



# Poole Quay Experimental Traffic Regulation Order (ETRO) Six Month Review Consultation Report

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January 2021

Insight Team

BCP Council

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## **1. Background**

An Experimental Traffic Regulation Order (ETRO) as implemented on 27 June 2020 to trial an improved priority for those walking and cycling on The Quay, the Lower High Street, Castle Street and Paradise Street. The aim of this scheme is to create a safer environment, making it easier to maintain social distancing, improve the immediate area, promote the quay as a place for more cycling and walking, and to allow for a more relaxed, pleasant outdoor eating / drinking destination which support the regeneration of the area.

These changes are temporary to allow people to have their say on the changes until 27 December 2020, before any decision would be made on whether to make them permanent.

## **2. Methodology**

The consultation started on Saturday 20 June, and will run for the duration of the 18 months trial. Information about the proposals and a consultation form was made available online at [bcpcouncil.gov.uk/PooleQuayConsultation](http://bcpcouncil.gov.uk/PooleQuayConsultation).

Official notices were displayed in the local area one week prior one week prior to the commencement of the trial. At the same time, a letter was delivered to all residential and business properties in the affected area to make them aware of the consultation, as it was taking place during lockdown.

Figures in this report are presented as a percentage of people who answered the question. The percentages in this report will not always add up to 100%. This can be because of rounding, or because for some questions, respondents are allowed to select more than one response.

## **3. Qualitative comments**

Qualitative responses (write in text) to questions were exported into Excel and were thematically analysed. The most common themes are reported on in this report.

Please note that while the purpose of qualitative data is to provide deeper insights into reasoning and impact rather than to quantify data, the numbers of respondents who mentioned the most prevalent themes are provided in this report to give an indication of the magnitude of response. However, given the nature of qualitative data, it should be noted that this does not provide an indication of significance in relation to the question asked.

In addition, where respondents have provided comments that relate to more than one theme, their feedback has been categorised into multiple categories.

## 4. Summary of key results

As of 27 December 2020, 833 respondents took part in the consultation.

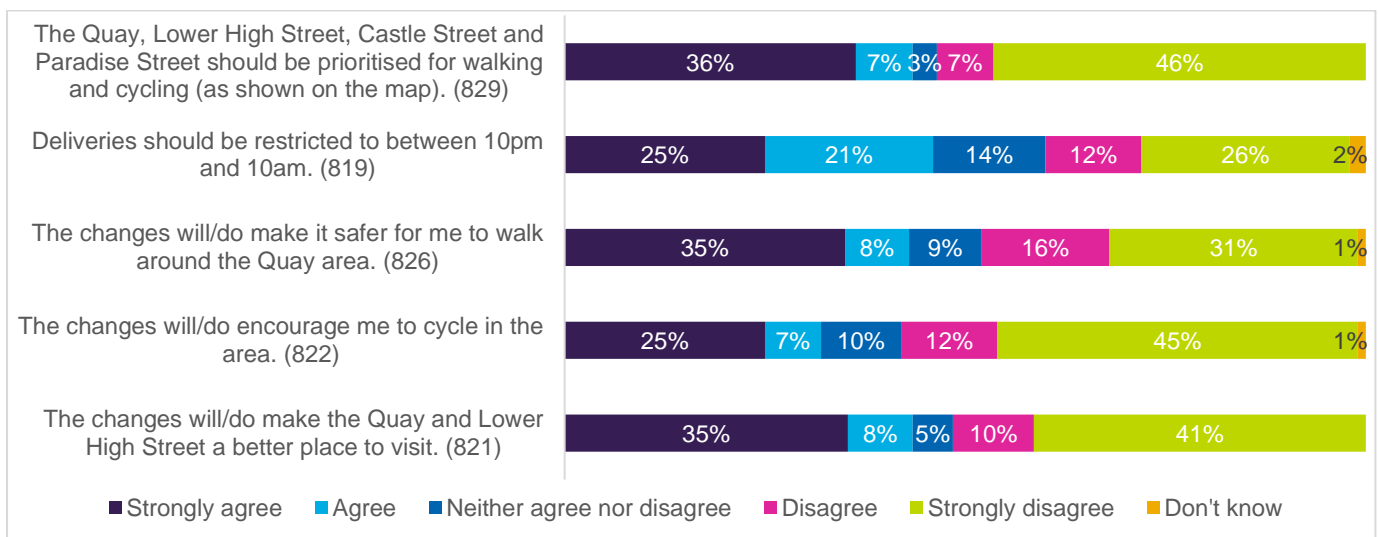
This section summarises the results to the key questions in the consultation.

Results are broken down by respondent type, when people gave their views during the trial and by equalities groups to show significant differences. Generally, responses become more positive over time, with those responding before and within the first four weeks after the changes were implemented being more concerned about the changes.

Businesses report as the most impacted, with residents living in the area and those from Poole more generally having more mixed responses. Those people with a disability that limits their activities a lot have higher levels of disagreement with the changes. There also are differences by age (those 35-44 and 45-54 generally have higher levels of agreement), ethnicity (white other respondents are more positive about the changes than other groups) and religion (other religions are less positive than Christians or those with no religious affiliation).

### Levels of agreement with aspects of the trial.

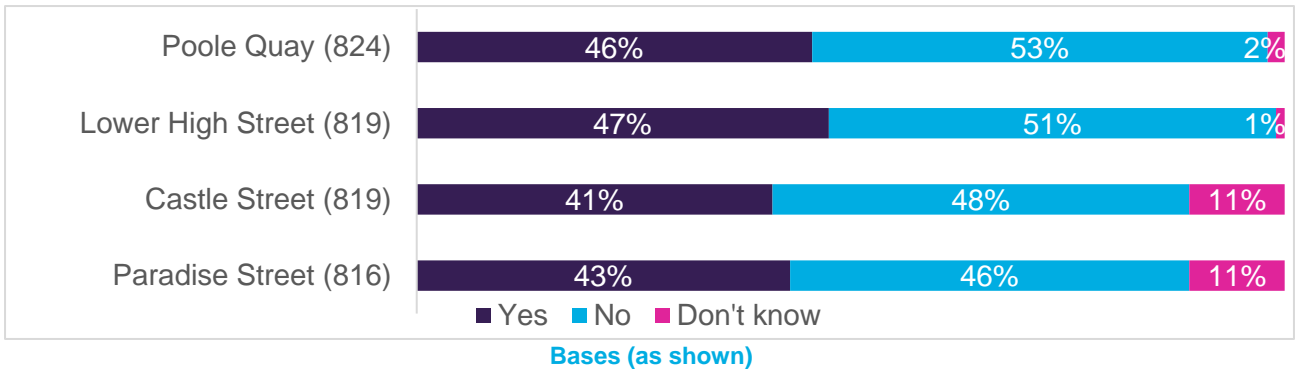
**Figure 1: How strongly do you agree or disagree with the following.....**



## Views on prioritising the roads for walking and cycling

Overall, there is slightly more disagreement than agreement with prioritising each of the roads for walking and cycling, as shown in the chart below.

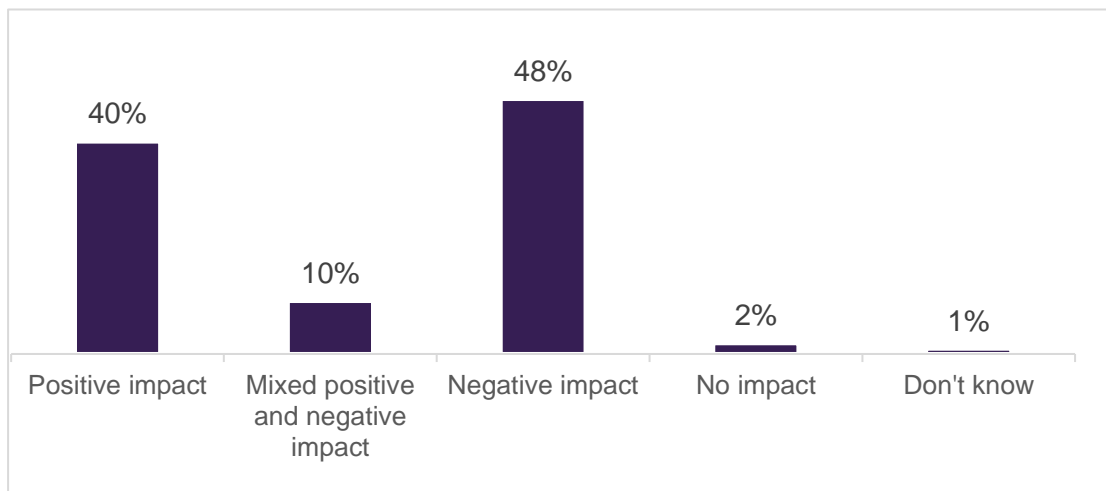
**Figure 2: Do you agree with prioritising the following roads for walking and cycling?**



## Impact of the changes

Four out of ten respondents feel there would be a positive impact from the changes, with almost half (48%) feeling a negative impact. As with the other questions, response change by respondent type, date of response, equalities groups and how people travel through the area.

**Figure 3: How do the changes impact on you?**



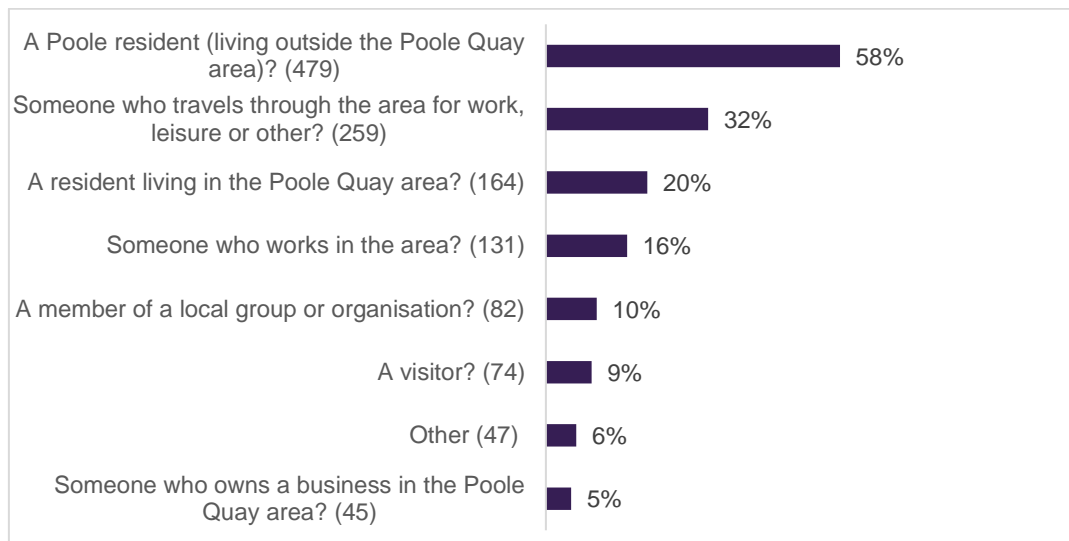
## 5. Key Results

As of 27 December 2020, 833 respondents took part in the consultation.

### Respondent profile

Over half of respondents (58%) were Poole residents (living outside of the Poole Quay area), around one third (32%) travel through the area for work, leisure or other reason. One in five (20%) are residents living in the Poole Quay area.

**Figure 4: Respondent type**



Bases (as shown)

Further details about respondents (how they travel through the area, age, gender, disability, ethnicity, religion and postcode) are shown in the Appendix.

### Respondents by response date

Just over four out of ten respondents took part in the consultation before the scheme was launched, with 35% responding in the first four weeks and just under a quarter (24%) responding after four weeks.

Time period	%
Before Launch	42%
First four weeks	35%
After four weeks	24%

A table showing respondent type by date is shown in the appendix. The profile is pretty similar throughout the six month period.

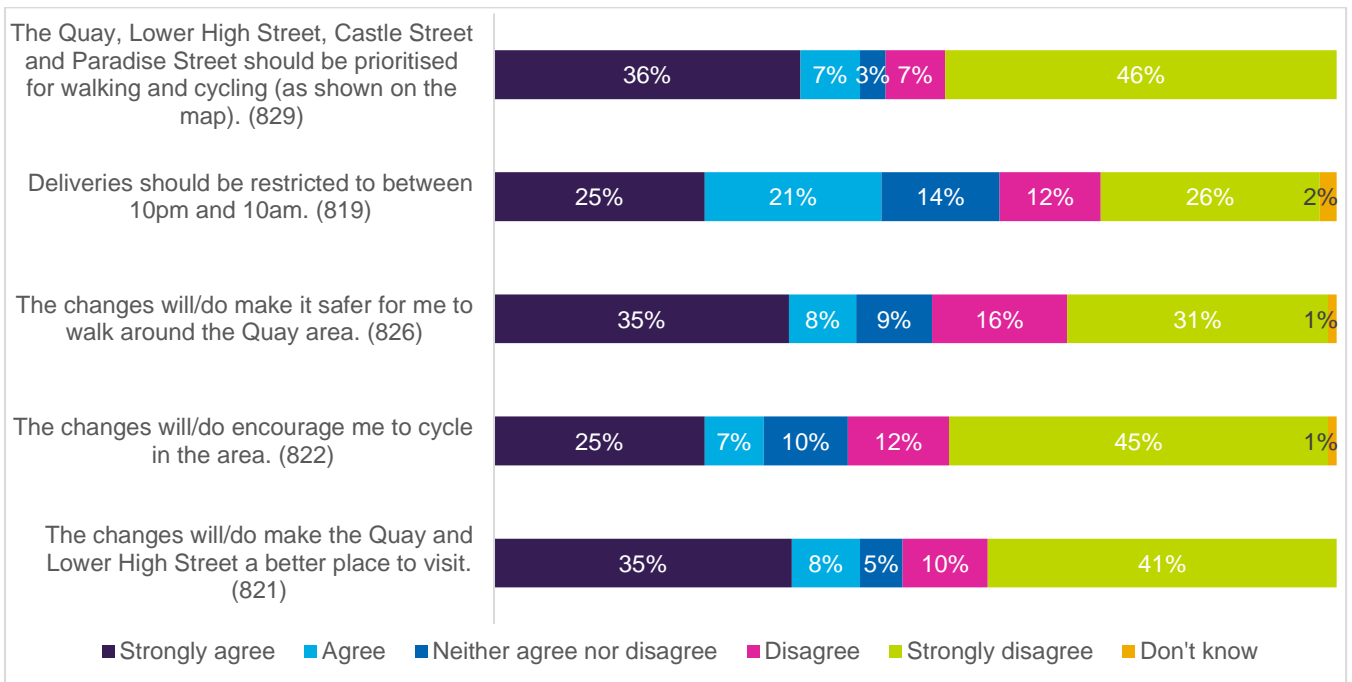
## Levels of agreement with aspects of the trial

Respondents were asked how strongly they agree or disagree with a number of statements about the trial. The overall responses are shown below.

- Overall, 43% agree and 53% disagree that the Quay, Lower High Street and Paradise Street should be prioritised for walking and cycling.
- 46% agree and 38% disagree that deliveries should be restricted between 10pm and 10am.
- 43% agree and 47% disagree that the changes will/do make it safer to walk around the Quay area.
- 32% agree and 57% disagree that the changes will/do encourage me to cycle in the area.
- 43% agree and 51% disagree that the changes make the Quay and Lower High Street a better place to visit.

The results are also broken down by respondent type, response date and equalities groups to highlight where results differ. These are shown on the following pages.

**Figure 5: How strongly do you agree or disagree with the following.....**



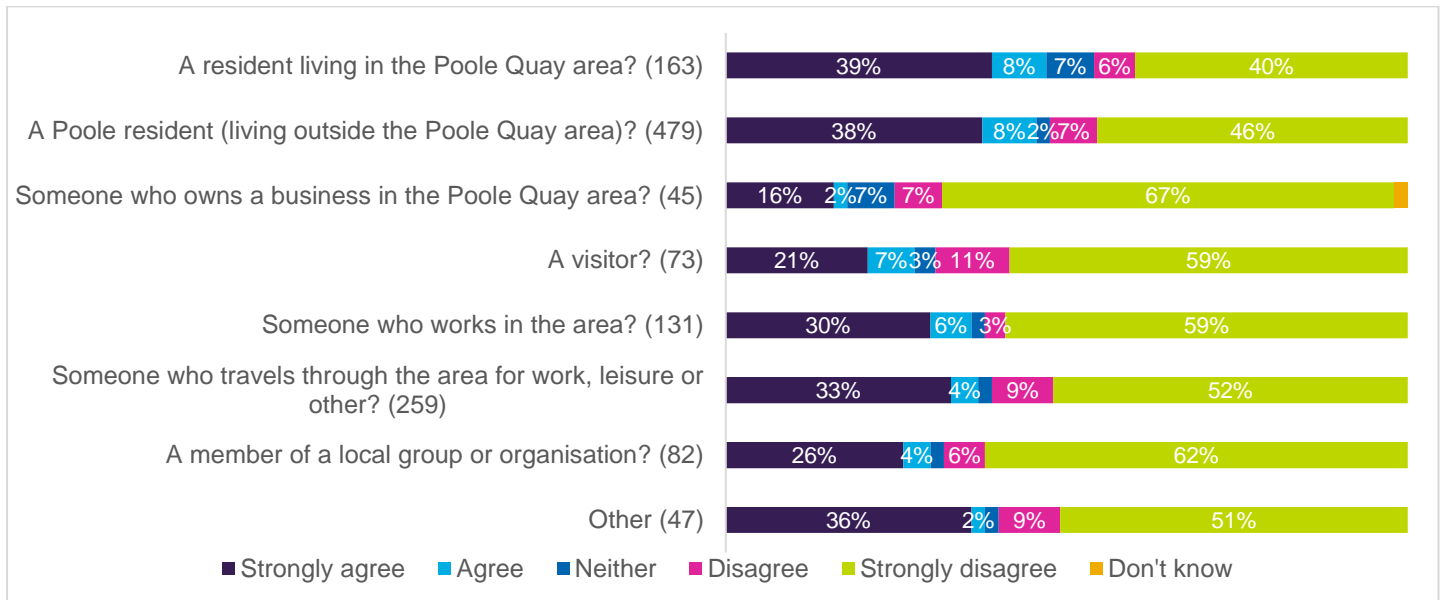
Bases (as shown)

Views differ by respondent type, when people gave their views during the trial and by some equalities groups, as shown in more detail on the following pages.

## Views by respondent type

Opinions on whether the streets should prioritise walking and cycling vary by respondent type, with **residents living in the area** being more balanced than other groups (47% agree and 46% disagree). Around two thirds (67%) of **business owners** strongly disagree, followed by **organisations** (62%) and those who **work** in (59%) or **visit** the area (59%).

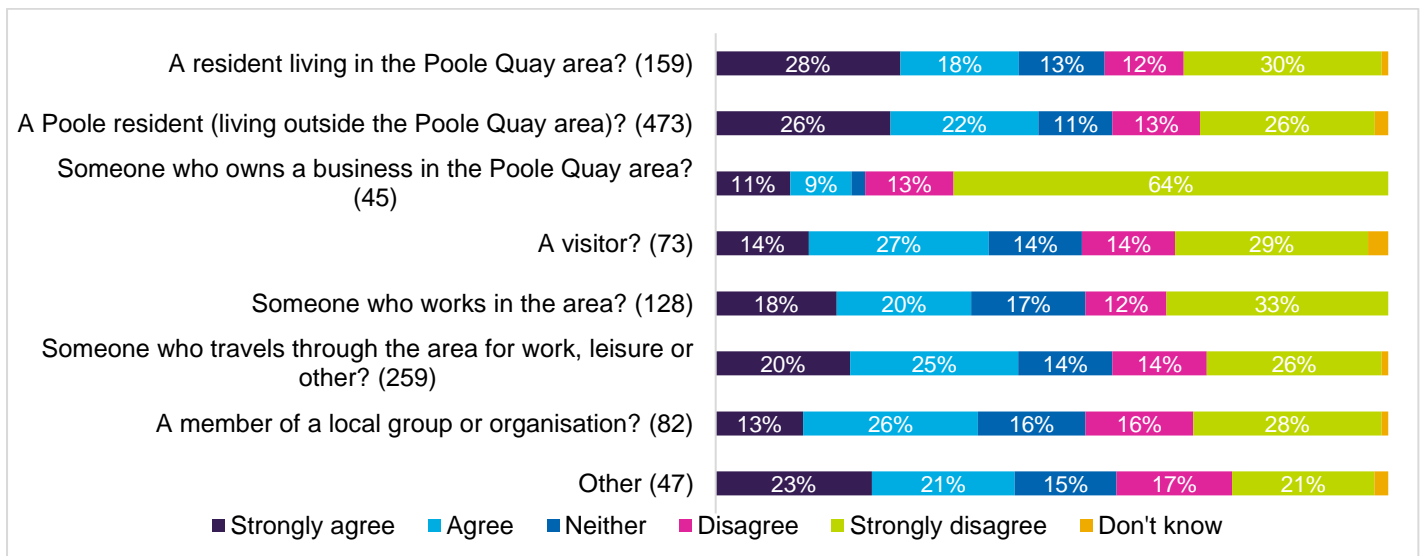
**Figure 6: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by respondent type.**



Bases (as shown)

46% of **residents living in the area** agree and 42% disagree. **Business owners** have the highest levels of disagreement, with just over three quarters (77%) disagreeing.

