

Spaces for People: Ayr Road (A77) Consultation Report: Spring 2021



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Introduction

From the opening of the consultation until 31st March 2021, we received 584 items of feedback related to Ayr Road. The table below shows the various channels through which customers gave feedback on the scheme.

Source	Comments (Ayr Road)
Commonplace	503
Email to Customer Relations	4
Email to Customer Services	6
Email to Spaces for People	46
Email to Roads/Parking	9
Letter	2
Lagan	11
Social media (forwarded)	(response provided, but not logged)
Other	2

Of the communications received by email, three were treated as requests in terms of the Freedom of Information (Scotland) Act 2002. Letters were received from local residents and a coalition of cycling campaigns. "Other" communications were by or via local politicians.

To ensure that all participants had an equal say, multiple comments about the scheme, which were known to be from the same customer, were condensed into a single record for that customer. If a customer left several different ratings of the scheme, an average of all their ratings was calculated.

While customers who contacted the Council by email/telephone/letter used their full names, the Commonplace platform assigned each participant an anonymised 'Respondent ID'. The extent to which customers who corresponded by other means also used Commonplace is therefore unknown.

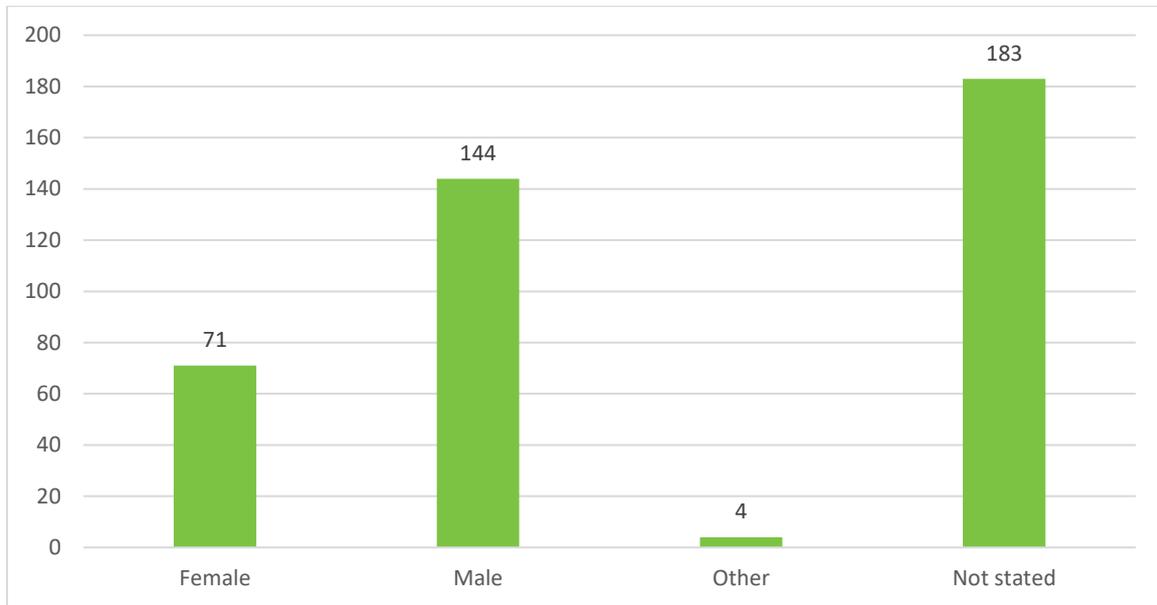
On this basis, we estimate that 402 customers contributed to the consultation on Ayr Road. Given the caveat noted above, the true figure may be lower. The table below shows how many customers left multiple items of feedback about the scheme.

