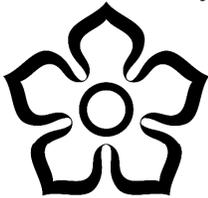




PROJECT FINAL REPORT

Leicester City Centre Traffic and Accessibility Impact Study (PAN0483)

Prepared for:
Leicester City Council



Leicester
City Council

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Leicester City Centre Traffic and Accessibility Impact Study

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Leicester City Centre Traffic and Accessibility Impact Study

INTRODUCTION

The Connecting Leicester project is central to delivering the economic priorities set out in the Leicester Economic Action Plan (2012).

'Our Connecting Leicester programme aims to create a thriving heart to the city by improving connections between shopping, leisure, heritage, housing and transport facilities. Our proposals will link these areas into a safe and family friendly city centre, helping businesses to flourish and attracting new visitors.'

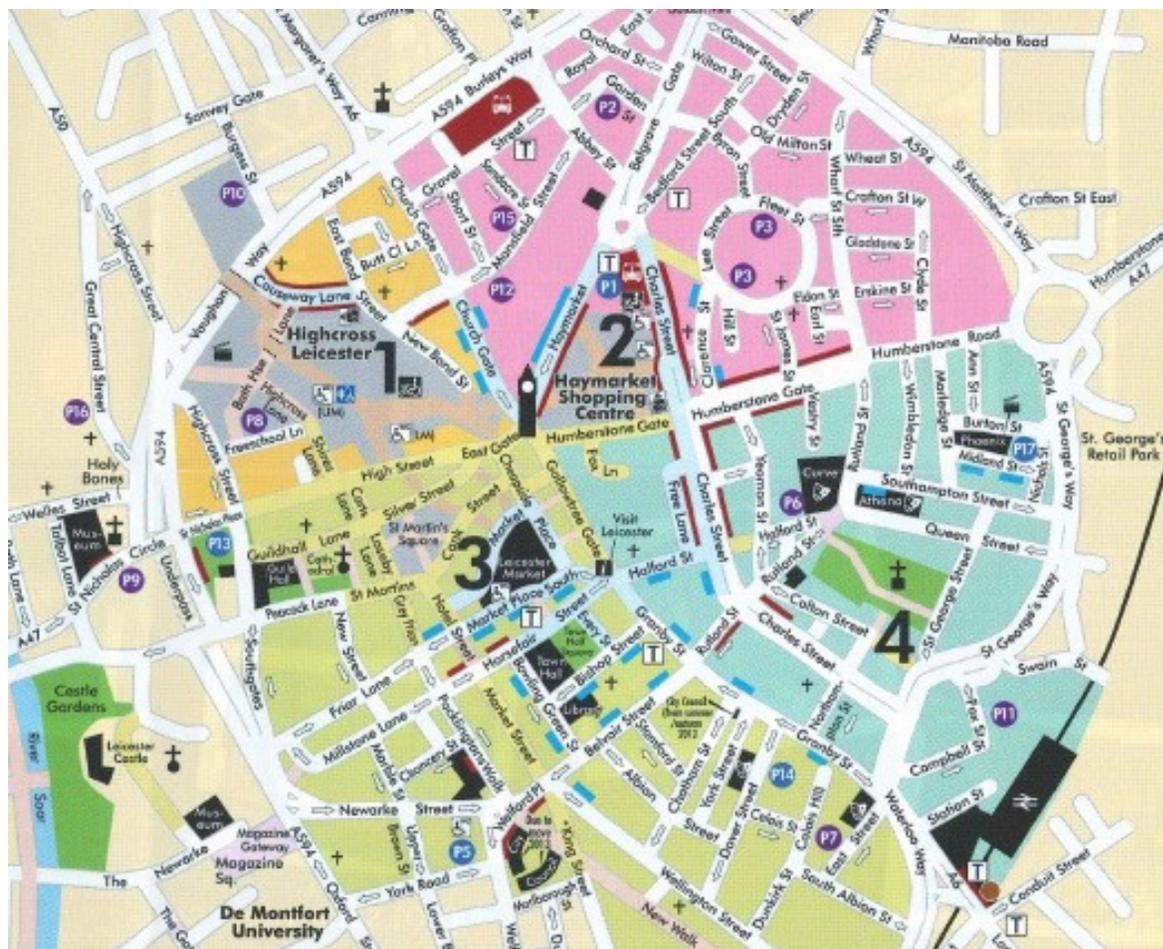
One of the key aims of the Connecting Leicester project is to extend and improve the city centre pedestrian preference zone for pedestrians and cyclists. The Report of the Inclusive Design Advisory Panel to the Overview Select Committee in April 2013 "Access for All: Inclusive Design Action Programme Progress report 2010-13" identified that there were several strategic "Connecting Leicester" challenges which needed consideration as part of the process of project development.

This report sets out the results of the investigation into the various strategic 'Connecting Leicester' challenges and sets out a series of recommendations.

Background

The study is focused on the pedestrian preference zone and adjacent streets within Leicester City Centre (Map 1).

Map1: Leicester City Centre



The subject matter of this study is relevant to the City Mayor's Delivery Plan¹, in as much as this plan includes top-level strategic commitments to high standards of inclusive design.

¹ City Mayor's Delivery Plan, 2013-14 (Leicester City Council, Revised December 2013)

The following are excerpts from this Plan.

Priorities	Themes and objectives	Key projects/ activities (ongoing)
<p>Getting around Leicester: “To achieve high standards of accessibility and inclusion in all our projects and programmes”.</p>	<p>Access for all</p>	<ul style="list-style-type: none"> • Ensuring our projects and programmes achieve high standards of accessibility and inclusion. • Review and take forward our Inclusive Design Action Programme to support this.
<p>The built and natural environment: “To promote high quality, inclusive design in the built and natural environment through both council and private sector projects”.</p>	<p>Promote high quality, inclusive design</p>	<ul style="list-style-type: none"> • Ensure high quality, inclusive design for new developments by preparing development briefs for key sites and buildings, and specialist design input to city council projects and key planning applications. • Deliver well-designed buildings through council commissioned construction.

The impact, on many older and disabled people, of people cycling on pavements and in the pedestrian preference zone is a major concern of organisations representing disabled people, in the city. It is also a regular source of comment and complaint to the Council’s Disabled Peoples Access Officer. These concerns have been highlighted in discussions between the Council’s Cycling Officer, the Disabled Peoples Access Officer, Leicester Disabled People’s Access Group and local cycling groups. The two main challenges are that;

1. Some more vulnerable users of shared spaces feel intimidated (and excluded) by the inconsiderate or “less aware” behaviour of some cyclists, (this is one of the top concerns raised by the city’s Disabled People’s Access Group), and,
2. Because of demographic trends, more older and disabled people are likely to use Leicester’s City Centre, whilst, at the same time, the increasing popularity of cycling and continued efforts to promote more sustainable means of transport are likely to increase the number of cyclists. The level of cycling in Leicester has been reported to be increasing by 10% to 15% per year.

Balancing the interests of people who wish to cycle in the city centre, against those who are more vulnerable, is just one example of the conflicting interests that are associated with the design and management of the pedestrian preference zone. In fact, there are a number of areas in which the interests of one group of people will be different from, and maybe conflict with, those of another group. This is certainly not confined to the viewpoint of disabled people, since people with different types of impairment might have opposing needs. An example of this is that, in the “traditional” pedestrian environment, wheelchair users require dropped kerbs in order to help them to cross roads, whereas dropped kerbs can be a danger to blind and partially-sighted people – which is the original rationale for the development of tactile surfaces.

The research team has taken into account the fact that the client is constantly faced with the challenge of addressing the conflicting needs of different groups of people, in relation to the pedestrian preference zone. It is acknowledged that, in some circumstances, it might not be possible to adopt a solution that meets the needs of all parties. Sometimes, there is not a “right” or “wrong” solution to an issue, in which case the objective is to make a facility as safe and convenient for as many people as possible, without disproportionately inconveniencing one particular group of people.

Often, the best approach to arriving at a good compromise solution to an issue is to engage stakeholders as much as possible in the design and decision making process. Again, it is recognised that the various interest groups in Leicester are very well represented, and that the City Council already goes to great lengths with its consultation and engagement procedures. Nevertheless, some of the recommendations from this report deliberately stop short of suggesting solutions that aim to address the needs of all users of the pedestrian preference zone simultaneously; instead, mitigating measures are suggested, on the strength of the findings from the research and best practice elsewhere, with the recommendation that the finer details, and any necessary compromises and trade-offs, are finalised in collaboration with interested parties locally.

Older and disabled people, and cyclists, are two groups of people who are well represented in Leicester, and the interests of both groups are championed by an Officer within the City Council. To ensure that the city is a safe and accessible place for everyone to enjoy, whilst at the same time facilitating a sustainable increase in cycling activity in Leicester, the Disabled Peoples Access Officer, In March 2013, suggested an approach along the following lines:

- To promote “pedestrian friendly cycling”, through information, campaigning, training / awareness raising, marketing and, (where necessary), by challenging cyclists about their behaviour
- To promote and develop cycling routes across the city which were primarily on-road
- To provide and promote more, and better, cycle parking facilities around the edge of the City Centre
- To review and clearly define where cycling is, and is not, permitted

- To establish proper systems for reporting and recording incidents, including near misses
- To then develop a proper evidence base, using,
 - data from these systems
 - the results of focused surveys of both visitors to the City Centre, and people who do not go there

It was suggested that this approach be taken forward as a key part of the Council's strategies for cycling and for inclusive design, and possibly managed through a "pedestrian-friendly cycling forum or network". This would enable dialogue and joint working between pedestrians, cyclists and agencies such as the Police, City Wardens and the Safer Leicester Partnership.

Objectives

The objectives of the study have been to investigate the following issues relating to the Connecting Leicester initiative:

- The potential impacts on many disabled and older people of further expansion of the pedestrian preference zone due to walking distances increasing further
- The expanding area of "shared use" pedestrian preference zone in the City Centre (including potential for pedestrian / cyclist conflict)
- The increasing pressure on (and competition for) kerb space, for taxi, private hire, loading and blue badge parking, and for bus stops
- Provision of a Coach pick up, set down and parking, and consequential additional impact and pressures on kerbside space

Method

Various methodologies were used to complete the different sections of the study. These are set out below.

Desk based research

An important activity during the early stages of the project was desk based information gathering on the following key issues:

- Potential Conflicts and Other Impacts of Pedestrian Preference Zone on Older and Disabled People and Other Groups
- Kerbside Activities
- Coach Parking

Focus Group

A focus group was held in a central location in the City of Leicester, on the premises of the Leicestershire Centre for Integrated Living. Two project team members were present to conduct this focus group – a Moderator and a Facilitator. A group of eight participants was recruited to take part in this group, with the intention this group should be representative of disabled people in Leicester. Participants included people with learning difficulties, a manual wheelchair user, a powered wheelchair user, a guide dog user, a blind person who used a long cane, a long term user of crutches and someone who used both a powered scooter and a walking frame. A full profile of the group appears in the focus group report, in **Annex 1**.

The discussion was steered with the aid of a topic guide, which was approved by the client beforehand, and was recorded for the purposes of later analysis, with permission from those present.

Stakeholder Workshop

A stakeholder workshop was held at Leicester City Council's New Walk Centre, in the centre of Leicester. The aim of the event was to bring together professionals with local knowledge that was either mode specific, or related to policy and practice in Leicester. Participants were invited so that they could represent three main stakeholder groups: older and disabled people, cyclists and Leicester City Council. There were thirteen participants in the workshop, which was facilitated by Dr Philip Barham, TTR's Technical Lead on this project. A discussion paper was compiled and circulated to all participants, in advance of the group meeting.

The aim of the workshop was to focus on the issues of increased walking distances as a result of the pedestrian preference zone, and potential conflicts between cyclists and pedestrians in shared space areas. It was hoped that the discussion would highlight both the differences in perspective of different stakeholder groups, and areas of common ground.

Interviews

Interviews were a major means of data gathering. Where possible, these were face-to-face interviews, but other key personnel were interviewed by telephone. A list of organisations consulted in this way is as follows:

- Leicester City Council
 - Shopmobility
 - City Centre Director
 - Taxi Licensing
 - Mental Health & Learning Disabilities
 - Dementia
 - Adult Social Care
 - Arts & Museums

- Leicester Market
- First in Leicester (bus operator)
- Rail, Maritime & Transport Union (Hackney Carriages)
- Abbey Coaches
- Liverpool City Council
- Leicester Disabled People's Access Group
- Swift Fox Cabs (Hackney Carriages and private hire)

The research team liaised more informally with the City Council's Cycling Officer and Disabled Persons Access Officer, and, of course, received support from the Council's Highways Section.

Additional activities in Leicester included a number of site visits to the City Centre, a site visit to the National Space Centre, attendance at an Inclusive Design Advisory Panel Meeting and attendance at a Tourism Forum, in Leicester.

Observation Studies

Two forms of observation study were completed to gather information relating to freight, delivery and servicing activity taking place in and around the Leicester City Centre pedestrian preference zone. Delivery activity is where goods are taken from the vehicle to the delivery point e.g. a parcel delivery. Servicing activity is where the vehicle is used to support service delivery e.g. carrying tools and spare parts for repairing photocopiers. This distinction is essential as each activity has different kerbside requirements e.g. a few minutes to make a delivery/collection as opposed to an hour or so for repairing a photocopier.

A Freight Environment Review System (FERS) audit was undertaken to record and analyse information relating to freight, delivery and servicing infrastructure located in and around the pedestrian preference zone.

A series of vehicle and pedestrian observations were undertaken, the key objective of which was to establish who uses kerb space, how often and at what times. The observations also identified and recorded any conflicts between the different classes of road user.

Online Questionnaire

An on-line questionnaire was designed, to elicit the views of the wider Leicester public. This questionnaire was set up using Survey Monkey, and hosted on the Leicester City Council web-site. In order to ensure that as many people as possible could access this questionnaire, an alternative version was provided, in Word, and distributed through local organisations for disabled people. Similarly, the questionnaire was emailed via local cycling organisations, with the assistance of the City Council's Cycling Officer.

IMPACTS ON WALKING DISTANCE RESULTING FROM THE PROPOSED EXPANSION OF THE PEDESTRIAN PREFERENCE ZONE

Findings from the Focus Group

There was much evidence gathered, during the course of the study, of how the establishment of the pedestrian preference zone had increased walking distances to key locations in the City Centre, often to the point of deterring people from visiting the City Centre as often, or at all.

This view came across most strongly during the focus group that was held with a sample of disabled people. Seven of the eight participants in the group preferred Leicester before the centre was pedestrianised. The participant who was the exception to this was a powered wheelchair user, who said that there was now,

“Better scope to get around – when it is now flat you can move around a lot freer”

(Powered Wheelchair User)

When asked to give reasons for their view, the other participants stated that buses and taxis previously offered convenient means of getting to and from the City Centre, and that now there were longer travelling distances between key points; reasons also included the sharing of the space with cyclists and delivery vehicles, and, in the case of blind or partially-sighted participants, the design of the space with limited guidance cues.

For example, one of the participants said,

“I would come in to town more often but it does not work for me on the whole – it is a nightmare so I come into town less as it does not work for me now...”

(Crutches User)

Another said,

“I seldom come into the City Centre as it is such a mess these days - difficult to orientate around the place and I cannot get a taxi because taxis cannot access the pedestrianised bit, even though delivery vehicles are”

(White Stick User)

Many of the group participants used taxis regularly to get to where they needed to go. In the past, taxis were able to drop them off in the City Centre, and it was noted that this was no longer possible, as taxis were not allowed in the pedestrian preference zone,

“You cannot get a taxi to any of the places into the City Centre – sometimes disabled people need to be taken to places and dropped off just outside. It is becoming less and less accessible for disabled people.”

(White Stick User)

Walking distances in other areas of the City Centre were discussed,

“Getting transport from the middle of the High Street up to Granby Street – as it stands, at the moment, you need to walk or use a wheelchair, as there are no other forms of transport to take you that way”

(Powered Wheelchair User)

For a blind participant, the issue with the City Centre was not so much walking distances, as difficulty with navigation..., particularly in the context of the many changes that had been made to the physical lay-out of the City Centre, recently,

“Lots of road works simultaneously – workmen move between sites throughout the day – rather than concentrating on one piece of road work to get it finished and then move on. It got to the stage that the city centre was unusable for me”

(White Stick User)

Similarly, two participants complained that contractors undertaking works in the pedestrian preference zone did not always provide solutions to temporary changes in level that were created. One of these participants was a long term crutches user with a rigid support on the right leg, and the other was a manual wheelchair user,

“Dropped kerbs or non-dropped kerbs – in town, many contractors are not putting signs up - so no phone numbers. They are not putting in ramps, they are just chopping off the end of kerbs and not leaving ramps for people to get off I have a mobility scooter but I have stopped bringing it into town as I have come across so many dead ends where I could not get through.”

(Long term crutches user with rigid support on the right leg)

Because the pedestrian preference zone presents, to some people, a uniform and featureless space, wayfinding can be very difficult. For the blind and partially sighted participants, the guide dog was unable to distinguish which was the footpath and which was the road, and the white cane user did not have any kerbs to use as a guide,

“Now that they have flattened all the area so that the road surfaces are the same level as the kerbs, you can no longer work out where the bollards are”

“If you cannot see, you lose everything you navigate by – previously, I could tap along the kerb – now I walk down the High Street and have nothing to use to navigate by”

(White Stick User)

In the stakeholder workshop, it was pointed out that the open nature of the pedestrian preference zone can be a problem for people with learning disabilities, in terms of change and wayfinding in shared space, as well as people with a sensory impairment, and that

people who are deaf or hard of hearing can feel just as vulnerable as people who are blind or partially-sighted.

There was a discussion, during the focus group, about possible solutions to the problem of walking distances within the pedestrian preference zone. One option was the possibility of introducing a road train, to connect the key locations in the City Centre. Generally, participants felt that this was a good idea, as long as the vehicle were accessible to all users, and made a noise when travelling around the City Centre,

“...have to be accessible for wheelchair users... have to have some sort of ramp to get wheelchairs on it”

“Would also need to make a noise and have flashing lights on it to make it visible to all users”

(Powered Scooter and Walking Frame User)

“It would have to make some sort of noise for those that are visually impaired”

(White Stick User)

It was also pointed out that the service would need to stop at all key locations, and that passengers would need to be able to communicate with the driver when they wanted to leave the service. In terms of the locations that should be served, it was felt that it would be good idea for the road train to link up the main parts of Leicester City Centre, including the clock tower, the Park & Ride, the bus station and the railway station.

One participant spoke of similar transport “loop” services in Nottingham and Lincoln, stating that that the service in Nottingham was free, being subsidised by the local bus operator; the similar service in Lincoln cost £1 a day, for which passengers could hop on and off as many times as required, using the same ticket.

The issue of charging for the service in Leicester was discussed, and it was agreed that it would be better if the road train were sponsored, so that it could be offered free to users,

“People with shopping bags, elderly ...go to the Highcross to do their shopping – it is a long way to the bus - they could hop on that – don’t charge the person, charge the firm – sponsor it... then it is attracting people to use the Highcross ... Shops such as Highcross should surely invest in that, as it is helping to get people to and from their shops.”

(Powered Scooter and Walking Frame User)

There was some discussion during the stakeholder workshop about the idea of introducing a “road train” service in the pedestrian preference zone. One view was that this might be a better idea in theory, than in practice. It would mean an additional vehicle operating within the pedestrian preference zone, so that some mitigating measures might need to be introduced, in order to combat some of the issues it might cause. There was also some

uncertainty about whether the road train would be free to use for some groups of people, and, if so, about how to define who would be eligible to use the service free of charge.

During an interview, the Co-ordinator of Leicester's Shopmobility service expressed the view that some form of "small shuttle bus", connecting various locations in the City Centre, might be successful in alleviating the walking distances issue. She specifically mentioned that the Park & Ride buses only penetrate as far as the Jubilee Square area, so this is one location that might be included in such a service's route.

The City Council's Head of Markets was also asked, during an interview, for his views on whether a transport service, which might consist of a road train, would be a good idea in the City Centre, particularly if it could include Leicester Market in its route. He recalled that there was once a free "hop-on" minibus service which connected the key locations within the central area, but he didn't think that this service had been very successful. His view was that, in spite of being free, having to use an additional means of transport to get to the market just added an extra "hurdle" for people to negotiate. For this reason, he was a little sceptical about a road train providing a viable solution to the walking distances issue.

Other issues relating to pedestrians' use of the City Centre were raised, during the focus group, which were not relevant to the pedestrian preference zone, (such as the time allowed for pedestrians to cross roads, the absence of "puffin crossings", etc.). Whilst these have not been summarised in the main body of this report, they can be found in the Focus Group Report which appears in **Annex 1**.

Findings from Interviews

During an interview with the Secretary of the Leicester Disabled People's Access Group, a great deal of emphasis was placed on how important the issue of increased walking distances, as a result of the introduction of the pedestrian preference zone, is to older and disabled people, especially when they have shopping to carry. This was identified as the reason that some people now avoid visiting the City Centre, especially with taxis being unable to get close enough to the places that they want to go to. The Guildhall was cited as an example of an important location that is difficult to get to, because taxis cannot get close enough to it, leaving the passenger with a walk across cobbles; there is then the issue of how to be picked up from the Guildhall. (On the subject of taxis, it was pointed out that some taxi ranks, such as those in the railway station, do permit passengers to board on the left-hand side of the vehicle, which is the side on which the ramp is invariably deployed). The question was also raised as to why there was not more seating in the City Centre, but it was felt that this might be a measure to discourage people from sleeping in public areas.

In terms of potential mitigating measures to combat problems caused by increased walking distances, it was felt that increasing access for taxis, and enabling buses and Blue Badge holders to penetrate further into the pedestrian preference zone, would be the best answer. Some merit was seen in expanding the Shopmobility service, but it was also

pointed out that people who are blind or partially-sighted cannot use an electric mobility scooter.

A number of options have been considered for addressing the issue of extended walking distances within the pedestrian preference zone. One option identified, at the beginning of the project, was that the city's Shopmobility scheme might be expanded, in order to offer more people the option of using a mobility aid for accessing the places they want to visit in the City Centre.

There are two Shopmobility sites in Leicester City Centre – in the Highcross Shopping Centre, and in the bus station of Haymarket Shopping Centre. An important function of the service is to provide a link between these two sites. The sites tend to cater for two types of visitor to the city. The Highcross Shopmobility unit is used by shoppers who have travelled to Leicester by car, and have parked in the shopping centre's car park, whilst users of the facility in the Haymarket Shopping Centre are more likely to have come by bus, by taxi or using a dial-a-ride service. Equipment can be booked in advance, or hired on arrival.

The city's service is overseen by a Co-ordinator, who is employed by Leicester City Council; the only other staff available are two trained volunteers at each of the sites. The current park of mobility scooters numbers 70, and the service can also provide wheelchairs and other mobility-related equipment. The 70 powered scooters are adequate for current levels of demand, although it is sometimes necessary for scooters to be transferred from one unit to the other. The service is currently operating at near to full capacity.

The Co-ordinator's view of the possibility of expanding the Shopmobility service offered, in order to help to alleviate the walking distances experienced by visitors to the City Centre, was that the main limitation on the service offer is the availability of volunteers, who must be suitably trained. This is a constraint that would probably rule out the opening of a third unit in Leicester. What is unknown is the detail of the accommodation that Shopmobility will have when the bus station at Haymarket is redeveloped, (which is expected to be completed by 2015 or 2016).

The Co-ordinator also expressed the view that the Shopmobility service is not very well known in Leicester, and that it could be used more if it were publicised more widely.

One option for increasing older and disabled people's access to key locations in the City Centre would be to relax restrictions on where taxis and/or Private Hire Vehicles (PHVs) can go. Currently, in some parts of the pedestrian preference zone, taxis, (but not PHVs), may use the same streets and priority lanes as buses, (e.g. Haymarket, Charles Street, Market Place, Horsefair Street), but there are some streets that taxis may not use, (e.g. the High Street, Silver Street, Humberstone Gate, Gallowtree Gate, Cank Street). This area, also referred to as "The Lanes", excludes motor vehicles by means of bollards. The practice of private hire vehicles (illegally) using these streets was ended with the deployment of enforcement cameras in Charles Street and Causeway Lane.

An interview with Leicester City Council's Head of Licensing revealed that requests have been received for PHVs to be allowed to use some parts of the pedestrian preference zone. This would increase the number of accessible options available for older and disabled people, given that many prefer saloon-type vehicles to purpose-built taxis, but this request has been resisted by the City Mayor, and Highways Section of the Council, for two main reasons: firstly, PHVs are hard to distinguish from ordinary saloon cars, with only a plate on the rear of the vehicle and a sign on the side doors, so members of the public might be tempted to also drive into the pedestrian preference zone; secondly, the number of vehicles eligible to use the pedestrian preference zone would increase by an unacceptable amount, given that there are some 1,100 PHVs operating in Leicester.

Swift Fox operates both Hackney Carriages and private hire vehicles. The spokesperson suggested that the argument that taxis were easily distinguishable from other vehicles, is no longer valid, given that, now, not all Hackney Carriages are of the London Taxis International design - but accepted that the sheer number of vehicles that would become eligible to use the restricted-access streets was a more powerful argument.

Another issue that emerged from this interview was the apparent difficulty that disabled people, particularly wheelchair users, have in finding an accessible taxi in Leicester. It was claimed that drivers in Leicester are unwilling to engage in this type of work, with anecdotal evidence suggesting that they simply drive on past a disabled person when hailed. The "vast majority" of Swift Fox's business consists of carrying out contract work, with wheelchair accessible taxis, on behalf of the local authority. This involves providing transport for school children with special education needs, work for the Adult Social Care Department, etc. As a result, although the company has a fleet of 20 to 30 wheelchair-accessible vehicles, these are constantly in use on contract work, meaning that these vehicles very rarely go out and ply for hire as taxis. Nevertheless, some older and disabled people prefer to go to Swift Fox Cabs' office, in Church Gate Street, and wait for an accessible vehicle to become available, rather than attempt to find an accessible taxi on a rank or in the street.

The response of the Council's Commissioner for Dementia, during an interview, to the question of what mitigating measures might help older people with the increased walking distances within the pedestrian preference zone, was to emphasise the importance of the provision of resting places, in strategic locations. These need not necessarily be formal seats; however, if seats were to be installed, then older people tend to prefer seats with arms, to help them with the process of sitting and standing.

Findings from Desk Based Research

A comparison of pedestrianised zones and shopping malls

A number of pedestrianised zones in towns and cities across the UK were reviewed and compared with Leicester's pedestrian preference zone to assess whether the walking distances in Leicester are unusually long. The results of this research are ranked by size (m²) and are shown in Table 1.

The data in this table is meant as a guide, given that no two pedestrian zones are exactly the same e.g. some involve a complete ban on cars, some are zones in which all cars are restricted to 20mph etc. Furthermore, pedestrianised zones tend to be irregular in shape, and their boundaries are sometimes not very well defined, so all measurements are approximate.

Table 1. Ranked comparison of pedestrianised zones in the UK.

Town or City	Approximate Area (m ²)	Notes
Cardiff	475m x 675m = 320,625 m ²	Most of the "Castle Quarter" has been pedestrianised, with bus stop hubs located on peripheral roads. Two electric buggies operate within the zone, for older and disabled people.
Oxford	585m x 350m = 204,750 m ²	The "Queen Street" shopping street, (which has a one-way system for buses and taxis, a two-way system for cyclists and a complete ban on cars), is central to this "zone". Some nearby streets are pedestrianised, and some are not.
York	400m x 400m = 160,000 m ²	York describes its "foot streets" as constituting "one of the largest pedestrian zones in Europe".
Coventry	440m x 300m = 132,000 m ²	"Broadgate" has been pedestrianised, as part of a Public Realm Scheme.
Bath	560m x 235m = 131,600 m ²	Some roads are restricted to pedestrians within this zone, and some are not; some roads merely have certain access restrictions for delivery vehicles.
Nottingham	375m x 325m = 121,875 m ²	

Grimsby	440m x 235m = 103,400 m ²	Grimsby's central zone was pedestrianised in order to provide an uncluttered pedestrian and cycle link between Grimsby Railway Station and the town centre.
Leicester	400m x 200m = 80,000 m ²	
Ashford	475m x 350m = 66,250 m ²	Shared space.
Bournemouth	425m x 90m = 38,250 m ²	"The square" is almost entirely reserved for pedestrians.

For a further comparison, the largest shopping malls in the UK were considered, given that they pose similar issues for users in terms of walking distances. Table 2 compares these malls in terms of their footprint (m²), although they invariably occupy more than one level. The table shows that the "footprint" of the UK's larger shopping malls is not dissimilar to that of many of the pedestrianised zones listed in table 1. Therefore, it is conceivable that visits to a shopping mall would involve similar walking distances, thereby raising similar walking issues for older and disabled people in particular.

Table 2. Size comparison of the nine largest shopping malls in the UK.

Rank	Name	Area	Size (m ²)	Annual visitors
1st	Metro Centre, Gateshead	650m x 365m	194,400	23 million
2nd	Trafford Centre, Manchester	650m x 200m	185,100	30 million
3rd	Stratford, London	340m x 225m	175,000	47 million
4th	Bluewater, Kent	325m x 295m	155,700	27 million
5th	Westfield, London	205m x 205m	149,461	23 million
6th	Arndale, Manchester	265m x 220m	139,354	38 million
7th	Highcross, Leicester	400m x 190m	110,000	18.5 million
8th	Merry Hill, Dudley	470m x 325m	140,800	24 million
9th	Meadowhall, Sheffield	590m x 205m	139,355	25 million

A notable aspect of Nottingham's management strategy is that the City Council issues some Restricted Access Permits for Blue Badge holders who receive the Higher Rate Mobility Component of Disability Living Allowance, provided that they apply for such a permit. This permit enables the holder to park in a pedestrianised area of the city, at any time. Blue Badge holders without a special permit may only park in the pedestrianised parts of Nottingham City Centre before 10am and after 4.30pm. Nottinghamshire County Council has its own Special Access Scheme, which is valid for pedestrianised areas in a number of towns in the County, but not in the City of Nottingham.

Nottingham's pedestrian zone, which stretches from the Broadmarsh Shopping Centre to the Victoria Centre, sits within an area that is 375m x 325m. It consists of a central thread

that is restricted to taxis, PHVs and Blue Badge holders, and in which loading is allowed before 10am and after 4.30pm; to the north and south of this central, inner zone is a pedestrian zone, within which Blue Badge holders and delivery vehicles are permitted before 10am and after 4.30pm. One difference between Nottingham and Leicester, in terms of access for older and disabled people, is that the former city has accessible trams travelling through the pedestrianised area.

Desk research was carried out on material from some previous TTR research projects which have featured the needs of people with specific needs. One of these projects, which collected evidence on which the Welsh Government could base a decision on whether or not to extend eligibility for the Blue Badge Scheme², included an interview with the External Affairs Manager of the National Autistic Society. This interview covered the reasons why the parent or carer of a child or adult with autism might need to have permission to park close to their destination, and so the information gathered from this interview is relevant to the current concern for increasing walking distances in Leicester's pedestrian preference zone.

Whilst autism affects people in different ways, the view of the National Autistic Society was that people whose autism compels them to, say, impulsively run after things (e.g. a Police car, a red bicycle) have a strong case for needing to be close to their destination. Such a presenting behaviour can cause much stress to a carer, especially when a "safe" and familiar place, such as the family car, is a long way away. Another important presenting behaviour related to autism is the tendency to have "sit ins", or a "refusal episode", when an individual refuses to move, and might even lie down on the pavement.

Sometimes, autism might restrict the extent to which an individual can harness his or her mobility safely. A person with Autism Spectrum Disorder (ASD), for example, might lack a sense of danger, and have difficulty in imagining the consequences of his or her actions. This might also be described as a lack of "social imagination", and might be manifested as an inability to anticipate an imminent event. ASD might also be associated with dyspraxia (i.e. a lack of motor co-ordination and control), and this might involve a lack of spatial awareness. For all of these reasons, someone with ASD might struggle to travel safely through an environment that is shared with other types of space users.

Reliance on a set routine is also an important presenting behaviour with autism, since busy environments, in which an unexpected event might cause the routine to be disrupted, might cause "an episode", and also have "knock-on" effects on behaviour for several days. In summary, predictability, certainty and safety are very important, and the parent or carer of a person with ASD needs to be able to avoid the huge impacts that a sudden and disruptive event might cause.

² BARHAM, P., Extending Eligibility Criteria for a Blue Badge to People with Cognitive Impairments: Final Report (Halcrow / Transport & Travel Research Ltd, for the Welsh Government, March 2012).

This research project also featured an interview with the Alzheimer's Society (Wales), which had similar objectives. Key presenting behaviours associated with Alzheimer's Disease and similar forms of dementia, and which might be relevant to understanding people's needs, in the context of Leicester's pedestrian preference zone, were identified as being anxiety, disorientation, confusion, memory loss, a lack of perception of danger and a tendency to wander, (which might present a particular problem, and potential hazard, in a wide, open space).

Someone with dementia might also have a continence issue, which is a further reason for them needing to park close to their destination. For very similar reasons, the same might be said in relation to people with Crohn's Disease or colitis.

Seating provision within the pedestrian preference zone

The study investigated actions that could be put into place to alleviate any problems caused by long walking distances within the pedestrian preference zone. One potential solution is to provide additional seating, placed strategically in order to minimise the maximum distance between seating opportunities. The Department for Transport's recommendation, based on human factors research, is that the design of transport interchanges and pedestrian facilities should be based on a maximum walking distance without a rest of 50m. (This is the maximum distance that a person using a walking aid should be expected to walk; for a person who has a mobility impairment, but does not use a walking aid, the figure is 100m³).

The cost of such seating varies greatly, according to the design of the seating and the materials used. For example, the seat illustrated in figure 1 costs some £2,000, but, because it is made of heavy materials, and so would require plant and personnel to winch it into position, the cost of installation would exceed the procurement cost.

Figure 2. Seat and bench (Source: Furnitube International).



³ Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (Department for Transport, 2002).

The seat illustrated in **Figure 2**, however, would cost between £700 and £1,000⁴. It was not possible to obtain a quotation for the cost of delivery and/or implementation for this seating, because this would be so heavily dependent upon the number of seats ordered, the location in which seating was to be installed, etc.

Figure 2. Bench with arm rests (Source: Furnitube International).



Alternative transport options for use within the pedestrian preference zone

The cost and availability of means of transport that might be used within the pedestrian preference zone to help to mitigate any walking distance issue for older and disabled people was investigated. Several examples of “road trains” were found, throughout the world, but many of these are related to the leisure industry, and some merely run in theme parks. For example, the National Railway Museum, in York, has a land train that runs from the city centre, and this operates only at weekends, in the winter months.

The complication, in the context of Leicester, is that a road train whose role is to provide access to the City Centre, chiefly for older and disabled people, will need to be robust and reliable enough to operate at least six days a week, and all the year round. It should also be of a size that enables adults to ride on it in comfort; some theme park transport systems are designed to be fun for children, and tolerable for adults over a short period. Furthermore, a prerequisite is that the road train must be accessible, even for larger wheelchairs.

Some road trains with accessible features have been found, so a road train for Leicester City Centre need not be an entirely bespoke creation. The leading supplier of road trains appears to be UK-LoCo Design & Manufacturing Services, based in Worcestershire, which is the UK agent to the Italian road train manufacturer Dotto Trains. UK-LoCo primarily provides design and manufacturing services to the theme park and entertainment industry,

⁴ Price estimates provided by Furnitubes International.

but has a broad range of products, including electric road trains which are claimed to have a zero environmental impact, which would fit in with the ethos of Leicester's pedestrian preference zone. UK-LoCo can supply a platform lift, for wheelchair users, but there are some issues with this.

Firstly, having a separate lift for wheelchair users has become a rather old-fashioned means of access, and would be seen as being undignified, by many disabled people. Also, the time that would be taken for helping wheelchair users to get on and off the vehicle, when a relatively short journey time is envisaged, would make this mobility option less attractive for disabled people. It would also slow down the service for other passengers, in an operating context that is less relaxed than that of a theme park ride. A trackless vehicle that is dedicated for use by older and disabled people only is worthy of consideration, but this would need to be free for users, and so either be sponsored commercially or subsidised in some other way.

A quotation for a road train consisting of a locomotive unit and three coaches, the rearmost of which would be equipped with a lift for wheelchair users, has been obtained from UK-LoCo – this comes to a little under £200,000, including delivery.

An alternative idea is provided by Cardiff, where electric buggies, which are similar in appearance to golf buggies, and can carry up to three passengers, run throughout the city's pedestrianised Castle Quarter for the benefit of anyone who has a problem with mobility.

This service is provided free of charge, and operates by people simply hailing a buggy. The service originated as a pilot scheme, which operated during the three-month period of October to December, 2010. A total of 3,380 people were carried during the three months, at a cost of some £40,000 to the City Council. The service is reported to have been very popular, and continues to be provided in the Castle Quarter. Currently, two vehicles are in operation – one in the morning, and one in the afternoon, with a 90-minute period of overlap, during the middle of the day, when both operate. Hours of operation are 9am to 5pm.

The buggies do not travel faster than 5mph when in the pedestrian zone, but have nevertheless been the subject of some complaints among blind and partially-sighted community in Cardiff, because their lack of noise is perceived as presenting a danger to people who cannot see them.

KERBSIDE ACTIVITIES

Observation Studies

Two studies were completed to gather information relating to freight, delivery and servicing activity taking place in and around the Leicester City Centre pedestrian preference zone.

A Freight Environment Review System (FERS) audit was undertaken to record and analyse information relating to freight, delivery and servicing infrastructure located in and around the pedestrian preference zone. The purpose of a FERS audit is to harmonise freight activity with other street uses e.g. other road traffic, pedestrians, cyclists etc. This study utilised a FERS-'lite' methodology and was completed on Thursday 27 February 2014.

The second study was a series of vehicle and pedestrian observations, the key objective of which was to establish who uses kerb space, how often and at what times. The observations also identified and recorded any conflicts between the different classes of road user.

The findings of the (FERS) audit and the vehicle and pedestrian observation study are set out below.

Freight Environmental Review System (FERS) Audit

The FERS analysis was completed by grouping streets by similar typology and / or location. The FERS audit findings are set out below by location.

Figure 3: High Street / Shires Lane / East Gate / Humberstone Gate / Fox Lane / Gallowtree Gate / Cheapside / Victoria Parade



High Street



East Gate



Humberstone Gate



Gallowtree Gate

These streets comprise the heart of the city centre pedestrian preference zone. The public realm in this area has been created through the provision of a level surface from store front to store front across the street, the finishing being in grey stone. This is a shared space without any indicative markings for pedestrians or vehicles. This has created the boulevards of High Street, East Gate, Cheapside, Humberstone Gate and Gallowtree Gate. Shires Lane, Fox Lane and Victoria Parade are side streets in the area.

Delivery and servicing in this area is allowed between 05.00 and 11.00 Sunday to Friday and from 05.00 to 09.00 on Saturday with entry controlled by rising bollards. The level shared surface is in good condition, although some remediation work is being undertaken, which facilitates delivery and servicing activity. High Street, Humberstone Gate and Gallowtree Gate have planting, street furniture (seats, bicycle racks, lamp posts etc.) and / or bollards on each side along their length which demarcates sections of the street. However, as the above pictures demonstrate, all sections of the street are used by both pedestrians and vehicles as required.

There are a number of businesses that place A-boards and have tables and chairs set out on the pavement. These are more of an issue for pedestrians, as it forces them into the middle of the boulevards, than delivery drivers as there is ample space to manoeuvre around them, or they are put out after the vehicles have left the area.

The open nature of the boulevards ensures that there is ample space for delivery and servicing activity with little or no vehicle congestion. The management of delivery and servicing activity through the use of time restrictions mitigates vehicle / pedestrian conflicts as compliant vehicles have left the area before the main shopping and lunch time crowds arrive.

As the street comprise a shared surface there is plenty of interaction between vehicles, pedestrians and cyclists. However, whilst undertaking the audit it was noted that pedestrian / cyclist interaction was the greater issue. The geography of the area means that, other than when manoeuvring, there is little requirement for potentially hazardous turning or reversing movements.

Figure 4: Guildhall Lane / Silver Street / Cank Street



Guildhall Lane



Silver Street



Cank Street

These streets are adjacent to the heart of the city centre pedestrian preference zone. The public realm in this area has been created through the provision of a level surface from store front to store front across the street. However, this has been created in an alternative way to the main pedestrian preference zone area. Contrasting paving materials have been used to demarcate 'footways' and the 'vehicle carriageway', although both are available for use by all users.

As with the main pedestrian preference zone delivery and servicing in this area is allowed between 05.00 and 11.00 Sunday to Friday and from 05.00 to 09.00 on Saturday with entry controlled by rising bollards and no entry signs. This shared space was created at a later stage than the main pedestrian preference zone so the level shared surface is in good condition which facilitates delivery and servicing activity. As the above pictures demonstrate, all sections of the street are used by both pedestrians and vehicles as required.

Bollards have been installed at specific locations on the side of these streets, mainly for protection, rather than demarcation purposes. On Silver Street and Cank Street there are a number of businesses that place A-boards and have tables and chairs set out on the pavement. These are more of an issue for pedestrians, as it forces them

into the 'vehicle carriageway'. These can be an issue for delivery drivers in Silver Street and the narrow section of Cank Street as they impede delivery activity and reduce the space available for vehicle manoeuvring and movement.

Parked vehicles passenger or freight, may impede vehicle movement in the narrow sections of these streets. The management of delivery and servicing activity through the use of time restrictions mitigates vehicle / pedestrian conflicts as compliant vehicles have left the area before the main shopping and lunch time crowds arrive.

As the street comprise a shared surface interaction is required between vehicles, pedestrians and cyclists. The geography of the area means that, other than when manoeuvring, all vehicles travel in a forward gear so avoiding potentially hazardous turning or reversing movements. This is facilitated by Guildhall Lane and Silver Street being one-way streets. Cank Street provides rear access to various premises where any vehicle manoeuvring takes place off of the public highway.

Figure 5: Loseby Lane



Carts Lane and Loseby Lane are contiguous, running in a North to South direction at the western end of the pedestrian preference zone. They are narrow streets, with traffic running one-way in the southerly direction. As well as being destinations in their own right, they form an exit route for vehicles and pedestrians from the main pedestrian preference zone. These lanes are not a shared space, having the traditional layout of narrow footway on each side of the street with kerbs and a tarmac vehicle carriageway. Carts Lane does not have any yellow lines. Loseby Lane has double yellow lines and single blips on the kerb to facilitate deliveries.

Being part of the city centre pedestrian preference zone delivery and servicing in this area is allowed between 05.00 and 11.00 Sunday to Friday and from 05.00 to 09.00 on Saturday with entry controlled by the rising bollards in High Street. The highway infrastructure is generally in good condition with little or no installed street furniture, though a corner bollard strike was noted.

There are a number of businesses that place A-boards and have tables and chairs set out on the pavement. These are more of an issue for pedestrians, as it forces them onto the vehicle carriageway. They restrict the flexibility and movement for

delivery activity and vehicle movement, especially when combined with any parked vehicles which block any vehicle movement.

The management of delivery and servicing activity through the use of time restrictions mitigates vehicle / pedestrian conflicts as compliant vehicles have left the area before the main shopping and lunch time crowds arrive. Also, the one-way nature of the streets mitigates the conflict as all vehicles travel in one direction in a forward gear ensuring predictable vehicle movement. There is no possibility of potentially hazardous turning or reversing movements due to the lack of available space.

Figure 6: Haymarket



Haymarket is the busiest street for local traffic adjacent to the city centre pedestrian preference zone. This is because whilst not being a major access route, it caters for a wide range of kerbside activity comprising bus stops on the East side of the road, and on the West side disabled parking bays, loading bays and a taxi rank with separate queuing rank at the northern end of the street. The road has double yellow lines and double yellow blips along the remainder of its length. It is a one-way street with traffic proceeding along it in a southerly direction. It is of traditional construction with tarmac pavements, kerbs and a tarmac vehicle carriageway.

The area is a pedestrian zone with no motor vehicles allowed to enter except for buses, taxis, blue badged vehicles and loading from 07.30 a.m. – 06.00 p.m. Delivery and servicing in this area is allowed in the loading bays which are operational from 07.30 – 18.00 each day.

There is a variety of street furniture along the pavement edge on the west side of the street including waste bins, poles, telephone boxes etc. These can be an impediment to delivery and servicing activity depending on where along the kerbside vehicles are able to park. There is evidence of vehicle strikes on the street furniture, though the kerb stones are affixed and in good condition. The tarmac footway is in reasonable condition overall, though not always level.

Due to the narrowness of the footways there is little or no opportunity for businesses to put out A-boards and none for café furniture.

Street congestions is variable, not necessarily due to the volume of vehicle movements, more so due to the number of vehicles accessing and egressing the kerbside, or waiting to do so. No evidence is available as to the number of vehicles circulating until they obtain a space, but it is suspected that the activity does take place, also that drivers may check for spaces here before moving onto other locations to park or load / unload.

Figure 7: Market Place / Market Place South



Market Place



Market Place South

The Market Place in the centre of Leicester exists in its own economic and operational area. The roads around the Market Place – Market Place and Market Place South fulfil a variety of functions for the market users as well as the usual public highways activity. At the time of the FERS audit the market was undergoing renovation which impacted on the surrounding streets through changing and partial closures. The roads are of traditional footway, kerb and vehicle carriageway design.

There are different access and loading restrictions for each road adjacent to the market to facilitate its operation. Market Place has a prohibition for motorised traffic from 7.30am to 6.00pm any day of the week except for permit holders at any time and taxis, disabled badge holders and for loading between 7.30am to 11.00am and between 4.00pm to 6.00pm. Market Place South has a prohibition for motorised traffic at all times except buses, taxis, blue badge holders and loading which have access at all times.

There are various facilities for loading and unloading in this area. In the immediate vicinity there are loading bays and permit holder only parking bays. Traders also use pay and display parking and loading bays in adjacent roads. The outdoor market is open-sided so the facilities are located on the opposite side of the road to facilitate customer access to the market stalls. This means that deliveries have to be carried across the road to the market area. There is limited space on the carriageway and some delivery vehicles were noted parked with one side on the footway.

Figure 8: St. Martins / Grey Friars & Hotel Street

St. Martin's



Hotel Street

St. Martins / Grey Friars & Hotel Street - North of Friar Lane / Market Place South comprise a discrete group of streets on the edge of the pedestrian preference zone which contains a complex mix of activity. The three streets are of traditional footway, kerb and vehicle carriageway design. The area is accessed via Grey Friars which is a one-way street with traffic proceeding in a northerly direction. In addition traffic exiting the pedestrian preference zone via Loseby Lane in a southerly direction can turn left or right onto St. Martin's. The stretch of St. Martin's considered as part of the FERS audit is one-way with traffic proceeding in an easterly direction. At the junction of St. Martin's and Hotel Street is the entrance to Cank Street which is part of the pedestrian preference zone and is of shared space design. Hotel Street is a one-way street with traffic proceeding in a southerly direction to its junction with Market Place South / Friar Lane. Part way along Hotel Street is the entrance / exit from Market Place. Deliveries were also noted being made into the area from Berridge Street.

A different mix of activity takes place in each of the three streets. The streets provide pedestrian access to the pedestrian preference zone from the southern part of the city centre and also form part of a signed cycle route into the city centre.

Grey Friars has double yellow lines without any kerb blips on its west side. Its east side comprises pay and display parking at the southern end and disabled parking at the northern end. Vans were noted parking in the pay and display bay as were a number of blue badge holders. It appears to be office accommodation on the west side and predominantly residential accommodation on the east side of the street.

On the north side of the stretch of St. Martins between Loseby Lane and Hotel Street contains a loading bay for one vehicle and disabled parking for approximately three cars. Businesses are located on that side of the street with the coffee shop adjacent to the loading bay having an A-board and café furniture on the footway which reduces the space available for offloading delivery vehicles. The remainder of the kerbside is double yellow lines with double kerb blips. However, non-compliant parking means that vehicles cannot always fit within the loading or disabled parking

bay markings. They also compromise the capacity of the exit junction from Loseby Lane. Minor kerb damage was also noted. The south side comprises double yellow lines with double kerb blips approaching the Hotel Street junction. A number of cars displaying blue badges were parked on the stretch without kerb blips. There are a couple of building entrances on the south side, but the building is not currently in use.

The west side of Hotel Street contains two loading bays sited north and south of the junction with Market Place. The footway is protected by bollards. It is of block paved construction which is uneven, especially on the street side of the bollards. A number of sunken kerbs were noted. There is also a lighting column opposite the junction. The east side of Hotel street has double yellow lines and double kerb blips along its length either side of the junction with Market Place. North of the junction the pavement is protected by bollards. There is an inset loading bay provided at the southern end of the street. The loading bays appear to attract regular long term delivery van parking and occasional use by blue badge holders. All loading bays are in operation between 07.30 and 18.00.

Hotel Street is very busy with delivery and servicing activity. There are a number of licenced premises on the street and in the vicinity which creates a specific demand for delivery and servicing. Whilst food and bottled drink deliveries can be made from a short distance away, health and safety concerns mean that keg beer deliveries should take place as close to the premises as possible. Hotel Street is quite narrow and non-compliant parking means that congestion can build up quite quickly. The positioning of the bollards also means that there is sometimes inadequate space for vehicles to access / exit the loading bays which leads to them becoming damaged. Whilst completing the audit it was also noted that both delivery vehicles and disabled drivers were circulating these streets to obtain a parking place. Cyclists were noted cycling both ways along the street.

Figure 9: King Street / Market Street



King Street



Market Street

King Street and Market Street are two separate stretches of road that comprise the main pedestrian access from the south of the city into the pedestrian preference

zone. In recognition of this they have slightly reduced access for delivery and servicing when compared to the main pedestrian preference zone. The times are 05.00 to 10.00 Sunday to Friday and 05.00 to 09.00 on Saturday. Both streets are one-way with traffic proceeding in a northerly direction.

King Street is of traditional construction of footway, kerb and vehicle carriageway, although the carriageway is surfaced in red tarmac. Access is controlled by retractable bollards and there are no street markings in the pedestrianised section.

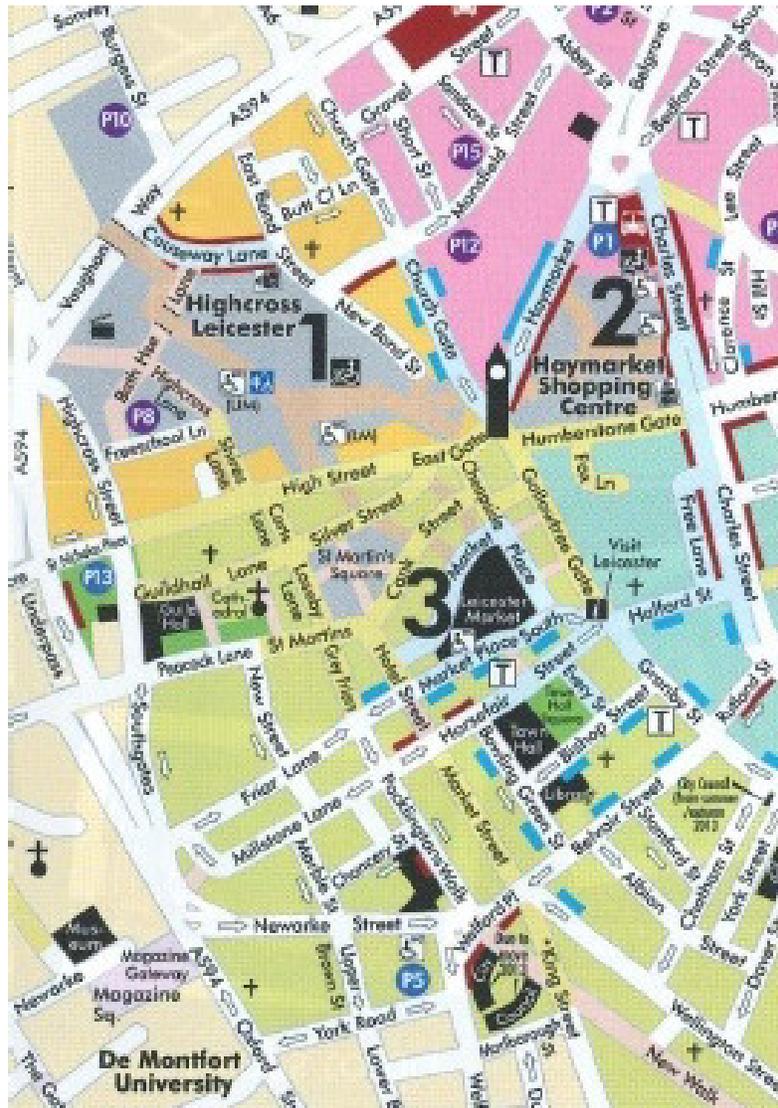
Market Street is of shared surface construction comprising a flat surface across the street. Contrasting coloured paving has been laid to demarcate a 'footway' area and a vehicle carriageway. The east side of the street has street furniture – lighting, waste bins along its length. The street has a café culture with businesses on both sides having tables, chairs and associated barriers which completely cover the footway. There are a large number of A-boards too.

