

Bristol Bugbears

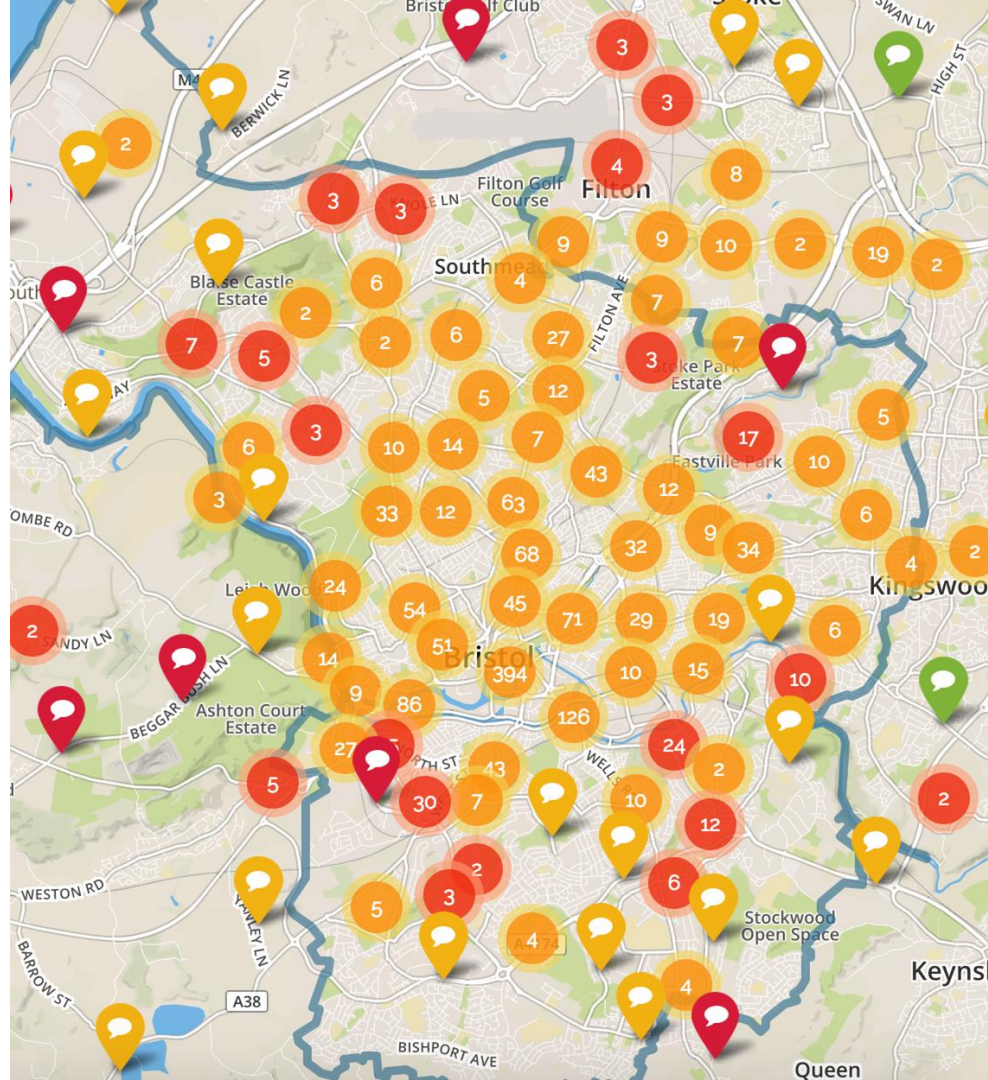
Commonplace analysis

The Bristol Bugbears Commonplace ran from May to end of October 2016, collecting **1,783** bugbears from **951** contributors.

Total engagement:

Total visitors to website	5,762
Visitors who engaged in the content	4,004
Contributed - commented or agreed	951
Signed up but not contributed	101
Total bugbears	1,783
Total agreements	7,366

This report has been prepared in July, updated August 2017.



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Foreword

Bristol City Council appointed Commonplace to open a web portal to capture comments from all users about those every day annoyances you come across when travelling across Bristol.

The budget available for immediate delivery was from the Department for Transport called the Cycle City Ambition Grant (CCAG) and for Bugbears it totalled £300,000.

The number of comments received far exceeded what we were anticipating, which has proved to be a blessing and a curse! We are only able to deliver a small number of changes with the budget available.

However, the comments received are already feeding into other pieces of work, including other elements of the CCAG and we will retain the database of projects and update should further funding become available.

We have provided some commentary further down the report stating why we selected certain Bugbears to deliver improvements, how others are being delivered through further projects or other appropriate reasons as to why we cannot deliver.

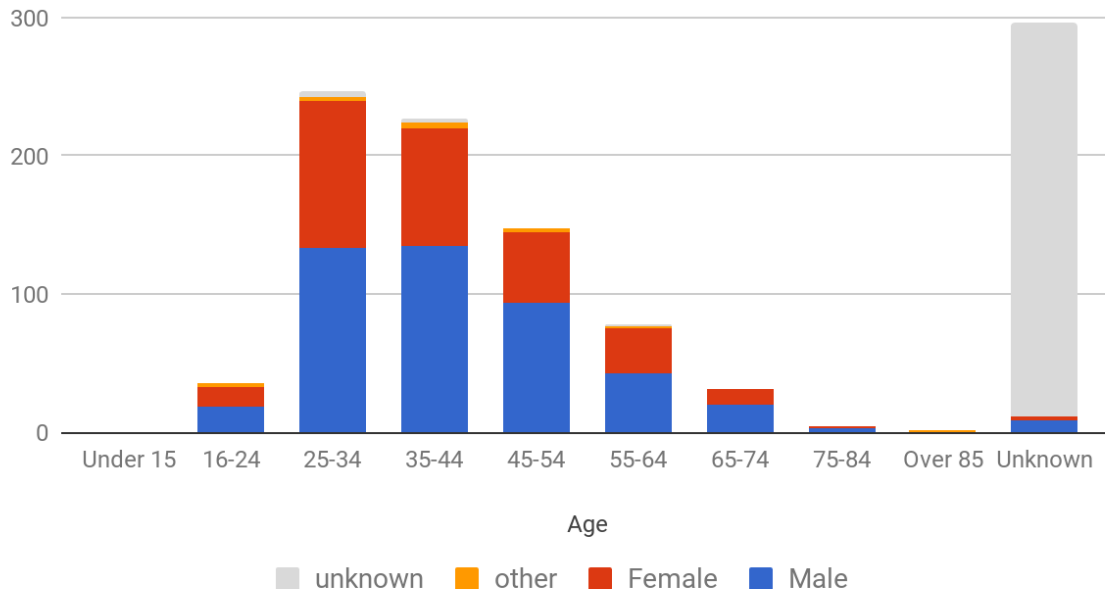
Any issues relating to maintenance were logged with that team and will be picked up as part of the rolling programme of works for highways maintenance.

