



2021 ENGAGEMENT REPORT – CONCEPT DESIGN PHASE

2021 ENGAGEMENT REPORT – CONCEPT DESIGN PHASE



SYSTRA

NINEWELLS HOSPITAL ACTIVE TRAVEL IMPROVEMENTS

2021 ENGAGEMENT REPORT – CONCEPT DESIGN PHASE

IDENTIFICATION TABLE

Client/Project owner	Dundee City Council
Project	Ninewells Hospital Active Travel Improvements
Study	2021 Engagement Report – Concept Design Phase
Type of document	Report
Date	23/04/2021
Reference number	109560
Number of pages	24

APPROVAL

Version	Name	Position	Date	Modifications	
1	Author	TM/AC	Assistant Consultant /Principal Consultant	20/04/2021	
	Checked by	AC	Principal Consultant	21/04/2021	
	Approved by	AC	Principal Consultant	23/04/2021	
2	Author			DD/MM/YY	
	Checked by			DD/MM/YY	
	Approved by			DD/MM/YY	

TABLE OF CONTENTS

1.	INTRODUCTION	4
2.	ENGAGEMENT ACTIVITIES	5
2.1	OVERVIEW	5
2.2	SUMMARY OF ENGAGEMENT ACTIVITIES	5
3.	KEY FINDINGS FROM ENGAGEMENT	8
3.1	OVERVIEW	8
3.2	GENERAL FEEDBACK ON THE PROPOSALS	8
3.3	LOCATION-SPECIFIC FEEDBACK	9
3.4	PRIORITISATION OF DESIGNS	21
3.5	VIEWS ON COMPLEMENTARY IMPROVEMENTS	21
3.6	FEEDBACK ON ADDITIONAL ACTIVE TRAVEL IMPROVEMENTS	22
3.7	USE OF ACTIVE TRAVEL OPTIONS	22

1. INTRODUCTION

- 1.1.1 Since early 2019, Dundee City Council (DCC) has been leading work on behalf of NHS Tayside (NHST) at Ninewells Hospital to identify potential improvements that will make it easier and safer for individuals to travel to, from and around the hospital site on foot and by bike (and by wheelchair, scooter and buggy/pram).
- 1.1.2 In 2019, SYSTRA was appointed to support engagement exercise to gather information from individuals about improvements to infrastructure that they would like to see introduced. SYSTRA’s report ‘Ninewells active travel study engagement report’ dated 18th April 2019 details the outcomes of that work.
- 1.1.3 Early in 2020, SYSTRA was once again commissioned to lead an engagement exercise to collect feedback on initial design options prepared by DCC. At the same time, SYSTRA’s engineering team has been preparing the concept designs on behalf of DCC. The outcomes of that phase of work are detailed in SYSTRA’s ‘Ninewells Hospital Active Travel Improvements Engagement Report – Concept Design Phase’ dated 29th May 2020.
- 1.1.4 The initial engagement exercise for the concept design phase was suspended due to the coronavirus (COVID-19) outbreak in Spring 2020; not all activities were able to be delivered before lockdown was introduced, and NHS Tayside’s communications team were naturally focussed on publishing only information relating to COVID-19.
- 1.1.5 Informed by responses received, concept design work progressed during 2020 and in Spring 2021 further feedback was sought on those updated proposals. As the COVID-19 pandemic remains ongoing, engagement activities have been limited to an online survey and digital communication, which has once again limited the reach of the consultation. Nonetheless, as in 2020 we have received valuable feedback, which is summarised in this report.

2. ENGAGEMENT ACTIVITIES

2.1 Overview

2.1.1 During March and April 2021, SYSTRA undertook to deliver an online survey with staff, patients and visitors, as well as local residents close to the hospital and people who travel regularly in the area.

2.1.2 The objectives of the engagement activity were three-fold:

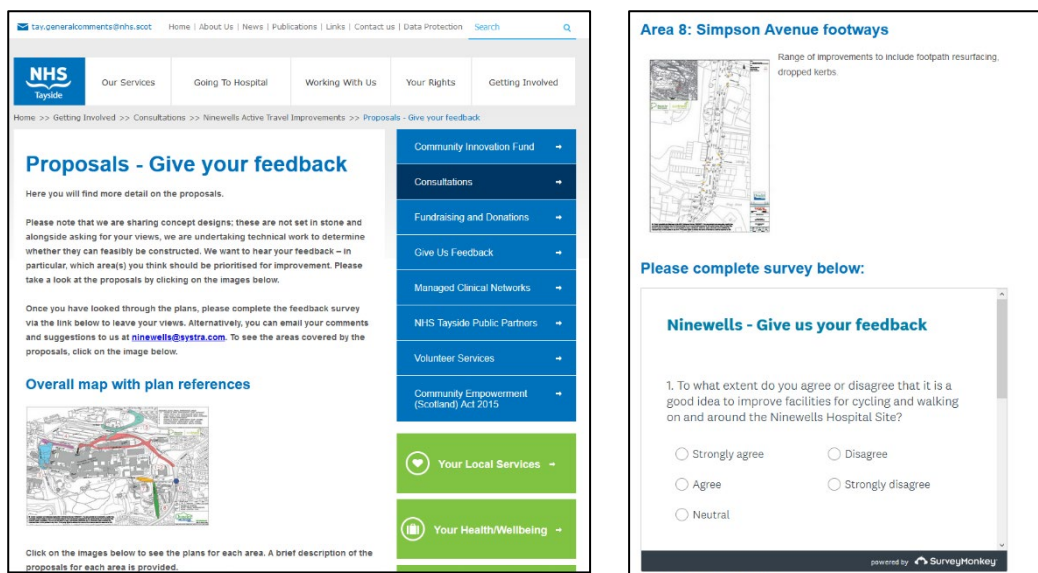
- To boost the number of responses received during the 2020 engagement activities affected by the COVID-19 outbreak;
- To gather local people’s views on the updated draft design options which had been informed by engagement during 2020; and
- To continue to raise awareness amongst local people of the aspiration to make improvements to active travel at Ninewells.

2.1.3 This section highlights the engagement activities delivered, with the key findings reported in section 3.

2.2 Summary of engagement activities

Website and survey

2.2.1 As in 2020, we have worked with NHST’s communications team to update the dedicated page already set up <http://www.nwtravelactive.scot.nhs.uk/> on their website to promote the project and to display the latest design options.

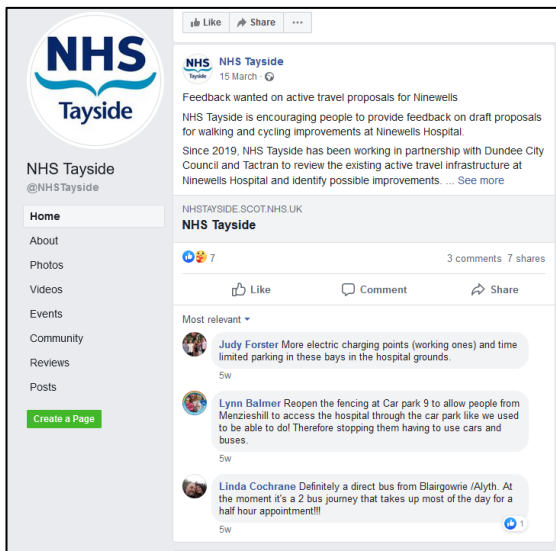



2.2.2 The webpage contains an embedded Survey Monkey survey to enable people to provide their feedback on each of the designs individually (as well as more general comments). To enable as much comparison as possible with the 2020 survey, the questionnaire remained the same with only minor updates as some of the design options had evolved.

- 2.2.3 We also promoted the existing email address, ninewells@systra.com as a means of providing feedback.
- 2.2.4 The website and Survey Monkey survey have been the only methods of engagement due to the ongoing COVID-19 pandemic. This ruled out any of the normal public face to face engagement activities.

Survey promotion

The range of online contents developed in 2020 but which could not be published were updated with the latest information and provided to NHST’s communication team for release during March 2021 to promote the online survey. These included a website news item, news item for the staff newsletter “The Lowdown”, a programme of social media content and a press release, with extracts shown below. Social media content was limited to a single publication instead of weekly throughout the month of the survey, as understandably communication remains dominated by COVID-19 / vaccination related information.





[Our Services](#)
[Going To Hospital](#)
[Working With Us](#)

Home >> News >> Article

Feedback wanted on active travel proposals for Ninewells

NHS Tayside is encouraging people to provide feedback on draft proposals for walking and cycling improvements at Ninewells Hospital.

