

## Appendix 2 - SurveyMonkey analysis

### Summary

#### Phase 1

A total of 704 responses were received from the phase 1 survey which was open from 16<sup>th</sup> October 2015 to 4<sup>th</sup> January 2016, the headline results are as follows:

Question	Responses (largest in bold)
1. The scheme has stopped people turning right from Burnham Lane into Station Road at the triangle, and moved the bus stops away from Burnham Lane. Has this made the traffic better or worse on Burnham Lane?	<ul style="list-style-type: none"> <li><input type="radio"/> I think the traffic is better (34%)</li> <li><input type="radio"/> <b>I think the traffic is worse (47%)</b></li> <li><input type="radio"/> I think the traffic is about the same (12%)</li> <li><input type="radio"/> Don't know (8%)</li> </ul>
2. A new mini roundabout has been put in at the junction of Burnham Lane and Buckingham Avenue. Do you think the mini roundabout is a good idea?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (42%)</li> <li><input type="radio"/> <b>No (46%)</b></li> <li><input type="radio"/> Don't know (13%)</li> </ul>
3. Burnham Lane between the A4 and the new mini roundabout has been changed from one way northbound to one way southbound (under the railway bridge only). Do you think this new system works?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (24%)</li> <li><input type="radio"/> <b>No (66%)</b></li> <li><input type="radio"/> Don't know (11%)</li> </ul>
4. The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a driver / passenger, has this made your journey:	<ul style="list-style-type: none"> <li><input type="radio"/> Better (14%)</li> <li><input type="radio"/> <b>Worse (79%)</b></li> <li><input type="radio"/> About the same (4%)</li> <li><input type="radio"/> Don't know (3%)</li> </ul>
5. The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a pedestrian / cyclist, has this made your journey:	<ul style="list-style-type: none"> <li><input type="radio"/> Better (12%)</li> <li><input type="radio"/> Worse (26%)</li> <li><input type="radio"/> About the same (26%)</li> <li><input type="radio"/> <b>Don't know (36%)</b></li> </ul>
6. Do you think the scheme has improved access to Burnham train station for drivers?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (14%)</li> <li><input type="radio"/> <b>No (69%)</b></li> <li><input type="radio"/> Don't know (17%)</li> </ul>
7. Do you think the scheme has improved access to Burnham train station for those on foot / bike?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (18%)</li> <li><input type="radio"/> <b>No (42%)</b></li> <li><input type="radio"/> Don't know (40%)</li> </ul>
8. Do you think the area around Burnham train station has been made safer for those on foot / bike since the scheme has been in place?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (20%)</li> <li><input type="radio"/> <b>No (52%)</b></li> <li><input type="radio"/> Don't know (28%)</li> </ul>
<b>9. Has the experimental scheme made your journey better or worse overall?</b>	<ul style="list-style-type: none"> <li><input type="radio"/> Better (19%)</li> <li><input type="radio"/> <b>Worse (81%)</b></li> </ul>

## Phase 2

A total of 369 responses were received from the phase 2 survey which ran from the 23<sup>rd</sup> February to the 20<sup>th</sup> May 2016. In the main report the survey results ran up to 8<sup>th</sup> May 2016 however, more results have been obtained after this time therefore, the below summary table may differ slightly to that in the main report. The headline results are as follows:

Question	Responses (largest in bold) – NB all questions were single-choice answers except Q3.
Q1: The scheme has allowed one way northbound traffic on Station Road. Has this made the traffic better or worse in general?	<ul style="list-style-type: none"> <li><input type="radio"/> <b>I think the traffic is better (71%)</b></li> <li><input type="radio"/> I think the traffic is worse (16%)</li> <li><input type="radio"/> I think the traffic is about the same (12%)</li> <li><input type="radio"/> Don't know (1%)</li> </ul>
Q2: In your experience has the northbound scheme reduced traffic congestion on the A4 Bath Road?	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Yes (56%)</b></li> <li><input type="radio"/> No (14%)</li> <li><input type="radio"/> Traffic congestion is about the same (18%)</li> <li><input type="radio"/> Don't know (7%)</li> <li><input type="radio"/> N/A (5%)</li> </ul>
Q3: In your experience has the northbound scheme improved access to / from the Cippenham area?	<p>(N.B. multiple choice question)</p> <ul style="list-style-type: none"> <li><input type="radio"/> <b>Yes, access TO the Cippenham area has improved (30%)</b></li> <li><input type="radio"/> <b>Yes, access FROM the Cippenham area has improved (56%)</b></li> <li><input type="radio"/> No, access TO the Cippenham area has got worse (19%)</li> <li><input type="radio"/> No, access FROM the Cippenham area has got worse (8%)</li> <li><input type="radio"/> Don't know (7%)</li> <li><input type="radio"/> Not applicable / don't travel to/from Cippenham (14%)</li> </ul>
Q4: Burnham Lane between the A4 and the new mini roundabout remains one way southbound (under the railway bridge only). Do you think this new system works well in conjunction with the one way northbound on Station Road?	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Yes (76%)</b></li> <li><input type="radio"/> No (19%)</li> <li><input type="radio"/> Don't know (5%)</li> </ul>

Q5: As a driver has the northbound scheme improved your access to / from Burnham train station?	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Yes (63%)</b></li> <li><input type="radio"/> No (18%)</li> <li><input type="radio"/> Don't know (3%)</li> <li><input type="radio"/> Not applicable (16%)</li> </ul>
Q6: As a pedestrian / cyclist has the northbound scheme improved your access to / from Burnham railway station?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (21%)</li> <li><input type="radio"/> No (20%)</li> <li><input type="radio"/> Don't know (7%)</li> <li><input type="radio"/> <b>Not applicable (53%)</b></li> </ul>
Q7: Has the relocation of the bus stops to the railway triangle improved access / reduced delays?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes, I use the bus and it has improved my journey (2%)</li> <li><input type="radio"/> Yes, it has improved my journey by car locally (28%)</li> <li><input type="radio"/> No, I use the bus and it hasn't improved my journey (1%)</li> <li><input type="radio"/> No, it hasn't improved my journey by car locally (13%)</li> <li><input type="radio"/> Don't know (19%)</li> <li><input type="radio"/> <b>Not applicable (38%)</b></li> </ul>
Q8: Do you think the area around Burnham train station has been made safer for those on foot / bike since the scheme has been in place?	<ul style="list-style-type: none"> <li><input type="radio"/> Yes (26%)</li> <li><input type="radio"/> <b>No (44%)</b></li> <li><input type="radio"/> Don't know (21%)</li> <li><input type="radio"/> Not applicable (9%)</li> </ul>
<b>Q9: Has the experimental scheme made your journey better or worse overall compared to the area prior to both experimental schemes?</b>	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Better (75%)</b></li> <li><input type="radio"/> Worse (25%)</li> </ul>

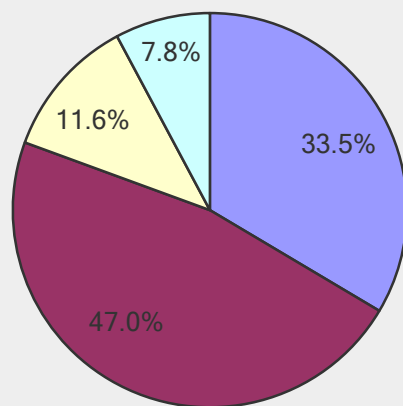
When comparing responses to the questions in the phase 1 survey to those in the phase 2 survey it is clear that responses to the phase 2 scheme are much more positive in terms of support. This is easily seen in the responses to question 9 - *'Has the experimental scheme made your journey better or worse overall?'* For phase 1 the result was very negative with 81% of respondents saying their journey had been made worse, for phase 2 however 75% of respondents stated that their journey is now better.

## Scheme-related questions

### Phase 1

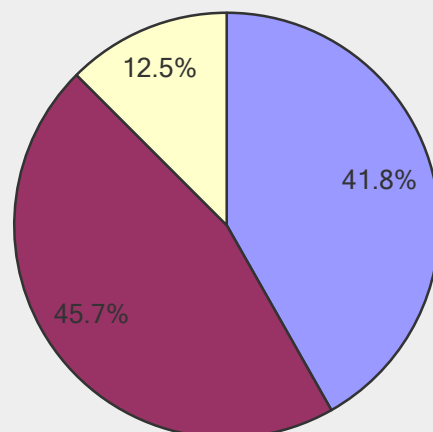
Respondents were asked a series of questions in relation to various scheme elements as well as the impact of the scheme overall. The results for each question are presented below.

**Q1. The scheme has stopped people turning right from Burnham Lane into Station Road at the triangle, and moved the bus stops away from Burnham Lane. Has this made the traffic better or worse on Burnham Lane?**



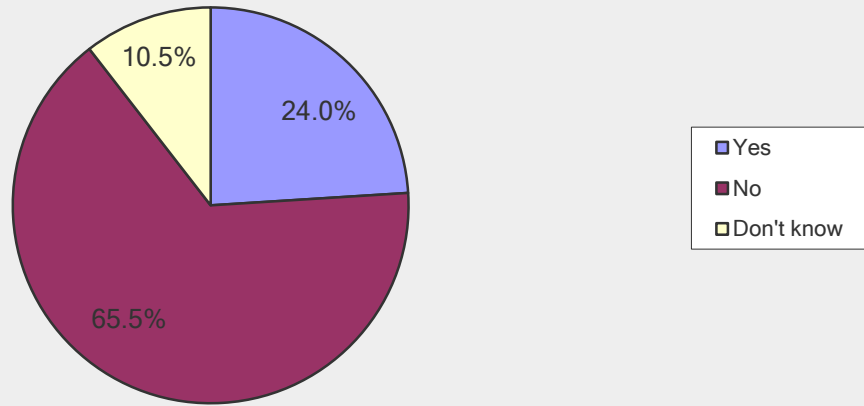
- I think the traffic is better
- I think the traffic is worse
- I think the traffic is about the same
- Don't know

**Q2. A new mini roundabout has been put in at the junction of Burnham Lane and Buckingham Avenue. Do you think the mini roundabout is a good idea?**

