

# Living Streets Scheme

## Douglas Central



**Isle of Man**  
**Government**

*Reiltys Ellan Vannin*

## 1. Overview

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## **2. Description of initiative and issues**

### **Introduction**

The Isle of Man Government is committed to reducing traffic speeds and volumes within built-up, residential areas. The benefits of this include improved accessibility and road safety, better air quality, and safer routes for walking and cycling to school and work.

### **Concerns from residents**

The Department of Infrastructure received two petitions from local residents, identifying problems and seeking the implementation of traffic calming and pedestrian safety measures in the area, including 20mph restrictions. The petitions were supported by Ballakermeen High School, the licensee of the Woodbourne Pub, Mrs. Corlett MHK, Mr Thomas MHK, Mr Bill Shimmins and seven Douglas Borough Councillors.

The issues raised in the petitions include:

- Barriers to crossing the road
- Poor visibility at a number of junctions
- Use of residential roads as a 'cut through'
- Narrow pavements
- Lack of on-street parking and loading bays
- Feeling of being 'locked in' by traffic
- High levels of noise and air pollution

A number of factors contribute to the current situation, including the high volume of traffic accessing the area for the school drop-off and pick-up, and non-resident motorists using the area as a shortcut during morning/evening rush hour.

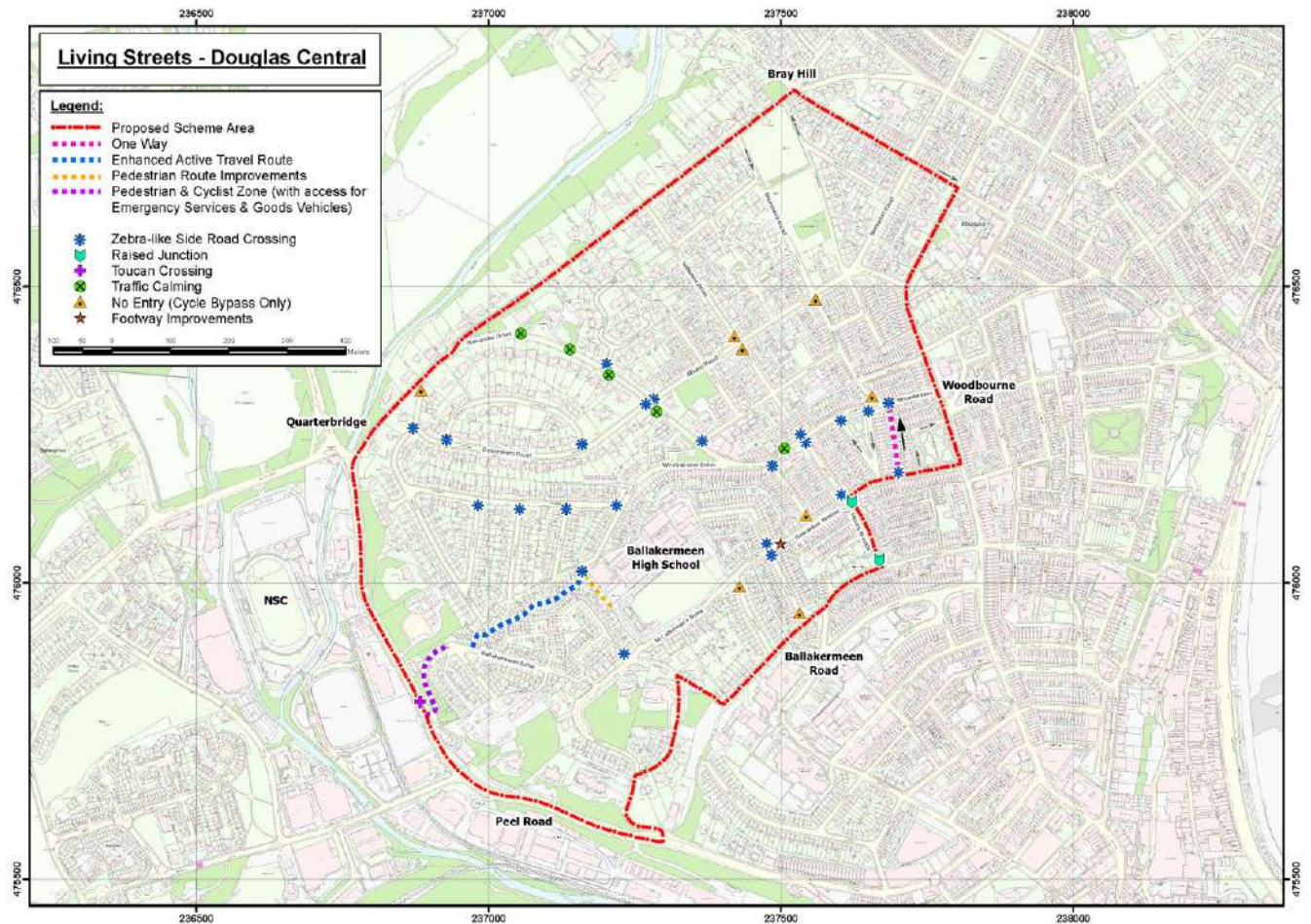
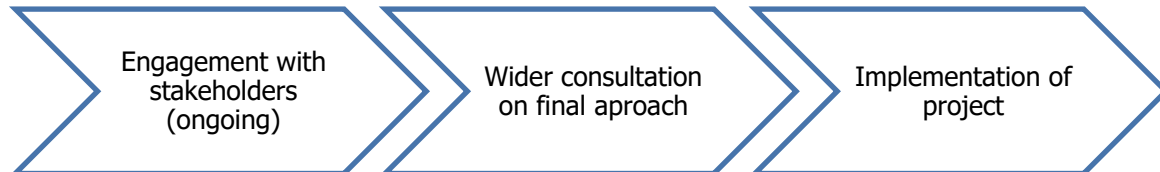
### **How can we help?**

The Department of Infrastructure have designated a 1 kilometre zone to encompass the locations raised in the petitions as well as Ballakermeen High School and surrounding areas. A Safe Streets project is proposed for this zone, to create streets and places that are easy to move around, safe and healthy. The project will aim to:

- ✓ Slow down the traffic moving within the area
- ✓ Reduce the non-essential traffic using the area as a shortcut
- ✓ Make it easier and safer for people to walk within the area
- ✓ Make it easier and safer for school users to walk or cycle to school, reducing the pressure on parking spaces (which will be accessible for those unable to travel actively)

A feasibility study for the project has been undertaken, proposing a range of street improvements and traffic management systems, including 20mph speed restrictions and new pedestrian crossings.

We would like to engage with stakeholders to inform the project design and deliver positive outcomes for those who live or work in, or visit this area. Wider consultation may be required for the final design and scope, before implementation of the project.



### 3. Summary of the online survey

<https://consult.gov.im/infrastructure/living-streets-scheme-in-douglas-central>

The activity ran from 24/04/2023 to 12/06/2023

Responses to this survey online: **592**

**In response to the questions:** (Those highlighted in green are supportive, those highlighted in red are unsupportive.)

#### To what extent do you support the introduction of a 20mph speed limit within the area?

77% of respondents said they supported the introduction of a 20mph speed limit within the area in some form.

#### The scheme proposes traffic calming measures on Alexander Drive and Mount Bradda. To what extent do you support the use of traffic calming in these areas?

33% supported the idea, 15% said they supported the idea but would suggest other areas in addition, 10% said no but would like to suggest alternative areas: 41% did not support traffic calming in these areas.

#### To what extent do you support the addition of new road crossings, including zebra-like side road crossings, in the area?

57% were supportive, 30% said no with 11% unsure.

#### Please indicate below the extent to which you support the improvements to popular walking and cycling routes in the area:

**Improvements to the existing walking route from Ballakermeen Drive to Ballakermeen High School** 55% yes, 24% no, 17% not sure

**School user walking route improvements on entry to Ballakermeen High School** 58% yes, 19% no, 19% not sure

**Footway improvements on Hawarden Avenue** 58% yes, 20% no, 18% not sure

**Traffic-free zone linking into residential and school area from Peel Road** 29% yes, 50% no, 18% not sure.

#### Please indicate below the extent to which you support the one-way road and no entry treatments:

**No entry treatments on residential streets (two-way traffic on street itself)**

27% yes, 49% no, 17% not sure

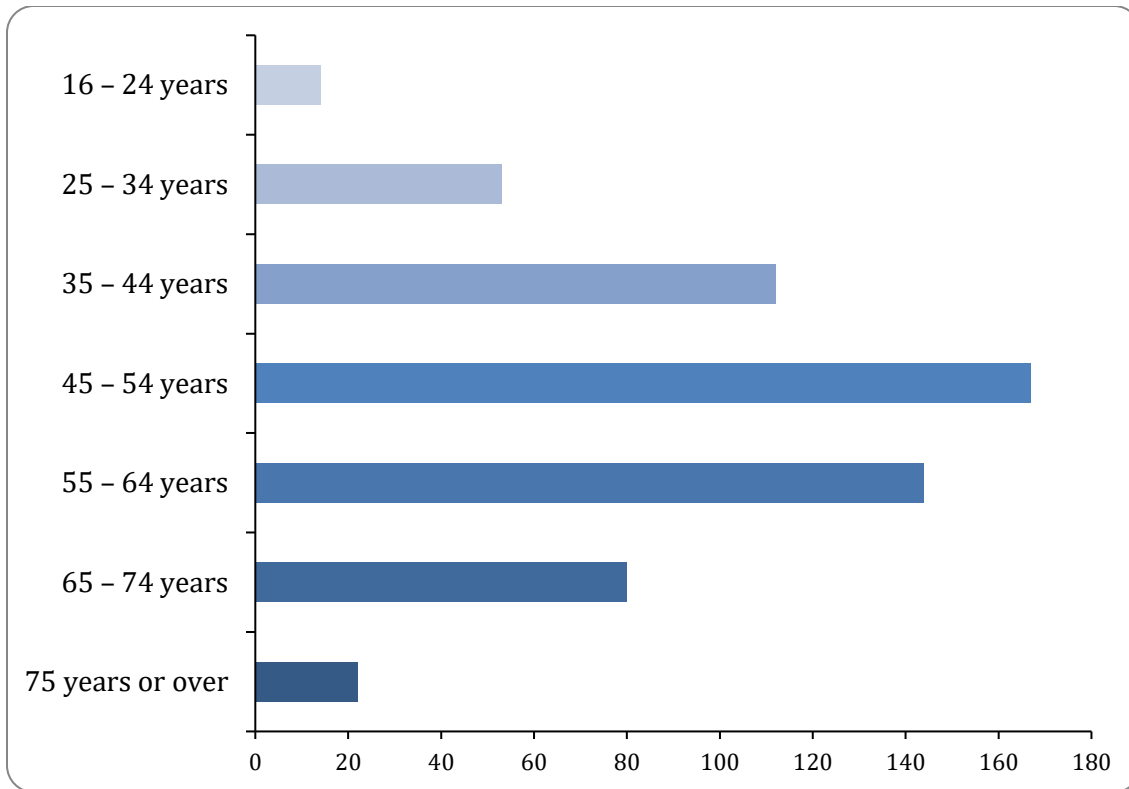
**One-way restriction on access road next to Woodbourne Square** 33% yes, 43% no, 13% not sure

## 4. Results by question

### 1: What is your age group?

#### Age

There were 592 responses to this part of the question.

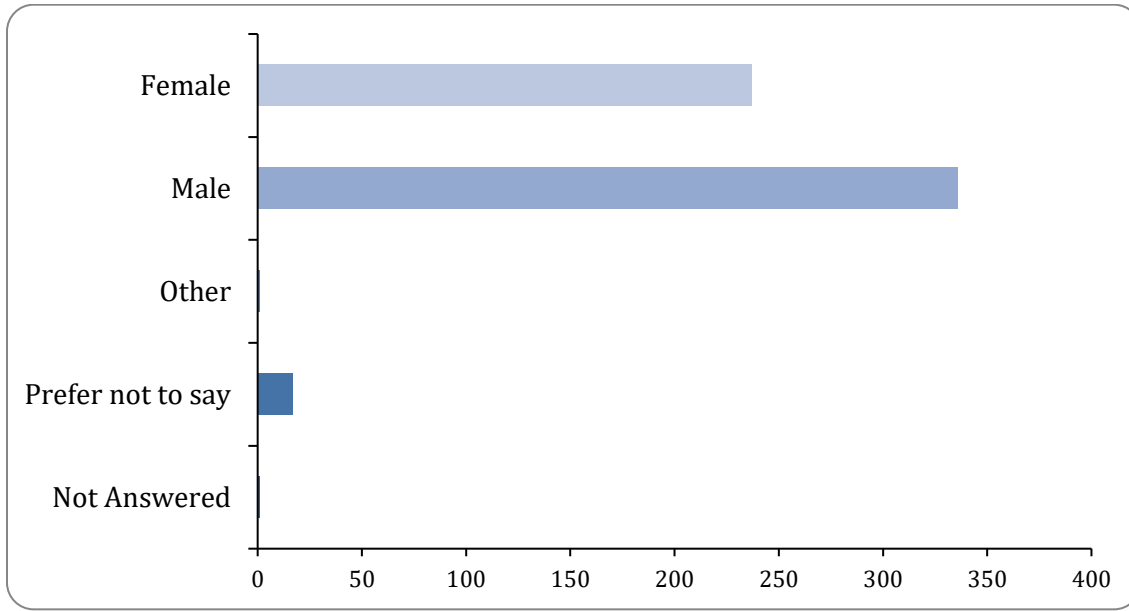


Option	Total	Percent
Under 16 years	0	0.00%
16 - 24 years	14	2.36%
25 - 34 years	53	8.95%
35 - 44 years	112	18.92%
45 - 54 years	167	28.21%
55 - 64 years	144	24.32%
65 - 74 years	80	13.51%
75 years or over	22	3.72%
Not Answered	0	0.00%

## 2: What is your gender?

### Gender

There were 591 responses to this part of the question.