Since 2019, NHS Tayside has been working in partnership with Dundee City Council and Tactran to review the existing active travel infrastructure at Ninewells Hospital and identify possible improvements.

The aim of the study is to deliver a range of actions to encourage and enable more patients, visitors and staff to travel to the site using healthy, low cost travel options such as walking, cycling or taking public transport.

In 2019, many people provided comments on where they would like to see improved walking and cycling links on and around the Ninewells site. These views have influenced a draft set of proposals for infrastructure improvements at several key areas around the site. Feedback on these draft proposals was collected in early 2020 and these ideas were developed further to produce concept designs.

The work has been possible thanks to funding and support from Sustrans Scotland's Places for Everyone programme, funded by Transport Scotland. The intention is to submit concept designs by Spring 2021 and request further funding to enable detailed design work to be undertaken.

Billy Alexander, Head of Soft Facilities for NHS Tayside, said, "NHS Tayside is committed to improving access to all sites by active and sustainable travel, we would encourage staff, patients and visitors to help identify potential improvements that would make it easier and safer for everyone to travel to our sites."

Thomas Haddock, Infrastructure Coordinator for Sustrans, said, "Improving access to healthcare sites by healthy, low cost travel options opens up opportunities for many more people to choose alternatives to the car.


"Engagement work undertaken with the Ninewells community in 2019 showed that there is strong support for improving active travel links on and around the Ninewells site. We are pleased to be supporting further work to identify a range of options for improvement and look forward to seeing the proposals as they develop."

People are being encouraged to provide their feedback on the proposed plans and can do this in a number of ways:

- By visiting www.nwtravelactive.scot.nhs.uk to view the plans and leave your feedback via the online survey
- By emailing your comments to ninewells@systra.com

15 March 2021

Media Information



Press Release

MONDAY, 15 MARCH, 2021

For immediate release:

Feedback wanted on active travel proposals for Ninewells

NHS Tayside is encouraging people to provide feedback on draft proposals for walking and cycling improvements at Ninewells Hospital.

Since 2019, NHS Tayside has been working in partnership with Dundee City Council and Tactran to review the existing active travel infrastructure at Ninewells Hospital and identify possible improvements.

The aim of the study is to deliver a range of actions to encourage and enable more patients, visitors and staff to travel to the site using healthy, low cost travel options such as walking, cycling or taking public transport.

In 2019, many people provided comments on where they would like to see improved walking and cycling links on and around the Ninewells site. These views have influenced a draft set of proposals for infrastructure improvements at several key areas around the site. Feedback on these draft proposals was collected in early 2020 and these ideas were developed further to produce concept designs.

The work has been possible thanks to funding and support from Sustrans Scotland's Places for Everyone programme, funded by Transport Scotland. The intention is to submit concept designs by Spring 2021 and request further funding to enable detailed design work to be undertaken.

Billy Alexander, Head of Soft Facilities for NHS Tayside, said, "NHS Tayside is committed to improving access to all sites by active and sustainable travel, we would encourage staff, patients and visitors, to identify potential improvements that would make it easier and safer for everyone to travel to our sites."

Thomas Haddock, XXX of Sustrans, said, "Improving access to healthcare sites by healthy, low cost travel options opens up opportunities for many more people to choose alternatives to the car.

"Engagement work undertaken with the Ninewells community in 2019 showed that there is strong support for improving active travel links on and around the Ninewells site. We are pleased to be supporting further work to identify a range of options for improvement and look forward to seeing the proposals as they develop."

NHS Tayside Press Release

Media Information



Press Release

People are being encouraged to provide their feedback on the proposed plans and can do this in a number of ways:

- By visiting www.nwtravelactive.scot.nhs.uk to view the plans and leave your feedback via the online survey
- By emailing your comments to ninewells@systra.com

Contact:
NHS Tayside Communications
[01382 424138](tel:01382424138)

NHS Tayside Press Release

3. KEY FINDINGS FROM ENGAGEMENT

3.1 Overview

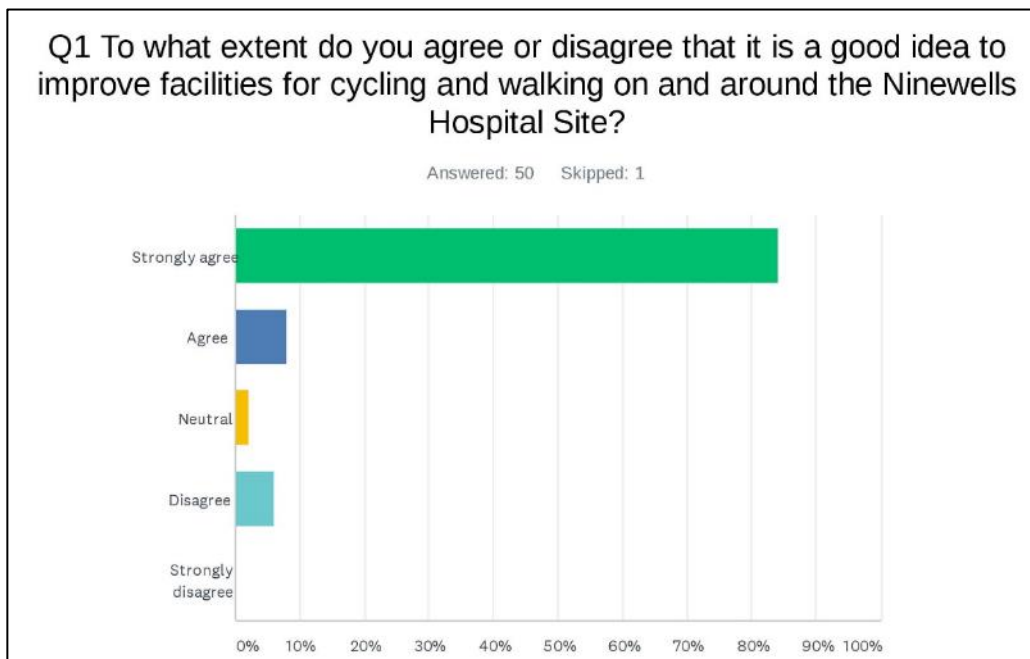
3.1.1 This section provides an overview of the key feedback gathered through the engagement activities described in Section 2.

3.1.2 Overall, through the public engagement we received feedback from 51 individuals through the survey and 6 sent comments to the email address (ninewells@systra.com). This is a lower response than we would have hoped for or typically have expected but as previously highlighted, efforts continue to be hampered due to the COVID-19 pandemic and inability to promote the project widely through the various communications mechanisms. Nonetheless, it almost doubles the number of responses received in 2020 and provides useful feedback on updated concept design proposals.

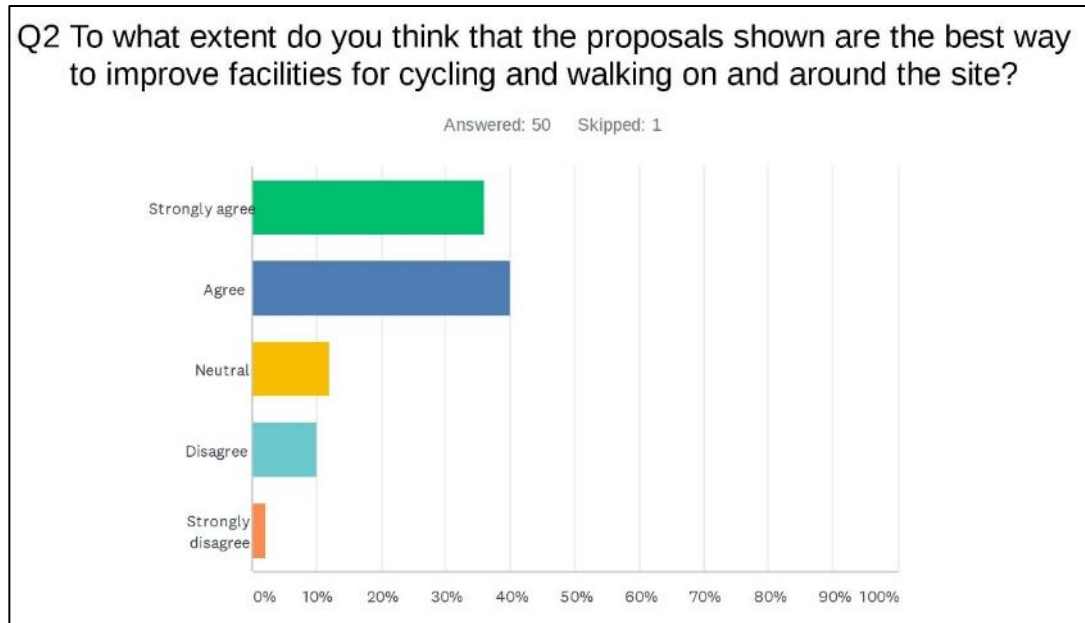
3.1.3 The key findings are reported below; percentages and responses are quoted from the online survey and email feedback.