Number of comments	Customers (Ayr Road)
1	348
2	34
3	8
4+	12

Customer demographics

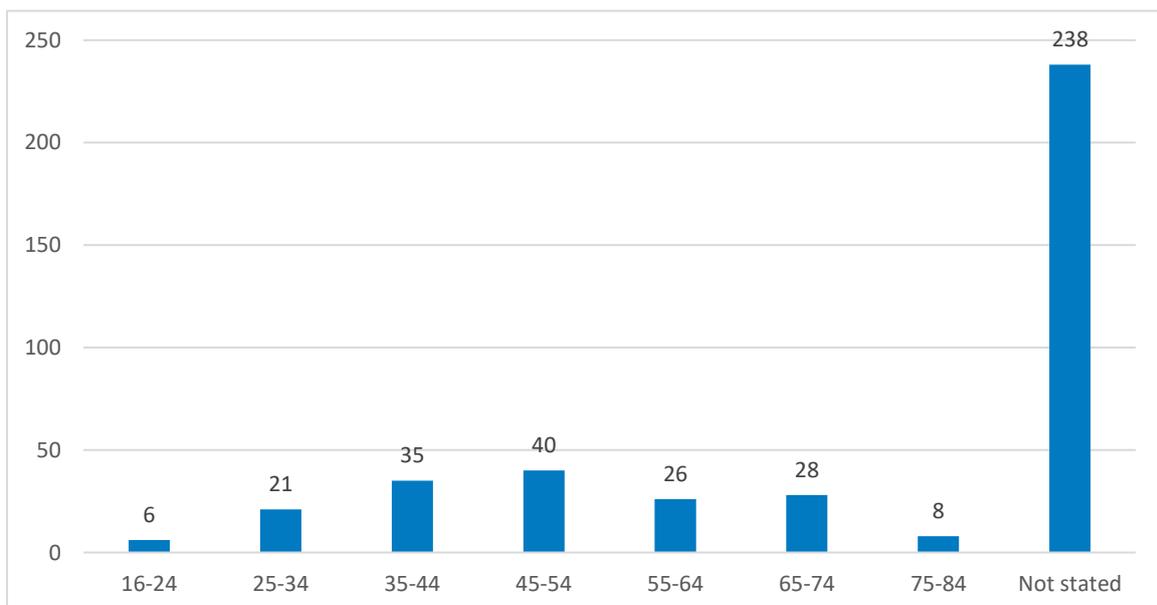
Gender

The chart below shows the number of customers who identified with each gender. This information was either self-reported by customers in the Commonplace questionnaire, or inferred through the customer's use of their title (Mrs., Mr., etc.) in other communications.



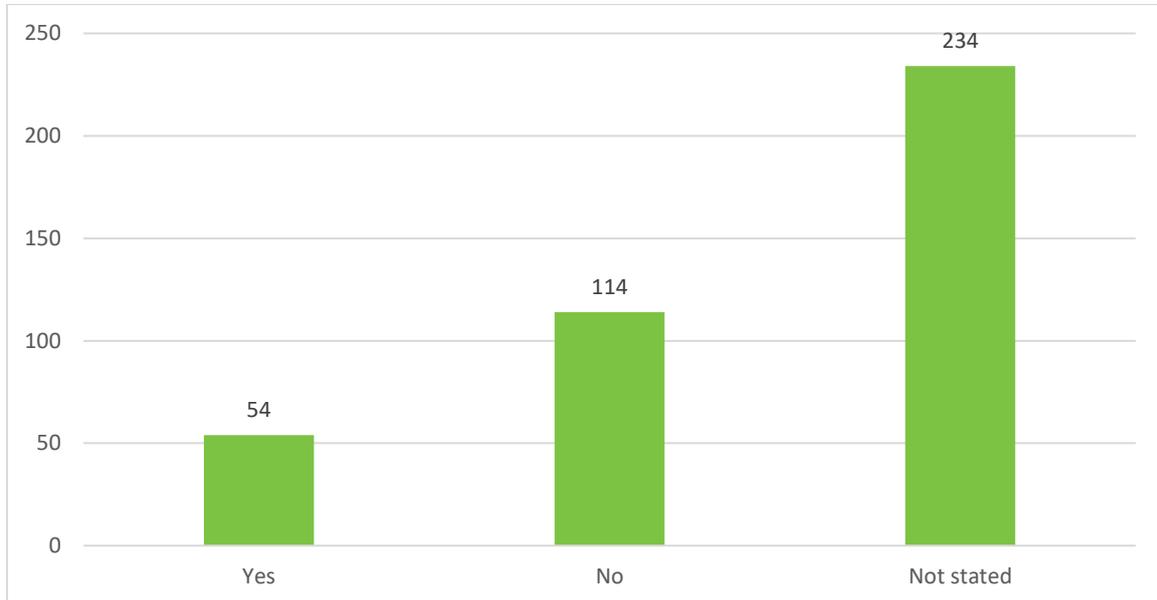
Age group

The chart below shows how many customers belonged to each age group. This information was exclusively self-reported by customers in the Commonplace questionnaire.