Who was reached?

71% of respondents shared both their age range and gender. This includes everyone who has signed up to the Bristol Bugbear Commonplace.

Most respondents are between **25 and 44** years old. **43%** were men, **29%** women, **1%** other, **27%** unknown.

Respondents' age

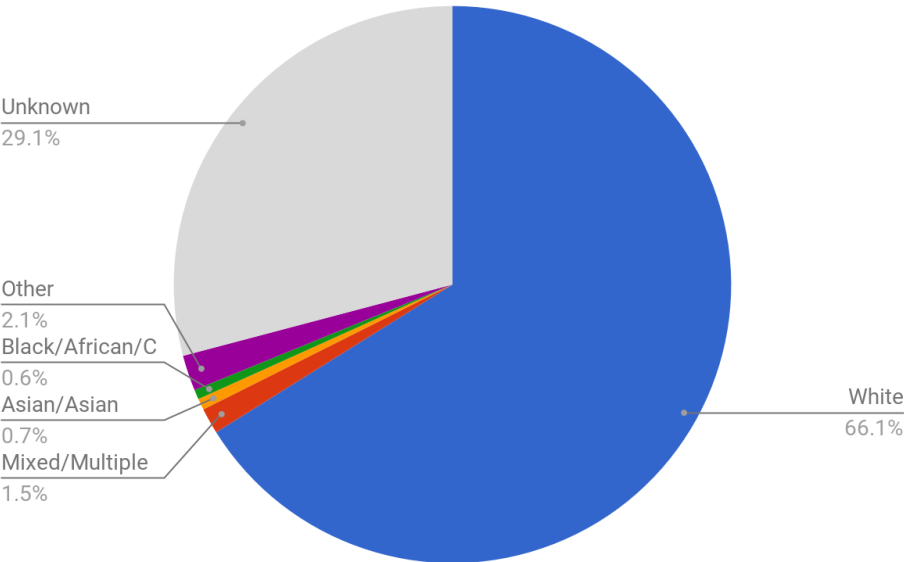


Respondents by ethnicity

71% shared their ethnicity details. The majority of which are of white background. **51 respondents (5%)** are from other ethnic backgrounds. The numbers are as follows:

706	White
16	Mixed / multiple
7	Asian / asian British
6	Black / african / caribbean / black
British	
22	Other
311	Unknown

Respondents' ethnicities



Relationship to Bristol

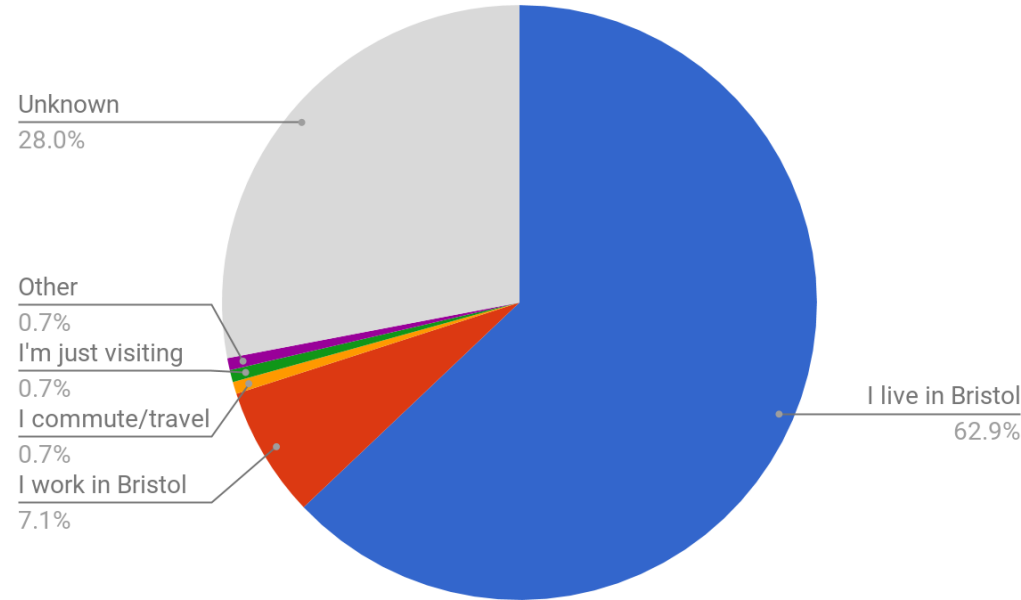
72% shared their relationship to Bristol.

62.9% of respondents (672) indicated that they live in Bristol.

7.1% (76 respondents) work in Bristol,
0.7% (7 respondents) commute through and
0.7% (7 respondents) indicated that they are just visiting.

The demographics information collected did not include a home postcode. No detailed analysis can be done in relation to where respondents live.

Respondents' relationship to Bristol



Transport groups

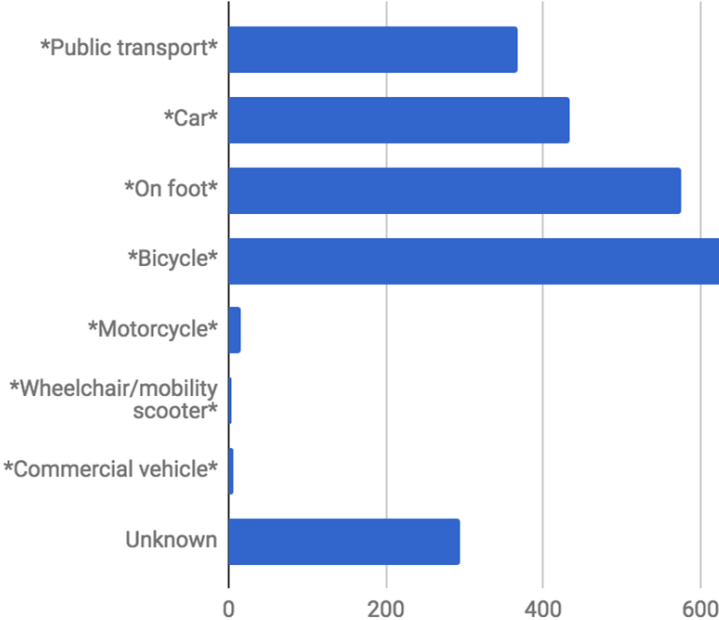
Bristol Bugbears affect all types of road users. Most respondents indicated that they cycle and walk, followed by car and public transport. Half of the cycle users indicated that they also use a car to travel locally.

