



ARERA SATISFACTION SURVEY RESULTS SUMMARY

22ND JANUARY 2020

<https://www.cambridge-news.co.uk/news/cambridge-news/cambridge-history-arbury-road-nostalgia-14472790>

ARERA

James Westley, George Vardoulakis, Jon Gorrie

DRAFT

Summary

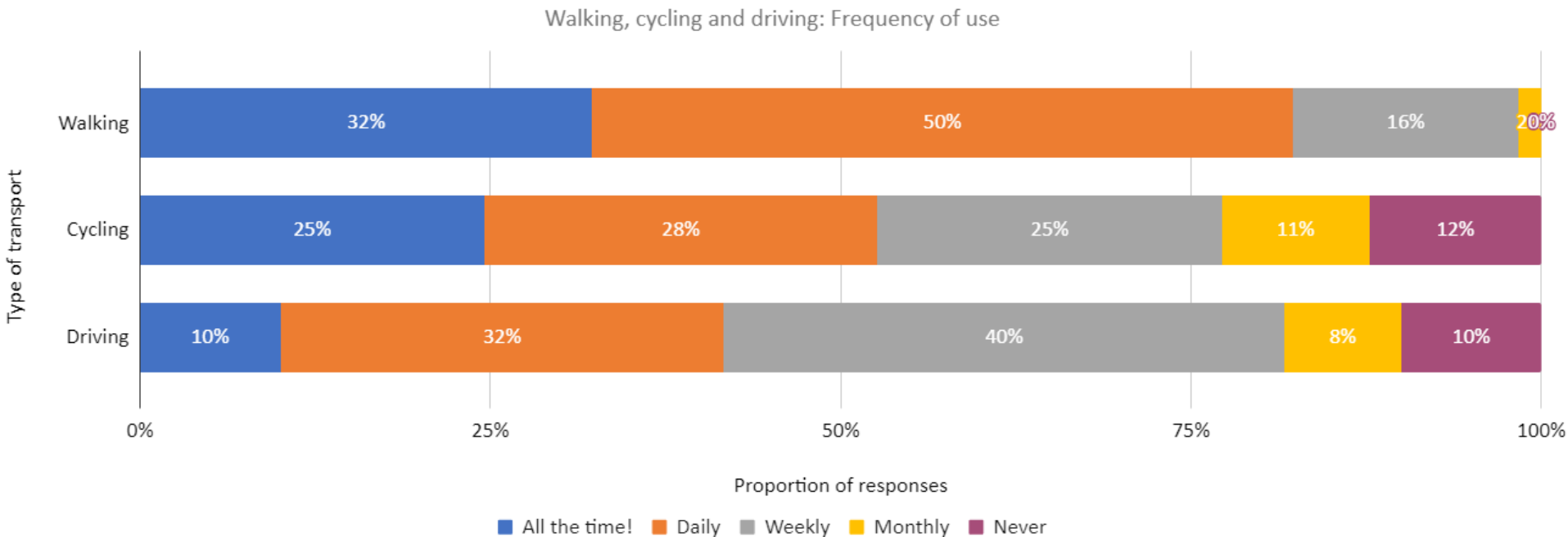
- The community represented by the Arbury Road East Residents Association (ARERA) would like to improve their safety and quality of life by improving the management of traffic and transport on Arbury Road between Milton road and Cambridge North Academy
- Preceding a potential road improvement project, a proposal to hold a pre-consultation workshop with some members of the community to explore ideas has been put forward by Grant Weller, an officer at the Cambridge City Council
- To get visibility of the views of the community before the pre-consultation workshop, ARERA have carried out a survey of the community
- In summary our conclusions are
 - The large majority (94%) of the 62 survey responses were from residents
 - Walking was the most frequent mode of transport, followed by cycling amongst responders
 - Most responders (87%) were “unsatisfied” or worse with the traffic and transport situation on Arbury Road
 - Speeding traffic, pollution and cyclist safety were the issues of most concern for responders
 - Many proposed solutions were supported by responders e.g. closing the road to through traffic and improving surfaces
 - As a solution, “Leave it as it is - Do nothing” had 5% support
- The next step is to present the results of the survey back to the community for feedback

The large majority of respondents were residents

- There are approx. 200 dwellings in the Arbury Road East area
- The survey was delivered by email (where available) and posted
- Omitted data sets:
 - One resident from Hurst Park Avenue
- The included “other” entries were the Church and a landlord
- We hope to have captured the full diversity of Arbury Road East

