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**A mixed method study exploring the views of cyclists and pedestrians using the new Kelvingrove-Anderston route in Glasgow**



**Final Report  
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We would also like to thank the Research Advisory Group for the study. The Research Advisory Group consisted of Bruce Whyte, Public Health Programme Manager and Gregor Yates, Public Health Research Specialist, both from the Glasgow Centre for Population Health, and Dr Graham Baker, Chancellor's Fellow from the Physical Activity for Health Research Centre at the University of Edinburgh. They provided us with valuable advice, support and expertise. Thank you.

We are grateful to Sustrans for providing the image of the Anderston footbridge on the front cover.

## Executive summary

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### About this research

This study was commissioned by the Glasgow Centre for Population Health to explore the views of users of a new cycling and walking route in Glasgow, **the Kelvingrove-Anderston route**. The route was developed as part of the Connect2 project, a UK-wide initiative led by Sustrans which has helped to transform local active travel in 84 communities across the country by removing physical barriers and improving access. The route connects Kelvingrove Park in the west end of Glasgow to the city centre<sup>1</sup>.

The specific aims of the research were to explore people's views on different aspects of the route, their experiences of using it, and whether it has made a difference to their journeys. The research gathered views of cyclists and pedestrians to gain an understanding of who is using the new route and their motivations, habits and attitudes towards it.

The research involved a mixed methodology. Firstly, a face-to-face survey of users of the route was undertaken by Research Resource to give a breadth of views. The aim was to achieve 50 interviews in each of the three sections of the route – Kelvingrove, Anderston and the city centre. A total of 159 interviews were achieved. Interviewers were located on each section of the route, and interviews were spread across various times of the day and days of the week to ensure coverage of weekdays and weekends, early morning, daytime and early evening route users.

The second element of the research involved four focus groups with users of the route. The aim of these discussions was to explore views of the route in more depth. The composition of the groups was agreed with the Advisory Group and included two groups dedicated to cyclists only, one group of pedestrians and one group which contained a mixture of both cyclists and pedestrians. Each discussion lasted 60 minutes, which allowed time to explore the issues in depth without participants becoming disengaged. Discussions sought views on the design, safety and accessibility of the route, as well as any benefits that the provision of the new route had brought. In total, 33 people attended the focus group discussions.

### Current use of the Kelvingrove–Anderston route

The research found that cyclists used the route more frequently than pedestrians, with 87% of cyclists stating they used the route at least once a week, compared to 55% of pedestrians. Cyclists were more likely to be travelling at commuter times such as early morning and early evenings (66%), than pedestrians (39%).

Overall, the main reason for travelling on Kelvingrove-Anderston route was to commute to or from work (43%), with shopping and personal business (22%), recreation (21%), visiting friends (8%) and travelling to or from school or a place of study (4%) accounting for the other main reasons<sup>2</sup>. Cyclists were more likely to

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<sup>1</sup> Further details on the route are available at <http://www.glasgow.gov.uk/CHttpHandler.ashx?id=17004&p=0>

<sup>2</sup> The remaining 2% were 'business' (1%) and 'other' (1%).

commute to and from work than pedestrians (48% versus 33%), but pedestrians were more likely to use the route for shopping and personal business (50% versus 10%).

The research found that people normally travelled on just part of the route. Most said that they normally travel on the Anderston section (77%) followed by the city centre (60%) and the Kelvingrove section (40%). Cyclists were more likely to travel on the whole route (37%) than pedestrians (12%).

### **Design and quality of the route**

People were positive about the overall appearance and attractiveness of the route, with 95% of survey respondents saying that they were satisfied with its appearance.

One design aspect of the route, the small kerb which acts to physically separate the cycle path from the traffic, was particularly praised by participants in the groups. It was thought to be a key feature in making cyclists feel safer on the route.

Some challenges about the design were identified. For example, it was stated that in one place the route changes from one side of the road to the other. Some cyclists had been unaware of this and had found themselves travelling against the traffic.

A number of pedestrians and cyclists in the group discussions had concerns over the signposting of the route. Some did not think that the route was clearly signposted. There were some examples of cyclists getting lost, particularly at the Anderston section when leaving the bridge. However, overall, survey respondents indicated that the route was easy to follow with 98% stating that they were satisfied.

### **Safety**

Safety was a major theme of the research. There was a general agreement that the route had made a positive difference to cyclists feeling safer in road traffic. This tended to be because of the raised kerb separating the cycle lane from the traffic.

### **Safety for children**

Views were mixed among cyclists as to whether the route was safe for use by children. In one group, cyclists agreed that the route was the best way of encouraging children to cycle. In the second group of cyclists, participants felt that the route was not safe for use by children. This was largely based on their own experiences of tensions with traffic on the route.

### **Feelings of safety (antisocial behaviour)**

There were differing views among cyclists about antisocial behaviour on the route. Some found people on the route to be friendly and there were no reported issues, while in another group discussion the majority of cyclists claimed to have experienced verbal abuse from pedestrians or car drivers. Despite this, the survey responses revealed that 95% of cyclists and pedestrians felt safe in relation to crime and antisocial behaviour.

### **Tensions on the route**

The research found that there had been tensions experienced on the route between cyclists and pedestrians and between cyclists and motorists. A lack of awareness among pedestrians about the existence of the route was cited as a cause of many of the incidents experienced by cyclists, such as collisions and near misses with pedestrians. Obstacles on the route, such as parked cars, café/restaurant signs and waste bins, were also reported as being common.

### **Impact on journeys**

Overall, users of the route reported benefitting from less stressful and more pleasant journeys. Some people commented on their health improving due to an increase in activity through walking and cycling.

Some participants had changed their mode of transport to make use of the route. Twenty-three percent of survey respondents now use the Kelvingrove-Anderston route to walk or cycle, whereas previously they used a different method such as the bus or a car. These people reported considerable financial savings, as well as a less stressful commute. For other cyclists, the route offered a quicker and more reliable way of getting to their destination.

Forty-five percent of survey respondents who previously used a different route had changed their route to make use of the Kelvingrove-Anderston route. In addition, 22% of survey respondents said they now used the route more frequently than they did previously – mostly for safety reasons.

Increased feelings of safety were a dominant theme in all discussion groups – with the design of the route helping people to feel more confident and safe to travel. For example, one participant said that she would have previously been reluctant to travel in peak traffic, but that because the route was now in place this was no longer a problem.

Others reported that even though the route makes their journeys longer they would still choose to use it because they perceived it to be safer than more direct routes.

### **Future development**

A number of improvements were suggested to the current route. These included making more connections into existing cycle paths to make the city more integrated for cycling. It was also expressed that raising awareness of the route for motorists and pedestrians would be beneficial, with bigger signs, better signposting and a more visual layout all helping to make the route more easily recognisable. Other practical suggestions were to replace traffic lights with 'give way' signs and foot-stools for cyclists to rest on at junctions.

There was a general consensus that there should be other similar infrastructure in the city. Suggestions included having a comparable route on the south side of Glasgow (addressing a deficit in safe infrastructure), increasing the connectivity around Anderston by linking pedestrian walkways, and increasing the accessibility of the quayside on the south side of the river near to the Riverside Museum.

## Chapter 1| Introduction

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### About this report

- 1.1 This report sets out findings from mixed method research exploring the views of cyclists and pedestrians on the Kelvingrove-Anderston route in Glasgow. The research comprised a face-to-face survey with 159 participants and four focus group discussions. The fieldwork took place during October 2014.

### Research context

- 1.2 The route was developed as part of the Connect2 initiative, a UK-wide project led by Sustrans which has helped to transform local active travel in 84 communities across the country by overcoming physical barriers and improving connections between different places. The project:
- creates new bridges and crossings to overcome busy roads, rivers and railways
  - links these paths to networks of walking and cycling routes
  - makes it easier for millions of people to walk and cycle every day.
- 1.3 The Kelvingrove-Anderston route in Glasgow opened in July 2013 after completion of a footbridge across the M8, which had remained incomplete since the 1970s. The bridge now forms a link between Central Station and the west end of the city. It also provides a route for the community of Anderston to access the city centre. The route was developed to give people travelling on foot and by bicycle a safe route across the M8 motorway, one of the busiest roads in Scotland.
- 1.4 The Glasgow project was part of a UK-wide project funded by the BIG Lottery and was undertaken by Glasgow City Council utilising additional funding from SPT and other Scottish Government sources.
- 1.5 The Glasgow Centre for Population Health has been involved in an ongoing programme of research on active travel within Glasgow and the Clyde Valley region for a number of years. This research will help to develop further understanding of active travel behaviour by exploring user experiences (pedestrians and cyclists) on the recently upgraded route in Glasgow. Two representatives from the Glasgow Centre for Population Health along with a Research Fellow from the University of Edinburgh have acted as the Advisory Group for this research.

### Research aims

- 1.6 We (ODS Consulting) were commissioned in partnership with Research Resource to undertake quantitative and qualitative research to understand who uses the new Kelvingrove-Anderston route and their motivations, habits and attitudes towards it. The aim of the research was to explore the views of both cyclists and pedestrians as users of the route and to explore the difference that it has made to their journeys.

1.7 Specifically this research considered the following questions:

- Who uses the Kelvingrove-Anderston route and what journeys they are taking when using it?
- Has the provision of the Kelvingrove-Anderston route resulted in significant changes to people's travel habits (i.e. mode of transport, route taken, regularity of travel)?
- How do cyclists and pedestrians using the Kelvingrove-Anderston route feel about its design, quality, accessibility and safety?
- How do users feel about the possibility of further development of infrastructure for walking and cycling in other parts of the city?

## Chapter 2| Research methods

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### Face-to-face survey

- 2.1 There were two strands to this research. Firstly, a face-to-face survey was undertaken by Research Resource to give a breadth of views of users of the Kelvingrove-Anderston route. Secondly, four focus groups took place to gather more detail on people's experiences of the route.
- 2.2 Face-to-face interviews were undertaken with both cyclists and pedestrians on the route by Research Resource's trained and experienced interviewers. The aim was to achieve 50 interviews in each of the three sections; Kelvingrove, Anderston and the city centre. A map and photographs of the route are included as Appendix 1 along with a definition of the three route sections.
- 2.3 Interviewers were located at three different sections of the route, and interviews were spread across various times of the day and days of the week to ensure coverage of weekdays and weekends, early morning, daytime and early evening. Both pedestrians and cyclists were targeted for interview at the city centre and Anderston locations. For the Kelvingrove section only cyclists were selected for interview as pedestrians would not be using the new infrastructure at this section.
- 2.4 The survey was incentivised by offering those who took part a free sports drink bottle. A sign was used to notify route users of the research as a way of encouraging participation.
- 2.5 In total, 159 interviews were achieved. Tables 1 and 2 provide details of the interviewer shift pattern and the number of interviews achieved broken down by pedestrians and cyclists, for each of the three sections of the route.

**Table 1. Shift pattern of face-to-face interviews.**

Shift pattern		
Wednesday 1st Oct	8am-12pm	Anderston/Kelvingrove
Saturday 4th Oct	11am-3pm	Kelvingrove
Tuesday 7th Oct	3pm-7pm	City/Kelvingrove
Thursday 9th Oct	3pm-7pm	City/Anderston
Friday 10th Oct	8am-12pm	Kelvingrove
Saturday 11th Oct	11am-3pm	City centre
Saturday 11th Oct	11am-3pm	Anderston

**Table 2. Number of interviews completed.**

Counts Respondents	Cyclist/Pedestrian		Total
	Cyclist	Pedestrian	
Base	111	48	159
Section of the route			
Kelvingrove	53	-	53
Anderston	29	25	54
City centre	29	23	52

2.6 Researchers used a ‘next to pass’ sampling methodology in order to ensure a representative sample of route users. On average, two out of three respondents stopped and were happy to be interviewed; however researchers found that during the morning rush hour potential respondents were less willing to stop. In addition, cyclists were slightly less willing to stop than pedestrians.

### Questionnaire design

2.7 Given the ‘in-street’ methodology, it was essential that the questionnaire was short and easy to complete. It contained 22 questions, of which the majority were closed. On average the questionnaire took ten minutes to complete.

2.8 The themes of the questionnaire were taken from the research objectives and included:

- questions on use of the route on the day of interview
- general patterns of usage on the route, including any changes that have been made to travel patterns since the route was opened
- satisfaction with various aspects of the journey and experience of walking and cycling on the various sections of the route.

2.9 A pilot of the survey took place on the 1st October 2014 to test its length and to ensure that it was easy for the respondent to complete. A copy of the final questionnaire used for the survey can be found as Appendix 2.

### Focus groups

2.10 This study involved four focus groups with users of the route. The aim of the discussions was to explore their views of the route in more depth.

2.11 The composition of the groups was discussed with the Advisory Group. It was agreed that they should consist of more cyclists than pedestrians. We arranged to hold two focus groups dedicated to cyclists only, one group solely for pedestrians and one group with a mixture of both cyclists and pedestrians.

2.12 Focus group participants were recruited during the survey. Respondents to the survey were asked if they would be interested in attending a focus group discussion and contact details of those interested were passed to ODS from Research Resource to follow up.

2.13 Focus group participants received £20 as a 'thank you' for their time and contributions to the research.

2.14 The profile of focus group characteristics are displayed in Table 3 below:

**Table 3. Focus group characteristics and attendance.**

Focus group	Participants	Attendees	Male	Female
Group 1	Cyclists	9	7	2
Group 2	Pedestrians	9	6	3
Group 3	Mixed cyclists and pedestrians	7	4	3
Group 4	Cyclists	8	4	4
<b>Total</b>		33	21	12
		100%	64%	36%

2.15 In total, 33 people attended the focus group discussions. We intended to engage between six and ten people in a focus group, and we achieved an average of eight participants.

### Focus group format

2.16 Each focus group lasted approximately 60 minutes. This allowed time to explore the issues in depth without participants becoming less focused or disengaged. One researcher attended each focus group to facilitate and act as a scribe.

