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**KENT QUIET LANES SCHEME**

Version: 1

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## Executive summary

### Background

Quiet Lanes are an initiative of the Countryside Agency, supported by the Department for Transport (DfT). They are intended to form a network of country lanes, suitable for use by walkers, cyclists and equestrians as well as by motor vehicles, with the aim of helping to preserve the character and tranquillity of rural areas and encouraging an increase in non-motorised users, whilst maintaining vehicular access. The idea is to make motorists more aware of non-motorised users and, over time, to reduce the number and speed of motor vehicles by changing the ‘hearts and minds’ of local residents rather than lowering the speed limit or using physical measures for enforcement. Special traffic signs mark the start and end of Quiet Lanes and ‘through’ traffic is signed away from the lanes.

The Countryside Agency has supported two pilot projects: in west Kent (Greensand Ridge) and north Norfolk. In conjunction with the County Councils, TRL undertook the ‘before’ and ‘after’ monitoring of traffic flows and speeds, as well as attitudinal surveys concerning the schemes on behalf of DfT’s Charging and Local Transport Division. This report on the Kent scheme covers the ‘after’ surveys undertaken since the launch of the scheme in July 2001.

The Countryside Agency recently issued a formal definition of Quiet Lanes. They are defined as minor rural roads which are appropriate for shared use by walkers, cyclists, horse riders and motorised users. These roads should already have low traffic flows travelling at low speeds – designation as a Quiet Lane should not be used as a traffic calming device or to prevent rat-running. The aim is to preserve the character of rural roads by seeking to contain traffic growth.

Ideally Quiet Lanes link homes with shops, bus routes, schools, workplaces, village halls, pubs, and other local amenities, allowing people to use non-motorised modes of transport in preference to cars for short journeys. Recreational use of the network might comprise walking the dog, walking to visit friends or go to the pub, rambling for pleasure (possibly using Quiet Lanes to access or link existing public rights of way), jogging, horse-riding and cycling. Apart from vehicles belonging to residents and their visitors, farm vehicles, delivery vehicles, post vans and utility vehicles need access to the network.

Quiet Lane schemes are seen as being long term, because of the possibility of attitudinal change over time and because no enforcement measures have been used. ‘After’ surveys have therefore been undertaken over a three-year period to March 2003. The success of the schemes has been gauged largely in terms of local residents’ views, but traffic flows, vehicle speeds and the numbers of non-motorised users have also been monitored.

Both schemes were aimed at local residents rather than tourists, although there is a similar network of “Green Lanes” in Jersey, set up in 1993, which is now promoted as part of Jersey’s sustainable tourism. The Jersey scheme is viewed as successful, with numbers of non-motorised users similar to those of motor vehicles. The lanes there are subject to a 15mph speed limit, whereas Quiet Lanes in Norfolk and Kent are subject to the national speed limit, except where there is a 30mph speed limit through a village.

### Monitoring

There are two main difficulties in cost-effective monitoring. Firstly, the schemes are extensive, with approximately 40km of Quiet Lanes in Kent and 59km in Norfolk. Thus there are many more possible survey points than is usual in, for example, village schemes. Secondly, unlike urban networks, the flows are extremely low. Flows vary by time of day, between weekdays and weekends, and by time of year. Comprehensive monitoring of the network would call for counts to be repeated over a number of days and at regular intervals. Here, a pragmatic approach was adopted in which a sample of suitable monitoring points was selected, allowing greater emphasis to be placed on attitudinal surveys.

Monitoring was undertaken by TRL and by Kent County Council and comprised measurements of vehicle speeds and flows, classified vehicle counts, counts of pedal cyclists, pedestrians and horse riders, and attitudinal surveys:

- Automatic speed/flow measurements
- Manual classified counts and an origin-destination survey
- Residents' focus groups
- Telephone opinion surveys of residents
- Postal questionnaire surveys of car drivers
- Traders' opinion surveys
- Video surveys.

## Results

The main results in Kent are as follows:

- No change in measured traffic on Quiet Lanes, despite large increases on adjacent roads
- No significant change in measured vehicle speeds on Quiet Lanes
- Observed increase in pedestrians, but numbers remain low
- Sustained strong support for the scheme but about half say it is not working in practice
- Small declared increase in non-motorised use
- Small declared decrease in motorised use
- Declared increase in careful driving
- There remain some concerns over safety
- There remain perceived problems with Quiet Lanes.

## Discussion and conclusions

Encouragingly, vehicle flows on Quiet Lanes in Kent have remained broadly unchanged, whilst there have been large increases on some control roads. It is not clear to what extent the Quiet Lanes scheme has contributed to this, however, in view of the extensive road works in the area since its launch.

Expectations that there would be reductions in vehicle speeds were unrealistic, largely because the lanes are naturally traffic calmed, although it was reported that some people continue to drive too fast, given the lack of forward visibility. This lack of measured change in speeds should be viewed in the light of the small numbers of non-motorised users. Drivers on Quiet Lanes encounter few non-motorised road users, so have no particular reason to drive more *slowly*, but may in fact drive more *carefully*. Some of those interviewed commented that they now drive more carefully on Quiet Lanes in case they met non-motorised users. This is more likely to be the case outside peak periods, when drivers may be in less of a hurry.

Although there have been large increases in pedestrian use, numbers remain low and there has been no significant change in cycle use. Longer distances and lack of street lighting in rural areas make commuting or shopping by pedal cycle or on foot impractical for most. The main purposes of non-motorised use of the lanes were for leisure e.g. walking, cycling or riding a horse for pleasure / exercise and walking the dog.

The majority of people in the local area have heard of the scheme and there is sustained support for it, together with some declared changes in behaviour. However, about half of those interviewed did not think the scheme was working in practice. A degree of apathy towards Quiet Lanes as a topic of local interest was detected.

Overall, the Quiet Lanes scheme in Kent should be viewed as a partial success. It has achieved some of its aims, but not the *expectations* of stakeholders. The new definition of Quiet Lanes as preserving the status quo fits the picture well. Some revision of the network to exclude roads used for commuter parking and rat-running, more draconian traffic calming measures on wider roads such as Comp Lane and further improvements to the crossing points on the B2016 would contribute to greater acceptability of the scheme. Because of the extensive new development, it is important that publicity is continued at regular intervals.

It is not clear to what extent the results can be translated to other areas, since various aspects are unique to this area of Kent and to a pilot scheme:

- Extensive development close to the network leading to a large increase in local traffic
- The area is close to main roads, motorways (M25, M26), centres of population e.g. Tonbridge, West Malling and Sevenoaks, and to London
  - readily accessible by car
  - accessible to large number of non-motorised users
- Local population has high proportion of commuters (e.g. to London)
- Propensity of some lanes for rat-running
- Some ‘through’ traffic
- As a pilot scheme, consultation was extensive
- Following widespread publicity, awareness of the scheme was high.

In spite of the associated increase in costs and intrusiveness, the Quiet Lanes sign should probably be increased in size and height above the ground, to ensure it is clearly visible to car drivers. This may also help to minimise the problems of foliage obscuring the signs.





## Abstract

Quiet Lanes are an initiative of the Countryside Agency, supported by the Department for Transport (DfT). They are intended to form a network of country lanes, suitable for use by walkers, cyclists and equestrians as well as by motor vehicles, with the aim of helping to preserve the character and tranquillity of rural areas and encouraging an increase in non-motorised users, whilst maintaining vehicular access. The idea is to make motorists more aware of non-motorised users and, over time, to reduce the number and speed of motor vehicles by changing the 'hearts and minds' of local residents rather than lowering the speed limit or using physical measures for enforcement.

The Countryside Agency has supported two pilot projects: in west Kent (Greensand Ridge) and north Norfolk. In conjunction with the County Councils, TRL undertook the 'before' and 'after' monitoring of traffic flows and speeds, as well as attitudinal surveys concerning the schemes on behalf of DfT's Charging and Local Transport Division. This report mainly discusses the Kent scheme.

## 1 Introduction

### 1.1 Background

Quiet Lanes are an initiative of the Countryside Agency, supported by the Department for Transport (DfT). They are intended to form a network of country lanes, suitable for use by walkers, cyclists and equestrians as well as by motor vehicles, with the aim of helping to preserve the character and tranquillity of rural areas and encouraging an increase in non-motorised users, whilst maintaining vehicular access. The idea is to make motorists more aware of non-motorised users and, over time, to reduce the number and speed of motor vehicles by changing the 'hearts and minds' of local residents rather than lowering the speed limit or using physical measures for enforcement.

Quiet Lanes are rural roads that mostly satisfy the following criteria:

- narrow single-track road;
- very low flow;
- not a main access route;
- no street lighting;
- national speed limit.

A typical Quiet Lane is shown in Figure 1. Special traffic signs mark the start and end of Quiet Lanes (Figure 2) and 'through' traffic is signed away from the lanes.

Two pilot projects have been supported by the Countryside Agency, in north Norfolk and west Kent (Greensand Ridge). In conjunction with the County Councils, TRL has undertaken the monitoring of traffic flows, speeds and attitudinal surveys concerning the schemes on behalf of DfT's Charging and Local Transport Division. This is the final report on the Kent scheme, and covers the 'after' surveys since the scheme was launched in July 2001. A map of the network, included in a publicity leaflet by Kent County Council, is shown in Figure 3. 'Before' monitoring of the pilot projects was reported in Kennedy and Wheeler (2001A and B); Kennedy et al (2004) is the final report on the Norfolk scheme.

### 1.2 Definition of Quiet Lanes

The Countryside Agency recently issued a formal definition of Quiet Lanes. They are defined as minor rural roads that are appropriate for shared use by walkers, cyclists, horse riders and motorised users. These roads should already have low traffic flows travelling at low speeds – they should not be used as a traffic calming device or to prevent rat-running. The aim is to preserve the character of rural roads by seeking to contain traffic growth.



**Figure 1: Typical Quiet Lane within the Kent network**



**Figure 2: Signs marking the start (left) and end of a Quiet Lane**

On the other hand, the dwindling or non-existence of public transport means that children and others without motorised transport must walk, cycle or obtain a lift, whatever their journey purpose. Walking and cycling can also be promoted as a health benefit. There is therefore considerable potential for walking and cycling on Quiet Lanes. However, it must be recognised that those with access to a car will use it when the weather is cold or wet, when it is dark, if they need to carry a heavy load, if they have other errands, or if time is at a premium. From November to January, commuters often make both morning and evening journeys in the dark.

Increased non-motorised use of Quiet Lanes is most likely to be recreational at least initially. Other possibilities are for travel to school or commuter trips, particularly in summer. Over time, it is possible that this may lead to a gradual increase in functional use. This would be self-perpetuating: as more drivers switched to walking and cycling, there would be less traffic, encouraging further increases in walking and cycling. At the same time, drivers who also walked, jogged, cycled or rode a horse on the lanes would be more likely to show consideration for others. The converse is also true. Busier roads are less pleasant and would make non-motorised users feel less safe and hence lead to a decrease in cycling, walking and horse-riding trips which in turn could increase motorised traffic in a spiral of decline.

### ***1.2.1 Motor vehicles***

Access is an important feature of the schemes. Local people who live along the lanes need access for their own vehicles and those of their friends, as well as public utilities, delivery vehicles and local tradesmen. Farms may require use of the lanes by agricultural vehicles and heavy goods vehicles. Such access is at the heart of the schemes, as there is no intention of closing roads. Thus, although motorised use can be reduced, it cannot be eliminated.

Since residents will generally know the roads, direction signs will not affect their choice of route, and therefore any decrease in their motorised use of the lanes is likely to be due to a change of either mode or route (or fewer trips).

# The Quiet Lanes Network

## Keep a look out for these signs.

They mark the beginning and end of Quiet Lanes.



## USING YOUR QUIET LANES

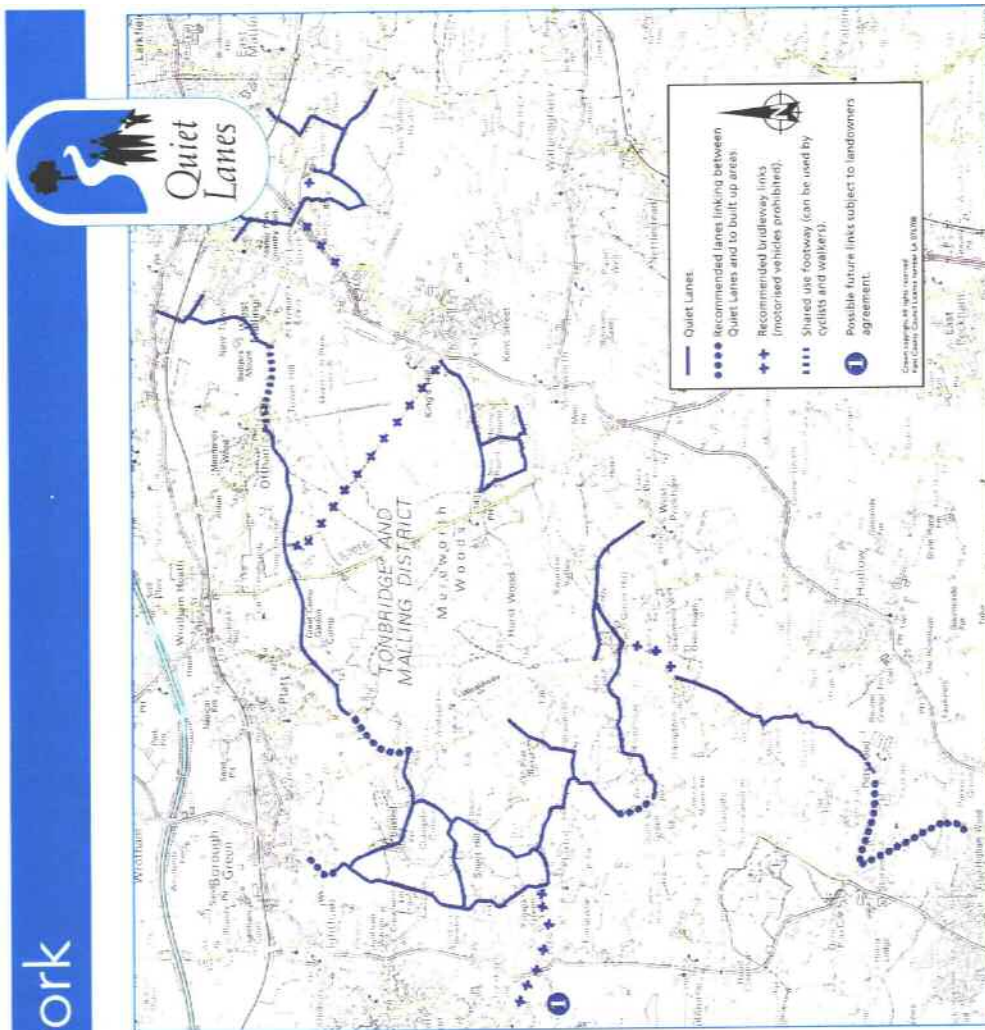
remember to

### 'SHARE WITH CARE'

and Be Aware

No matter how you are travelling on a QUIET LANE:

- Everyone shares the lane and nobody has priority
- Be prepared to meet all types of users and be considerate and careful towards them.
- Be aware at all times and notice your environment.
- Keep your speed low especially when passing vulnerable road users. Stop if necessary.
- Don't assume that people can always see or hear you.
- Be aware of children and family groups, people who are elderly or have disabilities, horse riders and cyclists who all require extra care.
- Follow the Country and Highway Codes.



The Quiet Lanes Project is one of a number of traffic experiments undertaken as part of the West Kent Rural Transport Initiative. This is a partnership between the Countryside Agency, Kent County Council, the local authorities of West Kent and the National Trust.



A Partnership Project between

Figure 3: Quiet Lane network in Kent

### 1.3 Signing and the environment

The Quiet Lane signs were mounted on wooden posts erected at the entry and exit of each lane (Figures 4 and 5). The entry signs are intended to indicate to the road user that s/he is entering a different type of road. Repeater signs to remind drivers that they are using a Quiet Lane have mostly not been used. The signs required approval from DfT.

‘Through’ traffic is directed away from Quiet Lanes, with minimal signing for local traffic (Figure 6).

Motorised traffic on Quiet Lanes leads to degradation of the hedgerows and verges, where there is insufficient space for vehicles to pass each other or where large agricultural vehicles use the road. Verges left not mown may conceal holes that could be dangerous for equestrians.

It is important that Quiet Lanes continue to be maintained. For example, the edges of roads can easily become degraded and therefore unsafe for non-motorised users. Hedge trimmings that are not properly cleared are a major annoyance for rural cyclists since they can cause punctures. Some residents have become concerned that Quiet Lanes provide an excuse to reduce maintenance. These apparently trivial factors can have an impact on the success of the schemes.



Figure 4: Quiet Lane sign



Figure 5: Signing arrangement at entrance to Quiet Lane



Figure 6: Fingerpost direction sign erected as part of the scheme

## 1.4 Success criteria

The success criteria were based largely in terms of local residents' views, but included monitoring changes in traffic flows, vehicle speeds and the numbers of non-motorised users over time. No specific numerical values were set.

The subjective criteria based on the attitudinal surveys include:

- The views of local residents concerning the success of the schemes
- Declared increases in pedestrian, cycling and horse-riding use of the Quiet Lanes networks
- Declared decreases in motorised use of the network
- Proportion claiming to drive more carefully
- Perceived safety.

Objective measurements over a 3-year period included percentage changes in:

- Traffic flow counts and composition
- Vehicle speeds
- Numbers of non-motorised users
- Proportion of non-local drivers.

Reductions in speed can be induced by the presence of walkers and cyclists. However, the number of walkers and cyclists relative to motorised users is important. It is likely that a 'critical mass' of non-motorised users, or a proportion similar in magnitude to the number of motor vehicles, is required before speed is affected. Motorists are much more likely to slow down or to drive carefully if they are constantly expecting to encounter a walker or cyclist round the next corner.

The perception of safety was also expected to contribute to the success of the schemes. A key question is what would make non-motorised users *perceive* the network as safe or unsafe. Walkers and cyclists will not feel safe if speeds are high. A history of injury or damage-only accidents, or near misses, either by hearsay or personal experience, would also contribute to a road feeling unsafe. Even if the schemes lead to a decrease in mean speed, the lanes will not necessarily feel safe; an occasional vehicle travelling at high speed may be enough to deter non-motorised users. These users may feel threatened simply because there is insufficient room for a heavy vehicle to pass.

It was recognised that even if people are enthusiastic about a scheme, they will not necessarily increase their walking/cycling/horse riding use of the lanes; they may however, start to change their attitudes towards walking and cycling. Quiet Lane schemes may contribute to wider efforts to encourage walking and cycling for short journeys.

The schemes were envisaged as being long term because of the need for attitudinal change and because no specific enforcement was intended. 'After' surveys were therefore undertaken at regular intervals to allow for changes over time.

## 2 Kent Quiet Lanes scheme

### 2.1 Background

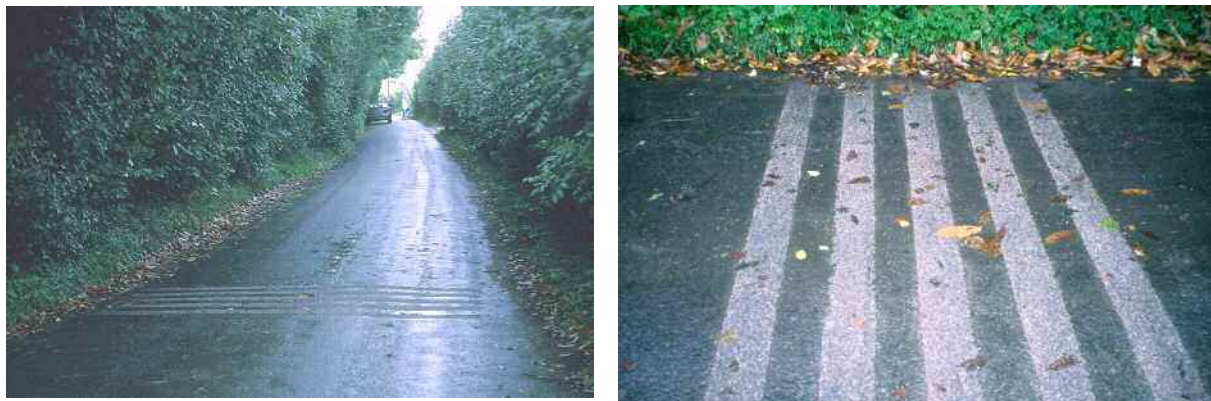
The Kent Quiet Lanes pilot area lies between the towns of Borough Green, Tonbridge, and East and West Malling and is bisected by the B2016. Much of it lies within a conservation area, some of it National Trust. There are a number of villages (for example Dunk's Green, Plaxtol, Crouch, Mereworth and Herne Pound) which lie within or immediately adjacent to the Quiet Lane area. Because of the accessibility to the M20/M25/M26, there is a likelihood of tourist use of the lanes, particularly day-trippers. This is opposed by residents, who see the Quiet Lanes network as a local facility rather than a tourist attraction.

The network was designed to link towns, villages, public rights of way and the existing cycle routes in Tonbridge and West Malling. The network comprises approximately 50 Quiet Lanes and several off-road links. (These figures include the same road more than once wherever there is a potential change in flow, for example at a junction.)

Some fruit farms lie within the network and therefore heavy goods vehicles use the lanes in the fruit-picking season. There is a quarry on one Quiet Lane, with consequent traffic.

In order for the network to be reasonably complete, some busier stretches of road have been included, with appropriate traffic calming measures.

Although designated as a Quiet Lane, Comp Lane had good forward visibility and 85<sup>th</sup> percentile speeds exceeding 40mph in the 'before' survey. The selected method of traffic calming was to introduce false cattle grids in the spring of 2001 on Comp Lane and also Long Mill Lane (Figure 7). These are 5 rumble strips almost the same colour as the road and therefore not very visible. At a later date (subsequent to the photograph in Figure 7), white lining was added to the edge of the road for emphasis.



