

## APPENDIX 3: Consultation Results\Analysis

### Friday Street, Eastbourne - Proposed Pedestrian and Cycle Crossing Facility

#### Analysis and summary of the comments returned

Consultation: Thursday 21/02/2019 – Friday 08/02/2019

#### 1. Introduction

Details on the Friday Street consultation and the results of the analysis of the completed questionnaires are set out below.

The below letter was sent to the relevant Stakeholders and public, alongside the questionnaire:

#### Consultation Letter:

##### RE: Friday Street - Proposed Pedestrian and Cycle Crossing Facility

Dear Sir/Madam,

East Sussex Highways has identified the existing informal crossing facility along the B2104 Friday Street Eastbourne, near the junction with Oak Tree Lane, as a site for improved pedestrian and cyclist crossing facilities.

As you may already be aware the crossing is used by local residents and pupils needing to cross the B2104 at this location to access the local primary schools, secondary schools and nearby amenities in the area. Currently there is no dedicated crossing facility to assist them to cross this busy road.

The aim of this scheme will be to introduce a signalised pedestrian and cyclist-controlled crossing facility known as a Toucan Crossing. We will also be improving the street lighting at the crossing and on each approach, which will increase the visibility of drivers, cyclists and pedestrians.

Please also find enclosed a plan showing the details of the scheme which include:

- Installation of new traffic signals columns.
- Installation of new lighting columns on both approaches and at the crossing to ensure lighting levels meet current standards.
- Improved footway access to the kerbs and footway.
- Anti-skid surfacing to help reduce stopping distances on each approach.
- The relocation of the existing bus stop to improve visibility at the crossing point for pedestrians and drivers.
- Zig-zag road markings on each approach. These markings will prohibit parking to ensure good visibility between pedestrians, cyclists and drivers.

Construction of the new improved crossing facility is planned to take place during late summer 2019. Duration of the works is estimated to take about 5-6 weeks. A further letter will be distributed to provide exact dates for construction when such a timescale has been confirmed.

We are writing to residents near the proposed crossing to see if they have any comments regarding the scheme. Please see attached form and free post envelope. You can also get in touch with us by phone (see above number) and email [customer@eastsussexhighways.com](mailto:customer@eastsussexhighways.com).

Information on the scheme is also available on our website: [www.eastsussexhighways.com/consultations](http://www.eastsussexhighways.com/consultations).

Please feel free to submit your comments by Friday 8<sup>th</sup> March 2019.

#### Questionnaire:

We would like your views on the proposals.

An online version of this questionnaire is available on our website along with plans showing the proposals

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[www.eastsussexhighways.com/consultations](http://www.eastsussexhighways.com/consultations)

Please return your completed questionnaire by **Friday 8 March 2019** using the 'Freepost East Sussex Highways' address.

All responses received will be treated in the strictest confidence; the Council will use the responses from this questionnaire for research purposes only.

We are asking these questions as we want to make sure that we have a representative view of the proposals from residents, businesses and stakeholder groups.

### **SECTION 1 – Your Status**

**Q1. Are You...** · An individual · A business · Other

If business or other, please provide details:

**Q2. Please provide your postcode.** (It will not be used to identify you)

### **SECTION 2 – About the proposals**

**Q3. To what extent do you support the proposed pedestrian and cycle crossing facility on Friday Street?**

Support  Oppose  No opinion

**Q4. If you do not support the proposals, please tell us why.**

**Q5. Are there any comments that you would like to make about your response or about how the proposals may affect you?'**

**Consultation Drawing:**



The public consultation exercise was held between Thursday 21 February and Friday 8 March 2019. Approximately 500 letters with the accompanying plans and questionnaire were sent out to local residents and businesses in streets in and around the affected area. In order to publicise the consultation a press release was issued via the East Sussex Highways various social media platforms, as well as their website. Details of the consultation were sent to the Local Members of East Sussex County Council and Eastbourne Borough Council as well as other key stakeholder groups.

### 3. Feedback

A total of 38 questionnaires were completed with 21 of these returned by post, 9 being completed online and additional responses were collected via email and telephone.