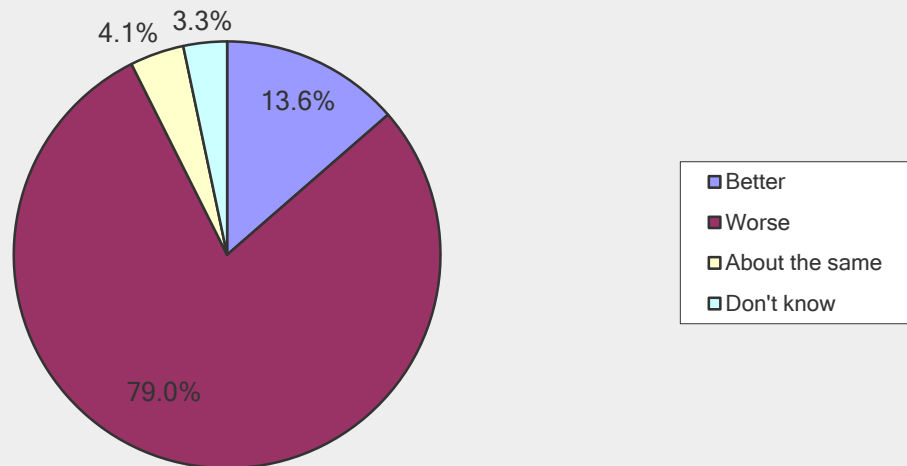


- Yes
- No
- Don't know

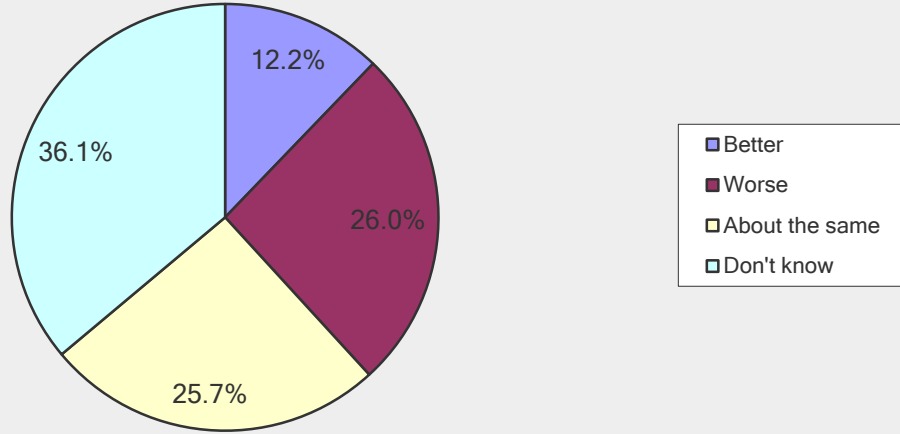
**Q3. Burnham Lane between the A4 and the new mini roundabout has been changed from one way northbound to one way southbound (under the railway bridge only). Do you think this new system works?**



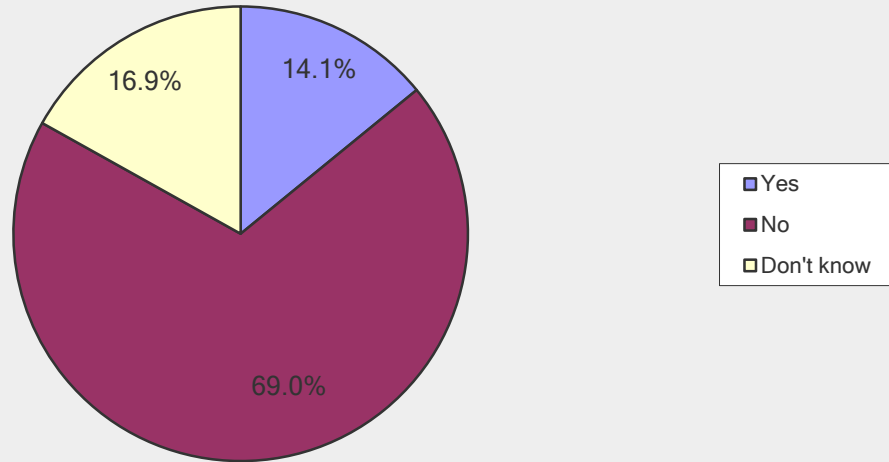
**Q4. The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a driver / passenger, has this made your journey:**



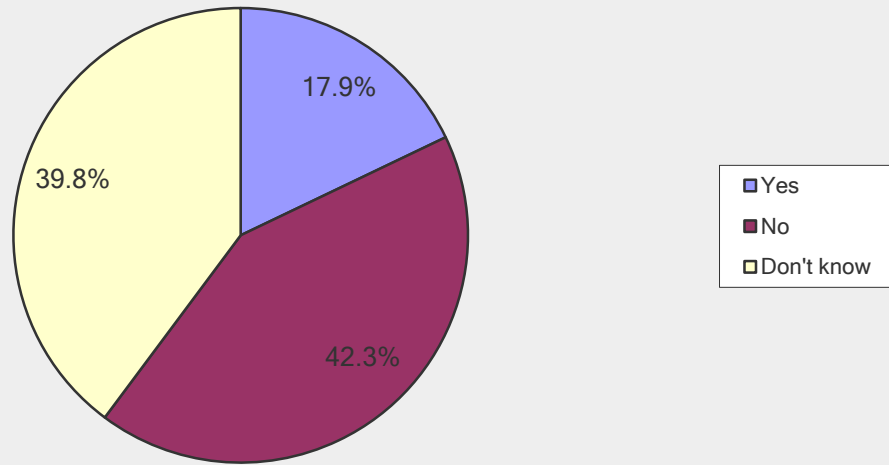
**Q5. The scheme has closed the road to traffic at the railway bridge on Station Road Burnham. As a pedestrian / cyclist, has this made your journey:**



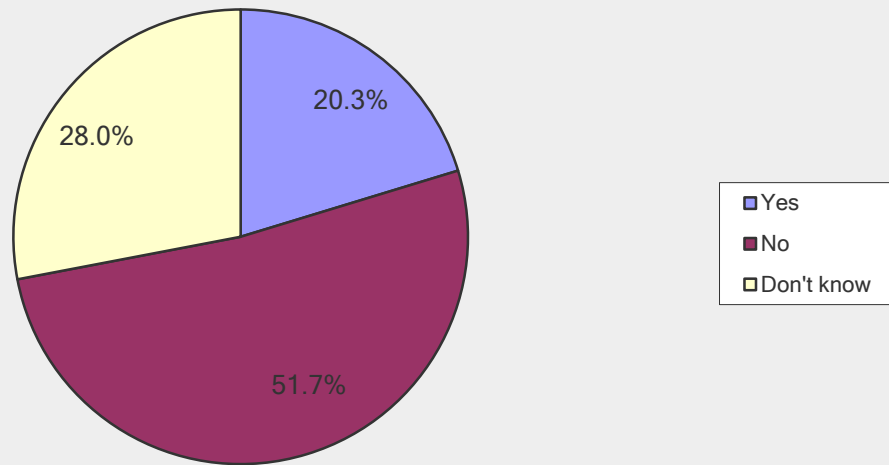
**Q6. Do you think the scheme has improved access to Burnham train station for drivers?**



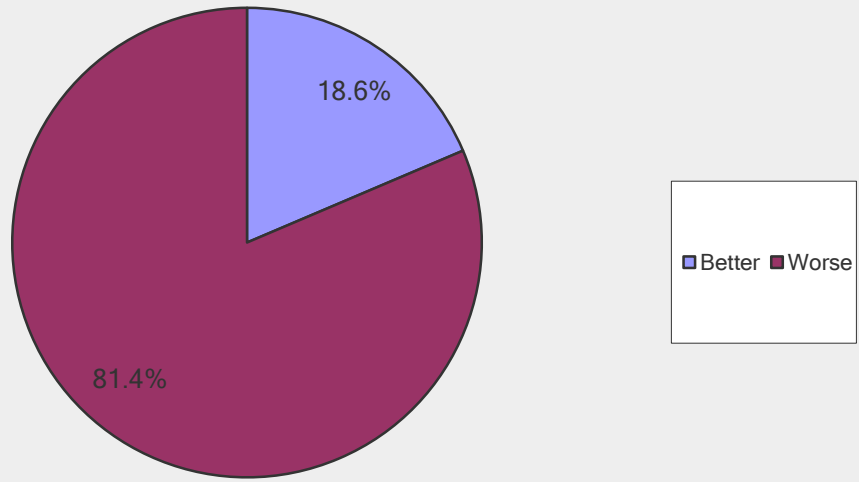
**Q7. Do you think the scheme has improved access to Burnham train station for those on foot / bike?**



**Q8. Do you think the area around Burnham train station has been made safer for those on foot / bike since the scheme has been in place?**



Q9. Has the experimental scheme made your journey better or worse overall?





## Question 9 summary

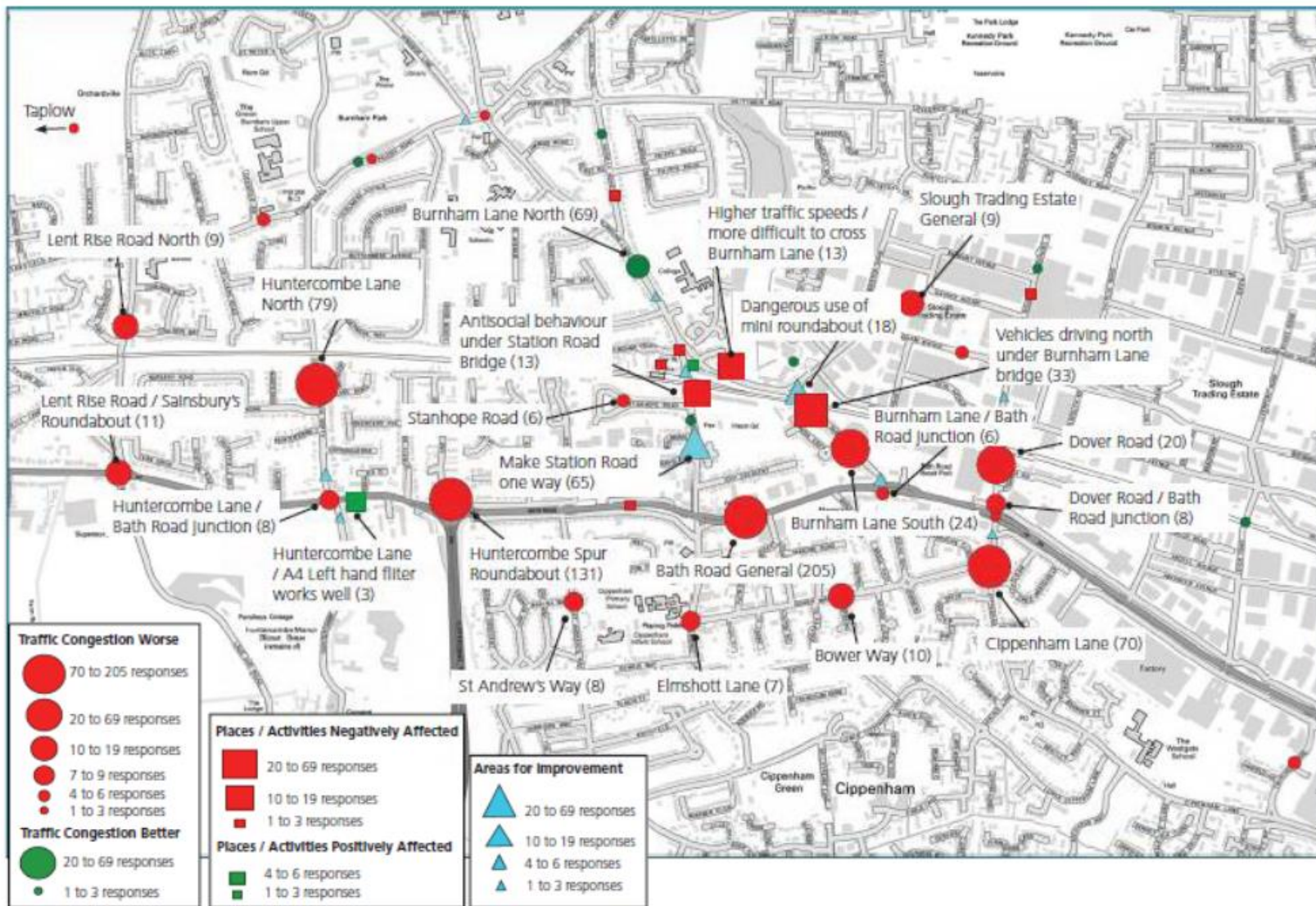
Question 9 also asked respondents to state where the traffic has been better / worse since the scheme was introduced. The results of this open comment box have been analysed and are presented by theme below. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis (many respondents provided several comments on the scheme).