2.17 Discussion guides were developed and agreed with the Advisory Group. These covered the current use of the route, its design, safety, accessibility and the benefits derived from using it. The discussions focused strongly on people's experiences on the route and the difference it made to their journey. Discussion guides are included as Appendix 4.

### Analysis and reporting

2.18 Survey data has been analysed and reported in a number of ways. A presentation of the results from the survey took place with the Advisory Group and additional analysis for this report was identified at that stage. Throughout the report the data has been analysed by key variables that were agreed with the Advisory Group.

- 2.19 Please note that not all percentages sum to 100% due to rounding.
- 2.20 Following each group, the notes were transcribed, including verbatim comments. The facilitators met to discuss the common themes emerging from each of the discussion groups (such as current use of the route, views relating to satisfaction and future development) – using a process of manual thematic coding.
- 2.21 We produced a draft report, setting out the main themes arising from the research and a summary of the key findings. The draft report was considered by the Advisory Group and their comments were incorporated into this final report.

## Chapter 3| Current use of the Kelvingrove-Anderston route

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### Introduction

- 3.1 This chapter sets out our findings in relation to the current use of the route. It details how frequently it is used and how much each section is used. These findings are supplemented by findings from the focus group discussions.

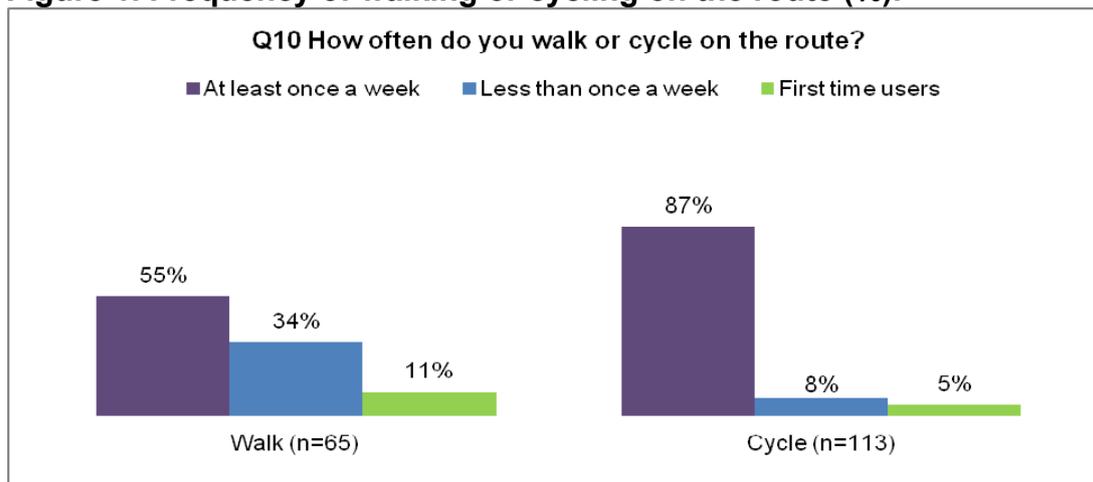
### Profile of survey respondents

- 3.2 More males were interviewed as part of the survey (56%) than females (44%). In terms of the age profile of respondents, 41% were aged under 35, 55% aged 35 to 64 and 4% aged 65+. In terms of working status, 73% were in employment and 16% were in education. Six per cent were permanently retired from work, 3% were unemployed and seeking work and 3% were looking after home or family. Ninety-eight percent did not have a disability which impacted on their day-to-day activities.
- 3.3 The profile of respondents shows that there were far more men involved in our research (in both survey respondents and group participants). Overall there were few unemployed or older people (over 65) in the sample. There were also very few single parent families or people with disabilities involved. A fuller breakdown of the profile of survey respondents is included as Appendix 5.
- 3.4 The vast majority of survey respondents stated that they cycled using their own bike (94%), while the majority of the other participants used a hired bike to travel (5%). The remainder used either a friend's bike or a cycle-to-work bike.

### Frequency and times of using the route

- 3.5 Respondents were asked how often they used the route to walk or cycle. More cyclists (87%) than pedestrians (55%) used the route at least once a week.

**Figure 1. Frequency of walking or cycling on the route (%).**



3.6 Respondents were asked when they usually walk or cycle on the route. This revealed that cyclists were more likely to travel at commuter times i.e. in the early mornings and early evenings than pedestrians. On the other hand, significantly more pedestrians (45%) than cyclists (27%) said their time of travel varied. Please note that due to the interviewer shift schedule (which had a higher proportion of weekday shifts) there is bias in the results to this question. Analysis by gender of respondents indicated that males were more likely to travel early morning and late afternoon/early evening, whereas females were more likely to have either no main travel time or be travelling in the late morning, than males.

**Table 4. Times when people use the route (%).**

Q11 When are the main times that you would walk/cycle on the route?		
	Walk	Cycle
<b>Base</b>	<b>65</b>	<b>113</b>
Early morning (6.30am-9am)	28%	50%
Late morning (9am-12noon)	11%	16%
Early afternoon (12noon-3pm)	15%	12%
Late afternoon (3pm-5pm)	18%	27%
Early evening (5pm-7pm)	26%	37%
Evenings after 7pm	6%	10%
No main time of travel/varies	45%	27%

3.7 The majority of focus group participants stated that they used the route most frequently on weekdays. This was as part of their commute to and from work. This meant that their peak time for using the route was between 8am and 9am and again after 5pm.

#### Reason for travelling on the route

3.8 The main reason given by survey respondents for travelling on the day of their interview was for commuting to work (43%). Other popular reasons

included travelling for shopping and personal business (22%) and for recreational purposes (21%).

**Table 5. Reasons for journeys.**

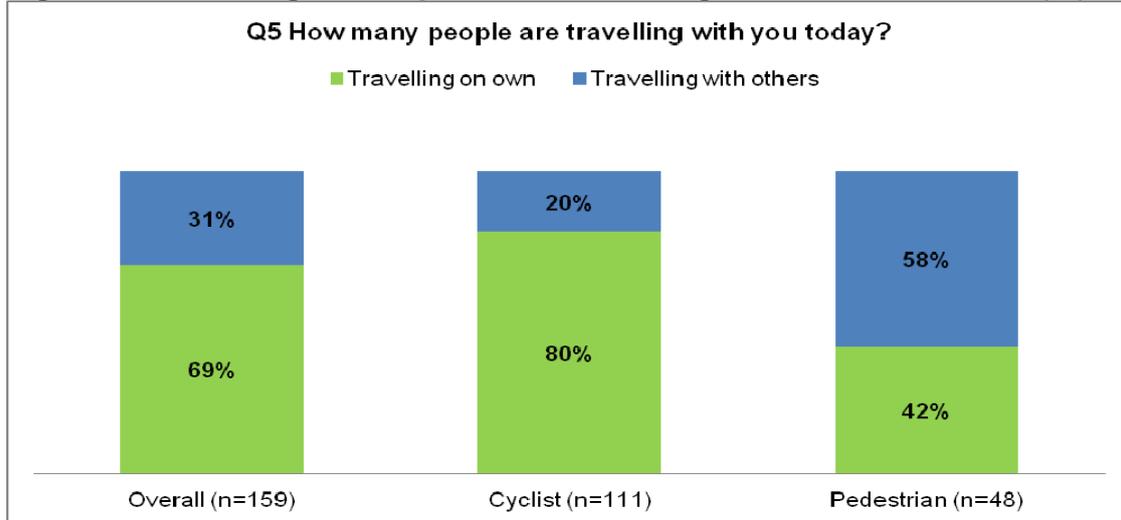
Q4 What is the reason for your journey today?			
	Overall	Cyclist	Pedestrian
Base	159	111	48
Travel to/from work	43%	48%	33%
Shopping and personal business	22%	10%	50%
Out for a walk/cycle for recreation	21%	25%	10%
Visit friends/family or other social activities	8%	9%	6%
Travel to/from school or other place of study	4%	5%	-
Business journey	1%	1%	-
Other	1%	2%	-

- 3.9 Further analysis of the reason for travel by pedestrians and cyclists revealed some interesting findings. Those travelling to or from work were:
- most likely to peak on Tuesdays (72%), Wednesdays (79%) and Thursdays (92%)
  - more likely to be undertaken by cyclists (48%) as opposed to pedestrians (33%)
  - more likely to be travelling alone (59%) than as a group (10%)
  - more likely to be men (54%) than women (30%).
- 3.10 Women were more likely to be travelling for social reasons such as shopping or personal business than men (34% versus 12%) or visiting friends and family (13% versus 4%). Those who were shopping and travelling for personal business (22%) were:
- more likely to be pedestrians (50%) than cyclists (10%)
  - travelling on a Friday (55%) or a Saturday (39%)
  - more likely to be located at the city centre section (37%) than Kelvingrove (11%) or Anderston sections (19%)
  - more likely to be travelling with others (42%) than travelling alone (13%).
- 3.11 Those who were travelling for recreational purposes were:
- more likely to be travelling at the weekend (41%) than a weekday (12%)
  - more likely to be travelling with others (36%) than travelling alone (14%).

## Party size

- 3.12 Just under 7 in 10 survey respondents (69%) overall were travelling alone. Cyclists were more likely to be travelling alone (80%) than pedestrians (42%). Of those who were travelling with others (50 respondents), the majority were travelling with adults (84%) and 16% were travelling with children. Women were more likely to be travelling with others (46%) than men (20%).

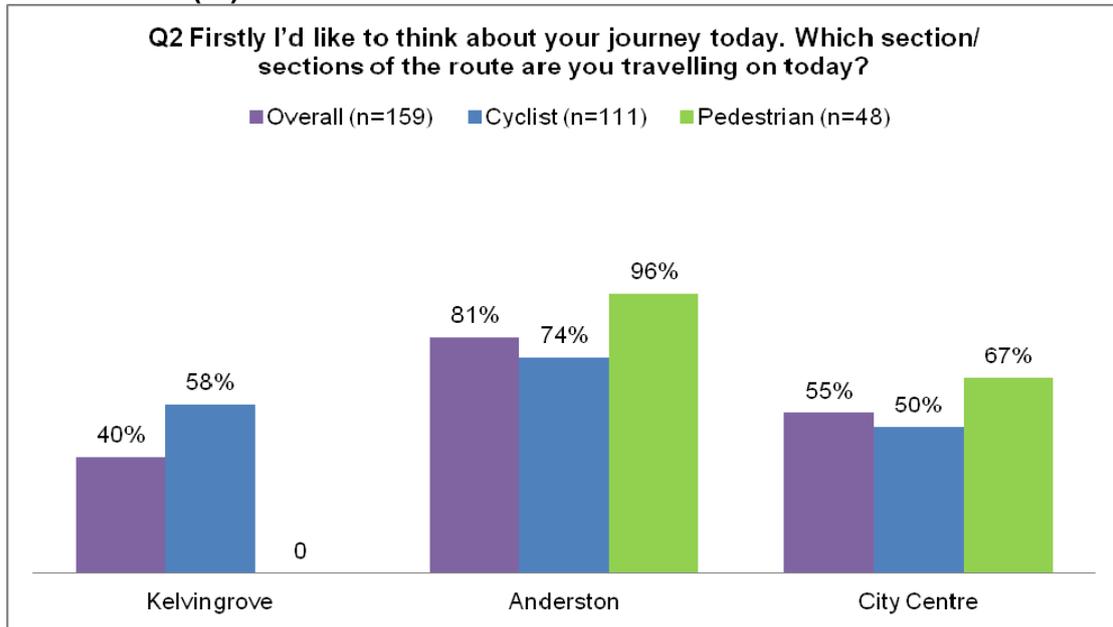
**Figure 2. Percentage of respondents travelling alone or with others (%).**



### Sections of the route used

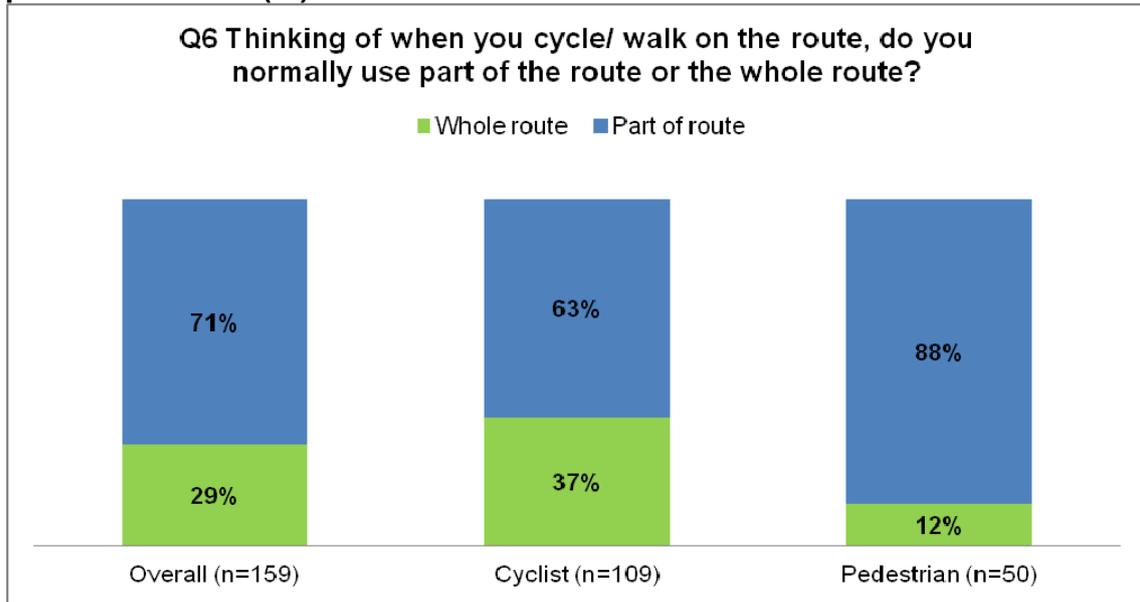
3.13 Respondents were asked to select all sections of the route on which they were travelling on the day of interview. Overall 81% had travelled on the Anderston section, 55% had travelled on the city centre section and 40% had travelled on the Kelvingrove section of the route.

