

Universal
Services

Chestnut Avenue bus layby and crossing upgrade proposals

Image from Hampshire County Council

Key findings

Key findings



Traffic flow: Most respondents felt buses cause congestion on Chestnut Avenue at peak college times, with strongest agreement among residents. 51% agreed that a new bus layby would improve traffic flow, and 60% agreed that removing the bus build-out would help. Agreement for this was lower amongst Chestnut Avenue residents (40%).



Crowded pavements: Footpaths were widely described as overcrowded at the start and end of the college day. Agreement that widening the pavements would help was particularly high among 16-18-year-old bus users (those of college age), with 91% in agreement.



Extra bus stands: 81% of college-age bus stop users, and 51% of Chestnut Avenue residents, agreed that the proposed location of the extra bus stands would serve students and local residents well.



Crossing safety: Views on safety when crossing on foot were mixed, with Chestnut Avenue residents more likely to disagree that it is safe. Agreement that an upgraded crossing would improve safety was high among younger bus users (82%) but much lower among residents (39%). Comments also noted concerns that a zebra crossing could slow traffic, with a preference for a light-controlled crossing.



Greenery: Most respondents agreed that planting trees and hedges would enhance the area and provide screening and noise reduction for residents, although Chestnut Avenue residents were more likely to disagree with this.



There were clear differences between the views of Chestnut Avenue residents and those of other respondents, as shown under each of the headings above.

Introduction

Chestnut Avenue bus stop and crossing - background



Background

Barton Peveril College has a travel plan that encourages students to walk, cycle or use the bus to get to college, helping to reduce private car use, congestion and pollution.

Use of the Bluestar college bus service has increased, and although buses arrive and depart in waves and larger buses are used to reduce the number of vehicles, the existing bus bays cannot accommodate them all. At peak times, this causes congestion on the pavement and road outside the college, affecting traffic flow on Chestnut Avenue and reducing visibility for pedestrians crossing.

In 2024, Bluestar asked Hampshire County Council to work with the College and Eastleigh Borough Council to increase lay-by space on Chestnut Avenue, to manage the increased number and length of buses operating from September 2025.



The scheme

The proposal includes:

- building four new bus stop areas on the opposite side of the road to the college, so buses don't block traffic
- making the path near the college entrance wider so it is easier and safer to walk
- adding a zebra crossing, with a bike crossing next to it, so crossing the road is safer
- planting trees and bushes to make the area look nicer

Chestnut Avenue bus stop and crossing – aims and method



Aims

Hampshire County Council is committed to listening to the views of local residents and stakeholders. The purpose of this engagement exercise was to find out people's views on the Chestnut Avenue bus layby and crossing proposals. Specifically, this engagement exercise sought to understand:

- the use of the bus stops and travel along Chestnut Avenue
- current experiences of Chestnut Avenue, particularly at the beginning and end of the college day
- views on the proposals



Method

Hampshire County Council carried out an engagement exercise through use of an online feedback form (available in other formats on request). An information pack was produced which outlined the scheme proposals, to enable an informed response.

Information about the engagement, including a QR code to the scheme webpage, was attached to lampposts on Chestnut Avenue and emailed to local stakeholders. Members of the Consultation and Performance team also visited the college to raise awareness amongst the students.

The feedback form was originally open from 12 January to 22 February. However, as the response from college students was unexpectedly low, the survey was extended until 6 March to ensure increased participation from the main users of the buses.

The views expressed in this report came from responses to an open feedback form, which was available to anyone to complete. All questions in the survey were optional, and the base therefore changes throughout the report. This is noted on each chart.

Note: Where percentages do not total to 100%, this is due to rounding.

Response summary



343 people viewed the information pack online, with 211 visitors reading it in-depth.



In total, 642 responses were submitted via the online feedback form.



In addition, 3 unstructured responses were received by email



On analysing the data, it became apparent that a number of responses are likely to have been submitted, or influenced, by the same individual. These were retained as separate responses, therefore the proposed dropped kerb opposite a property on Chestnut Avenue may appear to be a more widely raised issue than exists. Further discussion may be required to address concerns about the proposed dropped kerb, including the option of relocating it.