<b>General comments</b>	<b>Number of comments Q9</b>
<b>General comments - negative</b>	
Journey times have increased since scheme	153
Traffic in the area generally worse	89
Difficulty dropping children off at school since scheme	77
Have had to change / extend journey since scheme; increase in fuel costs	47
Scheme has been bad for local businesses and the Trading Estate	26
Reduced access to Burnham / cut off community	25
Scheme not in the interest of local residents	20
Roads are more dangerous	18
Negative air quality / environmental impacts	15
Antisocial behaviour under bridge / need for more lighting	13
Scheme has made it more dangerous for pedestrians and cyclists	11
Poor signage	8
Insufficient consultation	3
Problems with parking on-street	2
<b>General comments - positive</b>	
Journey time decrease; less congestion	23
Scheme has made it better for pedestrians and cyclists	8
Fuel bill savings	2
Has made the area safer	2
<b>General comments</b>	
Traffic lights need adjusting (general)	9
<b>Area-specific comments</b>	
<b>Area-specific comments - Traffic congestion - worse</b>	
Bath Road (general)	205
M4 Junction 7 / Huntercombe Spur Roundabout	131
Huntercombe Lane North	79
Cippenham Lane	70
Burnham Lane (south section)	24

Dover Road	20
Lent Rise Road / Sainsbury's roundabout	11
Bower Way	10
Lent Rise Road north	9
Slough Trading Estate (general)	9
Dover Road / Bath Road junction	8
Huntercombe Lane North / Bath Road	8
St Andrews Way	8
Elmshott Lane	7
Stanhope Road	6
Burnham Lane / Bath Road junction	6
Twinches Lane	5
Buckingham Avenue	5
Stomp Road	4
Taplow area	2
Five points junction	2
Cippenham Lane / Bath Road	2
Priory Road	1
<b>Area-specific comments - Traffic congestion - better</b>	
Burnham Lane (north section)	69
Trading Estate to Burnham	2
Station Road	2
Leigh Road bridge	1
Haymill Road	1
Priory Road	1
Dundee Road	1
<b>Area-specific comments - Areas for improvement</b>	
Make Station Road one way	65
Mini roundabout being used dangerously	18
Better lighting needed under bridge	5
Burnham Lane / Bath Road needs signal improvements	5
Left filter Huntercombe / A4 - can't see signal	4
Huntercombe Lane traffic lights need improving	3
Cippenham Lane / Bath Road needs signal improvements	2
Improve signals on Dover Road	2
Need more space on Burnham Lane	1
Improvements to Five Points traffic lights needed	1
<b>Area-specific comments - Places / activities negatively affected</b>	
Vehicles driving north under Burham Lane Bridge	33
Antisocial behaviour under Station Road bridge	13
Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	13

Cycling / walking more difficult around the station	3
Increased parking on Haymill Road	3
Dangerous at St Andrews Way / Elmshot Lane junction	2
Picking up from Burnham Station dangerous	2
Now exiting at J6 to avoid Cippenham / Burnham area	1
Traffic being pushed on to Dundee Road	1
<b>Area-specific comments - Places / activities positively affected</b>	
Left hand filter on Huntercombe to A4 is good	3
Easier to leave Burnham Station on foot	1

A mapped summary of the comments is also provided below:



## Question 10 summary

Question 10 was an open-response comment box which asked respondents 'Do you have any other comments on the experimental scheme?'

Overall the respondents' comments were analysed to ascertain whether they were in general for or against the scheme. The summary is presented below; this shows an overall majority of respondents' comments are against the experimental scheme:

Overall nature of comments	Number	Percentage
For scheme	26	3%
<b>Against scheme</b>	<b>439</b>	<b>93%</b>
Not stated	5	1%
TOTAL	470	100%

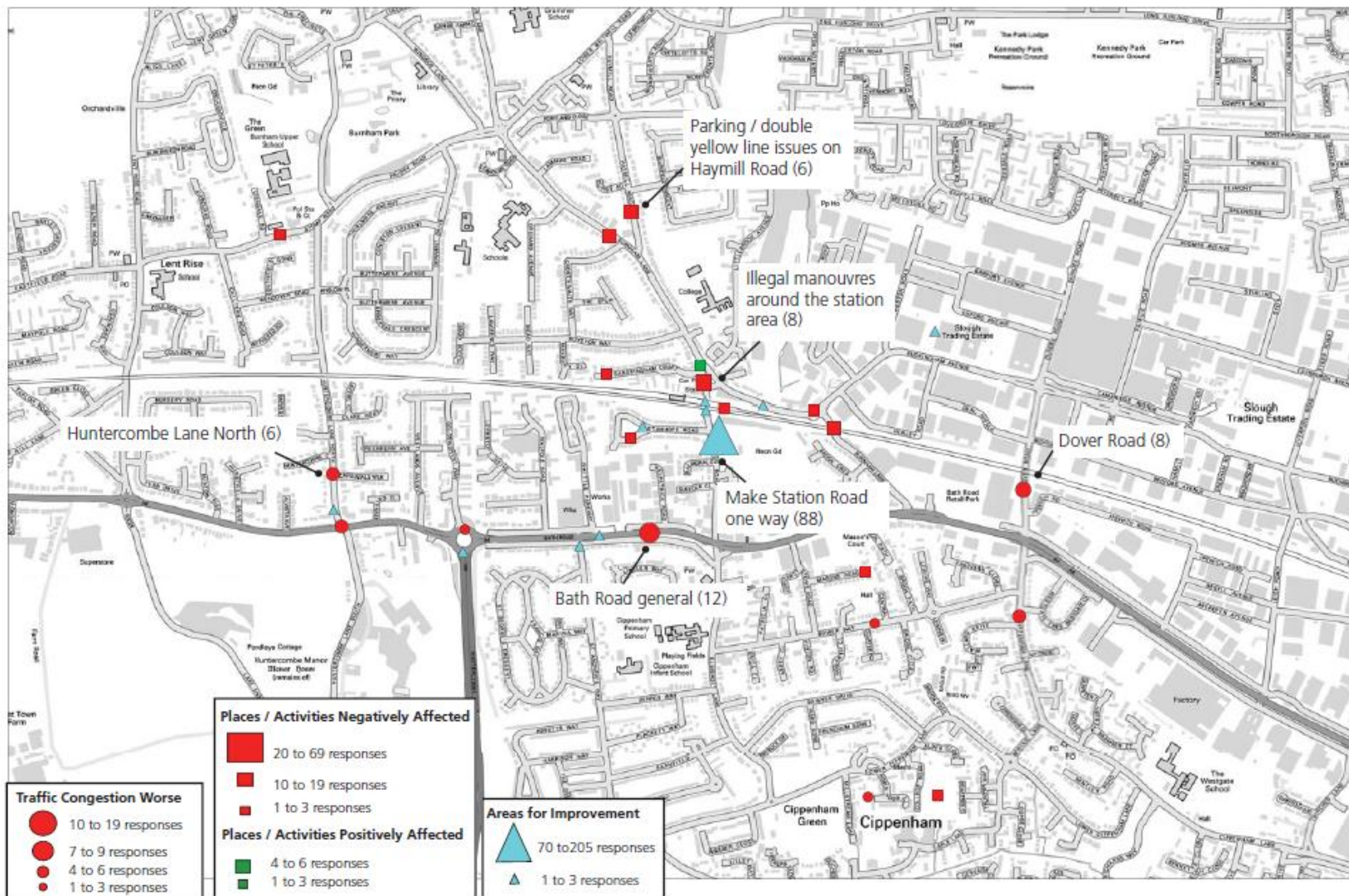
The themes of the responses was also noted, and are presented in the tables and figure below. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis (many respondents provided several comments on the scheme).

General comments - negative	Number of comments Q10
Traffic in the area is generally worse	57
Lack of consultation / not listening to residents / petition ignored	31
Scheme not in the interest of local residents	22
Scheme has been bad for local businesses and the Trading Estate	17
Journey time increase	13
In general roads are more dangerous	12
Poor signage	10
Antisocial behaviour occurring / intimidating for pedestrians	7
Difficulties in dropping children off at school	6
Issues to traffic light phasing / junction configurations	5
More dangerous for pedestrians and cyclists	4
People ignoring signage	2
<b>General comments – positive</b>	
Positive	
Traffic has improved	11

Should keep it permanent	7
Local environment has benefitted	3
Safer for those on foot	3
<b>General comments</b>	
Seems more permanent than experimental	6
Need better cycle lanes	4
Wanted double yellow lines / parking restrictions	1
<b>Area-specific comments - Traffic congestion - worse</b>	
Bath Road (general)	12
Dover Road	8
Huntercombe Lane North	6
Huntercombe Lane North / A4 Junction	4
Cippenham Lane	4
Huntercombe Spur roundabout	3
Cippenham (general)	2
Bowyer Way	1
<b>Area-specific comments - Areas for improvement</b>	
Make Station Road one way	88
Need better lighting under the bridge	3
Left filter Huntercombe / A4 - can't see signal	2
Bath Rd lights	1
Change layout of Huntercombe Spur roundabout	1
St Andrews way needs better crossing for kids	1
Make Burnham Lane one way Northbound	1
Introduce mini roundabout on Stanhope Road	1
Need better cycle lanes from station to Trading Estate	1
Allow motorcycles to go under Station Road bridge	1
<b>Area-specific comments - Places / activities negatively affected</b>	
Issues with double yellow lines / parking on Haymill Road	6
Illegal manoeuvres around the station area	8
Burnham Lane dangerous at bridge	4

Higher traffic speeds / more difficult to cross as pedestrian - Burnham Lane	4
Burnham Lane mini roundabout dangerous	3
Stomp Road dangerous	2
Station Road bridge - antisocial behaviour	2
Scheme is cutting off Sandringham Court	1
Stanhope Road becoming a racetrack	1
Difficult for people in cippenham to get to station	1
Parking issues on Masons Road	1
<b>Area-specific comments - Places / activities positively affected</b>	
Bus stop repositioning successful	2

A mapped summary of the comments is also provided below:

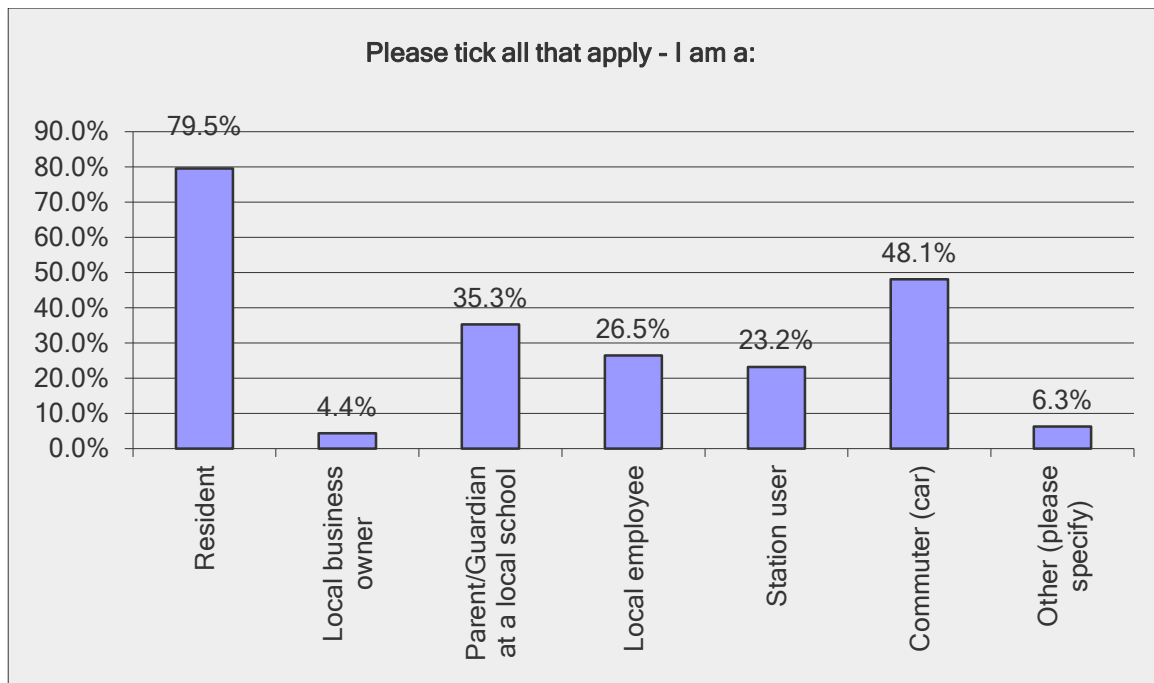


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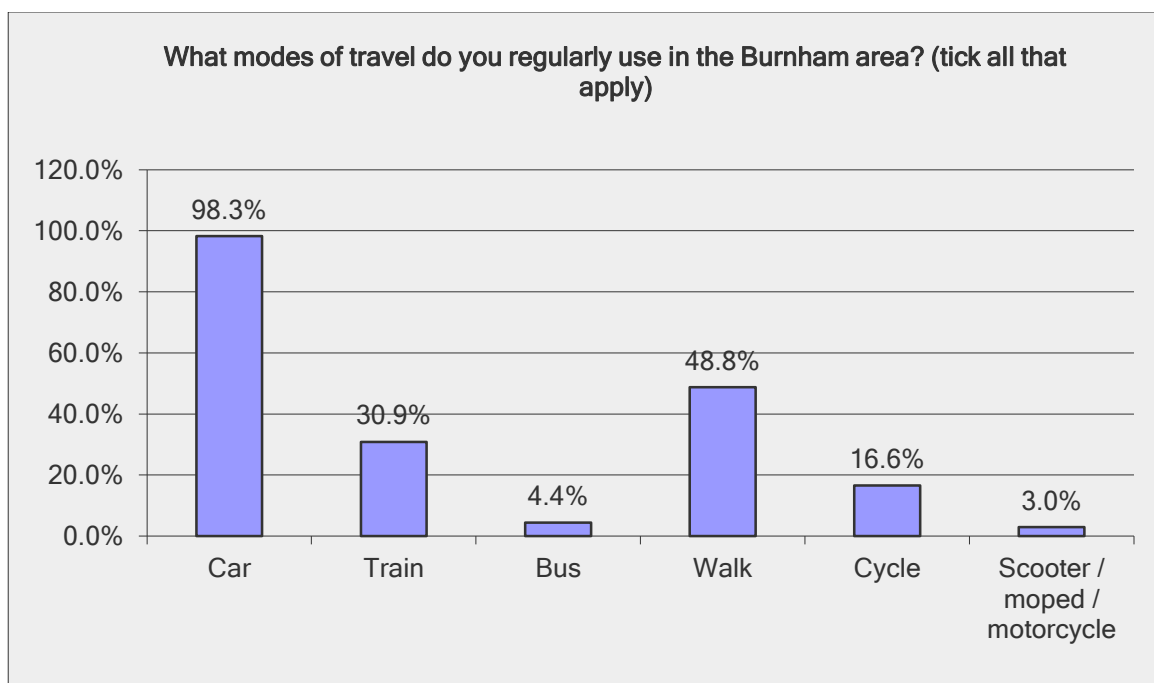


## Demographic questions

Users were asked a series of demographic questions in line with the council's guidelines. The results of these are presented below.

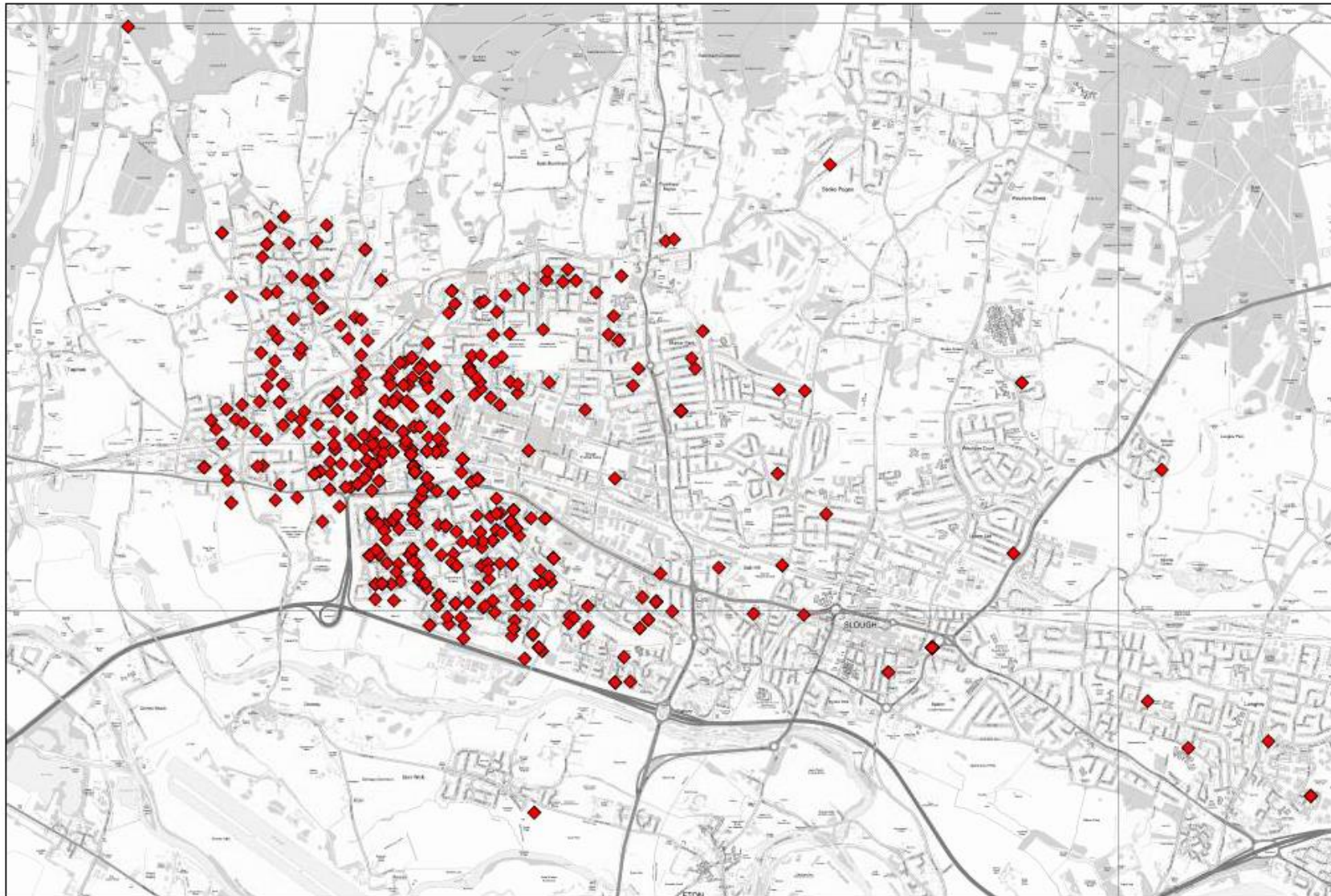


'Other' responses included those working remotely in the area while travelling to other areas, including: community nurse, service engineer responder, church volunteer doing home visits; plus those visiting friends, family or shops/services in the area.

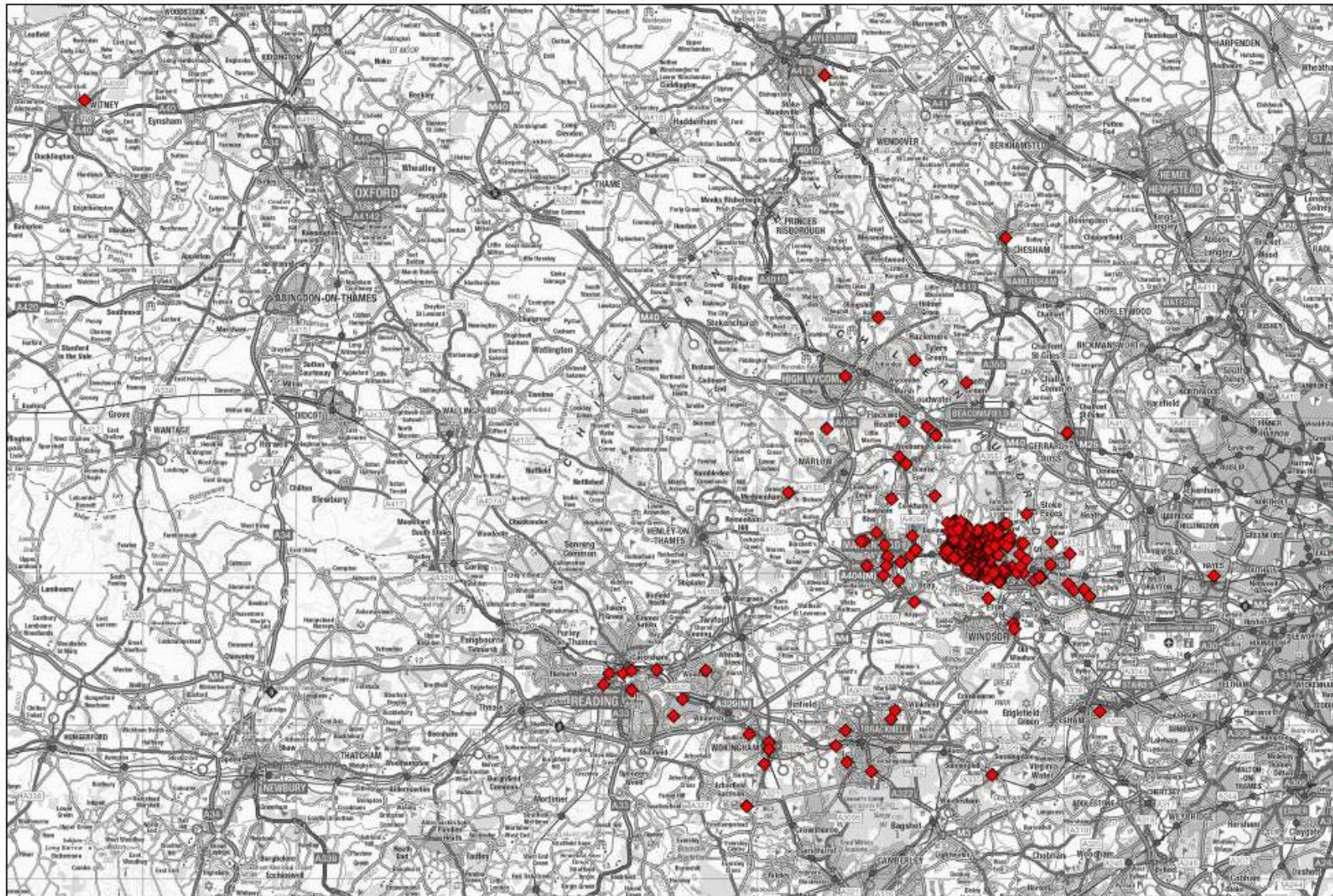


## Postcode plots

Respondents were asked for their home postcode and the results have been plotted below, the maps showing the closer view and the wider view of all postcodes respectively.