### 4. Respondent profile

Respondents were asked to indicate on the consultation questionnaire whether they were responding as an individual or on behalf of a business. A total of 38 responses were given, and the results are shown in the table below.

<b>Respondent Status</b>	<b>Number of responses</b>	<b>% of responses</b>
An Individual	29	76.3%
A Business	3	7.9%
Other	6	15.8%
Not Answered	474	N/A
Total	38	100%

As shown in the table above, a majority of respondents were individuals.

### 5. To what extent do you support the proposed designs on Friday Street?

A total of 38 responses were given, and the results are shown in the table below.

<b>Respondent Status</b>	<b>Total Responses</b>	
	<b>Number of responses</b>	<b>% of responses</b>
Support	34	89.5%
Oppose	3	7.9%
No opinion	1	2.6%
Not answered	474	N/A
Total	38	100%

As shown in the table above, 89.5% of respondents supported the proposed designs for Friday Street, 7.9% opposed the proposals and 2.6% had no opinion.

## 6. If you are opposed to the changes please tell us why?

Question 4 gave those respondents who did not support the proposals the opportunity to let us know why. 3 comments were received. The comments received have been reviewed and categorised into themes which are presented in the table below. Responses to the themes are also provided.

Theme	Theme Issue	Number of respondents raising this issue	ESCC Response
A)	Already a crossing with a refuge in the centre of the highway. It seems like a waste of money to put a signalised crossing in its place.	1	<p><u>Requests to reduce existing speed limit from 40mph to 30 mph.</u> The 40mph speed limit is being retained to maintain existing traffic flows on this busy through route. A reduced speed limit would adversely affect traffic flow.</p> <p>The forward visibility in both directions is considered to be poor in our opinion particularly for inexperienced crossing users who may not be able to judge the speed of approaching vehicles accurately.</p> <p><u>General safety of a controlled crossing:</u> There has previously been a pedestrian fatality whilst using the uncontrolled pedestrian crossing (dropped kerbs to central refuge). The introduction of a positive controlled pedestrian and cyclist crossing would increase their safety.</p> <p><u>Vehicle approaching crossing at high speed when crossing in use:</u> The proposed MOVA traffic signal detection will extend the vehicle green signal (and extend the pedestrian red signal) if a vehicle is detected approaching the pedestrian crossing at such a speed it would be difficult for a driver to stop at the stop line and in a controlled manner.</p> <p><u>On-crossing safety:</u> If a pedestrian takes longer than the set time to cross the proposed Toucan crossing, the crossing time will be extended (increased inter-green stage) and the vehicle red signal will continue to show. There will be on-crossing detection to detect that the crossing is in use.</p>
B)	Inconsiderate for residents in Oak Tree Lane and Helvellyn Drive.	1	Following review of the objection, it was noted that this access has been blocked for some time and the introduction of the proposed crossing would

Theme	Theme Issue	Number of respondents raising this issue	ESCC Response
			have no impact on access to Helvellyn Drive.
C)	Moving the bus stop will cause issues to buses.	1	The resultant design has required the need to relocate the southbound bus stop as there is currently no bus stop layby off the main carriageway to allow unrestricted sight lines to drivers behind the buses and pedestrians crossing ahead of the bus stop on the east side of Friday Street. Relocating the bus stop will improve sight visibility for all road users and will remove it away from the required zig-zag road markings that must be kept clear of traffic, as identified in the road safety audit. The northbound bus stop will remain unchanged as its current position is a good distance from the crossing point.

## 7. Are there any other comments that you would like to make about the proposals

Question 5 gave those respondents the opportunity of providing any further comments on the proposals and how they may affect the individual. A total of 26 comments were received. The comments received have been reviewed and categorised into themes and these are presented in the table below. Responses to the themes are also provided.