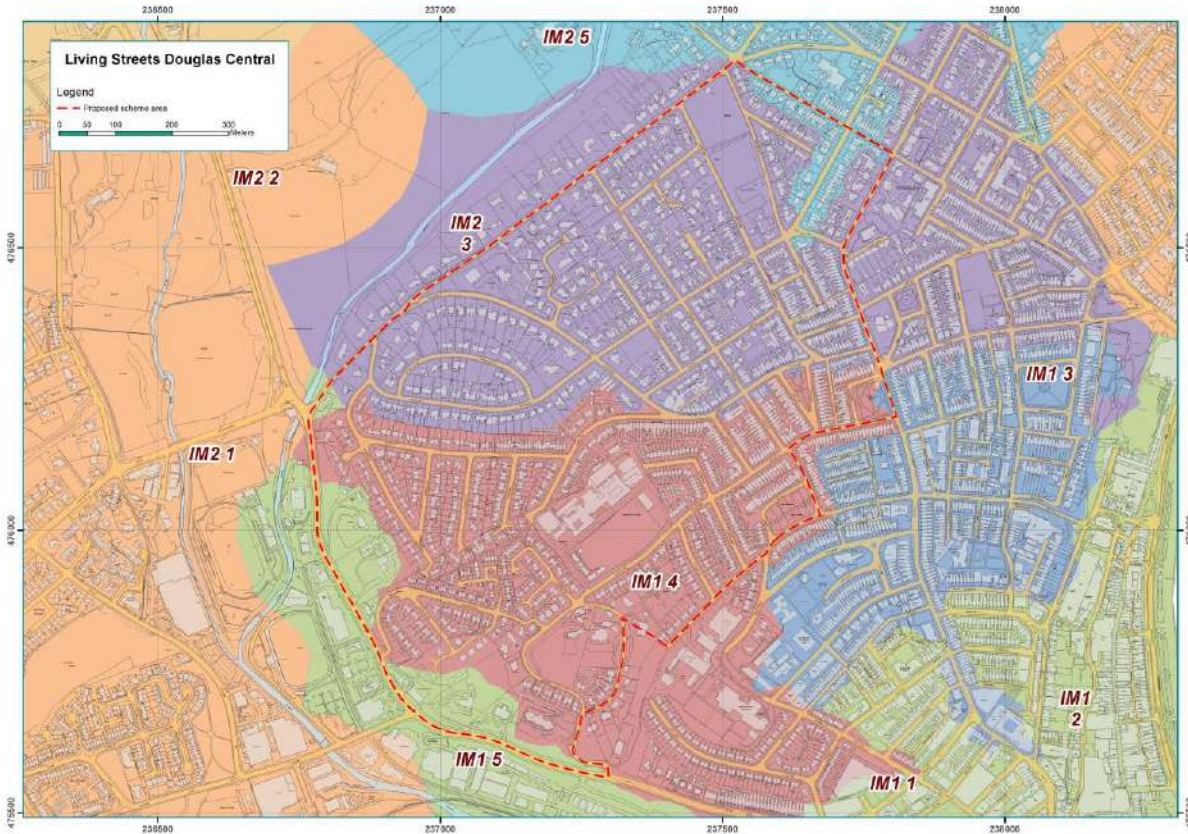


Option	Total	Percent
Female	237	40.03%
Male	336	56.76%
Other	1	0.17%
Prefer not to say	17	2.87%
Not Answered	1	0.17%

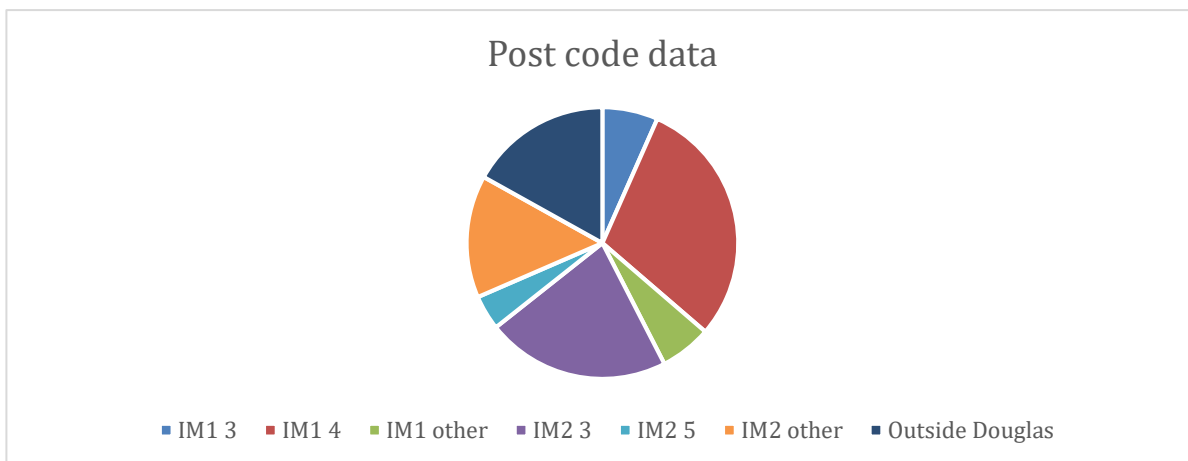


### 3: What are the first four characters of your postcode?

#### Postcode



There were 592 responses to this part of the question. The majority of respondents live in the scheme area - IM2 3 and IM1 4. This is also evidenced in question 10. Some respondents only gave the first 3 digits of their postcode so have been included in "IM1 other" and "IM2 other".





#### 4: Are you responding on behalf of an organisation?

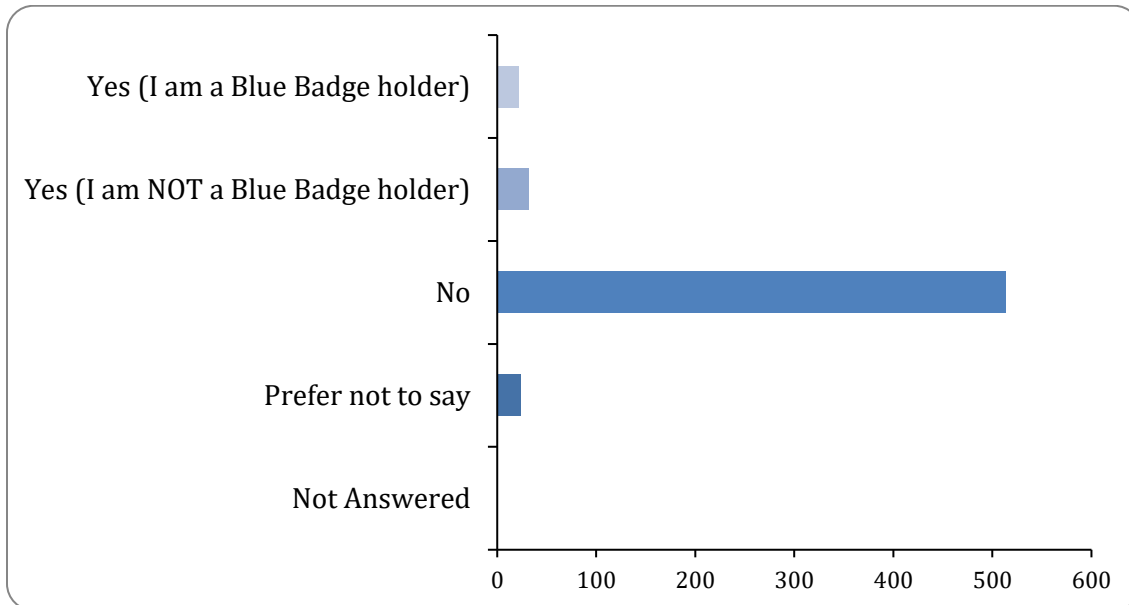
##### 6 organisations responded to the survey:

Diocese of Sodor and Man  
Capital Holdings Ltd  
Matthew Jones Photography and Production Isle of Man  
Government Laboratory  
Douglas Borough Council  
Climate Change Transformation Team

#### 5: Do you have issues with mobility?

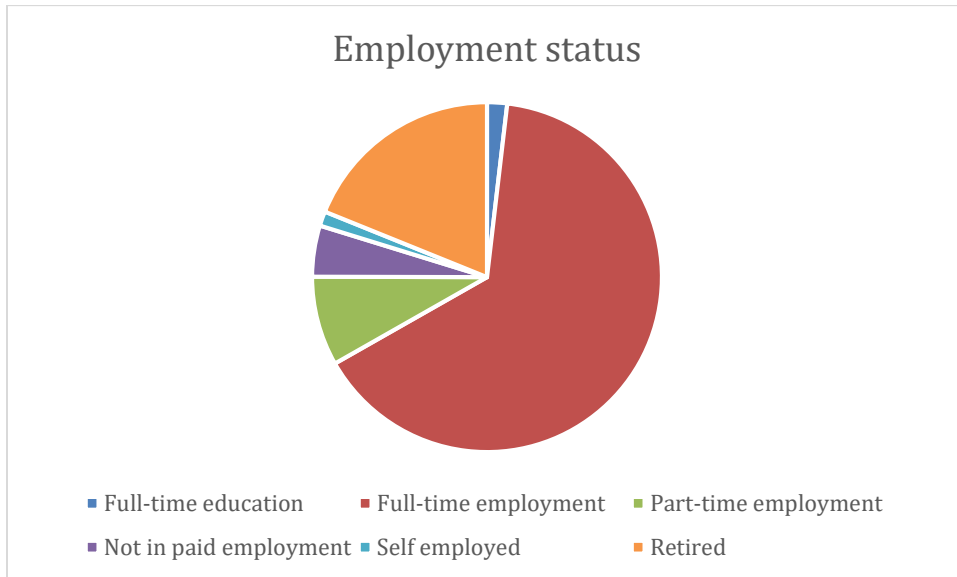
##### Mobility issues

There were 591 responses to this part of the question.



Option	Total	Percent
Yes (I am a Blue Badge holder)	22	3.72%
Yes (I am NOT a Blue Badge holder)	32	5.41%
No	513	86.66%
Prefer not to say	24	4.05%
Not Answered	1	0.17%

### 6: What best describes your occupation status?



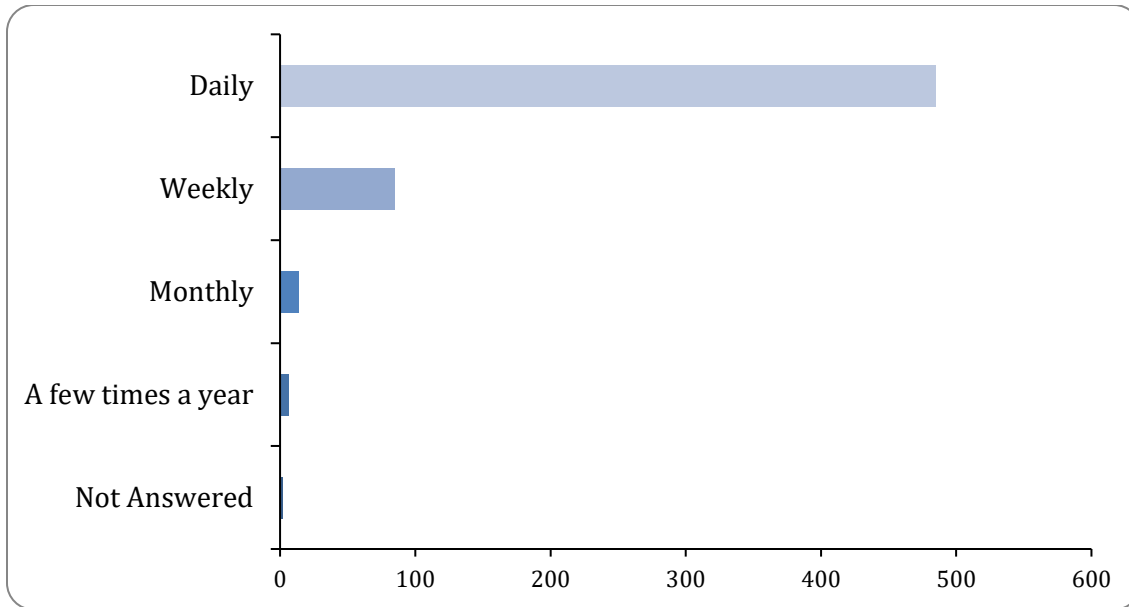
### 7: May we publish your response either in full or anonymously?

83% said yes.

### 8: How often do you travel within the proposed scheme area?

Select one - How often do you travel within the proposed scheme area

There were 590 responses to this part of the question.



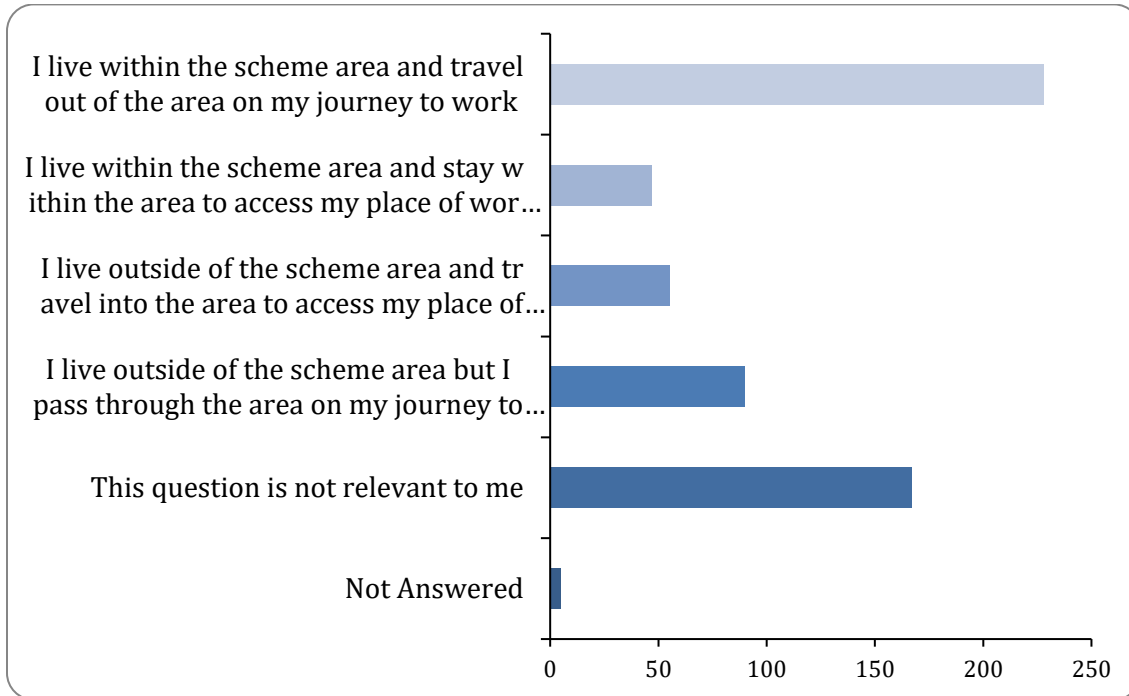
Option	Total	Percent
Daily	485	81.93%
Weekly	85	14.36%
Monthly	14	2.36%
A few times a year	6	1.01%
Never	0	0.00%
Not Answered	2	0.34%

**9: How do you travel when making short journeys within the scheme area? (Respondents could select multiple answers)**

Short journeys (within the area)	Often/Sometimes	Rarely/Never
Vehicle driver	505	63
Vehicle passenger	322	156
Bus	73	364
Taxi	88	374
Motorcycle or Scooter	54	374
Walk	477	76
Cycle	142	323
Wheelchair/mobility aid	18	394

## 10: Please select the option that best describes your situation regarding travel to work:

There were 587 responses to this part of the question.