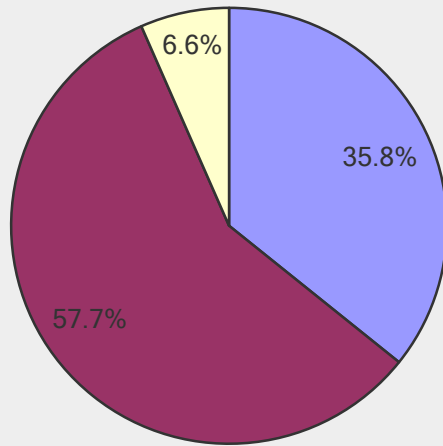


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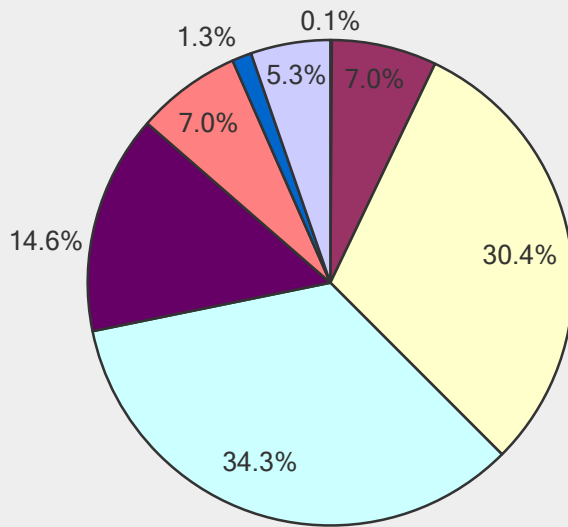
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Gender



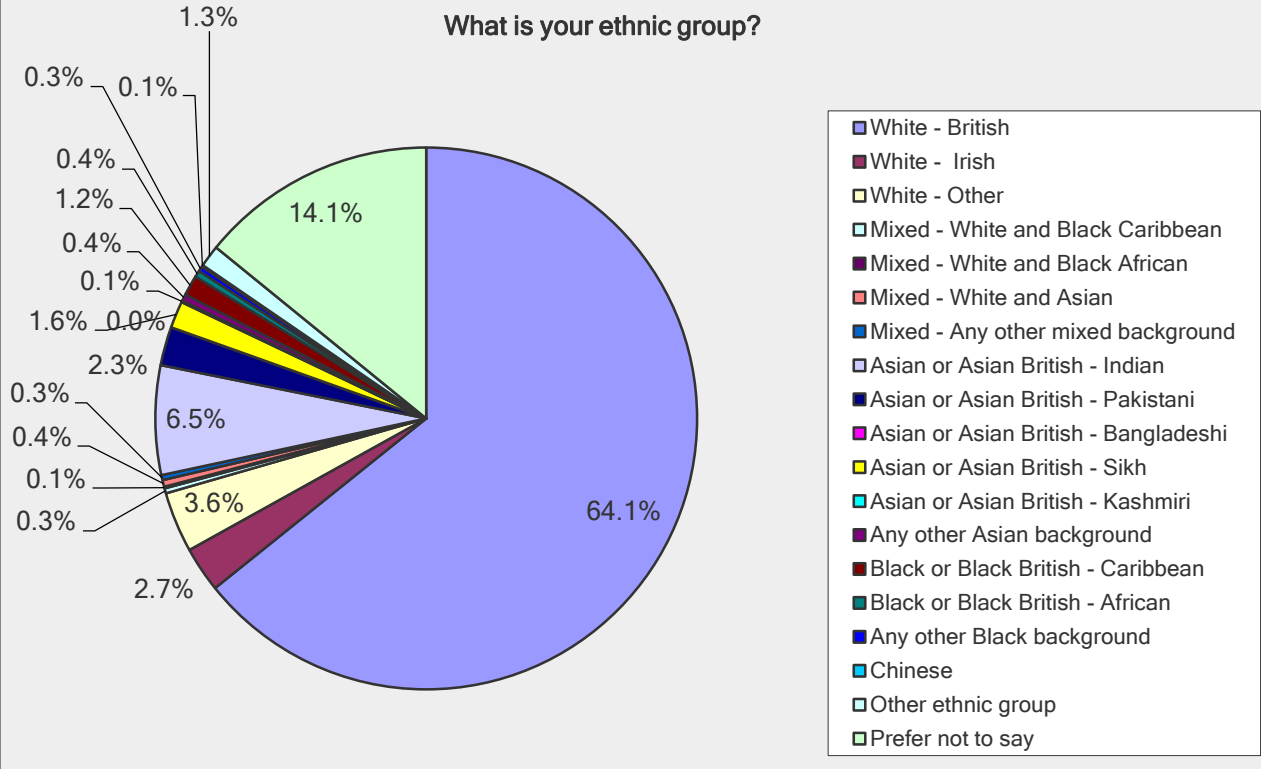
- Male
- Female
- Prefer not to say

Age Group



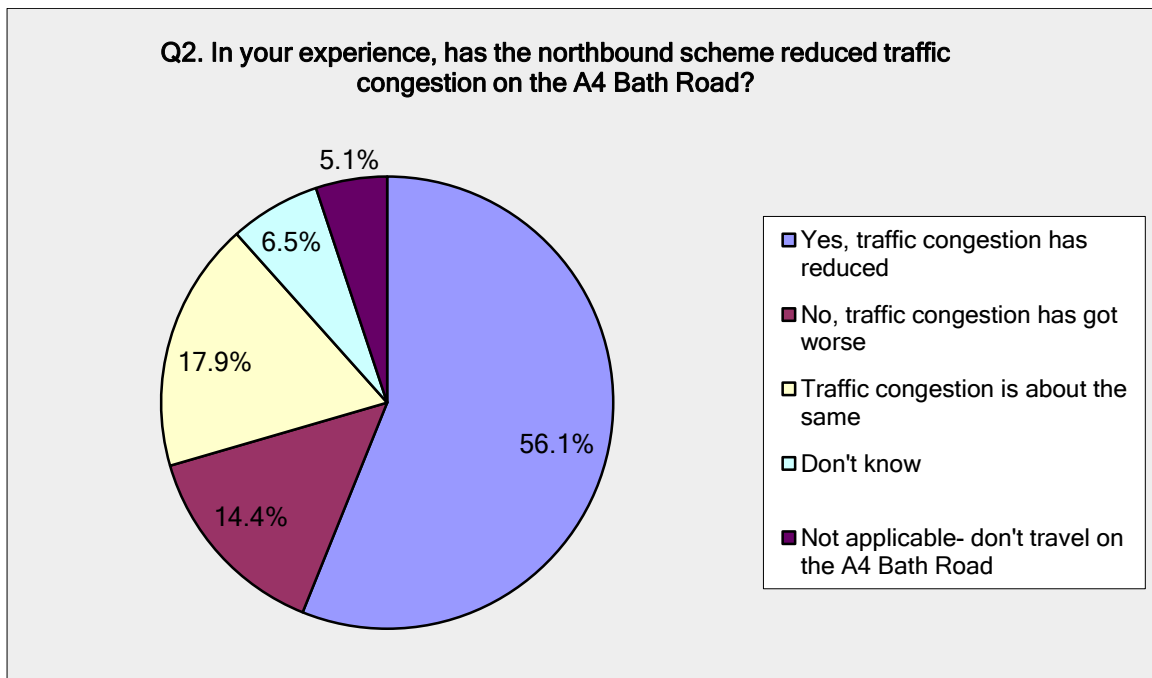
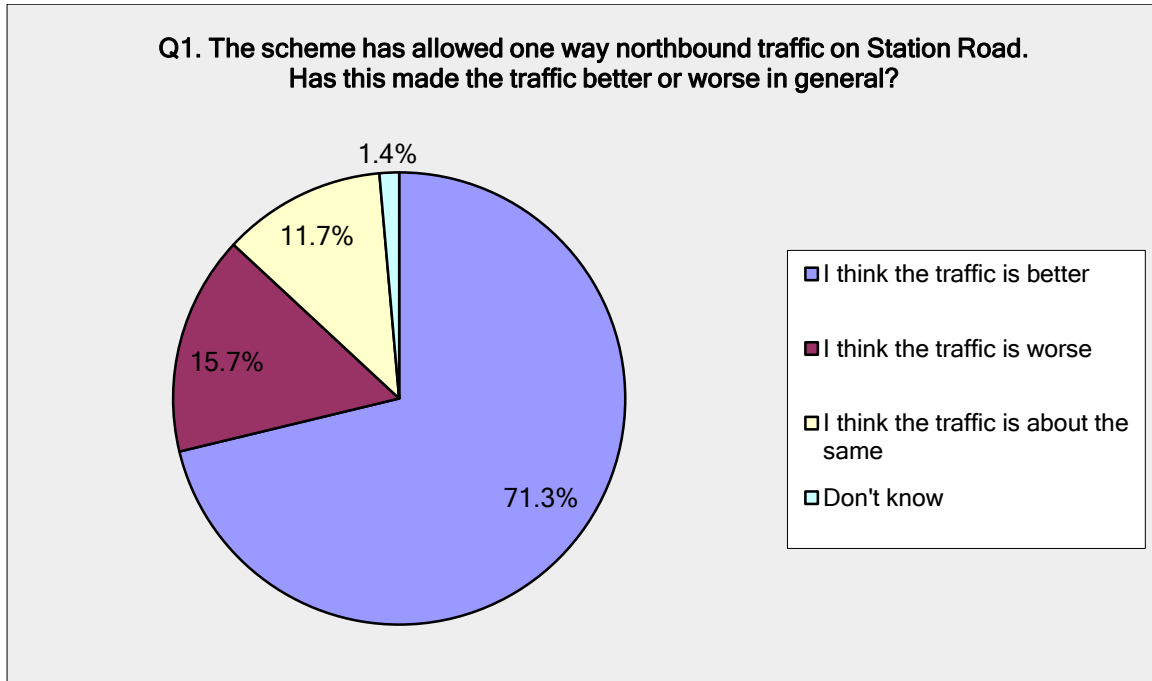
- Under 18 years old
- 18 - 29 years old
- 30 - 39 years old
- 40 - 49 years old
- 50 - 59 years old
- 60 - 69 years old
- 70 years and over
- Prefer not to say