**Figure 7: Deliveries should be restricted to between 10pm and 10am by respondent type.**

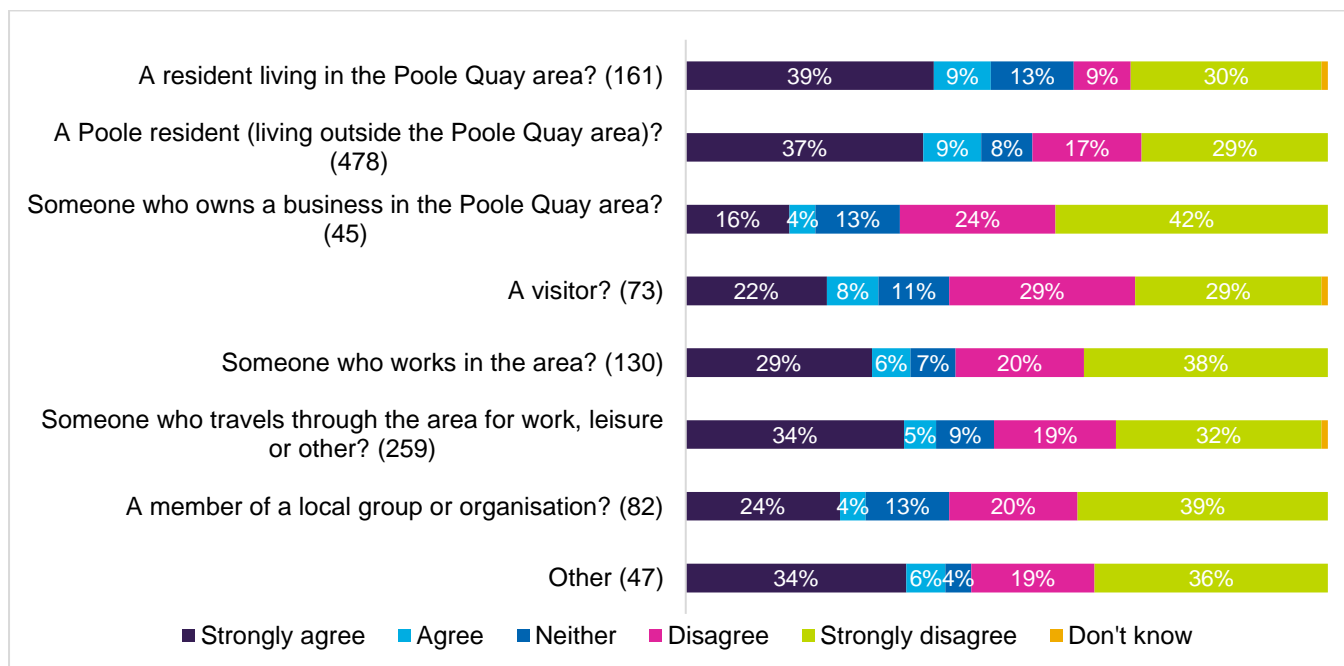


Bases (as shown)

More **residents living in the area** (48%) agree that it is safer to walk around than disagree (39%). **Poole residents** are balanced, with 46% agreeing and 46% disagreeing that it is safer.

Two thirds (66%) of **businesses** and 55% of **organisations** disagree.

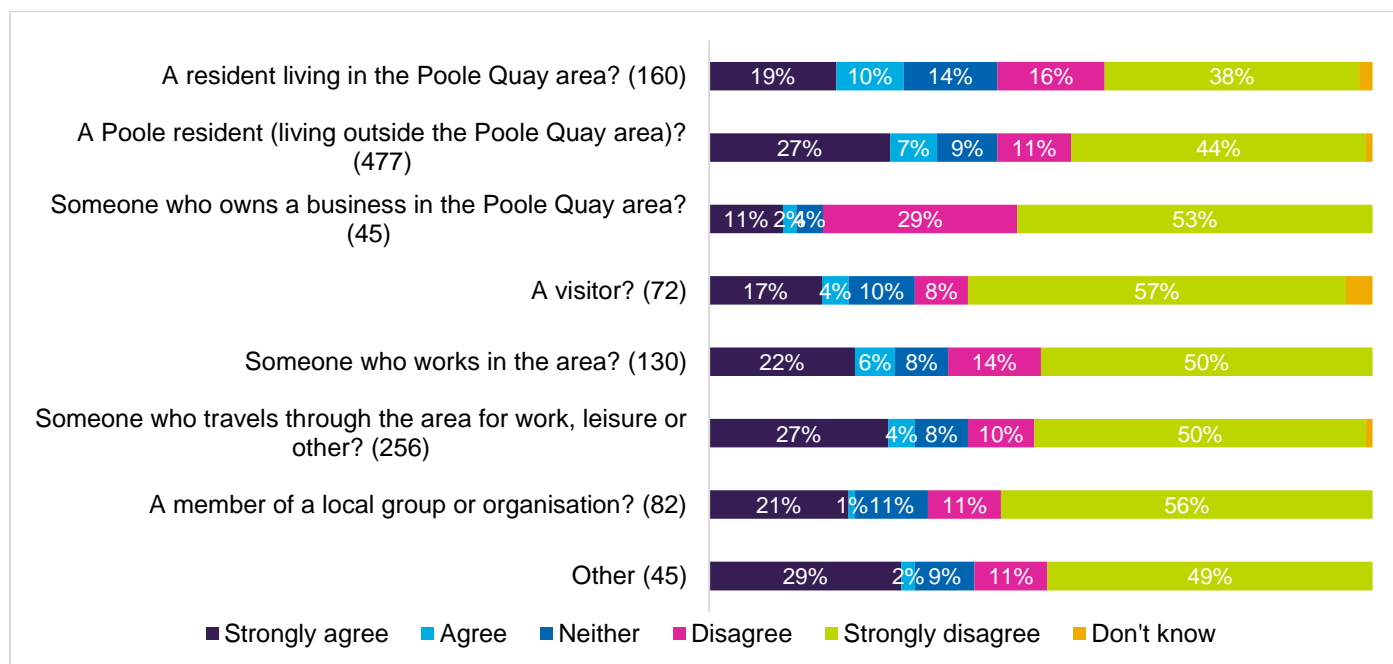
**Figure 8: The changes will/do make it safer for me to walk around the Quay area by respondent type.**



Bases (as shown)

Across **all respondent groups** more respondents disagree that it is safer to cycle in the area than agree.

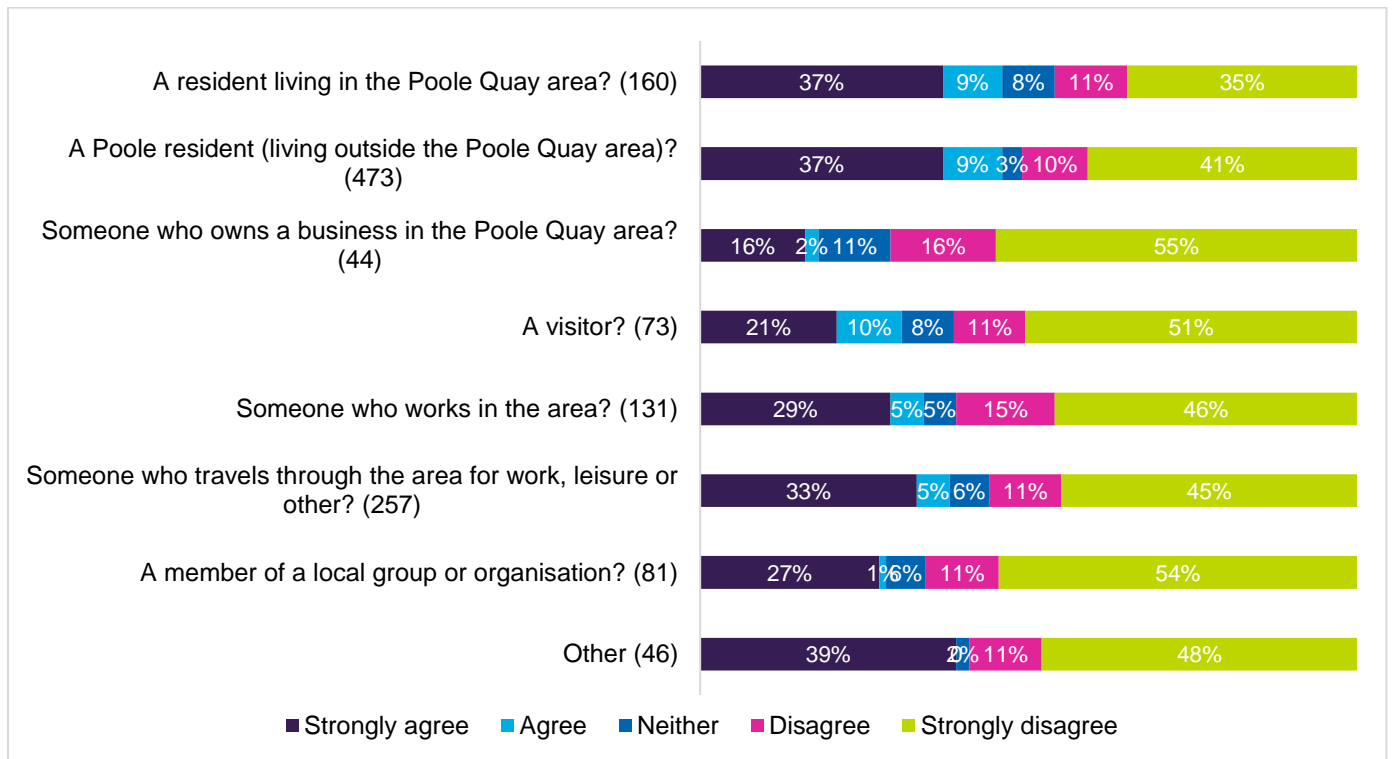
**Figure 9: The changes will/do make it safer for me to cycle in the area by respondent type.**



Bases (as shown)

Views on whether the changes made the area a better place to visit vary by respondent type. **Local and Poole residents** are more positive than other groups (with 37% strongly agreeing), with similar numbers strongly disagreeing (35%). More **businesses, organisations** and **visitors** strongly disagree than other groups.

**Figure 10: The changes will/do make the Quay and Lower High Street a better place to visit.**

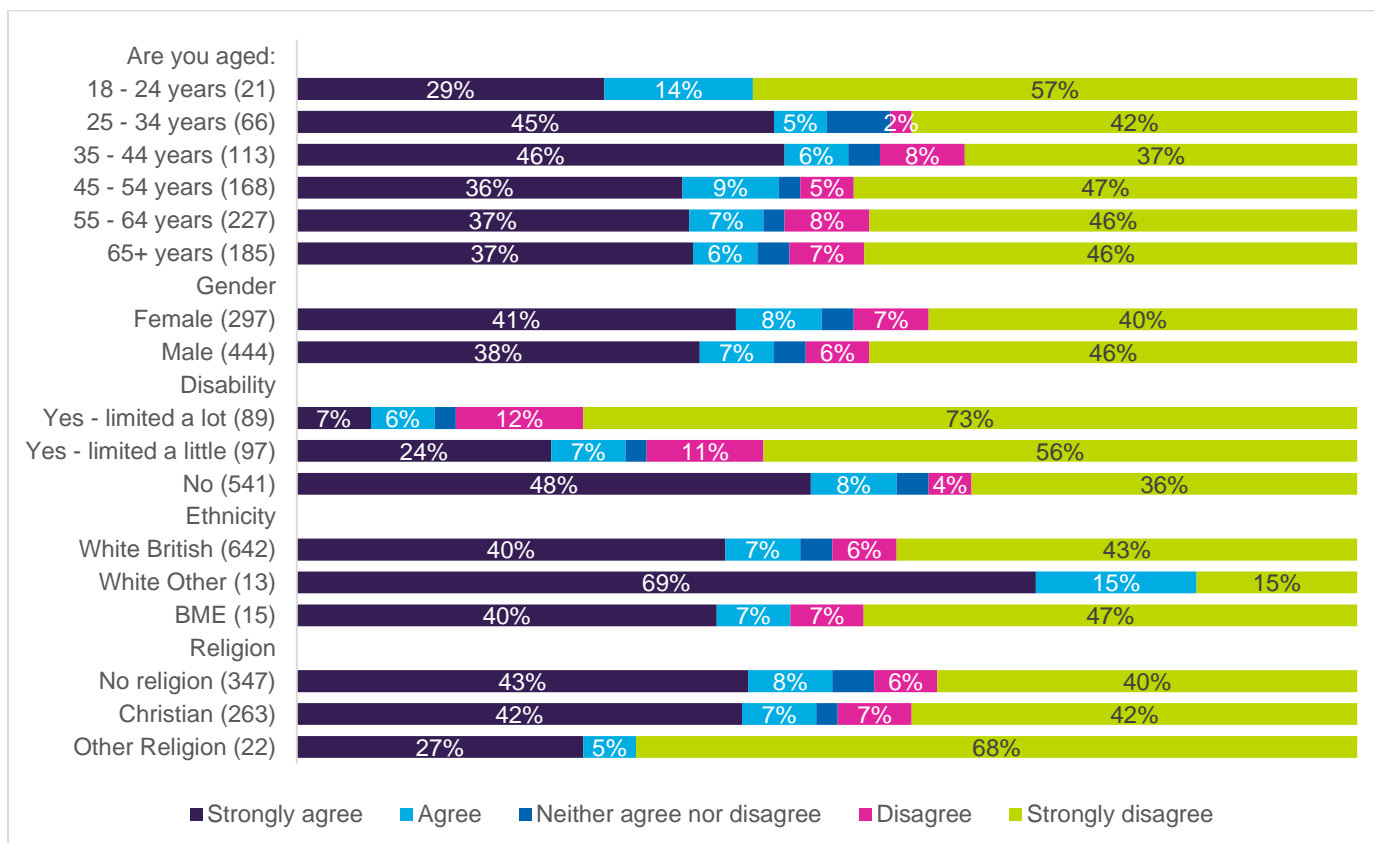


Bases (as shown)

## Views by equalities groups

**The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling.**

**Figure 11: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by equalities groups**



Bases (as shown)

**Disability** The biggest differences are by **disability**, with those with a limiting illness have higher levels of disagreement (85% of those whose activities are **limited a lot** and 67% of those whose activities are **limited a little**) than those with **no limiting illness** (40%).

**Age** Those **aged 18-24** have higher levels of strong disagreement (57% strongly disagree, 29% strongly agree and 14% agree) compared to other age groups. Those **aged 35-44** are more likely to strongly agree (46%), with 37% strongly disagreeing.

**Ethnicity** There are differences by ethnic group, with **White** respondents being more mixed (40% strongly agree and 43% strongly disagree), compared to **White Other** respondents (69% strongly agree and 15% strongly disagree) and **BME groups** (47% strongly disagree and 40% strongly agree).

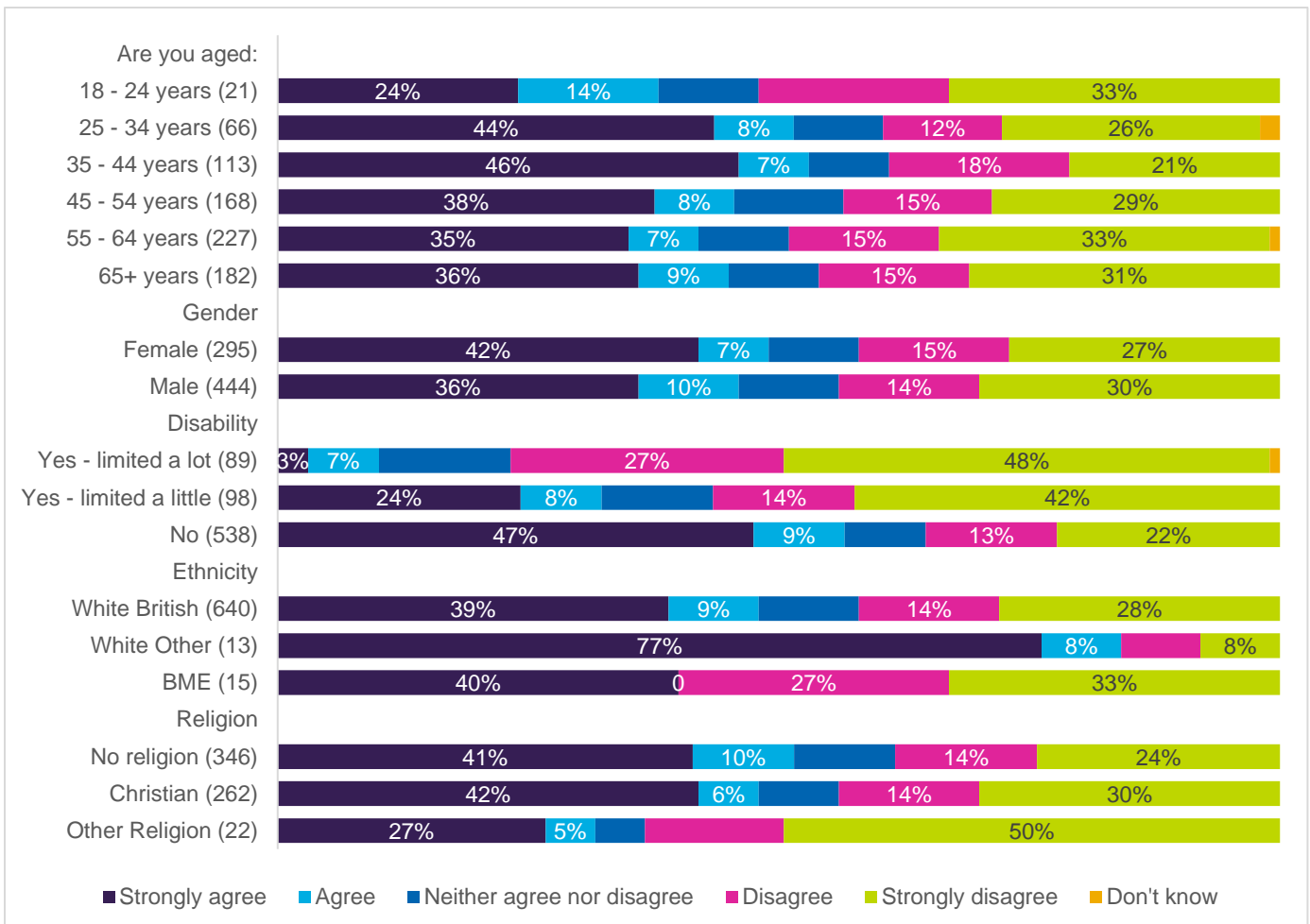
**Religion** Those with **no religion** (43%) or **Christian** (42%) are more likely to strongly agree than those from **other religions** (27% strongly agree). 40% of those with **no religion**, 42% of **Christians** and 68% **other religions** strongly disagree.

**Deliveries should be restricted between 10pm and 10am.**

There are no significant differences by equalities groups for this aspect.

## The changes will/do make it safer to walk around the Quay area

Figure 12: The changes will/do make it safer to walk around the Quay area by equalities groups



Bases (as shown)

### Disability

More people with a **limiting illness** disagree compared to those with no illness. 48% of those with an **illness that limits their activities a lot** strongly disagree, and 27% disagree (3% strongly agree and 7% agree).

42% of those with an **illness that limits their activities a little** strongly disagree, 14% disagree, 24% strongly agree and 8% agree.

47% of those with **no limiting illness** strongly agree, 9% agree, 13% disagree and 22% strongly agree.

### Age

Those aged **25-34** and **35-44** have higher levels of agreement. (46% of those **aged 35-44** strongly agree and 7% agree; and 44% of those aged **25-34** strongly agree and 8% agree). Around a quarter (24%) of those aged **18-24** strongly agree, with 14% agreeing, 19% disagreeing and **33%** strongly disagreeing.

### Ethnic group

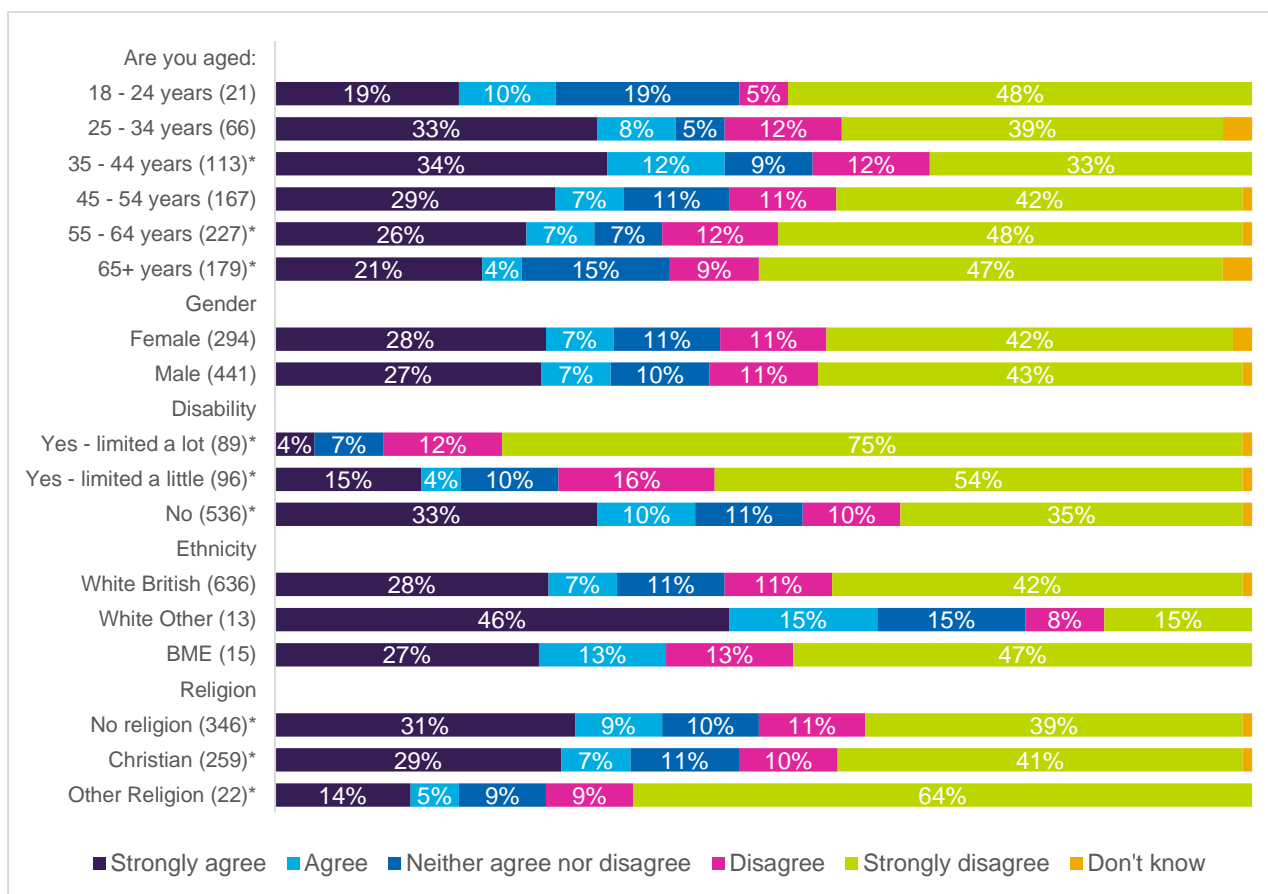
77% of **White other groups** strongly agree and 8% agree, with 39% of **White British** strongly agreeing, 9% agreeing, 14% disagreeing and 28% strongly disagreeing. 40% of **BME Groups** strongly agree, 27% disagree and 33% strongly disagree.