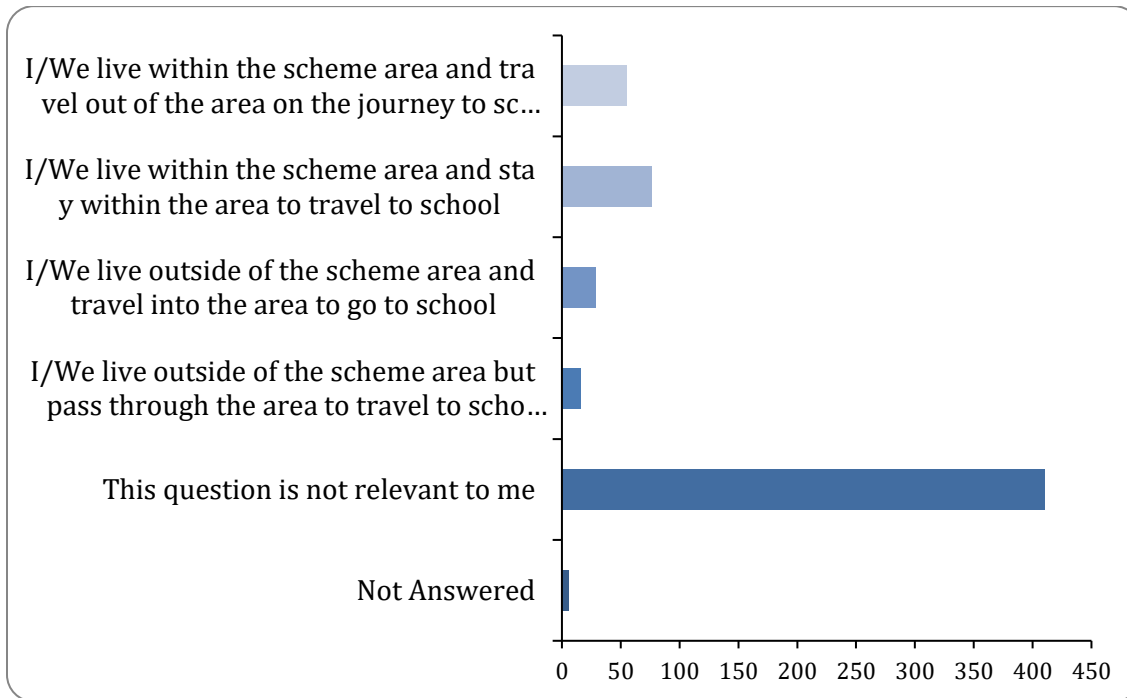
Option	Total	Percent
I live within the scheme area and travel out of the area on my journey to work	228	38.51%
I live within the scheme area and stay within the area to access my place of work	47	7.94%
I live outside of the scheme area and travel into the area to access my place of work	55	9.29%
I live outside of the scheme area but I pass through the area on my journey to work	90	15.20%
This question is not relevant to me	167	28.21%
Not Answered	5	0.84%

## 11: How do you travel when journeying to work? (Respondents could select multiple answers)

Journeys to work	Often/Sometimes	Rarely/Never
Vehicle driver	323	80
Vehicle passenger	124	220
Bus	31	305
Taxi	19	310
Motorcycle or Scooter	35	300
Walk	224	146
Cycle	60	279
Wheelchair/mobility aid	2	322
Work from home	123	219

## 12: Please select the option that best describes your situation regarding travel to school, as a parent, carer or pupil: Select one - Your situation regarding travel to school

There were 586 responses to this part of the question.



Option	Total	Percent
I/We live within the scheme area and travel out of the area on the journey to school	55	9.29%
I/We live within the scheme area and stay within the area to travel to school	76	12.84%
I/We live outside of the scheme area and travel into the area to go to school	29	4.90%
I/We live outside of the scheme area but pass through the area to travel to school	16	2.70%
This question is not relevant to me	410	69.26%
Not Answered	6	1.01%

### 13: How do you travel when journeying to school? (Respondents could select multiple answers)

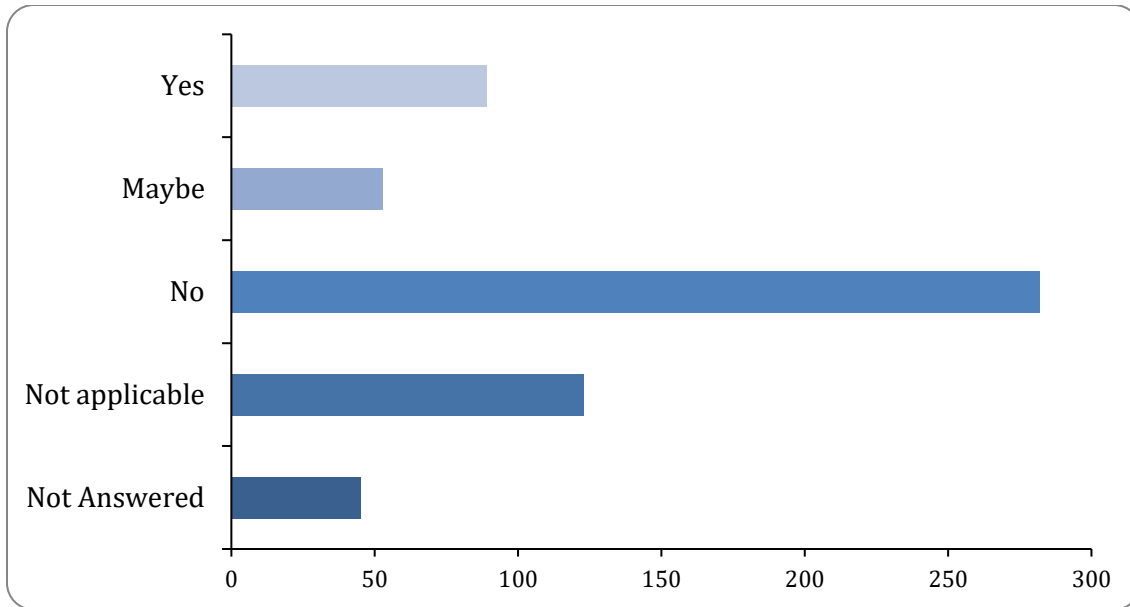
Journeys to school	Often/Sometimes	Rarely/Never
Vehicle driver	105	55
Vehicle passenger	44	97
Bus	18	118
Taxi	4	130
Motorcycle or Scooter	1	133
Walk	107	52
Scooter (non-motorised)	9	126
Cycle	6	128
Wheelchair/mobility aid	2	129

### 14: Taking into account your circumstances, would it be possible for you to drive less and walk, cycle or take the bus instead?

#### Possible for you to drive less - To work

There were 547 responses to this part of the question.

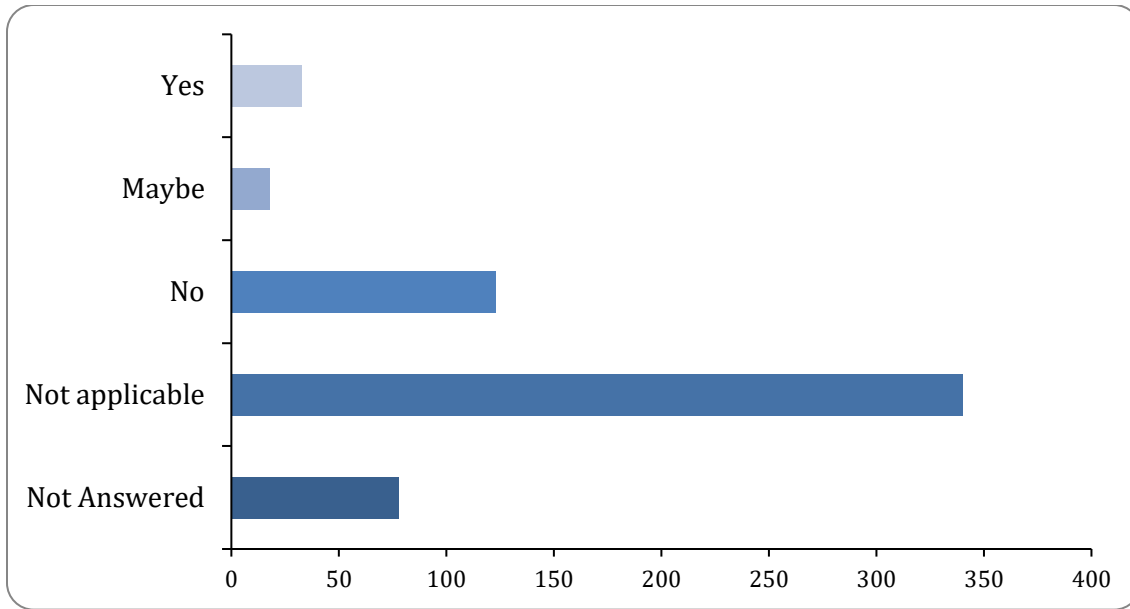




Option	Total	Percent
Yes	89	15.03%
Maybe	53	8.95%
No	282	47.64%
Not applicable	123	20.78%
Not Answered	45	7.60%

**Possible for you to drive less - To school**

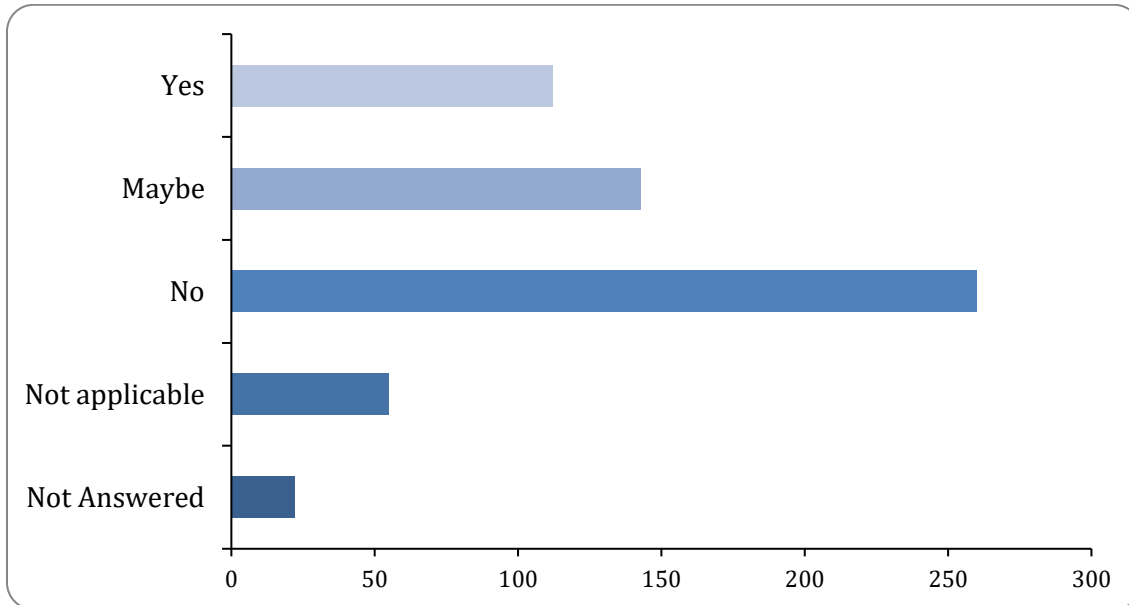
There were 514 responses to this part of the question.



Option	Total	Percent
Yes	33	5.57%
Maybe	18	3.04%
No	123	20.78%
Not applicable	340	57.43%
Not Answered	78	13.18%

### Possible for you to drive less - Local journeys

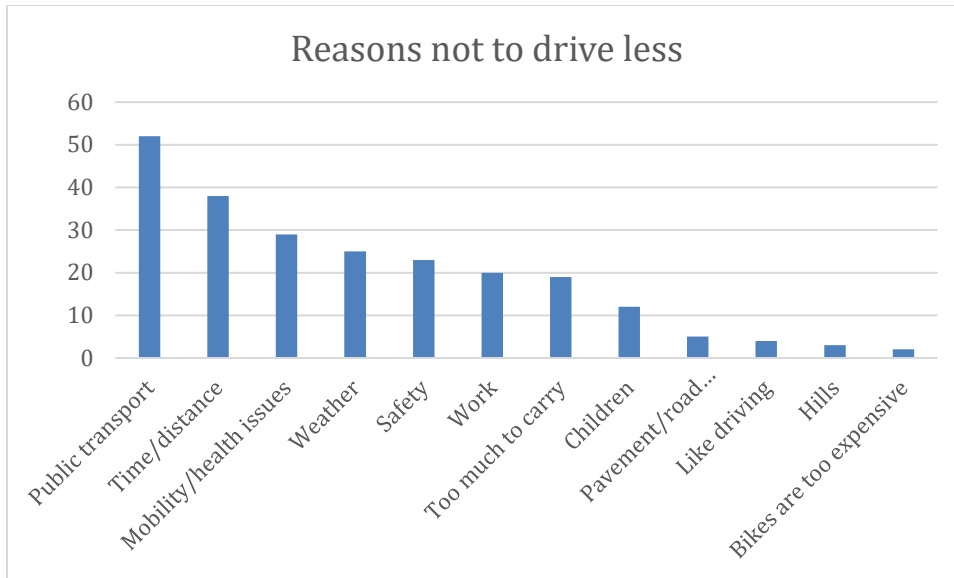
There were 570 responses to this part of the question.



Option	Total	Percent
Yes	112	18.92%
Maybe	143	24.16%
No	260	43.92%
Not applicable	55	9.29%
Not Answered	22	3.72%

### Comments box – Is it possible for you to drive less?

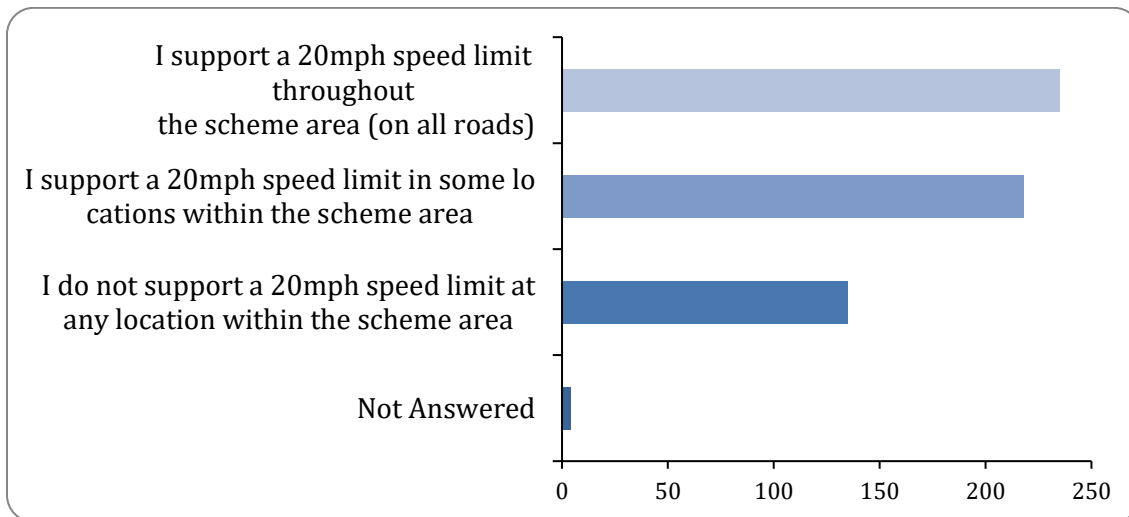
There were 285 responses to this part of the question. For the most part the comments mentioned they already walked or cycled as much as they could. The chart below groups the comments into the categories for the reasons why people felt they could not drive less. The comments cannot be published in full as they contain personal information.



### 15: To what extent do you support the introduction of a 20mph speed limit within the area?

Select one - Support/don't support the introduction of a 20mph speed limit within the area

There were 588 responses to this part of the question.