**Figure 3. Percentage and type of respondents using different sections of the route (%).**



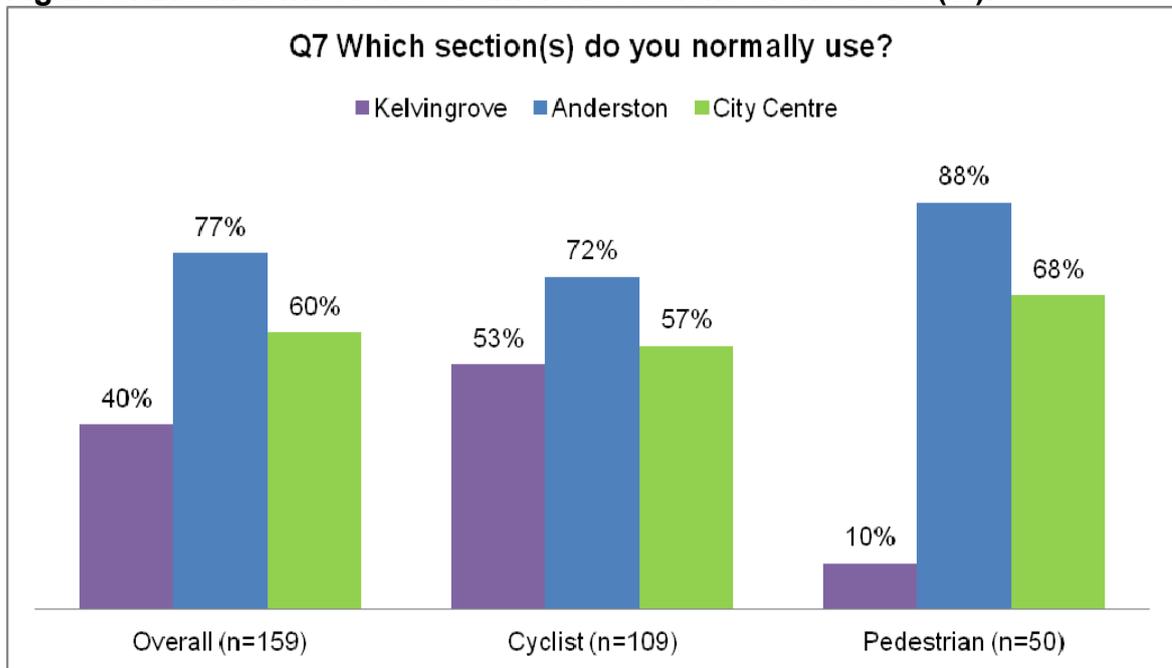
3.14 Survey respondents were then asked to consider how they would normally use the pedestrian and cycling route. The vast majority of respondents said they normally travel on just part of it (71%). Analysis by travel method reveals that cyclists were more likely to travel on the whole route (37%) than pedestrians (12%).

**Figure 4. Percentage of survey respondents using the whole route or part of the route (%).**



3.15 In terms of the section of the route that is typically used, the most commonly used section was Anderston (77%) followed by the city centre (60%) and the Kelvingrove section (40%). Cyclists were more likely to use the Kelvingrove section (53%) than pedestrians (10%) although it should be noted that pedestrians were not interviewed as part of this research on the Kelvingrove section.

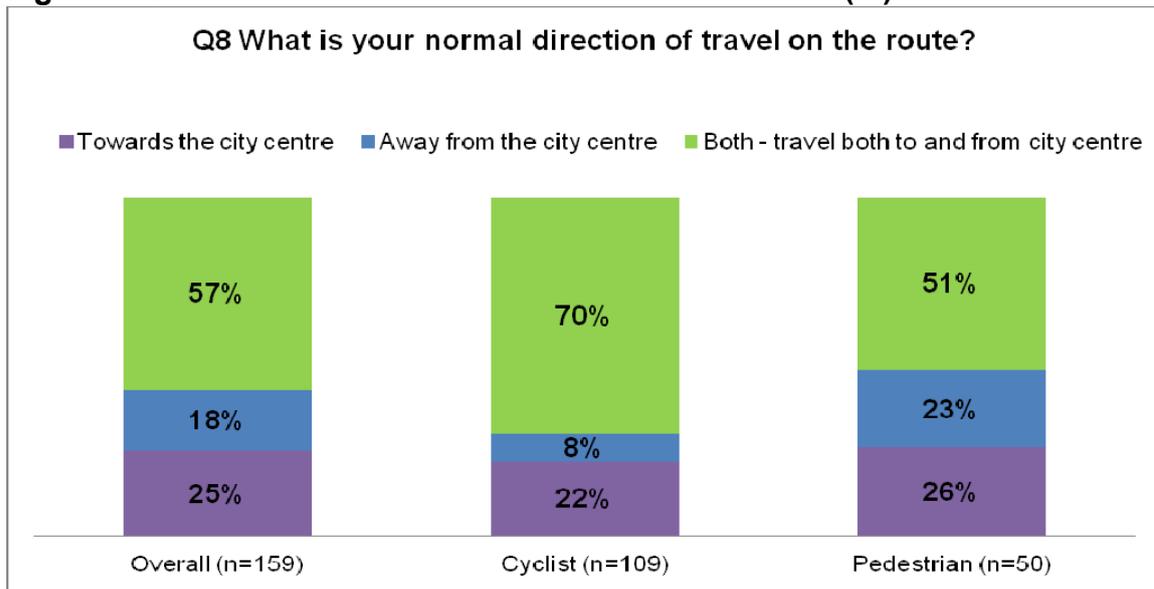
**Figure 5. Breakdown of use of different sections of the route (%).**



3.16 Users of all three sections of the route were represented at the focus group discussions. Some used only part of the route during their commute to work, but had experience of using the other sections in their leisure time at weekends. The Anderston section of the route was commonly used by both cyclists and pedestrians.

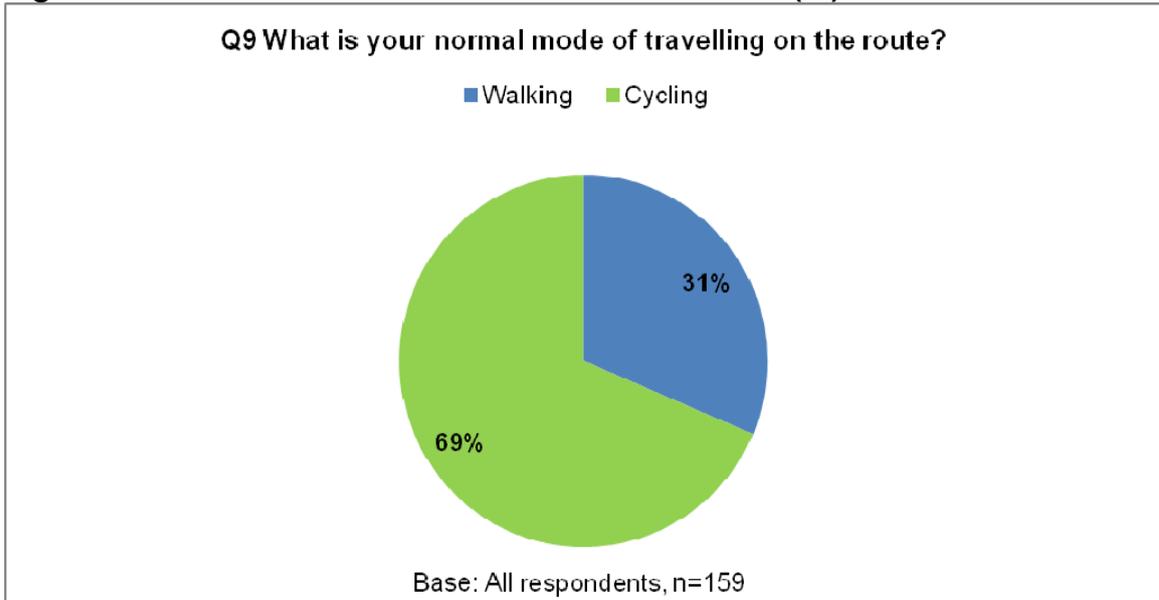
3.17 Survey respondents were asked to detail their normal direction of travel on the route. Most travelled both in and out of the city centre (57%). Twenty-five percent said that they normally travel towards the city centre and 18% normally travel away from the city centre.

**Figure 6. Breakdown of direction of travel on the route (%).**



3.18 The survey then asked what the normal mode of travel was on the route. The majority of respondents normally cycle on the route (69%) and the rest usually walk on the route (31%). This is in line with the method of travel used on the day of the survey, where 70% were cyclists and 30% were pedestrians. Women were more likely to state that walking on the route was their normal mode of travel (43%) than men (22%).

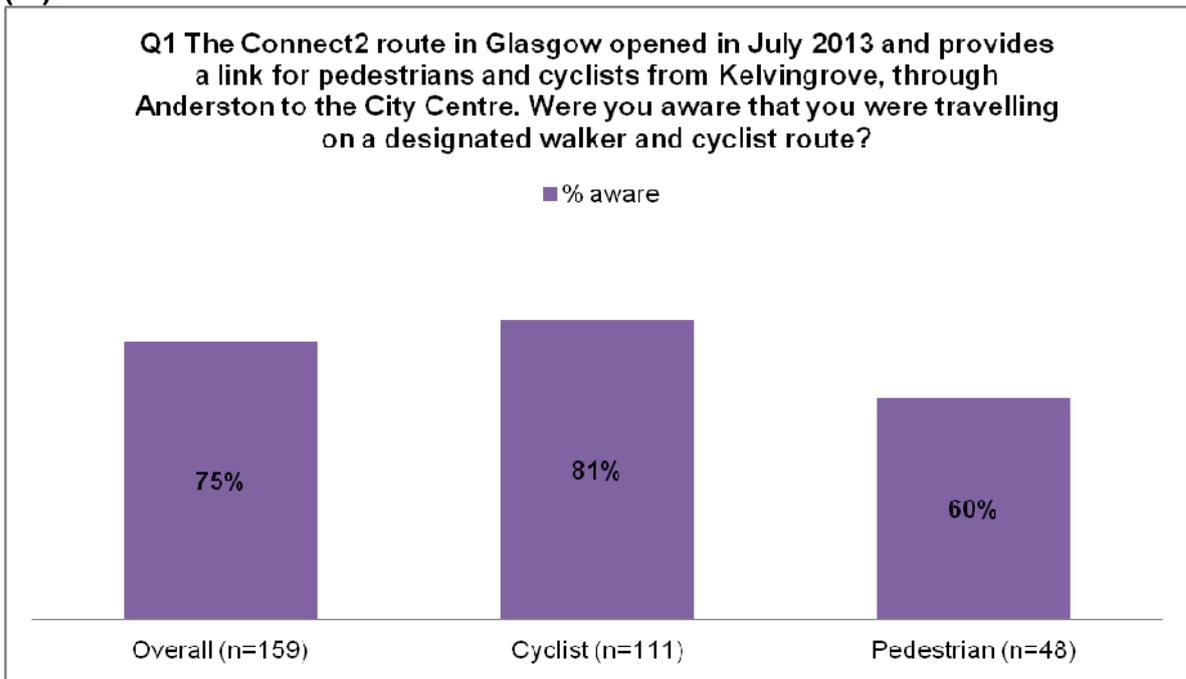
**Figure 7. Breakdown of mode of travel on the route (%).**



### Awareness of the route

3.19 Three-quarters of survey respondents overall were aware that the route was a designated walker and cyclist route (75%). Cyclists were more likely to be aware of this (81%) than pedestrians (60%). Analysis by the section of the route where the interview was undertaken does not reveal any significant differences in awareness levels.

**Figure 8. Breakdown of awareness of designated walker/cyclist route (%).**



## Summary

- More cyclists (87%) than pedestrians (55%) used the route at least once a week.
- Cyclists were more likely than pedestrians to travel at commuter times i.e. in the early mornings and early evenings. More pedestrians (45%) than cyclists (27%) said their time of travel varied.
- The main reason given by survey respondents for travelling on the day of their interview was for commuting to work (43%). Other popular reasons included travelling for shopping and personal business (22%) and for recreational purposes (21%).
- Cyclists were more likely than pedestrians to be travelling alone (80% versus 42%).
- The vast majority of respondents said that they normally travel on just part of the route. Analysis by travel method reveals that cyclists were more likely to travel on the whole route (37%) than pedestrians (12%).
- Most said they normally travel on the Anderston section (77%), 60% travel on the city centre section and 40% travel on the Kelvingrove section.
- Seventy-five percent of survey respondents overall were aware that the route was a designated walker and cyclist route. Cyclists were more likely to be aware of this (81%) than pedestrians (60%).

## Chapter 4| Views on design and quality of the route

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### Introduction

4.1 This chapter explores pedestrian and cyclists' views on aspects of the design and quality of the Kelvingrove-Anderston route from the focus group discussions. It includes views on the appearance of the route and comments relating to its safety; both in terms of interacting with traffic and issues relating to antisocial behaviour. Findings from the survey are included in this section where appropriate and a full breakdown of route satisfaction is included in tables in Appendix 3.

### Overall appearance of the route

4.2 Overall, participants in both the survey and group discussions were positive about the overall appearance of the route. Survey respondents were asked how satisfied they were with the overall appearance and attractiveness of the route. The vast majority (95%) stated that they were satisfied; with only 1% stating they were dissatisfied (the remaining 4% were neither satisfied nor dissatisfied).

4.3 Analysis revealed that those travelling on the city centre section of the route were most likely to be satisfied with the overall appearance and attractiveness of the route (100%) compared with those on the Anderston (94%) and Kelvingrove (91%) sections of the route. Particular aspects of the route such as cleanliness and lighting are discussed in more detail below.

### Design of the route

4.4 Positive aspects of the design coming from the focus group participants included the small kerb which acts to physically separate the cycle path from the traffic. This design feature was praised for helping cyclists to feel safer.