### Religion

50% of **Other Religions** strongly disagree (27% strongly agree), compared to 30% of **Christian** (42% strongly agree) and 24% of those with **no religion** (41% strongly agree).

**The changes will/do encourage me to cycle in the area.**

**Figure 13: The changes will/do encourage me to cycle in the area by equalities groups**

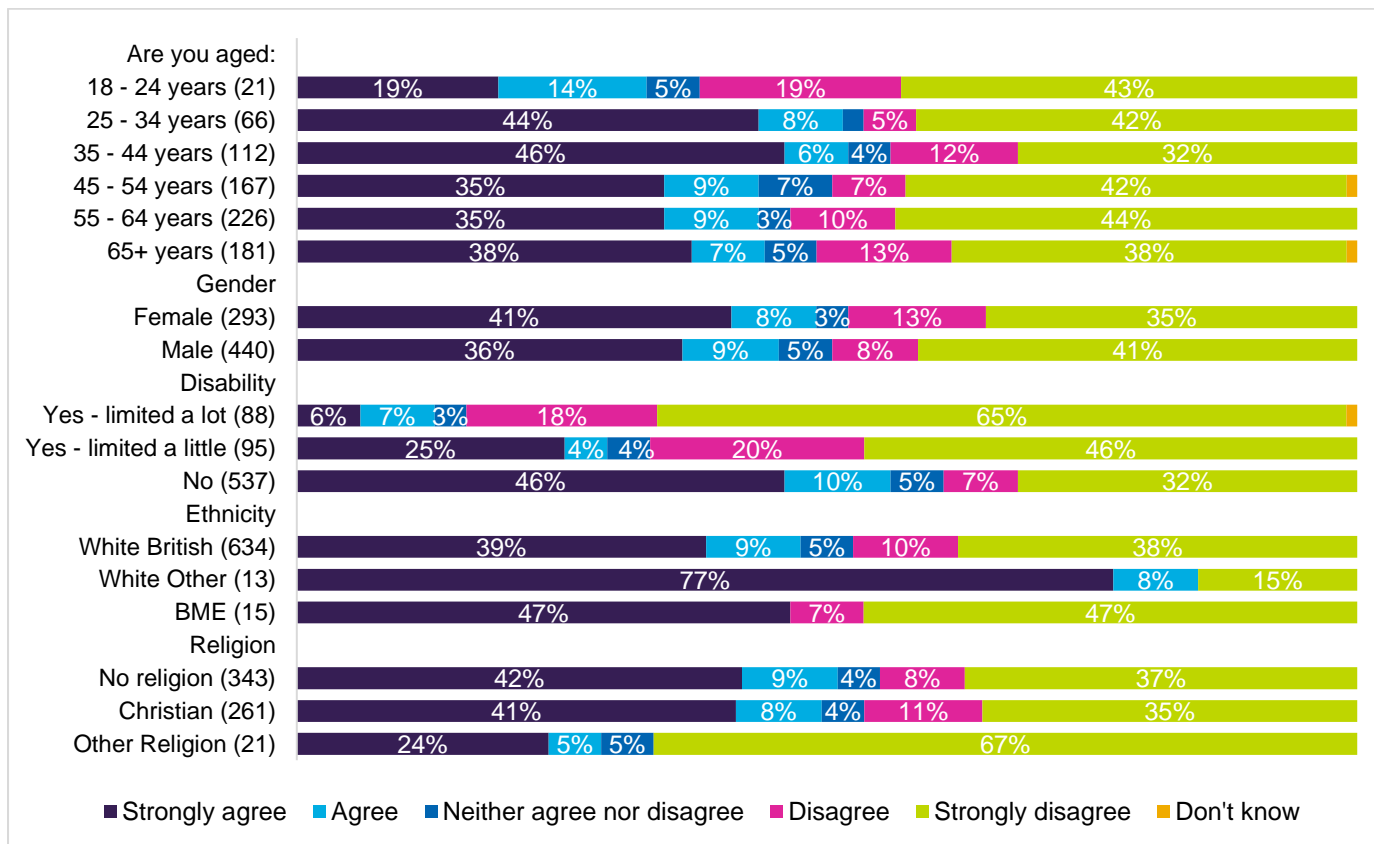


Bases (as shown)

- Age** Those aged **25-34** and **35-44** have higher levels of agreement (34% of those **aged 35-44** and 33% of those **aged 25-34** strongly agree). Around one fifth (19%) of those **aged 18-24** strongly agree, with 48% strongly disagreeing. Around one fifth (21%) of those **aged 65 or over** strongly agreeing, with 47% disagreeing.
- Disability** More people with a **limiting illness** disagree compared to those with no illness. 75% of those with an **illness that limits their activities a lot** strongly disagree, and 12% disagree (4% agree). 54% of those with **an illness that limits their activities a little** strongly disagree, 16% disagree, 15% strongly agree and 4% agree. 33% of those with **no limiting illness** strongly agree, 10% agree, 10% disagree and 35% strongly agree.
- Religion** 64% of **Other Religions** strongly disagree (14% strongly agree), compared to 41% of **Christian** (29% strongly agree) and 39% of those with **no religion** (31% strongly agree).
- Ethnic group** 46% of **White other groups** strongly agree and 15% agree, with 28% of **White British** strongly agreeing and 42% strongly disagreeing. 27% of **BME Groups** strongly agree, 13% disagree and 47% strongly disagree.

The changes make the Quay and Lower High Street a better place to visit.

Figure 14: The changes make the Quay and Lower High Street a better place to visit by equalities groups



Bases (as shown)

**Age** Those aged **35-44** have the highest levels of agreement (46% strongly agree and 6% agree), followed by those aged **25-44** (44% strongly agree and 8% agree). Around one fifth (19%) of those aged **18-24** strongly agree, with 43% strongly disagreeing. Around two fifths (38%) of those **aged 65 or over** strongly agree, with 51% disagreeing.

**Disability** More people with a **limiting illness** disagree compared to those with no illness. 65% of those with an **illness that limits their activities a lot** strongly disagree, and 18% disagree. 46% of those with **an illness that limits their activities a little** strongly disagree, 20% disagree, 25% strongly agree and 4% agree. Almost half (46%) of those with **no limiting illness** strongly agree, 10% agree, 7% disagree and 32% strongly agree.

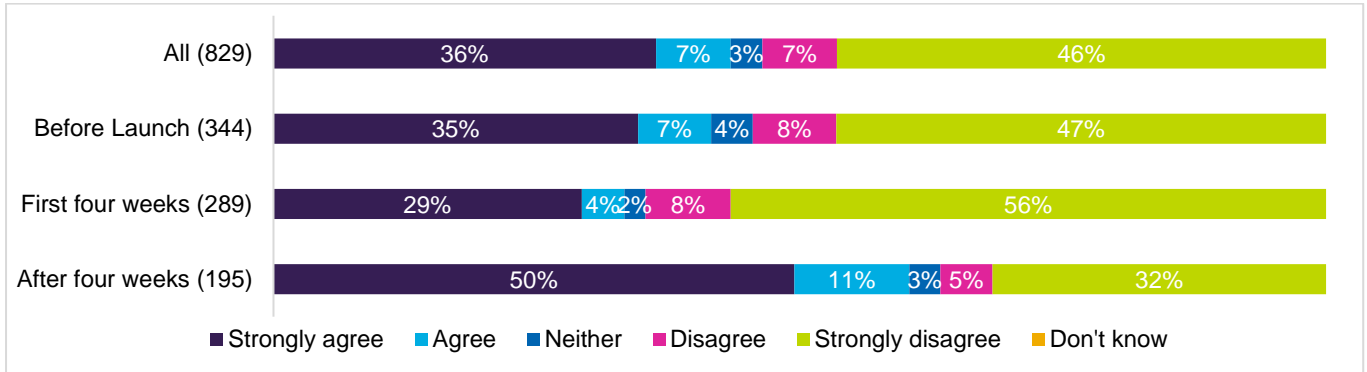
**Religion** Two thirds (67%) of **Other Religions** strongly disagree (24% strongly agree), compared to 35% of **Christian** (41% strongly agree) and 37% of those with **no religion** (42% strongly agree).

**Ethnic group** 77% of **White other groups** strongly agree and 8% agree, with 39% of **White British** strongly agreeing and 38% strongly disagreeing. Almost half (47%) of **BME Groups** strongly agree and 47% strongly disagree.

## Views by response date

As the table shows below, respondents views on whether the streets should be prioritised for walking and cycling varied through the first six months of the trial. 344 respondents completed a form **before the scheme was launched**, 289 responded during the **first four weeks** and 195 **after four weeks**.

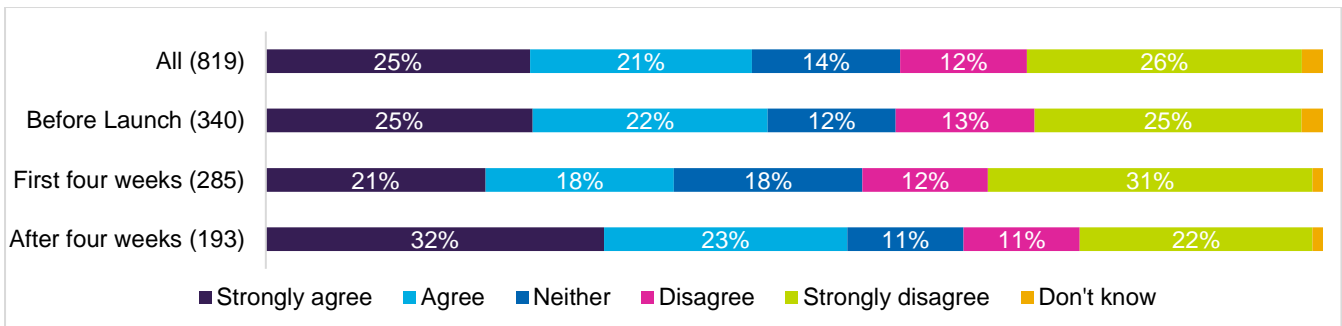
**Figure 15: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by response date.**



Bases, as shown.

Views on deliveries differ, with the biggest differences in the **first four weeks**, and **after four weeks**.

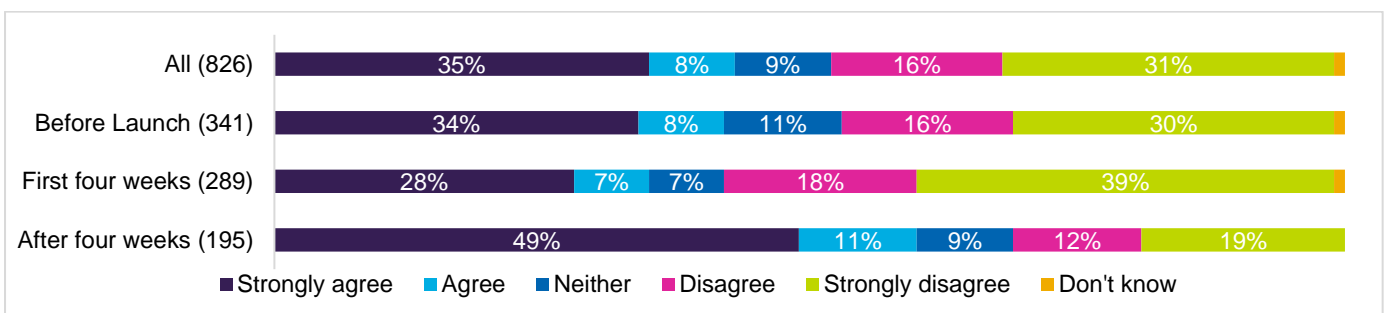
**Figure 16: Deliveries should be restricted to between 10pm and 10am by response date.**



Bases, as shown.

Opinions vary throughout the trial as to whether the changes make it safer to walk around the Quay, with those responding in the **first four weeks** being less positive than those **after four weeks**.

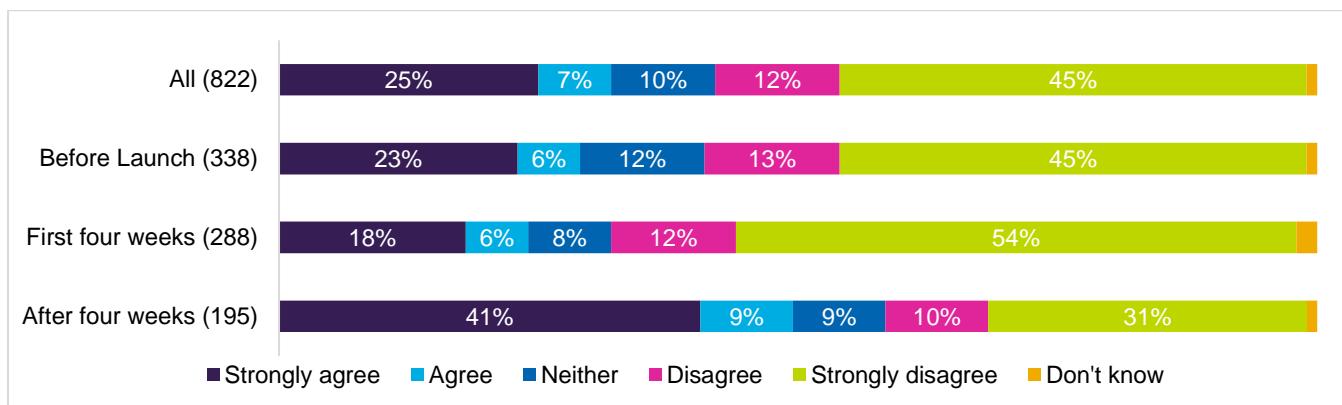
**Figure 17: The changes will/do make it safer for me to walk around the Quay area by response date.**



Bases, as shown.

Views on whether the changes will encourage me to cycle in the area vary, with responses being less positive in the **first four weeks** and more positive **after four weeks**.

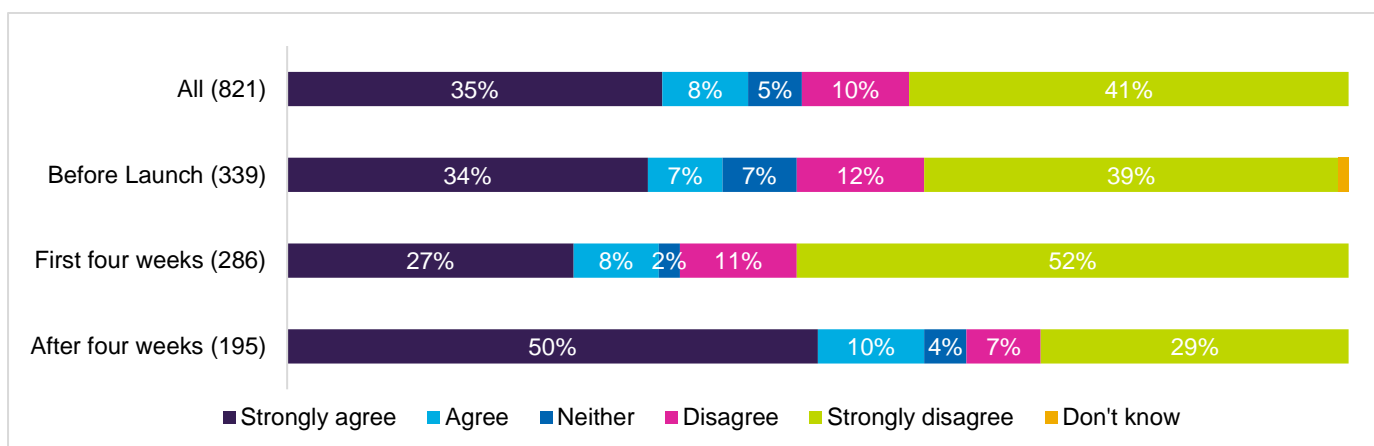
**Figure 18: The changes will/do make it safer for me to cycle in the area by response date.**



Bases, as shown.

Views on whether the changes will make the Quay and lower High Street a better place to visit vary, with responses being less positive in the **first four weeks** and more positive **after four weeks**.

**Figure 19: The changes will make the Quay and Lower High Street a better place to visit by response date.**

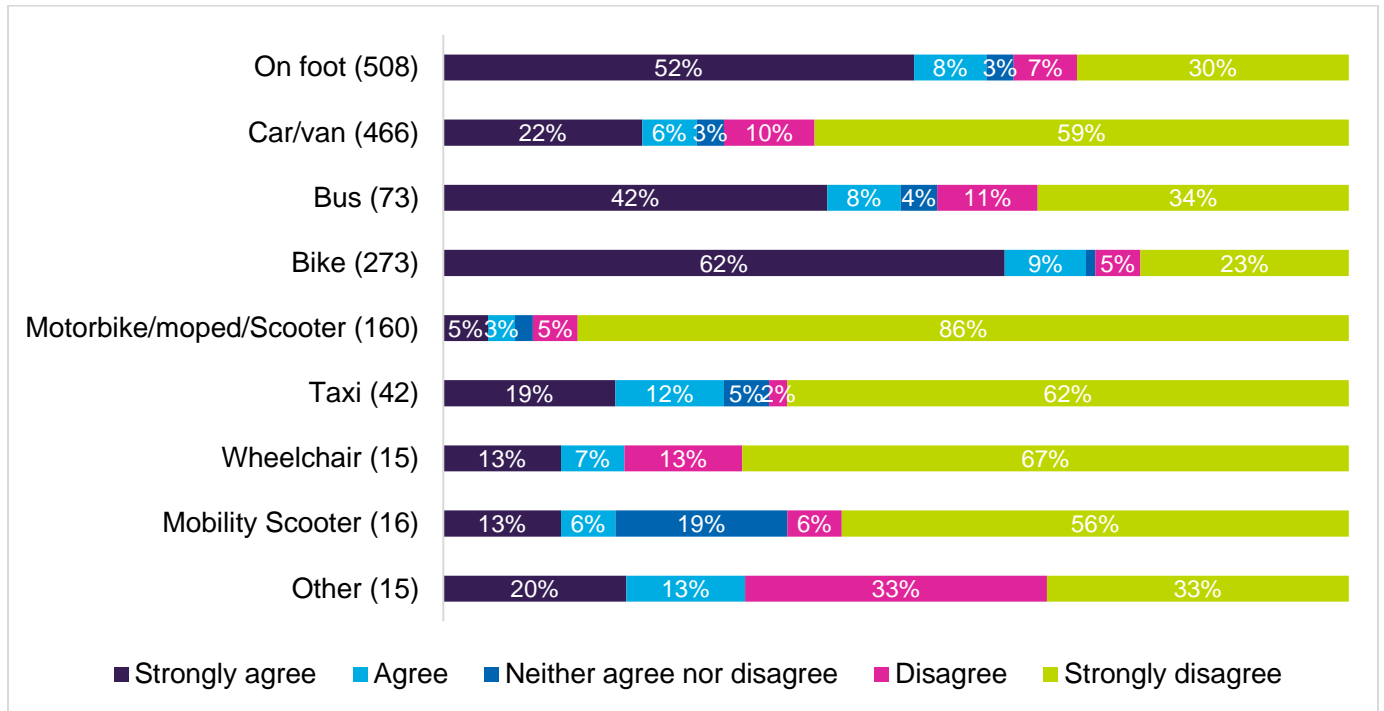


Bases, as shown.

## Views by how travel through the area

As the chart shows below, respondents views on whether the streets should be prioritised for walking and cycling varied by how people travel through the area. Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

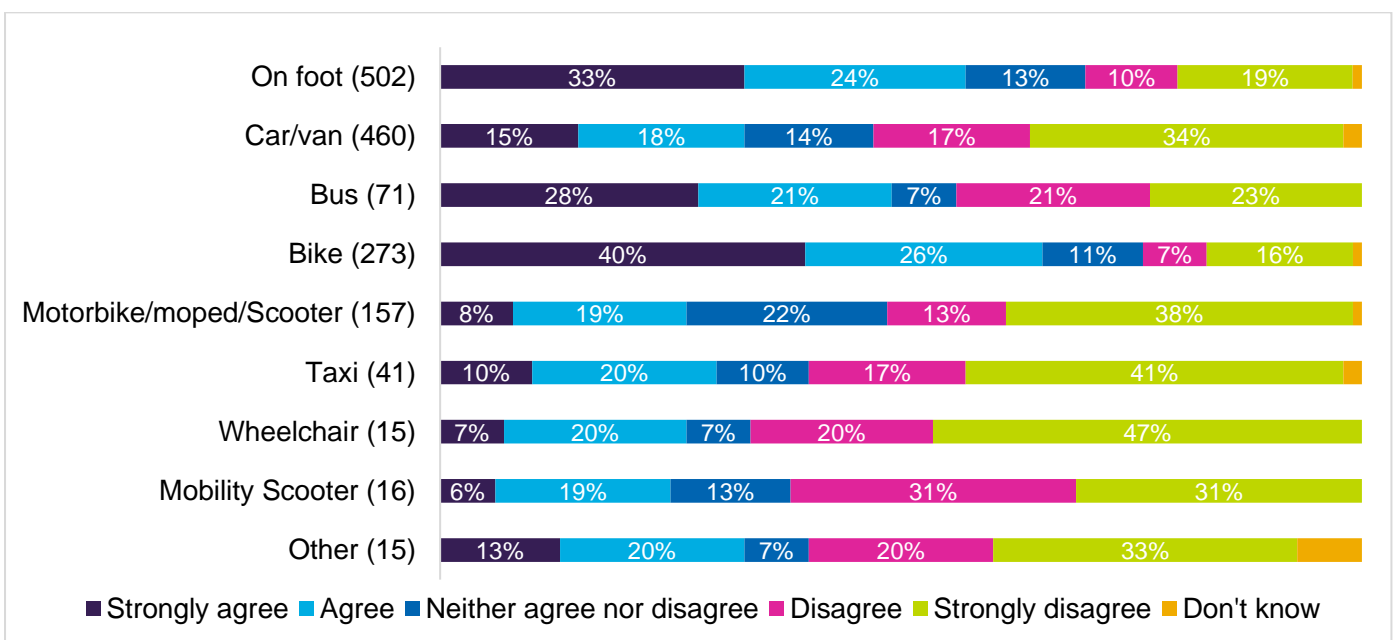
**Figure 20: The Quay, Lower High Street, Castle Street and Paradise Street should be prioritised for walking and cycling by how travel through the area.**



Bases, as shown.