The management of delivery and servicing activity through the use of more restrictive time restrictions mitigates vehicle / pedestrian conflicts as compliant vehicles have left the area before the main shopping and lunch time crowds arrive. Some of the café furniture is put out later too which assists early delivery activity. Access is controlled by retractable bollards and there are no street markings in this pedestrianised section.

Vehicle and Pedestrian Observation Study

Vehicle and pedestrian observation studies were completed for the pedestrian preference zone area and adjacent roads. A map showing the area under observation (streets shown in yellow) is provided as **Map 2**. The observation surveys noted the number and nature of kerb use in Leicester City Centre, and actual and potential conflicts between all users of the pedestrian preference zone. The key objective of the studies was to establish who uses kerb space, how often and at what times. The observations also identified and recorded any conflicts between the different user classes. The vehicle observations are of stationary vehicles at the kerbside. Mobility scooter observations are of moving scooters.

Map 2: Map of Leicester City Centre observation area



The kerbside observations were monitored on a sampling basis, with observations taking place for 45 minutes out of each hour for the period 05.00 – 17.00 on each day. The observations were made over a twelve hour period so that loading both within, and outside of, the pedestrian preference zone's authorised loading time was observed. Observations began at 05.00 which is the same time as access to the pedestrian preference zone for delivery and servicing is allowed. The observation studies were completed on Saturday 1, Monday 3 and Wednesday 3 March 2014. Those particular days were selected as they represent a varied context for delivery and servicing activity – a weekend day (Saturday), a non-typical weekday (Monday) and a typical weekday (Wednesday).

The observation survey areas in, and adjacent to the pedestrian preference zone were drawn up in order to maximise the observation of activities relating to the loading and unloading of freight vehicles, the activities of couriers and parcel delivery vehicles, and the pick-up and set-down activity of private hire vehicles. They were also designed to include locations where taxi ranks and reserved parking spaces for Blue Badge holders were located.

The results of the observation studies are set out below.

A total of 2,368 observations were made across the three days (01 / 03 / 05 March 2014) in the following four observation locations:

- Observation Location 1 - High Street / Shires Lane / Carts Lane / Loseby Lane / East Gate / Guildhall Lane / Silver Street
- Observation Location 2 - Haymarket / Humberstone Gate / Fox Lane / Gallowtree Gate
- Observation Location 3 - Cheapside / Market Place / Victoria Parade / Market Place South / Cank Street
- Observation Location 4 - St. Martins / Grey Friars / Hotel Street / Market Street / King Street

It should be noted that these results will include multiple observations of any vehicles that remained in their location for more than one hour.

Figure 10: Number of observations noted by location

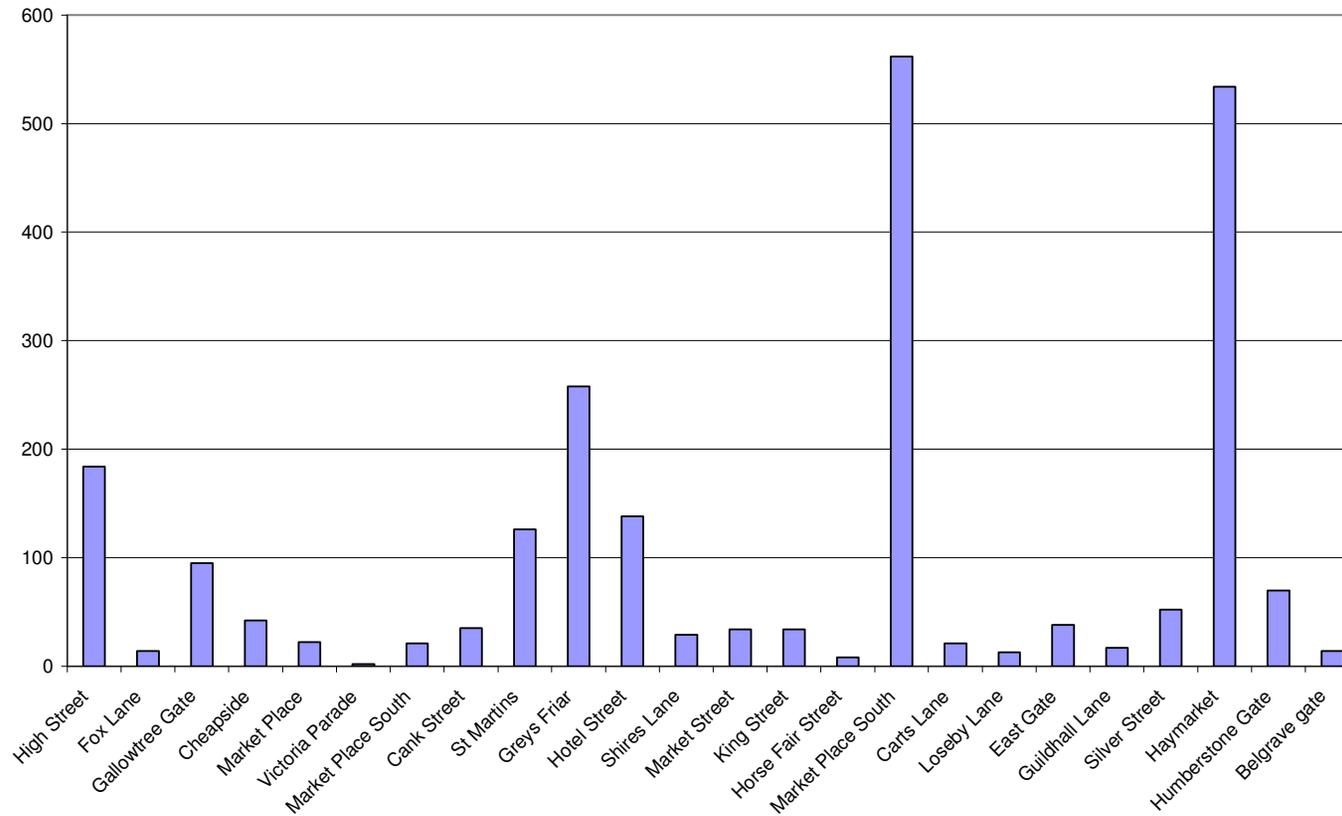
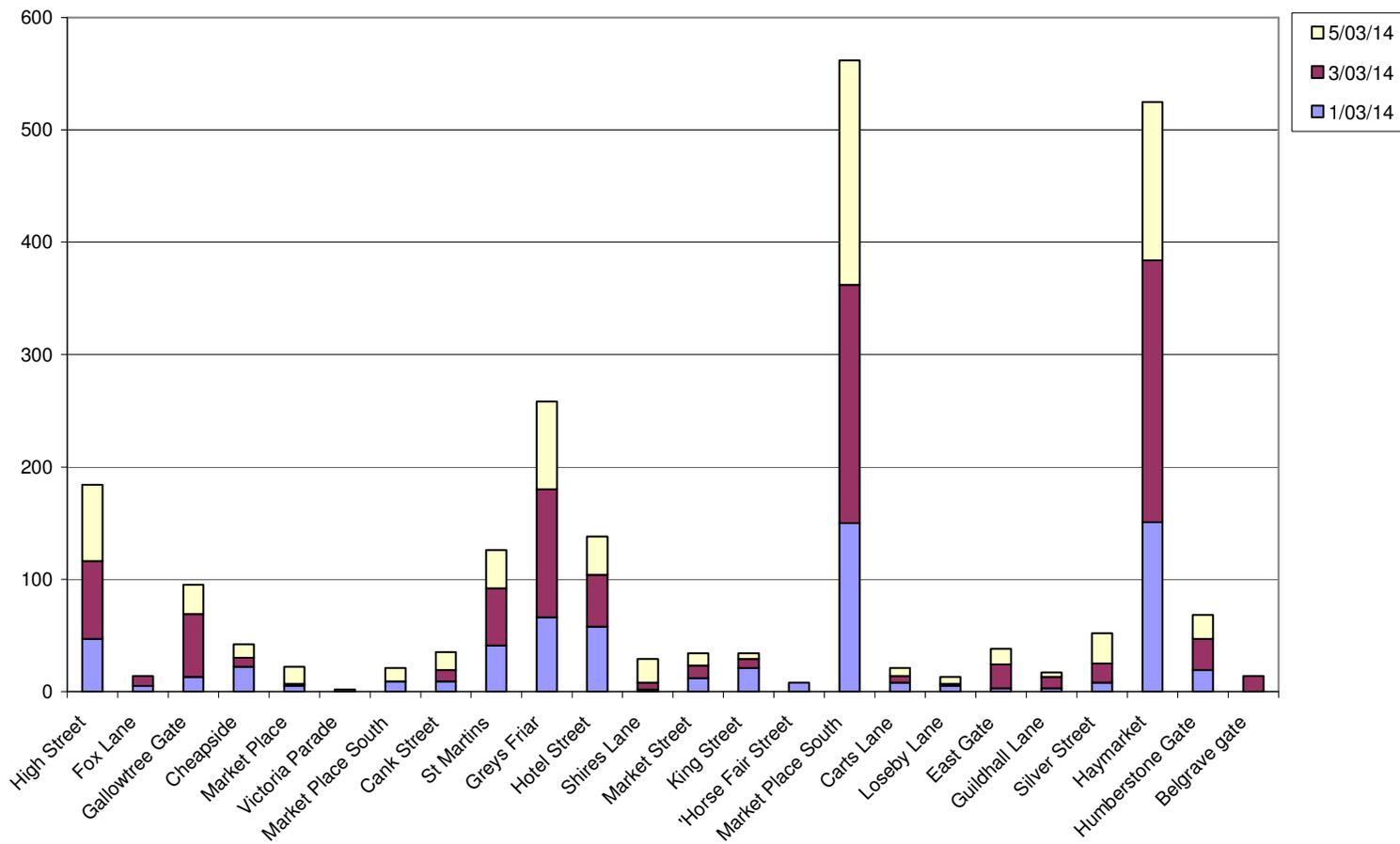


Figure 11: Number of observations undertaken by date and location



From **Figure 10 and 11** it is clear where the traffic generators are located both within and on the boundary of the pedestrian preference zone. Within the pedestrian preference zone the High Street is the main location for delivery and servicing. For both freight and car traffic the Market Place and Haymarket are the busiest individual locations. However, when combined, St. Martins / Grey Friars / Hotel Street area is a large attractor of traffic, with slightly fewer observations than Market Place / Haymarket.

It is notable that Monday appears to be the busiest day. It is suggested that this may be because for people who reached pension age before April 6, 2010, their 'pension day' is normally a Monday or a Thursday. Wednesday is the second busiest day, with Saturday being the quietest.

As is to be expected for a city centre pedestrian preference zone location cars make up the greatest observed class of vehicle (**Figure 12**) with taxis the second highest in the passenger category. Vans are the greatest number of vehicles involved in freight, delivery and servicing activity, followed by 2 axle rigid vehicles and car derived vans.

Figure 13 reflects both the city centre traffic mix, but also the specific activity taking place in each location. Hence, the Market Place and High Street have the greatest number of delivery and servicing vehicles, closely followed by St Martin's / Grey Friars and Hotel Street area. Haymarket is by far the most popular location for commencing taxi journeys.

Figure 12: Number of observations by class type

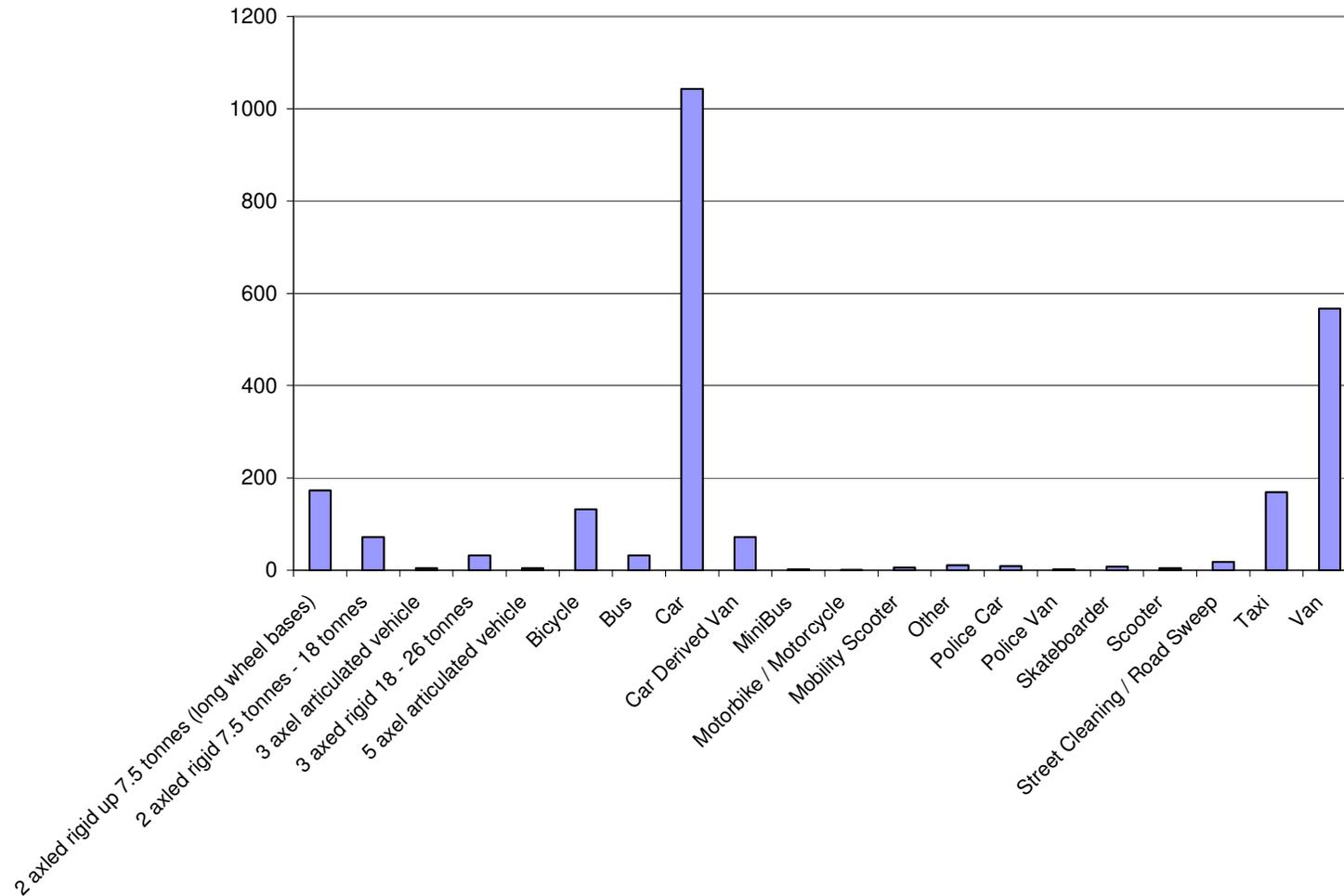
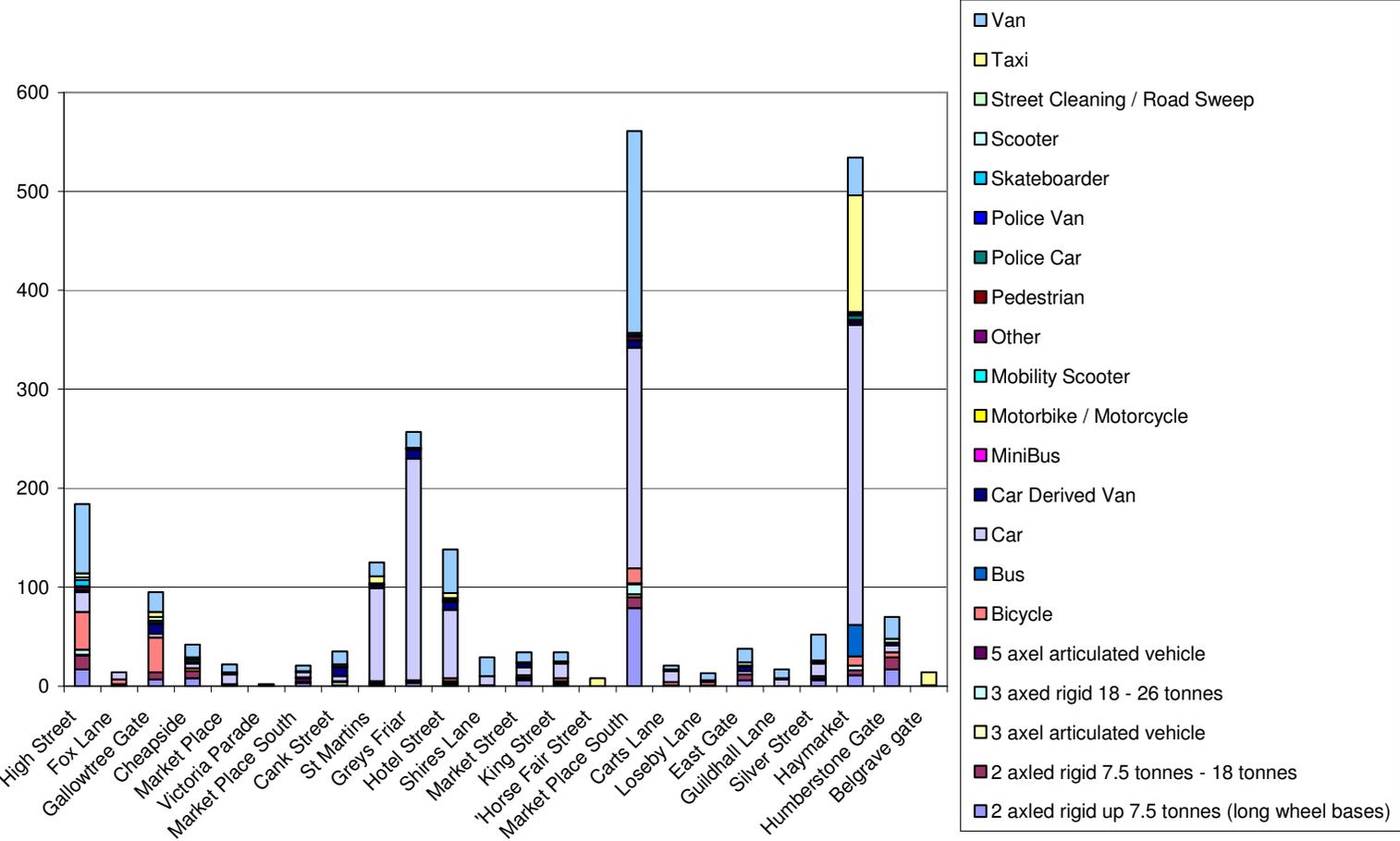


Figure 13: Number of observations undertaken by class type and location



Purpose of Activity

The surveyors noted various aspects of the delivery and servicing activity and provided indications of the purpose and volume of the activity.

As expected delivery activity was the largest category with 47% of observations classified as such with servicing accounting for 38% of activity. This shows the importance of differentiating the two activities as they have different requirements for use of the kerbside. 10% of activity related to collections and the remaining 5% was waste and recycling.

The observers were given rough guidelines for categorising the volume of the deliveries made. Only 15% of deliveries were categorised as 'large' with 39% regarded as 'medium' and the largest category being 'small'.

Figure 14: Purpose of Activity

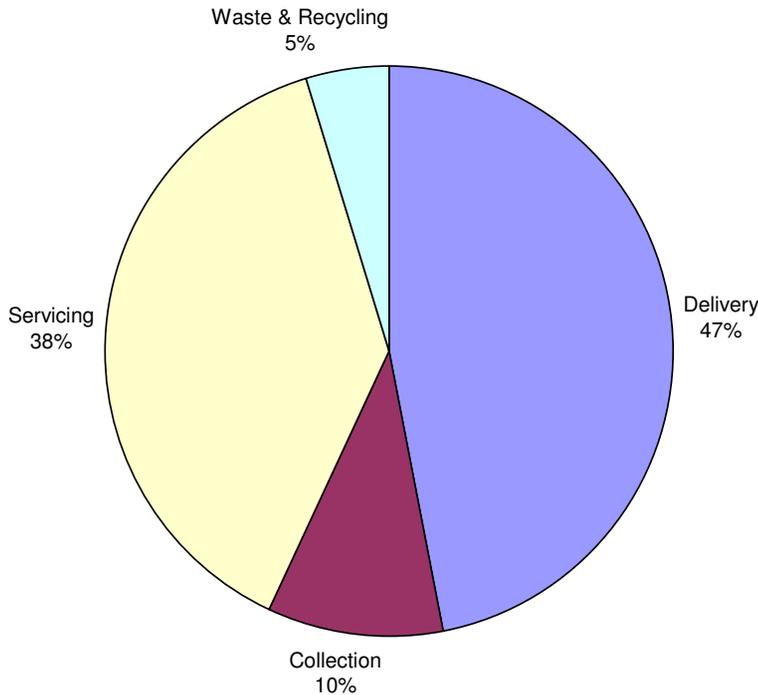
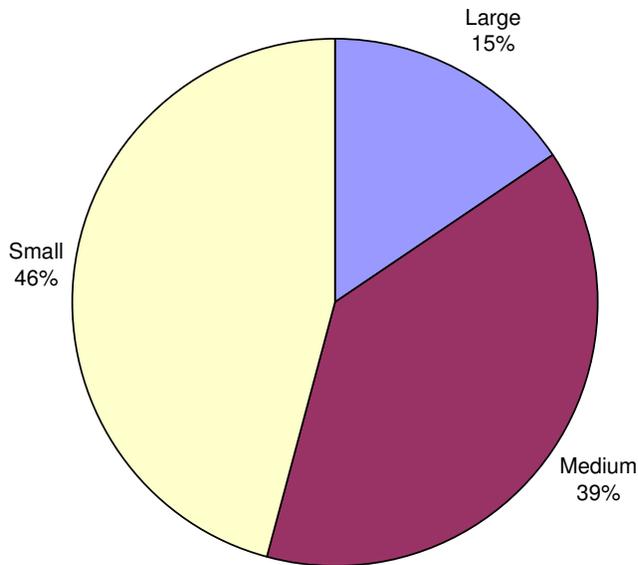


Figure 15: Volume of Delivery (where noted)



Use of Loading and Unloading Facilities

Analysis was made of the locations where loading and unloading activity was observed. As would be expected the majority of activity took place in loading bays, kerbside, in the pedestrian preference zone or at the roadside. The category 'Road' refers to vehicles that were double parked. A minimal amount of activity took place in bus lanes, stands or stops.

A notable amount of loading and unloading activity took place in disabled parking bays. The locations for these were St. Martin's, Grey Friars, Market Place, Market Place South and Haymarket. Any undefined locations were recorded as 'other'. The survey didn't record if kerbside activity was, or was not, in compliance with regulations.

Figure 16: Location of Loading / Unloading Activity

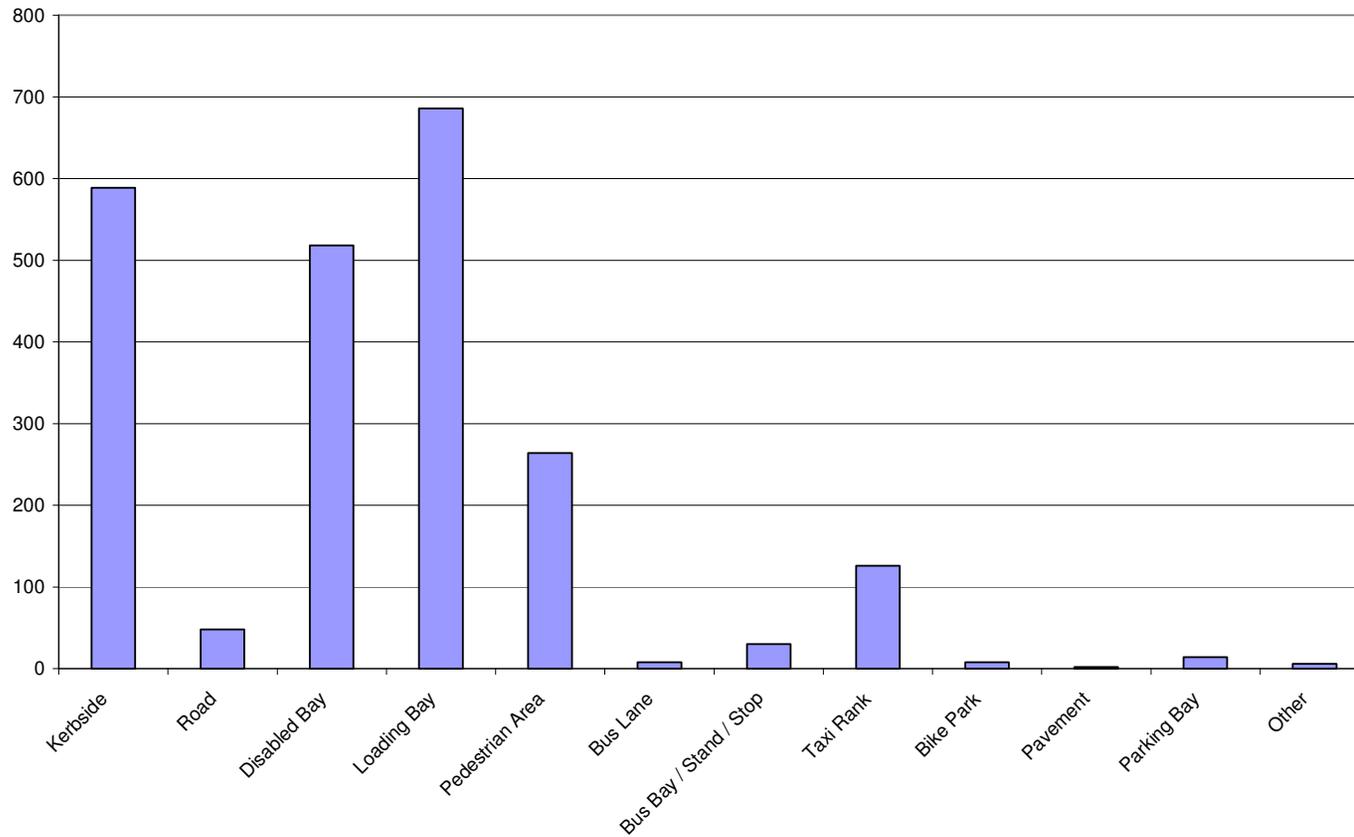
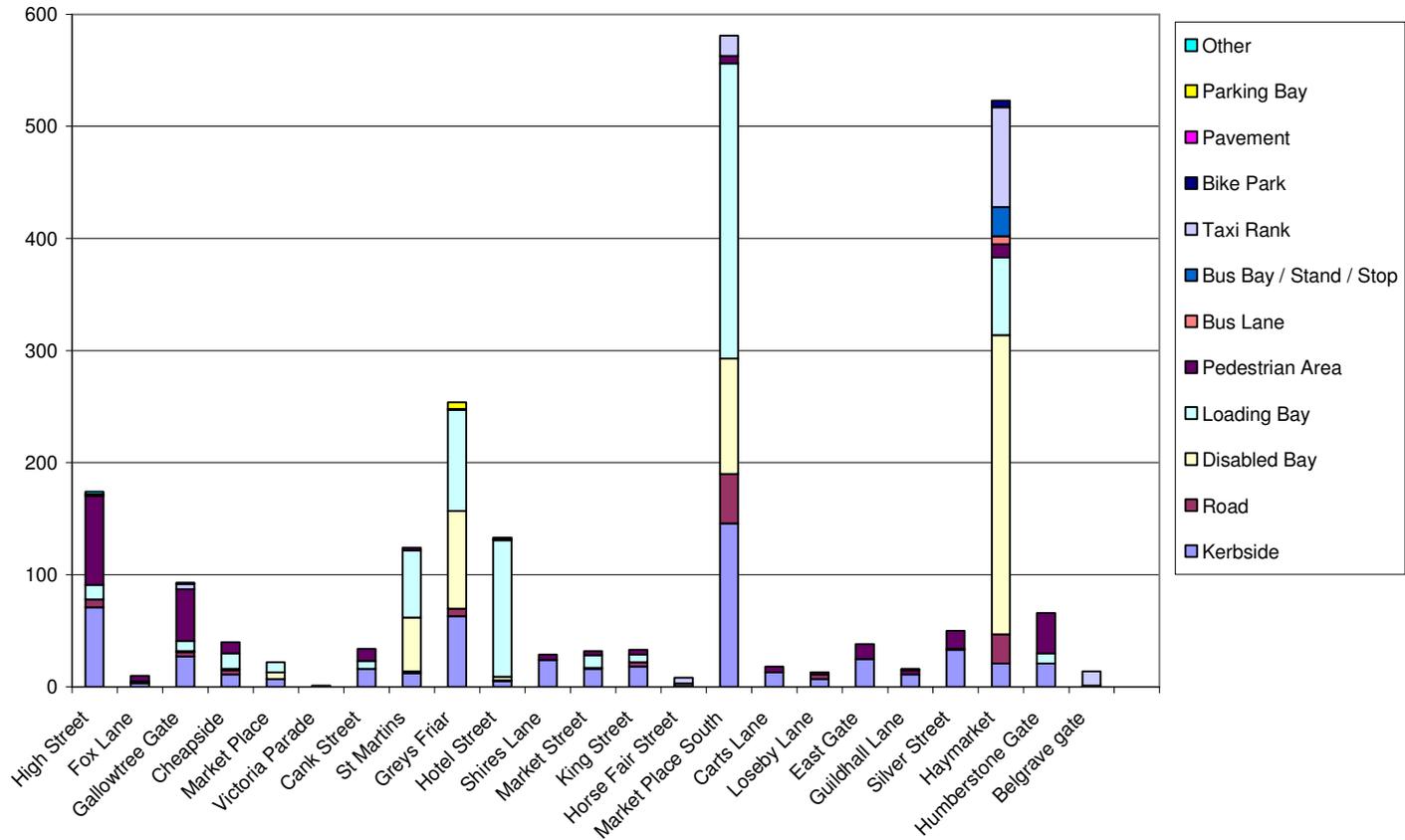


Figure 17: Observation location by use of loading / unloading facilities



Transport Access within Identified Pedestrian Preference Zones

The existing city centre pedestrian preference zone prohibits motorised traffic at all times except as follows:

Market & King Street	Prohibits motorised traffic at all times except permit holders at any time and for loading 5.00am to 10.00am Sunday to Friday AND 5.00am to 9.00am Saturday.
City Centre Pedestrian Preference Zone	Prohibits motorised traffic at all times except permit holders at any time and for loading 5.00am to 11.00am Sunday to Friday AND 5.00am to 9.00am Saturday. Pedestrian Preference Zone = High Street / Shires Lane / Carts Lane / Loseby Lane / East Gate / Guildhall Lane / Silver Street / Humberstone Gate / Fox Lane / Gallowtree Gate / Cheapside / Victoria Parade / Cank Street/ Market Street / King Street.
Market Place	Prohibition of motorised traffic 7.30am to 6.00pm any day except permit holders at any time. Access granted for Taxis, disabled badge holders and for loading between 7.30am to 11.00am and between 4.00pm to 6.00pm.
Market Place South	Prohibition of motorised traffic at all times except buses, taxis, blue badge holders and loading which have access at all times.

Market Street and King Street

Analysis of delivery and servicing activity in Market Street indicates that larger 2 axle vehicles make their deliveries prior to the cut-off point during the week, with none recorded on the Saturday. However, six times more van deliveries were noted on the Saturday. The reasons for this are not known. Only two instances of non-compliant deliveries were recorded, both van deliveries on the Saturday.

Figure 18: Market Street – 5.00am - 9.00am (Saturday) and 5.00am - 10.00am (all other days)

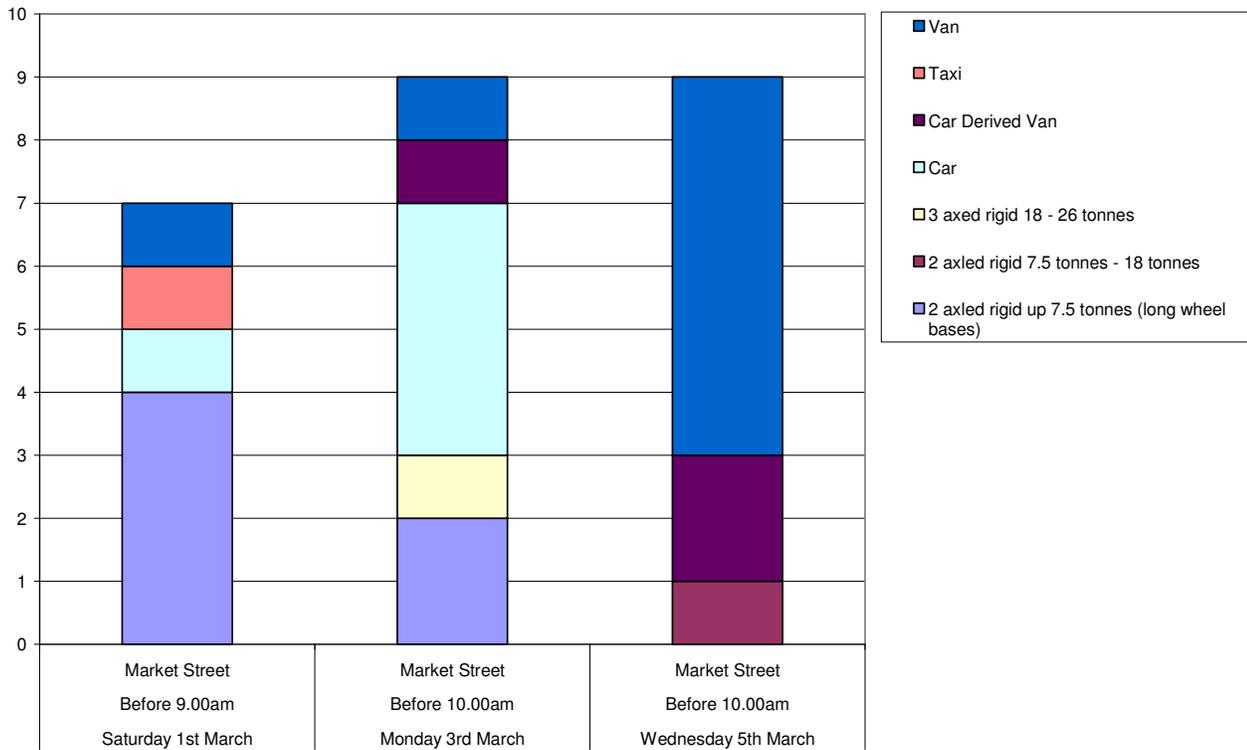
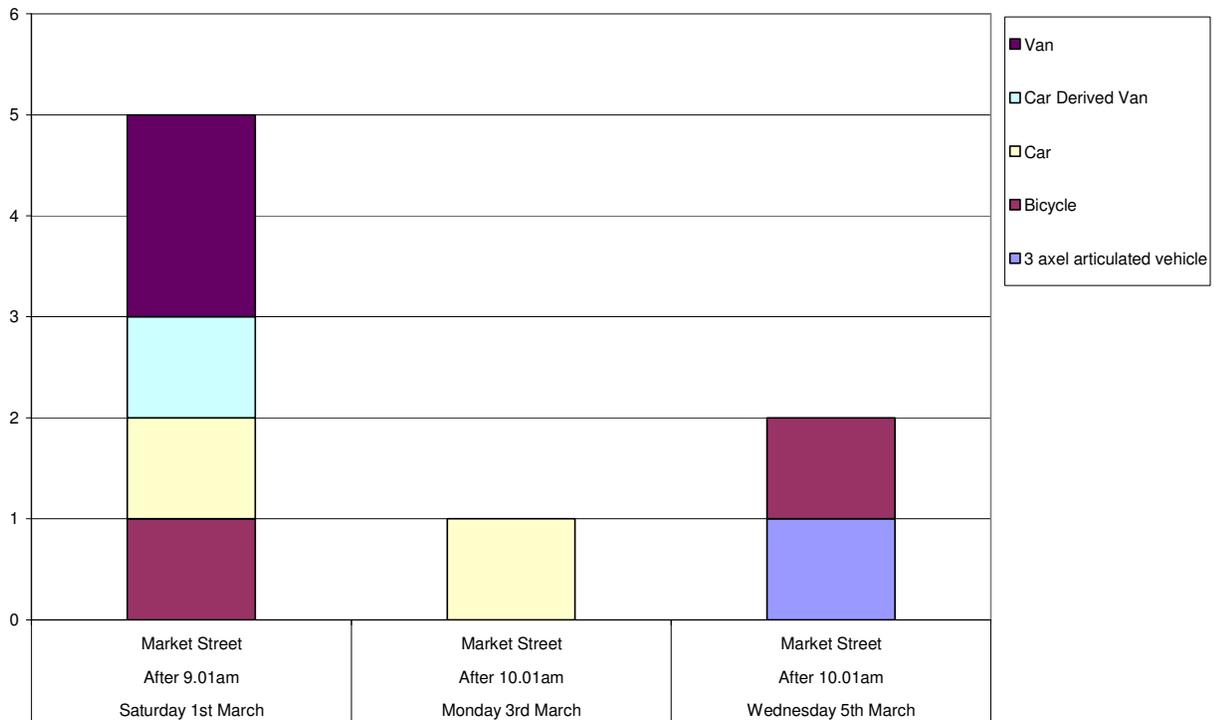


Figure 19: Market Street – After 9.01am (Saturday) and 10.01am (all other days) until 17.00



There are only a small number of businesses in King Street with limited delivery and servicing requirements. All deliveries were made by van, with a negligible number of non-compliant deliveries.

Figure 20: King Street – 5.00am - 9.00am (Saturday) and 5.00am - 10.00am (all other days)

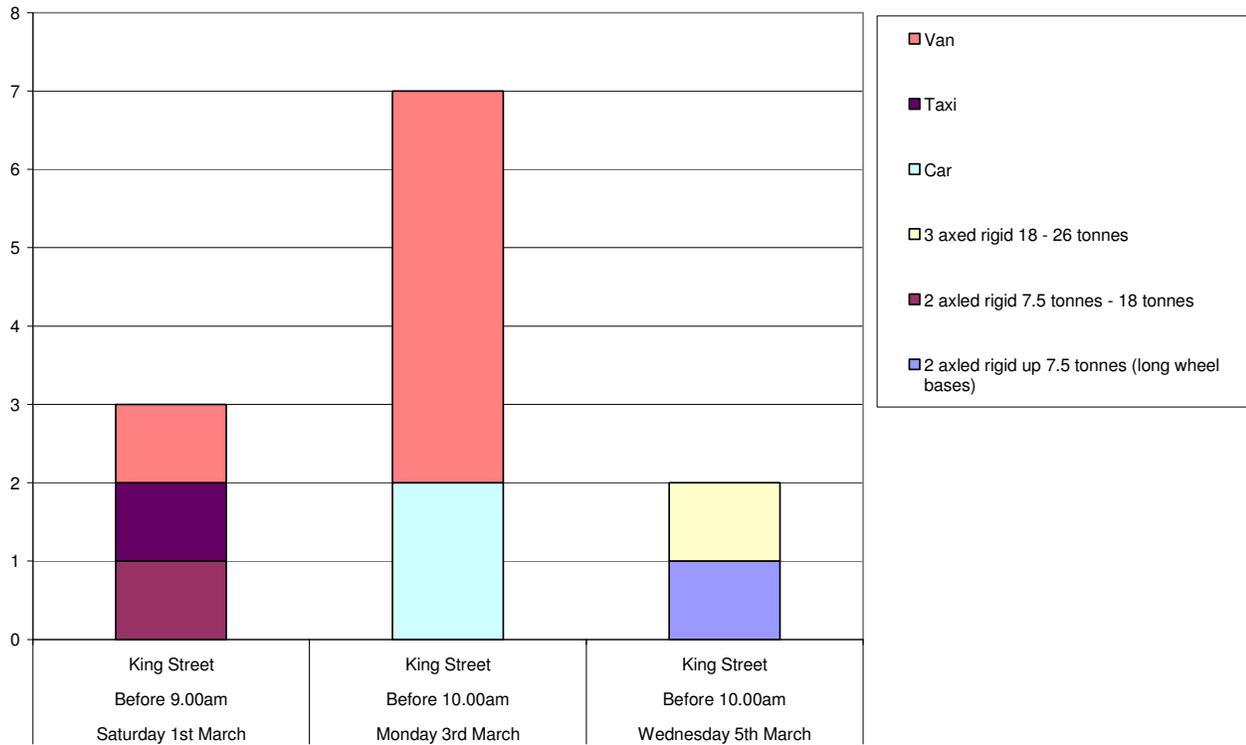
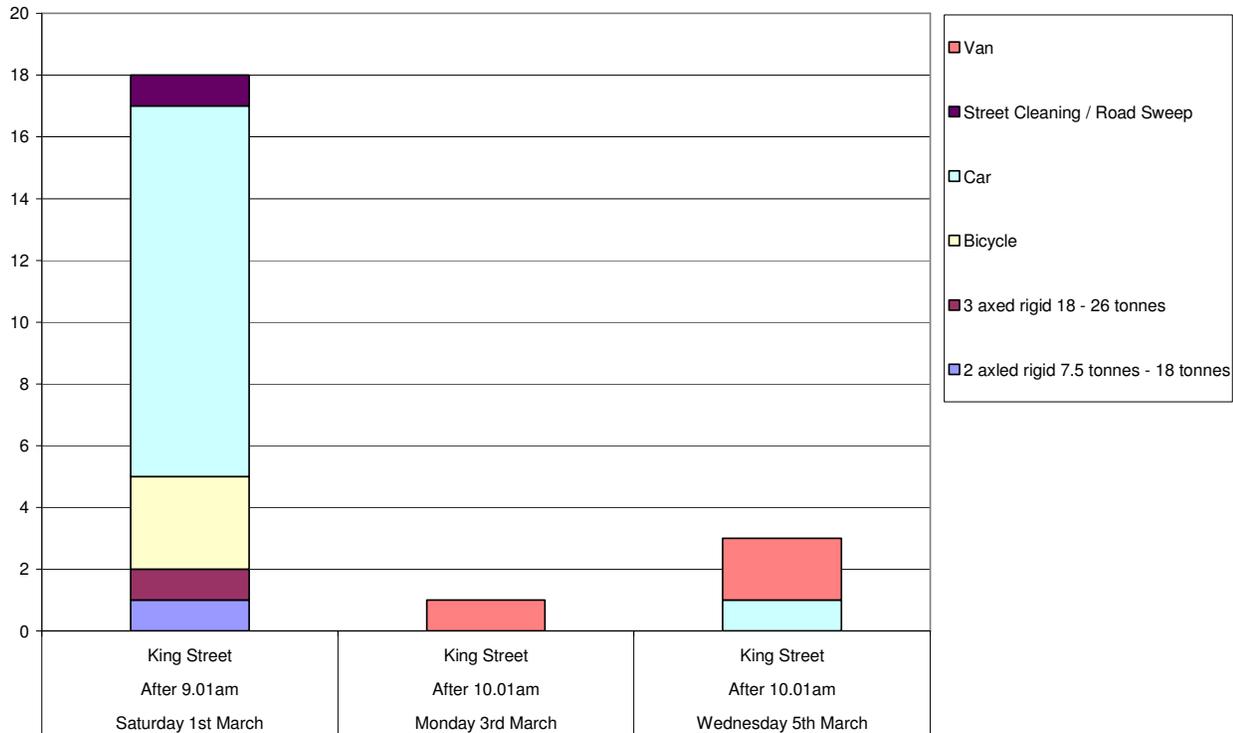


Figure 21: King Street – After 9.01am (Saturday) and 10.01am (all other days) until 17.00



Pedestrian Preference Zone

The pedestrian preference zone included in this analysis includes High Street / Shires Lane / Carts Lane / Loseby Lane / East Gate / Guildhall Lane / Silver Street / Humberstone Gate / Fox Lane / Gallowtree Gate / Cheapside / Victoria Parade / Cank Street. It does not include/ Market Street / King Street, results for these streets are provided independently above, **Figures 18-21**.

Analysis of the observations show that there is a small amount of non-compliant delivery and servicing activity taking place in the pedestrian preference zone after the cut-off time, mainly during the week, rather than at the weekend. High Street and Humberstone Gate are the main locations for this activity, though most locations are affected.

Figure 22: Pedestrian Preference Zone – 5.00am - 9.00am (Saturday) and 5.00am - 11.00am (all other days)

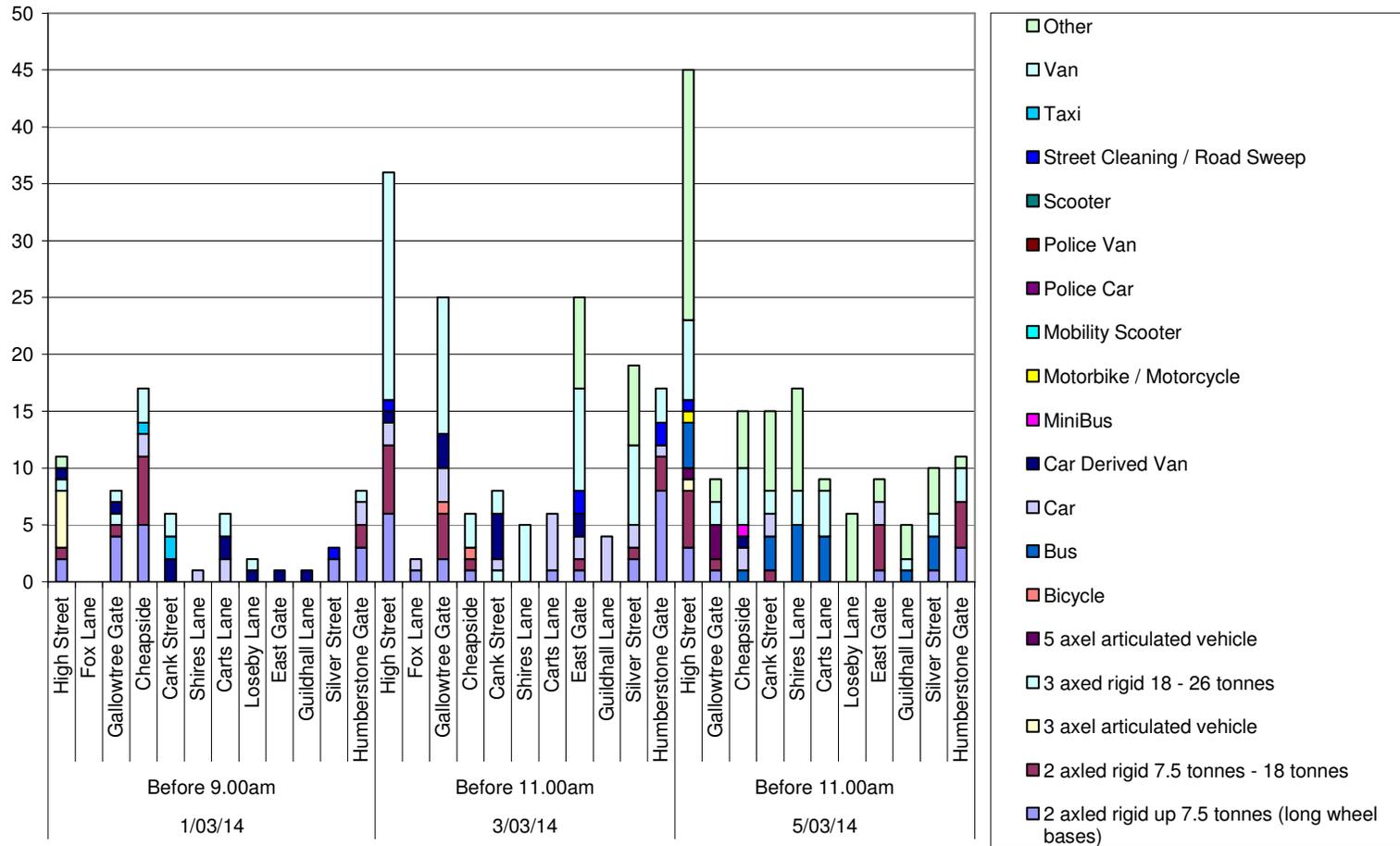
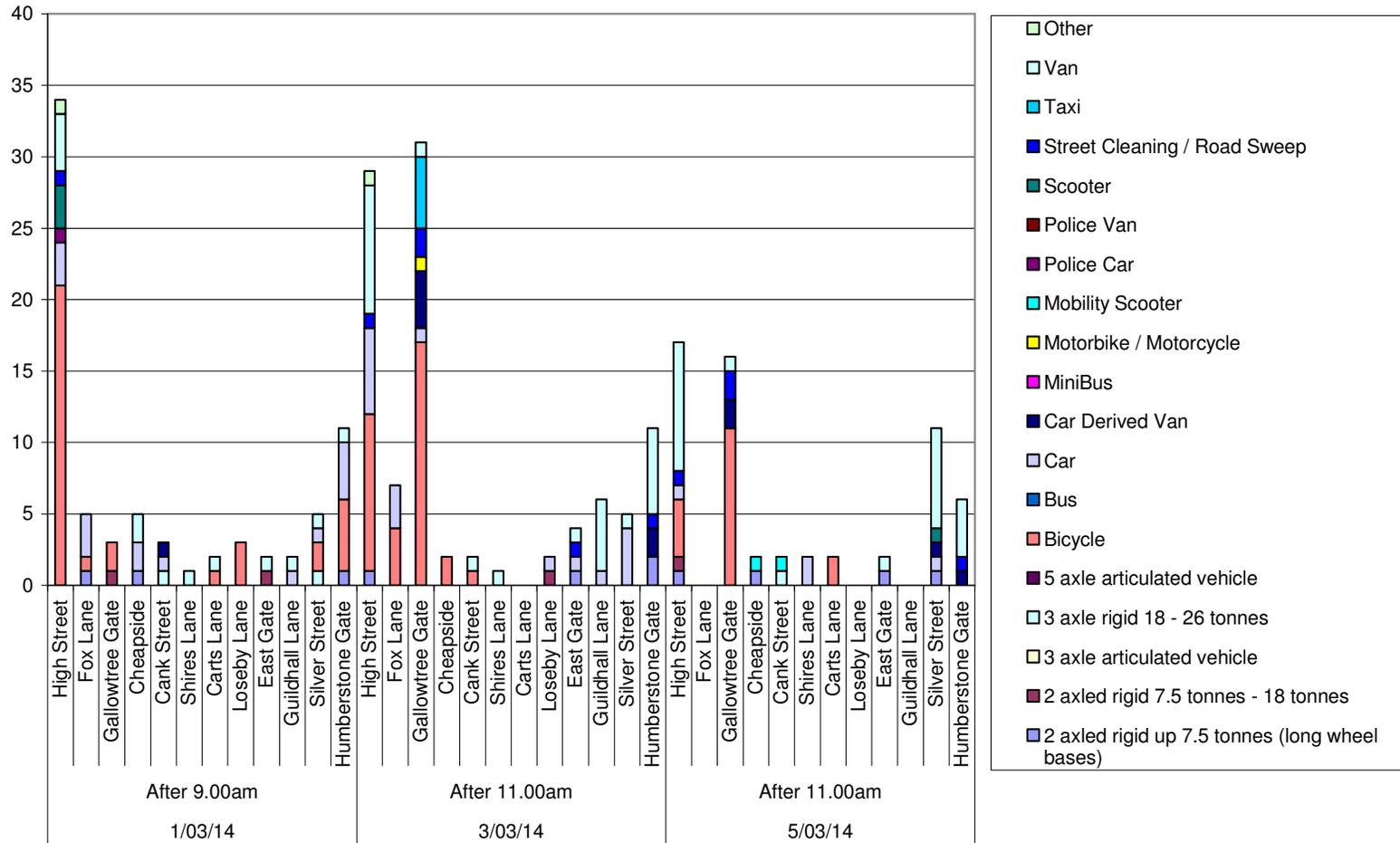


Figure 23: Pedestrian Preference Zone – after 9.01am (Saturday) and after 11.01am (all other days) until 17.00



Market Place and Market Place South

It should be noted that during the observation periods construction activity was underway relating to the redevelopment of the market. This meant that the roads around the market were subject to closures. This disruption will have had an impact on the observations made.

The main vehicle type involved in delivery and servicing at the market are the market traders vans and 2 axle vehicles up to 7.5t. Only a handful of larger vehicles were noted over the three days.