Theme	Theme Issue	Number of respondents raising this issue	ESCC Response
A)	Reduce speed limit from 40mph to 30mph.	5	This request was taken into consideration. It is considered that such a reduction would adversely affect traffic flow through this busy route. The existing 40mph speed limit was reviewed as part of the early design process. Traffic surveys were undertaken which found average speeds between 33.2mph and 37.3mph with 85th percentiles at between 38.7mph and 42.7mph. ESCC Road Safety team agreed with Sussex Police that the existing 40mph speed limit was still the most appropriate for the road.
B)	Create a mini-roundabout at Larkspur and Friday Street junction.	1	Outside scope of this scheme.
C)	Create slip road at Toby roundabout (near Langney shopping centre).	1	Outside scope of this scheme.
D)	Create guardrail opposite Oak Tree Lane.	1	Under review subject to underground services survey
E)	Create traffic lights for junction at Helvelyn Drive.	1	Outside scope of this scheme.
F)	How bright and tall will the streetlights be? The lights could potentially shine into houses.	2	Light spread will be directed down to the footway\carriageway. Any unwelcome light pollution will be masked off as part of the design.
G)	Repositioning of bus stop away from Oak Tree Close and Oak Tree Lane is inconsiderate.	1	The resultant design has required the need to relocate the southbound bus stop. This is because the current position of the bus stop will impact inter-visibility between approaching southbound traffic and pedestrians on the proposed crossing. Relocating the bus stop will improve sight visibility for all road users and will remove it away from the required zig-zag road markings that must be kept clear of traffic, as identified in the road safety audit. The

Theme	Theme Issue	Number of respondents raising this issue	ESCC Response
			northbound bus stop will remain unchanged as it does not interfere with either pedestrian or driver inter-visibility to the proposed crossing.
H)	Shinewater school sadly had to experience the death of a pupil who was crossing in this area. The school is still living with this and the impact on both staff and pupils was huge. Road safety is paramount for the community and the school feels the crossing is an essential cost to save lives.	2	Noted
I)	This proposal is long overdue.	4	Noted
J)	The crossing will provide much needed safety.	5	Noted
K)	It is bad practice to stop zig-zags in the middle of a junction. Can I therefore ask that the 8 zig – zags on that side of the road are extended across the junction.	1	Noted. This has been incorporated into the design.
L)	The little girl who was killed died outside our house, so I am strongly in favour of the proposed crossing.	1	Noted



### Raw Analysis Data

Are you? - Are you	If you selected business, please supply details here: - Business details	Please provide your postcode (it won't be used to identify you)	Do you support the proposed pedestrian and cycle crossing facility on Friday Street?	If you do not support the proposals, please tell us why.	Are there any comments that you would like to make about your response or about how the proposals may affect you?	ESH/ESCC Responses
Individual		BN23 8FB	Support	No Comment	Should have been done a long time ago.	Noted
Other		BN23 8AG	Support	No Comment	I agree. What a good idea. About time something is getting done. Maybe a thing that you all can do is to reduce the speed on Friday Street from 40mphs to 30mphs. Cars and motorcycle drives tend to use our street as a race track.	Noted
Individual		BN23 8BB	Support	No Comment	Very pleased it will be a traffic light crossing.	Noted
Individual		BN23 8FB	Support	No Comment		Noted
Individual		BN23 8FB	Support	No Comment	This crossing is long overdue.	Noted
Individual		BN23 8BE	Support	No Comment	This was long overdue. Should have happened ages ago. Finally, common sense has prevailed.	Noted
Individual		BN23 8FB	Support	No Comment	No Comment	Noted
Individual		BN23 8DG	Support	No Comment	One thing I'm not sure you considered. You are moving the bus stop near the proposed crossing down to location A which actually means you are removing a bus stop completely. What this means is a large section of elderly retired people living in the 2 retirement complexes in Oak Tree Close and Oka Tree Lane have a hell of a long walk to access a bus stop, as the only one available is going to location A. Inconsiderate to	The proposed bus stop is not moving far from its current location; from the eastern to the western side of Oak Tree Lane. Therefore bus provision is still retained along Friday Street.  Note positive comment relating to the proposed pedestrian crossing.

					say the least, but bravo for finally putting in a safe crossing area.	
Other	Police		Support	No Comment	<p>I have visited the site this morning and I am very happy to support the proposal.</p> <p>My only concern on the plan is the use of 8 zig- zag markings in the vicinity of Shine water lane. It is bad practice to stop the zig-zags in the middle of a junction. Can I therefore ask that the 8 zig –zags on that side of the road are extended across the junction as outlined in the Traffic signs manual, ch 5, point 15.19. Bear in mind that the zig zags do not need to the same length. Apart from that, I hope the scheme is successful and thank you for consulting me at this early stage.</p>	Noted.