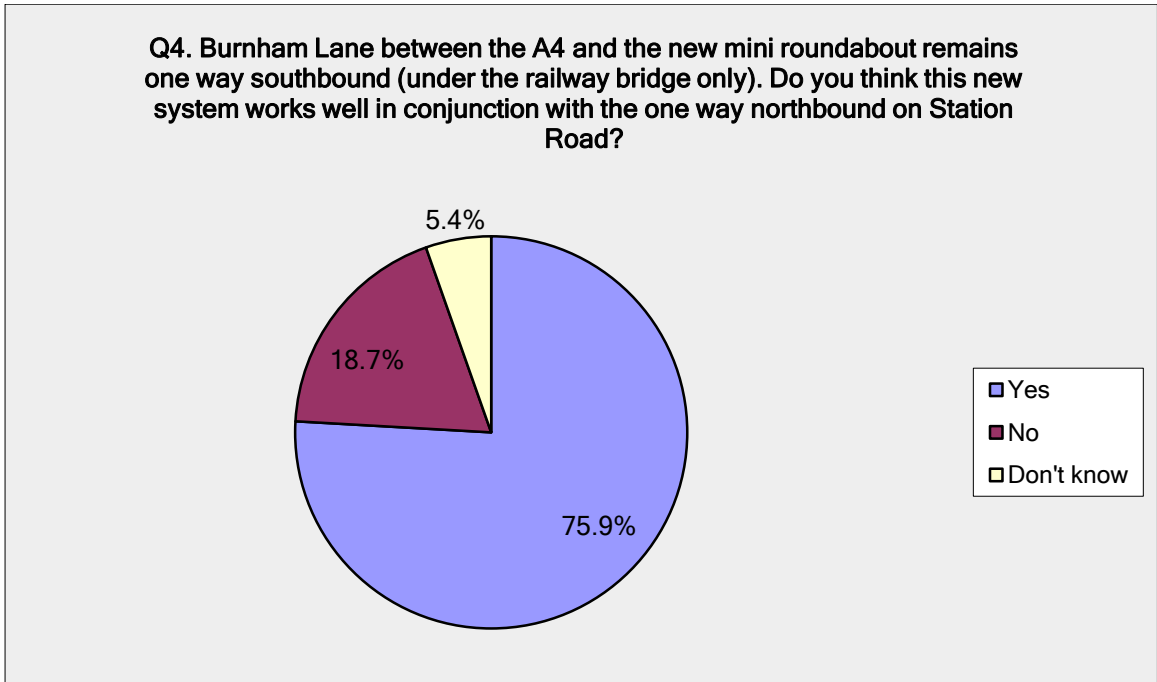
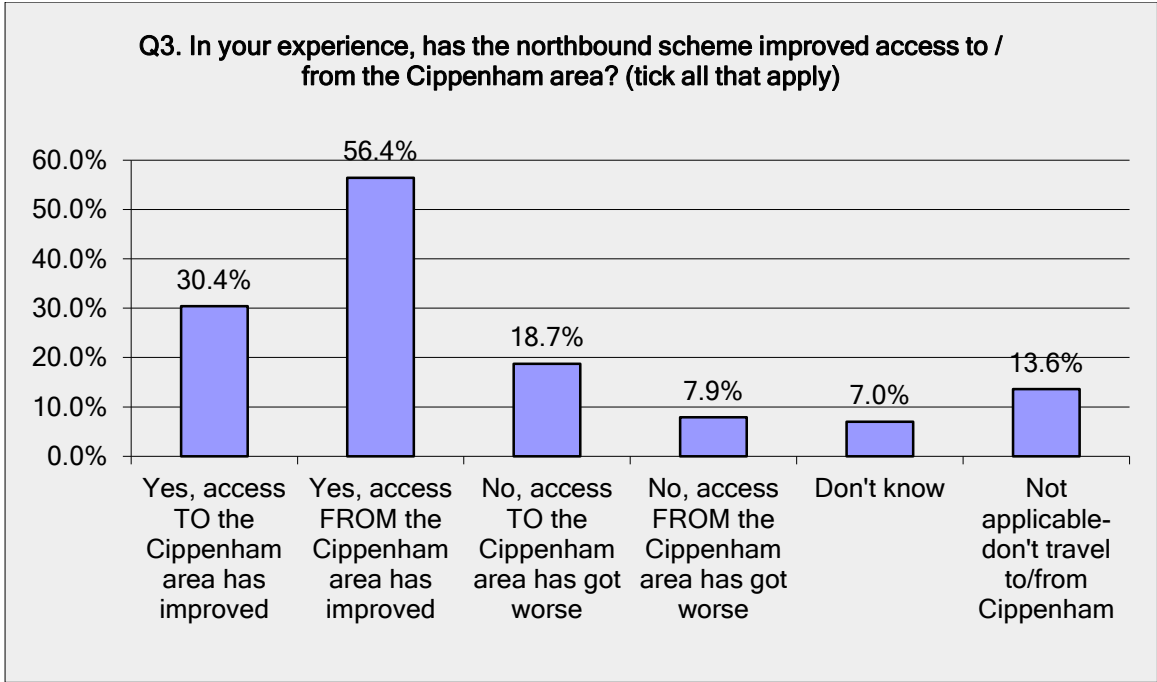
### What is your ethnic group?



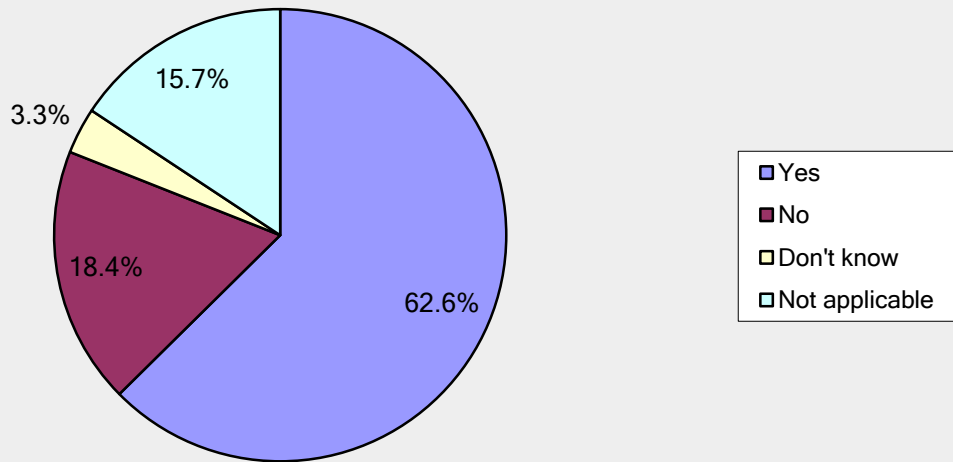
## Phase 2

As for phase 1, for phase 2 respondents were again asked a series of questions in relation to various scheme elements as well as the impact of the scheme overall. The results for each question are presented below.