**Figure 7: False cattle grid, Comp Lane**

Quarry Hill Road / Thong Lane links the town of Borough Green to the rest of the Quiet Lanes network. It is relatively wide and straight and was therefore considered to be in need of traffic calming. It was intended to use surface treatment at the edges of the road, to give a visual narrowing. In the event, the centre of the road was surface-dressed in a pink material, leaving the edges of the road unchanged (Figure 8). The difference in colour between the centre of the road and the edges turned out to be relatively small and there was no definitive line to mark the change in surface.



**Figure 8: Thong Lane – before (left) and after pink surface dressing (right), leaving the edges of the road unchanged, to make the road appear narrower.**

At the junctions with the B2016, suitable 'crossing points' were introduced, with improved junction warnings and anti-skid surfacing on the main road. At some junctions, verge build outs were installed to improve visibility.

Teston Road forms a busy link between two Quiet Lanes. This road was narrowed by widening the footway to make it suitable for shared use by pedestrians and cyclists.

Concerns by landowners over the off-road links led to the removal of one Quiet Lane from the network. There was no change to a bridleway terminating in steps and the preferred alternative route is not possible. As a result, the network does not properly continue across the B2016 at the southern end. This road remains a major obstacle to horse riders or to parents allowing their children to use Quiet Lanes.

New village signs incorporating the Quiet Lane sign were erected at the entries to the two villages located on a Quiet lane. A standard Quiet Lane sign was erected on the opposite side of the road and straw-coloured skid-resistant surfacing across the road.

The report *Quiet Lanes around the Greensand Ridge - A National Demonstration Project in Kent* (Kent County Council, 2002) gives further details of the scheme and the first year of 'after' monitoring.

## **2.2 Implementation**

The Quiet Lanes network was implemented between August 2000 and May 2001 and officially launched and publicised in July 2001. The signs were erected in the autumn of 2000, but heavy rain and consequent flooding had led to delays in completion of the scheme.

## **2.3 Consultation and publicity**

Residents were extensively consulted via a series of meetings and public workshops in which they were invited to offer their views on the proposed scheme and suggest which roads should be included in the Quiet Lanes network. A newsletter with a description of the scheme was distributed to 40,000 households. A User Group continues to meet to discuss progress.

## **2.4 Maintenance**

The Council has a duty of care and has stated (Kent County Council, 2002) that the 'level of maintenance of Quiet Lanes will continue to be that appropriate for a low traffic flow rural lane'. They anticipate that additional maintenance will be required for example for cutting back vegetation, both at entry and exit signs and to maintain sightline improvements at crossing points.

Drainage problems in winter mean that the roads are often flooded or covered in mud. Unfortunately, the flooding at the time of the implementation of the Quiet Lanes Project led to visible deterioration of the road surface (Figure 9) and consequently a belief by some users that these lanes would no longer be maintained.





**Figure 9: Surface deterioration following extended wet weather**

## 2.5 Signing

A signing hierarchy was devised initially in which small villages are signed for approximately 2 miles. A signs audit was also undertaken and superfluous signs removed e.g. removal of warning signs on designated Quiet Lanes.

Old-style wooden or metal fingerpost signs were retained (with no change in destination). New fingerpost signs, made of aluminium but intended to look similar to the old painted wooden ones, were introduced. These signed traffic away from Quiet Lanes if there was a suitable alternative route. Some of the new signs did not indicate the direction on the reverse side of the sign, where it was deemed unnecessary for non-users of Quiet Lanes.

In some locations, Quiet Lane signs were unfortunately placed immediately adjacent to a de-restriction sign, giving rise to adverse comments about mixed messages.

## 3 Monitoring programme

The monitoring was intended to detect changes in flows or speeds, in so far as this was possible, and to detect attitudinal changes.

There were two main difficulties in cost-effective monitoring. Firstly, because of the extent of the Quiet Lane areas, there were many more possible survey points than is usual in, for example, village schemes. Secondly, unlike urban networks, the flows are extremely low. Flows vary by time of day, between weekdays and weekends, and by time of year. Comprehensive monitoring of the network would call for counts to be repeated over a number of days and at regular intervals. Here, a pragmatic approach was adopted in which a sample of suitable monitoring points was selected, allowing greater emphasis to be placed on attitudinal surveys.

Surveys were undertaken by Kent County Council (KCC) and by TRL. 'Before' surveys are described in Kennedy and Wheeler (2001A) and comprised:

Surveys of traffic and speeds

Automatic speed/flow measurements on 17 links (KCC, 1998-99)

Manual classified counts at 11 junctions (KCC / TRL, Autumn 1999)

- Attitudinal surveys

Post-publicity telephone opinion survey of residents (TRL, March 2000)

Postal questionnaire survey of car drivers (TRL, March 2000)

Opinion surveys of traders and network users (TRL, March 2000)

Origin-destination survey of non-motorised users (TRL, Autumn 1999)

- Video surveys (TRL).

‘After’ surveys were undertaken at intervals over a period of two years, including a repeat of all TRL ‘before’ surveys once and the telephone survey twice as follows:

Surveys of traffic and speeds

Automatic speed/flow measurements on 17 links (TRL, 2001 and 2002/3<sup>1</sup>)

Manual classified counts at 11 junctions (KCC/ TRL, Autumn 2001 and 2002/3<sup>2</sup>)

- Attitudinal surveys

Two residents’ focus groups (TRL, Autumn 2001)

Two telephone opinion surveys of residents (TRL, Autumn 2001 and Spring 2003)

Postal questionnaire survey of car drivers (TRL, Spring 2002)

Opinion surveys of traders and network users (TRL, Spring 2003)

Origin-destination survey of non-motorised users (TRL, Autumn 2002)

- Video surveys (TRL, Autumn 2002).

### 3.1 Foot and Mouth Disease

The outbreak of Foot and Mouth disease meant that footpaths in the Quiet Lanes area were closed from February to June 2001 and the general public were asked to keep away from rural areas. The effect of the outbreak was small, as there are few farm animals in the area. No manual classified counts were undertaken during this period. Speed/flow measurements were undertaken at 3 sites, but were not thought to be affected.

### 3.2 Road works

Monitoring of the Quiet Lanes Project was dogged by road works, which affected large areas in 2001 and again in 2002. Although no surveys were undertaken on roads with road works in the vicinity, it is not known to what extent they affected usage after the roads were re-opened.

## 4 Speed/flow monitoring

### 4.1 Automatic speed/flow measurements

#### 4.1.1 Introduction

Kent County Council undertook ‘before’ automatic speed/flow measurements for a period of 7 days in July 1998 or March/June/October 1999, depending on the site. These were repeated as ‘after’ surveys in 2001 and 2002 on dates corresponding, as far as possible, to the ‘before’ surveys. (The 2002 surveys at two sites were delayed by long-term road works until February 2003.) The counts were at 17 locations, numbered A1 to A17 in Figure 10, including 10 Quiet Lanes and 7 control roads.

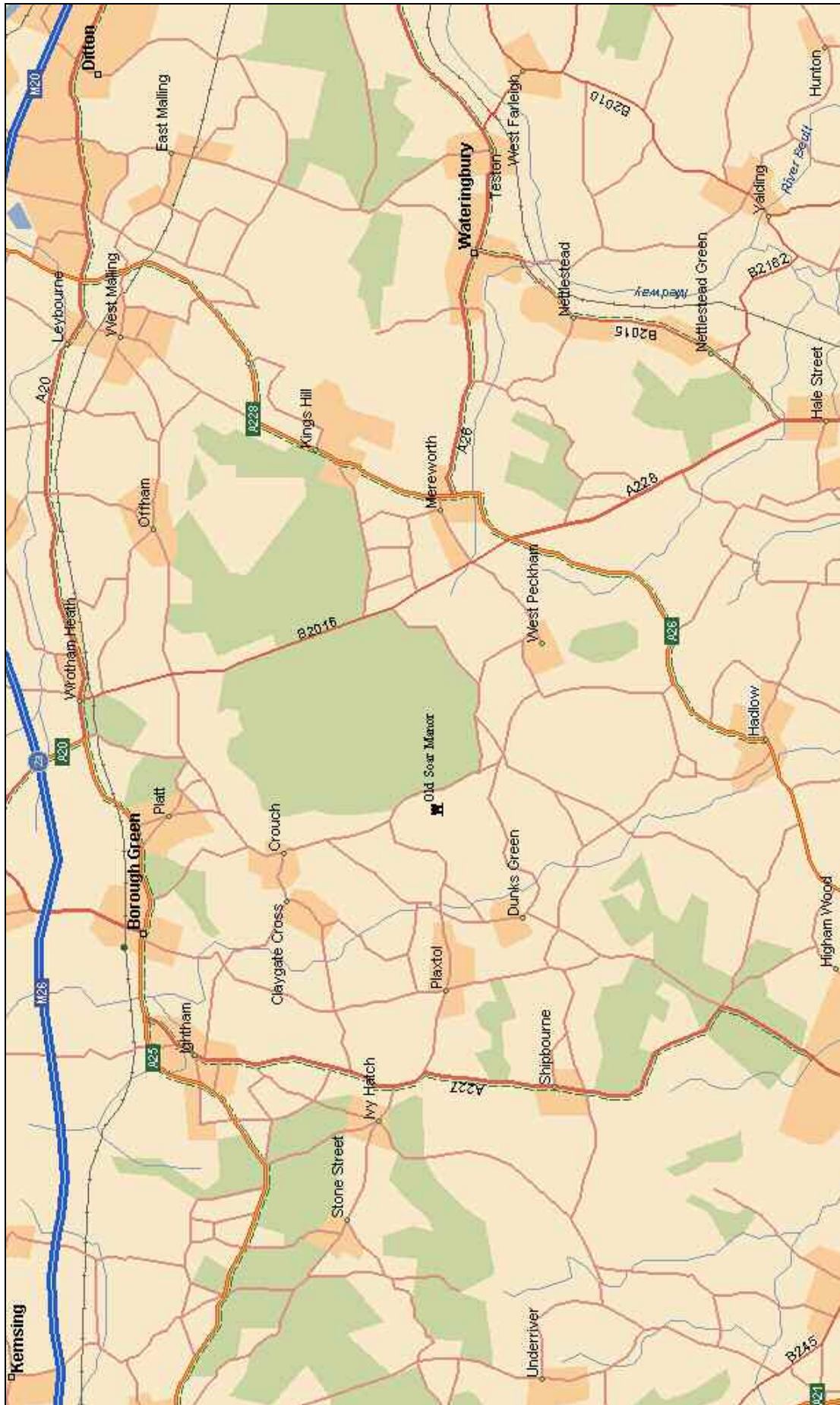
Owing to equipment failures, no ‘before’ speed/flow data are available for the Quarry Hill Road / Thong Lane site (A8), and no ‘after’ data in 2001 (sites A6, A8, A10 and A14). Missing data in 2002 at site A13 was due to road works in the Mereworth area, equipment failure during the rescheduled count followed by renewed road works.

<sup>1</sup> Speed/flow measurements at 3 sites were delayed until February 2003 by road works in the Mereworth area

<sup>2</sup> Manual classified counts were delayed at 3 sites until March 2003 by road works in the Mereworth area

The 2001 measurements included 3 sites that were undertaken during the period when footpaths and bridleways were closed following the outbreak of Foot and Mouth Disease. This period was in any case regarded as 'interim' since they occurred after the Quiet Lane signs had been erected, but in advance of the official launch of the scheme in July 2001. The counts in October 2001 were regarded as part of the 'after' survey.

Figure 10: Kent Quiet Lanes Pilot Area - automatic traffic count locations



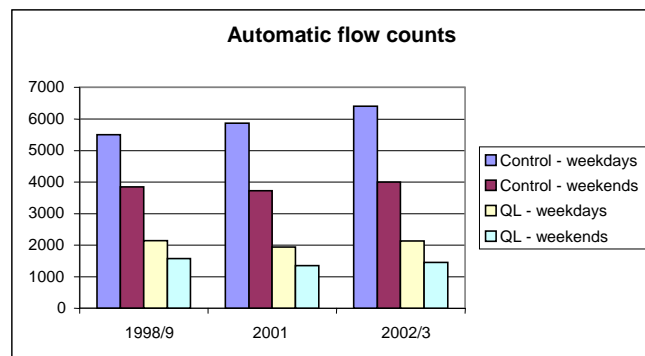
### 4.1.2 Traffic flow

Average two-way 24-hour flows are shown in Appendix A, Table A1 and summarised in Table 1 and Figure 11. Flows on individual Quiet Lanes varied from about 40 to over 700 vehicles per day in both the ‘before’ and ‘after’ surveys. Flows on the control roads ranged from about 400 to over 2000 vehicles per day in the ‘before’ survey and from about 400 to 3500 in the ‘after’ survey. Sites with missing ‘before’ or ‘after’ data were excluded from the aggregate flow comparisons at the bottom of Table A1 and in Table 1.

**Table 1: Two-way traffic flows before (1998/9) and after (2001, 2002/3) scheme implementation**

Location	Weekday				Weekend			
	1998/9	2001	2002/3	% change 1998/9- 2002/3	1998/9	2001	2002/3	% change 1998/9- 2002/3
Total all roads	7640	7790	8517	+11.5	5419	5070	5457	+0.7
Total control roads <sup>1</sup>	5503	5862	6395	+16.2	3842	3713	4004	+4.2
Total Quiet Lanes <sup>2</sup>	2137	1928	2122	-0.7	1577	1357	1453	-7.9

1. Excluding sites A10 and A14 (no 2001 data) for direct comparison
2. Excluding sites A6 (no 2001 data), A8 (no ‘before’ data) and A13 (no 2002 data)



**Figure 11: Two-way traffic flows before and after scheme implementation**

Comparing the latest counts with the ‘before’ data, flow on weekdays was down 1% on the Quiet Lanes in the ‘after’ survey compared with a 16% increase on the control roads. Corresponding changes in weekend flow were an 8% reduction on the Quiet Lanes and a 4% *increase* on the control roads. These figures represent a decrease on Quiet Lanes of 17% on weekdays and 12% at weekends relative to the control roads, which was seen as encouraging, but could have been affected at least in part by the extensive road works. Most of the increases on the control roads occurred on those with the highest flow, namely Plaxtol Lane (up 23%), Ashes Lane (up 54%) and Teston Road (up 45%), large increases over a three-year period.

### 4.1.3 Mean and 85<sup>th</sup> percentile speeds

Combined results for mean and 85<sup>th</sup> percentile speeds are shown in Tables 2 and 3 and in Figures 12 and 13 respectively, with individual site values in Appendix A, Tables A2 (mean speeds) and A3 (85<sup>th</sup> percentile speeds). Two-way ‘before’ mean speeds on individual links ranged from 23 to 43mph and

85<sup>th</sup> percentile speeds from 27 to 50mph. On average, mean and 85<sup>th</sup> percentile speeds on the Quiet Lanes were about 10mph lower than on the control roads.

Again excluding sites where 'before' or 'after' data were missing, the overall mean speed on the Quiet Lanes fell from 29 to 27mph, but there was a slightly greater decrease on the control roads, from 40 to 37mph.

Overall 85<sup>th</sup> percentile speeds fell from 35 to 33mph on the Quiet Lanes and from 46 to 43mph on the control roads.

As speeds fell similarly on both the control roads and the Quiet Lanes, it can be concluded that Quiet Lanes had little effect on speeds, though it could be argued that the effect of the Quiet Lanes network might have spread to the control roads. However, at most sites, the changes were less than 2mph. An exception was site A17; it is unclear whether the difference is due to the scheme or to some external factor.

Site A3 was located just to the east of the false cattle grid in Comp Lane. In the first 'after' survey there was a 4mph drop in speed for eastbound traffic that had just crossed the grid. This was not sustained in the second 'after' survey, which showed only a 2mph drop compared with the 'before' survey.

**Table 2: Mean speeds (mph) before (1998/9) and after (2001, 2002) scheme implementation (both directions combined)**

	1998/9	2001	2002/3	Change 2002/3 from 1998/9
Mean on control roads <sup>1</sup>	39.9	37.2	37.2	-2.8
Mean on Quiet Lanes <sup>2</sup>	29.2	27.4	26.9	-2.3

1. Excluding sites A10 and A14 (no 2001 data) for direct comparison

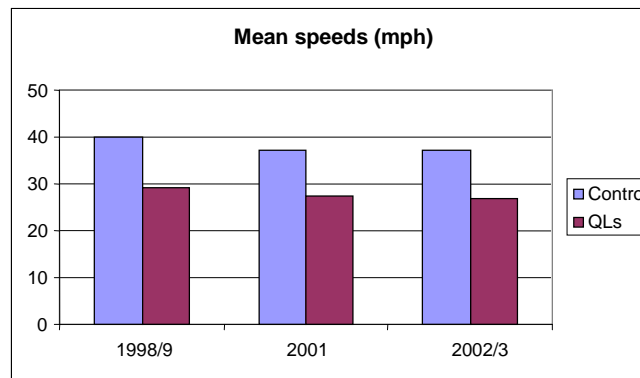
2. Excluding sites A6 (no 2001 data), A8 (no 'before' data) and A13 (no 2002 data)

**Table 3: 85<sup>th</sup> percentile speeds (mph) before (1998/9) and after (2001, 2002/3) scheme implementation (both directions combined)**

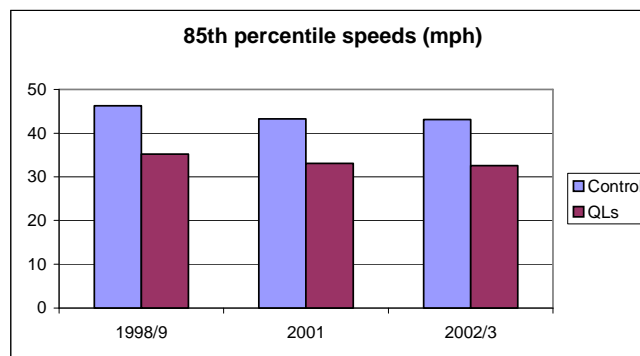
	1998/9	2001	2002/3	Change 2002/3 from 1998/9
Mean on control roads <sup>1</sup>	46.3	43.3	43.1	-3.2
Mean on Quiet Lanes <sup>2</sup>	35.2	33.1	32.6	-2.6

1. Excluding sites A10 and A14 (no 2001 data) for direct comparison

2. Excluding sites A6 (no 2001 data), A8 (no 'before' data) and A13 (no 2002 data)



**Figure 12: Mean speeds on Quiet Lanes and control roads before and after scheme implementation**



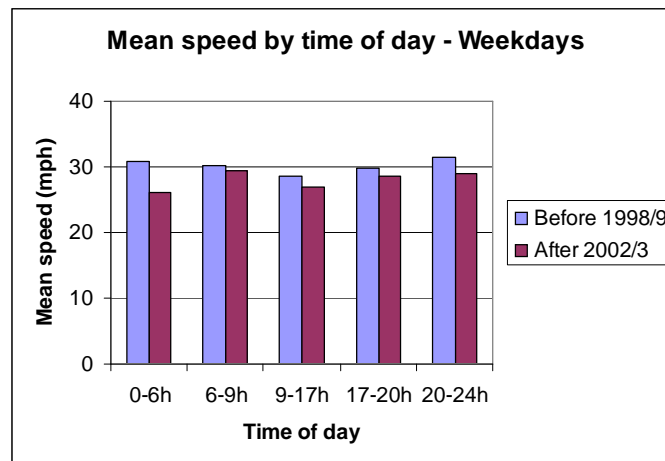
**Figure 13: 85<sup>th</sup> percentile speeds on Quiet Lanes and control roads before and after scheme implementation**

#### 4.1.4 Speeds by time of day

The mean speed by time of day on Quiet Lanes was calculated before and after scheme implementation comparing 1998/9 measurements with the most recent (2002/3) measurements (Table 4 and Figure 14). In general, speeds were lowest outside the peak period and highest at night, particularly in the 'after' period. However, 'before' to 'after' changes were small, except at night, when the data were based on very few vehicles.

**Table 4: Mean speeds (mph) on Quiet Lanes by time of day before and after scheme implementation**

	Before 1998/9	After 2002/3	Difference 1998/9 - 2002/3
0-6h	30.8	26.2	-4.6
6-9h	30.1	29.3	-0.8
9-17h	28.5	27.0	-1.5
17-20h	29.7	28.6	-1.2
20-24h	31.4	28.9	-2.4



**Figure 14: Mean speeds on Quiet Lanes by time of day before and after scheme implementation**

## 4.2 Manual classified counts

Twelve-hour manual classified counts were carried out at 11 junction sites (L1 to L11, shown in Figure 15). The ‘before’ survey took place in the autumn of 1999 and the ‘after’ surveys during the autumn of 2001 and 2002<sup>3</sup>. Road users travelling from one arm to another at the junction were counted on both arms so that numbers on control roads could be totalled separately (see Section 4.2.2). However, movements between pairs of control roads were not counted. *Thus although the counts include road users on both control roads and Quiet Lanes, all road users counted on control roads were also observed on Quiet Lanes (or footpaths / bridleways) and the two are not independent.* (This was not the case for Norfolk Quiet Lanes, for which all turning movements were recorded.)

The counts were carried out on one weekday (Friday) and on one weekend day (Saturday or Sunday), except that no weekend counts were carried out at site L9. Tables B1 and B2 in Appendix B show the day and date of each count and the weather for weekdays and weekends respectively.