Individual		1 Shinewater Lane	Support	No Comment	<p>I have had a customer call regarding the Friday St development, he is very happy this is being done but would like to know what sort of light will be replacing the one he can see on the plan outside his home at 1 Shinewater Lane. If it will be brighter and the same height.</p> <ul style="list-style-type: none"><li>- Call from Customer Contact Centre</li></ul>	Noted
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Individual		BN23 8HT	Support	No Comment	<p>It's about time some form a safety crossing was put in and now we need to find other methods of slowing down the traffic on the whole of Friday street. I have seen several near misses because of the 40mph speed or more in many cases. The elderly and mothers with children struggle to cross the road, in various places, quick enough because drivers are arrogant and will not slow down. Set the limit to 30mph please. and monitor it.</p> <p>The top of Larkspur and Friday street is also a nightmare to get out of at busy times. More houses are being built in and around Eastbourne which is having a knock-on effect on the congestion of our roads, but very little infrastructure changes are being made to accommodate the increase in traffic. A mini roundabout Would not only slow traffic down it would be safer than trying to get out of the turning.</p> <p>Willingdon drove is a prime example of how the congestion has built up over the years. If you come from Langley shopping centre at busy times you can hardly move because people are cutting in further down. A slip road at the Toby roundabout to the left would help the flow of traffic immensely.</p>	Noted
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Other	I run the HUB youth club, which is a youth club provided on Shinewater Lane for local children.	BN23 8BR	Support	No Comment	Some of our children cross Friday street before and after our club. Many make their own way to the club and thus cross this busy road twice and on their own. In the winter, this is in the dark. I would strongly support the crossing as feel it would provide safety for our youth club members.	Noted
Individual		BN23 8DG	No Opinion	No Comment	The pelican crossing should replace existing traffic island. there does not seem to guardrail on pavement opposite Oak Tree Lane. Speed limit should now be 30 mph on Friday Street irrespective of strategic route.	See comment below regarding reducing speed limit from 40mph to 30mph
Individual		BN23 8FB	Support	No Comment	This is badly needed, not just for school children, local residents and cyclists but also the elderly and disabled, the latter seem always to be left out.	Noted
Individual		BN23 8HL	Support	No Comment	A crossing will make it safer for my children to walk to school. Cars travel far too fast along. Friday Street, hopefully this will slow them down and make it safe for pedestrians to cross.	Noted
Individual		BN23 8FB	Support	No Comment	Will there be traffic lights during the installation at the end of 'Helvellyn Drive'? This could cause problems if there are no lights for all traffic coming out of Oak Tree Lane and other roads in that vicinity?	Noted

Individual		BN23 8AT	Support	No Comment	My only concern is how the upgrade to the existing street lights are going to affect us. Are they going to be brighter? as the existing ones are very bright and even with the masks on they do cast a hi level of light in to our bedroom. The other comment I would like to make is the speed of traffic travelling along Friday Street and with the larger number of residential estates coming on to it should the speed limit be reduced from 40 to 30 MPH and traffic calming measures be introduced?	Noted
Individual		BN23 8NZ	Support	No Comment	I regularly cross here with my children and dogs and it can sometimes take 5 or 6 minutes to be able to cross safely.	Noted
Individual		BN23 8AR	Oppose	Although this is a busy 40mph road, there is already a crossing with a refuge in the centre of the highway. The visibility is clear in both directions. It seems like a waste of money to put a signalised crossing in its place.	No Comment	<u>Requests to reduce existing speed limit from 40mph to 30 mph.</u> The 40mph speed limit is being retained to maintain existing traffic flows on this busy through route. A reduced speed limit would adversely affect traffic flow.  The forward visibility in both directions is considered to be poor in our opinion particularly for inexperienced crossing users who may not be able to judge the speed of approaching vehicles accurately.  <u>General safety of a controlled crossing:</u> There has previously been a pedestrian fatality whilst using the uncontrolled pedestrian crossing (dropped kerbs to central refuge). The introduction of a positive controlled pedestrian and cyclist crossing would increase their safety.