4 contributors indicated that they use or rely on a wheelchair or mobility scooter. They added 6 comments ([view these comments on map](#)).

Public transport	367	34.36%
Car	433	40.54%
On foot	575	53.84%
Bicycle	633	59.27%
Motorcycle	15	1.40%
Wheelchair/mobility scooter	4	0.37%
Commercial vehicle	6	0.56%
Unknown	295	27.62%

Respondents had the option to select multiple modes of transport. The percentage is calculated by dividing the count by the number of total respondents.

Transport modes

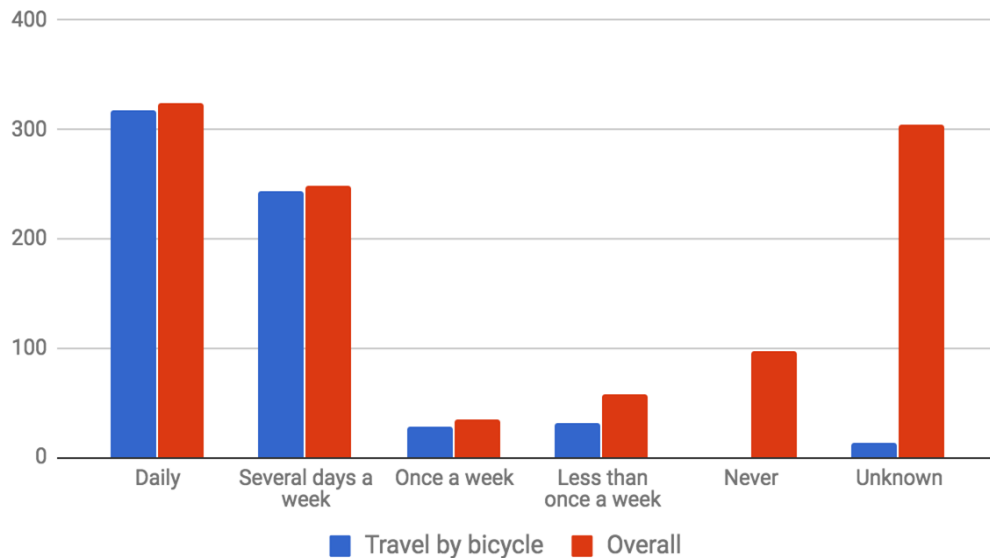


Respondents' cycle frequency

59% (633) of respondents indicated that they cycle. Their cycle frequency is marked in blue. Most of which cycle daily.

9% (87) respondents said they never cycle.

Cycle frequency

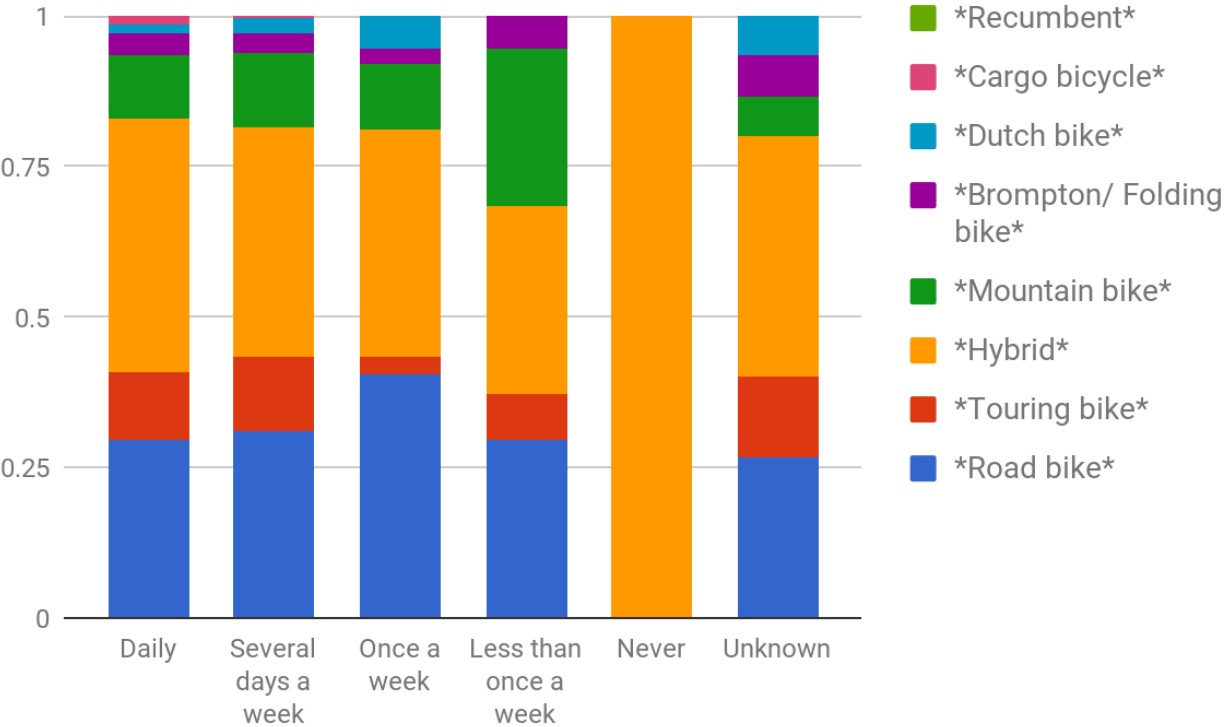


Cycle type by cycle frequency

This bar chart compares the cycle type by cycle frequency.

The distribution confirms common sense personas. **Mountain bikes** are mostly ridden by people who cycle less than once a week. **Road bikes** are prominent throughout, but proportionally are more often ridden by people who cycle once a week. **Dutch bikes** are more common for infrequent cyclists.