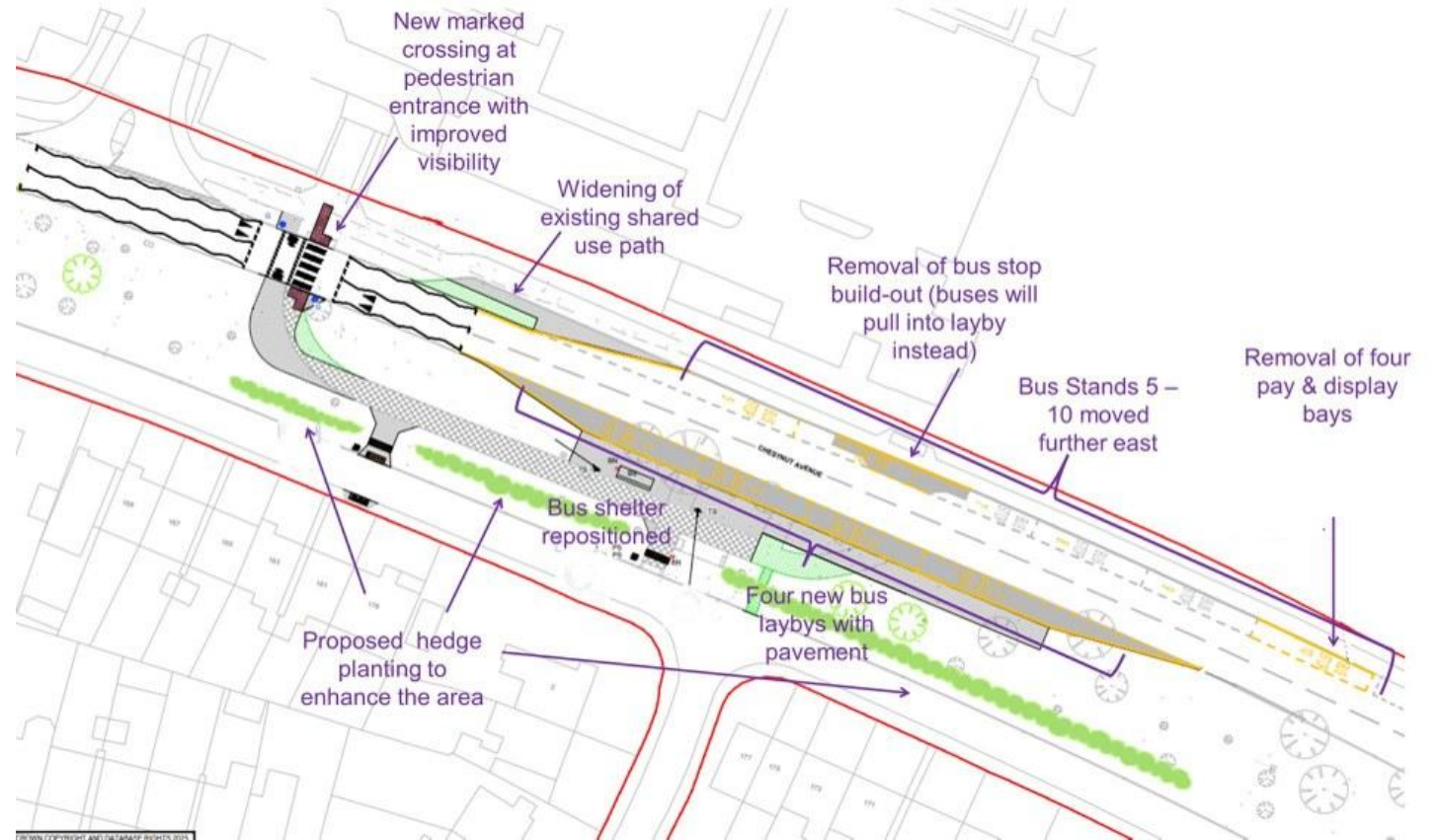


167 respondents submitted further information they wanted to tell us about the scheme. These have been reported under the relevant aspects they relate to, rather than in a single 'further comments' section.