*"The kerb bit is a major plus – it stops the cars coming at you."*  
(Cyclist, male, commuting, Kelvingrove section)

4.5 One person that was new to cycling highly valued the raised kerb and stated that it was part of the reason he had started cycling in the city centre. He stated that he 'wouldn't cycle to work without it'.

*"The raised kerb, off the road is the best part. I just don't like going with the traffic."*  
(Cyclist, male, commuting, city centre section)

4.6 Also praised were the blue bollards designed to indicate that the route is shared between pedestrians and cyclists. These were felt to be at the right height so as not to be ignored by either type of user.

*“The little bollards make pedestrians look out for cyclists – they are more aware.”*

(Cyclist, male, commuting and leisure, Anderston and city centre sections)

- 4.7 The route was felt to be ‘cycle-friendly’ in terms of its surfacing, because there were few drains, raised ironworks or guttering.

*“There is nothing to trip you up – there is no guttering, but maybe a few drains in Kelvingrove park.”*

(Cyclist, male, commuting, Kelvingrove and city centre sections)

- 4.8 Further analysis of the surface of the route took place from the survey. Those using the city centre section were most satisfied with the route surfacing (96%) compared with those using the Kelvingrove (83%) or Anderston (94%) sections. Pedestrians were also 100% satisfied with the surfacing, compared with 87% of cyclists.

- 4.9 Focus group participants said that the speed-bumps on the Kelvingrove section of the route at Berkeley Street and Elderslie Street were successful at slowing down the traffic, therefore making it safer for cyclists and pedestrians.

- 4.10 Focus group participants identified some challenges with the design of the route. For example, at Elderslie Street in the Kelvingrove section the cycle path changes from one side of the road to the other and two cyclists had found themselves travelling against the traffic; unaware that the route changed to the opposite side of the road.

*“I’m not sure why it changes sides in Elderslie Street.”*

(Pedestrian, male, commuting and leisure, all sections of the route)

- 4.11 Another concern for cyclists was the bend at Berkeley Street onto Claremont Street on the Kelvingrove section of the route. Participants had experience of pedestrians stepping off the pavement into the cycle path.

- 4.12 A number of pedestrians and cyclists in the group discussions had concerns over the signposting of the route. Some did not think that the route was clearly signposted. There were some examples of cyclists getting lost—particularly at the Anderston section when leaving the bridge.

- 4.13 In contrast, survey respondents indicated that they felt the route was easy to follow, with 98% of respondents stating that they were satisfied.

- 4.14 Cyclists suggested the Kelvingrove-Anderston route should be signposted in a similar way to the national cycle network with regular signs to alert people to its existence. Participants suggested that it would be preferable if there were more connections onto the route as it currently involves ‘dipping in and out’ of traffic.

*“There are gaps in it which are not great.”*  
(Cyclist, female, commuting, Kelvingrove section)

*“It’s very bitty and doesn’t flow. They have sealed wee bits in, but the results are like an afterthought.”*  
(Cyclist, male, commuting, Anderston section)

- 4.15 Pedestrians raised questions about the design of the bridge at Anderston as they were unsure why some parts of it were covered and others were not. Some participants stated that it looked unfinished and described it as looking like “prison bars” at the Waterloo Street end of the bridge. Our understanding is that this design was agreed with one of the nearby hotels which had concerns about its car park being open to vandalism from the bridge.

### Traffic lights

- 4.16 A high number of survey respondents (88%) were satisfied with the operation of traffic lights on the route, designed specifically for use by cyclists. Discussions in the focus groups revealed contrasting views, with one group feeling that the traffic lights hindered rather than helped their journeys. Participants felt that the traffic lights interrupted the flow of their journey, making it difficult to maintain momentum.

*“On the cycle route they impede your journey by about three or four minutes.”*  
(Cyclist, male, commuting, Anderston and city centre sections)

- 4.17 Others commented that the traffic lights did not change fast enough, or in one specific instance did not work at all, meaning the cyclist had to wait before attempting to continue the journey.

*“At Elderslie Street, the lights don’t change. They don’t pick up that you’re there, but even if you’re going straight over the road, and there’s no conflict with traffic – you can sit for ages.”*  
(Cyclist, female, commuting, all sections of the route)

### Cleanliness of the route

- 4.18 Survey respondents reported that cleanliness of the route was highly satisfactory, with 93% stating they were satisfied with this element. In focus group discussions, both cyclists and pedestrians felt that the route needed to be cleaned more often. Most reported having seen broken glass or litter on the route, but had also seen this being promptly addressed by street-cleaners. Two pedestrians who used the route in the evenings said that they often saw litter being collected.

## Feelings of safety (road traffic)

- 4.19 There was a general agreement that the route had made a positive difference to cyclists feeling safe in road traffic. From the survey, 90% noted that they were satisfied with this aspect of the route, and this was backed up in focus group discussions. It is interesting to note however that male respondents were more likely to be satisfied in this respect (94%) than females (84%).
- 4.20 As discussed earlier, the raised kerb separating the cycle lane from the traffic had made a positive change and had made cyclists feel safer in traffic.

*"It is far superior to have kerbed, designated cycle lanes."*  
(Cyclist, male, commuting, all sections of the route)

- 4.21 All of the pedestrians stated that they felt safe using the bridge at Anderston. They commented that it was 'very clear' that the bridge was for dual-use and they knew to look out for cyclists. The bridge was also perceived as wide enough for use by both cyclists and pedestrians. One cyclist said that most mornings he met the same three pedestrians walking together on the bridge and that there was enough space to get round them when they walked together.

*"There is plenty of room for everyone."*  
(Cyclist, male, commuting, Anderston section)

## Lighting on the route

- 4.22 Eighty-one percent of survey respondents stated they were satisfied with the lighting on the route. More cyclists (84%) than pedestrians (73%) were satisfied with the lighting on the route. This was discussed more in the focus groups.
- 4.23 Focus group participants commented on their use of the route after dark. Some cyclists stated their preference for using the route in the dark – as it was quieter and there was less chance of traffic. There were mixed views from pedestrians about the safety of the bridge at night. One pedestrian stated that she does not use the bridge at night because of a lack of sufficient lighting, while most other pedestrians continued to use the bridge after dark and were content with the light from the motorway beneath.

*"There are no lights on the bridge – just the lights from the motorway."*  
(Pedestrian, female, leisure, Anderston section)

*"It's quieter (in the dark) and I feel safer because there is less traffic."*  
(Cyclist, female, leisure, all sections of the route)

- 4.24 The surrounding area of Anderston was perceived by several participants as 'unsafe'. Both cyclists and pedestrians said that they would avoid the area from the end of the bridge at Argyle Street to Elderslie Street after dark. All agreed that this was a reflection of the local area and not the route itself.

*"I wouldn't use Anderston at night – it's not lit."*

(Cyclist, female, commuting, Kelvingrove and city centre sections)

### Feelings of safety (antisocial behaviour)

4.25 Cyclists had mixed views about antisocial behaviour on the route. In one group of cyclists, they reportedly found people on the route to be friendly, and there were no issues. In another group discussion, the majority of cyclists claimed to have experienced antisocial behaviour while cycling on the route. The most common example included people shouting at them (car drivers and pedestrians) for 'being in their way'.

*"People shout – it's the nature of the beast."*

(Cyclist, male, commuting, Kelvingrove section)

4.26 However, the survey responses revealed that 95% of cyclists and pedestrians felt safe in relation to crime and antisocial behaviour on the route. Male respondents were more likely to be satisfied (98%) than female respondents (91%).

### Safety for children

4.27 The focus groups discussed the safety of the route for use by children. There were mixed views among cyclists as to whether it was safe for use by children. In one group, cyclists agreed that the route was the best way of encouraging children to cycle. They discussed and agreed that if children were to cycle on the road then it should be on a designated cycle path or not at all. A kerb to separate children from the traffic was most desirable.

4.28 In the second group of cyclists, participants felt that in general, the route was not safe for use by children. This was largely based on their own experiences of tensions with traffic. This group discussed the route "in the park" and felt this was a safer option for children, despite this cycle path belonging to the National Cycle Network rather than the Kelvingrove-Anderston route. Regardless, participants commented that the park was the only place they felt confident to allow their own children to cycle.

*"It's not safe on the road – even if there is a path, the cars won't stop."*

(Cyclist, female, commuting, Kelvingrove section)

*"I take the kids through the park – he is six and a bit of a liability on a bike, but in the park it's ok."*

(Cyclist, male, commuting and leisure, all parts of the route)

4.29 None of the people in the groups that we spoke to had witnessed children using the route unsupervised and none felt it would be safe for them to do so. One cyclist spoke of using the route with a 'bucket box' on the front of her bike which she used to transport her children to nursery. She said that her

children were quite experienced cyclists and have good road awareness but she would not let them cycle on the route as she did not think it was safe.

*“Elderslie Street is not safe for kids – it’s not clear. You think you have priority but the cars don’t.”*

(Cyclist, female, commuting, Kelvingrove section)

*“I’ve seen a lot of kids at Kelvingrove Park going to school, but not on their own.”*

(Cyclist, male, commuting and leisure, all parts of the route)

4.30 The bridge at Anderston was thought to be the safest way for children to walk into the city centre, so as to avoid traffic. One participant with a young child praised the design of the bridge for being easily accessible with a pram.

### Tensions on the route

4.31 There were some examples of participants experiencing tensions on the route. These tended to be between cyclists and pedestrians or cyclists and motorists. Results from the survey indicate that more pedestrians were happy with the interaction between cyclists and pedestrians (94%) than cyclists (83%).

4.32 Cyclists in the groups perceived a lack of awareness among pedestrians about the existence of a cycle path – particularly in the city centre. Several cyclists had experienced collisions or arguments with pedestrians ‘wandering’ in the cycle lane – aggravated by the number of people wearing headphones or speaking on mobile phones who could not be alerted by the cyclist.

*“The built up areas are the problem – they walk towards you with no awareness they are on a cycle path.”*

(Cyclist, male, commuting and leisure, city centre section)

*“I crashed into a pedestrian who was on the cycle path, on her phone. The straps of her handbag got caught in my handlebars.”*

(Cyclist, male, commuting, Kelvingrove section)

4.33 Cyclists also commented on a general lack of awareness among pedestrians about the shared aspect of the route. Cyclists spoke of ‘ringing their bells’ to alert people of their presence, but people then become ‘moving targets’.

*“I cycle on a shared use bit on London Road, and the dirty looks I get as a cyclist... they don’t hear a bike so they don’t look for one.”*

(Cyclist, male, leisure, all sections of the route)

*“When pedestrians try to move, they become a moving target... or there are two and they spread out all over the cycle path.”*

(Cyclist, female, commuting and leisure, Kelvingrove section)

*“Dog walkers are the worst – you get caught up in the lead... In Kelvingrove Park there are lots of dog walkers. They shout ‘this is a pathway’ but it’s actually the national cycle pathway.”*

(Cyclist, male, commuting, all sections of the route)

- 4.34 One cyclist had witnessed an accident between a cyclist and a pedestrian near Central Station.

*“There are definitely tensions with pedestrians. One bloke stepped out at Central Station into the cycle lane and got hit by a cyclist. The bus stopped and (the driver) asked if the pedestrian was ok – even though he was in the cycle lane. He offered the video from the bus to show that the cyclist was speeding!”*

(Cyclist, male, commuting and leisure, city centre section)

- 4.35 Pedestrians attending the groups also had experience of tensions with cyclists – specifically on the bridge and around the Anderston section of the route.

*“Some don’t ring the bell, if they did, I would move out the way.”*

(Pedestrian, female, leisure, Anderston section)

- 4.36 Cyclists also reported experiencing tensions with motorists. For example, parked cars in the cycle lane were a common occurrence and a source of annoyance for cyclists. This seemed to be more of an issue in the city centre – particularly the section of the route on Waterloo Street and in Kelvingrove around the Gaelic School and Henry Wood Halls.

- 4.37 Others had experience of having to negotiate other obstacles on the cycle path – such as signs for cafes or restaurants or wastebins. Cyclists agreed that there was little awareness of the cycle route and that it should be kept clear.

*“There are always bins or cafe signs. I just kick them over.”*

(Cyclist, female, commuting, Kelvingrove section)

- 4.38 Particular tension ‘hot spots’ included Gordon Street and the streets surrounding Central Station in Glasgow<sup>3</sup>. Here the cycle path runs contra-flow to the traffic. Taxis in particular were thought to be unaware of the existence of a cycle path here.

*“At Central Station the lane runs contra-flow to the traffic. There is nothing on the lane to show that it is a lane so cars don’t know. They just think you’re travelling the wrong way up.”*

(Cyclist, male, commuting and leisure, all sections of the route)

- 4.39 Other tensions stemmed from a lack of awareness of traffic signals specifically for cyclists.

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<sup>3</sup> Although not part of the Kelvingrove-Anderston route, this is relevant in relation to integration of the route with other cycle lanes in Glasgow.

*“When you’re on the path at the lights at Central Station, the taxis don’t know it’s a lane, they don’t see it’s a green light for cyclists. It’s deadly.”*  
(Cyclist, male, commuting and leisure, all sections of the route)

## Summary

- Overall, participants in both the survey and group discussions were positive about the overall appearance of the route. Analysis revealed that generally those travelling on the city centre section of the route were most likely to be satisfied with the overall appearance and attractiveness of the route (100%) compared with those on the Anderston (94%) and Kelvingrove (91%) sections.
- The small kerb which acts to physically separate the cycle path from the traffic was particularly praised by cyclists as helping them to feel safer in traffic.
- Some did not think that the route was clearly signposted. There were some examples of cyclists getting lost – particularly at the Anderston section when leaving the bridge. However, overall 98% of survey respondents indicated that they felt the route was easy to follow.
- A high number of survey respondents (88%) were satisfied with the operation of traffic lights on the route, designed specifically for use by cyclists. Discussions in the focus groups revealed contrasting views, with one group agreeing that the traffic lights hindered rather than helped their journeys.
- There was a general agreement that the route had made a positive difference to cyclists feeling safe in road traffic. From the survey, 90% noted that they were satisfied with this aspect of the route, and this was backed up in focus group discussions.
- There were mixed views among cyclists as to whether the route was safe for use by children. In one group, cyclists agreed that the route was the best way of encouraging children to cycle. In the second group of cyclists, participants felt that in general, the route was not safe for use by children. This was largely based on their own experiences of tensions with traffic on the route.
- Tensions had been experienced on the route between cyclists and pedestrians and between cyclists and other motorists. A lack of awareness among pedestrians about the existence of the route was cited as a cause of many incidents on the route.