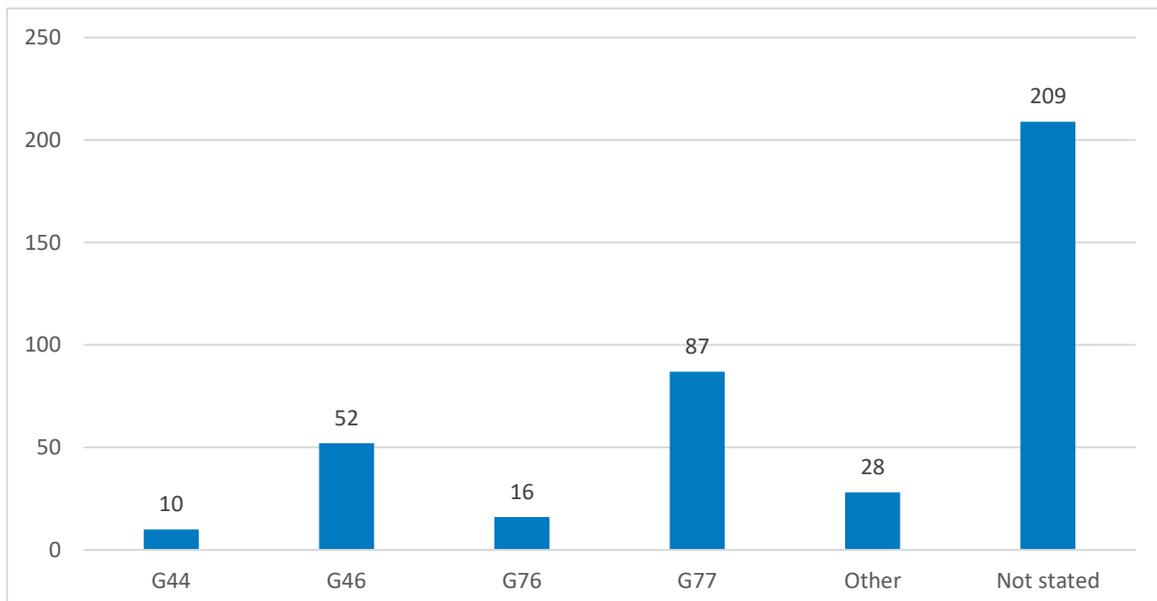
Key worker status

The chart below shows how many customers were Key Workers in the context of the COVID-19 pandemic. This information was exclusively self-reported by customers in the Commonplace questionnaire.



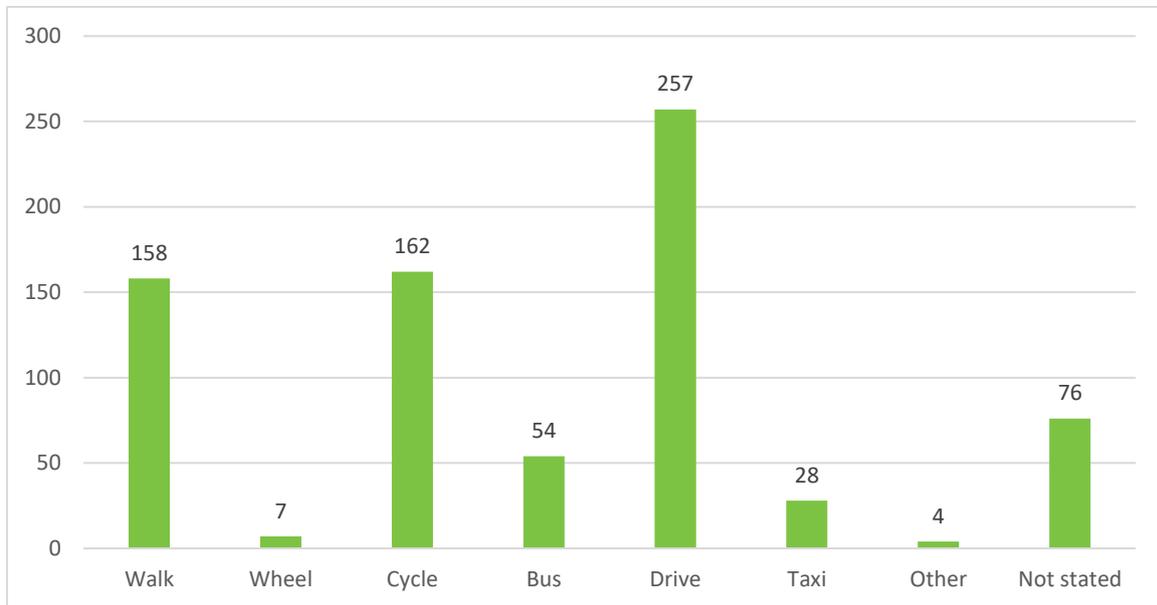
Postcode

The chart below shows how many customers resided in local postal districts. This information was exclusively self-reported by customers either through the Commonplace questionnaire or when the customer provided their home address in another form of communication.



