

CONTENTS # - C

p2-8 = 2G3S (Green Groups in the Shelfords, Stapleford and Swaston)

p9 = A10 Corridor Cycling Campaign (Meldreth, Shepreth and Foxtan Rail User Group)

p10-11 = Abcam

p12-14 = Age UK

p15-16 = Anglesey Abbey

p17-35 = Anglian Learning

p36-37 = Anglian Water

p38-40 = Arthur Rank Hospice Charity

p41-42 = Anglia Ruskin University

p43-47 = AICES

p48 = Beaumont Healthcare

p49 = Bedford Borough Council

p50-51 = Better Leisure

p52-53 = British Motorcyclists Federation (BMF)

p54-56 = Brookgate

p57-59 = Bursars' Sub-committee for Planning

p60-61 = Bus Users UK

p62-64 = Business Board (CPCA)

p65 = C&G Coach Services Ltd

p66-68 C3 Church

Making Connections Survey December 2022

This is the response from Green Groups in the Shelfords, Stapleford and Sawston ([2G3S](#)), a non-party-political environmental group serving villages south of Cambridge.

We commend the GCP for tackling the linked problems of carbon emissions, air pollution, poor public transport, congestion and inequity. We are very supportive of the proposals and agree that a gradual introduction of changes over the next few years is the best approach – but that we must start now. The climate emergency will not wait. Our growing city needs cleaner – and clearer – streets; and a comprehensive and cheap public transport system will help bridge the increasing gap between rich and poor.

We hope that the GCP do not lose heart. Many people support many aspects of this visionary scheme. It paints a positive picture of the future that is worth fighting for.

Section 1 - Bus Improvements

Bus Improvements

We are very much supportive of the proposed improvements, but consider there are several things that could be added to make it better for both operators and users:

Firstly:

Bus routes should not 'terminate' and have layovers for crew changes and extended dwell times in the City centre. It is these that create congestion with buses and confusion for passengers, not the actual number of buses.

Instead, they should from their origin, pass through the centre, and terminate at a few edge of city 'hubs' (one on each major radial), with appropriate space and facilities for buses and their drivers, that are also major destinations in themselves. Obvious ones would be the Cambridge Biomedical Campus, Science Park (for CRC etc) and Eddington (for West Cambridge). It may be that P&R sites could be alternatives.

That would mean, for example, that No7 from Saffron Walden & Sawston could reach the Science Park, and No8 from Cottenham could reach CRC (via city centre).

Operationally, that reduces congestion in the city centre but could still retain crew facilities at the hubs. For passengers, it gives better connections without, for many, the need to interchange with associated 'perceived' costs due to delays and uncertainty.

Secondly:

It will be crucial to introduce new services at a time of year when peak hour delays are a minimum, say June. New users of buses should then get a good experience of bus travel times. Were they introduced in October, as such peak hour delays tend to build towards Christmas, those who have switched to bus from car will not have such a good experience. It is those first few weeks after the switch from car to bus that will be important.

Finally:

As improved bus routes are introduced, 'targeted' support should be given to regular car drivers to 'switch' to bus. Using Automatic Number Plate Recognition (ANPR) or surveys/questionnaires, those who travel from near (within 800m? of) a bus stop with a much improved service should be offered free tickets for, say, 40 return trips.

Question 1

To what extent do you support or oppose the proposals for bus improvements and fare reductions?

1. Strongly support
2. Support

3. Don't know
4. Oppose
5. Strongly oppose

Question 2 Do you have any comments on the proposals for:

- Cheaper fares?
- More routes?
- Fast, high frequency services?
- Longer operating hours?
- Increased rural services?
- Simpler ticketing?
- Zero emission bus services?

Fares and charging structure:

- Time-based rather than zone-based fares: As in London with the Hopper fares, the short trip fare should be time-based (and include any necessary changes of bus), rather than zone-based. (The bus fare charges/zone structure being centralised and based on central Cambridge is likely to mean that some very short journeys outside of the city will still proportionately be much more expensive. For example, crossing from Sawston into Stapleford or vice versa is only five minutes and one stop, but since it currently crosses the boundary between Dayrider and DayriderPlus zones it is prohibitively expensive, compared to travelling 35 minutes from Stapleford all the way into central Cambridge.)
- Probably a lot more work needs to be done on zoning in general; the current two-tier system that Stagecoach operates is far too limited, with a return ticket from one village to the next being the same price as for example a ticket from Bury St Edmunds all the way to Peterborough and back.
- Short journeys between villages should also benefit from the proposed £1 basic fares.
- Cash payments on buses to be phased out only gradually; standard £1 and £2 fares should make cash handling simpler.
- Consider long term feasibility of local train fares working in conjunction with bus services (time limited as proposed with the buses) so that it would be possible to use both train and bus locally without paying several fares.

More routes

- Reinstate City Centre Shuttle Bus: This used to travel at roughly 10 minute intervals within the city centre and Grafton Centre and would be convenient for those carrying shopping etc, for those who find walking difficult, and for people wishing to get between locations quickly.

Question 3 Are there any additional improvements to bus services that would be needed for you to use bus services for more of your journeys? If so, what are they? Or if you are a non-bus user, what would encourage you to use the bus?

- Buses should be divided into Rural (Countri) and Urban (Citi) buses. Those from rural areas should have limited set down and pickup within the area covered by urban buses. Given the increase in number of services, this should significantly reduce the journey time for rural services without increasing times for those in the urban area. (Just observe the time delays currently caused on a Saffron Walden bus picking up and dropping off numerous passengers between the city centre, the station and CBC.) It also reduces the peak hour issues of longer distance passengers being unable to board a bus that is full of merely local passengers! (Passengers wanting to alight at some intermediate stops in the city would have to use a Citi rather than a Countri bus, and if coming into the city on a Countri bus would have to change buses at a hub to a more frequent Citi bus.)

Alternatively, as with some trains, there could be some intermediate stops that are 'set down' or 'pick up' only.)

- P&R buses should be integrated into the 'normal' (Country) services and not be a 'privileged' service for those who own cars.
- Buses on all city routes should operate within monitored 10 minute intervals, as do central London buses.
- Electronic signs with real-time waiting times at all bus stops
- Buses should be fitted with internal electronic signboards indicating the name of the next stop, as on trains and London buses.
- Additional bus priority measures should be considered in the short term before the STZ reduces congestion.