## Chapter 5| Value and benefits of the route

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### Introduction

- 5.1 This chapter explores the values and benefits of the Kelvingrove-Anderston route for participants. We discussed whether the route had impacted on journeys and whether it had led to any changes in the mode of transport used by participants on their journeys. The views from cyclists and pedestrians collected from both the survey and group discussions are detailed below.

### Benefits of the route

- 5.2 Participants reported benefitting from less stressful and therefore more pleasant journeys when using the route. Others commented on their health improving due to an increase in activity through walking and cycling.

*"It's less stressful."*

(Cyclist, female, commuting, city centre section)

*"Today I went from the east end to Byres Road. It was no bother, but with the car it would've been a nightmare. I saved time and my health is a lot better..."*

(Cyclist, male, leisure, all sections of the route)

*"It was a better, more pleasant journey and it would've been murder to get parked."*

(Cyclist, male, commuting, all sections of the route)

### Impact on journeys

- 5.3 Survey respondents were asked about how their travel patterns have changed since the opening of the route. Forty-five percent of respondents said they now used the route to walk or cycle whereas before they used a different route to walk or cycle. This included using St Vincent Street, Clydeside, Argyle Street or Sauchiehall Street.
- 5.4 Six percent of respondents said their route had not changed at all, 13% said they were not using the route as part of a regular journey and 8% said they had only started cycling/walking or had only just moved to the area (all of these individuals travelled on the Anderston section of the route).
- 5.5 Just over one-fifth (22%) of respondents in the survey stated that they now used the route more frequently than they did previously. Of these, almost half (46%) said that this was because they felt safer, 27% said it was for health and fitness, and 27% said it was a more pleasant journey.
- 5.6 Five percent of respondents had changed their route in some other way because the Kelvingrove-Anderston route had been developed. This tended to be where the respondent now parks their car elsewhere and continues their onward journey on foot or by bike.

- 5.7 Participants in the focus groups discussed the impact of the route on their journeys. In a similar way to the survey results, increased feelings of safety were a dominant theme in all discussion groups – with the design of the route helping people to feel more confident and safe to travel. For example, one participant said that before she would be reluctant to travel in peak traffic, but because the route was in place it was no longer a problem.

*“I would be less inclined to go through peak traffic on the route before but now at peak times I feel more secure because I’m not stuck in traffic.”*

(Cyclist, female, commuting, city centre section)

- 5.8 There were examples of cyclists who had changed their journey to work to take advantage of the new cycle infrastructure because it made them feel safer when cycling.

*“I live in Finnieston and I used to come along Argyle Street to get into town, but now I come along at Elderslie Street. It makes my journey longer, but I feel safer because I don’t have to deal with cars.”*

(Cyclist, male, commuting and leisure, all sections of the route)

*“I changed my route – I was crossing the motorway, but now I’m in traffic less.”*

(Cyclist, female, commuting and leisure, all sections of the route)

- 5.9 For others the benefits were more practical, such as more direct and faster journeys from door-to-door. However, participants’ views showed that safety was a more important factor than journey time, with some people choosing to make a longer journey because it was perceived as a safer route.

*“My route is now shorter, but even if it was longer, I would still use the (Kelvingrove-Anderston) route.”*

(Cyclist, male, commuting, all sections of the route)

*“Even though it’s a longer walk – I’d still do it because it’s safer.”*

(Pedestrian, female, leisure, Anderston section)

- 5.10 One individual cyclist said that if there were no facilities to lock and store bicycles or to shower and change, then the route would not be used. He felt that without these facilities cyclists would not be able to cycle to work.

*“The route is good but if there is not the facility to lock up or shower or change then this is a stronger factor than the route.”*

(Cyclist, male, commuting and leisure, all sections of the route)

## Change in mode of transport

- 5.11 Data from the survey indicated that 23% of respondents now use the route to walk or cycle, whereas before they used a different mode of transport to make their journeys.
- 5.12 Those who now use a different mode of transport were asked how they travelled previously. Over half said they used to travel by bus (54%), 49% used to travel by car, 19% travelled by train and 8% travelled on foot. Please note that respondents may have used more than one mode of transport.
- 5.13 There were examples of change in transport modes in the group discussions too. For example, one participant had changed her mode of transport from walking to cycling because of the new route, cutting her 25-minute walk into a short cycle.
- 5.14 Others had changed from using public transport to cycling because it was a faster and/or cheaper journey. These participants were all new users of the route.

*"I got the bus for £1.80 return from Alexandra Parade but now I cycle every day. It saves me money and means I'm not relying on anything. I know how long it will take and I can walk in if I want."*

(New user, Cyclist, male, commuting, city centre section)

*"Before I took the train, but now I can cycle over the bridge and it's much faster."*

(New user, Cyclist, female, commuting, Anderston section)

- 5.15 Others had changed from driving to cycling. Participants reported this change had resulted in them saving considerable amounts of money and having a less stressful commute.

*"I moved up here in January, and put £20 of petrol in the car, but I haven't touched it. I just use my bike and don't really need the car."*

(New user, Cyclist, male, commuting and leisure, city centre section)

*"I drove to work in town from the west end and spent £10 a day on parking – my commute is now free."*

(New user, Cyclist, male, commuting, Kelvingrove section)

- 5.16 Pedestrians reported that they felt encouraged to walk more because of the route. For example, two participants walked more for leisure as part of their lunch break and others said they would be less inclined to get a taxi home after a night out now that there was a specific route for pedestrians.

## Circumstances without the route

5.17 Focus group participants discussed what they would do if the route was not available. Most cyclists agreed that they would continue to cycle, but would take an alternative route. One participant said that without the route he would revert back to using public transport from cycling, as he would not feel motivated or confident to cycle in traffic.

*“(The route) has played a part in taking my bike to and from uni. If it wasn’t there, I’d be too lazy to cycle on the road.”*

(Cyclist, male, commuting, all sections of the route)

*“I would still cycle, but a different route – along the riverside.”*

(Cyclist, female, commuting, all sections of the route)

## Route as part of a bigger journey

5.18 As reported earlier, 71% of survey respondents said they normally travel on just part of the route. The Kelvingrove-Anderston route is commonly used as part of a wider journey from home to a destination, which for some people involved a considerable distance. For example, one participant cycled into the city centre from Bearsden in East Dunbartonshire – using the route for part of her six mile journey.

## Summary

- Forty-five percent of survey respondents who previously used a different route had changed their journey to include the Kelvingrove-Anderston route. In addition, 22% of survey respondents said they now used the route more frequently than they did previously – mostly for safety reasons.
- The focus groups also revealed changes in participants’ chosen journey to take advantage of the route. This was because they felt safer when cycling on the route.
- Some participants had changed their mode of transport to take advantage of the new route. Twenty-three percent of survey respondents now use the Kelvingrove-Anderston route to walk or cycle whereas before they used a different method such as a bus or a car.
- Participants reported benefitting from less stressful and therefore more pleasant journeys when using the route. Others commented on their health improving due to an increase in activity though walking and cycling.
- Those in the groups who had given up their cars in favour of using the route said that by cycling or walking they had made considerable financial savings and had a less stressful commute.
- Without the Kelvingrove-Anderston route, focus group participants would continue to cycle, but would use an alternative route.

## Chapter 6| Future development

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### Introduction

- 6.1 This section of the report notes the suggestions for improvements to the current route and also discusses participants' views on the potential expansion or provision of similar infrastructure around Glasgow.

### Suggested improvements

- 6.2 Cyclists were frustrated that the current route 'stops and starts', and they called for more connections into other cycle paths to make the city much more integrated for cycling. This suggestion was also raised spontaneously by survey respondents when asked for any additional comments on the route. Thirteen percent suggested there should be more connections to the route around the city.

*"The bike routes just stop – it's not integrated. They stop very suddenly and you can go from a nice path to traffic."*

(Cyclist, female, commuting, Kelvingrove section)

*"Links to other cycle routes would make a big improvement – you go from a great bit to a rubbish bit."*

(Cyclist, female, commuting, Kelvingrove and Anderston sections)

*"It took me months to realise that it was all connected up – it was only after the survey. I thought it was just a random collection of paths."*

(Cyclist, male, commuting and leisure, all sections of the route)

- 6.3 There was also a need for raising awareness about the existence of the route among motorists. Other suggestions included providing bigger signs and better signposting at junctions.

*"There should be signs for cars at junctions that just say 'look left – check for cyclists' to make sure cars know we have priority."*

(Cyclist, male, commuting, Kelvingrove and Anderston sections)

- 6.4 Also suggested was the need to make the route more visual for users. Painting the route in a bright colour was thought to be a good idea. This would make it easily recognisable and help motorists know that it is a cycle and pedestrian pathway.

*"It should be painted a bright colour because I didn't even know it was there."*

(Pedestrian, female, leisure, Anderston section)

- 6.5 Participants also suggested a number of practical improvements relating to the design of the route, including replacing traffic lights with 'give way' signs and foot-stools for cyclists to rest their feet on at junctions. One cyclist

indicated that an existing 'give way' sign on Berkeley Street should be changed to a stop sign as cars don't see the cyclists on this busy street.

*"It needs to flow – and should have give ways rather than traffic lights."*  
(Cyclist, male, commuting, Anderston section)

*"There should be stools to rest your feet when you stop – like in Copenhagen. This would mean it would be less of an inconvenience to stop."*  
(Cyclist, male, commuting and leisure, all sections of the route)

- 6.6 Cyclists discussed the possibility of having a website or a mobile app where any issues with the route could be reported – such as roadworks, scaffolding or where there are continued problems with parked cars.

*"You could take a photo and report it."*  
(Cyclist, male, commuting, all sections of the route)

### Similar infrastructure projects

- 6.7 There was a general consensus across all the groups that there should be other similar infrastructure projects in the city. Some cyclists mentioned an "east-west bias" in infrastructure development which they felt was to the detriment of cycling on the south side of the city. One cyclist who lived south of the river said that she only cycles for "six months of the year" because she felt it was too dangerous to cycle in this area without a cycle lane in the dark.

*"For six months of the year, when the clocks change, I don't feel safe on my bike on the south side. There is no decent route."*  
(Cyclist, female, commuting, all sections of the route)

*"In Shawlands they have pulled the kerbs out so the buses can get in, but it has squashed us (cyclists) closer to the traffic."*  
(Cyclist, male, commuting and leisure, all sections of the route)

- 6.8 Other comments that participants provided in relation to areas that could benefit from improved infrastructure were:
- Glasgow was felt to have plenty of opportunities for establishing extended cycle lanes on the large, wide streets to allow the route to connect further into the city – for example, up to West George Street.
  - Along the river Clyde at the Riverside Museum which needs better signposting as a cycle route.
  - The south bank of the Clyde should have a wider cycle path.
  - The 'Squinty Bridge' should be connected to the Kingston Bridge for pedestrians.
  - The Anderston bridge should join up with the other pedestrian walkway to link it with Anderston train station.
  - Private gardens at the Quay on the south side of the river mean that it is difficult to complete a 'circular' walk. Pedestrians suggested that accessing the river from the front would increase leisure use.

*“They have missed a trick that this bit isn’t accessible... it could be so much better to use all parts of the river.”*

(Pedestrian, male, leisure, Anderston and city centre sections)

- 6.9 Participants were asked to make suggestions as to what they would like any new infrastructure projects to be like. Specifically, they were asked whether routes should be shared use or segregated between cyclists and pedestrians. Overall, the majority of participants said that the route should be shared, with the proviso that it would have to be designed in such a way as to make shared use viable.

*“There would have to be enough room for pedestrians and cyclists on the bridge.”*

(Cyclist, male, commuting, Anderston section)

- 6.10 However, one cyclist believed that any future infrastructure should be segregated to ensure that cyclists are able to continue on their journey without the perceived hazards caused by pedestrians.

*“If they’re serious about promoting cycling, it should be cyclist only.”*

(Cyclist, male, commuting, all sections of the route)

- 6.11 Some suggested visual cues would be required to ensure that any shared-use was adhered to – such as different colours of tarmac to separate the pedestrians from the cyclists. However, others did not agree with this and felt that any separation by colour or by railing was a ‘waste of time’ as it doesn’t work.

*“It would be useful to have a line up the middle as it reminds people there are other users.”*

(Pedestrian, female, leisure, Anderston section)

*“Pedestrians want to walk in the coloured bits – like at the tunnel at Finnieston leading to the SECC – the cycle lane is green, but pedestrians walk in this section thinking it is for them.”*

(Cyclist, male, commuting, Anderston and Kelvingrove sections)

### **Encouraging cycling and walking**

- 6.12 Participants spoke of an increased number of cyclists and walkers in Glasgow and felt that the route had been influential in encouraging more people to do so.

*“I’ve never seen so many cyclists in Anderston in my life.”*

(Pedestrian, female, leisure, Anderston section)

- 6.13 The Commonwealth Games in the summer of 2014, the increased use of the ‘cycle-to-work’ scheme and the availability of hire bikes around the city were mentioned as contributing factors to an increased interest in cycling in the city.

- 6.14 The cyclists in the discussion groups felt that the availability of the hire bikes had encouraged more people to cycle, but some participants viewed these cyclists as “amateurs” who would use the paths without helmets or would skip the lights, therefore giving other cyclists a bad name.

*“There are a lot more cyclists – but they have no experience. You just know to give them a wide berth.”*

(Cyclist, male, commuting, all section of the route)

- 6.15 Cyclists in one discussion group felt that in general they are not given the same priority as drivers. For example, some participants felt frustrated that if there were any changes to the route, such as roadworks or road closures, then diversions would often not be put in place. Cyclists felt that this would not happen to car drivers.

