of Portswood). The proportional share of other ethnic groups is similar to the ethnic breakdown of Portswood overall.

4.2.15. 13.5% of survey respondents stated that they have a condition, illness or impairment (including ageing) that affects their mobility.

Transport Modes Used By Residents And Visitors

Figure 4-5 - Mode of Transport used by Visitors in Portswood

How visitors access Portswood

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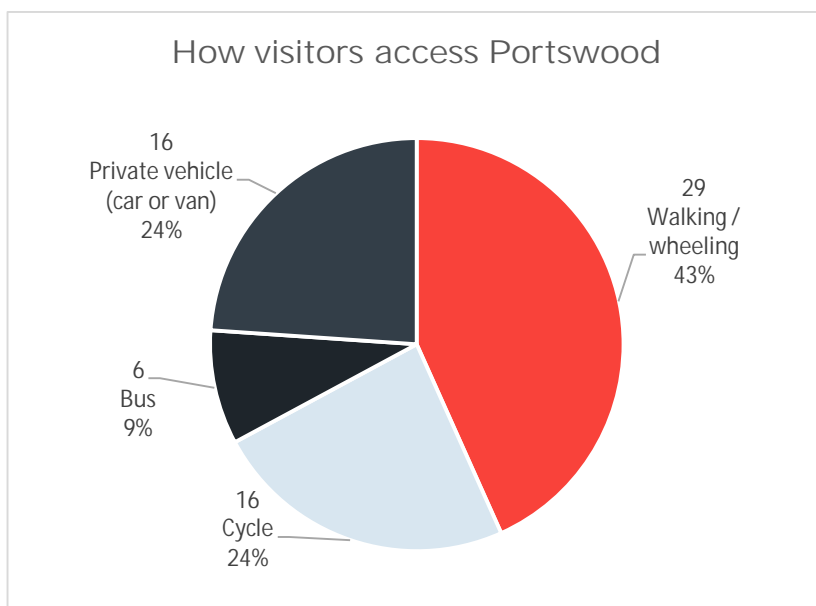
Figure 4-6 - Mode of Transport used by Residents in Portswood
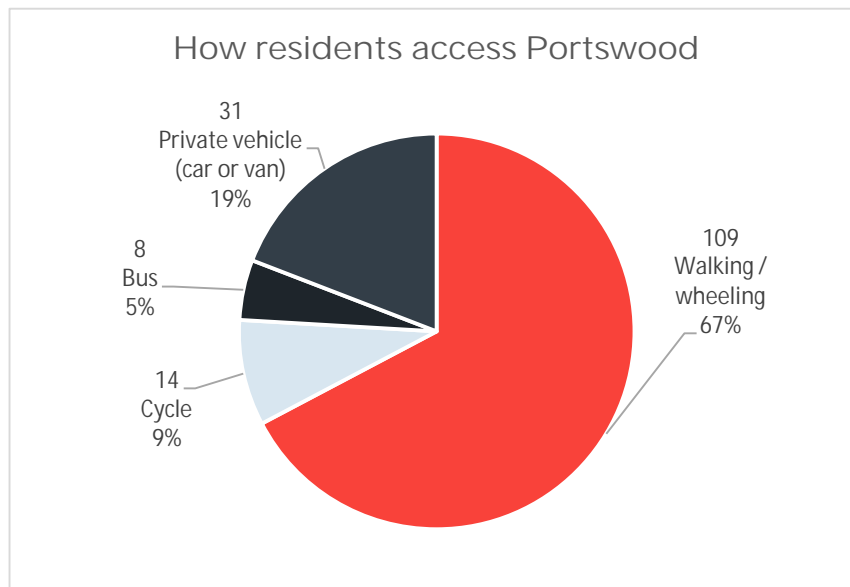
4.2.16. Of those surveyed 66% of respondents are residents of Portswood, whilst 34% are regular visitors.

4.2.17. Residents and visitors were asked which modes of transport they most commonly use to access the Portswood shopping area. For residents of Portswood, this will be a relatively short trip which is reflected in the large proportion of active travel modes used and the small proportion of bus trips.

4.2.18. Active transport modes like walking, wheeling and cycling make up a large proportion of transport for both residents and visitors. The proportion of bus use is very low in the respondent group, making up 5% of trips. According to the 2021 UK census travel to work data, 9% of trips to work are made by bus in Southampton which is higher than the England and Wales average of 6%. 95% of student residents use active travel modes.

4.2.19. Of those surveyed 26% of the total number of respondents (both residents and visitors) said that they rely on a private vehicle to access the area. The main reasons that respondents rely on a private vehicle are to make journeys more convenient, for example when combining multiple trips in one journey, or carrying items like heavy shopping bags. Many said that whilst they rely on their car for these trips, they otherwise make use of active or public transport modes. Others rely on their car for most journeys because they or a family member have mobility issues caused by disability or ageing. A very small proportion of respondents stated that they rely on their vehicle due to insufficient or expensive public transport.

Perception of Local Environment

4.2.20. In this part of the survey, respondents were asked questions about Portswood Road as well as the surrounding residential areas.

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Figure 4-7 - Residents and Visitors - Local Environment Survey Responses

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
There are enough green spaces in Portswood	38	77	42	48	12
Roads and pavements in the residential streets in the wider Portswood area are well-maintained	38	76	58	41	4
Road and pavements on Portswood Road are well-maintained	32	70	57	56	3
The residential streets in the wider Portswood area are clean	21	66	63	63	4
Portswood Road is clean	26	90	51	45	5
The air quality in wider Portswood is good	20	54	60	70	14
The air quality on Portswood Road is good	30	62	67	50	9

Figure 4-8 - Residents and Visitors - User Scores for Local Environment

User scores for local environment

Air Quality on Portswood Road	Air Quality in wider Portswood	Cleanliness of Portswood High Street	Cleanliness of wider Portswood	Roads and pavements on Portswood Road	Roads and pavements in wider Portswood	Green space in Portswood
-1.24	0.09	-2.00	-0.85	-1.70	-2.45	-1.86

4.2.21. Overall, respondents' perceptions of the quality of the local environment are generally negative, with Portswood Road scoring worse than the residential areas for air quality and cleanliness. The lowest scores relate to the quality of roads and pavements, which are rated worse in the residential streets.

4.2.22. The word cloud below shows the most popular responses regarding what elements of the local environment concerned them.

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Figure 4-9 - Word Cloud Showing Concerns About Local Environment

4.2.23. Despite user scores for the local environment being largely negative, respondents still feel a sense of community in Portswood. The user scores for community were the highest of all scores relating to the local environment.

Figure 4-10 - Residents and Visitors – Community Survey Responses

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Figure 4-11 - Residents and Visitors - User Scores for Community

User score for community

Portswood is a pleasant place to spend time: **1.27**

I feel a sense of community in Portswood: **2.96**
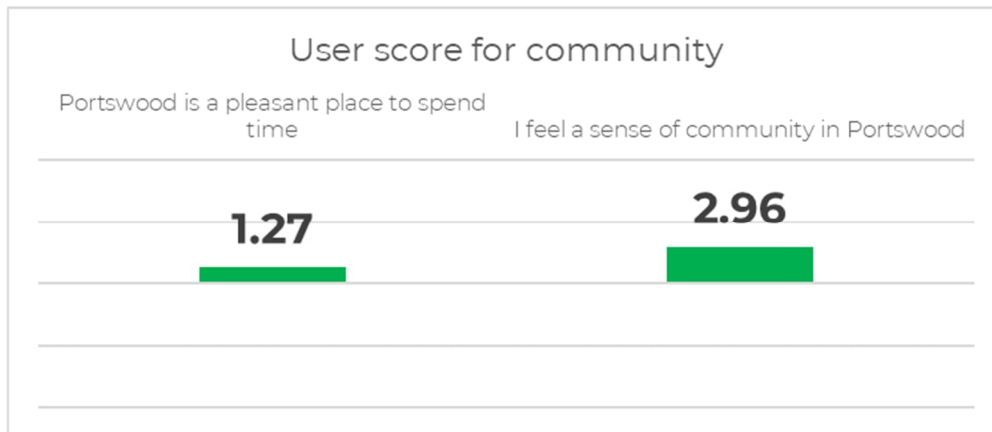
Perception Of Safety

4.2.24. Respondents were asked questions about how safe they feel on Portswood Road and the surrounding residential streets. These questions cover general feelings of safety as well as road and travel safety.

4.2.25. Residents were asked to rate how safe Portswood Road is for pedestrians, cyclists and children walking and wheeling. The scores for Portswood Road are compared with the scores for the wider Portswood area.

Figure 4-12 - Residents and Visitors - Transport Safety Survey Responses

Transport Safety Survey Responses

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Portswood area is safe for children travelling	9	56	40	91	19
Portswood area is safe for cyclists	8	37	72	79	20
Portswood area is safe for pedestrians	9	29	60	100	20
Portswood Road is safe for children travelling	34	58	42	67	17
Portswood Road is safe for cyclists	21	52	73	52	19
Portswood Road is safe for pedestrians	19	41	39	101	18

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Figure 4-13 - Residents and Visitors - User Scores for Transport Safety
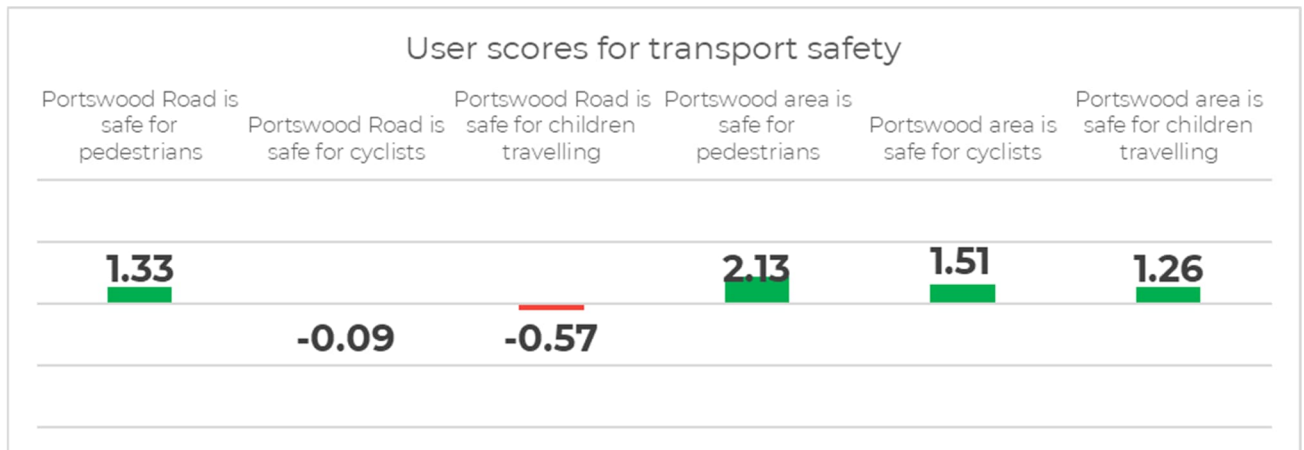
4.2.26. The residential streets in the Portswood area score higher for safety of pedestrians (2.13), cyclists (1.51) and children (1.26). Respondents also rated Portswood Road as safe for pedestrians, though with a lower score (1.33). Safety for cyclists and children on Portswood Road is rated as negative (-0.09 and -0.57).

4.2.27. The word cloud below summarises respondents feedback on how to improve safety in Portswood.

Figure 4-14 - Word Cloud Showing Respondents' Ideas to Improve Safety

4.2.28. Respondents were asked to rate crime levels on Portswood Road and the surrounding area of Portswood.

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Figure 4-15 - Residents and Visitors - Crime Level Survey Responses
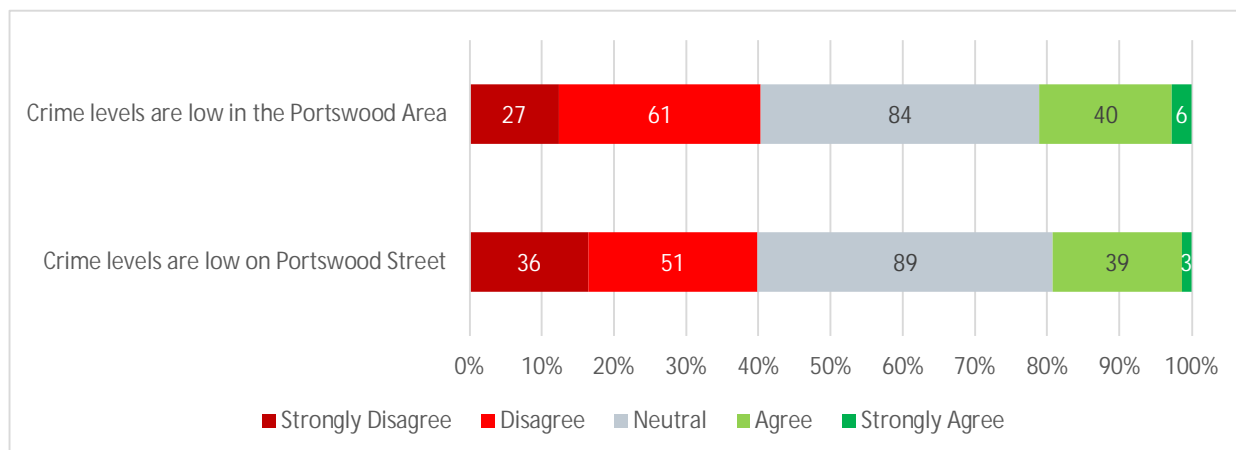
Figure 4-16 - Residents and Visitors - User Scores for Crime Levels

4.2.29. The user score for Portswood Road (-1.79) is slightly worse than Portswood area (-1.44), though both are rated negatively.

4.2.30. Many respondents commented on social issues being the cause for negative scores about the local environment, with issues such as litter, shoplifting, and anti-social behaviour commonly occurring. Increased police presence was a suggestion made by 29% of respondents when asked what could be done to improve the local area. Many respondents also suggested measures need to be taken to help the homeless.

Perception of Transport in Portswood

4.2.31. Respondents were asked to rate public transport in Portswood.

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Figure 4-17 - Residents and Visitors - Public Transport Survey Response
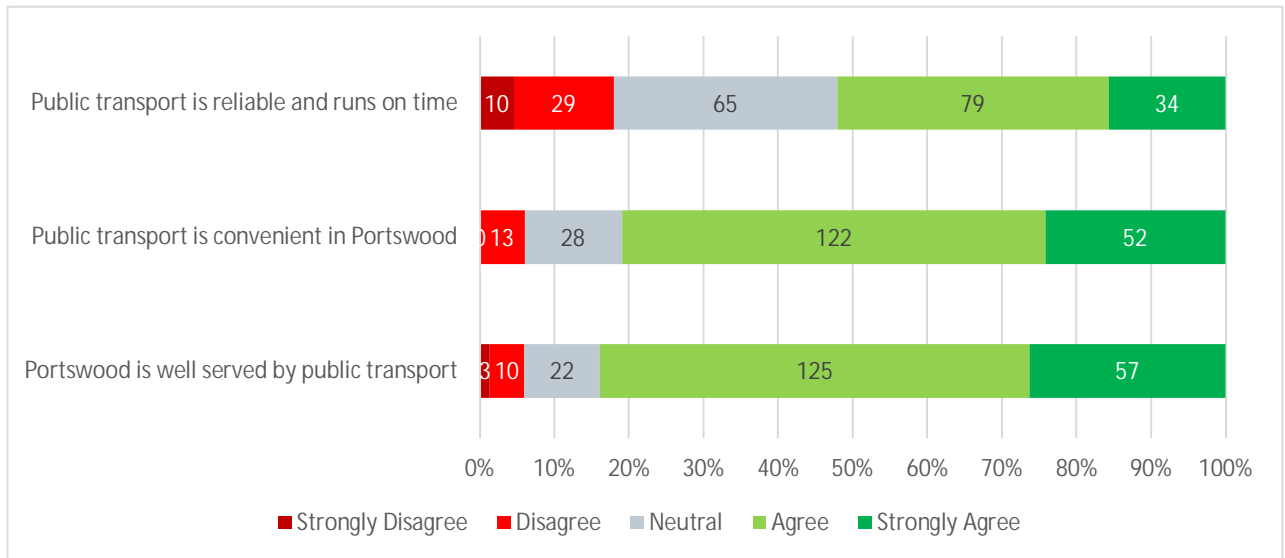
Figure 4-18 - Residents and Visitors - User Score for Public Transport
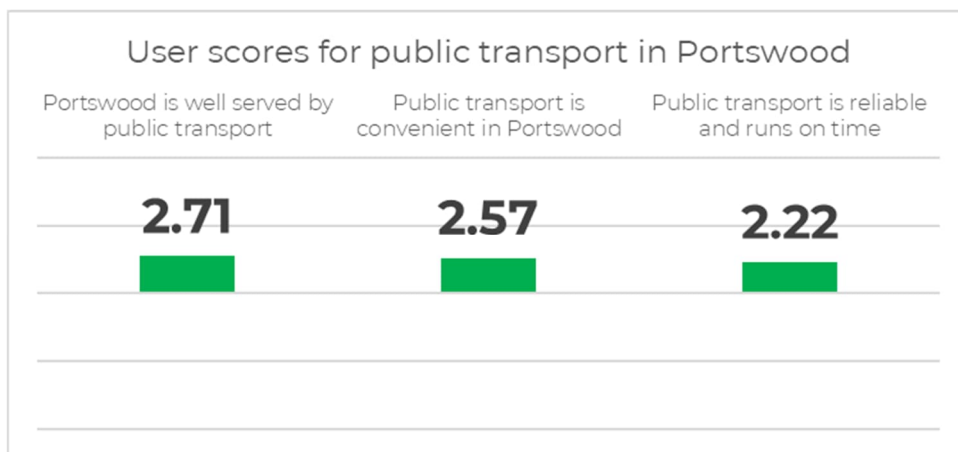
4.2.32. Respondents scored public transport positively for how well served the area is (2.71) and how convenient it is (2.57), but slightly less positively for reliability (1.17).

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Figure 4-19 - Residents and Visitors - Driving in Portswood Survey Responses
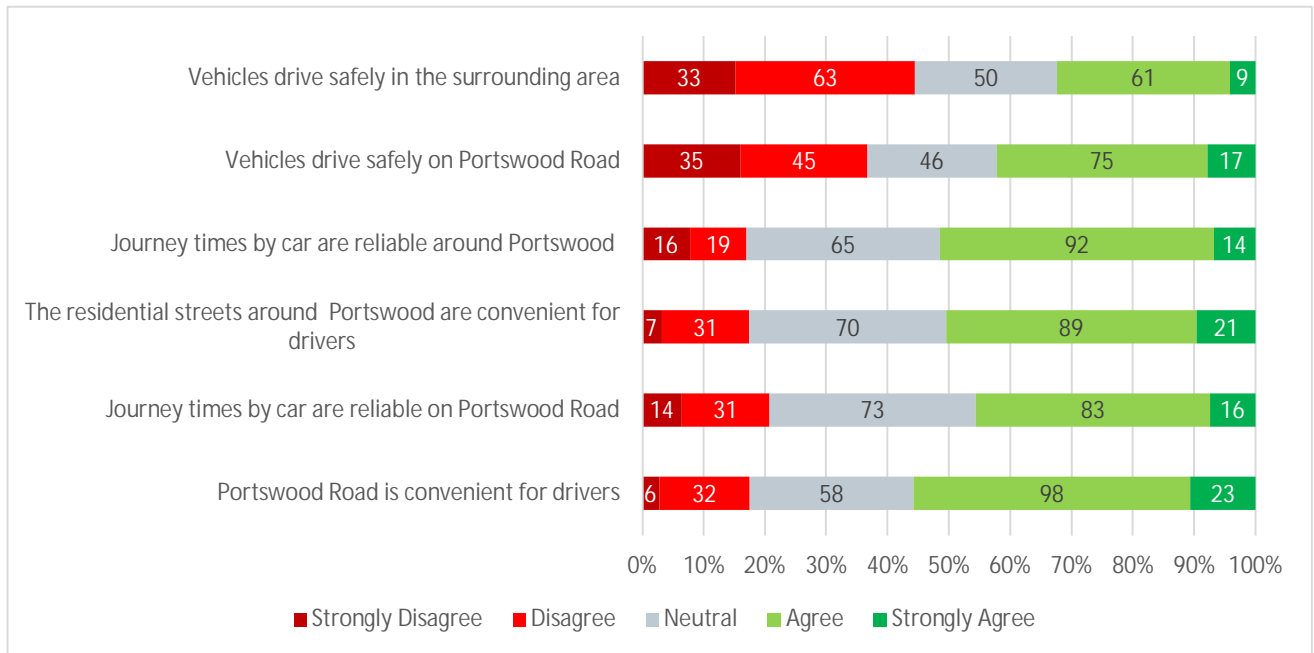
Figure 4-20 - Residents and Visitors - User Score for Driving in Portswood
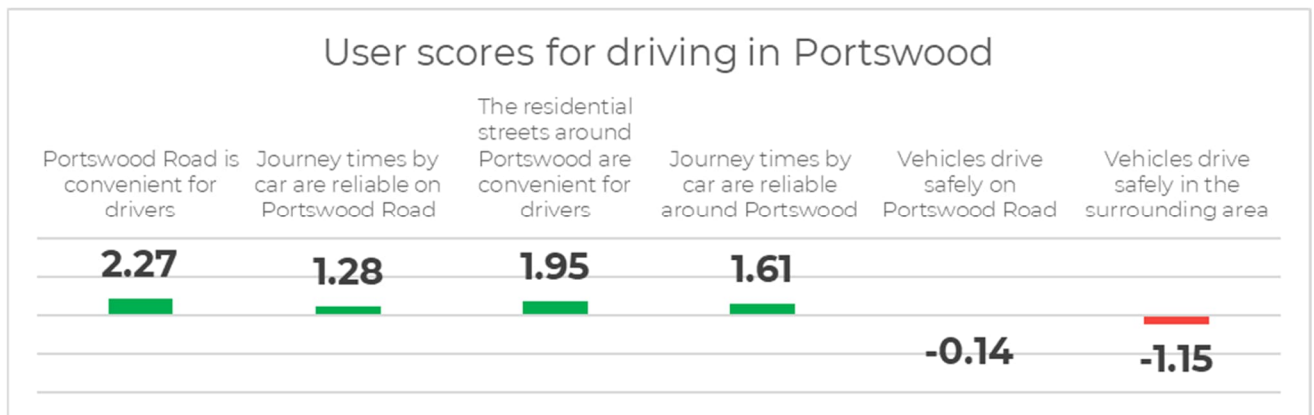
4.2.33. Respondents gave Portswood Road a higher score for convenience (2.27) compared with the surrounding residential streets (1.95), but rated journey times as slightly more reliable on the residential streets (1.61) compared to the high street (1.28).

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Figure 4-21 - Residents and Visitors – Convenience of Active Travel Survey Responses
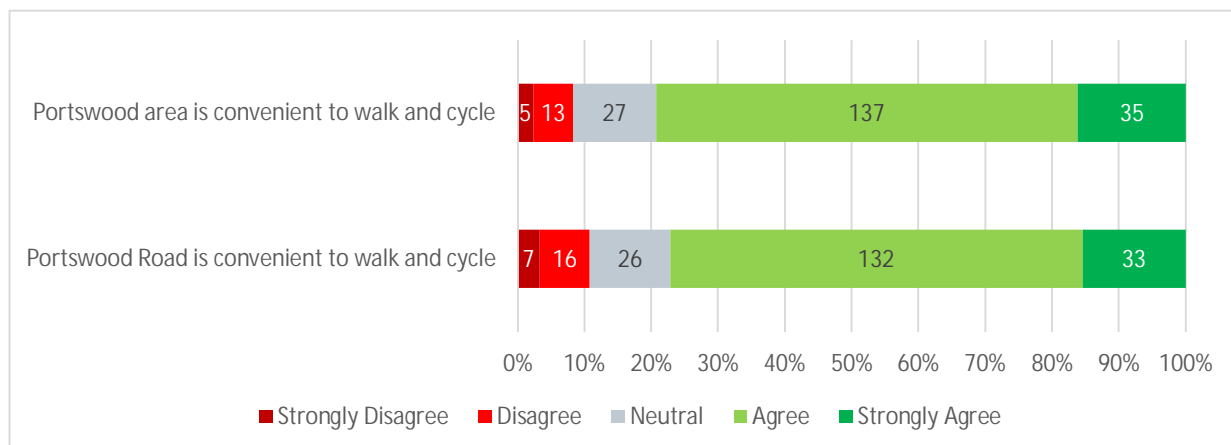
Figure 4-22 - Residents and Visitors - User score for Convenience of Active Travel
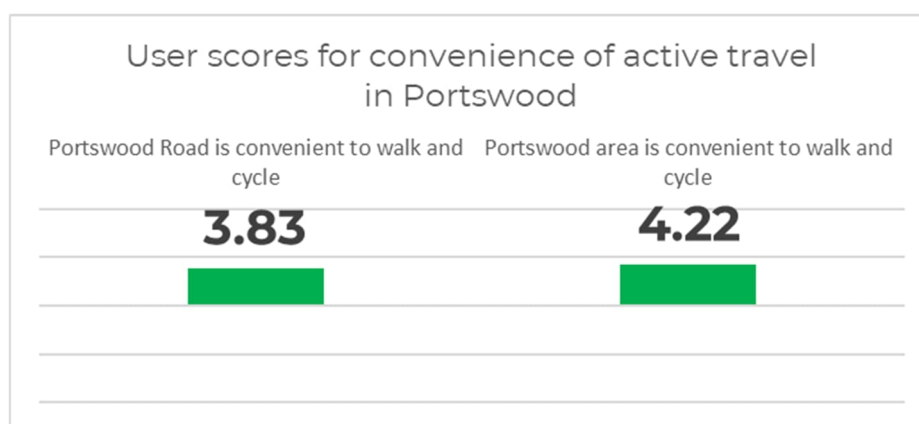
4.2.34. User scores show that Portswood Road and the wider area are both considered convenient for cyclists and walkers, though user scores for safety of active travel modes are slightly lower.

4.2.35. Respondents were also asked to rate how accessible Portswood is for disabled people. The overall user score for accessibility is 0.89. For respondents who stated that they have any conditional, illness or impairment (including ageing) that affects their mobility, the score was similar, at 0.96.

Perception of Local Businesses

4.2.36. Respondents were asked about their perception of local businesses in Portswood.

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Figure 4-23 - Residents and Visitors - Local Businesses Survey Responses
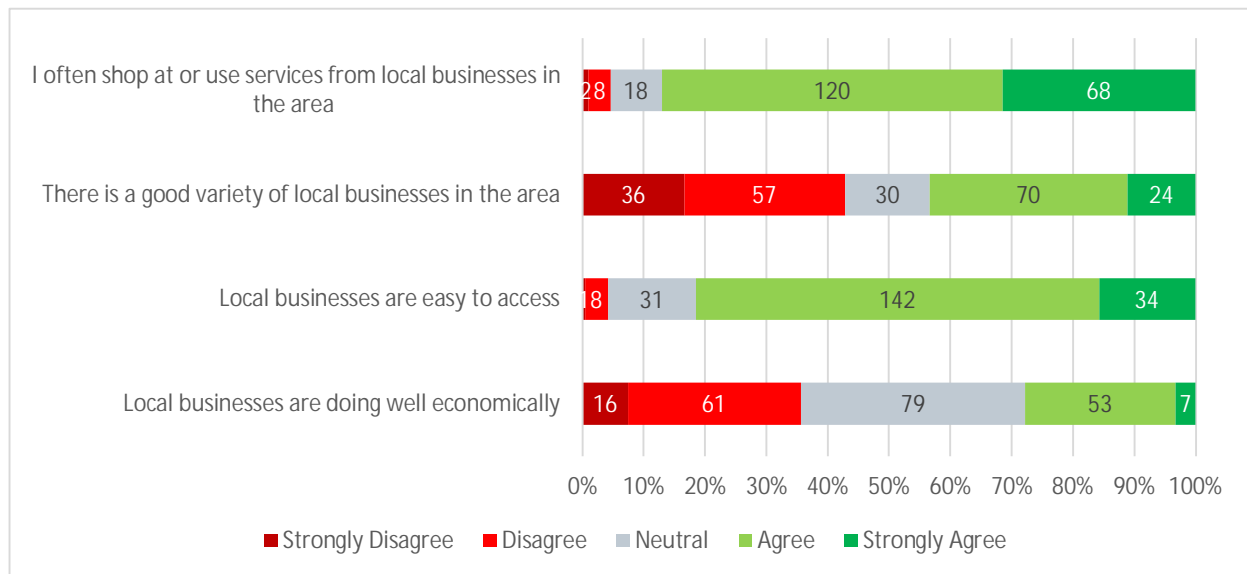
Figure 4-24 - Residents and Visitors - User Score for Local Businesses

4.2.37. User scores for businesses are mixed, with respondents agreeing that businesses are easy to access (4.59), and they often use local shops and services (5.60), but neutral scores on whether the businesses are doing well (-0.60) and whether there is a variety (-0.25).

Summary

4.2.38. Overall, there is a mix of user scores across the residents and visitors survey, with many respondents finding that whilst transport and active travel provision is good, more could be done to address issues with the local environment, with anti-social behaviour, cleanliness of the area, and unsafe driving being common themes. Residents feel a strong sense of community in Portswood and would like to see local improvements to maintain the area's character.

4.2.39. Respondents were not directly asked about the proposed bus gate trial, but some respondents used the survey to share opinions of traffic management options, with objections to implementing a bus gate or pedestrianising the area, whilst many others felt that stronger traffic management, such as the introduction of speed bumps and 20MPH speed limits, would improve the local environment.

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There are several concerns about the use of residential streets as an alternative route for drivers, so consideration must be given to this with the implementation of the ETRO.

4.2.40. Overall user scores for the residents and visitors survey are given below, calculated by averaging user scores across different survey responses in each category. Scores are on a scale of -10 to +10.

User Score for local environment	User score for community	User score for transport safety	User score for crime levels
-1.43	2.12	0.93	-1.62

User score for provision of public transport	User score for driving in Portswood	User score for active travel	User score for local businesses
2.5	0.97	4.03	2.34

4.3 SCHOOLS

METHODOLOGY

Target Population

4.3.1. This survey targeted workers at schools within the Portswood area. As there are few schools within the target area, this was expanded to include nurseries. There are no high schools or other higher education establishments in the target area, apart from University of Southampton which is within 1km of Portswood. University students were included in the residents and visitors survey. This survey was designed for members of staff at the school or nursery.

Respondent Engagement Plan

4.3.2. With input from Southampton City Council, the following schools and nurseries were identified:

- Bright Horizons Portswood Day Nursery and Preschool, 27 Winn Rd, Southampton SO17 1EJ;
- Highfield Church of England Primary School, 9 Church Ln, Southampton SO17 1SY; and
- Portswood Primary School, Somerset Rd, Southampton SO17 3AA.

4.3.3. The team utilised some existing contacts at Highfield Church of England Primary School as the initial point of contact for sharing the survey amongst staff. As the team had no existing contacts at the other schools, a cold call approach was relied upon. Each school was contacted via phone call for an introductory conversation. In this call, contact details were requested to share the online survey form via email to an appropriate contact. A link to the Microsoft Forms version of the survey was sent via email. Responses were monitored in the following week. Where no response was

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received, a second phone call was made to the school as a reminder. In all cases, the researchers then conducted an in-person visit to each premises.

Survey Content

4.3.4.   A copy of the survey for schools is included in **Appendix G**. The survey gathered information on respondents' perceptions and attitudes of the local environment, accessibility, school access, and transport modes of staff and pupils.

Number of Survey Respondents

4.3.5.   It was expected that each organisation would provide a response from a representative, so the number of respondents was overall low. Therefore, the target number was 5-10 surveys.

4.3.6.   The total number of School Surveys completed was 5.

SURVEY RESULTS

Sample Characteristics

4.3.7.   Responses were collected from Highfield Primary and Portswood Primary School. As there were a low number of responses, feedback from both schools has been combined when calculating the user scores.

4.3.8.   It should be noted that with a smaller participant pool, strong views of one individual will have more of an influence on overall user scores.

4.3.9.   This chapter provides a summary of survey responses. More detailed insights and responses gathered from this survey are provided in **Appendix E**.

Perception of the Local Environment

4.3.10.   In this part of the survey, respondents were asked questions about Portswood Road as well as the surrounding residential areas.

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Figure 4-25 - Schools - Local Environment Survey Responses
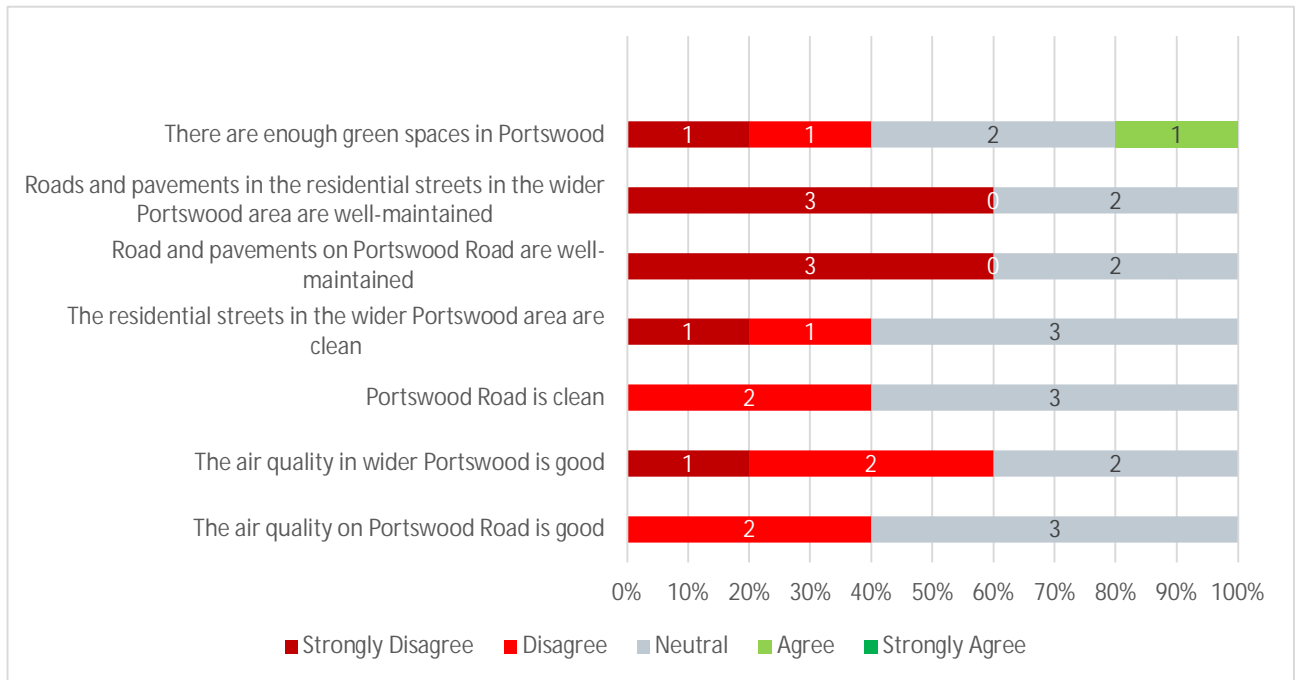
Figure 4-26 - Schools - User Score for Local Environment
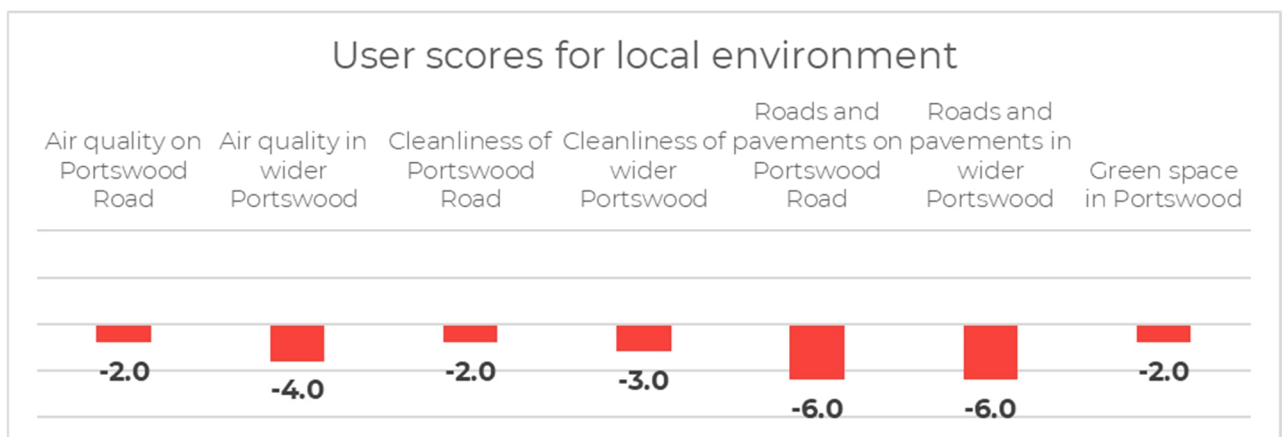
4.3.11. Overall, respondents' perceptions of the quality of the local environment are negative, with the wider Portswood area scoring worse than Portswood Road for air quality, cleanliness, and condition of roads and pavements. The lowest scores relate to the quality of roads and pavements.