Bicycle type by cycle frequency

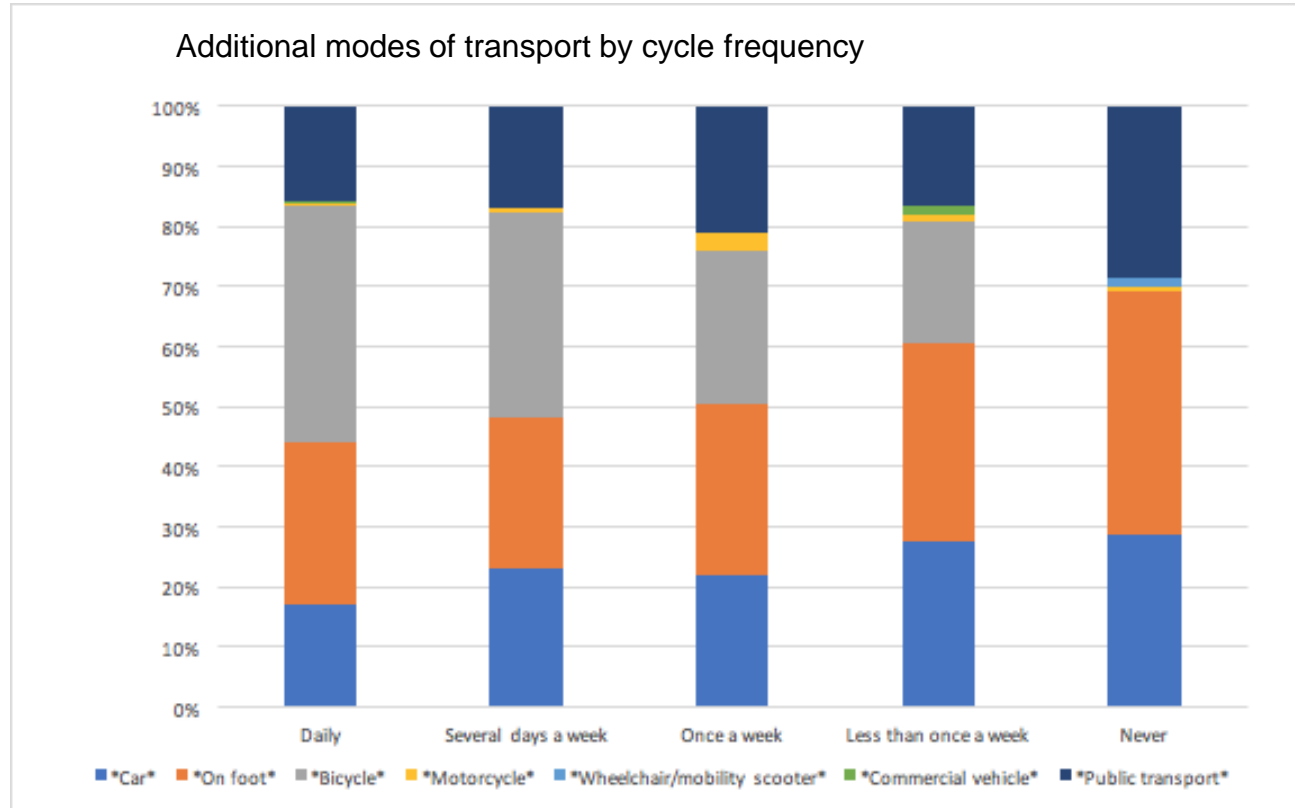


Comparing transport modes by frequency of cycling

Comparing transport modes by cycle frequency shows that the most frequent cyclists use **cars** less than the others. The main change between those who cycle daily and those who cycle several times a week is frequency of **public transport** use.

Among daily cyclists, **17%** still indicated that they also travel by **car**.

This echoes research showing that many Bristol households have access both car and bicycles (Bike Life Bristol 2015).



Which cycling personas were reached?

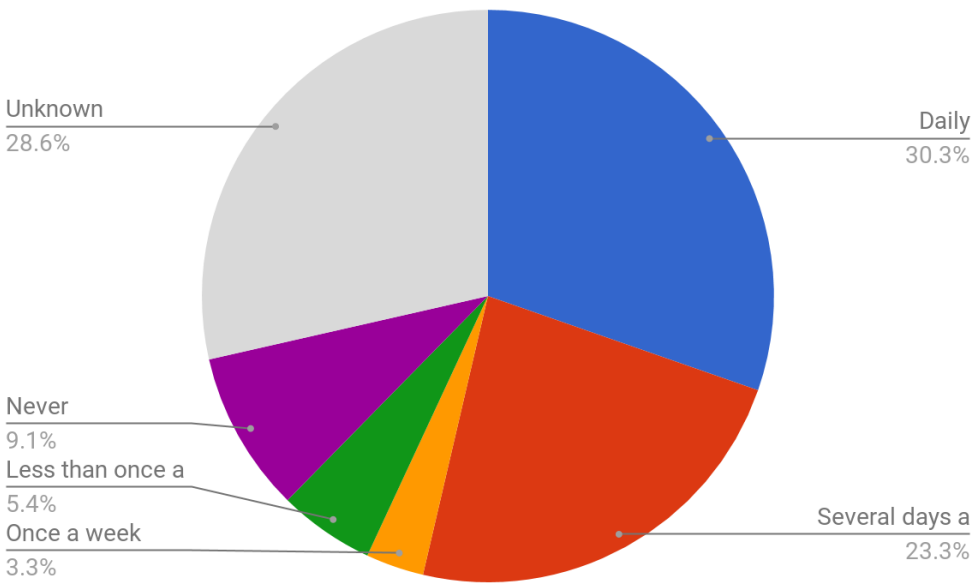
The majority of respondents cycle daily or several days a week.

- 30% cycle daily.
- 23% cycle most days.
- 9% cycle once a week or less.
- 9% indicated that they never cycle in Bristol.
- 29% unknown.

Number of Bugbears reported by cycle frequency.
This does not include agreements.

Daily	676
Most days	359
Once a week or less	107
Never	139
Unknown	504

Respondents by cycle frequency



Did any particular group dominate?

How did people hear about Bristol Bugbears?

At the launch of the consultation a press release was sent to all local media, which explained the concept of Commonplace mapping and its use for gathering 'Bugbear' issues. There was a campaign issued via newsletters to stakeholder groups, and the Commonplace website was promoted throughout the consultation period via targeted social media, e.g. Facebook and Twitter posts.

Commonplace and the Bugbears mapping was also used as an engagement tool by the Business Engagement Roadshow Team, who promoted the consultation to local businesses at organised events.

Facebook posts drove most traffic to the Bristol Bugbears Commonplace - about **25%**.

The project was picked up by a group on reddit who even created a [top 10 Bugbear list](#). This was responsible for 4% of visitors.