*“There is no policy for creating diversions... for example, don’t just put up scaffolding and tell pedestrians to use the cycle lane.”*

(Cyclist, female, commuting, Kelvingrove and Anderston sections)

*“There is no plan or guidance when there is an event – like Glasgow Green is quite often closed for events, and you can’t get through, but there is never a diversion. It discourages people from cycling.”*

(Cyclist, female, commuting, all sections of the route)

- 6.16 Pedestrians also mentioned that the bridge at Anderston had encouraged more people to use it for artistic purposes. Pedestrians had seen people taking photos from the bridge – because of the views – and had seen advertisements being filmed there. There had also been a competition for members of the public to be involved in selecting the statues that had been installed at the entrance of the bridge on Argyle Street (they are of boxer Jim Watt, union leader Jimmy Reid and television presenter Tom Weir).

*“There’s always something happening on the bridge.”*

(Pedestrian, female, commuting, Anderston section)

## Summary

- Focus group participants suggested some improvements to the current route. These included better signposting, more connections to other existing cycle routes and the need to make the route more visual to ensure that it is well recognised by pedestrians and other road users.
- Participants also suggested a number of practical improvements relating to the design of the route, including replacing traffic lights with 'give way' signs and providing foot-stools for cyclists to rest their feet on at junctions.
- There was a general consensus across all the groups that there should be other similar infrastructure projects in the city. Some cyclists mentioned an "east-west bias" in terms of infrastructure development, with some indicating that this was to the detriment of cycling on the south side of the city.
- The majority of participants said that the route should be shared, with the proviso that it would have to be designed in such a way as to make shared use viable.
- In general, there was a positive feeling that the route has had a positive influence on encouraging more people to cycle and walk in the city.

## Chapter 7| Conclusions

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### Limitations of the research

- 7.1 Our research set out to explore use of the Kelvingrove-Anderston route in terms of its design, quality, accessibility and safety. We also sought to find out the impact of the route on travel habits, including modes of transport, routes taken and frequency of travel among users on the route.
- 7.2 This research comprised a small sample size of 159 interviews and 33 focus group participants. From the profile of participants there were more men involved in our sample than women – potentially creating a bias in the data. In addition, there was also a lack of unemployed people in the sample and very few older people (over 65), single parent families or people with disabilities. The imbalance of the demographic profile of participants should be considered when interpreting the research findings.
- 7.3 The scope of the research included only those who were currently using the route. Therefore it might be considered that there is an element of bias in the data in that people using the route may be more likely to be satisfied with it than those that are not.
- 7.4 The mixed methodology revealed some differences of opinion between survey respondents and focus group participants on particular issues. For example, focus group discussions identified an issue with the signposting of the route, stating it was difficult to follow. In contrast, 98% of survey respondents found the route easy to follow.

### Strengths of the research

- 7.5 The mixed methodology used in this research allowed both for breadth of opinion through the face-to-face survey and more in depth discussions through the focus groups. We feel this has given the research a better insight into the users' views of the route.

### Key findings

- 7.6 One of the key issues identified in the research was that safety on the route was very important, particularly for cyclists. The design of the route has contributed to cyclists feeling safer and more inclined to use it – even if their journey time becomes longer.
- 7.7 There was evidence of some people changing their journey to take advantage of the new route, sometimes because they perceived it to be a safer journey. In addition, 22% of respondents said they used the route more frequently now than previously due to increased feelings of safety.
- 7.8 The Kelvingrove-Anderston route has made an impact on journeys and has encouraged more people to change their mode of transport from driving or using public transport to walking or cycling. Participants reported faster, cheaper and less stressful journeys as a result.

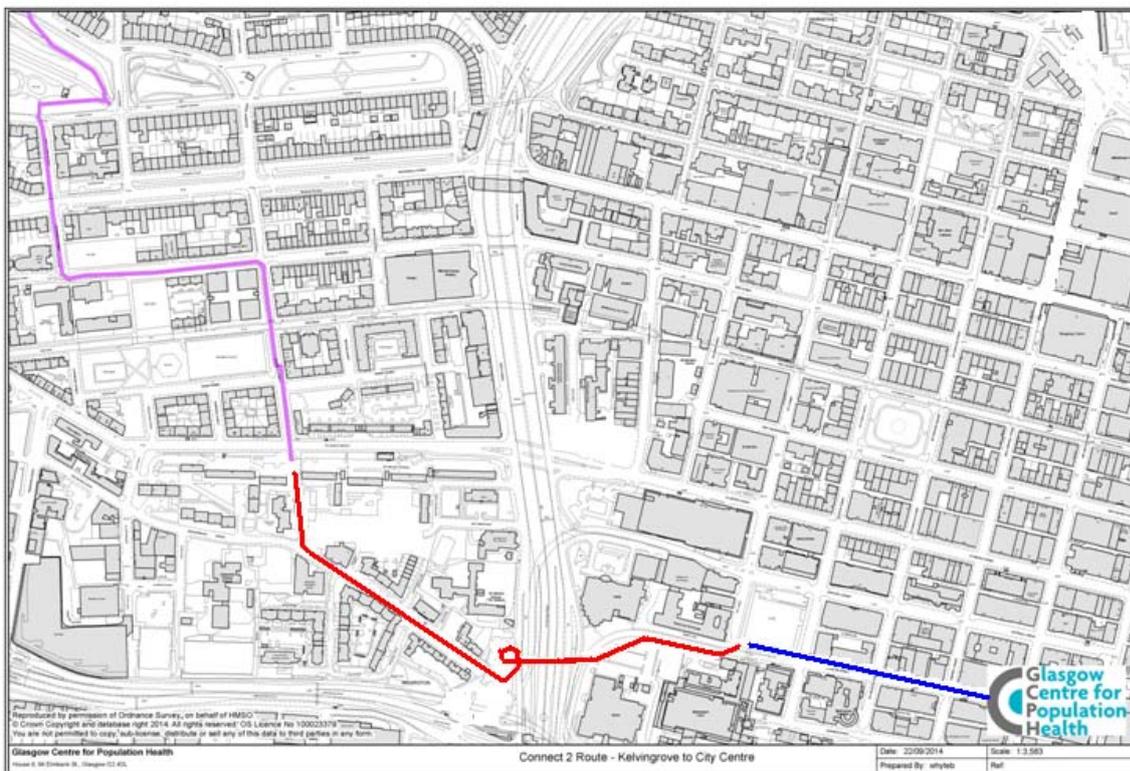
- 7.9 Feedback from cyclists suggests that awareness of the dedicated cycle lanes and of cyclists in general needs to be improved, particularly in city centre locations. Tensions between cyclists and pedestrians on the route were not uncommon and cyclists reported a general lack of awareness among pedestrians of their existence.
- 7.10 The route was perceived as a successful addition to the infrastructure of the city and this research has found a general consensus for more, similar projects in the city. Suggestions included developing a route with similar safe infrastructure on the south side of Glasgow, increasing the connectivity around Anderston by linking pedestrian walkways, and increasing the accessibility of the quayside on the south side of the river near to the Riverside Museum.
- 7.11 This research is important because it highlights the benefits of a new safe cycling and walking route that links up a commuting area to the city centre. This new infrastructure, while it could be improved further, is perceived by users to be safer than other on-road alternatives and has encouraged modal shifts to more active and sustainable forms of travel. There is support for further development of this type of safe infrastructure in other parts of Glasgow and a desire to see more walking and cycling routes that can contribute to creating a more cohesive active travel network across the city.

## Appendix 1: Map and photographs of the Kelvingrove-Anderston Route

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For the purposes of this study the route was broken down into three sections.

- i. Kelvingrove section (from Kelvingrove Park to Elderslie St) - **Purple**
- ii. Anderston section (from Elderslie St to the end of the Anderston footbridge across the M8) - **Red**
- iii. City section (Waterloo St) – **Blue**.

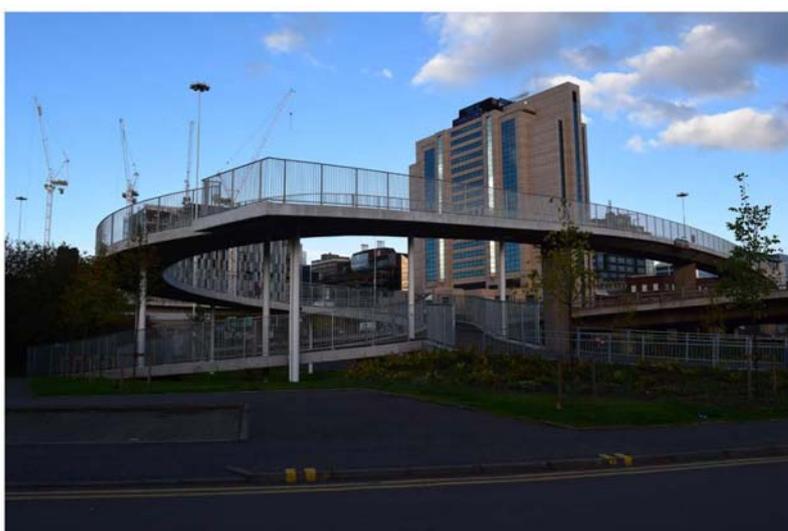




Waterloo Street, City Centre section of the route



Elderslie Street, Kelvinarove section of the route



Bridge connecting Anderston to City Centre

## Appendix 2: Survey questionnaire<sup>iv</sup>

### Interviewer code

Cyclist/Pedestrian	
Cyclist	<input type="checkbox"/> 1
Pedestrian (SHOULD NOT BE INTERVIEWED AT KELVINGROVE SECTION)	<input type="checkbox"/> 2

Section of Connect2 Route	
Kelvingrove	<input type="checkbox"/> 1
Anderston	<input type="checkbox"/> 2
City Centre	<input type="checkbox"/> 3

Direction of travel	
Towards the city centre	<input type="checkbox"/> 1
Away from the City Centre	<input type="checkbox"/> 2

Day of the week			
Monday	<input type="checkbox"/> 1	Friday	<input type="checkbox"/> 5
Tuesday	<input type="checkbox"/> 2	Saturday	<input type="checkbox"/> 6
Wednesday	<input type="checkbox"/> 3	Sunday	<input type="checkbox"/> 7
Thursday	<input type="checkbox"/> 4		

Time of interview (write in as 24 hour)				
		:		

### INTERVIEWER - READ OUT:

"Good morning/ afternoon/ evening. I'm \_\_\_\_\_ from Research Resource. We are undertaking research on behalf of the Glasgow Centre for Population Health about the Connect2 route which you are travelling on just now. We are keen to speak to pedestrians and cyclists using the route in order to understand how people use it and what they think of the route. Your answers will, of course, be treated with the strictest confidentiality and personal details will not be passed to any third party".

<sup>iv</sup> In the fieldwork phase of the project the route was described as the Connect2 route, reflecting how it had been branded during construction. We have left the Connect2 referencing in the questionnaires shown in the appendices, but elsewhere in the report the route is referred to by its now official route name – the Kelvingrove-Anderston route.

**USE OF THE CONNECT2 ROUTE TODAY**

1. The Connect2 route in Glasgow opened in July 2013 and provides a link for pedestrians and cyclists from Kelvingrove, through Anderston to the city centre. Were you aware that you were travelling on a designated walker and cyclist route?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2

2. Firstly I'd like to think about your journey today. Which section/ sections of the route are you travelling on today? [INTERVIEWER SHOW MAP OF ROUTE]

Kelvingrove	<input type="checkbox"/> 1
Anderston	<input type="checkbox"/> 2
City centre	<input type="checkbox"/> 3

3. [IF CYCLING] Are you cycling on a bike which is your own, purchased through a cycle-to-work scheme or a hire bike?

Own bike	<input type="checkbox"/> 1
Cycle to work bike	<input type="checkbox"/> 2
Hire bike	<input type="checkbox"/> 3
Other (please specify)	<input type="checkbox"/> 4

4. What is your reason for journey today?

Travel to/from work	<input type="checkbox"/> 1
Business journey	<input type="checkbox"/> 3
Travel to/from school or other place of study	<input type="checkbox"/> 4
Shopping and personal business	<input type="checkbox"/> 5
Visit friends/family or other social activities	<input type="checkbox"/> 6
Out for a walk/cycle for recreation	<input type="checkbox"/> 7
Other (please specify)	<input type="checkbox"/> 8

5. How many people are travelling with you today? [INTERVIEWER: WRITE IN NUMBER OF ADULTS AND CHILDREN. IF TRAVELLING ON THEIR OWN PLEASE CODE THIS]

Travelling on own	<input type="checkbox"/> 1
Travelling with others (complete numbers below)	<input type="checkbox"/> 2
Number of adults	
Number of children (aged under 16)	

## GENERAL PATTERNS OF USAGE OF CONNECT2 ROUTE

I'd like to ask you some questions to help us understand your usage of the Connect2 Route.