4.3.12. Respondents commented on what elements of the local environment concerned them. The volume of traffic was a common theme in the answers. Despite user scores for the local environment being largely negative, respondents were slightly more positive about the feeling of community in Portswood. Respondents were neutral on whether Portswood is a pleasant place to spend time.

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Figure 4-27 - Schools - Community Survey Responses
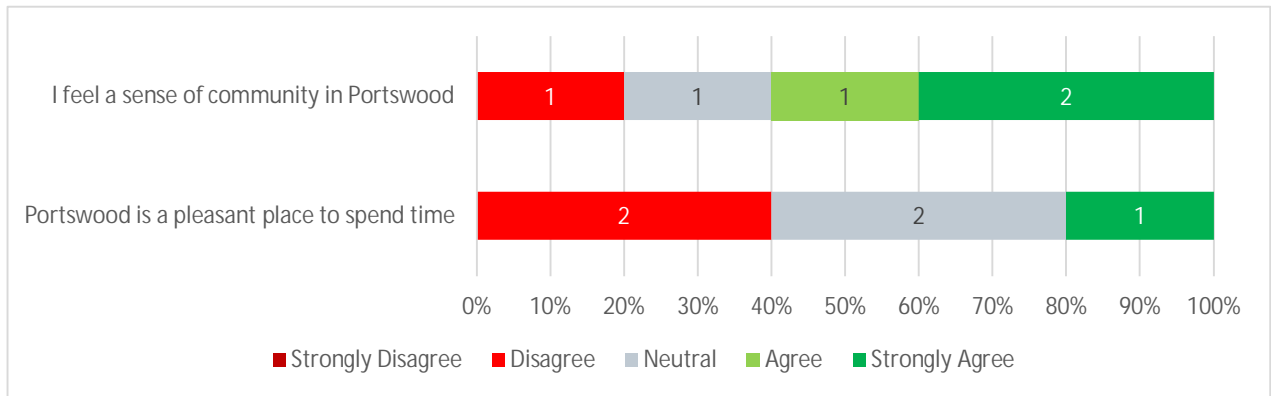
Figure 4-28 - Schools - User Score for Community
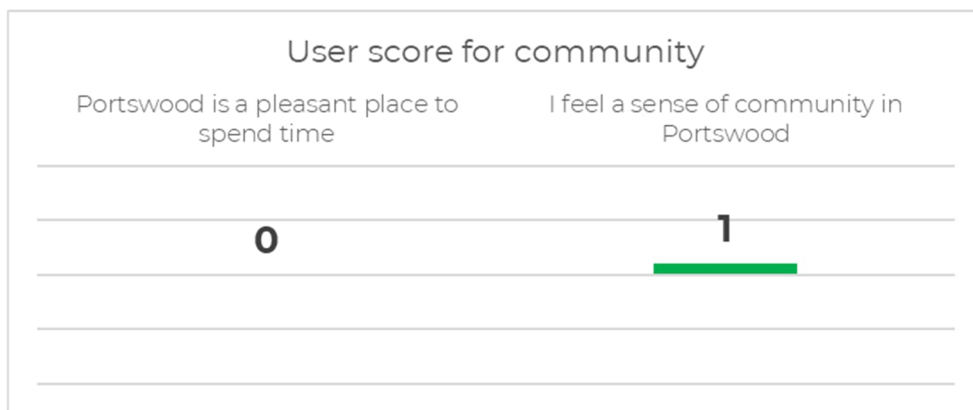
Perception of Safety

4.3.13. Respondents were asked questions about how safe they feel in Portswood. These questions cover general feelings of safety as well as road and travel safety.

4.3.14. Residents were asked to rate how safe Portswood is for staff, students and visitors to access via walking, wheeling or cycling.

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Figure 4-29 - Schools - Transport Safety Survey Responses
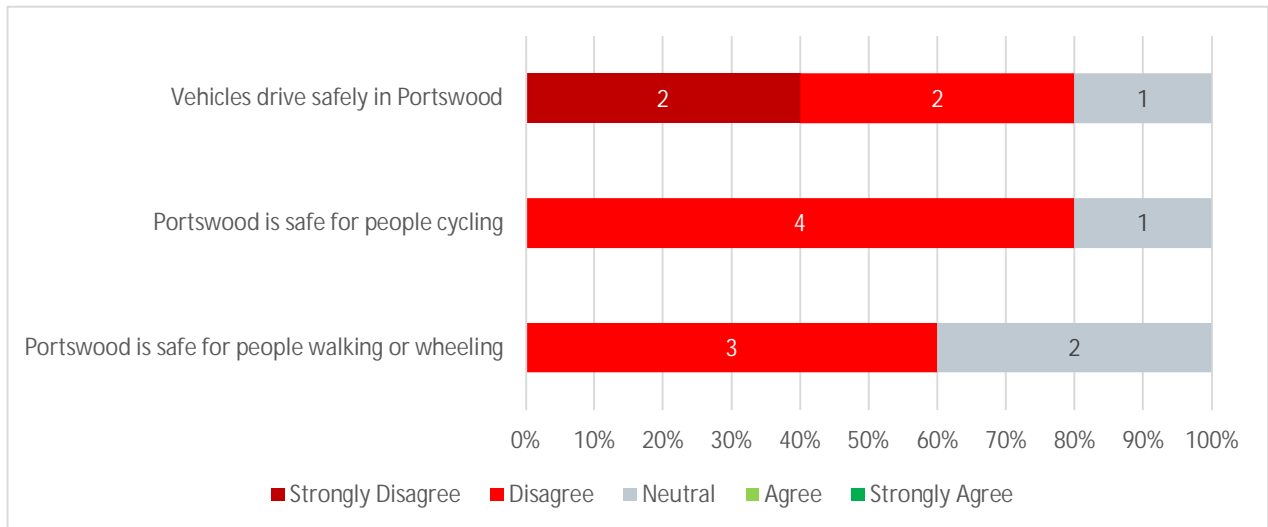
Figure 4-30 - Schools - User Score for Transport Safety

4.3.15. Scores for transport safety are very poor. One respondent stated, "Traffic is terrible and lots of dangerous driving, particularly around our school". (Highfield Primary School respondent).

4.3.16. Suggestions to improve safety for staff and students include widening the pavements and reducing speed limits.

4.3.17. Whilst travel safety scores are poor, respondents rated the general feeling of safety in the area more positively, with a user score of 1.

Perception of Transport in Portswood

4.3.18. Respondents were also asked to consider how convenient local transport is.

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Figure 4-31 - Schools - Public Transport Survey Responses
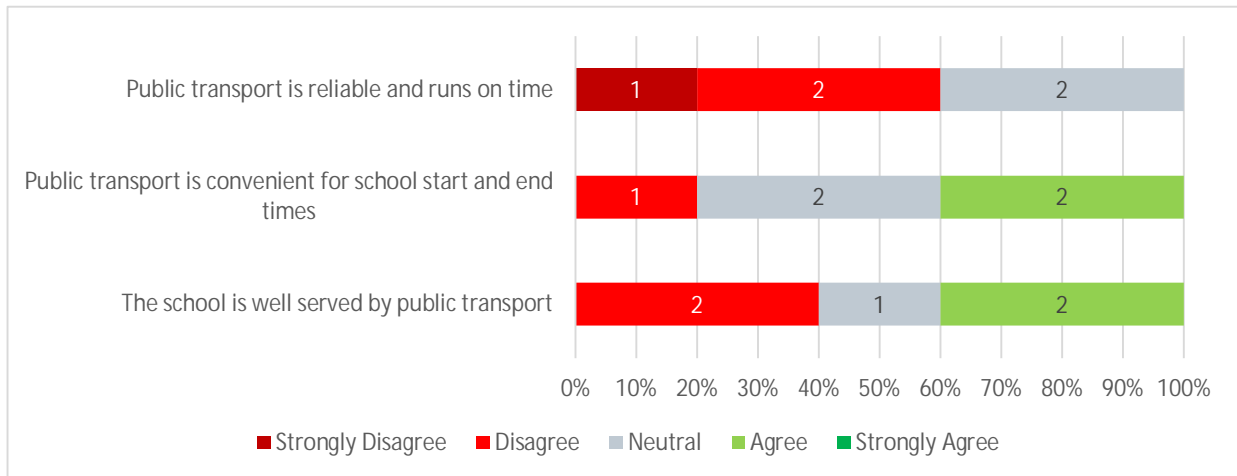
Figure 4-32 - Schools - User Score for Public Transport
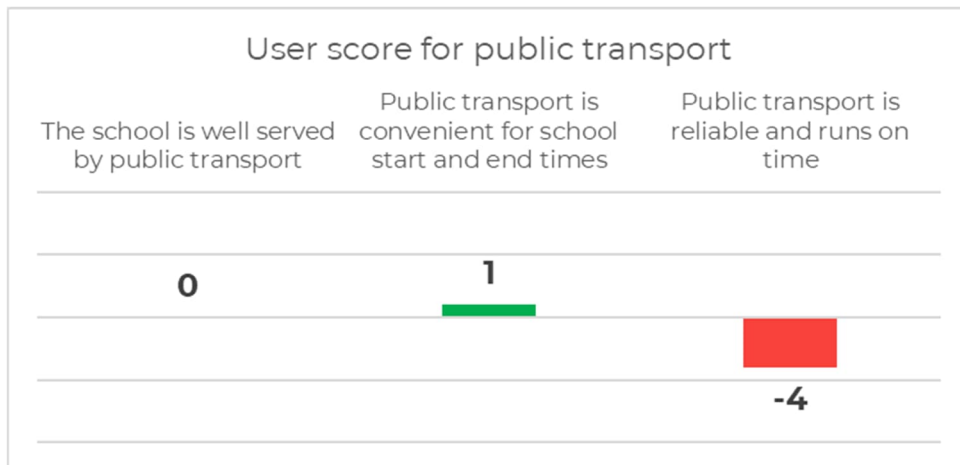
4.3.19. Respondents rated public transport as neutral for how well it serves the school and the timetable but scored public transport negatively for reliability.

4.3.20. Respondents stated that bus links to the schools are poor. Whilst most respondents state that they use the bus to get to school, they state that driving is more convenient due to the lack of bus connections from areas like Bursledon and Shirley.

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Figure 4-33 - Schools - Driving Survey Responses
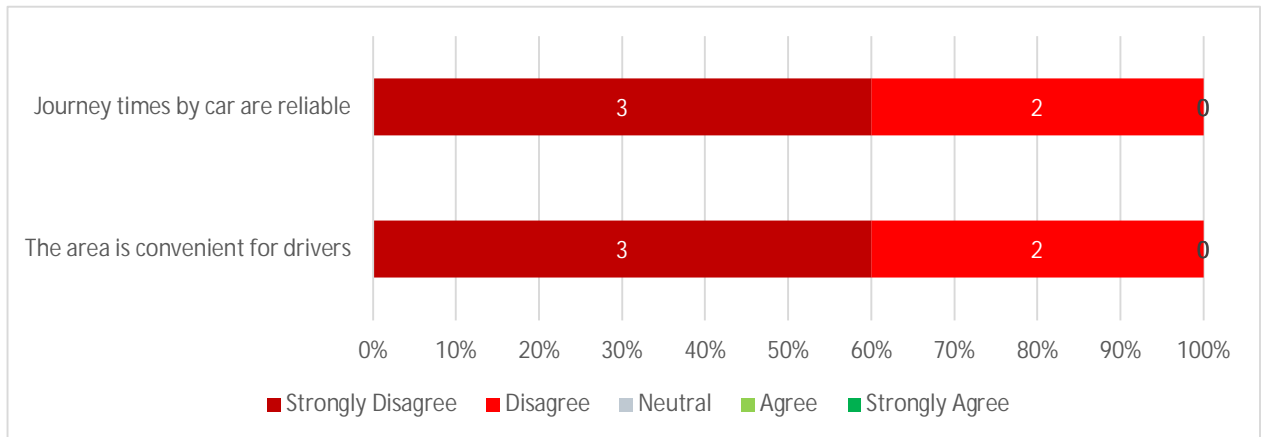
Figure 4-34 - Schools - User Score for driving
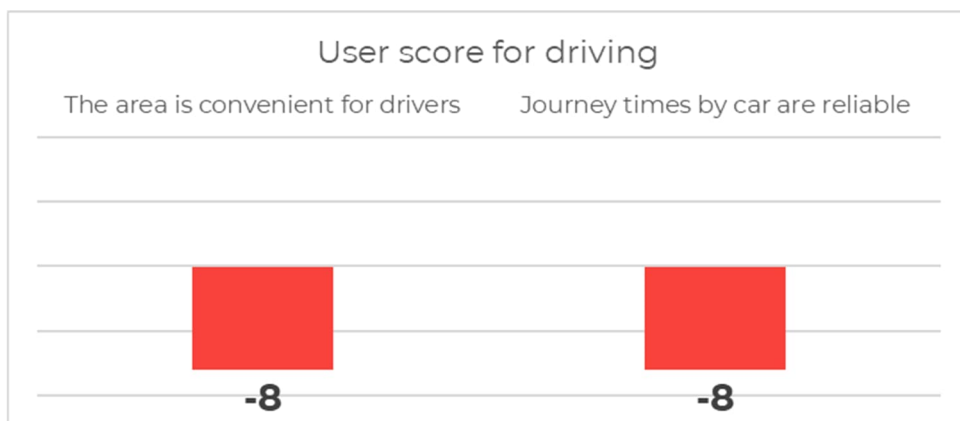
4.3.21. Despite respondents stating that driving is more convenient than taking multiple buses, the scores for driving to schools in Portswood are very poor. Driver convenience and journey time reliability for accessing the schools received the lowest user scores across all of the community surveys. This is attributed to traffic congestion.

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Figure 4-35 - Schools - Active Travel Survey Responses
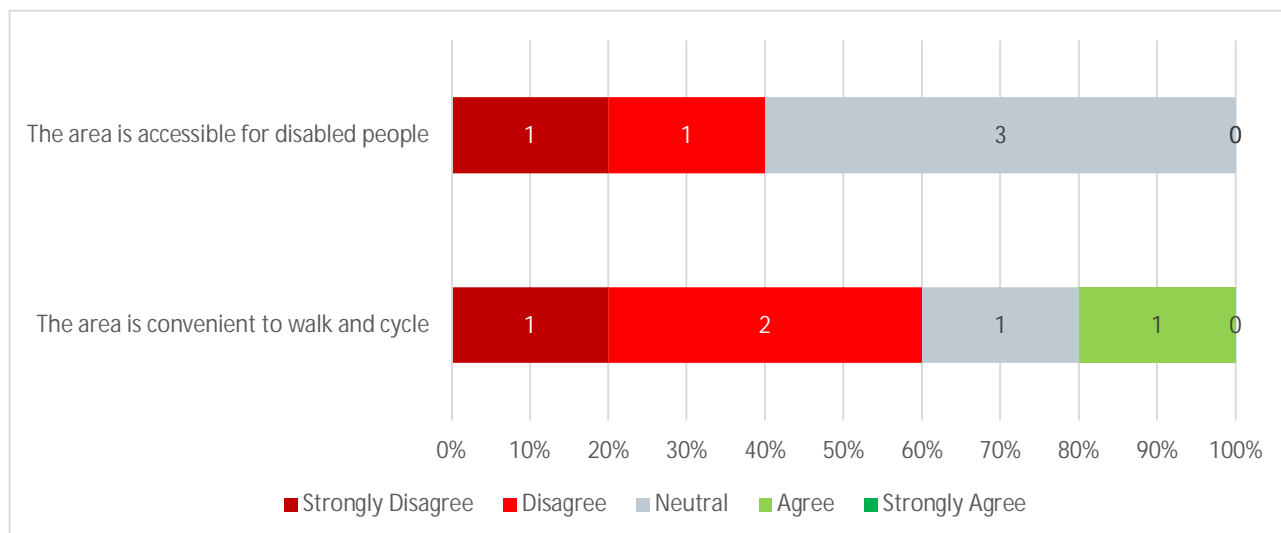
Figure 4-36 - Schools - User Score for Active Travel
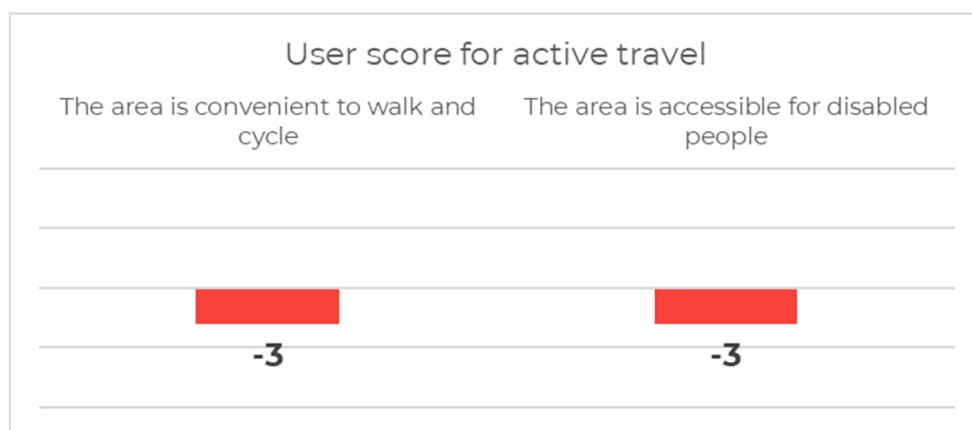
4.3.22. User scores for active travel are also poor, with schools stating that the condition of pavements makes active travel impossible for people who use a wheelchair. Wider pavements, better traffic control around the schools, and better enforcement of illegal parking, were suggestions for how to improve are area to encourage active travel. It was noted that one school does have a campaign to encourage active travel.

Summary

4.3.23. User scores relating to local schools are poor. Many of the issues raised relate to traffic congestion which has an impact on safety and ability to access the schools. There were other suggestions for improvement for the local environment relating to better maintenance.

4.3.24. The overall user scores for the schools survey are given below. These are calculated by averaging the user scores across the different survey responses in each category. They are on a scale of -10 to +10 with 0 being neutral.

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User Score for local environment	User score for community	User score for transport safety
-2.70	0.5	-4.33

User Score for provision of public transport	User score for driving in Portswood	User score for active travel
2.50	-8.00	-3.00

4.4 BUSINESS

METHODOLOGY

Target Population

4.4.1.   This survey targeted businesses located on Portswood Road. The survey was aimed at any business employee. We aimed to target a mix of business types, covering hospitality, shops, and services.

Respondent Engagement Plan

4.4.2.   Two researchers conducted business surveys on Portswood Road over 1.5 days between 16 September 2024 – 11 October 2024. The researchers conducted door-to-door surveys, entering businesses on Portswood Road and asking employees to complete the survey. Researchers had paper copies of the survey which respondents could fill in on the premises. Researchers also had a printed QR code available for potential respondents who did not wish to complete the survey at that time. Respondents could scan the QR code using their smartphone. The QR code linked to an online version of the survey hosted on Microsoft Forms, which was identical to the printed copy.

4.4.3.   Door-to-door surveys were undertaken along Portswood Road, bounded by the junction with Alma Road to the south and Grosvenor Road to the north (noting that this is a longer stretch of Portswood Road compared with the coverage of on-street residents and visitors surveys undertaken). Portswood Road has a total of 93 retail and leisure establishments, of which 55 are classified as retail (shops) and 38 as leisure (food, drink, and entertainment).

4.4.4.   The survey could be completed by any member of staff. If no member of staff was able to complete the survey at the time, a flyer with a QR code linking to the online business survey was left for completion at a later time.

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Survey Content

4.4.5. A copy of the survey for businesses is included in **Appendix H**. The survey gathered information on respondents' perceptions and attitudes of the local environment, accessibility, business access, and transport modes of staff and customers.

Number of Survey Respondents

4.4.6. A total of 20 local businesses responded to the survey.

4.4.7. This chapter provides a summary of survey responses. More detailed insights and responses gathered from this survey are provided in **Appendix E**.

SURVEY RESULTS

4.4.8. The following provides a breakdown of businesses that responded to the survey.

Figure 4-37 - Number of Surveyed Employees Per Business
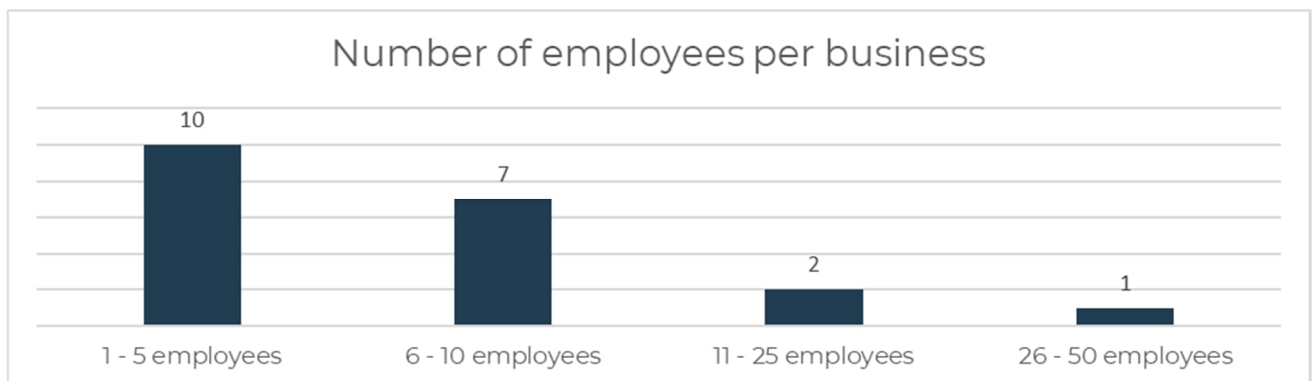
4.4.9. Most of the businesses which responded to the survey employed between 1 and 10 employees, indicating that most businesses responding to the survey are small businesses. The time in which businesses have been operating varies, with 9 businesses being in operation for 1 to 5 years and 7 being in operation for other 10 years. Only 4 businesses have been in operation for less than a year or between 6 and 10 years old.

Figure 4-38 - Number of Years Businesses have been in Portswood

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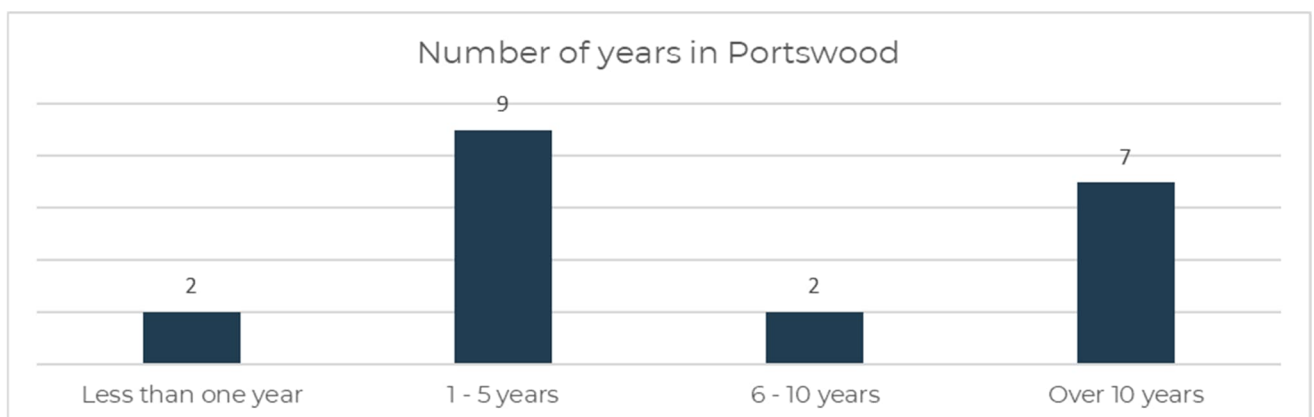
Figure 4-39 - Type of Business
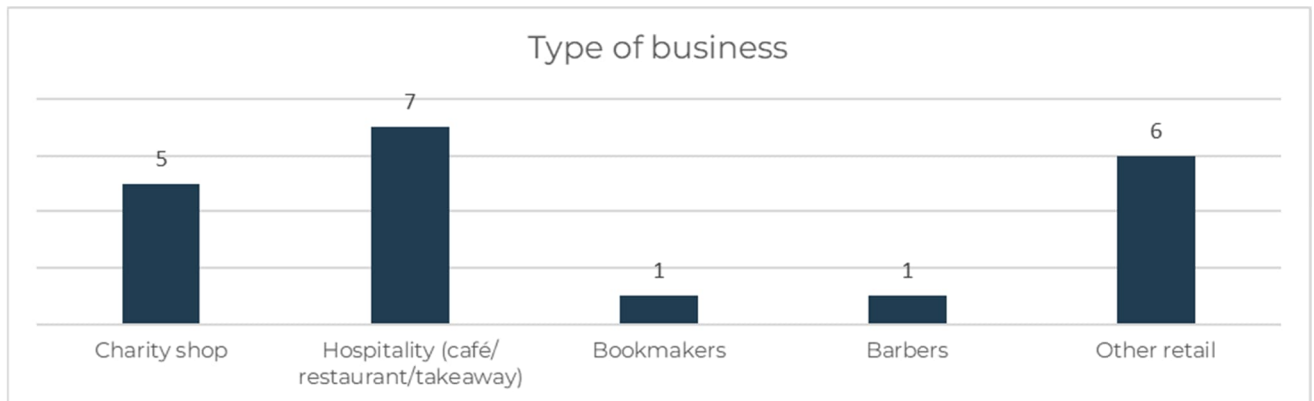
4.4.10.   There is a variety of business types along Portswood Road, however the bulk of those that responded to the survey are tertiary industries distributing either food or services to residents. There are also a large number of charity shops relative to the total number of businesses in the area (25% of respondents are from charity shops).

Figure 4-40 - Business Opening Hours
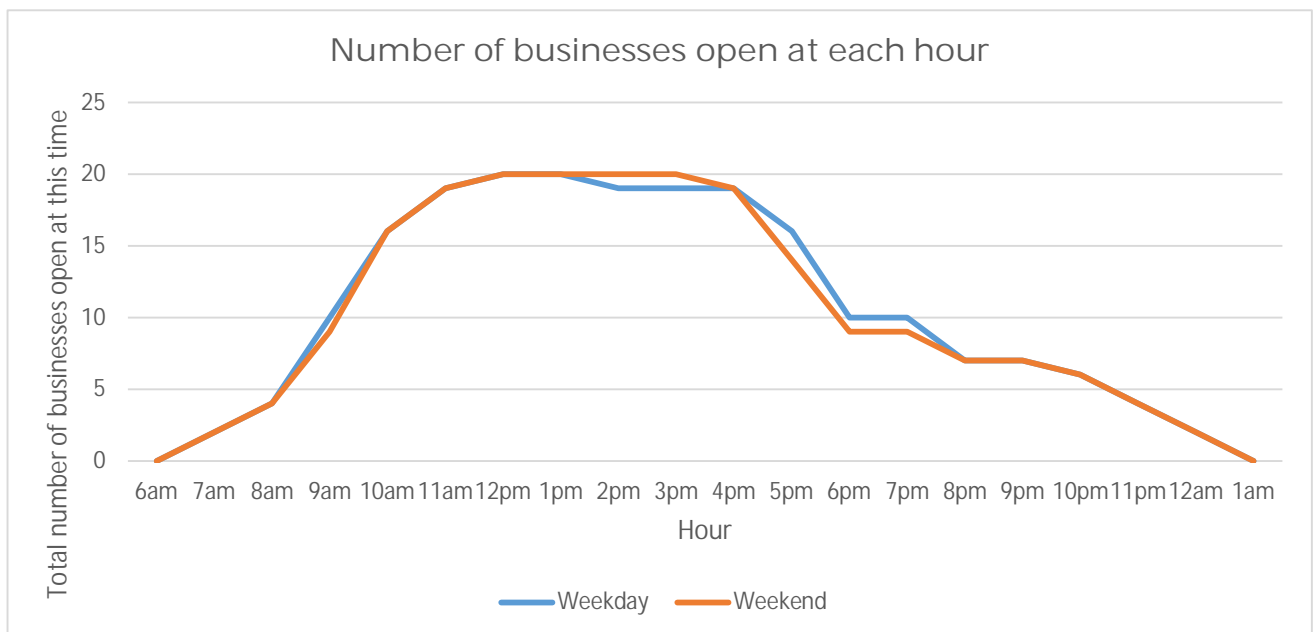
4.4.11.   The above graph shows the number of businesses open at specific times both at weekdays and weekends. There is limited difference between the two trends with a greater number of shops opening later and closing earlier at weekends. The general trend indicates that other than a few businesses such as takeaways and restaurants, most shops close between 5 and 9pm, and most shops open between 8 and 10am.

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Figure 4-41 - Modes of Transport Used by Staff

Modes of transport used by staff

Cycle 11%
Bus 22%
Private vehicle (car or van) 34%
Walk 33%
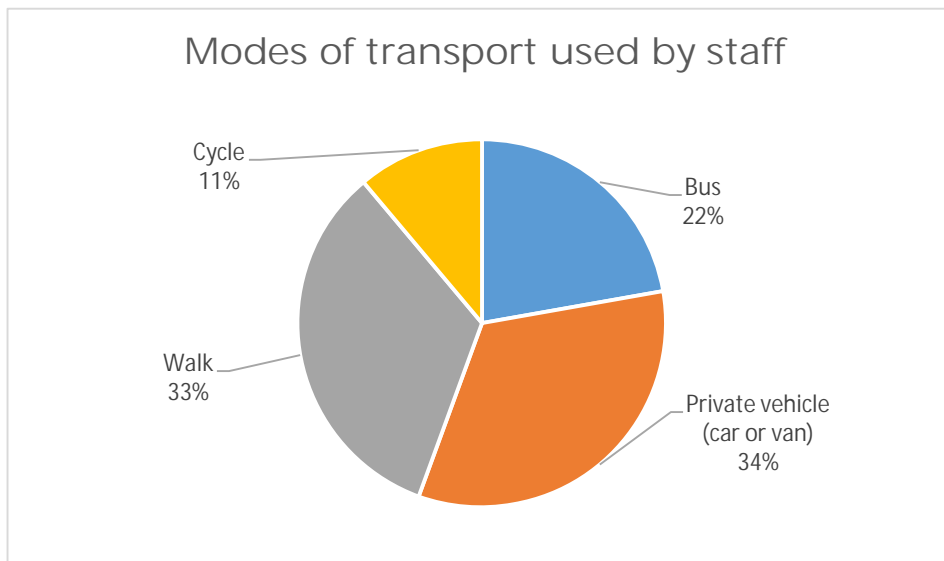
4.4.12. A similar proportion of staff get to their place of work via a private vehicle (34%) or walking (33%), which are the two most popular modes. A large share of travel to work is via sustainable modes like bus (22%) and walking or cycling (combined total of 45%).

Figure 4-42 - Modes of Transport Businesses Think Customers Use

Modes of transport businesses think their customers use

Cycle 11%
Bus 22%
Private vehicle (car or van) 28%
Walk 39%
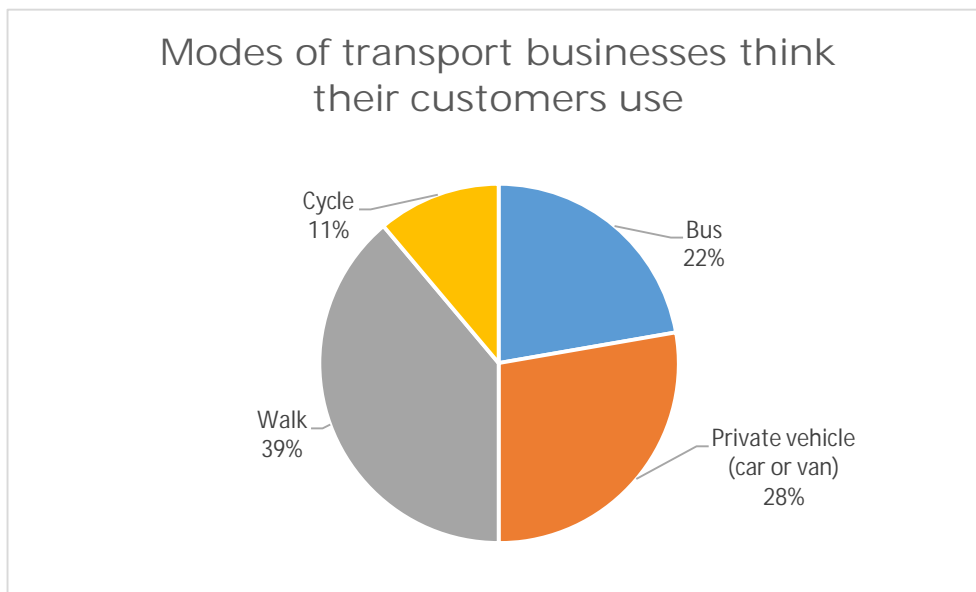
4.4.13. Respondents believe that most of their customers reach the area on foot. Compared with the residents and visitors survey, it seems that businesses are over-estimating how important car access is for customers, with most visitors (67%) travelling to Portswood Road by active travel means.