Option	Total	Percent
I support a 20mph speed limit throughout the scheme area (on all roads)	235	39.70%
I support a 20mph speed limit in some locations within the scheme area	218	36.82%

<b>I do not support a 20mph speed limit at any location within the scheme area</b>	135	22.80%
<b>Not Answered</b>	4	0.68%

If the data is filtered by those who within the area the results show of those respondents who live in area 80% supported 20mph in some form. Of those who live outside the area 67% supported 20mph in some form.

The results by age show of those respondents under 45 72% supported 20mph in some form in the area. In respondents over 45 79% supported 20mph in some form in the area.

### **16: Which roads within the area you think should remain at 30mph (i.e. should NOT be set at 20mph):**

There were 143 responses to this part of the question.

Of the respondents that responded they wish to see 20mph in some areas of the scheme: a lot of them stated that they wished Bray Hill, Quarter Bridge Road, Peel Road, Ballaquayle Road and Woodbourne Road to stay at 30mph however these are not included in the scheme just the roads inside these boundaries.

Roads within the scheme which respondents want to remain at 30mph:

<b>Road</b>	<b>Number of people</b>
Alexander Drive	98
Albany Road	58
Somerset Road	58

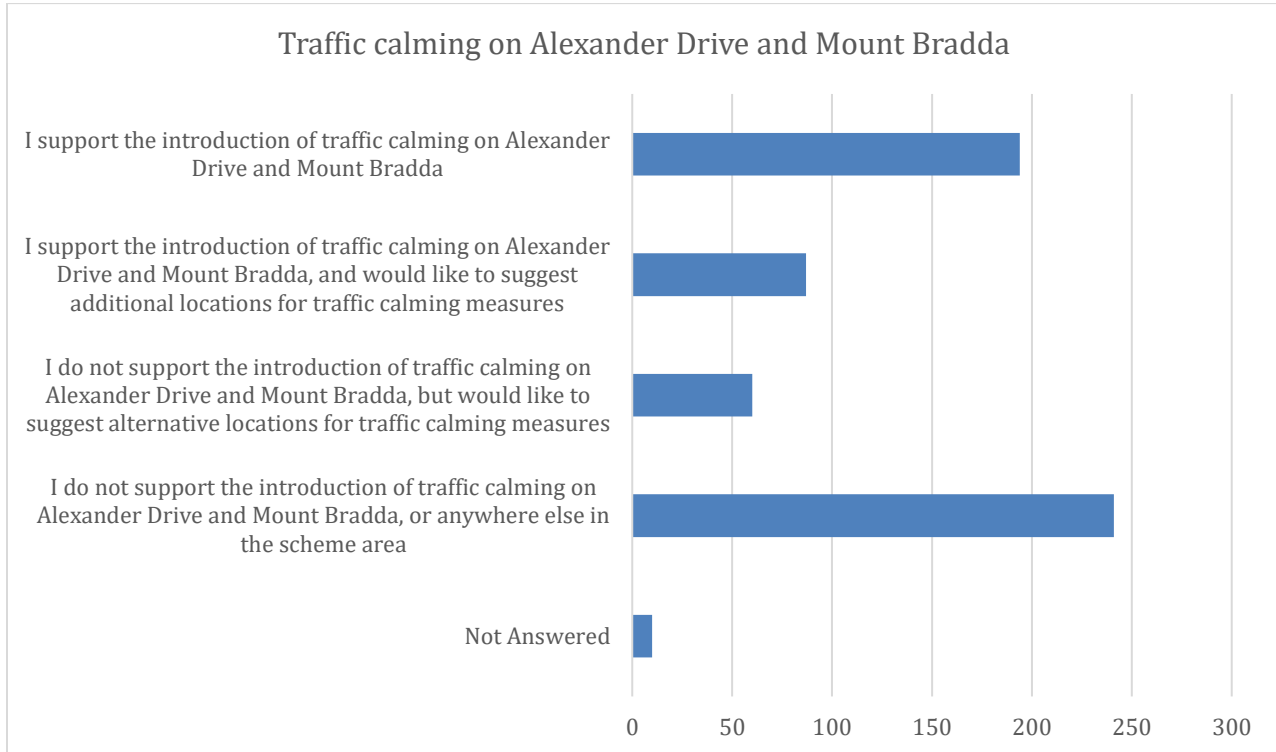
Several respondents suggested Alexander Drive should remain 30mph from Quarter Bridge Road until the junction with Westminster Terrace and then become 20mph.

It was noted that some of the lines that were drawn on the map by respondents seemed to suggest roads that should be 20mph rather than those that should remain at 30 particularly around Ballakermeen High School. Whether this a true reflection of people's views or a misreading of the question is unclear but it should be noted for subsequent surveys that the question should be phrased differently.

## 17: The scheme proposes traffic calming measures on Alexander Drive and Mount Bradda. To what extent do you support the use of traffic calming in these areas?

**Select one - Use of traffic calming measures on Alexander Drive and Mount Bradda**

There were 582 responses to this part of the question.



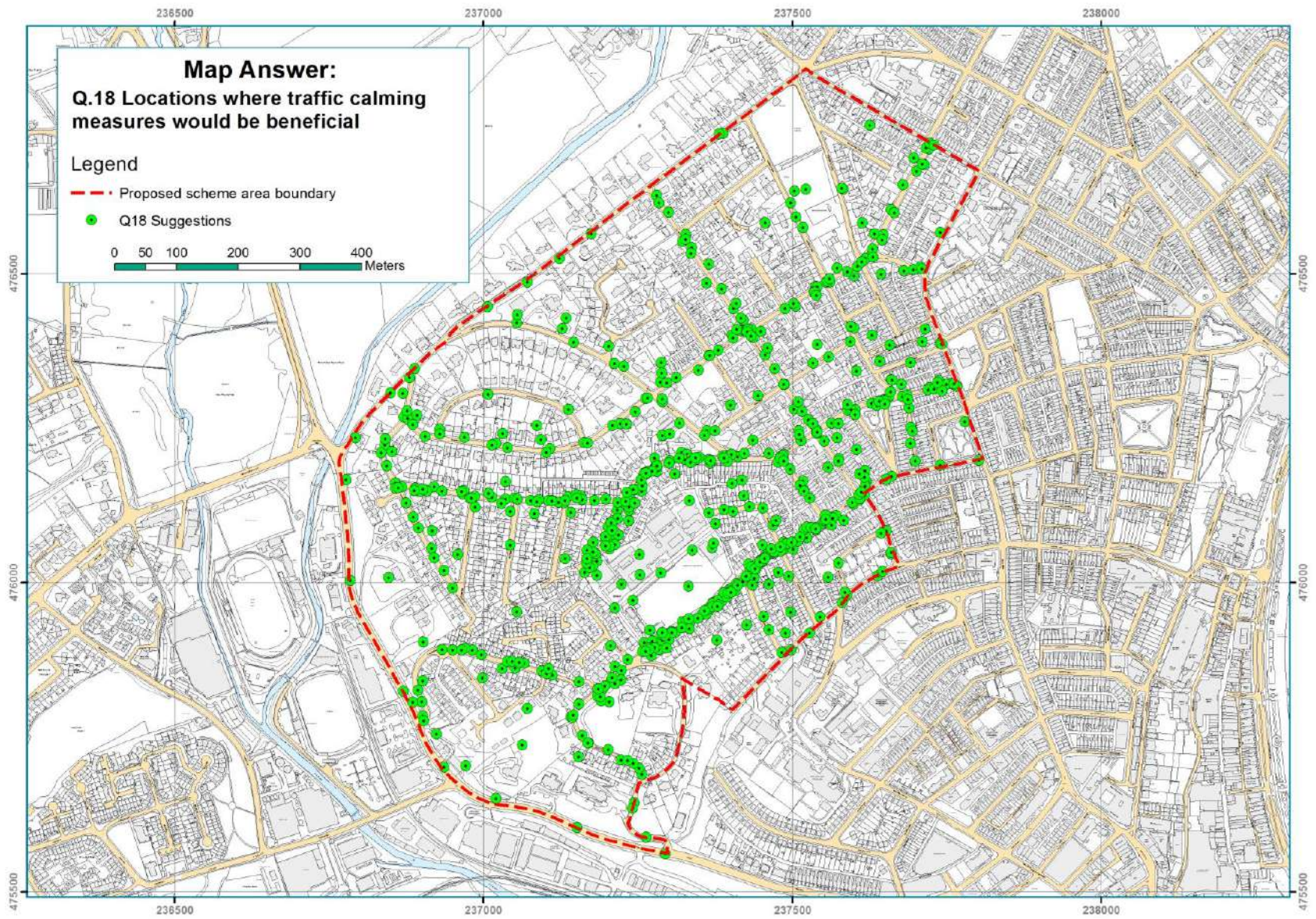
Option	Total	Percent
<b>I support the introduction of traffic calming on Alexander Drive and Mount Bradda</b>	194	32.77%
<b>I support the introduction of traffic calming on Alexander Drive and Mount Bradda, and would like to suggest additional locations for traffic calming measures</b>	87	14.70%
<b>I do not support the introduction of traffic calming on Alexander Drive and Mount Bradda, but would like to suggest alternative locations for traffic calming measures</b>	60	10.14%
<b>I do not support the introduction of traffic calming on Alexander Drive and Mount Bradda, or anywhere else in the scheme area</b>	241	40.71%
<b>Not Answered</b>	10	1.69%



If the data is filtered by those who within the area the results show of those respondents who live in area 48% supported traffic calming in some form. Of those who live outside the area 43% supported traffic calming in some form.

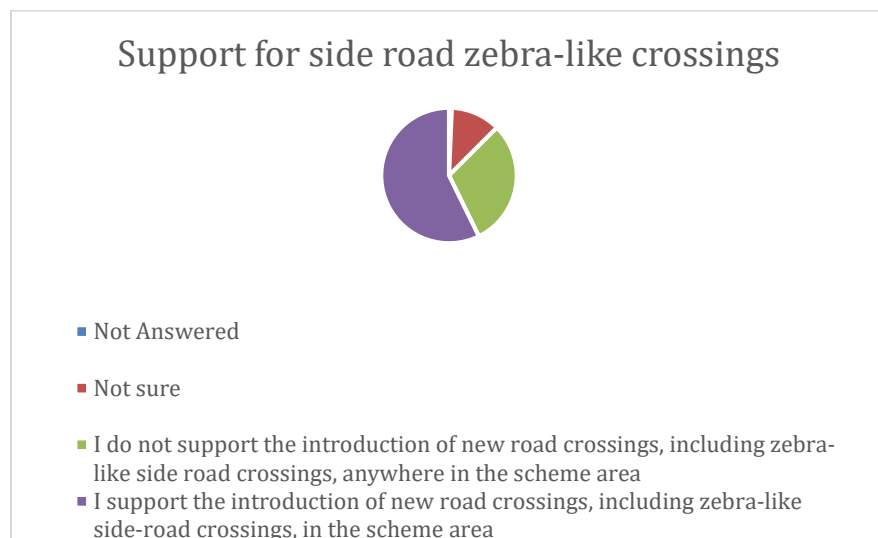
The results by age show of those respondents under 45 52% supported traffic calming on Alexander Drive and Mount Bradda. In respondents over 45 34% supported traffic calming on Alexander Drive and Mount Bradda.

**18: Please place pins on the map below to indicate locations where you believe traffic calming measures would be beneficial within the scheme area:**



## 19: To what extent do you support the addition of new road crossings, including zebra-like side road crossings, in the area?

There were 588 responses to this part of the question.



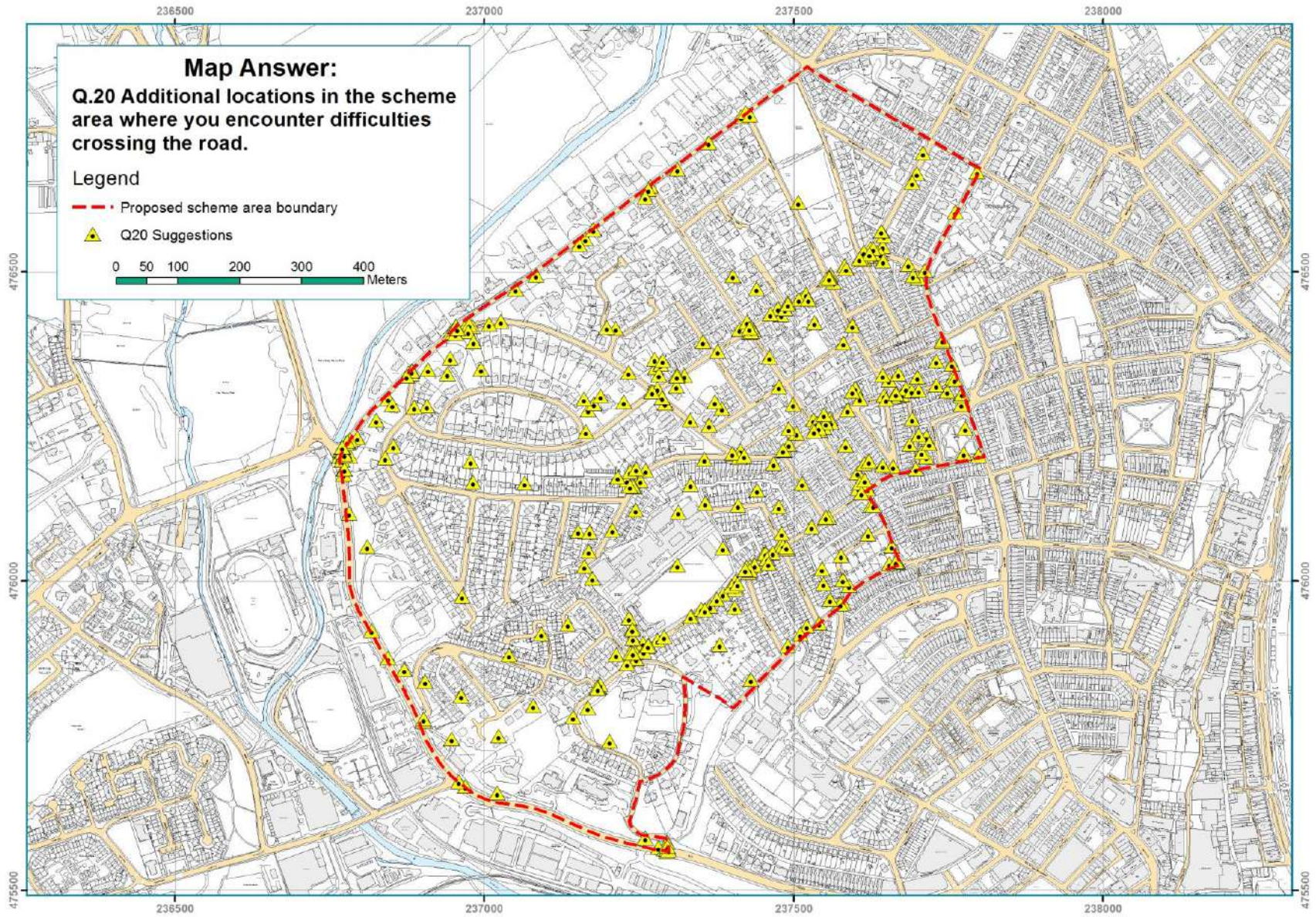
Option	Total	Percent
<b>I support the introduction of new road crossings, including zebra-like side-road crossings, in the scheme area</b>	339	57.26%
<b>I do not support the introduction of new road crossings, including zebra-like side road crossings, anywhere in the scheme area</b>	179	30.24%
<b>Not sure</b>	70	11.82%
<b>Not Answered</b>	4	0.68%

If the data is filtered by those who within the area the results show of those respondents who live in area 61% supported new road crossings. Of those who live outside the area 48% supported new road crossings.