The turning movements were classified as follows:

- Motorcycles, scooters and mopeds
- Cars, taxis, motorcycle combinations
- Buses/coaches
- Light goods vehicles
- Heavy goods vehicles (including agricultural vehicles)
- Pedal cycles
- Horse riders
- Wheelchairs
- Pedestrians
  - Adult male / adult female / older male / older female / child
- Pedestrians (classified as above) with a pushchair
- Pedestrians (classified as above) with a dog

<sup>3</sup> Second ‘after’ surveys at sites L1, L2 and L8 were delayed by road works until March 2003



#### 4.2.1 Total counts by road user type

##### Motor vehicles

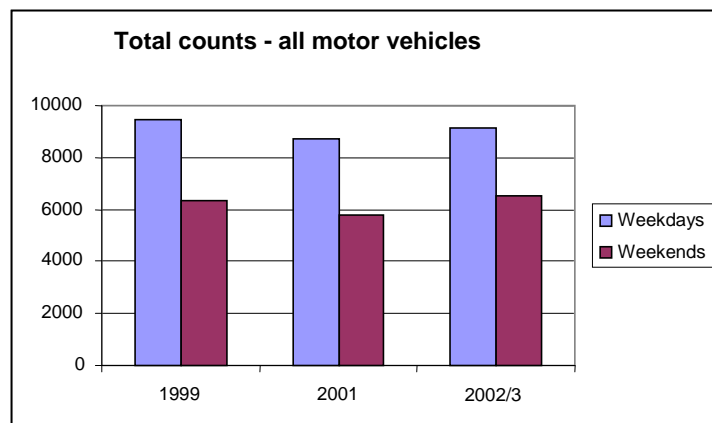
Total motor vehicle counts in the 'before' (1999) and 'after' surveys (2001 and 2002/3) are presented for each site in Appendix B, Tables B3 and B4, and summarised in the first row in Table 5 and Figure 16. The vehicle counts comprise all turning movements into or out of a Quiet Lane (or footpath / bridleway) and ranged from about 40 to 2200 per 12 hours at individual sites. Overall weekday and weekend counts in the 2002/3 'after' survey were respectively 3% lower and 3% higher than in 1999, but there were large variations between individual sites. The differences in overall weekday and weekend counts were not statistically significant.

**Table 5: Two-way manual 12-hour counts (all sites combined)**

Count		1999 (Before)	2001 (After)	2002/3 (After)	% change 1999-2002/3
Vehicles	Weekdays	9466	8700	9174	-3.1
	Weekends <sup>2</sup>	6366	5774	6554	+3.0
Pedal cycles	Weekdays	82	144	26	-68.3
	Weekends <sup>2</sup>	210	144	102	-51.4
Pedestrians <sup>1</sup>	Weekdays	196	338	250	+27.6
	Weekends <sup>2</sup>	288	542	540	+87.5

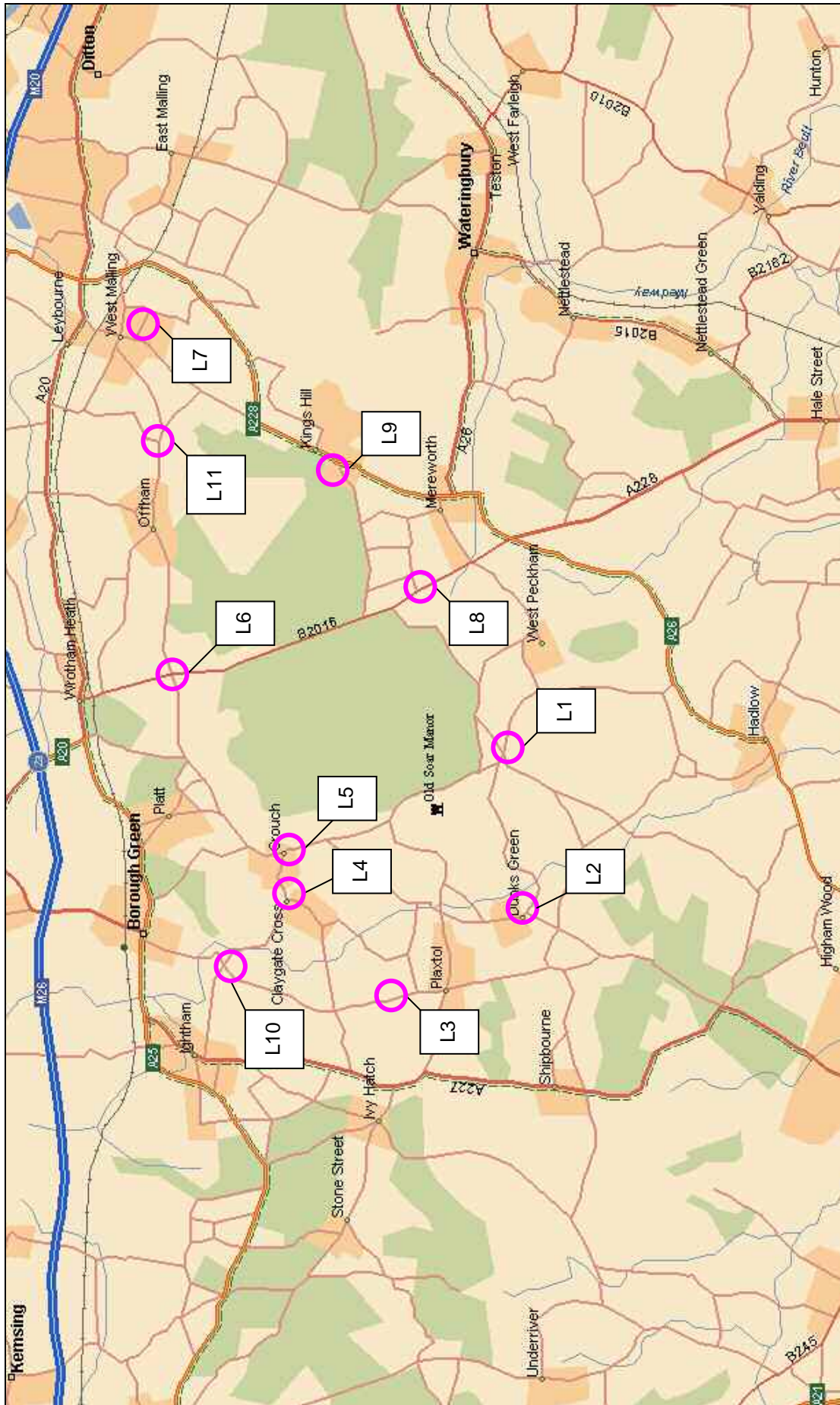
1 Totals include those with dogs and/or pushchairs, but not children in pushchairs

2 No weekend survey at site L9



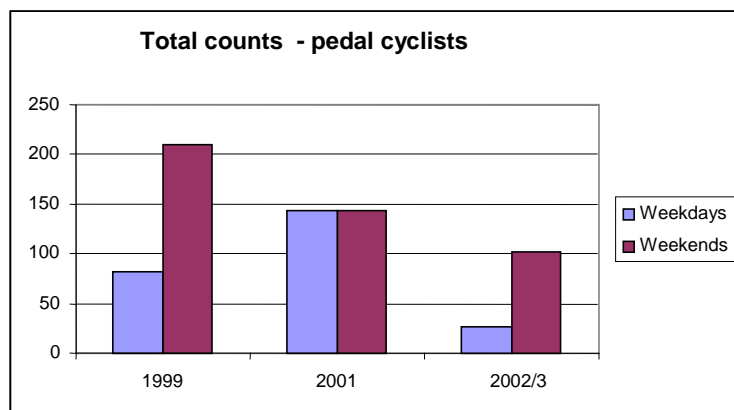
**Figure 16: Two-way manual 12-hour counts of vehicles (all sites combined)**

Figure 15: Kent Quiet Lanes Pilot Area - manual traffic count locations



### *Pedal cyclists*

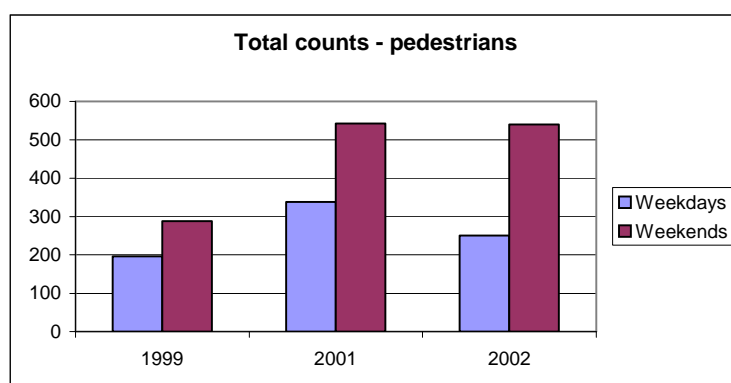
Pedal cycle counts by site are presented in Appendix B, Tables B5 and B6 and summarised in the second row of Table 5 and Figure 17. Counts have fluctuated considerably over the different surveys. Compared with 1999, overall weekday flows *increased* by about three-quarters in 2001, but *decreased* by two-thirds in 2002/3, whereas weekend flows were down by about one-third in 2001 and about half in 2002/3. These differences are not statistically significant. They may be weather-related, at least in part, since most of the weekday 2002/3 surveys took place in wet weather. The weekend counts in 1999 were known to include at least one party of 8 cyclists, who were part of a group of 200.



**Figure 17: Two-way manual 12-hour counts of pedal cyclists (all sites combined)**

### *Pedestrians*

Pedestrian flows by site are presented in Appendix B, Tables B7 and B8 and summarised in the third row of Table 5 and Figure 18. With respect to 1999, overall weekday flows increased by nearly three-quarters in 2001 and by a quarter in 2002/3. Weekend flows were up by almost 90% in 2001 and this change was maintained in 2002/3. These changes were statistically significant at the 5% level.



**Figure 18: Two-way manual 12-hour counts of pedestrians (all sites combined)**

#### **4.2.2 Counts by road user type on Quiet Lanes and control roads**

Tables 6 and 7 show the data by type of road user on Quiet Lanes and on control roads, on weekdays and at weekends respectively. As explained above, the comparison between control roads and Quiet Lanes should be treated with caution because they are not independent, most of the control road counts constituting users who also used Quiet Lanes.

##### ***Weekday surveys***

Table 6 compares the weekday 'before' and 'after' data. Overall on Quiet Lanes, the 12-hour two-way motor vehicle count fell by 4%. Numbers of non-motorised users decreased by 17%. This may be due to the weather, which was much worse in 2002/3. Pedestrian counts were up slightly on weekdays, but numbers of cyclists were considerably lower. Non-motorised users formed 3% of the total number of road users. The numbers involved were all very low, making it difficult to draw conclusions.

##### ***Weekend surveys***

Table 7 shows the 'before' and 'after' weekend counts. Overall, the motor vehicle count on Quiet Lanes increased by 3%. Non-motorised users on Quiet Lanes increased by 27%. However, the effect was not consistent. The number of cyclists *decreased* by 42%, whilst pedestrian numbers were up by 80%. Overall numbers were again very low.

**Table 6: Two-way manual 12-hour weekday classified counts before (1999) and after (2001 and 2002/3) scheme implementation by road user type**

Road user type	Control roads				Quiet Lanes			
	1999	2001	2002/3 <sup>2</sup>	% change <sup>1</sup>	1999	2001	2002/3 <sup>2</sup>	% change <sup>1</sup>
Cars	2418	2286	2336	-3.4	4950	4956	4914	-0.7
LGVs	486	377	463	-4.7	1190	861	941	-20.9
HGVs	89	66	135	+51.7	153	96	211	+37.9
Buses	33	15	54	+63.6	69	19	68	-1.4
Motorcycles	16	4	20	+25.0	62	20	32	-48.4
<b>All motor vehicles</b>	<b>3042</b>	<b>2748</b>	<b>3008</b>	<b>-1.1</b>	<b>6424</b>	<b>5952</b>	<b>6166</b>	<b>-4.0</b>
Pedal cycles	18	50	11	-38.9	64	94	15	-76.6
<i>Pedestrians without dogs</i>	24	60	60	+150.0	112	182	116	+3.6
<i>Pedestrians with dogs</i>	16	21	14	-12.5	44	75	60	+36.4
Total pedestrians	40	81	74	+85.0	156	257	176	+12.8
Horse riders	7	14	14	+100.0	31	48	20	-35.5
Wheelchairs	0	0	0	-	4	2	0	-100.0
<b>All non-motorised users</b>	<b>65</b>	<b>145</b>	<b>99</b>	<b>+52.3</b>	<b>255</b>	<b>401</b>	<b>211</b>	<b>-17.3</b>
<b>% of total</b>	<b>2.1</b>	<b>5.0</b>	<b>3.2</b>		<b>3.8</b>	<b>6.3</b>	<b>3.3</b>	

1 % change between autumn 1999 and autumn 2002

2 Surveys delayed until March 2003 at sites L1, L2 and L8 due to road works

**Table 7: Two-way manual 12-hour weekend classified counts before (1999) and after (2002/3) scheme implementation by road user type**

Road user type	Control roads				Quiet Lanes			
	1999	2001	2002/3	% change <sup>1</sup>	1999	2001	2002/3	% change <sup>1</sup>
Cars	1482	1327	1485	+0.2	4088	3969	4237	+3.6
LGVs	185	133	205	+10.8	427	275	449	+5.2
HGVs	34	16	39	+14.7	58	44	57	-1.7
Buses	5	0	5	0.0	31	10	27	-12.9
Motorcycles	13	0	13	0.0	43	43	37	-14.0
<b>All motor vehicles</b>	<b>1719</b>	<b>1476</b>	<b>1747</b>	<b>+1.6</b>	<b>4647</b>	<b>4298</b>	<b>4807</b>	<b>+3.4</b>
Pedal cycles	61	38	15	-75.4	149	106	87	-41.6
<i>Pedestrians without dogs</i>	39	74	90	+130.8	167	272	348	+108.4
<i>Pedestrians with dogs</i>	9	41	20	+122.2	73	155	82	+12.3
Total pedestrians	48	115	110	+129.2	240	427	430	+79.2
Horse riders	9	22	15	+66.7	55	32	47	-14.5
Wheelchairs	0	0	0	-	2	0	0	-100.0
<b>All non-motorised users</b>	<b>118</b>	<b>175</b>	<b>140</b>	<b>+18.6</b>	<b>446</b>	<b>565</b>	<b>564</b>	<b>+26.5</b>
<b>% of total</b>	<b>6.42</b>	<b>10.60</b>	<b>7.42</b>		<b>8.8</b>	<b>11.6</b>	<b>10.5</b>	

<sup>1</sup> % change between 1999 and 2002/3

## 5 Attitudinal and video surveys

### 5.1 Focus groups

Two focus groups were held in October 2001 to investigate attitudes to Quiet Lanes following scheme implementation. The intention was to get a spread of gender and age, and to include walkers, cyclists and horse riders in each group. For this reason, one group was held during the day and the other in the evening. Seven people took part in the first group, 5 in the second. Contact had been made with the British Horse Society (BHS) and the local branch of the Cyclists Touring Club (CTC), but in the event, no horse riders and only one cyclist attended.

#### 5.1.1 Knowledge of the Quiet Lanes scheme

Some of the participants had not heard of the scheme. Others had heard of it from leaflets delivered to their homes. The leaflets were criticised, however, as being obscure as it did not fully explain the concept of Quiet Lanes. It was pointed out that the leaflets did not say how the idea would be achieved or enforced, or what the benefits would be.

Some participants felt that most local people were unaware of the scheme, and visitors to the area would also be unaware of it. Others commented that they had seen the 'Quiet Lane' signs before understanding their purpose. (The signs were not considered to be self-explanatory.) It was felt that walkers (especially those walking dogs), cyclists and horse riders would be those most likely to be aware of the scheme.

Of the Quiet Lanes network, some were familiar only with Lavenders Road and Sandy Lane in West Malling, which were considered to be a poor choice for designation as Quiet Lanes, since both were rat runs. Lavenders Road was also used as an overflow for the two station car parks. The car parks were now inadequate because of the extra demand from residents of the new housing development at Kings Hill.

The cyclist mentioned that cyclists were generally trying to find quiet roads that were 'off the beaten track' and 'Quiet Lanes' were perfect for their requirement. Touring cyclists generally cycle long distances, and many potential users would be unaware of the scheme. The Quiet Lanes should therefore be publicised more widely.

#### 5.1.2 Use of Quiet Lanes

The participants had generally used the lanes to some extent, whether driving, walking or cycling.

It was mentioned that a few ramblers used Quiet Lanes, and that there was a 'blossom route' in the summer to view the orchards. However, it was not clear whether use by cyclists and ramblers had changed as a result of the lanes being designated as Quiet Lanes. Generally it was felt that being designated as a Quiet Lane had little effect on their level of use by walkers, cyclists or car drivers. One participant mentioned that most people still walked on footpaths rather than the lanes, as he did himself. There was also a feeling that the lanes were not suitable for walkers because traffic was too heavy and the lanes too narrow.

Although some people thought the term "Quiet Lane" should reflect a reduction in use by drivers, it was acknowledged that people living in the Quiet Lanes area have to use their cars. Farm vehicles also need access. Drivers of delivery vehicles and farm vehicles using the lanes were perceived to be considerate and therefore these vehicles were not a problem. It was noted that the roads near one farm were cleaned regularly by a farm employee.

Some felt that motorists were generally considerate towards pedestrians on Quiet Lanes, and perhaps slightly more so since the lanes had been designated quiet. Some motorists in the groups felt they

drove more slowly when using Quiet Lanes. Others felt that this was something they just did naturally, the Quiet Lane designation having made no difference.

It was noted that residents from an estate outside the area came through the fields onto the lanes on quad bikes and motorbikes, riding in a manner likely to cause accidents, taking notice of no-one.

The participants noted that the area had been undergoing programmes of road works during the previous two years (gas, water, cable services and a new roundabout on the A20) which had been very disruptive, with roads being closed. This had significantly affected traffic on local roads and made it difficult to assess the impact of the Quiet Lanes scheme.

It was felt that the new housing in the Kings Hill area had made the roads busier generally, with most families having two cars, although it was felt they did not generally use Quiet Lanes much.

### **5.1.3 Signs and traffic-calming measures**

The participants had mostly not noticed any change to the direction signs within the Quiet Lanes network. As locals, the respondents knew their way around and tended not to look at signs. The cyclist was not local, and did not know his way around, but said he tended to cycle in a group, relying on another member of the party who knew the area. He too, therefore, was unaware of any changes to signing.

It was suggested that the Quiet Lane signs might be seen by walkers, cyclists or horse riders, but motorists were unlikely to see them, as they were often obscured by vegetation. Even if the signs were seen, it was felt that people would not generally know what they meant.

The Quiet Lane signs themselves were thought to give insufficient information, and should carry some message such as 'caution', or tell the road user what to do.

Participants were aware of the false cattle grids, but the cyclist commented that a gap should have been left at the side for use by cyclists. The false cattle grids were also thought to cause problems for horse riders. The participants were not familiar with the edge treatment in Thong Lane, or the special treatment where the lanes crossed main roads.

### **5.1.4 Success of the Quiet Lanes scheme**

It was felt that the Quiet Lanes scheme had made little difference to the lanes. There was no difference between those country lanes that were 'quiet' and those that were not. The signs were felt to have 'no authority'. It was suggested that speed limits or calming devices could have achieved the desired effect, and been well understood by the motorist. It was also suggested that it was a 'nonsense' to have both the Quiet Lane sign and a de-restricted speed sign in close proximity as on Comp Lane.

Some people questioned the suitability of the particular roads that had been designated Quiet Lanes, and questioned the method of choosing them.

Of the people who knew about the scheme, some had reservations about walking on Quiet Lanes and it was considered that many did not understand their purpose. The idea that cyclists, walkers and riders might have priority was described as 'wishful thinking'. The scheme was considered to be a waste of money by some participants, particularly if they were in fact paying for it out of their rates or taxes.

It was mentioned that 'Quiet Lanes' were not possible in an area of such high housing density as this area of Kent. The concept might work better in the 'country'.

It was, however, felt that 'Quiet Lanes' were a worthwhile idea, but unfortunately had not had much opportunity to work in practice because of the disruption due to road works. It would be worthwhile extending the principle in general, to make people more aware of other road users and their requirements.



### **5.1.5 Possible improvements to the scheme**

It was suggested that the scheme should be better advertised, with an article in the Kent Messenger. The leaflet had been distributed some time previously, and it was considered that many people would not have read it anyway. It was also suggested that the publicity should emphasise that drivers should behave responsibly towards other road users.

It was suggested that a lower speed limit, or alternatively road humps, might be a better idea than the Quiet Lanes scheme for controlling the speed of vehicles. If the scheme was to encourage pedestrians, pavements should be put in, as the lanes are so narrow.

It was suggested that traffic should be banned, or restricted to 'access only', although it was felt that the latter would not stop 'through' traffic using the lanes.

Improvements to the Quiet Lane sign might also improve safety - it could be bigger and convey a message e.g. 'Caution – Quiet Lane'. One person suggested that the lanes be called '*Quieter Lanes*'. Another suggestion was that hedges and verge should be cut back to improve safety, but whether or not this was currently being done was disputed.

Improvements suggested were that Quiet Lanes should link in more with places where people could walk or ride a horse away from the road - e.g. woodlands. Spurs off the 'through' routes to such areas were suggested. Quiet Lanes should link in with the National Cycle routes.

### **5.1.6 Summary of results from focus groups**

The main results from the focus groups are as follows:

Many of the participants were familiar with only Lavenders Road and Sandy Lane, which they did not consider to be suitable for designation as Quiet Lanes, as the former was used for overflow parking for West Malling station and both roads were used as rat-runs.

The Quiet Lanes area had been subjected to extensive road works during the previous year, which had significantly disrupted traffic. It was therefore difficult to come to a conclusion about the success of the scheme. There had also been extensive building nearby.

It was felt that the aims of the project were unclear, and were not well explained in the leaflets distributed to households within the area. More publicity was required, possibly in the local press.

Some participants thought the idea was a worthwhile one, although it was not clear that it was working in practice, partly due to the problem of road works mentioned above, and partly due to the high density of housing in the area. The lanes were generally too busy, winding and narrow to be used safely by walkers.

The 'Quiet Lanes' signs were considered to be too small and were thought to give insufficient information.

Some felt the money could be better spent. Lower speed limits, with enforcement, and traffic calming devices were suggested.

The difficulty in obtaining a full complement of participants in the focus groups itself indicated a degree of apathy over Quiet Lanes as a topic of local interest.

## **5.2 Questionnaire survey samples**

### **5.2.1 Survey samples**

In interpreting the results of the questionnaire surveys presented in Section 5.3, it is important to understand the differences in sampling procedures and therefore a brief description of the surveys and

the sample characteristics are included below. The dates of the attitudinal surveys are given in Section 3.