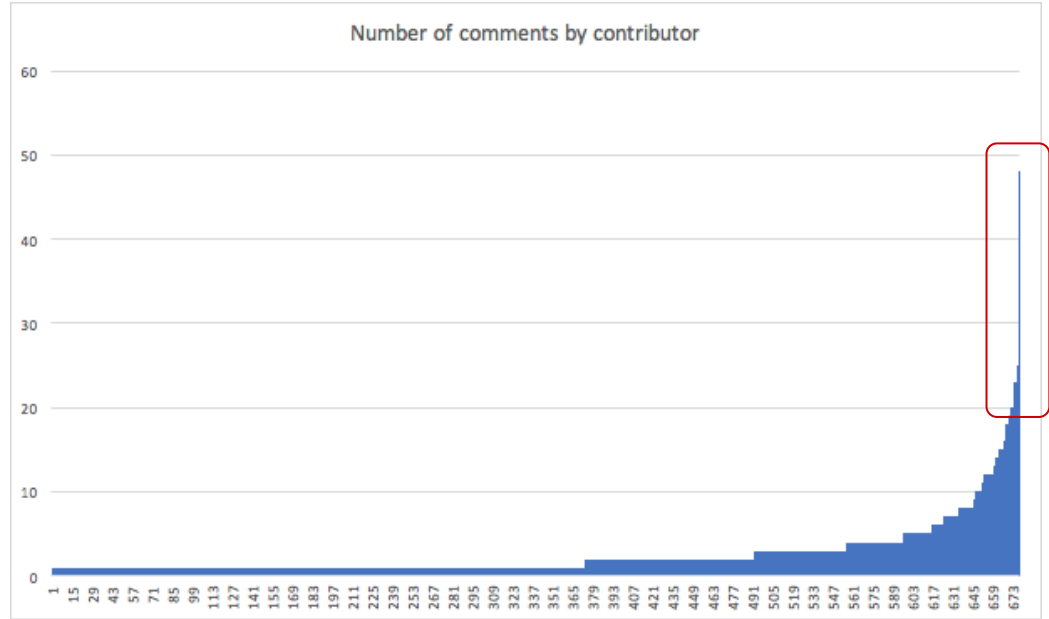
Referrals

Source 	Visitors 
Facebook	1,436
bristolpost.co.uk	367
Google	318
Twitter	305
travelwest.info	302
reddit.com	229
commonplace.is	131
Email	98
connectingbristol.org	42
bristolcycling.org.uk	32

Did any particular group push a particular agenda?

Most respondents contributed one comment. **7** people (0.6% of contributors) added more than 20 comments - highlighted in red on the chart opposite.

We looked at the top 10 contributors to determine if any of them campaigned for a specific issue. This does not appear to be the case, judged on the spread and content of the comments.

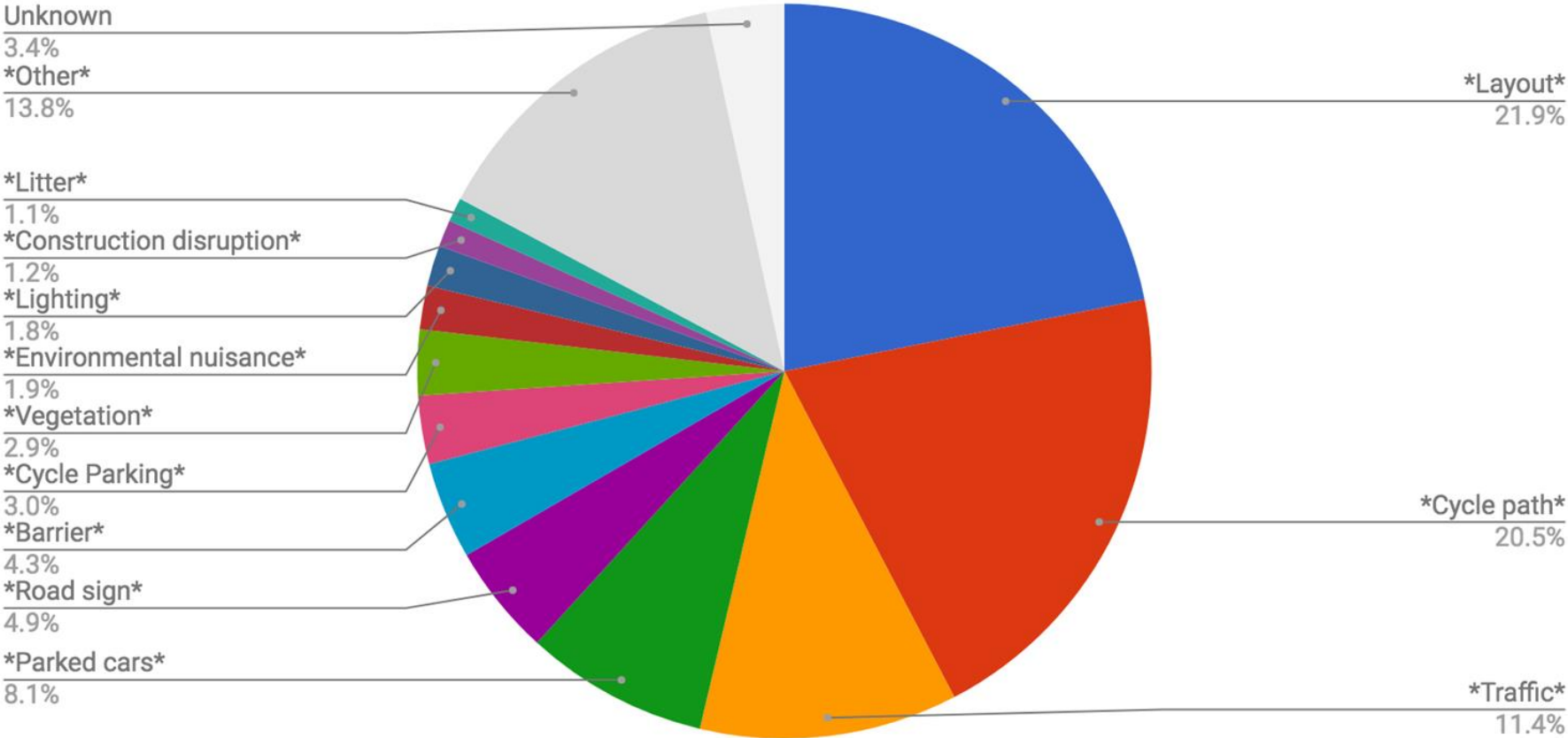


Comment distribution

Number of comments by contributor. This graph excludes respondents who didn't comment themselves.