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Figure 4-43 - Number of Deliveries Per Mode Per Day

Typical number of deliveries per mode per day

- Car, 3
- Heavy Goods Vehicle, 2
- Van, 18
- Bicycle / e-bike / cargo bike, 13
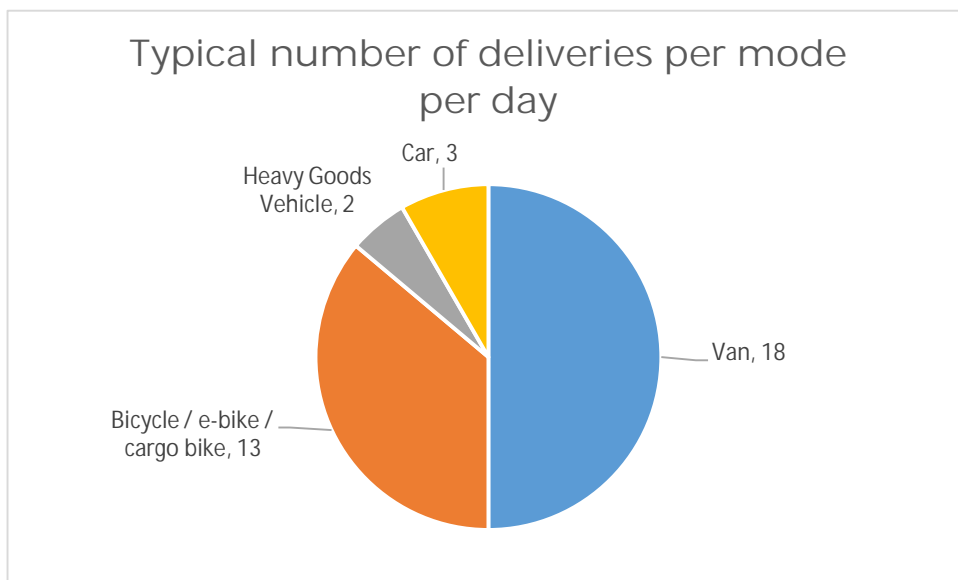
4.4.14. All businesses receive at least one delivery per day. The most common mode of deliveries is by van (a goods vehicle up to 3.5 tonnes), with 75% of businesses receiving at least one delivery by van per day. Some businesses receive several deliveries by cargo bike/ motorbike per day, with 25% of respondents receiving two or more deliveries by bike every day. Fewer deliveries are made by cars or heavy goods vehicles (HGVs), with only 2 respondents receiving one delivery by HGV and 3 by car on a typical day.

Figure 4-44 - Businesses - Business Performance Survey Responses

	Decrease/Decreased	Remain/Remained Stable	Improve/Improved
Over the next 12 months do you expect your business performance to generally improve	4	7	9
Over the last 12 months has your business performance improved	7	7	6

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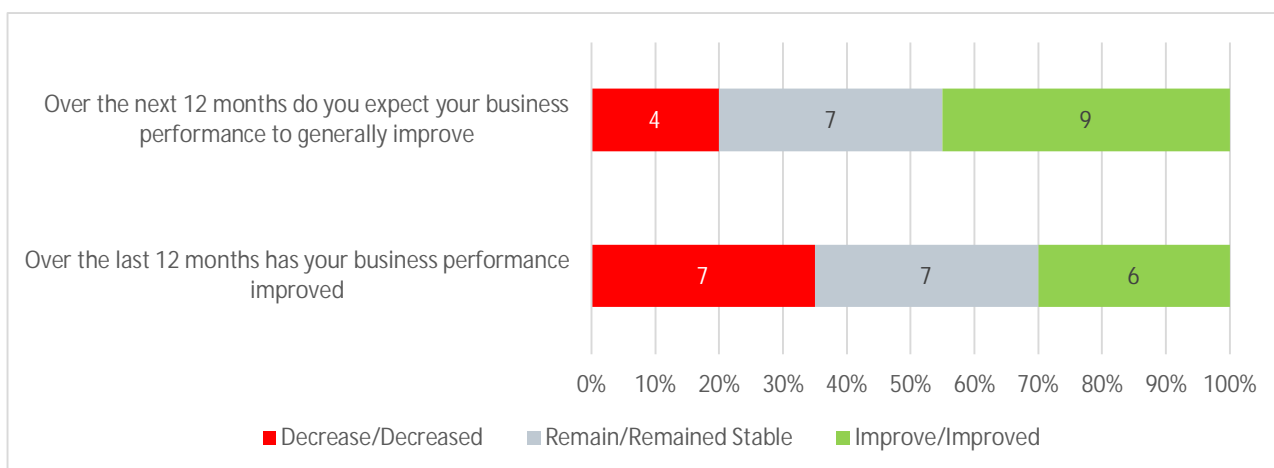
Figure 4-45 - Businesses - User Score for Business Performance

User score for business performance

Over the last 12 months has your business performance improved	Over the next 12 months do you expect your business performance to generally improve
-0.48	2.38
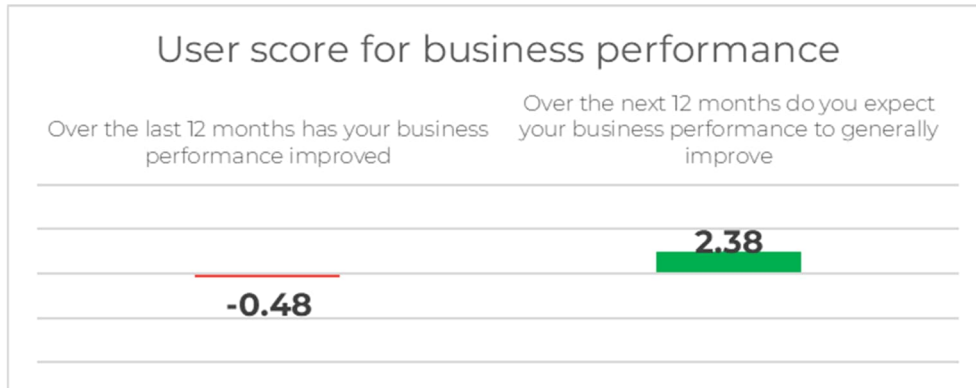
4.4.15. Respondents are generally optimistic that business performance will improve over the next 12 months but are neutral about business performance over the previous 12 months.

Perception of Transport in Portswood

4.4.16. Business owners believe that their businesses on Portswood Road are easily accessed by customers. When asked about transport modes, access by public transport scored highest. Respondents felt that the emergency services would be able to access their business in an emergency.

Figure 4-46 - Businesses - Business Access Survey Responses

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The pavements around the business are well-maintained and allow walking/ wheeling	1		7	11	1
There are parking spaces available for customers nearby	2	3	4	9	2
There are bicycle parking/storage facilities nearby for customers to use		4	3	9	4
My business is well-served by public transport		1		12	7

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Figure 4-47 - Businesses - User Score For Business Access

User score for access to businesses

Walking and wheeling	Car parking availability	Bicycle parking availability	Public transport availability
2.86	1.43	3.10	5.71
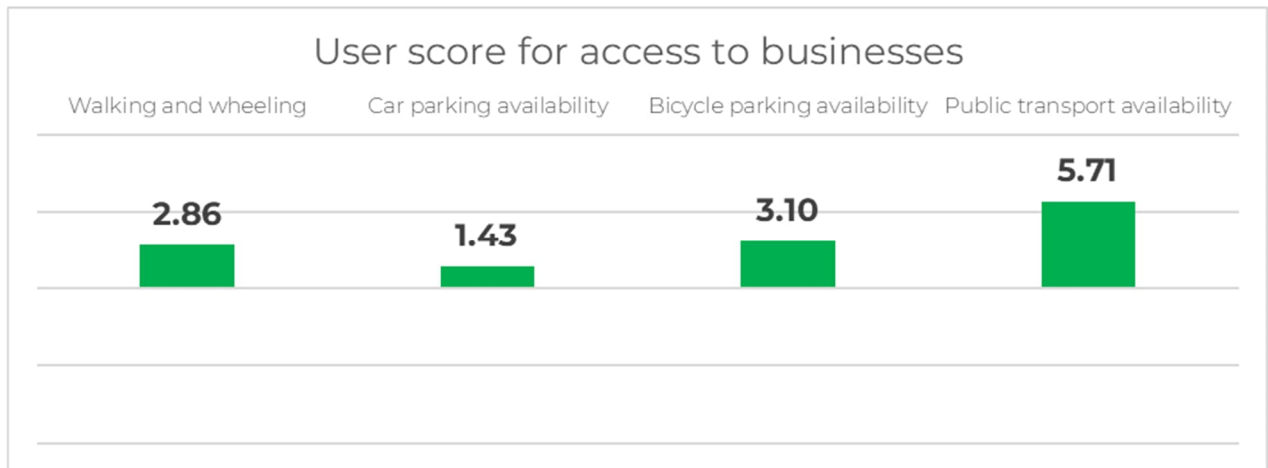
4.4.17. Respondents felt that having good public transport to their business makes the biggest difference to the number of customer visits they receive, followed by car parking availability. The availability of bicycle parking facilities was considered to be of less importance to business performance.

4.4.18. When asked what could be done to improve the local area, many respondents stated that an increased police presence to help address issues with anti-social behaviour would be beneficial.

Perception of the Local Environment

Figure 4-48 - Businesses - Community Survey Responses

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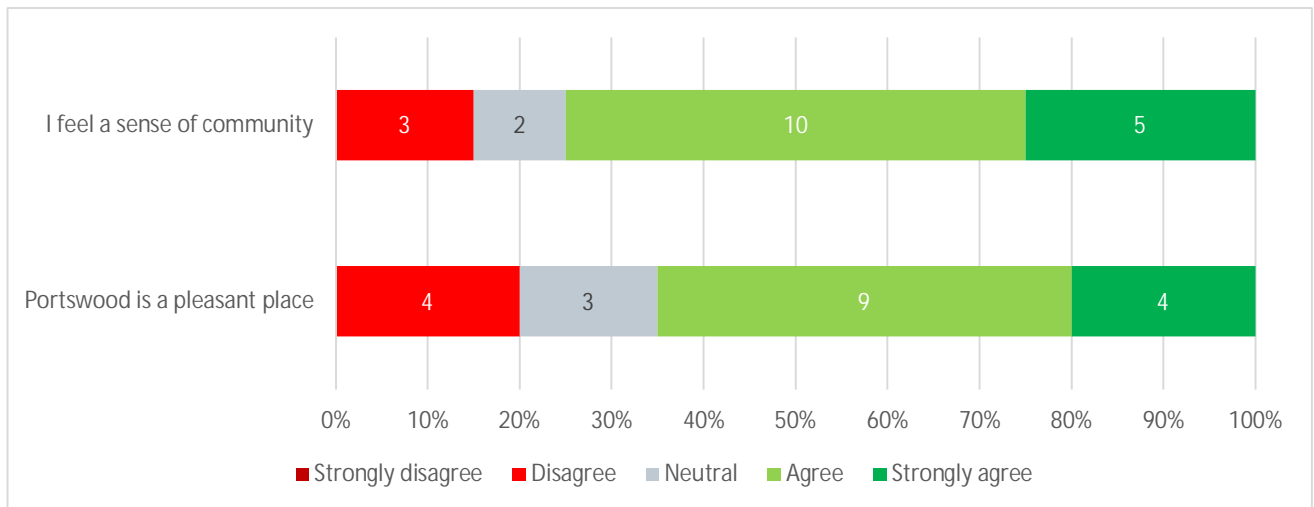
Figure 4-49 - Businesses - User Score for Community
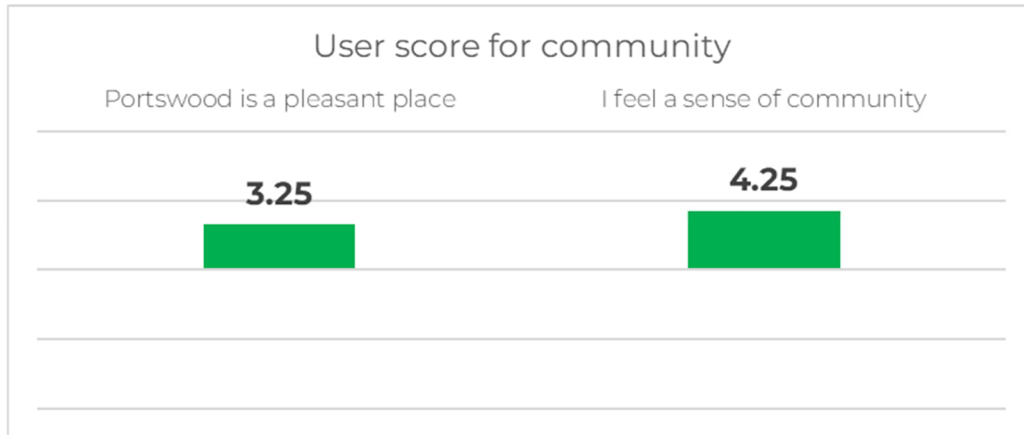
Figure 4-50 - Businesses - Safety Survey Responses
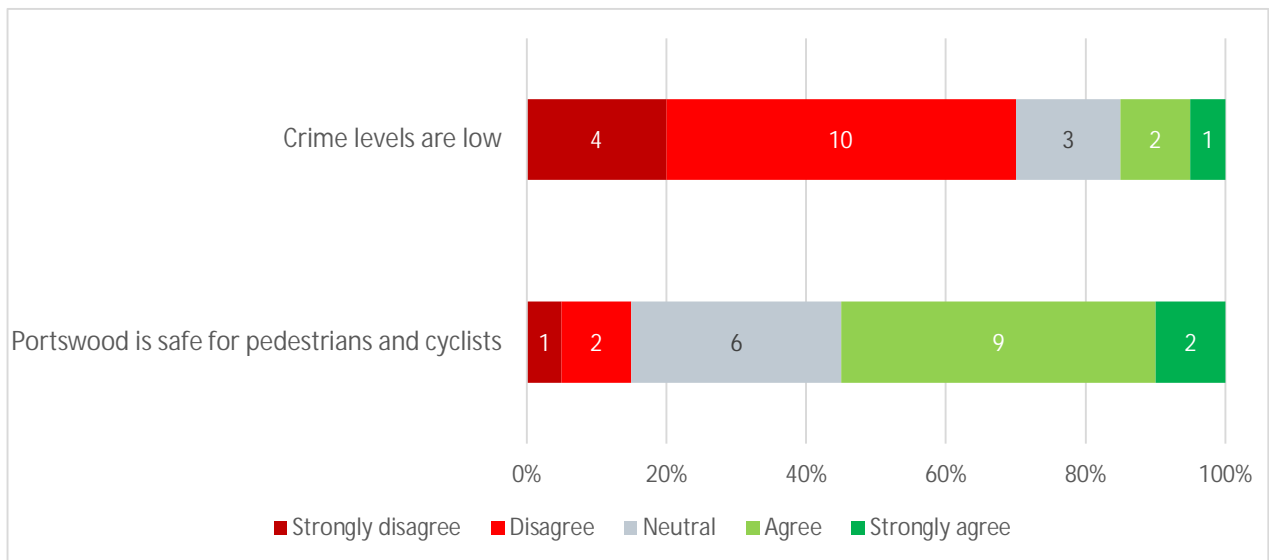
Figure 4-51 - Businesses - User Score for Safety

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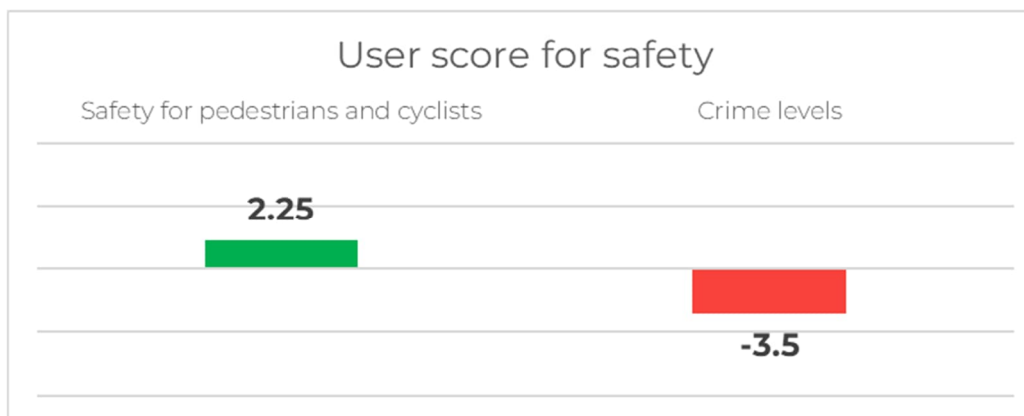
Summary

4.4.19. Overall, respondents believe that access to their businesses is good, and this is in line with how residents and visitors rate access. Respondents rated community and safety more positively compared with residents and visitors, but rated crime levels worse.

4.4.20. Overall user scores for the businesses survey are given below, calculated by averaging user scores across different survey responses in each category. Scores are on a scale of -10 to +10 with 0 being neutral.

User Score for community	User score for transport safety	User score for crime levels	User score for provision of public transport
3.75	2.25	-3.50	5.71

Score for driving in Portswood	User score for active travel	User score for businesses	
1.43	2.98	0.95	

4.5 BUS USERS

METHODOLOGY

Target Population

4.5.1. This survey targeted people using the bus on or in the vicinity of Portswood Road. On-street surveys were conducted.

Respondent Engagement Plan

4.5.2. Two researchers conducted bus user surveys on Portswood Road on one day between 16th September 2024 – 11th October 2024. The researchers targeted people waiting at bus stops on:

- Portswood Road;
- Shaftesbury Avenue;
- Brookvale Road;
- Lodge Road; and
- Winn Road.

4.5.3. Researchers had paper copies of the survey which respondents could fill in on the street. Researchers also had a printed QR code available for potential respondents who did not wish to

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complete the survey on site. Respondents could scan the QR code using their smartphone. The QR code linked to an online version of the survey hosted on Microsoft Forms, which was identical to the printed copy.

Survey Content

4.5.4.   A copy of the survey for bus users is included in **Appendix I**. The survey gathered information on respondents' perceptions and attitudes of the local bus network, including the quality of services, the schedule, bus user safety, and the bus stops themselves.

Number of Survey Respondents

4.5.5.   Typically for on-street surveys, sample sizes are quite low and highly dependent on the local area. The survey was designed to gather qualitative insights to support the main survey questions whilst minimising time to complete. Qualitative analysis helps understand resident and visitor perceptions and attitudes. Our target number was based on 10-15 surveys per day per interviewer. This equated to 20 – 30 completed surveys.

4.5.6.   The total number of bus user surveys completed was 46.

SURVEY RESULTS

4.5.7.   This chapter provides a summary of survey responses. More detailed insights and responses gathered from this survey are provided in **Appendix E**.

Sample Results

4.5.8.   The demographic breakdown of respondents is shown in **Figure 4-51** to **Figure 4-53**.

Figure 4-52 - Gender Breakdown by Survey Participants

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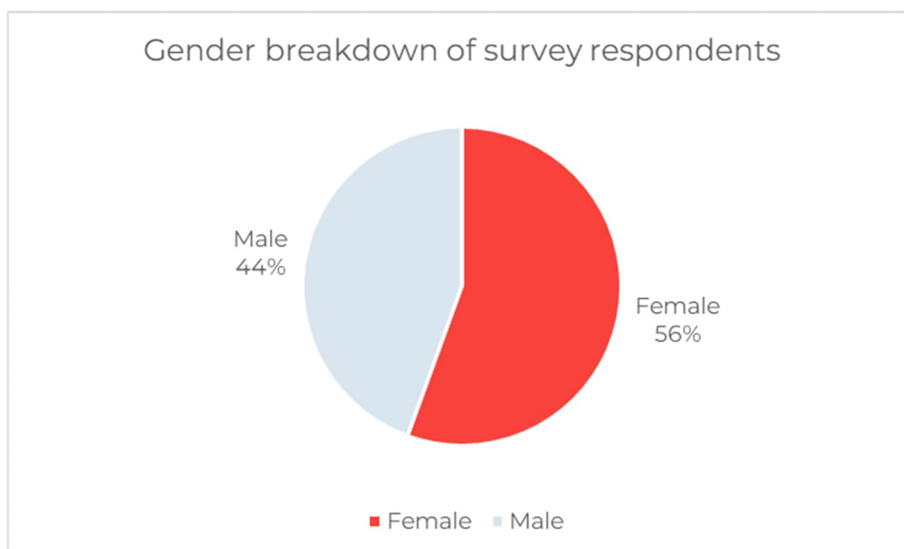
Figure 4-53 - Age Breakdown of Survey Participants
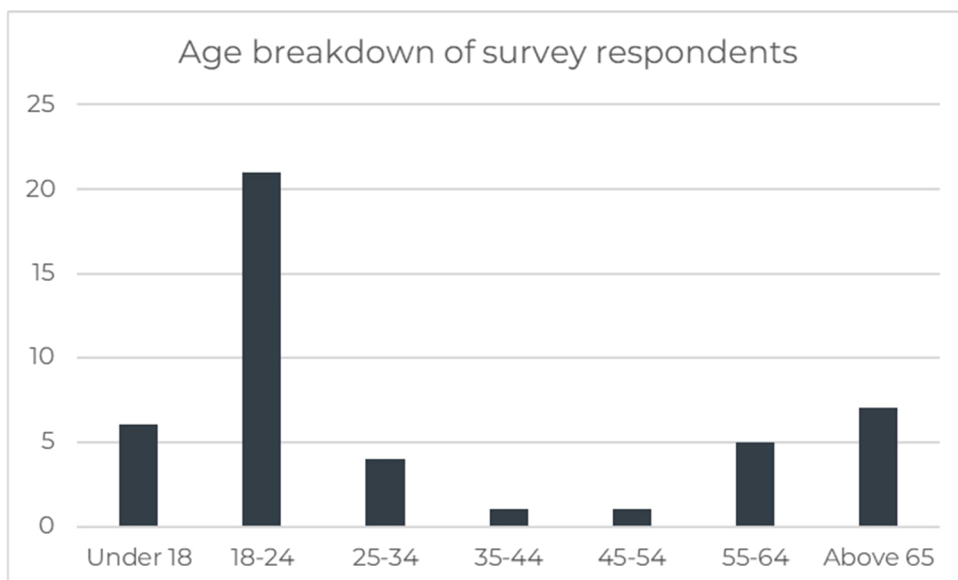
Figure 4-54 - Ethnic Breakdown of Survey Participants
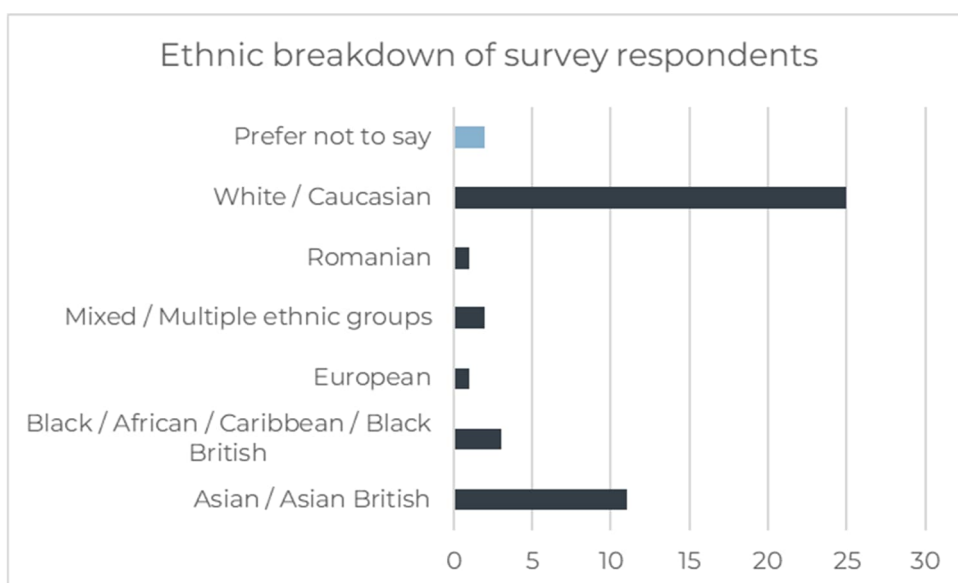
4.5.9.   Of all the survey respondents 6.7% of respondents stated that they have a condition, illness or impairment (including ageing) that affects their mobility.

How often do residents and visitors visit Portswood Road?

4.5.10.   Half of the respondents to the survey were residents and the other half were visitors. They were asked how often they visit Portswood Road.

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Figure 4-55 - Frequency of Visits to Portswood Road from Residents and Visitors

How often residents and visitors visit Portswood Road
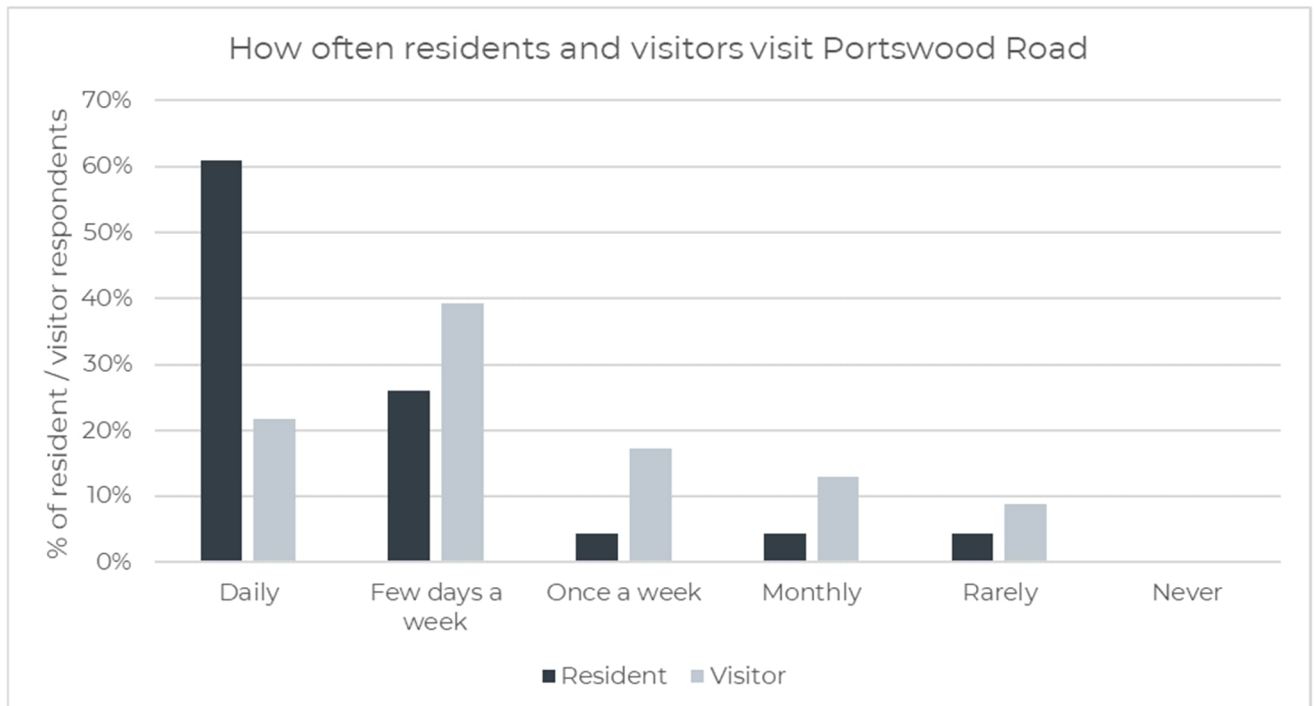
4.5.11. Most residents either visit Portswood Road daily (61% of respondents) or a few days a week (26%). Only a small percentage of residents who responded to the survey visit once a week, monthly, or rarely (~4%). Visitor frequency varies, with most visitors visiting a few days a week (39%) or daily (22%). 9% - 17% of visitors visit rarely, monthly or once a week respectively.

Perception of Bus Services

4.5.12. Respondents were asked questions about the bus services on Portswood Road.

Figure 4-56 - Bus users - Bus Services Survey Responses

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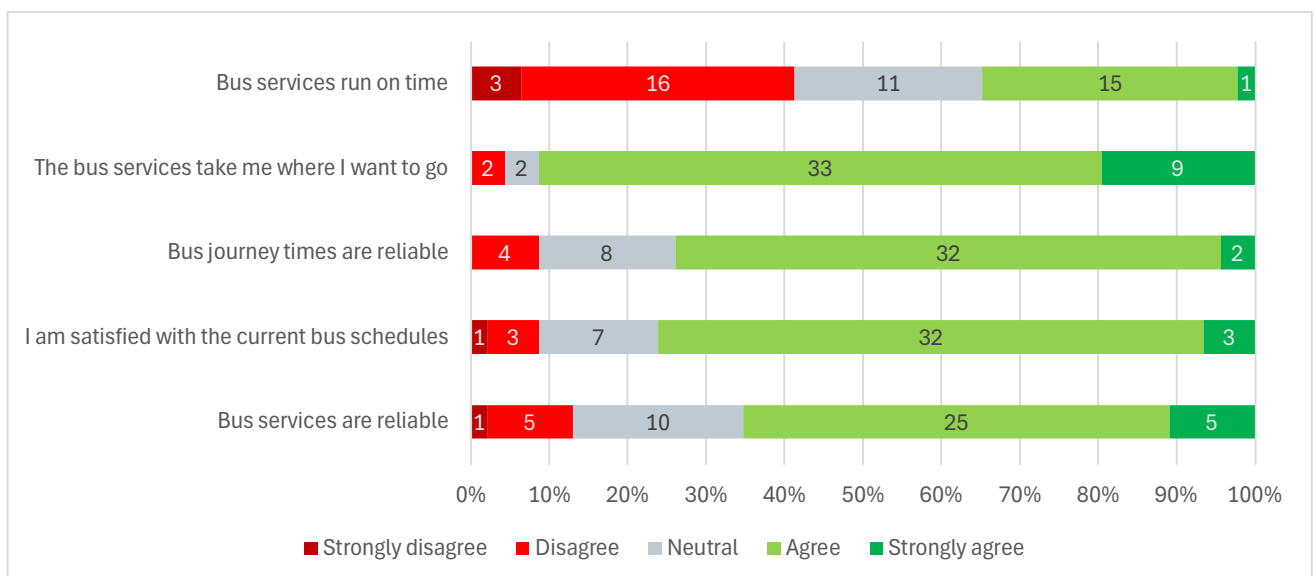
Figure 4-57 - Bus Users - User Score for Bus Services

User score for bus services

Bus services are reliable	I am satisfied with the current bus schedules	Bus journey times are reliable	The bus services take me where I want to go	Bus services run on time
3.04	3.59	3.48	5.33	-0.54
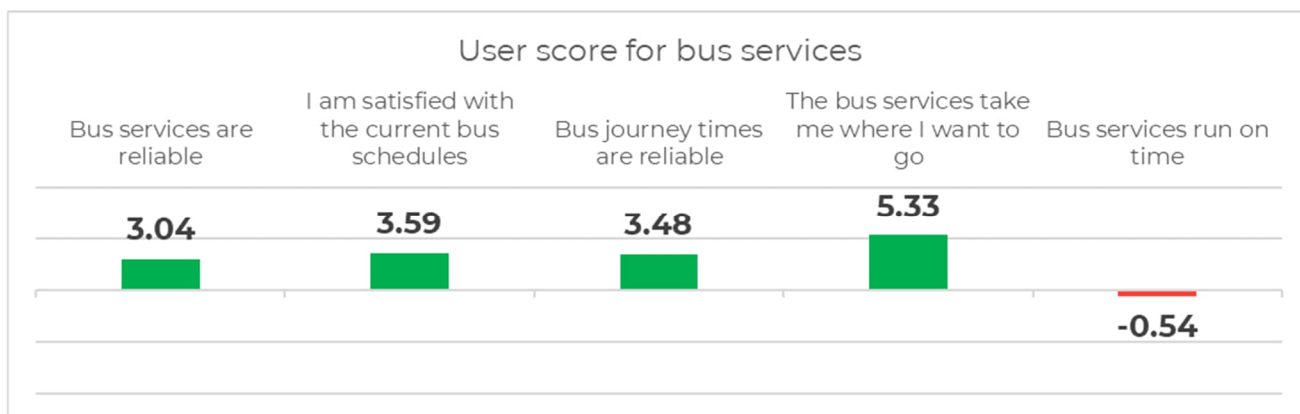
4.5.13. Overall, respondents' perceptions on the quality of the bus services are generally positive. The lowest scores relate to the timeliness of bus services, with respondents having a marginally negative perception of services running on time.

4.5.14. Respondents were asked what they thought caused bus delays for services on Portswood Road. Almost two thirds (61%) of respondents said traffic congestion was to blame for delays.