### **5.2.2 Telephone survey sample**

The 'before' telephone survey of 97 residents was post-publicity, but before implementation, with the aim of establishing people's perceptions of the scheme. The sample was selected at random from the electoral register in proportion to the population, except that the numbers from the northern wards of Tonbridge and the new Kings Hill development near West Malling were deliberately limited. The aim was that the sample would be demographically representative of those most likely to use the Quiet Lanes network. Only those who had already heard of the scheme were deemed eligible for interview, about three-quarters of the 200 names initially selected. As far as possible, the same respondents were interviewed in the 'after' surveys. The total was rounded up to 100 in each 'after' survey with 24 substitutions being made in the first and 25 in the second; all of the substitutes were aware of the scheme.

Detailed results from the surveys are given in Appendix C.

### **5.2.3 Postal survey sample**

The samples for the postal surveys were obtained by recording the registration numbers of cars using Quiet Lanes and tracing the names and addresses of the registered keepers of these vehicles through the Driver and Vehicle Licensing Agency (DVLA) (see Kennedy and Wheeler, 2001A). The registration numbers were collected as part of the manual classified counts and the questionnaire surveys undertaken in March 2000 and April 2002.

Duplicate registration numbers, for example, if the same vehicle was observed several times at the same site, and/or at more than one site, were removed. For each survey, a sample of 630 different registration numbers, selected at random in proportion to the numbers of cars observed at each location, was sent to DVLA; of these, 592 in 1999 and 598 in 2001 were found to be valid. Those registered as companies (105 in 1999 and 118 in 2001) were not sent questionnaires, since in the past companies have been found to have a poor response rate. The distribution of addresses of the remaining registered keepers (488 in 1999; 459 in 2001) was as shown in Table 8. The percentage of cars registered at an address within the Quiet Lanes area was slightly lower in the 'after' survey than in the 'before' survey. About two-thirds came from within, or on the edge of, the Quiet Lanes area.

Questionnaires were sent to addresses in the Quiet Lanes area or within about 10 miles of it, 409 in the 'before' survey and 415 in the 'after' survey. Completed forms were returned by 141 respondents in the 'before' survey, and 164 in the 'after' survey. These numbers comprise 34% and 40% of the forms sent out, which is exceptionally high for this type of survey.

In total, 67% in the 'before' surveys and 88% in the 'after' surveys had heard of the scheme.

Detailed results from these surveys are given in Appendix D.

**Table 8: Distribution of postal addresses of registered keepers of vehicles observed using potential Quiet Lanes**

Location	Before		After	
	Number	Percentage of total	Number	Percentage of total
<b>Within Quiet Lanes area</b>	<b>218</b>	<b>45</b>	<b>184</b>	<b>40</b>
West Malling	53	11	41	9
Plaxtol	47	10	35	8
Crouch	41	8	38	8
Roughway	27	6	15	3
Dunks Green	19	4	8	2
Mereworth	18	4	24	5
Basted	6	1	7	2
Offham	4	1	8	2
West Peckham	3	1	8	2
<b>Edge of Quiet Lane area</b>	<b>114</b>	<b>23</b>	<b>122</b>	<b>27</b>
Tonbridge area	43	9	32	7
Borough Green	30	6	22	5
Platt	17	3	30	7
Hadlow	6	1	15	4
Shipbourne	6	1	3	1
Wateringbury	6	1	9	2
Ightham	4	1	5	1
Wrotham Heath	2	1	6	1
<b>Other towns/villages close to Quiet Lane area</b>	<b>56</b>	<b>11</b>	<b>71</b>	<b>17</b>
Maidstone area	20	4	28	7
Aylesford	15	3	14	3
Sevenoaks area	9	2	11	3
Snodland	8	2	6	1
Wrotham	4	1	3	1
East Peckham	1	<1	8	2
Golden Green	1	<1	1	<1
<b>Elsewhere</b>	<b>79</b>	<b>16</b>	<b>59</b>	<b>13</b>
Other Kent	29	6	22	5
London area	18	4	14	3
Dartford and Gravesend area	15	3	10	2
Medway towns	12	2	11	2
Sussex	5	1	2	<1
<b>Far</b>	<b>22</b>	<b>4</b>	<b>23</b>	<b>5</b>
<b>Total</b>	<b>488</b>	<b>100</b>	<b>459</b>	<b>100</b>

#### 5.2.4 Traders' and destination survey sample

Opinion surveys were also targeted directly at attractors ('destinations') within or on the edge of the Quiet Lanes area. The surveys were carried out in the spring of 2000, prior to scheme implementation, and in the spring of 2003, at a range of locations:

- Village shops
- Public houses
- Riding stables
- Restaurant

### Golf course

A total of 29 destination questionnaires were completed in the 'before' survey and 42 in the 'after' survey. Respondents were asked their opinion of the scheme, their mode of travel and the distance travelled. Only those who had heard of the Quiet Lanes scheme were interviewed. All lived locally.

Traders representing the facilities listed above were interviewed face-to-face about the effect of Quiet Lanes on trade. Additional interviews were conducted by telephone with estate agents who were asked about the effect on house prices. There were 23 traders in the 'before' survey and 20 in the 'after' survey. Again, only those who had heard of the scheme were eligible for interview.

Detailed results from these surveys are given in Appendix E.

### 5.2.5 *Horse riders' and carriage drivers' survey sample*

Because of the low number of horse riders contacted in the 'before' surveys, it was decided to undertake a postal survey specifically of horse riders and carriage drivers. Contact was made with the British Horse Society (BHS) who forwarded questionnaires on behalf of TRL to members within, or close to, the Quiet Lanes area. A total of 19 questionnaires were returned to TRL by prepaid envelope (15 horse riders and 4 carriage drivers). The response rate is unknown, since it not known exactly how many questionnaires were sent out by BHS. All respondents had heard of Quiet Lanes.

Eleven horse riders and 2 carriage drivers used the lanes. The others were not familiar with the location of Quiet Lanes, or did not use them because there were none near where their horses were stabled, or would have difficulties in actually getting to the network because of the need to cross main roads.

All but one rider owned at least one horse, and 9 riders (but no carriage drivers) stabled their horses on Quiet Lanes, 4 on land adjacent to their home. Seven of the riders drove a motor vehicle along Quiet Lanes to get to their horse/horses.

Detailed results are given in Appendix F.

### 5.2.6 *Origin-destination survey of non-motorised users of Quiet Lanes*

In conjunction with the manual classified counts, pedestrians, cyclists and horse riders were interviewed by the roadside in the 'before' surveys in November 1999 and again in the 'after' surveys in November 2002 and February 2003.

There were 129 respondents in the 'before' survey of whom 26 were cyclists, 91 pedestrians and 12 horse riders.

In the 'after' survey, there were 204 respondents, of whom 15% were cyclists, 72% were pedestrians and 13% were horse riders. A small number of people refused to be interviewed, mainly during the weekday counts when there was the heavy rain.

Detailed results are given in Appendix G.

### 5.2.7 *Sample characteristics*

The sample characteristics for the various surveys are shown in Table 9. In both 'before' and 'after' postal and telephone surveys, about one-third of respondents were aged 60 or over. These proportions are somewhat higher than the national age profile in which only 20% are aged over 60 (Annual Abstract of Statistics, 2000).

**Table 9: Questionnaire survey sample characteristics**

Percentage of respondents (Base)	Postal		Telephone			Traders survey <sup>2</sup>		Destination survey		Horse riders	Carriage drivers	All TRL surveys	
	Before (141)	After (146)	Before (97)	After 1 (100)	After 2 (100)	Before (23)	After (20)	Before (29)	After (42)	After (15)	After (4)	Before (290)	After (326)
Male	49	46	46	46	48	78	55	55	46	7	25	51	47
Not working	35	38	40	34	41	-	-	55	40	33	25	38	48
Aged 60 or over	30	31	36	33	42	13	15	41	33	13	50	31	34
With children 16 or under	50	47	18	19	19	-	-	21	40	40	-	39	36
Drivers	98	98	89	88	88	-	-	93	90	-	-	94	95
Cyclists	48	32	25	24	30	-	-	24	24	-	-	37	31
Horse riders	24	19	3	4	7	-	-	-	5	-	-	14	13
Long term residents <sup>1</sup>	66	52	73	75	72	-	-	93	64	47	75	71	61

1. Over 10 years

2. Including estate agents

Nearly 90% of the respondents in the telephone surveys and almost all in the postal surveys drove a car. Overall, about one third were cyclists. Few respondents in the telephone surveys were horse riders compared to one quarter and one fifth in the ‘before’ and ‘after’ postal survey respectively.

About three-quarters of respondents in the telephone survey were long-term residents (defined as having lived in the area for at least 10 years) compared with about half of those in the postal survey, who were also more likely to have children aged under 16. Most of the traders had been established for at least 10 years.

### 5.3 Results from questionnaire surveys

The main results from the TRL questionnaire surveys have been combined to give overall totals wherever possible in order to increase the sample size. The responses made were found to be broadly similar for the different age groups and for both sexes and therefore, for simplicity, results classified by age and sex have not been shown. They were also similar across the different surveys, except where indicated in the text. Any statistically significant differences between ‘before’ and ‘after’ results were at the 5% level or lower ( $\chi^2$  test).

In interpreting the results, it is important to note that the ‘before’ surveys referred to ‘very narrow single-track country lanes’ rather than Quiet Lanes, since it was unlikely that the respondents were aware precisely which lanes would be designated as Quiet Lanes. Questions in the ‘after’ survey, however, referred to Quiet Lanes. *At least part of the differences between the responses must be attributed to this change in wording.*

#### 5.3.1 Purposes of scheme

In the telephone and postal ‘after’ surveys, respondents were asked what they thought the main purposes of the scheme were (Table 10). The most common responses were to reduce motorised traffic on the lanes, reduce speeds, to make non-motorised users feel safe, and to encourage more walking, cycling and horse riding.

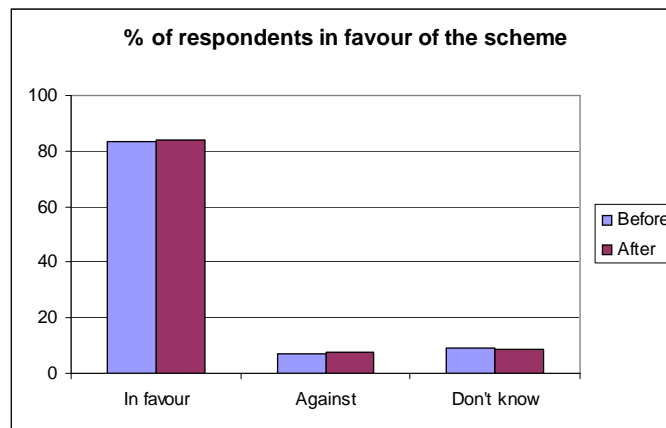
**Table 10: Main purposes of the scheme (‘after’ surveys)**

Percentage of respondents Purpose	Postal (base 164)	Telephone 1 (base 100)	Telephone 2 (base 100)
“To reduce motorised traffic on the lanes”	23	31	54
“To make pedestrians, cyclists and horse riders feel safe”	13	35	30
“To encourage more people to walk, cycle or ride a horse”	7	23	31
“To reduce vehicle speeds on the lanes”	20	18	33
“To improve the environment”	9	12	11
“To encourage users to have consideration for others”	7	7	14

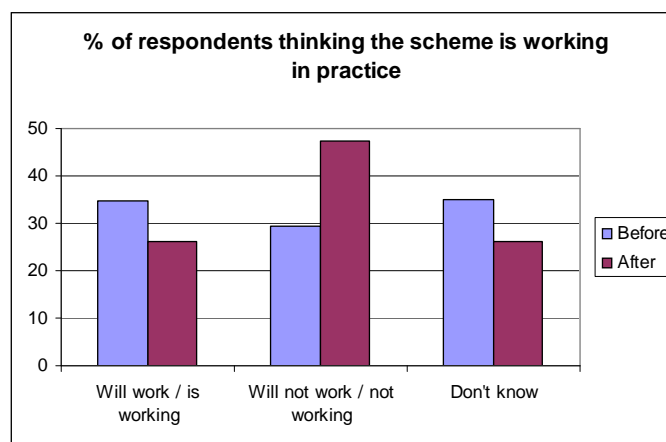
#### 5.3.2 Opinions of scheme

There remained strong support for Quiet Lanes amongst the respondents in all ‘after’ surveys, with 84% in favour of the scheme (Table 11 and Figure 19), almost identical to the ‘before’ surveys.

Overall, about one-third in the ‘before’ surveys thought that the idea would work in practice, but this reduced to about one quarter in the ‘after’ surveys (Table 12 and Figure 20). Correspondingly, the proportion thinking the idea was not working had increased to almost half. The ‘before’ to ‘after’ differences were not statistically significant at the 5% level.



**Figure 19: Percentage of respondents in favour of the Quiet Lanes scheme**



**Figure 20: Percentage of respondents thinking the Quiet Lanes scheme is working**

The main reasons given by those saying the scheme was working were that:

- There was less traffic
- People were driving more carefully / considerately
- There were more cyclists and walkers
- Speeds were lower
- The lanes were safer
- Drivers were more aware of walkers, cyclists and horse riders
- The signs were clear / understood / respected.

**Table 11: Percentage in favour of the scheme**

	Postal		Telephone			Traders		Destination		OD	All	
	Before (141)	After (164)	Before (97)	After 1 (100)	After 2 (100)	Before (290)	After (326)	Before (23)	After (20)	After (204)	Before (290)	After (530)
In favour	79	89	91	86	88	83	84	78	75	84	83	84
Against	8	9	5	7	9	7	12	13	25	1	7	7
Don't know / not sure	11	2	1	6	3	9	4	9	0	15	9	8
No response	1	0	0	0	0	0	0	0	0	0	0	0

**Table 12: Percentage thinking the scheme will work / is working in practice**

	Postal		Telephone			Traders		Destination		OD	All	
	Before (141)	After (164)	Before (97)	After 1 (100)	After 2 (100)	Before (23)	After (20)	Before (29)	After (42)	After (204)	Before (290)	After (530)
Will work / is working in practice	43	21	25	18	30	39	40	24	17	29	35	26
Will not / is not working in practice	31	56	27	48	53	30	25	28	53	39	29	47
Don't know / not sure	24	22	48	32	17	30	35	48	31	32	35	26
No response	2	0	0	0	0	0	0	0	0	0	0	0



Those saying that the scheme was not working said that:

- There was still rat-running
- Speeds were still too high or had not changed
- The scheme had made no difference
- There had been no change in the amount of traffic (some blamed local development)
- The signing was too small / inconspicuous / inadequate / poorly understood (e.g. by outsiders)
- The scheme was a waste of money
- Drivers ignored the scheme
- There was a lack of publicity about the scheme
- Drivers were unsure about the purpose of the scheme
- Rubbish dumping had increased.

Those who were unsure about Quiet Lanes tended not to use them much or had views for and against the scheme.

Overall, even amongst those who supported the scheme there was concern that Quiet Lanes were still used as rat runs and that some drivers were still travelling too fast.

### 5.3.3 *People benefiting from the scheme*

Respondents in the telephone, destination and traders' surveys were asked who they thought would benefit, or was benefiting from Quiet Lanes (Table 13). The most common responses were pedestrians, cyclists, local people and horse riders (respondents could give more than one answer). A smaller proportion of respondents in the 'after' survey mentioned cyclists and horse riders. There was a large increase in the proportion saying that no-one was benefiting.

**Table 13: Views of respondents on who will benefit / is benefiting from the scheme<sup>1</sup>**

Percentage of respondents (base)	Before (149)	After (162)
Locals	53	45
Pedestrians / dog walkers	33	38
Cyclists	27	14
Horse riders	26	16
Children	9	5
Drivers	9	2
No-one	7	30
Older people	4	2
Tourists	2	3
Everyone	5	4
Farmers	0	0
Local business	2	0
Council	1	0
Disabled people	1	0
Environment/wildlife	1	0

<sup>1</sup> Respondents could give more than one answer

### 5.3.4 Concerns about Quiet Lanes

Respondents in the telephone, the traders' and the destination surveys were asked to assess the likely / current effect of Quiet Lanes on a variety of issues by stating the extent to which they agreed or disagreed with a set of statements. The results were analysed to give 'mean' responses by allocating a score of 1 to 5, where 5 indicated strong agreement and 1 strong disagreement, to each individual response.

The mean scores from all surveys combined are shown in Table 14. They ranged from 2.5 (slight disagreement) to 4.0 (agreement). Views were divided on most of the statements (mean score between 2.5 and 3.5) with strong opinions on both sides. In the 'before' surveys, there was agreement that the scheme would make non-motorised users feel safer (mean score 4.0), and slight agreement that it would improve the environment (3.9) and encourage more people to walk, cycle or ride a horse (3.7). In the 'after' surveys, the main changes were that people were less inclined to think that traffic or speed levels were lower, that non-motorised users felt safer, or that the scheme was benefiting the environment. People were slightly more inclined to think that there had been no change.

**Table 14: Agreement with statements about the scheme (mean scores<sup>1</sup>)**

Statement	Before	After
	(base 149)	(base 162)
There will be / is less traffic on Quiet Lanes	3.1	2.8*
There will be / are fewer lorries	3.3	3.1
There will be / has been no change	2.5	3.0*
Speeds will be / are lower	3.4	2.7*
Drivers will be / are more likely to use alternative routes	3.1	2.7*
Drivers will be / are more considerate towards other road users	3.0	3.1
The scheme will attract / has attracted people from outside the area	3.1	3.3
It will improve / has improved the environment	3.9	3.2*
Pedestrians, cyclists and horse riders will feel / feel safer	4.0	3.3*
It will encourage / has encouraged more people to walk, cycle or ride a horse	3.7	3.4*

1 1=strongly disagree, 5=strongly agree

\* 'Before' to 'after' change statistically significant at the 5% level

Respondents in the telephone and destination surveys were asked to what extent they were bothered by other road users on single-track country lanes / Quiet Lanes. The results are shown in Table 15. In the 'before' surveys, three-quarters of motorised users were bothered 'very much' or 'quite a lot' by speeding vehicles. In the 'after' surveys, this proportion had fallen to less than one-half; the change is likely to be attributable at least in part to the change in wording.

The percentages of non-motorised users bothered by motor vehicles also fell, again probably due in part to the change in wording. Very few respondents were bothered by non-motorised users. Horse riders were particularly bothered by the speed of vehicles, and also by cars, vans and lorries.

**Table 15: Cause of nuisance from other road users**

	% bothered very much or quite a lot						
	Pedestrians		Cyclists		Horse riders <sup>1</sup>	Motorists	
	Before (103)	After (119)	Before (34)	After (41)	After (12)	Before (119)	After (127)
The speed of vehicles	80	53	75	49	92	76	44
Cars	67	39	71	38	75	-	-
Vans	59	34	59	31	58	-	-
Lorries	49	29	52	27	33	57	49
Agricultural vehicles	9	10	10	8	8	13	15
Pedestrians	-	-	0	0	0	14	4
Cyclists	8	6	-	-	67	8	2
Horse riders	1	1	6	0	8	16	7

1 Includes two carriage drivers

### 5.3.5 Frequency of use of single-track country lanes

Respondents were asked in the telephone, the postal and the destination surveys about their frequency of use of single-track country lanes / Quiet Lanes by various modes (Table 16). In both 'before' and 'after' surveys, about 80% of respondents travelled by car (or van or motorcycle) and about two-thirds walked along single-track country lanes at least once a week. The proportion cycling at least once a week was unchanged at 13%.

The frequency of walking and cycling in the non-motorised users' origin-destination survey (not included in Table 16) was higher, with about half the 139 walkers and one-third of the 28 cyclists using the lanes 6 or 7 days a week.

**Table 16: Frequency of use of single-track country lanes/Quiet Lanes**

Percentage of respondents (Base)	By car or van		Pedal cycle		On foot	
	Before (267)	After <sup>1</sup> (306)	Before (267)	After (306)	Before (267)	After (306)
6-7 days a week	52	47	2	2	22	23
3-5 days a week	17	20	3	4	16	16
1-2 days a week	15	13	8	7	30	24
Once a fortnight	6	6	4	5	5	9
Once a month	3	4	8	6	6	9
Less than once a month	2	4	12	10	7	6
Never	3	4	51	62	13	12
Not stated	3	1	10	3	0	1

1 After survey by car/van/motorcycle

About two-thirds of the 26 horse riders in the non-motorised users' origin-destination survey used the lanes 6 or 7 days a week and all used them at least once a week. Of the 12 horse riders and two carriage drivers in the riders' and carriage drivers' surveys who used Quiet Lanes, nine used them at least once a week, and six at least three days a week. The carriage driver said that he now used Quiet Lanes more often than before scheme implementation, but the riders have not changed their frequency of use.

### 5.3.6 *Motorised use of single-track country lanes / Quiet Lanes*

Respondents in the telephone and postal surveys were asked to indicate the main purposes of the trips they made by motor vehicle on single-track country lanes / Quiet Lanes. The combined results are shown in Table 17, although it should be noted that respondents in the postal surveys were more likely to drive along these roads than were those in the telephone surveys. The most common journey purposes (cited by at least one-third of respondents) were travelling to a leisure facility, for pleasure, shopping, school/college trip, travelling on business and visiting friends. The proportions in each category were similar or lower in the 'after' than in the 'before' survey, probably because of the change in wording e.g. the reduction in numbers travelling to or from a leisure facility might be because the route involves single-track country lanes but not Quiet Lanes. This is supported by the fact that there was no change in the proportion saying they drove along these roads for pleasure. High proportions used the lanes for school or college trips, for going to catch a bus or train or for travelling to or from work. This supports some of the comments referring to rat-running and the need to use Quiet Lanes for overflow parking at the station in West Malling.