Question 4 The bus improvements are proposed to start immediately after a decision in summer 2023 and ramp up over the following 4-5 years. What bus improvements would you want to see delivered first? (select up to 3)

1. Cheaper fares
2. More routes
3. **Fast, high frequency services**
4. Longer operating hours
5. **Increased rural services**
6. **Simpler ticketing**
7. Zero emission bus services

Question 5 To what extent would you support or oppose the franchising of the local bus network by the Mayor and the Cambridgeshire and Peterborough Combined Authority?

1. **Strongly support**
2. Support
3. Don't know
4. Oppose
5. Strongly Oppose

Section 2 - Cycling, walking and other improvements

Question 6 To what extent do you support or oppose additional improvements to walking and cycling, accessibility and public spaces?

	Strongly Support	Support	Don't know	Oppose	Strongly oppose
More cycling and walking connections in the city	Strongly Support				
Extending the fully segregated rural cycleway network (the Greenways)	Strongly Support				
Improving our public spaces	Strongly Support				
Making our city more accessible for disabled people and others with mobility needs	Strongly Support				
More secure cycle parking	Strongly Support				

	Strongly Support	Support	Don't know	Oppose	Strongly oppose
Car clubs	Strongly Support				
Additional funding for maintenance and improvements to footways and cycleways	Strongly Support				

Question 7 If a Sustainable Travel Zone was introduced, are there any other improvements you would like to see funded?

Because of the patchy street lighting in so many villages since the Balfour Beatty upgrade in 2011-2016 (which saw 50% of columns removed in many residential roads) the limiting factor for a lot of people, particularly those who are older and less steady on their feet, is the walk from the bus stop back to their front door in the evenings. Those who walk with a stick and would also be carrying a bag do not have a free hand with which to hold a torch; they fear having a fall because of the impact that would have on them, and thus feel trapped at home if they cannot safely walk out in the dark evenings.

- We therefore strongly urge that, in order to achieve maximum utilisation of the improved rural bus services, there must be a review of the walking routes from every home to its nearest bus stop, and addition of lighting columns where needed to ensure that these walking routes are safe for such people to use.
- Prioritise residential streets where there is a high proportion of bungalows, since these are more likely to house older people who are less steady on their feet.
- it is not only over-66 year olds (ie free buspass holders) who may need help. People with mobility issues but not bad enough for a blue badge cannot walk far to a bus stop so tend to drive more.

Section 3 - Delivering improvements – a Sustainable Travel Zone

Question 8 Do you have any comments on the proposal to introduce a Sustainable Travel Zone?

We very strongly support these proposals. Research has shown that congestion charging is the most effective way to bring about modal shift from cars to active travel and public transport. However to be fully effective and ensure buses are already working better, authorities (be that County or GCP) need to accelerate such things as Residents Parking zones and other measures to reduce the amount of free commuter all-day parking. That would help to reduce morning peak congestion, enabling the new bus routes to be more efficient.

The issue of illegal (i.e. unrestricted in speed) electric bikes and mopeds needs to be addressed and a solution offered.

We feel that it is unfortunate that many people have given all their attention to the congestion charge proposal without considering other aspects of the scheme. We therefore suggest that the GCP further publicise and stress

- the improvements to the bus service that are integral to the whole strategy
- that the changes would be introduced gradually and no congestion charge introduced until the improvements are in place
- the range of exemptions to the congestion charge and reimbursements

In addition, that the GCP should

- research and present evidence from other parts of the country which have introduced similar schemes – how have they addressed the perceived problems?
- stress that all constructive suggestions from the survey that will mitigate the perceived threat of the congestion charge will be carefully considered.

Question 9

To what extent do you support or oppose the introduction of a Sustainable Travel Zone to fund improvements to bus services, walking and cycling?

Strongly support

Support

Don't know

Oppose

Strongly oppose

Question 10 If you do not support the introduction of a Sustainable Travel Zone to fund improvements to bus services, walking and cycling, what alternative funding proposals would you propose to tackle the challenges faced by Greater Cambridge?

We do support the Sustainable Travel Zone charge, but the following could also be considered:

- an additional council tax on student accommodation (which is currently exempt, and therefore the City Council gets no benefit/funding from the vast numbers of students in the city)
- a local tax on vehicles owned and used within the Greater Cambridge area, proportional to both miles travelled and weight of vehicle
- a Tourist Tax on visitors to Cambridge. For a small daily fee visitors staying overnight in the area could receive a Travelcard entitling them to use public transport free during their stay. The cost of the tax would easily be recovered by tourists paying it, so long as they do not use their cars. A reduction to other attractions could also be considered as part of a Travelcard scheme
- charges for workplace parking

Designing the Sustainable Travel Zone

Question 11 Do you have any feedback on the proposed Zone and its boundary?

- Be prepared to modify it in the light of experience both before and after implementation.
- Although controversial, CBC should definitely be within the zone – but give people who don't drive a bonus, eg voucher for free coffee?
- Possibly amend the boundary to allow supermarket access in the short-term; eg Waitrose in Trumpington; easier access via Cherry Hinton to Tesco in Fulbourn?

Question 12 Do you have any comments on the proposed hours of operation of the Sustainable Travel Zone?

- Use ANPR to reimburse public employee shift workers who might otherwise have to pay twice for the same shift.

Question 13 To what extent would you support or oppose the principle of phasing in the Sustainable Travel Zone charge?

Strongly support

Support

Don't know

Oppose

Strongly oppose

Question 14 Do you have any comments on the suggested phasing approach?

- We would like to see that there are clearly defined and measurable targets for the proposed bus improvements, such that each stage of the phasing in of the congestion charge is only triggered when the specified bus improvement metric has been achieved.

Charge levels

Question 15 Do you have any comments on the proposed charge levels?

- They seem sensible and proportionate

Discounts, exemptions and reimbursements

Question 16 Do you have any comments on the below proposed discounts, exemptions and reimbursements?

- Sensible – should have made more of this in the publicity.
- If reimbursements are to be given to users of regular hospital treatment and those accessing accident and emergency etc then this process needs to be made very simple and without a lot of red tape.

Question 17 Do you have any other comments on the proposed discounts, exemptions and reimbursements?

- Good so far, but keep under review; there may be adjustments required.
- Promote and extend car clubs.

Section 4 - Impacts

Question 18 Taking into account the improvements suggested above, are there any changes to the proposals or additional measures that would help enhance or address impacts on you / your business / your organisation and the way you travel?

- Target easily 'captured' potential users, eg people who live near the bus stops who could be persuaded to change from car to bus. Offer temporary discounts/free bus passes to such people?

Question 19 GCP has a duty to ensure that their work promotes equality and does not discriminate or disproportionately affect or impact people or groups with protected characteristics under the Equality Act 2010, such as younger or older people, or those with disabilities. A draft equalities impact assessment has been prepared for the proposals and can be viewed [here](#).