Figure 4-58 - Reasons for Bus Delays

Reason for bus delays
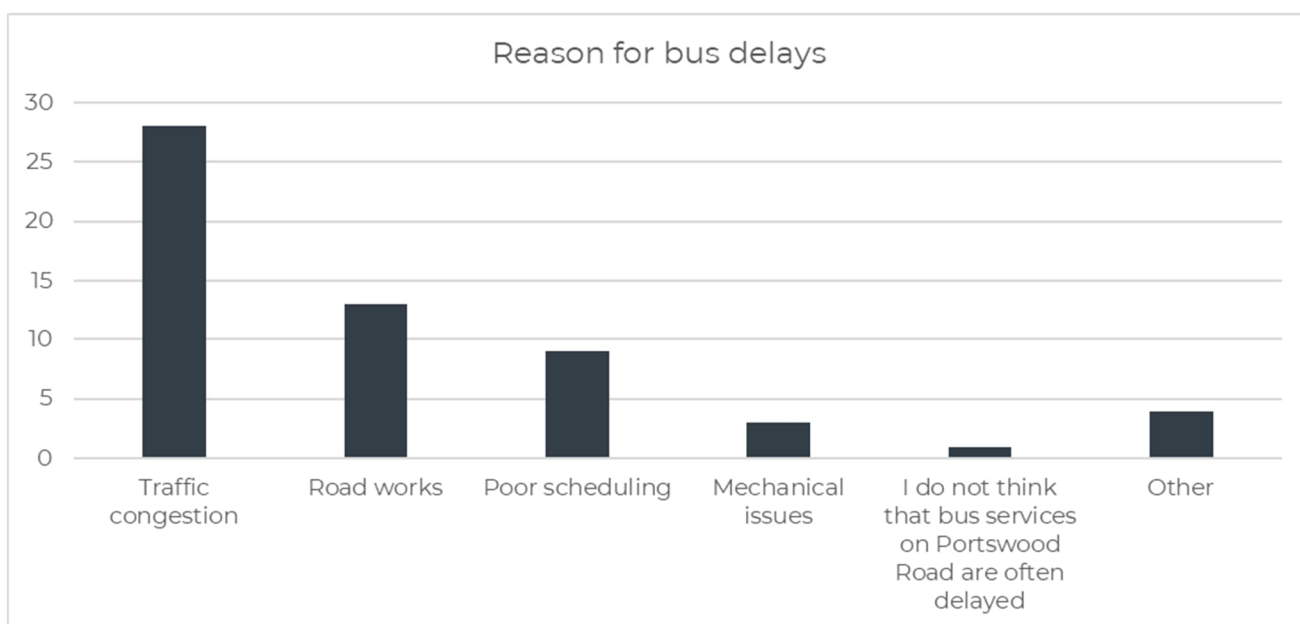
Perception of Bus Stop Access

4.5.15. Respondents were asked questions about how accessible the pedestrian crossings near the bus stops are.

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Figure 4-59 - Bus Users - Bus Stop Access Survey Responses
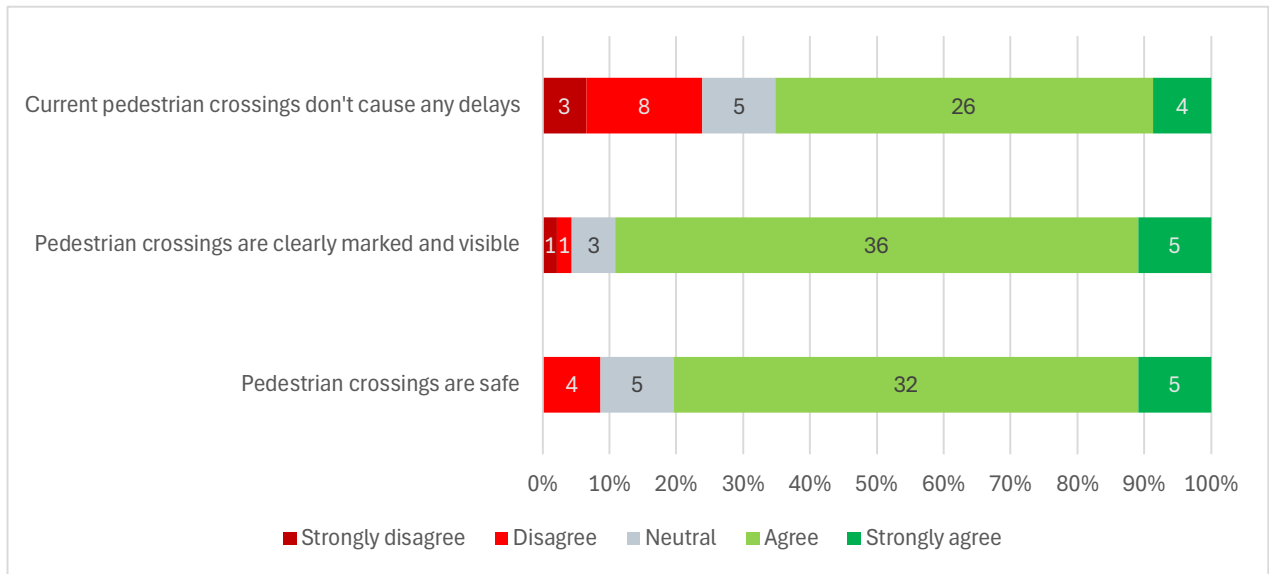
Figure 4-60 - Bus Users - User Scores for Bus Stop Access
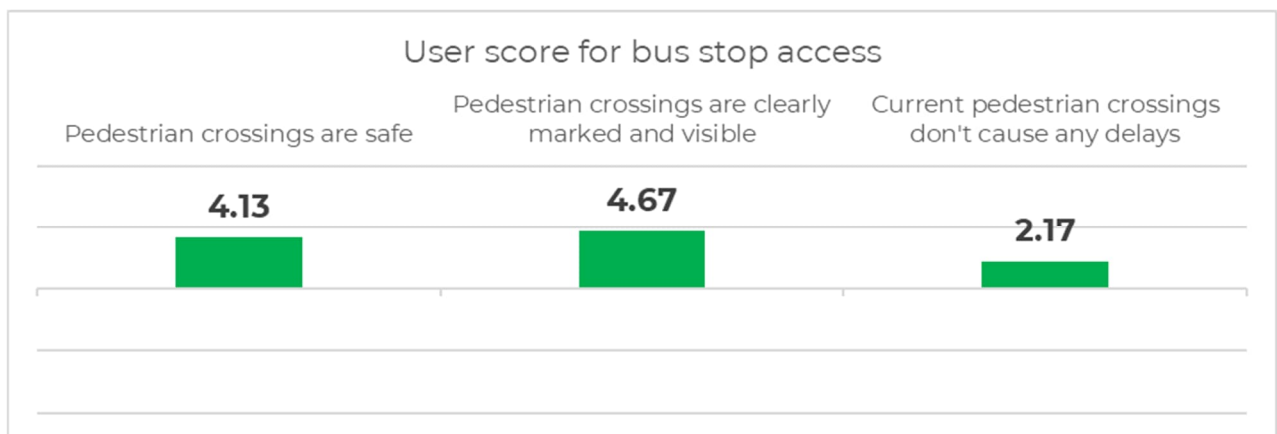
4.5.16. Overall, respondents felt that the pedestrian crossings near to bus stops are clearly marked and visible and safe. Fewer respondents felt that these crossings do not cause delays.

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Figure 4-61 - Safety Concerns for Pedestrian Crossings near Bus Stops

Safety concerns for pedestrian crossings near bus stops
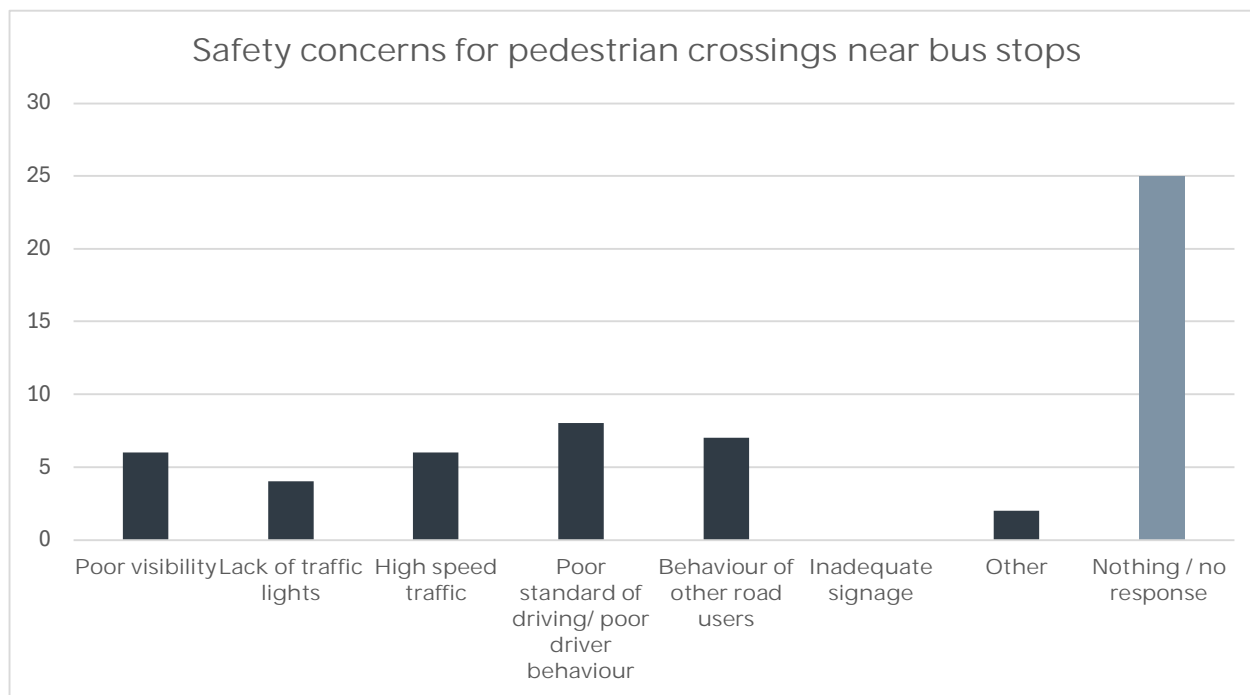
Perception of Bus Stop Condition and Location

4.5.17. Respondents were asked about their perception of the condition and location of bus stops along Portswood Road.

Figure 4-62 - Bus Users - Bus Stops Survey Responses

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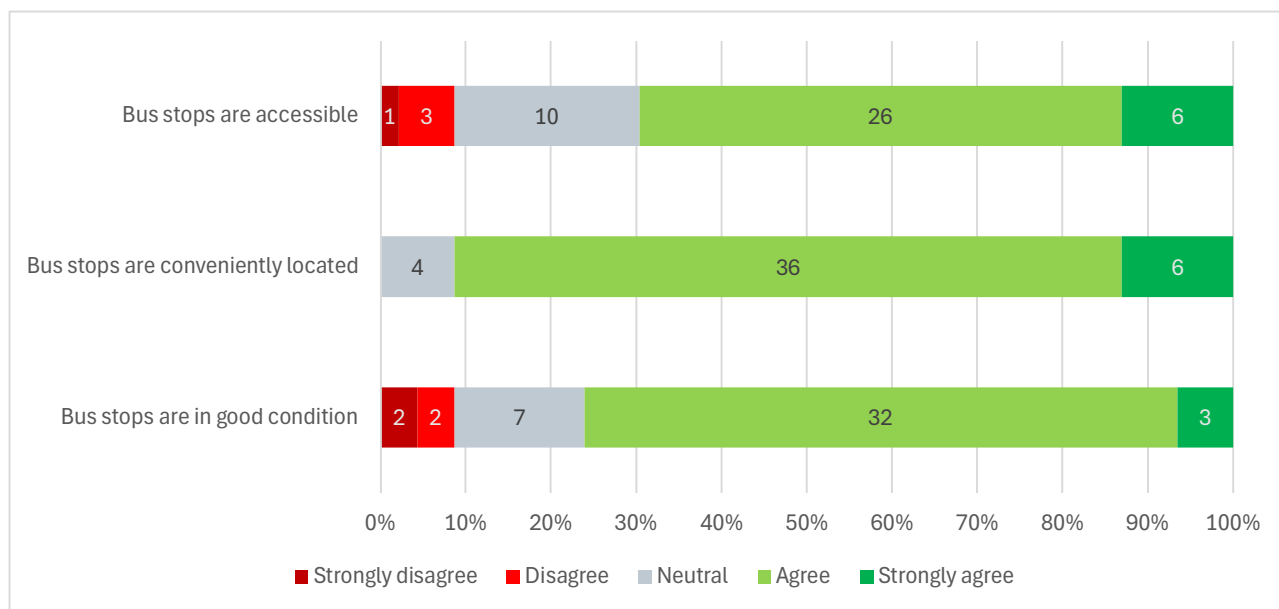
Figure 4-63 - Bus Users - User Score for Bus Stops

User score for bus stop condition and location

Bus stops are in good condition	Bus stops are conveniently located	Bus stops are accessible
3.48	5.33	3.67
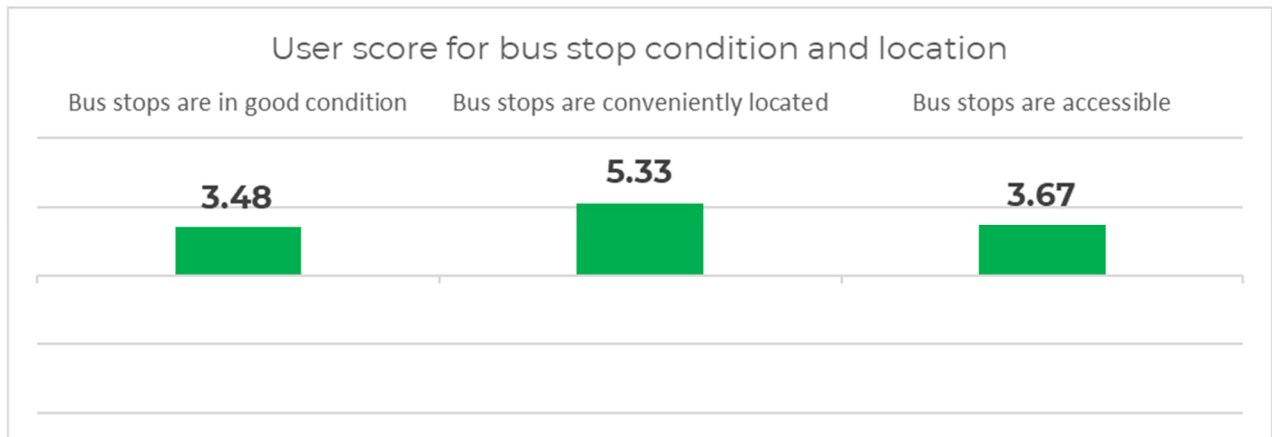
4.5.18. Overall, respondents have a positive perception of bus stop location (5.33). Respondents have a slightly less positive perception that bus stops are accessible (3.67) or in good condition (3.48) when compared to location, however this is still a positive perception. Additionally, around two thirds of respondents who are either disabled or have impairments that affect their mobility agreed or strongly agreed that bus stops are accessible. The remaining respondents had a neutral opinion.

4.5.19. The word cloud below demonstrates the most popular responses about what improvements to bus stops passengers would like to see.

Figure 4-64 - Word Cloud Showing Desired Improvements to Bus Stops

Summary

4.5.20. Overall, respondents value the convenience and accessibility of the bus services along Portswood Road but see room for improvement. While bus services are generally viewed positively, specific suggestions such as increasing bus frequency and enhancing scheduling reflect a desire for more reliable and timely services. Safety at pedestrian crossings is largely perceived as adequate, though there are some concerns, particularly about driver behaviour. The positive feedback on bus stop conditions and locations highlights the community's approval but also signals a need for additional amenities like real-time information.

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4.5.21. The overall user scores for the bus users survey are given below. These are calculated by averaging the user scores across the different survey responses in each category. They are on a scale of -10 to +10 with 0 being neutral.

User score for transport safety	User score for provision of public transport	User score for bus stops
3.39	2.98	4.16

4.6 BUS OPERATORS

METHODOLOGY

Target Population

4.6.1. Bluestar (part of Go South Coast, a subsidiary of the Go-Ahead group) and Unilink, (owned by University of Southampton and operated by Go South Coast) provide bus services on Portswood Road. The survey was designed to be completed by Bluestar and Unilink bus drivers who frequently drive this route. These drivers provided first-hand experience and perspectives about the local area and the bus services.

Respondent Engagement Plan

4.6.2. Southampton City Council utilised their existing relationship with Bluestar to disseminate the survey. The survey was shared via email to the General Manager, who was asked to disseminate the survey via QR code or paper version to bus drivers who frequently operated on this route. The QR code linked to an online version of the survey hosted on Microsoft Forms, which was identical to the printed copy.

Survey Content

4.6.3. A copy of the survey for the bus operators is included in **Appendix J**. The survey gathered information on bus drivers' perceptions and attitudes of the local bus network, including challenges on the route through Portswood, convenience of the route, and the bus stops.

Number of Survey Respondents

4.6.4. The number of respondents depended on how many different drivers operated on this route for Bluestar. It was expected that drivers would operate the same route regularly, which meant the participant pool was low. Therefore, the target number was estimated to be 5-10 surveys.

4.6.5. The total number of bus operator surveys completed was 34.

SURVEY RESULTS

4.6.6. This chapter provides a summary of survey responses. More detailed insights and responses gathered from this survey are provided in **Appendix E**.

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Service Information

4.6.7. Respondents were asked questions relating to the bus services which serve or pass through Portswood Road. They were asked which services they operate. Most respondents operate bus service 2 which travels along Portswood Road. Respondents selected more than one bus service if they tend to operate multiple routes.

Figure 4-65 - Bus Services Operated by Respondents
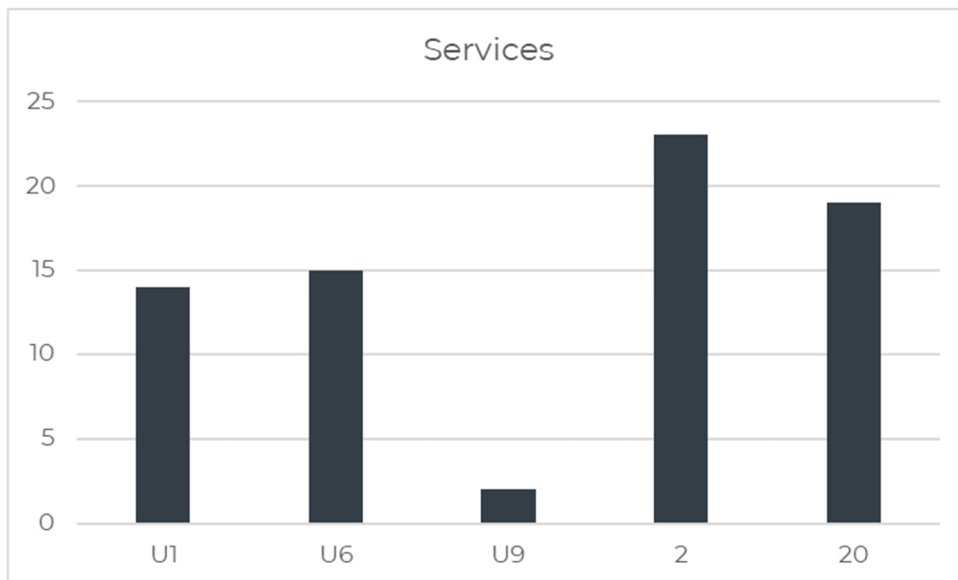
4.6.8. When asked about the frequency of the services they operate, over half of respondents said the services they operate run at a frequency between 10 – 20 minutes.

Figure 4-66 - Frequency of Bus Services
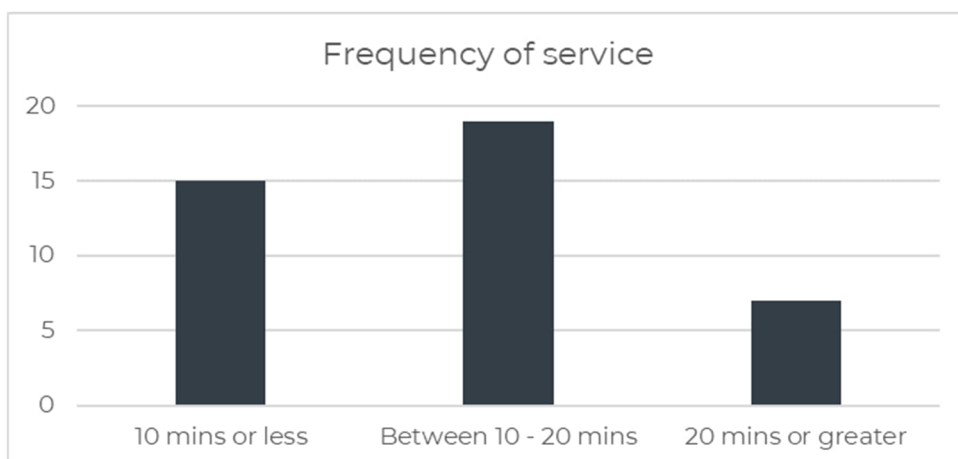
Bus Stops

4.6.9. Respondents were asked for their perception on the location and condition of bus stops and crossings. Overall, respondents' perception on bus stop locations are good, with respondents thinking bus stops are more conveniently located for passengers than they are for bus drivers. The condition of bus stops and location of crossings are negatively perceived by operators.

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Figure 4-67 - Bus Operators - Bus Stops Survey Responses
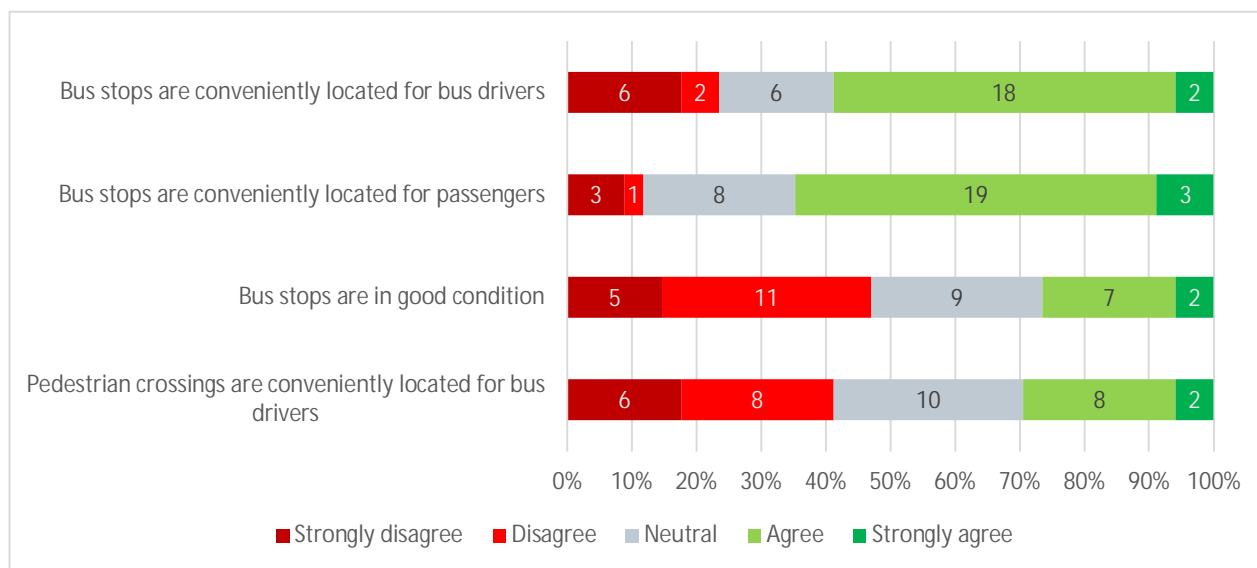
Figure 4-68 - Bus Operators - User Score For Bus Stops
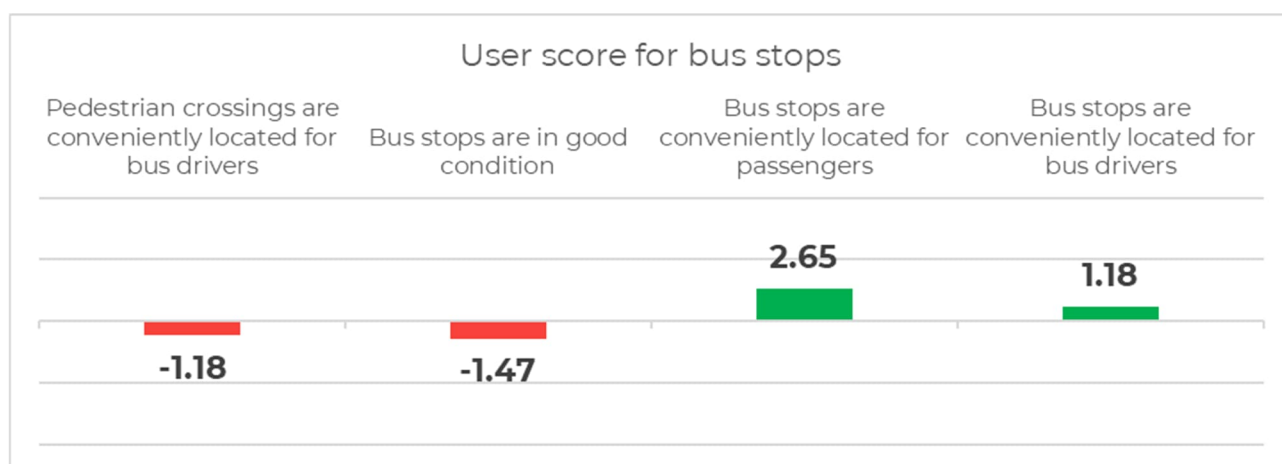
Bus Services

4.6.10. Respondents were asked about their perception of bus services. Generally, bus operators feel services are well utilised but do not tend to run on time.

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Figure 4-69 - Bus Operators - Bus Services Survey Responses
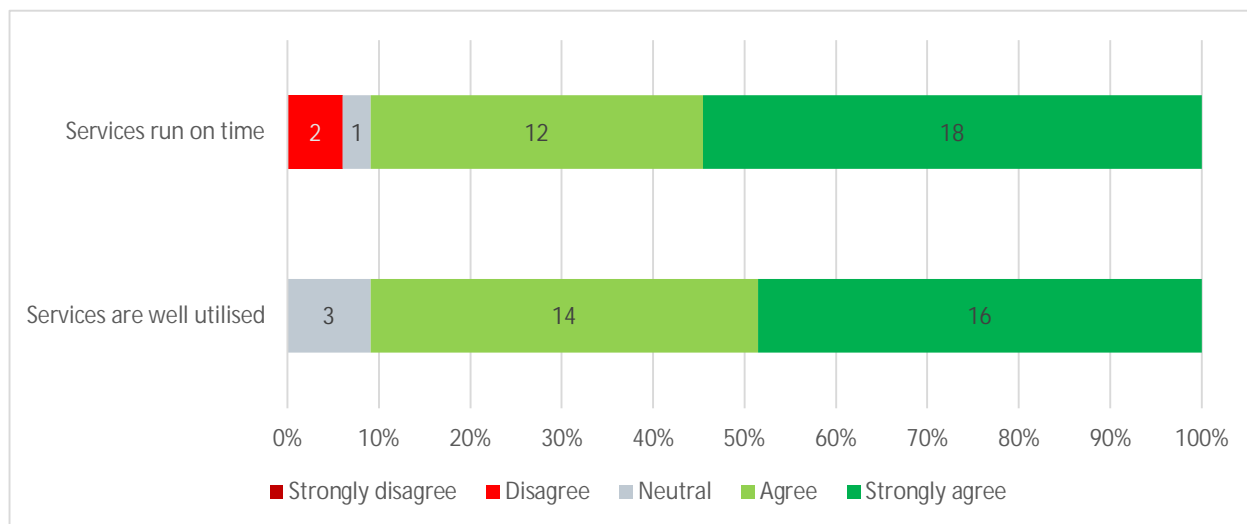
Figure 4-70 - Bus Operators - User Score For Bus Services
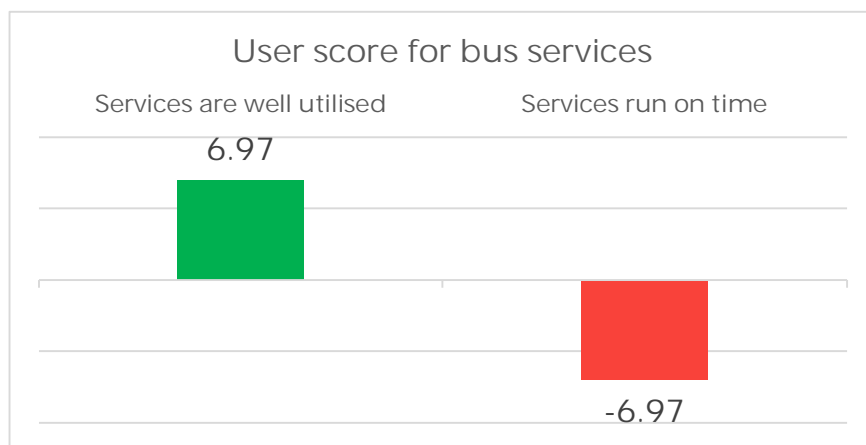
4.6.11. When asked about what may cause delays, 88% of respondents said traffic congestion was to blame. 41% of respondents blamed road works for delays, and 35% noted that the cars parked on the roads are causing issues.

4.6.12. Additionally, only 6% of respondents said bus drivers either rarely or never encounter heavy traffic on Portswood Road. 82% of respondents said drivers encounter heavy traffic either often or always.

4.6.13. Respondents were asked when drivers experience the most traffic congestion. Congestion peaks in the late afternoon (between 3pm and 6pm) with 30 respondents stating congestion is experienced in this time period.

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Figure 4-71 - Times of Traffic Congestion According To Bus Operators

Traffic congestion
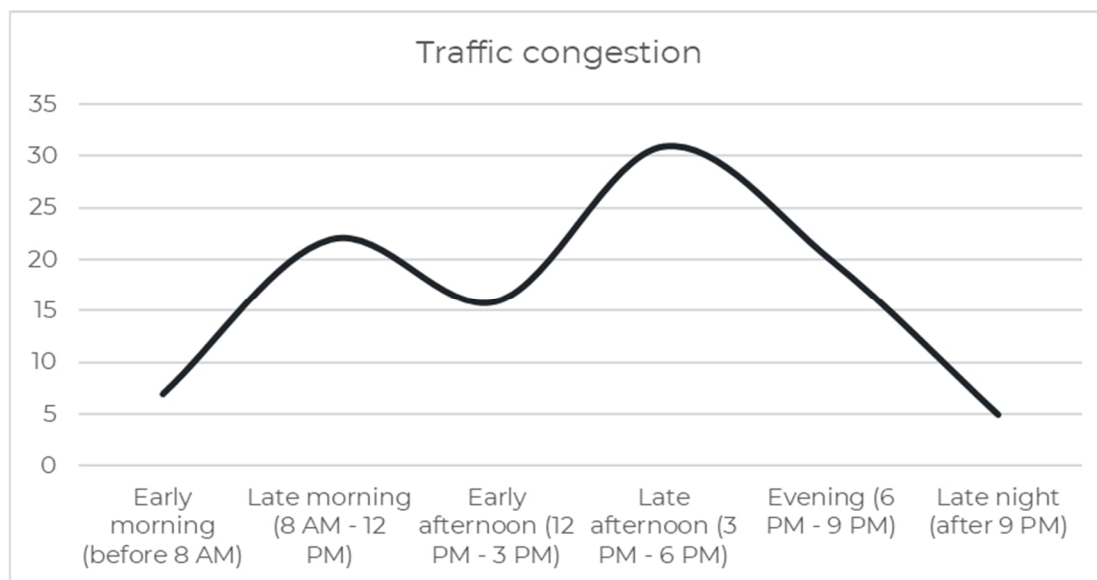
Summary

4.6.14. Respondents report that traffic congestion and illegal parking significantly impact the reliability and timeliness of bus services along Portswood Road. Despite a general appreciation for the bus services, there are calls for better enforcement of parking regulations and the introduction of bus priority measures. Safety at pedestrian crossings near bus stops is a notable concern, with many highlighting issues caused by parked cars. While the overall perception of bus stop locations is positive, the poor condition of stops and inadequate traffic management measures are frequently cited as areas needing improvement. Suggestions include smarter traffic lights, increased enforcement, and designated bus-only lanes to enhance service reliability and passenger safety.

4.6.15. The overall user scores for the bus operators survey are given below. These are calculated by averaging the user scores across the different survey responses in each category. They are on a scale of -10 to +10 with 0 being neutral.

User score for provision of public transport	User score for driving in Portswood	User score for bus stops
6.97	-6.97	0.29

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4.7 EMERGENCY SERVICES

METHODOLOGY

Target Population

4.7.1.   This survey targeted organisations that operate emergency vehicles on Portswood Road. This included the local fire service, ambulance, and police. The following organisations were contacted:

- South Central Ambulance Service NHS Foundation Trust;
- Hampshire & Isle of Wight Fire and Rescue Service; and
- Hampshire Constabulary (Portswood Police Station).

4.7.2.   The survey was designed for completion by the fleet operator.

Respondent Engagement Plan

4.7.3.   As the team had no existing contacts at these organisations, a cold call approach was relied upon. Each organisation was contacted via phone call for an introductory conversation. In this call, contact details were requested to share the online survey form via email to an appropriate contact. A link to the Microsoft Forms version of the survey was sent via email. Responses were monitored in the following week. Where no response was received, a second phone call was made to the organisation as a reminder. In all cases, the researchers then conducted an in-person visit to each premises. There were access challenges in attending the Ambulance Service premises, where only authorised personnel were allowed, so in this case no in-site visit was conducted.

Survey Content

4.7.4.   A copy of the survey for the emergency services is included in **Appendix K**. The survey gathered information on emergency services' access to Portswood Road and any operational challenges.

Number of Survey Respondents

4.7.5.   It was expected that each organisation would provide a response from a representative, so the number of respondents was overall low. Therefore, the target number was 5-10 surveys.

4.7.6.   The total number of emergency services surveys completed was 5, and these were all from the fire service.

SURVEY RESULTS

4.7.7.   This chapter provides a summary of survey responses. More detailed insights and responses gathered from this survey are provided in **Appendix E**.

Access to Portswood Road

4.7.8.   Respondents stated that their vehicles travel to or through Portswood Road several times per week, often more than once in a day. Respondents were asked to rate how easy it is for emergency vehicles to access Portswood Road, and how frequently traffic conditions cause an issue.

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Figure 4-72 - Emergency Services - Traffic Conditions Survey Responses
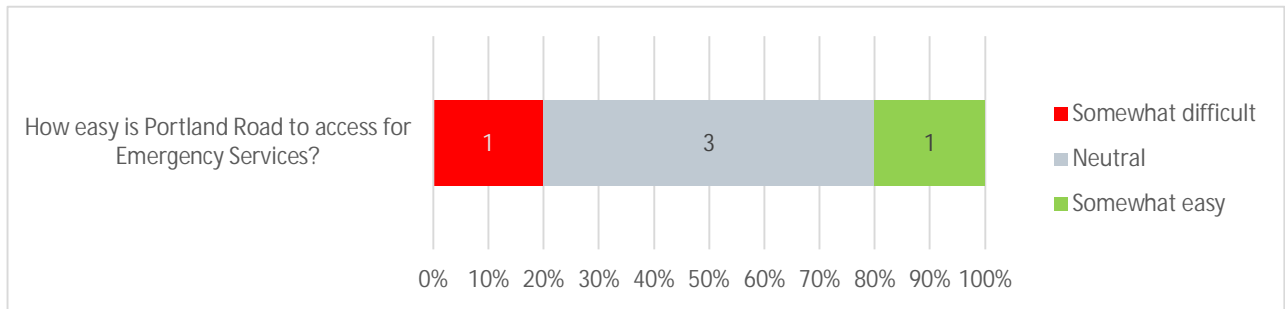
Figure 4-73 - Emergency Services - User Score For Traffic Conditions
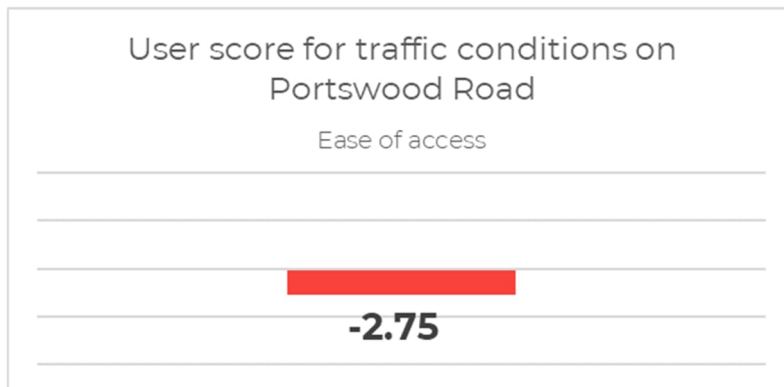
4.7.9.   One respondent stated that heavy traffic was the cause of the access issues on Portswood Road.

4.7.10.   Respondents were asked when they experience the most traffic congestion.

Figure 4-74 - Times of Traffic Congestion According To Emergency Services
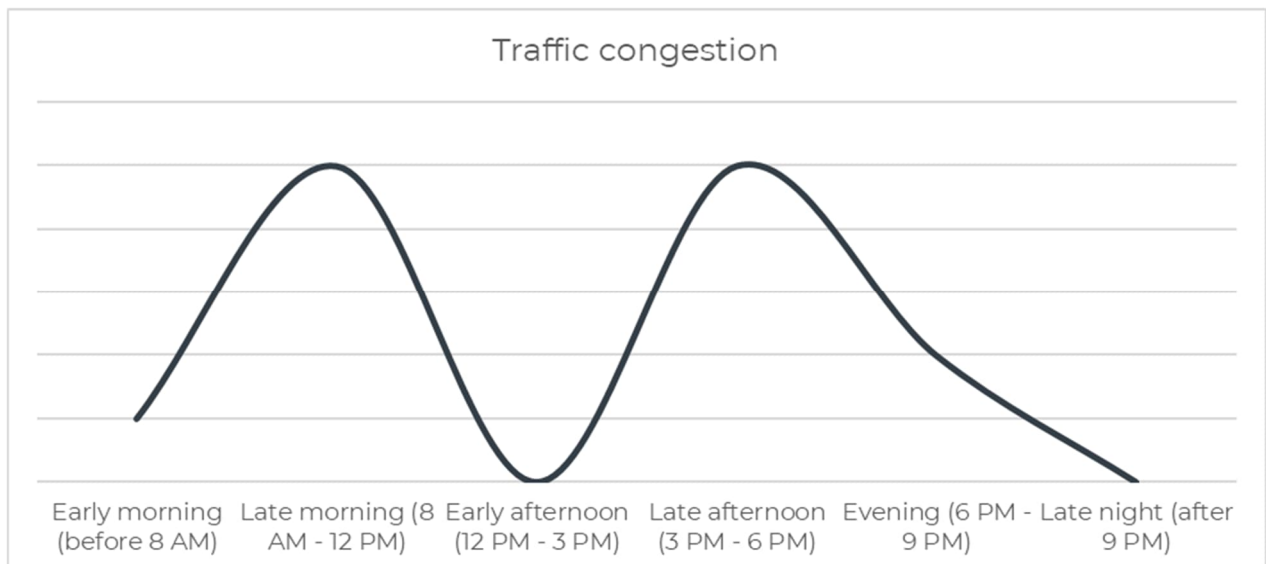
4.7.11.   Respondents were asked how often they encounter heavy traffic on Portswood Road.