**Table 17: Main purposes of car/van/motorcycle trips on single-track country lanes / Quiet Lanes**

<b>Percentage of respondents (base)</b>	<b>Before (238)</b>	<b>After (260)</b>
Shopping	41	39
Visit friends at their home	10	8
Personal business	23	16
Travel to/from work	25	19
Travel for pleasure	55	56
Visit friends elsewhere	44	40
Travel to leisure facility	60	50
School/college trip	38	41
Travel on business	37	23
To catch train or bus	29	28
Go to pub	21	18
To go to place of worship	30	22
Farming related trip	31	27
Other	7	11

When asked why they used a motor vehicle on the lanes, between a third and a half of respondents in the 'before' and 'after' surveys said that the lanes were their only route and/or that they lived on such a lane (Table 18). About one-fifth to one quarter of respondents said that they used a motor vehicle on the lanes because it was the quickest and/or the shortest / most direct route. The proportion saying they chose Quiet Lanes because they were the most scenic route was little changed from 16% in the 'before' surveys to 13% in the 'after' surveys.

In the 'before' surveys, only 16% of respondents said that when driving they would be more likely to choose an alternative route avoiding Quiet Lanes (Table 18), and this fell to 12% in the 'after' surveys, with most drivers not changing their routes.

Forty percent of respondents in the 'after' surveys claimed that they were driving more carefully on Quiet Lanes as a result of the scheme. When asked if their driving had been affected in any other way, 15% said yes, most claiming that they drove more slowly, or that they were more aware of non-motorised users.

**Table 18: Motorised use of single-track country lanes / Quiet Lanes**

Percentage of respondents (base)	Before (229)	After (248)
<i>Reason for using lanes<sup>1</sup></i>		
Live on single-track country lane / Quiet Lane	40	50
Only route	37	39
Shortest / most direct route	25	27
Quickest route	20	20
Most scenic / pleasant route	16	13
Safest route	2	4
Less congestion	1	2
<i>Use alternative route?</i>		
More likely to use alternative route	16	12
No difference to choice of route	76	81
Less likely to use alternative route	2	5
<i>Drive more carefully?</i>		
Drive more carefully	-	40
About the same	-	57
Not applicable	-	0

1 Respondents could give more than one answer.

### 5.3.7 Non-motorised use of single-track country lanes / Quiet Lanes

Respondents in the 'after' postal and origin-destination surveys were asked whether they were more likely to walk or cycle on Quiet Lanes than previously. (The horse riders in the origin-destination survey were asked about horse riding). Overall, 14% said they were now more likely to walk or cycle on the lanes, but the vast majority said that the scheme had made no difference to how much they walked or cycled (Table 19).

**Table 19: Changes in walking / cycling on Quiet Lanes since scheme implementation**

Percentage of respondents (base)	Postal	OD survey		
	Walking / cycling (128)	Walking (130)	Cycling (27)	Horse riding (25)
More likely to walk / cycle on lanes	11	11	37	16
Less likely to walk / cycle on lanes	1	2	0	0
No difference	88	87	63	84

Respondents in the postal 'after' survey were asked about the effect of the scheme on their enjoyment of walking and/or cycling on Quiet Lanes (Table 20). Those in the 'after' telephone surveys were asked the same question separately for walking and cycling, whilst those in the 'after' origin-destination survey were asked about walking, cycling and horse-riding. Overall, about one-quarter of respondents said that the scheme had increased their enjoyment of walking / cycling along Quiet Lanes. The percentage of respondents saying their enjoyment had increased was rather higher in the telephone survey and the origin-destination survey of non-motorised users than in the postal survey.

Three of the 11 riders in the horse riders' and carriage drivers' survey who used Quiet Lanes now enjoyed riding on them more. All except one of the remaining horse riders and both carriage drivers said that their level of enjoyment was about the same. The horse riders generally rode alone or with one other person, either single file or two abreast. They rode abreast or in single file the same amount as before. The carriage drivers drove alone.

**Table 20: Effect of scheme on enjoyment of walking, cycling and horse riding**

Percentage of respondents (base)	Postal	Telephone		Horse riders and carriage drivers	OD survey		
	Walking / cycling (152)	Walking (82)	Cycling (30)	Horse riding / driving (13)	Walking (130)	Cycling (28)	Horse riding (26)
More enjoyable	17	32	27	23	28	26	31
About the same	56	61	66	69	67	74	65
Less enjoyable	4	6	2	8	6	0	4

1 Telephone survey referred to walking and cycling separately. Postal survey referred to 'walking or cycling'

Respondents in the horse riders' and carriage drivers' surveys were asked if other Quiet Lane users were more considerate or less considerate to them as riders/carriage drivers since the scheme was implemented. They chose their responses from a five point scale with 1 being 'a lot more considerate', 5 'a lot less considerate', and 3 'about the same' (Table 21). All rider mean ratings were less than 3.0, suggesting that, on average, riders rated all other users as more considerate since the scheme was implemented. The two carriage drivers rated other road users as 'about the same' but drivers of agricultural vehicles as 'more considerate'.

**Table 21: Consideration of other road users towards horse riders and carriage drivers**

Road user type (base)	Mean consideration rating		
	Horse riders (10)	Carriage drivers (2)	All (12)
Car drivers	2.9	3.0	2.9
Van drivers	2.9	3.0	2.9
Lorry drivers	2.7	3.0	2.8
Agricultural vehicle drivers	2.5	2.5	2.5
Motorcyclists	2.7	3.0	2.8
Cyclists	2.8	3.0	2.8
Pedestrians/dog walkers	2.6	3.0	2.7

(1=a lot more considerate; 3=about the same; 5=a lot less considerate)

Those who thought other users were more considerate or less considerate were asked to state why. Responses indicated that the scheme had had an impact on some users who had modified their behaviour, but had made no difference to others. Those who lived on or near the lanes were thought to be more considerate than those from elsewhere. Some car drivers, rat-running commuters and young drivers were said to cause problems e.g. not anticipating horse riders.

The 18 respondents in the second 'after' telephone survey with children under 16 were asked whether they allowed their children to walk or cycle on Quiet Lanes. Ten said they did, although two of these were not happy about it. The others said their children were too young or that they were worried about traffic and personal safety.

### 5.3.8 Destination surveys

Respondents in the destination surveys were asked how far they had travelled and their mode. Two-fifths of respondents in the ‘before’ and over two-thirds in the ‘after’ surveys estimated that they had travelled under 2 miles, mostly on foot or by car/van (Table 22). Half of those on foot in the ‘before’ survey and two-thirds in the ‘after’ survey had walked no more than ½ mile. The vast majority of those travelling by car in both surveys had travelled less than 10 miles, mostly less than 3 miles. The one cyclist in the ‘before’ survey had travelled less than 3 miles. Only one-third of motorised respondents had travelled along a Quiet Lane to reach their destination. Of these, two-fifths said that it was the only route and one-fifth each that they lived on a Quiet Lane, it was their quickest route, or their shortest.

**Table 22: Mode and distance of travel**

Distance (miles)	Percentage of respondents									
	Before					After				
(Base)	Car etc <sup>1</sup> (18)	Cycle (1)	Walk (10)	Rail (0)	All (29)	Car etc <sup>1</sup> (24)	Cycle (0)	Walk (16)	Rail (1)	All (41)
< 0.5	0	0	50	0	17	8	0	56	0	27
0.5 to 0.9	24	0	10	0	17	17	0	25	0	20
1-1.9	12	0	0	0	6	21	0	6	0	15
2-2.9	18	100	0	0	14	25	0	0	0	15
3-4.9	18	0	20	0	17	17	0	0	0	10
5-9.9	12	0	0	0	7	8	0	0	100	7
10-19.9	12	0	0	0	10	0	0	0	0	0
≥20	0	0	0	0	0	4	0	0	0	2

1 Includes car (as driver or passenger) / van / motorcycle / moped

### 5.3.9 Traders’ surveys

About two-thirds of respondents in the traders’ survey said that their customers mostly came from the local area. All said their customers travelled by car or van; half also said some customers travelled on foot.

Of the 16 traders who responded to the question concerning trade, four thought it had increased since scheme implementation, the remainder saying that it was unaffected. The reasons given for an increase in trade were only partly related to Quiet Lanes - e.g. a busy bridleway linking with the scheme bringing in customers, and more people using Quiet Lanes. A butcher thought the increase was a result of fewer such shops around.

The four estate agents considered that house prices had been unaffected. They said that buyers tended to come from outside the area and were therefore unaware of the scheme, or had come from a busier area. It was not thought that local buyers considered Quiet Lanes to be a factor influencing their purchase of a property.

### 5.3.10 Origin-destination surveys of non-motorised users of Quiet Lanes

In the OD surveys of non-motorised users, respondents were asked the main purpose or purposes of their journey. As shown in Table 23, the main journey purposes in both the ‘before’ and ‘after’ surveys were for pleasure or exercise and to exercise the dog. One of the survey sites was close to a livery stable and some of the horse ‘riders’ were leading their horses.

**Table 23: Main purpose of walking/cycling/horse riding use of Quiet Lanes**

Percentage of respondents (Base)	Before (129)	After (204)
Pleasure / exercise	60	52
Walking the dog	31	26
Business	5	9
Shopping	4	5
Exercising / leading / collecting horses	-	4
Personal business	0	1
Visiting friends at their home	4	2
Going to the pub	14	4
Commuting	2	1
Education	0	1
Other	8	5

In the 'after' survey, those on foot travelled 3.5 miles on average, although there was wide variation in distances. The cyclists travelled an average of 15 miles, although one was making a round trip of 80 miles. Those on horseback travelled an average of 5.2 miles. About 90% of those interviewed lived within the Quiet Lanes area or on the edge of it.

### 5.3.11 Signing and false cattle grids

Respondents in the second 'after' telephone survey were asked whether they had noticed the false cattle grids (rumble strips) on Comp Lane. Of the 43% who were aware of them, 60% were in favour (Table 24).

Those who thought that the false cattle grids were a good idea considered that they made drivers more aware of their speed and the situation in which they were driving, though there were some reservations. One respondent, for example, thought the grids should be longer and another considered that noisy devices were inappropriate on a Quiet Lane.

Those who thought that the false cattle grids were not a good idea mainly said that they made no difference / were ineffective and were a waste of money.

**Table 24: Signing and false cattle grids (rumble strips)**

Percentage of respondents (Base)	False cattle grids (100)	Quiet Lane signs (100)	Changes in direction signing (100)
Approve	26	64	26
Do not approve	19	21	14
Don't know/no response	55	15	59

Respondents in the second 'after' telephone survey were also asked about the Quiet Lane signs and the changes in direction signing (Table 24). Two thirds approved of the Quiet Lane signs. They said that the signs made people more aware of Quiet Lanes and slowed them down; also that the design of



the signs was in keeping with the area. However, a few respondents said that they should be more conspicuous, as they cannot easily be seen by drivers. One respondent said that they had faded.

Those who disapproved of the Quiet Lane signs said that they were too inconspicuous, false/tacky and not in keeping with the countryside, a waste of money and were ineffective. Those who were unsure made similar comments.

Only one-quarter of respondents were aware of and approved of the changes in direction signing. Those who did approve of them said that they blended in with the surroundings, and were more appropriate than metal signs, that they diverted traffic onto more suitable routes and that they helped drivers from outside the area.

Examples of negative comments were that they were misleading, too small to read, were ignored and not very noticeable.

### **5.3.12 General comments**

Many of those who made positive comments about the scheme had reservations, for example, that there was little perceived change in traffic conditions. There were calls for a lower speed limit, improved publicity/enforcement, a ban on HGVs, traffic calming (e.g. road humps), priority for non-motorised users, diversion of unnecessary traffic away from the network and more prominent signing. The latter was thought to be unlikely to be understood by drivers, especially those from outside the area.

Some people perceived an increase in the speed and volume of traffic over the years that the scheme had done little to address. Some of this was thought to be a consequence of development and lack of public transport in the area. A number of people thought that the scheme was a waste of money that, for example, could be better spent on maintenance. A few people were concerned about the dumping of rubbish (including abandoned cars), seen as a consequence of reduced traffic on the network.

There remained concerns about perceived safety e.g. drivers still travelling too fast.

## **5.4 Video surveys**

Driver's eye view recordings were made of the network before and after scheme implementation, to record the physical characteristics of the lanes and to count the cars, other vehicles, pedestrians, cyclists and horse-riders encountered. The counts included both oncoming and overtaken road users. Physical characteristics comprised the presence of housing, estimated road width, presence of verge and hedge, bendiness and hilliness, the latter two items on a scale of 1-4. Three runs were made on Thursday 10 October 1999 and Sunday 21 November 1999 ('before') and on Friday 18 October 2002 and Sunday 3 November 2002 ('after'). The first two runs were on the weekday (off-peak and afternoon peak) and the third was on the Sunday.

The results are shown in Table 25. The overall number of vehicles encountered was little changed between the 'before' and 'after' surveys but more non-motorised users were encountered during the 'after' survey for both the weekday afternoon peak and Sunday runs. It should be noted that the weather during the Friday 'after' off-peak survey was wet.

**Table 25: Vehicles and non-motorised users encountered during video surveys**

Vehicles/non-motorised users	Before			After		
	Run 1	Run 2	Run 3	Run 1	Run 2	Run 3
	Weekday off-peak	Weekday pm peak	Sunday	Weekday off-peak	Weekday pm peak	Sunday
<b>All vehicles</b>	<b>16</b>	<b>19</b>	<b>15</b>	<b>19</b>	<b>24</b>	<b>13</b>
Pedestrians	7	9	24	8	18	36
Cyclists	0	3	2	0	2	3
Horse-riders	2	0	0	0	1	0
<b>All non-motorised users</b>	<b>9</b>	<b>12</b>	<b>26</b>	<b>8</b>	<b>21</b>	<b>39</b>

## 6 Accidents on Quiet Lanes

Reported injury accidents on Quiet Lanes were obtained from the Stats19 database for the period from 1995 to 2002 inclusive.

### 6.1 'Before' accidents

Table 26 shows that on the 40km of Quiet Lanes there were 16 accidents (2.9 per year on average) in the 5.6-year 'before' period from 1 January 1995 to 31 July 2000, of which two were serious and the others were slight. Four of the accidents involved vulnerable road users (one pedestrian walking with his back to the traffic and three cyclists). Two cyclists were involved in head-on collisions on a bend (one accident was serious); the other was hit by a car turning left into a private drive. Eight of the accidents occurred at junctions.

The accident types were as follows:

- 9 head-on (5 on bend)
- 2 involving turning manoeuvres
- 1 single-vehicle (on bend)
- 1 pedestrian
- 1 nose-to-tail at junction.

**Table 26: Accidents on Quiet Lanes in Kent**

	Before (Jan 95-Jul 00) 5.6 years		Interim (Aug 00-Jun 01) 0.92 years		After (Jul 01-Dec 02) 1.5 years	
	No.	Accs per yr	No.	Accs per yr	No.	Accs per yr
On Quiet Lanes						
At junction	8	1.5	2	2.2	1	0.7
Not at junction	8	1.5	3	3.3	1	0.7
Total	16	2.9	5	5.4	2	1.3

### 6.2 Accidents during interim period

This period, between 1 August 2000 and 30 June 2001 (0.92 year), was between the implementation of the first features and the official launch of the scheme. Five accidents, two serious, were reported: two head-on collisions and one involving a single vehicle (all on bends) and two emerging from a Quiet Lane.

### 6.3 'After' accidents

During the 'after' period, there were two accidents in 1.5 years (1.3 per year on average). One was a head-on accident on a bend and the other was at a junction, the latter involving a right turn into a Quiet Lane.

Overall, there has been little change since scheme implementation. The numbers are too low (and the 'after' period too short) for the changes to be statistically significant. Six accidents (three before implementation, two during the interim period and one after implementation) involved manoeuvres entering/leaving the B2016. Five were at the junction with Comp Lane.

## 7 Summary and conclusions

### 7.1 Summary

The Kent Quiet Lane Pilot Scheme was implemented between August 2000 and May 2001, with the official launch in July 2001. Monitoring of the scheme was undertaken by Kent County Council and TRL, supported by the Countryside Agency and DfT, over the period from 1998 to 2003. Surveys comprised automatic speed/flow measurements, manual classified counts, video surveys, focus groups and a number of questionnaire surveys to assess attitudes towards the scheme.

The main results are as follows:

- No change in measured traffic on Quiet Lanes, despite large increases on adjacent roads

Vehicle flows on the Quiet Lanes network were very low in the 'before' survey (two-way flow between 50 and 600 vehicles per day). Flows on Quiet Lanes are little changed from the 'before' survey, but in comparison, there has been a substantial increase on some of the control roads.
- No significant change in measured vehicle speeds on Quiet Lanes

Vehicle speeds on the Quiet Lanes network (subject to the national speed limit) were also relatively low in the 'before' survey (85<sup>th</sup> percentile speed was about 35mph) and are little changed in the 'after' surveys. There were concerns that some drivers, often younger people, are still speeding.
- Observed increase in pedestrians, but numbers remain low

Even though observed numbers of pedestrians have increased substantially, they remain very low in total and would not have any significant impact on vehicle speed.
- Sustained strong support for the scheme but about half say it is not working in practice

Attitudinal surveys showed sustained strong support for the scheme in principle with at least 80% in favour of it. About one-third in the 'before' surveys thought that the idea would work in practice, but following scheme implementation attitudes hardened somewhat with only one-quarter in the most recent surveys thinking that the scheme was working, and about half thinking that it was not.
- Small declared increase in non-motorised use

Less than one in six of respondents said they had increased their walking, cycling or horse riding on Quiet Lanes, with the vast majority saying they had not changed. About one-quarter now found these activities more enjoyable.
- Small declared decrease in motorised use

Sixteen per cent of respondents in the 'before' surveys said that as a result of the scheme, they would be more likely when driving to choose an alternative route to Quiet Lanes but this fell to 12% in the 'after' surveys. The reasons for continuing to

drive along Quiet Lanes were that they were the shortest, quickest, most direct or the only route.

- Declared increase in careful driving

Forty per cent of respondents reported that they now drive more carefully.

- There remain some concerns over safety

A number of respondents reported concerns about speeding drivers and traffic levels. However, some non-motorised users said that the lanes felt safer. About half the small number of respondents with children under 16 reported that they allowed their children to walk or cycles on the lanes. Actual numbers of accidents on Quiet Lanes were very small before scheme implementation and are (statistically) unchanged afterwards.

- There remain perceived problems with Quiet Lanes

Perceived problems were the speed and volume of traffic, the lack of viable alternative routes for local people and rat-running e.g. by commuters. Traffic levels are perceived to have increased following extensive local development. There is concern that the Quiet Lane signs are too small and are not always well understood either by motorists or non-motorised users, particularly visitors to the area. There remain concerns about maintenance of Quiet Lanes. A few respondents said that the network was fragmented from the non-motorised users' point of view.

## 7.2 Conclusions

Encouragingly, vehicle flows on Quiet Lanes have remained broadly unchanged, whilst there have been large increases on some control roads. It is not clear to what extent the Quiet Lanes scheme has contributed to this, however, in view of the extensive road works in the area since its launch.

Expectations that there would be reductions in vehicle speeds were unrealistic, largely because the lanes are naturally traffic calmed, although it was reported that some people continue to drive too fast, considering the lack of forward visibility. This lack of measured change in speeds should be viewed in the light of the small numbers of non-motorised users. Drivers on Quiet Lanes encounter few non-motorised road users, so have no particular reason to drive more *slowly*, but may in fact drive more *carefully*. Some of those interviewed commented that they now drive more carefully on Quiet Lanes in case they met non-motorised users. This is more likely to be the case outside peak periods, when drivers may be in less of a hurry.

Although there have been large increases in pedestrian use, numbers remain low and there has been no significant change in cycle use. Longer distances and lack of street lighting in rural areas make commuting or shopping by pedal cycle or on foot impractical for most. The main purposes of non-motorised use of the lanes were for leisure e.g. walking, cycling or riding a horse for pleasure / exercise and walking the dog.

The majority of people in the local area have heard of the scheme and there is sustained support for it, together with some declared changes in behaviour. However, about half of those interviewed did not think the scheme was working in practice. A degree of apathy towards Quiet Lanes as a topic of local interest was detected.

Overall, the Quiet Lanes scheme in Kent should be viewed as a partial success. It has achieved some of its aims, but not the *expectations* of stakeholders. The new definition of Quiet Lanes as preserving the status quo fits the picture well. Some revision of the network to exclude roads used for commuter parking and rat-running, more draconian traffic calming measures on wider roads such as Comp Lane and further improvements to the crossing points on the B2016 would contribute to greater acceptability of the scheme. Because of the extensive new development, it is important that publicity is continued at regular intervals.

It is not clear to what extent the results can be translated to other areas, since various aspects are unique to this area of Kent and to a pilot scheme:

- Extensive development close to the network leading to a large increase in local traffic
- Area close to main roads, motorways (M25, M26) and centres of population e.g. Tonbridge, West Malling and Sevenoaks, and to London
  - readily accessible by car
  - accessible to large number of non-motorised users
- Local population has high proportion of commuters (e.g. to London)
- Propensity of some lanes for rat-running
- Some ‘through’ traffic
- As a pilot scheme, consultation was extensive
- Following widespread publicity, awareness of the scheme was high.

In spite of the associated increase in costs and intrusiveness, the Quiet Lanes sign should probably be increased in size and height, to ensure it is clearly visible to car drivers. This may also help to minimise the problems of foliage obscuring the signs.