Please comment if you feel any of the proposals would either positively or negatively affect or impact on any such person/s or group/s.

- As mentioned in our response to Question 7, there is a population over a certain age who would define themselves as "not wobbly enough to get a Blue Badge" but who nevertheless are wary of walking where they may risk a fall. Getting between their front door and their nearest bus stop can be too much of a challenge, particularly in the dark (so mainly in the winter months) because of the very poorly maintained state of residential pavements. In addition, parked cars, unswept leaves, and most importantly lack of adequate, consistent street lighting increase the hazards. Although this population does benefit from free bus travel, they mostly cannot take advantage of it because of the state of their local pavements. They would not qualify for any of your Exemptions or Reimbursements, so we think the impact on them needs to be addressed. Because this group is mainly defined by age, being a Protected Characteristic, we believe this falls under the Equality Act 2010.

- it is not only over-66 year olds (ie free buspass holders) who may need help. People with mobility issues but not bad enough for a blue badge cannot walk far to a bus stop so tend to drive more.
- Social equity: Although this group does not fall under The Equality Act 2010, the council also has a duty to make sure that the proposals do not disproportionately impact the most economically disadvantaged. There should be clear plans and impact assessments as to what support will be put in place for them.

Meldreth, Shepreth and Foxtton Rail User Group: Response to Making Connections consultation

The MSF RUG supports the Making Connections principle of encouraging and facilitating a shift to public and active travel for local journeys to and from Cambridge.

However, Making Connections proposals largely ignore the small station local rail network and opportunities therein for modal shift away from private car transport and the quest for local travel culture change.

Access to Foxtton Station has been developed as part of the proposed Foxtton Travel Hub, but access to Shepreth and Meldreth Stations has been light touch and confined to limited active travel links.

Active travel links to Meldreth, Shepreth and Foxtton Stations:

Active travel links to the three stations are being developed by the Melbourn Greenway scheme but only from the alignment of the Greenway route itself. Active travel links to rail stations are needed also from communities to the west of the Greenway route, such as Barrington to Shepreth Station, Whaddon and Kneesworth to Meldreth Station, and Meldreth to Shepreth Station for those requiring access to a step-free station.

Bus links to stations:

A regular bus link service to Meldreth, Shepreth and Foxtton Stations, as part of the new proposed bus network, providing regular drop-off and pick-up synchronized with train services, is essential and would:

- provide more equitable access to local rail services
- support the recovery of rail ridership post-pandemic, and in so doing contribute to the restoration of off-peak half-hourly services
- reduce car dependency and contribute to lessening of congestion, better air quality and safer streets more conducive to active travel

Accessibility at stations:

Meldreth Station currently has no step-free access across the platforms, thus excluding those with mobility impairment. As the most significant station of the three stations in terms of footfall and ticket office services, accessibility improvements should be on the radar of all efforts to improve public transport take-up in Greater Cambridge area.

'*Meldreth Shepreth and Foxtton Stations: A Local Rail Improvement Plan*,' published by the Meldreth Shepreth and Foxtton Community Rail Partnership in 2020, sets out a detailed audit of improvements needed for active travel connections to, and access improvements at these stations, to make local rail travel accessible to all, and has previously been shared with the GCP.

<https://meldrethsheprethfoxttonrail.org.uk/wp-content/uploads/2020/06/MSFCRP-Local-Rail-Improvement-Plan-May-2020.pdf>

Susan van de Ven

Chair, Meldreth, Shepreth and Foxtton Rail User Group

23 December 2022

To whom it may concern

Consultation response to 'Making Connections – A City Access Public Consultation' on Behalf of Abcam

Abcam has its foundations rooted in Cambridge and is one of its many success stories. Growing from a small start up to a global life science company supporting customers at the forefront of life science research, our innovative products are used by hundreds of thousands of scientists worldwide. Of our 1600 employees, ~800 are based in the UK, at our Discovery Drive headquarters at Cambridge Biomedical Campus (CBC).

In 2019 we made a significant investment in our future in Cambridge, with our move to the CBC. Collaboration is vital to scientific discovery and being a part of one of the largest life science communities was at the heart of the decision. While making that decision, one of our reservations as an employer and one voiced by our employees, was the transport limitations. However, we made the commitment to Cambridge with the proposals for improving transport infrastructure on the horizon.

The period since has provide plenty of challenges for our business. At Abcam, we successfully navigated our way through Covid lockdowns, with continued employment for all of our people and continued activity on site throughout. Post Covid, the challenges have continued for Abcam, as with all employers, as we contend with the big resignation and changing lifestyle priorities. Even for an organisation with strong engagement, we strive constantly to retain and recruit people. Even before the pressures of the cost of living crisis, our employees have consistently cited transport reliability and cost as a key consideration in their continued employment or reasons to leave Abcam.

So sadly, our approach to this consultation starts with disappointment in the lack of delivery of improvements to date. We have, in fact, seen a deterioration in reliability of public transport services more recently.

Of course, we agree with the aspirations of your proposal and believe that people deserve better travel options that are frequent, reliable, safe, sustainable, and affordable. There should be investment in infrastructure that promotes the continued economic growth of the region. However, the proposals predominantly rely on improving a bus service that has seen "a severe lack of investment and vision for buses goes back decades." And the proposal suggests that the cost of recouping that underinvestment is to be directly borne by the people of Cambridge and with significant consequences for the businesses that employ them. That is an untenable approach. We urge the GCP and the Cambridge County Council to consider financing mechanisms that would give it the power to raise capital to deliver the improved infrastructure first, and then consider ways to charge the public to pay for the delivered infrastructure and service. We would strongly support an accelerated infrastructure plan that started with public/private financing (ie. Like a municipal

bond) to ambitiously build the travel network that will be required for the existing and growing communities over the next 20-30 years. The time to start that ambitious build has past so it is more urgent than ever to bring an audacious plan to reality. We simply don't see sufficient ambition in the current plans to leave us confident that they will resolve the transportation issues in the area and the fees therefore become a charge for not much benefit. Let's flip things over and raise the capital now to give the area the system it deserves and then come back to the public about how to repay the financing raised to deliver the better service.

We believe in encouraging equity of opportunity; we invest heavily in our people and successfully promote growth within Abcam. However, the proposed charge will be unsustainable for people in lower paid roles – they simply won't be able to afford to work in Cambridge, which in turn jeopardises our ability to maintain those roles at the CBC.

In addition to the impact for our employees, our business relies on the fast distribution of our product. The addition of a congestion charge to our suppliers, including our regular courier services add a huge additional cost burden that we then have to either absorb or pass onto customers. Long term, that does not support long term investment in Cambridge.