Current layout of Chestnut Avenue

Scheme overview



Detailed findings

Current travel along Chestnut Avenue

Nearly three-quarters of respondents used the bus stops and bays on Chestnut Avenue (73%) and over half drove (59%), the majority of these (98% and 82%) did so at the start and end of the college day. 45% reported walking along Chestnut Avenue near the college, only 6% reported cycling



73% of respondents currently use the bus stop and bays on Chestnut Avenue
(n=639)

98% use these stops and bays at the start and end of the college day
(n=464)



59% of respondents travel along Chestnut Avenue in a motorised vehicle (car, van, motorcycle)
(n=638)

82% travel at the start or end of the college day
(n=374)



6% of respondents currently cycle along Chestnut Avenue by the college
(n=631)



45% of respondents currently walk or wheel along Chestnut Avenue by the college
(n=638)

Do you use the existing bus bays or bus stops on Chestnut Avenue by the college? Do you use these bus bays or bus stops at the start or end of the college day (8:15am-8:45am or 4pm-4:30pm)?, Do you ever travel along Chestnut Avenue in a motorised vehicle (e.g. car, van, motorbike)?, Do you ever travel along Chestnut Avenue in a car or van at the start or end of the college day (8:15am-8:45am or 4pm-4:30pm)?, Do you ever cycle along Chestnut Avenue, by the college?, Do you ever walk or wheel (use a wheelchair or mobility scooter) along Chestnut Avenue, by the college?

Current situation – traffic flows

The majority of respondents agreed that college buses currently obstruct traffic at the start and end of the college day. The level of agreement was particularly high amongst drivers but significantly higher amongst the residents of Chestnut Avenue.

Agreement that buses obstruct traffic flow at the start and end of the college day



Chestnut Avenue residents (n=47*)

83% agreed in total:

- 28% agreed
- 55% strongly agreed (this is significantly higher than other respondent groups)



Drivers (n=306)

80% agreed in total:

- 39% agreed
- 41% strongly agreed



All respondents (n=634)

- 74% agreed in total:
- 39% agreed
- 35% strongly agreed

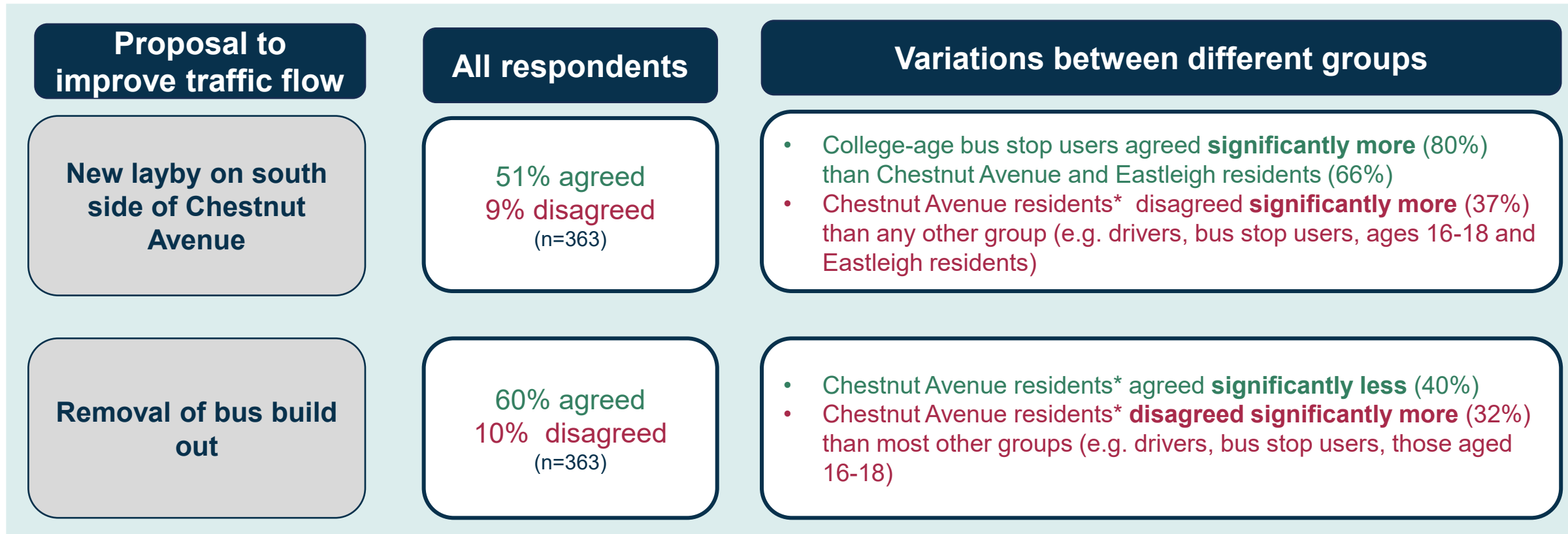


* caution: low base

To what extent do you agree or disagree with the following statements: College buses cause an obstruction to the traffic flow on Chestnut Avenue at the start/ end of the college day

Proposals to improve traffic flow

Most respondents felt both proposals (adding a new bus layby and removing the buildout from the existing layby) would improve traffic flow, with removal of the bus build out seeing the highest agreement (60%). Bus users aged 16-18 (those of college age) showed highest agreement (80%), whilst disagreement was significantly higher amongst Chestnut Avenue residents (37%).