## Acknowledgements

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## Appendix A. Traffic flows and speeds (automatic counts)

**Table A1: Two-way 24-hour traffic flows before (1998/9) and after (2001, 2002) scheme implementation**

Site no	Location	Site type <sup>1</sup>	Month of count <sup>2</sup>	Weekday 1998/9	Weekday 2001	Weekday 2002	% diff. 2002 from 1998/9	Weekend 1998/9	Weekend 2001	Weekend 2002	% diff. 2002 from 1998/9
A1	Beech Road	QL	Jul	240	204	244	+1.7	187	207	164	-12.3
A2	Long Mill Lane, Dunks Green	C	Jul	772	666	698	-9.6	634	610	598	-5.7
A3	Comp Lane, Offham	QL	Oct/Nov	331	250	312	-5.7	263	216	212	-19.4
A4	Court Lane, Hadlow	C	Jul	579	571	529	-8.6	414	395	356	-14.0
A5	Crooked Chimneys, Gover Hill	QL	Jul	58	48	43	-25.9	50	42	39	-22.0
A6	Long Mill Lane, Crouch	QL	Oct/Feb <sup>5</sup>	645	-	565	-12.4	566	-	-	-
A7	Gover Hill (2)	C	Jul	503	407	402	-20.1	408	307	311	-23.8
A8	Quarry Hill Road / Thong Lane	QL	Oct/Nov	-	643	675	-	-	462	464	-
A9	Crowhurst Lane	QL	Mar/May	158	149	126	-20.3	161	104	111	-31.1
A10	Plaxtol Lane	C	Mar/May	1464	-	1797	+22.7	1165	-	1446	+24.1
A11	Comp Lane (west)	QL	Mar/Apr	636	634	711	+11.8	473	394	475	+0.4
A12	Roughway Lane (west)	QL	Mar/Apr	361	351	358	-0.8	194	193	226	+16.5
A13	Roughway Lane (east)	QL	Oct	110	136	-	-	100	101	-	-
A14	Ashes Lane	C	Mar/May	885	-	1363	+54.0	727	-	815	+12.1
A15	Basted Lane	QL	Jun/Jul	353	292	328	-7.1	249	201	226	-9.2
A16	Teston Road	C	Jun/Jul	2387	2988	3453	+44.7	1559	1578	1903	+22.1
A17	Carpenters Lane	C	Jun/Jul	1262	1230	1313	+4.0	827	823	836	+1.1
	Total control roads <sup>3</sup>			5503	5862	6395	+16.2	3842	3713	4004	+4.2
	Total Quiet Lanes <sup>4</sup>			2137	1928	2122	-0.7	1577	1357	1453	-7.9
	Total all roads			7640	7790	8517	+11.5	5419	5070	5457	+0.7

1: QL= (potential) Quiet Lane; C = control road; 2: 'Before'/'after' month where two months shown; 3: Excluding sites A10 and A14 (no 2001 data) for direct comparison;

4: Excluding sites A6 (no 2001 data), A8 (no 'before' data) and A13 (no 2002 data); 5: February 2003.

**Table A2: Mean speeds (mph) before (1998/9) and after (2001, 2002) scheme implementation**

Site no	Location	Site type <sup>1</sup>	North or eastbound				South or westbound				Both directions combined			
			1998/9	2001	2002	Change 2002 from 1998/9	1998/9	2001	2002	Change 2002 from 1998/9	1998/9	2001	2002	Change 2002 from 1998/9
A1	Beech Road	QL	22.0	22.6	23.0	+1.0	24.8	24.7	23.9	-0.9	23.4	23.6	23.4	0.0
A2	Long Mill Lane, Dunks Green	C	37.2	35.5	33.0	-4.2	36.7	34.4	35.2	-1.5	37.0	34.9	34.1	-2.9
A3	Comp Lane, Offham	QL	30.3	26.2	28.1	-2.2	29.7	28.0	29.5	-0.2	30.0	27.2	28.8	-1.2
A4	Court Lane, Hadlow	C	34.3	33.8	33.2	-1.1	35.1	33.1	31.6	-3.5	34.7	33.5	32.4	-2.5
A5	Crooked Chimneys, Gover Hill	QL	23.3	23.2	22.3	-1.0	24.3	24.1	22.6	-1.7	23.8	23.6	22.4	-1.4
A6	Long Mill Lane, Crouch	QL	30.2	-	26.3	-3.9	30.5	-	27.4	-3.1	30.4	-	26.9	-3.5
A7	Gover Hill (2)	C	34.4	33.6	33.7	-0.7	33.6	32.3	32.6	-1.0	34.0	32.9	33.1	-0.9
A8	Quarry Hill Road / Thong Lane	QL	-	36.8	34.7	-	-	35.1	35.8	-	-	35.9	35.2	-
A9	Crowhurst Lane	QL	26.4	25.1	24.1	-2.3	27.0	25.2	26.2	-0.8	26.7	25.2	25.2	-1.5
A10	Plaxtol Lane	C	37.0	-	33.2	-3.8	36.7	-	34.8	-1.9	36.9	-	34.0	-2.9
A11	Comp Lane (west)	QL	34.3	32.1	30.7	-3.6	35.3	32.4	32.0	-3.3	34.8	32.3	31.4	-3.4
A12	Roughway Lane (west)	QL	26.4	25.4	25.9	-0.5	26.0	25.5	25.1	-0.9	26.2	25.4	25.5	-0.7
A13	Roughway Lane (east)	QL	22.3	22.8	-	-	23.1	22.0	-	-	22.7	22.4	-	-
A14	Ashes Lane	C	30.3	-	33.2	+2.9	31.7	-	32.6	+0.9	31.0	-	32.9	+1.9
A15	Basted Lane	QL	28.0	25.6	26.5	-1.5	26.8	23.7	24.9	-1.9	27.4	24.7	25.8	-1.6
A16	Teston Road	C	44.2	41.4	41.3	-0.9	42.4	40.1	40.4	-2.0	43.3	40.8	40.9	-2.4
A17	Carpenters Lane	C	39.3	34.2	33.3	-6.0	40.5	32.9	32.9	-7.6	39.9	33.6	33.1	-6.8
	Average control roads <sup>2</sup>		40.2	37.8	37.4	-2.8	39.6	36.6	37.0	-2.6	39.9	37.2	37.2	-2.8
	Average Quiet Lanes <sup>2</sup>		28.9	27.1	26.1	-2.8	29.4	27.7	27.7	-1.7	29.2	27.4	26.9	-2.3

1: QL = Quiet Lane; C = control road; 2: Excluding sites A6, A8, A13 (Quiet Lanes) and A10, A14 (control roads) owing to missing data in one year.



**Table A3: 85<sup>th</sup> percentile speeds (mph) before (1998/9) and after (2001, 2002) scheme implementation**

Site no	Location	Site type <sup>1</sup>	North or eastbound				South or westbound				Both directions combined			
			1998/9	2001	2002	Change 2002 from 1998/9	1998/9	2001	2002	Change 2002 from 1998/9	1998/9	2001	2002	Change 2002 from 1998/9
A1	Beech Road	QL	27.9	27.3	28.4	+0.5	30.2	30.1	29.3	-0.9	29.1	28.7	28.8	-0.3
A2	Long Mill Lane, Dunks Green	C	43.7	41.7	37.4	-6.3	43.4	40.1	41.4	-2.0	43.6	40.9	39.4	-4.2
A3	Comp Lane, Offham	QL	36.4	31.4	33.8	-2.6	37.1	34.4	35.0	-2.1	36.8	33.0	34.4	-2.4
A4	Court Lane, Hadlow	C	40.3	40.1	40.0	-0.3	41.1	39.8	38.5	-2.6	40.7	40.0	39.3	-1.4
A5	Crooked Chimneys, Gover Hill	QL	28.0	28.6	27.7	-0.3	28.5	30.5	29.9	+1.4	28.3	29.5	28.8	+0.5
A6	Long Mill Lane, Crouch	QL	35.8	-	30.8	-5.0	35.9	-	33.0	-2.9	35.9	-	32.0	-3.9
A7	Gover Hill (2)	C	40.2	39.6	39.3	-0.9	40.0	38.4	38.8	-1.2	40.1	39.0	39.1	-1.0
A8	Quarry Hill Road / Thong Lane	QL	-	43.8	41.1	-	-	41.3	41.9	-	-	42.5	41.5	-
A9	Crowhurst Lane	QL	32.9	31.1	30.4	-2.5	32.9	31.7	31.9	-1.0	32.9	31.4	31.2	-1.7
A10	Plaxtol Lane	C	43.9	-	38.6	-4.3	43.6	-	41.1	-2.5	43.8	-	39.9	-3.9
A11	Comp Lane (west)	QL	40.9	38.8	37.2	-2.7	42.7	38.9	38.8	-3.9	41.8	38.9	38.1	-3.7
A12	Roughway Lane (west)	QL	30.8	30.1	30.8	0.0	31.5	30.5	30.5	-1.0	31.2	30.3	30.7	-0.5
A13	Roughway Lane (east)	QL	26.1	27.7	-	-	28.1	26.7	-	-	27.1	27.2	-	-
A14	Ashes Lane	C	35.7	-	38.5	+2.8	37.1	-	38.3	+1.2	36.4	-	38.4	+2.0
A15	Basted Lane	QL	33.6	30.7	30.9	-2.7	31.2	29.0	29.3	-0.9	32.4	29.9	30.2	-2.2
A16	Teston Road	C	50.4	47.9	47.7	-2.7	49.6	45.8	45.8	-3.8	50.0	46.8	46.8	-3.2
A17	Carpenters Lane	C	45.5	39.6	38.9	-6.6	46.3	39.1	39.0	-7.3	45.9	39.4	39.0	-6.9
	Average control roads <sup>2</sup>		46.4	44.0	43.4	-3.0	46.2	42.5	42.8	-3.4	46.3	43.3	43.1	-3.2
	Average Quiet Lanes <sup>2</sup>		34.7	32.6	31.6	-3.1	35.6	33.6	33.6	-2.0	35.2	33.1	32.6	-2.6

1: QL = Quiet Lane; C = control road; 2: Excluding sites A6, A8, A13 (Quiet Lanes) and A10, A14 (control roads) owing to missing data in one year.



## Appendix B. Manual counts

**Table B1: Weather conditions for weekday manual counts**

Site no	Location	Day	Date	1999 weather	Date	2001 weather	Date	2002/3 weather
L1	Gover Hill	Fri	22/10/99	Cloudy	2/11/01	Dry, sunny	7/3/03	Rain
L2	Dunk's Green	Fri	22/10/99	Cloudy	2/11/01	Dry, sunny	7/3/03	Dry, windy
L3	Yopps Green Rd, Plaxtol	Fri	22/10/99	Cloudy	2/11/01	Dry, sunny	8/11/02	Wet
L4	Claygate Cross	Fri	22/10/99	Cloudy	2/11/01	Dry	8/11/02	Wet
L5	Crouch	Fri	22/10/99	Cloudy	2/11/01	Dry	8/11/02	Wet
L6	Comp Corner	Fri	22/10/99	Cloudy	2/11/01	Dry	8/11/02	Wet
L7	St Leonards	Fri	22/10/99	Cloudy	2/11/01	Dry, sunny	8/11/02	Wet
L8	Barons Place	Fri	22/10/99	-	2/11/01	Dry, sunny	7/3/03	Damp/fine/heavy rain (pm)
L9	Beech Rd	Fri	26/11/99	Dull	23/11/01	Dry	8/11/02	Damp
L10	Quarry Hill Rd /Thong Lane	Fri	26/11/99	Dull	23/11/01	Dry	8/11/02	Wet
L11	Teston Rd	Fri	26/11/99	Dull	23/11/01	Dry	8/11/02	Wet

**Table B2: Weather conditions for weekend manual counts**

Site no	Location	Day	Date	1999 weather	Date	2001 weather	Date	2002/3 weather
L1	Gover Hill	Sat	23/10/99	Dry	3/11/01	Dry	8/3/03	Mainly dry; heavy rain midday
L2	Dunk's Green	Sat	23/10/99	Dry	3/11/01	Dry	8/3/03	Fine (am), wet (pm)
L3	Yopps Green Rd, Plaxtol	Sat	23/10/99	Dry	3/11/01	Dry	8/3/03	Damp
L4	Claygate Cross	Sat	23/10/99	Dry	3/11/01	Dry	9/11/02	Dry
L5	Crouch	Sat	23/10/99	Dry	3/11/01	Dry	9/11/02	Damp
L6	Comp Corner	Sat	23/10/99	Dry	3/11/01	Dry	9/11/02	Dry
L7	St Leonards	Sat	23/10/99	Dry	3/11/01	Dry, sunny	9/11/02	Dry
L8	Barons Place	Sat	23/10/99	Dry	3/11/01	Dry, sunny	8/3/03	Dry
L9	Beech Rd		-	-	-	-	9/11/02	-
L10	Quarry Hill Rd /Thong Lane	Sun	28/11/99	Dry	25/11/01	Dry	10/11/02	Rain <sup>1</sup>
L11	Teston Rd	Sat/Sun <sup>1</sup>	28/11/99	Dry	25/11/01	Showers	10/11/02	Rain

1 Sunday in 2002

**Table B3: Two-way manual weekday 12-hour vehicle counts before (1999) and after (2001-2002/3) scheme implementation**

Site no	Location	Day	1999	2001	2002/3	% change 1999-2002/3
L1	Gover Hill	Fri	1164	1020	1042	-10.5
L2	Dunk's Green	Fri	1908	1884	1870	-2.0
L3	Yopps Green Rd, Plaxtol	Fri	302	316	302	0.0
L4	Claygate Cross	Fri	534	570	484	-9.4
L5	Crouch	Fri	1710	1588	1746	+2.1
L6	Comp Corner	Fri	2238	1790	1796	-19.7
L7	St Leonards	Fri	322	294	348	+8.1
L8	Barons Place	Fri	304	378	472	+55.3
L9	Beech Rd	Fri	488	328	584	+19.7
L10	Quarry Hill Rd /Thong Lane	Fri	382	424	430	+12.6
L11	Teston Rd	Fri	114	128	114	0.0
<b>Total</b>			<b>9466</b>	<b>8720</b>	<b>9188</b>	<b>-2.9</b>

**Table B4: Two-way manual weekend 12-hour vehicle counts before (1999) and after (2001, 2002/3) scheme implementation**

Site no	Location	Day	1999	2001	2002/3	% change 1999-2002/3
L1	Gover Hill	Sat	846	814	782	-7.6
L2	Dunk's Green	Sat	1436	1326	1620	+12.8
L3	Yopps Green Rd, Plaxtol	Sat	258	198	264	+2.3
L4	Claygate Cross	Sat	340	314	364	+7.1
L5	Crouch	Sat	1478	1412	1600	+8.3
L6	Comp Corner	Sat	1290	1022	1176	-8.8
L7	St Leonards	Sat	194	294	316	+62.9
L8	Barons Place	Sat	150	118	172	+14.7
L9 <sup>1</sup>	Beech Rd	Sat	-	-		
L10	Quarry Hill Rd /Thong Lane	Sat	332	188	196	-41.0
L11	Teston Rd	Sat	42	88	64	+52.4
<b>Total</b>			<b>6366</b>	<b>5774</b>	<b>6554</b>	<b>+3.0</b>

<sup>1</sup> No weekend survey

**Table B5: Two-way manual 12-hour weekday pedal cycle counts before (1999) and after (2001, 2002/3) scheme implementation by site**

Site no	Location	Day	1999	2001	2002/3	% change 1999-2002/3
L1	Gover Hill	Sat	12	22	4	-66.7
L2	Dunk's Green	Sat	10	18	14	+40.0
L3	Yopps Green Rd, Plaxtol	Sat	8	0	0	-100.0
L4	Claygate Cross	Sat	18	8	0	-100.0
L5	Crouch	Sat	22	46	2	-90.9
L6	Comp Corner	Sat	2	0	0	-100.0
L7	St Leonards	Sat	0	0	2	-
L8	Barons Place	Sat	0	50	4	-
L9	Beech Rd	Sat			2	-
L10	Quarry Hill Rd /Thong Lane	Sat	4	0	0	-100.0
L11	Teston Rd	Sat	6	0	0	-100.0
<b>Total</b>			<b>82</b>	<b>144</b>	<b>28</b>	<b>-65.9</b>

**Table B6: Two-way manual 12-hour weekend pedal cycle counts before (1999) and after (2001, 2002/3) scheme implementation by site**

Site no	Location	Day	1999	2001	2002/3	% change 1999-2002/3
L1	Gover Hill	Sat	6	0	34	+466.7
L2	Dunk's Green	Sat	18	0	2	-88.9
L3	Yopps Green Rd, Plaxtol	Sat	16	0	0	-100.0
L4	Claygate Cross	Sat	10	44	16	+60.0
L5	Crouch	Sat	22	68	30	+36.4
L6	Comp Corner	Sat	26	4	6	-76.9
L7	St Leonards	Sat	6	0	4	-33.3
L8	Barons Place	Sat	4	0	2	-50.0
L9 <sup>1</sup>	Beech Rd	Sat	-	-	-	-
L10	Quarry Hill Rd /Thong Lane	Sat	58	18	6	-89.7
L11	Teston Rd	Sat	44	10	2	-95.5
<b>Total</b>			<b>210</b>	<b>144</b>	<b>102</b>	<b>-51.4</b>

1 No weekend survey



**Table B7: Two-way manual 12-hour weekday pedestrian<sup>1</sup> counts before (1999) and after (2001, 2002/3) scheme implementation by site**

Site no	Location	Day	1999	2001	2002/3	% change 1999-2002/3
L1	Gover Hill	Fri	28	46	38	+35.7
L2	Dunk's Green	Fri	46	48	30	-34.8
L3	Yopps Green Rd, Plaxtol	Fri	16	12	20	+25.0
L4	Claygate Cross	Fri	20	24	30	+50.0
L5	Crouch	Fri	38	58	10	-73.7
L6	Comp Corner	Fri	14	16	0	-100.0
L7	St Leonards	Fri	6	32	46	+666.7
L8	Barons Place	Fri	0	14	14	-
L9	Beech Rd	Fri	6	28	48	+700.0
L10	Quarry Hill Rd /Thong Lane	Fri	18	28	4	-77.8
L11	Teston Rd	Fri	4	32	10	+150.0
<b>Total</b>			<b>196</b>	<b>338</b>	<b>250</b>	<b>+27.6</b>

<sup>1</sup> Totals include those with dogs and/or pushchairs, but not children in pushchairs

**Table B8: Two-way manual 12-hour weekend pedestrian<sup>1</sup> counts before (1999) and after (2001, 2002) scheme implementation by site**

Site no	Location	Day	1999	2001	2002/3	% change 1999-2002/3
L1	Gover Hill	Sat	18	98	108	+500.0
L2	Dunk's Green	Sat	42	152	30	-28.6
L3	Yopps Green Rd, Plaxtol	Sat	48	54	46	-4.2
L4	Claygate Cross	Sat	20	32	36	+80.0
L5	Crouch	Sat	44	66	48	+9.1
L6	Comp Corner	Sat	4	2	38	+850.0
L7	St Leonards	Sat	34	52	52	+52.9
L8	Barons Place	Sat	12	14	8	-33.3
L9 <sup>2</sup>	Beech Rd	-	-	-	-	-
L10	Quarry Hill Rd /Thong Lane	Sun	14	48	128	+814.3
L11	Teston Rd	Sun	52	24	46	-11.5
<b>Total</b>			<b>288</b>	<b>542</b>	<b>540</b>	<b>+87.5</b>

1 Totals include those with dogs and/or pushchairs, but not children in pushchairs

2 No weekend counts

## Appendix C. Telephone surveys

Sample sizes: 97 ('before'), 100 ('after')

Q1. How long have you lived in the area?  
(Asked of substitute respondents only in the after survey)

	Before	After 1	After 2
More than 10 years	73%	20	18
3 -10 years	18%	2	3
Less than 3 years	9%	1	0
Sample size	100	24	25

Q2. Have you heard of the Quiet Lanes project?  
(Asked of substitute respondents only in the 'after' surveys)

	Before	After 1	After 2
Yes	100	24	25
No	0	0	0
Sample size	100	24	25

Q3. What do you think the main purposes of the Quiet Lanes Project are?

	After 1	After 2
To reduce motorised traffic on the lanes	31%	54%
To reduce vehicle speeds on the lanes	18%	33%
To encourage more people to walk, cycle or ride a horse	23%	31%
To improve the environment	12%	11%
To make pedestrians, cyclists and horse riders feel safe	35%	30%
To encourage everyone using lanes to have consideration for others	7%	14%
To attract people from outside the area	2%	3%
Sample size	100	100

*Other responses to Q3 ('after 2')*

– To improve safety	2
– To reduce volume of traffic	1
– To reduce HGVs/ agricultural vehicles	2
– To preserve countryside / improve environment	8
– To improve QLs for non-motorised users	1
– Other	4

Q4. Do you support the Quiet Lanes scheme in principle?

	Before	After 1	After 2
Yes	91%	86%	88%
No	6%	7%	9%
Don't know/not sure	3%	6%	3%
Sample size	97	100	100

Before/after differences not statistically significant at p=0.05 (Chi square)

## Q4A. Do you think it will work/is working in practice?

	Before	After 1	After 2
Yes	23%	18%	30%
No	26%	48%	53%
Don't know/not sure	51%	32%	17%
Sample size	97	100	100

Before/after differences statistically significant at  $p=0.05$  (Chi square)

## Q4B. Why do you think that?

*Positive comments ('After 2' only)*

– Better for non-motorised users	5
– Less traffic	3
– Drivers are more careful / considerate	1
– Other	2

*Negative comments*

– Speeds still too high	8
– Concerns about signs	8
– QLs still used as rat runs	7
– Scheme has made no difference	6
– Still used by HGVs / buses	3
– Still too much traffic	2
– No alternative	2
– Drivers unaware of scheme	1
– Increase in fly-tipping	1
– Not wide enough for vehicles and non-motorised users	1
– Waste of money	1
– Not enforced	1
– Other	3

*Suggestions*

– 20mph speed limit	1
– Clearer 'gateways'	1

## Q5. Who do you think might benefit/is benefiting from the scheme?

	Before	After 1	After 2
Local people	46%	36%	44%
Tourists	0%	3%	4%
Local businesses	0%	0%	0%
Farmers	0%	3%	0%
Children	11%	3%	4%
Drivers	5%	1%	2%
Older people	4%	0%	3%
People with disabilities	1%	0%	0%
Pedestrians	28%	25%	25%
Cyclists	27%	14%*	15%*
Horse riders	30%	15%*	15%*
Dog walkers	1%	4%	12%
Everyone	4%	6%	5%
No-one	6%	38%*	26%*
Sample size	97	100	100

\* Before/after differences statistically significant at  $p=0.05$  (Chi square)

Q6. I am going to read out some statements about the Quiet Lanes scheme. For each one please tell me whether you agree a lot, agree a little, disagree a little, disagree a lot, or have no opinion.