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Figure 4-75 – Frequency of Heavy Traffic on Portswood Road Encountered by Users

How frequently do your vehicles encounter heavy traffic on Portswood Road?
- Always: 1
- Often: 3
- Sometimes: 1
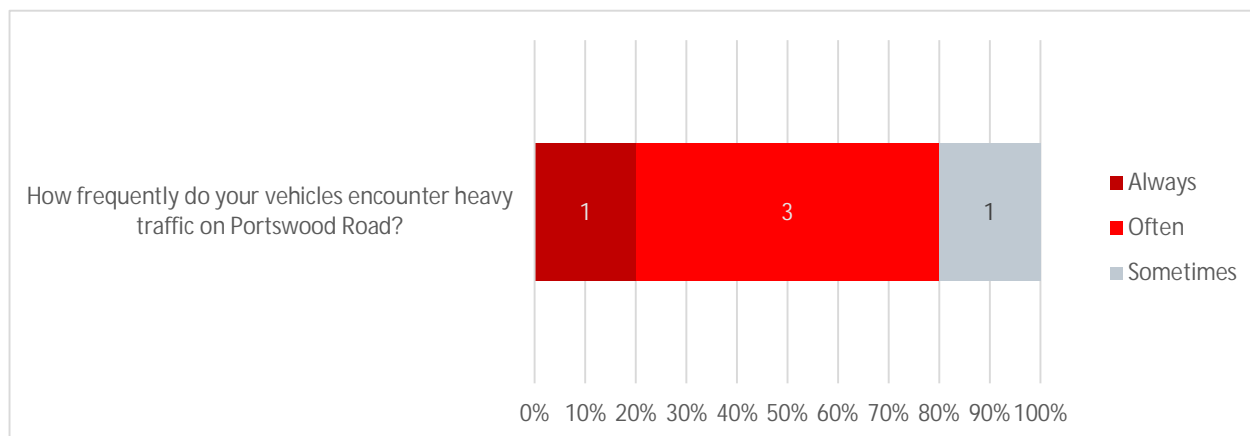
Summary

4.7.12. Overall, respondents recognise that traffic congestion is an issue on Portswood Road during peak times but are not concerned that this impedes their ability to access emergencies. Where congestion occurs, response times may be delayed as operators navigate traffic, but no incidents of emergency services being blocked have been reported.

4.7.13. A user score was calculated based on the questions relating to traffic conditions. User scores are on a scale of -10 to +10, with 0 being neutral.

User score for driving in Portswood

-2.75

4.8 SUMMARY OF COMMUNITY ENGAGEMENT

4.8.1. Whilst user scores vary across the different surveys, there are some consistent themes in attitudes and concern from the different user groups. These have been summarised into five key findings. User scores are calculated on a scale of -10 (negative sentiment) to +10 (positive sentiment), with 0 being neutral.

Finding 1: Respondents think the public transport is good in Portswood, despite frequent delays.

- User scores for public transport services, considering the frequency of services, the reliability of services, and the bus routes, are overall positive. The school respondents gave a neutral rating to public transport connections, stating that the bus links to schools are poor, however gave an overall positive score to public transport in the area. Bus users scored the services positively.

- User scores for the services running on time were negative across all respondent groups, including the bus operators.

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- Bus operators stated that traffic congestion is the main cause of delayed services, but parked cars and delivery vehicles are also a frequent obstruction that can affect journey times.
- Bus users would like to see real-time bus information displays.

Finding 2: Respondents are concerned that traffic is being displaced onto residential streets in Portswood.

- Residents and visitors and school respondents highlighted the use of Portswood's residential streets as a 'rat-run' for vehicles impacts the local environment and causes a safety hazard.
- Respondents are concerned that the introduction of traffic restrictions on Portswood Road will worsen this issue.
- Bus operators also noted that with the introduction of a bus gate, traffic would be redirected to roads that are used for other bus routes, displacing congestion, though bus operators are strongly in favour of bus-only restrictions.

Finding 3: Bus operators and emergency services recognise that traffic congestion is an issue, but are satisfied that they can still effectively deliver their service.

- Bus operators and emergency services both report traffic congestion, particularly in the late morning (8am – 12pm) and late afternoon (3pm – 6pm).
- Emergency operators are not concerned that they would not be able to reach an incident, but their own vehicles may cause further obstruction if they are not able to park. Business respondents are also confident that emergency services would be able to reach them in the event of an incident.
- Traffic congestion causes a delay to services, but bus operators showed more concern about the impact of parked cars. This obstructs access to bus stops (delaying services) and obstructs the view of traffic for both bus drivers and for pedestrians accessing bus stops, causing a hazard.
- A suggestion was to limit parking to one side of Portswood Road.

Finding 4: Traffic congestion in Portswood causes concerns about safety and the environment.

- Many of the poor scores for local environment across all respondent groups relate to air quality as a result of traffic congestion and idling vehicles.
- Respondents stated that air pollution from vehicle engines causes the area to feel unclean.
- Resident and visitor and business respondents gave positive ratings for the safety for those walking, wheeling and cycling. However, schools respondents gave a negative rating for active travel safety. Schools stated poor pavement condition, traffic congestion and illegal parking as some of the key issues.

Finding 5: Better enforcement is needed to tackle issues such as anti-social behaviour and poor road user behaviour.

- Respondents felt that increased police presence and better enforcement would discourage behaviour that is affecting the quality of the area.
- Remarks about anti-social behaviour include littering, public consumption of drugs and alcohol, and loitering on Portswood Road which could be discouraged by additional police presence.

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- Obstructive parking and speeding were commonly mentioned traffic offences. Cyclists and e-scooters riding on the pavement were another example of dangerous road user behaviour.

4.8.2. Overall user scores by respondent group are shown in **Table 4-1**. Not all respondent groups were asked questions relating to each category. The highest scores across all groups are for the provision of public transport. The lowest scores are for driving (either behaviour of other drivers, or ease of completing a journey by car).

Table 4-1 - Comparison of User Scores by Respondent Group

Respondent group: Category:	Residents and visitors	Schools	Businesses	Bus users	Bus operators	Emergency services
Local environment	-1.43	-2.7				
Community	2.12	0.5	3.75			
Transport safety	0.93	-4.33	2.25	3.39		
Crime levels	-1.62		-3.5			
Provision of public transport	2.5	2.5	5.71	2.98	6.97	
Driving in Portswood	0.97	-8	1.43		-6.97	-2.75
Active travel	4.03	-3	2.98			
Local businesses	2.34		0.95			
Bus stops				4.16	0.29	

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5 ECONOMICS

5.1 EMPLOYMENT

TOTAL EMPLOYMENT

5.1.1. Total employment in Portswood has declined by approximately 6% from 2015 to 2022 as seen in **Figure 5-1**. This declining trend does not correlate with employment patterns in Southampton or that seen in LSOA Southampton 013E (where Portswood Road retail district is located). However, it is evident in **Figure 5-2** that all 3 regions have witnessed an overall declining employment trend. Between 2015 and 2022 total employment in Southampton declined by 3.2%, by 6% in Portswood, and in LSOA Southampton 13E total employment declined by almost 13%.

Figure 5-1 - Total Employment in Portswood from 2015 to 2022
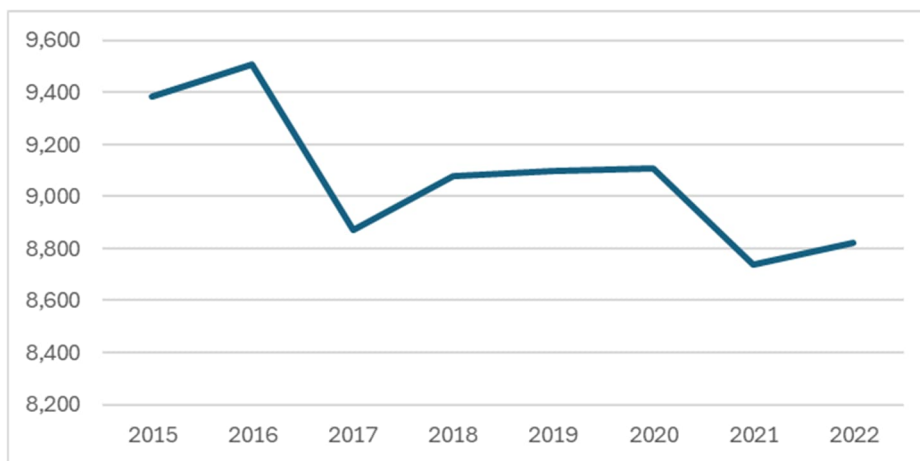
Source: Business Register and Employment Survey, 2022

Figure 5-2 - Indexed Change in Employment with Comparators

Source: Business Register and Employment Survey, 2022

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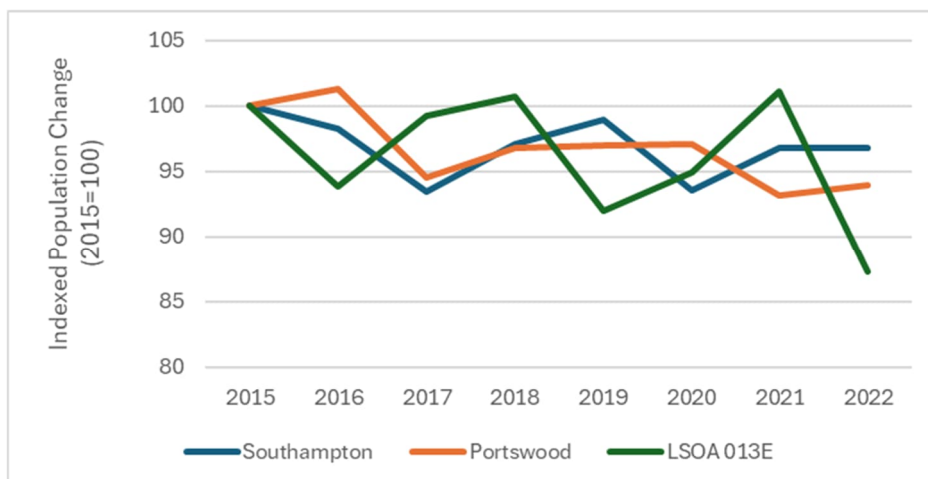
SECTOR BREAKDOWN

5.1.2. 68% of all employment in the Portswood region was within the Education sector in 2022. This was followed by 5.5% in Retail and 5.4% in accommodation and food services. Sectors such as Transport & Storage and Manufacturing have seen the greatest employment growth between 2015 and 2022 but still contribute just 0.9% and 1.3% respectively to overall employment in the region.

Table 5-1 - Portswood Industry Breakdown, 2022

Industry	Proportion of Total	2015-2022 % change
Agriculture, forestry & fishing (A)	0.0%	0%
Mining, quarrying & utilities (B,D and E)	0.1%	0%
Manufacturing (C)	1.3%	64%
Construction (F)	1.0%	6%
Motor trades (Part G)	0.6%	11%
Wholesale (Part G)	0.6%	-38%
Retail (Part G)	5.5%	-11%
Transport & storage (inc postal) (H)	0.9%	88%
Accommodation & food services (I)	5.4%	6%
Information & communication (J)	1.3%	-15%
Financial & insurance (K)	0.1%	-80%
Property (L)	0.3%	-14%
Professional, scientific & technical (M)	4.9%	-20%
Business administration & support services (N)	0.9%	14%
Public administration & defence (O)	1.1%	-33%
Education (P)	68.1%	0%
Health (Q)	4.8%	-23%
Arts, entertainment, recreation & other services (R,S,T and U)	3.1%	-45%

Source: Business Register and Employment Survey, 2022

5.1.3. This analysis is skewed by the presence of University of Southampton which is boosting the significance of the education sector. Therefore **Table 5-2** may have more significance in determining the local economy of Portswood Road. This analysis displays that Retail, and Accommodation and Food Services dominate the employment in the region representing 37.5% and 25% of all jobs

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respectively. The greatest proportional employment growth between 2015 and 2022 has been in the construction, wholesale, and property sectors, which could illustrate a diversification of the economy.

Table 5-2 - LSOA Southampton 013E Industry Breakdown, 2022

Industry	Proportion of Total	2015-2022 % change
Agriculture, forestry & fishing (A)	0%	undefined
Mining, quarrying & utilities (B,D and E)	0%	undefined
Manufacturing (C)	0.8%	0%
Construction (F)	2.5%	100%
Motor trades (Part G)	0.8%	-33%
Wholesale (Part G)	1.7%	33%
Retail (Part G)	37.5%	-10%
Transport & storage (inc postal) (H)	0.4%	-50%
Accommodation & food services (I)	25.0%	20%
Information & communication (J)	1.7%	-60%
Financial & insurance (K)	0.0%	-100%
Property (L)	1.3%	50%
Professional, scientific & technical (M)	1.3%	-50%
Business administration & support services (N)	1.3%	14%
Public administration & defence (O)	8.3%	-33%
Education (P)	0.8%	undefined
Health (Q)	10.4%	-23%
Arts, entertainment, recreation & other services (R,S,T and U)	6.3%	-45%

Source: Business Register and Employment Survey, 2022

5.2   RETAIL AND LEISURE BUSINESSES

RETAIL CENTRE TYPOLOGY

5.2.1.   Portswood Road is identified as one of the key district centres in Southampton, according to the Local Plan. As seen in **Figure 5-3**, Portswood is referred to as a local 'everyday' goods & services centre that predominantly provides local and retail services, a significant proportion of which are independent and small multiple retailers. Similar retail centres in Southampton include Bedford Place and Shirley High Street, categorised as traditional high streets and market towns, and

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Southampton City Centre as a large retail and leisure destination. Portswood Road is unique in its characteristics comparative to surrounding regions.

Figure 5-3 - Southampton Retail Typology
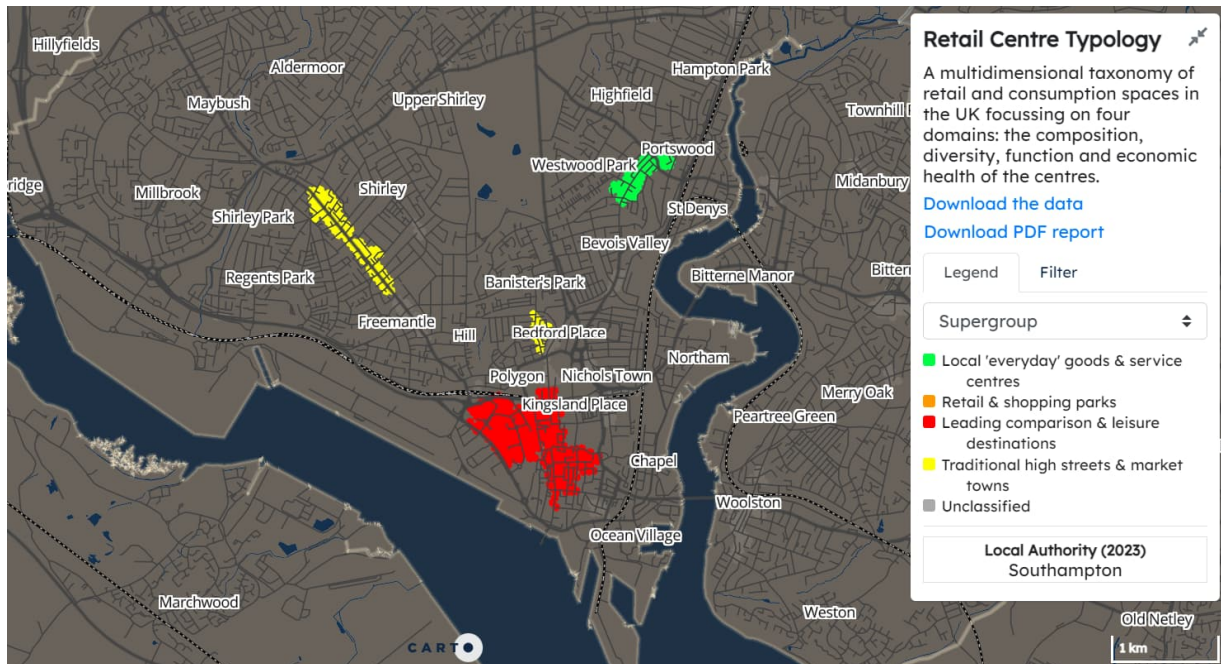
Source: CDRC (2024)

NUMBER OF UNITS AND VACANCY RATES

5.2.2. The bus gate will be situated between Westridge Road and St Denys Spur. However, according to Experian Goad, the retail boundaries of Portswood Road include the units located between Waitrose and Sainsbury's, as seen on the following page. An analysis of all units displayed by Experian will be conducted to provide a comprehensive overview of the street.

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experian.

WSP GL Hearn

North

50 metres

Experian Goad Plan Created: 24/10/2024
Created By: G L Hearn

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5.2.3. There are 88 units in total, excluding the two supermarkets but including the units directly opposite/ neighbouring, 3 of which are vacant making the vacancy rate only 3.41%. This is far lower than the UK average of 14% in 2023 (LDC, 2023). As shown in **Figure 5-4**, the street is dominated by food, drink and entertainment establishments, with 39 units. There are also 9 charity shops, 9 supermarkets/ convenience stores, and 9 hair and beauty salons. A significant proportion of all food and entertainment businesses are fast food or takeaways, based on WSP estimations there are at least 14 units marked as takeaways along the road.

5.2.4. There are numerous well-known chain businesses along Portswood Road, including a Boots Chemist, KFC, and Ladbrokes Betting Office, however, most units are independent businesses likely owned and managed by local business owners.

Figure 5-4 - Units along Portswood Road
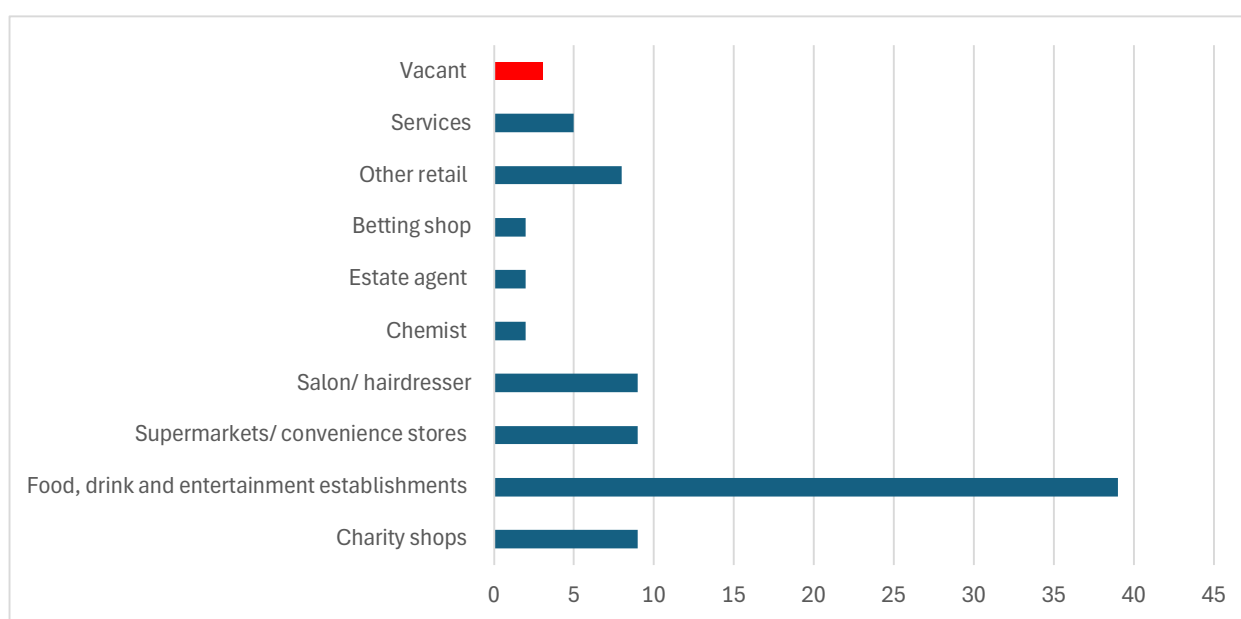
Source: Experian Goad Plan (2024)

5.2.5. A recent 'Rise Associates' Business Engagement Survey sampled 30 business owners, supervisors and store managers along Portswood Road in relation to part- pedestrianisation of the road. Through face-to-face interviews, the opinions of businesses and organisations were categorised as one of 3 responses; 'supportive', 'neutral', or 'firmly opposed'. The key findings illustrated a reasonable number of food and drinks establishments were supportive of the scheme due to the opportunity of adding outdoor seating.

5.2.6. Some business owners stated that younger customers were generally happy with the proposal however older customers were against it. Negative responses were often explicit to the business type, for instance, food delivery and collection has become a significant part of food establishments in Portswood, some people were concerned that the reduction of vehicle access would pose threat to the ease of delivery.

5.2.7. Several businesses expressed concern about customers transporting heavy items. Additionally, almost all respondents highlighted that crime is a major issue in the area. While it is not explicitly mentioned, it implied that priority should predominantly be given to addressing crime in the region.

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RENTAL RATES AND FLOORSPACE

5.2.8. The business units along Portswood Road vary significantly in size, with some occupying multiple units or floors. For example, Poundland spans numbers 245-247 and covers a ground floor area of 5,127 sq. ft. In contrast, the Atelier Hair Boutique, located next door, utilises both the ground and first floors of unit 249, totalling 762 sq. ft of floorspace.

5.2.9. According to Southampton's PROMIS Retail Report, the Portswood Road Sainsbury's is the largest food store in Southampton, covering 105,000 square foot in total (PMA, 2024). According to the Valuation Office Agency the total floorspace of retail units in LSOA Southampton 013E was almost 260,000 sq. ft in 2023 (155,000 sq. ft excluding the Sainsburys). It must be noted that this estimation is for the entire LSOA so extends out with the boundaries of Sainsbury's and Waitrose used in the above analysis.

5.2.10. Based on CoStar transactions from 2022-2024 the average rental rate for all of Portswood Road (including those past Waitrose) is £24.82 per square foot per year. Smaller units generally have higher rental rates. For example, number 207 residing Mountbatten charity shop has a floorspace of just 834 square foot and rental rate of almost £30 sf/yr, whereas T-Rex Supermarket and Bubble Tea located at 172 covers 3,393 square foot (across 2 floors) and has a rental rate of only £14 sf/yr.

5.2.11. Since 2020 there have been 16 new Portswood Road lease transactions, almost half of which were on the section in which the bus gate will be located, i.e. units 217-265 on the north-western side of the road, and units 160 to 200 on the south-east side.

5.3 LOCAL CATCHMENT AND ACCESSIBILITY

LOCAL CATCHMENT

5.3.1. Portswood Road's catchment area to the immediate east is predominantly 'cosmopolitans', mainly University of Southampton students, while the immediate northwest is home to 'suburbanites'. The catchment around Portswood Road is diverse but appears to be dominated significantly by student renters- as indicated in red on **Figure 5-5**. The area surrounding St Denys, seen in orange, consists of mostly rented family living, correlating with the higher levels of deprivation discussed in Section *2.2*.

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![WSP logo]

Figure 5-5 - Output Area Classifications in Portswood
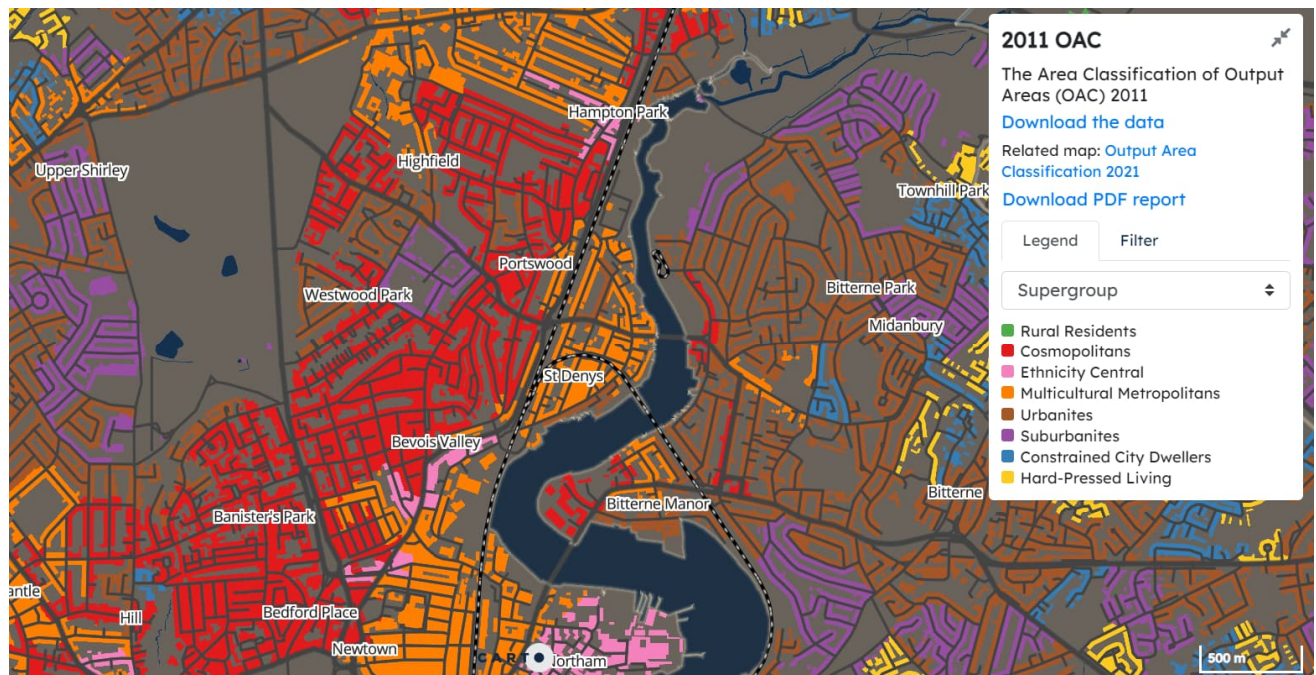
Source: CDRC (2024)

PROPERTY PRICES

5.3.2.   Using data from Office of National Statistics for median house prices in MSOA Southampton 009 and 013, we can see there has been a general increase in overall house prices since 2014 across both areas. As of 2023 the median value of all houses in Southampton 009 was £242,500 and Southampton 013 was £236,000. There is a notable difference in the median price of detached houses across the region, with Southampton 009 averaging £642,500 in 2023, compared to £392,500 in Southampton 013. MSOA Southampton 009, with a greater number of data points, emphasises a regional fluctuation of the housing market over the past 9 years, particularly for detached homes, likely influenced by the pandemic and economic conditions such as interest rates.

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Figure 5-6 - Median Property Prices between 2014-2023 in S009
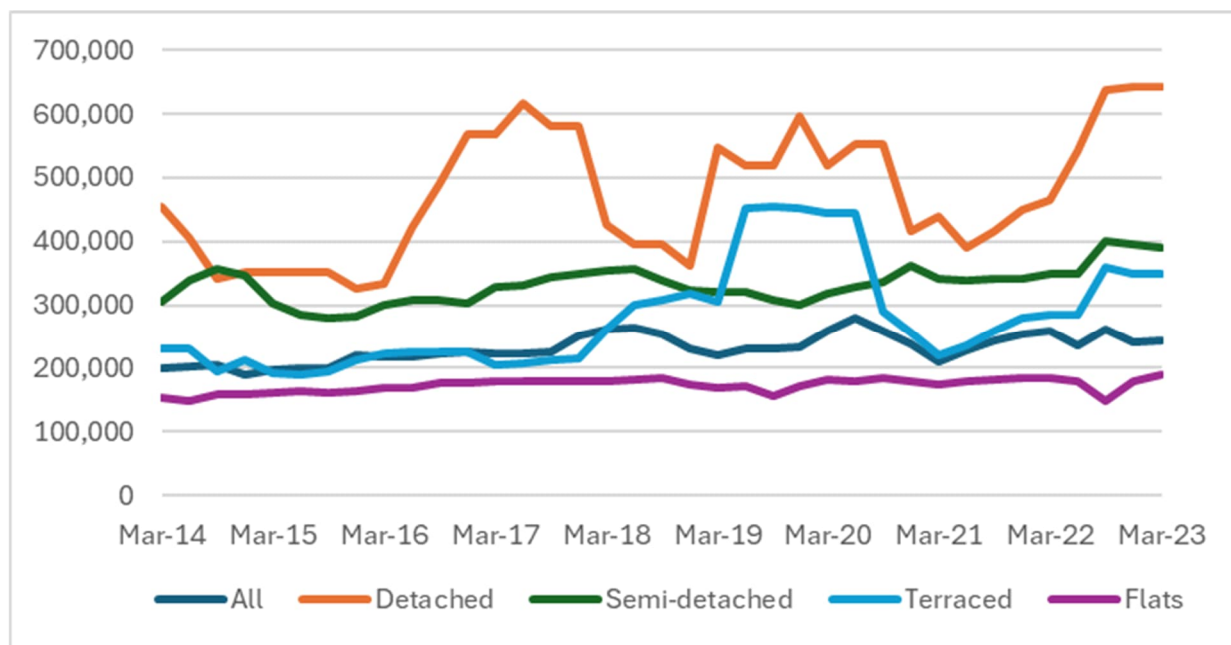
Source: ONS (2024) Median House Prices

Figure 5-7 - Median Property Prices between 2014-2023 in S013
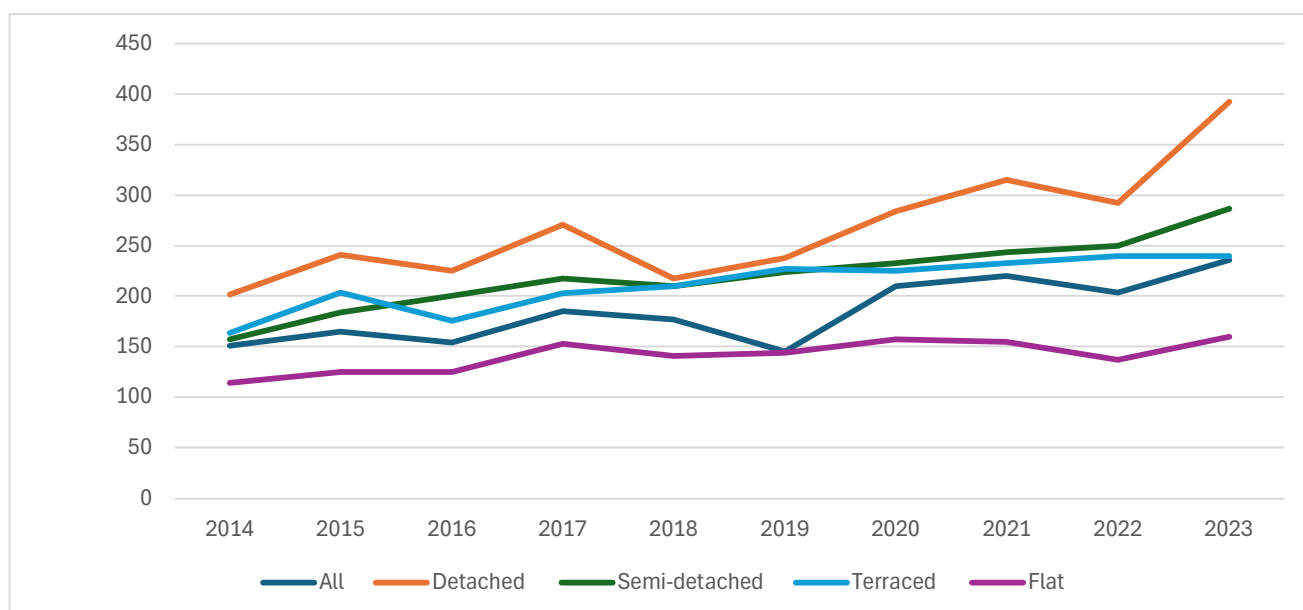
Source: ONS (2024) and WSP estimates[9]

ACCESSIBILITY

5.3.3.   Portswood Road is primarily accessible via main roads, both for pedestrians and vehicles. **Figure 5-8** displays the walkability of the region at a 2km scale, highlighting high pedestrian traffic on Portswood Road itself. Retail units are mainly accessed by foot through the main road, likely due to

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[9]   Missing ONS data between 2015-2017

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the lack of side streets leading onto the street. Space Syntax calculate this through measuring how often a street appears as the simplest route. **Figure 5-9** illustrates that the simplest vehicular route tends to be via the A3035 and Portswood Road with minimal traffic coming from smaller roads such as Westridge Road and Brookvale Road.

Figure 5-8 - Accessibility at 2km scale, Source (Space Syntax)

Source: Space Syntax (2024)

Figure 5-9 - Accessibility at 10km scale

Source: Space Syntax (2024)

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6 OBJECTIVES

6.1.1. The assessment of the Portswood Road project will be measured against eight objectives using a series of KPIs (Key Performance Indicators). The KPIs will assess a series of different data including traffic and movement, economic, community and contextual at key points before, during the trial and after the trial to assess the success of the scheme. The objectives and KPIs are presented in **Table 6-1** below alongside the data sources and how the data will be used to assess each of the objectives.