3.2 General feedback on the proposals

3.2.1 From the respondents it is clear that there is strong support for investing in improving the active travel infrastructure at Ninewells, and of the designs that were presented. A total of **92%** of respondents either agreed or strongly agreed that it is a good idea to improve the facilities for cycling and walking on the site (as shown in the chart below). This was very much in line with the findings from the 2020 survey where **93%** of respondents agreed or strongly agreed with the proposed improvements to active travel facilities.



3.2.2 Further to this **76%** agreed or strongly agreed that the proposals presented are the best way to improve active travel infrastructure at Ninewells. This is once again reflective of the findings from 2020's survey in which **79%** agreed or strongly agreed that the presented proposals were the best way to improve the active travel infrastructure at Ninewells.



3.2.3 Analysis of general comments from the online survey and via email highlighted these overarching themes in order of most mentioned to least:

- Segregated paths would be preferred, concern that shared paths could cause issues between shared users;
- Improvement of bicycle parking on-site;
- High levels of support for proposals relating to cyclist and pedestrian priority across junctions;
- Desire to improve the steepness of path gradients to make it more accessible to cyclists, walkers, those with disabilities, elderly and pushchairs;
- Improvement of connections on-site to the surrounding areas;
- Improvements to the quality of road/path surface to increase likelihood of active transport;
- Multiple current paths are of inadequate width; widening of paths would be welcomed; and
- Improvement of lighting throughout the site for safety.

3.3 Location-specific feedback

3.3.1 As well as gathering information about the overall support for the proposals, individuals were asked to provide their feedback on individual elements of the designs. This feedback has been grouped into key overarching themes as in many cases, multiple comments were received on similar themes.

3.3.2 Each design option follows the naming convention that was set out in the plans presented on the website.

Comments on Area 1, Option 1: Ninewells Drive shared use path

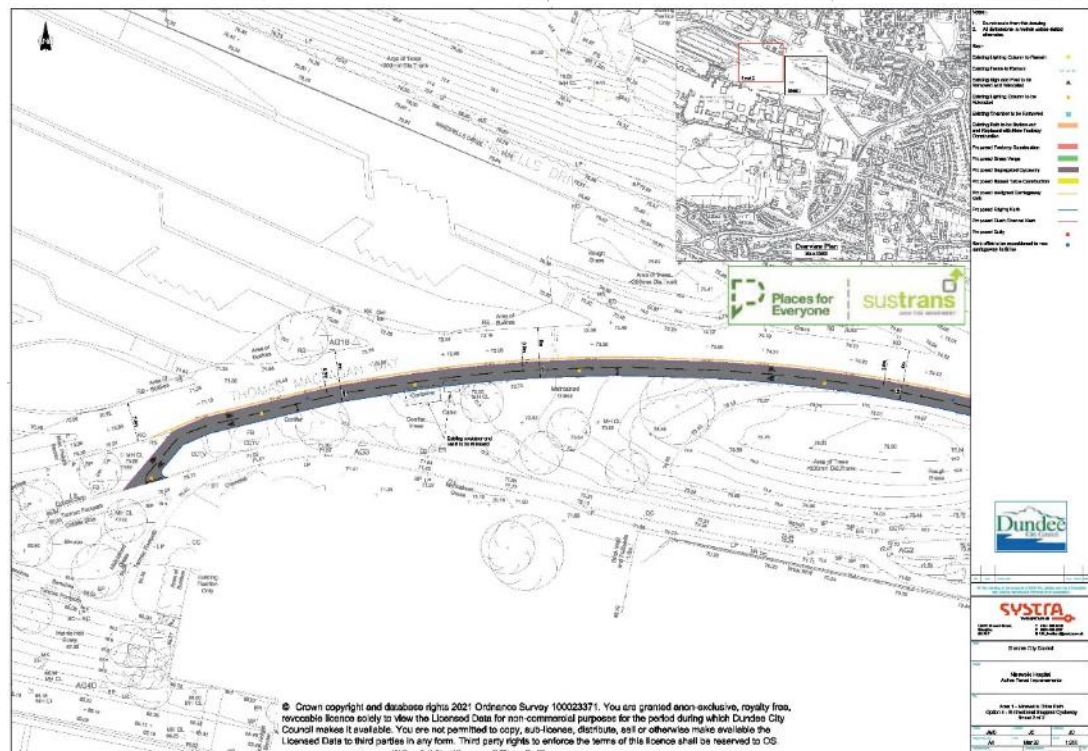
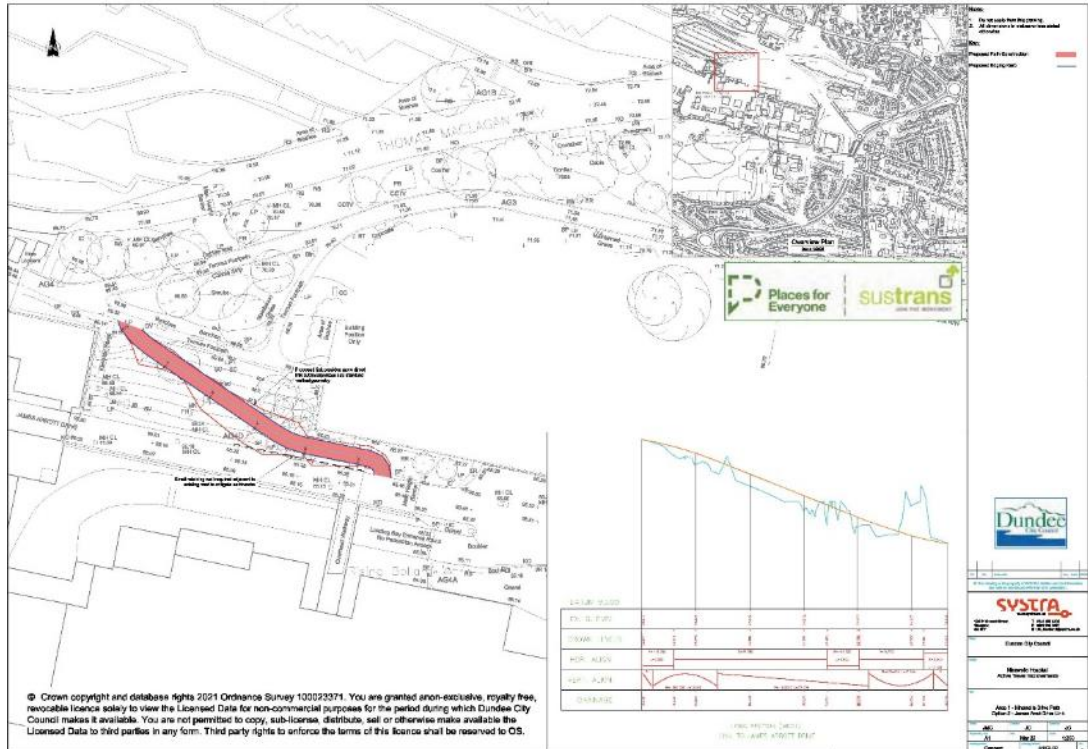
3.3.3 The feedback received on this design was generally good. Specific comments received focussed on two issues:

- Good idea to widen the path with a clear marking system;
- Segregation of cyclists and pedestrians rather than shared use path, although better markings would be beneficial also.



Comments on Area 1, Option 2 & Option 3 James Arrott Drive/Ninewells Drive cycle tracks

Individuals were asked to state which of the two they would prefer; Option 2 (relocate cyclists to James Arrott Drive) or Option 3 (widen carriageway on Ninewells Drive to create on-carriageway cycle tracks).