Figure 24: Market Place before 07.30

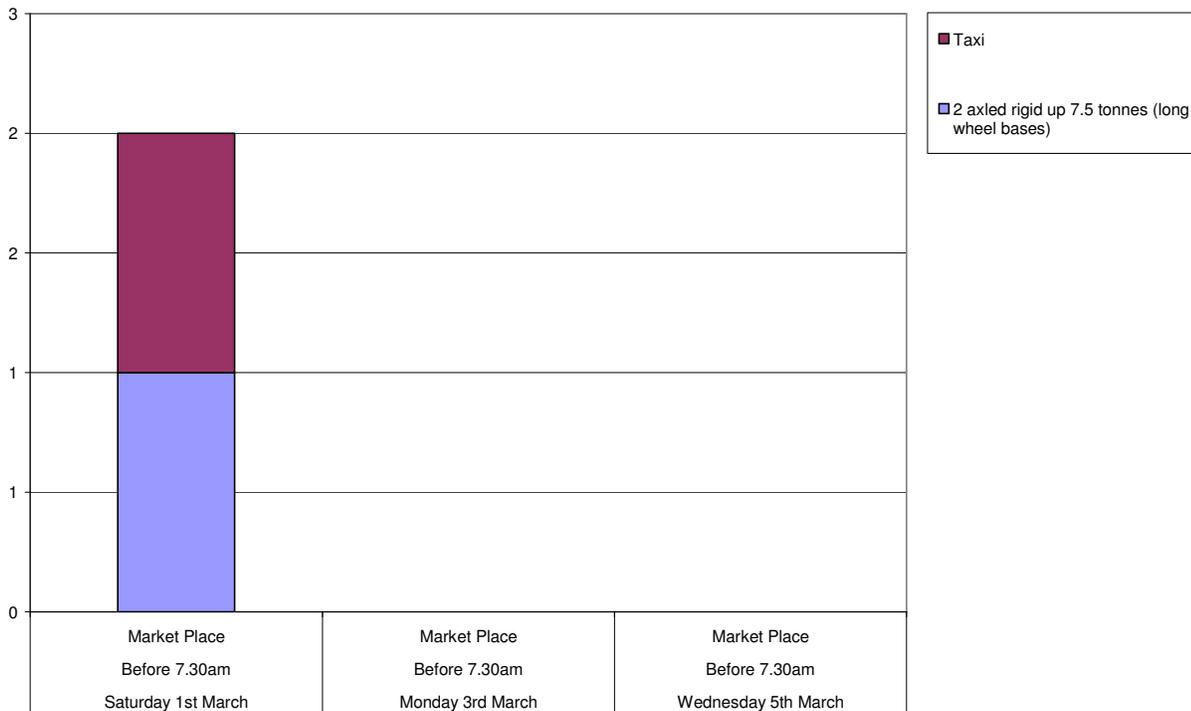


Figure 25: Market Place after 07.31 until 17.00

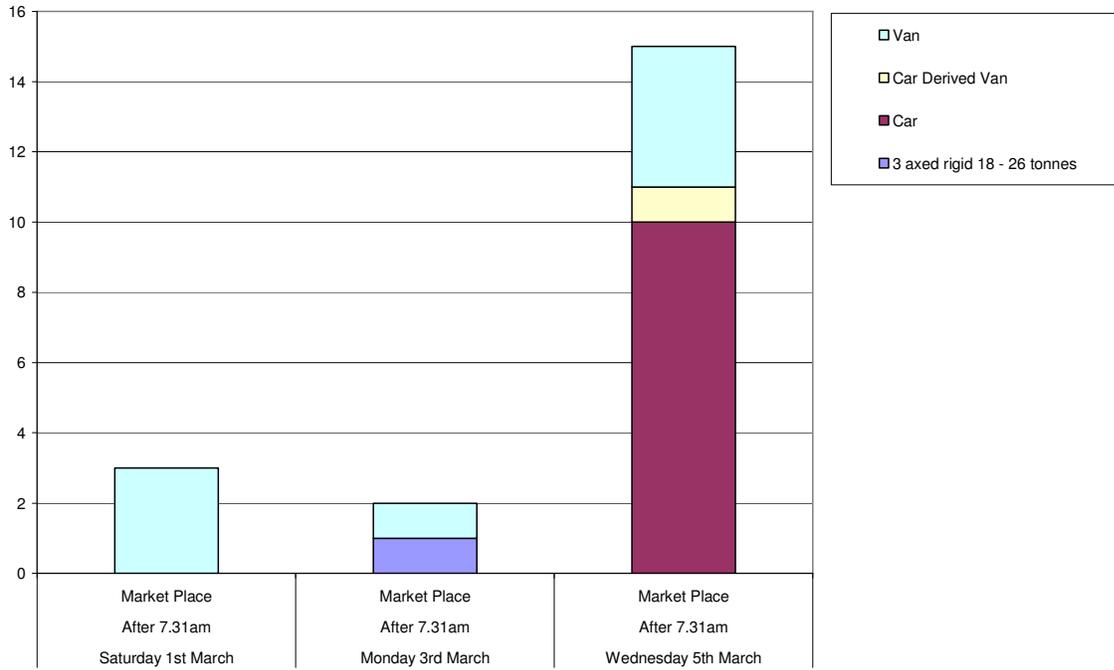


Figure 26: Market Place South before 07.30

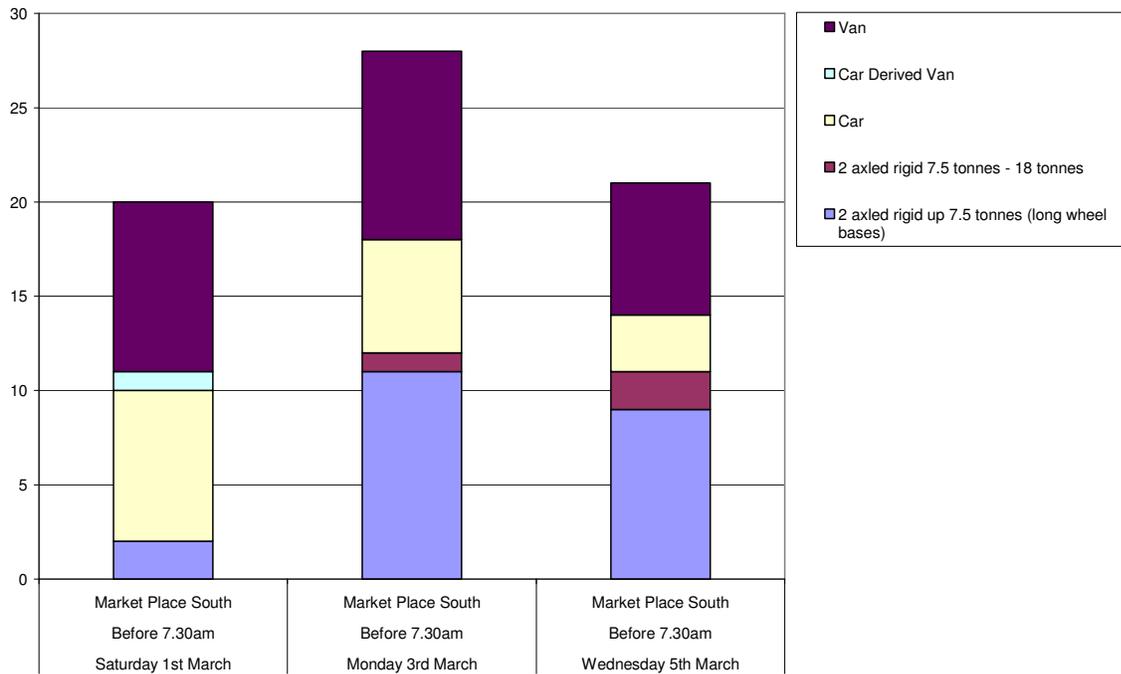
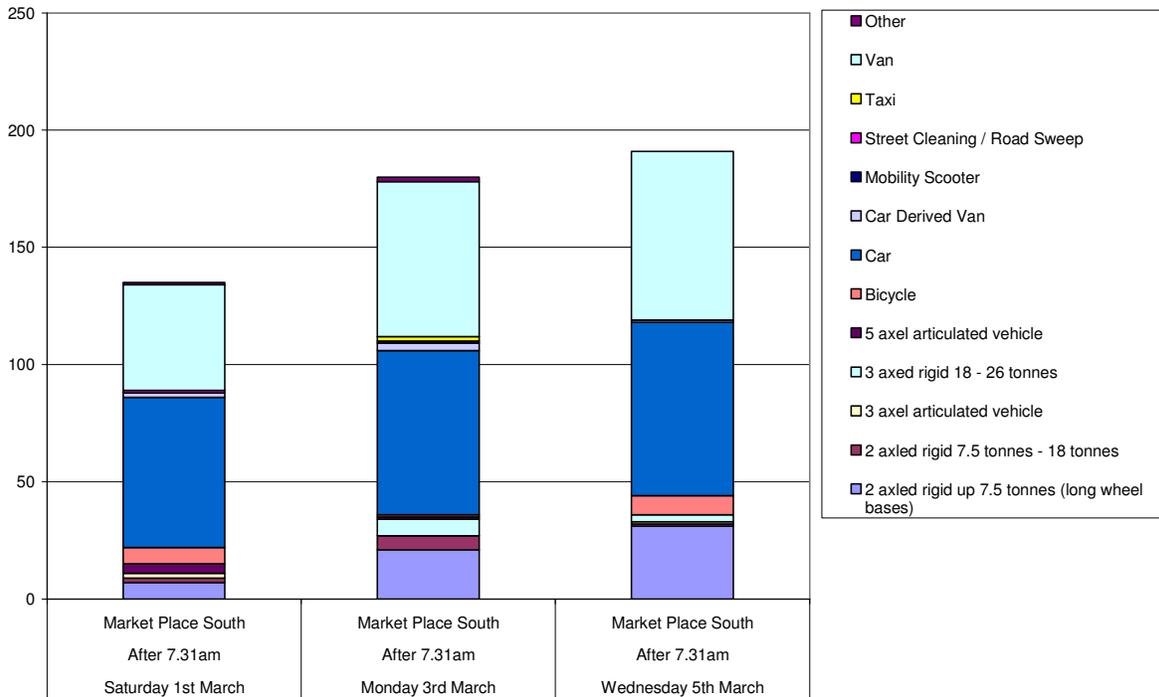


Figure 27: Market Place South after 07.31



As advised at the beginning of the vehicle and Pedestrian observation section the observation results included multiple observations of any vehicles that remained in their location for more than one hour. The high number of observations made in Market Place South are explained by full use of loading and disabled parking bays throughout the day, rather than excessively high levels of traffic, although it is suggested that vehicles were circulating to obtain a loading / parking space. The building work taking place in the market and the related access restrictions around the market place would also have contributed towards this situation.

St. Martins, Grey Friars and Hotel Street

Access to St. Martin’s (by Hourly Bands)

Vehicle observations recorded in St. Martin’s, Grey Friars and Hotel Street by date and by vehicle type in hourly bands are show below.

They show that traffic levels are higher in the afternoon than in the morning. The vehicle mix also reflects the functions of the loading / parking infrastructure on each street with the majority of observations on St. Martin’s and Grey Friars being passenger vehicles, and on Hotel Street, delivery and servicing vehicles.

Figure 28: Vehicle observations in St. Martin's by date in hourly bands

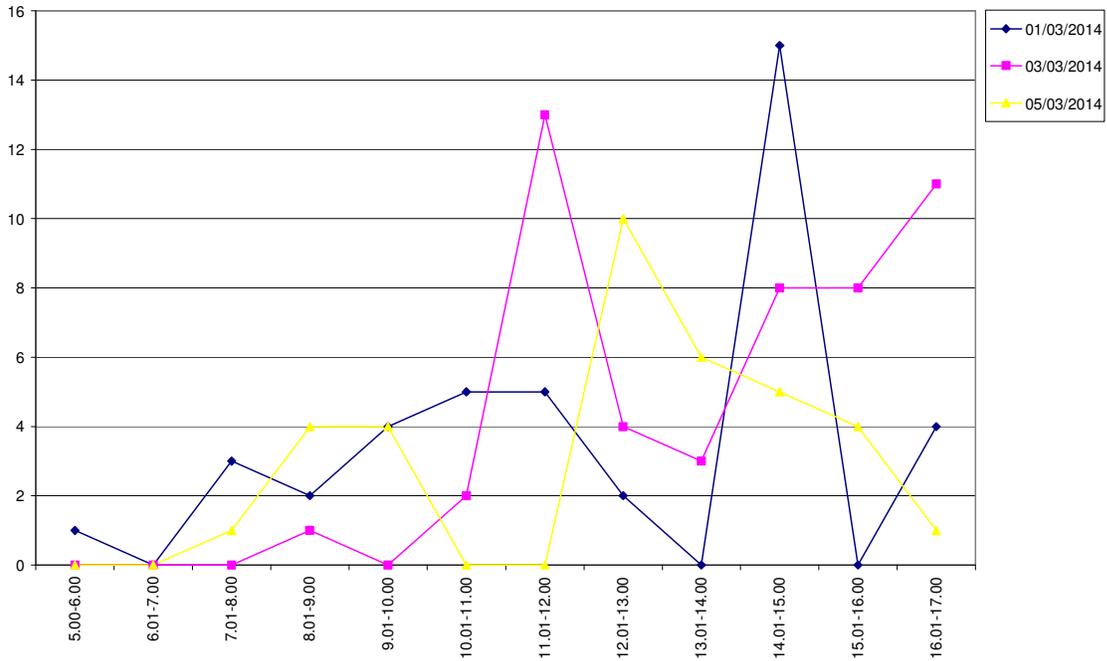


Figure 29: Vehicle observations in St. Martin's (01.03.2014) by vehicle type in hourly bands

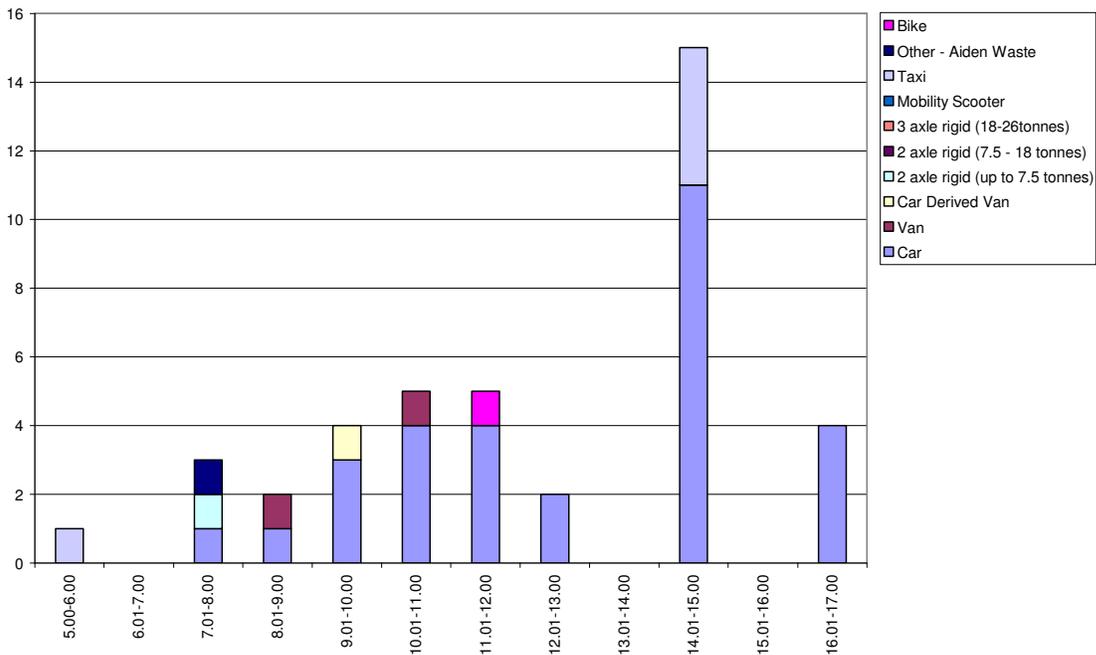


Figure 29: Vehicle observations in St. Martin's (03.03.2014) by vehicle type in hourly bands

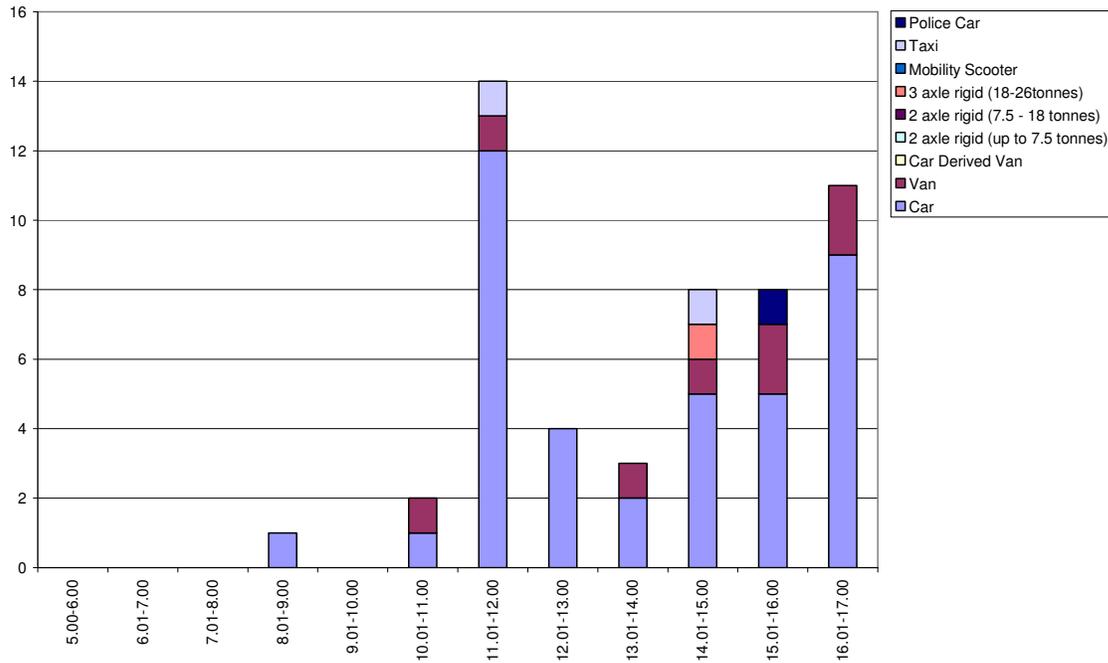
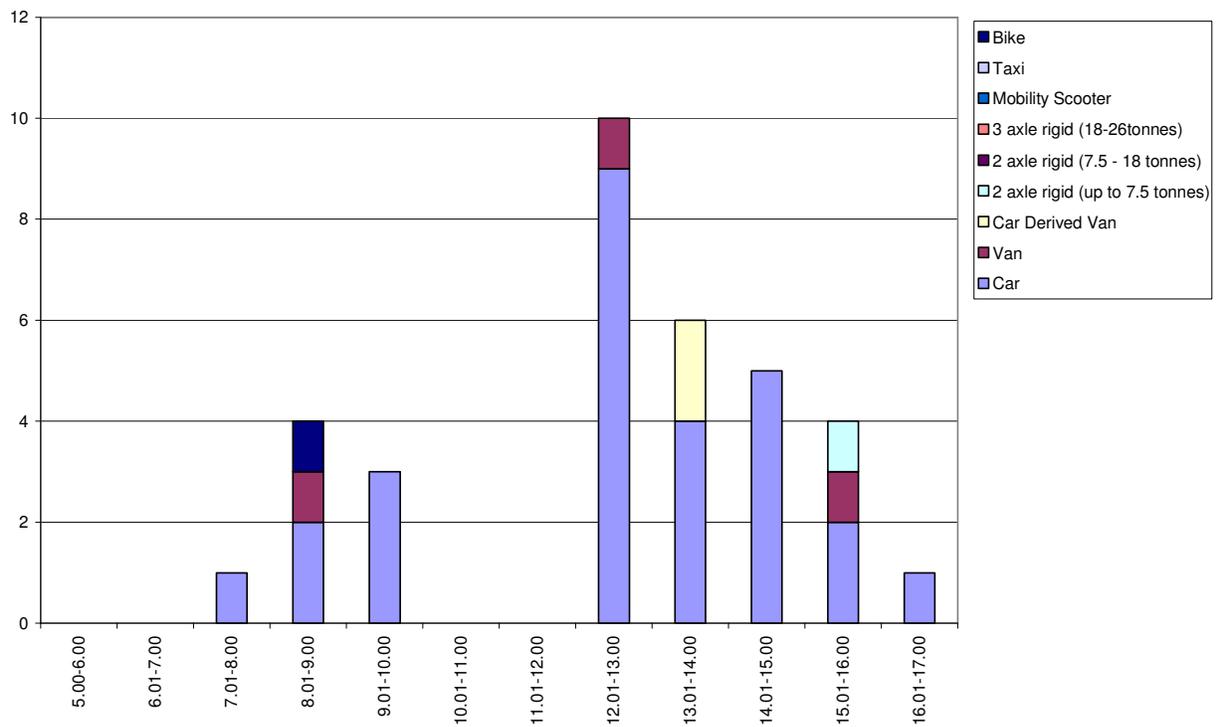


Figure 30: Vehicle observations in St. Martin's (05.03.2014) by vehicle type in hourly bands



Access to Grey Friars (by Hourly Bands)

Figure 31: Vehicle observations in Grey Friars by date in hourly bands

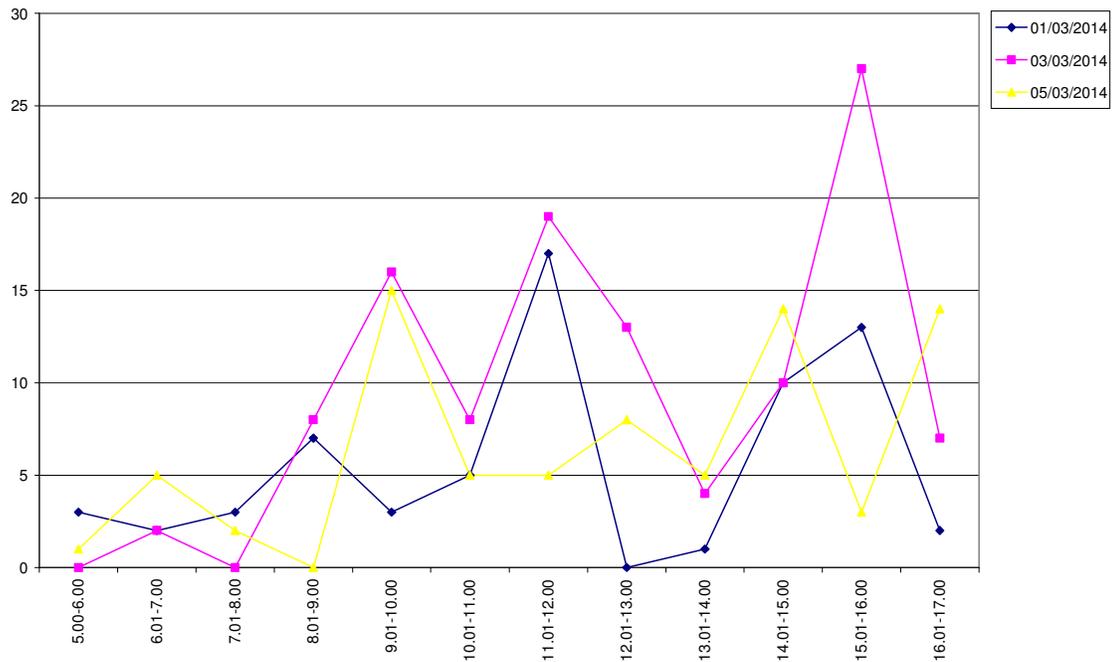


Figure 32: Vehicle observations in Grey Friars (01.03.2014) by vehicle type in hourly bands

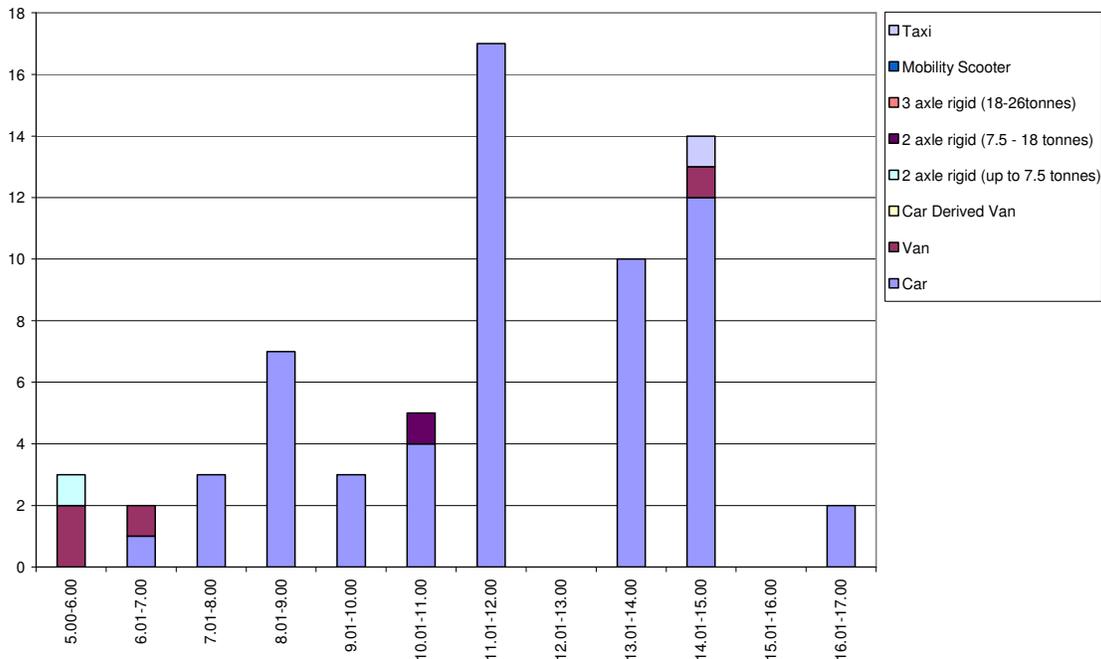


Figure 33: Vehicle observations in Grey Friars (03.03.2014) by vehicle type in hourly bands

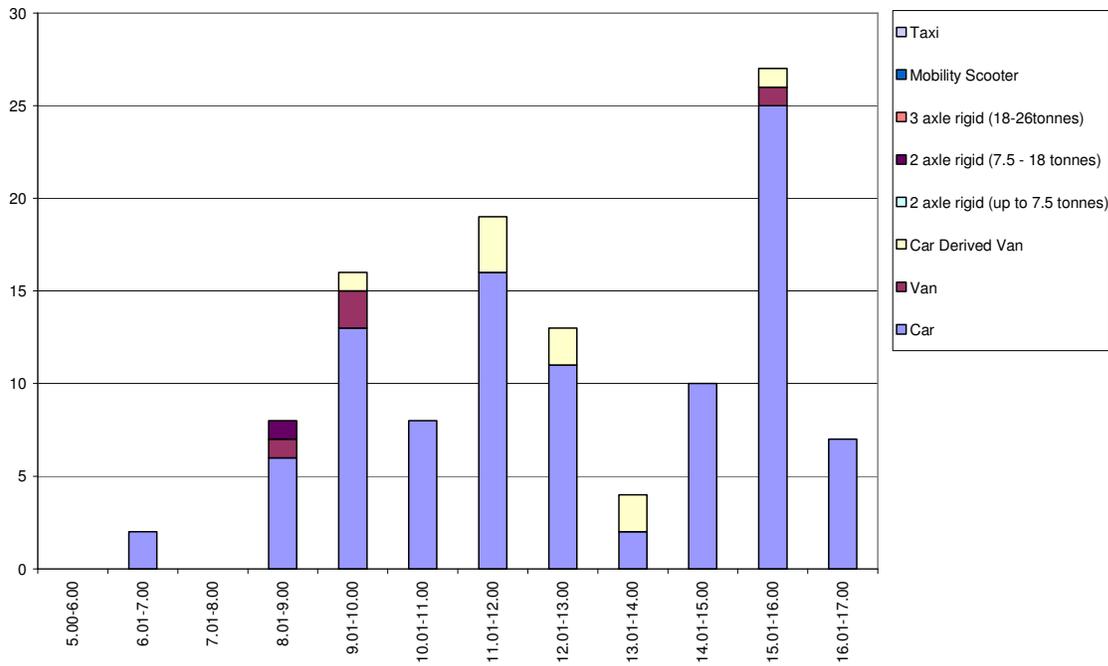
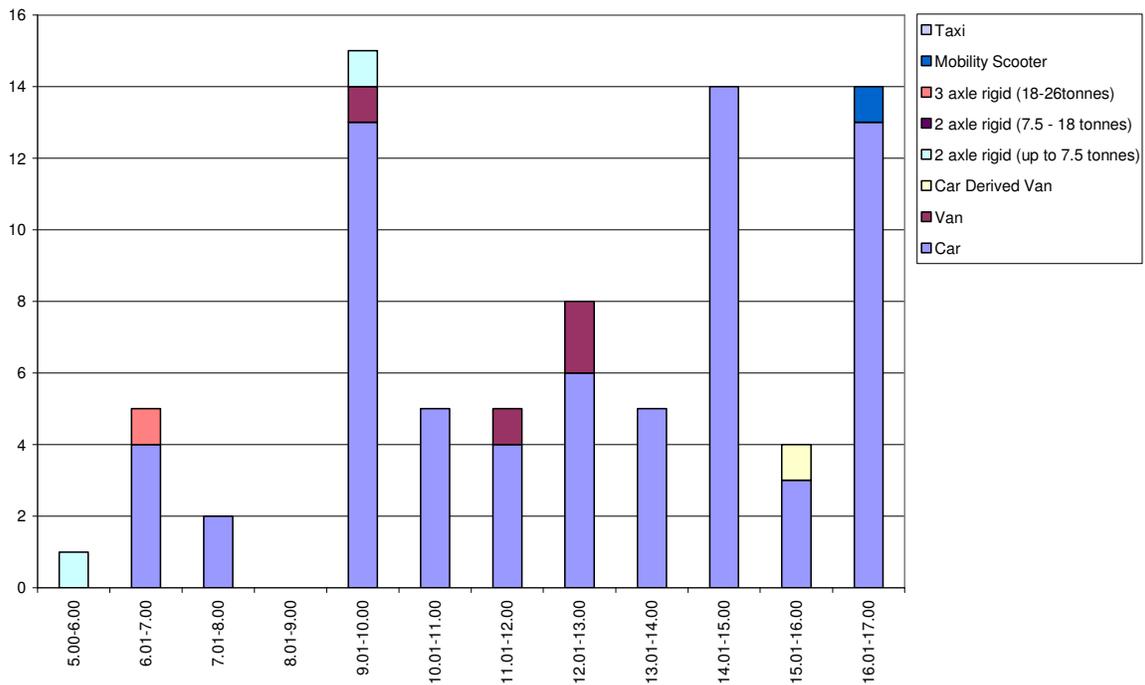


Figure 34: Vehicle observations in Grey Friars (05.03.2014) by vehicle type in hourly bands



Access to Hotel Street (by Hourly Bands)

Figure 35: Vehicle observations in Hotel Street by date in hourly bands

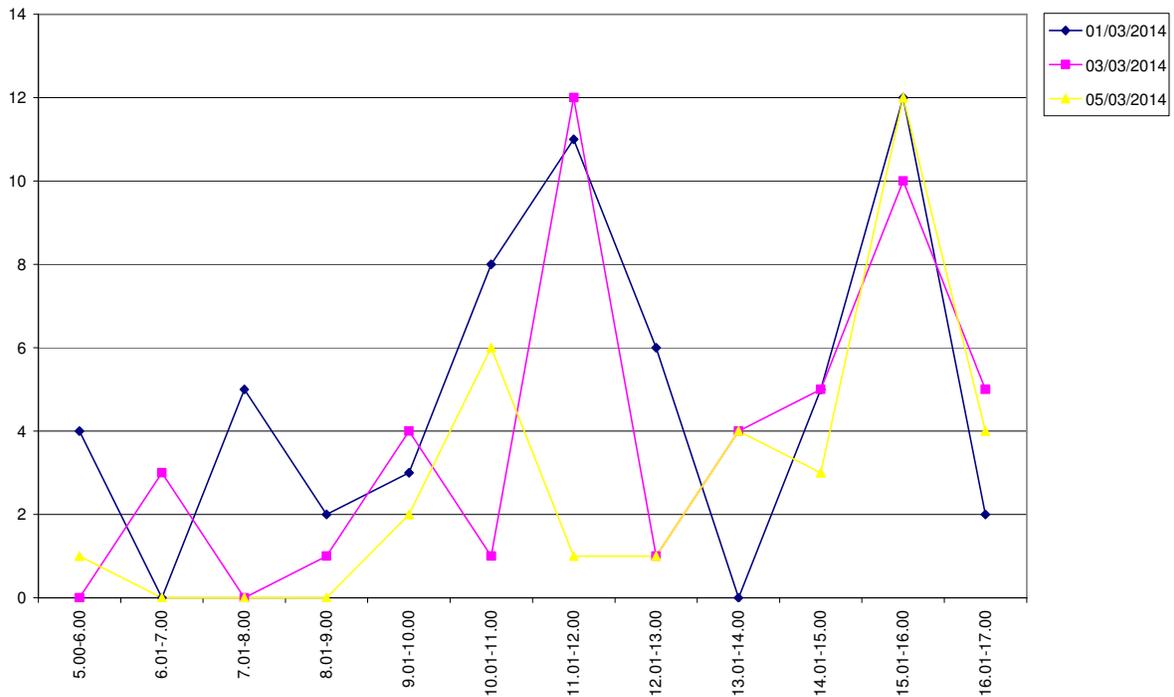


Figure 36: Vehicle observations in Hotel Street (01.03.2014) by vehicle type in hourly bands

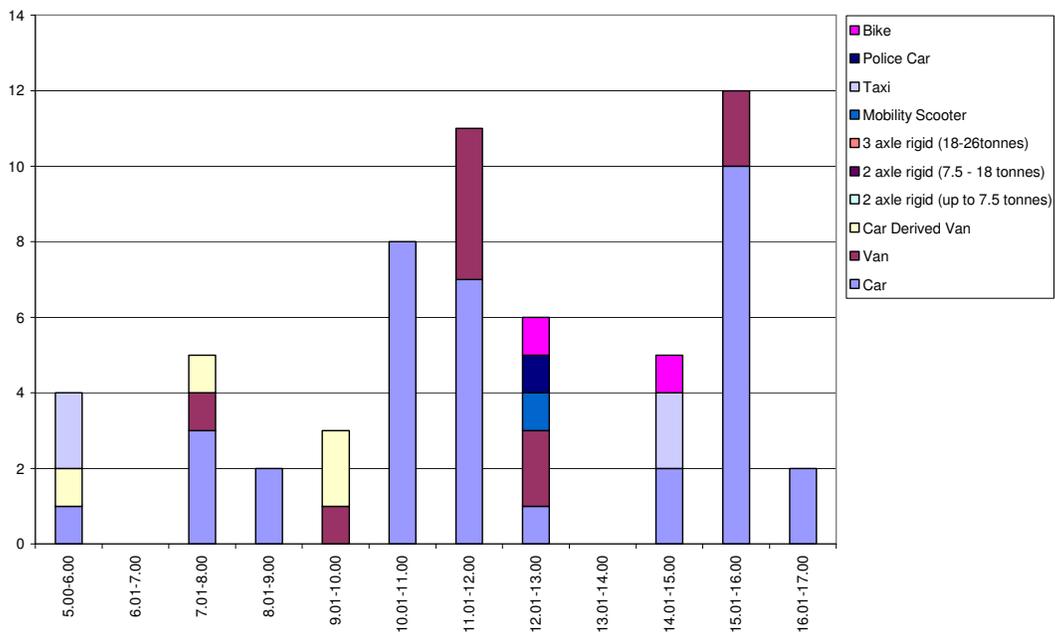


Figure 37: Vehicle observations in Hotel Street (03.03.2014) by vehicle type in hourly bands

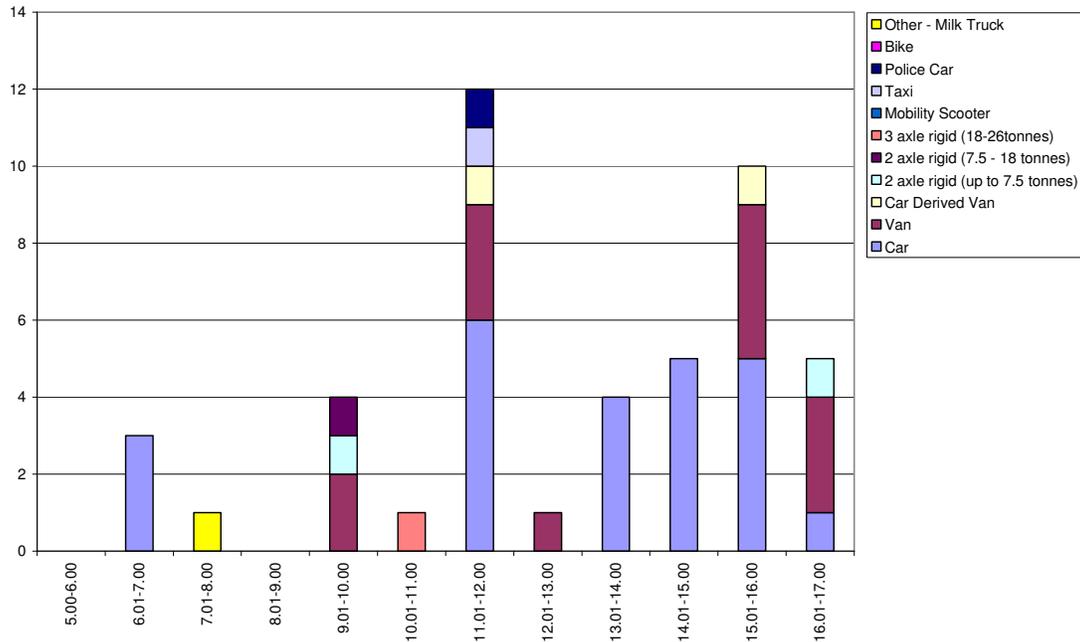
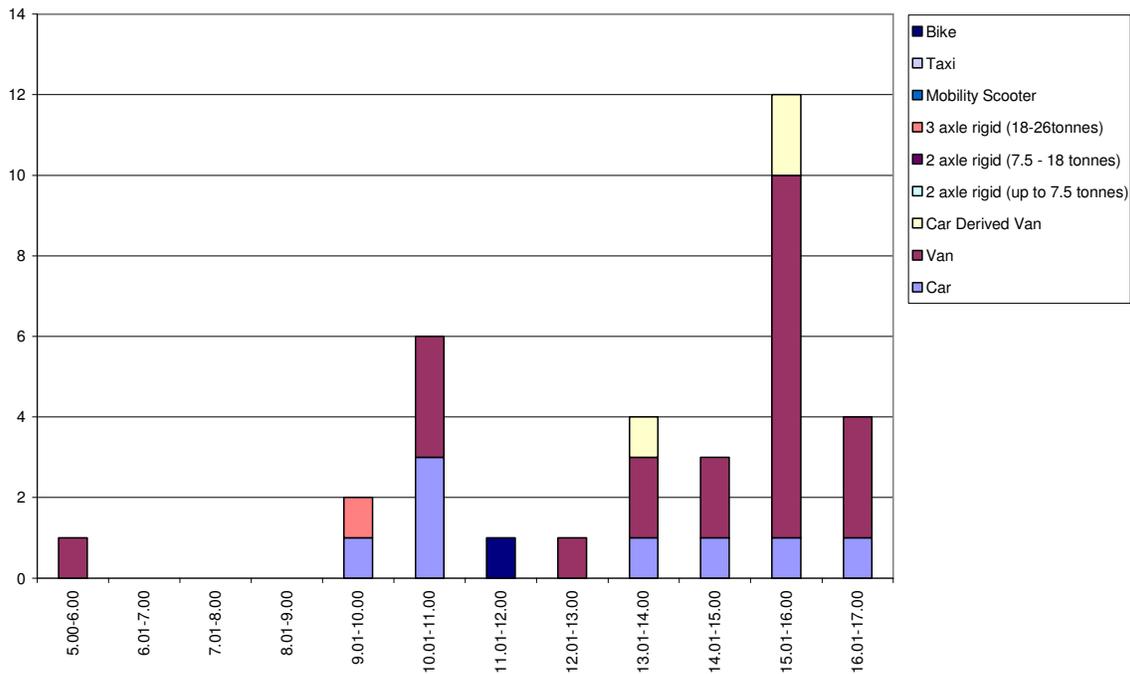


Figure 38: Vehicle observations in Hotel Street (05.03.2014) by vehicle type in hourly bands



Haymarket

Access to Haymarket (by Hourly Bands)

As was demonstrated in the St. Martin's / Grey Friars / Hotel Street location the mix of vehicles reflects the infrastructure provided on the street. The largest group of vehicles noted were cars, followed by taxis and then delivery vehicles. Again, vehicle observations were greater in the afternoon than the morning.

Figure 39: Vehicle observations in Haymarket by date in hourly bands

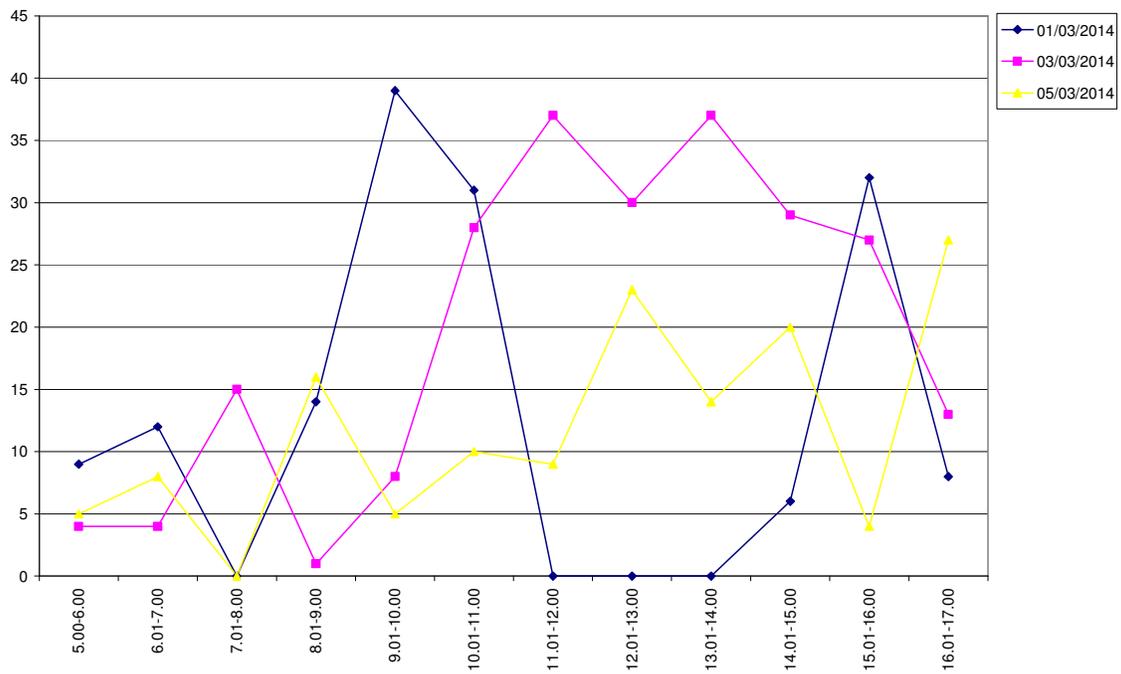


Figure 40: Vehicle observations in Haymarket (01.03.2014) by vehicle type in hourly bands

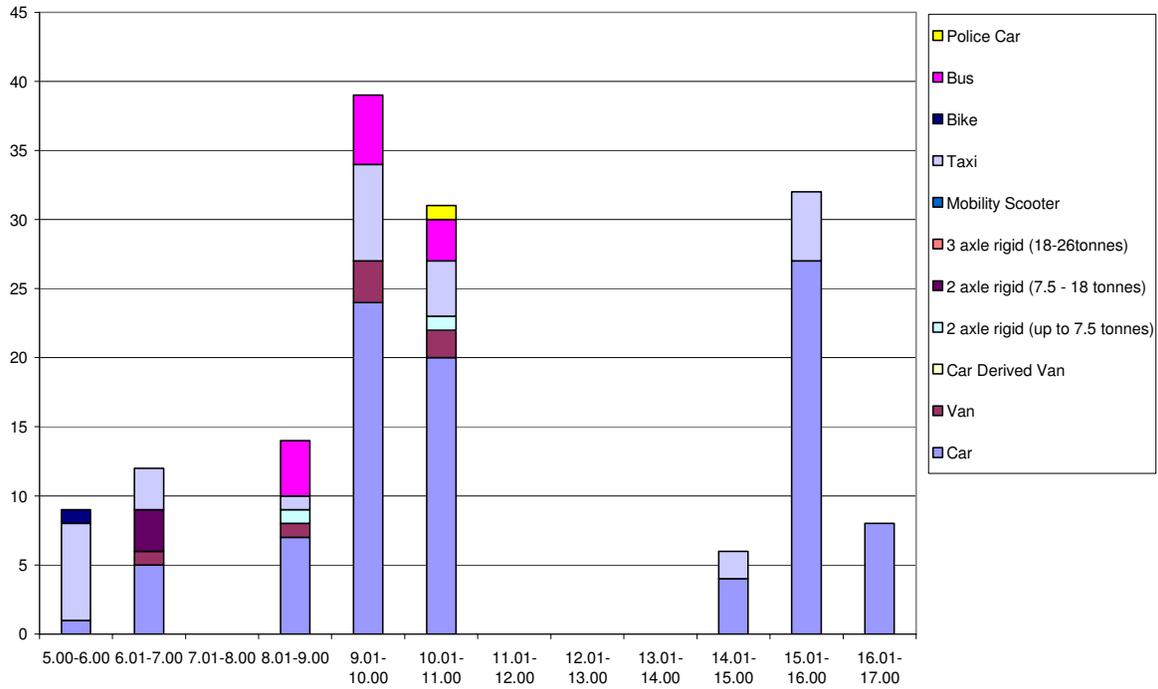


Figure 41: Vehicle observations in Haymarket (03.03.2014) by vehicle type in hourly bands

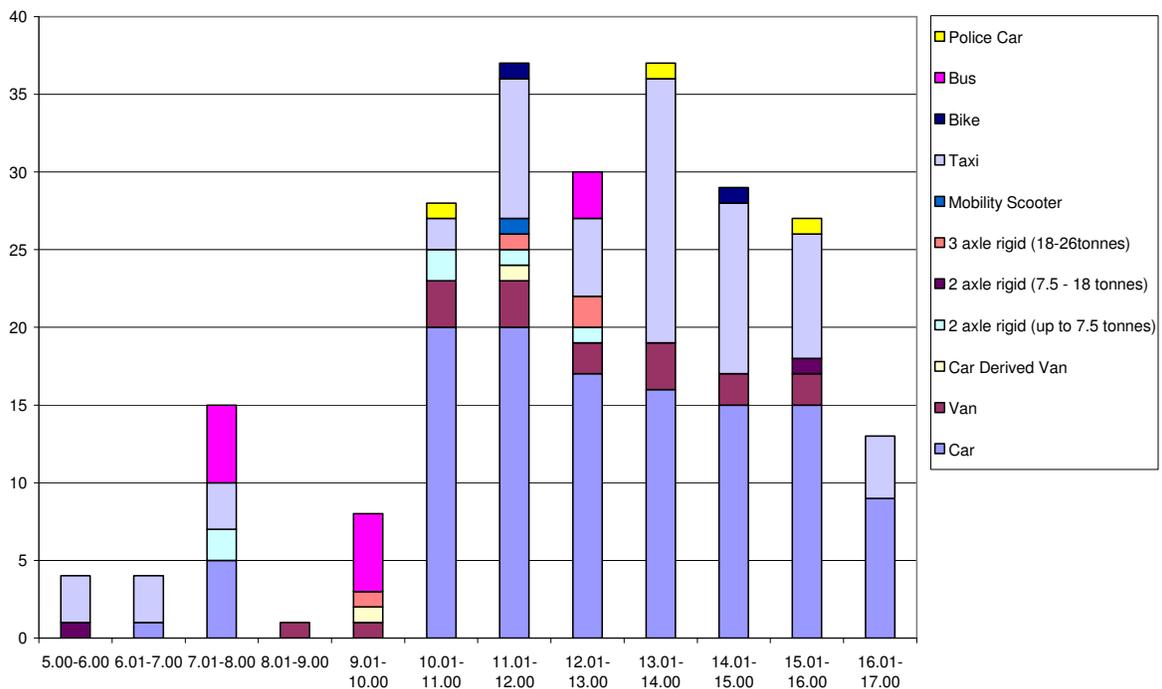
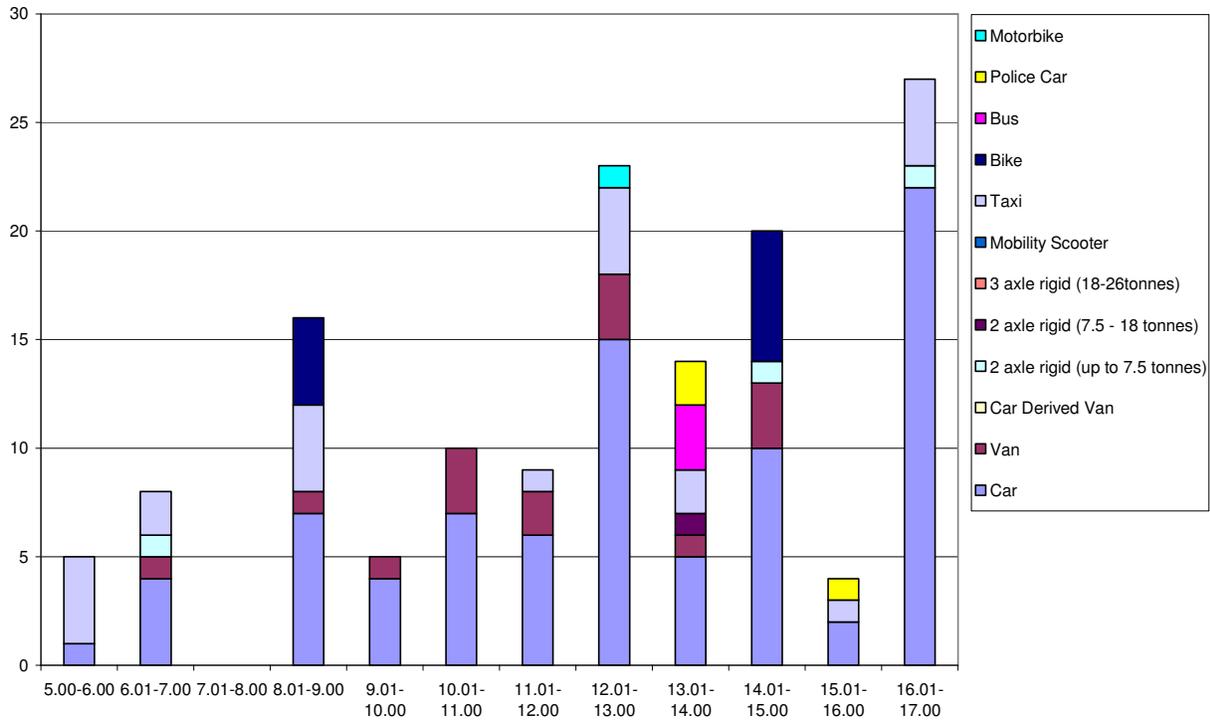


Figure 42: Vehicle observations in Haymarket (05.03.2014) by vehicle type in hourly bands



POTENTIAL PEDESTRIAN / CYCLE CONFLICTS IN SHARED USE AREAS

Findings from the Focus Group

The potential for conflicts with other space users was mentioned as a major issue by the focus group participants, but cyclists were not the only space users that were cited,

“A lot of the issues are to do with cyclists and thoughtless pedestrians”

(Powered Wheelchair User)

A major complaint featured the number of motorised vehicles that were permitted to use the pedestrian preference zone, which raised the question in the mind of some as to whether the central area were pedestrian-friendly at all,

“No one has thought it out – you either have a pedestrianised area or you don’t. You don’t have delivery vehicles driving around...”

(White Stick User)

This feeling was echoed by stakeholder workshop participants representing organisations for older and disabled people, who expressed the view that the pedestrian preference zone did not actually appear to be a “pedestrian zone”, given that motor vehicles used all parts of this area. Particular problems highlighted were onward walking distances to key destinations from bus stops, Blue Badge spaces and taxi drop-off and pick-up points.

Participants understood that delivery vehicles need to have access to the pedestrianised area, but felt that having access to this area throughout the whole day was confusing, and caused conflict between users of the space who travelled at different speeds.

Mobility scooter users were also raised as a concern when used in the pedestrianised area, due to the speed of some of the scooters.

“There are a lot of scooter drivers who exceed the 4mph limit, some do 12mph in a pedestrian zone. This is quite fast; particularly if you are an elderly pedestrian... this can be quite a hazard”

(Powered Wheelchair User)

It was agreed by both blind and partially-sighted participants that mobility scooters can cause problems; if the mobility user has not been taught to drive or to operate the scooter, it was felt they would be more likely to just go where they want.

“You are allowed to buy a mobility scooter and if you have never driven before in your life and you can have a killing machine on your hands”

(Powered Scooter and Walking Frame User)

A powered wheelchair user added that many powered 'chairs are silent when in motion, so may be a particular issue for people who are blind or partially-sighted.

A long term crutches user with a rigid support on the right leg stated that skateboarders can cause problems for people with mobility issues, particularly as they use the street furniture for ramps, and speed by at high speed within the pedestrian preference zone,

“When you go down the High Street, you have a big, wide space, and you get skateboarders going up and off the seats I try to avoid them – once, I had a skateboarder on one side, a bike on the other and a car in front of me.”