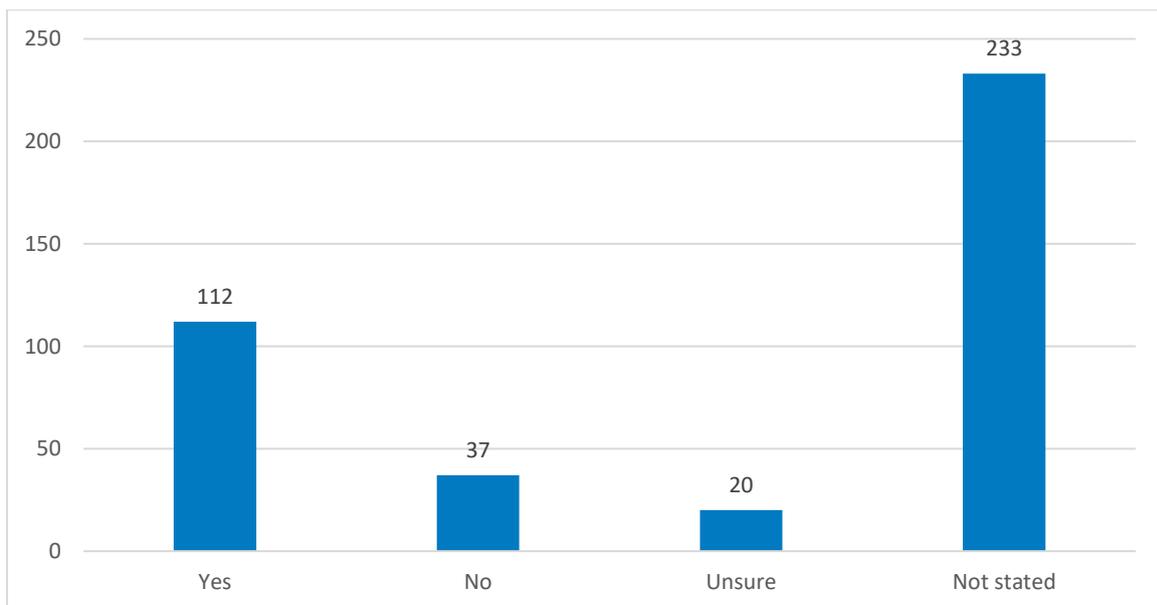
Mode of transport

The chart below shows how many customers used each mode of transport to travel through the scheme area. This information was exclusively self-reported by customers in the Commonplace questionnaire. Note that customers frequently selected more than one mode of transport.



Support for principle of Spaces for People

The chart below shows how many customers supported the general concept of providing more space for physical distancing and improved active travel options during the pandemic.



Scheme ratings

Average ratings

Customers who used the Commonplace platform were asked to rate their overall impression of the project on a five-point scale, representing a range of opinions from 'very negative' to 'very positive'. Mean ratings were calculated for those who left multiple items of feedback.

Customers who gave their views by email did not rate the scheme as such. For the purposes of this report, the sentiment of these customers was inferred from the content of their message and rated accordingly. In a few cases, it was not possible to infer this information.

As shown in the table below, there were some differences in the mean rating given by customers in different demographic groups. Note that a separate question showed 55% support for reduction of the speed limit to 30mph.

Characteristic	Mean ratings (Ayr Road)
Overall	39.9%
Gender	Women: 34.6% Men: 49.3% Other: 62.5%* Not stated: 34.3%
Age group	16-24: 81.3%* 25-34: 47.0% 35-44: 62.4% 45-54: 49.6% 55-64: 34.6% 65-74: 39.8%* 75-84: 59.4%* Not stated: 32.8%
Key worker	Yes: 43.7% No: 52.4% Not stated: 32.5%
Postcode	G44: 77.5% G46: 31.9% G76: 81.7% G77: 28.5% Other: 88.2% Not stated: 34.9%

The mode of transport used by customers also strongly affected views of the scheme, which were popular among people who cycled but largely unpopular among users of other modes.

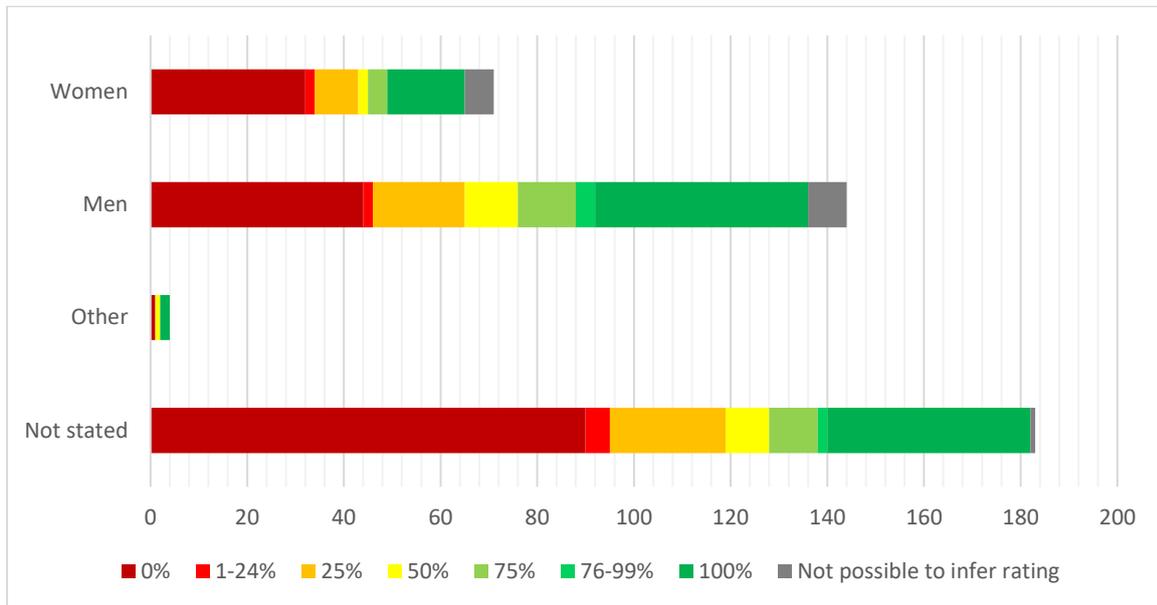
Mode	Mean rating (Ayr Road)
Walk	28.9%
Wheel*	28.6%
Cycle	64.4%
Bus	23.9%
Drive	32.4%
Taxi	17.2%
Other*	25%
Not stated	27.7%