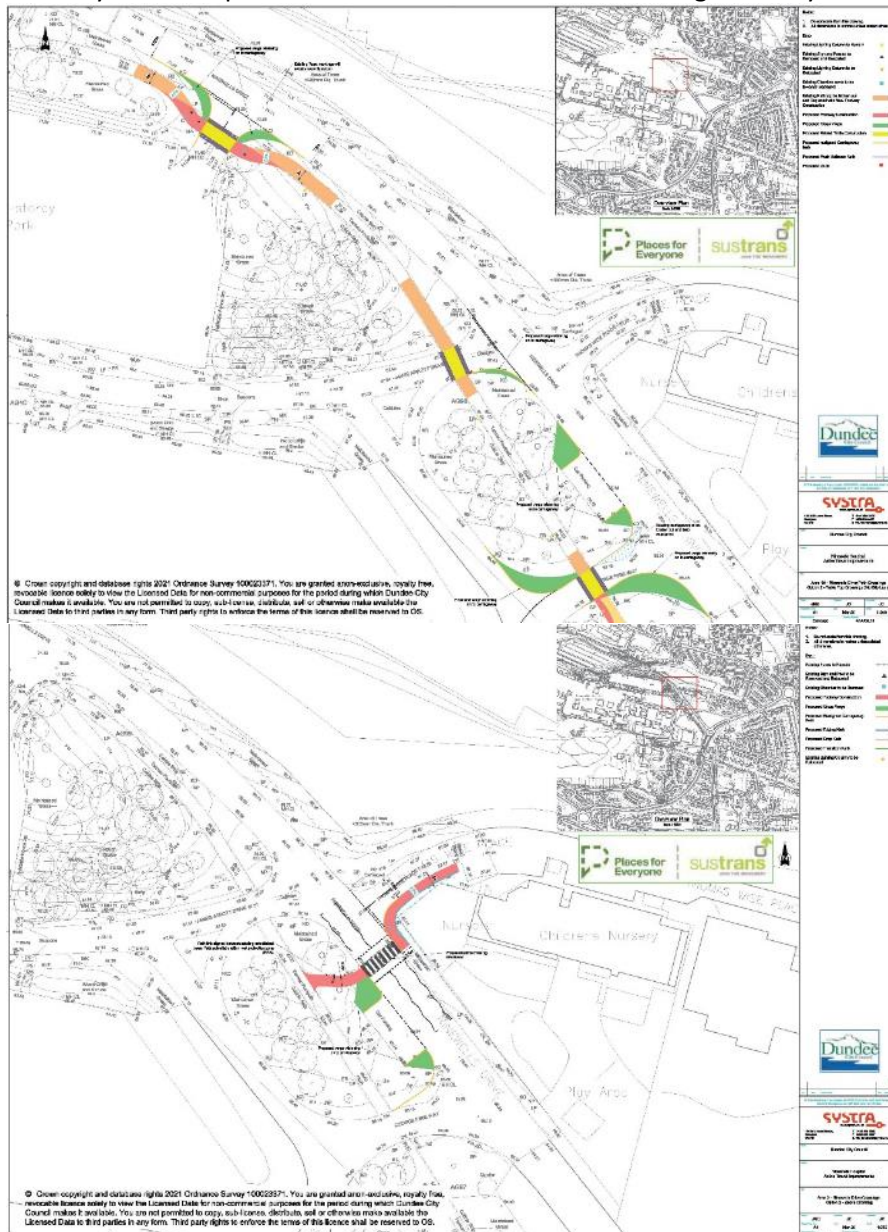
- 3.3.4 There seemed to be no clear consensus on which option was the preferred option; with 22% of respondents selecting Option 2 compared to 22% of respondents also selecting Option 3 and 33% of them saying that either option would be acceptable.
- 3.3.5 Of the specific comments received the majority were in relation to creating segregated routes for cyclists.
- 3.3.6 The results of the survey in 2021 presents different findings and views from those in 2020. In 2020 37% of respondents stating that Option 2 was their preferred option, in 2020 23% preferring Option 3 so very similar to the 2021 findings. With 'either option' gaining 20% support in 2020 which was significantly lower than 2021 findings.

Comments on Area 1A and 2: Ninewells Drive pedestrian crossings

3.3.7

Individuals were asked to provide their opinions on the two options presented to them, the provision of a table top crossing along the Ninewells Drive shared use path, and a new footway and zebra crossing across Ninewells Drive to Thomas Wise Place. Specific comments on these two options included:

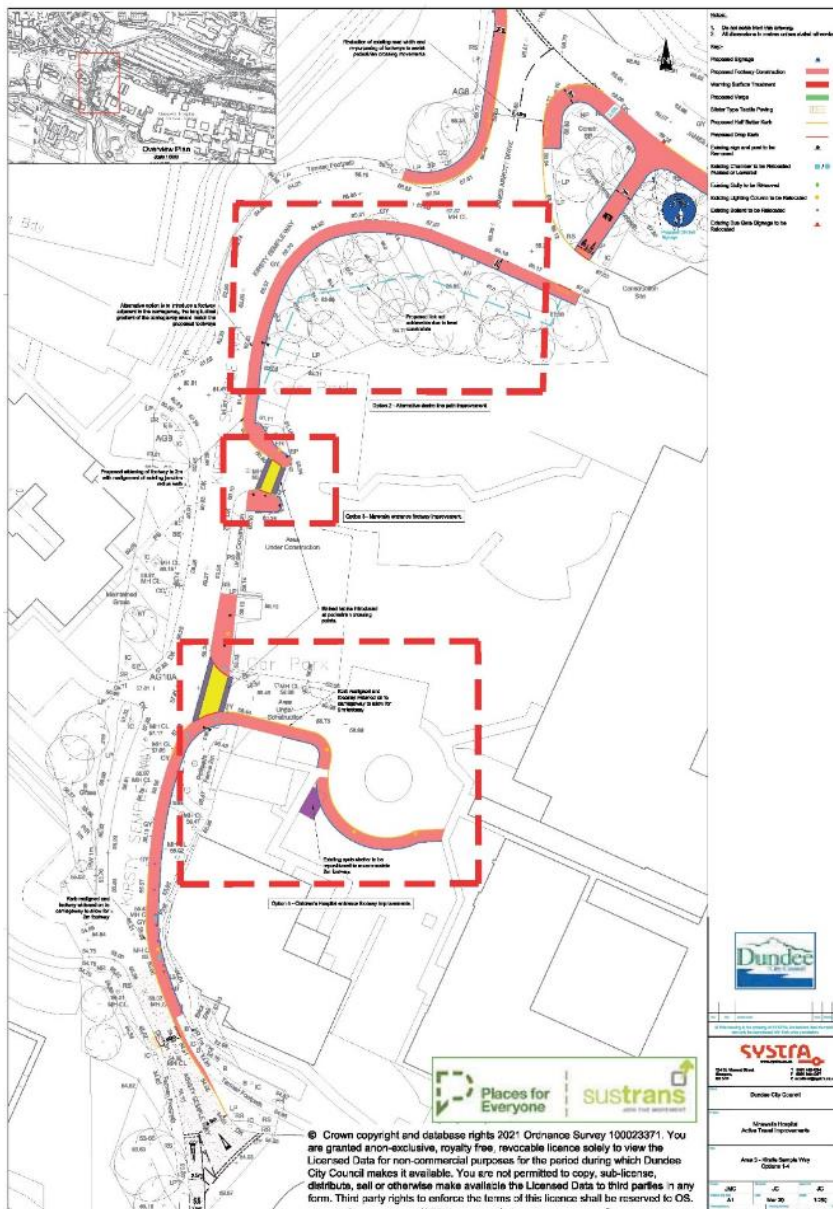
- Anything that helps pedestrians is great;
- These options would both increase safety for active travel;
- I don't think the table top across the entrance to the multi-storey is a good idea. I am a cyclist and driver and I think this proposal would make things too difficult in the morning for cars approaching from the west and trying to turn into the multi-storey entrance across the other carriageway and trying to find a safe gap between cyclists and pedestrians. I think cars need to have right of way in this instance.



Comments on Area 3: Kirsty Semple Way footways

3.3.8 Individuals were asked about the construction of footways on Kirsty Semple Way to the Maternity Unit entrance and a link to James Black Place. An open ended question provided this feedback:

- A pavement would be useful;
- Changing the wide road to make a narrower junction will make it much safer for pedestrians;
- This will provide easier access for pedestrians and cyclists;
- A proper path should be in place on the eastern side of the road from the Children’s Hospital entrance up to the western ends of the carparks 1-6 (Ninewells Drive);
- There doesn’t seem to be a way for bikes to get up from the A&E area (only footways mentioned in the proposal below James Black Place and Kirsty Semple Way is a no through road except buses coming up from A&E.