The results by age show of those respondents under 45 66% supported new road crossings. In respondents over 45 57% supported new road crossings.

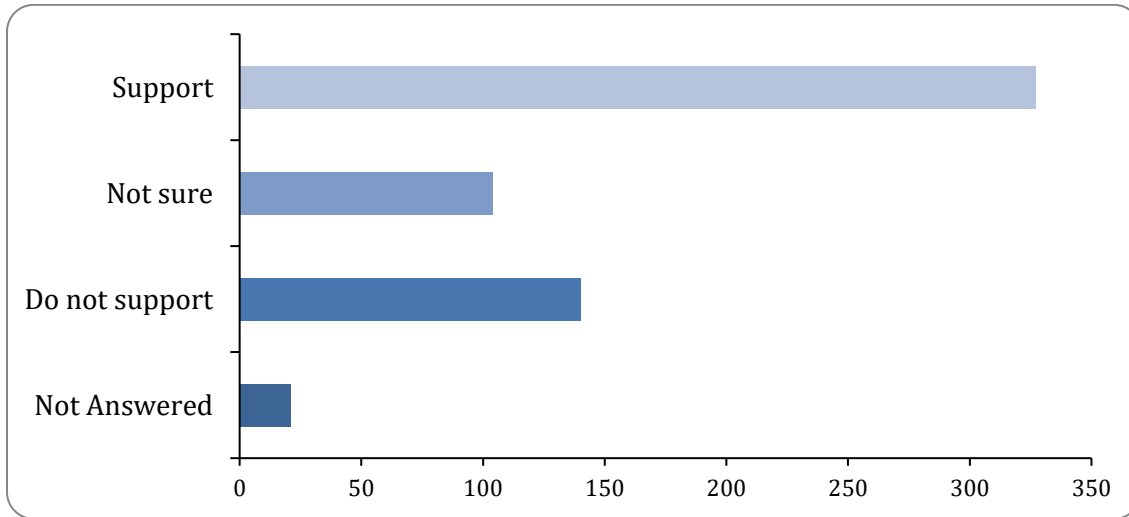
## 20: If there are additional locations in the scheme area where you encounter difficulties crossing the road, please place pins on the map below to indicate these locations:





**21: Please indicate below the extent to which you support the improvements to popular walking and cycling routes in the area: Matrix - Support the improvements to popular walking and cycling routes in the area - Improvements to the existing walking route from Ballakermeen Drive to Ballakermeen High School**

There were 571 responses to this part of the question.



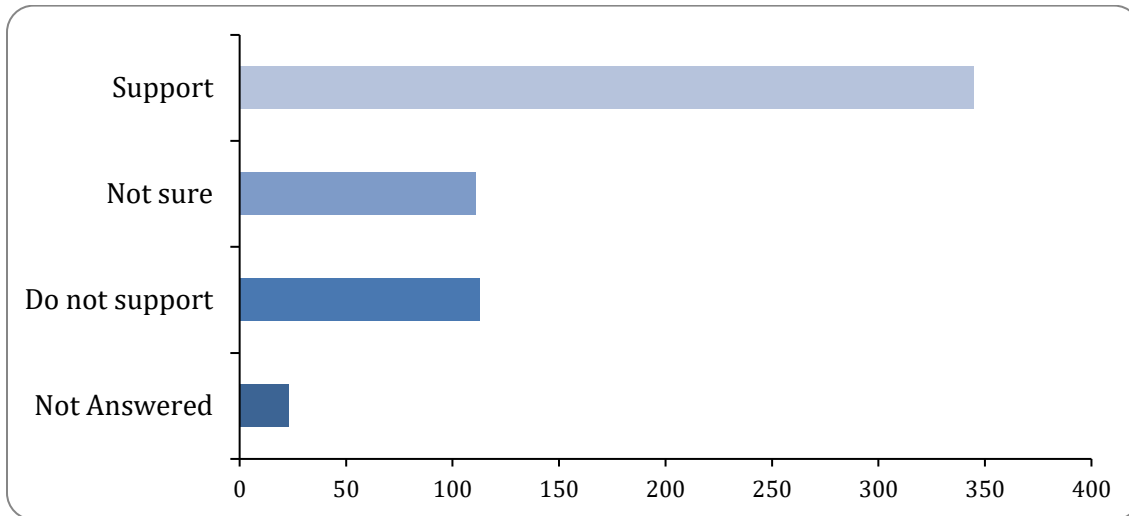
Option	Total	Percent
Support	327	55.24%
Not sure	104	17.57%
Do not support	140	23.65%
Not Answered	21	3.55%

If the data is filtered by those who within the area the results show of those respondents who live in area 56% supported improvements on the walking route from Ballakermeen Drive to Ballakermeen High School compared to 62% of those who live outside the area.

The results by age show of those respondents under 45 64% supported improvements. In respondents over 45 54% supported improvements to the existing walking route from Ballakermeen Drive to Ballakermeen High School.

**Matrix - Support the improvements to popular walking and cycling routes in the area - School user walking route improvements on entry to Ballakermeen High School**

There were 569 responses to this part of the question.



Option	Total	Percent
Support	345	58.28%
Not sure	111	18.75%
Do not support	113	19.09%
Not Answered	23	3.89%

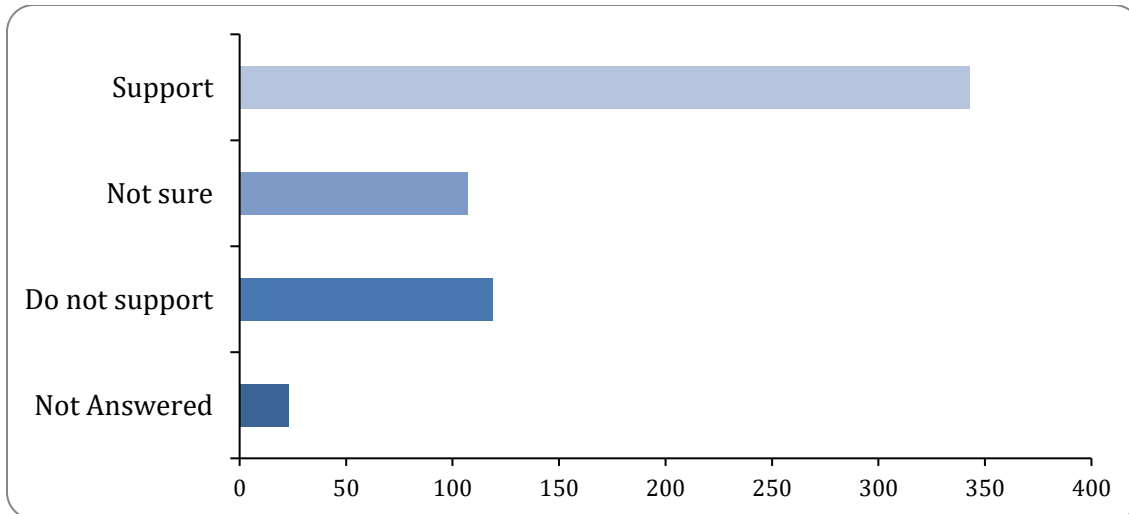
If the data is filtered by those who within the area the results show of those respondents who live in area 58% supported walking route improvements on entry to Ballakermeen High School compared to 65% of those who live outside the area.

The results by age show of those respondents under 45 51% supported improvements on entry to Ballakermeen High School, compared to 61% in respondents over 45.

**Matrix - Support the improvements to popular walking and cycling routes in the area - Footway improvements on Hawarden Avenue**

There were 569 responses to this part of the question.





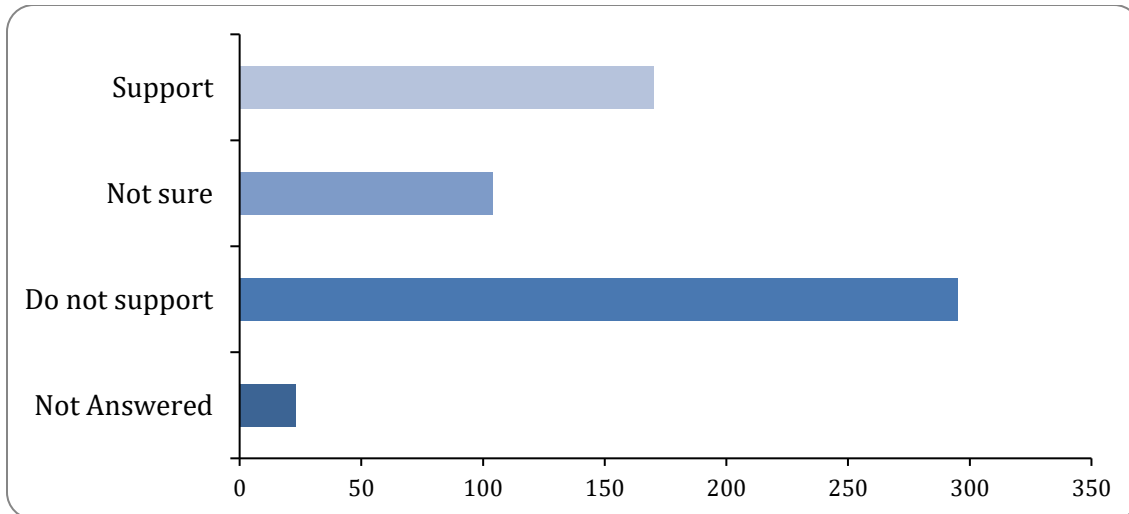
Option	Total	Percent
Support	343	57.94%
Not sure	107	18.07%
Do not support	119	20.10%
Not Answered	23	3.89%

If the data is filtered by those who within the area the results show of those respondents who live in area 60% supported footway improvements to Hawarden Avenue compared to 57% of those who live outside the area.

The results by age show of those respondents under 45 67% supported footway improvements to Hawarden Avenue, compared to 57% in respondents over 45.

**Matrix - Support the improvements to popular walking and cycling routes in the area - Traffic-free zone linking into residential and school area from Peel Road**

There were 569 responses to this part of the question.



Option	Total	Percent
Support	170	28.72%
Not sure	104	17.57%
Do not support	295	49.83%
Not Answered	23	3.89%

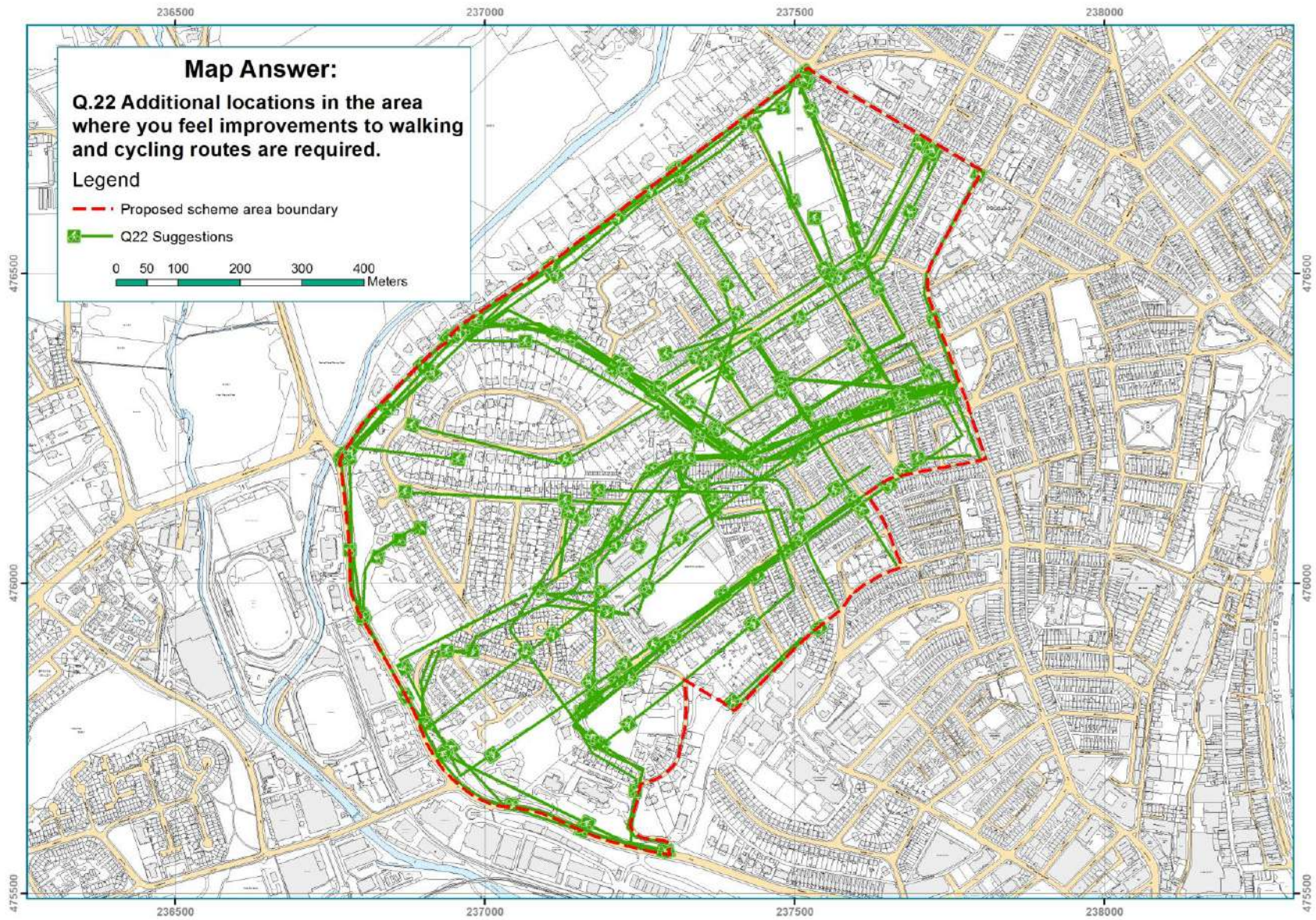
If the data is filtered by those who within the area the results show of those respondents who live in area 31% supported a traffic-free zone linking into residential and school area from Peel Road compared to 27% of those who live outside the area.

The results by age show of those respondents under 45 36% supported a traffic-free zone linking into the residential and school area from Pell Road, compared to 27% in respondents over 45.

**Comments box - Support the improvements to popular walking and cycling routes in the area.**

There were 210 responses to this part of the question. The majority of the comments were unresponsive of the pedestrian and cyclist zone up Ballakermeen Drive. There were several comments about improving the footpaths generally and speeding on Hawarden Avenue.