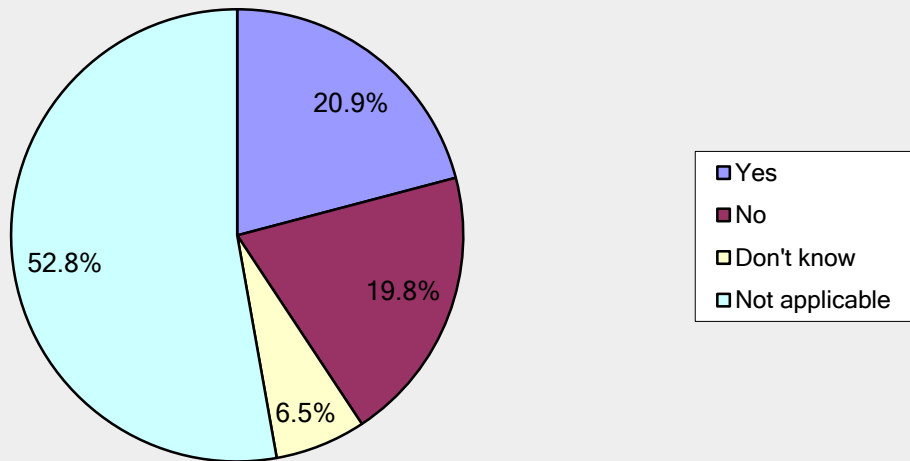




**Q5. As a driver, has the northbound scheme improved your access to / from Burnham train station?**

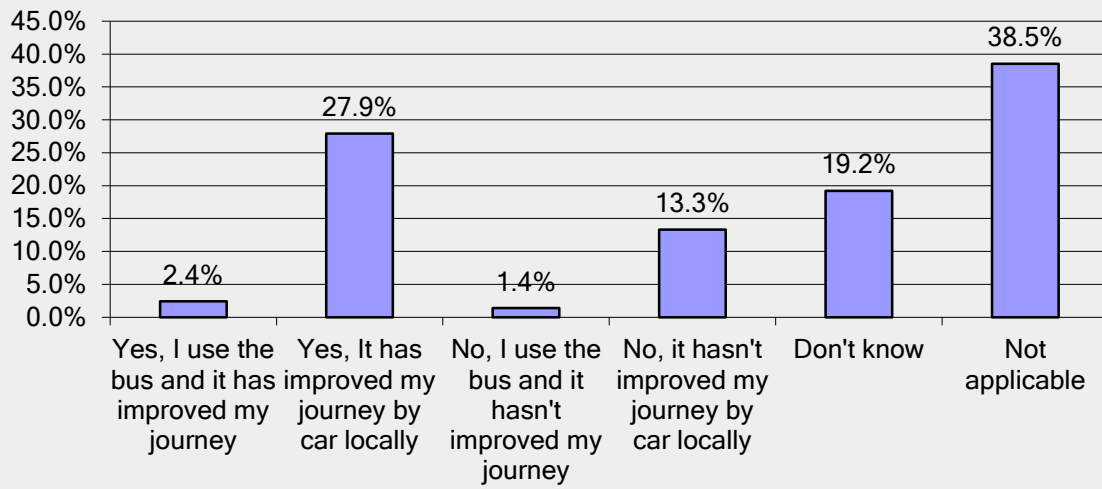


**Q6. As a pedestrian / cyclist has the northbound scheme improved your access to / from Burnham railway station?**

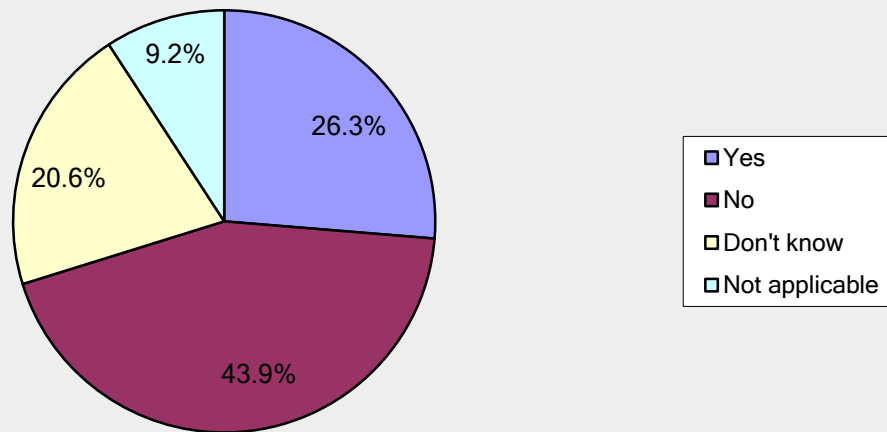




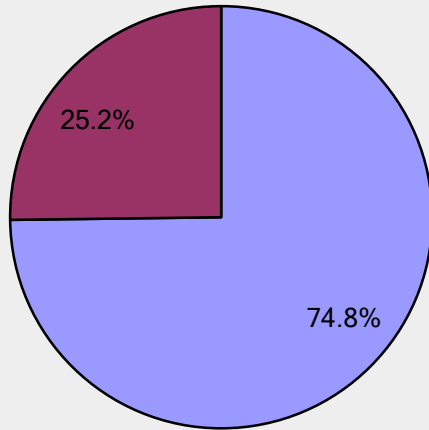
**Q7. Has the relocation of the bus stops (service 1B) to the railway triangle (Station Road) improved access / reduced delays?**



**Q8. Do you think the area around Burnham train station has been made safer for those on foot / bike since the scheme has been in place?**



**Q9. Has the experimental scheme (northbound option) made your journey better or worse overall compared to the area prior to both experimental schemes (before October 2015)?**



■ Better - please use the comment box to let us know where you have seen the most improvement in terms of traffic queues and accessibility

■ Worse - please use the comment box to let us know where you have experienced the most delay

## Question 9 Summary

As with phase 1, question 9 in the phase 2 survey also asked respondents to state where the traffic has been better / worse since the scheme was introduced. The results of this open comment box have been analysed and are presented by theme below. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis (many respondents provided several comments on the scheme).

<b>General comments</b>	<b>Number of comments Q9</b>
<b>General comments - negative</b>	
Increased journey times	4
More traffic in general	3
<b>General comments - positive</b>	
Quicker journey times	16
Less congestion in general	16
Access from Cippenham to Burnham is better	15
Pleased it is open / scheme is working well	7
Reduction in journey length	5
Easier access to Burnham	2
<b>Area-specific comments</b>	
<b>Area-specific comments - Traffic congestion - worse</b>	
A4 Bath Road	18
Burnham Lane south	14
Bottlenecks at new mini roundabout / dangerous	3
Lights at Five Points	3
Difficult to exit the trading estate	3
Lent Rise	2
Traffic flow southbound in general is worse	2
Huntercombe Lane north	2
Lower Britwell Road	1
Haymill Road junction	1
Difficult to access Sandringham Court	1
<b>Area-specific comments - Traffic congestion - better</b>	
Burnham Lane	26
A4 Bath Road	15
Station Road	14
Cippenham area	4
Haymill Road	2
Improved traffic flow around the station	1
Easier access to the trading estate	1

Huntercombe North	2
<b>Area-specific comments - Areas for improvement</b>	
Drivers who are coming from Burnham Lane onto Station Road are not always giving way	14
Reinstate traffic lights on Station Road	9
Safety concerns with drivers coming too fast under the bridge at Station Road	8
Difficult for drivers at the give way point to see vehicles coming under the bridge	8
Difficult for vehicles to turn right from Station Road onto Burnham Lane	6
Junction just north of bridge at bottom of triangle is dangerous in general	4
People do not understand road markings / signage at give way junction north of bridge	3
<b>Area-specific comments - Places / activities negatively affected</b>	
Dangerous for pedestrians crossing Station Road	11
Dangerous for pedestrians crossing Burnham Lane north	4

### Question 10 summary

As with phase 1 question 10, in the phase 2 survey was an open-response comment box which asked respondents 'Do you have any other comments on the experimental scheme?'

Overall the respondents' comments were analysed to ascertain whether they were in general for or against the scheme. The summary is presented below. Unlike with phase 1 the majority of additional comments for this scheme were regarding improvements that could be made rather than being specifically for or against the scheme.

Overall nature of comments	Number	Percentage
For scheme	33	15%
<b>Against scheme</b>	<b>62</b>	<b>28%</b>
<b>Needs Improvement</b>	<b>123</b>	<b>56%</b>
TOTAL	218	100%

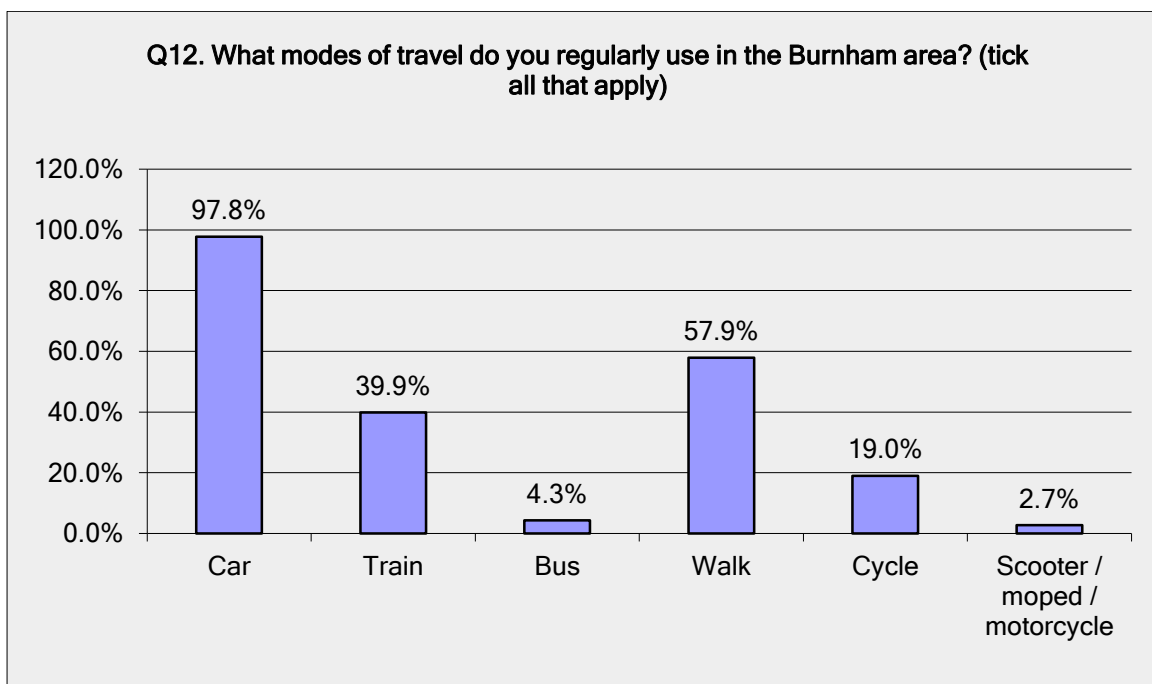
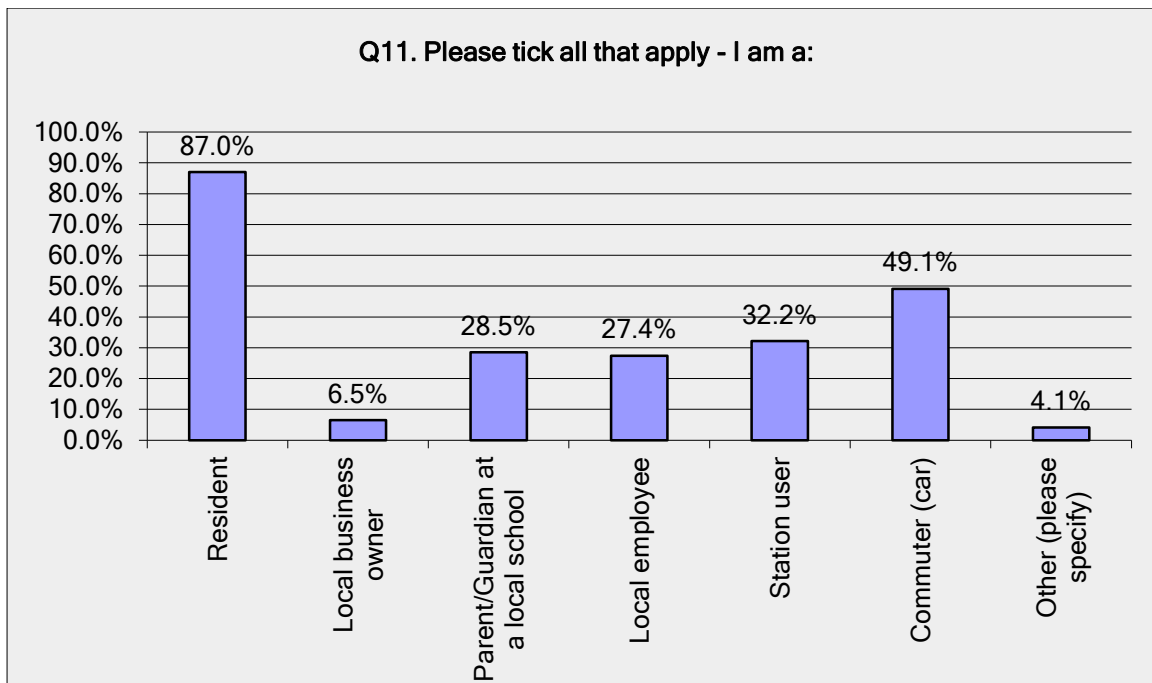
The content and themes of the responses was also noted, and are presented in the table below. Data has been presented as absolute numbers rather than percentages due to the nature of the qualitative analysis (many respondents provided several comments on the scheme).

