

RESEARCH SUMMARY

Title	Vauxhall Northern Pedestrian Tunnel evaluation		
Objective	To benchmark user experience of using the Northern Pedestrian Tunnel at Vauxhall Cross ahead of infrastructure works		
Date	December 2014	Agency:	SPA Future Thinking
Methodology	127 online interviews and 137 face-to-face interviews with cyclists and pedestrians		

Abstract

Views from cyclists and pedestrians reveal clear room for improvement in the layout and design of the Northern Pedestrian Tunnel (NPT) and surrounding area. The tunnel currently receives low ratings from both cyclists and pedestrians for way-finding and layout, and there is generally felt to be inadequate space for cyclists in particular. The proposed works should address customer concerns, for example by removing a known blind corner at the Eastern end of the tunnel, and facilitating access at the Western end by moving the position of footbridge steps. A further wave of this research post-implementation will form part of evidence based evaluation of the works.

Key findings

Throughout the NPT, there is scope to improve way-finding, the clarity of the layout and users' sense of safety from collisions / near misses. There appear to be particular issues at the eastern end of the NPT at present for both cyclists and pedestrians.

The western end of the NPT

Currently, ratings are relatively low at the western end of the tunnel for ease of use, layout, signs and markings, and sense of safety from collisions / near misses. By creating more space at the west entrance to the tunnel with the modification of the pedestrian bridge, this may ease fears around collisions / near misses, while there is also potential to make the west entrance easier for cyclists to use with the planned enhancements to the junction on approach to the tunnel.

Inside the NPT

There is some confusion over which lanes cyclists and pedestrians should use, but this should be addressed when the NPT becomes eastbound only for cyclists, reducing opposing movements within the tunnel. There may be an increase in the number of cyclists using the tunnel as a result of the works which will provide a clear joined-up route through the junction and tunnel which should improve the clarity of layout and ease of use. Further monitoring will be used to assess the impact of increased volume on the functionality of the tunnel.

The eastern end of the NPT

This end of the tunnel appears to be particularly problematic for both cyclists and pedestrians, with weak perceptions for sense of safety from collisions, ease of use, way-finding and clarity of layout. The planned widening of the eastern end of the NPT could help to make users feel safer from collisions / near misses by

increasing visibility, while it may also increase ease of use for all users by separating cyclists and pedestrians, avoiding a potential conflict point.

Post-implementation research

Currently the post-works fieldwork is scheduled for late 2015, however this will be dependent on the works being completed.

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