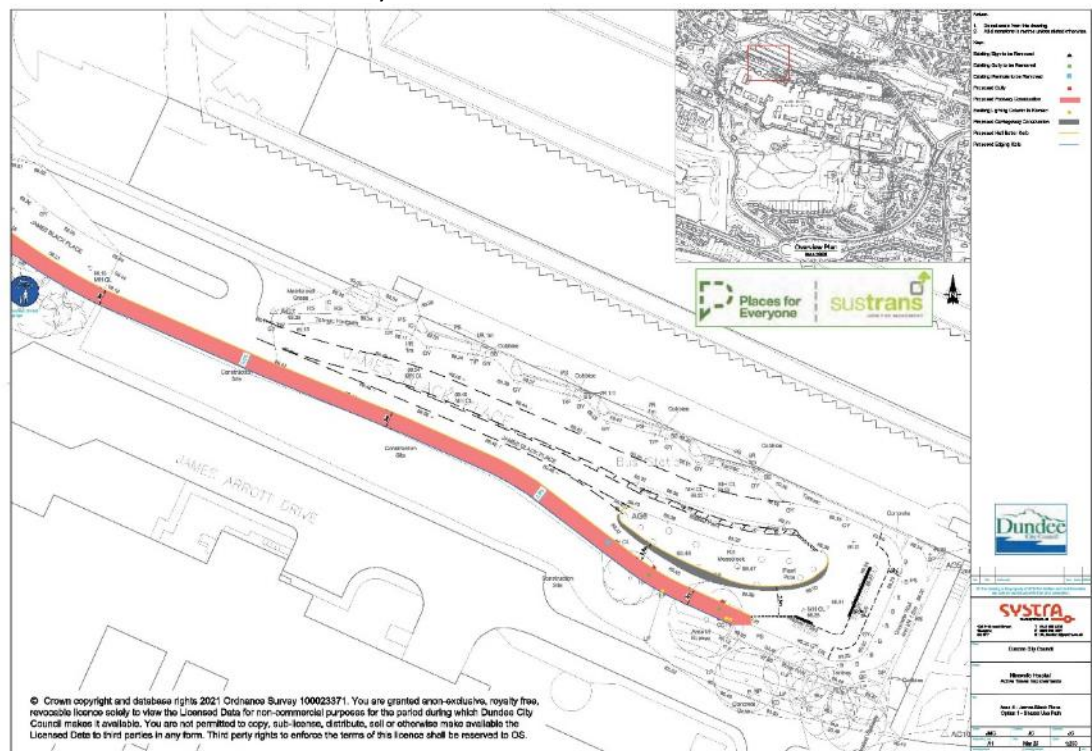


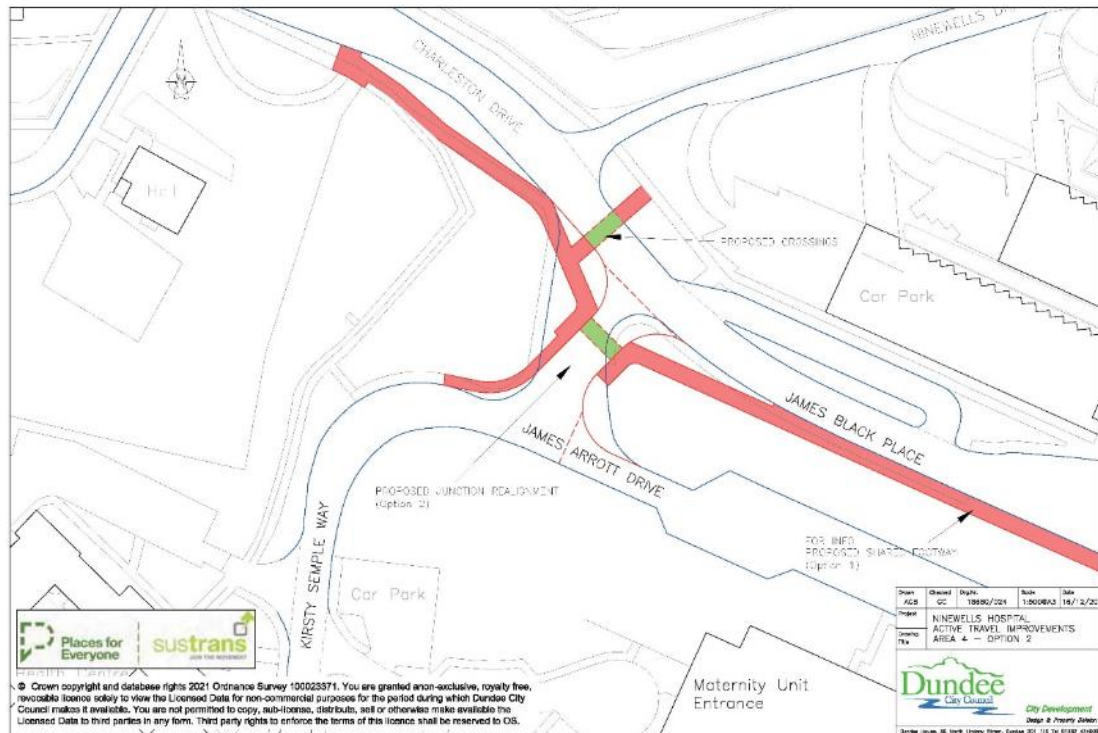
Comments on Area 4: James Black Place/James Arrott Drive crossings

3.3.9

This proposes to create a new shared use path south of the bus/taxi interchange and two crossing points on James Arrott Drive and Charleston Drive. An open ended question was provided and feedback was invited, the responses were:

- Crossing points welcome;
- The plan looks good;
- I think this is a good idea. I already see pedestrians walking on the bus carriageway with their back to oncoming traffic and putting themselves at risk. I think this would need to be a raised pavement with a kerb which merges into the road at the end so that buses and taxis cannot encroach onto the protected area. I'm not sure about the zebra crossing on Charleston drive....there are too many junctions around this area along with queues of cars waiting to pick up people...I think this would be unsafe for pedestrians crossing at this point, giving them a false sense of security;
- Very much needed to facilitate cycle access;
- Been needed for a long time;
- Shared use is not as good as segregated, but it is better than nothing. But if approach from the East gives you a segregated track, why not from the West? It should be easier to come by bike from either end.