Views on deliveries differ, with two thirds (66%) of those who travel by **bike** agreeing. Those traveling by **car/van** and **motorbike/moped/scooter** have highest levels of disagreement.

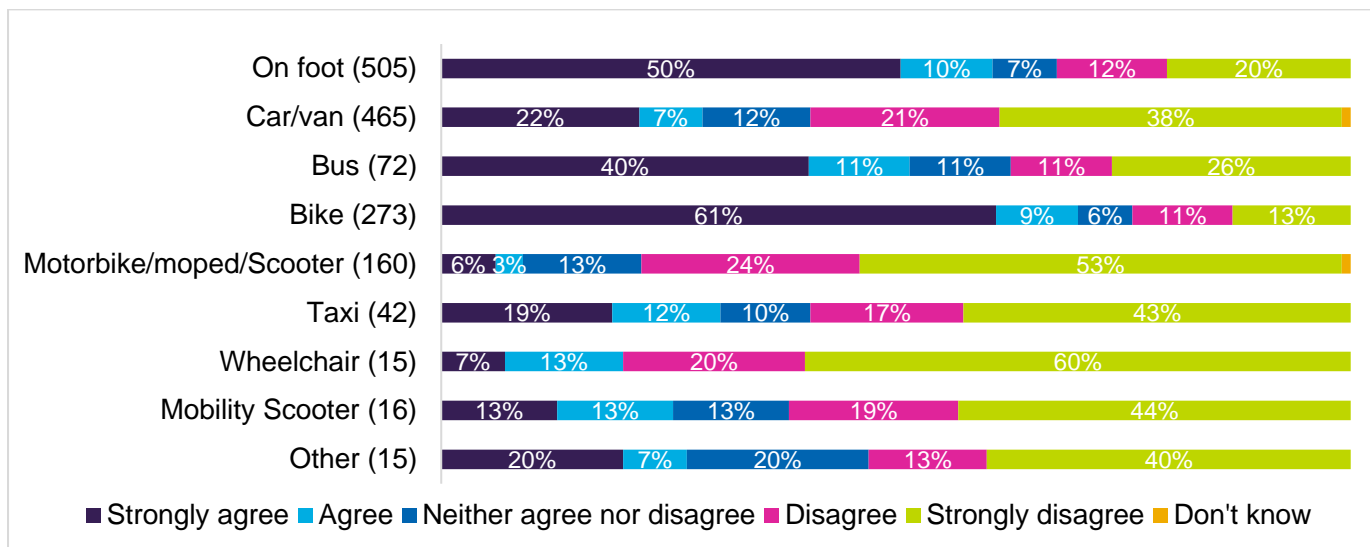
**Figure 21: Deliveries should be restricted to between 10pm and 10am by how travel through the area.**



Bases, as shown.

Opinions vary throughout the trial as to whether the changes make it safer to walk around the Quay, with those who travel through the area by **bike** agreeing most (61% strongly agree and 9% agree), followed by those who **travel on foot** (50% strongly agree and 10% agree) or bus (40% strongly agree and 11% agree). Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

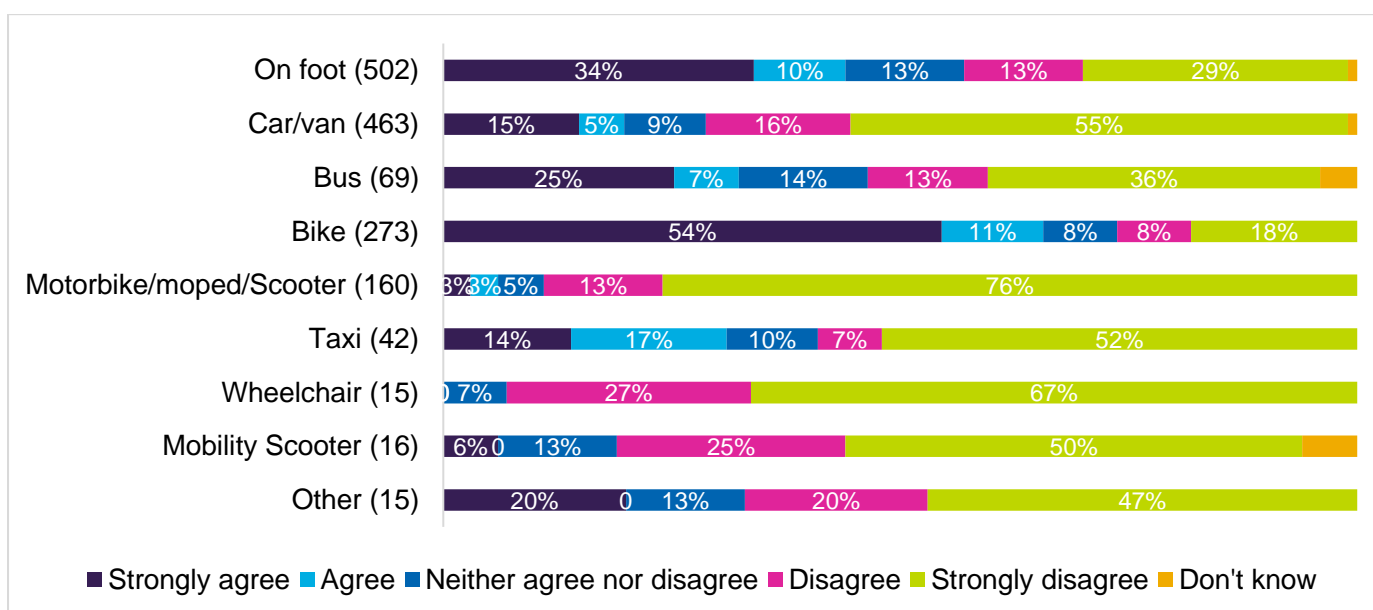
**Figure 22: The changes will/do make it safer for me to walk around the Quay area by how travel through the area.**



Bases, as shown.

Views on whether the changes will encourage me to cycle in the area vary, with those who travel through the area by **bike** agreeing most (54% strongly agree and 11% agree), followed by those who travel **on foot** (34% strongly agree and 10% agree) or bus (25% strongly agree and 7% agree). Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

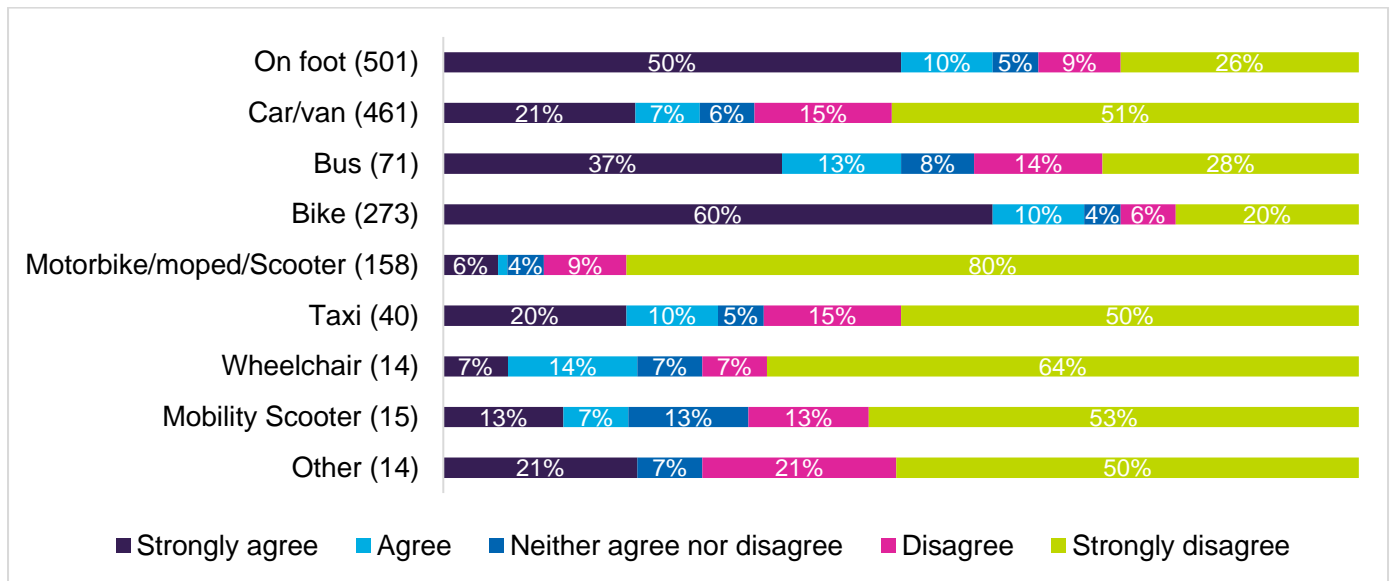
**Figure 23: The changes will/do make it safer for me to cycle in the area by how travel through the area.**



Bases, as shown.

Views on whether the changes will make the Quay and lower High Street a better place to visit vary, with those **travelling by bike** (60%) and **foot** (50%) having the highest levels of strong agreement. Those traveling by **motorbike/moped/scooter** have highest levels of disagreement.

**Figure 24: The changes will make the Quay and Lower High Street a better place to visit by how travel through the area.**



Bases, as shown.

## Comments about the trial

Respondents were asked to explain their thoughts on various aspects of the trial, as shown in Figure 1. 705 respondents gave an answer. Responses were coded into themes, as shown in the table below.

**Figure 25: Themes explaining their opinions on the proposals.**

Theme	Number of comments
Positive comment	230
Impact businesses	187
Cycling/cyclists	130
Disabled / limited mobility	106
Pedestrians	85
Events	58
Deliveries and other access	40
Access to parking	37
Motorbikes	37
Council decision	36
Don't shut the roads	29
Taxis	14
Diving, fishing, charter boats	15
Bus route	12
Other	69

230 people made a **positive comment** about the proposals, including it feels safer and enjoying the more pleasant and relaxed environment without cars. Some people commented that it would be safer without cyclists (these are covered in the cyclists section below).

*Love it now walking and cycling is prioritised!*

*It is a very heavily pedestrian area and before these measures cars would become a real hazard and nuisance. The changes have made it a safer area for pedestrians and has had limited effects on road journeys as plenty of alternative routes exist.*

*It creates a far more attractive and sociable area. I live near the quay and have always used it as a cut through but have found it takes no longer to use the other roads.*

*So pleasant to walk along the Quay and lower high street with no cars especially as the pavements are so narrow along the high street. You can now stop and look in the shop windows instead of walking past as you felt you were holding up other pedestrians. Nice to see tables and chairs outside. Would like to see more planters outside of shops to make them look more inviting.*

*There can be little doubt that in general pedestrianised areas are safer and more relaxed and this area has been transformed by the changes.*

*Why are cars allowed in the lower High Street anyway? The rest of the High St is pedestrianised and nicest bit has a tiny pavement with cars whizzing past pedestrians. No idea why cars are allowed on the Quay - it is one of Poole's best assets and people are forced to walk along the narrow bit in front of the pubs or the narrow section at the waterside because some people are too lazy to walk to the Quay! There is a multi story car park about 75 from the Quay anyway.*

*I often cycle to the Quay and/or walk there with my kids and the traffic is a worry. We have visited since the roads were closed and it's so much more relaxing, we will visit more often now I'm sure.*

*I think it is the best thing that has happened to Poole Quay. Now we need the cafes and restaurants to be more Al fresco (within Covid guidelines), open up some of the shops that have closed with interesting items for sale and that will encourage people to use and enjoy the Quay area safely. Brilliant idea to have made it car free.*

*We enjoy walking to the quay and have said many times that it would be so much nicer if it was pedestrianised. Excellent idea.*

*Less cars speeding in busy pedestrian areas*

*Couldn't agree more, just be understanding of pubs and restaurants as they try to get back to business.*

*These proposals are excellent. Poole Quay is suffering and pedestrianising it and allowing restaurants and pubs to spill out onto the Quay would be fabulous*

*I think this is a fantastic idea and is long overdue. The lower high street has very narrow pavements and you often have to walk in the road to go past people and that was before social distancing. I would fully support this being a permanent move and think this is a fantastic opportunity to revitalise the lower quay and the quay in general. I would like to see the cafes, pubs, restaurants etc be actively encouraged and supported by the council in expanding onto the lower high street and quay with additional seating etc.*

*The comments included cyclists who welcomed the changes.*

*These changes will allow more space for me as a cyclist, These are narrow roads and it will avoid close passing of motor vehicles. A more relaxed atmosphere due to less motor fumes and traffic will encourage more walking and social behaviour.*

*I'm a frequent cyclist, runner and walker through this area. It will make use of the quay much safer, especially the contra flow cycle lane because I won't be constrained to cycle dangerously close to people seated on the wall, parked motor cycles etc*

*Removing the cars helps keep me my distance between other pedestrians when walking and encourages me to cycle more rather than take the car.*

Respondents made 187 comments about the **impact on businesses**, including concerns about killing of businesses and restricting delivery access and some respondents (9 people) commenting about how it would affect their business. 15 people said they would stop visiting the Quay.

*You're going to kill off businesses in the lower high street your killing Poole more*

*But in the winter when Poole high street is dead, restrictions should be lifted as this may encourage shoppers to pop in, all restrictions should go, BUT have shopping limit to say 30 mins to give shoppers time to pop in shops, or you will kill more shops*

*I believe that this will affect the businesses greatly down the bottom of the High Street. Poole is being changed beyond recognition.*

*I will no longer visit Poole Quay if I am unable to drive there, when cyclists pay road tax and have to pass a cycling test perhaps they can then be given more of a share of the road system. Until that time I will never support your proposals. Once again, the people that pay the most money are the people that are being penalised*

*The lower high street, which is already in a poor state, will die completely. Any further restrictions of access to Old Poole, including delivery access, will kill the businesses in these streets.*

*The main high street seems a ghost town enough with people not walking there let alone doing it to the rest of town, and believe it may finish of some passing trade for businesses in that area.  
Cycling access seems OK now with all the new lanes in new Quay Road.*

*Without being able to park my motorcycle on the Quay, it ceases to be a destination that myself and many other motorcyclists use, along with the associated spend in local businesses.*

**Business owners** (9 comments) expressed their concern about the changes and how they would, or are, affecting their business.

*It is killing of my already slow recovery to my business at the Lower High Street in this difficult times as family cars and Taxi can't drop off and pick up older and disable customers to my restaurant, with reduced tables to follow social distancing, no customers can drive and pick up take away orders will end up not bother in the future after finding out the street is closed off, in the long wet cold winter months ahead, no body walks around visiting around here, car traffic is to give some life and movement to the area, all this is not helping my business to get back to some normality, 10 pm to 10 am for deliveries is a missed guided fact in real life, no companies makes deliveries that time of night to early hours of the morning, it's an empty gesture.*

*These proposed changes would make running my business impossible. Causing difficulty to my customers and myself. I cannot believe this is even being considered. Poole council leave me speechless.*

*These measures will destroy trade in this historic part of Poole. Business will suffer. As a contractor who supports several businesses in this area these measures will make it impossible to continue work in this area.*

Some respondents (15 people) also mentioned the impact on **diving, fishing and charter boats**.

*Dive, fishing and other charter boats operating from the quay need clients to be able to drop equipment at the pickup point (e.g. Customs House steps). The proposal effectively ends that business in Poole.*

*As a Scuba diver these changes will make it impossible to load my dive gear to dive boats therefore it will have a high impact on the diving and fishing Carter boats and the additional Income it brings to the area!*

*The Quay is a working quay! Some businesses depend on traffic to the water side of the quay.*

The impact on **taxis** was also mentioned (14 people).

*How are taxis going to cope with this situation for hotels and restaurants where will they drop passengers for Thames Street for instance?*

*Good luck at the weekend when all the revellers have to try and find taxis.*

*I choose not to drive, but often use taxis to get to places along the quay or the route one bus, you are taking that option away, on bad weather days I may struggle to access places I want to go..*

Changes to the **bus route** as a result of the scheme was brought up by 12 respondents.

*As an elderly bus user I am appalled at the proposal to remove the Route One bus from my nearest bus stop...*

*I believe the bus route should not be changed but all (other than emergency) traffic should be prohibited as planned..*

*It is disappointing that the Route One bus no longer visits the lower High Street and Western Quay. A drawback for retailers and disabled people or those wishing to visit the west end of the Quay. The parking in the High Street was a useful facility for quick visits when a Car Park is a bit of a trial.*

The impact of not having **events**, such as bike night, was raised by 58 respondents. Information that was included in the information document was added to the webpage to make it clearer for respondents that these events could continue.

*The evening events held on the key throughout the year bring a lot of custom to the shops, pubs and cafes. This includes the very popular motorbike and car evenings which wouldn't be able to continue with the proposed changes. The key will be dead without these events.*

*If it ain't broken don't try to fix it...Poole Bike nights bring in revenue also a world wide known event...*

*I think these proposed closures will have an effect on special events that run through the summer and bring in custom for many of the business and are popular with tourists*

Comments about **restricting deliveries** were made by 38 respondents, as it would impact businesses and some were concerned about the noise from 10pm to 10am. Some respondents suggested times that would be better, or suggested businesses should have a say on when would be better.

*Whilst it would be good to restrict delivery times, the ones suggested may be impractical for smaller shops.*

*There needs to be some consideration given to the practical problems encountered by businesses for deliveries or access, but overall it's great to see priority given to pedestrians & cyclists.*

*Businesses have no say on when their suppliers can deliver.*

*...10 pm to 10 am for deliveries is a missed guided fact. In real life, no companies make deliveries that time of night to early hours of the morning, it's an empty gesture.*

*I don't believe deliveries should be restricted businesses need to be able to have their deliveries and they can't always arrive before 10am.*

*If deliveries will only be done between 10pm and 10am, will there be signs to keep quiet? Cannot see this working well if you stop all motor vehicles.*

*Deliveries restricted to 10 pm and 10 am will disturb residents and is unfair on delivery drivers who will have to operate a night shift.*

*I think the access for deliveries should be better than proposed for both businesses and residents. Also, tradesmen should be included if not already*

A few people (4) raised about **emergency vehicles** being able to access the roads.

*RNLI Crew, should be exempt & allowed down the lower high street if driving to station for emergency call outs*

*How are ambulances meant to get on to the quay side and boat access you haven't thought about the bigger picture*

130 respondents mentioned **cycling**. Many of these were concerned about safety (66 respondents), with worries about mixing cyclists and pedestrians, the speed of cyclists and having no segregation. Some people felt that whilst the changes were positive, they had concerns about cyclists being allowed, with some making suggestions (such as signs or segregation). 32 respondents made positive comments about the changes making it safe to cycle in the area as there are no cars on these roads.

*Good for walking, I would suggest it won't attract cyclists. Any cyclists it does attract will likely be more dangerous to pedestrians than cars*

*The very bad is uncontrolled cycling access it is obviously an accident waiting to happen. You cannot mix uncontrolled cyclists and pedestrians many are too fast and have no respect for other users. It is the same problem in Baiter. I am a cyclist.*

*Positive move to prevent traffic but will need to be cautious about cyclists speeding and feeling entitled to priority.*

*The original layout worked and was well managed when the quay was closed to traffic for events. Unfortunately there are some cyclists who cycle inappropriately. Taking vehicles totally out of this area will most likely make it easier for cyclists to behave inappropriately as well as pedestrians not taking care and looking.*

*I agree to these measures as even before covid it was not that safe to walk that part of the high street. I like to cycle myself and feel I am considerate to pedestrians in slowing down and ringing my bell to let people know I'm there. Allowing cyclists will still make it less safe to walk there.*

*If the council think that having more cyclists going flat out down the Lower High Street is going to be safer for pedestrians, they must be living in cloud cuckoo land.*

*I like the pedestrianisation of The Quay however I have been amazed at the speed of the cyclists using the area as they come flying through with little regard to pedestrians.*

*As a cyclist I find if cycling through pedestrianised areas, pedestrians are usually less alert than when they are crossing a road as they do not expect cyclists.*

*...I do think there needs to be clear indication for cyclists about speed and sharing paths, giving pedestrians priority.*

*It's more dangerous on my bike now as cars coming along the Quay from the bridge end now have to turn around, often with difficulty, often ignoring bikes and pedestrians.*

32 respondents made a positive comment about how the changes have made **cycling safer**.

*Restricting cars from accessing the area makes it much safer for walking and cycling. It also makes it quieter and so a more attractive place to visit.*

*The quay is so much more pleasant when it is closed to traffic. I'd love to see more outside eating and drinking places, especially on the old high street. Along with the cycle lane on evening hill I can now cycle safely nearly all of the way from Southbourne to my office in Poole.*

*Prioritising pedestrians and cyclists will be a welcome improvement as it will allow for a nicer and safer environment.*

*The changes that have been made to Pool Quay are FANTASTIC!! Being able to walk and cycle safely through the area without having to worry about motor traffic is wonderful.*

*Will make me more likely to visit the area and do so on foot or bike*

*Reducing traffic makes it safer for walking and cycling. I'm now able to cycle from white cliff to the high street with my daughter safely*

**Pedestrians** were mentioned by 78 respondents, with most of those (66 people) saying it is much safer and enjoyable for walkers without cars and many commenting about walking and cycling (as above). The others referred to the conflict of pedestrians and cyclists, as above.

*Prioritising pedestrians and cyclists will be a welcome improvement as it will allow for a nicer and safer environment.*

*It is a very heavily pedestrian area and before these measures cars would become a real hazard and nuisance. The changes have made it a safer area for pedestrians and has had limited effects on road journeys as plenty of alternative routes exist.*

*I've visited Poole Quay with my dad on a number of occasions in the past and it's always been quite unpleasant due to the road...I'm sat here right now with a pint and the difference is immeasurable. I will definitely be coming back here more often than I ever used to, and spending longer when I am here.*

*It feels safer to walk down, and a lot nicer without all the fumes and noise of traffic! I can queue for the record shop, and lush and all the others safely. It's also nice to sit outside and have a sandwich from new street! I feel like I'm not rushing and can spend a lot of time here. Also how wonderful has the quay been full of bustle!*

*The area is so much quieter and more attractive - you can wander around without worrying about traffic. It must be great for families with young children - so much safer.*

*Lower High Street pavements are too narrow for anything other than single file walking. With buses and cars you get pedestrian jams. In the summer it's full of pedestrians with kids and needs to be more welcoming for people to saunter. I'm sure they'd spend more in the shops if more comfortable to take time to look into windows etc. The Quay is a destination for many and having traffic go through is just in the way.*

*Brilliant. Makes the area so much more pleasant to visit and spend time. No more choking fumes, revving engines and obstruction by vehicles at busy times.*

**Access for people with disabilities or limited mobility** was mentioned by 106 respondents, with the main reasons being that it would make it more difficult for them to visit, or they would no longer visit; although one person mentioned that it is easier to move along the Lower High Street now. Some people also asked about access or parking for Blue Badges (15 people).