In summary, while we welcome any improvements to the transport infrastructure in Cambridge, we believe there is an onus on GCP and Cambridge County Council to redress past underinvestment and demonstrate ability to deliver previously proposed improvements before asking for the people and businesses of the region to commit such a significant scheme.

Regards

Abcam



Greater Cambridge Partnership

L24 South Fens Business Centre
Fenton Way
Chatteris
Cambs
PE16 6TT

20th December 2022

To whom it may concern

Greater Cambridge Partnership Making Connections 2022

Age UK Cambridgeshire and Peterborough response to consultation

Age UK Cambs and Peterborough recognises the challenges Greater Cambridge faces regarding transport. In particular, congestion impacts our ability to deliver community based services when volunteers and staff are required to travel to multiple homes throughout the day and lose precious time stuck in traffic.

We welcome the proposed exemptions for blue badge holders, disabled tax class vehicles (which would include our commissioned transport) and dial-a-ride services.

We also welcome the proposed reimbursements for Social care, community health workers and Care Quality Commission-registered care home workers; and minibuses and LGVs used by charities and not-for-profit groups, recognising the vital role these services and vehicles play in supporting vulnerable members of the community.

We believe the majority of travel related to our services would likely qualify for reimbursement, though we are concerned at the likely bureaucratic and financial burden this may place on our staff and volunteers, who would presumably have to pay and then apply for reimbursement. Even for part-time staff using their cars as part of the service a few times a week, this could add up to significant proportion of their weekly incomes, leaving them short of funds, as well as time spent applying.

We would urge the GCP to consider working with the voluntary sector, such as ourselves, and care providers, on exemptions for our volunteers and care staff, or a process by which the reimbursement could be handled via the organisation, rather than by each individuals.

There are also other services that could be considered part of this which we would welcome clarity on whether they would qualify for reimbursements, too, for example, our Handyperson and hospital discharge / admission avoidance service, which supports older people to live independently for longer and reduce pressure on hospital services.

Legacies - Support Our Future

President: Dr S G P Webster MA, MD, FRCP

Chairman: Hazel Williams MBE

Vice Chairman: Clive Adkin

Hon. Treasurer: David E Bruch FCA

Chief Executive: Melanie Wicklen

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales with registered Charity No. 1165856

Registered Office: L24 South Fens Business Centre, Fenton Way, Chatteris, Cambridgeshire, PE16 6TT.

Staff Feedback

We also asked key staff for feedback on the proposals, which for transparency we have shared below:

General impacts on older people

- *Is there a removals exception? People moving house will incur additional (HGV?) charge of up to £50 per day otherwise. Thinking of older people having to move into residential or nursing homes and family visiting to clear out house/ tips runs etc*
- *Request further clarity on how it would work for Blue badge holders.*

On our service provision

- *[without the proposed reimbursement, or exemption] Home Support Workers will incur additional costs to reach service user homes, is this cost passed on, this could result in Older People unable to afford the service putting themselves at risk.*
- *We offer two long term services Home Support and Community Wardens supporting older people to remain living independently at home, so [if charged] this will have an impact of fees we will need to charge to cover the extra cost. Our Handyperson and Hospital Discharge/Admission Avoidance is a home visiting service that again will incur these extra costs [if charged]. This will need to be factored into commissioned funding and will also have an effect on the older persons fees. Parking has always been an issue so to have congestion fees too will have a huge effect. Unless reimbursements/exemptions are made to work for these services.*
- *Concern for the warden scheme with visiting service users across all the city - already a struggle with no parking permit, limited time given to park etc.*
- *Additional cost to our staff and volunteers who need to travel by car during peak times to reach their service User/ place of work. Will this have an impact of expenses / mileage costs to the charity?*
- *Additional cost for service users who get lifts or travel to Cherry Trees by car (Blue Badge exemption is good, but will the process of recouping the charge be easy to navigate without digital fluency?)*

General comments

- *The rush hour will be delayed to avoid the charge. This will impact CHP as likely to take longer to get into Cambridge at other times.*
- *Traffic congestion will be worse on roads outside of the congestion zone as everyone will try to avoid entering or crossing the zone to avoid paying the £5.00 daily charge.*
- *This will directly affect my work on a daily basis as the zone includes [Supermarket] and client. A lot of my clients are of course worried about their carers being able to get to them also visiting relatives, shopping in town, and bearing yet another cost in these very difficult times. The worst thing of course is that Addenbrookes is included in the charge zone. And most if not, all are against this charge. I am appalled by this charge. It is nothing less than a tax on living in the city. Being charged to return to your own home or to leave to go out of the zone. The huge daily time it is in place from 7am until 7pm and the huge residential areas that fall into the zone. To include Addenbrookes is nothing less than a tax on illness and I personally think this immoral. I do understand that something must change but this is not the way to achieve it. I think this will go ahead no matter how much people object, as it is about making money.*
- *Unfortunately people will stop coming to Cambridge and our businesses and shops will suffer. NB the Age UK shops belong to the national charity, we are independent*

- *We have a bus network that is not working because of no drivers, and with bus services being cut. How is this going to work?*
- *Including Addenbrookes in this zone is madness. I too have signed several petitions against these proposals.*

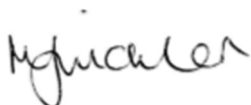
Additionally we share with you, anonymously, thoughts of a local resident who recently wrote us:

The person is particularly worried about the impact [the Sustainable Travel Zone] is going to have on the lives of older people. They state that if they have no exemption they will be charged £5 to visit the city, to potentially see family who reside within the congestion areas and the impact the cost will have on them. They have also stressed that they find it appalling that charges to the hospital will be incurred and mention the fact that Addenbrookes is within the proposed zone.

In summary, while we welcome the proposals in principle, and the exemptions, discounts and reimbursements, we feel there should be an easier way to not have to pay when exempt/qualify for reimbursements, rather than having to claim the money back. There are a range of concerns about the proposals which need to be communicated much more effectively and made easy to understand, for example, reimbursements for hospital travel and other medical appointments. And we request further clarification on the scope of reimbursements related to our older people's services.

We are also concerned about the charging hours moving the peak travel times in order to avoid costs. This should be considered as a real risk.

Yours sincerely



Melanie Wicklen
CEO, Age UK Cambridgeshire & Peterborough

Dear Sir / Madam,

Thank you for the opportunity to comment on your proposals for a Sustainable Travel Zone in Cambridge. We are a National Trust Property located just a couple of miles from the City Centre, in the village of Lode. We receive approximately 400,000 visits a year and provide a much needed community resource close to a city which has limited green spaces where residents can connect with nature. We very much recognise the challenges facing Cambridge in terms of congestion and support your ambitions to create a city that generates less pollution and provides a high-quality green transport infrastructure. However, we do have some concerns that the current proposals could have a detrimental impact on our staff, volunteers and visitors.