						<p><u>Vehicle approaching crossing at high speed when crossing in use:</u> The proposed MOVA traffic signal detection will extend the vehicle green signal (and extend the pedestrian red signal) if a vehicle is detected approaching the pedestrian crossing at such a speed it would be difficult for a driver to stop at the stop line and in a controlled manner.</p> <p><u>On-crossing safety:</u> If a pedestrian takes longer than the set time to cross the proposed Toucan crossing, the crossing time will be extended (increased inter-green stage) and the vehicle red signal will continue to show. There will be on-crossing detection to detect that the crossing is in use.</p>
Individual		BN23 8FB	Support	No Comment	No Comment	Noted
Individual		BN23 8BB	Oppose	<p>Now that you have, in your wisdom, shut off the opening out onto Friday Street with an immoveable barrier (fire engines, ambulance, police) all have to use Helvellyn in an emergency. That is bad enough, now you want traffic lights at that same area, at the foot of Oak Tree Lane. Are you really trying to shut us out all together? Anyone trying to visit Helvellyn is going to be in for a long wait. Parked cars/cars queuing up to get out/ other cars coming up trying to get in. I couldn't possible write down what I feel about this proposal. Why can't you spend some of</p>	No Comment	<p>The southern part of Oak Tree Lane is already blocked to access Friday Street, so the introduction of a controlled crossing facility would have no impact on traffic at that point. There are no changes proposed to the road layout so emergency vehicle access will be the same as existing.</p>

				this cash on repairing the surface of Helvellyn. Obviously, none of you live here!		
Business	Stage Coach		Oppose	<p>We have already said that we did not want the bus stop moved further south, because this would a) widen the spacing with its companion stop on the opposite of the road, b) widen the spacing between the previous stop and the stop in question, and c) reduce the spacing between the stop in question and the next stop. It is therefore disappointing that, having been asked for our comments, you are now proposing to do exactly what we said would not be acceptable. We did suggest to your colleague that the speed limit be reduced to 30 mph along this section of road, which would lower the sight line requirements, and probably enable the bus stop to stay roughly where it is now, whilst still facilitating the provision of the crossing. We were told that this couldn't be done, as the crash history on this section of road would not justify it. In that case, this brings into question the justification for having a light controlled crossing at this location in the first place. We also note that currently there are no formal parking restrictions</p>	No Comment	<p>The location of the existing south-eastbound bus stop in relation to the proposed Toucan crossing design was highlighted as a problem in a Road Safety Audit Stage 1 (Ref No. 2162, Item No. 2.3.2, dated the 8<sup>th</sup> of March 2018) :</p> <p><i>Problem: A stationary bus at the stop may obstruct forward visibility to the crossing point resulting in sudden braking by overtaking vehicles.</i></p> <p>Buses that pull up at the bus stop will obstruct forward visibility to the crossing point. An overtaking driver may fail to observe the presence of the crossing or fail to anticipate a change of signals, leading to sudden braking on the approach to the crossing. This presents a risk of shunt-type crashes or collisions with pedestrians using the crossing.</p> <p><i>Recommendation: Relocate the south-eastbound bus stop away from the controlled zone.</i></p> <p><u>Requests to reduce existing speed limit from 40mph to 30 mph.</u> The 40mph speed limit is being retained to maintain existing traffic flows on this busy through route. A reduced speed limit would adversely</p>