	Before*	After 1*	After 2*
There will be/is less traffic on Quiet Lanes	2.9	3.6**	3.5**
There will be/are fewer lorries	2.7	3.1**	3.0**
Speeds will be/are lower	2.7	3.5**	3.6**
It will encourage people to/more people will walk/cycle/ride a horse	2.2	2.9**	2.7**
Pedestrians/cyclists/horse riders will feel/feel safer	2.0	3.1**	3.0**
Drivers will be/are more likely to use alternative routes	2.9	3.5**	3.6**
Drivers will be/are more considerate to other road users	3.0	3.3**	3.0
It will attract/attracts people from outside the area	2.9	2.9**	2.6
It will/it has improved the environment	2.0	2.9**	3.0
There will be/has been no change	3.6	2.8**	2.7**
Sample size	97	100	100

\* Mean where 'agree a lot'=1, 'disagree a lot' = 5

\*\* Before/after differences statistically significant at p=0.05 (Chi square)

Q7 How often do you .....along single track country lanes/along Quiet Lanes now?

		6-7 days a week	3-5 days a week	1-2 days a week	Once a fortnight	Once a month	Less than once a month	Never
Travel by car or van	Before	47%	17%	16%	9%	4%	3%	4%
	After 1	38%	14%	15%	6%	2%	6%	17%
	After 2	32%	15%	15%	11%	7%	8%	10%
Ride a motorcycle	Before	1%	0%	0%	0%	0%	0%	99%
	After 1	0%	0%	1%	0%	0%	0%	98%
	After 2	1%	0%	0%	0%	0%	1%	91%
Drive an agricultural vehicle	Before	1%	0%	1%	0%	0%	0%	98%
	After 1	0%	0%	2%	1%	0%	1%	95%
	After 2	0%	0%	2%	1%	1%	3%	88%
Travel by bus	Before	0%	2%	2%	1%	1%	6%	72%
	After 1	0%	0%	0%	0%	0%	5%	94%
	After 2	0%	0%	0%	0%	1%	2%	91%
Cycle	Before	0%	2%	4%	4%	8%	9%	72%
	After 1	1%	1%	6%	1%	5%	6%	79%
	After 2	3%	2%	9%	6%	5%	4%	67%
Walk or jog	Before	17%	14%	35%	6%	6%	3%	19%
	After 1	20%	11%	23%	8%	6%	7%	24%
	After 2	22%	6%	27%	11%	12%	4%	15%
Ride a horse	Before	1%	0%	1%	0%	1%	0%	97%
	After 1	1%	0%	2%	0%	1%	1%	94%
	After 2	2%	1%	4%	0%	0%	0%	87%
Sample size	Before	97						
	After 1	100						
	After 2	100						

Q7A. When you.....along Quiet Lanes now, do you generally travel further on them, not so far, or has the scheme made no difference?

		Further	Not so far	No difference	Not applicable
Travel by car or van	After 1	3%	7%	72%	18%
	After 2	2%	7%	79%	9%
Ride a motorcycle	After 1	0%	0%	0%	100%
	After 2	0%	0%	1%	87%
Drive an agricultural vehicle	After 1	0%	0%	3%	97%
	After 2	0%	0%	5%	84%
Travel by bus	After 1	0%	0%	3%	97%
	After 2	0%	0%	2%	86%
Cycle	After 1	4%	0%	13%	83%
	After 2	6%	1%	19%	66%
Walk or jog	After 1	13%	5%	59%	23%
	After 2	13%	2%	67%	14%
Ride a horse	After 1	0%	1%	2%	97%
	After 2	1%	2%	3%	82%
Sample size		100			

Q8. I'd like to ask about the purpose of the trips you make which use single track country lanes/on Quiet Lanes. Do you use these lanes when you.....and how do you travel ?

		Car/ van etc	Cycle	Bus	Walk/jog	Varies	Ride a horse	Don't use lanes/NA
Travel to/from work	Before	33%	1%	1%	0%	0%	0%	66%
	After 1	31%	1%	1%	4%	0%	0%	66%
	After 2	23%	3%	0%	0%	0%	0%	70%
Make farming related trip	Before	8%	0%	0%	3%	0%	0%	89%
	After 1	15%	0%	0%	0%	0%	0%	84%
	After 2	9%	0%	0%	0%	0%	0%	87%
Travel on business	Before	25%	0%	0%	0%	0%	0%	75%
	After 1	16%	0%	0%	0%	0%	0%	84%
	After 2	17%	1%	0%	0%	0%	0%	80%
Make a school/ college trip	Before	17%	0%	0%	0%	0%	0%	83%
	After 1	12%	0%	0%	3%	0%	0%	85%
	After 2	12%	0%	0%	1%	0%	0%	85%
Go to shops	Before	52%	0%	0%	0%	5%	0%	43%
	After 1	43%	1%	0%	7%	0%	0%	49%
	After 2	41%	0%	0%	2%	0%	0%	52%
Visit doctor bank etc	Before	46%	1%	0%	3%	1%	0%	50%
	After 1	32%	0%	0%	6%	0%	0%	62%
	After 2	34%	0%	0%	2%	0%	0%	61%
Visit friends at their home	Before	61%	0%	0%	3%	6%	0%	30%
	After 1	56%	0%	0%	13%	0%	0%	31%
	After 2	45%	0%	0%	6%	0%	0%	33%
Visit friends elsewhere	Before	47%	0%	1%	0%	1%	0%	51%
	After 1	45%	0%	0%	6%	0%	0%	49%
	After 2	40%	0%	0%	1%	0%	0%	47%
Go to pub	Before	43%	1%	0%	11%	4%	0%	41%
	After 1	22%	2%	0%	19%	0%	1%	56%
	After 2	17%	1%	0%	17%	0%	0%	57%
Go to catch train or bus	Before	31%	0%	2%	1%	0%	0%	66%
	After 1	18%	0%	0%	4%	0%	0%	77%
	After 2	25%	0%	0%	3%	0%	0%	70%
Go to place of worship	Before	20%	0%	0%	4%	1%	0%	76%
	After 1	10%	1%	0%	4%	0%	0%	85%
	After 2	17%	0%	0%	5%	0%	0%	75%
Travel for pleasure	Before	32%	2%	0%	15%	30%	0%	21%
	After 1	30%	7%	0%	40%	0%	1%	22%
	After 2	24%	3%	0%	31%	0%	2%	22%
Leisure facility	Before	33%	0%	0%	3%	2%	0%	61%
	After 1	25%	2%	0%	1%	0%	1%	71%
	After 2	32%	1%	0%	1%	0%	0%	60%
Sample size	Before	97						
	After 1	100						
	After 2	100						

Q9. When you walk or jog along single track country lanes/Quiet Lanes how much are you bothered by.....?

	% bothered very much or quite a lot		
	Before	After 1	After 2
Speeding vehicles	78%	63%	56%
Cars	69%	58%	41%
Vans	59%	50%	36%
Lorries	47%	42%	30%
Agricultural vehicles	7%	1%	10%
Cyclists	6%	5%	8%
Sample size	78	76	82

\*Before/after differences statistically significant at  $p=0.05$  (Chi square)

Q9A. Has the scheme affected your enjoyment of walking/jogging along Quiet Lanes?

	After 1	After 2
A lot more enjoyable	12%	12%
A little more enjoyable	16%	20%
About the same	66%	61%
A little less enjoyable	4%	4%
A lot less enjoyable	1%	2%
Sample size	76	82

Q9B. Has the Quiet Lanes Scheme affected your walking or jogging in any other way?

	After 1	After 2
Yes	12%	10%
No	88%	89%
Sample size	76	82

Q9C How has your walking/jogging been affected? ('After 2' only)

- Safer 3
- Pleasanter 2
- Walk/jog more on QL 2
- Avoid busy times 1
- Other 3

Q10. When you cycle along single track country lanes/Quiet Lanes how much are you bothered by.....?

	% bothered very much or quite a lot		
	Before	After 1	After 2
Speeding vehicles	74%	61%	48%
Cars	74%	56%	38%
Vans	59%	44%	31%
Lorries	52%	28%	27%
Agricultural vehicles	8%	0%	7%
Pedestrians	0%	0%	0%
Horse riders	7%	0%	0%
Sample size	27	18	29

\* Before/after differences statistically significant at  $p=0.05$  (Chi square)



Q10A. Has the scheme affected your enjoyment of cycling along Quiet Lanes?

	After 1	After 2
A lot more enjoyable	6%	10%
A little more enjoyable	28%	17%
About the same	66%	66%
A little less enjoyable	0%	3%
A lot less enjoyable	0%	0%
Sample size	18	29

Q10B. Has the Quiet Lanes Scheme affected your cycling in any other way?

	After 1	After 2
Yes	0%	10%
No	100%	86%
Sample size	18	29

Q10C. How has your cycling been affected?

- Cycle more	1
- Safer	1
- Pleasanter	1
- More confident	1

Q11. As a result of the Quiet Lanes scheme, are you more likely or less likely to use an alternative route which avoids the Quiet Lanes than previously? (only those who drive)

	Before	After 1	After 2
More likely	14%	15%	16%
No difference	83%	80%	76%
Less likely	3%	5%	6%
Sample size	92	80	88

\* Before/after differences not statistically significant at  $p=0.05$  (Chi square)

Q11A. Why do you use an alternative route more often now? (only those who drive)

	After 1	After 2
Like to keep the lanes quiet	58%	8%
Lanes are for walkers/joggers/cyclists/horse riders	25%	3%
Quiet Lanes are more difficult to drive along now	0%	3%
Using Quiet Lanes takes longer now	0%	4%
Don't know/not sure	0%	1%
Other	0%	1%
Sample size	12	88

Q11B. Has the scheme influenced the way you drive now on Quiet Lanes?

	After 1	After 2
More careful	44%	41%
About the same	56%	55%
Less careful	0%	1%
Not applicable	80	88

Q11C. Has the Quiet Lanes scheme affected your driving in any other way?

	After 1	After 2
Yes	16%	15%
No	84%	82%
No response	0%	0%
Sample size	80	88

Q11D. How has your driving been affected?

- Drive more carefully / more aware of non-motorised users 5
- Drive more slowly 3
- Other 3

Q11E. What would encourage you to walk or cycle along the lanes instead of driving? (only those who drive)

	Before	After 1	After 2
Too far to/don't walk or cycle	32%		0%
Nothing	21%	47%	57%
Already walk/cycle	12%	35%*	52%
Less traffic	11%	9%	2%
Fewer lorries		1%	5%
More time	4%	8%	5%
Only drive for pleasure			2%
Safer			5%
Sun shining		1%	2%
Don't know		4%	3%
Other			
Sample size	92	80	88

\* Before/after difference statistically significant at  $p=0.05$  (Chi square)

Q12. When you travel by car (van or motorcycle) along single track country lanes/Quiet Lanes how much are you bothered by.....?

	% Bothered very much or quite a lot		
	Before	After 1	After 2
Speeding vehicles	77%	59%*	46%*
Lorries	59%	50%	29%*
Agricultural vehicles	11%	4%	8%
Pedestrians	0%	2%	1%
Cyclists	0%	7%	4%
Horse riders	0%	7%	3%
Sample size	93	81	88

\* Before/after difference statistically significant at  $p=0.05$  (Chi square)

Q13. Why do you use single track country lanes/Quiet Lanes when travelling by car/van/motorcycle?

	Before	After 1	After 2
Live on Quiet Lane	28%	28%	40%
Only route	30%	44%	38%
Quickest	11%	4%	7%
Shortest/most direct	11%	19%	23%
Most scenic/pleasant route	4%	13%	11%
Safest route	3%	1%	1%
Less traffic/congestion	3%	4%	3%
Sample size	93	81	88

*Other reasons:*

- To visit friends and pick them up for dancing
- To reach golf club
- Necessary business calls
- Less delay at roadworks
- Not so stressful.

Q14. If you have children under 16, do you let them walk or cycle along Quiet Lanes?

	After 2
Yes	56%
No	44%

Q14A. If no, why don't you let them walk/cycle along Quiet Lanes?

- Not safe 4
- Not on their own 3
- Too young 2
- Personal safety 1

Q15. Have you noticed the rumble strips on Comp Lane that were introduced at the same time as Quiet Lanes?

	After 2
Yes	43%
No	57%

Q15A. Do you think they are a good idea?

	After 2
Yes	26
No	19
Missing	55

Q15B. Why do you think that?

*Positive comments*

- Speeds are lower 13
- Increases driver awareness 5
- Other 1

*Negative comments*

- Make no difference 12
- Noisy 2
- Waste of money 2
- Damage to car 1
- Other 2

Q16. Do you approve of the Quiet Lanes signs?

	After 2
Yes	64%
No	21%
Don't know	15%

Q16A. Why is that?

*Positive comments*

– Attractive	35
– Increase awareness of scheme	22
– Speeds are lower	5
– Encourage drivers to take more care	3

*Negative comments*

– Signs need to be more prominent	17
– Signs make no difference	8
– Signs too small	7
– Waste of money	5
– Signs not understood	4
– Signs not in keeping with the countryside	3
– Need more signs	2
– Not enforced	1
– Need fewer signs	1

*Don't know / unsure*

– Not noticed them	4
– Can't remember what they look like	2
– Other	2

Q17. Do you think the changes in direction signing that were carried out at the same time as Quiet Lanes are a good idea?

	After 2
Yes	26%
No	14%
Don't know	59%

Q17A. Why do you think that?

*Positive comments*

– Increases awareness	7
– Work well	6
– Attractive	5
– Less traffic	3

*Negative comments*

– Make no difference	8
– Signs not prominent enough	3
– Signs carry insufficient information	2
– Other	3

*Don't know / unsure*

– Haven't noticed them	40
– Insufficient information	5

Q18. Do you have any other comments on the Quiet Lanes scheme?

*Positive comments*

– Good idea	7
– Speeds are lower	2
– Other	1
– Better for non-motorised users	1

*Negative comments*

– Good idea but not working	9
– Waste of money	8
– Still used by HGVs	6
– Speeds still too high	4
– Scheme has made no difference	4
– QLs still used as rat-runs	3
– More tipping	3
– QLs poorly maintained	3
– Scheme not enforced	2
– Volume of traffic still too high	1
– Network too fragmented	1

*Suggestions*

– Scheme should be extended to other areas	7
– More publicity	7
– Lower speed limit	4
– Ban HGVs	3
– Better signs	2
– Signs need to be more prominent	1
– Need footway on narrow areas	1
– Need ‘gateways’	1
– Need mileage on signs	1

**CLASSIFICATION**

A. Sex

	Before	After 1	After 2
Male	46%	46%	48%
Female	54%	54%	52%

B. Do you do any of the following?

	Before	After 1	After 2
Drive a car or van	89%	88%	88%
Drive a lorry	1%	2%	2%
Drive an agricultural vehicle	2%	5%	7%
Ride a motorcycle	1%	3%	0%
Cycle	25%	24%	30%
Ride a horse	3%	4%	7%
None of these	9%	8%	3%

## C. What age group do you come into?

	Before	After 1	After 2
18-29	3%	4%	5%
30-44	19%	19%	18%
45-59	42%	42%	34%
60+	36%	33%	42%

## C. Do you have any children in the household?

	Before	After 1	After 2
Any aged under 5	5%	4%	8%
Any 5-10	14%	16%	9%
Any 11-16	18%	15%	7%
No Children	72%	71%	81%

## D. What is your working status?

	Before	After 1	After 2
Employed full time (30hrs+)	36%	32%	31%
Employed part-time	16%	16%	12%
Self employed	8%	16%	16%
Unemployed	40%	1%	0%
Housewife		7%	12%
Retired		26%	28%

## Appendix D. Postal surveys

Sample Sizes = Before 141; After: 164

Q1. How long have you lived at this address?

	Before	After
More than 10 years	66%	52%
3 -10 years	23%	38%
1 - 3 years	9%	10%
6 months to a year	1%	0%
Less than 6 months	0%	0%

Q2. Have you heard of the Kent Quiet Lanes scheme?

	Before	After
Yes	67%	88%
No	30%	12%
No response	3%	0%

Q3. What do you think the main purpose or purposes of the Quiet Lanes scheme are?

	Number mentioning
To make it safer / less stressful for non-motorised users	52
To discourage vehicles/heavy vehicles/reduce traffic	38
To slow traffic	32
To improve the environment/preserve character of countryside	15
To promote and encourage use by walkers etc while discouraging non essential motor traffic	12
To make motorists more considerate to other road users/change emphasis on car priority	11
Alert car drivers to the presence of other road users	9
To keep lanes quiet	8
To waste public money	5
Make it easier for those living on the lanes to get about/improve environment for locals	2
Reduce road maintenance	2
To make it more pleasant for walkers etc	2

Q4. Do you support the Quiet Lanes scheme in principle?

	Before	After
Yes	79%	89%
No	8%	9%
Don't know/not sure	11%	2%
Sample size	141	164

Q4A. Do you think it will work/is working in practice?

	Before	After
Yes	43%	21%
No	31%	56%
Don't know/not sure	24%	22%
Sample size	141	164

## Q4B. (After survey only) Why do you think that?

*Positive comments:*

– Drivers are more careful / considerate	4
– Less traffic	2
– Better for non-motorised users	2
– Speeds are lower	1
– Other	2

*Negative comments:*

– Volume of traffic still too high	5
– Speeds still too high	4
– Scheme has made no difference	4
– Scheme not understood	2
– QLs still used as rat runs	1
– Scheme not enforced	1
– Increase in fly-tipping	1
– QLs poorly maintained	1
– Signs too small	1
– Don't agree with scheme	1
– Other	3

*Don't know*

– Insufficient information	6
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## Q5. Do you do any of the following?

	Before	After
Drive a car or van	98%	98%
Drive a lorry	7%	4%
Drive an agricultural vehicle	6%	4%
Ride a motorcycle	6%	4%
Cycle	48%	32%
Ride a horse	24%	19%
Use a motorised scooter or wheelchair	1%	0%
None of these	0%	1%
Sample size	141	164

## Q6. Do you ever travel by car or van or motorcycle along Quiet Lanes?

	Before	After
Yes	94%	98%
No	4%	2%
No response	1%	0%

## Q6A. How often do you travel by car, van or motorcycle along single-track country lanes / Quiet Lanes?

	Before	After
6 – 7 days a week	58%	59%
3 – 5 days a week	16%	22%
1 – 2 days a week	14%	10%
Once a fortnight	3%	3%
Once a month	2%	2%
Less than once a month	1%	3%
Sample size	141	160



Q7. What is (are) the main purpose(s) of the car/van/motorcycle trips you make, if any, along single-track country roads / Quiet Lanes?

	Before	After
Travel to/from work	47%	49%
Farming related trip	11%	8%
Travel on business	22%	16%
School/College trip	31%	24%
Go to shops	57%	66%
Go to doctor bank etc	43%	44%
Visit friends at their home	60%	53%
Visit friends elsewhere	31%	41%
Go to pub	33%	26%
Go to catch train or bus	28%	30%
Go to place of worship	21%	19%
Drive for pleasure	28%	21%
Go to leisure facility/ centre	30%	24%
Other	11%	18%
Sample size	141	160

*Other purposes ('after' survey)*

- Live there
- Walking dog
- To get to horses
- To get car serviced
- Voluntary work
- Transport children
- Shopping
- Visit hairdresser
- Visit family

Q8. Why do you use single-track country lanes / Quiet Lanes when travelling by car, van or motorcycle?

	Before	After
Live on one	48%	55%
Only route	41%	38%
Quickest route	26%	27%
Shortest route	33%	29%
Most scenic route	21%	12%
Safest route	2%	6%
Sample size	141	160

*Other responses to Q8 ('after' survey)*

- Where I park
- Pick up work mate
- Most convenient route
- To get to riding stables
- To avoid main roads
- Have used for 15 years

Q8A. As a result of the Quiet Lanes scheme, are you more likely or less likely to use an alternative car/van/motorcycle route that avoids Quiet Lanes than previously?

	Before	After
More likely	18%	10%
No difference	71%	83%
Less likely	2%	5%
Sample size	141	160

Q8B. ('After' survey only) Can you say why?

*More likely to avoid Quiet Lanes:*

- Better for non-motorised users 2
- To support scheme 1
- Alternative better 1
- Other 1

*No difference or less likely to avoid Quiet Lanes:*

- Alternative not an option 6
- Alternative not as good 3
- Scheme isn't working 4
- Prefer to use QLs 4
- Other 3

Q8C. ('After' survey only) Has the scheme influenced the way you drive now on Quiet Lanes? Are you:

More careful	40%
About the same	58%
Less careful	0%
Sample size	160

Q9. How often do you walk or jog along single-track country lanes / Quiet Lanes?

	Before	After
6 – 7 days a week	24%	24%
3 – 5 days a week	18%	21%
1 – 2 days a week	29%	21%
Once a fortnight	4%	8%
Once a month	5%	7%
Less than once a month	9%	8%
Never	10%	9%
Sample size	141	164

Q10. How often do you cycle along single-track country roads / Quiet Lanes?

	Before	After
6 – 7 days a week	3%	2%
3 – 5 days a week	5%	6%
1 – 2 days a week	11%	4%
Once a fortnight	5%	6%
Once a month	9%	7%
Less than once a month	16%	15%
Never	32%	57%
No response	19%	4%
Sample size	141	164

Q11. Has your walking or cycling use of Quiet Lanes changed at all since the scheme was implemented?

	After
More likely to walk or cycle on the lanes	9%
Less likely to walk or cycle on the lanes	1%
No difference	67%
No response	24%
Sample size	152

Q12. Has the scheme affected your enjoyment of walking/cycling along Quiet Lanes?

	After
A lot more enjoyable	6%
A little more enjoyable	11%
About the same	56%
A little less enjoyable	2%
A lot less enjoyable	2%
No response	25%
Sample size	152

Q13. Are you male or female?

	Before	After
Male	49%	46%
Female	50%	54%

Q14. What age group do you come into?

	Before	After
18-29	6%	6%
30-44	28%	35%
45-59	35%	29%
60+	30%	31%

Q15. What is your working status?