To what extent do you agree or disagree with the following statements: The new layby on the south side of Chestnut Avenue will help improve the flow of traffic at the start and end of the college day; Removal of the bus buildout on the north side of the road will help to improve the flow of traffic

* Caution low base (under 50)

Further comments related to the location/ layout of laybys and traffic flow

Location:

- nine comments (including five from Chestnut Avenue residents) said buses should use college grounds instead; three of these stated this is a college issue and should not fall to taxpayers
- four comments objected to loss of the green space and/ or trees to make way for the bus stops
- two respondents suggested relocating the bus stops from Chestnut Avenue to Passfield Avenue

Layout:

- two comments raised concerns about the current bays being too narrow, stating that the new bays must be wide enough to accommodate the buses

Traffic flow:

- three comments supported the need for more bus bays, and one local resident said the scheme was essential to improve traffic flow
- two comments opposed installing bays opposite the college, as they had concerns about the safety of students crossing the road and felt the bays would lead to bus-related traffic congestion
- one comment noted buses in bays still blocked the road due to 'not parking correctly'

"Why can't the college use some of their very underused land to facilitate a drop off and pickup zone! Us residents are at breaking point! Everything is to improve life for students but nothing for us residents who pay the council tax! (Male, local resident who drives and cycles, aged 25-35)

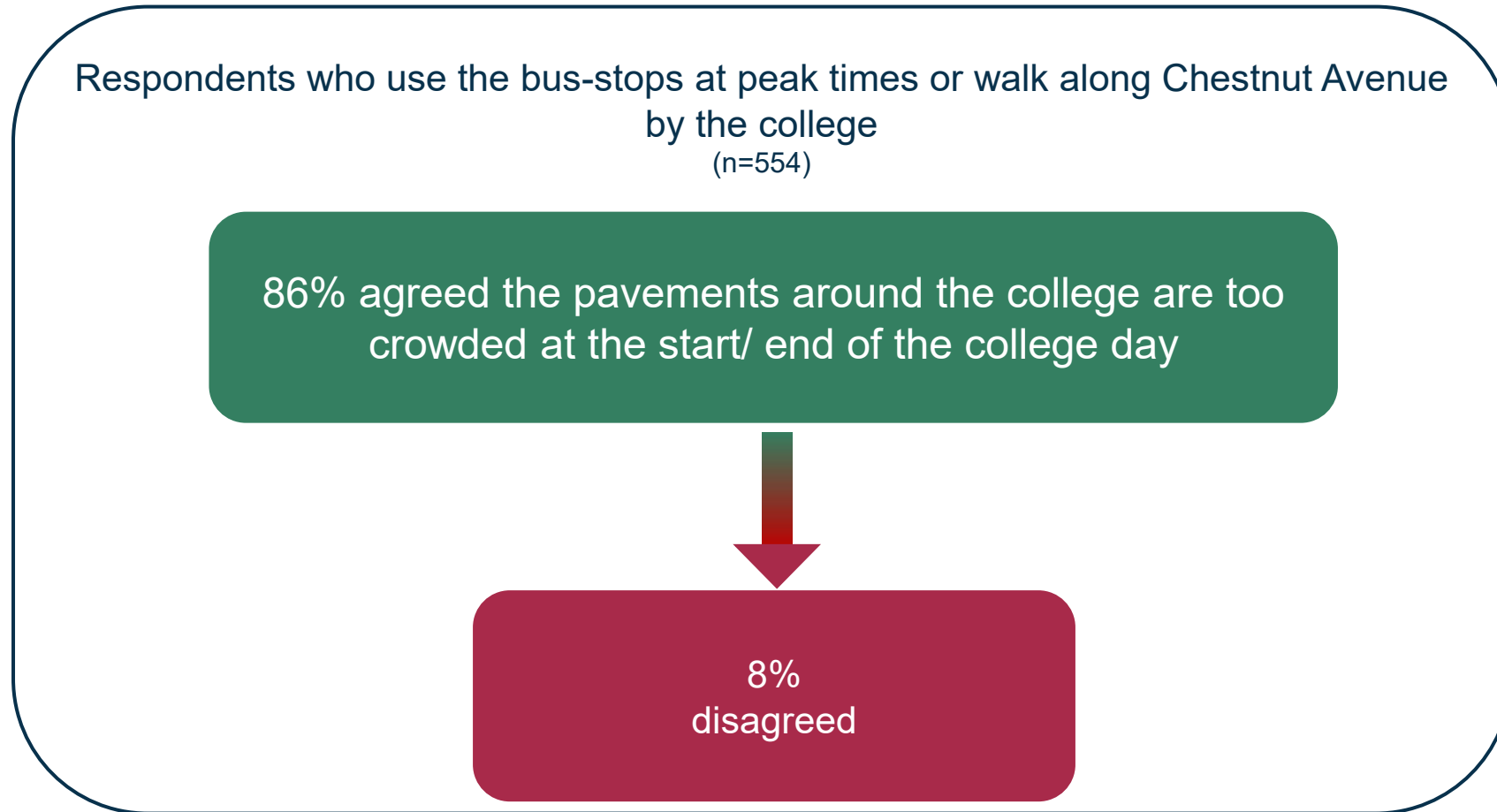
*"To solve all issues, Barton Peveril should build a bus drop off on there own site/field, they have big enough land to accommodate this"
(Male, local resident who drives and cycles, aged 35-44)*