(Long term crutches user with a rigid support on the right leg)

There was, however, an in-depth discussion about the issue of pedestrians sharing the pedestrian preference zone with cyclists; remarks included,

“If you have a disabled person or someone with a walking frame, who cannot see very well, like me, it is either a cyclist that goes by at goodness knows what speed they travel by ...and you think: ‘Where did you come from?’, or it is someone in an electric scooter doing whatever mileage ...and you think: ‘Slow down, you are going to knock me over.’ I have even shouted out: ‘Slow down!’, but they ignore you”

(Learning Difficulties and user of a walking frame with wheels)

“Cyclists are one of the biggest issues – they go at high speeds and weave in and out of pedestrians. A number of people have been knocked over in the city.”

(Powered Wheelchair User)

The use of colour for the surface of the pedestrian preference zone was highlighted, in relation to how different types of space user might be encouraged to use different parts of the pedestrian preference zone. One participant, a powered scooter and walking frame user, suggested that all of the pedestrian preference zone should be coloured into zones. It was noted that this idea had been used in Guildhall Lane, and was successfully encouraging cyclists and pedestrians to stay in defined areas,

“The area near the clock tower has no colour, it is one colour.down Guildhall Lane, red tarmac is in the road and it is similar to a road, therefore in someone’s mind they are centred on the kerb. Cyclists go down the road. I have watched them go down there. They treat it like a road and do not enter the “pavement” – I do not know if it is psychological”

(Powered Scooter and Walking Frame User)

It was also noted that, on Guildhall Lane, small bricks were used to create a tactile surface, making a straight line of flat paving slabs to separate the pathway from the road area; this was considered to be excellent for older and disabled people. Another improvement suggested was a small increase in the kerb height, or a guiding rail on the pavement, to help cane users tap along, as required.

It was noted that guide dogs are trained to use kerbs and to walk in the centre of the pavement. Within the pedestrianised area, there is no guidance for guide dogs to use.

Another group of “users” of the pedestrian preference zone who were mentioned as presenting hazards for some pedestrians was businesses who put chairs and tables and other street furniture in locations where people wish to walk. A-frames used for advertising were seen as a particular hazard,

“A-frames are a nightmare – they are never in the same place”

(Guide Dog User)

“Half the time they are on the footpath, sticking out; they are big, taking up the room. How is anyone supposed to get around it, disabled or not disabled, who cannot see? Then you knock into it... knock it over completely; no one comes out to pick it up and it is there on the floor.”

(Learning Difficulties and user of a walking frame with wheels)

There were also some complaints about tables and chairs provided outside establishments, as part of the “café culture”,

“They should do it on streets that have plenty of room. On London Road and Queens Road it is a nightmare”

(Powered Wheelchair User)

One participant, a powered wheelchair user, indicated that, in some instances, the stands that define seating areas “stick out”, and cause an additional issue. This was agreed with by a participant who had learning difficulties and used a walking frame with wheels,

“...why do you have things that stick out? ...you bump into them, people think you are upsetting them, drinking their cup of tea. I have had people swear at me ...I carry on walking by”

(Learning Difficulties and user of a walking frame with wheels)

Findings from the Stakeholder Workshop

The issue of A-frames and other street clutter in the pedestrian preference zone was the first topic to be raised during the stakeholder workshop. (Council representatives indicated that this, and other issues raised, were known to them). Silver Street was singled out as being particularly difficult for people who want to walk on the footway, whilst Guildhall Lane was praised. A potential solution suggested was that the siting of A-frames etc. should be licensed; the response to this was that there were already regulations on this issue, with businesses within the pedestrian preference zone having permits.

There was much discussion about the dilemma surrounding whether the pedestrian areas should be marked in order to allocate certain lanes, or areas, for different space users. (This is similar to the discussion that took place during the focus group, which is described above). Attendees representing the interests of older and disabled people argued strongly for there to be areas within the pedestrian preference zone where they can feel “safe”, whereas there was general recognition that to create too many divisions within what are intended to be shared areas would restrict users’ freedom of movement, and so defeat the object of the design concept. Besides, there was not enough space available in the pedestrian preference zone to enable it to be divided into different areas for use by all user groups.

There was, however, a general feeling that people do not want to “go back to the old days”, (i.e. to the situation that existed before the pedestrian preference zone was established), provided that there are areas in which they can feel safe.

It was noted, from a series of photographs that were shared at the Workshop, that some parts of the pedestrian preference zone are coloured so as to suggest that pedestrians walk to the side of a pedestrianised street. It was acknowledged that such clever design, combined with good signage, might make a subtle contribution to promoting the safety of pedestrians - a Council representative admitted that lessons had been learnt from the decision to pedestrianise Market Street without providing contrasting surface colours. There was recognition, however, that such design suggestions would need to be subtle, to encourage pedestrians to walk towards the side of a street or open space, and cyclists to use the centre. It was acknowledged that there should be no suggestion that the centre of the space is a “road”, or even a cycle route, allocated for higher speeds.

The City Council’s Commissioner for Dementia, in a separate interview, emphasised the importance of shared walking and cycling facilities being divided into separate lanes, and quoted Victoria Park as being an example of a good set-up.

There was further discussion about the accessibility of the design of the pedestrian preference zone, in general. Attendees representing more vulnerable space users pointed out that, generally, stainless steel poles and monochrome granite used in construction, which blended in with their surroundings, rather than contrasted with them, were not conducive to creating an accessible environment.

It was also suggested that, although use of colour contrast might help people with vision, the requirement for blind and partially-sighted people who rely on a cane for their mobility is to have a raised edge, or something that is detectable with a cane, that they can follow. This is particularly needed in areas such as the open space around the Clock Tower. It was also suggested that painting seats and other items of street furniture in certain colours might help people who have colour vision to find their way within the City Centre.

As in the focus group, it was not only cyclists who were thought to pose a danger to some pedestrians. Concern was expressed as to the impact of the pedestrian preference zone still being open to delivery vehicles. (Although such deliveries are only permitted within strict time windows, the details of these arrangements might not be well known to some space users, so encouraging the perception that pedestrians using the pedestrian preference zone are not actually safe from motor vehicles). The question was raised as to the extent to which delivery drivers are briefed as to their responsibilities when entering, and manoeuvring within, the pedestrian preference zone; this was the result of an observation that the speed of such vehicles is not always appropriate. Particular mention was made of the High Street, which is so wide that it is not easy to anticipate whereabouts in the space delivery vehicles will go.

The word “balance” was used several times, during the Workshop, as a response to issues that were raised. In this particular case, it was emphasised that an appropriate balance needs to be struck between catering for the needs of commercial organisations requiring necessary deliveries, and enabling pedestrians and cyclists to use the city centre space in safety and comfort. It was pointed out that there were few design standards available to help in achieving this balance.

It was felt that enforcement was important in achieving this balance, with the Council already exercising controls over the movement of vehicles in the central area by means of bollards that can be removed and replaced using a code number that can be issued to authorised users of the pedestrian preference zone. (Such a number can, for example, be provided for a building contractor needing to enter the pedestrian preference zone to carry out vital works). It was suggested that Leicester’s City Wardens might play a role in the enforcement of vehicle movements within the pedestrian preference zone, in order to safeguard against pedestrian and vehicle conflicts.

Whereas the obstruction of the thoroughfare by cafés’ tables and chairs is apparently perceived by some older and disabled people to be a sign that they are not welcome in the city centre, this issue appears to be a far less emotive one for cyclists, for whom the most important concerns are cycle theft, the lack of cycle parking facilities and the anti-social parking of motor vehicles which causes cycle lanes to be obstructed.

Attendees representing cycling organisations and cyclists expressed a great deal of surprise that older and disabled people felt less safe now than they felt before the pedestrian preference zone was established. (It should be pointed out, that the dissatisfaction expressed by participants in the Focus Group, held the previous week, was

due largely to issues relating to increased walking distances and way finding within the City Centre, rather than to safety concerns).

Statistics were produced to support this. For example, it was pointed out that the level of complaints relating to pedestrian safety within the pedestrian preference zone had remained fairly constant, whilst the number of people using the streets had increased by a factor of four or five.

A survey by Sustrans, which focused on both modal share issues, and space users' perceptions, also demonstrated that feelings of insecurity had not increased since the creation of the pedestrian preference zone, even allowing for respondents' age and abilities. (The Sustrans work was based on an on-street intercept survey, and so it might be argued that it was more representative than the sample of older and disabled people who volunteered to take part in the Focus Group; although a counter-argument to this is that the on-street survey was restricted to current users of the pedestrian preference zone, and did not elicit the views of people who no longer visited the City Centre).

Further supporting evidence was provided in the form of a report entitled "Understanding Walking and Cycling", by Lancaster, Leeds and Oxford Brookes Universities, which reported on a number of behavioural studies. This report actually showed that Leicester City Centre had four or five times the number of human interactions, (which included conversations, hand-shakes, etc.), as other cities that had been featured in similar studies, but this was not accompanied by increased levels of anxiety about safety when using the street environment.

The general feeling among cyclists is that the facility to use the pedestrian preference zone is a "massive boon" for cycling. It was pointed out that cyclists do not represent a homogeneous group, since different people cycle for different reasons, and that most cyclists despise the minority of cyclists who are guilty of anti-social, or "unaware", behaviour – and that unaware behaviour can also be displayed by users of mobility scooters.

It was felt that, as some cyclists are unaware of the impact they can have on pedestrians, there is a need for more targeted campaigning to make all cyclists aware of how they should pass pedestrians, at what speed, and of how to achieve a "social use of the space". One answer might be the creation of an agreed Code of Conduct and Behaviour. (It was pointed out that the Bikeability Scheme, in schools, raises awareness of this general issue among children, from the age of eleven).

A specific issue that was raised in relation to cycling in the pedestrian preference zone was that it might set an unwanted example, in as much as it might give the impression that it is acceptable to cycle on pavements and spaces intended for use by pedestrians, elsewhere.

An area for improvement identified in relation to cycling in the pedestrian preference zone related to the quality and level of signage for cyclists. For example, signs stating clearly that pedestrians have priority within the zone, and that cyclists should be aware of

pedestrians when passing them, should be provided. There was also a suggestion that cyclists should be required to dismount, in certain locations.

A specific issue raised, (and, again, this was in a separate interview, with the City Council's Commissioner for Dementia), concerned New Walk, which is designated as a "no cycling" zone. The concern, raised through the Council's Older People's Forum, is that some people still cycle along New Walk, and there is a feeling that this situation is not helped by the fact that there is only one sign to this effect, at each end of the pathway.

The junction of Guildhall Lane and Carts Lane was identified as being the location where there were most near misses between cyclists and pedestrians; it was felt that this was because it does not have the appearance of a junction.

There was a suggestion that safe crossing points for pedestrians should be introduced within the pedestrian preference zone, especially in the wider areas, such as the High Street, and, specifically, for a crossing to be introduced at the entrance of Haymarket.

A broad conclusion from the Workshop was that the pedestrian preference zone can be made safer for all users through a combination of better enforcement, education and management of the use of the space.

Findings from an Interview with the Leicester Disabled Person's Access Group

The spokesperson for the Leicester Disabled Person's Access Group (LDPAG) revealed that she herself has a mobility issue, (which is "invisible"), when in the pedestrian environment, in that she has a problem in maintaining her balance, and so can be, and sometimes is, readily knocked over by passers-by, (whether or not they are riding a bike).

A general point made was that many Leicester residents who feel more vulnerable when travelling in the urban environment no longer use the City Centre, due to the frequent changes that have taken place there in recent times. These have created uncertainty among some people.

Older people, especially, often avoid travelling to and around unfamiliar places, and people who are blind or partially-sighted particularly value consistency in the physical environment, so that they are able to remember safe routes. This issue has already been reported to have emerged from the focus group.

It was pointed out that people with autism, or with dementia, don't have sufficient judgement skills to be able to cope with vehicles, motorised or not, in shared zones. One particular issue with cycles is that they are non-motorised, and are harder for some people to see and hear. Furthermore, because of the nature of shared spaces, pedestrians don't necessarily know the direction from which a cyclist might come, (unlike on a shared cycle path).

Attention was drawn to some general examples of inaccessible design within the pedestrian preference zone, which included the use of stainless steel bollards, which do not contrast well with their surroundings, and so can be difficult for some people to see.

A more general remark was that many shops in the pedestrian preference zone that were popular with older people have closed, with the City Centre becoming more geared to attracting younger people, and that this might help to explain why fewer older people go there.

Findings from Desk Based Research

Identification of mobility conflicts

It has already been noted in this report that the design and management of the pedestrian preference zone entails balancing the needs and aspirations of many groups of people, and that these needs can sometimes be in direct conflict. Opposing views from different user groups emerging from this research have already been reported in this study. Such conflicts are already well documented in the relevant literature.

Some examples of how different groups of disabled people might have opposing requirements are as follows:

- **Blue Badge holders** would benefit from being able to enter the pedestrian preference zone and park closer to their destination, but more vulnerable space users, such as **people who are blind and partially-sighted, people with mobility impairments** and **people who are deaf or hard of hearing**, would consider the increase in vehicular traffic entering the city centre to be a safety hazard.
- **People who are blind and partially-sighted** and **people who are deaf or hard of hearing** can be intimidated by vehicles that make little or no noise, such as mobility scooters and electric buggies, which might provide a convenient and environmentally friendly means of mobility within the pedestrian preference zone for **people who have difficulties with walking**.
- Level access, such as that provided in shopping malls and pedestrianised zones, is excellent for **wheelchair users, people who have difficulty with walking and/or climbing steps**, and **people with a shuffling gait** who might be prone to tripping. However, **guide dog users** and **long cane users** both require kerbs to provide them with navigational cues.
- Similarly, in non-pedestrianised areas, **wheelchair users** require dropped kerbs for crossing roads, whereas dropped kerbs can present a hazard for **blind and partially-sighted people**, especially in the absence of tactile paving.
- Tactile paving is crucial for the safety and orientation of **blind and partially-sighted people**, but can be painful for some people to walk on, particularly **people with arthritis**, and **wheelchair users**.

Possible Solutions

It is clear that any solution is a compromise. The challenge in addressing these conflicting needs is to devise mitigating solutions that will satisfy as many people as possible, without inadvertently disadvantaging other groups. Ultimately, the appropriate course of action can only be determined through close engagement with all interested parties, but the following is a list of suggestions for measures that might be introduced to alleviate some of the issues raised during the course of the research in relation to the pedestrian preference zone.

Raised tactile strip for navigation

This would be a useful means of guiding long cane users through the pedestrian preference zone, but would not benefit guide dog users and would be a nuisance to people who are prone to tripping, or who have painful joints in their feet. Such a strip might also snag wheelchair wheels, and may pose a danger for cyclists. On the other hand, the preferred route for such a navigation strip would tend to be close to the building line. This will naturally lead long cane users away from the parts of the pedestrian preference zone that are heavily used by cyclists, although it would bring them into conflict with A-boards placed in the street.

A device that might be appropriate for this purpose is the one that is already in use as a delineating strip to mark the boundary between the lanes of a shared walking / cycling surface. The main function of this strip is to prevent people who are blind or partially-sighted from crossing into the wrong lane. The strip is a trapezoid, in profile, and is between 12mm and 20mm high, 150mm wide and has a flat top that is 50mm wide. On a shared cycle path, the strip is white, but a different colour might be used if the strip is employed as a navigation strip. If the strip is manufactured in yellow, then it is likely that it will be visible to guide dogs, and so usable by guide dog users.

Research⁵ suggests that a 20mm high strip might be the most appropriate for use for guidance. This is because 78% of a sample of blind and partially-sighted people were observed as being able to keep to the correct side of a 12mm-high delineator strip, whilst 5% of a sample of cyclists rated a 12mm-high strip as being “unsafe”. When a 20mm-high strip was used for the trial, the percentage of blind and partially-sighted people who could keep to the correct side of the strip increased to 96%, with the percentage of cyclists considering the strip to be unsafe rising to only 7%. (It should be noted, however, that this particular trial entailed volunteers cycling roughly parallel to the strip. In the Leicester city centre pedestrian preference zone cyclists, as well as wheelchair users, will meet the strip at a variety of angles.

Use of a tactile guidance path

An alternative to using the raised strip, as described above, might be the standard Department for Transport tactile guidance path. This is a surface whose dimensions and

⁵ Guidance on the Use of Tactile Paving Surfaces (Department for the Environment, Transport & the Regions, 1998).

installation are described in detail in the DfT's tactile surfaces guidance document⁶. The guidance path is the least used of all of the tactile surfaces. According to the Sight Line Project,

*".....greater use of the guidance path, especially in pedestrianised areas.....would be of great assistance to long cane users."*⁷

If the guidance path can be provided in a contrasting colour, such as yellow, then it might be usable by guide dogs, who are trained to detect and follow a kerb line, and to also detect changes in tonal contrast, so that they can identify tactile surfaces. If the guidance path is designed to be sufficiently conspicuous, then it might also be used for guidance by people with low vision.

The definition of "comfort spaces"

A third option for a solution involving tactile surfaces might be the use of the "corduroy" tactile surface. This is the design that currently means "hazard – proceed with caution", to blind and partially-sighted people. Its most common usage is at the top and bottom of flights of steps. Rather than being used as a precise guidance path, the corduroy surface might be used as a subtle indication of where the *de facto* "carriageway" (i.e. the area in which there is likely to be most vehicular and cycle traffic) begins, and what might be described as "comfort spaces" end.

One issue with this idea is that it might be considered to be contrary to the whole "shared space" concept, in as much as it attempts to separate different user groups, rather than encourage them to interact. More relevantly, however, it is very important for more vulnerable space users, particularly people who are blind or partially-sighted, to be able to have comfort spaces in which to pause or rest. The Department for transport's definition of a comfort space is,

*"An area of the street predominantly for pedestrian use, where motor vehicles are unlikely to be present."*⁸

There are a number of ways in which a comfort space might be marked, either visibly, or by some other means of providing a tactile contrast.

'A' Boards

One theme to emerge from the data gathering, on which older and disabled people participating in the research were fairly unanimous, has been dissatisfaction with obstructions such as A-boards and other street "clutter" in the pedestrian preference zone. This is because such obstructions cause wheelchair users, or people using mobility aids,

⁶ Guidance on the Use of Tactile Paving Surfaces (*op cit*).

⁷ ATKIN, R., *Designing better streets for people with low vision* (Sight Line Project, Helen Hamlyn Centre & the Royal College of Art, 2010).

⁸ Manual for Streets (Department for Transport, 2007)

to be diverted into the path of faster-moving space users, and cause problems for blind and partially-sighted people, who cannot see such obstructions.

This is also an important issue for both people with low vision, and long cane users as they rely greatly on building up and memorising a mental map of their environment. As the location of such temporary obstructions varies on a daily basis their positioning cannot be memorised.

This is not an unexpected finding, given that A-boards, in particular, are acknowledged as being a hazard, and their removal is recommended by the Department for Transport's guidance for designing shared spaces whilst considering the needs of blind and partially-sighted people⁹. One of the recommendations of that guidance is,

“The most important navigation feature for blind and partially-sighted people is typically the building line, and this should be kept uncluttered by obstructions, including A-boards.”

Sight Line, a project promoting the better design of streets for people who are blind or partially-sighted, which is undertaken jointly by the Helen Hamlyn Centre at the Royal College of Art and the Commission for Architecture and the Built Environment (CABE), also calls for the removal of A-boards, adding that they can also cause cane breakage.

Cycling

Contact made with the Leicester Cycling Campaign Group revealed that a concerted attempt has begun in an effort to develop a Code of Conduct on how cyclists should behave in shared spaces, in conjunction with the Leicester Disabled Persons Access Group. The intention is to produce a succinct set of principles, encouraging cyclists to slow down when approaching a pedestrian or pedestrians, providing them with plenty of space and making a noise of some sort to alert them to the bicycle's presence.

The draft flyer that has been produced to date begins with the words: “Shared space? Reduced space! Cyclists and pedestrians can share the same space. But pedestrians are more vulnerable and should take priority. Reckless, careless or simply thoughtless behaviour by cyclists frightens pedestrians”.

The report “Understanding Walking and Cycling”, referred to during the stakeholder workshop, collected a wide range of quantitative and qualitative data in Leicester, as well as in Leeds, Lancaster and Worcester. The research included a questionnaire survey on attitudes towards walking and cycling, household and mobile (“walking”) interviews on general travel behaviour, a spatial analysis of connectivity and land use, and household ethnographies in selected districts in each city.

⁹ [Local Transport Note 1/11: Shared Space](#) (Department for Transport, October 2011)

The results of the detailed qualitative research enabled classification of individuals into three categories: “Cycling sanctifiers”, who were committed cyclists adopting a strong moral pro-cycling stance, and who were confident with cycling in traffic, “Pedestrian prioritisers”, who have a very positive and normal view of walking, but also drove regularly and preferred to see cycling facilities provided in the form of segregated cycle paths, and “Automobile adherents”, who are satisfied with a car-centred transport system, and are prepared to defend their right to use it. The relevance of this work to the current study is that the qualitative surveys carried out in Leicester did not suggest the levels of anxiety related to personal safety when using the street environment, that were expressed in the focus group conducted for the present study.

Findings from the Observation Study

The observers were asked to make a record of any pedestrian conflicts that they observed. These were ‘exception’ observations i.e. a record of where an issue, or a conflict arose.

It was expected that these observations would result in under-recording as people have an individual view of what constitutes a conflict, not all disabilities that may lead to a conflict are visible and that it is not obvious how a disability affects people’s mobility.

Having reviewed the observation data it is felt that the records do understate the number and level of conflicts that took place.

The pedestrian conflicts recorded during the survey period are as follows:

- 1) 01.03.2014 at 06.40 3 axel rigid 18-26 tonnes vehicle was delivering large volume of trays. General conflict with trolley jack pallets on High Street in the pedestrian area.
- 2) 01.03.2014 at 06.42 a street cleaning vehicle caused a pedestrian conflict on Silver Street.
- 3) 01.03.2014 at 06.50 a general conflict noted on High Street in the pedestrian area with a 3 axel rigid 18-26 tonnes vehicle.
- 4) 01.03.2014 at 07.15 a pedestrian conflict was recorded on High Street in the pedestrian area. The conflict was with a 2 axel rigid 7.5 – 18 tonnes making a delivery.
- 5) 01.03.2014 at 07.26 on Carts Lane in the pedestrian area a cleaning washroom van caused a pedestrian conflict.
- 6) 01.03.2014 at 10.15 a pedestrian conflict was recorded on High Street with a police car. The police car was undertaking a service but obstructed the pathway at the present time.

- 7) 01.03.2014 at 12.05 on Gallowtree Gate a cyclist was seen swerving between pedestrians causing both a pedestrian conflict and safety hazard.
- 8) 01.03.2014 at 12.08 two skateboards caused pedestrians to move on Gallowtree Gate resulting in a safety hazard.
- 9) 03.03.2014 at 11.30 on Cank Street a cyclist caused conflict cycling through the area.

Simple analysis of the above indicates that one conflict (11.1%) was caused by delivery activity whilst five conflicts (55.6%) were caused by vehicles. These all took place before the delivery cut-off time of 11.00. Subsequently two conflicts (22.2%) were caused by cyclists and a further conflict (11.1%) caused by a pair of skateboarders.

ACCOMMODATING COACH DROP-OFF AND COACH PARKING

Background

The current situation for the City of Leicester is that it has drop-off facilities for coaches located in Peacock Lane and Southgates. A lay-by near to the Jewry Wall Museum is used by coaches taking parties to this museum; (some 10,000 school children per year visit this museum), but this is an official bus stop rather than an approved coach drop-off point. The Highcross shopping centre generates coach traffic, but there is no specific provision in the vicinity to cater for this.

There is no official site for coach parking, except for some overnight parking at the National Space Centre (NSC), which is some 20 minutes' walk from the City Centre. The arrangement at the NSC is that coaches can park overnight, between 4pm and 8.30am, for a fee of £10. In addition to this, there is on-street parking for coaches, during the day, on Abbey Park Road. The car parks used for the city's Park & Ride service are not suitable for use by coaches as they are not designed for use by heavy vehicles.

In terms of the issue of finding a suitable site for coach parking in Leicester, while the project was in progress, the City Centre Director was having high-level discussions with both the NSC and First in Leicester, the main operator of buses in Leicester. At the time of writing, it is understood that coaches will be permitted to park on the NSC's premises, and that First's bus depot, opposite the NSC, in Abbey Lane, might be used as an "overspill" facility. Both sites will be suitable for the purpose. The NSC already welcomes many coach parties, especially school groups, and First's depot already has security through CCTV, and toilets and refreshment facilities.

However, developing a strategy for welcoming coaches to Leicester, to visit the King Richard III Exhibition, and other City Centre attractions, involves far more than merely finding a suitable site for parking. Desk research soon revealed that towns and cities that are able to attract, and then cater for, a large number of visitors and tourists have developed a whole package of measures for being "coach friendly" e.g. Liverpool and Burnham-on-Sea. Whilst Leicester is at the very beginning of this process, elsewhere striving for coach friendliness appears to be the norm.

Findings from Desk Based Research and Interviews

The opening view expressed by the proprietor of a long-established, Leicester-based coach company was that "the Council has ruined" the good coach parking that used to be provided in Leicester. He was referring to Humberstone Gate, where there used to be space for up to six coaches to pull up just short of the kerb, at 45° to the pavement, and advertise for coach trips to passers-by. The widening of pavements and the conversion of

wide streets to dual carriageways has changed all this; this is better for pedestrians, but not for coach companies.

He stated that Leicester is known, in the coach industry, for being “the worst” location for coach facilities, being the only town or city with no dedicated coach parking. Currently, coaches use an area on St Margaret’s Way, (“near a football ground”), but no refreshment facilities were available here. Even at Leicester City FC’s new, purpose-built football stadium, with its large car parking area, there are no coach parking facilities; coaches arriving at the ground drop off passengers and then park in Aylestone Road.

Worcester was also mentioned as a good example to follow. Worcester has four designated drop-off points for coaches within the city, and charges £5 per day for parking all day in its Croft Road Coach and Car Park. This facility has space available for eight coaches. The city’s Coach Driver Incentive Scheme includes a £10 voucher for drivers to spend on food and drink, at outlets participating in the Scheme, whilst parked in Worcester City Centre. Once the coach is parked, the driver can pick up a voucher from Worcester’s Tourist Information Centre. This voucher can also be obtained from one of Worcester’s Street Rangers, who provide a “meet and greet” service for visitors to the city, which includes welcoming coach parties. An appointment can be made for a Street Ranger to meet up with a coach, and provide information to passengers on the location of toilets, refreshments facilities, the Tourist Information Centre, etc.

Coventry, Stratford and Nottingham were also mentioned, as good local examples.

Coventry provides two drop-off / pick-up points in the centre of the city, near to two of the city’s main attractions, (the National Transport Museum and the Cathedral), with coach parking allocated in White Street Car Park. Six coach spaces are available, at £2.50 per day, on a pay & display basis. Stratford has a coach park with capacity for 69 coaches, just five minutes’ walk from the town centre, and this is open 24 hours a day. Overnight parking is available, at £3 per night, (although this is generally not popular with the industry, given security concerns related to expensive vehicles).

Stratford also provides a coach drop-off / pick-up point that is three minutes’ walk from the Town Centre, and very near to Shakespeare’s birthplace.

Nottingham makes an effort to provide coach-friendly pick-up and drop-off facilities close to the city’s main visitor attractions, and there is some coach parking available at Broadmarsh Bus Station and 50 spaces available at the Queen’s Drive Park & Ride site, which requires pre-booking. The cost of parking a coach in Nottingham is £5.50 for up to four hours, and £9 for up to eight hours, with a £17 charge for parking overnight (at Broadmarsh only), although the service includes on-site security patrols, CCTV and toilet facilities. There is also a £5 charge (£3 if pre-booked) for just drop-off and pick-up at Broadmarsh Bus Station.

York was mentioned as a good example of a city with an historic centre, which also makes an effort to be coach-friendly, providing a “welcome” service and discount vouchers for drivers.

York has two coach parks, with space for 35 and 27 coaches. Coaches can park from 8am to early evening. Both facilities charge £12.60 for a stay of more than three hours, £8.90 for up to three hours and £5.80 for up to an hour, (during the summer season), on a Pay & Display basis, and both provide CCTV and toilets. Specific drop-off and pick-up points are designated, with boarding and alighting time limited to five minutes.

The Leicester coach proprietor's suggestion for a good location for coach parking in Leicester was "somewhere off St Margaret's Way". Any location would have to provide enough space for a 40-foot long coach; some of the newer coaches can be 45- to 46-foot long. When the National Space Centre was suggested as a possible location, he agreed that this might be a good option.

He suggested that an example of a city which provides good facilities for coaches is Sheffield, which has "proper" coach parking. The charge for parking a coach on Sheffield is £10 per day, which is readily acceptable. In Leicester, it would even be acceptable for coach parking to be metered.

Table 3 provides a summary of coach parking facilities that are offered elsewhere in England, including charges that are made, if any, and the number of coaches that the towns/ cities cater for each year. This information has been compiled from a combination of desk research, and information provided for the project by Leicester's City Centre Director in March 2014.

This table shows a variety of approaches to accommodating coaches, throughout the country. There are some towns and cities that have their own bespoke parking facility for coaches e.g. Birmingham, Bristol, Chesterfield, Doncaster Stratford and York. Elsewhere, coaches share accommodation with other types of vehicle. There is also considerable variation in the amount that it costs for coaches to park, and also in the complexity of the schedule of costs. What is notable in **Table 3** is that some towns and cities e.g. Chesterfield, Doncaster and Melton Mowbray, provide free parking for coaches. This is evidence of local authorities thoroughly embracing the concept of actively attracting coach parties and tour operators to their town or city, which is only possible if the cost of providing the facility is subsidised in some way. This is a policy decision that will require consideration in Leicester, as the city increases in popularity as a tourist and leisure destination.

It is also noticeable from **Table 3** that the provision of overnight accommodation is comparatively rare, and there was a strong consensus from the research that drivers and operators were fairly reluctant to leave a coach overnight, given that a modern coach can be worth between £250,000 and £400,000. An overnight parking facility would only be attractive if security measures were in place, and these appear to be rare. In Nottingham, there is CCTV coverage and on-site patrols, but other cities offering 24-hour parking state that use of the facility is at the operator's own risk. The offer of overnight parking also entails the provision of overnight accommodation for drivers, which is more expensive for the host town or city to provide than a voucher for a meal for the driver.

Table 3. Coach parking facilities in towns and cities of England.

Town or City	Coaches per Year	Charge	Overnight Parking	Notes
Birmingham	20,000	£12 for 12 hours	Day only	32 long stay, 13 drop-off spaces; Toilet & shower facilities
Bristol		£4 to £8	Yes	4 coach parks available, offering 30, 20, 15 and 12 spaces; all 24-hour; 14 drop-off spaces
Chesterfield	500	Free	Day only	Dedicated coach park
Coventry		£2.50 per day	Day only	Spaces allocated in car park
Derby		£3 to £5	Day only	
Doncaster	450	Free	Yes	Dedicated coach park; 24-hour; CCTV cameras installed, but operators told that parking is at "own risk"
Lichfield	650	£1 for 1 hour; £3 for 3 hours	Day only	
Melton Mowbray	500	Free	Day only	Coach parking area, within the town; toilets and a café
Norwich	800	£6 to £22	Yes - overnight incurs a two-day charge (i.e. £44)	Spaces allocated in car parks (incl. P&R); 24-hour; no overnight patrols
Nottingham	800	£5.50; £9; £17 (overnight)	Yes	Spaces allocated in car parks (incl. P&R); CCTV, on-site security patrols and toilet facilities
Sheffield	200	£8 to £10 per day	Day only	Spaces allocated in bus station
Stratford		£1 for 1 hour; £8 for up to 12 hours; £2 for 4pm to 8pm	Yes - overnight £10 for 24 hours	69-space car, lorry and coach park, 6-space coach park and additional drop-off spaces
Worcester		£5 per day	Day only	Coach & car park
York		£5.80; £8.90; £12.60	Yes	2 coach parks, providing long-stay and overnight parking

Elsewhere, Chesterfield was mentioned as being particularly advanced in terms of making itself coach friendly. Chesterfield won the Coach Monthly “Coach Friendly Town of the Year” award in 2013, and was granted “Coach Friendly” status by the Confederation of Passenger Transport UK (CPT) in February of that year. The town has designated parking for four coaches at Chesterfield Coach Station, which is free of charge. A “Meet & Greet” service is available, which will provide town maps and details of where to eat and drink. The Visitor Information Centre also provides assistance in planning itineraries, pre-trip, on request. Proper rest facilities, solely for drivers, are available at the Coach Station, and each driver can have a £10 voucher to spend in the outdoor market or in the indoor market hall.

The trade magazine *Coach Monthly* gives annual awards for coach friendly destinations and attractions. In 2013, the Liverpool ONE Shopping Centre won the award as the Coach Friendly Shopping Destination of the Year. Among the reasons for its success were the fact that it had worked closely with Merseytravel, the Integrated Transport Authority for Merseyside, to deliver a dedicated coach drop-off and pick-up facility, it had offered a Coach Welcome service using specially-trained volunteers, and it had come up with the innovation of providing coach drivers with free cinema tickets.

The provision of a Meet & Greet, or “Coach Welcome”, service, and provisions for coach drivers, are a recurring theme in what cities, towns and attractions elsewhere are doing to attract more visitors.

The success of the City of Liverpool in making itself more attractive to visitors should serve as a good source of inspiration for Leicester, given that Liverpool lacks dedicated coach parking facilities, and runs its Coach Welcome scheme on a negligible budget.

Liverpool’s Coach Welcome Scheme is a free, personalised welcome service for coach parties visiting the city. Liverpool won the award for being the most coach-friendly city in the UK, in 2011. There are three such schemes in Liverpool, and they are based at the Albert Dock, the Cathedral and the Liverpool ONE Shopping Centre. They all provide a free welcome, and free refreshments for drivers, between the hours of 10am and 3pm, from March to October, inclusive. The Scheme at the Cathedral was the site for the initial pilot, and the others followed.

An interview with the Visitor Economy Officer in charge of the scheme based at the Cathedral revealed that the three schemes operate independently, and are run by each attraction. However, the entire scheme is overseen by a Steering Group which includes representatives of local attractions, Merseytravel, the Confederation of Passenger Transport UK (CPT) and the Liverpool Tourist Information Centre. The Visitor Economy Officer interviewed is employed by Liverpool City Council, in the “Culture Liverpool” department. The schemes fund themselves, but actually cost very little, given that they are run by volunteers. This source of volunteers is provided by Liverpool’s City Stars Volunteer Programme, which helps to deliver events taking place in the city.

This Programme emerged from City of Culture activities, a few years previously. Under this programme, volunteers receive induction and training, and also have their expenses paid. Volunteers working with the Liverpool ONE Coach Welcome Scheme qualify for discount vouchers. In the context of Leicester, a source of volunteers, if they are required, might be drawn from the city's universities.

A key to the success of such schemes is promotion, as it is important to disseminate widely what is being offered.

The Liverpool Coach Welcome Services offer,

- A package for all members of a coach party, which includes a free map of the city, special offers and vouchers.
- Free rest and refreshment facilities for drivers.
- A coach parking map for drivers, provided by the city, showing where to find short-, medium- and long-stay parking. The driver package also includes traffic and diversion information.
- A voucher booklet for drivers; the Liverpool ONE Scheme provides free cinema tickets.

There is also a Coach Welcome Scheme at Chester, and one at Southport (which has a Coach Park & Ride facility).

The Confederation of Passenger Transport UK (CPT) awards "coach friendly" status to towns and cities. To gain accreditation, the requirement is to demonstrate a clear commitment to understanding the needs of the coach, its passengers and its driver, both currently, and in the future. The scheme also requires that a mechanism for on-going monitoring of driver and passenger satisfaction, and statistical analysis of the data that are collected.

In March 2014, Burnham-on-Sea, in Somerset, achieved this status. Reasons for this award included,

- A Coach Meet & Greet service.
- Free parking for coaches.
- A dedicated drivers' rest facility, away from the passengers.
- A free meal and a newspaper for the driver.
- Free information packs for the driver and passengers.
- Good signage for coaches, including a clearly signed coach route into the town, and signs which said: "Coaches Park Free".
- The town created a branded initiative called "Project Coach", which increased the visibility of what they were doing.

A key activity in Burnham-on-Sea was to get all local businesses, community groups and other stakeholders on board, to ensure that coaches, and their passengers and drivers, were made welcome in the town.

An interview with the Council's Head of Arts and Museums provided information on the envisaged requirements, in terms of coach facilities, for the King Richard III Visitor Centre. The exhibition will be a paid-for attraction, and so visitors will have great expectations of it. The related development will extend from the Guild Hall, and connect with the Jubilee Square development. The first requirement will be for coaches to have somewhere to park for four to five hours, and it is expected that, on average, space will be required for four or five coaches in the morning, and then four or five coaches in the afternoon – which implies needing enough space for seven or eight coaches, in order to cope with busier periods.

It is clear from the research that coach parking, especially overnight coach parking, is not in itself a profit-making activity. To develop a successful coach parking strategy such as that employed in Burnham on Sea e.g. meeters and greeters to welcome the coaches, free meals and a newspaper for drivers, a drivers rest room away from passengers, a clearly signed route into the town, free coach parking, drivers and passenger information packs etc. requires input from local businesses, community groups and the local authority.

The key role for the local authority would be to develop the coach parking strategy and coordinate the ongoing work. The example provided by Liverpool demonstrates that there is no requirement for a large budget to support ongoing activity. Investment would be required in coach parking provision, either on-street or off-street secure parking and signage. Capital funding would need to be identified and secured to facilitate the provision of coach parking.

RECOMMENDATIONS

Following the investigation into the various 'Connecting Leicester' challenges a series of recommendations have been made. They are set out below under the following categories:

1. The issue of walking distances related to the pedestrian preference zone
2. The issue of conflicts between pedestrians and cyclists in the pedestrian preference zone
3. Kerbside Activity, including
 - Loading and unloading
 - Blue badge Parking
 - Taxi / Private Hire
4. A strategy for coach travel to Leicester

Walking distances related to the Pedestrian Preference Zone

- Additional seating should be procured and sited so that the maximum walking distance between opportunities to sit down, within the pedestrian preference zone, does not exceed 50m.
- A scoping study should be undertaken to assess the possible impact, on the number of trips that might be made to the pedestrian preference zone, if such a change were to be made.
- Any change to access restrictions should be fully communicated to both disabled people who might benefit from this, and members of the general public who might see additional vehicles entering the pedestrian preference zone.
- A more detailed analysis should be made of the potential use of a trackless vehicle, or "road train", among disabled people in Leicester. It appears likely that there is more scope for such a service to be used as a dedicated mobility aid for older and disabled people (and accompanying persons), than for a mainstream service to be used by all members of the public.
- Further investigations need to be made, with manufacturers, into the feasibility of the provision of a vehicle that is accessible to even the larger powered wheelchairs and scooters, preferably using something other than a platform lift, and the associated costs.

- As part of the redevelopment of the Haymarket Bus Station, consideration should be given to accommodation, and possible expansion, of the Shopmobility facility. Consideration might also be given to addressing the issue of staffing the service, in order to overcome any constraints the service has in terms of trained volunteers.
- For blind and partially sighted people who use a long cane to aid them with their mobility, the main issue with the pedestrian preference zone is not walking distances, but the difficulty they have with finding their way in the absence of tactile directional cues. A system of guidance routes, using tactile cues, should be developed, in order to safely guide cane users to key locations in the City Centre. This should be done in conjunction with local blind and partially-sighted people, and taking advantage of the expertise that resides within organisations for older and disabled people in Leicester and Leicestershire.
- Discussions should be held with Guide Dogs and local assistance dog users, to establish how best to assist them in safely travelling through the pedestrian preference zone.
- To aid blind and partially-sighted people, in particular, with navigation, and to avoid pedestrian collisions, A-boards should be removed within the pedestrian preference zone.

Conflicts between pedestrians and cyclists in the Pedestrian Preference Zone

- Consideration should be given to introducing one or more of the following mitigating measures to help to alleviate conflicting needs and aspirations of different groups that have been identified by the research. Importantly, this should be done in full collaboration with relevant stakeholders. Mitigating measures should include;
 - A raised tactile strip to aid the navigation of blind and partially-sighted people through the pedestrian preference zone;
 - Use of a tactile guidance path to aid navigation through the pedestrian preference zone;
 - Definition of “comfort spaces” within the pedestrian preference zone.
- Dialogue between cycling groups and groups representing older and disabled people should continue, with the objective of further raising awareness of the need for cyclists to consider the needs and vulnerability of some pedestrians.
- Building on existing stakeholder consultation channels and fora, a proactive communication strategy should be adopted for better informing users of the pedestrian preference zone of current and future material changes. It is important that this provides a mechanism for providing timely information about construction projects and other changes to the physical fabric of the city centre. This should help to mitigate a feeling among local people that the amount of construction in the centre of Leicester, in recent years, has made it difficult for them to find their way around.

- Signage indicating which space users are permitted to use different parts of the pedestrian preference zone should be improved and increased. The opportunity should be taken to also provide signs which remind other space users that pedestrians have priority. This could be done as part of the Legible Leicester initiative.
- A small engagement campaign should be conducted at the same time that the pedestrian preference zone is extended to engage with delivery companies, in order to remind drivers of their responsibilities when driving within the pedestrian preference zone, and of the vulnerability of pedestrians and cyclists.

Kerbside Activity

Loading and unloading

- Controlled access for loading and unloading activity within the pedestrian preference zone outside of permitted times can be managed within existing resources.
- Certain industries i.e. cash-in-transit, keg beer deliveries, glass, scaffolding require access to delivery points for public safety.
- The use of mixed use bays e.g. loading and blue-badge (concurrently or separated by time) could play a part in rationing the kerbside adjacent to the pedestrian preference zone.
- Should the pedestrian preference zone be extended the following should be taken into consideration:
 - Review of existing vehicle flows.
 - We recommend that a delivery and servicing study of affected businesses is completed to fully understand their delivery and servicing requirements so that any mitigating measures can be implemented.
 - Develop a delivery and servicing plan for the pedestrian preference zone or sections of the pedestrian preference zone.
 - Timing of pedestrian preference zone delivery and servicing access.
 - Use of existing off-street servicing provision e.g. Haymarket or Highcross service yards to cater for displaced on-street provision.
 - Specific provision for delivery and servicing activity to be made at the edge of the extended zone.
- We recommend a feasibility study into the potential for 1) Micro-consolidation for all, or specific sections, of the pedestrian preference zone, or 2) a consolidation centre to serve Leicester City Centre as an alternative strategy that would enable a large reduction in the number of vehicles serving the pedestrian preference zone and the wider city area. These options will likely require local authority funding to pump-prime the consolidation activity until it becomes commercially viable.

Blue Badge Parking

- Due to high levels of demand Blue Badge parking should be located adjacent to the pedestrian preference zone rather than inside the pedestrian preference zone. The high level of demand means that there is no practical solution to providing limited access into the zone as the disbenefits to all – moving vehicles, air quality, circulating vehicle seeking spaces, vastly outweigh the benefits to a limited number of people.
- Blue Badge parking should be located at a variety of locations adjacent to the pedestrian preference zone to reduce walking distances for people with reduced mobility.
- Should the pedestrian preference zone be extended at some point in the future, revised locations for any displaced Blue Badge parking may need to be considered as part of a rebalancing exercise of kerbside use in roads adjacent to the expanded zone. A potential alternative to this could be to review Blue Badge provision in Highcross and Haymarket multi-storey car parks and The Lanes surface level car park to see if it is currently used to capacity.
- The use of mixed use bays e.g. blue-badge and loading (concurrently or separated by time) could play a part in rationing the kerbside adjacent to the pedestrian preference zone.

Taxi / Private Hire

- Taxi ranks should be located adjacent to the pedestrian preference zone.
- Taxi ranks should be located at a variety of locations adjacent to the pedestrian preference zone to reduce walking distances for people with reduced mobility.
- Taxi / Private Hire drop-off points should be located at a variety of locations adjacent to the pedestrian preference zone to reduce walking distances for people with reduced mobility.
- Taxi / Private Hire facilities should enable passengers to access vehicles on the nearside to facilitate the use of accessible feature e.g. ramps etc.
- Should the pedestrian preference zone be extended in the future then we suggest the following as potential solutions to providing for displaced taxi ranks;
 - Provision to be made at the edge of the revised zone
 - Implementation of combined loading bay and evening / night time taxi rank provision as their use would be mutually exclusive e.g. Loading from 05.00 – 20.00, taxi rank at other times.
 - Any additional provision should be on through routes to avoid any need for vehicles to reverse and also on the pedestrian preference zone side of the road to avoid the need to cross the road to catch a taxi.
 - Implementation of combined bus stop / night time taxi provision e.g. in St. Peters Lane with outbound bus stops on the edge of the zone catering for departures by taxi.

- Use of the new Haymarket bus station as an alternative night time taxi rank once the last buses have left.
- If the limited kerbside available for use in the vicinity of the King Richard III visitor centre is reviewed then taxi provision should be considered along with other competing demands.
- Consideration should be given to the provision of further specific accessible transport drop-off/pick-up points around the edge of the pedestrian preference zone. These facilities could be used by both accessible taxi / private hire vehicles as well as community transport schemes in Leicester/Leicestershire and other schemes that may bring visitors in to Leicester city centre. This could be linked with the coach travel strategy as both community transport schemes and coach operators have similar requirements e.g. parking, driver facilities etc.

A strategy for coach travel to Leicester

A concerted effort should be made to establish an infrastructure and a culture, in Leicester, that will enable the city to both cope with the expected increase in group travel to the city in the near future, and attract a greater number of visitors beyond that. The development of the King Richard III Visitor Centre makes this capacity building necessary, but can also act as a “springboard” for improvements to be made. This will entail developing a whole range of coach friendly measures, (many of which will require minimal additional resources), which might include the following;

- A branded team dedicated to increasing the city’s coach friendliness; this does not imply that personnel work full-time on this task, but identifying a team, or working party, with a brand such as “Coach Leicester”, for example, will raise awareness of the city making an effort in this direction.
- A “Coach Welcome” Meet & Greet service that acts as a friendly first point of contact for the city. This might be focused on the King Richard III Visitor Centre, utilising the centre’s staff resources, and, (it is hoped), the toilet and refreshment facilities that should be available at the Centre.
- Good directional signage, targeted at coaches, to provide a clear route into the City Centre – this might be incorporated into the Legible Leicester initiative.
- A process for engagement with relevant stakeholders, which might take the form of a steering group, or a less formal “Friends of Leicester” group, that brings together the expertise of local operators, and the commitment and goodwill of local businesses.
- A “goody bag” of information and incentives for both coach drivers and passengers. Information leaflets and maps should be readily available from Visit Leicester, and vouchers and discounts should be forthcoming through the commercial members of the steering group. Such involvement might also help to placate commercial interests that have any negative attitudes towards the pedestrian preference zone due to delivery restrictions.

- Discounted, and (if possible) dedicated, rest and refreshment facilities for drivers; (it seems likely that this is something that might need to be negotiated with the National Space Centre).
- Tour operators might be courted through “familiarisation trips” to Leicester, which, again, might be focused on the new Visitor Centre.
- Good on-line sources of information for coach and tour operators, publicising what is on offer, and the measures and incentives that are being put into place in order to attract more group travel. This should be prominent on the web-sites maintained by, as a minimum, the City Council, Visit Leicester, Go Leicestershire and the King Richard III Visitor Centre.

Leicester needs to promote itself as a tourist and visitor destination that welcomes group travel, and improve its current reputation as being one of the least convenient cities for coaches. This promotion needs to reach tourism and travel professionals, so the city should set a target of being at least nominated as a finalist in the Coach Monthly awards for the Most Coach Friendly Town / City, within two years. A similar target should be set for the King Richard III Visitor Centre in the category of Most Coach Friendly Attraction.

Consideration should be given to the creation of a dedicated coach parking facility in Leicester. Although the planned use of the National Space Centre’s parking facilities, with the First Bus depot acting as an “overspill” facility, will be adequate in the short and medium term, dedicated parking will be required for coaches as the number of visitors to Leicester increases, as is hoped. Visitor numbers should therefore be monitored, particularly in the context of the opening of the King Richard III Visitor Centre, and a study carried out as to feasible locations for a bespoke coach facility, including secure overnight parking.

A review of practice elsewhere in the country, and consultation with a local coach operator, have suggested that making a charge of up to £10 per day for coach parking, in order to help fund such a facility, would not be unreasonable. However, an aggressive strategy of providing free parking for coaches might also be considered, given that this is an offer that is made by some towns and cities as a means of active promotion as a coach-friendly destination. The decision to subsidise coach tourism in this way is one which needs to be made within the wider strategy for the city to make itself more attractive as a tourist and visitor destination.

Evidence from the current research suggests that providing overnight parking for coaches, other than that which is currently available at the National Space Centre, is not a priority, given that there is a general reluctance in the industry for expensive modern coaches to be left overnight.

Leicester City Council
Supporting Documentation

Annex 1 Focus Group Report

Annex 2 Stakeholder Workshop Note of Meeting

Annex 3 Pedestrian Preference Zone Questionnaire

Focus Group Report

Mixed Mobility Concerns

Overview

A focus group to speak to people who have mobility issues was commissioned as part of the Provision of a city centre traffic and accessibility impact study. The purpose of this work was to identify the potential impact of expanding the pedestrian preference zone within Leicester and whether this would cause any concerns. This report details the findings of one focus group with participants with mixed mobility disabilities, held on 19th February 2014.

Focus Group Details

The focus group was held at 2.15pm at the Leicester Centre for Integrated Living, Phoenix Yard, 5-9 Upper Brown Street, Leicester, LE1 5TE. The venue was chosen due to its accessibility and location within Leicester. The group discussion finished at 4.00pm.

The aim of the focus group was to discuss participant's views on the current pedestrian zone within Leicester and how, if any expanding this zone would cause any additional mobility issues. The table below summarises the participant's profile.

Participant	Gender	Age	Profile	User of Leicester City Centre
1	Male	58	Powered Scooter and A Frame User	Frequently
2	Female	37	Learning Difficulties	Limited
3	Male	48	Learning Difficulties and user of a walking frame with wheels	Occasional
4	Male	N/A	Registered Blind – Guide Dog User	2 -3 times a week
5	Female	N/A	Long term crutches user and frame on right leg	Frequently
6	Male	44	Registered Blind – white cane user	Limited now – less so after pedestrian zone introduced
7	Male	44	Manual wheelchair user	Occasional
8	Male	N/A	Powered wheelchair	Frequently

Summary of Findings

What is the general view of Leicester pedestrianised zone in the city centre?	Currently it makes travel around the city more difficult, it is longer in distance to get from point to point and navigation is extremely hard when the centre is used by varying modes of travel.
What are the good / positive points of the pedestrianised zone?	Wide open space.
What are the bad / negative points of the pedestrianised zone?	No define areas for different travellers, no kerbs or guide rails for blind or partially sighted to use as a method of support, too many street obstacles and no transport to help city centre users travel from one side of the city to the other.
Is the city centre better now or before it was pedestrianised?	7 out of 8 participants in the group preferred Leicester before the centre was pedestrianised. Buses and taxis were previous ways of getting around the centre which have now been removed since the centre was pedestrianised.
How do other towns compare to Leicester?	On comparison it was agreed Leicester would be better if the pedestrian zone was limited to pedestrians during office hours. All agreed Leicester was flat which helped moveability around the city but conflict with other travellers caused the biggest concern.
What changes would you like to see in the city centre?	Ideally restrict the centre to pedestrians only during specific hours. Introduce a connection service to help city centre users travel from one point to another and to reduce walking distances. The centre to be made more similar to Guildhall Lane, using colour and tactile paving so that if it is being used by other travellers, they are encouraged to keep to their define areas.
What do you think to the idea of a land train, would you use it?	All participants thought this was a good idea as long as it was accessible to all and made a noise as it travelled through the pedestrianised area. The stops would need to be clearly marked and remained in the same place to stop any confusion. To fund such a mode of travel it was felt the shopping centres should subsidise it as it would help bring centre users to and from their site with ease.
What conflicts do you encounter in the city centre?	Delivery vehicles, cyclists, skateboarders, high speed mobility scooter users, city café furniture and A frames were the main conflicts participants felt affected their movement around the city centre
What could be done to improve city	Delivery vehicles should be restricted to a

centre traveller conflicts?

set time and after this time not allowed to enter the area until the end of the day. Pedestrian area should be colour coded similar to Guildhall lane, as it is felt this helps to psychologically encourage users to stick to their define space. A frames should be removed and city café furniture should be limited to wide open spaces.

Considering extending the pedestrianised zone how will this effect where you want to go?

Participants felt expanding the pedestrian zone would restrict them further where they are able to go. The longer walking distances that would be needed to get from A to B would prefer many mobility impaired people using the city centre.

Will the changes cause you to use the city centre more or less?

At present participants felt there was too much change taking place in the city centre all at the same time, which caused great difficulties moving around the city on a day to day basis. Overall it was felt usage of the city centre would be restricted due to distances needed to travel without support, such as a taxi or bus linking areas together.

Study Considerations

City Centre Usage

Participants were asked how often they use the city centre and whether the redevelopment work and pedestrianised area makes using the city centre easier. It was evident that seven out of eight participants preferred the city before the pedestrianisation, this was primarily due to difficulties navigating around the city, conflict with other users and travel distances.