*I am disabled and have mobility issues so banning cars along the Quay will make it difficult to visit.*

*My disabled father enjoys visiting Poole Quay by car. He is unable to walk so I park or drop him outside his chosen venue so he can enjoy the view or refreshments...*

*As a disabled [person] who looks after my mother who is in a wheelchair, it is now totally impossible for us to visit our favourite restaurants and shops at the bottom end of the High Street. Being very limited in my walking capacity it was essential to be able to park very close to our destination, as I am unable to push the chair for any distance...By closing these roads you are stopping access for many disabled and carers*

*As a wheelchair user the lower high street has been very difficult to visit. At least now i can move safely and maybe the restaurants will have tables outside as on continent.*

*We have a disabled child and quite often go down the bottom of the Hugh Street to park. I believe that this will affect the Businesses greatly down the bottom of the High Street. Poole is being changed beyond recognition...*

*I don't feel any consideration has been given to blue badge holders who can't walk far or cycle to enjoy the quay*

*Where can disabled people with blue badges park? I can't walk far because of severe pain. How can I access the lower High Street and and quay? Please remember the disabled who again seem to be neglected*

*I am a disabled driver who regularly use the lower high street parking spaces, also visiting the restaurants including Pizza Express and The Antelope Pub. Where are disabled drivers supposed to park to access that end of the High Street and Quay?...*

*I have a disability and a blue badge. There is nothing about retaining access for disabled persons*

**Access to parking** was raised by 37 people (15 of which are disabled asking about disabled parking, as above).

*By closing the Quay and lower High Street to traffic, you are killing the shops that are already struggling. You are also taking away valuable parking for visitors to the Quay and High Street.*

*Access to NCP car parks needs to be ensured for motorists*

*The Lower High Street is nearly all restaurants, takeaways and pubs. Certainly a lot of the restaurants and takeaways gain much of their business because people can park free in the evening, especially early evening, for families, close to an eating place.*

*As you are removing the 30min parking so you can visit the shops in that area to collect items are you going to provide alternative free parking close by*

*For myself, as a resident of the old town, and without of road parking, I cannot afford to pay fees, nor do the time restrictions for overnight parking allow me to use pay car parks...*

21 people raised the **impact of the changes on surrounding streets**.

*...I also think that for the people that live in the old town the access should not just be from Levetts Lane which equally has narrow pavements and a nasty turning corner from Levetts Lane into Church Street.*

*I live on the Quay and if I can't drive along it to get out of town or to Poole Park etc I'll have to drive along West Quay Road and that whole circuitous route, adding to the already very busy traffic flow*

*1. As a Strand Street resident the effects of closing The Quay will cause little benefit and due to the "side effects" will cause increased traffic in Strand Street resulting in considerable environmental impact. 2. Restricting deliveries to The Quay will increase delivery traffic using Strand Street to access The Quay...*

37 of the comments related to **motorbikes**; most of them (33) relate to the business that motorbikes bring to the Quay, with 4 mentioning other negative impacts of not having bikes on the Quay (more noise, or driving over cobbles to get through the roads).

*Although I agree that cars should be banned from this area, I strongly disagree with motorbikes being able to use the area as it is the main parking area for the quay for motorbikes. The bike parking is off the road and not stopping cycling and I feel we as motorcyclists are discriminated against because of car drivers blocking roads and driving through the quay area unnecessarily*

*The knock on effect / impact is that motorcyclists are now using the cobbles on Market Street to circumvent the road closures. This isn't directly the fault of the Quay being pedestrianised, but it is the impact. The motorcyclists are mounting the pavement on Market Street / driving the wrong way down New Street. It is dangerous for residents.*

*Poole Quay is one of few incredibly motorcycle friendly areas for motorcycles to go knowing there is always parking available. By taking away their ability to park there, thousands of motorcyclists will not be able to visit the key, and this will have a hugely adverse effect on the businesses on the Quay.*

*Motorbikes not being allowed on the quay will be detrimental to the restaurants and pubs as they bring in a lot of trade and will leave them nowhere to park with easy access to these facilities.*

Some respondents (36 people) commented about this being a **bad decision by the council**.

*These changes are unnecessary and will negatively affect local businesses. The events on the Quay that attract so many visitors will be negatively affected too. If such temporary measures are introduced, they will end up staying indefinitely and that would be a bad thing for Poole*

*BCP is being VERY narrow minded. You clearly have an agenda to pedestrianise Poole. You are squeezing the same amount of traffic into fewer road spaces hence clearly making the traffic situation worse. If you truly want to encourage people to cycle around then provide adequate cycle lanes/paths without detriment to the roads eg: Evening Hill. BCP is not considering the local community.*

*But this exercise in 'consultation' is academic anyway as BCP (like Poole BC before) doesn't take any notice of residents wishes, but just likes spending money.*

*Totally unnecessary, a waste of public money, damaging to many businesses and will discourage people, especially the elderly, infirm and disabled from visiting these areas...*

Some people (29) comments related to **not agreeing with closing the road / excluding vehicles** and felt the scheme is not needed.

*The main road alongside the Quay does not need to be closed to road traffic, it is appropriate for all forms of traffic.*

*The town is difficult enough to get around as it is and there are plenty of cycle lanes and crossings for walkers/cyclists to make use of (and a lot of cyclists use the pavements and pedestrian crossings to get about illegally anyhow)*

*Far too much is already pedestrianised and given over to cycles. By all means create cycle lanes but don't remove all traffic access...Please don't pander to the eco department, allow Poole to breathe and function with free flowing traffic, rather than push the surrounding areas into congestion*

*I cycle and walk in Poole all the time to work and pleasure. There is absolutely no need to ban vehicle access. It's not just about getting rid of bike night...It's already dead with the worst high street for shopping*

*I've lived in the Quay for a number of years and never felt it needed to be made safer in terms of reducing flow of traffic. I very much appreciate areas being made easy for access for pedestrians but balanced in a way that makes access for businesses and people who live there easy too.*

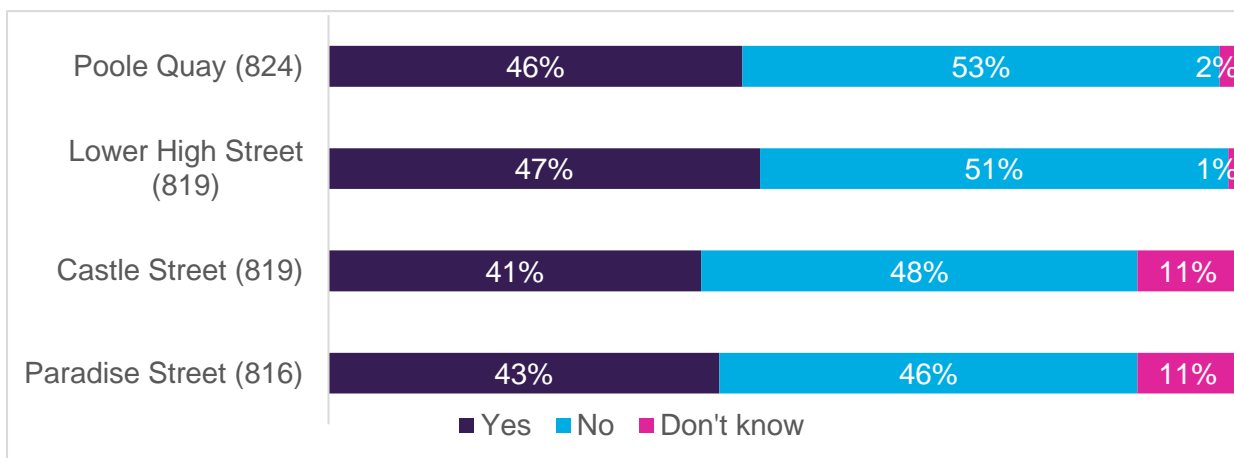
*Leave it alone*

*No need for it*

## Views on prioritising the roads for walking and cycling

Overall, there is slightly more disagreement than agreement with prioritising each of the roads for walking and cycling, as shown in the chart below.

**Figure 26: Do you agree with prioritising the following roads for walking and cycling?**



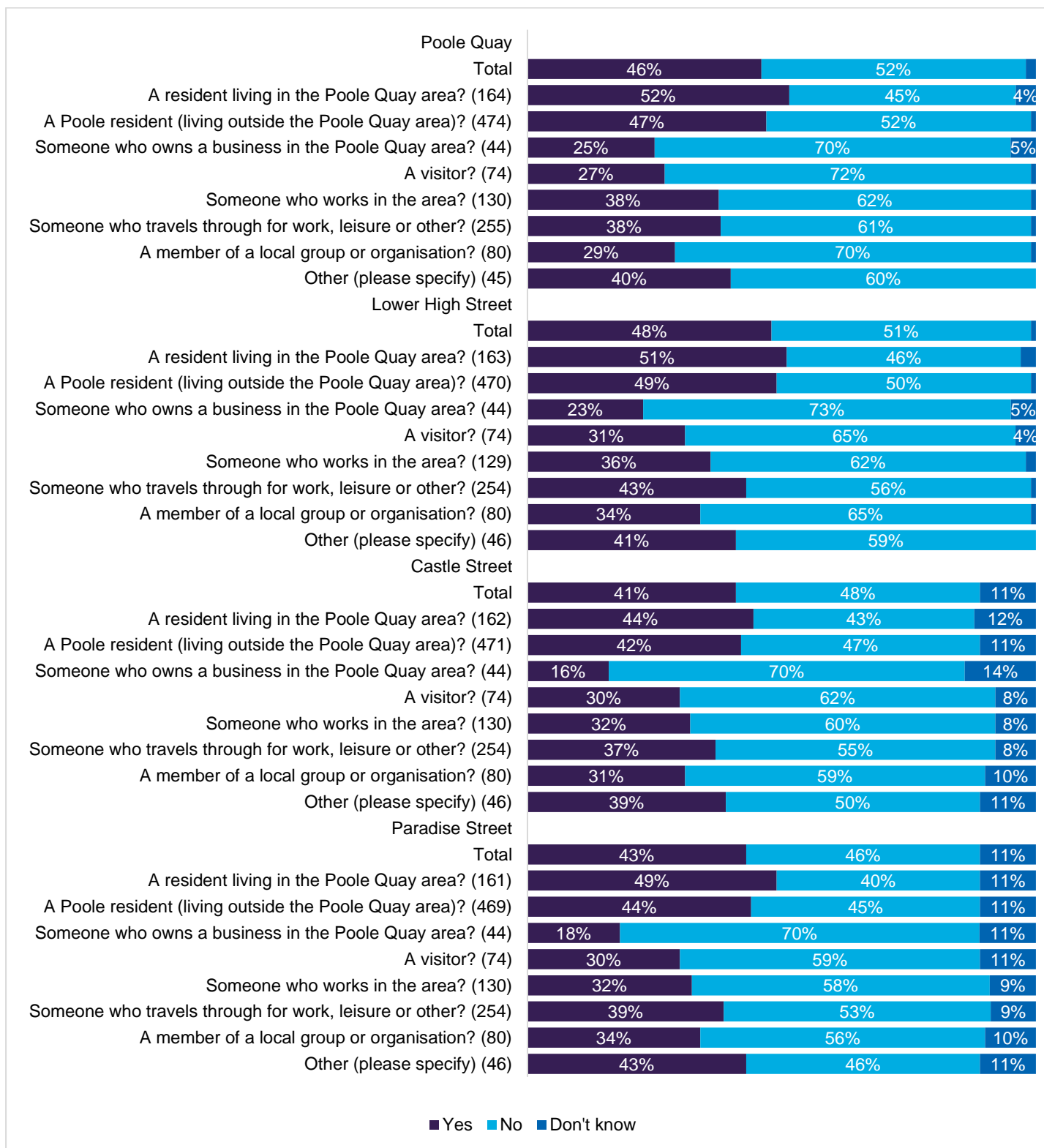
Bases (as shown)

Views differ by respondent type, when people gave their views during the trial and by equalities groups.

## Views by respondent type

Views on whether the roads should be prioritised for walking and cycling varies by respondent type. **Residents living in the area** have higher levels of agreement than other groups, followed by **Poole residents**. **Businesses** have higher levels of disagreement.

**Figure 27: Do you agree with prioritising the following roads for walking and cycling by respondent type.**

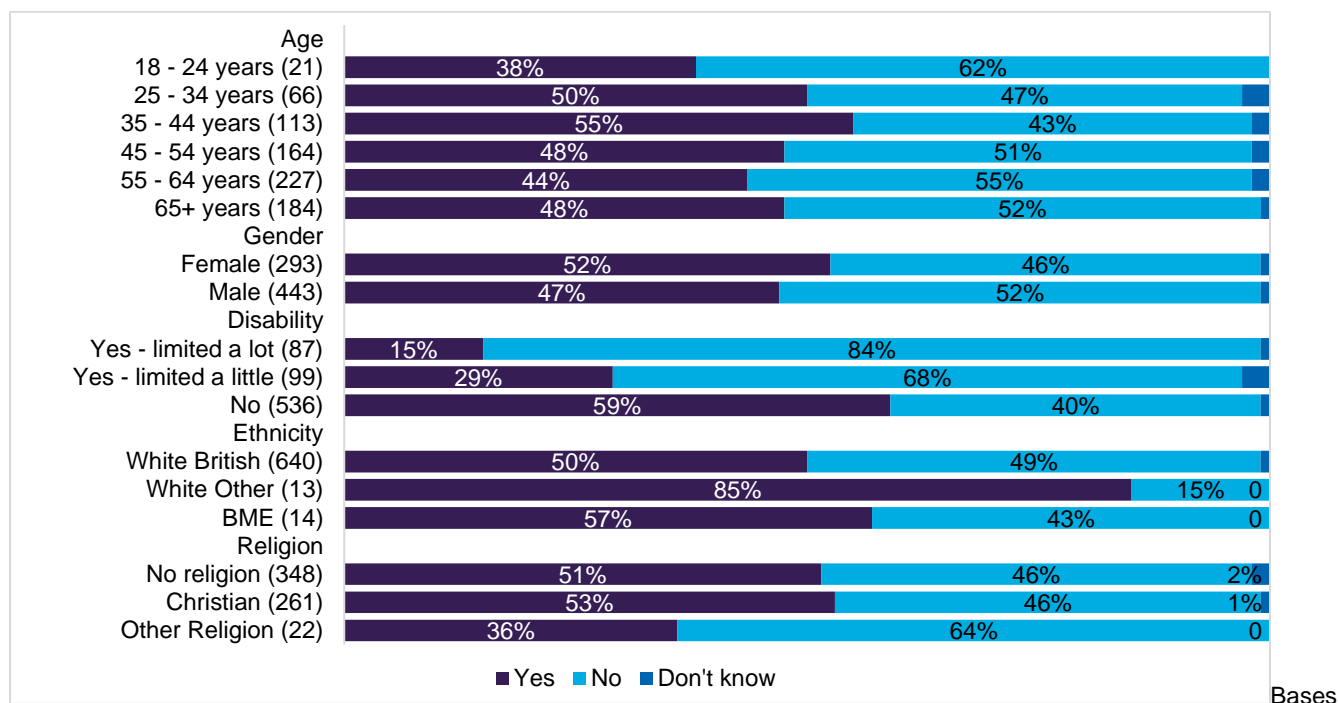


Bases (as shown)

## Views by equalities groups

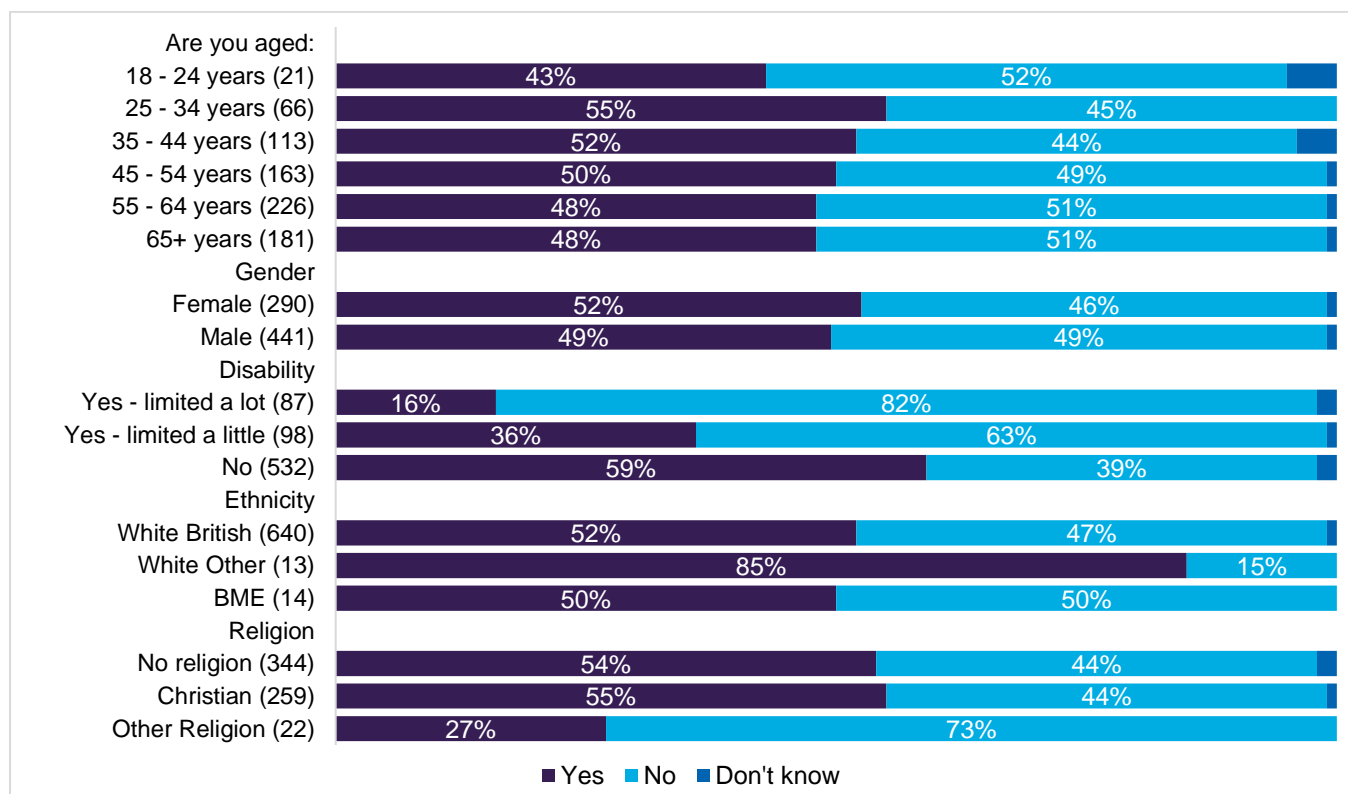
Those with a **disability that limits their activities a lot** have the highest levels of disagreement. **White Other** respondents have highest levels of agreement.