*"We need more bus stops"
(female bus user aged 17-18)*

If there is anything else you would like to tell us about the proposals, please do so below.

Current situation – crowded pavements

86% of respondents who currently use the footpaths either for walking along or whilst waiting for buses, said they were too crowded at the start and end of the college day



To what extent do you agree or disagree with the following statements: The pavements around the college are too crowded at the start/ end of the college day

Proposals to deal with crowded pavements

Most respondents (85%) agreed that widening the pavements would give students more space, rising to 91% amongst college-age bus stop users. 81% of 16-18 year-old bus stop users and 51% of Chestnut Avenue residents agreed that the proposed location of the extra bus stands would serve students and local residents well.

Proposals to alleviate crowded pavements

Widening the pavement east of the pedestrian entrance to the College

Location of four extra bus stands in the new layby

All respondents

85% agreed
7% disagreed
(n=631)

76% agreed
8% disagreed
(n=363)

Variations between different groups

- Agreement was **significantly higher** amongst college-age bus stop users (91%)
- Disagreement was **significantly higher** amongst Chestnut Avenue residents who walk* (22%)

- College-age bus stop users and drivers agreed **significantly more** (81%) than Chestnut Avenue* residents (51%)
- Disagreement was **significantly higher** amongst Chestnut Avenue residents* (28%)

To what extent do you agree or disagree with the following statements: Widening the pavement east of the pedestrian entrance to the College would give students more space to circulate and to wait for or board their bus; The four extra bus stands in the new layby are well located to serve the college and local residents

* caution: base under 50

Further comments related crowded pavements

- four comments supported widening the footpath
 - one respondent said they sometimes have to walk in the road to get around students when accessing bus stops further along the road
- one comment raised concerns about how many students must wait on narrow pavements
- one comment suggested the situation would improve if students queued in a more orderly way

If there is anything else you would like to tell us about the proposals, please do so below.

Current situation – crossing the road

Feelings of safety when walking/ wheeling[†] across the road were mixed, with 40% saying that they felt safe and 34% disagreeing. Chestnut Avenue respondents showed the highest level of strong disagreement (28%). Among cyclists, almost half (49%) did not feel safe, while just over a third (36%) did.

Chestnut Avenue residents who walk* are significantly more likely to strongly disagree that crossing the road is safe (28%)

Respondents who walk/ wheel[†] on Chestnut Avenue by the college (n=281)

40% agreed they felt safe crossing Chestnut Avenue when walking/ wheeling[†]

34% disagreed (including 8% strongly disagreeing) they felt safe crossing when walking/ wheeling[†]

Respondents who cycle on Chestnut Avenue by the college (n=41*)

36% agreed they felt safe crossing Chestnut Avenue when cycling

49% disagreed they felt safe crossing when cycling

* Caution low base (under 50)

To what extent do you agree or disagree with the following statements: I feel safe crossing Chestnut Avenue when walking or wheeling (using a wheelchair or mobility scooter); I feel safe crossing Chestnut Avenue when cycling. [†] Using a wheelchair or mobility scooter

Proposals to make crossing the road safer

Most respondents (75%) agreed that upgrading the crossing would improve safety on foot, with particularly high agreement amongst college-age bus stop users. However, Chestnut Avenue residents and cyclists were less convinced that an upgrade would help.