Bugbears overall

Bugbears 'Issues'



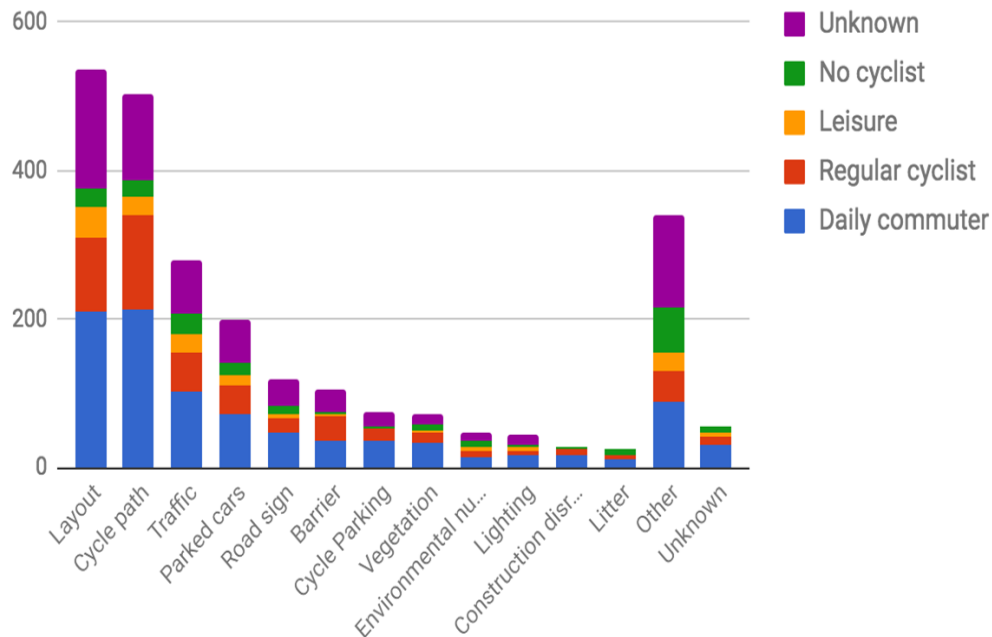
Bugbears by cycling persona

As seen on the previous slide, most bugbears were tagged as **Layout** and **Cycle path** issues with **22%** and **21%** respectively.

The next top issues are **Traffic** (11%), **Parked cars** (8%) and **Road signs** (5%). A high proportion of bugbears (14%) were marked as **Other**.

The graph on the side shows total numbers of bugbears reported, broken down by cycling persona.

Note: multiple 'issues' could be selected for a bugbear comment.



Persona definition

Daily commuter - cycles everyday

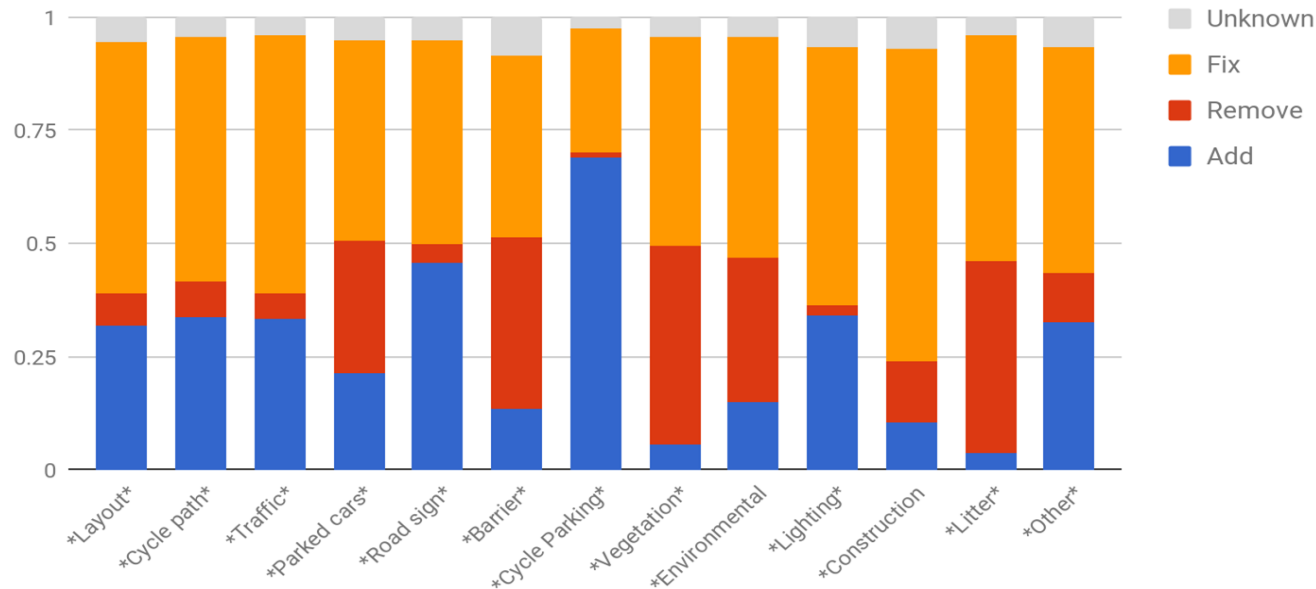
Regular cyclist - cycles several days a week

Leisure - includes cyclists who cycle once a week or less.

Bugbear by action

Well over half of the comments were given a “fix” request by contributors. Fix is a bit ambiguous as it can include any action to resolve this bugbear including ‘remove’ and ‘add’.

122 (7%) bugbears were not given an action and are displayed as **Unknown**.