**22: If there are additional locations in the area where you feel improvements to walking and cycling routes are required, please draw lines on the map to mark these routes (you can explain what these improvements are in the next question):**





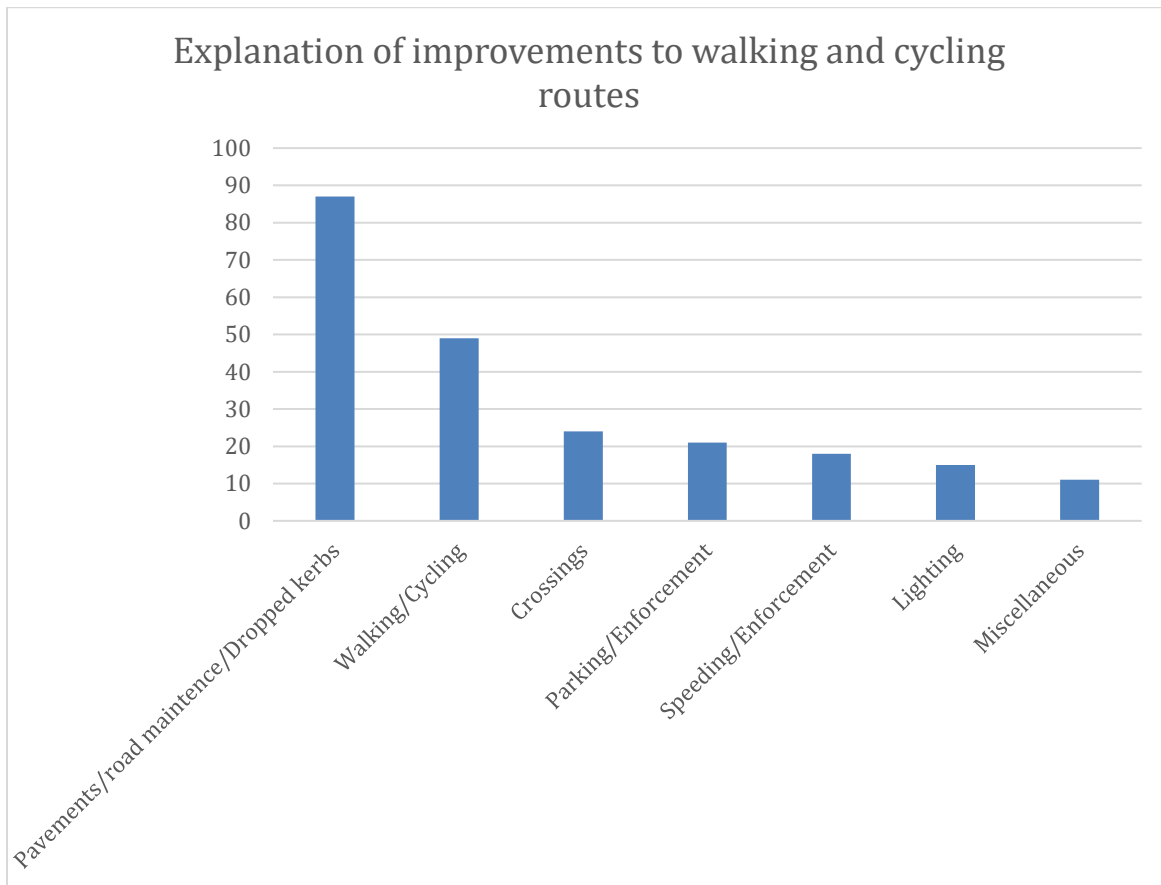
## 23: Please use the box below to explain the improvements required on the walking and cycling routes you have marked on the previous map:

### Comments box - Explaining the improvements for additional walking and cycling routes

There were 240 responses to this part of the question.

The comments mainly focused on more general aspects for example the most frequent comments were regarding pavement and road maintenance including dropped curbs, general comments regarding walking and cycling, crossings, parking and speeding including enforcement of both and lighting.

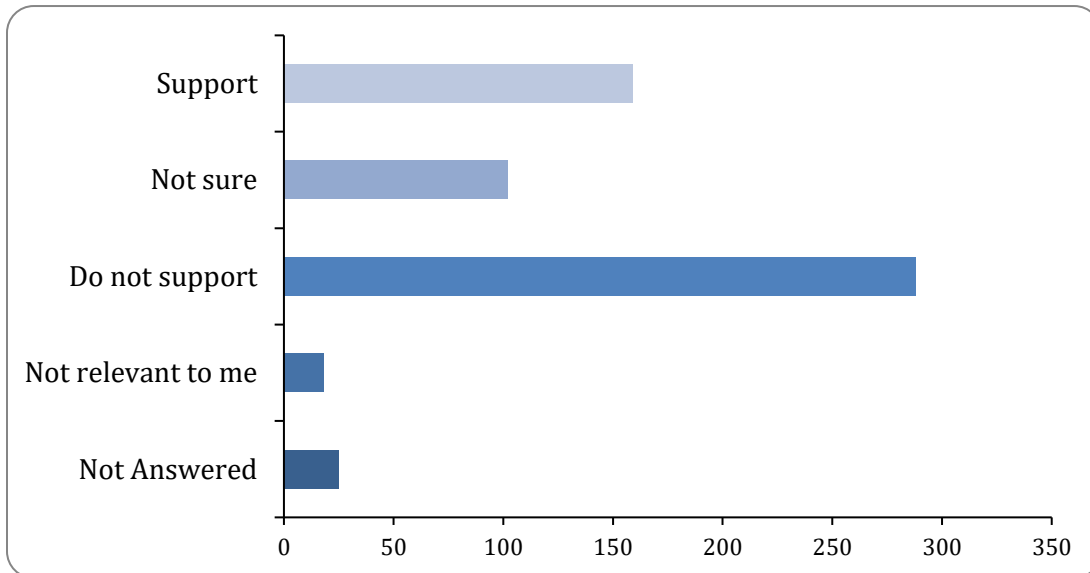
There were several suggestions that the back lanes should be resurfaced and used and cycling/pedestrian routes.



**24: Please indicate below the extent to which you support the one-way road and no entry treatments:**

**Matrix - Support the one-way road and no entry treatments - No entry treatments on residential streets (two-way traffic on street itself)**

There were 567 responses to this part of the question.



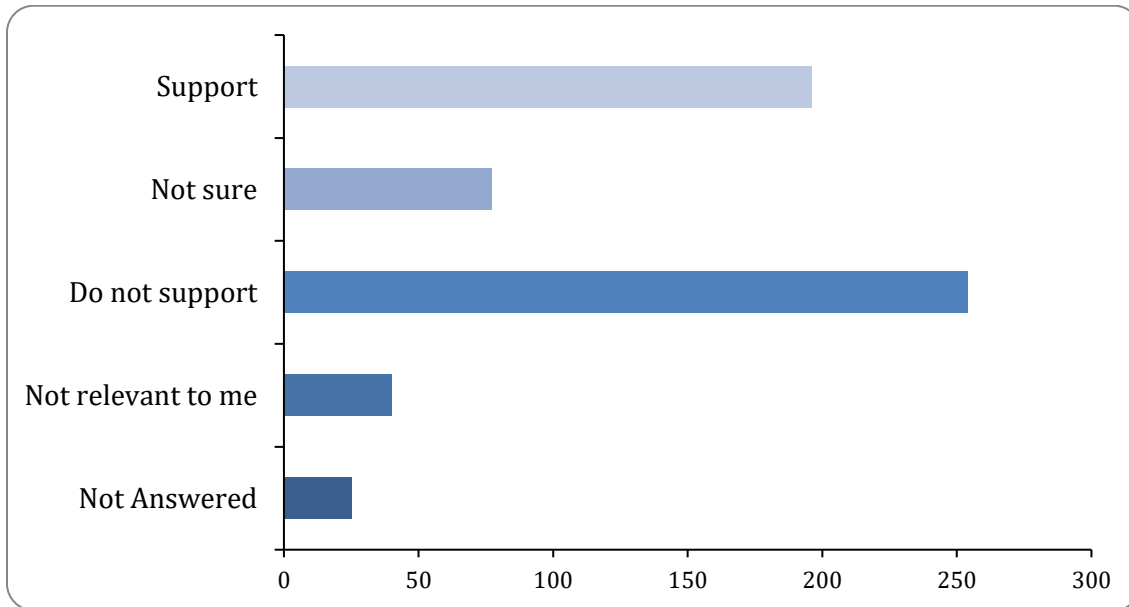
Option	Total	Percent
<b>Support</b>	159	26.86%
<b>Not sure</b>	102	17.23%
<b>Do not support</b>	288	48.65%
<b>Not relevant to me</b>	18	3.04%
<b>Not Answered</b>	25	4.22%

If the data is filtered by those who within the area the results show of those respondents who live in area 28% supported no entry treatments on residential streets compared to 27% of those who live outside the area.

The results by age show of those respondents under 45 35% supported no entry treatments on residential roads, compared to 26% in respondents over 45.

**Matrix - Support the one-way road and no entry treatments - One-way restriction on access road next to Woodburn Square**

There were 567 responses to this part of the question.



Option	Total	Percent
Support	196	33.11%
Not sure	77	13.01%
Do not support	254	42.91%
Not relevant to me	40	6.76%
Not Answered	25	4.22%

If the data is filtered by those who within the area the results show of those respondents who live in area 37% supported a one-way restriction on the access road next to Woodburn Square compared to 36% of those who live outside the area.

The results by age show of those respondents under 45 42% supported one way on the access lane next to Woodburn Square, compared to 35% in respondents over 45.

**Comments box - Support the one-way road and no entry treatments**

The comments were grouped as general, or by specific road.

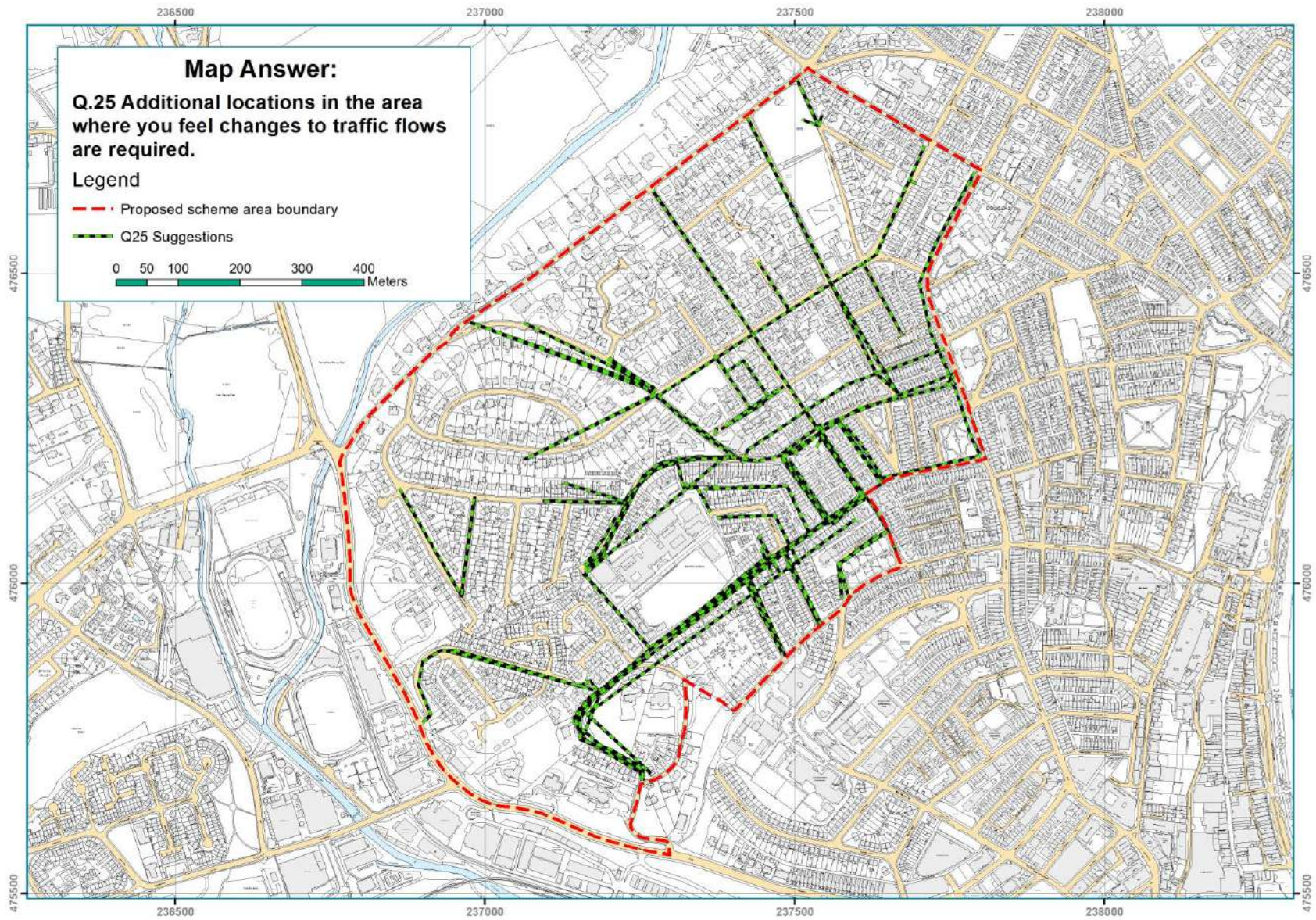
The general comments were generally unsupportive with several citing they felt traffic would be pushed out on to other roads in the area, and residents, carers and businesses would be inconvenienced as they would have longer journeys in and out of the area.



Comments on Woodburn Square were approximately half supportive and half against making the lane behind Woodburn Square one way.

General	22
Woodburn Square	9
School	7
Belmont Hill/St Catherine's Drive	7
Selbourne Drive/Road	7
Devonshire Road	5
Westbourne Drive	5
Primrose Avenue	4
Ballakermeen Drive	2
Albany Street	1
Alexander Drive	1
Berkeley Street	1
Hawarden Avenue	1
Westmoreland Road	1

**25: If there are additional locations in the area where you feel changes to traffic flows are required, please draw lines on the map to mark these routes (you can explain the specific changes you would like to see on the next question):**



**26: Please use the box below to explain the specific changes you would like to see on the traffic flow routes you suggested on the previous map:**

**Comments box - Explain specific changes to the new traffic flow routes**

There were 157 responses to this part of the question.

The most popular suggestions were to make Primrose Avenue and Selborne Road one way streets in the opposite directions.