Proposal	All respondents	Variations between different groups
Upgrade the crossing to make crossing safer when walking	75% agreed 10% disagreed (n=632)	<ul style="list-style-type: none">College-age bus stop users agreed significantly more (82%)Chestnut Avenue residents* agreed significantly less (39%)Chestnut Avenue residents* disagreed significantly more (34%)College-age bus stop users disagreed significantly less (2%)
Upgrade the crossing to make crossing safer when cycling	59% agreed 11% disagreed (n=628)	<ul style="list-style-type: none">Chestnut Avenue residents* disagreed significantly more (31%)Although 59% of respondents (61% of cyclists*) agreed, 30% of cyclists* disagreedCollege-age bus stop users disagreed significantly less (3%)

To what extent do you agree or disagree with the following statements: The upgraded crossing outside the college will make it safer to cross Chestnut Avenue when walking or wheeling (using a wheelchair or mobility scooter); The upgraded crossing outside the college will make it safer to cross Chestnut Avenue when cycling

* caution: base under 50

Further comments related to the crossing upgrade

- 51 comments said a zebra crossing will impede the flow of traffic at peak times, leading to a near-constant flow of people crossing and an ability for traffic to pass
- 42 comments said a light-controlled crossing was needed, mostly in relation to keeping traffic moving rather than safety
- ten comments showed agreement for a zebra crossing, whilst three showed disagreement
- six comments showed concerns that students don't look when crossing the road or won't look if it is a zebra crossing
- two comments stated the cycle crossing wasn't needed because: the existing cycle crossing on Chestnut Avenue isn't used; the school bike parking is at the rear of the school; and the crossing does not link to any cycle infrastructure

While I agree with the need for a crossing I feel the addition of a zebra crossing would negate a lot of the proposed changes to improve traffic flow and suggest a toucan crossing instead (Male aged 19-24 who drives, cycles and walks and used to attend the college)

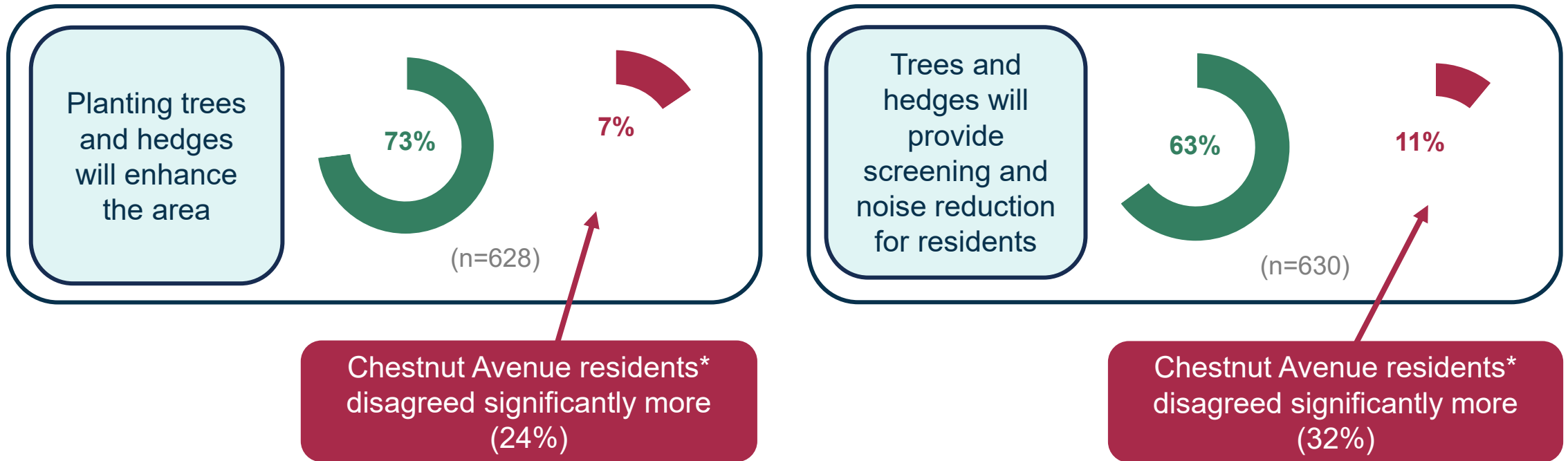
A zebra Crossing would be a great idea for residence and younger children off to secondary school and junior school as they have problems also with traffic going to school. (Female local resident aged 65-74 who uses bus stop and walks)

A pelican crossing would be better. If there is a zebra crossing, cars and other vehicles will never get the chance to move on with streams of students constantly walking across. (Driver)

If there is anything else you would like to tell us about the proposals, please do so below.