6. Thinking of when you cycle/walk on the route, do you normally use part of the route or the whole route?

Whole route	<input type="checkbox"/> 1
Part of route	<input type="checkbox"/> 2

7. [IF USE PART OF ROUTE] Which section(s) do you normally use? [MULTI]

Kelvingrove	<input type="checkbox"/> 1
Anderston	<input type="checkbox"/> 2
City centre	<input type="checkbox"/> 3

8. In which direction are you normally travelling? Are you travelling...

Towards the city centre	<input type="checkbox"/> 1
Away from the city centre	<input type="checkbox"/> 2
Both – travel both to and from city centre	<input type="checkbox"/> 3

9. What is your normal method of travelling on the route?

Walking	<input type="checkbox"/> 1
Cycling	<input type="checkbox"/> 2

10. How often do you walk/cycle on the route? [INTERVIEWER: CODE FOR BOTH WALKING AND CYCLING REGARDLESS OF HOW THEY ARE TRAVELLING TODAY OR NORMALLY TRAVEL. IF DO NOT WALK OR CYCLE, CODE 'NEVER']

	Walk	Cycle
6 or 7 times a week	<input type="checkbox"/> 1	<input type="checkbox"/> 1
4 or 5 times a week	<input type="checkbox"/> 2	<input type="checkbox"/> 2
2 or 3 times a week	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Once a week	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Around once a fortnight	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Around once a month	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Every two or three months	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Less than every two or three months	<input type="checkbox"/> 8	<input type="checkbox"/> 8
First time travelling on the route	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Never walk/cycle	<input type="checkbox"/> 10	<input type="checkbox"/> 10

**11. When are the main times that you would walk/cycle on the route? [MULTI]**

	Walk	Cycle
Early morning (6.30am-9am)	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Late morning (9am-12noon)	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Early afternoon (12noon-3pm)	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Late afternoon (3pm-5pm)	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Early evening (5pm-7pm)	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Evenings after 7pm	<input type="checkbox"/> 6	<input type="checkbox"/> 6
No main time of travel/varies	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Other (please specify)	<input type="checkbox"/> 8	<input type="checkbox"/> 8

**12. Since the opening of the Connect2 route, which of the following statements, if any, best describes the change in your travel pattern? [MULTI]**

I now use the Connect2 route to walk/cycle whereas before I used a <b>different route to walk/cycle</b> (INTERVIEWER ASK: What route did you use previously to walk/cycle?)	<input type="checkbox"/> 1
I now walk/cycle along the Connect2 route whereas before I used to use a <b>different method of transport to make my journey</b> (INTERVIEWER ASK: What method did you use and why did you change the method used?)	<input type="checkbox"/> 2
I now use the Connect2 route to walk/cycle <b>more frequently</b> than I did previously (INTERVIEWER ASK: Why do you walk/cycle more frequently?)	<input type="checkbox"/> 3
My travel pattern has changed in some other way (INTERVIEWER ASK: Please explain in what way has your travel pattern changed?)	<input type="checkbox"/> 4
My route has not changed at all [NB INTERVIEWER: NOT APPLICABLE IF USING ANDERSTON SECTION AS ROUTE IS NEW SO SOME ASPECT OF BEHAVIOUR MUST HAVE CHANGED]	<input type="checkbox"/> 5
I am not using the route as part of a regular journey	<input type="checkbox"/> 6

**SATISFACTION WITH CONNECT2 ROUTE**

13. I'm now going to read out a list of aspects which may relate to your journey and your experiences of walking/cycling on the section of the Connect2 route you are travelling on just now [INTERVIEWER: CONFIRM SECTION OF ROUTE I.E. KELVINGROVE, ANDERSTON OR CITY CENTRE]. Can you tell me generally how satisfied you are with each of these?

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Don't know
Overall appearance/attractiveness of the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Interaction between pedestrians/cyclists	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Feeling of safety relating to road traffic when travelling along the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Feeling of safety in relation to crime and antisocial behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Lighting on the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Cleanliness of the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Ease of following the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Surface on the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Operation of traffic lights on the route	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

14. Finally, do you have any further comments that you would like to make on the Connect2 route?

**ABOUT YOU**

Finally, I'd like to ask some questions about you and your household. These will only be used to analyse the survey results to see if people in certain situations or with certain characteristics feel differently to others. All the information you give will be kept totally confidential and used only for analysis purposes.

15. Gender [INTERVIEWER: PLEASE CODE]

Male	<input type="checkbox"/> 1
Female	<input type="checkbox"/> 2

**16. Which of the following age groups do you fall into?**

16-24	<input type="checkbox"/> 1
25-34	<input type="checkbox"/> 2
35-44	<input type="checkbox"/> 3
45-54	<input type="checkbox"/> 4
55-64	<input type="checkbox"/> 5
65-74	<input type="checkbox"/> 6
75+	<input type="checkbox"/> 7

**17. Which of the following best describes the composition of your household?**

Single adult under 65 years	<input type="checkbox"/> 1
Single adult over 65 years	<input type="checkbox"/> 2
Two adults both under 65	<input type="checkbox"/> 3
Two adults at least one aged over 65 years	<input type="checkbox"/> 4
Three adults or more all over 16 years	<input type="checkbox"/> 5
One parent family with children, at least one under 16 years	<input type="checkbox"/> 6
Two parent family with children, at least one under 16 years	<input type="checkbox"/> 7
Other	<input type="checkbox"/> 8

**18. SHOWCARD Which of the following best describes your current situation?**

Working – full time (35+ hrs)	<input type="checkbox"/> 1	<b>Go to Q19</b>
Working – part-time (9-34hrs)	<input type="checkbox"/> 2	
Self-employed	<input type="checkbox"/> 3	
Unemployed and seeking work	<input type="checkbox"/> 4	<b>Go to Q20</b>
Permanently retired from work	<input type="checkbox"/> 5	
Looking after home or family	<input type="checkbox"/> 6	
Permanently sick or disabled	<input type="checkbox"/> 7	
In further/higher education	<input type="checkbox"/> 8	
At school	<input type="checkbox"/> 9	
Other	<input type="checkbox"/> 10	
Prefer not to say	<input type="checkbox"/> 11	

**19. What is your occupation?**

--

20. **Do you have a long-term illness or disability which impacts on your day-to-day activities?** [SINGLE]

	Yes	<input type="checkbox"/> <sub>1</sub>
	No	<input type="checkbox"/> <sub>2</sub>

21. **Please could you tell me your home postcode? This will only be used to map the geographical representation of respondents taking part in the survey and no other purpose.**

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We are holding four discussion groups to talk about the Connect2 route in more detail. These will last one hour. The dates and times have not yet been agreed – but they will happen during late October. Participants will receive a £20 incentive for taking part and to thank you for your time. Even if you say yes now, you can say no later.

22. **Would you be interested in being contacted with more information about this?**

Yes (collect contact details below)	<input type="checkbox"/> <sub>1</sub>
No	<input type="checkbox"/> <sub>2</sub>

**Can you provide your contact details so that we can contact you?**

Phone	
Email	

**That's all of our questions, thank you for your time participating in our research.**

**INTERVIEWER: HAND OUT THANK YOU CARD**

## Appendix 3: Analysis of satisfaction with the Kelvingrove-Anderston route

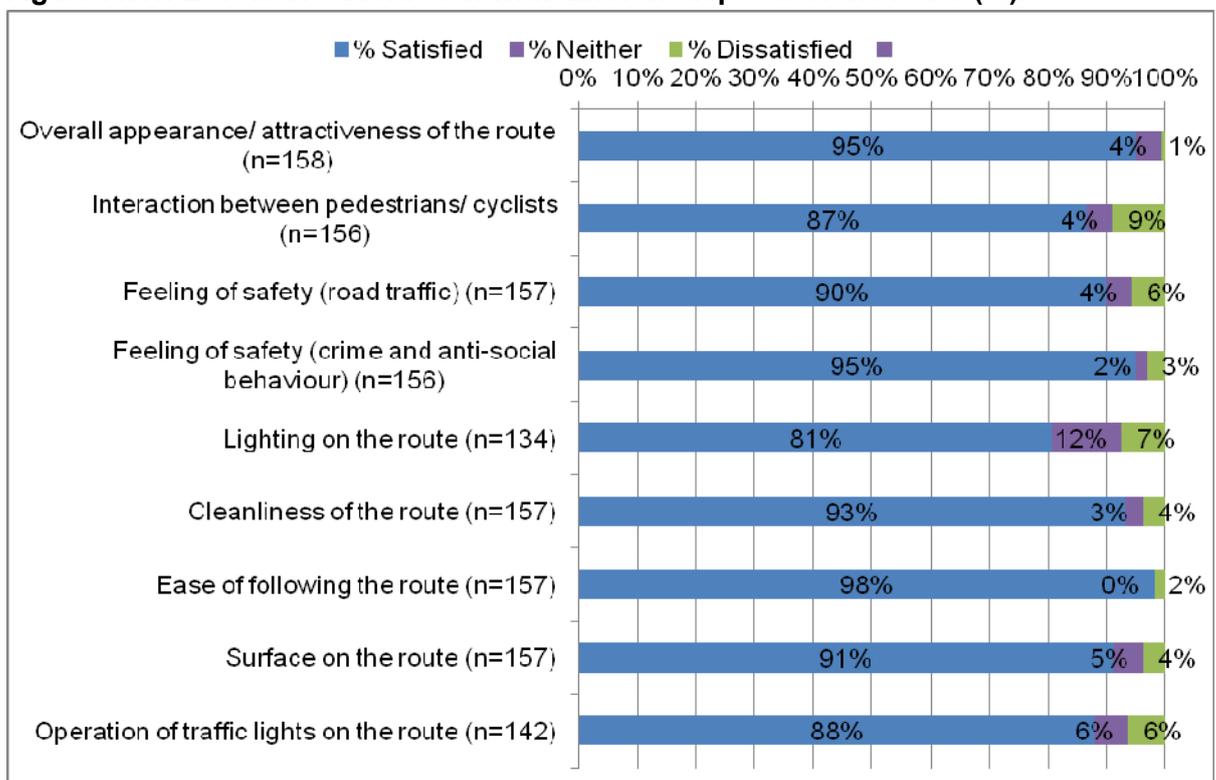
Respondents were asked to specify how satisfied or dissatisfied they were with various aspects relating to their journey and experiences of walking or cycling on the route. This revealed that respondents were most satisfied with:

- Ease of following the route (98% very/fairly satisfied)
- Overall appearance/attractiveness of the route (95%)
- Feeling of safety in relation to crime and antisocial behaviour (95%).

On the other hand, dissatisfaction was highest in terms of:

- Interaction between pedestrians and cyclists (9% very/fairly dissatisfied)
- Lighting on the route (7%).

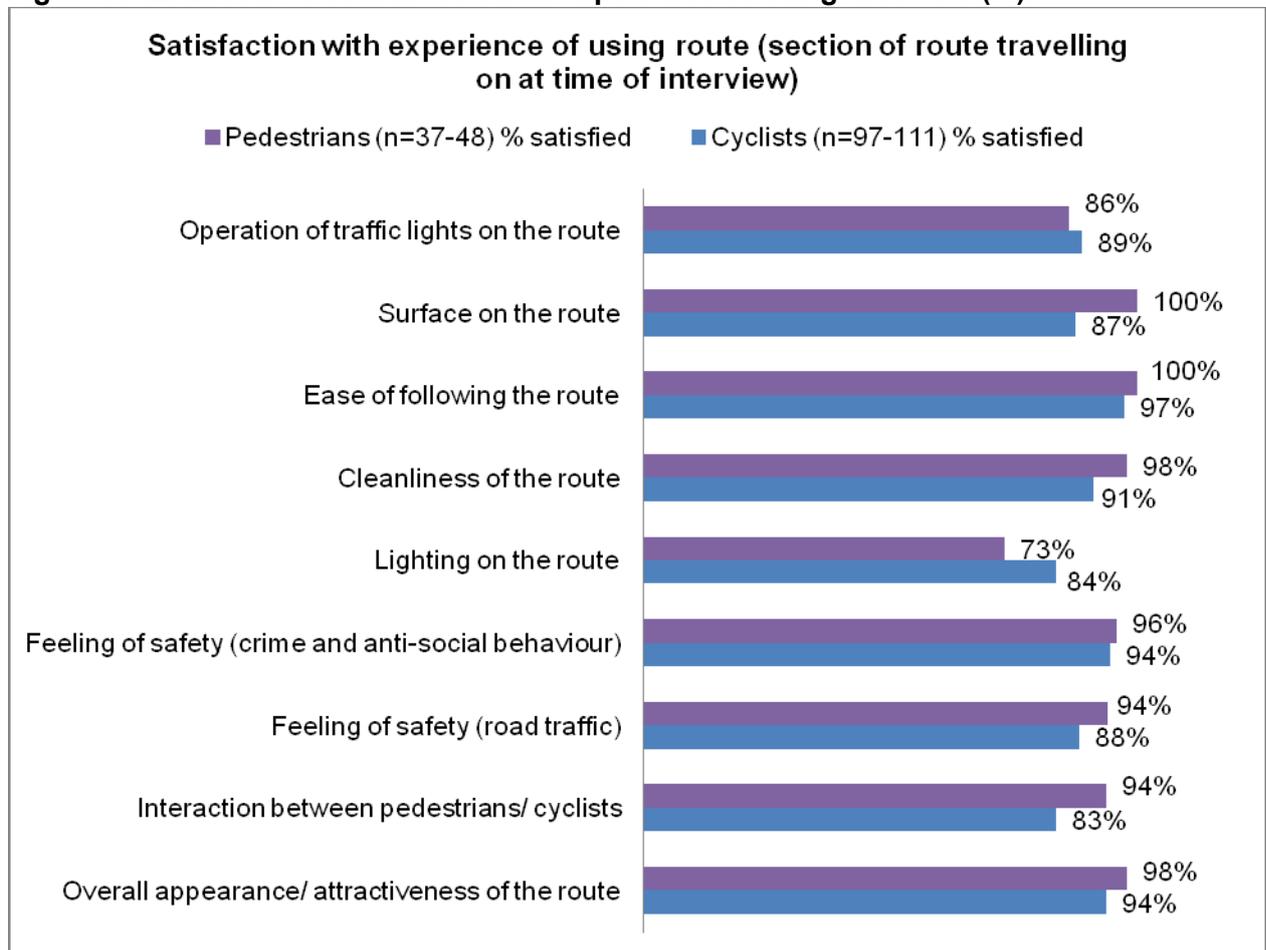
**Figure A3.1: Levels of satisfaction with different aspects of the route (%).**



NB Results exclude those who answered 'don't know'. Please note that survey respondents may have a predisposition to satisfaction as they currently use the route.