There may be a misconception that all of our visitors are members of the National Trust who come from affluent backgrounds. The organisation is working hard to make the places we look after as accessible as possible, including to new audiences and those from low-income backgrounds. In the last year alone we have offered free entry to non-members through two separate initiatives spanning several weeks of the year and these have resulted in thousands of additional visits from local people. The current proposals to include a blanket charge of £5 per day from 7am to 7pm, Monday to Friday, may well make these initiatives less successful in future. We know the positive impact that our special place can have on the mental health and wellbeing of visitors and it would be a shame to reduce accessibility to this in the current climate.

Our main concern is the impact that these charges, in the way they are being proposed, will have on staff and volunteers. It is worth highlighting that we have approximately 260 active volunteers who are fundamental to us being able to open every day. There are three distinct points that we would like to draw to your attention:

- Many of our staff roles are for young people who are at the start of their careers or who are looking to supplement their studies with some paid work – very often in our retail or food and beverage teams. These staff are not on high salaries and it will become increasingly difficult for us to compete with city centre businesses like Costa and Starbucks if those staff can get similar jobs in places without having to pay £5 per day to get to work.
- A large number of our volunteers are retired and elderly. As well as providing us with a valuable service they are gaining from being part of an active community that they cherish. For many of our volunteers we are the main contact that they have with other people throughout the week. Lots of these volunteers would support use of public transport but the service needs to be frequent. It is unclear how the service to Lode will work from the proposals but it looks as though the suggestion is that there will be 1 bus per hour. This is not going to be enough for many of our volunteers, especially if they then need to connect with other routes to get home.

- We currently work closely with a number of community partners on specific projects and initiatives. A good example of this is our work with Cambridge Regional College's 'The Green Team'. This is a group of young people that need extra support to make the transition from school to work for a variety of reasons. They support us with volunteering projects 4 days a week, Monday to Friday. It has been a very successful initiative that is having a very positive impact on the lives of these young people and their families. Many of these young people require parents or individual carers to come with them whilst on site and the prospect of using public transport would probably be too stressful for them.

We are very mindful that these are some quite specific examples but we have spoken to other partners and charities who share similar concerns. I believe these groups (including Cambridge Past, Present and Future and Cambridge Sport Lakes) will also be submitting individual responses.

We have considered what suggestions we could put forward that would help to make the proposals work better for us:

1. It had been suggested that there could be some kind of exemption scheme for volunteers. We are concerned by the administrative burden of this on charities and small groups where staff resource is often already an issue. We also worry about how confusing or distressing the process of exemption might be for some of the groups mentioned above.
2. It has been suggested that the hours of the congestion charge could be reduced so that they reflect peak periods only each day (for example, ending at 9.30am). This would still cause us some operational challenges but might enable us to change our shift patterns to accommodate most of the volunteer roles that would be most affected. We would be supportive of a change to the proposals along these lines.

We appreciate your time considering our feedback and would welcome the chance to discuss the proposals further once the consultation period ends tomorrow.

Best Wishes,

Martin

Staff-wide survey on the Greater Cambridge Partnership's Making Connections Consultation

245

Responses

09:18

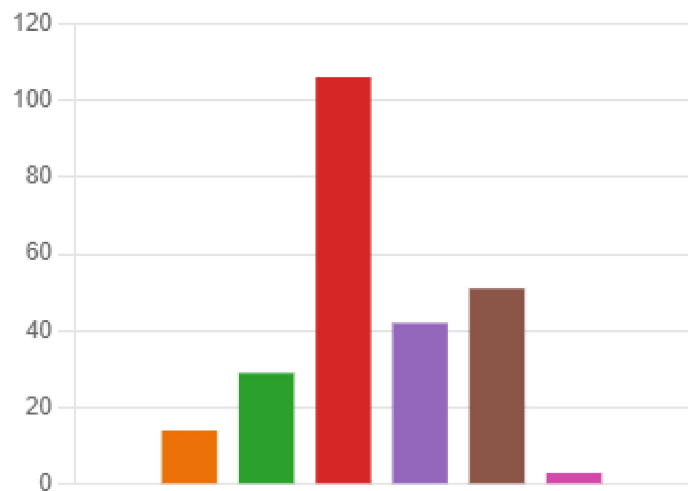
Average time to complete

Active

Status

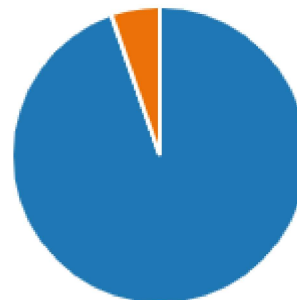
1. My role is:

● I work for VHS or Innovate	0
● Central team	14
● School leadership team	29
● Teacher	106
● Educational support (e.g. teachi...	42
● Support services including admi...	51
● Anglian Leisure	3
● Adult Learning	0



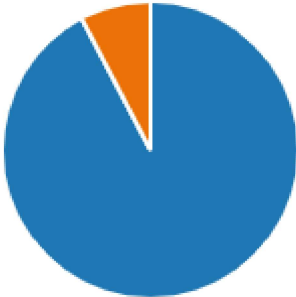
2. About where you work:

● I work all or mostly at one Angli...	232
● I work at a number of Anglian L...	13



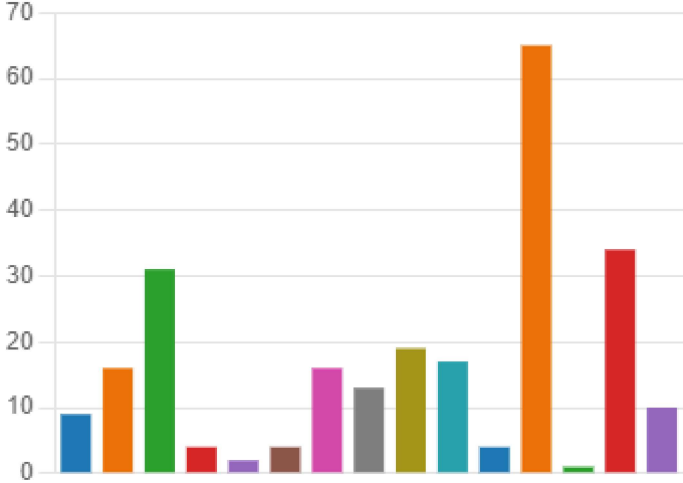
3. Do you often travel between sites during the day?