“I would come in to town more often but it does not work for me on the whole – it is a nightmare so I come into town less as it does not work for me now as every time I do now I need to get a taxi”

(Participant 5 – Crutches User)

“I seldom come into the city centre as it is such a mess these days - difficult to orientate around the place and I can not get a taxi because taxis can not access the pedestrianised bit, even though delivery vehicles are”

(Participant 6 – White Stick User)

“A lot of the issues are to do with cyclists and thoughtless pedestrians”

(Participant 8 – Powered Wheelchair User)

Pedestrian Preference Zone

An explanation of the current pedestrian area of Leicester centre was highlighted via the use of a map and general discussion, it was also clarified that this is a shared space for pedestrians, cyclists and some vehicles. The extension being considered was also identified as the area between the market and the Richard III visitor centre.

General Views

To start the discussion participants were asked for their general views on the pedestrian area within Leicester. It was evident participants felt it was generally worst now since it has been pedestrianised. Reasons for this included sharing the space with cyclists and delivery vehicles, longer travelling distances between points in the city centre and use of road / walkway furniture with limited guides.

“No one has thought it out – you either have a pedestrianised area or you don’t.
You don’t have delivery vehicles driving around...”

(Participant 6 – White Stick User)

In many instances group participants indicated they choose to now not come into Leicester City Centre due to the range of difficulties and high number of changes in Leicester.

“Unless I have too I do not come in – it is just such a mess”

(Participant 5 – Long term crutches user and frame on right leg User)

“Why do they pull or drill up all the roads at the same time... they do it all at the same time?”

(Participant 3 - Learning Difficulties and user of a walking frame with wheels User)

“Lots of road works simultaneously – workman move between sites throughout the day – rather than concentrating on one piece of road work to get it finished and then move on. It got to the stage that the city centre was unusable for me”

(Participant 6 – White Stick User)

Shared Usage

Feelings were strong in the group that the pedestrian area should not be shared with delivery vehicles. Whilst it was believed there was a speed limit within the area it was not felt this was kept to and vehicles were noted to drive where they wanted to be rather than keeping to a defined path.

“they should not be mixing with pedestrians – there is more traffic on the high street now than when it was an area for just buses, then we knew which areas to avoid – now you walk out into the supposed pedestrian preference area and there are still vehicles driving all over the place – now it is not a road they drive in any direction”

(Participant 6 – White Stick User)

Cyclists and mobility scooters were also noted to cause problems in the pedestrian area.

“If you have a disabled person or someone with a walking frame who can not see very well, like me, it is either a cyclist that goes by at goodness knows what speed they travel by ...and you think where did you come from or it is someone in an electric scooter doing what every mileage ...and you think slow down you are going to knock me over.. I have even shouted out slow down but they ignore you”
(Participant 3 - Learning Difficulties and user of a walking frame with wheels User)

It was agreed that bicycles speed around the pedestrian priority area and can often be difficult to hear approaching.

“Bicycles are also an issue as you can not hear them – they should not be in there”

(Participant 4 – Guide Dog User)

“Cyclists are one of the biggest issues – they go at high speeds and weave in and out of pedestrians. A number of people have been knocked over in the city.”

(Participant 8 – Powered Wheelchair User)

Participant 6 (white cane user) commented that because anyone can just buy a bike, there is no test or licence required some cyclists have no road understanding and ride anywhere without considering other road or pedestrian zone users.

Mobility scooters were also raised as a concern when being used in the pedestrianised area due to the speed of some of the scooters.

“There are a lot of scooter drivers who exceed the 4mph limit, some do 12mph in a pedestrian zone. This is quite fast; particularly if you are elderly pedestrian... this can be quite a hazard”

(Participant 8 – Powered Wheelchair User)

Participant 1, a powered mobility scooter user indicated that some mobility users do not have their vehicles taxed and insured and unless they have driven a car they may not have road sense. It was agreed by both sight impaired participants that mobility scooters can cause problems; if the mobility user has not been taught to drive it was felt they would be more likely to just go where they want.

“You are allowed to buy a mobility scooter and if you have never driven before in your life and you can have a killing machine on your hands”

(Participant 1 – Powered Scooter and A Frame User)

Participant 8 (powered wheelchair user) added that many powered wheelchairs are silent when in motion so may also cause an issue to people who are sighted impaired. This was agreed by both sight impaired participants. Participant 5 (Long term crutches user and frame on right leg user) also commented that skateboarders can cause problems for people with mobility issues, particularly as they use the street furniture for ramps and speed by at high miles per hour within the pedestrian zone.

“When go down high street you have a big wide space and you get skateboarders going up and off the seats and skateboarders do 30 – 40 mph – I try to avoid

them - I had a skateboarder on one side, a bike on the other and a car in front of me.”

(Participant 5 – Long term crutches user and frame on right leg User)

Delivery Access

Access to the pedestrian preference zone was discussed. It was evident that people understood delivery vehicles needed to have access to the pedestrianised area but as they have access to this area throughout the whole day this was felt to be confusing and caused conflict between all users of the pedestrian zone due to the speeds and travel locations of different users.

“It is not policed – there is nobody there to stop the vehicles – these vehicles are in the area and no one stops them – they should be told 5mph only with blinkers on”

(Participant 1 – Powered Scooter and A Frame User)

A method used in Nottingham was mentioned which restrict the barriers to the pedestrian preference zone so that they only come down to give access to delivery vehicles until 10.00am in the morning, thus preventing traveller conflict during the main hours of the working day. Everyone in the group felt this would be an excellent idea.

“I think it should be pedestrianised only area during office hours – that would be marvellous”

(Participant 6 – White Stick User)

Participant 1 (Powered Scooter and A Frame User) felt an alternative way to delivered goods to the shops is definitely needed in Leicester. A three wheeled bike with a container on the back was suggested as an alternative, it was felt these would be better than delivery vehicles, particularly as companies would be more likely to employed professional cyclists who would be more aware of other road users and pedestrians.

“You would assume a professional cyclist would pay a little more due and attention to pedestrians – because you can just buy a bike people just ride all over the place”

(Participant 6 – White Stick User)

Navigation Issues

A question was asked whether the pedestrian preference zone extension was including the area around Jubilee Square as it was felt this would cause a number of further complications. Participant 6 (white stick user) indicated that the car park within Jubilee Square was the only council car park within the ring road and by removing this it has made it extremely difficult to cross the road.

It was also noted that crossing the roads in other areas can be difficult. An issue with the time duration to cross the road was mentioned with participants not feeling they had enough time cross certain roads.

“Issue with traffic lights – some are really quick and some you have to wait for the green man for ages”

(Participant 2 – Learning Difficulties User)

“Stand there for ages and it is on red – then you cross on green and all of a sudden, before you know it, with a physical walking disability, it goes back to red – there are going to be accidents”

(Participant 3 - Learning Difficulties and user of a walking frame with wheels User)

To improve this it was suggested more puffin crossings should be used however it was indicated they also need to be audible. Participants highlighted that not all crossings in the city centre were clearly audible at present.

“Unfortunately we have not got enough puffin crossings – you have actually got a camera that can see people crossing the road – we need more of those”

(Participant 8 – Powered Wheelchair User)

“Got the odd one on one or two roads that makes a sound to cross – the ones we have got are not very loud and if you have a hearing problem there is no way you know when to cross”

(Participant 3 - Learning Difficulties and user of a walking frame with wheels User)

The location of the buttons at crossings was also causing concerns for mobility scooters and powered wheelchair users. In some instances the road layout and kerbs were resulting in scooters having to travel at an angle to press a button to cross the road and for wheelchair users they were rolling down the slope before being able to press the button.

“Zebra crossings were you press the button, I have noticed now that they are flat and textiles, but the incline up is just where I place my mobility scooter so that I am at an angle to press the button”

“Mobility scooter is already at an angle ...there is one drop near Bennetts - kerb is angled up – when I come along to press the button I am already at an angle”

(Participant 1 – Powered Scooter and A Frame User)

“Very often wheelchairs can not reach the button as already gone down the slope”

(Participant 8 – Powered Wheelchair User)

Street obstacles were raised as another issue that affects navigation; this was particularly relevant for A frame signs and outside café table and chairs.

“A frames are a nightmare – they are never in the same place”

(Participant 4 – Guide Dog User)

One participant did not think the council could ban A frames due to legislation but all participants indicated that they cause problems for navigating around the streets and pathways.

“Half the time they are on the footpath, sticking out, they are big taking up the room, how is anyone suppose to get around it disabled or not disabled who can

not see. Then you knock into it... knock it over completed, no one comes out to pick it up and it is there on the floor”
(Participant 3 - Learning Difficulties and user of a walking frame with wheels User)

“On some days you are (weaving) in and out all the time”
(Participant 8 – Powered Wheelchair User)

Tables and chairs provided for outside café culture cause issues as it was apparent they were often located on roads with limited space.

“They should do it on streets that have plenty of room. On London Road and Queens Road it is a nightmare”
(Participant 8 – Powered Wheelchair User)

One participant (Participant 8 – Powered Wheelchair User) indicated that in some instances the stands that hold the banners around the sides of identified seating areas stick out and cause an additional issue. This was agreed by participant 3 (Learning Difficulties and user of a walking frame with wheels User).

“..why do you have things that stick out? ...you bump into them people think you are upsetting them drinking their cup of tea, I have had people swear at me ...I carry on walking by”
(Participant 3 - Learning Difficulties and user of a walking frame with wheels User)

“If you can not see them you are going to fall over them”
(Participant 8 – Powered Wheelchair User)

Pedestrian Preference Zone Surface

The road surface was discussed in the group and it was clear that in the pedestrian area the lack of define space for different road users was causing issues for mobility impaired users. For the blind and partially sighted participants the guide dog was unable to distinguish which was footpath and which was road and the white cane user did not have any kerbs to use a guide. For participants with walking impairments, whilst the expanse of area made it easier to manoeuvre the distance to travel was too great and the space was used by a range of different transport mode which caused additional conflict.

“Now that they have flatted all the area so that the road surfaces are the same level as the kerbs you can not longer work out where the bollards are”

If you can not see – you lose everything you navigate by – previously I could tap along the kerb – now I walk down the high street and have nothing to use to navigate by”
(Participant 6 – White Stick User)

“Guide dogs are trained to walk in a straight line down the middle of the pavement – in the centre of town there are no pavements!”
(Participant 4 – Guide Dog User)

When participants were asked if the area was better not that it had been pedestrianised 7 out of 8 participants indicated that it was better before the pedestrianisation. One participant (powered wheelchair user) did feel the new layout made it easier to get around and removed the need to go up and down drop kerbs.

“Better scope to get around – when it is now flat you can move around a lot freer”
(Participant 8 – Powered Wheelchair User)

One participant (Long term crutches user and frame on right leg User) had stopped using a mobility scooter due to issues with dropped kerbs in the pedestrian zone. It was explained that due to works in Leicester drop kerbs are not consistent and in many instances ramps are not provided for people with mobility issues. This was agreed by Participant 7 (manual wheelchair user) who also indicated dropped kerbs were not always provided whilst the road works were going on.

“Drop kerbs or non drop kerbs – in town many contractors are not putting up signs up - so no phone numbers, they are not putting in ramps, they are just chopping off end of kerbs and not leaving ramps for people to get off .. I have a mobility scooter but I have stopped bringing it into town as I have come across so many dead ends where I could not get through”
(Participant 5 – Long term crutches user and frame on right leg User)

The colour of the pedestrian zone was highlighted. One participant (Participant 1 – Powered Scooter and A Frame User) suggesting all the pedestrian zone should be coloured into zone areas. It was noted that this idea had been used in Guildhall Lane and it was successfully encouraging cyclists and pedestrians to stay in define areas.

“The area near the clock tower has no colour, it is one colour. The ones (pedestrian area) down Guildhall Lane red tarmac is in the road and it is similar to a road, therefore in someone’s mind they are centred on the kerb. Cyclists go down the road. I have watched them go down there, they treat it like a road and do not enter the ‘pavement – I do not know if it is psychological”
(Participant 1 – Powered Scooter and A Frame User)

It was also noted that on Guildhall Lane small bricks were used to create a tactile surface which creates a straight line of flat paving slabs to separate the pathway from the road area, this was considered excellent for mobility impaired. The only other improvement suggested was a small increase in the kerb height to help cane users tap along as required.

It was noted that guide dogs are trained to use kerbs and to walk in the centre of the pavement. Within a pedestrian area, there are no guiders for guide dogs to use. Another suggestion was a guiding rail on the pavement if a kerb could not be used. Ideally it was agreed something visual should be present that both guide dogs and white cane users could use that was not restrictive for others.

Walking Distances, Buses & Taxis

The walking distance around the city centre was described as too far for many people with mobility issues and in many instances group participants were choosing to stay away from the city centre for this reason.

“For elderly pedestrians it’s the length of the pedestrianised zone that they have to walk – there are not many places to sit down”

(Participant 8 – Powered Wheelchair User)

It was noted that accompanying the new pedestrian preference zone has come the removal of any public transport. Group participants were in agreement that the buses use to help transport people around the centre of town, now without these forms of transport getting around the town is much more difficult.

“Because the pedestrian area has extended already and buses and taxis can not get into town I have to get 3 buses to get here and the walk from the last bus is still longer than blue badge says I should be walking. I now go into town less.”

(Participant 5 – Long term crutches user and frame on right leg User)

It was evident that many of the participants within the group used taxis regularly to get to where they needed to go. In the past they were able to use taxis to drop them off in the city centre, this was noted to not be possible any more as taxis were not allowed in the pedestrian preference zone.

“You can not get a taxi to any of the places into the city centre – sometimes disabled people need to be taken to places and dropped off just outside. It is becoming less and less accessible for disabled people.”

(Participant 6 – White Stick User)

Access to other areas of the city was also discussed with participants indicating the railway station and bus station should be linked to the city centre and both should have taxi ranks nearby for ease of use.

“Getting transport from middle of High Street up to Granby Street – as it stands at the moment, you need to walk or use a wheelchair as there are no other forms of transport to take you that way”

(Participant 8 – Powered Wheelchair User)

Land / Road Train

The moderator explains the purpose of a land /road train and when the group was asked whether this would help solve the issue of travel around the city, participants felt the concept was a good idea as long as the vehicle was accessible and made a noise when travelling around the city centre. The suggestion of an artificial noise was mentioned by the moderator so that travellers knew it is coming, the group agreed this would be needed.

“...have to be accessible for wheelchair users... have to have some sort of ramp to get wheelchairs on it”

“Would also need to make a noise and have flashing lights on it to make it visible to all users”

(Participant 1 – Powered Scooter and A Frame User)

“It would have to make some sort of noise for those that are visually impaired”
(Participant 6 – White Stick User)

Within the discussion it was felt it would be good idea if the land / road train linked up main parts of Leicester town centre including the clock tower, the park and ride, the bus station and the train station. One participant (Participant 5 – Long term crutches user and frame on right leg User) highlighted similar transport loop services in Nottingham and Lincoln. Whilst it was recognised these were buses the idea of linking the main parts of the city was mentioned and this was felt to be an excellent solution to help pull areas of Leicester together making it much easier to get around.

The issue of charging for the service was raised and it was agreed it would be better if the land / road train was sponsored and offered free to users to transport them between the main areas of Leicester.

“People with shopping bags, elderly ...go to the high cross to do their shopping – it is a long way to the bus - they could hop on that – don’t charge the person charge the firm – sponsor it... then it is attracting people to use the High Cross ... Shops, such as High Cross should surely invest in that as it is helping get people to and from their shops.”
(Participant 1 – Powered Scooter and A Frame User)

One participant (Participant 5 – Long term crutches user and frame on right leg User) indicated the service in Nottingham was free and subsidised by the local bus service and the similar bus service in Lincoln was £1 a day which you could hop on and off as many times as required using the same ticket.

A question was asked in the group if land / road trains are operational in other areas and whether they were well used. A short discussion on this indicated they were mainly in tourist areas and providing a service that linked longer distance areas together to remove the walking distance between these locations. It was noted that the service would need to stop at all stops and travellers would also need to be able to communicate with the driver that they wanted to leave the service as required.

To conclude the issue of introducing a land / road train into the area where there are already issues with delivery vehicles and cycles was a concern. The group was in agreement delivery vehicles should be restricted to before 10.00am in the morning and just pedestrians and the land / train in the city centre for the rest of the day.

“Just pedestrians and the road train... otherwise this would just run alongside all the other transport using the city centre”
(Participant 4 – Guide Dog User)

One participant (Participant 8 – Powered Wheelchair User) queried where the stops would be and whether there would be any within the city centre. It was felt there would be stops throughout the chosen route to help connect different areas together but it was confirmed this would be decided if such a service was introduced.

Comparison of Leicester to other Cities

When asked to compare Leicester city centre with other cities two participants (Participant 8 – Powered Wheelchair User and Participant 5 – Long term crutches user and frame on right leg User) felt that Leicester city centre was similar to Nottingham city centre. One participant (Participant 1 – Powered Scooter and A Frame User) had visited Birmingham and noted that no vehicles were seen in the area, another participant agreed (Participant 8 – Powered Wheelchair User). It was also noted fewer cyclists were also seen in both these areas. It was suggested this was due to policing in the area by community security.

“In Birmingham you do not see any vehicles – you also do not see many cyclists, there are not millions of them like in Leicester.”

(Participant 1 – Powered Scooter and A Frame User)

I find Birmingham easier - if it was not for the cars and cyclists Leicester would work better – Birmingham is flat a pedestrian area, you do not have to worry about bikes, cars and skateboards. London is the same, I find London easier, where they have pedestrianised it – even the shared roads, like Silver Street, where pavement on one side is marked, it is obvious where the cycle path is, where the road is and where to walk.

(Participant 5 – Long term crutches user and frame on right leg User)

Oxford and Birmingham were noted to restrict deliveries to before 9.00am and then they are not allowed back in till after 4.00 – 5.00pm. In this way it was agreed it is safer to travel around the city centre as conflict with vehicles has been removed. Nottingham was also mentioned as having a link bus that runs around the main area of the city centre linking the two shopping centres together with the bus station, the train station and the theatre.

One problem with Leicester is that the bus station and the train station are not linked up, Nottingham is like Lincoln you can access a link bus, Nottingham is hilly which should make it more difficult to get around but it does not.

(Participant 5 – Long term crutches user and frame on right leg User)

Leicester City Centre Traffic and Accessibility Impact Study

Stakeholder Workshop

25th of February 2014

Note of Meeting

Introduction

This is a note summarising the key points raised at a Stakeholder Workshop that was organised and facilitated by Transport & Travel Research Ltd (TTR), as part of a City Centre Traffic and Accessibility Impact Study that TTR is undertaking on behalf of Leicester City Council. The Workshop took place on the 25th of February 2014, in the Council's New Walk Centre, and focused on two main themes, namely the potential impact of the Pedestrian Preference Zone (PPZ), in Leicester City Centre, on walking distances for accessing key locations, and the potential for conflicts between different users of this shared space, (and how both of these issues might be mitigated). Unless otherwise specified, the use of terms such as "pedestrianisation" and "pedestrianised zone" in this document refer to the PPZ in the city centre.

The aim of the event was to bring together professionals with local knowledge that was either mode specific, or related to policy and practice in Leicester. Participants were invited so that they could represent three main stakeholder groups: older and disabled people, cyclists and Leicester City Council. The intention of the Workshop was to enable invitees to exchange views and information, and to better understand the others' perspective.

The discussion was facilitated by Philip Barham, TTR's technical lead on this project. The participants were as follows:

- Team Leader and Leicester City Council's Lead on this project
 - Group Manager, Leicester City Council
 - PPZ Expert, Leicester City Council
 - Transport Strategy Officer, Leicester City Council
 - Disabled Persons' Access Officer, Leicester City Council
- Cycling Officer, Leicester City Council
 - Secretary, Leicester Disabled People's Access Group
- Rehabilitation Officer, Vista, Society for the Blind
- Engagement Officer, Guide Dogs
- Area Manager, Sustrans
- Leicester Cycling Campaign Group

– City Bike Users Group

– Licensing Enforcement Officer (Hackney Carriages and Private Hire)

Apologies were received from Sarah Harrison (City Centre Director), (British Cycling) and (Leicestershire Centre for Integrated Living).

Background

Work on the project, to date, has established the following contexts to the study,

- A rapidly developing situation, with many changes being made to the physical lay-out and character of Leicester's City Centre – and this has been cited as a reason for some people no longer visiting the city centre.
- The likelihood of a substantial increase in the number of people visiting the city centre, due to promotion of Leicester as a visitor and tourist attraction.
- The likelihood of an increasing proportion of users of the PPZ being older and/or disabled, due to demographic trends.
- The likelihood of increasingly more cyclists using the PPZ, due to the promotion of more sustainable means of transport.

Aims of the Workshop

A major aim of the workshop was to highlight both the differences in perspective of different stakeholder groups, and areas of common ground. It was also hoped that there would be insights shared into,

- The issues, for different stakeholders, involved with use of the PPZ, and (by implication) of the planned extension of this zone.
- The measures that might be taken to alleviate some of these issues, in order to enable as many people as possible to use the city centre.
- The physical, financial, commercial and practical constraints there might be on the adoption of some measures.

Summary of Issues Raised during the Workshop

Philip Barham began the discussion by reporting that participants in a Focus Group involving older and disabled people, held in Leicester the previous week, had displayed a fairly negative attitude towards the pedestrianisation of the city centre in the context of ease of access to the places they wanted to go. He asked the participants at the workshop whether they were surprised at this finding.

Participants from organisations representing older and disabled people stated that this was no surprise, and that it was expected that people who are blind or partially-sighted would be particularly likely to feel this way.

One specific issue that was raised, in relation to the problems that these people experience when using the city's pedestrianised zone, was the encroachment of street cafés' furniture, and the "A" boards and similar clutter of other businesses, into pedestrian thoroughfares. (Council representatives indicated that this, and other issues raised, were known to them). Silver Street was singled out as being particularly difficult for people who want to walk on the footway, whilst Guildhall Lane was praised.

A potential solution suggested was that the siting of "A" boards etc. should be licensed; the response to this was that there were already regulations on this issue, with businesses within the PPZ having permits.

The feeling was also expressed that the PPZ did not actually appear to be a "pedestrian zone", given that motor vehicles used all parts of this area. Particular problems highlighted were onward walking distances to key destinations from bus stops, Blue Badge spaces and taxi drop-off and pick-up points. Cyclists were identified as being a problem for some pedestrians, in the PPZ, particularly when "criss-crossing" from one side of a shared space, to the other.

It was pointed out that the open nature of the PPZ can be a problem for people with learning disabilities, as well as people with a sensory impairment, and that people who are deaf or hard of hearing can feel just as vulnerable as people who are blind or partially-sighted.

There was much discussion about the dilemma surrounding whether the pedestrian areas should be marked in order to allocate certain lanes, or areas, for different space users. Attendees representing the interests of older and disabled people argued strongly for there to be areas within the PPZ where they can feel "safe", whereas there was general recognition that to create too many divisions within what are intended to be shared areas would restrict users' freedom of movement, and so defeat the object of the design concept. Besides, there was not enough space available in the Zone to enable it to be divided into different areas for use by all user groups.

There was, however, a general feeling that people do not want to "go back to the old days", (i.e. to the situation that existed before the PPZ was established), provided that there are areas in which they can feel safe.

It was noted, from a series of photographs that were shared at the Workshop, that some parts of the PPZ are coloured so as to suggest that pedestrians walk to the side of a pedestrianised street. It was acknowledged that such clever design, combined with good signage, might make

a subtle contribution to promoting the safety of pedestrians - a Council representative admitted that lessons had been learnt from the decision to pedestrianise Market Street without providing contrasting surface colours. There was a recognition, however, that such design suggestions would need to be subtle, to encourage pedestrians to walk towards the side of a street or open space, and cyclists to use the centre. It was acknowledged that there should be no suggestion that the centre of the space is a "road", or even a cycle route, allocated for higher speeds.

Attendees representing more vulnerable space users stated that, generally, stainless steel poles and monochrome granite used in construction, which blended in with their surroundings, rather than contrasted with them, were not conducive to creating an accessible environment. It was also pointed out that, although use of colour contrast might help people with vision, the requirement for blind and partially-sighted people who rely on a cane for their mobility is to have a raised edge, or something that is detectable with a cane, that they can follow. This is particularly needed in areas such as the open space around the Clock Tower. It was also suggested that painting seats and other items of street furniture in certain colours might help people who have colour vision to find their way within the City Centre.

Concern was expressed as to the impact of the PPZ still being open to delivery vehicles. (Although such deliveries are only permitted within strict time windows, the details of these arrangements might not be well known to some space users, so encouraging the perception that pedestrians using the PPZ are not actually safe from motor vehicles). The question was raised as to the extent to which delivery drivers are briefed as to their responsibilities when entering, and manoeuvring within, the PPZ; this was the result of an observation that the speed of such vehicles is not always appropriate. Particular mention was made of the High Street, which is so wide that it is not easy to anticipate whereabouts in the space delivery vehicles will go.

The word "balance" was used several times, during the Workshop, as a response to issues raised. In this particular case, it was emphasised that an appropriate balance needs to be struck between catering for the needs of commercial organisations requiring necessary deliveries, and enabling pedestrians and cyclists to use the city centre space in safety and comfort. It was pointed out that there were few design standards available to help in achieving this balance. It was felt that enforcement was important in achieving this balance, with the Council already exercising controls over the movement of vehicles in the central area by means of bollards that can be removed and replaced using a code number that can be issued to authorised users of the PPZ. (Such a number can, for example, be provided for a building contractor needing to enter the Zone to carry out vital works). It was suggested that Leicester's City Wardens might play a role in the enforcement of vehicle movements within the PPZ, in order to safeguard against pedestrian and vehicle conflicts.

Whereas the obstruction of the thoroughfare by cafés' tables and chairs is apparently perceived by some older and disabled people to be a sign that they are not welcome in the city centre, this issue appears to be a far less emotive one for cyclists, for whom the most important concerns are cycle theft, the lack of cycle parking facilities and the anti-social parking of motor vehicles which causes cycle lanes to be obstructed.

Attendees representing cycling organisations and cyclists expressed a great deal of surprise that older and disabled people felt less safe now than they felt before the PPZ was established. (It should be pointed out, here, that the dissatisfaction expressed by participants in the Focus Group, held the previous week, was due largely to issues relating to increased walking distances and way finding within the City Centre, rather than to safety concerns).

Statistics were produced to support this. For example, it was pointed out that the level of complaints relating to pedestrian safety within the PPZ had remained fairly constant, whilst the number of people using the streets had increased by a factor of four or five. A survey by Sustrans, which focused on both modal share issues, and space users' perceptions, also demonstrated that feelings of insecurity had not increased since the creation of the PPZ, even allowing for respondents' age and abilities. (The Sustrans work was based on an on-street intercept survey, and so it might be argued that it was more representative than the sample of older and disabled people who volunteered to take part in the Focus Group; although a counter-argument to this is that the on-street survey was restricted to current users of the PPZ, and did not elicit the views of people who no longer visited the City Centre).

Further supporting evidence was provided in the form of a report entitled "Understanding Walking and Cycling", by Lancaster University, which reported on a number of behavioural studies. This report actually showed that Leicester City Centre had four or five times the number of human interactions, (which included conversations, hand-shakes, etc.), as other cities that had been featured in similar studies.

The general feeling among cyclists is that the facility to use the PPZ is a "massive boon" for cycling. It was pointed out that cyclists do not represent a homogeneous group, since different people cycle for different reasons, and that most cyclists despise the minority of cyclists who are guilty of anti-social, or "unaware", behaviour – and that unaware behaviour can also be displayed by users of mobility scooters. It was felt that, as some cyclists are unaware of the impact they can have on pedestrians, there is a need for more targeted campaigning to make all cyclists aware of how they should pass pedestrians, at what speed, and of how to achieve a "social use of the space". One answer might be the creation of an agreed Code of Conduct and Behaviour. (It was pointed out that the Bikeability Scheme, in schools, raises awareness of this general issue among children, from the age of eleven).

A specific issue that was raised in relation to cycling in the PPZ was that it might set an unwanted example, in as much as it might give the impression that it is acceptable to cycle on pavements and spaces intended for use by pedestrians, elsewhere.

An area for improvement identified in relation to cycling in the PPZ related to the quality and level of signage for cyclists. For example, signs stating clearly that pedestrians have priority within the Zone, and that cyclists should be aware of pedestrians when passing them, should be provided. There was also a suggestion that cyclists should be required to dismount, in certain locations.

The junction of Guildhall Lane and Carts Lane was identified as being the location where there were most near misses between cyclists and pedestrians; it was felt that this was because it does not have the appearance of a junction.

Annex 2

There was a suggestion that safe crossing points for pedestrians should be introduced within the PPZ, especially in the wider areas, such as the High Street, and, specifically, for a crossing to be introduced at the entrance of Haymarket.

A broad conclusion from the Workshop was that the PPZ can be made safer for all users through a combination of better enforcement, education and management of the use of the space.

There was some discussion about the idea of introducing a “road train” service, to connect the key locations within the PPZ. One view was that this might be a better idea in theory, than in practice. It would mean an additional vehicle operating within the PPZ, so that some mitigating measures might need to be introduced, in order to combat some of the issues it might cause. There was also some uncertainty about whether the land train would be free to use for some groups of people, and, if so, about how to define who would be eligible to use the service free of charge.

Pedestrian Preference Zone Questionnaire

Introduction

A questionnaire was administered to find out more about people's views and opinions to the pedestrian preference zone in Leicester City Centre. Below are the results of the questionnaire as of 15th April 2014.

The questionnaire was primarily carried out online; however a small number of paper copies were also administered where requested. 246 respondents completed the questionnaire.

Figure 44: Age of respondents completing questionnaire

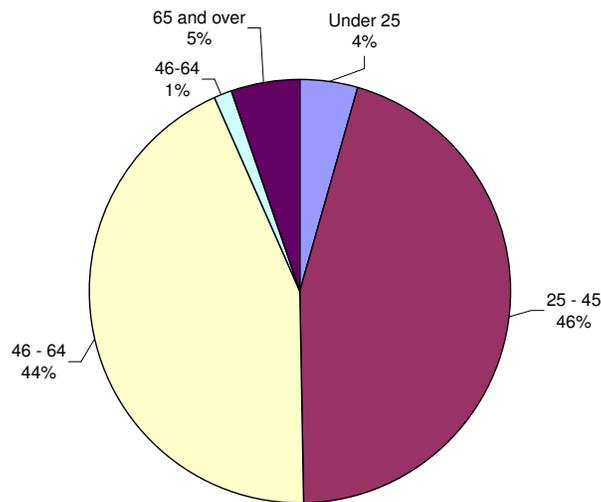


Figure 45: Gender of respondents completing questionnaire

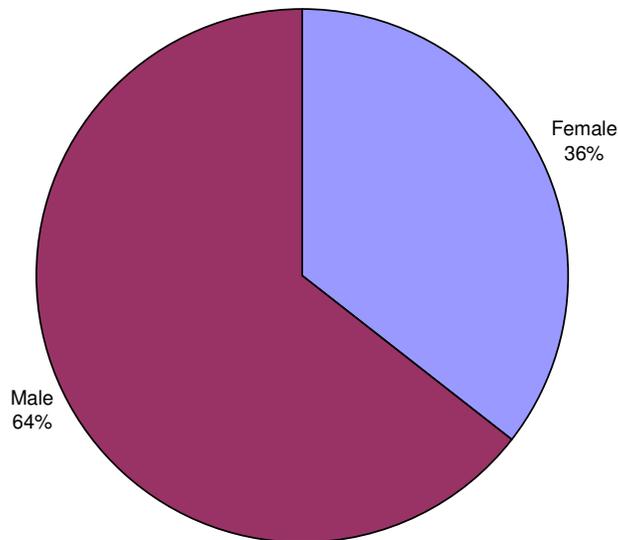
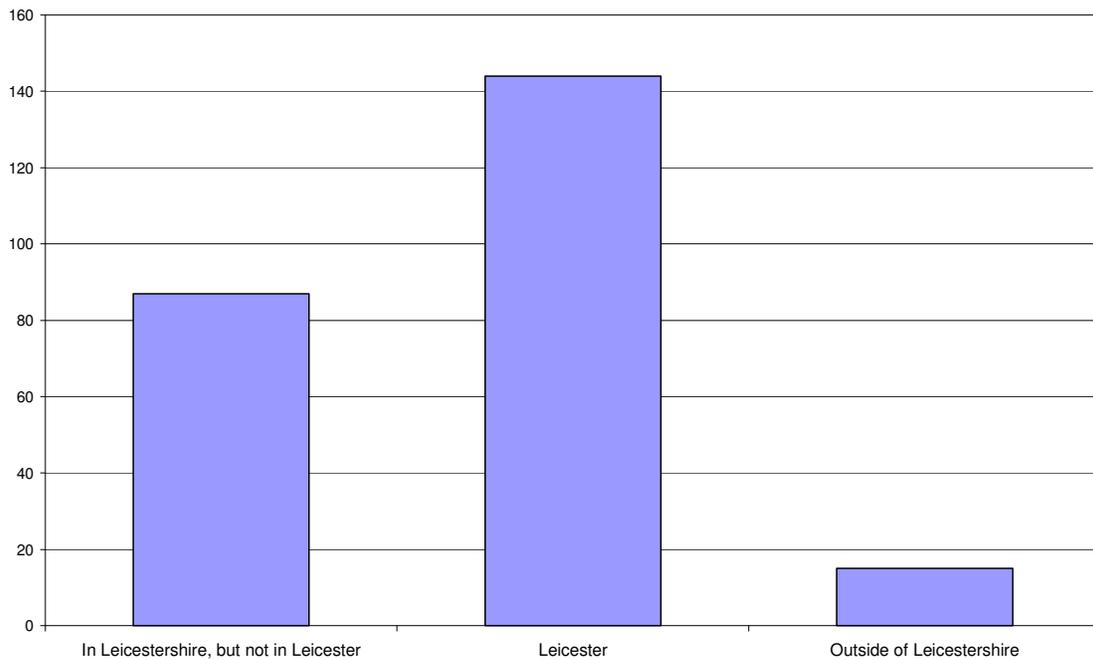


Figure 46: Home location of respondents



Disability

Respondents were asked whether they considered themselves to be disabled. Overall 10% of respondents stated they were disabled. When compared with age (Figure 1.4) a small number of respondents identified themselves as disabled from all age groups apart from under 25. When analysed with gender (Figure 1.5) both male and females were noted to have a disability.

Figure 47: Age of respondents noted to be disabled

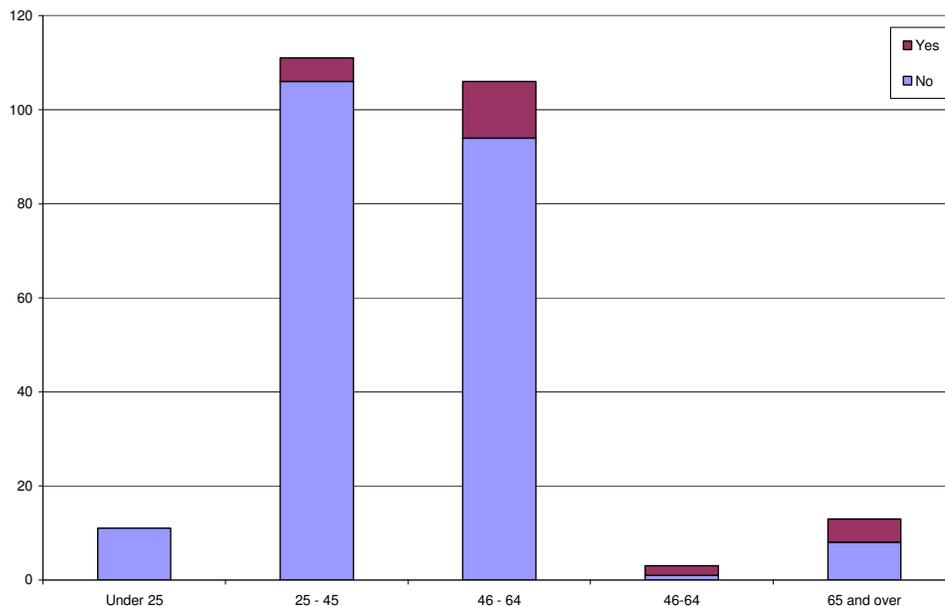
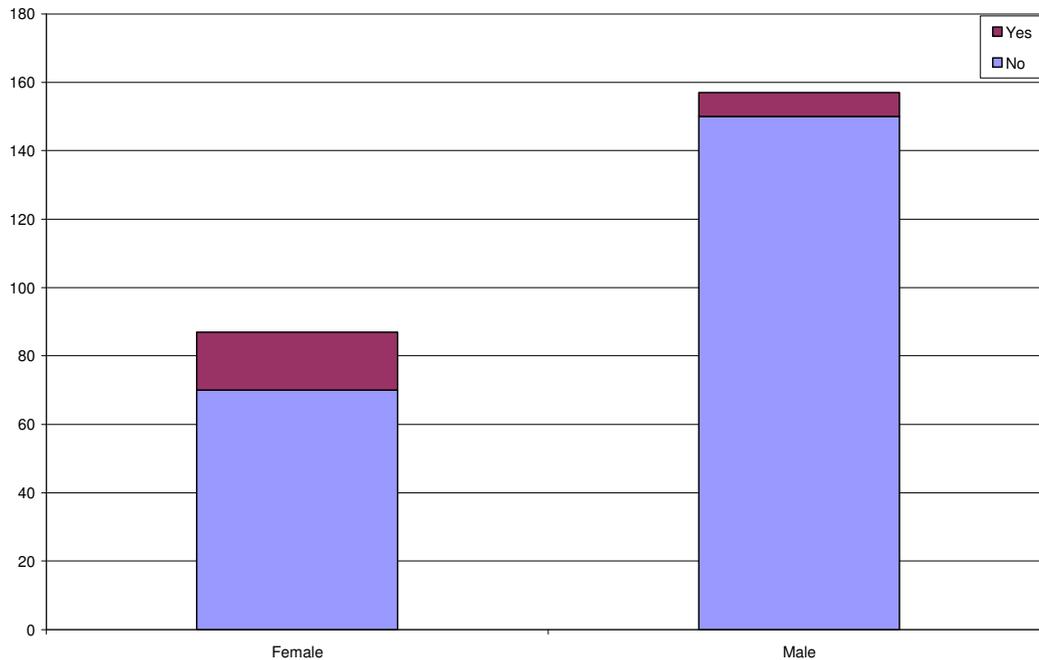


Figure 48: Gender of respondents noted to be disabled



All respondents were asked to indicate which from the following list applies to them when they are travelling in Leicester City Centre. Figure 1.6 identifies these results.

- Manual wheelchair user
- Electric wheelchair or scooter user
- Hire a device from Shopmobility
- Have difficulty walking more than 50 yards / 50 metres without stopping to have a rest
- Walk with the aid of a walking stick, walking frame or similar device
- Guide dog user
- Other assistance dog user (e.g. hearing dog)
- Blind or partially sighted, and use a (white) long cane
- Blind or partially sighted, and not a user of a cane or a guide dog
- Deaf or hard of hearing
- Have difficulty with maintaining balance
- Blue Badge holder (driver)
- Blue Badge holder (non-driver)
- Often travel with one or more children, using a pushchair or buggy
- Often travel with one or more children aged 8 or under, but without a pushchair or buggy
- Often travel with a child with autism, or similar condition that causes challenging behaviour
- Often travel with an adult with Alzheimer's Disease or a similar form of dementia
- Have Crohn's Disease, or a similar condition, that requires you to urgently visit a toilet

Figure 49: Respondents Travel considerations when travelling in Leicester City Centre

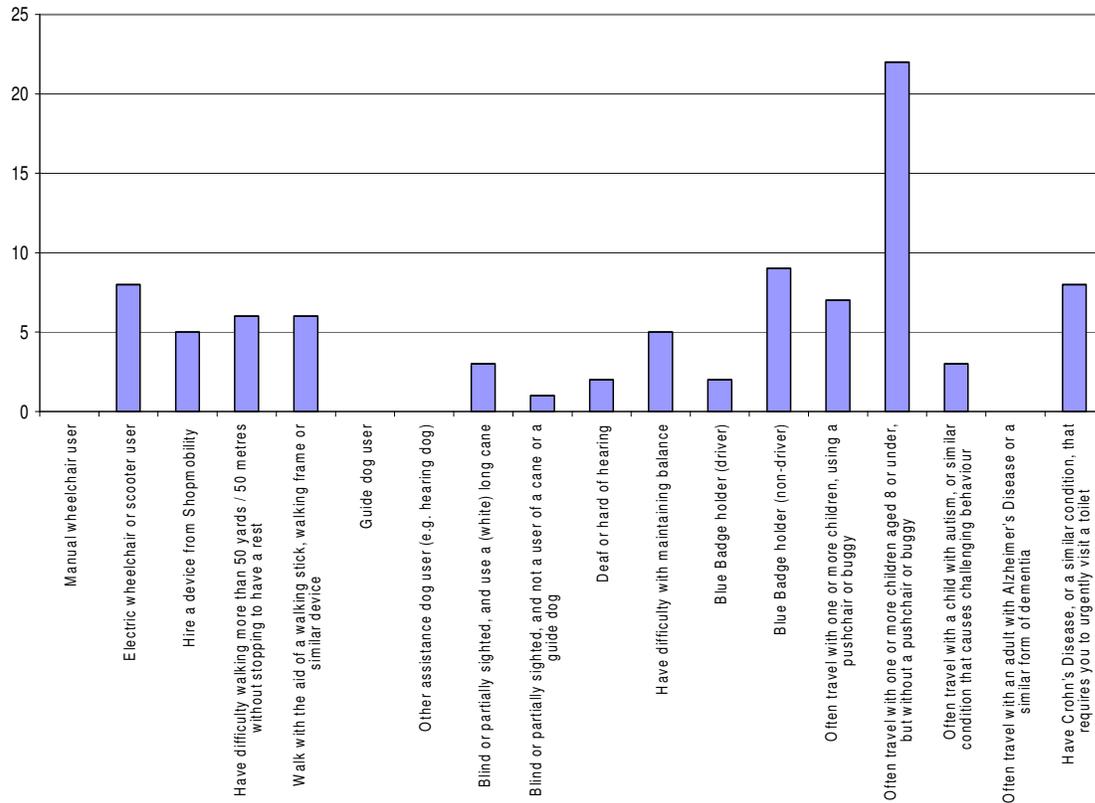


Figure 50: Identified means of travel in Leicester City Centre by whether respondents with / without disability

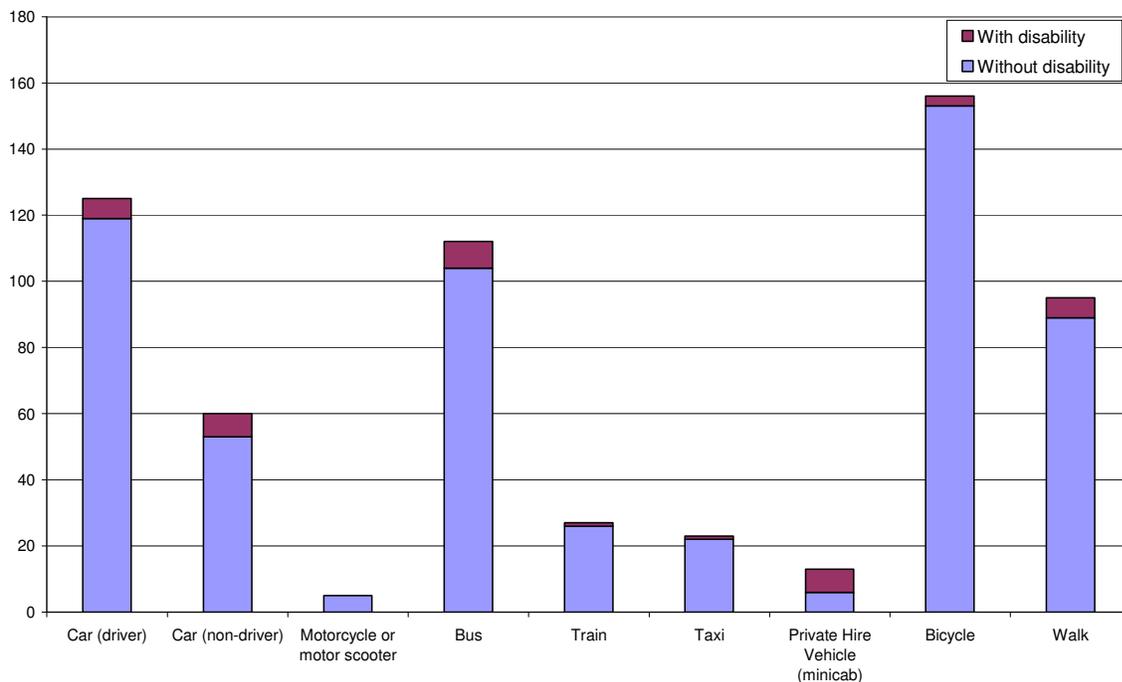
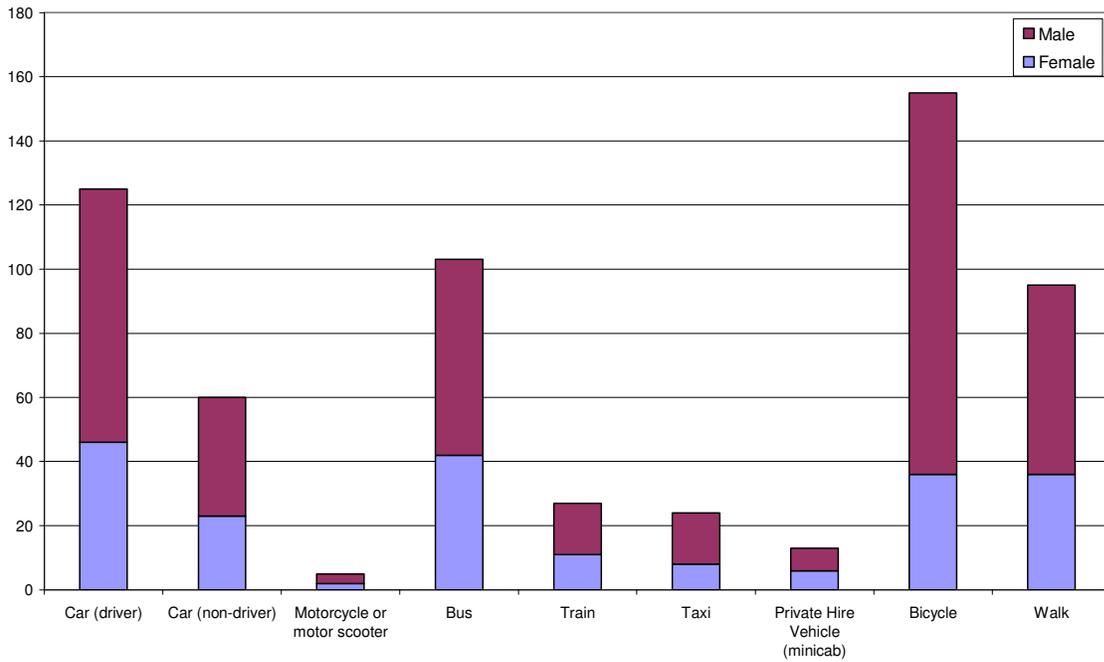


Figure 51: Identified means of travel in Leicester City Centre by gender

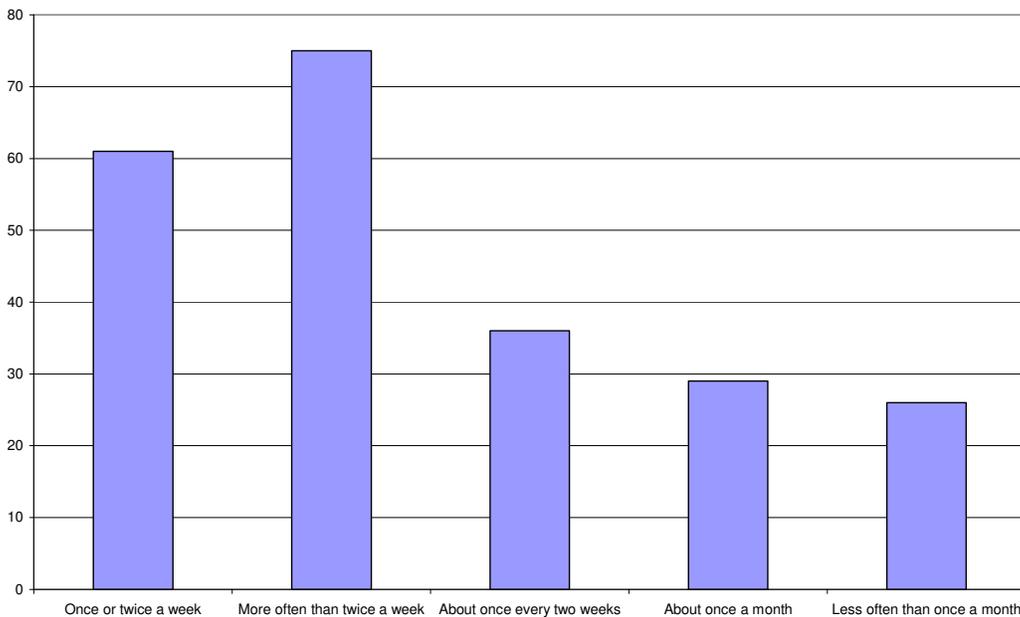


Accessing Leicester City Centre

Regularity of Access to Leicester City Centre

Respondents were asked how often they travel into Leicester City Centre

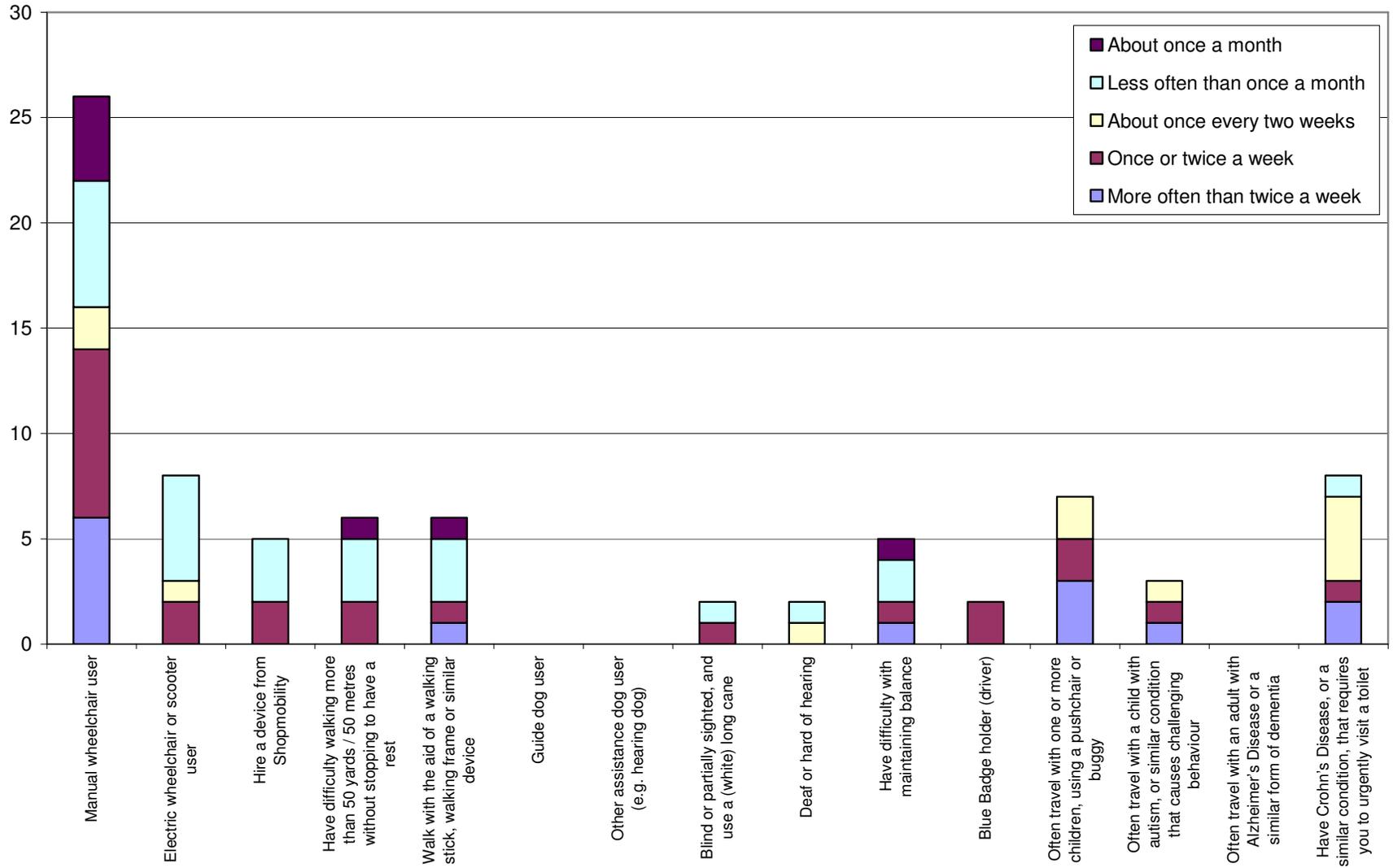
Figure 52: How often respondents go to Leicester City Centre



Annex 3

All respondents were asked to indicate which from a list which applies to them when they are travelling in Leicester City Centre (Figure 1.6). Figure 1.10 identified these results compared to how often travel to Leicester City Centre.