Street environment

Most respondents agreed that planting trees and hedges would enhance the area (73%) and would help with screening and noise reduction (63%). However, respondents from Chestnut Avenue showed a higher level of disagreement to these statements (24% and 32% respectively).



■ Agree ■ Disagree

* Caution low base (under 50)

To what extent do you agree or disagree with the following statements: Planting trees and hedges on the grassed area south of Chestnut Avenue will enhance the look and feel of the area; The trees and hedges will provide additional screening and noise reduction for residents living immediately opposite

Further comments - other

Pick-up/ drop-off parking problems

- 25 comments stated that driver behaviour during pick-up and drop-off times are problematic on both the Chestnut Avenue service road (where vehicles block driveways and park in permit only areas) and the main Chestnut Avenue where inconsiderate parking blocks bus bay access
- some respondents want to see parking problems tackled first, with enforcement of illegal parking rules
- five comments related to providing parking areas for students and pick-up/ drop-off

The parents picking the students are more of a problem than the busses (Female Chestnut Avenue resident aged 55-64 who uses the bus stop, cycles and drives)

Supportive comments

- nine comments showed general support for the proposals
- seven comments agreed that action is needed
- five comments stated the proposals would improve safety
- four comments showed support for pavement widening

It's terrible on this road everyday at 4pm. As a local resident, These changes are long overdue and I'm very impressed the council has recognised we need to improve safety for young people as well as the experience of residents. (Female Chestnut Avenue resident aged 25-34 who drives)

Negative comments

- eleven comments said the proposals either aren't needed or won't bring improvement
- eleven comments show an objection to the path with dropped kerb opposite houses on the Chestnut Avenue service road (NB: it appears that most of these comments may have been submitted multiple, times, or influenced by, one respondent)
- eight comments referred to students and parking having a negative effect on residents

I think it's a waste of time no matter what you do on that road will not improve it due to the sheer volume of buses and cars dropping off (Chestnut Avenue resident who drives, walks and cycles)

Includes comments made at least four times

If there is anything else you would like to tell us about the proposals, please do so below.

Further comments - suggestions

13 comments gave suggestions in addition to those related to specific elements of the proposal shown on previous slides. These included:

- an underpass or bridge for pedestrians
- an off-road bus station or turning circle
- creating a park and ride so all students arrive by bus
- widening the road
- adding a cycle lane
- pavement marking for students to stand behind, allowing buses to pull right into the bus stops/ bays
- marking the Chestnut Avenue service road with double yellow lines
- making the Chestnut Avenue service road one-way to stop it being used as a rat-run
- adding bins
- planting mature trees
- covered waiting areas
- enforce 'residents only' parking on Chestnut Avenue

As a resident of chestnut Avenue you should cap the end of the service road opposite the college to stop it being used as a rat run! (Male chestnut Avenue resident aged 25-34 who drives and cycles)

missed opportunity in these proposals to build a two lane dedicated cycle route along part of Chestnut avenue (Male Eastleigh resident aged 45-54 who drives and cycles)

covered areas for students waiting for the bus so it would help when it's raining (Female bus stop users aged 16-18)

For real safety, sort out a Park and Ride for students so all arrive at the bus terminal (female aged 55-64 who lives outside of Eastleigh who drives and walks)

If there is anything else you would like to tell us about the proposals, please do so below.