● Yes	12
● No	1



4. My main site / the site that I work at most often is:

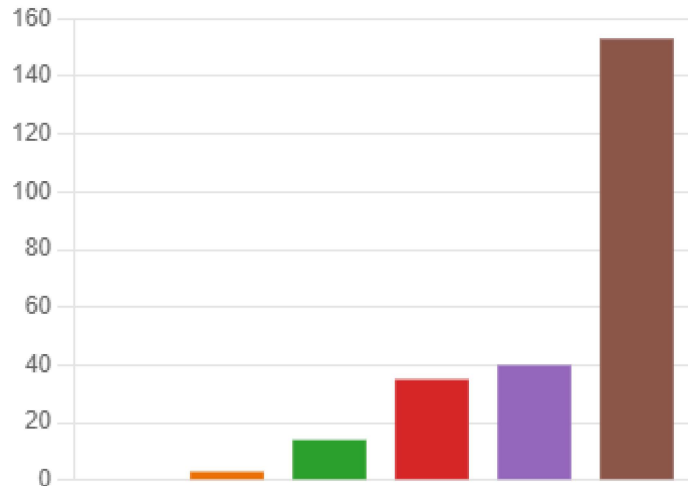
● Bassingbourn Village College	9
● Bottisham Community Primary ...	16
● Bottisham Village College	31
● Fen Ditton Community Primary ...	4
● Howard Community Academy	2
● The Icknield Primary School	4
● Joyce Frankland Academy, New...	16
● Linton Heights Junior School	13
● Linton Village College	19
● Marleigh Primary Academy	17
● The Meadow Primary School	4
● The Netherhall School and Oake...	65
● The Pines Primary School	1
● Sawston Village College	34
● Stapleford Community Primary ...	10



5. In a normal week how many days do you travel to work?

- 0 days
- 1 day
- 2 days
- 3 days
- 4 days
- 5 days

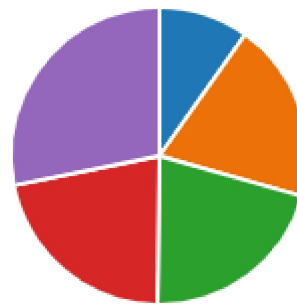
0
3
14
35
40
153



6. How far, on average, is your commute each day:

- Less than one mile
- 1 - 5 miles
- 5 - 10 miles
- 10 - 15 miles
- 15+ miles

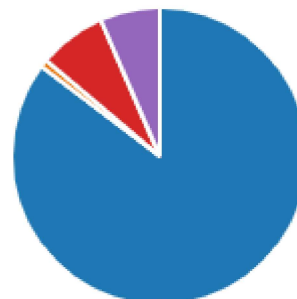
24
48
51
53
69



7. Which method of transport do you use most frequently to get to work? If your commute combines methods, chose the one which accounts for the longest distance travelled:

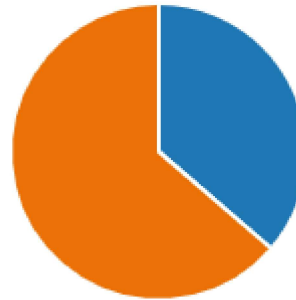
- Car / Motorcycle
- Bus
- Train
- Cycle
- Walk

209
2
0
18
16



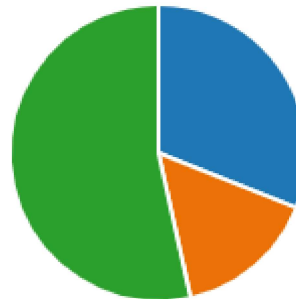
8. Do you combine your journey to and/or from work with other responsibilities e.g. caring responsibilities such as dropping children off at school or nursery or visiting elderly relatives?

● Yes	89
● No	156



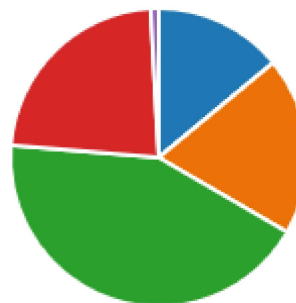
9. On the basis of your current commute, would you expect to pay the STZ charge?

● Yes (every day)	76
● Yes (sometimes)	38
● No	131



10. If yes, why would you expect to pay the charge?

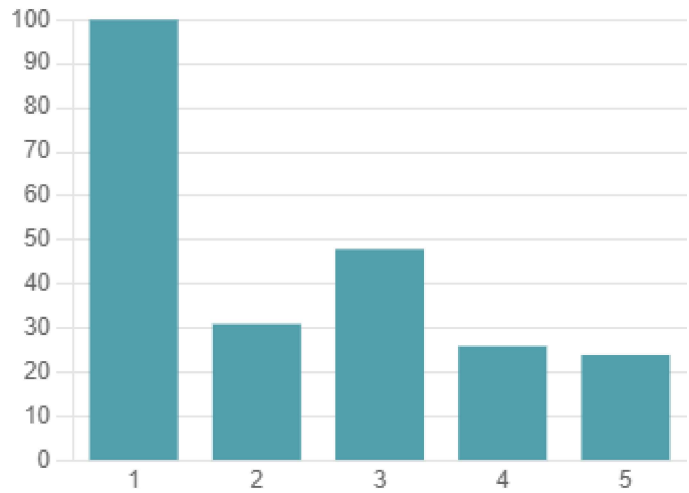
● I use a vehicle and live and wor...	16
● I use a vehicle and live within th...	22
● I use a vehicle and work within ...	49
● I use a vehicle and travel throu...	26
● Prefer not to say	1



11. **Indicate your view on the following statements.**

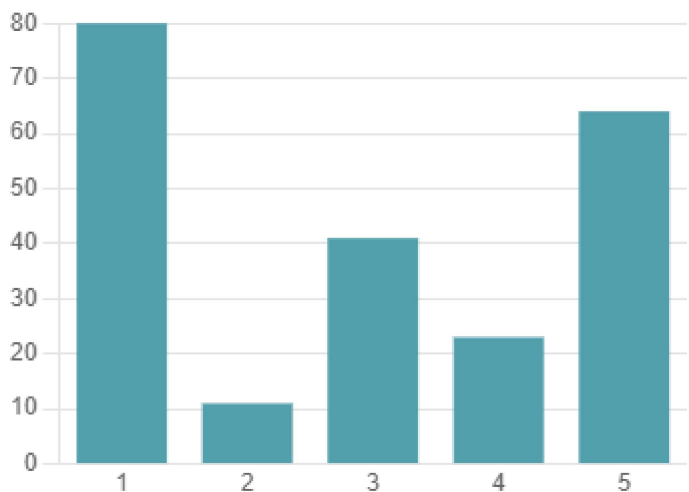
I support the principle of enhancements to public transport in Cambridge, paid for by the STZ charge.