*Note small sample size

Ratings by gender

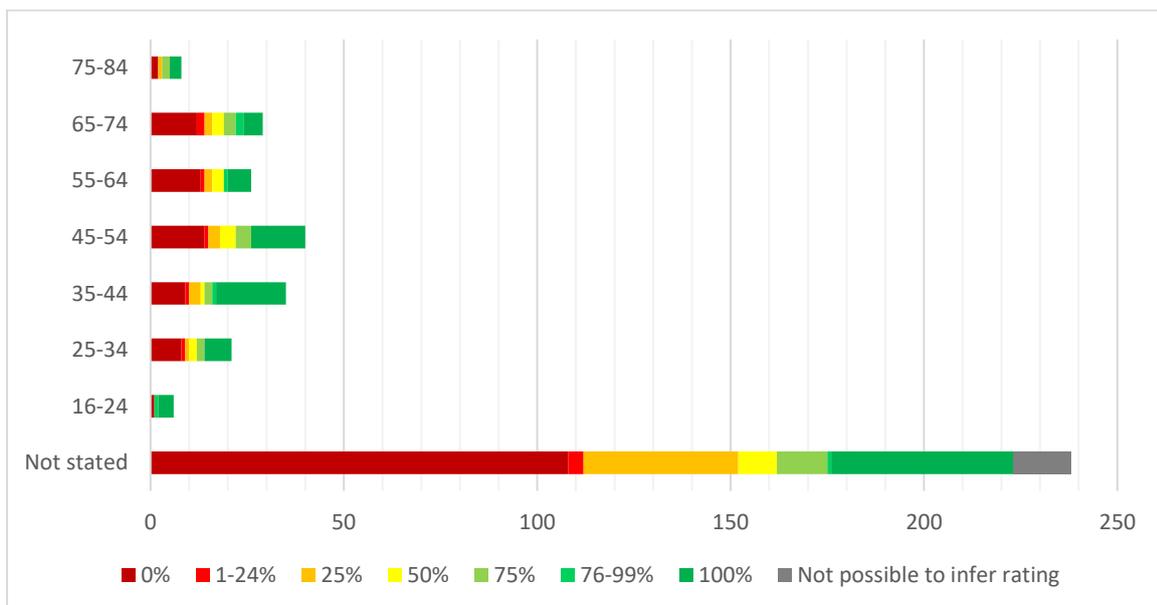
The charts below show a breakdown of the ratings given by participants. They demonstrate that both schemes were polarising: customers tended to give very negative or very positive ratings, and there were relatively few moderate ratings.

Men were more likely to give very positive ratings than women:



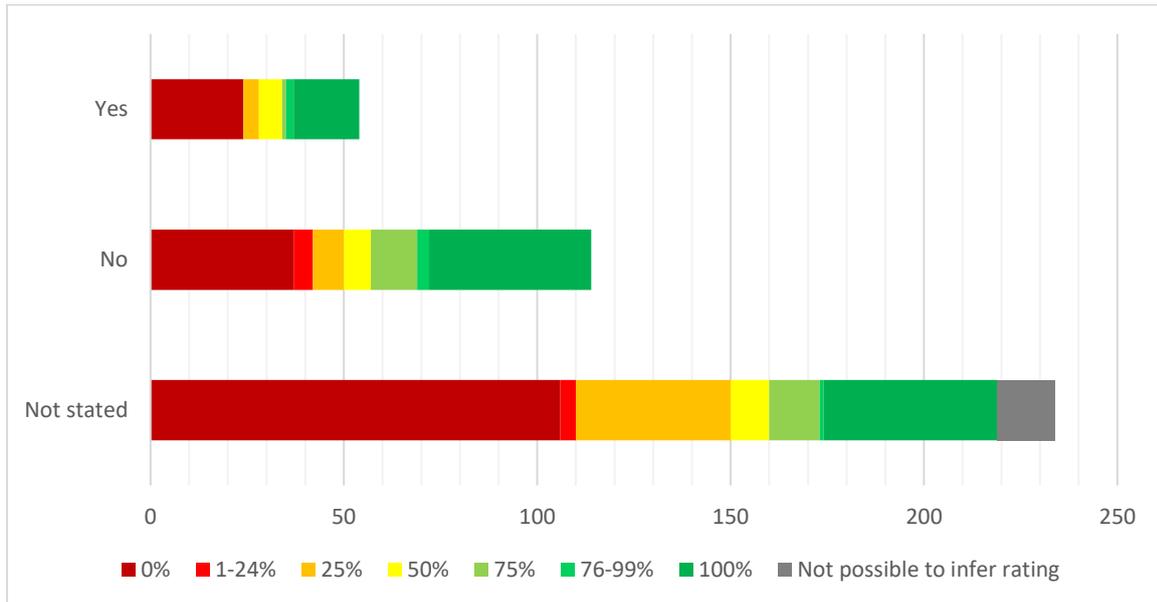
Ratings by age group

Young to middle-aged people tended to give more positive ratings:



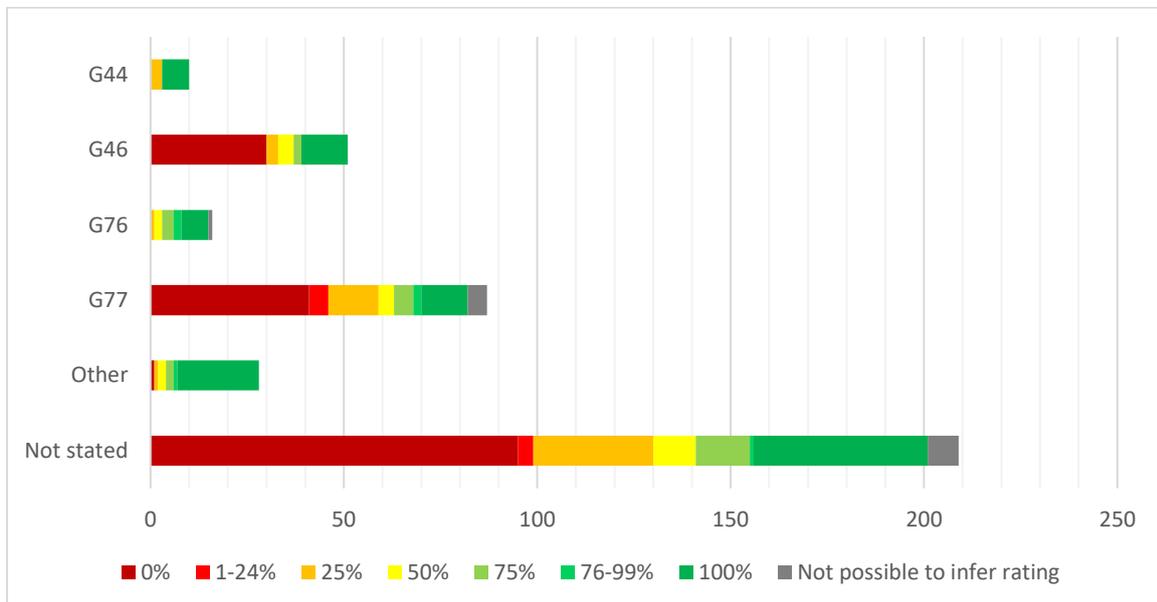
Ratings by key worker status

Key workers were somewhat less likely to give positive ratings:



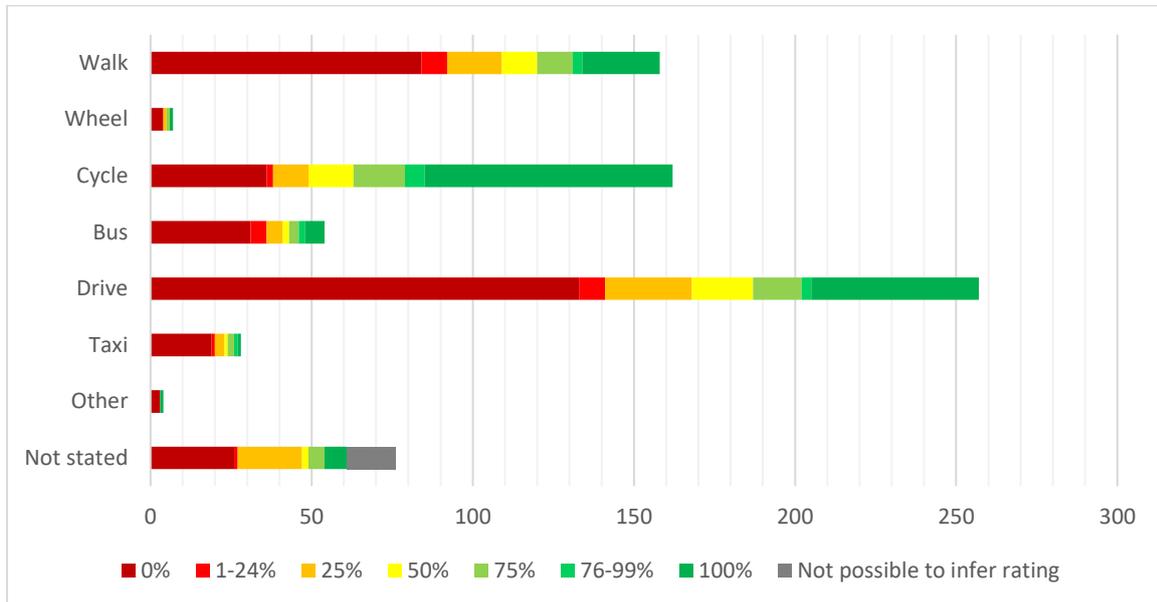
Ratings by postcode

Customers residing in the G77 and G46 postal districts, where Ayr Road is located, had more negative views than those residing in other areas:



Ratings by mode of transport

People who cycled often had a positive view of the Ayr Road scheme, in contrast to the largely negative views held by users of all other modes:



Note that, because an average rating was calculated when more than one response was received from the same customer, not all ratings in the charts above fall on the five-point scale.