Figure 53: How often respondents go to Leicester City Centre by consideration



Results for 'How often respondents go to Leicester City Centre' have been subdivided into define groups as follows:

Figure 54: identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 55: identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 56: identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 54: How often respondents (who travel by bicycle only) go to Leicester City Centre

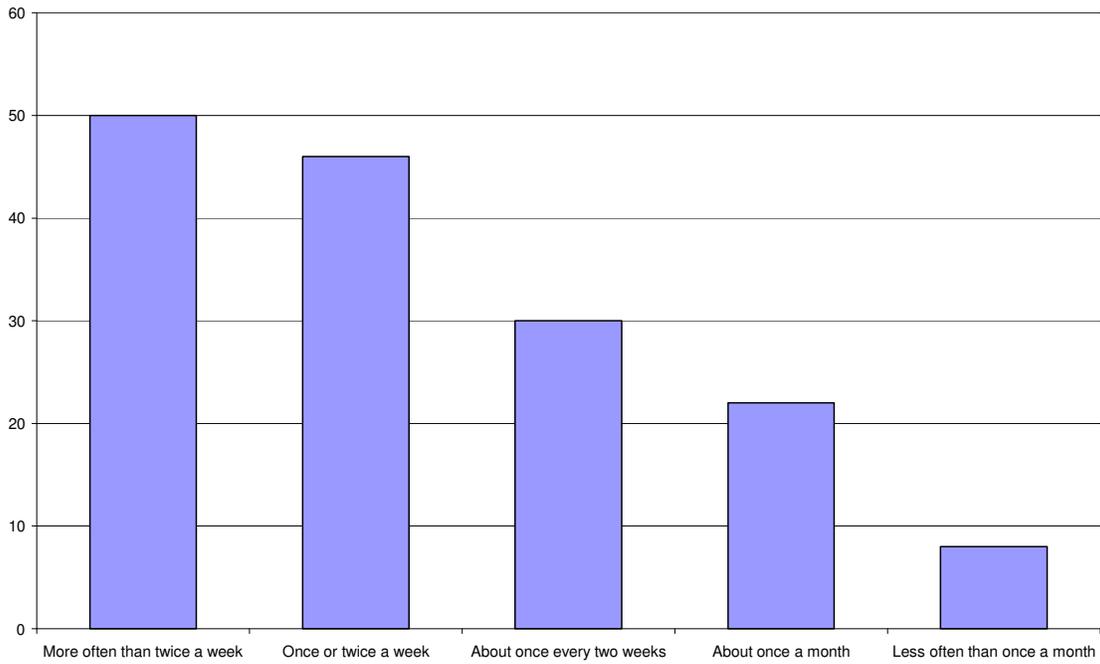


Figure 55: How often respondents (who are aged 65+) go to Leicester City Centre

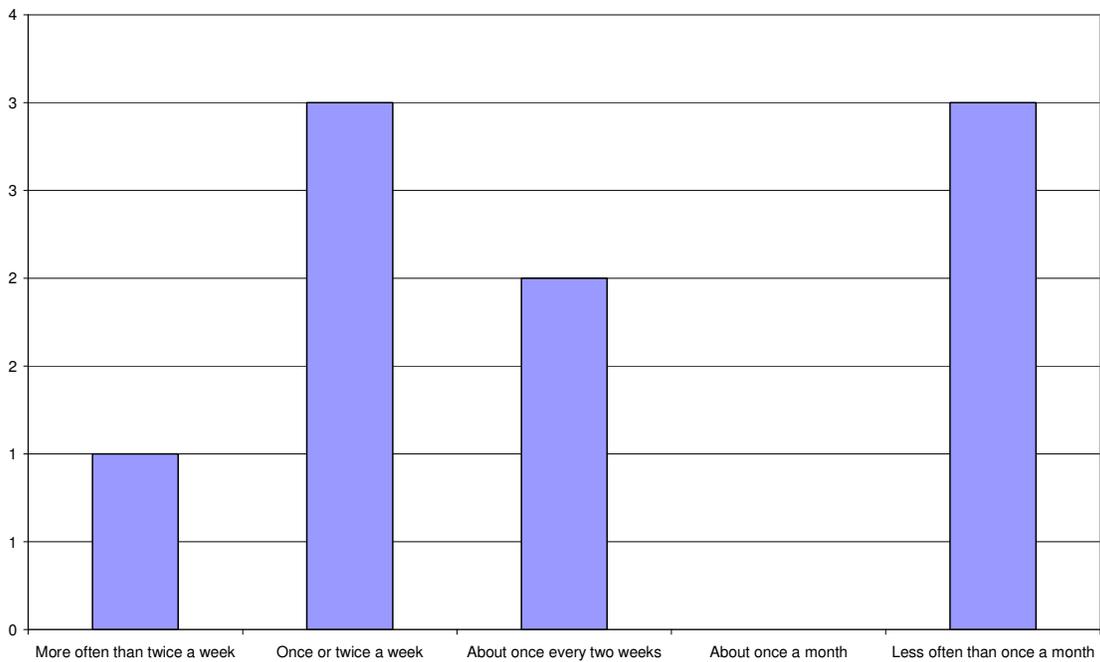
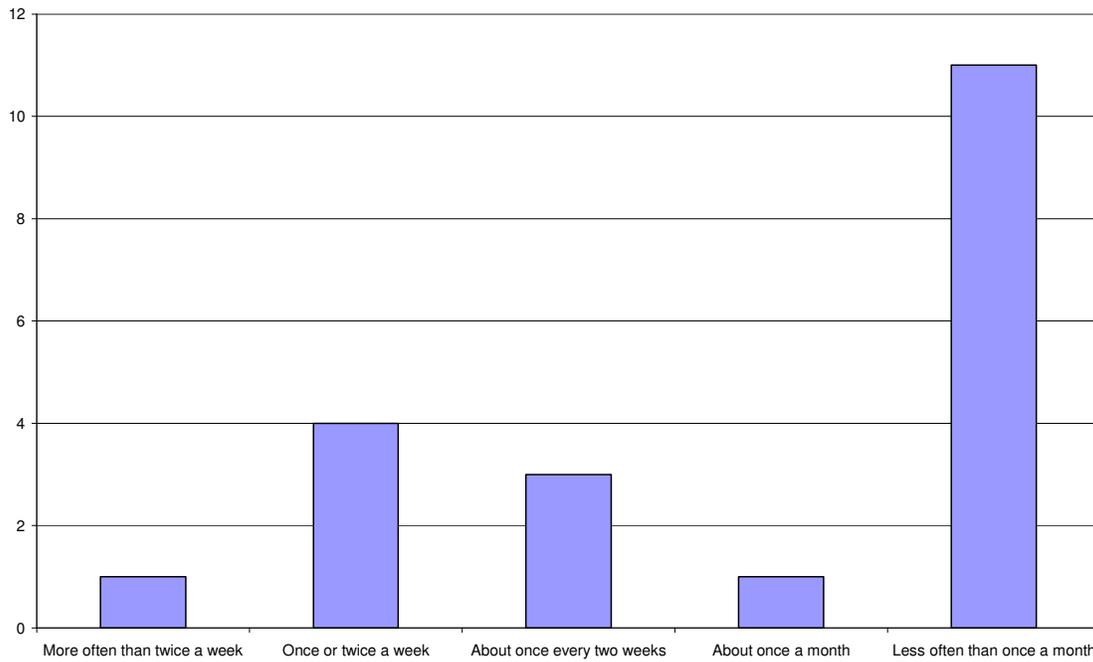


Figure 56: How often respondents (who considered themselves disabled) go to Leicester City Centre



Better Now or Then

Respondents were asked to state whether they accessed Leicester City Centre more now or in the past when compared to 3 years ago and 10 years ago, Figure 1.14 and 1.15 identify these results.

Figure 57:: Comparison of accessing Leicester City Centre compared with 3 years ago

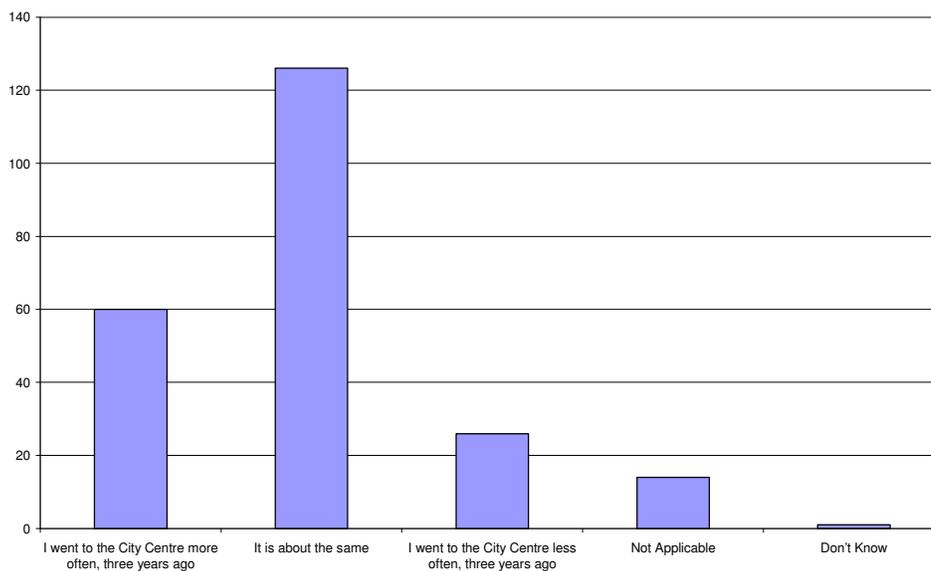
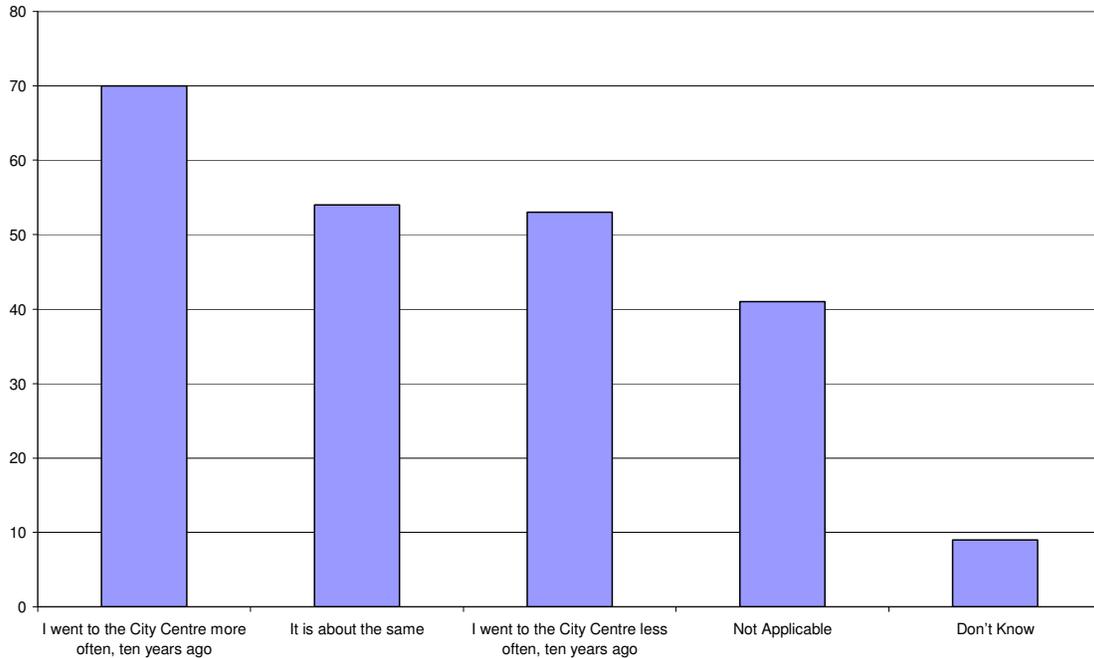


Figure 58: Comparison of accessing Leicester City Centre compared with 10 years ago



Results for 'How often respondents go to Leicester City Centre based on access 3 years ago and 10 years ago' have this question have been subdivided into define groups as follows:

Figure 59 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 60 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 61 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 59: Comparison of accessing Leicester City Centre compared with 3 and 10 years ago for Leicester City Centre bicycle users only

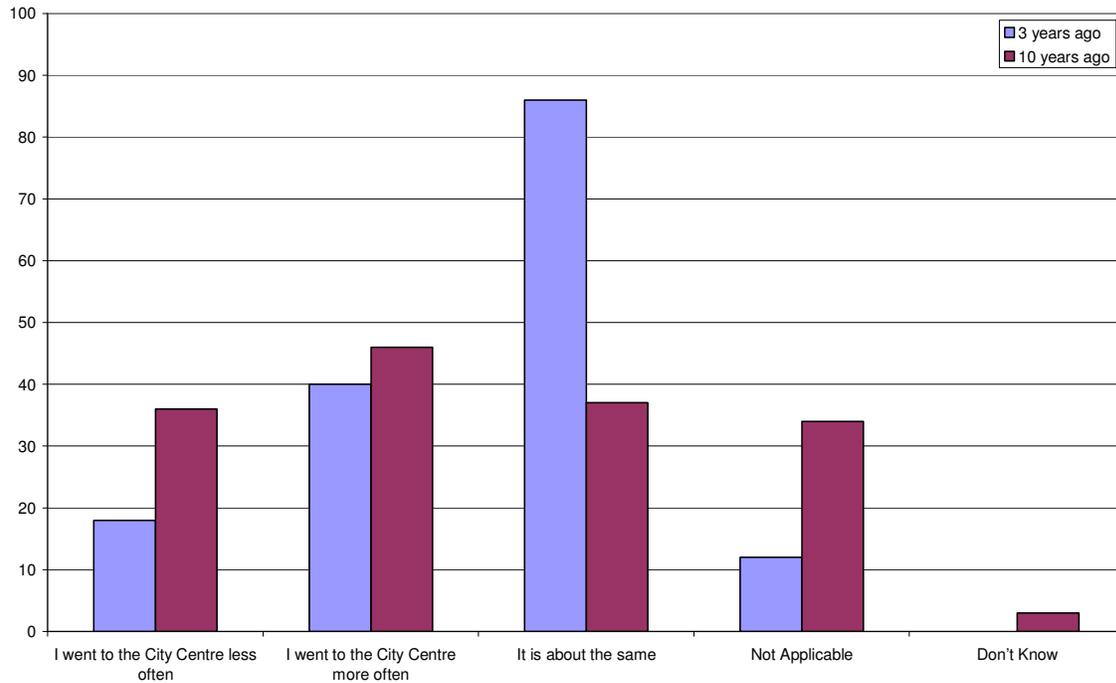


Figure 60: Comparison of accessing Leicester City Centre compared with 3 and 10 years ago for respondents aged 65+

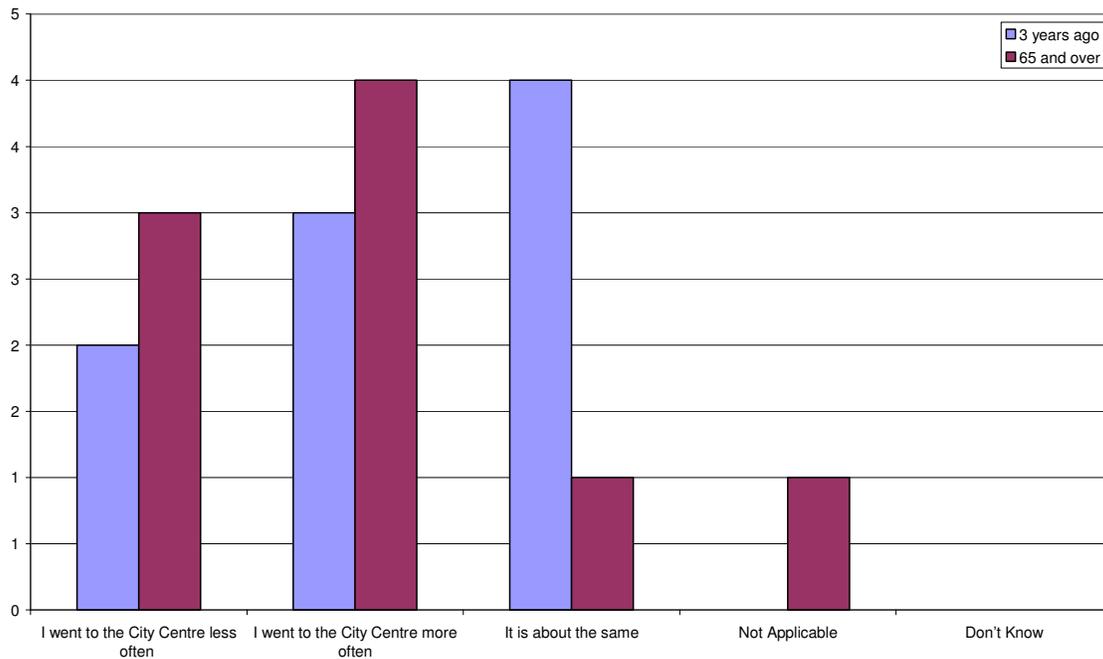
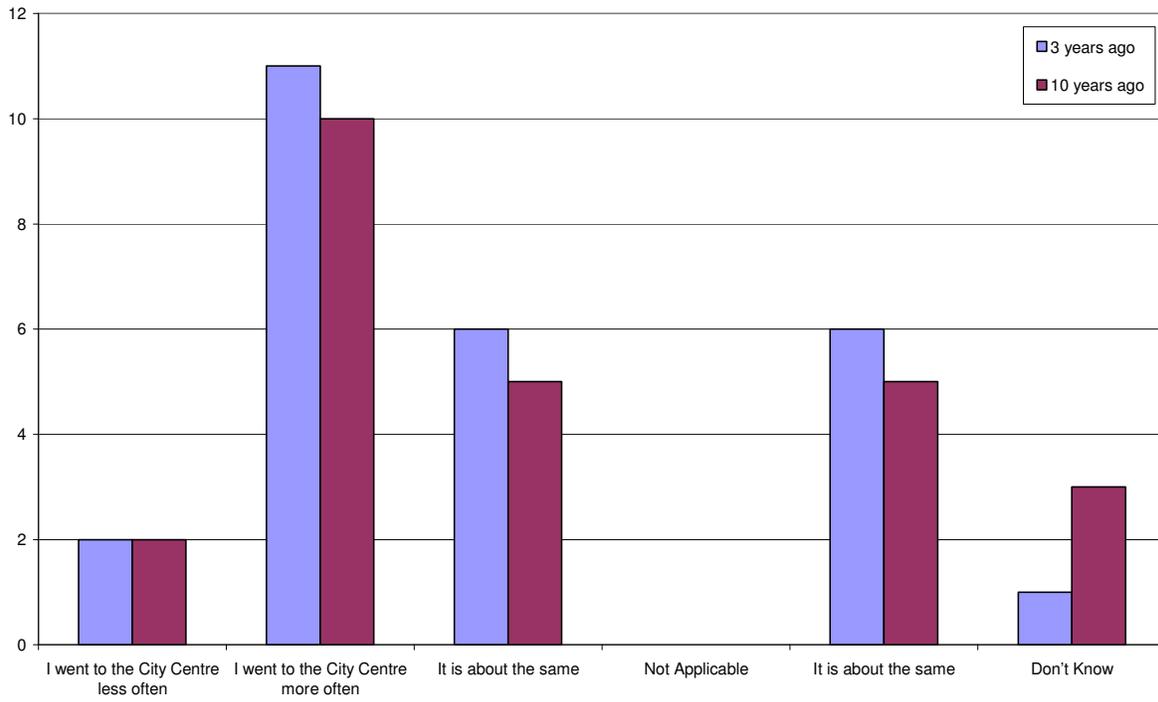


Figure 61: Comparison of accessing Leicester City Centre compared with 3 and 10 years ago for respondents who considered themselves disabled

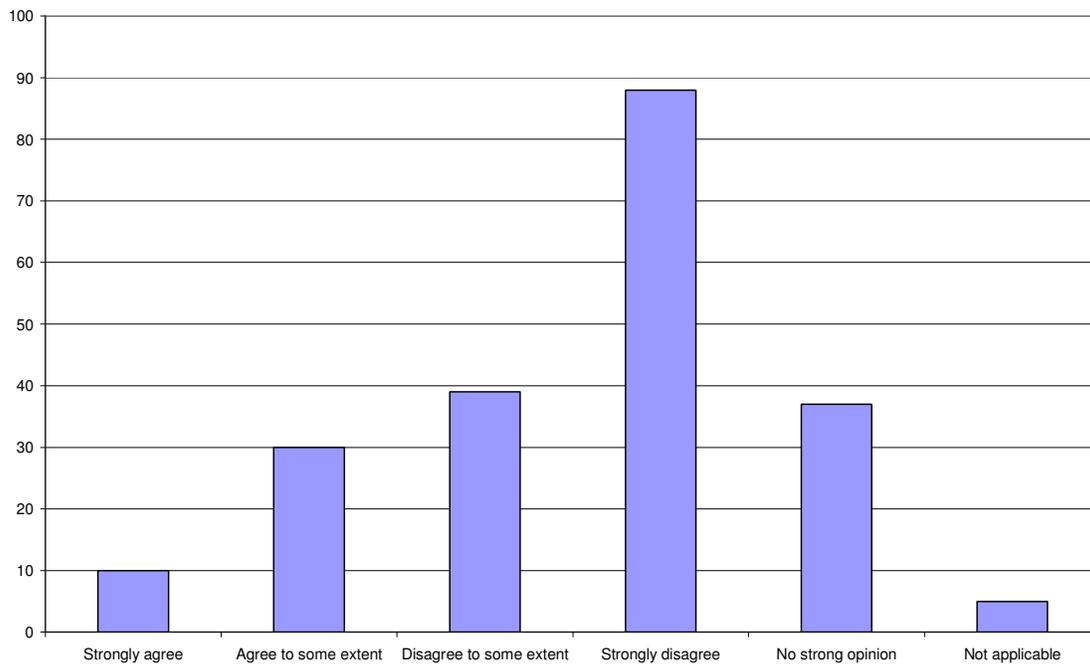


Agree / Disagree with Statements

Respondents were asked to consider whether they agreed or disagreed with a number of statements relating to the Pedestrian Preference Zone in Leicester.

Too Far to Walk

Figure 62: Respondent's response to the question 'There is too far to walk between the places I want to go to in Leicester City Centre'



The results for 'There is too far to walk between the places I want to go to in Leicester City Centre' have been subdivided into define groups as follows:

Figure 63 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 64 identifies the results for accessing Leicester City Centre from respondents who are aged 65+.

Figure 65 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled.

Figure 63: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'There is too far to walk between the places I want to go to in Leicester City Centre'

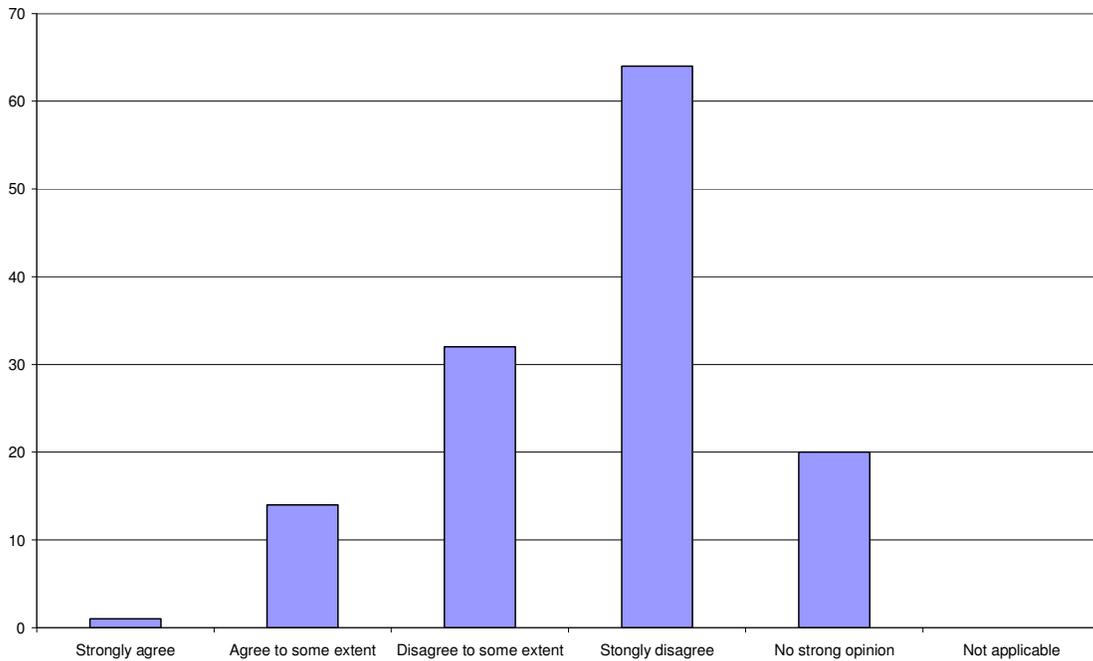


Figure 64: Respondent's (who are aged 65+) response to the question 'There is too far to walk between the places I want to go to in Leicester City Centre'

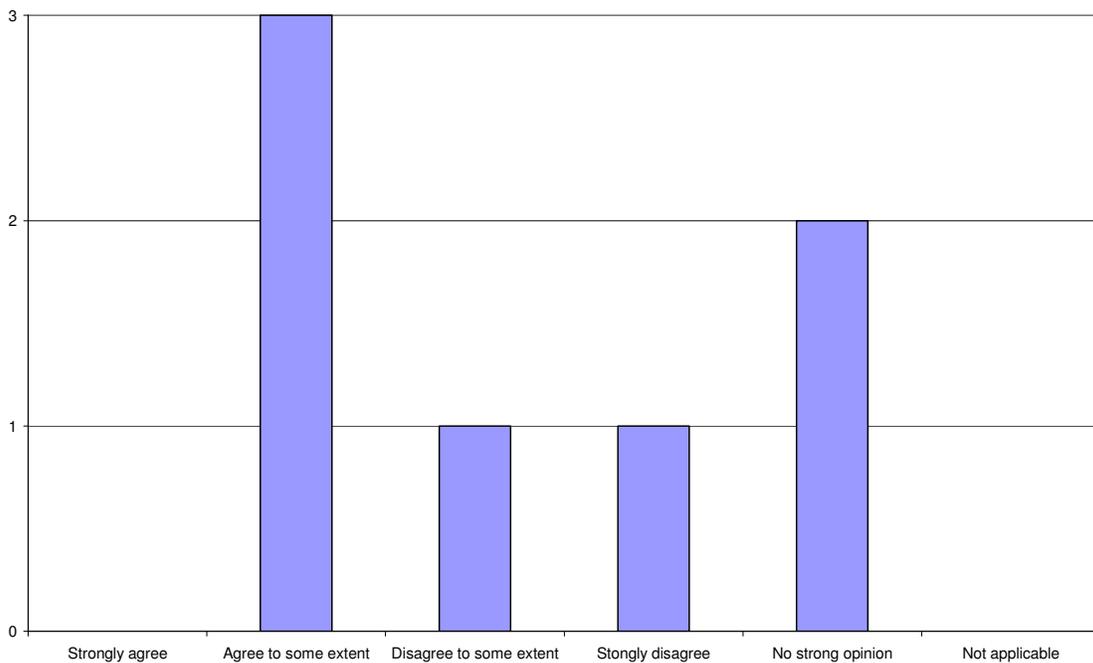
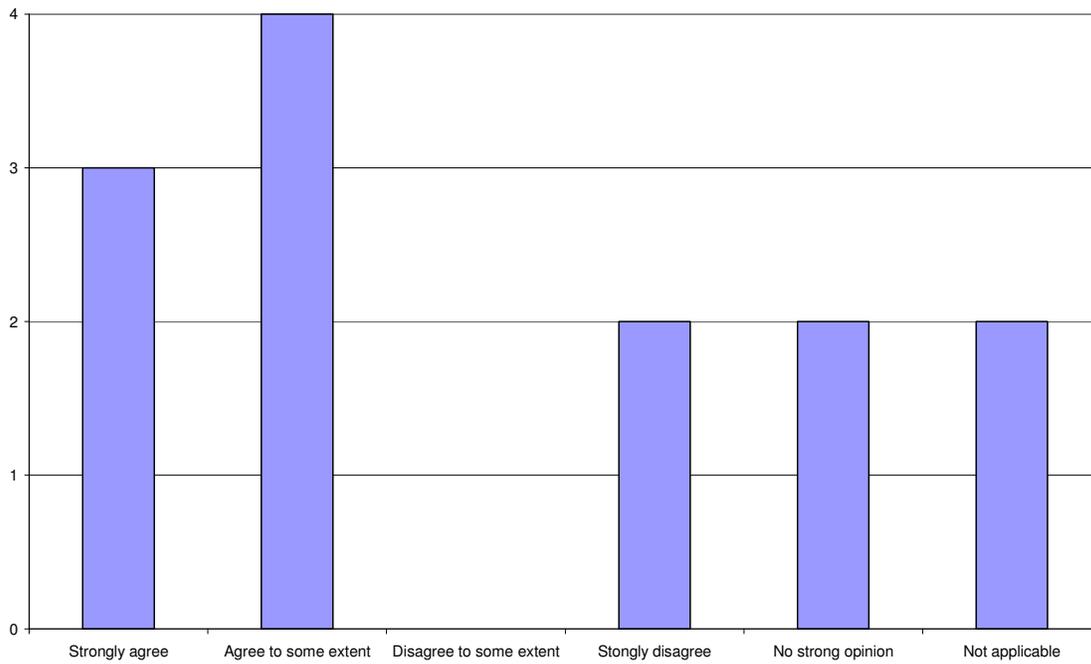
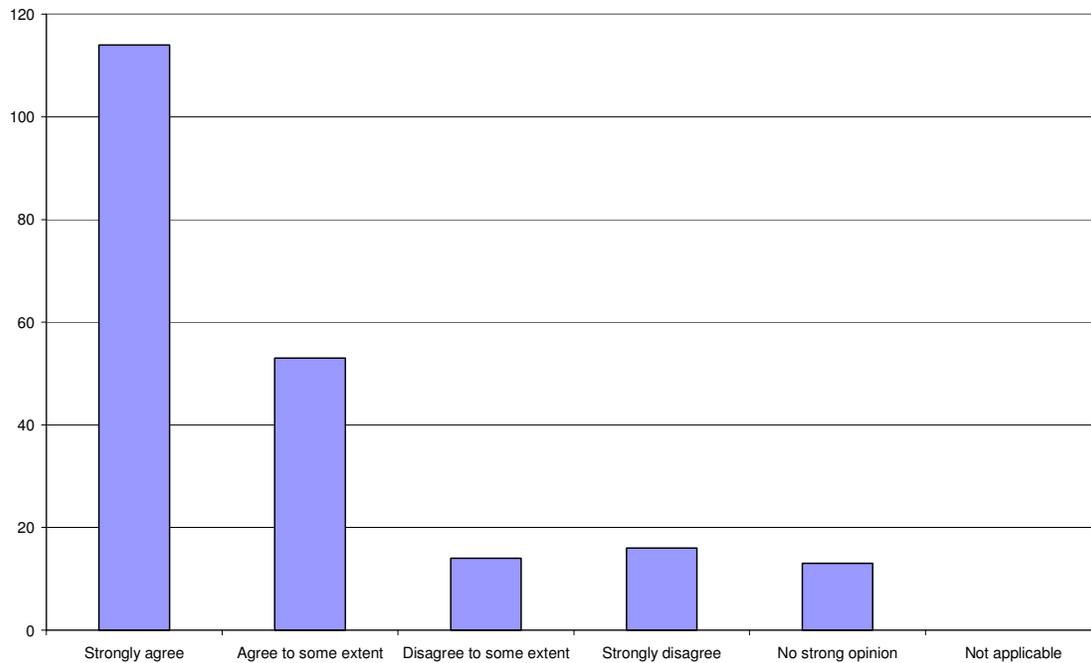


Figure 65: Respondent's (who considered themselves disabled) response to the question 'There is too far to walk between the places I want to go to in Leicester City Centre'



Feeling of Safety

Figure 66: Respondent's response to the question 'I feel safer in the parts of the City Centre where motor vehicles are not allowed to go'



Results for 'I feel safer in the parts of the City Centre where motor vehicles are not allowed to go' have been subdivided into define groups as follows:

Figure 67 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 68 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 69 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 67: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'I feel safer in the parts of the City Centre where motor vehicles are not allowed to go'

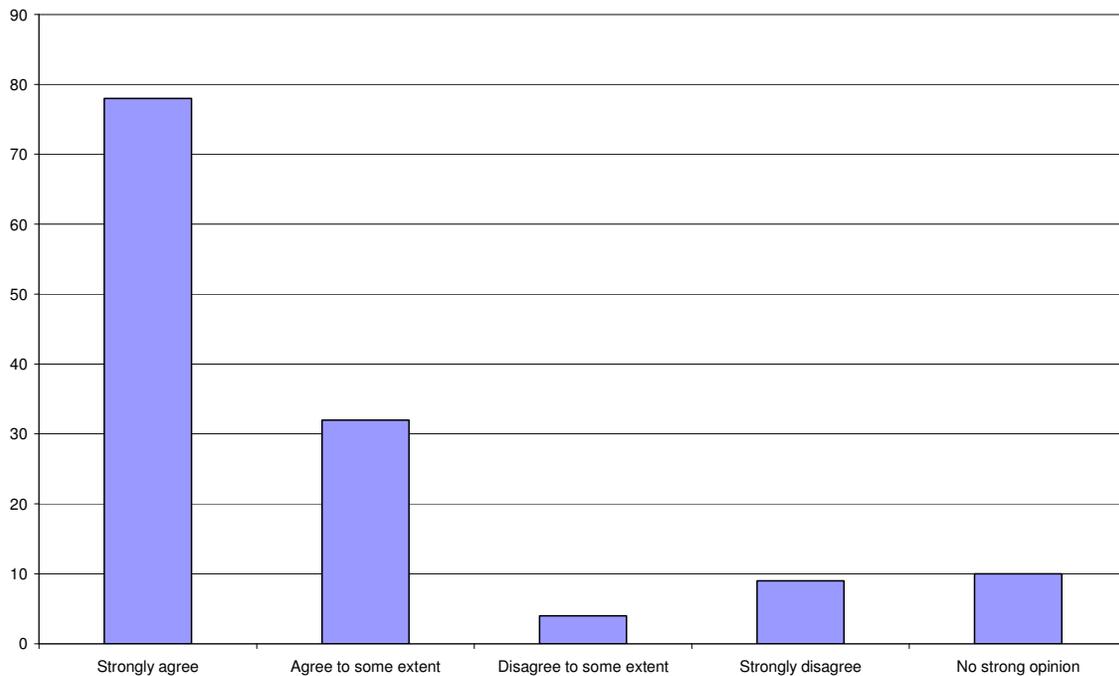


Figure 68: Respondent's (who are aged 65+) response to the question 'I feel safer in the parts of the City Centre where motor vehicles are not allowed to go'

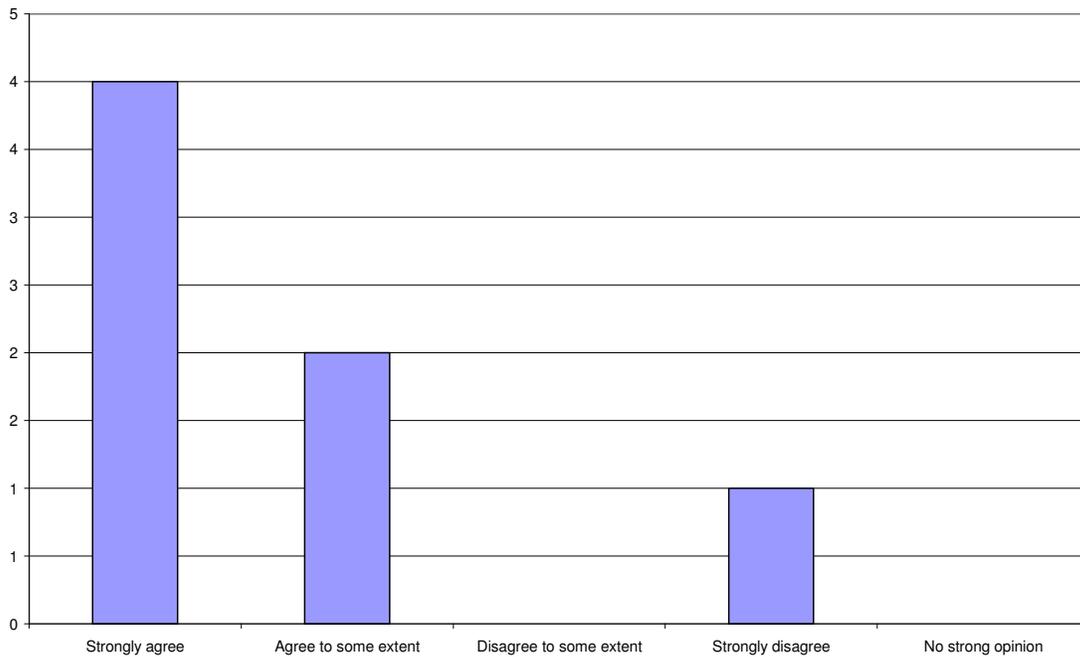
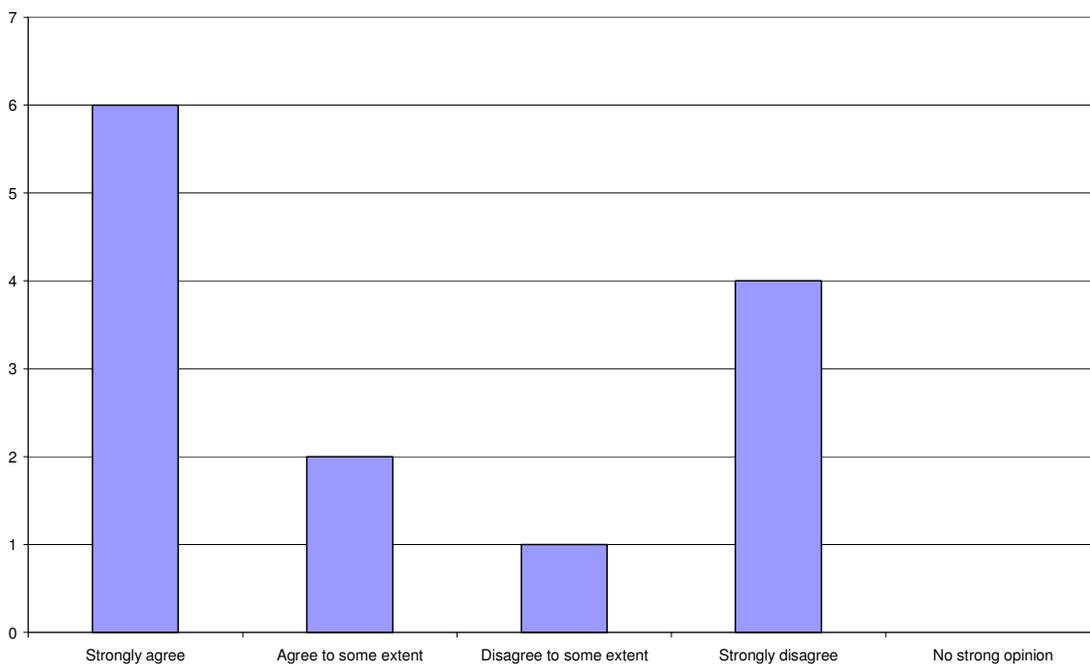
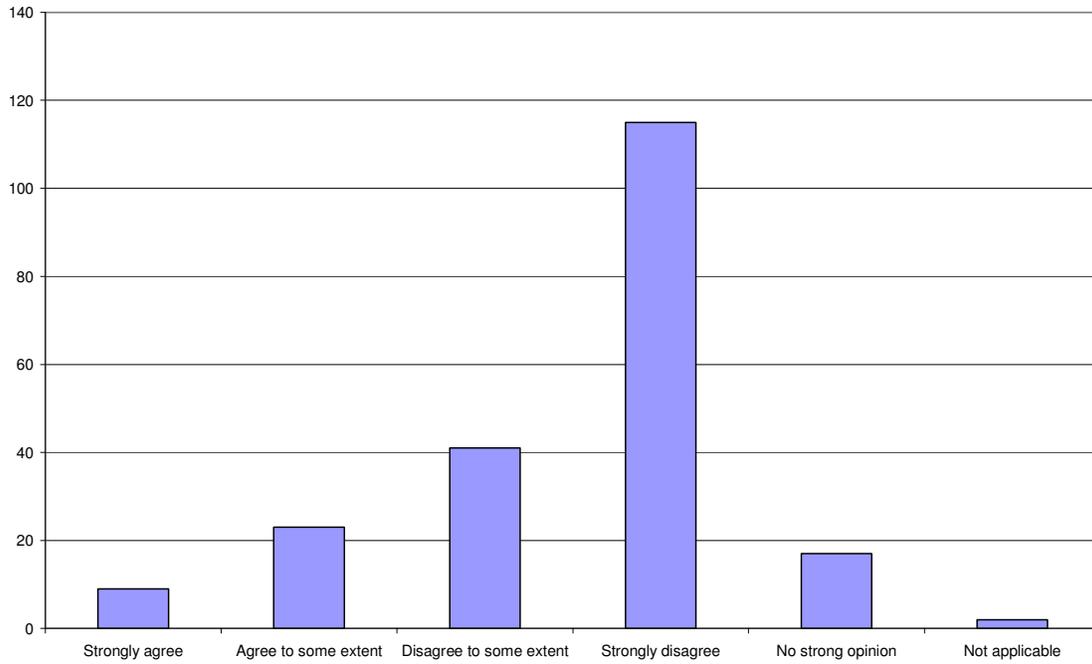


Figure 69: Respondent's (who considered themselves disabled) response to the question 'I feel safer in the parts of the City Centre where motor vehicles are not allowed to go'



Safety in Pedestrianised Areas

Figure 70: Respondent's response to the question 'I don't feel safe when I am in the pedestrianised areas'



Results for 'I don't feel safe when I am in the pedestrianised areas' have been subdivided into define groups as follows:

Figure 71 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 72 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 73 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 71: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'I don't feel safe when I am in the pedestrianised areas'

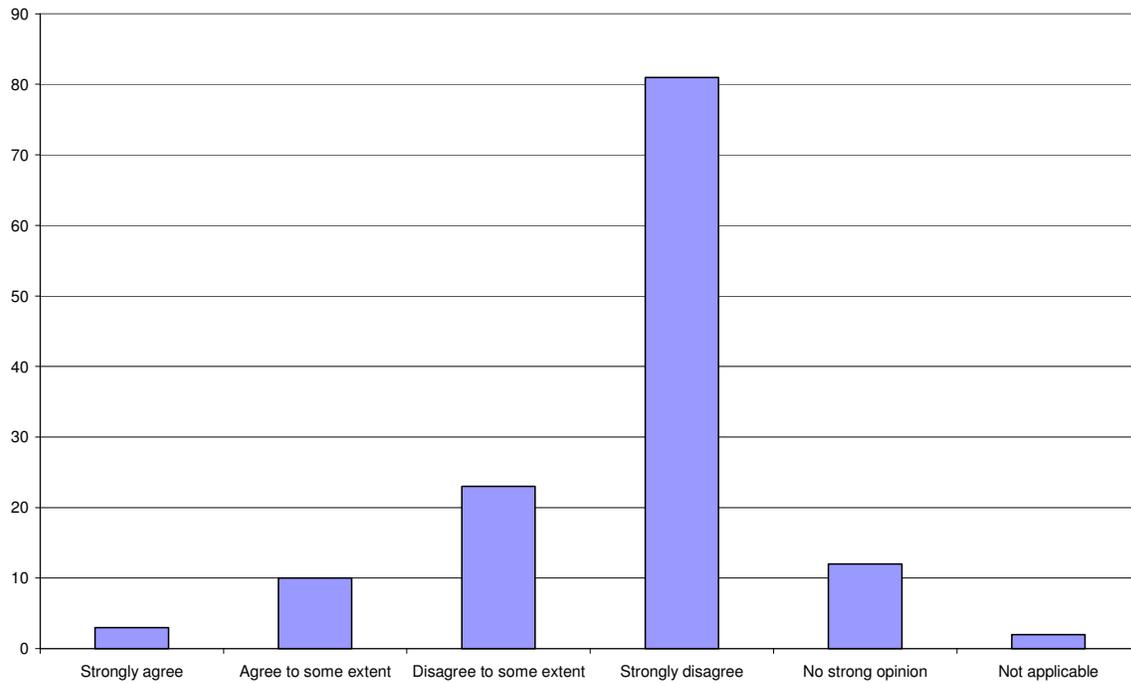


Figure 72: Respondent's (who are aged 65+) response to the question 'I don't feel safe when I am in the pedestrianised areas'

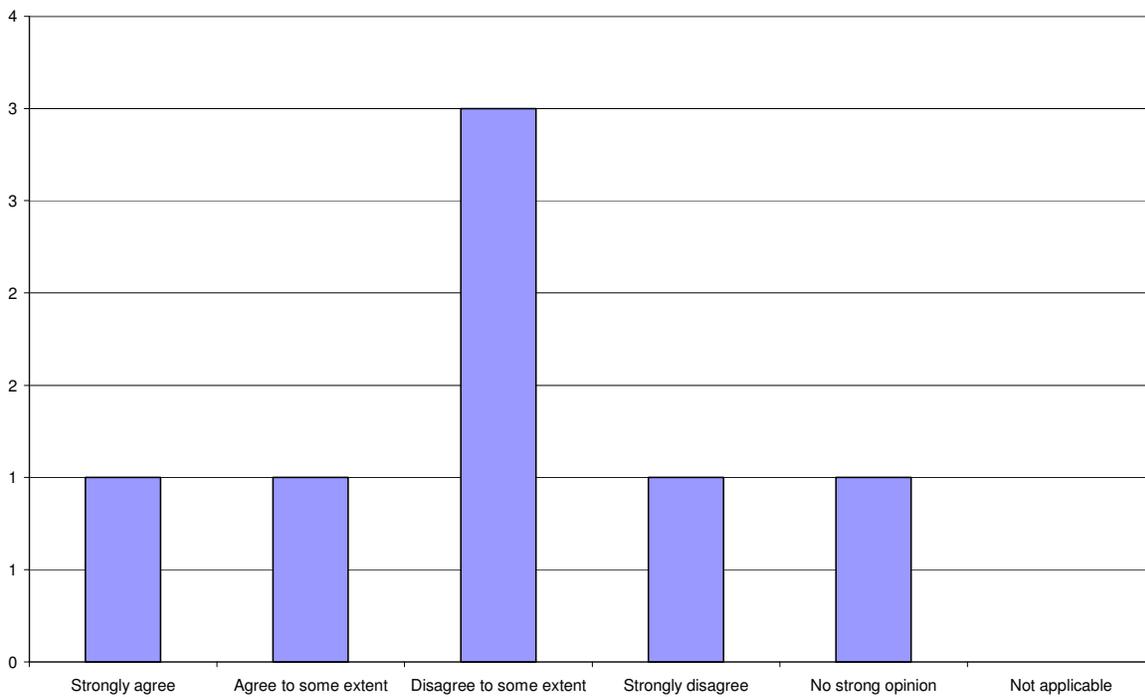
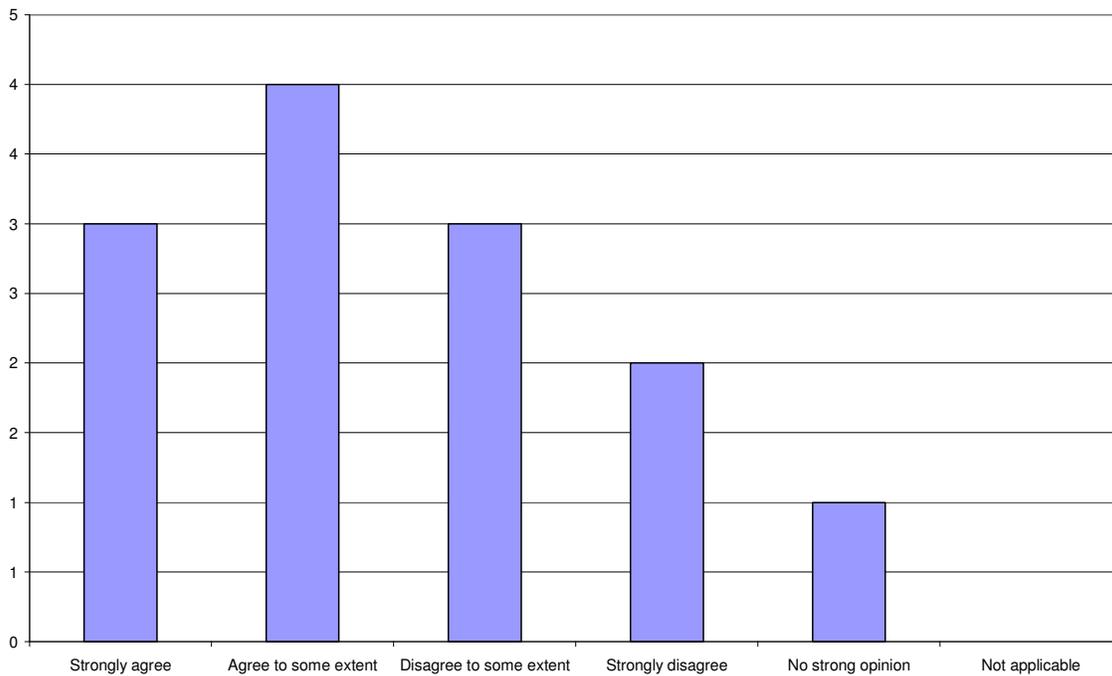
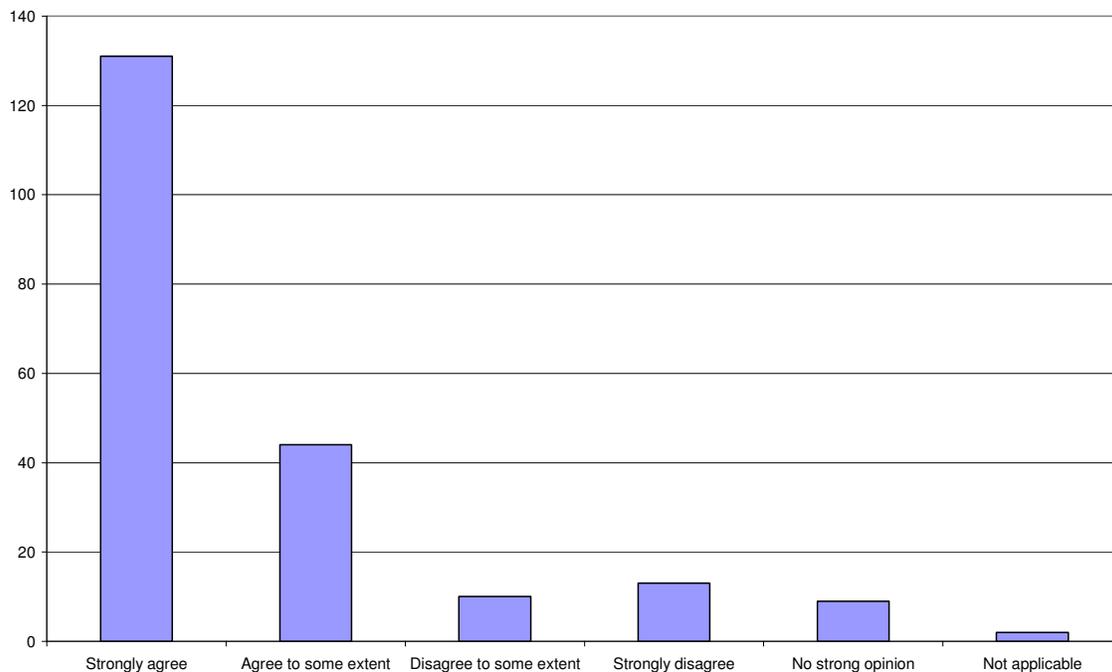


Figure 73: Respondent's (who considered themselves disabled) response to the question 'I don't feel safe when I am in the pedestrianised areas'



Pedestrian Preference

Figure 74: Respondent's response to the question 'I prefer the city centre now that many of the streets give preference to pedestrians'



Results for 'I prefer the city centre now that many of the streets give preference to pedestrians' have been subdivided into define groups as follows:

Figure 75 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 76 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 77 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 75: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'I prefer the city centre now that many of the streets give preference to pedestrians'