	Number of comments Q10
<b>General comments - negative</b>	
Drivers were better with the original traffic situation	25
No consultation with the residents	5
Traffic congestion is worse in general	4
<b>General comments – positive</b>	
Scheme is working well	25
Traffic is flowing well	2
Improvement on October scheme	2
Feel safer as a cyclist in the vicinity of the station	1
<b>Area-specific comments- Traffic congestion- better</b>	
Burnham Lane north	2
Station Road	1
<b>Area-specific comments - Traffic congestion - worse</b>	
Burnham Lane south	6
A4 Bath Road	5

Junction of Dover Road and Buckingham Avenue	2
Bath Road / St Andrews Way junction	2
Huntercombe Roundabout	2
Going southbound in general	2
Five points junction	2
Difficult exiting Parkview Chase to turn right onto Burnham Lane	1
M4 J7 onto A4 Bath Road	1
Junction of Bath Road and Station Road	1
Dover Road	1
<b>Area-specific comments - Areas for improvement</b>	
Traffic lights at Station Road should be reinstated	18
Junction at bottom of triangle not safe for pedestrians	16
Vehicles not giving way to go through to the station	14
Pedestrian crossing needed across Station Road	10
Give way junction at Station Road bottom of triangle is dangerous in general	9
Difficult to see vehicles approaching from under the Station Road bridge when at the give way point	7
Markings / signage at junction at bottom of triangle need to be clearer	6
Unable to see cars approaching the station from Burnham Lane when coming under the bridge	5
Mini roundabout needed at Station Road / Burnham Lane junction	5
Zebra crossing needed across Burnham Lane	2
Road marking should be clearer where Station Road meets Burnham Lane	2
<b>Area-specific comments - Places / activities negatively affected</b>	
Difficult for vehicles to turn right from Station Road onto Burnham Lane	12
Difficult for pedestrians to cross Station Road	9
Difficult for pedestrians to cross Burnham Lane	4
Cars speeding along Station Road	4
Haymill Road affected by parking	3
Blumfield Crescent affected by parking	1
Whittaker Road affected by parking	1
Hard to exit homes onto Burnham Lane South	1

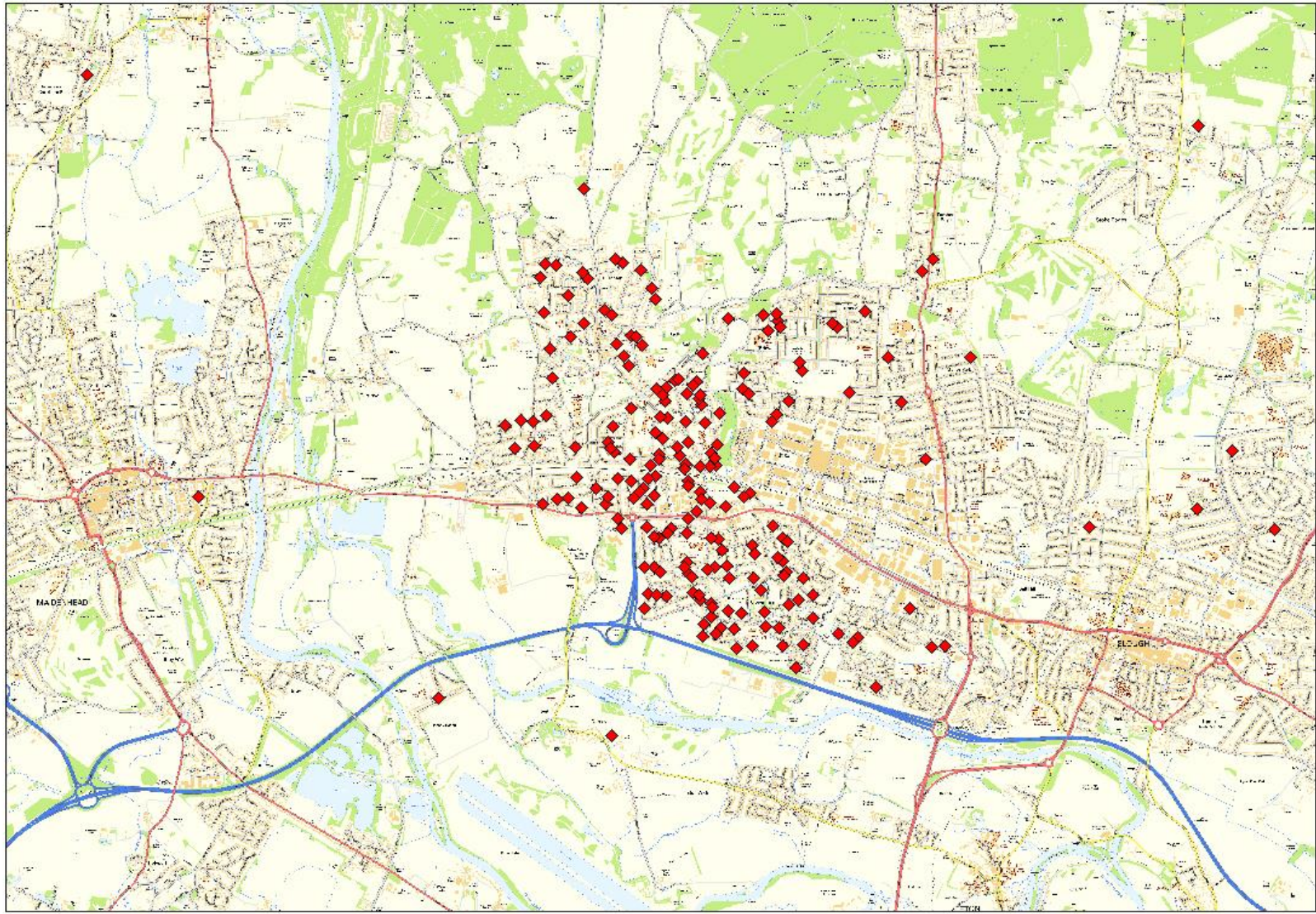
## Demographic questions

Users were asked a series of demographic questions in line with the council's guidelines. The results of these are presented below.



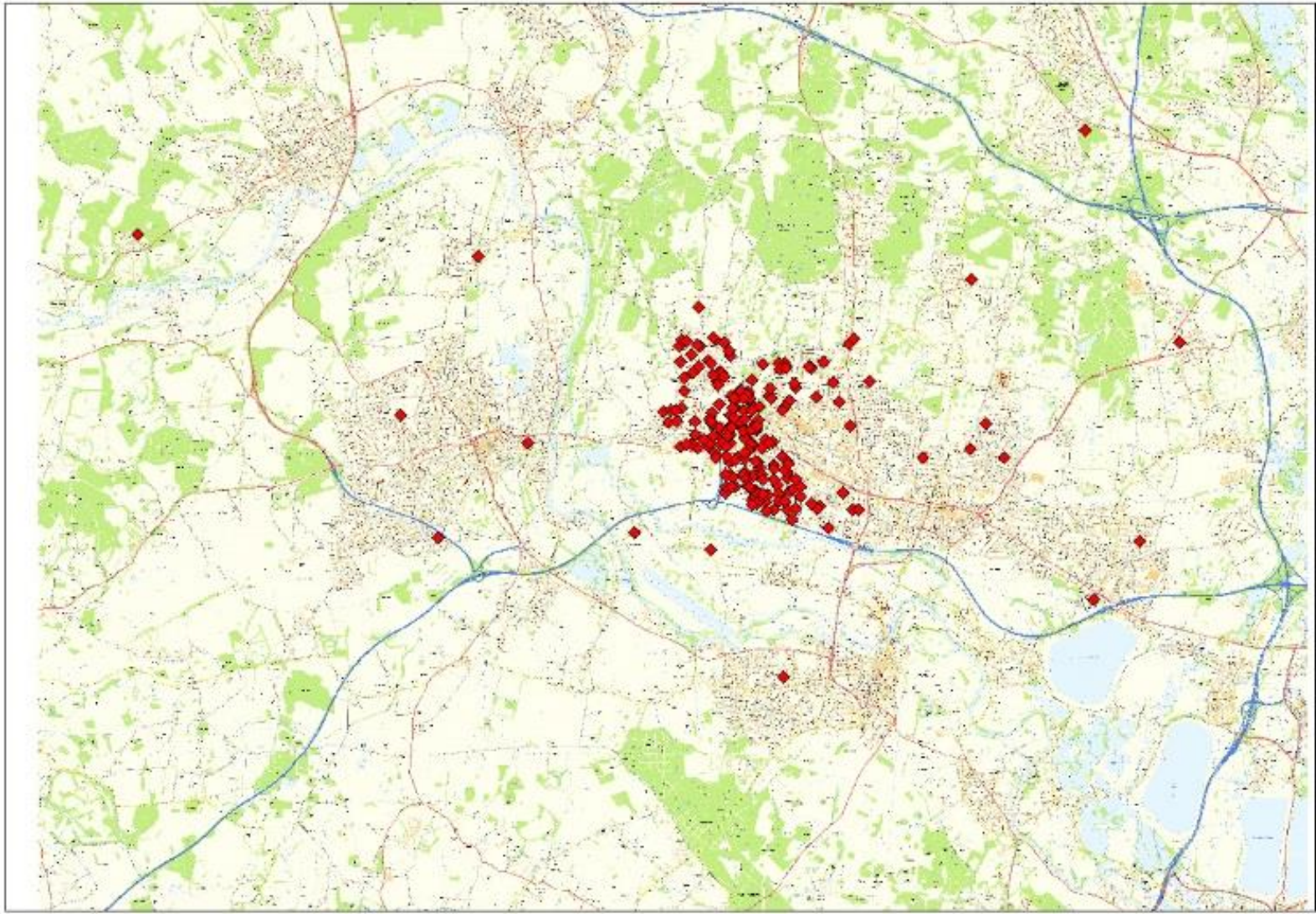
## Postcode plots

Respondents were asked for their home postcode and the results have been plotted below, the maps showing the close view and the wider view of all postcodes respectively.



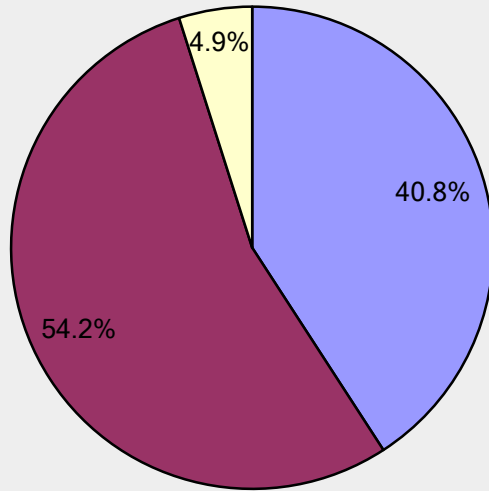
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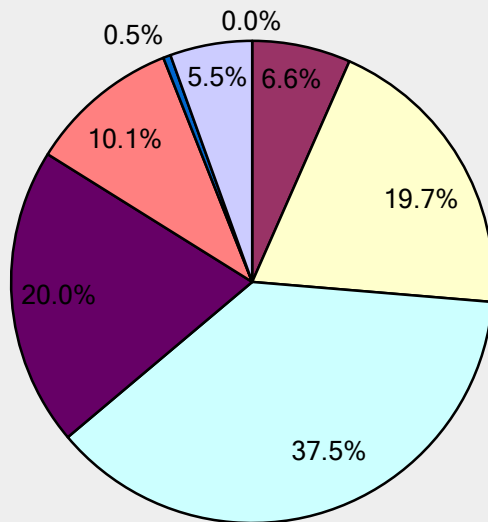
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Q14. What is your gender?



- Male
- Female
- Prefer not to say

Q15. What is your age?



- Under 18 years old
- 18 - 29 years old
- 30 - 39 years old
- 40 - 49 years old
- 50 - 59 years old
- 60 - 69 years old
- 70 years and over
- Prefer not to say