User type	Count
Resident	55
Business owner	2
Resident & Business owner/operator	3
Other	2
Total	62

Walking was the most frequent mode of transport, followed by cycling amongst responders



Most responders were unsatisfied with the traffic and transport situation

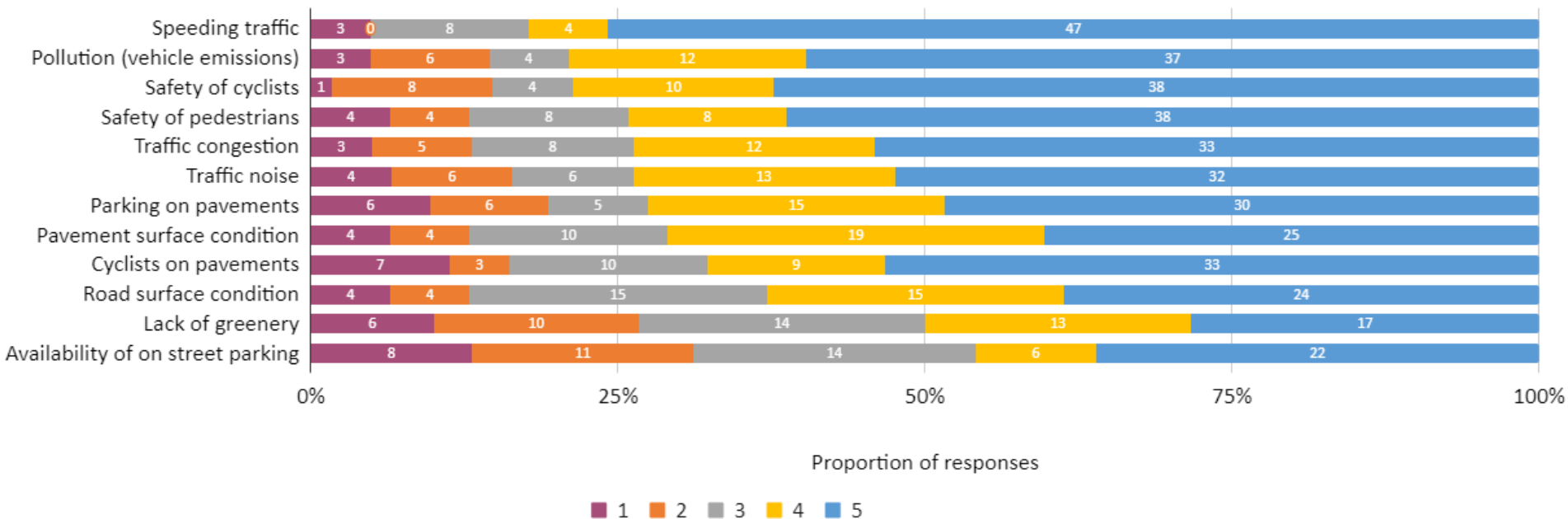
Some quotes from responders

- “My 6 year old son was hit by a car crossing the road to get to the church. It resulted in a badly broken leg and at least 8 weeks in a wheelchair”
- “Our house shakes with the buses and lorries travelling over 20 mph”
- “I am disabled and find it very frustrating when I cannot park outside my house. Especially when I have bags etc after a shop.”
- “There is currently not enough room for cyclists and cars at the Milton Road end and the situation is fundamentally unsafe. Cyclists are often forced to use the pavement, causing danger to pedestrians, particularly children.”
- “East Arbury Road has been left out of any plan while western end has received considerable attention”

Satisfaction	Count	Proportion
1 (very unsatisfied)	41	66%
2	13	21%
3	4	6%
4	3	5%
5 (Very satisfied)	1	2%