2.31
Average Rating



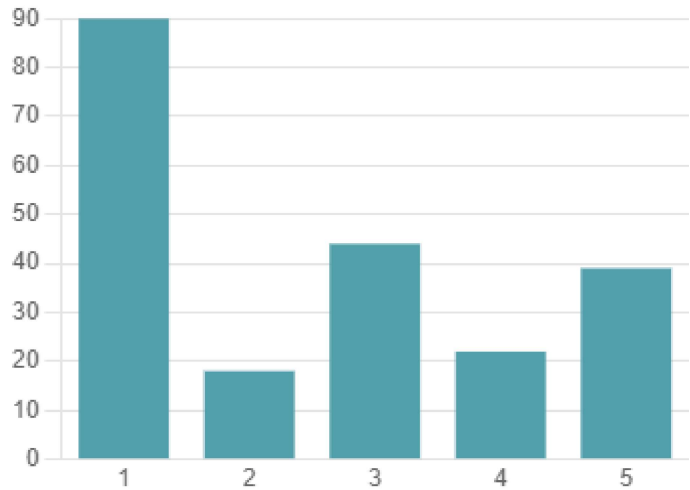
12. If an STZ charge was introduced, I would consider looking for another role to avoid paying the charge.

2.91
Average Rating



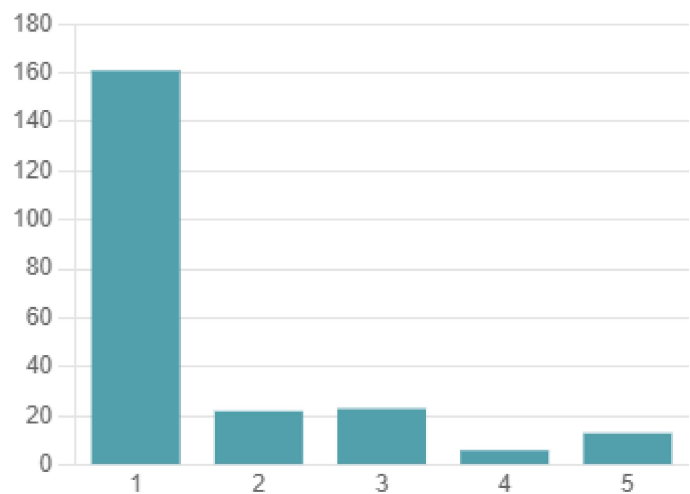
13. If an STZ charge was introduced, I would consider moving away from the Greater Cambridge area.

2.54
Average Rating



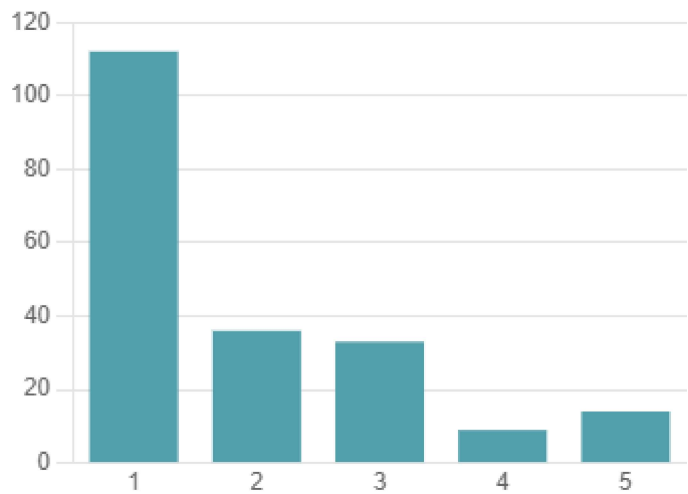
14. The proposed £5 daily charge is set at the right level.

1.61
Average Rating



15. The proposed list of discounts and exemptions from the daily charge is appropriate.

1.91
Average Rating



16. Please add any further comments on the proposed changes, including any wider thoughts on the impact for pupils, families and other users of school sites.

111
Responses

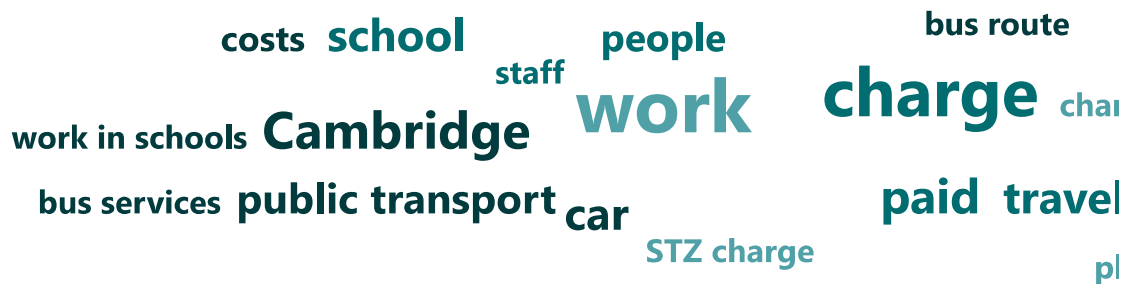
Latest Responses

"The most disadvantaged would be hurt most. Many staff are...


"Not just school day impacted, extra curricular, visiting frien...


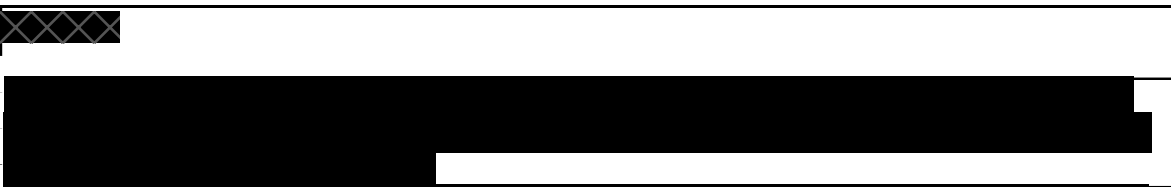











[Update](#)

49 respondents (45%) answered **work** for this question.



Response ID	Comment
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Good afternoon,

Thank you for inviting comments on the 'Making Connections' proposals for improved sustainable and active travel across Cambridgeshire and into Cambridge.