			<p>on the approach to the proposed crossing, nor are any proposed. This implies that it is acceptable to park cars, vans etc there with impunity, with traffic being deflected over the hatch markings, but for some reason it is not acceptable to have a bus pull up there for a few seconds to set down and pick up passengers.</p> <p>Would it be possible please to consider leaving the bus stop roughly where it is, but placing it in a layby. This would involve realigning the footway and reprofiling the adjoining earth bank.</p> <p>If you insist that the bus stop has to relocate to a position south east of the proposed crossing, could we at least have a decent length bus stop clearway. The standard is for a clearway length of 31 metres (13 metres lead in, 13 metres straightening/stopping length, and 5 metre exit taper). The drawing shows a clearway length of 13 metres, which is barely long enough to accommodate a standard-length single deck bus of 12.2 metre length".</p>		<p>affect traffic flow.</p> <p>One alternative site suggested by Neil Maguire (ESCC Transport Hub) for the bus stop relocation was evaluated on site and was dismissed on safety grounds. The ESH Design Team identified two further possible sites and these were passed to Neil Maguire and John Pugh (Stagecoach Buses) for comment. Both options were then put to the Road Safety Officer who carried out the Road Safety Audit and these were advised against on safety grounds. A revised location was suggested by the Road Safety Officer and this was evaluated on site and subsequently incorporated into the design.</p> <p>There is no evidence of inconsiderate parking on Friday Street despite the fact there are no parking restrictions currently in place.</p> <p>A bus stop clearway 31 metres in length would be inappropriate in relation to the residential environment.</p>
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Other	Shinewater Primary School	BN23 8ED	Support	No Comment	Shinewater school sadly had to experience the death of a pupil who was crossing in this area. The school is still living with this and the impact on both staff and pupils was huge. Many of our families are large e.g. more than four pupils, a crossing would go a tremendous way to provide safety for them as the road traffic is fast along the B2104. Road safety is paramount for the community and the school feels the crossing is an essential cost to save lives.	Noted
Business	Transport Development Control		Support	No Comment	As this is a well-used crossing point the proposed improvements are welcomed; however, I have no further comments to add.	Noted
Other	Ambulance		Support	No Comment	I can't see any issues with this from our perspective.	Noted
Individual			Support	No Comment	I cross the B2104 at the junction with Oak Tree Lane every day whilst walking my dog. I have to be extremely watchful as many vehicles drive too fast along that stretch of road. As you must be aware a young schoolgirl was run over and killed at that point not too long ago. I consequently fully support the proposal to introduce a Toucan Crossing facility at that location.	Noted
Individual		BN23 8AX	Support	No Comment	I live at No. 55 a few yards from the proposed crossing. The little girl who was killed died outside our house,	Noted

					so I am strongly in favour of the proposed crossing.	
Individual		BN23 8AX	Support	No Comment	No Comment	Noted
Individual		BN23 8AX	Support	No Comment	I think it's an excellent idea for all concerned.	Noted
Individual		BN23 8AX	Support	No Comment	The proposed may hopefully slow traffic in Friday Street, which frequently exceeds 40mph limit. We expressed strong opinions some years ago in favour of a crossing at the Oak Tree Lane junction, after a small girl was killed at that point. The bend in the road gives very poor visibility when crossing from West to East. The pedestrian island in the middle of the road is very narrow and you feel vulnerable there. There are many children crossing there on their way to the primary school, also unaccompanied secondary children arriving on school buses from the North in the afternoon, and boarding school buses in the morning.	Noted
Individual		BN23 8NS	Support	No Comment	No Comment	Noted
Individual		BN23 8FB	Support	No Comment	No Comment	Noted
Individual		BN23 8FB	Support	No Comment	No Comment	Noted

Individual		BN23 8HS	Support	No Comment	No Comment	Noted
Business		BN23 8EP	Support	No Comment	Really happy its being done. Traffic up Friday Street goes far too fast so good to slow it down.	Noted
Individual		BN23 8AY	Support	No Comment	As a resident for 44 years now, I welcome these proposals. To make this very dangerous road a 30-mph limit would greatly add to all our safety.	Noted
		BN23 8FB		No Comment	I look forward to the change as the road is very dangerous as it is. I walk my dog to the local shops and find it difficult to cross the road.	Noted
Individual		BN23 8HF	Support	No Comment	No Comment	Noted
Other	Leader of local Community Church in Langney	BN24 5NL	Support	No Comment	The plan looks good, moving the bus stop is a good idea as to where it is at present can cause pedestrian issues as drivers are distracted by overtaking a bus or have an obscured view of the current crossing. Thank you for this proposal.	Noted