



# TRURO HEALTHY STREETS CONSULTATION

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## Intro

Welcome Truro City Council is consulting around traffic management systems in Truro city centre, and whether some or all of the current temporary restrictions relating to vehicular access into the town centre should be made permanent in any way. This survey is designed to capture the views of individuals who visit or use Truro City Centre. If you represent a business, organisation or other collective body, and would like to participate in the business survey, please email [participate@pfa-research.com](mailto:participate@pfa-research.com). The survey is being undertaken on behalf of Truro City Council by PFA Research Ltd., an independent market research company. The survey will take you approximately 5-10 minutes to complete.

## Questions

### 1. Do you live in Cornwall?

1 Yes

2 No

### 2. Do you live in Truro?

1 Yes

2 No

### 3. For what reasons do you ever visit Truro's city centre?

- 1 Convenience shopping (food, newspapers etc.)
- 2 Comparison or leisure shopping (clothes, considered purchases etc)
- 3 Services (bank, library, solicitors etc.)
- 4 Work
- 5 Meetings & events
- 6 On leisure (including restaurants, pubs, theatre)
- 7 Exercise (walking, running etc.)
- 8 To use a place of worship
- 9 I never visit Truro
- 10 Don't know

#### **Additional Text**

Other (please state)

### 4. When is the last time you visited Truro's city centre?

- 1 Within the last week
- 2 More than 1 week and up to 2 weeks ago
- 3 More than 2 weeks and up to 4 weeks ago
- 4 More than 4 weeks and up to 3 months ago
- 5 More than 3 months ago and up to 6 months ago
- 6 More than 6 months ago and up to 12 months ago
- 7 More than 12 months ago
- 8 I have never visited Truro
- 9 So long ago I cannot remember

**5. Disregarding the coronavirus lockdown, how often would you normally use Truro city centre on average? By using, we mean accessing the city centre for shopping, work, business or leisure purposes.**

- |   |                        |
|---|------------------------|
| 1 | Every day              |
| 2 | A few days a week      |
| 3 | About once a week      |
| 4 | About once a fortnight |
| 5 | Once a month           |
| 6 | A few times a year     |
| 7 | Once a year            |
| 8 | Less than once a year  |
| 9 | Almost never           |

**6. What time of day do you usually visit (arrival time) Truro centre?**

- |   |                                 |
|---|---------------------------------|
| 1 | Early morning (5am - 10am)      |
| 2 | Later morning (10am - 12 noon)  |
| 3 | Early afternoon (12 noon - 3pm) |
| 4 | Later afternoon (3pm - 6pm)     |
| 5 | Evening (after 6pm)             |
| 6 | Don't know                      |

**7. And how long would you typically stay during a visit to the Truro city centre?**

- 1 A few minutes, or just 'pass through'
- 2 Up to one hour
- 3 More than 1 hour and up to 2 hours
- 4 More than 2 hours and up to 4 hours
- 5 More than 4 hours and up to 6 hours
- 6 More than 6 hours
- 7 Don't know

**8. Compared to before the coronavirus pandemic lockdown (23rd March 2020) and irrespective of the latest lockdown (from 5th November), are the number of visits you were making to Truro's city centre...**

- 1 Much more
- 2 Slightly more
- 3 About the same
- 4 Less
- 5 Much less
- 6 Haven't visited at all

**9. Please explain why you are now visiting Truro city centre more. Answer if you wish.**

No answer to show

**10. Please explain why you are now visiting Truro city centre less. Answer if you wish.**

No answer to show

**11. Compared to before the first coronavirus pandemic lockdown (23rd March 2020), is the length of time you have been spending on each visit to Truro city centre...**

- |   |                 |
|---|-----------------|
| 1 | Much longer     |
| 2 | Slightly longer |
| 3 | About the same  |
| 4 | Shorter         |
| 5 | Much shorter    |

**12. Please explain why you are now spending a longer amount of time in Truro city centre on each visit. Answer if you wish.**

No answer to show

**13. Please explain why you are now spending a shorter amount of time in Truro city centre on each visit. Answer if you wish.**

No answer to show

**14. How do you mainly travel into Truro to use the city centre?**

- |   |                          |
|---|--------------------------|
| 1 | Walk                     |
| 2 | Cycle                    |
| 3 | Drive my own car/vehicle |
| 4 | Get a lift from someone  |
| 5 | Taxi                     |
| 6 | Bus                      |
| 7 | Train                    |