**Figure 28: Do you agree with prioritising Poole Quay for walking and cycling by equalities groups.**



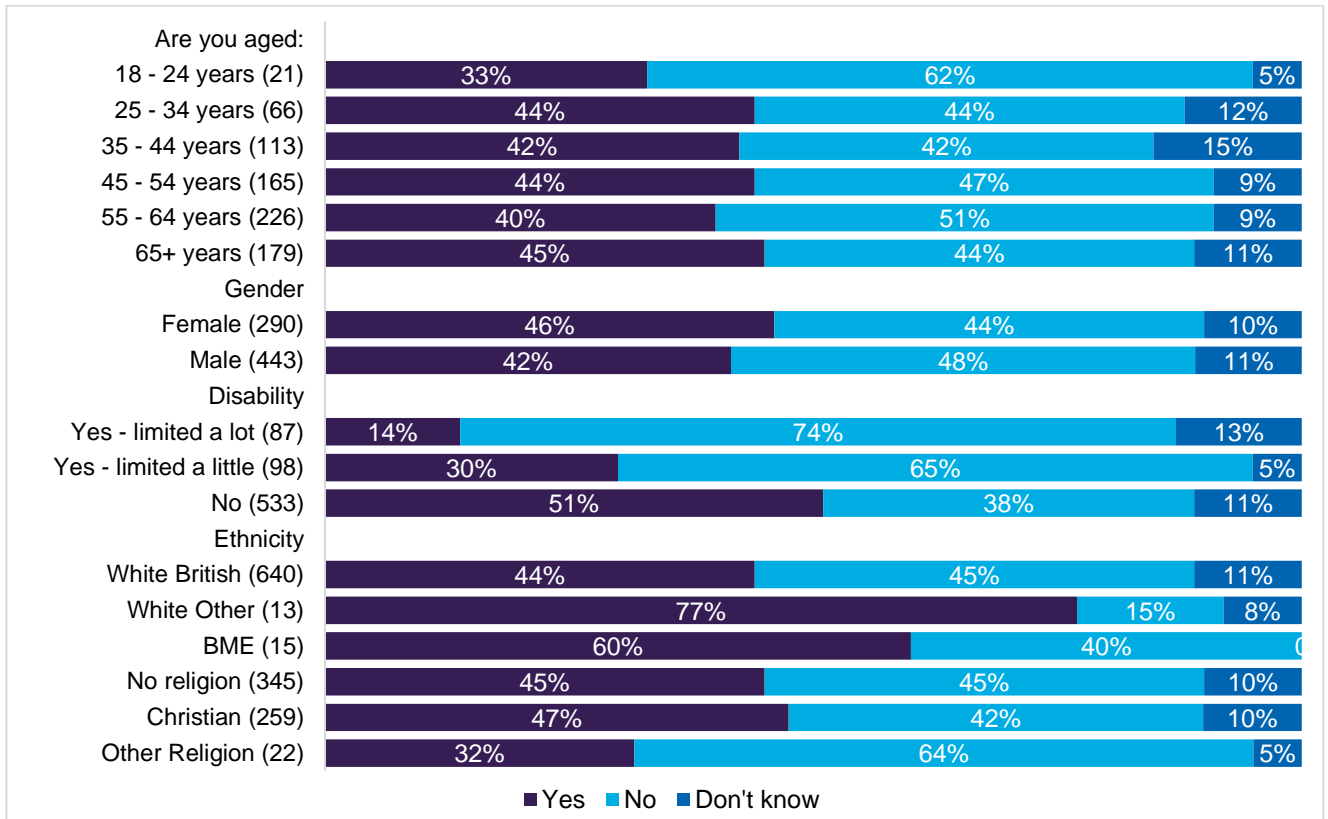
(as shown)

**Figure 29: Do you agree with prioritising Lower High Street for walking and cycling by equalities groups.**



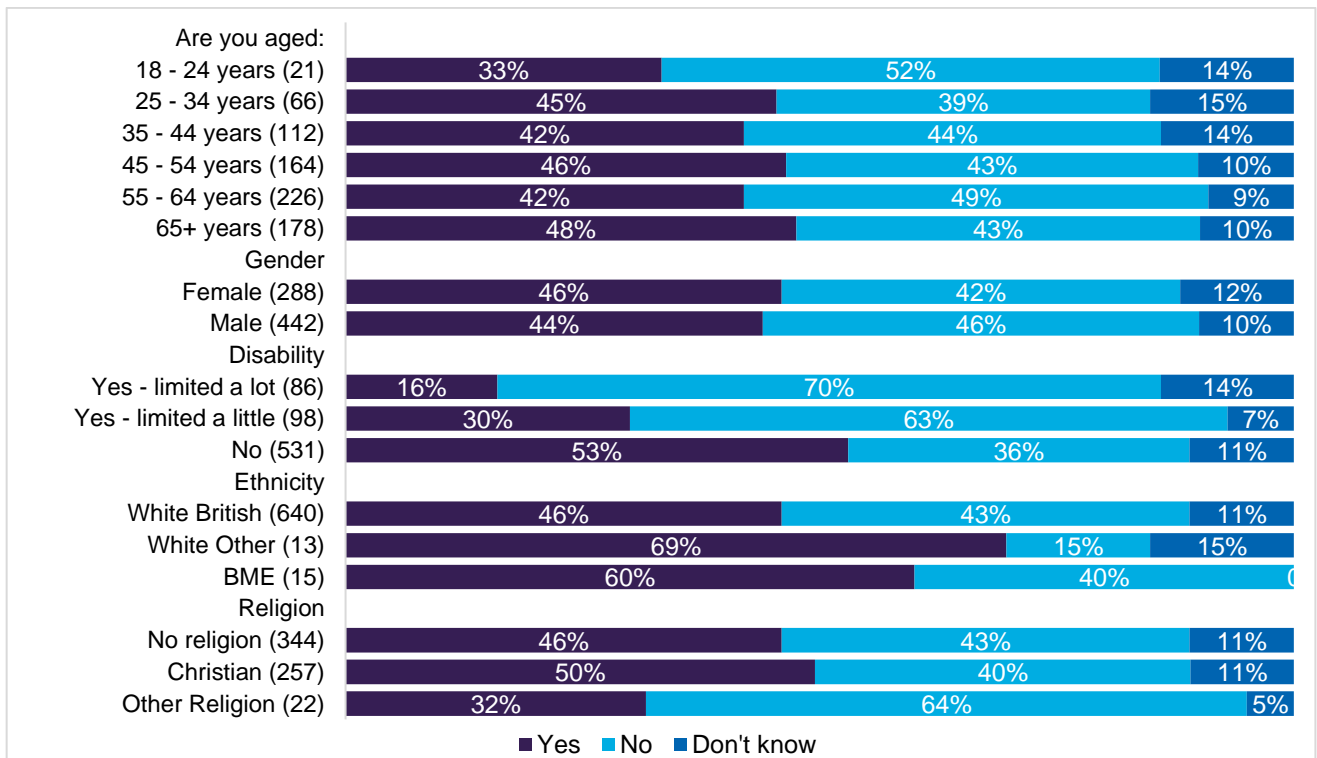
Bases (as shown)

**Figure 30: Do you agree with prioritising Castle Street for walking and cycling by equalities groups.**



Bases (as shown)

**Figure 31: Do you agree with prioritising Paradise Street for walking and cycling by equalities groups.**

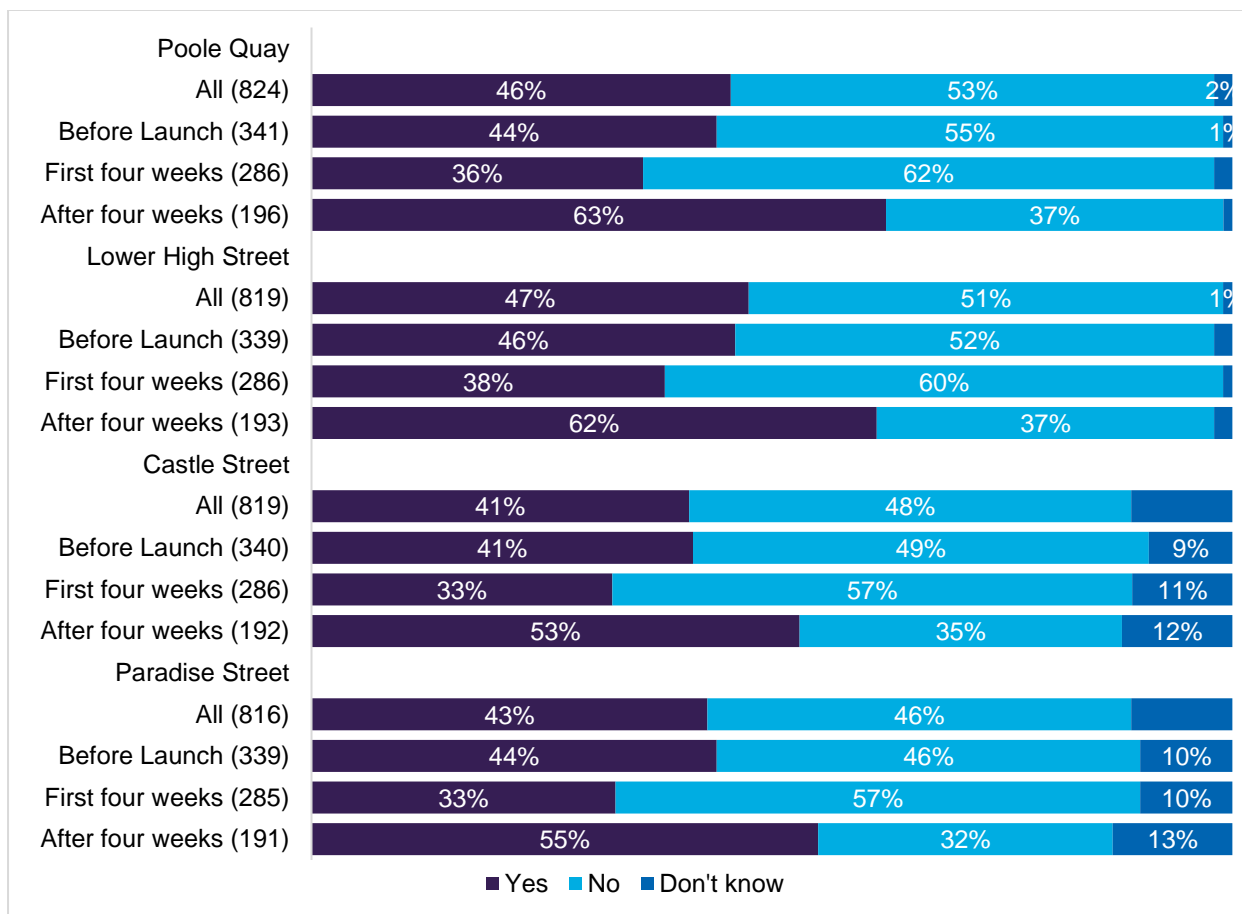


Bases (as shown)

## Views by response date

Opinions vary throughout the trial as to whether the roads should be prioritised for walking and cycling, with those responding **after four weeks** being more positive than those responding earlier in the trial.

**Figure 32: Do you agree with prioritising the following roads for walking and cycling by respondent type.**

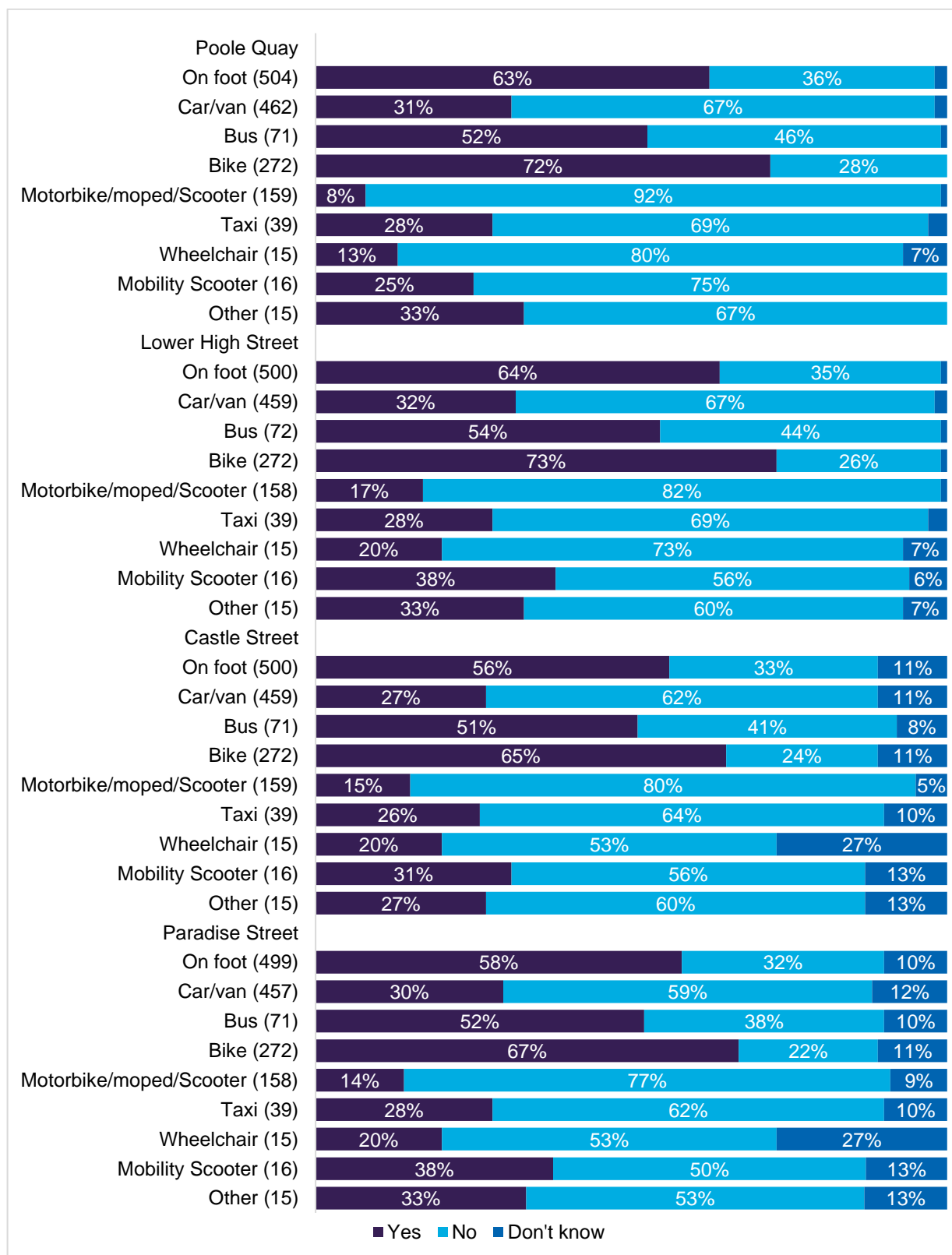


Bases (as shown)

## Views by how travel through the area

Responses vary by how people travel through the area, with more of those travelling by **bike, on foot** or bus agreeing than **motorbike/moped/scooters**.

**Figure 33: Do you agree with prioritising the following roads for walking and cycling by respondent type.**

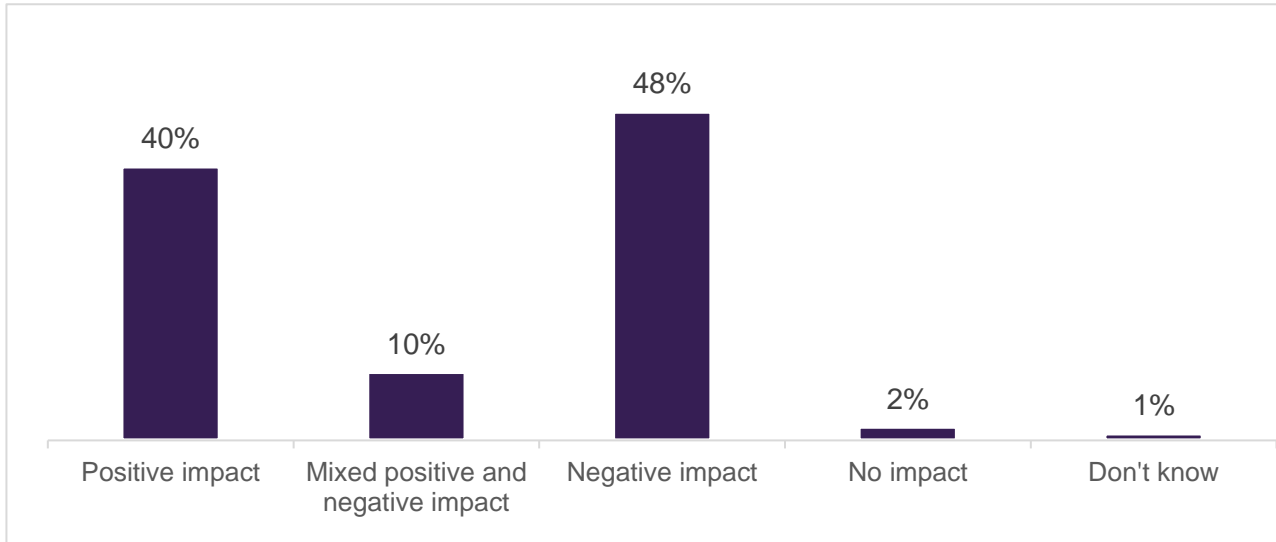


Bases (as shown)

## Impact of the changes

Overall, 40% of respondents feel there is a positive impact from the changes, with almost half (48%) feeling a negative impact. The results vary by respondent type, equalities groups, when responded and how people travel through the area, as shown in this section.

**Figure 34: How much of an impact, if at all, do the changes have on you?**



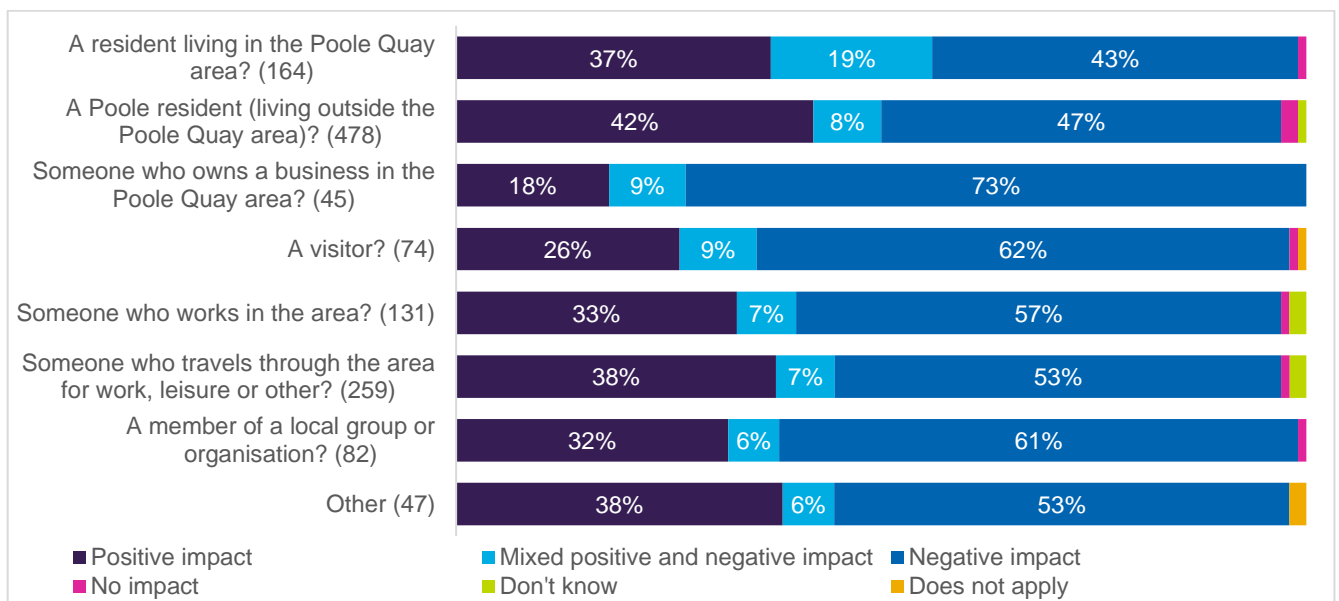
Bases (as shown)

### Views by respondent type

Impact varies by respondent type. Almost three quarters (73%) of **businesses owners** report a negative impact, with almost two out of ten (18%) reporting a positive impact.

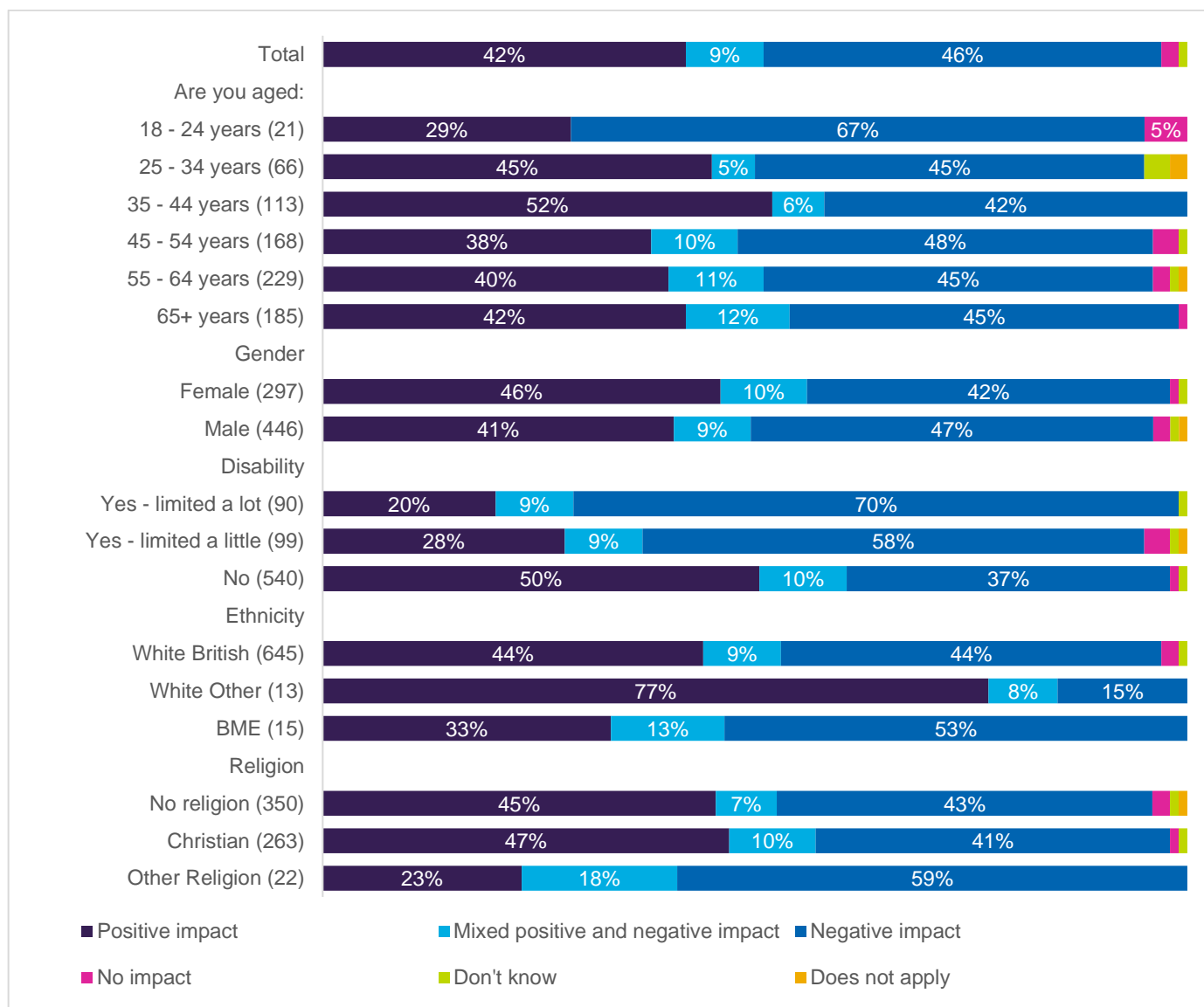
**Local** and **Poole residents** report higher levels of positive impact than other groups, with 37% of residents living in the Poole Quay area feeling a positive impact (43% feel a negative impact) and 42% of Poole residents feeling a positive impact (47% feel a negative impact).