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Table 6-1 – Objectives and Key Performance Indicators

Portswood Project Objectives	Comment	KPIs	Data Source(s)	Detail of Assessment	
				Quantitative	**Qualitative**
To regenerate and make Portswood District Centre a more attractive, accessible, vibrant and competitive economic destination so people spend more time and money here;		*Attractive, vibrant* • Increase in pedestrian and cyclist footfall • Increase in unique and return visitors • Increase in user score *Accessible* • Increase in disabled parking provision • Increase in seating *Competitive economic destination* • Increase in business rates income • Decrease in number of vacant shops • Increase in business score *People spend more time and money* • Increase in pedestrian dwell time • Increase in average shop visits / spend	• VivaCity Cameras • GEO-Sense footfall counts • Economic survey • Business survey • Residents survey • On-street survey • Community organisations / schools • Parking Survey	Review of the pedestrian and cyclist footfall surveys on Portswood Road. An increased number of users and unique users will be seen as a positive. Assess the amount of time users spend on Portswood Road, increase pedestrian dwell time will be seen as a positive of the scheme. Assessment of local economic data to show an improvement in economic conditions including vacancy rates, employment and business rates – comparison of 2024 and 2025 data	*Residents and visitors survey* • User scores for community • User scores for local businesses *School survey* • User scores for community *Business survey* • User score for business performance • User score for access to business • User score for community
To improve the air quality, environment and biodiversity;	*Improve the air quality wider than just Portswood Road.*	*Air quality* • Reduction in NO2 levels • Reduction in vehicle use across the area *Environment & biodiversity* • Increase in greening & biodiversity • Increase in space for walking and wheeling	• ATE Area Check • Pedestrian Level of Service • Healthy Streets Assessment • Resident Survey • School Survey	Assess the Air Quality data on the nearby roads. The assessment will be based on a monthly from 2024 and 2025.	The pedestrian level of service and Healthy Streets Assessment for Portswood Road and the nearby streets this assessment will be based on an improvement to those scores. *Residents and visitors survey* • User scores for local environment *School survey* • User scores for local environment
To provide more space for people walking and wheeling with improved connectivity and road safety;		*More space for people walking and wheeling with improved connectivity* • Increase in walking porosity, crossings, permeability and mesh density • Increase in cycling porosity, crossings, permeability and mesh density • Improved road safety • Compliance with posted speed limit • Reduction in pedestrian and cycling KSIs	• ATE Area Check • Pedestrian Level of Service • Healthy Streets Assessment • CrashMap • STATS19 • RSA • ATCs	Assess the speed of vehicles on all the ATCs to see if the implemented 20mph speed limit has impacted driver behaviour. A reduction in speed on local streets should lead to improved Road Safety. A review of the Stats 19 information to see if the scheme has reduced the number of NMU accidents on Portswood Road and how this impacted accidents on the surrounding roads.	The pedestrian level of service and Healthy Streets Assessment for Portswood Road and the nearby streets this assessment will be based on an improvement to those scores. *Residents and visitors survey* • User scores for convenience of active travel • User score for transport safety *School survey* • User scores for transport safety • User score for active travel *Businesses survey*

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Portswood Project Objectives	Comment	KPIs	Data Source(s)	Detail of Assessment	
				Quantitative	**Qualitative**
					▪ User score for access to businesses ▪ Mode of transport for deliveries ▪ Number of deliveries Bus user survey ▪ User score for bus stop access *Bus operator survey* ▪ User score for bus services ▪ Reported congestion *Emergency services survey* ▪ User score for traffic conditions ▪ Reported congestion
To improve the choices of transport modes for people to use;	*To widen the choice of available transport modes and improve existing public transport options.*	▪ Increase in user score ▪ Increase in availability of shared mobility options	▪ Bus passenger survey ▪ ATE Area Check		*Residents and visitors survey* ▪ User scores for public transport ▪ Reported transport modes used *Business survey* ▪ Reported transport modes used *Schools survey* ▪ User scores for public transport *Bus user survey* ▪ User score for bus services
To improve bus reliability and journey times and create better bus stops	*Improve bus journey times across the corridor, not just the Portswood Road. Better bus stops could include upgraded shelters and real-time information.*	▪ Increase in user score ▪ Increase in bus operator score ▪ Increase in average bus speed ▪ Reduction in through traffic ▪ Reduction in obstruction at bus stops ▪ Decrease in vehicles parked along Portswood (Highfield Lane to Brookvale Rd)	▪ Bus operator feedback ▪ Bus passenger survey ▪ ATCs ▪ Bluetooth journey data ▪ Bus RTI & BODS ▪ Parking Survey	Assess the bus journey times utilising Portswood Road. The assessment will include comparing the actual time to the expected timetable run time. The ATCs on the approach to Portswood Road will be reviewed to understand if there has been a reduction in traffic due to the scheme to improve bus service reliability. Review the difference in parking on Portswood Road between (Highfield Lane and Brookvale Road); the review will look at the overall number and duration of stay.	*Residents and visitors survey* ▪ User scores for public transport *Schools survey* ▪ User scores for public transport *Bus user survey* ▪ User scores for bus services ▪ User score for bus stop access ▪ User score for bus stop condition and location *Bus operator survey* ▪ User score for bus stops ▪ User score for bus services
To enhance quality of life for all who live, work or shop in the area;		▪ Increase in user score	▪ Residents survey ▪ On-street survey ▪ Community organisations/schools		*Residents and visitors survey* ▪ User scores for community ▪ User scores for local environment *School survey* ▪ User scores for community ▪ User scores for local environment *Business survey* ▪ User score for community

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Portswood Project Objectives	Comment	KPIs	Data Source(s)	Detail of Assessment	
				Quantitative	Qualitative
To reduce the amount of through route traffic on local roads;	Reduce through-traffic not only on Portswood Road but also on local streets.	▪ Decrease in vehicles during operating hours	▪ VivaCity cameras ▪ ATCs ▪ Turning counts ▪ Parking surveys	Assess the ATCs on the nearby roads to understand how the redistribution of traffic has occurred and where it has occurred Review the turning proportions at the junctions to see if the TRO had significantly Assess the speed of vehicles on all the ATCs to see if the implemented 20mph speed limit has impacted driver behaviour.	A definition of local roads would need to be agreed before the assessment is undertaken. *Residents and visitors survey* ▪ User scores for driving *Schools survey* ▪ User scores for driving
To reduce crime and anti-social behaviour		▪ Reduction in ASB ▪ Reduction in Public Order Offences ▪ Reduction in Shop lifting	▪ HIOWC Hampshire and Isle of Wight Constabulary	Review on the amount, type and location of crimes around the scheme. The assessment will review difference between the first six months of 2024 and compare that with 2025.	*Residents and visitors survey* ▪ User scores for crime levels *Businesses survey* ▪ User scores for safety

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7 MONTHLY ASSESSMENTS

7.1.1. A monthly interim assessment report will be produced in the form of an infographic. The graphic will feature a series of key statistics taken from the permanent traffic counts or data readily available to SCC. **Table 7-1** below details the data to be used and how the assessment will be undertaken. A draft copy of the monthly infographic is included in **Appendix L**.

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Table 7-1 - Monthly Assessment Plan

Data	Source	Assessment
Traffic Flows	Vivacity Cameras and Permanent Traffic Counts	Review the traffic flows on Portswood Road and Thomas Lewis Way. The data will be broken down by vehicle type and compared with the July 2024 data. This will show the impact of the bus gate itself and any impact outside of the bus gate hours.
Pedestrian Flows	Vivacity Cameras	Review the pedestrian count data monthly to see if there has been an increase in pedestrian movements on Portswood Road following the implementation. The review will look at weekday and weekend periods.
Bus Flows	Real Time Information system and Analyse Bus Open Data	A review will be undertaken each month to see the impact on journey times for bus services travelling along Portswood Road. This will focus on bus punctuality in comparison to before and post the bus gate being in place.
Crime	Hampshire Police	Review the crime data on a monthly basis. Once the data is released by Hampshire Police, it will be compared to the tables presented in the report.
Parking	Ticket Sales from Council-operated Car Parks	Review the number of ticket sales in the hours of the bus gate operation and across the day.

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Appendix A

NMU SURVEY DATA AND GRAPHS

NMU Location 1: Between Brookvale Road and Westridge Road
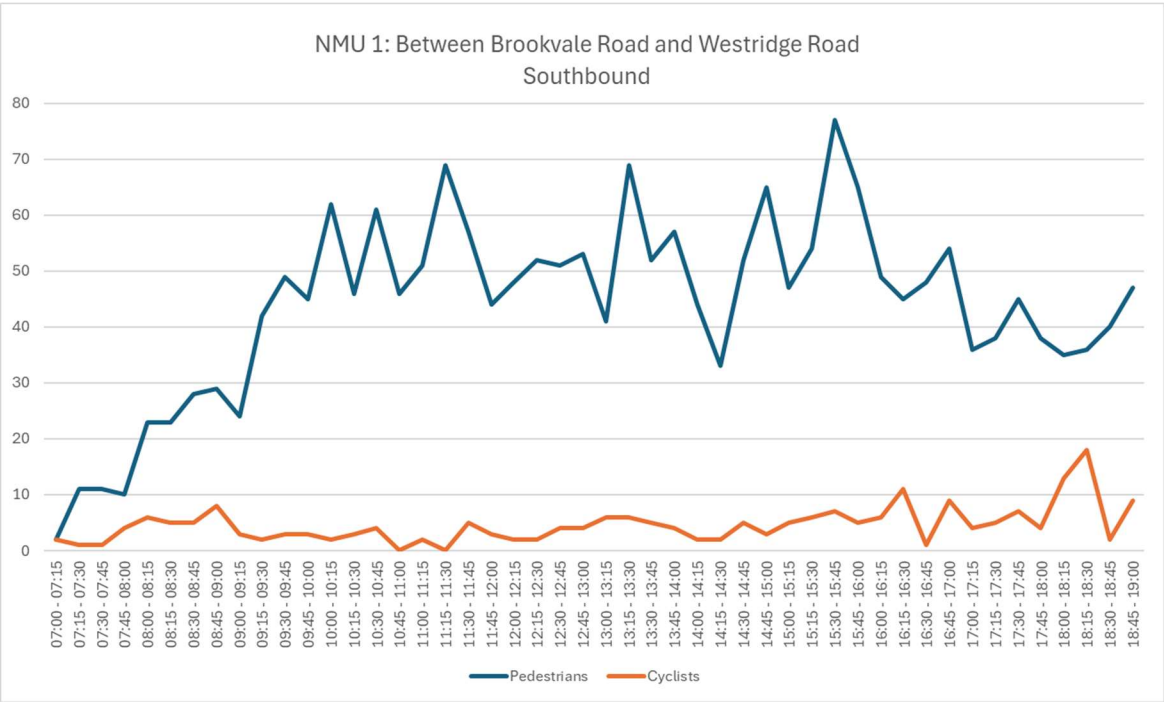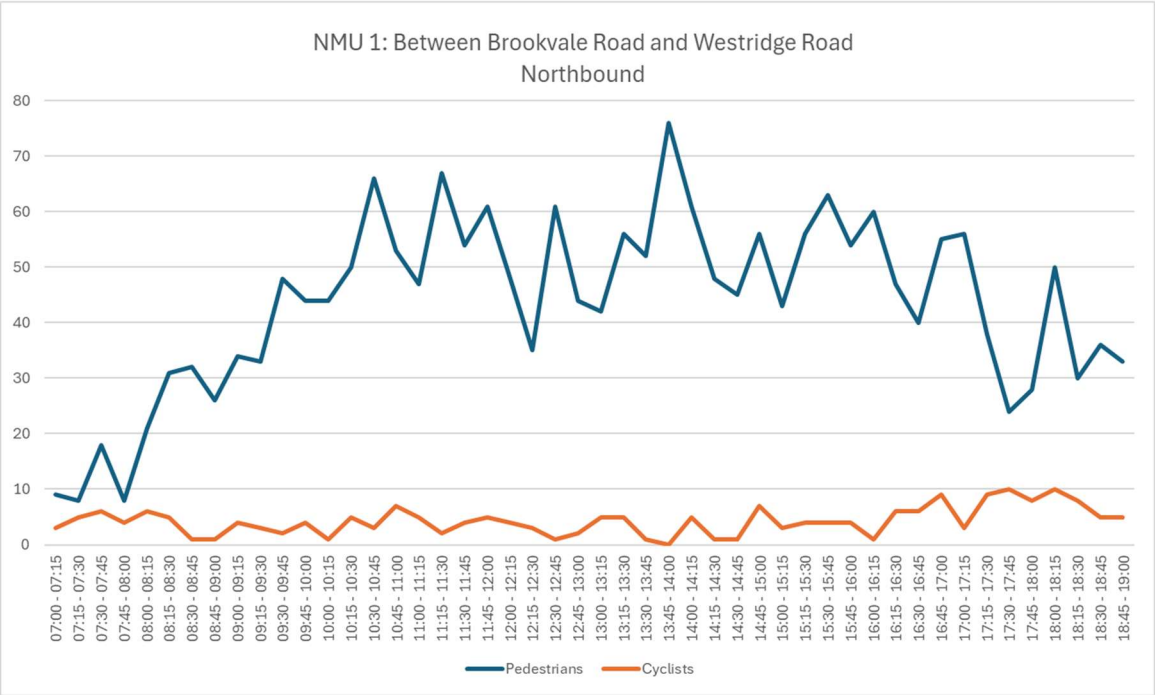
NMU 1: Between Brookvale Road and Westridge Road
Northbound

NMU 1: Between Brookvale Road and Westridge Road
Southbound

NMU Location 2: Between Sainsbury's and St Denys Road

NMU 2: Between Sainsbury's and St Denys Road
Northbound

NMU 2: Between Sainsbury's and St Denys Road
Southbound

NMU Location 3: Between Spring Crescent and Brookvale Road

NMU 3: Between Spring Crescent and Brookvale Road
Northbound
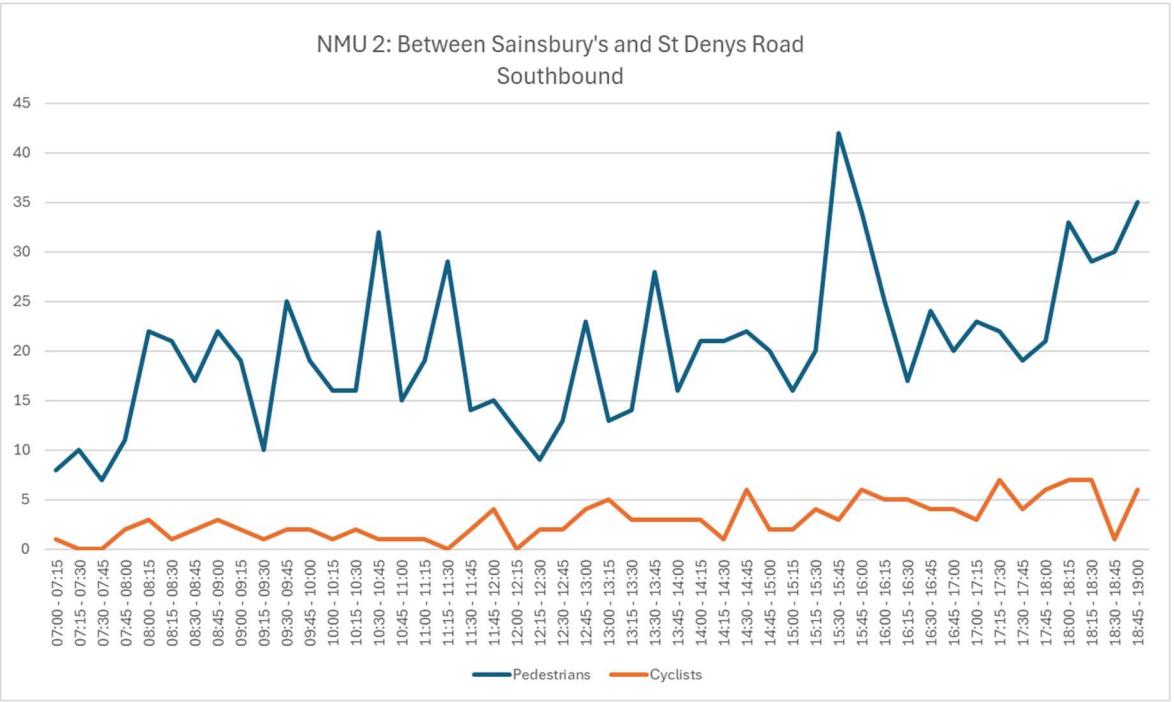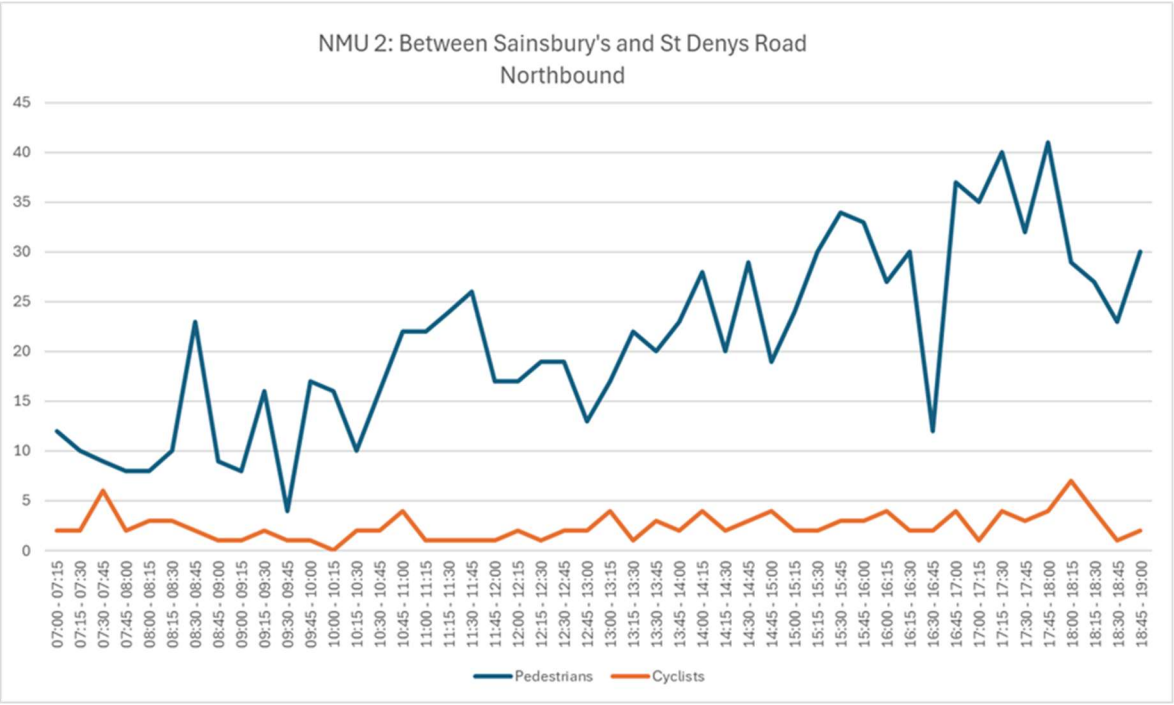
NMU 3: Between Spring Crescent and Brookvale Road
Northbound
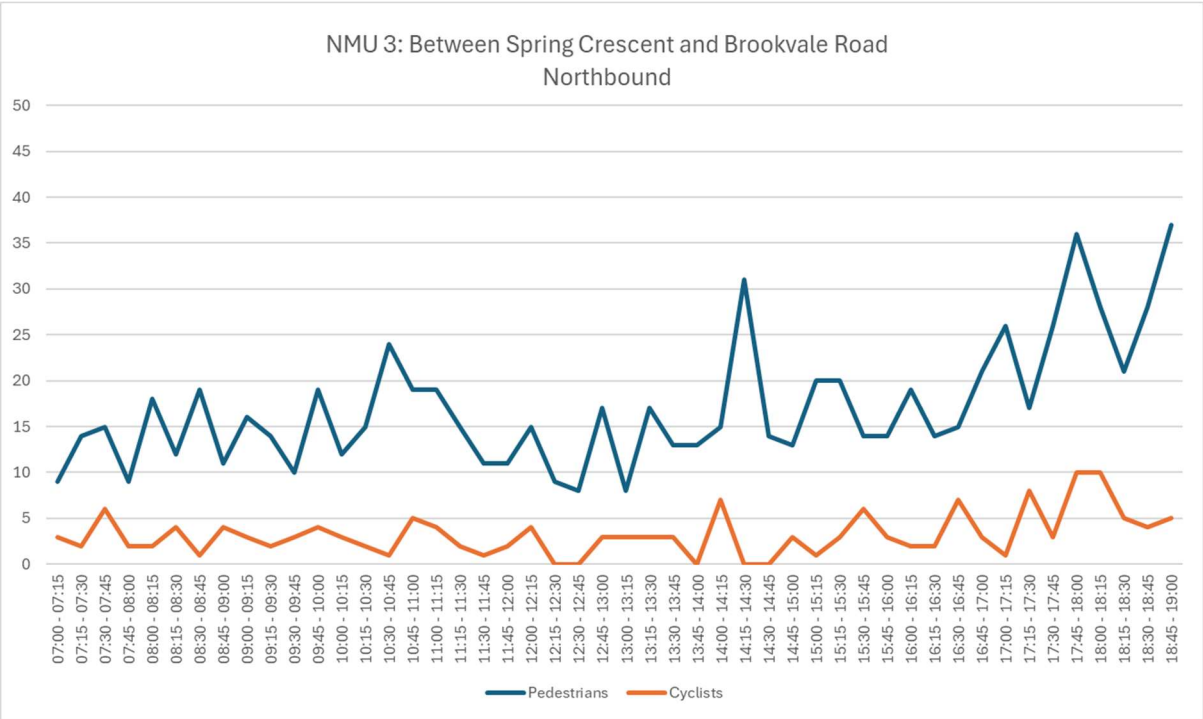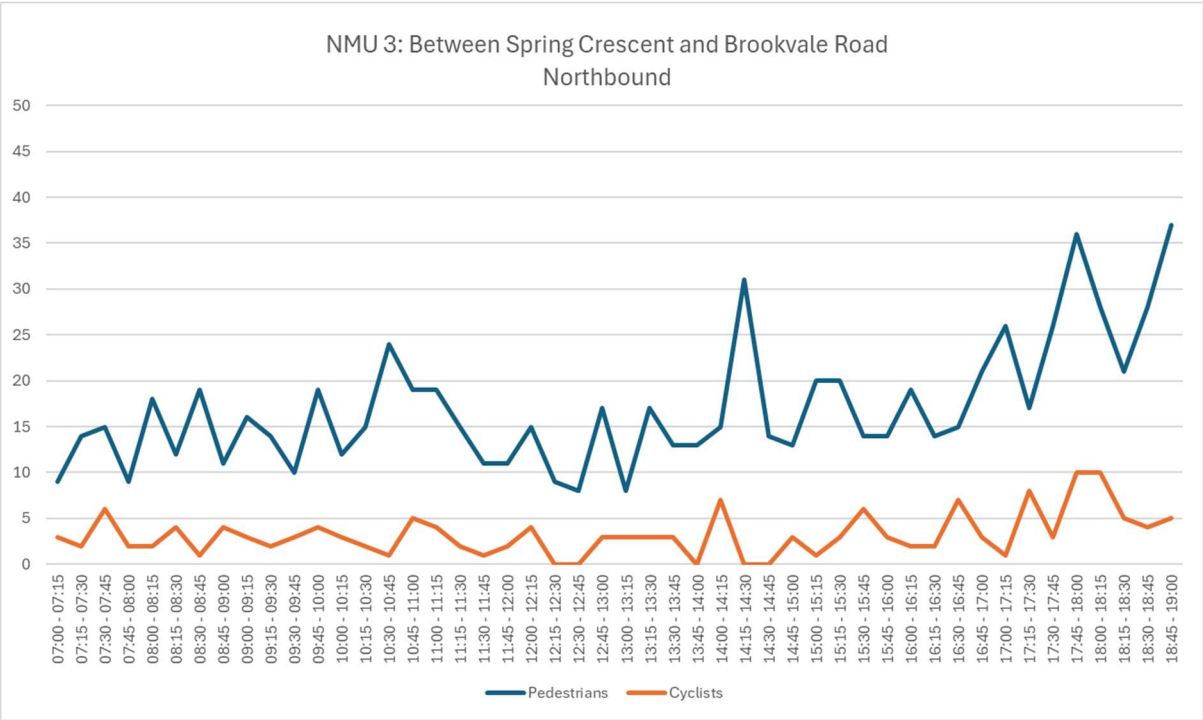
Appendix B

ON-STREET PARKING ANALYSIS

On-Street Parking Occupancy vs Capacity 9th July 2024.

Portswood, Southampton - Occupancy & Capacity. Tuesday 09/07/24 (07:00 - 19:00)
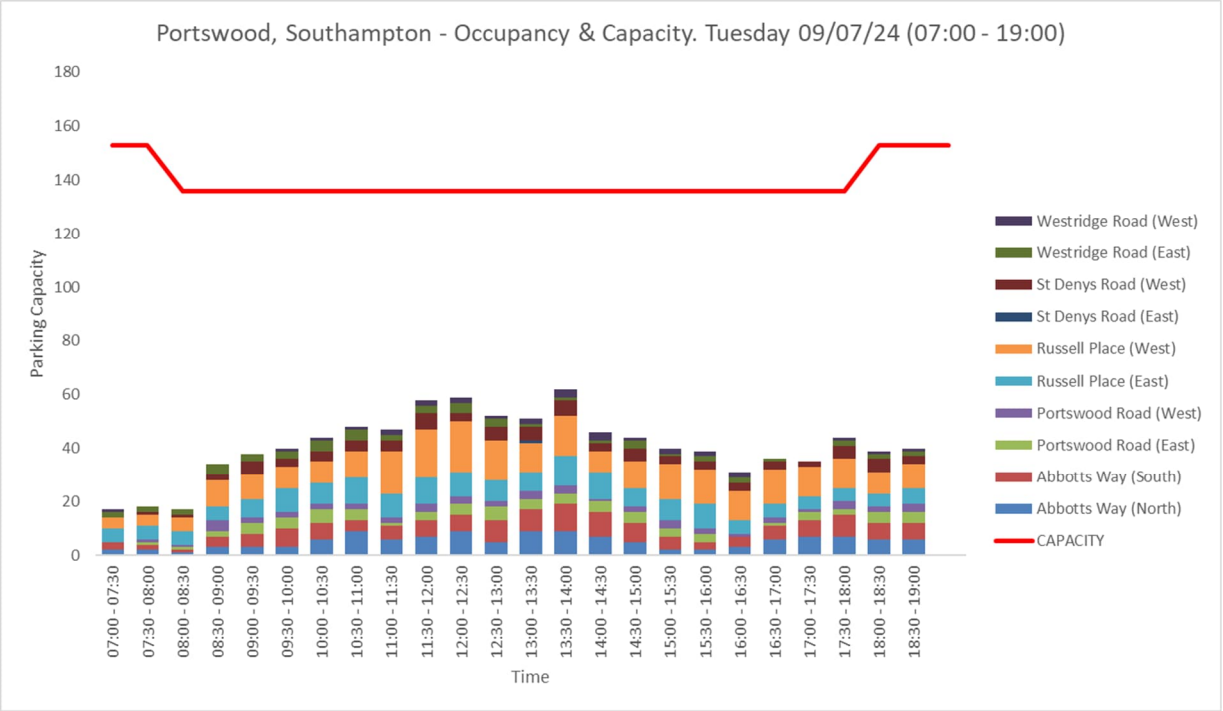
On-Street Parking Duration of Stay by Arrival Time

Portswood, Southampton - Duration of Stay (by arrival). Tuesday 09/07/24 (07:00 - 19:00)
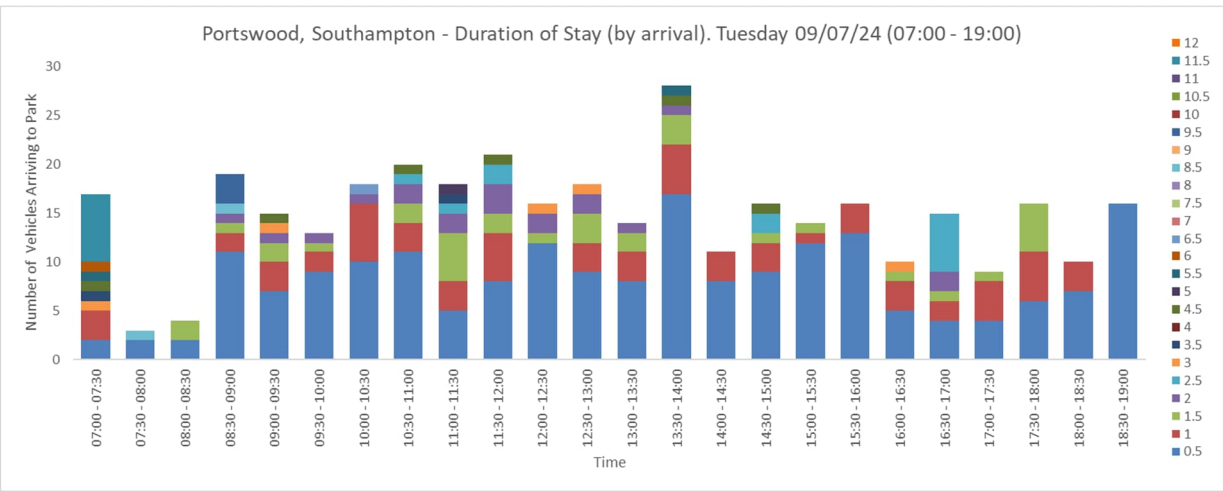
Abbotts Way - On-Street Parking Occupancy 7am – 7pm
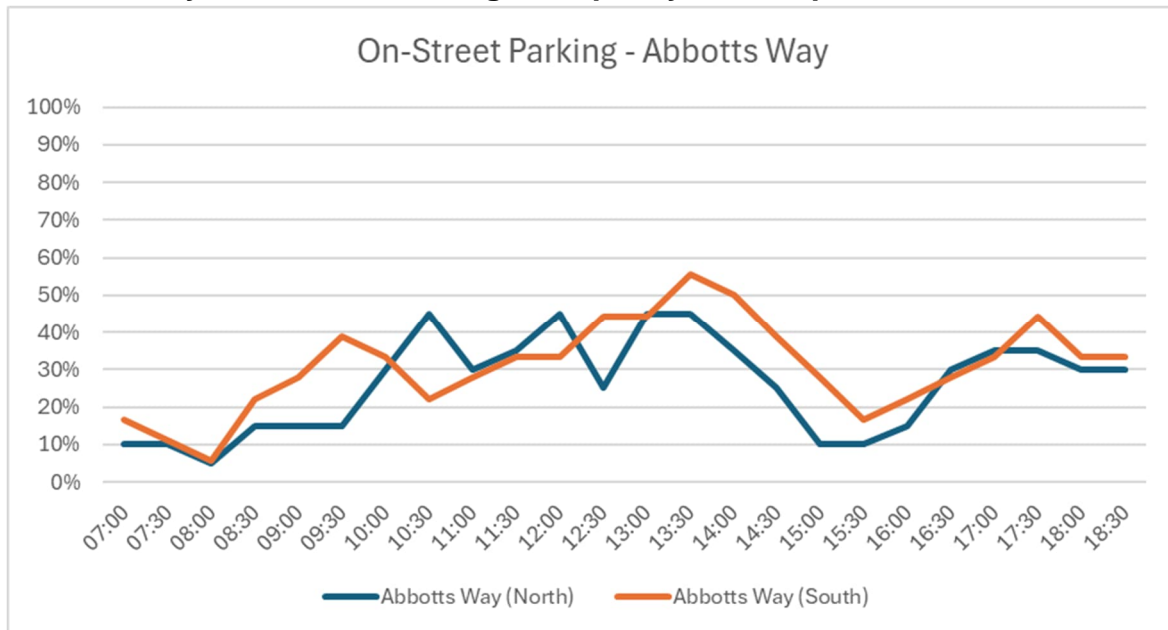
Russell Place - On-Street Parking Occupancy 7am – 7pm
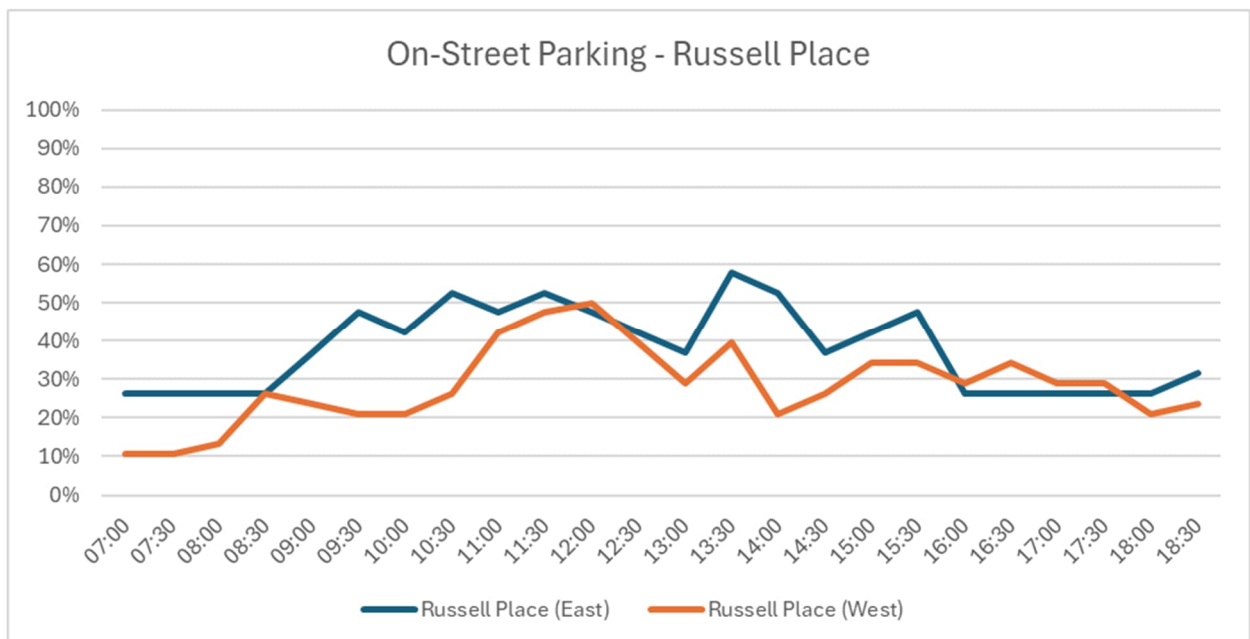
Portswood Road - On-Street Parking Occupancy 7am – 7pm

St Denys Road (West) - On-Street Parking Occupancy 7am – 7pm

Westridge Road - On-Street Parking Occupancy 7am – 7pm

On-Street Parking - Westridge Road

Appendix C

TRAFFIC FLOW DIAGRAMS

Portswood Road

6

342   469

Grosvenor Road

127 29
128 1
129 31

61

83

130 131 132
34   431 4

5

Belmont Road

52

33 286 0
138 137 136

27 133
16 134
9   135

319   471

Shaftesbury Avenue

Belmont Road

A335

117   147

3

319   448

7

45   1

554   947

1

9

Highfield Lane

10

371   1   275
      2   96

349

300

7 276
8 24

329

329

13 60
14 269

15 16
85 62

19 64
20 161
21 104

22 23 24
1 398 49

248

31 5
32 214
33 38

34 35 36
0   1   0

223   222

43 10
44 207
45 5

46 47 48
25 702 220

583

337

62 74
6   5

275 3
111 4

386

273

18 53
12 11

322

322

57 17
237 18

331

A3035

294

329

295

105 234 38
30 29 28

21 25
189 26
55 27

265

257

261

14 21 9
42 41 40

19 37
247 38
18 39

284

300

8 338 156
54 53 52

206 49
267 50
203 51

676

A3035

136   207

Brookvale Road

71   91

A3035

377   557

44   57

Belmont Road

502   910

A335

141   209

Portswood Road

55 56
190 19

25

Abbotts Way

391   556

14

129 6
60   59

12 57
7   58

19

Abbotts Way

61   62
518 38

49

Westridge Road

135   197

Brookvale Road

34 63
11 64

45

13

67 97
68 96

156

368   529

193

126

64 59
72 71

62 69
56 70

118

123

152

Russell Place

5

342   450

The Avenue

759   884

66   85

94 95 96
124 313 13

20

15

73 74
863 21

101

Winn Road

12

17

87 88
64 21

91 116
92 3
93 71

2   97
1   98
4   99

7

Brookvale Road

79 121
80 48

85 55
86 217

271   272

238

190

169

Westridge Road

734 80
78   77

25 75
112 76

137

169

119

32 150
84 83

87 81
162 82

249   251

Brookvale Road

11 89
187 90

198

169

44 224 4
102 101 100

8

814   975

182   210

342

103 12
104 34

46

105 106
27 11

45

Belmont Road

Belmont Road

805   969

Portswood Road

272   388

79

5 107
52 108

57

109 110
960 9

143

Westwood Road

16

269   455

2

23 111
175 112

198

115 122
116 222
117 49

118 119 120
202 224 29

258

Thomas Lewis Way

782 134
114 113

Lodge Road

393

573

60 128 7
126 125 124

19 121
311 122
3   123

333

916   1135

The Avenue

195   276

Bevois Hill

TITLE
PORTSWOOD ROAD
WEEKDAY AM
BASELINE JULY 2024

FIGURE No:

Portswood Road

6

Grosvenor Road

Belmont Road

Belmont Road

A335

Shaftesbury Avenue

3

7

1

Highfield Lane

9

10

11

A3035

A3035

A3035

A335

Brookvale Road

Abbotts Way

Portswood Road

Abbotts Way

14

Brookvale Road

13

Westridge Road

4

The Avenue

Brookvale Road

Russell Place

Winn Road

15

Brookvale Road

12

17

5

Westridge Road

8

Belmont Road

Belmont Road

16

Westwood Road

Portswood Road

2

Lodge Road

Thomas Lewis Way

The Avenue

Bevois Hill

PORTSWOOD ROAD
SATURDAY AM
BASELINE JULY 2024

Portswood Road

6

Portswood Road

| 331 | 263 |

Grosvenor Road

127	14
128	0
129	15

| 29 |

| 130 | 131 | 132 |
| 10 | 245 | 8 |

| 9 |

Belmont Road

| 50 |

| 36 | 294 | 1 |
| 138 | 137 | 136 |

23	133
4	134
22	135

| 49 |

Belmont Road

A335

| 331 | 282 |

| 359 | 353 |

| 42 |

| 2 |

| 539 | 537 |

Shaftesbury Avenue

| 82 |

| 82 |

3

7

1

9

Highfield Lane

10

| 239 |

| 1 | 194 |
| 2 | 45 |

| 231 |

| 214 |

| 7 | 205 |
| 8 | 9 |

| 238 |

| 236 |

| 13 | 34 |
| 14 | 202 |

| 15 | 16 |
| 34 | 48 |

19	51
20	118
21	79

| 22 | 23 | 24 |
| 0 | 269 | 84 |

| 280 |

| 294 |

31	4
32	269
33	21

| 34 | 35 | 36 |
| 0 | 2 | 0 |

| 281 |

| 293 |

43	13
44	273
45	7

| 46 | 47 | 48 |
| 18 | 318 | 201 |

| 676 |

| 228 |

| 57 | 37 |
| 6 | 5 |

| 171 | 3 |
| 28 | 4 |

| 199 |

| 195 |

| 17 | 33 |
| 12 | 11 |

| 178 | 9 |
| 38 | 10 |

| 216 |

| 215 |

| 250 |

A3035

| 248 |

| 48 | 17 |
| 181 | 18 |

| 229 |

A3035

| 225 |

| 99 | 265 | 78 |
| 30 | 29 | 28 |

43	25
126	26
89	27

| 258 |

| 253 |

| 18 | 15 | 12 |
| 42 | 41 | 40 |

| 266 |

23	37
235	38
8	39

| 273 |

| 14 | 343 | 202 |
| 54 | 53 | 52 |

183	49
241	50
128	51

| 552 |

A3035

| 94 |

| 73 |

Brookvale Road

| 50 |

| 47 |

11

Abbotts Way

| 45 |

| 31 |

Belmont Road

| 442 | 437 |

Portswood Road

| 559 |

| 453 |

A335

| 153 |

| 168 |

14

| 55 | 56 |
| 155 | 13 |

| 22 |

Abbotts Way

| 136 | 9 |
| 60 | 59 |

| 17 | 57 |
| 11 | 58 |

| 28 |

| 530 | 471 |

| 145 |

| 166 |

Brookvale Road

13

| 67 | 52 |
| 68 | 19 |

| 71 |

| 78 |

4

| 61 | 62 |
| 412 | 59 |

| 85 |

Westridge Road

| 103 |

| 33 | 26 |
| 72 | 71 |

| 70 | 69 |
| 25 | 70 |

| 95 |

| 37 | 63 |
| 16 | 64 |

| 53 |

| 493 | 26 |
| 66 | 65 |

The Avenue

| 59 |

| 44 |

Brookvale Road

| 519 | 428 |

| 567 |

| 521 |

15

| 73 | 74 |
| 514 | 7 |

Winn Road

| 53 |

Brookvale Road

12

Russell Place

17

| 45 |

| 44 |

| 429 | 387 |

5

Westridge Road

| 556 | 46 |
| 78 | 77 |

| 11 | 75 |
| 37 | 76 |

| 48 |

| 77 |

| 79 | 65 |
| 80 | 12 |

| 172 |

| 172 |

| 85 | 23 |
| 86 | 149 |

| 87 | 88 |
| 25 | 19 |

| 168 |

| 186 |

91	121
92	12
93	53

| 94 | 95 | 96 |
| 90 | 268 | 29 |

| 50 |

8

| 30 |

| 35 |

| 602 |

| 551 |

| 97 |

| 7 | 107 |
| 84 | 83 |

| 90 | 81 |
| 74 | 82 |

| 164 |

| 164 |

Brookvale Road

| 22 | 89 |
| 139 | 90 |

| 161 |

| 155 |

| 57 | 283 | 9 |
| 102 | 101 | 100 |

25	97
8	98
11	99

| 44 |

| 103 | 24 |
| 104 | 27 |

| 105 | 106 |
| 24 | 11 |

| 38 |

Belmont Road

| 114 |

| 86 |

Portswood Road

| 51 |

Belmont Road

| 601 |

| 550 |

| 349 | 332 |

| 51 |

| 6 | 107 |
| 27 | 108 |

| 33 |

16

| 109 | 110 |
| 537 | 13 |

| 115 |

Westwood Road

| 302 | 307 |

| 584 | 102 |
| 114 | 113 |

| 17 | 111 |
| 73 | 112 |

| 90 |

2

115	115
116	236
117	58

| 118 | 119 | 120 |
| 102 | 173 | 32 |

| 276 |

Thomas Lewis Way

Lodge Road

| 409 |

16	121
158	122
2	123

| 176 |

| 686 |

| 610 |

| 317 |

| 57 | 171 | 8 |
| 126 | 125 | 124 |

The Avenue

| 236 | 233 |

Bevois Hill

V:\Cad\Excel\Traffic Flows\A3 Landscape frame.xls

Appendix D

AUTOMATIC TRAFFIC COUNTS GRAPHICS

ATC 1: Brookvale Road

ATC 1: Brookvale Road

ATC 2: Abbotts Way (north)

ATC 2: Abbotts Way (north)

ATC 3: Highfield Lane

ATC 3: Highfield Lane

Legend: EB - 5 Day Average, EB - Saturday Average, WB - 5 Day Average, WB - Saturday Average

ATC 4: Portswood Road (Sainsbury's)

ATC 4: Portswood Road (Sainsbury's)

Legend: NB - 5 Day Average, NB - Saturday Average, SB - 5 Day Average, SB - Saturday Average

ATC 5: Abbotts Way (east)

ATC 6: Russell Place

ATC 7: Winn Road

ATC 8: Westwood Road

ATC 9: Portswood Road (Waitrose)

ATC 9: Portswood Road (Waitrose)

ATC 10: Portswood Road (Farmfoods)
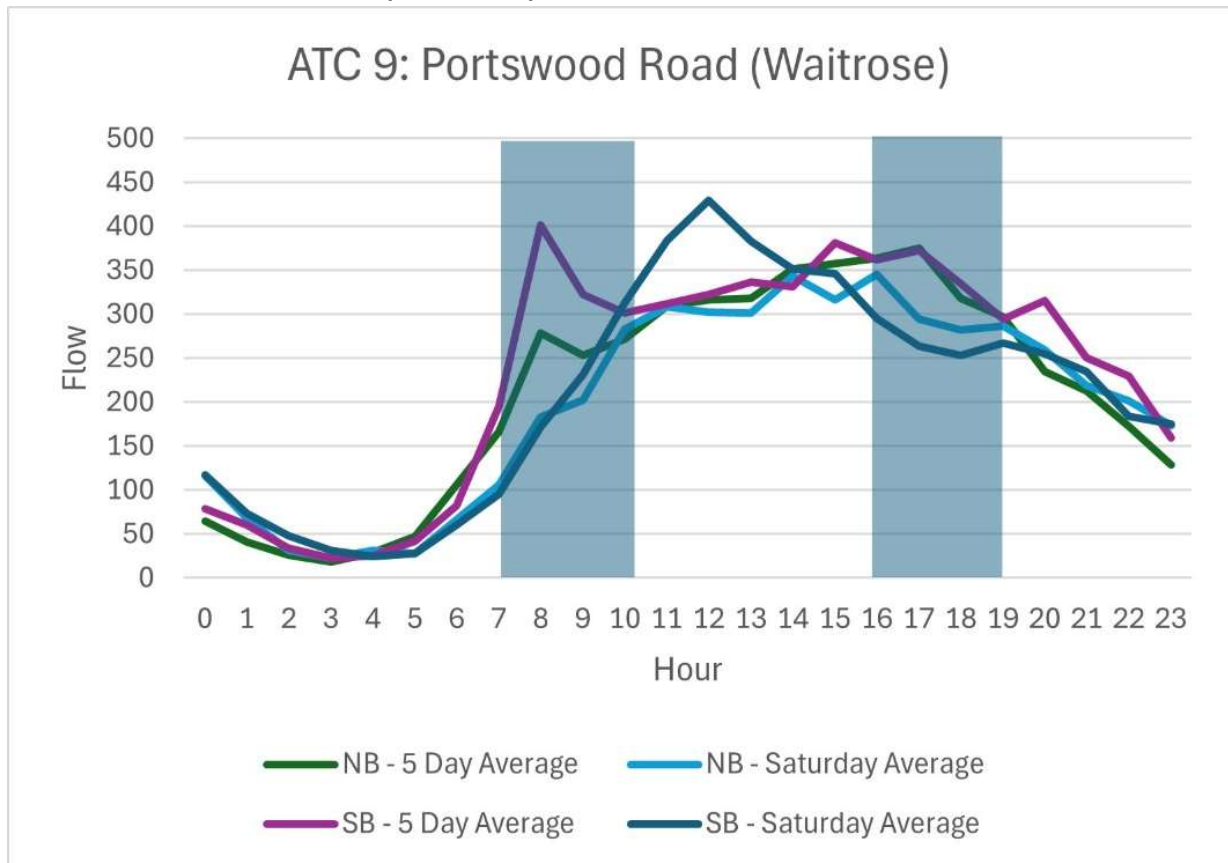
ATC 10: Portswood Road (Farmfoods)
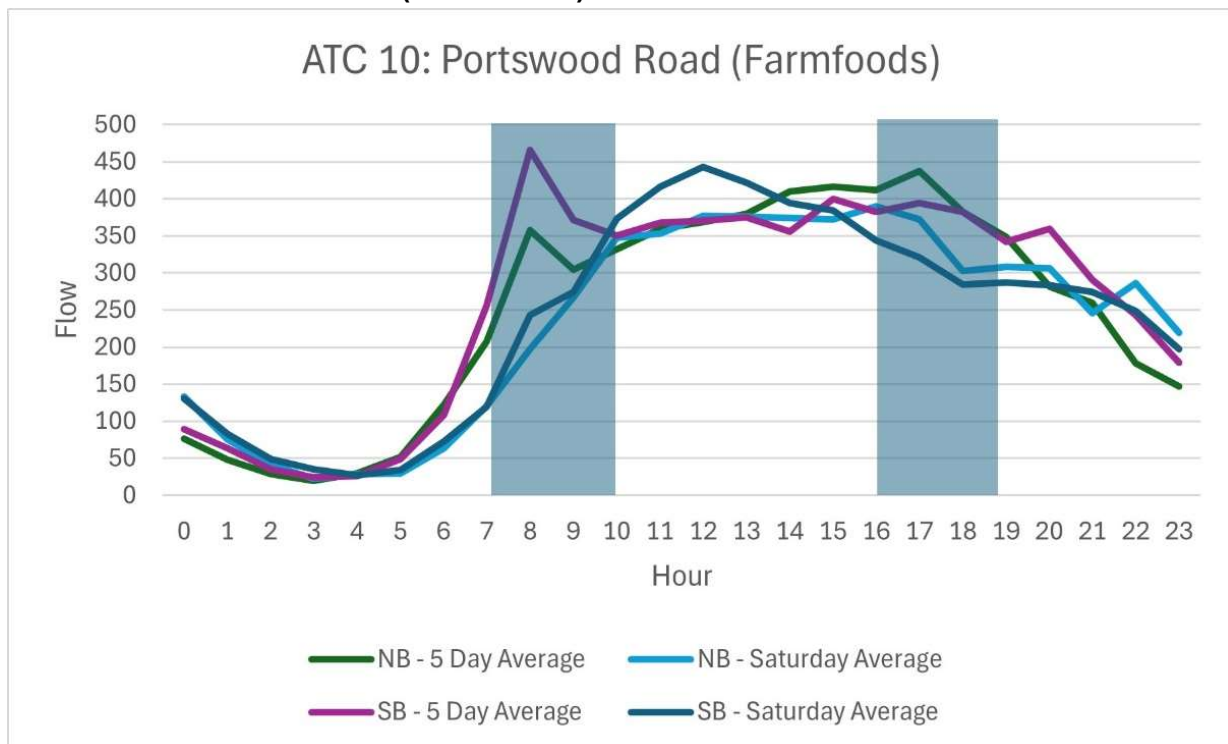
ATC 11: Portswood Road (Rigby Road)
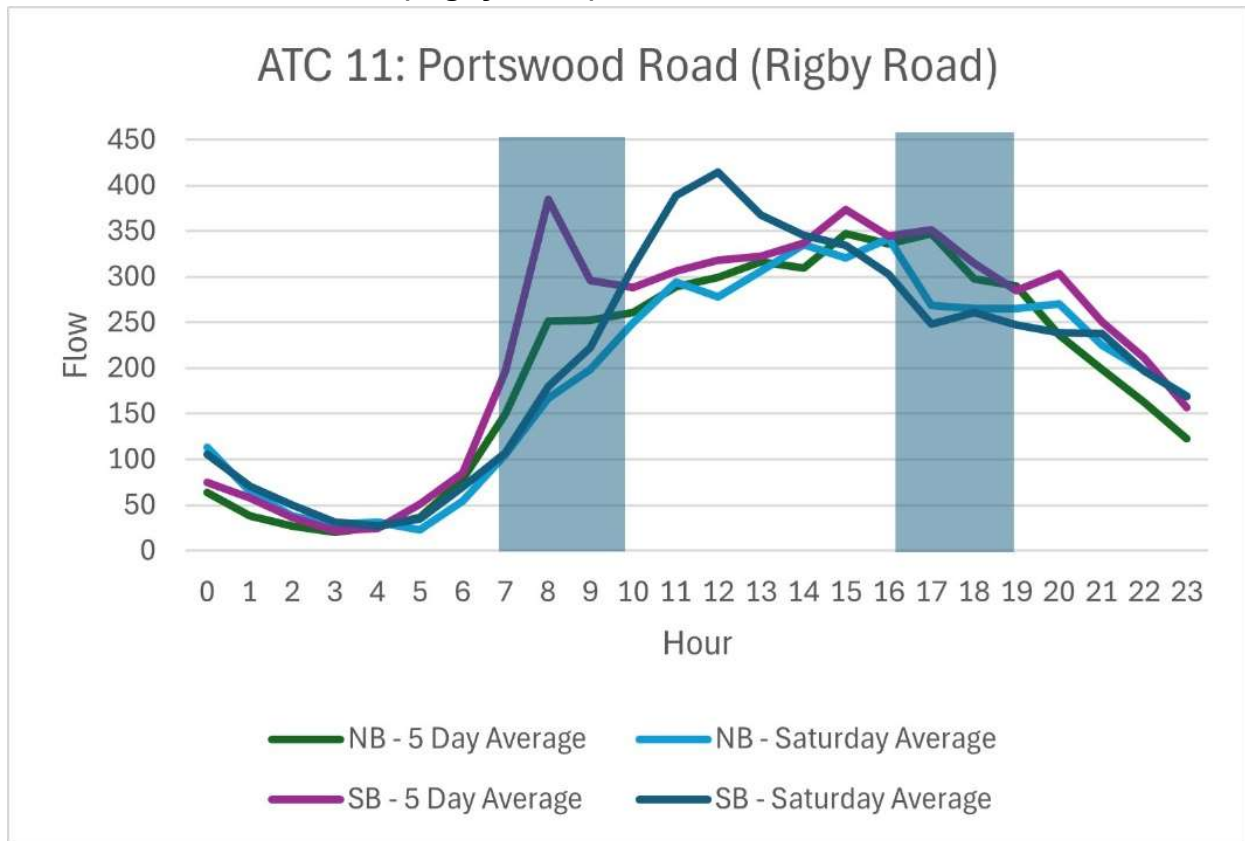
ATC 12: Westridge Road
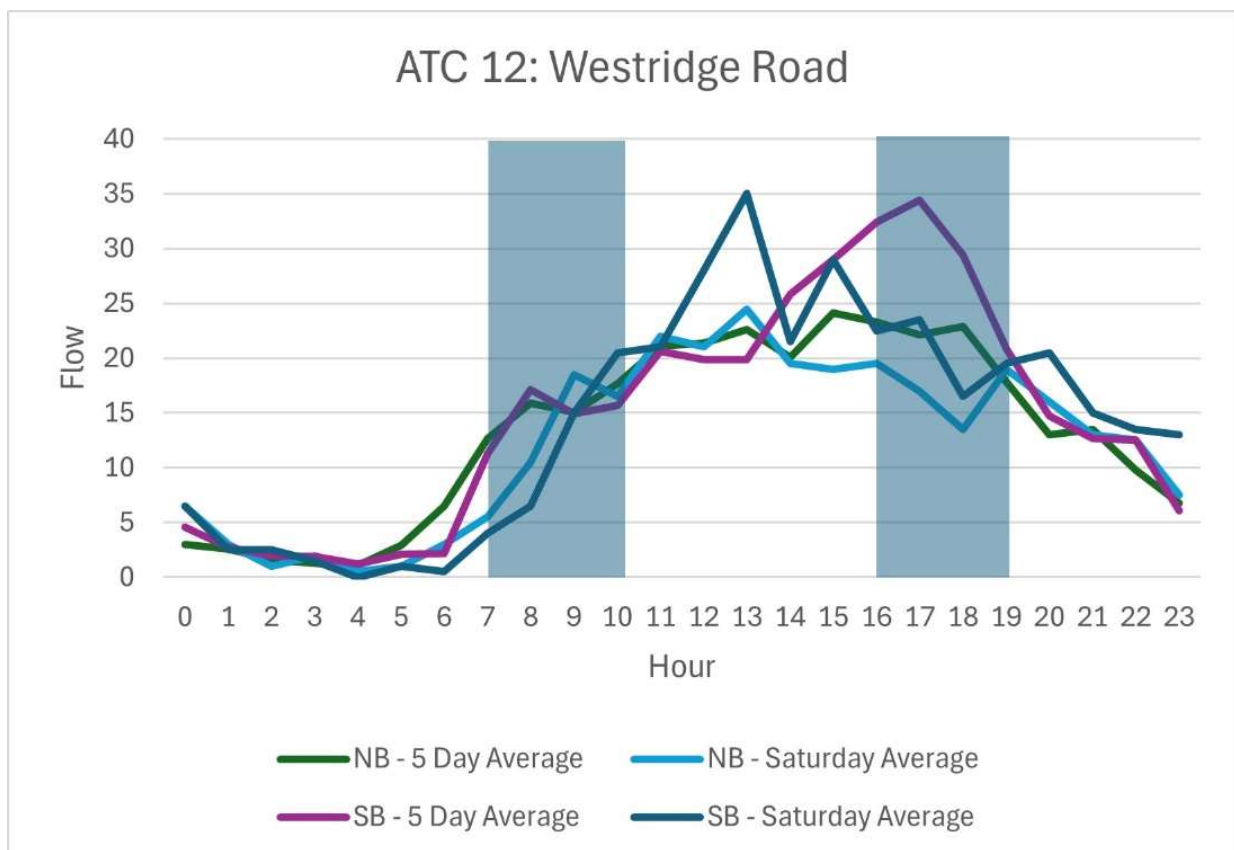
ATC 13: Belmont Road South
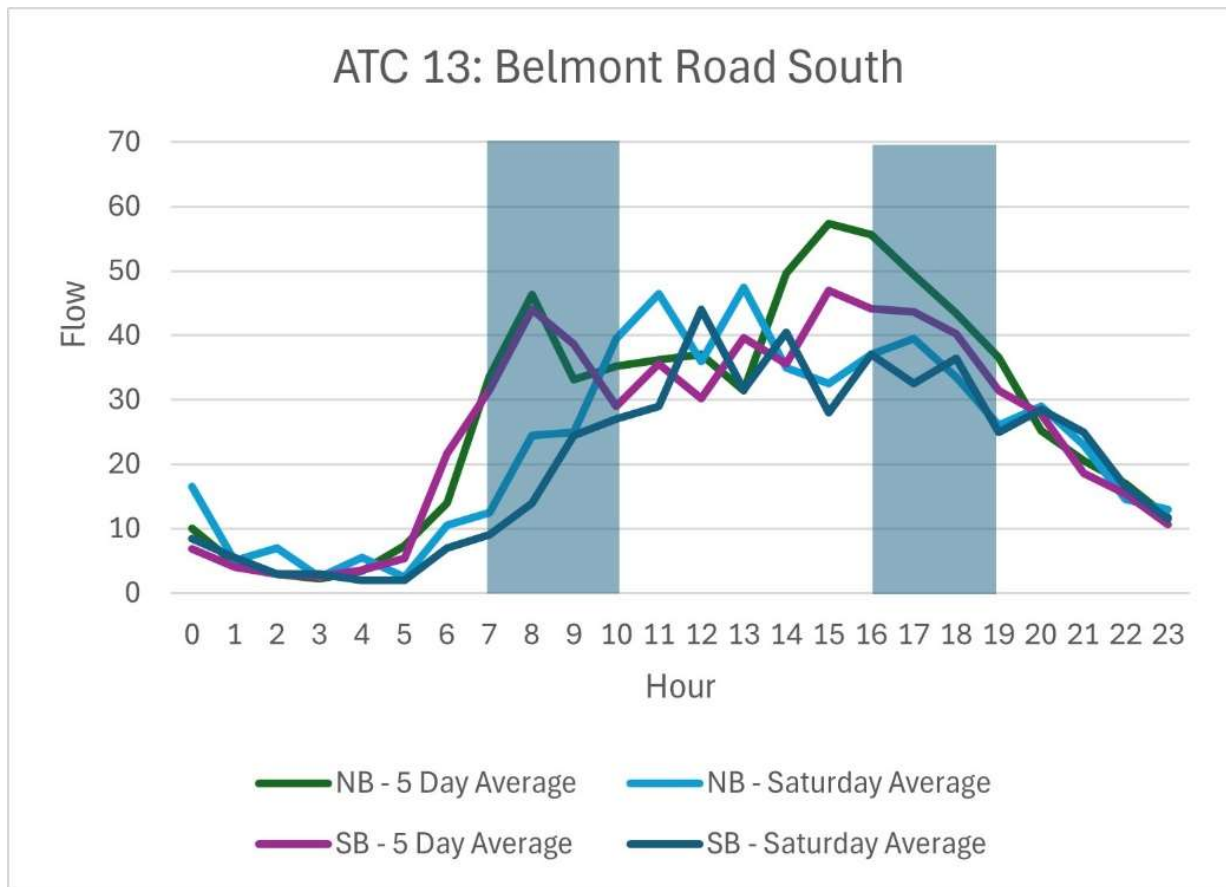
ATC 14: St Denys Road
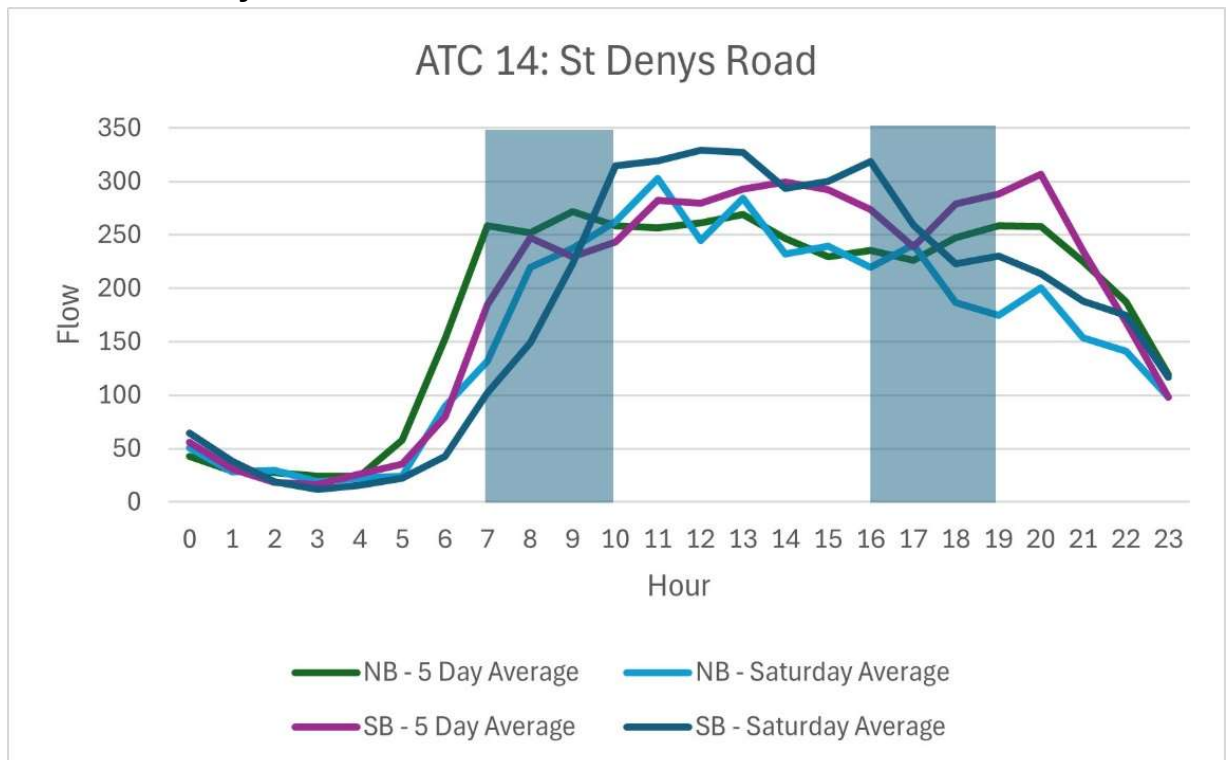
ATC 15: Bevois Hill

ATC 15: Bevois Hill
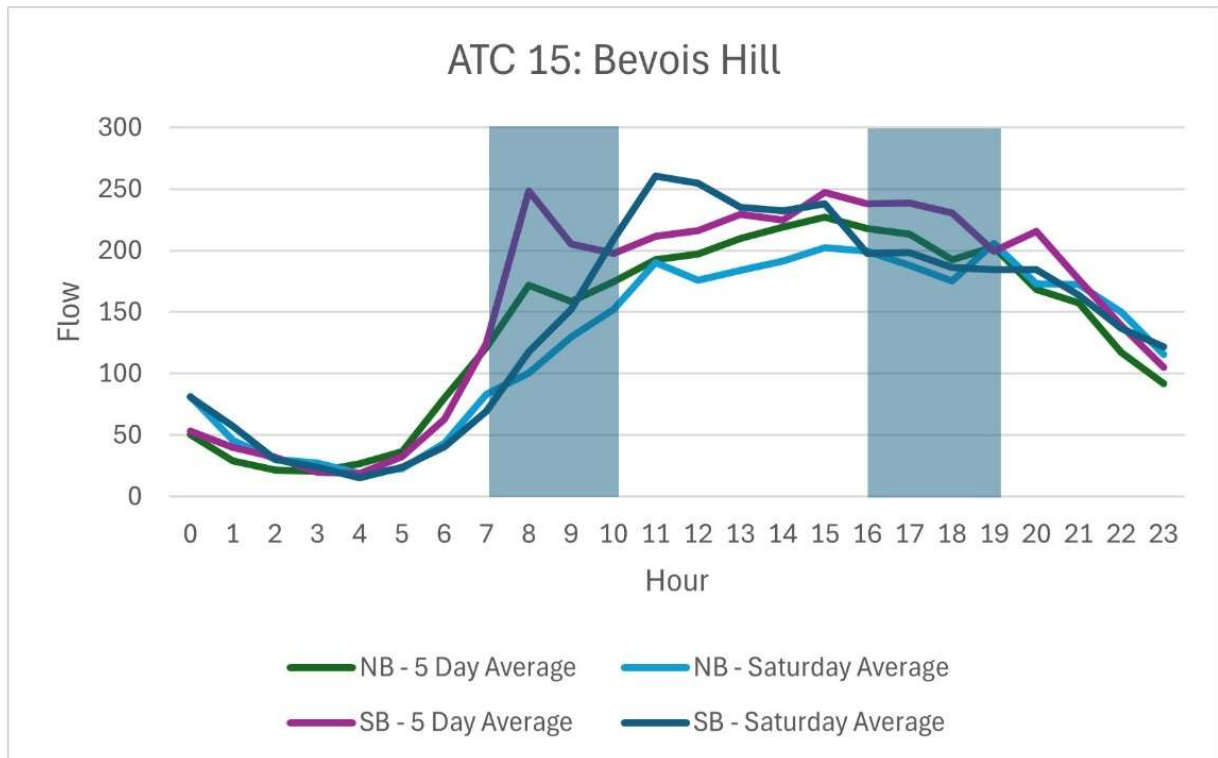
Appendix E

COMMUNITY SURVEYS – ADDITIONAL DETAILS

RESIDENTS AND VISITOR SURVEYS

Respondents were asked to comment on what elements of the local environment concerned them. Many of the responses related to issues relating to transport, including vehicle emissions from heavy vehicles, particularly buses and taxis, which is worsened by idling.

Respondents stated:

Question	Comment
If you are concerned about environmental issues (e.g. pollution) in the area, please provide details on what concerns you:	*"The volume of traffic is too high for a shopping area, making it more dangerous and polluted, and less pleasant than it could be."*
	"Obviously less cars on the road would mean cleaner air however I don't think pushing the traffic from Portswood Broadway into residential areas is the way to go."
	"Pollution from traffic sitting at lights for a long time particularly around lunch time when I am usually there with my young children. Lack of green areas, even trees, is a shame. Nature needs to be encouraged and be able to be enjoyed."
	"Air quality is very poor and that affects the people and animals that breath it. It also causes dirt to build up on buildings making the area scruffy."
	"There seems to be a lot of rubbish on surrounding streets, sometimes bins over spilling from properties."
	"The road surfaces are very poor due to wear and tear from cars and buses, I find some areas such as Brookvale Road and Portswood Broadway quite unpleasant to cycle along due to big pot holes. There is a lot of traffic passing through which makes the area noisy and less calm for people using the shops/cafes."

Key areas of improvement were identified by residents and visitors. Many of these related to reducing traffic and implementing measures such as a 20MPH speed limit to slow traffic, and better infrastructure to support active modes of travel. Other measures to improve the local environment relate to social issues in the local area, for example increased police patrols to reduce anti-social behaviour, and more support for the homeless. Improvements to local infrastructure through maintenance of pavements, cleaning up litter, and providing more green spaces, were also suggested as a means to improve the local environment.

Despite relatively low scores for the local environment, respondents were positive about their local community.

Respondents stated:

Question	Comment
What do you think could be done to improve the local environment?	*"I believe that Portswood is a wonderful area it has all the amenities for locals and for those who visit it from the surrounding areas, its full of life and do not agree that there is lots of traffic. On days when there is traffic this is usually generated by road closures from road works or motor way closures. The area is full of elderly people who regularly use cars to their shopping and with its diverse shops brings so many people into Portswood Road keeping it alive, I feel any changes to its current routes will only cause further disturbance to the very quiet side roads especially in Highfield."*
	"We need the lovely hardware store back. It was so handy and sold everything. Also, a decent family-owned traditional bakery, a green grocers (I hear the current one is closing down due to high rents). Fund and staff the library. Most importantly, stop closing roads."
	"Provide more community engagement, stop placing all the supported flats in one area - spread people across the area so they get to be part of the community. Force landlords to ensure housing is fit for purpose."

Respondents were asked for suggestions for improvements to safety in Portswood, and many suggestions were on the topic of traffic calming measures, particularly the need to address vehicles using the residential streets as a rat-run, and many suggestions in favour of the implementation of a 20MPH speed limit. There are also some concerns about cyclists and e-scooter riders riding on the pavement, creating a hazard for other pedestrians. There are calls for stricter enforcement against this in order to improve pedestrian safety.

Respondents stated:

Question	Comment
What do you think could be done to improve safety?	*"Get wheelers off pavements. Have regular patrols (police or wardens) on the High Street and surrounding roads. Turn street lighting back on at night. Introduce a speed trap (occasional) through the area. Get active measures against shop-lifters and anti-social behaviour - which must mean more patrols on foot or bike."*
	"More of a police presence to catch the speeding cars and boy racers with modded engines and stolen dirt bikes. There needs to be consequences for those that continue to drive dangerously. There are always crashes along Portswood road. Perhaps a bus gate would stop those speeding."

When asked about transport of Portswood, respondents were generally satisfied with the current provision. There is strong opposition in the responses to any plans to pedestrianise or instigate bus-only restrictions on Portswood Road, although no questions were directly asked on this topic. Conversely, many respondents stated that better traffic management was needed to deter speeding vehicles and reduce congestion. There is concern that changes to the current traffic management would move more traffic onto the residential streets in Portswood, which has already been flagged as a problem.

SCHOOLS SURVEY

Respondents commented on what elements of the local environment concerned them. The volume of traffic was a common theme in the answers. The table below summarises one response:

Question	Comment
What do you think could be done to improve the local environment?	*"The amount of traffic that passes through the High Street, including buses, which I have to catch a couple of times a week. I appreciate that they are a necessity being in the vicinity of the University but there are a lot."*
	"Making the High Street traffic-free would have a major negative impact on the local community and trade."

Other responses showed concerned about the amount of litter and lack of maintenance of roads and pavements. Fly tipping, overgrown weeds, and blocked drains were highlighted as issues.

Respondents were asked what could be done to improve the local community. Respondents stated:

Question	Comment
What do you think could be done to improve community wellbeing?	*"There is a lot of angst between residents and car drivers outside of the school and it would help if there was a school car park, specifically for staff"*
	"Some general clean up around the entire area [would improve community wellbeing]".

In relation to traffic safety, respondents stated:

Question	Comment
What do you think could be done to improve safety?	*"There is always traffic congestion, and I believe it is the timings of the traffic lights which don't seem to be run from sensors and stay red for longer periods than from other directions meaning that if the traffic is backed up one lane of traffic never gets over lights and the traffic jams get huge, especially (when open) the traffic trying to get over Bevois Hill towards Bitterne Park."*
	"Traffic flow issues caused by Thomas Lewis Way and the crossroads at Swaythling Working Men's Club need to be reviewed."