Thematic analysis

Many complaints, suggestions for improvement, and other relevant issues were mentioned repeatedly by many customers: these are referred to collectively as 'themes'.

The chart below shows the themes most commonly raised in comments about Ayr Road.



Necessity of scheme

95 customers claimed the scheme was necessary or made general expressions of support, but 124 thought it was unnecessary or wasteful:

“This improvement to the cycle lane is long overdue.” – Customer commenting on Ayr Road

“Great initiative supported by many. Thank you.” – Customer commenting on Ayr Road

“This is completely unnecessary and not suitable for this road” – Customer commenting on Ayr Road

“What a waste of money.” – Customer commenting on Ayr Road

Permanence of scheme

43 customers wished to see the scheme become permanent, but 5 specifically argued otherwise:

“I hope that the council will listen to the views of cyclists to improve the design on the lane and make it permanent.” – Customer commenting on Ayr Road

“Ideal implementation would include concrete curbs between the road and cycle lanes with Dutch cycle priority intersections.” – Customer commenting on Ayr Road

“It isn't as bad at the moment when people are working from home, but this will be terrible when things return to normal.” – Customer commenting on Ayr Road

“This proposal cannot be permanent.” – Customer commenting on Ayr Road

Preference for alternative schemes

13 customers who opposed the scheme had specific ideas for alternative schemes that they would prefer to see implemented:

“You could do more to promote cycling by extending the NextBike scheme with Glasgow City Council into East Renfrewshire, and providing bike clamping spots near communal flats.” – Customer commenting on Ayr Road

“More accidents seem to occur at Clarkston Rd roundabout, assuming there is a limited budget funds would be better spent improving safety on the roundabout.” – Customer commenting on Ayr Road

Aspiration for more extensive cycle network

28 participants expressed a wish for additional cycle lanes on other key roads in East Renfrewshire:

“If it could join to existing routes going to the city centre and the major Glasgow hospitals it would be more well used for commuting.” – Customer commenting on Ayr Road

“It would be great if it linked to Parks, Transport hubs and ran all the way to Glasgow city centre.” – Customer commenting on Ayr Road

Pedestrian safety

5 customers believed that the scheme had improved safety for pedestrians, but 12 disagreed:

“This will make it safer for all road users and pedestrians.” – Customer commenting on Ayr Road

“Exacerbated problem of pavement parking outside Takeaway shops.” – Customer commenting on Ayr Road

Cyclist safety

57 customers believed the scheme would improve safety for cyclists, but 29 disagreed:

“I recently cycled this road because it has temporary cones/wands up, and I felt so much safer.” – Customer commenting on Ayr Road

“As someone who regularly cycles along Ayr Road, the 'improvements' have made the cycle lanes less safe and will cause an accident.” – Customer commenting on Ayr Road

Child safety

13 customers believed the scheme would improve safety for children, but disagreed:

“I cycle, with young children (in a cargo bike) regularly on this route, and this provision makes me feel safer.” – Customer commenting on Ayr Road

“Cyclists using this cycle lane are not families with children but racing cyclists. It's too dangerous for cycle lane to be used by both racers and children.” – Customer commenting on Ayr Road

Motorist safety

35 customers expressed concern that Ayr Road had become more dangerous for motorists:

“It is completely unsafe to have these bike lanes and have cars trying to get in and out of driveways on a really busy road already.” – Customer commenting on Ayr Road

“Lanes are far too wide! Understand improving safety for cyclists however this makes it unsafe for drivers now.” – Customer commenting on Ayr Road

Cones perceived as hazardous or obstructive

26 customers highlighted problems caused by the cones used on Ayr Road:

“The cones keep being hit by passing vehicles knocking them onto the cycle lanes and pavements.” – Customer commenting on Ayr Road

“I can’t see how those temporary traffic cones on Ayr Road help anyone! Many now infringe and seriously narrow the very cycle lane they are protecting.” – Customer commenting on Ayr Road

“Also cones having been deliberately pushed and or blown by the wind into the lane creating a hazard.” – Customer commenting on Ayr Road

“The cones are positioned such as to prevent householders being able to reverse park into their driveway” – Customer commenting on Ayr Road

Problematic road user behaviour

35 customers complained about cyclist behaviour and 11 complained about motorist behaviour:

“Rules should also be enforced for cyclists who as previously mentioned often ignore the red lights etc.” – Customer commenting on Ayr Road

“Whilst many drivers are considerate, there seems to be a constant minority that drive in a brazen dangerous manner.” – Customer commenting on Ayr Road

Obstructive parking in cycle lane

53 customers complained of vehicles obstructing the cycle lane on Ayr Road:

“Parking in the cycle lane is a real danger especially at the top near to Asda and the shops.” – Customer commenting on Ayr Road