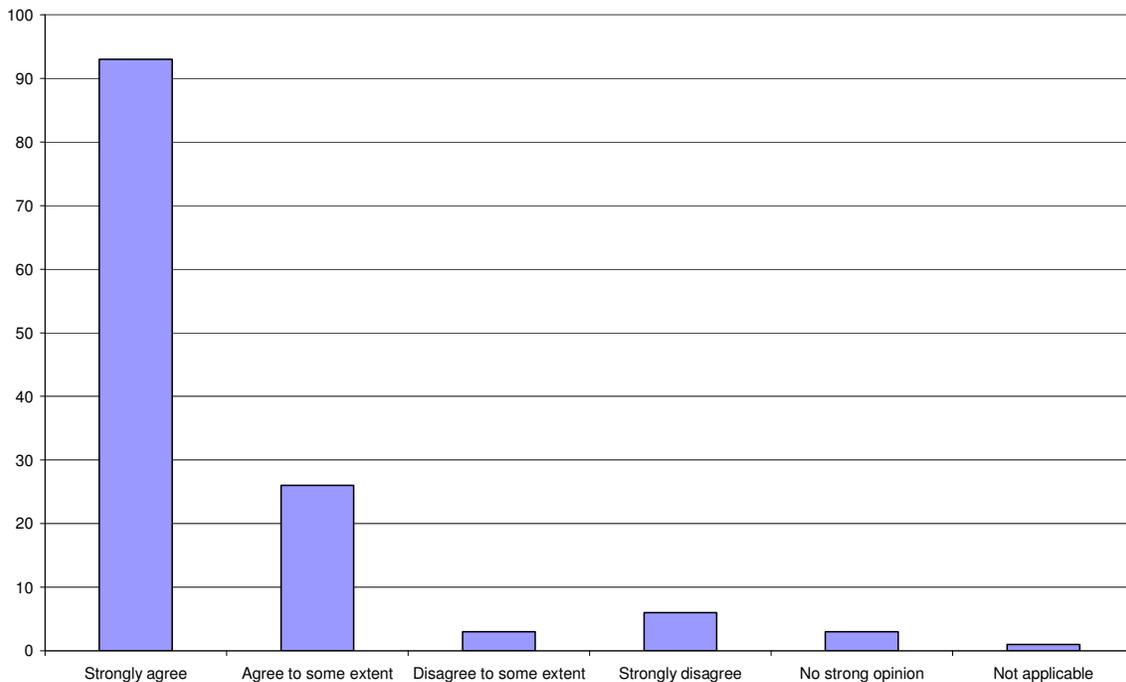
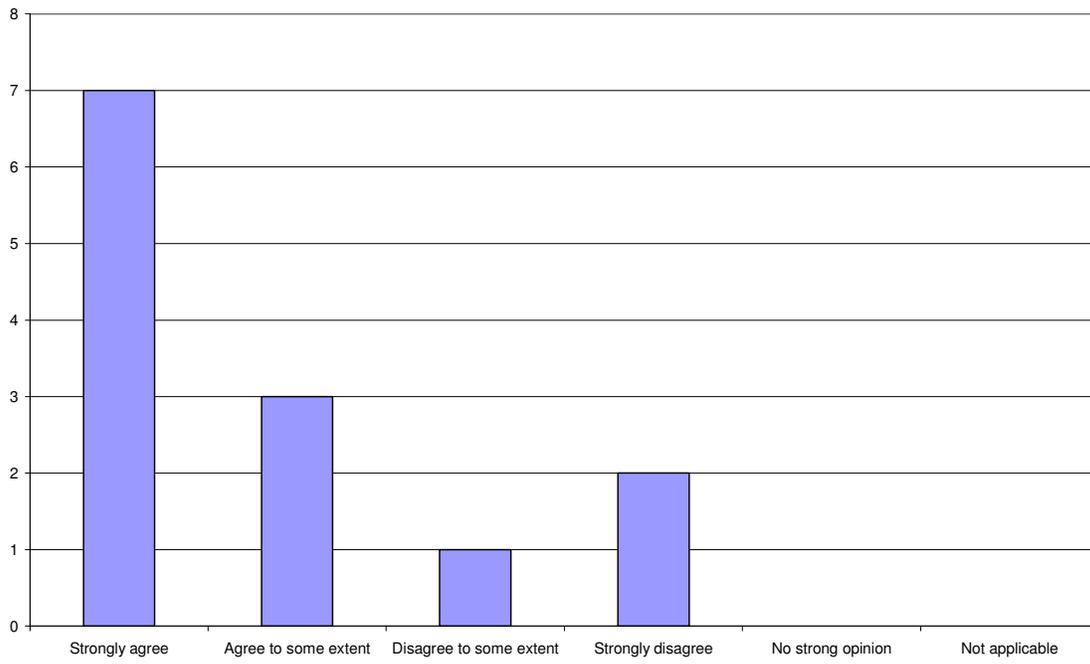
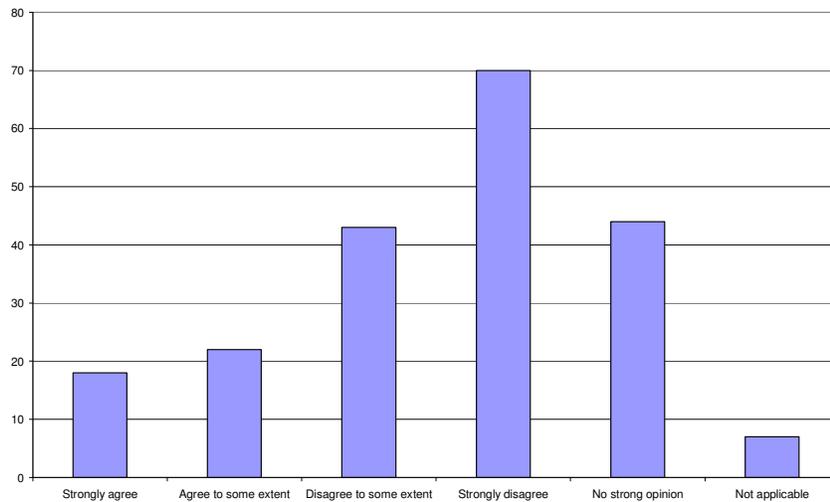


Figure 76: Respondent's (who considered themselves disabled) response to the question 'I prefer the city centre now that many of the streets give preference to pedestrians'



Too many changes

Figure 77: Respondent's response to the question 'There have been too many changes in the City Centre recently'



Results for 'There have been too many changes in the City Centre recently' have been subdivided into define groups as follows:

Figure 78 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 79 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 80 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 78: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'There have been too many changes in the City Centre recently'

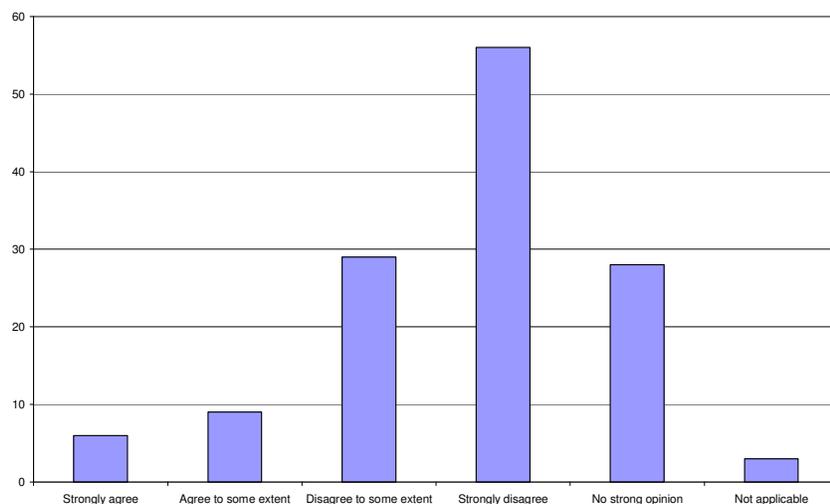


Figure 79: Respondent's (who are aged 65+) response to the question 'There have been too many changes in the City Centre recently'

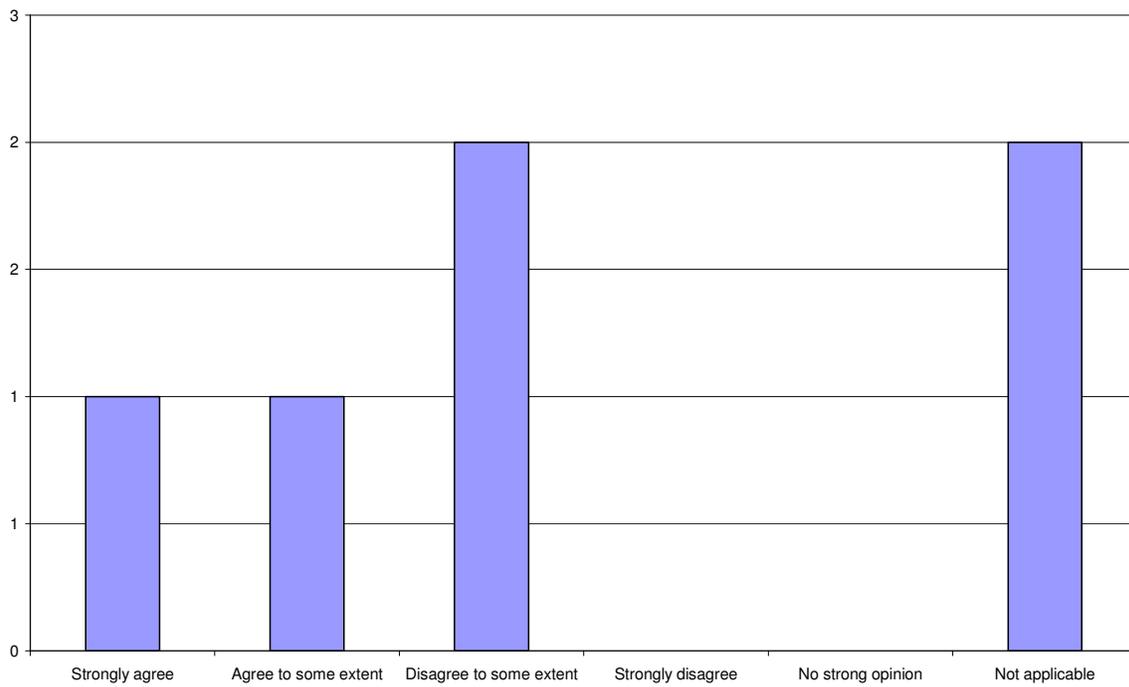
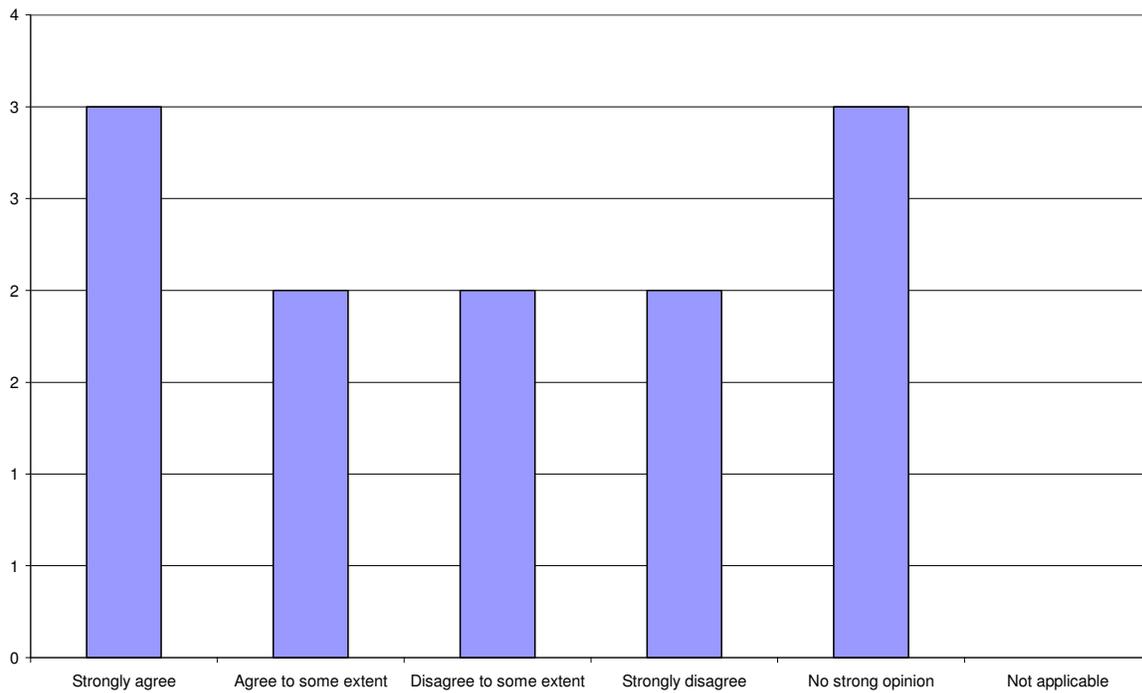
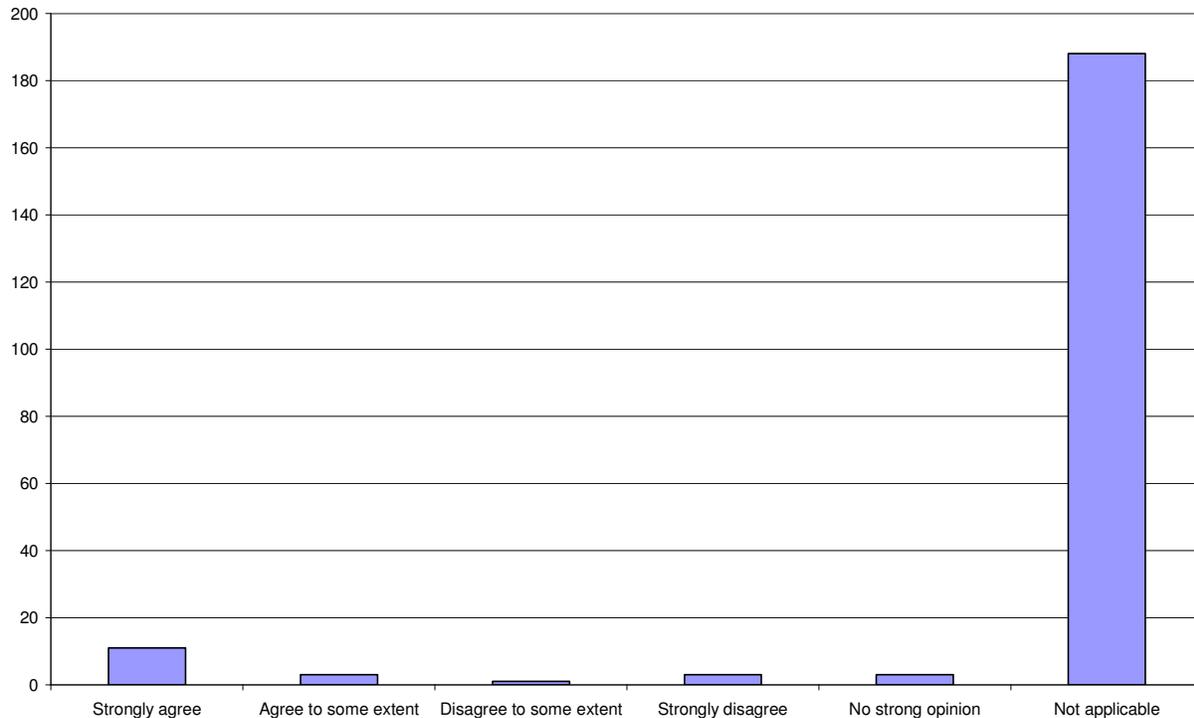


Figure 80: Respondent's (who considered themselves disabled) response to the question 'There have been too many changes in the City Centre recently'



Difficulty to park using Blue Badge

Figure 81: Respondent's response to the question 'When I try to use my Blue Badge, it is difficult to park near to where I want to go'



Results for 'When I try to use my Blue Badge, it is difficult to park near to where I want to go' have been subdivided into define groups as follows:

Figure 82 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 83 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 84 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 82: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'When I try to use my Blue Badge, it is difficult to park near to where I want to go'

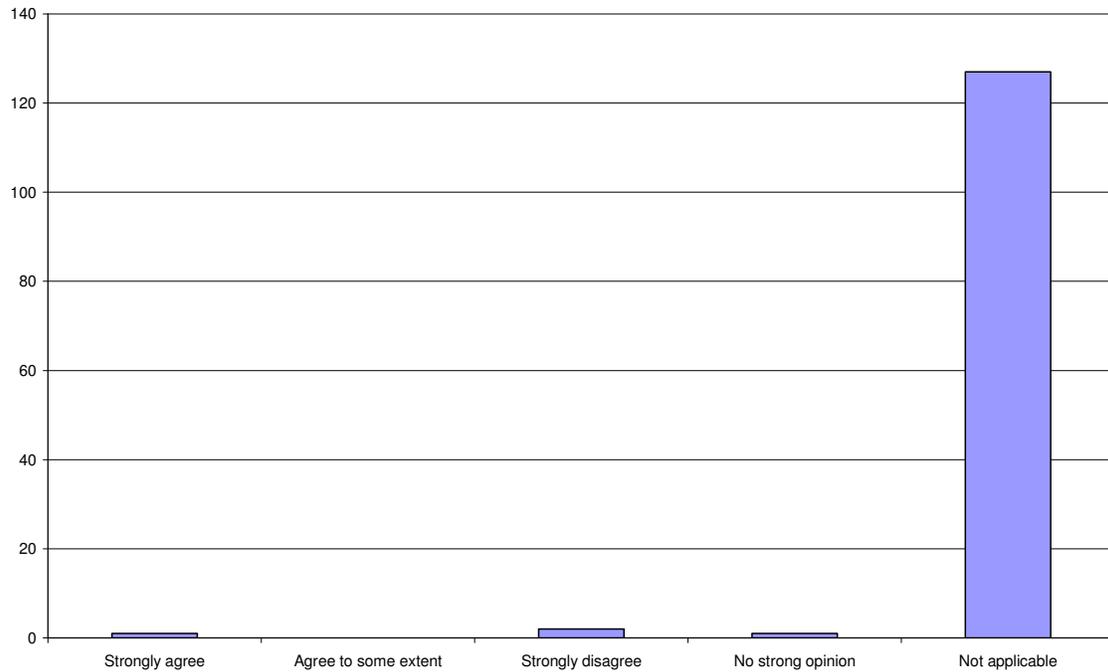


Figure 83: Respondent's (who are aged 65+) response to the question 'When I try to use my Blue Badge, it is difficult to park near to where I want to go'

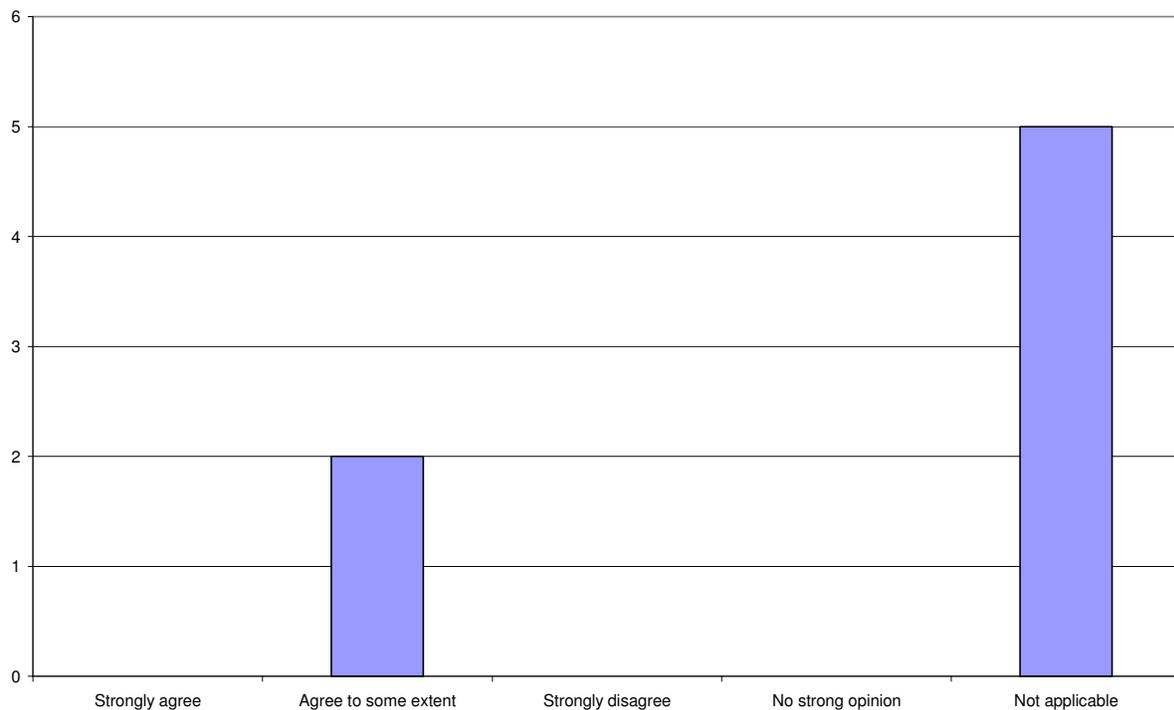
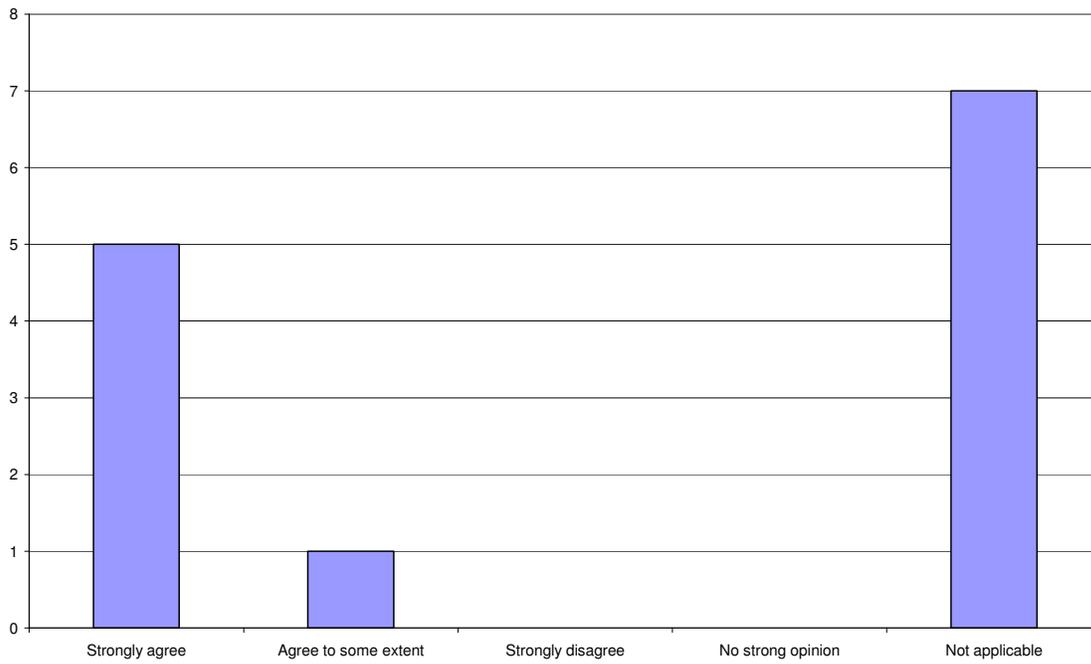
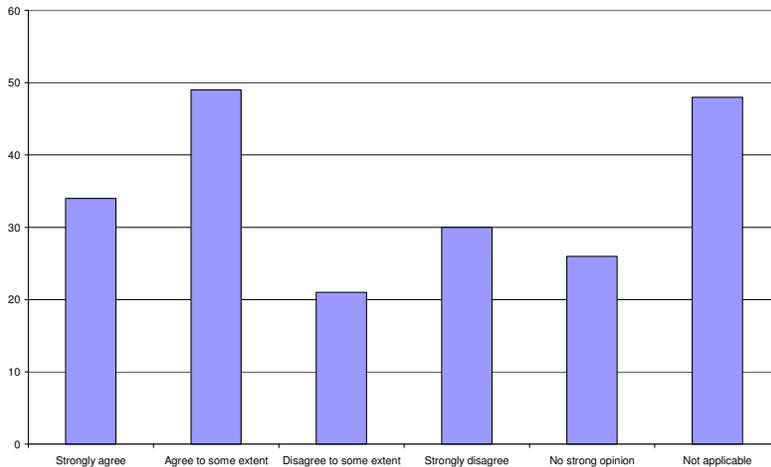


Figure 84: Respondent's (who considered themselves disabled) response to the question 'When I try to use my Blue Badge, it is difficult to park near to where I want to go'



Difficult to travel by bus in city centre

Figure 85: Respondent's response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by bus'



Results for 'It is difficult to get to and from where I want to go to, in the City Centre, by bus' have been subdivided into define groups as follows:

Figure 86 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 87 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 88 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 86: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by bus?'

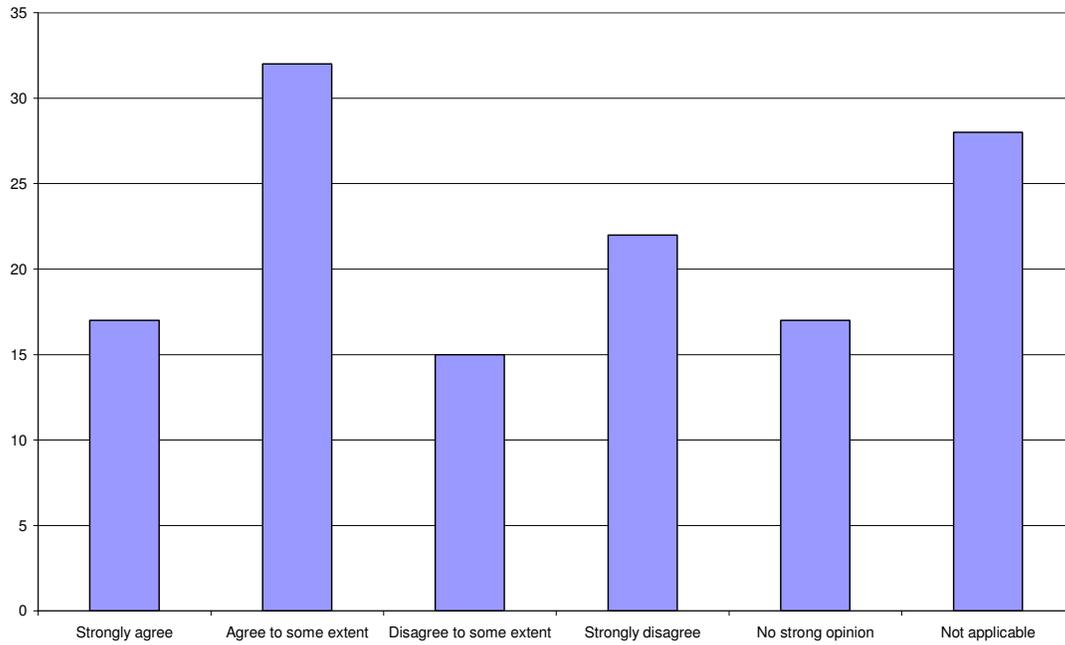


Figure 87: Respondent's (who are aged 65+) response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by bus?'

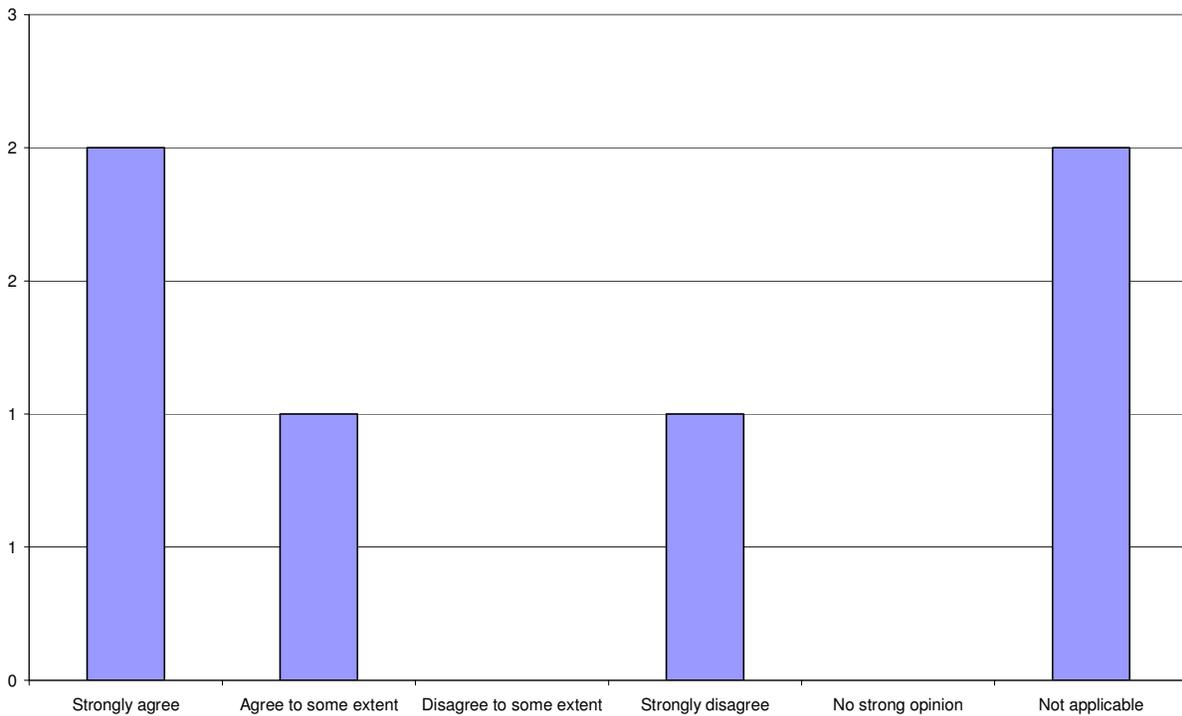
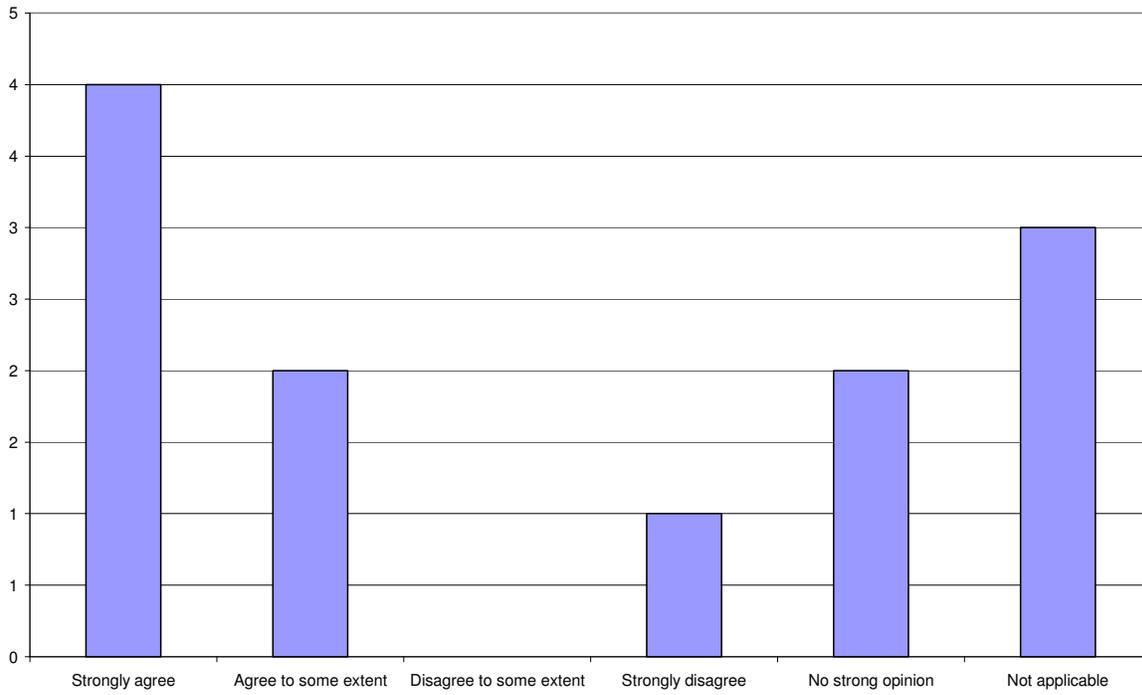
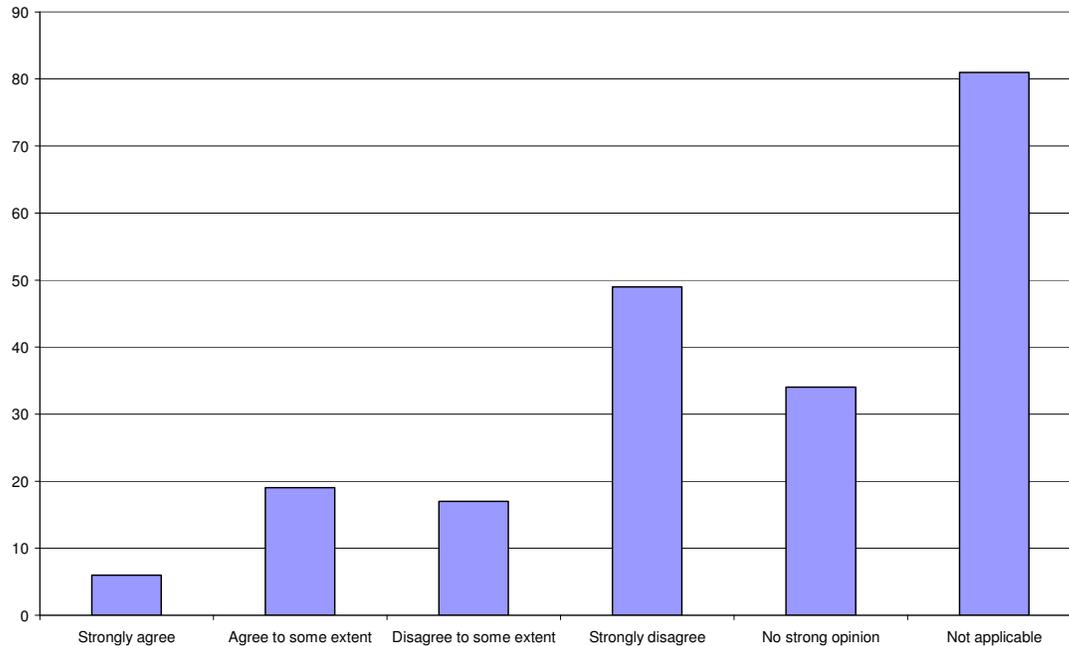


Figure 88: Respondent's (who considered themselves disabled) response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by bus?'



Difficult to travel by Taxi in city centre

Figure 89: Respondent's response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by taxi'



Results for 'It is difficult to get to and from where I want to go to, in the City Centre, by taxi' have been subdivided into define groups as follows:

Figure 90 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 91 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 92 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 90: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by taxi'

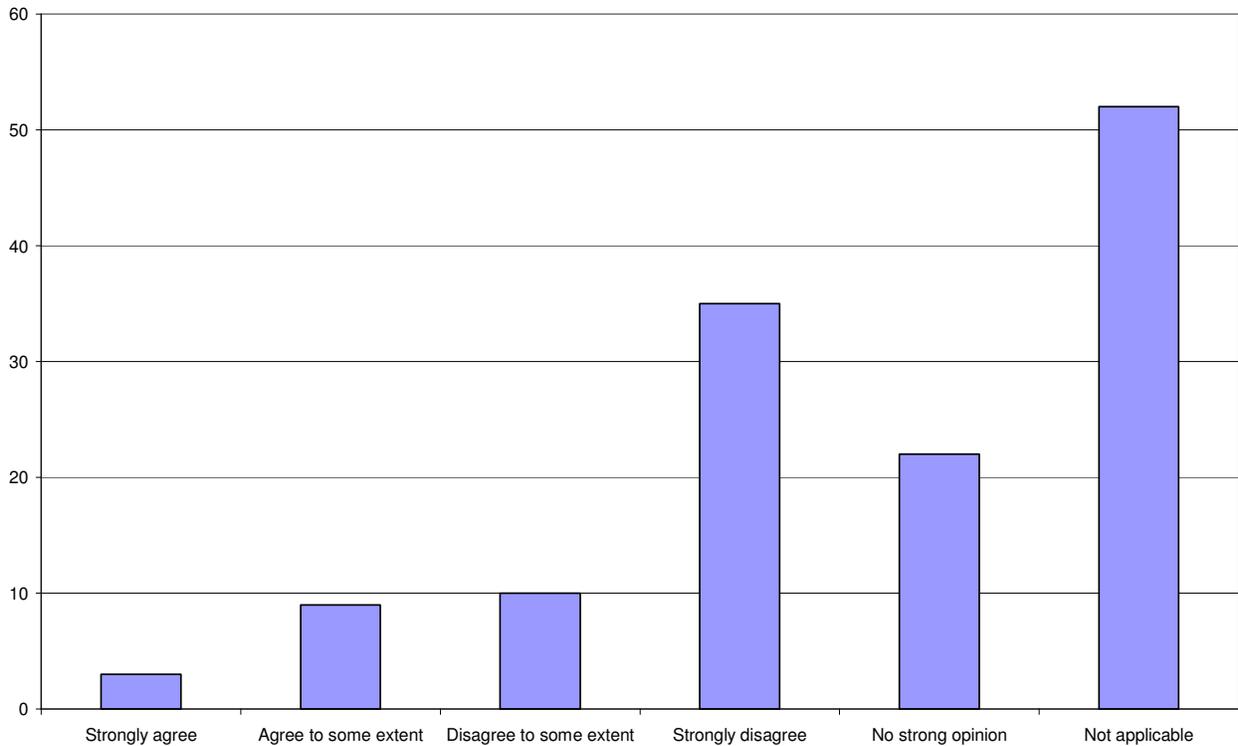


Figure 91: Respondent's (who are aged 65+) response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by taxi'

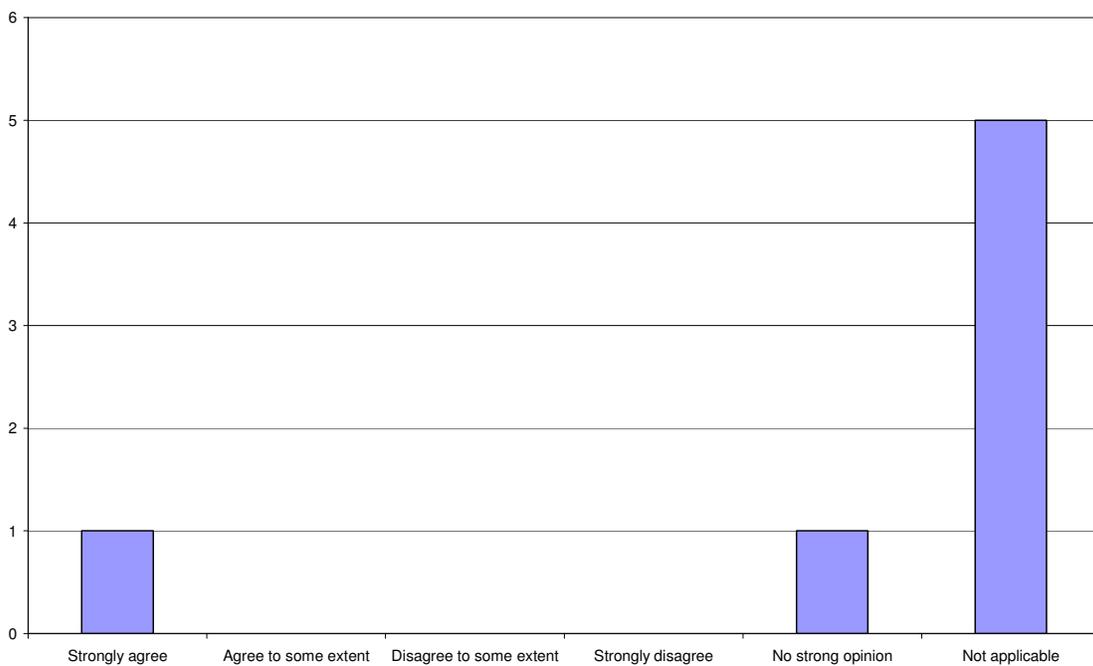
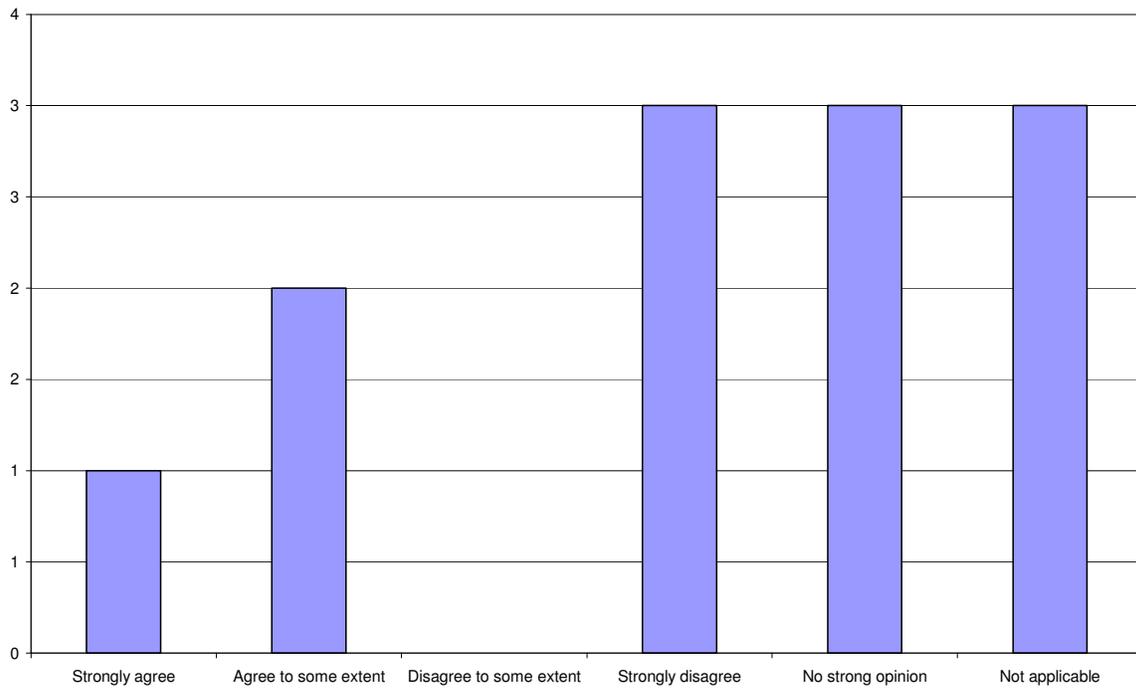
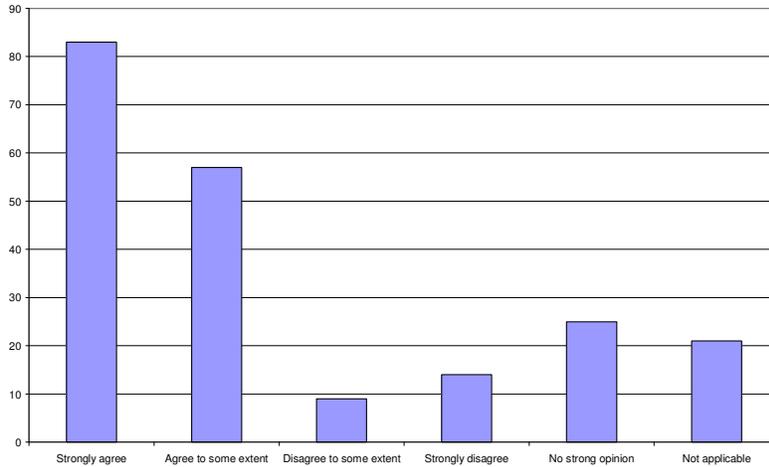


Figure 92: Respondent's (who considered themselves disabled) response to the question 'It is difficult to get to and from where I want to go to, in the City Centre, by taxi'



Better than it was 10 years ago?

Figure 93: Respondent's response to the question 'Overall, Leicester City Centre is better than it was ten years ago'



Results for 'Overall, Leicester City Centre is better than it was ten years ago' have been subdivided into define groups as follows:

Figure 94 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 95 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 96 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 94: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'Overall, Leicester City Centre is better than it was ten years ago'

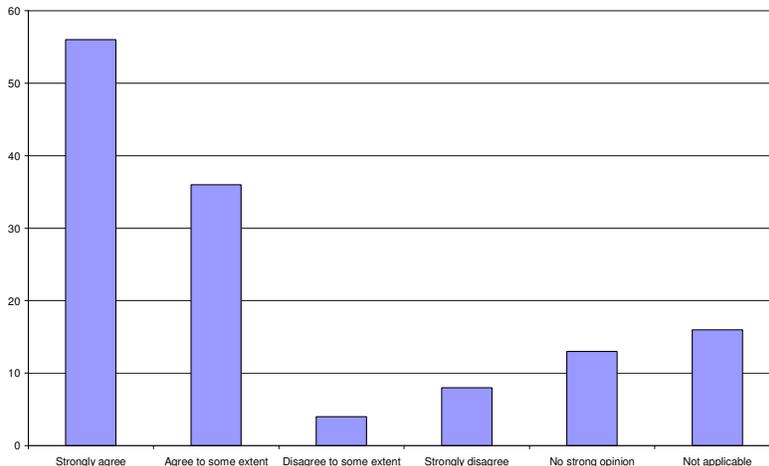


Figure 95: Respondent's (who are aged 65+) response to the question 'Overall, Leicester City Centre is better than it was ten years ago'

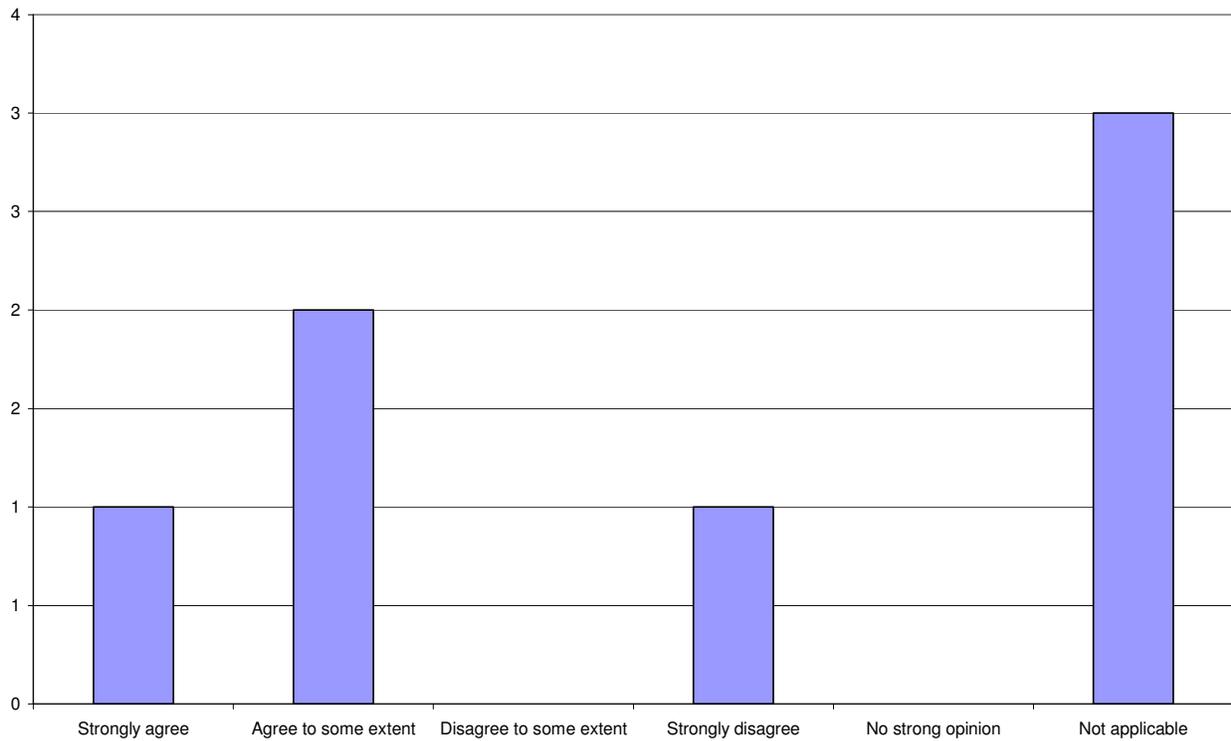
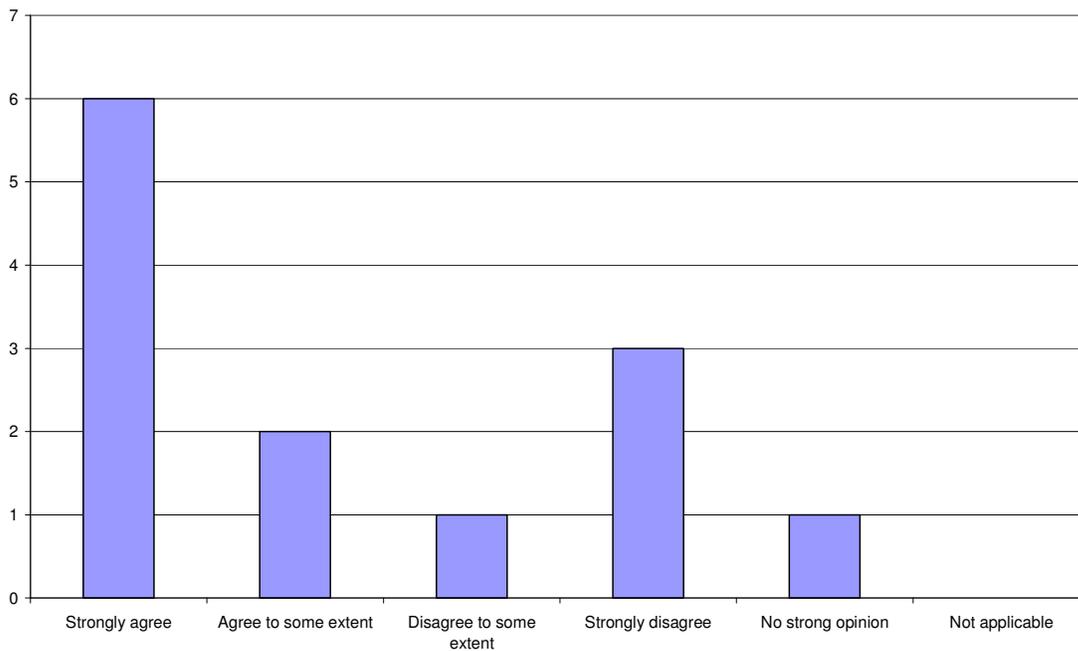
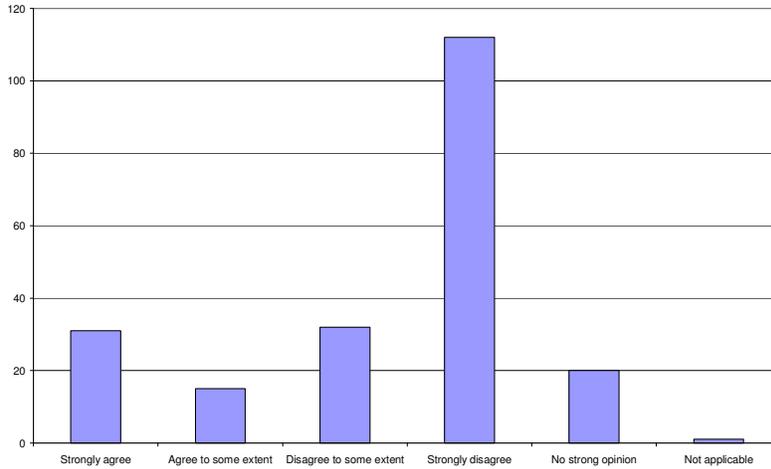


Figure 96: Respondent's (who considered themselves disabled) response to the question 'Overall, Leicester City Centre is better than it was ten years ago'



Too many cyclists in the pedestrianised areas

Figure 97: Respondent's response to the question 'There are too many cyclists in the City Centre's pedestrian areas'



Results for 'There are too many cyclists in the City Centre's pedestrian areas' have been subdivided into define groups as follows:

Figure 98 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 99 identifies the results for accessing Leicester City Centre from respondents who are aged 65+.

Figure 100 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled.