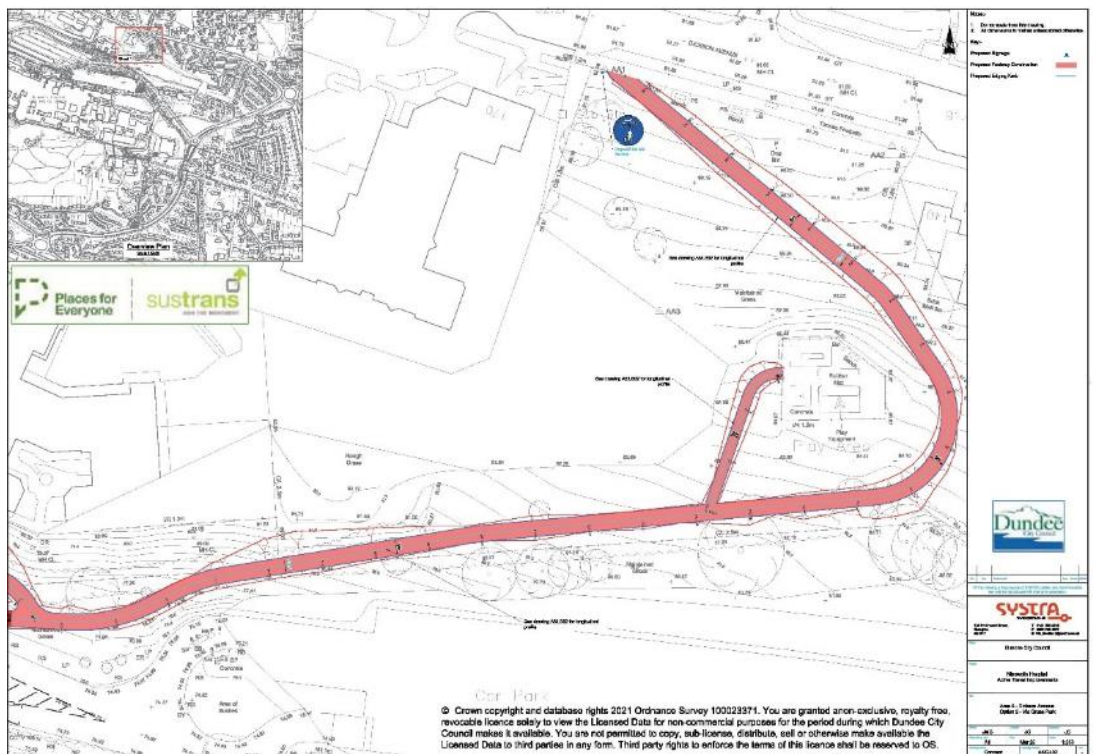
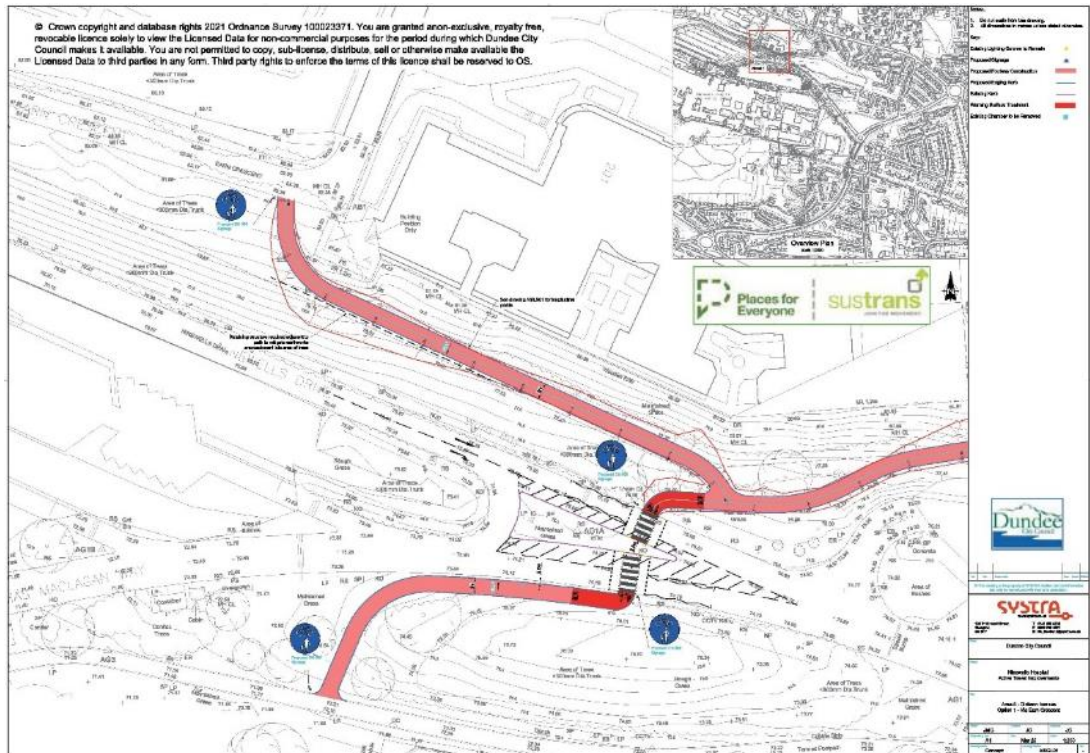




Comments on Area 5: Dickinson Avenue connections

3.3.10 This proposal is to create a new shared use 3m wide link from Dickson Avenue and Earn Crescent to the Hospital Concourse entrance. Feedback was very positive on this proposal, and overall gained significant support from the responses. Some of these responses were:

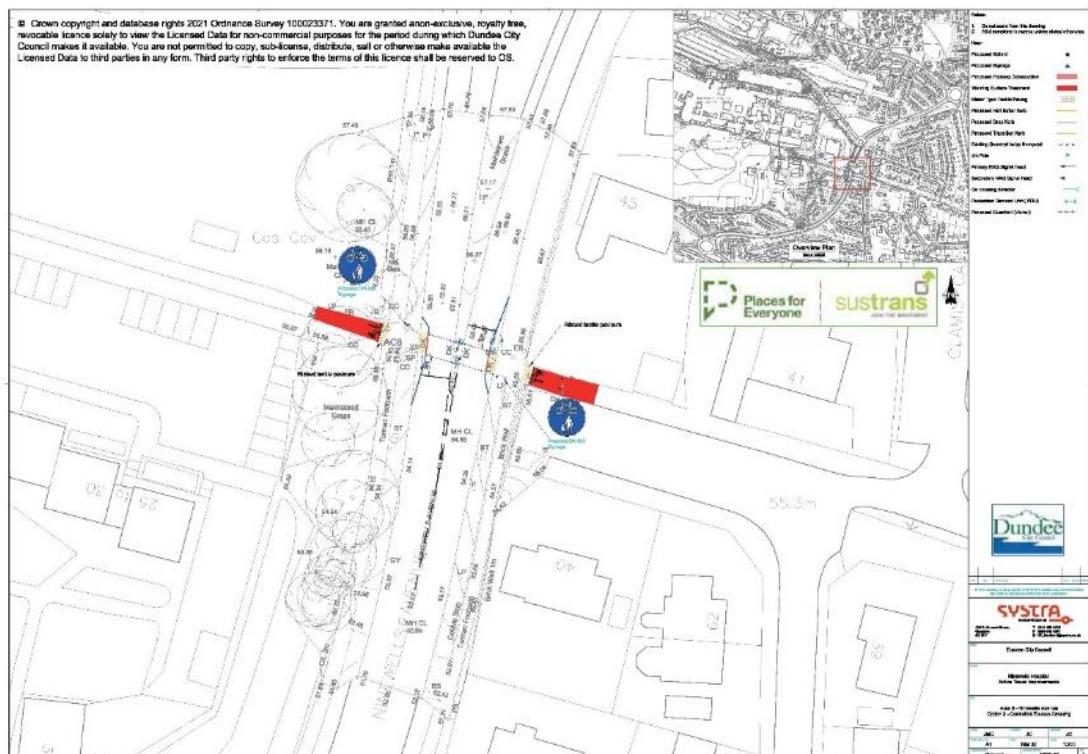
- Widening the access would be better;
- The route is a useful addition, though separating cycle and pedestrian modes would improve it;
- This would be a good idea and would hopefully encourage more walking as no need to take a huge detour ;
- Without a doubt this is a nightmare as a walker and runner this would be great;
- I think you should look at opening the fencing at Car Park 9 to create a walkway from Dickson Avenue through the Car Park. There was a walkway directly from Dickson Avenue to the main entrance and all the routes to different parts of the hospital ground, but the steps and crossing were removed and the fencing was raised around the Car Park for unknown reasons. There are openings for access to the hospital at the South, East and West of the Hospital but no access from the North.



Comments on Area 6: Ninewells Avenue crossing

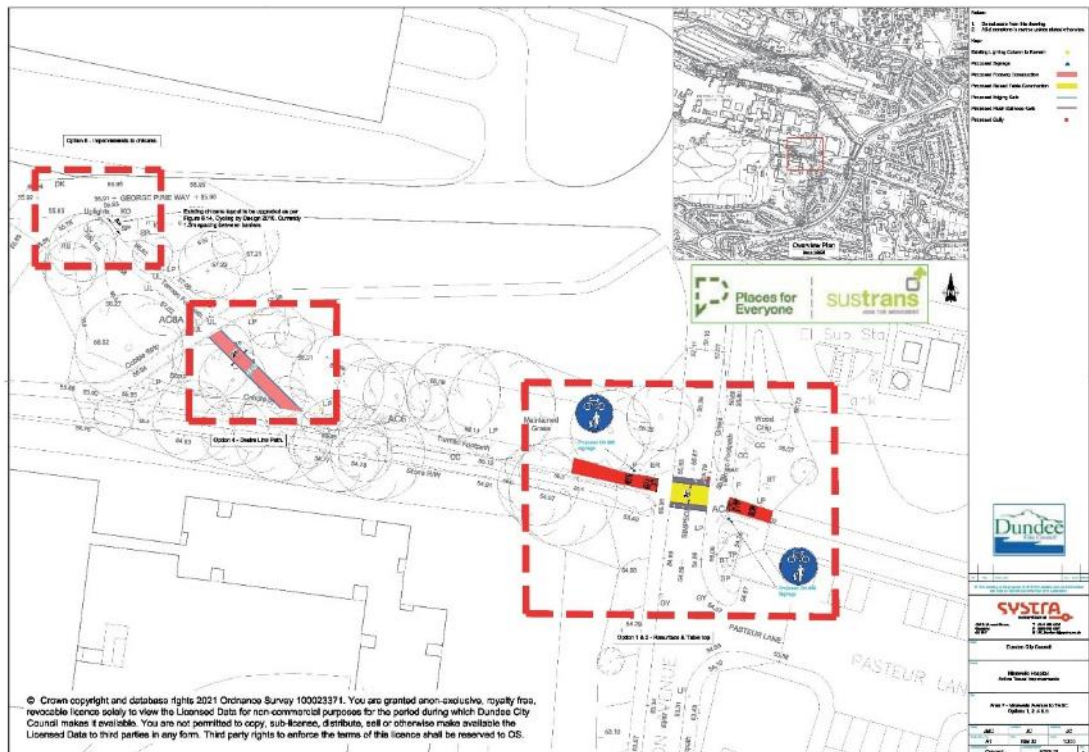
3.3.11 This proposes to create a signalised Toucan Crossing for pedestrians and cyclists on Ninewells Avenue. The feedback provided on this was:

- This could improve safety as I don't think it is very safe for pedestrians and cyclists to cross at present;
- A brilliant idea as so many pedestrians and cyclists cross this road, so it will make it much safer;
- A good idea. It should be set up to give more priority to active modes than light controlled crossings in Dundee typically do at present;
- Good idea but other improvements suggested are more pressing.