“Better policing of the road and handing out fines for parking in a cycle lane would equally improve safety.” – Customer commenting on Ayr Road

Requirement for car parking and deliveries

70 customers believed that provision for on-street car parking and/or access for delivery vehicles was required on Ayr Road:

“Position cones to allow necessary service vehicles (grocery, essential services, vehicles transporting vulnerable and disabled residents) ability to park outside residents homes.” – Customer commenting on Ayr Road

“It is completely unreasonable to expect me to park elsewhere and walk everywhere when I’m 38 weeks pregnant. Convenience for people like me, those with disabilities or children should be a priority but we are always an afterthought.” – Customer commenting on Ayr Road

Speed limit signage

There was concern from 7 customers than the signage on Ayr Road did not make the new speed limit sufficiently apparent:

*“I’ve seen the red rectangular signs on Ayr road noting that there’s a new 30mph limit in place but it’s a bit unclear where the limit starts and stops.”
– Customer commenting on Ayr Road*

“The speed signage is wholly inadequate.” – Customer commenting on Ayr Road

Suggestion to reallocate central reservation

8 customers believed that the space currently used for the central reservation on Ayr Road should be reallocated and put to alternative uses:

“Would it not be possible to reallocate the current road space so that the large hatched area either side of the central reservation is returned to use by motor vehicles, with a permanent cycle lane with hard segregation installed to run along the nearside?” – Customer commenting on Ayr Road

“Remove pavement in the middle and create a parking lane.” – Customer commenting on Ayr Road

Improved junctions needed

30 customers had ideas on how to improve the junctions on Ayr Road;

“Roundabouts don't look safe. Dutch style junctions could be introduced.” – Customer commenting on Ayr Road

“Attention needs to be given to junctions - ensuring bike right of way is clear to turning drivers.” – Customer commenting on Ayr Road

Improved bus stops needed

12 customers highlighted problems caused by the bus stop designs on Ayr Road or suggested improvements:

“Also wondering if cyclists will constantly have to stop when buses pull in. Previously they would have been able to move around buses but now won't be able to move out of their own lane.” – Customer commenting on Ayr Road

“More permanent segregation and potentially bus stop "bypasses".” – Customer commenting on Ayr Road

Improved maintenance needed

61 customers desired better maintenance of the cycle lane on Ayr Road, or argued that maintenance of existing carriageways should take priority over new cycling infrastructure:

“One important thing to keep in mind is that these lanes should be cleaned/cleared regularly so they don't end up covered in grit and dirt.” – Customer commenting on Ayr Road

“Abandon it until the cycling uptake warrants investment or until all road repairs in East Ren are up to date.” – Customer commenting on Ayr Road

Poor aesthetic quality

34 customers considered the cones on Ayr Road unattractive:

“Please don't use those orange and white bollards screwed into the road. That is unsightly vandalism, littering the thoroughfare with eye jarring road furniture.” – Customer commenting on Ayr Road

“Remove these unsightly cones.” – Customer commenting on Ayr Road

Scheme causes congestion

74 customers believed the Ayr Road scheme would cause congestion, but 3 disagreed:

“Ayr Rd is now too narrow at points to support the volume of traffic.” – Customer commenting on Ayr Road

“A tiny fraction of the community use bikes yet the vast majority use cars and they are the ones inconvenienced by these measures. These cones simply produce bottlenecks and will lead to real resentment against cyclists.” – Customer commenting on Ayr Road

“Can only be a good thing, good for congestion, good for the environment.” – Customer commenting on Ayr Road

Impact on emergency services

35 customers were concerned that the design of the scheme would impede emergency vehicles, but 2 specifically mentioned that they were not concerned by this:

“Emergency vehicles in particular are impacted as traffic has nowhere to move over.” – Customer commenting on Ayr Road

“Emergency services are still able to use the middle of the road on the rare (non-existent?) occasion that traffic is backed up along the Ayr Road.” – Customer commenting on Ayr Road

Inadequate consultation

39 customers were critical of the non-traditional consultation process or of aspects of the consultation materials:

“Proper consultation must be a pre-requisite for any alterations which affect local residents.” – Customer commenting on Ayr Road

“Complete joke, lack of any engagement with residents (a leaflet that looked like junk does NOT count)” – Customer commenting on Ayr Road

“The powers that be should consult local residents and road users before spending unnecessary funds in dubious alterations.” – Customer commenting on Ayr Road

Other themes

There were various views that did not fit with any of the themes discussed above:

“Perhaps rather than installing fixed segregation, a coloured tarmac (red?) should be laid.” – Customer commenting on Ayr Road

“Provide stats on usage, incidents and air pollution.” – Customer commenting on Ayr Road

“A new mandatory cycle lane has been put in place and this obviously is to stop cars parking on Ayr Road. Unfortunately, this means that our unadopted road and parking bays have become a public car park. I write to request that the word PRIVATE be painted on the roadway at our entrance.” – Customer commenting on Ayr Road

No theme evident

47 customers left comments that did not have any clear theme:

“I cycle this route often (non-Covid times).” – Customer commenting on Ayr Road