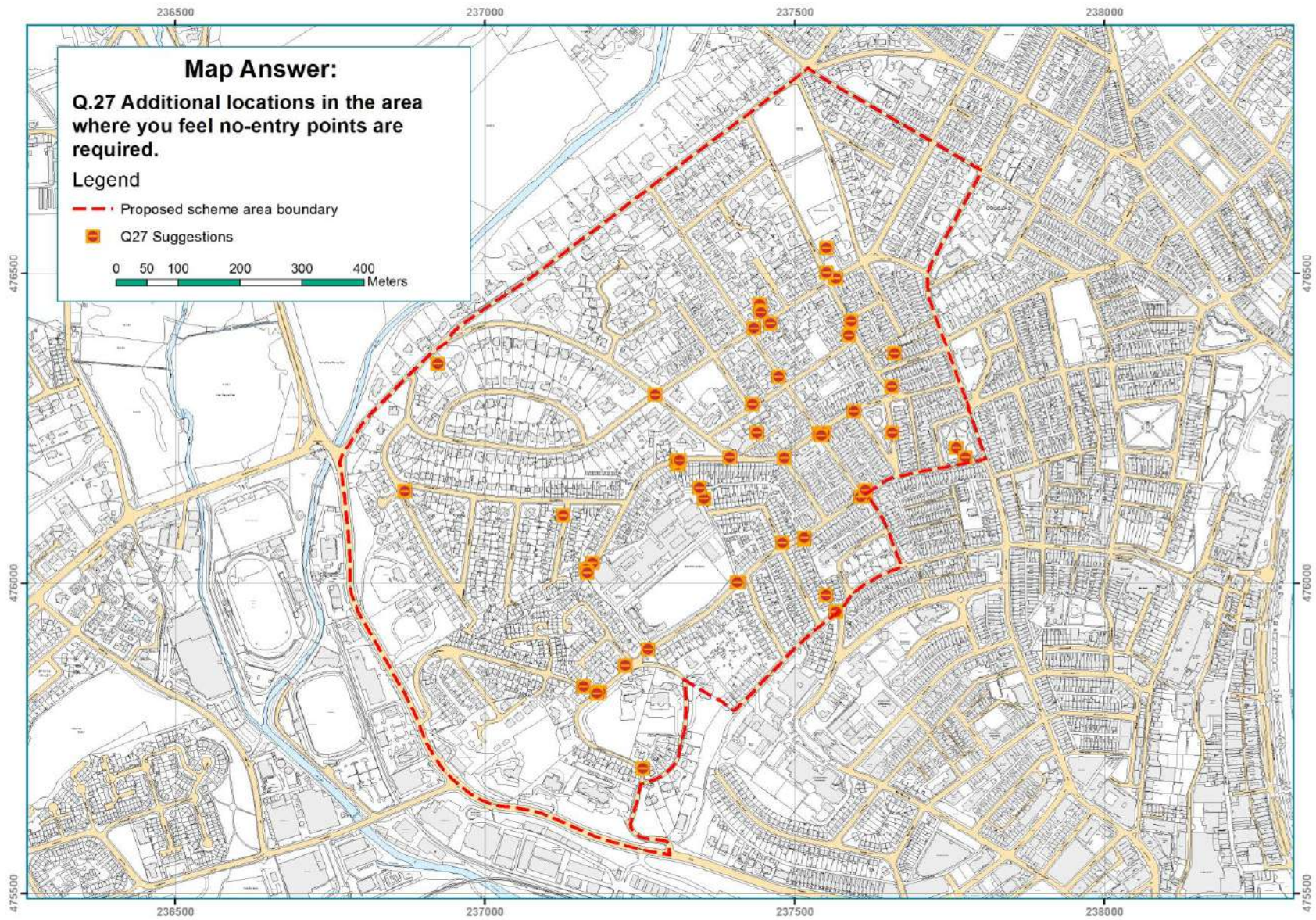
The school comments mainly suggested the school was the issue and this should be one way at drop off and pick up times.

Several people suggested Belmont Hill and Ballakermeen Drive should be made one way. It was also noted by several respondents that if Ballakermeen Drive was made an active travel route that would push all the traffic onto Belmont Hill.

It was also suggested the lane leading off Westminster Drive near the school leading on to Westbourne drive should be one way or closed to traffic. As present this lane is closed to everyone due to a safety incident and residents are reporting it is much quieter in the surrounding area despite it still being term time.

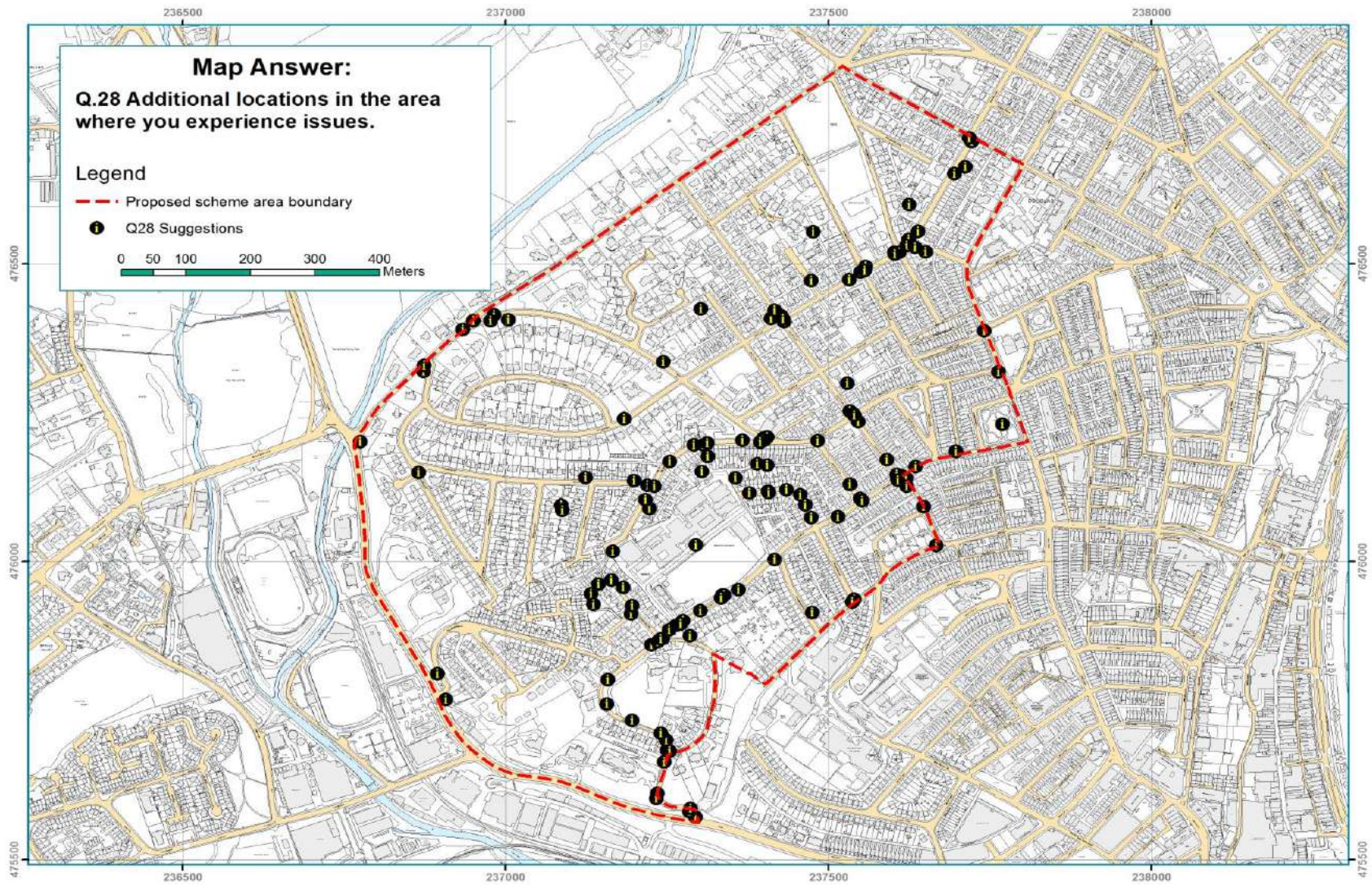
**27: If there are additional locations in the area where you feel no-entry points are required, please drop a pin on the map to mark these points:**





**28: If there are additional locations in the area where you experience issues, please drop pins on the map to mark these places (you can explain the specific issues you had on these locations on the next question):**





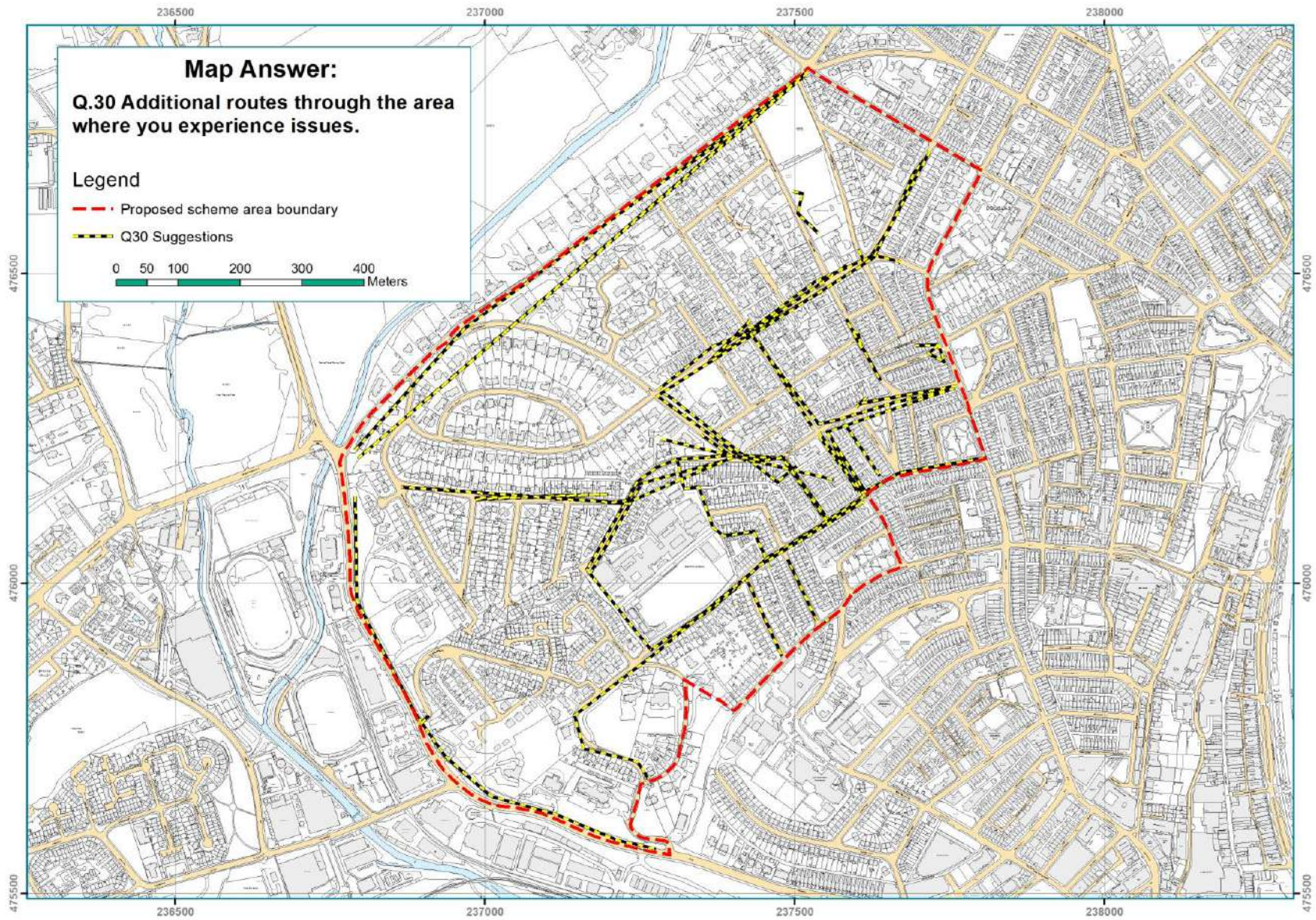


**29: Please use the box below to explain the specific issues encountered at the locations you added pins for on the previous map:**

These are grouped by road name and then more general comments regarding issues in the area. Comments about Derby Square have been noted and will be explored in more detail in a separate scheme. There were multiple comments about how dangerous it is to cross Quarter Bridge road and Quarter Bridge roundabout.

<b>Comments</b>	
Albany Road	3
Alexander Drive	15
Ballabrooie	6
Belmont Hill/St Catherine's Drive	8
Ballakermeen Drive	6
Brunswick Road	1
Colden Road	1
Cronkbourne Road	1
Derby Square	2
Hawarden Avenue	9
Mount Bradda	9
Quarter bridge	4
Primrose Avenue	3
Selborne Drive	2
Selborne Road	2
Somerset Road	4
Westbourne Drive	5
Westminster Terrace	5
Woodbourne Road	3
General Parking	9
General road maintenance	6
School issues	21
Miscellaneous	40

**30: If there are additional routes through the area where you experience issues, please draw lines on the map to indicate these routes (you can explain the specific issues you had on these routes on the next question):**



### 31: Please use the box below to explain the specific issues encountered on the routes you added to the previous map:

#### Comments box - Explain issues encountered at extra routes

Comments about Derby Square have been noted and will be explored in more detail in a separate scheme.

Comments	
Albany Road	3
Alexander Drive	6
Ballabrooie	2
Ballakermeen Drive	1
Belmont Hill	4
Brunswick Road	2
Cronkbourne Road	1
Derby Square	9
Hawarden Avenue	2
Mount Bradda	1
Peel Road	1
Quarter bridge Road	3
Selborne Road	2
Westbourne Drive	1
Westminster Drive/Terrace	4
Westmorland Road	2
Parking	2
School issues	7
Miscellaneous	17

## 5. Conclusion for the online survey

In conclusion people who responded to the survey online are generally supportive of a 20mph zone and crossings with mixed views on traffic calming but would rather the rest of any budget was spent on road and footpath maintenance and enforcement of speeding and parking before embarking on one way and no entry schemes.



## 6. Responses by email and post

There were 5 responses received by post and 48 by email of which 45 were in a residents' survey which broadly followed the consultation questions. Some of those that filled in the online consultation also gave a response in the residents' survey.

As certain questions were not answered only some of the data is recorded.

### Question 3: Postcode

Those living within the scheme: 51

Those living outside the scheme: 2

### Question 15: Support for 20mph in some form

Yes 91%, No 9%

### Question 17: Support for Traffic Calming on Alexander Drive and Mount Bradda

Yes 0, No 5

The residents survey asked about their specific road rather than the above roads.

St Catherine's Drive Yes 13, No 22

Westbourne Drive Yes 2, No 5

Ballakermeen Road Yes 0, No 1

Hawarden Avenue Yes 0, No 2

### Question 19: Support the addition of new road crossings, including zebra-like side road crossings, in the area? Yes 0, No 3, not sure 2.

The residents survey asked about a light controlled crossing outside Ballakermeen Stores:

Yes 36, No 9

### Question 21: Support the improvements to popular walking and cycling routes in the area:

**Improvements to the existing walking route from Ballakermeen Drive to Ballakermeen High School** yes 1, no 2, not sure 2

**School user walking route improvements on entry to Ballakermeen High School** yes 0, no 2, not sure 3

**Footway improvements on Harwarden Avenue** yes 0, no 2, not sure 3

**Traffic-free zone linking into residential and school area from Peel Road** yes 0, no 4, not sure 1.

The residents' survey asked if people were supportive of a cycle lane on their road

St Catherine's Drive Yes 0, No 34

Westbourne Drive Yes 1, No 6

Ballakermeen Road Yes 0, No 1

Hawarden Avenue Yes 0, No 2

**Question 23: Support one-way road and no entry treatments:**

**No entry treatments on residential streets (two-way traffic on street itself)**

yes 0, no 5, not sure 0

**One-way restriction on access road next to Woodbourne Square** yes 1, no 2, not sure 1, no relevant to me 1

The resident's survey asked were residents supportive of one-way streets on their road:

St Catherine's Drive yes 4, No 28, not sure 3.