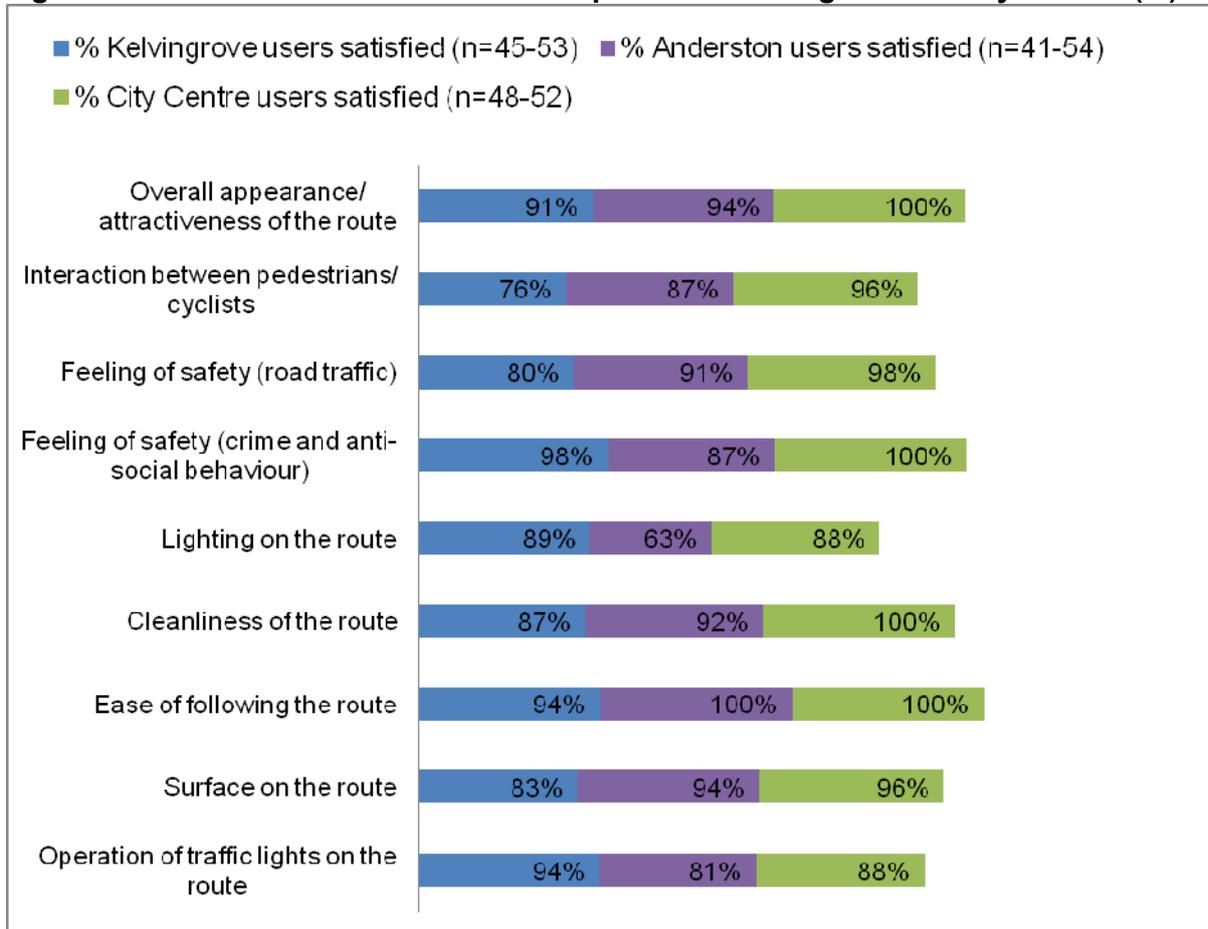
Figure A3.2 shows the results to the satisfaction question by pedestrians and cyclists. Pedestrians are generally more satisfied with all aspects of the route than cyclists, with the exception of lighting and operation of traffic lights on the route where cyclists were more likely to be satisfied.

**Figure A3.2: Levels of satisfaction with experience of using the route (%).**



Analysis by the section of route people were travelling on at the time of interview, reveals that generally those travelling on the city centre section of the route were most likely to be satisfied with almost all aspects of their travel experience. The only exceptions were with lighting and operation of traffic lights on the route, where those interviewed on the Kelvingrove section, were most satisfied.

**Figure A3.3: Levels of satisfaction with experience of using the route by section (%).**



## Appendix 4: Focus group discussion guides

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### Focus group discussion guide Cyclists

#### 60 minutes

#### Introductions (5-10 minutes)

*Facilitator introduces research and reminds participants about confidentiality and anonymity. Ask all participants to introduce themselves and give a brief introduction to their use of the route.*

- Name
- Confirm they use the route as a cyclist
- When they travel, how frequently and for what purpose.

#### Current use of the Connect2 route (5 minutes)

*Facilitator to find out the types of use of the Connect2 route and the circumstances in which the route is used.*

- How long have you been using the Connect2 route?
- Which sections of the route do you use? (probe: Kelvingrove, Anderston, city centre, all?)

#### Views on the Connect2 route (15 minutes)

*Facilitator to show images of the different sections of the route*

- What do you think of the design and quality of the route? (Probe: is it clean, is it accessible, is it well lit, etc?)
- Do you feel the route is suitable for use by children? (why/why not?) (Probe the perceived extent to which the route is used by children– accompanied and alone)
- Do you feel safe using the route? (probe: safe in terms of antisocial behaviour/crime and safe in terms of pedestrians on the route?)
- Is there anything that could be done to improve the safety of the route? (Probe fully. How safe is the route for children to use?)
- Have you experienced any tensions on the shared parts of the route – for example between cyclists and pedestrians? (Probe fully for views).
- Have you ever experienced any other issues when using the route? (Probe views on the operation of traffic lights – any impact on your journey?)

#### Value of the Connect2 route (20 minutes)

- What are the benefits of using the route? What are the most important aspects for you?
- What difference has the route made to you personally? (physical health, time-saving, financial savings, etc)
- How has it impacted on your journeys? (faster, longer, cheaper, etc)
- Has the route changed the method you use to travel? (probe any other significant changes to travel habits)
- Would you consider walking on the route? (why/why not?)

- Without this route, what would your journey be like? (Probe fully)
- Without this route do you think you would.....? (probe: make more use of public transport, of taxis, take the car more?).

#### **Further expansion (10 minutes)**

- Are there any improvements to the route you would like to see? (Probe – anything that would make the route easier to use by both pedestrians and cyclists?)
- Should there be other, similar infrastructure projects in the city? (why/why not?) Where would this be located?
- Ideally what would a new infrastructure project be like? Should it be segregated between cyclists and pedestrians or shared?
- How important is the provision of infrastructure to get people to start cycling or walking more in the city? Do you think the Connect2 route has achieved this?

#### **Thank and close**

- Any final comments?

Facilitator to thank participants and remind them their comments will remain anonymous. Remind participants this information will be aggregated with other focus group participant comments to inform a report for the GCPH.

## **Focus group discussion guide**

### **Pedestrians**

#### **60 minutes**

##### **Introductions (5-10 minutes)**

*Facilitator introduces research and reminds participants about confidentiality and anonymity. Ask all participants to introduce themselves and give a brief introduction to their use of the route.*

- Name
- Confirm whether use the route as a pedestrian, cyclist or both
- When they travel, how frequently and for what purpose.

##### **Current use of the Connect2 route (5 minutes)**

*Facilitator to find out the types of use of the Connect2 route and the circumstances in which the route is used.*

- How long have you been using the Connect2 route?
- Which sections of the route do you use? (probe: Kelvingrove, Anderston, city centre, all?)

##### **Views on the Connect2 route (15 minutes)**

*Facilitator to show images of the different sections of the route*

- What do you think of the design and quality of the route? (Probe: is it clean, is it accessible, is it well lit, etc?)
- Do you feel the route is suitable for use by children? (why/why not?) (Probe the perceived extent to which the route is used by children – accompanied and alone).
- Do you feel safe using the route? (probe: safe in terms of antisocial behaviour/crime and safe in terms of cyclists on the route or other users?)
- Is there anything that could be done to improve the safety of the route? (probe fully. How safe is the route for children to use?)
- Have you experienced any tensions on the shared parts of the route with cyclists? (Probe fully for views)
- Have you experienced any other issues when using the route? (Probe fully)

##### **Value of the Connect2 route (20 minutes)**

- What are the benefits of using the route? What are the most important aspects for you?
- What difference has the route made to you personally? (physical health, time-saving, financial savings, etc)
- How has it impacted on your journeys? (faster, longer, cheaper, etc)
- Has the route changed the method you use to travel? (probe any other significant changes to travel habits)
- Would you consider cycling on the route? (why/why not?)
- Without this route, what would your journey be like? (Probe fully)
- Without this route do you think you would.....? (probe: make more use of public transport, of taxis, take the car more?).

**Further expansion (10 minutes)**

- Are there any improvements to the route you would like to see? (Probe – anything that would make the route easier to use by both pedestrians and cyclists?)
- Should there be other, similar infrastructure projects in the city? (why/why not?) Where would this be located?
- Ideally what would a new infrastructure project be like? Should it be segregated between cyclists and pedestrians or shared?
- How important is the provision of infrastructure to get people to start cycling or walking more in the city? Do you think the Connect2 route has achieved this?

**Thank and close**

- Any final comments?

Facilitator to thank participants and remind them their comments will remain anonymous. Remind participants this information will be aggregated with other focus group participant comments to inform a report for the GCPH.

## **Focus group discussion guide**

### **Mixed participants**

#### **60 minutes**

#### **Introductions (5-10 minutes)**

*Facilitator introduces research and reminds participants about confidentiality and anonymity. Ask all participants to introduce themselves and give a brief introduction to their use of the route.*

- Name
- Confirm whether use the route as a pedestrian, cyclist or both
- When they travel, how frequently and for what purpose.

#### **Current use of the Connect2 route (5 minutes)**

*Facilitator to find out the types of use of the Connect2 route and the circumstances in which the route is used.*

- How long have you been using the Connect2 route?
- Which sections of the route do you use? (probe: Kelvingrove, Anderston, city centre, all?)

#### **Views on the Connect2 route (15 minutes)**

*Facilitator to show images of the different sections of the route*

- What do you think of the design and quality of the route? (Probe: is it clean, is it accessible, is it well lit, etc)
- Do you feel the route is suitable for use by children? (why/why not?) (Probe the perceived extent to which the route is used by children – accompanied and alone)
- Do you feel safe using the route? (probe: safe in terms of antisocial behaviour/crime and safe in terms of traffic/other users)
- Is there anything that could be done to improve the safety of the route? (Probe fully. How safe is the route for children to use?)
- Have you experienced any tensions on the shared parts of the route – for example between cyclists and pedestrians? (Probe fully for views).
- Have you ever experienced any issues when using the route? (Probe views on the operation of traffic lights – any impact on your journey?)

#### **Value of the Connect2 route (20 minutes)**

- What are the benefits of using the route? What are the most important aspects for you?
- What difference has the route made to you personally? (physical health, time-saving, financial savings, etc)
- How has it impacted on your journeys? (faster, longer, cheaper, etc)
- Has the route changed the method you use to travel? (probe any other significant changes to travel habits)
- Without this route, what would your journey be like? (Probe fully)
- Without this route do you think you would.....? (probe: make more use of public transport, of taxis, take the car more?).

**Further expansion (10 minutes)**

- Are there any improvements to the route you would like to see? (Probe – anything that would make the route easier to use by both pedestrians and cyclists?)
- Should there be other, similar infrastructure projects in the city? (why/why not?) Where would this be located?
- Ideally what would a new infrastructure project be like? Should it be segregated between cyclists and pedestrians or shared?
- How important is the provision of infrastructure to get people to start cycling or walking more in the city? Do you think the Connect2 route has achieved this?

**Thank and close**

- Any final comments?

Facilitator to thank participants and remind them their comments will remain anonymous. Remind participants this information will be aggregated with other focus group participant comments to inform a report for the GCPH.

## Appendix 5: Respondent profile

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Face-to-face interviews took place with 159 respondents.

### Age and gender (Q15/16)

More males were interviewed as part of the survey (56%) than females (44%). Further analysis revealed that cyclists were more likely to be male (62%) and pedestrians were more likely to be female (58%).

In terms of the age profile of respondents, 41% were aged under 35, 55% aged 35-64 and 4% aged 65+. Cyclists were more likely to be younger than pedestrians.

Q16 Age profile of respondents		
Base: All respondents, n=159	No.	%
16-24	24	15%
25-34	41	26%
35-44	37	23%
45-54	32	20%
55-64	18	11%
65-74	7	4%
75+	0	0%

### Household composition (Q17)

The majority of respondents reside in adult only households (79%).

Q17 Household composition		
Base: All respondents, n=159	No.	%
Single adult under 65 years	45	28%
Single adult over 65 years	1	1%
Two adults both under 65	52	33%
Two adults at least one aged over 65 years	7	4%
Three adults or more all over 16 years	20	13%
One parent family with children, at least one under 16 years	7	4%
Two parent family with children, at least one under 16 years	26	16%
Other	1	1%

## Working status (Q18/19)

In terms of working status, 73% of respondents were in employment and 16% were in education.

Q18 Economic status		
Base: All respondents, n=159	No.	%
Working-full time (35+ hrs)	100	63%
Working-part-time (9-34hrs)	9	6%
Self-employed	7	4%
Unemployed and seeking work	4	3%
Permanently retired from work	10	6%
Looking after home or family	4	3%
Permanently sick or disabled	0	0%
In further/higher education	24	15%
At school	1	1%
Other	0	0%
Prefer not to say	0	0%

## Disability status (Q20)

Almost all respondents said they did not have a disability which impacts on their day-to-day activities (98%).

## Home location (Q21)

Geographical analysis reveals that the vast majority of respondents travelling on the Connect2 route reside in the Glasgow City Council area (77%). Other respondents tend to live in neighbouring local authority areas.

Geographical analysis – Local Authority Area		
Base: All respondents, n=159	No.	%
Glasgow City	122	77%
South Lanarkshire	9	6%
East Dunbartonshire	6	4%
North Lanarkshire	6	4%
East Renfrewshire	5	3%
North Ayrshire	2	1%
Outwith Scotland	2	1%
West Dunbartonshire	2	1%
Edinburgh, City of	1	1%
Highland	1	1%
Inverclyde	1	1%
Renfrewshire	1	1%
Stirling	1	1%



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