Unstructured responses

Three emails were received, the concerns broadly matched those raised through the survey responses, these included:

- problems with parents parking, blocking driveways and parking in resident permit areas
- address parking problems by having the buses enter college grounds
- disagreement with the removal of green space

Additional comments raised were:

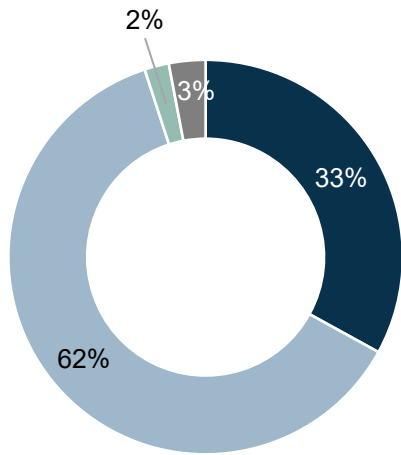
- the existing speed bump on Chestnut Avenue not being marked adequately and signage for it being obscured by vegetation
- a proposal to remove the bus bays from Chestnut Avenue, suggesting that the buses travel straight through to Southampton Road and don't stop on Chestnut Avenue

Respondent profile

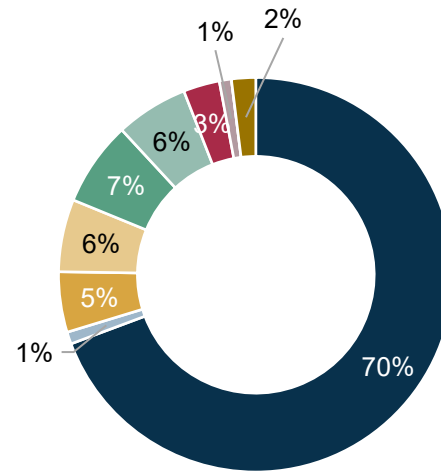
Respondent profile (1)

Around two thirds of respondents were female (62%) and one third were male (33%). 70% were aged 16-18. Nearly three quarters lived outside of Eastleigh (72%), 19% lived in Eastleigh and 7% lived on Chestnut Avenue.

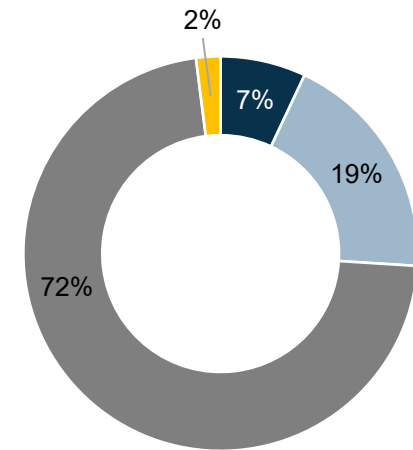
Gender (n=632)



Age (n=637)



Residence (n=637)



- Male
- Female
- Prefer to self-describe
- Prefer not to say

- 16-18
- 19-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say

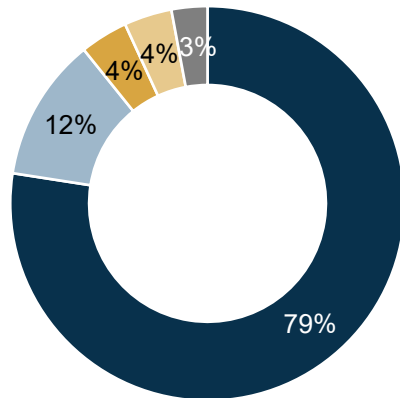
- On Chestnut Avenue
- In Eastleigh
- Outside of Eastleigh
- Prefer not to say

Which of the following best describes your gender? What is your age? Where do you live?

Respondent profile (2)

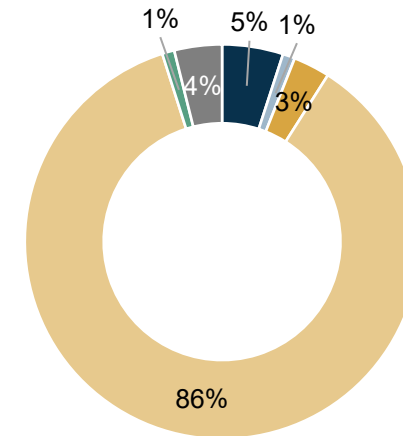
8% of respondents had a disability or health issue that effects their mobility. 86% of respondents were of white ethnicity.

Mobility (n=633)



- None
- Yes but they do not limit my mobility
- Yes and they limit my mobility a little
- Yes and the limit my mobility a lot
- Prefer not to say

Ethnic group (n=636)



- Asian/ Asian British
- Black/ African/ Caribbean/ Black British
- Mixed/ multiple
- White
- Other
- Prefer not to say

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more that affect your mobility (ability to move around)? What is your ethnic group?