**Figure 35: How much of an impact, if at all, do the changes have on you by respondent type**



Bases (as shown)

Figure 36: How much of an impact, if at all, do the changes have on you by equalities groups



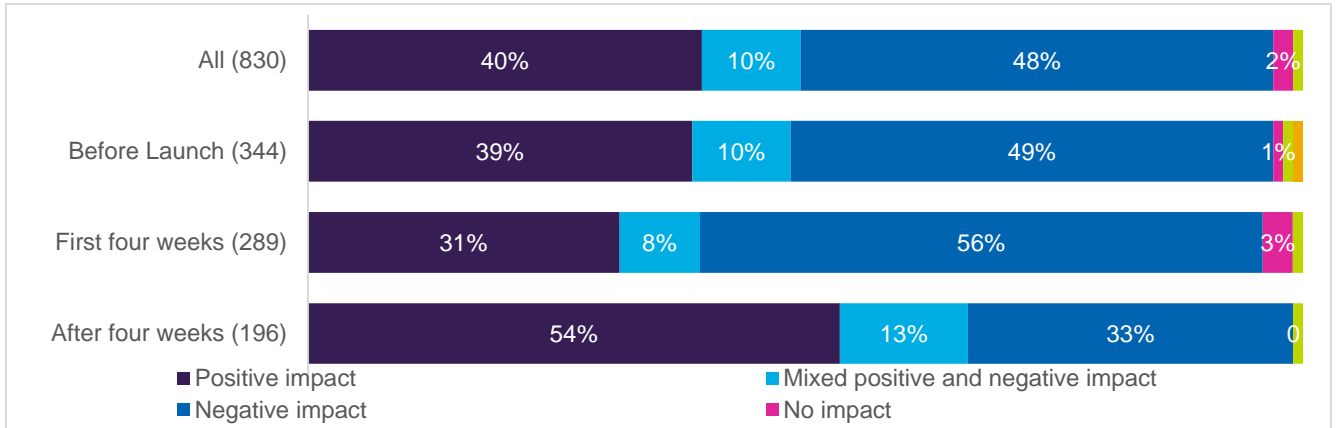
Bases (as shown)

- Age** Just over half (52%) of those aged **35-44** feel they have a positive impact from the changes, followed by those aged **25-34** (45%). Two thirds of (67%) of those aged **18-24** feel the changes have a negative impact on them.
- Disability** Seven out of ten (70%) of those with a **limiting illness** feel a negative impact, followed by 58% of those with an **illness that limits their activities a lot**. Half (50%) of those with **no limiting illness** feel a positive impact, with just over one third (37%) feeling a negative impact.
- Ethnic group** Just over three quarters (77%) of **White other groups** feel a positive impact (15% feel a negative impact), with 44% of **White British** feeling a positive impact and the same proportion (44%) feeling a negative impact. Just over half (53%) of **BME Groups** feel a negative impact and one third (33%) a positive impact.
- Religion** Around six out of ten (59%) of **Other Religions** feel a negative impact, with 23% feeling a positive impact. Almost half (47%) of **Christians** feel a positive impact (41% feel a negative impact) and 45% of those with **no religion** feel a positive impact (43% feel a negative impact).

### Views by response date

Impact changes by response date, as shown in the chart below, with those responding in the earlier stages of the trail feeling more of a negative impact and those responding after four weeks feeling a positive impact.

**Figure 37: How much of an impact, if at all, do the changes have on you by response date**

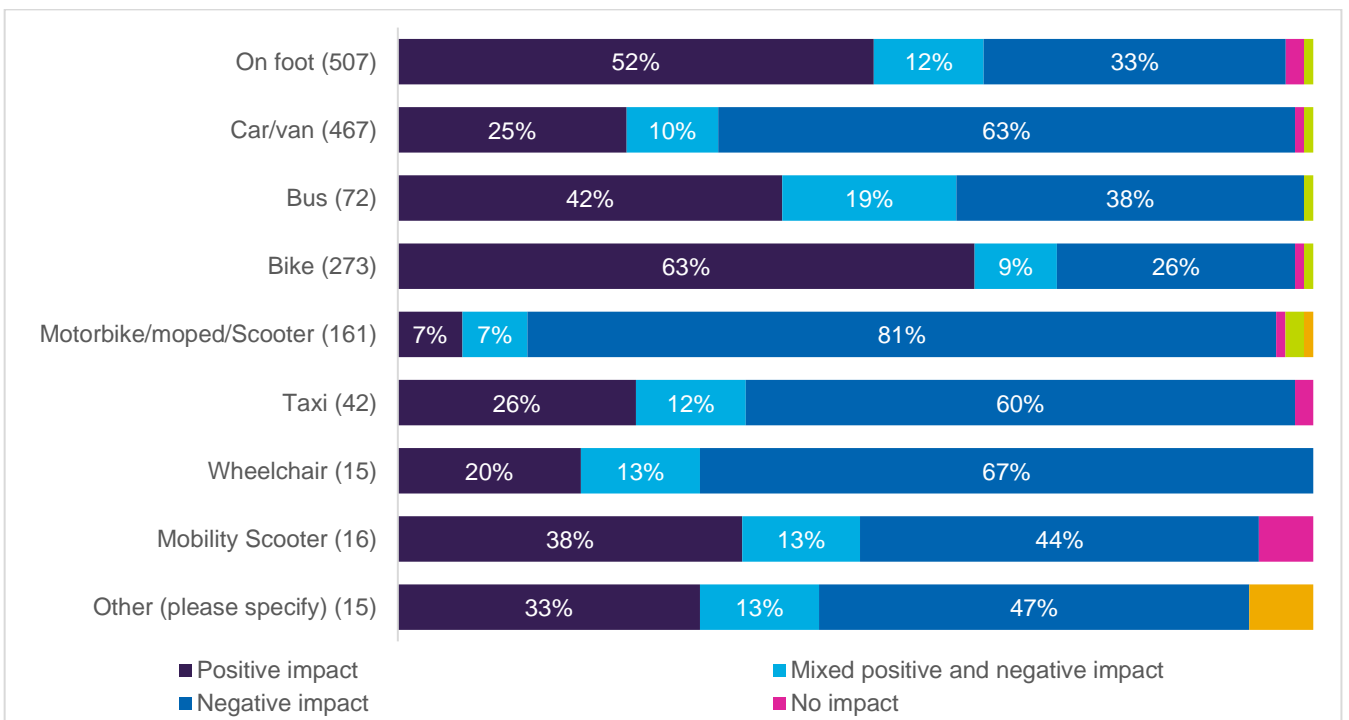


Bases (as shown)

### Views by how travel through the area

Impact varies by how people travel through the area, with almost two thirds of those who travel through the area by **bike** (63%) feeling a positive impact, followed by those who travel **on foot** (52%) and **bus** (43%). Those traveling by **motorbike/moped/scooter** have the highest level of negative impact (81%).

**Figure 38: How much of an impact, if at all, do the changes have on you by how travel through the area**



Bases (as shown)

## Impact

Respondents were asked to explain how the changes would impact them. 625 respondents gave an answer. Responses were coded into themes, as shown in the table below. These themes are consistent with the themes in the first write in section, and many comments are similar, or reiterated. 57 people wrote 'as in my first comment' or 'as above'.

302 respondents who felt a negative impact of the scheme explained why. 207 respondents who recorded a positive impact of the changes wrote in a response. 62 people who commented did not know how they were impacted, or felt a positive and negative impact.

6 people said they had no impact, and explained that this was because they did not live in, work in, or use the area.

Figure 39: Themes the explaining impact of the proposals.

Theme	Number of comments
Positive impact	197
Impact on business / fewer visitors	104
Impact on my business	12
Boat / harbour access/ scuba diving	7
Disabled	71
Motorbikes	55
Cycle	50
Deliveries/access	29
Other roads	21
As above / first comment	57
Other	47

'Other' comments include impact on other roads in the area, the change to bus routes, taxis not being able to access the Quay and collect passengers, opinions on the council.

The biggest theme related to **positive impacts** of the proposals and covered things like feeling **safer**, it being **more pleasant to walk** or **enjoy the area being free of traffic**, or make them **more likely to visit**. Some commented that they are **enjoying being able to sit out at restaurants or pubs**.

*Cleaner air, safer to use*

*Improved safety when visiting these areas.*

*It's made it considerably safer for pedestrians and has had a limited effect on any of my road journeys as there are plenty of alternative routes.*

*I'm less anxious and rushed to shop. I can visit all the local pubs without the worry and noise of traffic!*

*Much nicer walking up Lower High St without cars crawling for parking spots by the pubs and restaurants.*

*Having eaten out at a couple of restaurants during summer on The Quay it was much nicer to not have noisy cars and motorbikes driving past. Some people in vehicles use it as a place to show off their car or motorbike, but I think that should be reserved for the special events, not an everyday occurrence. Not allowing vehicles benefits many and inconveniences a few in my opinion.*

*It's now safer and more pleasant to walk and cycle in this area :)*

*The feeling of a non traffic area is more pleasant*

*Less pollution, less traffic, safer streets, more personable and welcoming, better for children and elderly, makes me want to visit more.*

*Much more likely to visit quay and support businesses in traffic free environment*

*Less intimidating motorised traffic.*

*It is just wonderful*

*Made us visit here more often as is now safer for us as a family with children.*

*The Quay would become a much more enjoyable place to visit*

*A safer and quieter environment without noisy motor cycles.*

*It has been shown in other places around the world that reallocating road space for pedestrians and cyclists can increase footfall*

*The road system in Poole is much improved and the town will be able to make more areas traffic free.*

*Much more pleasant to walk and cycle in the area. Feel safer being able to keep social distance from others*

*The new seating outside De Vinci's is excellent, hoping to see increased use of the previous road space*

*The central part of the Quay doesn't work for traffic, does work for pedestrians. That just needs to be made official.*

*Although I will no longer be able to park on the Lower High Street, I'd like to cycle (in a cycle lane) or wander down a street that has lots of character and when driving I mostly park in the multi-storey car park anyway.*

*Less pollution and noise. Safety for all visitors way more important than car access when all you have to do is park in the Quay Visitors CP and walk a few yards.*

Positive comments (14 respondents) also related to **encouraging more people to cycle** and making it **safer for cyclists**.

*Safer for me to cycle to work*

*I am over 70 years old and have recently purchased a bicycle and have loved the feeling of freedom and safety through Poole Park and am delighted you are enabling me to widen my horizons, I can't tell you how pleased I am. Safer and cleaner air. Wonderful !!*

*It will make our cycling and walking experience more pleasurable and safe*

*We cycle a lot as a family, our kids are 6,4,2 yo and we find it difficult to find good safe routes in and around very around certain parts of Poole and would encourage these changes as a way of connecting Whitecliff, Poole old town and onwards to Upton country park as this area is particularly difficult to navigate with bikes and trailers.*

*I commute by bike and have found the roads so much safer during the Coronavirus lockdown. As a large town with what I see as traffic congestion problems we should be doing everything we can to promote cycling, scooting, walking and public transport. I would really like to think that I could safely cycle with my children around most of harbour from the Quay to the beach and even onward up to Hamworthy and Upton CP*

Continuing with the cycling theme, 28 respondents mentioned it being **unsafe with mixing pedestrians and cyclists**, or that **cyclists should not be allowed**.

*Positive impact with the removal of cars from these areas, but negative impact unless cyclists are going to be monitored in some.*

*The problem being that cyclists do not adhere to the cycle lane and go through these areas to fast also the problems with electric scooters the speed is faster than most cars that use to use these roads*

*should be safer but pedestrians and cyclists are not a great mix*

*I believe something needs to be done about cyclists as at the moment they speed down the Quay In all areas in different directions with no real regard to pedestrians.*

*Cyclists travelling too fast in the area makes me nervous about walking in the area*

The **negative impact on businesses** was mentioned as an impact by 103 respondents; relating to having **lower footfall**, people saying that they would **no longer visit** as they cannot access the area / park on-street.

*Good for environment but maybe have detrimental effect on businesses*

*I will go elsewhere so at least you will have less visitors and less footfall in the shops so you can demolish them and sell the land to the builders!*

*Will not bother to visit!*

*This will destroy business. Just take a look at the rest of the high street.*

*Will not encourage people to use these areas [due] to lack of parking*

*I strongly believe the impact will be massively negative towards businesses and disabled people.*

*War on the motorist will just reduce passing trade.*

*Please do not do this and damage the trade around the Quay.*

*Look at the pedestrianised middle high street. Closed shops and almost deserted apart from people heading to the quay (before it was pedestrianised)*

Some **businesses** (11) mentioned how the changes are, or will, impact them

*We have a business on the Quay...elderly and less able customers who would normally be dropped off outside our premises would no longer be able to do this and would find it difficult to walk from the car parks hence loss of trade.*

*It will destroy several arms of our business already struggling!*

*Many elderly/disabled people visit my pub, who normally get dropped off by partners/siblings, who cannot walk far, so this will directly affect my business.*

*I cannot run my business without vehicles or moving from the area altogether. If this under thought process continues, my choice is simple close the business or move!*

*This will be a complete disaster and i'm afraid this will only have a negative impact on the town. We will move our business to outside the town if this is put in place.*

*Elderly and disabled can no longer reach my restaurant. I can no longer go to cash & carry and unload at my restaurant*

A further 7 people mentioned the impact on **marine/diving/fishing businesses**.

*I work from the Quay and this will make it impossible to load and unload clients*

The **restrictions of delivery times/access** was raised as an impact by 29 respondents.

*At other times, it will be nice to walk the old town with limited traffic. However both the licensed premises covered by the scheme would find it hard to get deliveries outside the working day.*

*I'm unable to use the road to load and unload for my regular diving hobby activities for the dive boat!! Because of your idiotic decision I'll have to, as well as others, carry my expensive, heavy dive equipment (making several journey to and from the car, where ever I end up having to park it!)*

*...late night deliveries will disrupt local residents.*

*Closing The Quay to delivery traffic will increase the number of delivery drivers who park with engines running in Strand Street whilst walking the length of the lanes to The Quay to preform their deliveries. This was proven recently during the closure of The Quay to traffic during the "boarding-up" of the Baden Powell Statue.*

*Can't just stop outside shops to pick things up. Must use council run car parks and walk.*

*as a business not all of our deliveries can get to us before 10am and we have heavy deliveries that even with sack trucks would be difficult to get to us*

*Difficulty getting deliveries and for trades to work.*

The impact on **people with a disability** was raised by 71 respondents, including being unable to get to shops and restaurants, or enjoy the Quay as they are unable to park – although one person commented: 'Once again as a disabled person with a car there are quite a lot of parking spaces or on road opportunities (Thistle).'

*Mobility issues means I now can't visit shops and restaurants that I love.*

*Very very very very very very very very negative impact on me and my mother.*

*Good for those who like cycling bad for disabled who want to be dropped at or collected from a restaurant in the lower high street (by private car or taxi) and no, it isn't always possible for people to access the taxi rank in old orchard.*

*I often have to take my son, who is also registered disabled to the vessel xxxx. I then get to see him sail off from the quay.*

*Loss of disabled parking at lower end of High Street*

*My mother will not be able to walk along the quay...she will lose the place she loves the most*

*I used to drop my disabled wife off at Wetherspoons and then go and park the car, not anymore...*

*It's nice driving to the quay and watching the world go by. I am disabled and can't walk far so parking on the quay means I don't have to go far for the shops and cafe's there.*

*I cannot visit as my mobility is poor. Using a car I was able to get to Setchfields the coffee shop and the sweet shop easily by car. Now I can't as I cannot walk the distance. So I no longer go*

*Having limited mobility I am unable to walk the length of the Quay so a lack of disabled parking along High Street and The Quay means that I will not be able to visit the area.*

*I am disabled and CANNOT walk any distance. These changes will make the Old town and Quay inaccessible to my wife and myself. We currently get great pleasure driving along the Quay and do not want to lose this facility. Do not take this facility from the people of Poole and its visitors.*

*My mother is 90 and she used to catch the number 1 route to the Quay. Her and her friends would meet at Oriels. The walk from the end of the quay to Oriels is too far. She is not alone. You have taken their little bit of independence and freedom. Shame on you!!!*

*I can no longer take my mother to the lower high street to shop or eat out. She is disabled and I also have mobility problems. Parking in the multi storey car park is not an option.*

The impact on **motorcyclists** were commented on by 55 people, including not being able to park and concern about whether bikes nights could still happen.

*Poole is a popular ride destination bikers so provision needs to be made somewhere for motorcycle parking*

*And what of Tuesday bike nights?*

*I'm motorbike rider. Motorbikes should be allowed along with pushbikes*

*I love going down to the quay on my motorbike every Tuesday which on average I spend 20 pounds a night and on Saturday and Sunday I meet up with my friends and park in the motorbike parking and we chat and drink coffee from the restaurants and takeaway shops*

*The Quay should remain available to motorcycle, together with access roads to the Quay. Agree that cars/buses should be restricted except for the disabled.*

*For many years I have visited Poole quay on my motorcycle and enjoy nothing more than admiring the motorcycles and having a bag of chips taking away the parking for bikes will put the business elsewhere*

*the Quay is one of my favourite places to visit on my motorbike. I would be very sad if this was removed. And would no longer be a me to visit the Quay.*

*Without access to the Quay the regular bike nights won't be able to run, this is my only reason for visiting the area. I also believe this will have a negative impact on local traders who will lose the business and profits generated by Bike Night*

*As a motorcyclist who regularly attends events, and who regularly uses the [pubs on the Quay], the added vibrancy that motor vehicles add will be missed. Poole Quay is a well renowned meeting place and is very much 'on the map' of places to ride for people all over the country. A low speed limit, noise abatement signs would benefit visitors and reduce complaints. More near misses occur due to the contra-flow cycle lane than by cars or motorcycles passing along the quay.*

*I strongly agree with all of this, however closing the main part of the Quay has forced the motorbike up towards Dolphin Quays which is now beginning to cause noise disturbance and more traffic along a very thin piece of road making it more dangerous for pedestrians as people are parking cars meaning buses etc cannot get past - please can you consider closing this end of the Quay too asap?*

*The motorcycles have now had to move along The Quay and they need more space to park*

## Other comments or suggestions about the changes

Respondents were asked to write in any other **comments** or **suggestions** about the changes. 495 respondents provided a comment. Many of these reiterated previous comments about the proposals or how they would affect them. 118 respondents made a **suggestion** and 16 people asked a **question**. These are summarised below.

### Suggestions

131 respondents made a **suggestion**. These were grouped into the main themes:

**Figure 40: Why do you travel to/through the Poole Quay area?**

Theme	Number of comments
Access / deliveries	19
Cycles/cycling	19
Business related	14
Parking	11
Seasonal	8
Alternative suggestions	7
Seating	7
Disabled	6
Redesign/improve the space	5
Other roads that could be included	4
Buses	4
Other	25

The comments are shown in the table on the next page

Main Theme	Comment
access/deliveries	Allow staff of shops/hotels to be able to drive on the roads
access/deliveries	I think some measures are good but need to balance the need for people who live here to get in and out / have access / have parking with the ability for people (local and visitors) to walk around and enjoy the quay.
access/deliveries	With regard to the Quay the Council must not forget that it is a working quay and that access to vehicles servicing vessels berthed on the quay must be preserved. I would also add that social distancing is never an issue in the winter so if these changes happen they should only be in peak summer months. Finally I think to help the pubs an restaurants on and near the quay, the Council should introduce free parking in the evenings.
access/deliveries	Provide access 24/7 for taxis, disabled and deliveries.
access/deliveries	Stop 4 wheeled vehicles accessing the quay but keep it open to bicycles and motorbikes. The other roads keep open to all traffic, restrict deliveries to 10pm - 6am
access/deliveries	Allow 'access only' dropping off/picking up for taxis and car passenger blue badge holders.
access/deliveries	Proper consideration needs to be given to deliveries to business premises.
access/deliveries	The majority of businesses on the lower high street are in hospitality of some description. They have deliveries during am hours and are at their busiest after 6pm. I would have thought that a more sensible solution would be to close the lower high street between 10am to 6pm when at least potential customers could access premises particularly bearing in mind many customers have difficulty in walking and at a minimum require "dropping off" It would have been useful to have had a consultation prior to implementing this considerable change.
access/deliveries	Limit the restrictions from 10am to 10pm each day
access/deliveries	It may be necessary to allow a bit more access for deliveries & drop offs, but this should be limited & speeds kept to a minimum. Pedestrians & cyclists should have priority over motor vehicles
access/deliveries	Consult people about your plans before confirming a decision! Allow access for loading/unloading. Allow access and use to the Britannia car park. Better yet, just leave it as it is. Are people that concerned about social distancing they should be staying at home! The pavements give plenty of room for all users!
access/deliveries	10 pm it too early for deliveries. This area is still a tourist hotspot until at least midnight. Consider whether or not these changes should be seasonal or all year round. There is little need for them in the winter months. Although not directly impacted by the proposals, it is important to maintain access to the disabled parking spaces outside the Thistle hotel for blue badge holders. They should not need to go all round the back streets to get there.
access/deliveries	I think delivery times should be extended, there should be disabled drop off points and taxi drop off points.
access/deliveries	Cycling/walking is certainly a good thing, but not an option for the elderly and those with mobility problems. Not all necessary journeys can be done by cycle or on foot - where large or heavier loads are involved, for example, and shopping.
access/deliveries	As in previous comments. Make these changes flexible according to seasons and changes in the weather. Many many people enjoy being able to drop off elderly and disabled relatives outside of restaurants and pubs before going to park. Especially in bad weather. Many local people also use facilities such as fishing tackle shops and currently enjoy being able to stop outside for a few minutes to pick up or drop things off. It would seem ridiculous to have an empty pedestrianised area when it is raining or in the winter and to inconvenience local people just for the sake of a lack of flexibility.
access/deliveries	Have some remit for disabled/elderly access.
access/deliveries	If you are determined to make the area inaccessible for the disabled ( which is discrimination), then why not consider setting up a shop mobility premises next to the quay, with adjacent disabled parking spaces?
access/deliveries	reopen the quay for disabled parking
access/deliveries	Consider disabled access. Work with BID & local businesses to ensure they can trade effectively. Signage needs to improve. Too brutal. Temporary bollards might look better (as Poole park entrances?).
alternative suggestions	Maybe limit cars, as there's no real requirement for a car to travel down these roads, but with the motorcycle parking in place it doesn't make sense to ban these too.
alternative suggestions	Stop cars and deliveries between certain times.
alternative suggestions	Only pedestrianise the quay from The one way section By the barrier
alternative suggestions	Just slow traffic down- don't stop it completely
alternative suggestions	Open the road at certain times to vehicular traffic. Ban cycles.
alternative suggestions	Maybe stop traffic during the day say 8am - 6pm and all it the rest of the time. Better than saying not at all. Let's face it, not everyone wants to walk or cycle.