Westbourne Drive Yes 4, No 3

Ballakermeen Road and Hawarden Avenue no views given.

There was also 100% "no" to any one-ways or any other measures if it meant loss of parking. Only 5 of residents who answered this survey are not reliant on street parking

The residents' survey asked if people were supportive of a cycle lane "against flow" by emergency vehicles (routine journey) and cyclists: Yes 5, No 33.

One other email regarding the engagement reported accidents frequently happen (the last one was end of June '23) on Selborne Drive with the junction of Alexander Road.

**Conclusion**

Of the paper copies and emails generally the results were supportive of 20mph but not for the rest of the scheme. Comments from these and the residents' survey about how any money should be spent centered around the following areas:

Enforcement 2

Road maintenance 1

Loss of Parking 4

Unnecessary/no change to existing arrangements 4

## **7. Results of the drop-in sessions**

The drop-in sessions were held in St Saints Church Hall on Selborne Road on 3 occasions to give residents and members of the public chance express their views especially if they had questions or preferred not to use the online Consultation Hub.

All 3 sessions were well attended. The results concentrated on people's opinions rather than collecting data and some opinions came up on multiple occasions but are only summarized in the categories below. There are grouped by road name in alphabetical order and then general issues.

### **Alexander Drive**

1. Pedestrian Crossing needed on Alexander Drive either outside the pub or at least an Island, or nearer junction with Woodbourne Road
2. Traffic lights needed at Alexander drive/Woodbourne Road
3. Need yellow lines on Alexander Drive
4. Need to take away yellow lines on Alexander Drive (as parking naturally slows down traffic)
5. Alexander Drive is a race track esp at the Woodbourne end
6. You trying to push all the traffic onto Alexander Drive
7. Crossings out the Wessex garage have slowed the traffic down
8. Crossings outside the Wessex aren't used - kids just run between them
9. Don't want traffic calming on Alexander Drive
10. Woodlands Close/Alexander Drive - double yellows on the junction
11. Keep Alexander Drive at 30mph
12. Nursery and Cubs use Queen's square but the pavement is not safe
13. Cars cut the corner of the Alexander Rd/Woodbourne Rd junction
14. Junction by the pub is too wide
15. Pavement widening is needed on Alexander Drive @ Woodbourne Road end
16. Need to make Alexander Drive one way (towards Woodbourne Rd) & Hawarden Ave (towards school)

### **Belmont Hill/Ballakermeen Drive**

1. Active travel route will push all the traffic onto Belmont Hill/St Catherine's Drive
2. Make Belmont Hill one way (going down) with 2 lanes at the bottom so traffic can turn left into town
3. Belmont Hill the bend is too narrow for traffic and people try and speed on it.
4. No cyclist will use the road up from Peel Road - too steep
5. Need a crossing at the bottom of Belmont Hill



### **Ballabrooie/Devonshire Road**

1. Zebra crossing on Ballabrooie/Westminster Drive - cause a logjam
2. Crossings not needed on Ballabrooie way
3. Cars speeding on Ballabrooie Drive/Way
4. Devonshire Rd one way towards QB
5. Don't want the 'no entry except cyclists' off Devonshire Road
6. Need yellow box at the end of Devonshire Rd/QB
7. Consider traffic in TT & MGP and when road is icy
8. Devonshire Rd - in snowy weather it is easier to use than upper end which is very steep and slippery.

### **Brunswick Road**

1. Brunswick Road: put an Island in so only have to cross half way at a time
2. Make Brunswick Road a cul-de-sac
3. Brunswick Road needs traffic calming - one way it will become a race track
4. Need a speed bump at the bottom of Albany Rd/Brunswick Gardens @ bottom of the hill

### **Cronkbourne Road**

1. Somerset Rd/Albany Street - poor left view for car drivers exiting Cronkbourne Road
2. Cronkbourne Road junction cyclists and sometimes cars go up the no entry
3. If this is ignored so will the no entry except cyclists bits
4. Need traffic calming on Cronkbourne Road for Traffic going towards Bray Hill

### **Quarter Bridge Road/Junction**

1. QB road should be 20mph
2. Crossing at QB needed
3. Crossings on QB road needed

### **St Catherine's Drive/Hawarden Ave**

1. Need traffic calming on St Catherine's drive
2. Wants to have traffic mirrors on St Catherine's Drive - can't see out of driveway
3. Make Hawarden Ave one way towards Woodbourne Road
4. Crossings needed on St Catherine's Drive and Hawarden Ave
5. Crossing needed outside Ballakermeen stores
6. Crossing needed outside Mount Bradda
7. Stop the 8.30-5.30 parking on St Catherine's drive
8. Buses won't give way and you can't reverse
9. St Catherine's Drive/St Catherine's Close - too much space for car traffic

## **General**

1. Pavements
2. Pot holes
3. Replace broken curbs
4. 20mph
5. Speeding
6. Speed cameras/smiley faces/tell you your speed/police needed
7. Speed cameras connected to a red light (have them in France)
8. Parking on double yellow lines esp at junctions
9. Parking not enforced
10. Delivery Drivers parking on the pavement
11. Stop the cyclists cycling on the pavement
12. Bus service to Ballabrooie
13. Inferred crossings: waste of money, nobody needs them, not enough people to warrant it

## **One ways/no entries**

1. One way lane need to consider parking so people aren't getting their children out of the car into the road
2. One way will mean it turns into a race track
3. People don't look as they turn into lane and meet the bin lorry coming up – stuck
4. Against no entry for Albany Road/Selbourne drive
5. No entries are not inclusive as the elderly need to use their cars
6. Parents walking to Henry Bloom Primary concerned with one ways/no entries - want them the other way round, ambulances may also be affected
7. The no entries will push the traffic problem onto other roads

## **School**

1. Need to stop 6th formers parking their cars around school
2. Need police around at school times esp. Name and shame the speeders on social media
3. Westminster Terrace - access only needs enforcing, not a drop off
4. Have a no drop off zone around the school
5. Set up 20mph zone around the school
6. Get rid of the sixth form
7. Westbourne Drive: school parking, noisy cars, dropping litter
8. Traffic wardens are getting abuse asking people to move on
9. Speeding on Westminster Drive
10. Make Westminster Drive one way towards school
11. Make going round the school one way

12. Insufficient parking for residents of Westminster Terrace
13. Open up Tennis Road to Westminster Terrace residents and Tennis Road residents

## **Other**

1. Albany Road/Devonshire Road - speeding - they crash into the wall
2. Selbourne Drive back lane: pot holes, can't get out due to parking on yellow lines
3. Western Ave - parking/turning is a nightmare, emergency services can't turn round
4. Vans parking just outside disc zone and generally at weekends: DOI, MUA, Manx telecom
5. No dropped curbs on Ballakermeen Drive
6. Traffic mirror needed at lane leading onto Westminster Terrace
7. Need a route map for disabled/mobility scooters
8. If the Zebras are not put in will they still put dropped curbs etc. in?
9. Use service lanes as cycle routes (but need resurfacing)
10. Westbourne Drive make it 1hr parking
11. No roads should be cycle only - taxis need to stop outside the house
12. Residents need visitors' parking tickets/permits
13. If no access to Selbourne Drive - there is no safe way to Peel or South
14. Side crossings are dangerous and will cause congestion
15. Need to research more (video) where crossings are needed
16. No one walks down Devonshire Road!
17. Not seen any cyclists
18. Somerset road very congested at school times - parking both sides
19. Parents parking on Devonshire Road for the KWC bus
20. Raised curbs at junctions so the junction is kept clear
21. Pavements are too narrow
22. Make pavements wider and more parking to slow traffic down
23. Don't want wider pavements or speed bumps
24. Speed bumps - NO!
25. Speed bumps release more carbon into atmosphere
26. This is a Green agenda!
27. Cars have to go further, it will take longer making more pollution

## 8. Results of key stakeholder meetings

Between December 2022 and May 2023 members of the Department met with various key stakeholders before launching the online survey and drop in sessions. The key stakeholders included the Emergency Services, Sight matters, Bus Vannin, health and safety, the headmaster of Ballakermeen High School as well as the two MHKs for the area and the 3 Douglas Councillors for the ward.

### *Summary of feedback on scheme from key stakeholders*

20mph speed limit within scheme area	
Strongly in support for the accompanying risk reduction	Sight Matters
Support the 20mph zone and feel it will be largely self-enforcing,	Police
Some concerns over speeds and enforcement on Hawarden Avenue and St Catherine's Drive – need for traffic calming measures in these areas	Police
Not convinced it is necessary as the level of traffic in the area prevents high speeds anyway – could retain 30mph limit	Health & Safety
Retain 30mph on Alexander Drive	Various e.g. Police
One-way restrictions	
Concerns over vehicle speeds	Police
Would like to see more one-way restrictions in the scheme e.g. one-way up Alexander Drive and down Albany Road to create safer junctions	Ward councillor
Pedestrian and cyclist zone (section of Ballakermeen Drive)	
Reduces route options for emergency response crews to access Fire Station (especially during TT period), with possible impact on response time	Fire & Rescue
Concern about pushing traffic onto Belmont Hill	Health & Safety
Concern about enforcement issues	Police
Not viewed as necessary for the scheme	Police
Seems to be a big gap to join up the pedestrians/cyclists from the end of this route to the subsequent off-road path into the school	Health & Safety
Will require good wayfinding and signage for all road users	Health & Safety
Alternative ideas: pavement improvements, shared space options, one-way for motor vehicles	
Side-road zebra crossings	
Will require a significant public education campaign, including for accessibility groups	Police, Sight Matters
Additional locations may be needed for road crossings e.g. St Catherine's Drive for accessing the shop	Ward councillor
Raised junctions	
Require suitable angles for bus manoeuvres from both directions	Bus Vannin
Include more in the scheme e.g. to mark entry to the 20mph zone	Police

Traffic calming (e.g. Alexander Drive)	
Concern about loss of parking spaces	Ward councillor
Support for retaining 30mph on this road	Police
Extend traffic calming to other locations e.g. Hawarden Avenue and St Catherine's Drive	Police
Make some of Alexander Drive 20mph to support walk to school (e.g. Tennis Road to Woodbourne Road)	Ward councillor
No entry treatments	
Concerns about vehicle speeds	Police
Concerns about pushing problems onto other areas	Ward Councillor
Concern over proximity to Ambulance Station (south of St Catherine's Drive)	Health & Safety
Look at traffic flows on Selbourne Drive	Police
Suggestions for other changes to flows within area	Ward Councillor
Footway buildout (Harwarden Avenue)	
Extend this concept elsewhere to support pedestrian movements	Police
Include a buildout on the opposite side of the road as well (traffic calming)	Police
Accessibility of scheme	
Tactile paving at all junctions	Sight Matters
Consistency with any change throughout scheme	Sight Matters
Excellent communication of changes required	Sight Matters

*Additional issues raised within scheme area*

Westminster Drive	
Pinch point at Wessex Garage – very tight for buses, inappropriate parking	Bus Vannin
Bottleneck along road due to traffic accessing/leaving school and parked cars	School
Vehicles doing U-turn outside school is problematic	School
St Catherine's Drive	
Concerns over vehicle speeds from residents	Ward councillor
Problematic levels of congestion at school drop-off and pick-up times (and driver behaviour e.g. U-turns, parking)	Bus Vannin, Health & Safety
Desire for traffic calming measures	Ward councillor
School drop-off and parking	
No safe drop-off points for families who need to drive to school	Health & Safety
Lack of parking on school site for those who need to drive (including staff)	School,
Concerns about number of pupils and staff travelling to school by car	Ward councillor
Parking restrictions	

Addition of further double yellow line restrictions will create issues with enforcement and problems for residents and school users	Police
Other	
Line painting will require ongoing maintenance	Police
Need to make the shortcut through the school less convenient/desirable	School
Improvements needed to lighting on pathways	Health & Safety
Pressure from contractors vans on parking within the area	Ward councillor
Need to consider journeys to and from the zone to primary schools	Health & Safety
Future consideration of multiple such zones across Island on emergency services response times	Fire & Rescue
Look at the limitations of the K and E parking zone boundaries	Ward councillor



## **9. Reflection on the engagement process**

The online engagement and the drop in sessions were designed to engage with the public presenting some feasible options but listening to the stakeholders' views about the issues in the area, what if anything had changed since the original petitions and was there anything the Department may have missed.

The first part of the engagement was to meet with the key stakeholders including Bus Vannin and the emergency services. There has so far been no response from the ambulance service although several members of the public as well as Health and Safety have pointed out the ambulance station could be affected by the no entries/one ways.

Flyers were delivered via the post office to 2700 residents and businesses in the area inviting them to respond either online or in person at the drop in sessions.

The online consultation was designed to collect data about people's habits in walking, cycling and using the car in the area as well as in and out, and then ask their opinion on the options presented.

There were some opinions that the survey should have ran for longer especially as it included TT fortnight and people were away.

In general, in all the methods of engagement, there were several respondents who reported they found the proposals were not specific enough to be able to form an opinion and therefore couldn't comment and others asked for data-led evidence as to whether the changes were needed for example evidence of speeding, reported accidents, traffic flows and environmental data. The proposals were deliberately not specific as at this stage it was up to the public to give their ideas as to what they wanted before spending money at the design stage. The feasibility study was to give some ideas that were feasible for their thoughts and comments. The Department has obtained a quote from the Government Laboratory regarding monitoring pollution levels before and after implementation of the proposals.

It was the first time that the interactive maps were used on the Consultation Hub by the Department and many people found them difficult to use especially on a phone or a small tablet. It should be borne in mind that not all the community is computer-literate or they may not own a computer only a phone or tablet. There was an option of a paper copy of the survey or to come down to the Sea Terminal and use the "Get online" Centre to fill in the survey. Over 50 paper copies of the survey were given out to anyone who requested one but only 5 were returned by post.

The All Saints Church Hall was an excellent venue for the drop-in sessions but the actual sessions could be improved. There was one in the morning, one in the afternoon and one in the evening on consecutive days. It was noted by some residents there was only one evening session which not everyone could make.

The public were expecting a formal presentation and meeting and were slightly disconcerted to find no formal public meeting and only a table and display boards. However once they understood the atmosphere improved and if someone wanted to express their opinion forcefully there was generally only a handful of people listening rather than a whole room.

The display boards needed more information as the majority had not looked at the online consultation so the feasible options needed more explanation as well as the issues paper.

Members of the public expressed their views by speaking to the officers or by writing on post-it notes which were stuck on the map in the area relevant to the issue they were referring to. Some suggested that a sealed box could have been used for people to post in their suggestions at the meeting anonymously.

Approximately 40 A3 copies of the map with an outline of the scheme (as seen on page 4) were printed for people to look at, at the drop in sessions however these were all taken away within the first few minutes of each session leaving only the A1 copies on the display boards and tables.

The 3 members of the DOI present needed to wear name badges as they were not easily identifiable and given the numbers of residents who came, more staff would have been useful to answer questions and take notes.

## **10. What's next?**

The Department was like to thank the public particularly the residents in the scheme area for their engagement and welcomes all the free form comments giving their reasons for supporting or not supporting any of the suggested options.

We will use the feedback given by all stakeholders to help us develop a Living Streets scheme for the area. It is hoped that the detail design stage will start this year, but this will be dependent on funding.