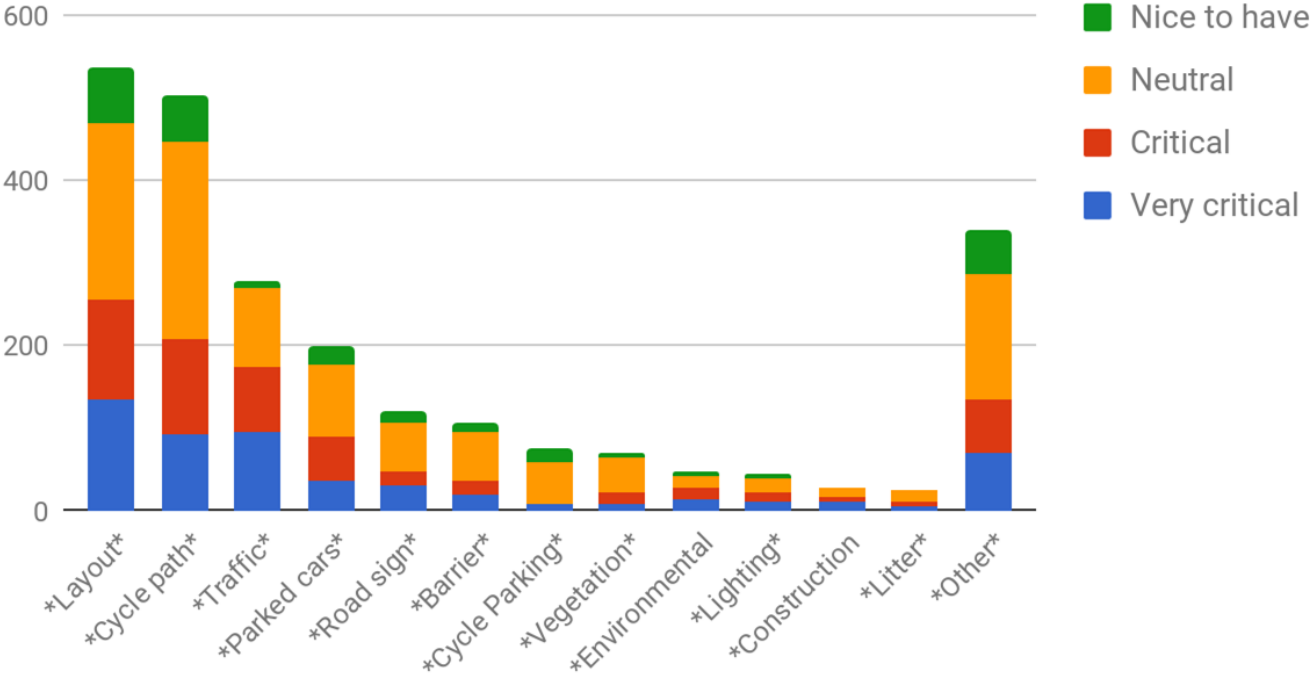
Bugbear by urgency

Contributors were also asked to indicate the urgency of the bugbear using a slider from 0 to 100 - where 0 is most critical.

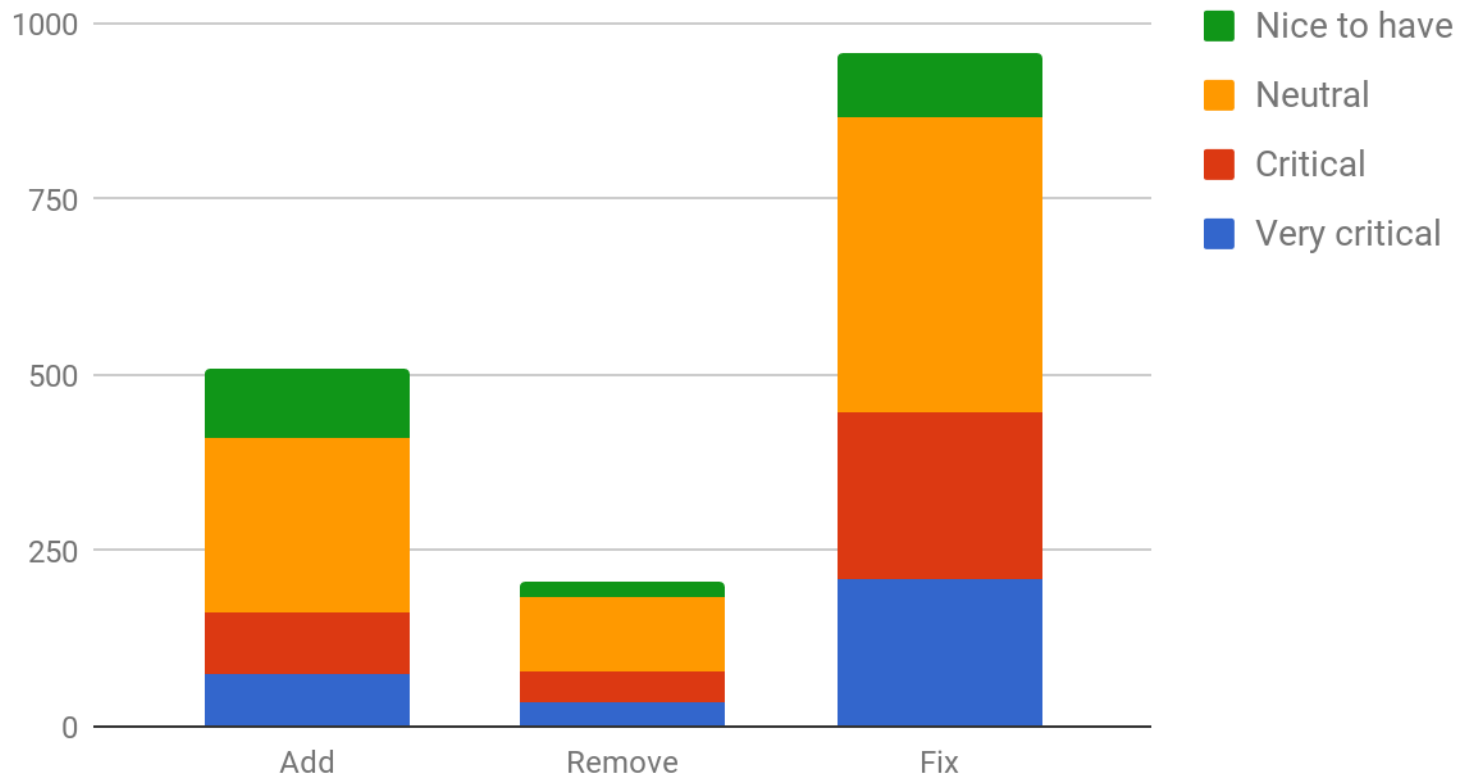
For the analysis we defined urgency as follows:

- Very critical 0-16
- Critical 17-33
- Neutral 34-65
- Nice to have 66-100

33 and 66 represent the change of colour on the input slider contributors used to indicate the level of 'urgency'.



Urgency by action



View Bugbears by issue on map

Layout	540	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Layout%22
Cycle path	527	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Cycle%20path%22
Traffic	323	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Traffic%22
Parked cars	199	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Parked%20cars%22
Road sign	120	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Road%20sign%22
Barrier	110	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Barrier%22
Cycle Parking	76	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Cycle%20Parking%22
Vegetation	72	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Vegetation%22
Environmental nuisance	47	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Environmental%20nuisance%22
Lighting	46	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Lighting%22
Construction disruption	29	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Construction%20disruption%22
Litter	26	https://bristolbugbears.commonplace.is/comments?filter=%22issue:Litter%22

Top Bugbears

For the analysis we explored the top 30 Bugbears. Some comments had as many as 45 agreements. This means that 46 individual people cared about this particular bugbear. Some of the top bugbears were related to the same issue.