	Before	After
Employed full time (30hrs+ per week)	33%	31%
Employed part-time (8-29 hours per week)	15%	17%
Self employed	15%	15%
Unemployed	1%	1%
Housewife	12%	10%
Retired	21%	27%
Student	1%	0%

Q16. Do you have any children in the household?

	Before	After
Any aged under 5	13%	17%
Any 5-10	20%	20%
Any 11-16	31%	21%
No children	49%	55%

*Other comments - positive:*

- Idea good in principle 11
- Better for non-motorised users 2

*Other comments - negative:*

- Speeds still too high 20
- Need more publicity 8
- QLs poorly maintained 8
- Scheme has made no difference 6
- Signs not prominent enough 5
- QLs still used as rat-runs 5
- Waste of money 5
- Volume of traffic still too high 4
- Too few signs 2
- Increase in fly-tipping 2
- Other 5

*Suggestions:*

- Lower speed limit 6
- Speed humps 4
- Traffic calming 2
- Separate paths for non-motorised users 2
- Upgrade existing paths for non-motorised users 1
- Gates for access 1
- Passing places 1
- Extend scheme 1
- Give priority for non-motorised users 1

## Appendix E. Traders and destination surveys

### E.1 Traders' surveys

Sample sizes: 'before' 23; 'after' 20

Q1. How long has your business been established?

	Percentage (%)
More than 10 years	50
3-10 years	30
1-3 years	20

Q2. Have you heard about the Quiet Lane scheme?

	Percentage (%)
Yes	95
Missing	5

Q3A. Do you think the Quiet Lane scheme is a good idea?

	Percentage (%)	
	Before	After
Yes	78	75
No	13	25
Don't know/ not sure	9	0

Q3B. Why do you think that? ('after' survey)

*Positive comments:*

– Better for non-motorised users	7
– Speeds are lower	4
– Less traffic	1
– Fewer HGVs	1
– Drivers more careful / considerate	1
– Other	3

*Negative comments:*

– Scheme has made no difference	5
– Still used by HGVs	1
– QLs poorly maintained	1

Q3C. Do you think that the scheme will work / is working in practice?

	Percentage (%)	
	Before	After
Yes	39	40
No	30	25
Don't know/not sure	30	35

## Q3D. Why do you think that?

*Positive comments:*

- Speeds are lower 1
- Less traffic 1
- Drivers more careful 1
- Other 5

*Negative comments:*

- Scheme has made no difference 2
- Speeds still too high 1
- Other 1

*Don't know / unsure:*

- Insufficient information 4
- Other 1

## Q4. Who do you think is benefiting from the scheme?

(Respondents could give more than one response)

	Percentage (%)	
	Before	After
Children	70	10
Cyclists	17	5
Disabled people	0	0
Drivers	35	0
Older people	0	5
Everyone	4	0
Farmers	0	0
Horse riders	9	15
Local business	4	0
Locals	70	55
No-one	13	0
Pedestrians	35	35
Tourists	13	20
Other	4	10

'Other' included "council and public" and "local property owner"

## Q5. Agreement with following statements:

Number and Percentage (%)

Statement	Mean score	
	Before	After
There will be/is less traffic on Quiet Lanes now	3.2	3.0
There will be/are fewer lorries	3.7	3.0
Speeds will be/are lower	3.3	2.9
More people will/nor walk, cycle or ride a horse	3.7	2.7
Pedestrians, cyclists and horse riders will/nor feel safer	4.2	2.6
Drivers will use/use alternative routes more often	2.7	3.2
Drivers will be/are more considerate towards other road users	2.7	2.9
The scheme will attract/has attracted people from outside the area	3.0	3.2
It will improve/has improved the environment	4.0	2.8
There will be/has been no change	2.7	3.3

Q6. Where do your customers mainly come from?

	Percentage (%)	
	Before	After
Within the town	22	5
Local area	35	60
Outside the area	30	30
Other	13	5

Q7 (Traders only). And how do they travel?  
(Respondents could give more than one response)

	Percentage (%)	
	Before	After
Car/van	100	100
Bus	5	13
Motorcycle	0	13
Cycle	21	31
On foot	58	50
Train	5	0
Taxi	1	6

Q8 (Traders only). As a result of the QL scheme, do you think your trade has increased a lot, increased a little, decreased a lot, decreased a little, or is unaffected?

	Percentage (%)
Increased a lot	7
Increased a little	21
Decreased a lot	0
Decreased a little	0
Unaffected	71

Q8A (Traders only). Can you say why? ('after' survey only)

*Trade increased*

- There are more people using the lanes
- Not many butchers around
- We have a bridleway that links with the scheme and that is very busy and brings in customers
- See new people on foot

*Trade unaffected:*

- Nothing has changed

Q8 (Estate agents only). As a result of the Quiet Lanes scheme, would you say that house prices will/ have...?  
(Respondents could give more than one response)

	Number	
	Before	After
Increased a lot	0	0
Increased a little	0	0
Decreased a little	0	0
Decreased a lot	0	0
Unaffected	4	4

Q8A (Estate agents only). Can you say why? ('after' survey only)

- The people who buy here come from a busier area than here
- No one has ever mentioned it to me
- Don't think a lot of people know about QL yet, so not affected at the moment
- Don't think would have a bearing on whether bought a property or not

Q9A. Sex

	Percentage (%)	
	Before	After
Male	78	55
Female	22	45

Q9B. What age group do you come in?

	Percentage (%)	
	Before	After
18-29	13	0
30-44	43	40
45-59	30	55
60+	13	15



## E.2 Destination surveys

Sample sizes: 'before' = 29; 'after' = 42

Q1. Do you live in the area?

('Before' and 'after' surveys)	Percentage (%)
Yes	95
No	5

Q1A. How long have you lived locally?

	Percentage (%)	
	Before	After
More than 10 years	93	64
3-10 years	7	21
1-3 years	0	7

Q2. Have you heard about the Quiet Lanes scheme?

('Before' and 'after' surveys)	Percentage (%)
Yes	100
No	0

Q3A. Do you think the Quiet Lane scheme is a good idea?

	Percentage (%)	
	Before	After
Yes	72	60
No	3	21
Don't know / not sure	24	19

Q3B. Why do you think that?

*Positive comments:*

- Better for non-motorised users 8
- Lower speeds 6
- Less traffic 5
- Fewer HGVs 5
- Stop rat-running 1
- Other 3

*Negative comments:*

- Waste of money 6
- Scheme has made no difference 3
- Volume of traffic still too high 3
- Speeds still too high 2
- Still used by HGVs 1
- QLs poorly maintained 1

*Don't know / unsure:*

- Scheme has made no difference 2
- Undecided 1
- Not aware of purpose 1
- Not aware of before situation 1
- Other 1

Q3C. Do you think the scheme will work / is working in practice?

	Percentage (%)	
	Before	After
Yes	24	17
No	28	53
Don't know/not sure	48	31

Q3D. Why do you think that?

*Positive comments:*

– Less traffic	2
– Speeds are lower	2
– More cyclists	1
– Other	3

*Negative comments:*

– Scheme has made no difference	15
– Speeds still too high	5
– Waste of money	4
– Still used by HGVs	2
– Volume of traffic still too high	2
– QLs still used as rat-runs	1
– Other	1

*Don't know / unsure:*

– Insufficient information	3
– Other	1

Q4. Who do you think will benefit / is benefiting from the scheme?

(Respondents could give more than one response)

	Percentage (%)	
	Before	After
Children	10	5
Cyclists	38	14
Disabled people	0	0
Drivers	3	2
Older people	7	0
Everyone	10	2
Farmers	0	0
Horse riders	28	19
Local business	7	0
Local people	62	43
No-one	7	43
Pedestrians	41	17
Tourists	0	2
Other	12	5

'Other' included "families", "joggers" and "lane residents" (before) and "companies who are paid to put signs up" and "dog walkers" (after)

Q5. Agreement with following statements:

	Mean score	
	Before	After
More people will/now walk, cycle or ride a horse	3.3	3.9
Pedestrians, cyclists and horse riders will/now feel safer	4.0	3.4
It will improve / has improved the environment	3.6	3.7
Drivers will be / are more considerate towards other road users	3.1	3.2
There will be/is less traffic on Quiet Lanes now	3.2	3.3
There will be / are fewer lorries	3.1	3.8
Drivers will/now use alternative routes more often	3.1	3.3
The scheme will/has attracted people from outside the area	3.3	3.5
Speeds will be / are lower	3.5	3.3
There will be / has been no change	2.6	3.3

Q6. Where have you come from today?

Location	Percentage (%)	
	Before	After
From outside the Quiet Lanes area	21	5
From the edge of the Quiet Lanes area	21	26
From within the Quiet Lanes area	51	60
Missing	7	7



## Appendix F. Horse/pony riders' and carriage drivers' survey

### Sample sizes: Horse/pony riders 15; carriage drivers 4

Q1. How long have you lived at your current address?

	Horse riders	Carriage drivers
More than 10 years	7	3
3-10 years	6	1
1-3 years	2	0
6 months to 1 year	0	0
Less than 6 months	0	0
Sample size	15	4

Q2. Have you heard of the Kent Quiet Lanes Scheme?

	Horse riders	Carriage drivers
Yes	15	4
No	0	0
Sample size	15	3

Q3. Do you live on a Quiet Lane? (Q3 to Q16 asked of only those who had heard of Quiet Lanes)

	Horse riders	Carriage drivers
Yes	9	0
No	5	4
No answer	1	0
Sample size	15	4

Q4. Do you own a horse/horses?

	Horse riders	Carriage drivers
Yes	14	4
No	1	0
Sample size	15	4

Q5. Where is/are the horse(s) you generally ride/drive stabled?

	Horse riders	Carriage drivers
On property adjoining your home (On Quiet Lane)	4	0
On property adjoining your home (Not on Quiet Lane)	2	3
Elsewhere within the Quiet Lanes network	5	0
Elsewhere outside the Quiet Lanes network	3	2
Sample size	15	4

Q6. Do you drive a motor vehicle along Quiet Lanes to get to the horse(s)/stables?

	Horse riders	Carriage drivers
Yes	7	0
No	7	3
Not applicable	1	1
Sample size	15	4

Q7. About how often do you ride a horse / drive a carriage?

	Horse riders	Carriage drivers
6-7 days a week	4	1
3-5 days a week	6	1
1-2 days per week	3	1
About once a fortnight	0	1
About once a month	0	0
Less than once a month	2	0
Sample size	15	4

Q8. (Horse riders) Who do you ride with?

	Horse riders
On your own	14
With one other person (single file)	9
With one other person (two abreast)	9
As part of a group (single file)	3
As part of a group (two or more abreast)	0
Sample size	15

Q8. (Carriage drivers) When you drive a carriage on public roads are you accompanied by other carriages?

	Horse riders
On your own	4
Accompanied by one other carriage	0
Accompanied by two or more other carriages	0
Sample size	4

Q9. Where do you generally ride/drive a carriage?

	Horse riders	Carriage drivers
On Quiet Lanes	11	2
On other roads	7	4
Bridlepaths	10	-
Other	8	4
Sample size	15	4

*Other – Horse riders: farmland, stubble fields, woodland, byways, South East Toll Rides*

*Other – Carriage drivers: byways, permitted paths, all roads, riding school*

Q10. About how often do you ride / drive a carriage on Quiet Lanes?

	Horse riders	Carriage drivers
6-7 days a week	3	0
3-5 days a week	3	0
1-2 days per week	2	1
About once a fortnight	0	0
About once a month	1	0
Less than once a month	2	1
Sample size	11	2

Q11A. Do you ride/drive a carriage along these lanes more often or less often than before the scheme was implemented?

	Horse riders	Carriage drivers
More often	0	1
Less often	0	0
Scheme has made no difference	11	1
Sample size	11	2

Q11B (Horse riders only). Do you ride two or more abreast more often or less often than before the scheme was implemented?

	Horse riders
Ride abreast more often	0
Ride abreast less often	0
Scheme has made no difference	7
Never ride abreast	4
Sample size	11

Q12. Has the scheme affected your enjoyment of riding/driving a carriage along Quiet Lanes? Is it.....

	Horse riders	Carriage drivers
A lot more enjoyable	0	0
A little more enjoyable	3	0
About the same	7	2
A little less enjoyable	1	0
A lot less enjoyable	0	0
Sample size	11	2

Q13. When you ride/drive a carriage along Quiet Lanes how much are you bothered by.....?

	Horse riders (mean bother rating*)	Carriage drivers (mean bother rating*)
The speed of vehicles	1.5	2.0
Cars	1.7	2.0
Vans	2.2	2.0
Lorries	2.6	2.0
Agricultural vehicles	3.2	3.0
Cyclists	2.5	3.0
Pedestrians/dog walkers	3.5	3.5
Sample size	10	2

\* Mean bother rating where 1= Very much, 2 =Quite a lot, 3 = Not very much, 4 = Not at all

Q14A. Would you say other users of the Quiet Lanes (car drivers etc.) are generally more considerate or less considerate towards you as a horse rider / carriage driver since the scheme was implemented?

	Horse riders (mean consideration rating*)	Carriage drivers (mean consideration rating*)
Car drivers	2.9	3.0
Van drivers	2.9	3.0
Lorry drivers	2.7	3.0
Agricultural vehicle drivers	2.5	2.5
Motorcyclists	2.7	3.0
Cyclists	2.8	3.0
Walkers/joggers	2.6	3.0
Pedestrians/dog walkers	2.6	3.0
Sample size	10	2

Mean consideration rating where 1= A lot more considerate, 2 = A little more considerate, 3 = About the same, 4 = A little less considerate, 5= A lot less considerate

Q14b. If you think other users of the lanes are more considerate or less considerate since the scheme was implemented, can you say how? Please write in below, stating which users you are referring to.

*Riders:*

- Car drivers are less considerate 3
- Drivers are more considerate 3
- Delivery vans considerate 1
- Motorcyclists are considerate 1
- Cyclists scare horses 1

*Carriage drivers:*

- Drivers are less considerate 1
- Drivers are more considerate 1

Q15. Has the Quiet Lanes scheme affected you as a horse rider / carriage driver in any other way?

*Riders*

- Less traffic 2
- Use lanes more 2
- More cyclists and walkers 1
- Speeds still too high 1
- QLs still used as rat-runs 1
- Verges need cutting 1
- Scheme has made no difference 1
- Scheme should be extended 1

*Carriage drivers*

- Scheme has made no difference 1
- Some drivers more considerate 1

Q16. Can you say why you do not ride/drive a carriage on Quiet Lanes?

*Riders*

- QLs too far away 4
- Would need to cross A26 - too dangerous 1

*Carriage drivers*

- QLs too far away 2
- Main roads safer 1



Q17. Are you male or female?

	Horse riders	Carriage drivers
Male	1	1
Female	14	3
No answer	0	0
Sample size	15	4

Q18. How old are you?

	Horse riders	Carriage drivers
18-29	1	0
30-44	6	1
45-59	6	1
60 and over	2	2
No answer	0	0
Sample size	15	4

Q19. What is your working status?

	Horse riders	Carriage drivers
Employed full time (at least 30 hours per week)	6	1
Employed part time (8 to 29 hours per week)	1	0
Self employed	3	2
Unemployed	0	0
Housewife	3	0
Retired	2	1
Student	0	0
No answer	0	0
Sample size	15	4

Q20. Do you have children in your household?

	Horse riders	Carriage drivers
Any aged under 5	2	0
Any 5-10	1	0
Any 11-16	3	0
No children	9	4
Sample size	15	4

Q21. Which town or village do you live in/near?

	Riders	Carriage drivers
Aylesford	0	1
Borough Green	1	0
Crouch	2	0
Hadlow	2	1
Mereworth	2	0
Offham	2	0
Paddock Woods	0	1
Plaxtol	4	0
Underriver	0	1
Tonbridge	1	0
West Peckham	1	0

*Final comments*

*Riders*

- Scheme has made no difference 3
- Speeds still too high 2
- Scheme needs more publicity 1
- QLs still used as rat-runs 1
- Can't cross A26 on horseback 1
- Less traffic 1
- Signs obscured by vegetation 1
- No continuous route 1
- Drivers are more considerate 1
- Problem of car clubs / cycle clubs 1
- Other 1

*Carriage drivers*

- QLs should be extended to other areas 1
- Other 1

## Appendix G. Origin-destination survey of non-motorised users of Quiet Lanes

Sample size = 204

Date	Day	Number	Percentage (%)
8 November 2002	Friday	47	23
9 November 2002	Saturday	60	29
10 November 2002	Sunday	22	11
7 March 2003	Friday	31	15
8 March 2003	Saturday	44	22

Location	Number	Percentage (%)
L1	34	17
L2	22	11
L3	14	7
L4	24	12
L5	21	10
L6	5	3
L7	34	17
L8	19	9
L9	7	3
L10	13	6
L11	11	5

Mode of transport (*by observation*)

	Number	Percentage (%)*
On foot	139	72
On pedal cycle	28	15
On horse	26	13

\* 11 missing

Number of people (*by observation*) and percentage

	Male adults	Male senior citizens	Children	Female adults	Female senior citizens	With child in pushchair	With dog
1	102 (93%)	18 (82%)	10 (63%)	71 (78%)	13 (100%)	7 (100%)	46 (81%)
2	6 (6%)	4 (18%)	4 (25%)	17 (19%)	0	0	9 (16%)
3	1 (1%)	0	2 (13%)	3 (3%)	0	0	2 (4%)
6	1 (1%)	0	0	0	0	0	0
Total	110	22	16	91	13	7	57

Q1. What is the main purpose of your journey?

*Respondents could give more than one answer*

	Percentage (%)
Commuting	1
Business	9
Education	1
Shopping	5
Personal business (e.g. financial/medical)	1
Visiting friends at their home	2
Pub	4
Going to catch a bus/train	1
Out for pleasure/exercise	52
Walking the dog	26
Leading / exercising horses	7
Other	6

Q2. Where have you come from today?

	Number	%
<b>Within Quiet Lane area</b>	<b>129</b>	<b>65</b>
Basted	11	6
Crouch	21	11
Dunks Green	12	6
Hamptons	2	1
Mereworth	16	8
Offham	8	4
Plaxtol	6	3
Roughway	8	4
West Malling	20	10
West Peckham	4	2
Sheet Hill	3	2
Yopps Green	5	3
Other (unspecified)	13	7
<b>Edge of Quiet Lane area</b>	<b>50</b>	<b>25</b>
Borough Green	14	7
East Malling	7	4
Hadlow	7	4
Ightham	8	4
Larkfield	3	2
Platt	3	2
Shipbourne	1	<1
Tonbridge area	4	2
Wateringbury	3	2
<b>Close to Quiet Lanes area</b>	<b>10</b>	<b>5</b>
East Peckham	1	<1
Hildenburgh	1	<1
Kemsing	1	<1
Maidstone area	2	1
Ryarsh	1	<1
Sevenoaks area	1	<1
Snodland	1	<1
Wrotham	2	1
<b>Elsewhere</b>	<b>3</b>	<b>2</b>
<b>Unknown</b>	<b>5</b>	<b>3</b>
<b>Total</b>	<b>197</b>	<b>100</b>

Q3. And where are you going now?

Q4. How far is that altogether?

Distance travelled (miles)	Percentage*		
	On horseback	On foot	On pedal cycle
(base)	(14)	(119)	(26)
< 0.5	0	2	0
0.5 to 0.9	7	10	8
1-1.9	0	10	0
2-2.9	7	32	12
3-3.9	14	17	0
4-4.9	0	5	4
5-9.9	50	19	8
10-19.9	7	5	46
≥20	0	0	23
	100	100	100

\* 10 missing

Q5. Do you support the Quiet Lanes scheme in principle?

	Number	Percentage (%)*
Yes	167	84
No	2	1
Don't know	30	15

\* 5 missing

Q6. Do you think it is working in practice?

	Number	Percentage (%)*
Yes	58	29
No	77	39
Don't know	63	32

\* 6 missing

Q7. Why is that?

*Positive comments:*

– Less traffic	11
– Speeds are lower	6
– Drivers are more considerate	6
– Increased awareness of scheme	6
– Better for non-motorised users	4
– Fewer HGVs	1

*Negative comments*

– Speeds still too high	26
– Scheme has made no difference	20
– Volume of traffic still too high	17
– QLs still used as rat-runs	9
– Still used by HGVs	7
– More signs needed	2
– QLs poorly maintained	1
– Poor direction signing	1
– QL signs too small	1
– No enforcement	1
– Waste of money	1
– Other	12

*Unsure / don't know:*

– Not enough information	15
– Not local	3
– Other	6

*Suggestions*

– More publicity	2
– Road humps	1
– 20mph speed limit	1
– Speed limits on QL signs	1

## Q8. How often do you go walking/cycling/riding on Quiet Lanes?

	Number	%*	Number	%*	Number	%*
6-7days a week	63	47	9	32	16	62
3-5 days a week	30	22	8	29	6	23
1-2 days a week	20	22	10	36	4	15
Once a fortnight	7	5	0	0	0	0
Once a month	1	1	0	0	0	0
Less than once a month	4	3	0	0	0	0
First time	1	2	1	3	0	3
Missing	4	0	0	0	0	0
Total	139	100	28	100	26	100

\* excludes those missing

## Q9. Has your walking/cycling/horse-riding use of Quiet Lanes changed at all since the scheme was introduced?

	Walkers		Cyclists		Horse riders	
	Number	%*	Number	%*	Number	%*
More likely to use the lanes	14	11	10	37	4	16
Less likely to use the lanes	3	2	0	0	0	0
No difference	113	87	17	63	21	64
Missing	11	0	1	0	1	1
Total	139	100	28	100	26	100

\* excludes those missing

Q10. Has the scheme affected your enjoyment of walking/cycling/horse-riding along Quiet Lanes?

	Walkers		Cyclists		Horse riders	
	Number	%*	Number	%*	Number	%*
A lot more enjoyable	11	9	5	19	2	8
A little more enjoyable	24	19	2	7	6	23
About the same	87	67	20	74	17	65
A little less enjoyable	4	3	0	0	0	0
A lot less enjoyable	4	3	0	0	1	4
Missing	9	0	1	0	1	0
Total	139	100	28	100	26	100

\* excludes those missing