Figure 98: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'There are too many cyclists in the City Centre's pedestrian areas'

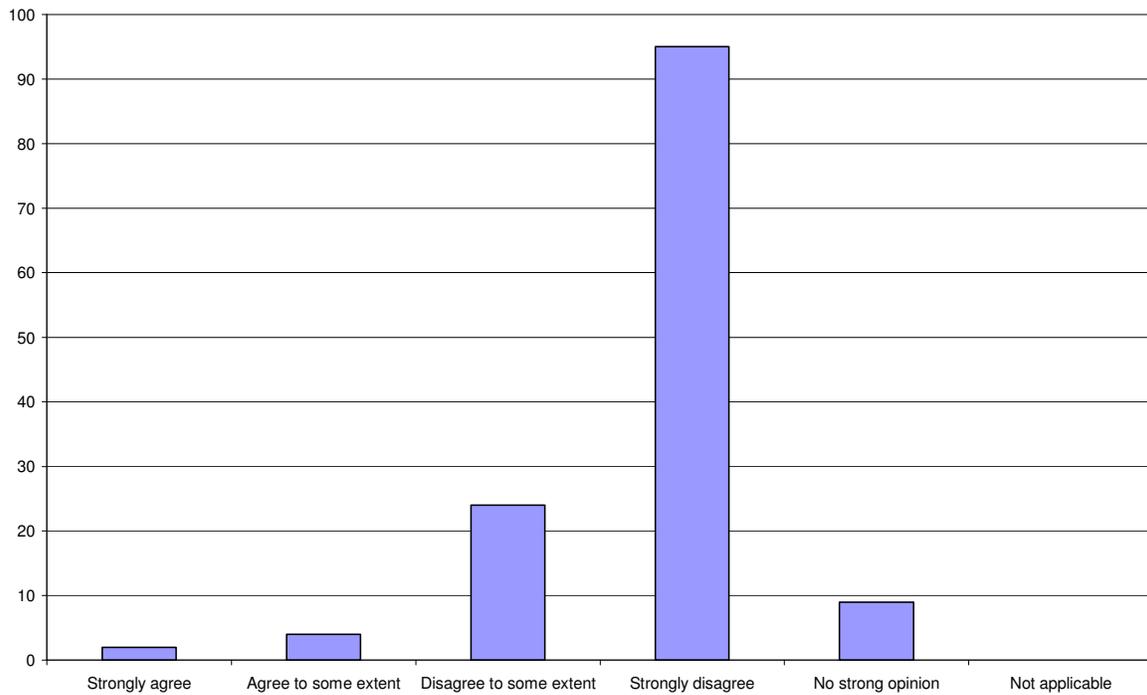


Figure 99: Respondent's (who are aged 65+) response to the question 'There are too many cyclists in the City Centre's pedestrian areas'

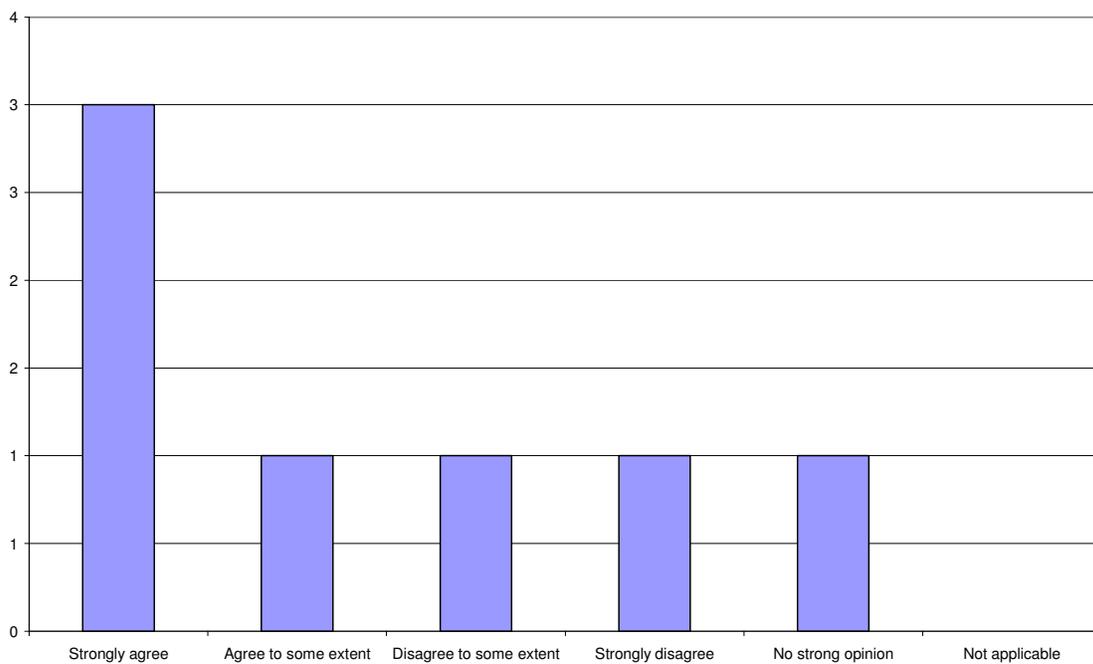
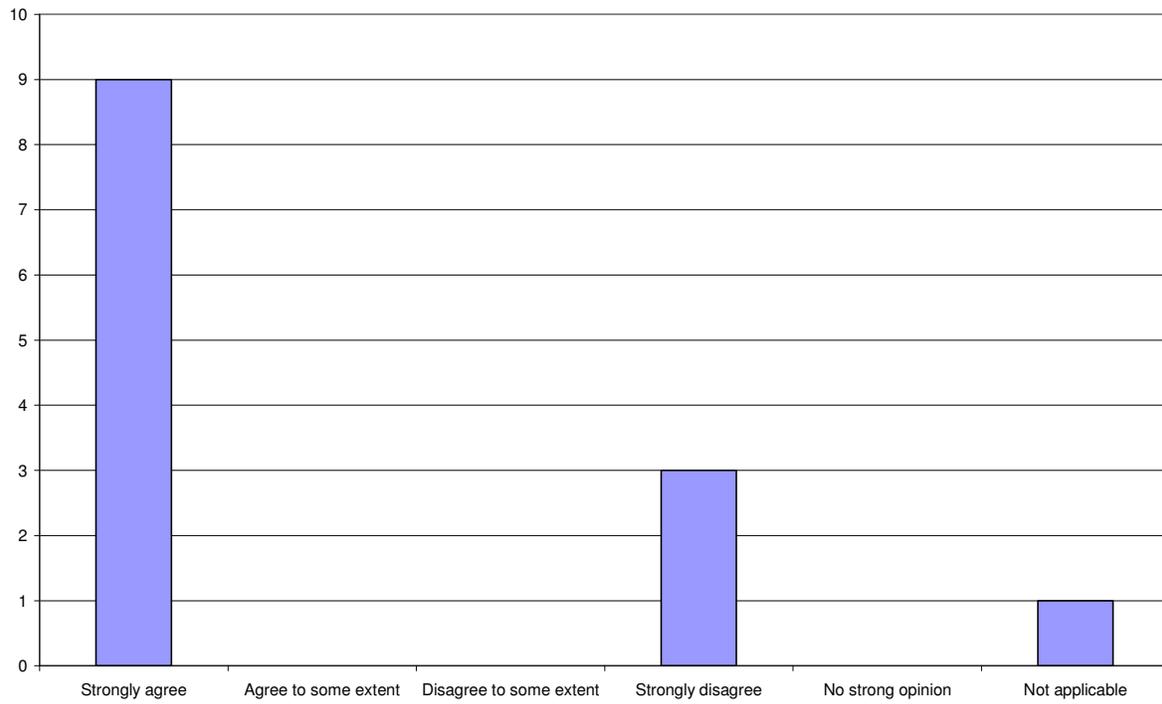
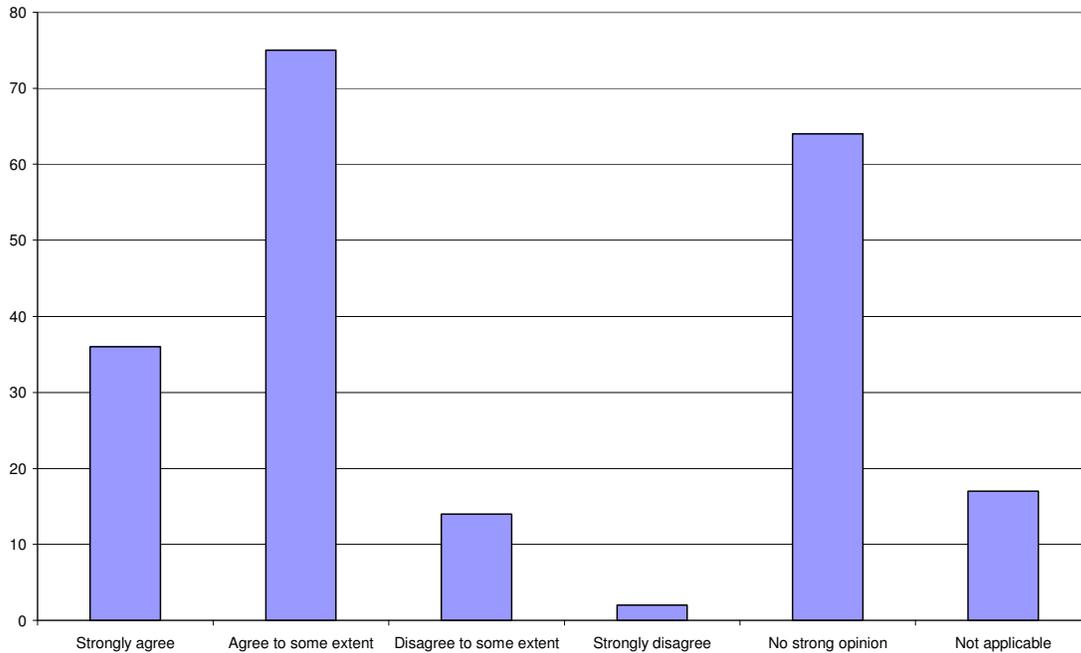


Figure 100: Respondent's (who considered themselves disabled) response to the question 'There are too many cyclists in the City Centre's pedestrian areas'



Seats in the pedestrianised areas

Figure 101: Respondent's response to the question 'There aren't enough seats in the City Centre'



Results for 'There aren't enough seats in the City Centre' have been subdivided into define groups as follows:

Figure 102 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 103 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 104 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 102: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'There aren't enough seats in the City Centre'

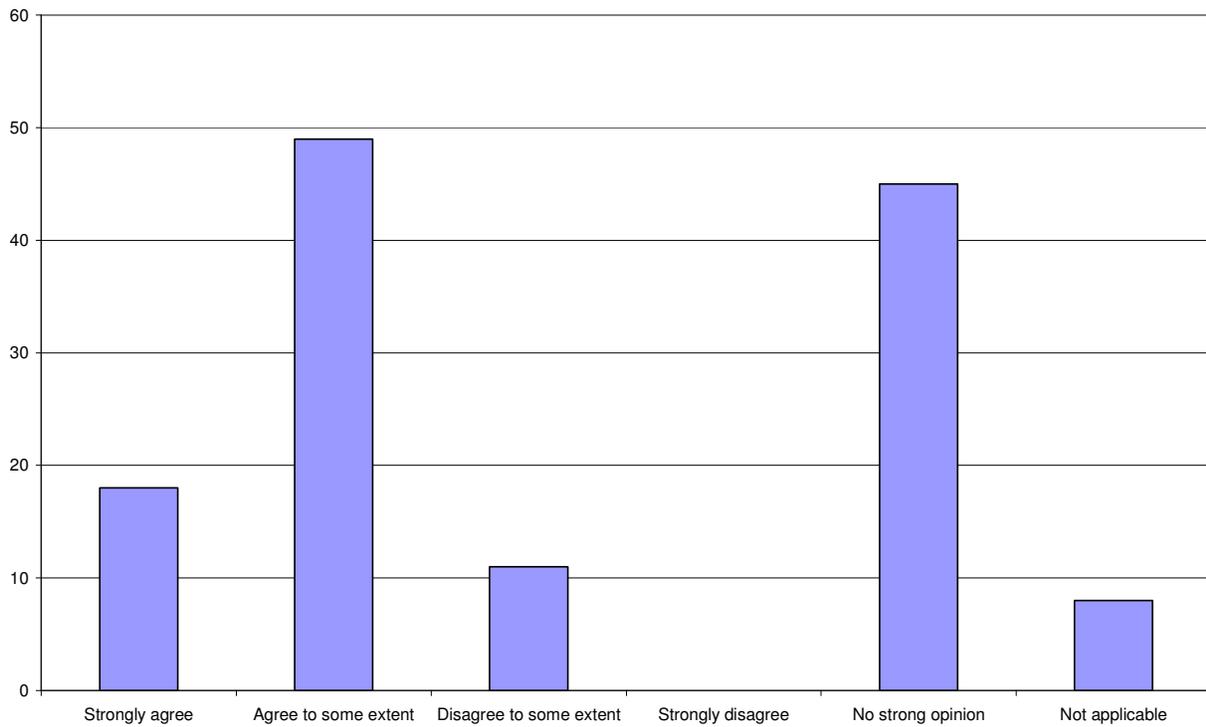


Figure 103: Respondent's (who are aged 65+) response to the question 'There aren't enough seats in the City Centre'

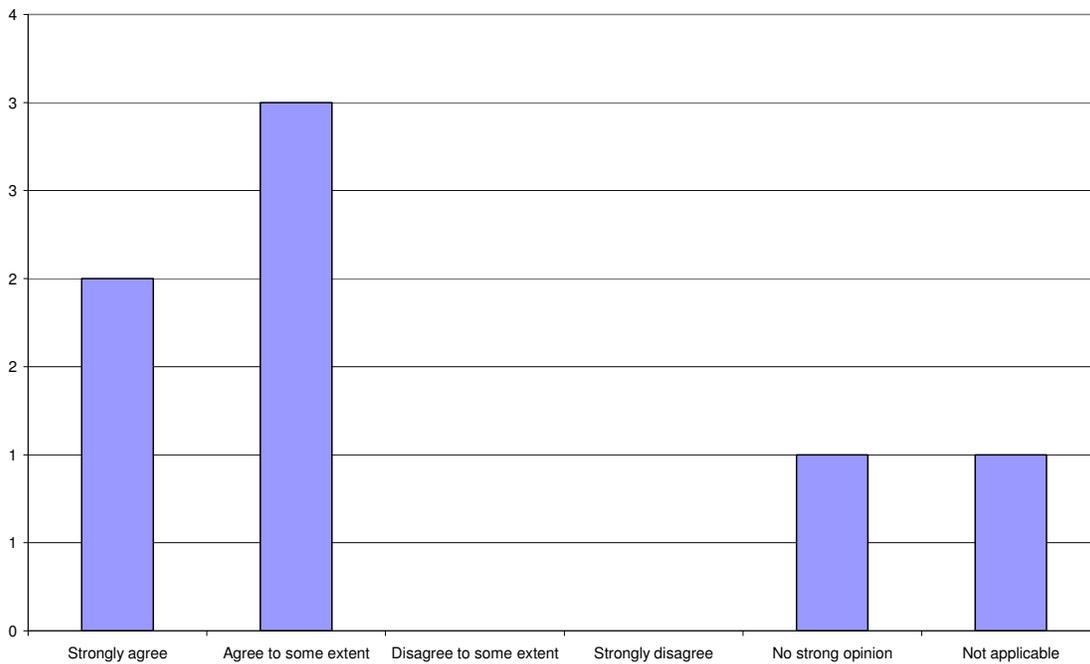


Figure 104: Respondent's (who considered themselves disabled) response to the question 'There aren't enough seats in the City Centre'

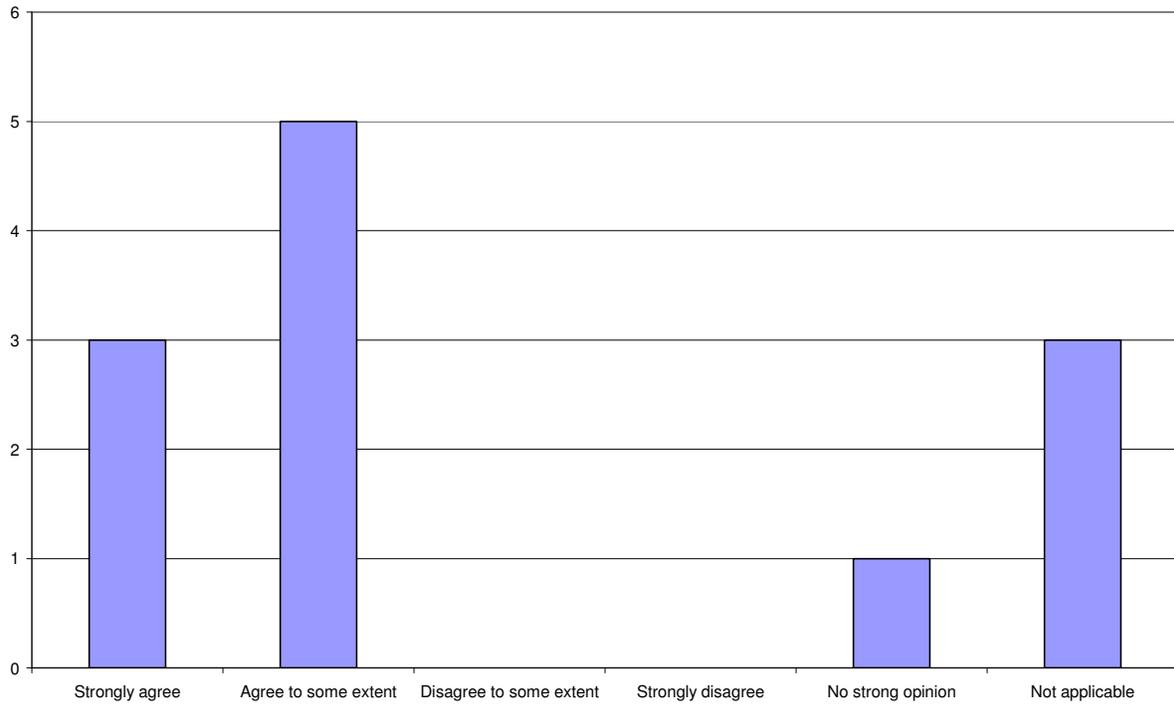
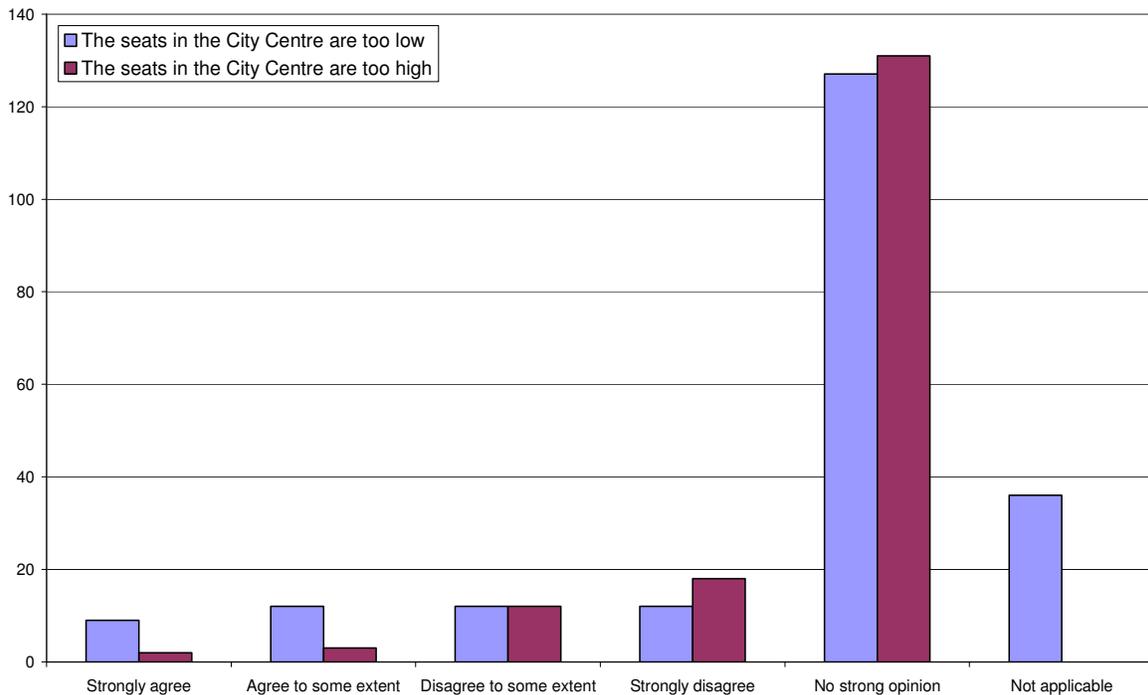


Figure 105: Respondent's response to the questions 'The seats in the City Centre are too low / too high'



Results for 'The seats in the City Centre are too low / too high' have been subdivided into define groups as follows:

Figure 106 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 107 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 108 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 106: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'The seats in the City Centre are too low / too high'

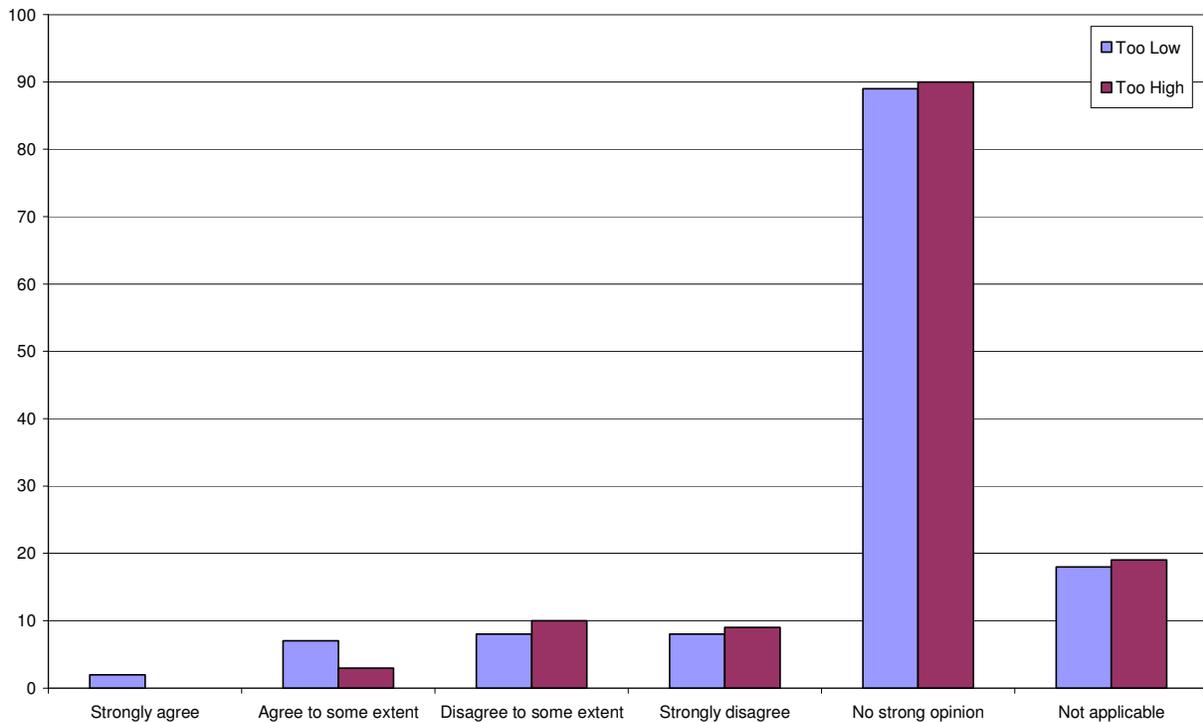


Figure 107: Respondent's (who are aged 65+) response to the question 'The seats in the City Centre are too low / too high'

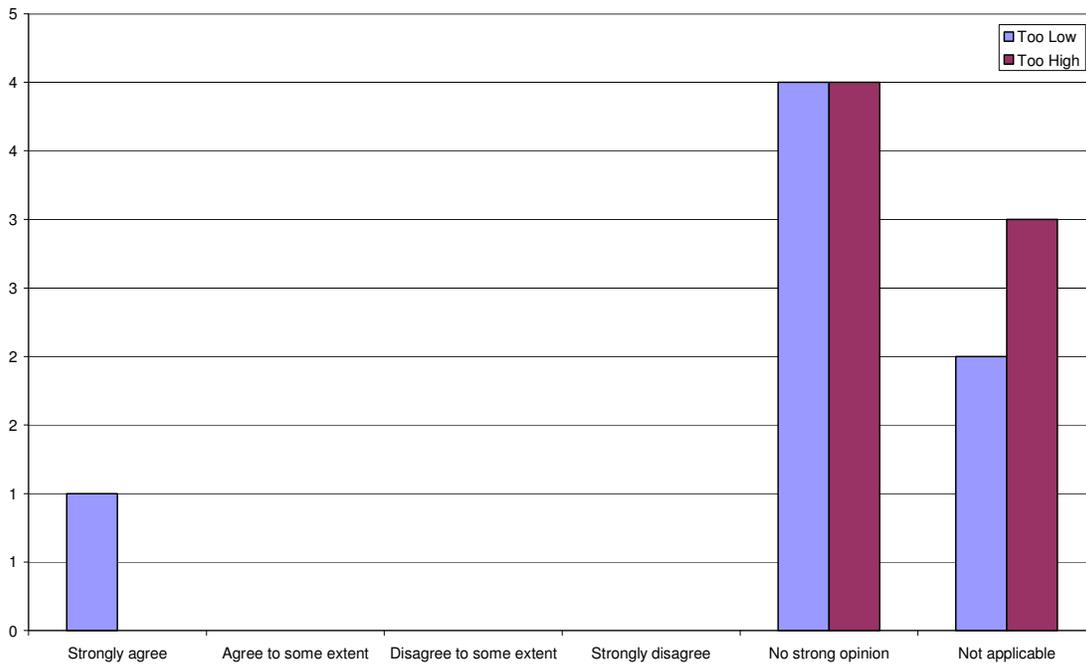
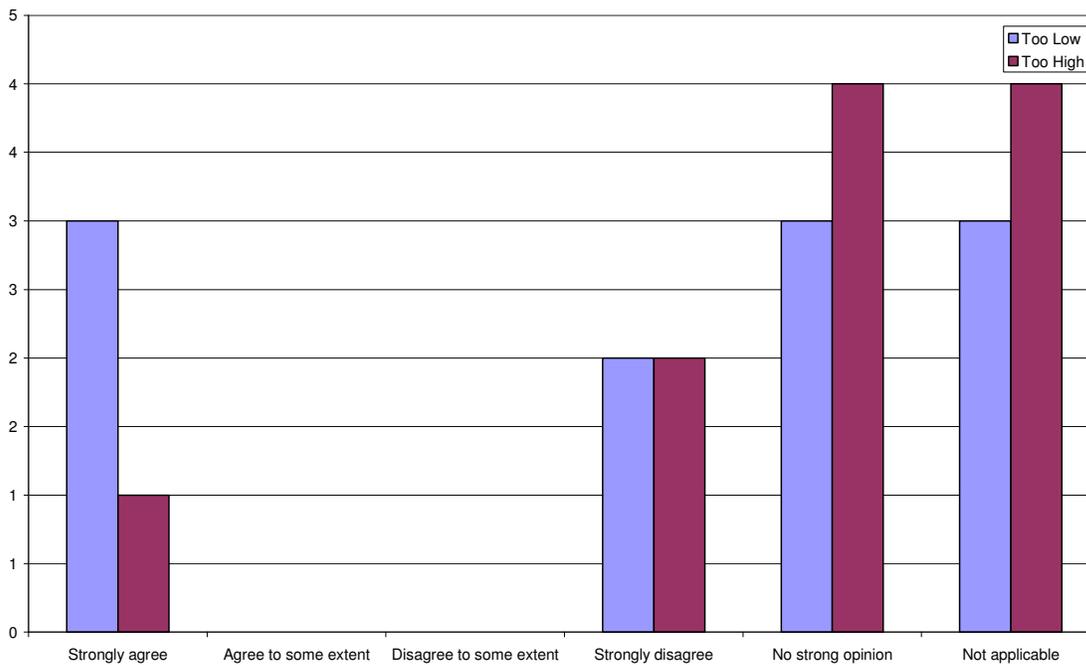
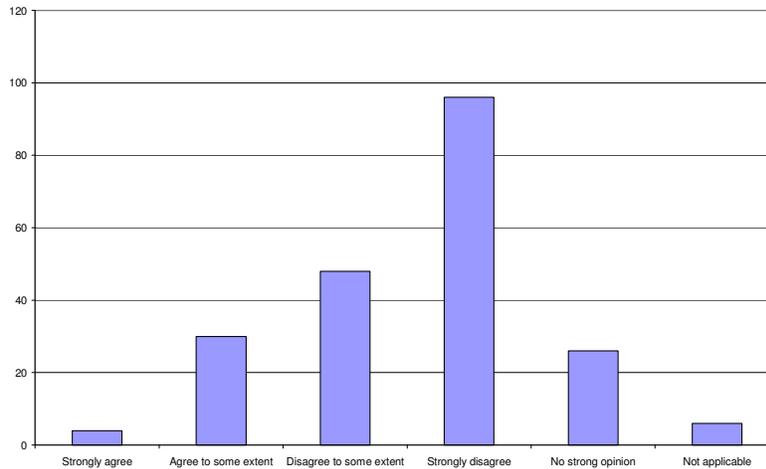


Figure 108: Respondent's (who considered themselves disabled) response to the question 'The seats in the City Centre are too low / too high'



Find way around

Figure 109: Respondent's response to the question 'I find it difficult to find my way around in the City Centre'



Results for 'I find it difficult to find my way around in the City Centre' have been subdivided into define groups as follows:

Figure 110 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 111 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 112 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 110: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'I find it difficult to find my way around in the City Centre'

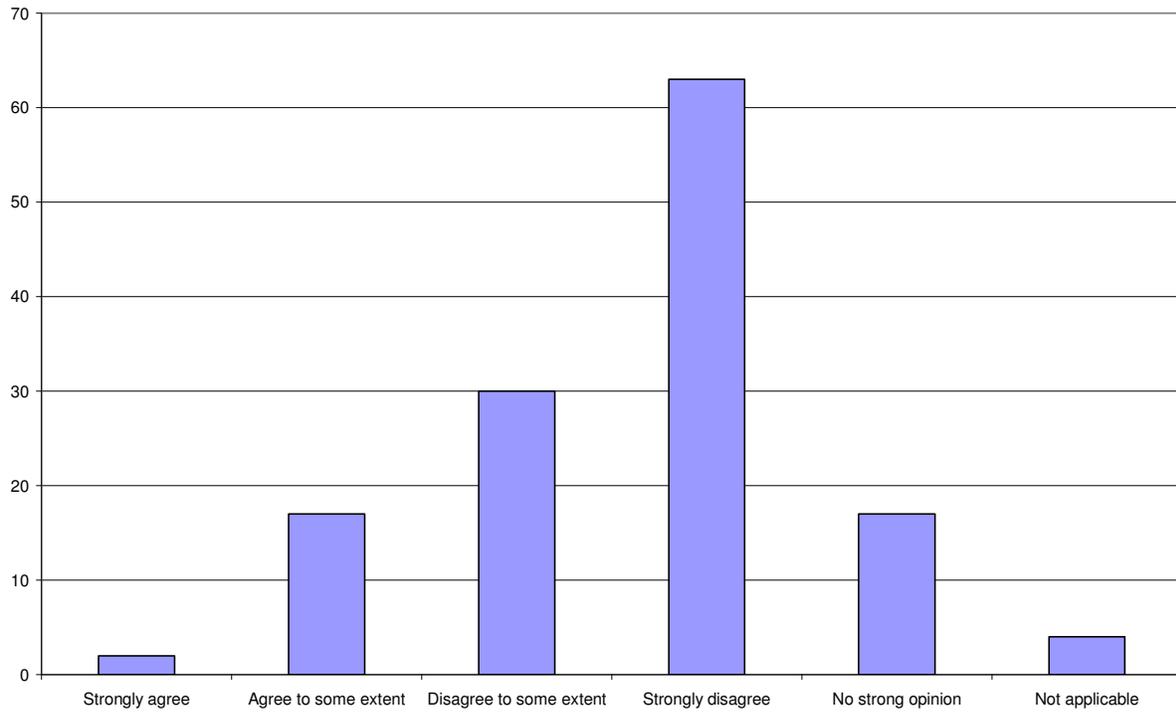


Figure 111: Respondent's (who are aged 65+) response to the question 'I find it difficult to find my way around in the City Centre'

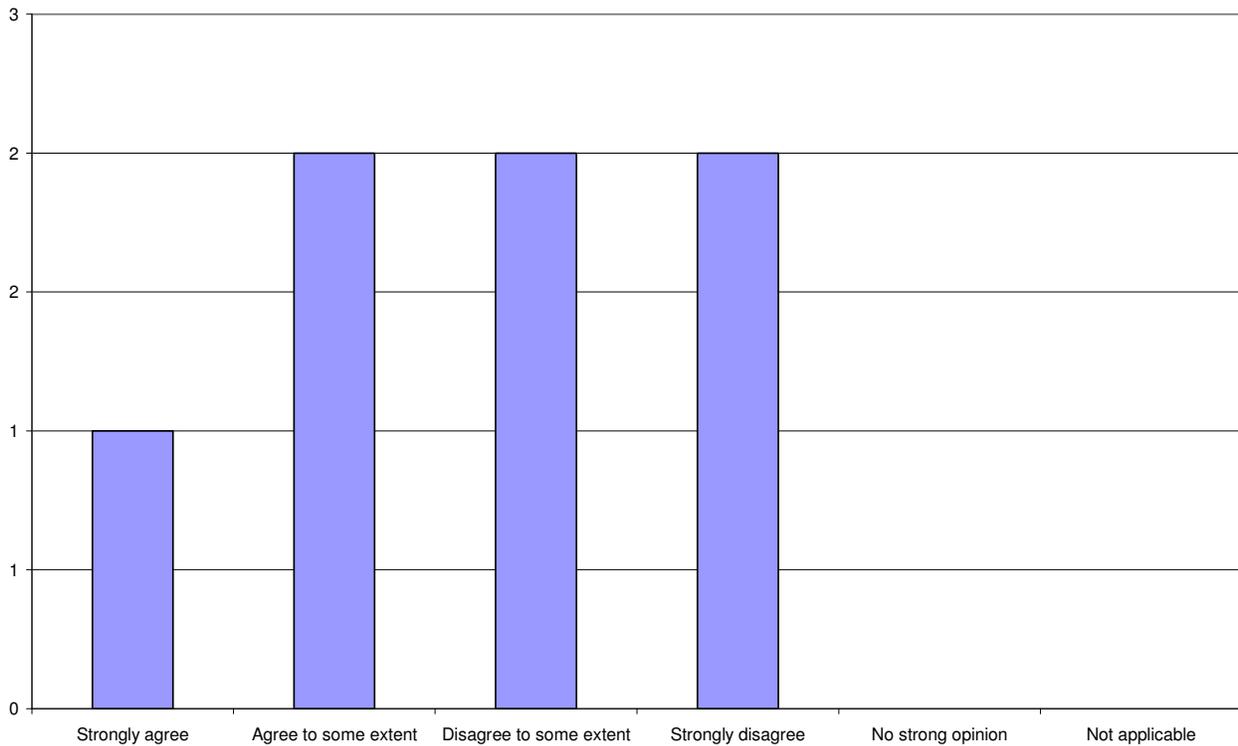
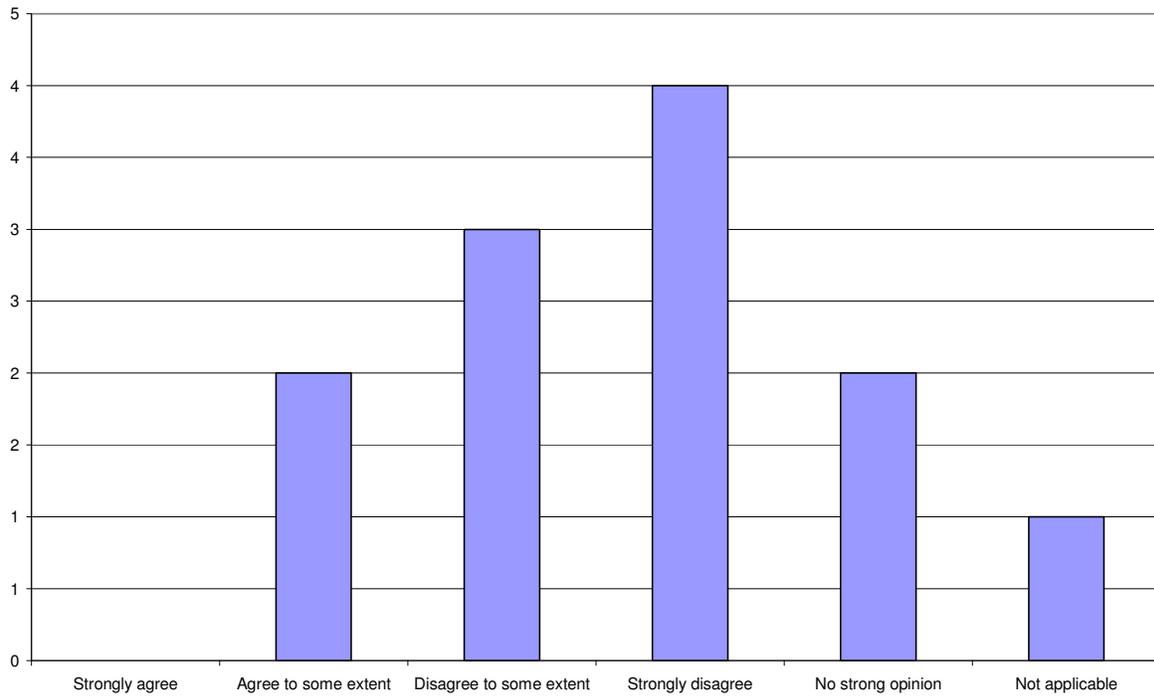


Figure 112: Respondent's (who considered themselves disabled) response to the question 'I find it difficult to find my way around in the City Centre'



Road Train

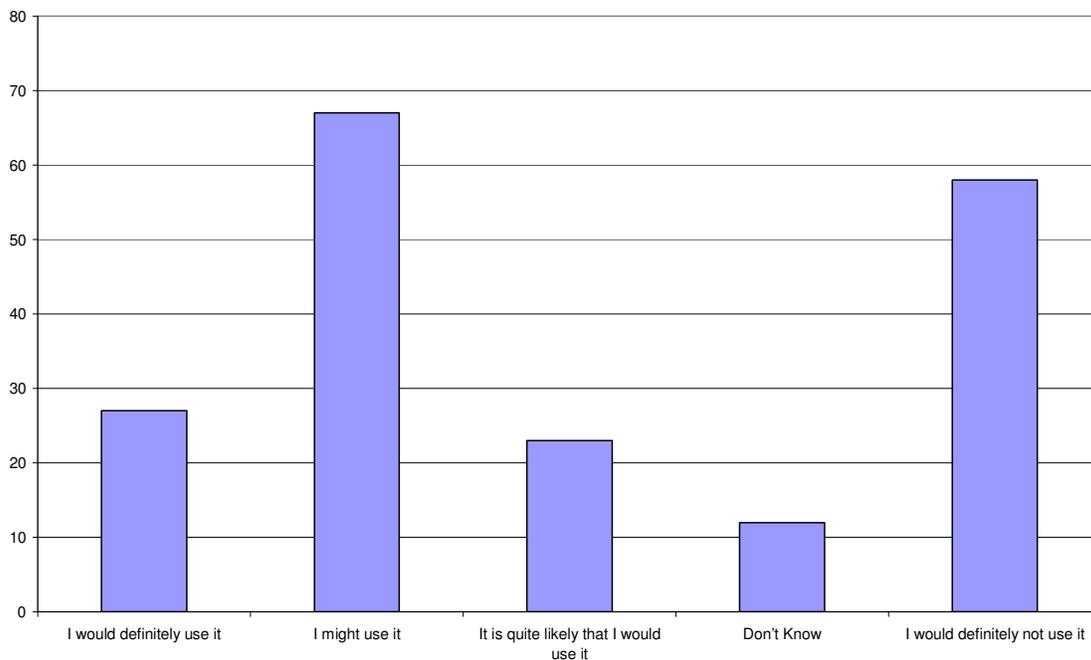
Respondents were made aware that Leicester City Council is considering a number of options for making the City Centre easier to use, and more attractive, for everyone. One idea raised in the questionnaire is to provide a dedicated transport service which links the important places in the City Centre. The picture of a road train (**Figure 113**) was provided in the questionnaire and respondents were asked how likely it would be that they would consider using a service such as this in Leicester City Centre. **Figure 114** identifies the results of this question.

Figure 113: Road Train



The road train in the picture is from Puerto Rico and consists of a short pulling unit and three connected carriages; it looks similar to a modern-day tram, but does not run on a fixed track, and has rubber tyres like a car or van).

Figure 114: How likely it would be that respondents would use a road train service in Leicester City Centre



Results for 'How likely it would be that respondents would use a road train service in Leicester City Centre' have been subdivided into define groups as follows:

Figure 115 identifies the results for accessing Leicester City Centre by age

Figure 116 identifies the results for accessing Leicester City Centre by gender

Figure 117 identifies the results for accessing Leicester City Centre from respondents who travel into Leicester City Centre by bicycle only.

Figure 118 identifies the results for accessing Leicester City Centre from respondents who are aged 65+

Figure 119 identifies the results for accessing Leicester City Centre from respondents who considered themselves to be disabled

Figure 115: Respondent's response to the question 'How likely it would be that respondents would use a road train service in Leicester City Centre' by age

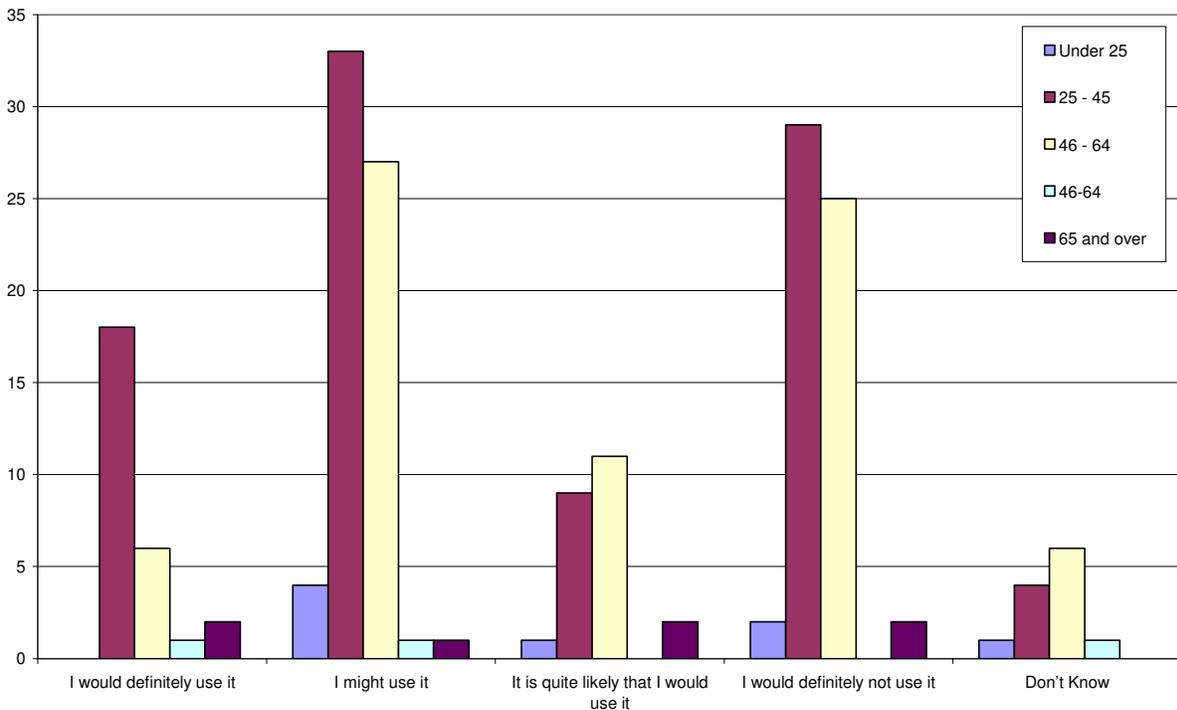


Figure 116: Respondent's response to the question 'How likely it would be that respondents would use a road train service in Leicester City Centre' by gender

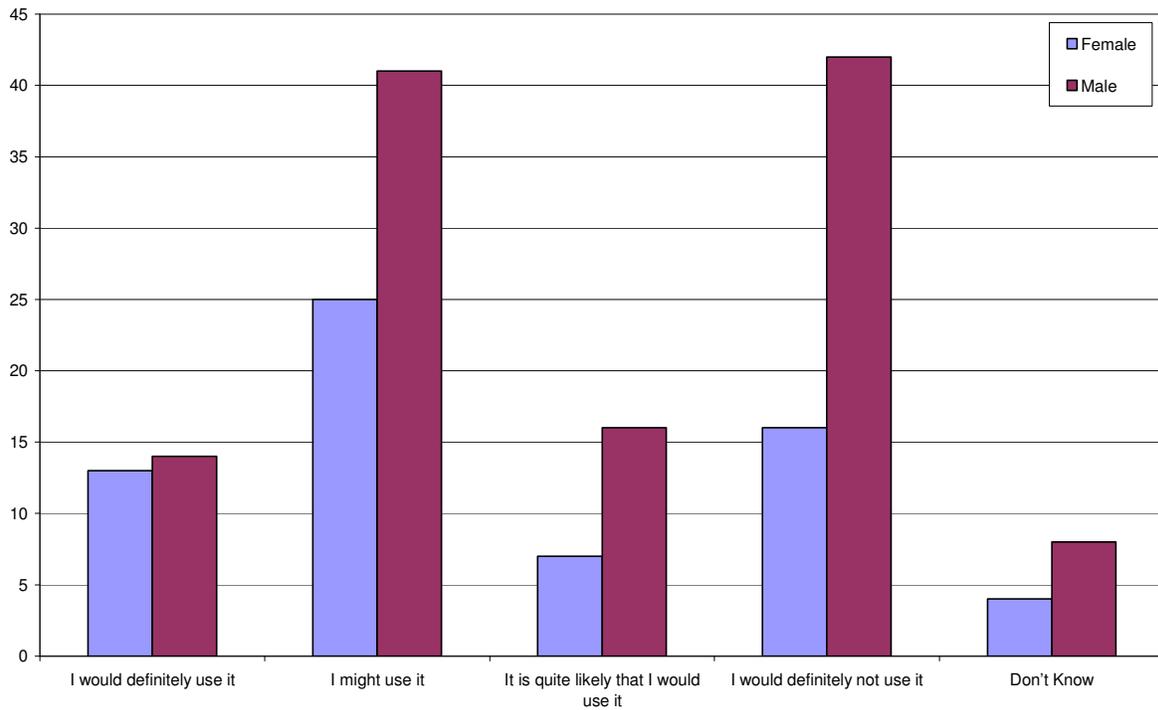


Figure 117: Respondent's (who stated they use a bicycle to travel into Leicester City Centre) response to the question 'How likely it would be that respondents would use a road train service in Leicester City Centre'

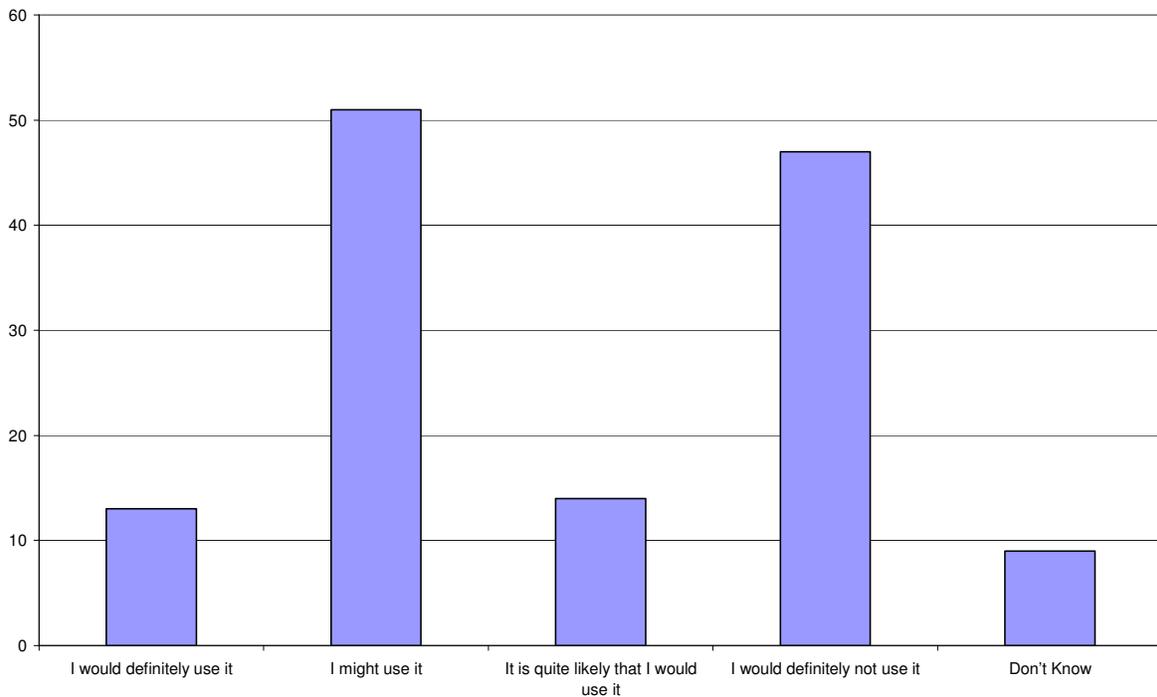


Figure 118: Respondent's (who are aged 65+) response to the question 'How likely it would be that respondents would use a road train service in Leicester City Centre'

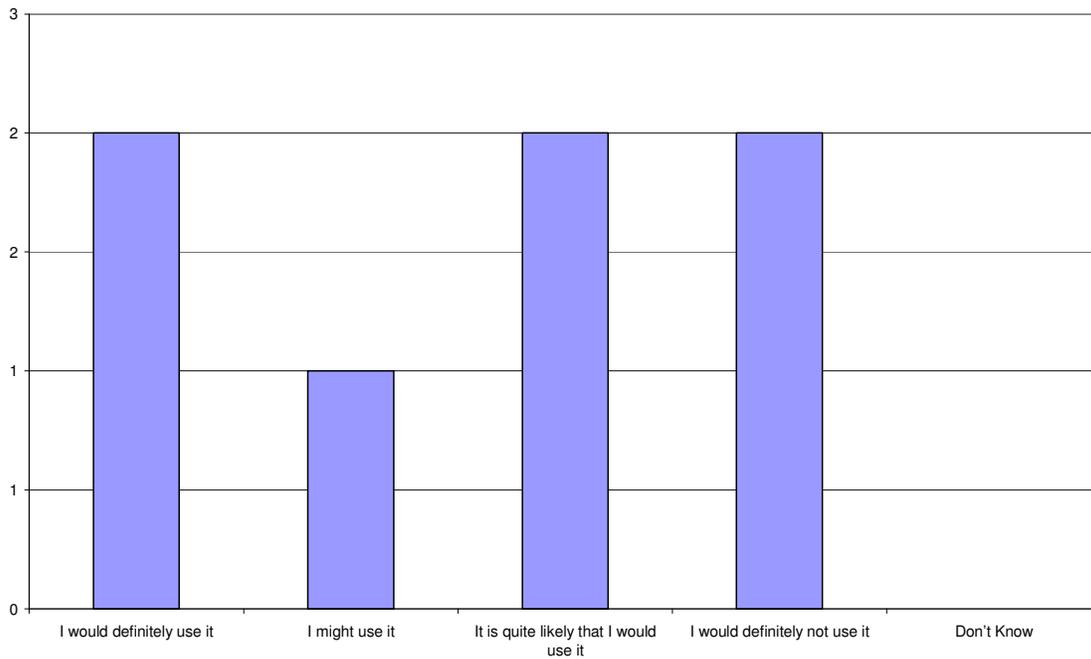
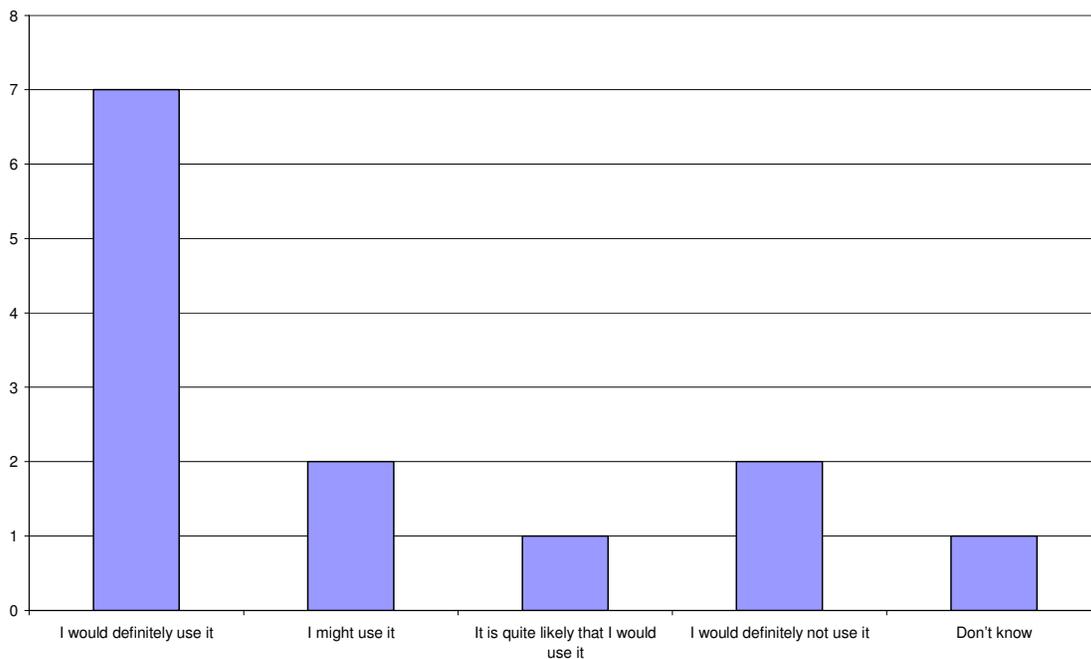


Figure 119: Respondent's (who considered themselves disabled) response to the question 'How likely it would be that respondents would use a road train service in Leicester City Centre'



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