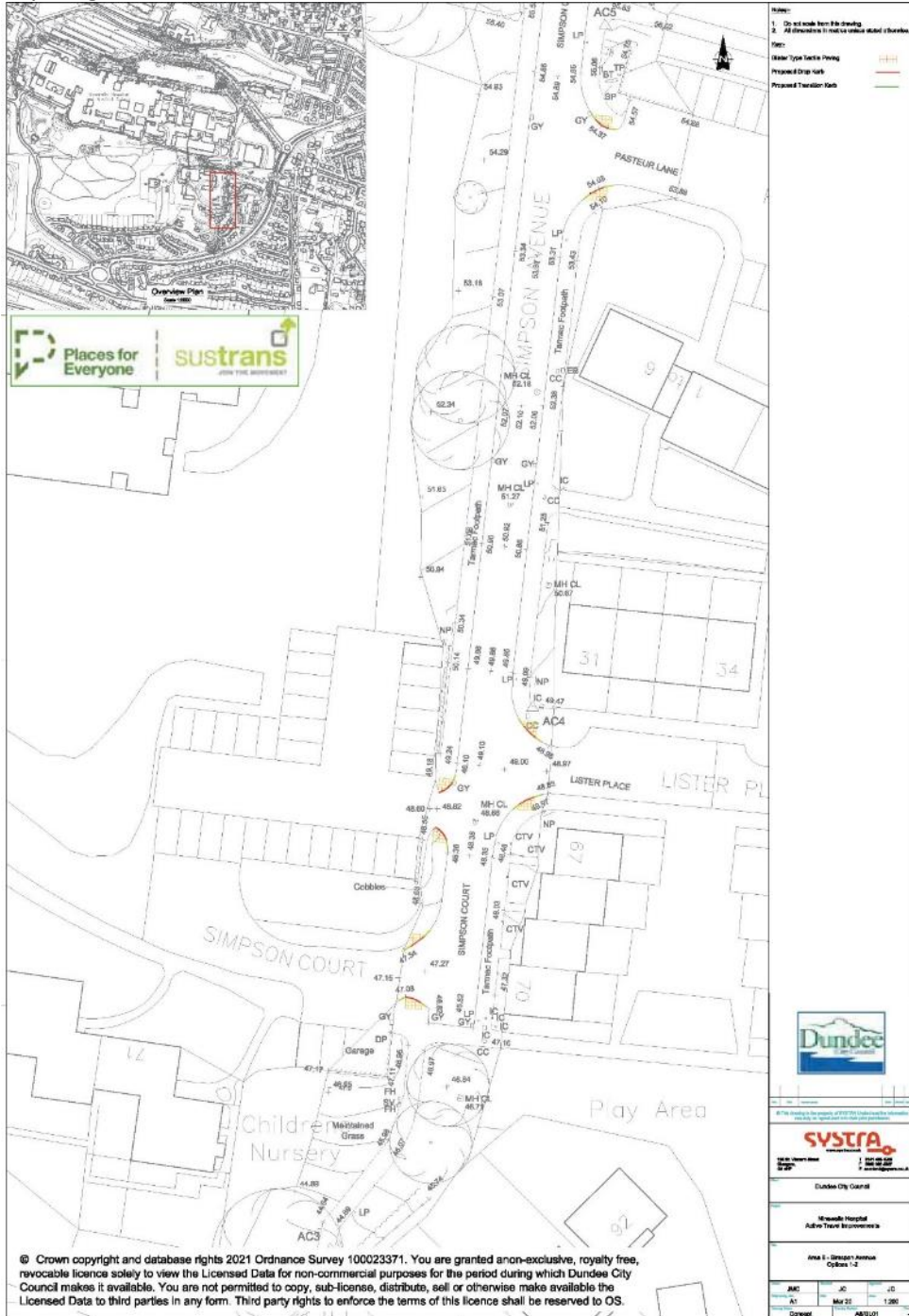
Comments on Area 7: Ninewells Avenue – TASC footways

- 3.3.12 There was mixed response to the options presented, some in support of the proposals and some that could see no merit in making any changes to the current provision.
- 3.3.13 Two individuals supported the removal or changing of the chicane on George Pirie Way to improve accessibility.
- 3.3.14 One respondent suggested that for safety issues this area should be lit better and the walkway surface be improved.



Comments on Area 8: Simpson Avenue footways

- 3.3.15 There was limited response on this proposal, with only two responses. One response was positive and in support of this proposal, the other was not.
- 3.3.16 The negative response deemed that although it may be a good idea but however it was unlikely to improve accessibility and would merely provide more cosmetic changes than anything else.

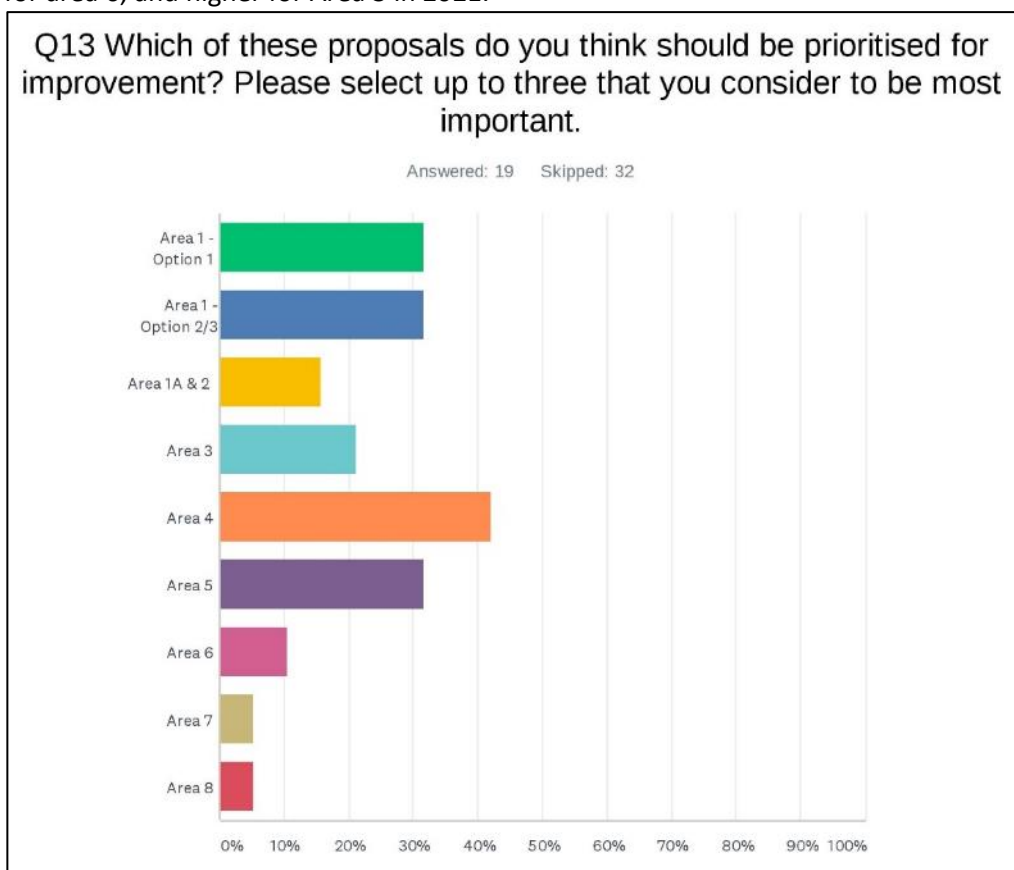


3.4 Prioritisation of designs

3.4.1 As well as requesting specific comments and views on the design options, we sought to understand which of the proposed improvements would be considered to be the most important; in recognition that not all designs can be taken forward at once due to funding limitations.