**Additional Text**

Other... please state

**15. Have you changed (or will you change) the way you travel into Truro or access the city centre, as a result of Covid-19?**

- 1 No
- 2 Yes (please explain why in the box below)

**Additional Text**

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**16. Since the restrictions of the coronavirus lockdown were lifted (in June), would you describe the experience of using Truro city centre to be better, worse or no different compared to before lockdown?**

- 1 Better
- 2 Worse
- 3 No different
- 4 Don't know/No experience

**17. If you have made any other decisions about how and when you use Truro city centre as a result of Covid-19, please explain. Answer if you wish.**

No answer to show

**18. You told us earlier that you usually visit Truro centre: \*|q6\_response|\*. Think about your most recent visit to Truro city centre at this time (before the second lockdown of 5th November). To what extent would you agree or disagree with the following as characteristics of using and moving around as a pedestrian?**

- Dropdown 1** It was easy to move around comfortably and safely
- Dropdown 2** There are too many people to move around comfortably and safely
- Dropdown 3** There is too much traffic to move around comfortably and safely
- Dropdown 4** It was clean, tidy and an attractive place that was pleasant to visit

**19. In your own words, what changes would you like to see made that would improve your experience of using Truro centre?**

No answer to show

**20. What, if anything, discourages you or makes it difficult to use Truro centre more often than you do?**

- 1 Availability of city centre parking
- 2 Cost of parking
- 3 Dependent on public transport links
- 4 Doesn't have the retail offer/shops that I want
- 5 Too crowded with pedestrians
- 6 Too many vehicle movements in city centre
- 7 Inadequate pedestrian and cycling provision
- 8 Inadequate public services such as seating and toilets

**Additional Text**

Other... please state



**21. What would or could encourage you to use Truro centre more often than you do?**

- 1 Availability of city centre parking
- 2 Cheaper parking
- 3 Better public transport links
- 4 Having more of the retail offer/shops that I want
- 5 Less crowded with pedestrians
- 6 Fewer vehicle movements in city centre
- 7 Better pedestrian and cycling provision

**Additional Text**

Other... please state

**22. Since June 15th, Truro centre operated with temporary traffic management measures in place. Whilst areas like Lemon Quay have had very restricted vehicular access for a number of years, a number of the other streets into the city centre have now been closed to traffic between the hours of 11am to 3pm, giving priority to pedestrians as part of a plan to encourage people to safely visit Truro's businesses while maintaining social distancing. Were you aware of this?**

- 1 Yes
- 2 No

**23. Has this temporary traffic management arrangement influenced you to visit Truro more or less since June 15th?**

- 1 More
- 2 Less
- 3 No difference

**24. Do you use, or have you visited, any other towns which have successfully implemented traffic management measures designed to make the high street favourable for pedestrians?**

- 1 No
- 2 Yes - please specify where in the box below

**Additional Text**

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**25. As a shopper or visitor to these high streets, how would you describe your experience?**

**Text - Area 1** It's better because...

**Text - Area 2** It's worse because...

**26. If the current temporary traffic management measures in Truro city centre were made permanent, where access to vehicles was restricted during certain daytime hours, would this be a positive or negative decision for you?**

- 1 Positive
- 2 Negative
- 3 Make no difference

**27. In what ways do you believe this would be a positive proposal? Select up to three.**

- 1 Safer
- 2 Less crowded
- 3 Cleaner air
- 4 Less noise
- 5 More relaxed/leisurely
- 6 Encourage more traders into town
- 7 Better for families
- 8 Develop a café culture
- 9 Don't know

**Additional Text**

Other... please state

**28. If the temporary (post-lockdown) traffic management measures in Truro city centre were made permanent, would that encourage you to use the city centre more often or for longer?**

- 1 Yes
- 2 No

**29. What concerns (if any) would you have with this proposal? Answer if you wish.**

No answer to show

**30. Thank you for completing the survey so far. These last few questions will give us a little more information about you. They will help us make sure we speak to a wide range of people.**

**Dropdown 1**      Your age (drop down list)

**Dropdown 2**      Employment status

**Text - Single Line 3**      Postcode (First part only; e.g. TR1)

**Opt-in 4**      Declaration - please tick the box to confirm that this is the first and only submission you have made to this survey and that you have participated voluntarily.

**31. If you have any further comments you would like to make about the topic of this survey, please use the space below. Answer if you wish.**

No answer to show

## Outro

Thank You Thanks for taking our survey. Your feedback is important, and we promise to put it to good use!