Main Theme	Comment
alternative suggestions	<i>I don't understand why the parking on lower high street could not be transformed into extended pavement like in most other towns including Wimborne the cyclists should be using the roads anyway unless a cycleway is available they are more dangerous to pedestrians Just look at the comments from locals regarding the high street cycling and the promenade.</i>
buses	<i>have an easy park n ride bus free for over 60cS. Preferably electric buses like York</i>
buses	<i>I'd like to see buses travel west to east along the Quay to facilitate access and bring visitors.</i>
businesses	<i>Allow the businesses on the Quay to have stalls or more seating outside their properties - café culture in the warm weather.</i>
businesses	<i>Outdoor refreshments and dining should also be allowed</i>
businesses	<i>Allow restaurants to put tables outside during the warmer months, would create a lovely atmosphere</i>
businesses	<i>I would strongly recommend allowing boats and yachts to be able to once again moor up alongside the quay. This would (1) increase the amount of pedestrians who are able to access and support local businesses including restaurants, pubs and shops and bringing more foot traffic to the area to help with rejuvenation; and (2) provide pedestrians with something interesting to look at when walking along the quay rather than the eyesore of the concrete plant.</i>
businesses	<i>I think there needs to be a campaign to promote the benefits of coming to the quay area and that also promotes the businesses.</i>
businesses	<i>Consult with BID and Quay business about how popular summer events (bike night, etc.) are able to continue. Maybe a special dispensation for certain types of vehicles on event nights.</i>
businesses	<i>Make Poole old town a better place to visit. Like places in Devon and Cornwall. More individual shops, so lower rates all year particularly as footfall is low in winter.</i>
businesses	<i>We need to make the Quay and lower high street a much more attractive place for good businesses to come to our town.</i>
businesses	<i>try talking the businesses and residents involved and the local people. Old High Street is not the Quay.</i>
businesses	<i>Should be discussed with businesses in these areas</i>
businesses	<i>Please be innovative celebrate the historic end and have open markets etc</i>
businesses	<i>I would like to see more markets down the lower high street and quay. A focus on arts and arts projects, farmers markets, Christmas Market, the old French market with Cherbourg, vintage markets etc. Music events would also be good live music.....a buskers area perhaps.</i>
businesses	<i>Allow the pubs &amp; Restaurants on The Quay to use more of the area for tables &amp; chairs</i>
cycles/cycling	<i>Non standard bikes such as trikes, child trailers and cargo bikes, sometimes have to stop and move the temporary barriers on the quay (toward the lifting bridge end) in order to pass through. Please make sure any permanent barriers are set wide enough to accommodate non standard as well as standard bikes.</i>
cycles/cycling	<i>Designated cycle lanes.</i>
cycles/cycling	<i>If it becomes permanent then the paved area should be extended so there is a consistent surface. There may be a case for having a marked cycle route and/or speed restriction for cyclists as I have noticed some cyclists riding through at excessive, unsafe speed. The increased space available provides scope for alfresco dining and I note that some businesses have already taken advantage of this.</i>
cycles/cycling	<i>Put clearly marked defined Cycle only bike lanes on one side of the road.</i>
cycles/cycling	<i>Please ensure that cyclists are not given free rein to use these roads as race tracks. The share the path system needs to prioritise walkers.</i>
cycles/cycling	<i>I would like to see pedestrians and cyclists separated as much as is practicable to make it as safe as possible for both sets of users.</i>
cycles/cycling	<i>Cyclists will need a clearly marked lane</i>
cycles/cycling	<i>A cycle path would be a good idea as I get abuse when riding my bike even though I'm going slow</i>
cycles/cycling	<i>Great scheme. At the moment if you cycle from the Quay up the Lower High Street there is no signage to advise that the top end has one-way system,</i>
cycles/cycling	<i>If anything stop bicycles from racing along in both directions as it's supposed to be one way</i>
cycles/cycling	<i>would prefer no cyclists a weekly market would be good more outside tables and chairs</i>
cycles/cycling	<i>Make cyclists dismount in pedestrian areas</i>
cycles/cycling	<i>Separate the cycle lanes to the pedestrians.</i>
cycles/cycling	<i>Pedestrians need segregation from cyclists eg enforce the law on cycling on pavements</i>
cycles/cycling	<i>Specific cycle lanes should be implemented and cyclists fined for not adhering to them.</i>
cycles/cycling	<i>If you insist on bikes being ridden in the area then signs are required for speed limit and 'Pedestrians have priority'</i>
cycles/cycling	<i>Make the cycle path on Poole Quay more visible</i>

Main Theme	Comment
<i>cycles/cycling</i>	<i>Prioritising cycling should be given more detailed consideration. Many anti-social incidents may be caused. (e.g. consideration by cyclists not being afforded to pedestrians) If and when these proposed changes are made they will be totally ineffectual unless provision is made to monitor them by increasing staff at all times and applying affective penalties.</i>
<i>cycles/cycling</i>	<i>If cyclists are now being prioritised maybe its time cyclists were made to pay a tax for using the roads. and help towards the council coffers.</i>
<i>parking</i>	<i>If one of the car parks on or near the quay could be made free (or cheaper) it would encourage more visitors.</i>
<i>parking</i>	<i>More parking to facilitate the usage of the Poole harbour quayside by harbour users would be an improvement.</i>
<i>parking</i>	<i>Just don't pedestrianise. This never works. Actually get less foot fall. Rents are too high for the shops and car parks are too expensive. You want more people spending money in shops, make the car parks free.</i>
<i>parking</i>	<i>Please review the orchard road car park and the dreadful impact it will have on our lives</i>
<i>parking</i>	<i>Yes stop parking at the bottom end of town and leave it as it is</i>
<i>parking</i>	<i>The old high street being narrow could benefit from parking spaces being more limited to make space for wider pavements but i believe there should be access for deliveries and residents and taxis otherwise you are restricting businesses.</i>
<i>parking</i>	<i>residents need alternative other areas to park in if they cannot park on roads ( as there is not enough spaces for all) so how about letting them have a space in one of the 2 multi storeys for the same price as a residents permit?</i>
<i>parking</i>	<i>Remove the parking in high street and have a couple of loading/unloading bays. This will still open up space in high street and still allow more space for pedestrians/cyclists but not impede delivery's, access for residents and emergency services.</i>
<i>parking</i>	<i>More parking down by The Thistle Hotel for the motor cyclists as they love to come to Poole and we should welcome them. The council should have more signage regarding not feeding the seagulls as when a tourist starts to feed the birds they can be hostile when locals ask them to stop. Surely this is an easy remedy.</i>
<i>parking, buses</i>	<i>The number of parking places, which already is limited, has been further restricted, thereby increasing congestion and emissions (locals &amp; visitors often end up driving around for an extra 15 minutes looking for parking places). One way to alleviate this would be to restrict all parking around the Quay to just resident only, and having all visitors use the car parks. Another area of concern is the re-routing of Bus Route One along Castle Street and Strand Street, which now increases the amount of large vehicles on these narrow streets and poses a safety risk with the large amount of pedestrians along these streets. A better model would be to opt for a hybrid system as opposed to full closure of these areas. For example, the streets currently closed could be re-opened to vehicular traffic for residents only (via an ANPR system linked to current Zone A permit holders), or as a simpler model, allowing vehicular access to these roads during the weekday, but closing them over the weekends or for special events. That way, pedestrians could still have priority during times of high demand (weekends / special events), but access would not be completely restricted as it is now.</i>
<i>parking, buses</i>	<i>At worst at least open lower high street up with parking. Leave bus route as in changed route. If any large delivery lorry due, close access to cars during the delivery time. Reduce speed limit to 10mph. This could also apply to the quay area. Another option is to leave lower high street open with the restrictions as I have suggested but close from the sculpture to the shambles for the summer season to all but pedestrians and the odd vehicle events. Vehicles can then access the shops, cafes and restaurants in lower high street but have to turn right towards the bridge at the sculpture.</i>
<i>redesign/improve the space</i>	<i>Refurbishment required to attract new business</i>
<i>redesign/improve the space</i>	<i>Using lightweight pillars etc: demarcation between walking and cycling corridors to avoid congestion and possible conflict at busy periods.</i>
<i>redesign/improve the space</i>	<i>Would be good to see whole area designated as a visitor destination, e.g. the Poole Quay Quarter or Historic Quay Quarter etc. With bit of imagination suitable street furniture, planting etc could highlight its identity.</i>
<i>redesign/improve the space</i>	<i>Tidy it all up. Repair the poorly constructed road. Give the tourist something to visit. Invest in weather friendly amenities.</i>
<i>redesign/improve the space</i>	<i>Redesign the Quay area as a shared space, allowing access to Emergency Vehicles when 'Closed' but also allowing cars to pass through when not. During the summer pubs &amp; restaurants could use the available space for more tables &amp; chairs to attract visitors. Allow parking during the winter so people can stop, buy a coffee or food and sit in their cars watching the world go by.</i>
<i>Roads</i>	<i>Stop New street from through traffic</i>
<i>Roads</i>	<i>Kingland Road should be traffic free.</i>
<i>Roads</i>	<i>Suggest leaving Lower High Street as current but Turn Right at Quay as when events on being held on Quay. No parking/waiting in Lower High Street except for disabled.</i>
<i>Roads</i>	<i>Segregate cyclists from pedestrians. No cyclist at all along Quay by water.</i>
<i>Roads</i>	<i>Put a barrier in Levets Lane to stoop it being a through route. PLEASE DO THIS SOON Improve signage at Thames St / Levets Lane entrances to deter traffic attempting this inappropriate cut through.</i>

Main Theme	Comment
seasonal	The actual Quayside could be closed off in the summer months like they do in Swanage.. But included in the pedestrianisation should be cyclist as they are as dangerous as cars especially when they wear earphones and travel at high speed without any care and attention to anyone else
seasonal	Close in summer if essential but open it by 30th September
seasonal	Close the area to traffic and cyclists in the summer school holidays and at weekends from Easter until the end of September. Otherwise it should be left open
seasonal	We feel the area could be closed in the school summer holidays and weekends during the summer. Whilst we would still be inconvenienced this would be a compromise to benefit all businesses
seasonal	I believe this closure should be seasonal .as above . A tourist train so access is given to all . Cyclist skate boards and electric scooters . Make it safe for all
seasonal	Just do this at weekends when Poole is at its busiest. That way local older people can still enjoy the drive and businesses can get there supplies all week and stick up for the weekend.
seasonal	If this takes effect make the closure weather dependant
seasonal, parking	My suggestion would be especially now in the darker colder winter months is after say 5-6 o'clock then allow parking to be introduced or parking is allowed for residents of the street with special permits.
seating	Make the changes permanent and add more seating. Also improve the lighting at night and encourage street sellers to create an inviting atmosphere.
seating	Provision of more benches for elderly and those with mobility restrictions should be included.
seating	What about extending the outside seating areas, at least while we are all trying to keep social distance. I am sure this would help the pubs and coffee shops, even if it is just through the summer months. Could some of the empty shops be used as pop up shops for more individual merchandise, not more eateries or charity shops but something to encourage residents and holiday makers down to the quay.
seating	Landscaping and additional seating would attract more people.
seating	It would be good to see the space being used for more seating along the quay.
seating	More seating areas
seating	Would be good to get more seating, greenery etc down the high street, maybe some covered areas too which would be cosy in the winter months (thinking Xmas market like in Bournemouth)
businesses	Amongst other things proper signage and on street mapping, removal of bins from alleyways and rights of way, and encouragement of year-round business development suited to this new environment.
other	Eventually this area should be fully pedestrianized, allowing car access only to residents who have a assigned parking place. Telegraph poles should be removed and trees planted in "open" parking spaces. BCP Council should rent out plots on these streets for exhibitors at the board show.
other	Please encourage your peers at Dorset council to consider doing the same in Wimborne square!!!!
other	More police presence
other	Restrict over size vehicles to high St.
other	Why not stop people driving into and camping on Poole park cricket pitch than waste money on this project
other	Anti-social gatherings on the side closest to the water - opposite Wetherspoons, need to be controlled. From a tourist perspective this does nothing for the general appearance of the town.
other	Ban consumption of alcohol in tourist areas except on licensed premises. This is the case in Bournemouth already. Families should not have to listen to foul language when they are on holiday.
other	encourage street entertainment and vendors
other	MORE pedestrian areas, with segregated, and speed restricted cycle ways. Look at places like hackney which have become vibrant pedestrian areas .. like Netherlands.
other	By pedestrianising area it doesn't teach people to be responsible for their own behaviour And wandering about without taking any notice of their surroundings which already happens on the quay. As a cyclist pedestrians cross the road without looking and this scheme will make it worse. Maybe the quay should have a 10mph speed limit
other	let people walk one way or walk on each side is more better than closed traffic.
other	Stop the outdoor drinking the traffic isn't the issue the local drinks on the quay is the real issue. And maybe try focussing on the beaches and surrounding car parks to stop the high volumes of people going there
other	Bike night and similar events are something that should still be able to go ahead, as they are fantastic events that brings people to spend money in the area
other	My only comment would be not to implement the changes at all, or cancel the restrictions for Bike night.
other	Please keep the changes in place!!

Main Theme	Comment
other	<i>Dont listen to all the moaning mini's. If we want to attract new money into Poole we need to attract a few more up market businesses....Celebrity Chefs maybe. When the cruise liners dock they need a better first impression..</i>
other	<i>Please make them permanent.</i>
other	<i>Please make this a permanent measure, it really does improve the area and encourages me to use the car a lot less.</i>
other	<i>Please keep as traffic free zone to encourage pedestrians and cyclists. Thank you 😊</i>
other	<i>make them permanent, extend the location for boat boarding so they can collect closer to the north if necessary. encourage craft markets</i>
other	<i>Allow at least one part for motorcycle parking along the front</i>
other	<i>Allow motorbike parking at some point along the quay, resurface the proposed closed areas to be one uniform level. Cycling to the quay has now been made more confusing with the new road layout and instead of doing this a proper route plan needs to be drawn up. Using covid to pass through ETOs is not truthful to tax payers.</i>
other	<i>Only disallow cars from driving through the area</i>
other	<i>If you are worried about covid a one way system would be better. One side of the pavement for one direction, the other side of the pavement for the other direction. Also banning cyclists from certain routes would be safer as I have nearly been hit several times by cyclists not being careful but never by a car.</i>
other	<i>A mixed use area with pedestrian priority would be much more useful</i>
other	<i>Use these areas for pedestrians only to make it a safe place.</i>
other	<i>The chicane in front of tescos to the old quay hotel should also be closed to motorised vehicles</i>
other	<i>Look at what they have done at Bicester Village - Why don't you transform Poole High Street to this <a href="https://www.google.com/maps/uv?pb=!1s0x4876dd80c1dc0759%3A0xc851a992f5d56354!3m1!7e115!4shttps%3A%2F%2Fh5.googleusercontent.com%2Fp%2FAF1QipN2XhtpqAr5PxHQpU3ArhbDiApTJ5OG9aPN5yNu%3Dw239-h160-k-no!5sbicester%20shopping%20village%20-%20Google%20Search!15sCglgAQ&amp;imagekey=!1e10!2sAF1QipN2XhtpqAr5PxHQpU3ArhbDiApTJ5OG9aPN5yNu&amp;hl=en&amp;sa=X&amp;ved=2ahUKEwi1yc_Nt8rsAhVRmuAKHSdsCp gQoiowHXoECMDMAw">https://www.google.com/maps/uv?pb=!1s0x4876dd80c1dc0759%3A0xc851a992f5d56354!3m1!7e115!4shttps%3A%2F%2Fh5.googleusercontent.com%2Fp%2FAF1QipN2XhtpqAr5PxHQpU3ArhbDiApTJ5OG9aPN5yNu%3Dw239-h160-k-no!5sbicester%20shopping%20village%20-%20Google%20Search!15sCglgAQ&amp;imagekey=!1e10!2sAF1QipN2XhtpqAr5PxHQpU3ArhbDiApTJ5OG9aPN5yNu&amp;hl=en&amp;sa=X&amp;ved=2ahUKEwi1yc_Nt8rsAhVRmuAKHSdsCp gQoiowHXoECMDMAw</a></i>
other	<i>Is it possible to make it more obvious that The Quay is closed to through traffic</i>
other	<i>Please look at Ashley Road. It's exceptionally dangerous for cyclists and not great for pedestrians but is a main cycle route and popular shopping area.</i>
other	<i>Provide toilets.</i>
other	<i>We should be encouraging as many as possible to start or continue walking and cycling. A venue becomes far more attractive if it can be enjoyed and filled with safe, engaging street activities, view are not impeded by moving vehicles and we can avoid low speed traffic pollution. Access and Parking nearby but away from the quay should be a priority.</i>
other	<i>MORE walking and cycling improvements - eg widening shared paths around Poole</i>

## Questions

16 people asked **questions**:

1. What about disabled access needs to those who have severe mobility problems?
2. Please can we have a dedicated cycle lane along the Quay (going both ways) with signs up alerting people that the Quay is for cyclists also?
3. Presumably Castle Street will remain as it is ie one way at the north end and two way to enter the multi-story at the south end. Before I lived here, which only in the last six months I used to visit regularly. It always amazed me that the lower high street wasn't a pedestrian area.
4. What about the roundabout to Fisherman's Dock? Restrict vehicles there please.
5. More information required as to alternative ways of accessing the Lower High Street/Quay junction. Has this been properly thought through?
6. Lord Nelson and Jolly Sailor both have off road parking, how will they be able to access this if road is closed.
7. How many accidents or near misses have we had between cars and pedestrians in the last few years? Now have a quick pole of walkers on Baiter Park, ask how many of them have had near misses or been hit themselves (or their dogs) by lunatics on bikes/scooters
8. why isn't an impact study available?
9. Surely simply removing all parking from Lower High street would solve most of the problems. There is a reference to opposition to public transport. This cannot possibly be true! This would appear to discriminate against older residents. Has does this decision square with the Authority's commitment to Equality and Diversity?
10. If cyclists are now being prioritised maybe it's time cyclists were made to pay a tax for using the roads. and help towards the council coffers.
11. Is it possible to make it more obvious that The Quay is closed to through traffic?

The following questions refer to Bike Night / events

12. Have not heard what will happen with the motor cycles? Great business brought to Poole by the bikes, but there is a small percentage of bikers that spoil it for the others with their loud engines and " look at me " behaviour. Certainly would not want to live on the Quay because of the bikes.
13. What will happen to car/bike nights which bring in a lot of tourism to the local economy?
14. Will there be exceptions made for classic cars and motorbikes when Tuesday and Friday evenings can resume?
15. What is going to happen on Tuesday bike nights and custom car nights
16. What is to happen to 'Bike Night' and 'Custom Car Night'? Are these to be abandoned or moved to another obscure part of Poole?

## Appendix – Respondent Profile Information

Just over two third of respondents travel to or through the Poole Quay area to go shopping / to cafes or to go for a walk / leisure. 20% live in the area.

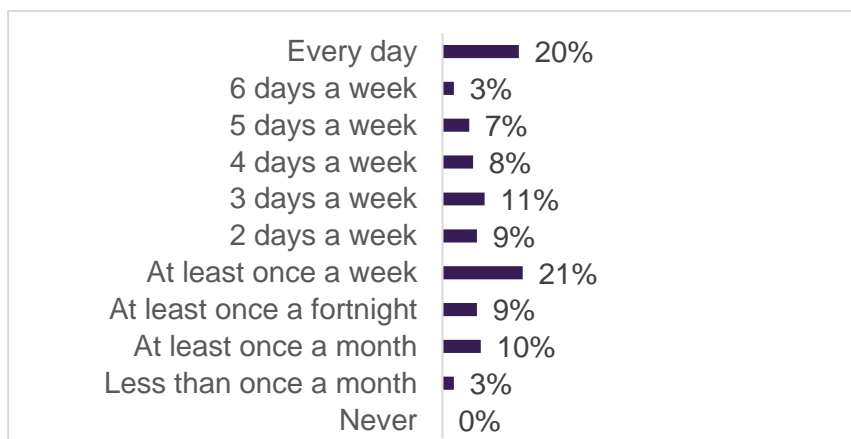
**Figure 41: Why do you travel to/through the Poole Quay area?**



Base (805)

Almost eight of ten respondents (79%) travel to/through the Poole Quay at least once a week, with 20% travelling to/through the area every day.

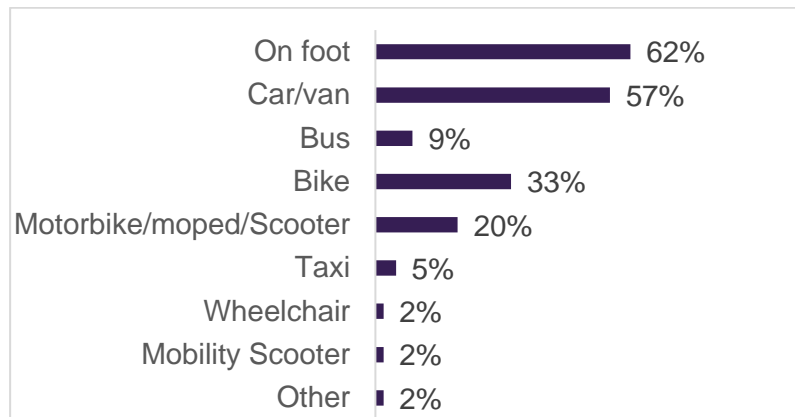
**Figure 42: How often do you travel to/through the Poole Quay area?**



Base (821)

Almost two thirds respondents (62%) travel to/through the Poole Quay on foot, with 57% travelling through by car and one third (33%) travelling by bike.

**Figure 43: How do you travel to/through the Poole Quay area?**



Base (822)

The demographic and equalities profile is shown below.

**Figure 44: demographic and equalities profile**

Group	Breakdown	Number	%
Gender	Male	447	60%
	Female	297	40%
Age	18 – 24 years	21	3%
	25 - 34 years	66	8%
	35 - 44 years	113	14%
	45 - 54 years	168	21%
	55 – 64 years	229	29%
	65 +years	186	24%
Disability	Yes, limited a lot	90	12%
	Yes, limited a little	99	14%
	No	541	74%
Ethnicity	White British	645	96%
	White Other	13	2%
	BME	15	5%
Religion	No religion	350	55%
	Christian	263	41%
	Other religion	22	3%
Sexual Orientation	Heterosexual	570	94%
	All other sexual orientations	35	6%

The numbers of respondent types by response date is shown in the table below.

**Figure 45: Respondent type by response date**

Respondent type	All	Before Launch	First four weeks	After four weeks
A resident living in the Poole Quay area? (164)	20%	20%	19%	22%
A Poole resident (living outside the Poole Quay area)? (479)	58%	60%	57%	57%
Someone who owns a business in the Poole Quay area? (45)	5%	5%	5%	6%
A visitor? (74)	9%	7%	11%	9%
Someone who works in the area? (131)	16%	14%	19%	15%
Someone who travels through the area for work, leisure or other? (259)	32%	27%	35%	34%
A member of a local group or organisation? (82)	10%	11%	13%	5%
Other (47)	6%	7%	5%	5%

## Respondent postcodes

The map below shows the postcode of respondents. The colour shows the number of respondents from each postcode, with a greater concentration in the Poole Quay area.

Of the 833 respondents, 621 people provided a postcode that could be mapped.