For each bugbear we also explored its surrounding and gathered comments in its proximity that address the same or a similar issue.

The top bugbears can aid with prioritising improvements. Viewing the collection of comments can help with addressing related issues for one location.

Location / Bugbear	Agreements	# comments	Action
Queen-Square	49	15	We are changing the layout of the southern side of Queen Square, to be completed in 2018, under the Cycle Ambition project.
Rownham-Mead-barrier	35	5	Minor legibility changes are proposed, but the barrier will remain for now.
Peros-Bridge	35	4	A cycle scheme is being delivered on Prince Street as part of Cycle Ambition that will partially resolve the issue.
Broadmead-cycle-parking	34	5	47 recently installed cycle stands have been funded by the Door-to-Door Journeys element of the Cycle Ambition project.
WhiteladiesRoad-cycle-lane	34	5	Changes will be delivered through a future project, from 2018 and onwards.
Temple-Gate-Crossing	34	2	Changing as part of the ongoing upgrade to Temple Circus.
Cheltenham-GloucesterRd-cycle-lane	33	13	No resources are currently allocated to identify a resolution.
Bedminster-Bridge-roundabout	33	12	Proposed changes are due to be consulted on in early 2018.
PrinceStreet-surface	32	12	This will be resolved as part of the ongoing Prince Street cycle scheme.
Portwall-lane	32	11	Proposed changes are due to be consulted on in early 2018.

Top bugbears by non cyclists

Top bugbears by people who don't cycle	# comments	Action
BaldwinSt	15	This autumn, Baldwin Street cycle route is being upgraded and will resolve some of the issues raised.
StLukes-bridge	10	Cycle Ambition will provide upgraded lighting under the bridge as part of a longer term plan to upgrade this section for those on bike and foot.
EastSt	9	No resources are currently allocated to identify a resolution.
UpperMaudlinSt	9	No resources are currently allocated to identify a resolution.
NelsonSt	8	Nelson Street will be upgraded as part of the Cycle Ambition project with construction planned to begin from April 2018.
CastlePark-turning	7	No resources are currently allocated to identify a resolution.
FeederRd	6	This road has been included within a bid submission that is due to be announced in autumn 2017.
GloucesterRd-parking	5	No resources are currently allocated to identify a resolution.
Junction3-M32-underpass and nearby	5	No resources are currently allocated to identify a resolution.
PrinceStreet-bridge	3	Changes have been made to Prince Street under the Cycle Ambition project with construction planned to begin from April 2018.
Louisiana-roundabout	2	Changes have been made to the Louisiana roundabout under the MetroBus project with

Bugbears prioritisation

Of the sites that have been chosen to deliver under the Bugbears project, two of the sites were in the Top 20-list of 'Layout' issues as identified by the Commonplace mapping consultation exercise. One of these sites was also in the Top 20-list of 'Cycle Path' issues. One of the sites was in the Top 10-list of 'Traffic' issues, one was in the Top 10-list of 'Lighting' issues and another was in the Top 10-list of 'Other' issues, all of which were identified by the consultation exercise.

The process of deciding which sites to progress was heavily influenced by the time available and cost involved to deliver suitable solutions to the issues raised. In addition, existing traffic schemes and highway works already happening in the city, particularly around the city centre, and future planned highway works and traffic schemes needed to be taken into account when coming to a decision. Ongoing work on transport funding bids were also considered. The prioritisation process was not an exact science, but it was based on knowledge and experience of delivering transport schemes around the city and was always focused on the list of bugbears that was derived from the Commonplace mapping exercise.

Bugbears selected sites

Location / Bugbear	Agreements	Action
Coronation Road/Dean Lane crossing (Malago route)	117	upgrade to Toucan Crossing with wider crossing point. Widening of the footway/pavement on eastern side of Dean Lane for northbound cyclists to use in order to enter crossing. Changes to movements and separation of cyclists and pedestrians on Gaol Ferry Bridge.
St Luke's Road railway bridge	19	upgrade of lighting under bridge.
Bristol-Bath Railway Path (NCN4)	47	Railway Passage underpass beneath St Philip's Causeway (between Kingsmarsh House flats and Hassell Drive openspace)- rearrangement of protection bollards in order to make this section of the path more comfortable for passing cyclists and more space for pedestrians on approaches.
Conham Road (River Avon Trail)	?	two informal crossing points for walkers to link the River Avon Trail path with the only available footway/pavement on opposite side to path access points.
James Street/Mina Road mini-roundabout (Concorde Way route)	27	signing and lining changes to improve safety at junction. Speed reduction measures on east/west approaches.
Netham Lock (River Avon Trail)	16	provide a scheme design for a zebra crossing on eastern arm of bridge crossing.
Coronation Road/Greenway Bush Lane	15	monetary contribution towards an upgrade to Toucan Crossing with wider

Summary

The 'Commonplace' mapping exercise has been an invaluable exercise which has already informed some traffic scheme designs.

It has provided a useful insight into how people walk and cycle around the city. The contributors have shared their experiences of using a route, highlighted the problems and issues that they encounter on their journeys and provided some analysis of the causes or reasons for this. In addition, they have offered their own solutions to these issues and problems.

The response from the public exceeded all expectations and we would like to thank all of those people who took the time to participate in the consultation - by adding their comments onto the map, agreeing with other people's comments, or by reviewing the map and the issues raised.

Unfortunately, we do not have the resources available to resolve all of the issues that have been raised. However, we have identified a number of schemes to take forward under the Bugbears element of the ongoing Cycle Ambition project (see page 26). Other issues will be resolved by a range of other projects that are either ongoing or planned to begin in the near future.

The map of Bugbear issues and database of comments will be retained and used across the Transport Service to feed into the development of future projects and bids.

WEB LINKS:

<https://travelwest.info/projects/cycle-ambition-fund>

<https://betterbybike.info/>

<https://travelwest.info/projects>

<https://www.gov.uk/government/publications/cycling-governments-ambition>

Definitions

Respondents - Everyone who signed up to a Commonplace. This includes users, administrators and surveyors.

Contributors - Users who commented or agreed and thus contributed to this Commonplace.

Bugbear - Issues reported - an individual comment added to the Commonplace. This excludes agreements.

Agreements - Contributors can agree with other people's comments. This is similar to facebook's 'like' - where one can express their agreement with a comment. Contributors cannot agree with their own comment.

Version 3

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