	"Sort the organising of the traffic flow around the turning/crossing by the common and the top of Westwood Road".
	"The choice to make the roads around the school permit only parking feels short sighted. It has not improved the available parking (there always was and still is plenty for the area.) it is hardly inviting to visitors to be hampered by parking restrictions and now traffic is piled up around the non-restricted industrial estate where much larger vehicles move".
	"Road closures around upper Grosvenor Road around school opening and closing times may be of benefit.".

BUS USER SURVEY

When asked what they thought could be done to improve bus service reliability and journey times, most respondents gave responses relating to a greater frequency of buses. Respondents also stated answers relating to scheduling, with one respondent specifically asking for "better management of scheduling, improve during school hours".

Respondents were asked if they had any safety concerns for the pedestrian crossings. Over half of respondents (54%) said they either had no concerns or did not respond to the question. Of those who had concerns, the poor standard of driving / poor driver behaviour was the greatest concern, with eight respondents noting this. Behaviour of other road users, poor visibility and high-speed traffic were also noted as safety concerns.

When asked what improvements to bus stops they would like to see, most respondents (21) said they would like real-time bus information displays. Between eight and nine respondents said they would like to see improvements such as cleaner facilities, better lighting, more seating, and new/improved bus stop shelters.

Respondents were asked what they thought could be done to improve safety and the quality of bus stops. Nine respondents answered this question with the most responses relating to more shelter. Respondents also said making bus stops more accessible for disabled people can help improve the safety and quality of bus stops.

BUS OPERATOR SURVEY

Respondents were asked questions relating to the safety of bus stops and crossings. 62% of respondents said they had safety concerns regarding pedestrian crossings near bus stops. When asked to provide details on their safety concerns, 12 respondents noted that parked cars are a cause for concern.

Respondents stated:

Question	Comment

Do you have any safety concerns regarding pedestrian crossings near bus stops on Portswood Road?	*"people parking cars or vans in the bus stop so unable to see past them and cars driving past"*
	"can't get into bus stops correctly and safely because of cars, vans and food delivery mopeds"
	"when you crose [sic] the road you can't see oncoming vehicles as there is always something parked in double yellow lines (international food)"

This also coincides with what passengers have reported to the bus operators. 32% of respondents said passengers have voiced their concerns, and of these almost three quarters (73%) of these concerns related to parked cars.

Respondents noted that traffic congestion can impact the overall reliability of the bus services provided by causing delays and that it "slows everything down".

When asked about the effectiveness of current traffic management measures, 82% of respondents said the measures are ineffective.

Question	Comment
What are the main causes of bus delays on Portswood Road?	"many other vehicles stop [in bus stops] illegally causing safety concerns when customers are getting on/off the bus".
	"traffic congestion has a major impact because cars don't always let buses out we get vehicles parking on the stop and don't move when buses pull up".
	"[current traffic management] is abysmal, generally contributes to it"
	"I think that often the traffic management system that are put in place increases congestion rather than improving the problem".

Respondents were asked what challenges they face when operating the bus services on Portswood Road. In relation to other road users, respondents noted:

Question	Comment
What other challenges do you face in operating bus services on Portswood Road?	*"Cars, taxis, delivery drivers parking in Portswood Broadway bus stops. Especially between 20:00 and 00:00. Passengers cannot safely board or alight the bus due to this."*
	"on a daily basis the deliveroo drivers and bikes just pull out in front of you or you pull away and then they speed round you cyclists don't always use cycle lane and they jump of the path Infront of you without looking"

	"uber riders taxis and pedestrians seem to just either walk in front without looking or just ignore the bus completely"
	"Drivers constantly park in Broadway bus stops. This leads to buses unable to stop next to pavement, making passenger ingress/egress problematic, and completely stopping the ability to serve wheelchair users"
	"Volume of traffic and no traffic enforcement offices being out after 9: 30pm at night this is the biggest congestion of buses not being able to alight their passengers you have CCTV why not download and see the problems faced by the bus service bus stop cameras is a must. once you lift the peak hour bus gates cameras ports will become a nightmare at night time for those two bus stops."

Bus operators were asked what they think could be done to improve bus reliability and journey times along Portswood Road. The two most common themes were enforcement/cameras and bus priority. In relation to enforcement/cameras, respondents noted:

Question	Comment
What do you think could be done to improve bus reliability and journey times on Portswood Road?	*"Stop illegal parking. Traffic wardens don't do their job. Even the police park illegally when getting their meals"*
	"More enforcement on bus stop parking throughout the day. Enforcement on the yellow brick road. Smart traffic lights that change when buses approach them."
	"Buses only between 0800 to 2000. No parking at all up through Portswood other than use correct parking area. Large delivery before 0800 or after 2000. Any other delivery like uber eat etc use correct car park like behind farm foods."
	"Buses only would be great"
	"Bus only for peak times. Bus priority lanes."
	"The problem with making Portswood a bus only is that it pushes other traffic from there to other roads that are also being used by buses. The congestion just gets pushed elsewhere. Putting the pedestrian lights in sync with the main lights would help and traffic enforcement of vehicles parking in bus stops would help."

EMERGENCY SERVICES SURVEY

Traffic congestion is worse in the late morning and late afternoon, with some congestion also occurring in the evening and early morning.

Respondents stated:

Question	Comment
Have you encountered any specific access issues on Portswood Road?	*"Traffic congestion delays our response times due to having to slow down to navigate around the traffic"*
	"Sensibly parked vehicles are ok it is just a problem when people park without thought for other road users."

Respondents stated that although traffic congestion slows responses times, it does not impede them accessing the site of the emergency. Respondents stated:

Question	Comment
How does traffic congestion /parked vehicles on Portswood Road impact your ability to stop at a required location?	*"We will stop where we need to"*
	"We sometimes have to block the road if there is no available parking."

Respondents were asked what could be done to improve access. Respondents stated that there was not much that could be done to improve access. There was one suggestion that limiting parking to one side of Portswood Road would mean it was easier for emergency vehicles to park.

Appendix F

RESIDENT AND VISITOR SURVEY

Portswood Road Community Survey

Introduction

This survey is about your experience as a resident or visitor to the Portswood Road shopping area (the high street) and the surrounding area of Portswood. We would like to understand how you spend time in the area and your opinions of the area. This survey should take 5-10 minutes to complete. Your anonymised responses will support the monitoring and evaluation of local developments by Southampton City Council and will be shared with the Council.

Your participation in this survey is entirely voluntary. You have the right to withdraw at any time without any consequences. If you choose to stop participating, you may do so without providing any explanation. Your responses will remain confidential and will only be used for the purposes of this study.

Part 1: Background

1. If you live in Portswood, how long have you lived in the area?

   _____(years, months)

2. What best describes your relationship to Portswood and the surrounding area? (select all that apply):

I am a resident of Portswood	☐
I am a student living in Portswood	☐
I work in Portswood	☐
I am a regular visitor to Portswood	☐
I am an occasional visitor to Portswood	☐
This is my first visit to Portswood	☐

3. How often do you visit Portswood Road (eg. Shopping, using local services, walking or wheeling through the area)?

Daily	☐
Few days a week	☐
Once a week	☐
Monthly	☐
Rarely	☐
Never	☐

4. What is your main means of transport to access Portswood Road?

Walk ☐

Cycle ☐

Bus ☐

Private vehicle (car or van) ☐

Other (please describe) _____

Part 2: Environment

5. How much do you agree with the following statements?

	Strongly Disagree	Strongly Agree	Neutral	Agree	Strongly Agree
a. Air quality on Portswood high street is good	☐	☐	☐	☐	☐
b. Air quality in the residential streets in the wider Portswood area is good	☐	☐	☐	☐	☐
c. Portswood high street is clean	☐	☐	☐	☐	☐
d. The residential streets in the wider Portswood area are clean	☐	☐	☐	☐	☐
e. Roads and pavements on Portswood high street are well-maintained	☐	☐	☐	☐	☐
f. Roads and pavements in the residential streets in the wider Portswood area are well-maintained	☐	☐	☐	☐	☐
g. There are enough green spaces in Portswood	☐	☐	☐	☐	☐
h. I am concerned about environmental issues (e.g. pollution) in Portswood	☐	☐	☐	☐	☐

6. If you are concerned about environmental issues (e.g. pollution) in the area, please provide details on what concerns you:

_____

_____

7. What do you think could be done to improve the local environment?

_____

_____

Part 3: Safety

8. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. Portswood high street is safe for pedestrians	☐	☐	☐	☐	☐
b. The residential streets in the wider Portswood area are safe for pedestrians	☐	☐	☐	☐	☐
c. Portswood high street is safe for cyclists	☐	☐	☐	☐	☐
d. The residential streets in the wider Portswood area are safe for cyclists	☐	☐	☐	☐	☐
e. Portswood high street is safe for children to walk, cycle or scoot	☐	☐	☐	☐	☐
f. The residential streets in the wider Portswood area are safe for children to walk, cycle or scoot	☐	☐	☐	☐	☐
g. Vehicles drive safely on Portswood high street	☐	☐	☐	☐	☐
h. Vehicles drive safely in the surrounding area	☐	☐	☐	☐	☐
i. Crime levels are low on Portswood high street	☐	☐	☐	☐	☐
j. Crime levels are low in the residential streets in the wider Portswood area	☐	☐	☐	☐	☐

9. What do you think could be done to improve safety?

_____

_____

Part 4: Wellbeing

10. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. Portswood high street is a pleasant place to spend time	☐	☐	☐	☐	☐
b. The residential streets in the wider Portswood area are a pleasant place to spend time	☐	☐	☐	☐	☐
c. I feel a sense of community in Portswood	☐	☐	☐	☐	☐

11. What do you think could be done to improve community wellbeing?

_____

_____

Part 5: Transport

12. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The area is well served by public transport	☐	☐	☐	☐	☐
b. Public transport is convenient in the area	☐	☐	☐	☐	☐
c. Public transport is reliable and runs on time in the area	☐	☐	☐	☐	☐
d. I rely on a private vehicle (e.g. a car) to access the area	☐	☐	☐	☐	☐
e. Portswood high street is convenient for drivers	☐	☐	☐	☐	☐
f. The residential streets in the wider Portswood area convenient for drivers	☐	☐	☐	☐	☐

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
g. Journey times by car are reliable on Portswood high street	☐	☐	☐	☐	☐
h. Journey times by car are reliable in the residential streets in the wider Portswood area	☐	☐	☐	☐	☐
i. Portswood high street is convenient to walk or cycle	☐	☐	☐	☐	☐
j. The residential streets in the wider Portswood area are convenient to walk or cycle	☐	☐	☐	☐	☐
k. Portswood high street is accessible for people with mobility issues/ disabilities	☐	☐	☐	☐	☐
l. The residential streets in the wider Portswood area are accessible for people with mobility issues/ disabilities	☐	☐	☐	☐	☐

13. If you rely on a private vehicle to access the area, please explain why:

_____

_____

14. What do you think could be done to improve transport on Portswood high street / surrounding residential streets?

_____

_____

Part 6: Local businesses

15. How much do you agree with the following statements?

	Strongly Disagree	Strongly Agree	Neutral	Agree	Strongly Agree
a. Local businesses are doing well economically	☐	☐	☐	☐	☐

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
b. Local businesses are easy to access	☐	☐	☐	☐	☐
c. There is a good variety of local businesses in the area	☐	☐	☐	☐	☐
d. I often shop at or use services from local businesses in the area	☐	☐	☐	☐	☐

Part 7: Demographics

16. How old are you?

Under 18 ☐
18 – 24 ☐
25 – 34 ☐
35 – 44 ☐
45 – 54 ☐
55 – 64 ☐
65+ ☐
Prefer not to say ☐

17. What gender do you identify as?

Female ☐
Male ☐
Prefer not to say ☐

Other (please state) _____

18. What is your home postcode?

_____

19. What is your ethnicity?

White/Caucasian ☐
Asian/Asian British ☐

Black/African/Caribbean/Black British ☐

Mixed/Multiple ethnic groups ☐

Prefer not to say ☐

Other (please state) _____

20. Do you consider yourself to be disabled?

Yes ☐

No ☐

Prefer not to say ☐

21. Do you have any condition, illness or impairment (including ageing) that affects your mobility?

Yes ☐

No ☐

Prefer not to say ☐

Appendix G

SCHOOLS SURVEY

Part 1: School information

1. What is your role at the school/nursery?

   Headteacher ☐

   Teacher ☐

   Administrative staff ☐

   Other (please specify) ☐

   _____

2. How long have you been working at the school/nursery?

   Less than one year ☐

   1-3 years ☐

   3-5 years ☐

   More than 5 years ☐

3. Name of the school/nursery

   _____

Part 2: Environment

4. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) Air quality on Portswood high street is good	☐	☐	☐	☐	☐
b) Air quality in the wider Portswood area is good	☐	☐	☐	☐	☐
c) Portswood high street is clean	☐	☐	☐	☐	☐

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
d) The wider Portswood area is clean	☐	☐	☐	☐	☐
e) Roads and pavements on Portswood high street are well-maintained	☐	☐	☐	☐	☐
f) Roads and pavements in the wider Portswood area are well-maintained	☐	☐	☐	☐	☐
g) There are enough green spaces in Portswood	☐	☐	☐	☐	☐
h) I am concerned about environmental issues (e.g. pollution) in Portswood	☐	☐	☐	☐	☐

5. If you are concerned about environmental issues (e.g. pollution) in the area, please provide details on what concerns you

_____

_____

6. What do you think could be done to improve the local environment?

_____

_____

Part 3: Safety

7. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) The area is safe for staff, students and visitors to access via walking or wheeling	☐	☐	☐	☐	☐
b) The area is safe for staff, students and visitors to access via bicycle	☐	☐	☐	☐	☐

c) Vehicles drive safely through the area

☐ ☐ ☐ ☐ ☐

8. What do you think could be done to improve safety?

_____

_____

Part 4: Wellbeing

9. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) I feel safe in the area around the school	☐	☐	☐	☐	☐
b) The area around the school is a pleasant place to spend time	☐	☐	☐	☐	☐
c) I feel a sense of community around the school	☐	☐	☐	☐	☐

10. What do you think could be done to improve community wellbeing?

_____

_____

Part 5: Transport

11. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a) The school is well served by public transport	☐	☐	☐	☐	☐
b) Public transport is convenient for school start and end times for staff and students	☐	☐	☐	☐	☐

WSP's privacy policy is available online at: https://www.wsp.com/en-gb/legal/privacy-notice

Southampton City Council's privacy policy is available online at: https://www.southampton.gov.uk/contact-us/privacy-cookies/privacy-policy

c) Public transport is reliable and runs on time ☐ ☐ ☐ ☐ ☐

d) I rely on a private vehicle (e.g. a car) to access the school ☐ ☐ ☐ ☐ ☐

e) The area is convenient for drivers ☐ ☐ ☐ ☐ ☐

f) Journey times by car are reliable through the area ☐ ☐ ☐ ☐ ☐

g) The area is convenient to walk and cycle ☐ ☐ ☐ ☐ ☐

h) The area is accessible for people with mobility issues/ disabilities ☐ ☐ ☐ ☐ ☐

12. If you rely on a private vehicle, please explain why:

_____

_____

13. What do you think could be done to improve transport on Portswood high street / surrounding residential streets?

_____

_____

Part 6: Suggestions for improvement

14. What do you think the local authority could do to improve the area around the school?

_____

_____

Appendix H

BUSINESS SURVEY

Portswood businesses survey

Introduction

This survey is about your experience as a business owner or employee in the Portswood Road shopping area. We would like to understand your opinions of the local area and how it affects your business. This survey should take 5-10 minutes to complete. Your anonymised responses will support the monitoring and evaluation of local developments by Southampton City Council and will be shared with the Council

Your participation in this survey is entirely voluntary. You have the right to withdraw at any time without any consequences. If you choose to stop participating, you may do so without providing any explanation. Your responses will remain confidential and will only be used for the purposes of this study.

Part 1: Business information

1. What is the business type (eg. Café / shop / service)?

    Please describe _____

2. What is your role in the business (eg. Owner, manager, staff member)?

    Please describe _____

3. How long has the business been in the area?

Less than one year	☐
1 – 5 years	☐
6 – 10 years	☐
Over 10 years	☐
I'm not sure	☐

4. How long have you worked at the business?

Less than one year	☐
1 – 5 years	☐
6 – 10 years	☐
Over 10 years	☐
I'm not sure	☐

WSP

5. What are the business' opening hours?

_____

6. Number of employees at this site

1 – 5 employees	☐
6 – 10 employees	☐
11 – 25 employees	☐
26 – 50 employees	☐
51 – 100 employees	☐
100+ employees	☐

Part 2: Business perceptions/ operations

7. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The area is safe for people walking and cycling	☐	☐	☐	☐	☐
b. The area is a pleasant place to spend time	☐	☐	☐	☐	☐
c. I feel a sense of community	☐	☐	☐	☐	☐
d. Crime levels are low	☐	☐	☐	☐	☐
e. The local environment has an impact on my business' success	☐	☐	☐	☐	☐

8. What do you think could be done to improve the local area?

_____

_____

9. Over the last 12 months has your business performance:

Improved ☐

Remained stable ☐

Decreased ☐

10. Over the next 12 months do you expect your business performance to generally:

Improve ☐

Remain stable ☐

Decrease ☐

Part 3: Accessibility of business local for customers

11. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. It is easy for customers to find and access my business	☐	☐	☐	☐	☐
b. The pavements around the business are well-maintained and allow walking/ wheeling	☐	☐	☐	☐	☐
c. Heavy traffic outside the business is off-putting to customers	☐	☐	☐	☐	☐
d. There are parking spaces available for customers nearby	☐	☐	☐	☐	☐
e. There are bicycle parking/storage facilities nearby for customers to use	☐	☐	☐	☐	☐
f. My business is well-served by public transport	☐	☐	☐	☐	☐
g. I am confident emergency services could easily access the business if required	☐	☐	☐	☐	☐

12. What do you think could be done to improve your customers' access in the local area?

_____

_____

Part 4: Staff and customer access

13. What mode of transport do you think staff primarily use to commute to work?

Walk	☐
Cycle	☐
Bus	☐
Private vehicle (car or van)	☐

Other (please describe) _____

14. What mode of transport do you think customers primarily use when visiting?

Walk	☐
Cycle	☐
Bus	☐
Private vehicle (car or van)	☐

Other (please describe) _____

15. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The availability of parking near my business impacts customer visits	☐	☐	☐	☐	☐
b. The availability of bike parking/storage facilities near my business impacts customer visits	☐	☐	☐	☐	☐
c. The availability of public transport near my business impacts customer visits	☐	☐	☐	☐	☐

16. What do you think the local authority could do to improve the physical environment around Portswood Road for your business?

_____

_____

17. What additional efforts could the Council make to help tackle the climate emergency?

_____

_____

Part 5: Service and delivery needs

18. How many deliveries do you receive on a typical day?

1 delivery	☐
2 deliveries	☐
3 deliveries	☐
4+ deliveries	☐

19. What mode of transport do business deliveries currently get made by? (select all that apply)

Van	☐
HGV/Lorry	☐
Cargo/motor bike	☐
Car	☐

Other (please describe) _____

20. Are there any current issues or challenges with servicing the business premises?

_____

_____

Appendix I

BUS USER SURVEY

![wsp logo]

Portswood Road bus user survey

Introduction

This survey is about your experience using buses to/from the Portswood Road shopping area. We would like to understand how you use public transport and your opinions of buses in the area. This survey should take 5-10 minutes to complete. Your anonymised responses will support the monitoring and evaluation of local developments by Southampton City Council and will be shared with the Council.

Your participation in this survey is entirely voluntary. You have the right to withdraw at any time without any consequences. If you choose to stop participating, you may do so without providing any explanation. Your responses will remain confidential and will only be used for the purposes of this study.

Part 1: Background

1. If you live in Portswood, how long have you lived in the area?

    _____ (years, months)

2. What best describes your relationship to Portswood and the surrounding area? (select all that apply):

    I am a resident of Portswood ☐

    I am a student living in Portswood ☐

    I work in Portswood ☐

    I am a regular visitor to Portswood ☐

    I am an occasional visitor to Portswood ☐

    This is my first visit to Portswood ☐

3. How often do you visit Portswood Road (eg. Shopping, using local services, walking or wheeling through the area)?

    Daily ☐

    Few days a week ☐

    Once a week ☐

    Monthly ☐

    Rarely ☐

    Never ☐

Part 2: Bus services

4. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. Bus services on Portswood Road are reliable	☐	☐	☐	☐	☐
b. I am satisfied with the current bus schedules on Portswood Road	☐	☐	☐	☐	☐
c. Bus journey times are reliable	☐	☐	☐	☐	☐
d. The bus services on Portswood Road take me where I want to go	☐	☐	☐	☐	☐
e. Bus services on Portswood Road are often delayed	☐	☐	☐	☐	☐

5. If you think that bus services on Portswood Road are affected by delays, what do you think are the main causes of these bus delays? (select all that apply)

Traffic congestion ☐

Road works ☐

Poor scheduling ☐

Mechanical issues ☐

I do not think that bus services on Portswood Road are often delayed ☐

Other (please state) _____

6. What do you think could be done to improve bus reliability and journey times?

_____

_____

Part 3: Access to bus stops

7. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The pedestrian crossings near the bus stops on Portswood Road are safe	☐	☐	☐	☐	☐
b. Pedestrian crossings are clearly marked and visible to access the bus stop	☐	☐	☐	☐	☐
c. I don't face any delays due to the current pedestrian crossing arrangements to access the bus stop	☐	☐	☐	☐	☐

8. Do you have any specific safety concerns about pedestrian crossings near bus stops on Portswood Road?
(select all that apply)

Poor visibility	☐
Lack of traffic lights	☐
High speed traffic	☐
Poor standard of driving/poor driver behaviour	☐
Behaviour of other road users	☐
Inadequate signage	☐

Other (please state) _____

Part 4: Bus stops

9. How much do you agree with the following statement?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The bus stops on Portswood Road are overall in good condition	☐	☐	☐	☐	☐

10. What improvements would you like to see at bus stops? (select all that apply)

Better lighting ☐

More seating ☐

New/ improved bus stop shelters ☐

Real-time bus information displays ☐

Cleaner facilities ☐

Other (please state) _____

11. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The bus stops on Portswood Road are conveniently located	☐	☐	☐	☐	☐
b. The bus stops on Portswood Road are accessible for people with disabilities or mobility issues	☐	☐	☐	☐	☐

12. What do you think could be done to improve safety and quality of bus stops?

_____

_____

Part 5: Demographics

13. How old are you?

Under 18 ☐

18 – 24 ☐

25 – 34 ☐

35 – 44 ☐

45 – 54 ☐

55 – 64 ☐

65+ ☐

Prefer not to say ☐

14. What gender do you identify as?

Female ☐

Male ☐

Prefer not to say ☐

Other (please state) _____

15. What is your home postcode?

_____

16. What is your ethnicity?

White/Caucasian ☐

Asian/Asian British ☐

Black/African/Caribbean/Black British ☐

Mixed/Multiple ethnic groups ☐

Prefer not to say ☐

Other (please state)_____

17. Do you consider yourself to be disabled?

Yes ☐

No ☐

Prefer not to say ☐

18. Do you have any condition, illness or impairment (including ageing) that affects your mobility?

Yes ☐

No ☐

Prefer not to say ☐

Appendix J

BUS OPERATOR SURVEY

Portswood bus operator survey

Introduction

This survey is about your experience as a bus operator providing bus services which serve or pass through Portswood Road. We would like to understand any operational challenges you face in this area. This survey should take 5-10 minutes to complete. Your anonymised responses will support the monitoring and evaluation of local developments by Southampton City Council and will be shared with the Council.

Your participation in this survey is entirely voluntary. You have the right to withdraw at any time without any consequences. If you choose to stop participating, you may do so without providing any explanation.

Part 1: Service information

1. What is the service number of the bus(es) that you operate on Portswood Road?

   _____

2. What is the frequency of each bus service? _(eg. Every 10 mins / twice per day)

   _____

3. How many drivers regularly drive on this route?

   _____

4. If you are a bus driver, how often do you personally drive this route?

   _____

Part 2: Bus stops

5. Do you have any safety concerns regarding pedestrian crossings near bus stops on Portswood Road?

   Yes ☐

   No ☐

   I'm not sure ☐

   If yes, please give details

   _____

   _____

6. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. The locations of pedestrian crossings on Portswood Road are convenient for bus drivers	☐	☐	☐	☐	☐
b. The bus stops on Portswood Road are overall in good condition	☐	☐	☐	☐	☐
c. The current bus stops are conveniently located for passengers	☐	☐	☐	☐	☐
d. The current bus stops are conveniently located for bus drivers	☐	☐	☐	☐	☐

7. Have you received any feedback from passengers regarding bus stop conditions?

Yes ☐

No ☐

I'm not sure ☐

If yes, please give details

_____

_____

Part 3: Bus services

8. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. Bus services to Portswood Road are well utilised by passengers	☐	☐	☐	☐	☐
b. Buses often face delays on Portswood Road	☐	☐	☐	☐	☐

9. What are the main causes of bus delays on Portswood Road?

(select all that apply)

Traffic congestion ☐

Road works ☐

Poor scheduling ☐

Mechanical issues ☐

Other (please specify) ☐

_____

_____

10. How frequently do bus drivers encounter heavy traffic on Portswood Road?

(select one)

Never ☐

Rarely ☐

Sometimes ☐

Often ☐

Always ☐

11. What times of day do bus drivers experience the most traffic congestion on Portswood Road?

(select all that apply)

Early morning (before 8 AM) ☐

Late morning (8 AM - 12 PM) ☐

Early afternoon (12 PM - 3 PM) ☐

Late afternoon (3 PM - 6 PM) ☐

Evening (6 PM - 9 PM) ☐

Late night (after 9 PM) ☐

12. How does congestion on Portswood Road impact the overall reliability of your bus services?

_____

_____

13. How effective are current traffic management measures on Portswood Road in reducing congestion?

_____

_____

14. Do bus drivers face any challenges with other road users (e.g., other drivers, cyclists, pedestrians) that contribute to congestion?

Please describe:

_____

_____

15. What other challenges do you face in operating bus services on Portswood Road?

_____

_____

16. What do you think could be done to improve bus reliability and journey times on Portswood Road?

_____

_____

Appendix K

EMERGENCY SERVICES SURVEY

Part 1: Service information

1. Which emergency service do you represent?

   Police ☐

   Fire ☐

   Ambulance ☐

   Other (please describe) ☐

   _____

   _____

2. On average, how frequently do your vehicles need to access Portswood Road?

   More than once per day ☐

   Once a day ☐

   Several times per week ☐

   Once a week ☐

   Several times per month ☐

   Once a month ☐

   Less than monthly ☐

Part 2: Access to Portswood Road

3. How would you rate the ease of access to Portswood Road for emergency services?

   Very easy ☐

   Somewhat easy ☐

   Neutral ☐

   Somewhat difficult ☐

   Very difficult ☐

4. Have you encountered any specific access issues on Portswood Road?

   If yes, please give details

   _____

   _____

5. How frequently do your vehicles encounter heavy traffic on Portswood Road?

   (select one)

Never	☐
Rarely	☐
Sometimes	☐
Often	☐
Always	☐

6. What times of day do your vehicles experience the most traffic congestion on Portswood Road?

   (select all that apply)

Early morning (before 8 AM)	☐
Late morning (8 AM - 12 PM)	☐
Early afternoon (12 PM - 3 PM)	☐
Late afternoon (3 PM - 6 PM)	☐
Evening (6 PM - 9 PM)	☐
Late night (after 9 PM)	☐

7. How does traffic congestion/parked vehicles on Portswood Road impact your response times?

   _____

   _____

8. How does traffic congestion /parked vehicles on Portswood Road impact your ability to stop at a required location?

   _____

   _____

9. What do you think could be done to improve access for emergency vehicles on Portswood Road?
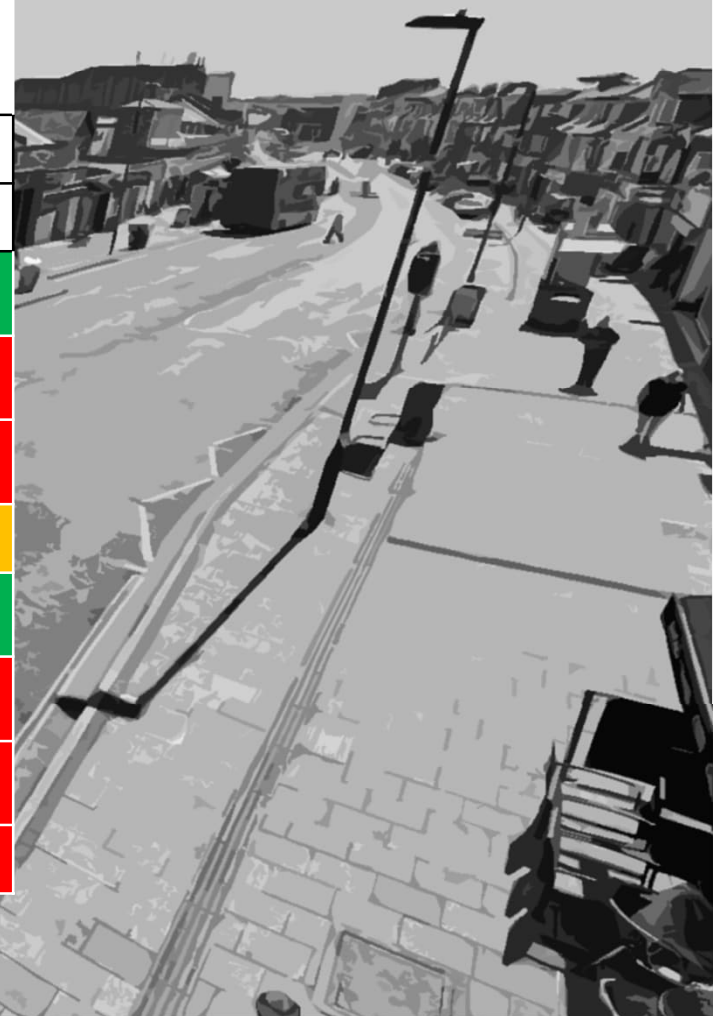
   _____

   _____

Appendix L

MONTHLY INFOGRAPHIC

Monthly Interim Report - January 2025

Portswood Road Cycle and Pedestrian Flows (Percentage Change)

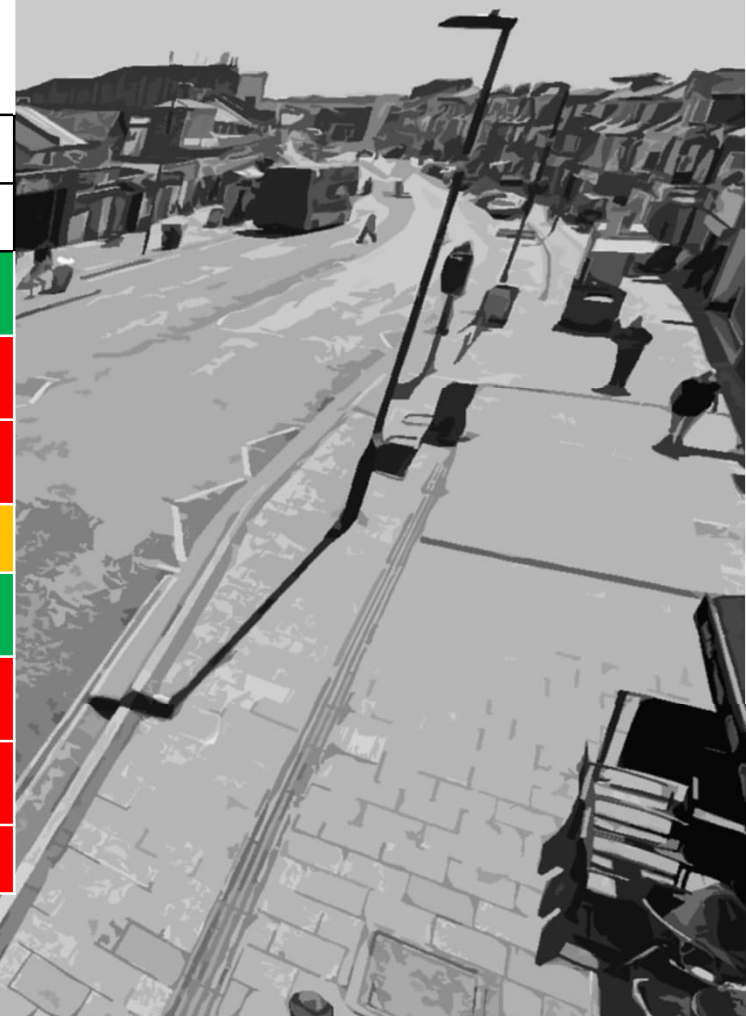|		*Cyclists*		*Pedestrians*	
		Northbound	Southbound	Northbound	Southbound
Weekday	AM Period 07:00-10:00	▲ 5%			
	PM Period 16:00-19:00	▲ 5%			
	Outside of Bus Gate 10:00-16:00				
	All Day				
Saturday	AM Period 07:00-10:00				
	PM Period 16:00-19:00				
	Outside of Bus Gate 10:00-16:00				
	All Day				

Monthly Interim Report - January 2025

Portswood Road and Thomas Lewis Way Traffic Flows (Percentage Change)

		Portswood Road		Thomas Lewis Way	
		Northbound	Southbound	Northbound	Southbound
Weekday	AM Period 07:00-10:00	▲ 5%			
	PM Period 16:00-19:00	▲ 5%			
	Outside of Bus Gate 10:00-16:00				
	All Day				
Saturday	AM Period 07:00-10:00				
	PM Period 16:00-19:00				
	Outside of Bus Gate 10:00-16:00				
	All Day				

Bus Journey Times (Percentage change for services delayed through Portswood)

		Weekday			Saturday		
		U1	U6/ Bluestar 2	Bluestar 20	U1	U6/ Bluestar 2	Bluestar 20
AM and PM Periods	Northbound	▲ 5%	🟩	🟩	🟩	🟩	🟩
	Southbound	▲ 5%	🟥	🟥	🟥	🟥	🟥
Outside of Bus Gate 10:00-16:00	Northbound	🟩	🟥	🟥	🟥	🟥	🟥
	Southbound	🟩	🟥	🟥	🟥	🟥	🟥
All Day	Northbound	🟩	🟧	🟧	🟧	🟧	🟧
	Southbound	🟧	🟩	🟩	🟩	🟩	🟩

Monthly Interim Report - January 2025

Assessment	Definition
Portswood Road Cycle Flows	The percentage change in the number of cyclists recorded on Portswood Road in the corresponding month in 2024 and 2025.
Portswood Road Pedestrian Flows	The percentage change in the number of pedestrians recorded on Portswood Road in the corresponding month in 2024 and 2025.
Portswood Road Traffic Flows	The percentage change in the number of motor vehicles recorded on Portswood Road in the corresponding month in 2024 and 2025.
Thomas Lewis Way Traffic Flows	The percentage change in the number of motor vehicles recorded on Thomas Lewis Way in the corresponding month in 2024 and 2025.
Bus Journey Times	The percentage change for the number of services classified as delayed this is services which take five minutes later than the expected time, this is based on the DfT definition for lateness.