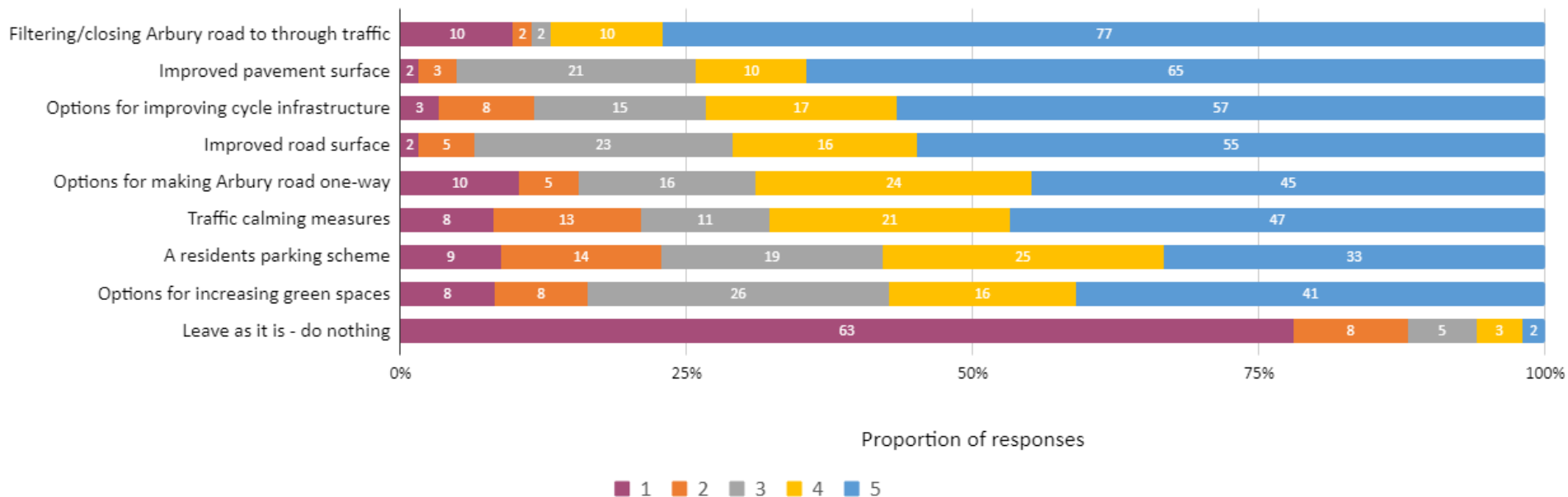
Speeding traffic, pollution and safety of cyclists are the issues with most concern for responders

Road user's level of concern for typical issues (1 = Not concerned, 5 = Very concerned)



Many proposed solutions were supported by responders

Solution options - Which of the following would you consider supporting?
(1 = Against, 5 = Fully support)



Responders also suggested some creative solutions

Some other ideas and quotes from the responders

- “Please ensure side roads can benefit from passes when residents parking comes into effect”
- “Street parties”
- “One-way system up Arbury Road, along Leys Road and down Highworth Avenue.”
- “More bump outs or speed bumps; more trees; proper cycle paths that link up to Milton Road and which are safe for children to cycle on”
- “It would be nice to have seating areas with some sort of greenery.”
- “Drop curbs”
- “Speed monitoring signs”
- “Stop any future development of the veterinary surgery at 32 Arbury Road due to staff using street parking and some overspill of clients vehicle pavement parking.”
- “To provide parking for odd numbers from 1 to Leys Road, provide garages for these houses at the ends of the back gardens accessed from a new back alley via side of Al Noors or Mulberry Close”

Responders also suggested some creative solutions

Some other ideas and quotes from the responders

- “My proposal is 1. From the school to 86 Arbury Road use the grass verge to widen the road and make a cycle path. 2. From 86-58 and Havenfield entrance compulsorily purchase enough land from gardens to widen the road and make a cycle path. 3. From Leys Road to Milton Road make Arbury Road one-way and make parking spaces and a cycle path”
- “Closing or making Arbury Rd one way would have a significant affect on local business, would a road closure allow access to local shops.”
- “Please do not remove on street parking - I am about to have a baby and am concerned that I would not be able to get her from the car to the front door safely without it”
- “I think the idea of a trial of different options for Arbury road is a positive move forward”

Appendix: Data collection and analysis methods

The survey

- A link to the survey:

https://docs.google.com/forms/d/e/1FAIpQLScqyz6YA5rfm4kQSgCMVSqp7JoUN_CpXPPwyeQLxJon3shnTw/viewform

Survey distribution

- A URL link of the survey was shared by email to the approx. 42 attendees of the inaugural ARERA meeting
- Printed surveys were delivered by post or by hand to every dwelling or business in the Arbury Road East Area including:
 - Arbury Road 1 to 145
 - Twickenham Court
 - Austin Court
 - Marfield court
 - Havenfield (**Not included in this draft version, still awaiting responses**)
 - Maio Road
- Hand-written responses to the survey were posted by residents to the Church and collected by ARERA members

Survey raw data and analysis

- A link to the raw data and the analysis can be found here:

https://docs.google.com/spreadsheets/d/1PMrAhY6Aa_FOdVxBmCQ0D3_fcfXmme-vSAznbrn_SYg/edit#gid=874209922