3.4.2 The respondents were asked to rank up to three areas that they considered to be of the highest priority. The chart below shows that Area 4 (James Black Place) was the top priority for those surveyed, with Area 5 (Dickson Avenue connections) identified as the second most important priority, followed by Area 1, followed by Area 3, with Areas 7 and 8 were ranked lowest priority.

3.4.3 The ranking is similar to the 2020 responses overall, with the same top two options: Areas 4 and 5. Area 4 also gains a clearer lead in 2021. The main differences are a lower ranking for area 6, and higher for Area 3 in 2021.



3.5 Views on complementary improvements

3.5.1 Individuals were invited to highlight any other improvements that they would like to see implemented as part of the proposals. The majority of responses related to the need for more cycle parking, improvement of current cycle parking facilities and improvement of street lighting. Other specific suggestions included:

- New bike locker management system as many lockers unused most of the time;

- Change of no-entry except buses on Kirsty Semple Way to also allow access to cycles;
- Increased availability of bike racks;
- Updating existing bike lockers as they do not fit modern bikes with bigger tyres;
- More awareness of cyclists and runners by pedestrians;
- Improve quality of path surface leading to the hospital from the buses;
- Look at the benefits for all access areas to the Hospital, not just existing access.

3.6 Feedback on additional active travel improvements

3.6.1 Individuals were asked to provide further comments on other suggested locations for infrastructure enhancements; these are summarised below.

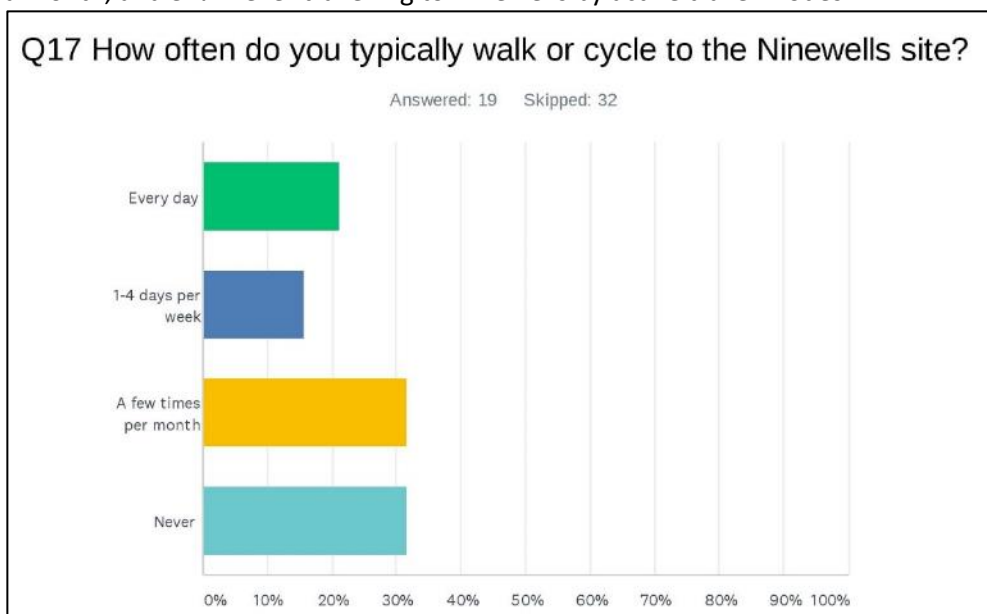
Footpath from Gowrie Court, crossing Earn Crescent, Ninewells Drive to the main entrance.	Crossing on Charleston Drive as many cars do not drive carefully	Cut through for pedestrians from Gowrie Court across Earn Cresecent through the car parks
Access from Dickson Avenue through car park 9 to allow access from the north of the site	Designing and provision of active travel hub at Ninewells	Improvements to road surfaces to ensure they are all of good quality
A crossing of Ninewells Avenue at Glamis Drive to aid crossing of road safely	Development of Park & ride	Provision of e-bike docking stations
Ensure that there are safe routes for disabled individuals	Good quality cycle links to the rest of the city	

3.7 Use of active travel options

3.7.1 In addition to gathering individuals' feedback on the concept designs, new quantitative and qualitative data was collected about local people's current and expected future use of active travel options to Ninewells.

3.7.2 Of those that responded, **68%** were NHS/University of Dundee staff based at Ninewells.

3.7.3 Respondents to the online survey were asked how often they typically walk or cycle to Ninewells, **21%** responded every day, **16%** claiming that 1-4 days a week, **32%** a few times a month, and **32%** never travelling to Ninewells by active travel modes.



3.7.4 The survey sought to investigate how/if the proposed improvements would encourage people to walk or cycle more, with **37%** of respondents stating that they would cycle or walk more, with **26%** saying that they would not (with **21%** stating that they were unsure with **16%** saying that any changes wouldn't be applicable to them).

3.7.5 Of those who responded that they would not walk or cycle more, the main reason given by the majority (**53%**) of people was that they already cycle or walk frequently, with the remainder stating a range of other reasons.

SYSTRA provides advice on transport, to central, regional and local government, agencies, developers, operators and financiers.

A diverse group of results-oriented people, we are part of a strong team of professionals worldwide. Through client business planning, customer research and strategy development we create solutions that work for real people in the real world.

For more information visit www.systra.co.uk

Birmingham – Newhall Street

Lancaster House, Newhall St,
Birmingham, B3 1NQ
T: +44 (0)121 393 4841

Birmingham – Suffolk Street

8th Floor, Alpha Tower, Crowne Plaza, Suffolk Street
Birmingham, B1 1TT
T: +44 (0)121 393 4841

Bristol

One Temple Quay, Temple Back East
Bristol, BS1 6DZ
T: +44 118 208 0111

Dublin

2nd Floor, Riverview House, 21-23 City Quay
Dublin 2, Ireland
T: +353 (0) 1 566 2028

Edinburgh

Prospect House, 5 Thistle Street, Edinburgh EH2 1DF
United Kingdom
T: +44 (0)131 460 1847

Glasgow

The Centrum Business Centre Limited, 38 Queen Street, Glasgow,
G1 3DX United Kingdom
T: +44 (0)141 468 4205

Leeds

100 Wellington Street, Leeds, LS1 1BA
T: +44 (0)113 360 4842

London

3rd Floor, 5 Old Bailey, London EC4M 7BA United Kingdom
T: +44 (0)20 3855 0079

Manchester –City Tower

16th Floor, City Tower, Piccadilly Plaza
Manchester M1 4BT United Kingdom
T: +44 (0)161 504 5026

Manchester – King Street

76 King Street
Manchester, M2 4NH
T: +44 161 697 3899

Newcastle

Floor E, South Corridor, Milburn House, Dean Street,
Newcastle, NE1 1LE
T: +44 (0)191 249 3816

Reading

Davidson House, Forbury Square,
Reading, RG1 3EU
T: +44 118 208 0111

Woking

Dukes Court, Duke Street
Woking, Surrey GU21 5BH United Kingdom
T: +44 (0)1483 357705

York

Meridian House, The Crescent
York, YO24 1AW
Tel: +44 1904 454 600

Other locations:

France:

Bordeaux, Lille, Lyon, Marseille, Paris

Northern Europe:

Astana, Copenhagen, Kiev, London, Moscow, Riga, Wroclaw

Southern Europe & Mediterranean: Algiers, Baku, Bucharest,

Madrid, Rabat, Rome, Sofia, Tunis

Middle East:

Cairo, Dubai, Riyadh

Asia Pacific:

Bangkok, Beijing, Brisbane, Delhi, Hanoi, Hong Kong, Manila,
Seoul, Shanghai, Singapore, Shenzhen, Taipei

Africa:

Abidjan, Douala, Johannesburg, Kinshasa, Libreville, Nairobi

Latin America:

Lima, Mexico, Rio de Janeiro, Santiago, São Paulo

North America:

Little Falls, Los Angeles, Montreal, New-York, Philadelphia,
Washington

The SYSTRA logo is displayed in a large, bold, red, sans-serif font. The letters are closely spaced and have a slightly irregular, hand-drawn appearance.