Anglian Water is the water and water recycling provider for over 6 million customers in the east of England. Our operational area spans between the Humber and Thames estuaries and includes around a fifth of the English coastline. The region is the driest in the UK and the lowest lying, with a quarter of our area below sea level. This makes it particularly vulnerable to the impacts of climate change including heightened risks of both drought and flooding, including inundation by the sea. We therefore liaise with local planning authorities within our region to provide support and advice on proposed growth in local plans and neighbourhood plans. Our ambitions for the future are set out in our Strategic Direction Statement as follows:

- make the east of England resilient to the risks of drought and flooding
- enable sustainable economic and housing growth in the UK's fastest growing region
- be a carbon-neutral business by 2030
- work with others to achieve significant improvement in ecological quality across our catchments

Anglian Water has amended its Articles of Association to legally enshrine public interest within the constitutional make up of our business – this is our pledge to deliver wider benefits to society, above and beyond the provision of clean, fresh drinking water and effective treatment of used water. Our Purpose is to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop.

In addressing future growth, we support locations where new development will minimise both operational and capital carbon, including infrastructure for water supply and water recycling. We therefore consider that improving bus services, and active travel solutions for Cambridge and settlements within Cambridgeshire and surrounding transport hubs, provides opportunities for sustainable and resilient growth. The Making Connections approach should result in a modal shift from private to net zero ambitions for organisations, businesses and local government, w.

The Making Connections proposals for improved public transport services in larger settlements/market towns and within Cambridge will support the considerable growth allocated in adopted Local Plans and the emerging Greater Cambridge Local Plan. The quantum of growth located in larger settlements with a wider range of facilities including improved public transport services and active travel routes, will minimise

carbon emissions and contribute to zero carbon ambitions for the Greater Cambridge Partnership and Cambridgeshire as a whole – making journeys more reliable and public transport a feasible alternative to the private car. We are therefore supportive of the approach to transform the bus network and invest in sustainable travel schemes, that will reduce carbon emissions from transport, which in turn should help to reinforce spatial strategies for growth across Cambridgeshire that seek to minimise both operational and capital carbon.

Kind regards,

Tessa Saunders

Spatial Planning Advisor

Greater Cambridge Partnership,
PO Box 1493, Mandela House,
4 Regent Street,
Cambridge
CB2 1BY

22 December 2022

Dear colleagues,

Making Connections

We are very grateful to Lynne Miles who met with a group of colleagues and some of our trustee board to provide more context and information about the Sustainable Travel Plans for Cambridgeshire. This was very helpful in helping us understand the issues more fully and to have the opportunity to raise questions and discuss issues with Lynne.

I am writing on behalf of the charity to raise the issues that we request decision makers consider. We understand that action is required to address the current traffic congestion in the city for all the reasons outlined. We also understand that it is difficult to find solutions that will achieve the goal and achieve support from all parts of our community.

We offer the following comments and points to be considered:

1. Whilst we understand that GCP does not have the remit for the proposed development of the East West rail line, we encourage greater dialogue between the planners of this and the Sustainable Travel Plan to achieve the best join up of travel solutions.
2. It was helpful to have a clearer understanding of the proposed exemptions to the congestion charge proposals which is one of the aspects that is of most concern to us. We are pleased that healthcare workers who need to travel across the city to provide care and support for people in their own homes will be exempt. As discussed, we are keen to engage in discussions about how this can be achieved with the minimum additional administrative element for our charity. The suggestion of modelling this on the 'Dartcard' was made and we would welcome more discussion on this approach as the majority of our colleagues in these roles are using their own cars and claiming travel expenses.
3. As well as healthcare colleagues supporting people in the community, our Caring Communities scheme deploys volunteers to visit people in the

community who are at risk of social isolation so we would also need exemption applying to this group of volunteers and the scheme co-ordinator.

4. The risk of negatively impacting on informal carers was something we discussed in the meeting with Lynne and is something we ask is given further consideration.
5. Conversely, we have patients and their carers who need to access services in our hospice building at Shelford Bottom, for example attending our Living Well Service, Outpatient appointments and clinics. Many of these will require wheelchair accessible taxis, which as discussed in the meeting, is already a challenge due to current low level of availability of such vehicles, the cost of provision, particularly for electric or hybrid vehicles. We are fortunate to have a fantastic group of volunteers supporting our services, some of whom are volunteer drivers providing free transport for patients. We assume that they will be exempt?
6. We will need a system to enable people visiting their loved ones on our Inpatient Unit to claim exemption.
7. We note that NHS staff using a vehicle to carry certain items (such as equipment, controlled drugs, patient notes or clinical specimens, blood or breast milk) are proposed for exemption. Our colleagues are employed by our charity rather than the NHS and are required to deliver, for example, disposal of sharps by taking them to Addenbrookes – will this kind of activity be exempt?
8. We also raised the issue about our fundraising and income generating activities which are essential to enable us to raise the funds needed to provide our services. For example, our colleagues and volunteers who run our retail activity. It is positive to hear that our van used to collect donations will be exempt, however, we are concerned that donations from people currently bringing pre-loved items to our shops or our Retail Hub in Sawston may be deterred. Can we consider how they can be exempt for these journeys?
9. We run fundraising activities throughout the year which require set up and take down, for example, our Star Shine Walk which takes place the last week of May, the iconic Bridge the Gap in September and our Christmas Tree recycling scheme in the first and second week of January. We need assurance that these type of activities can be exempt. We will be able to work with you to notify of exact dates each year for these and other events. We also have lots of minor but incredibly valuable volunteer activity requiring movement around the city, including involving collecting and moving cash which cannot be done using public transport. We need to ensure that any system doesn't inadvertently make it more difficult for volunteers to support our activity in this way.
10. We raised the concerns about potential impact on our ability to recruit and retain colleagues who need to work from the hospice building in Shelford Bottom as there is no arterial route around Cambridge, so colleagues will have to cross the Travel Zone. As a charity we are not able to increase salaries to compensate for this additional commute cost and, as was clear,

from the example discussed, the planned bus routes will not enable, for example, a parent who lives in Ely to drop and pick up their child from school and attend work by public transport, yet many of our colleagues live in Cambridgeshire because of the lack of affordable housing in Cambridge.

11. We realise that many of the issues raised do not have simple answers and appreciate the opportunity to raise them and to have had the opportunity to discuss them with Lynne.

12. Finally, we wish to remain engaged in this conversation and would be grateful to be kept informed of next steps once the analysis of the consultation responses has taken place.

We hope that our contribution is useful.

Best wishes



Sharon Allen OBE
Chief Executive

A charitable company limited by guarantee.

Registered in England and Wales No. 7086155 **Registered Charity No.** 1133354

Registered Office: Cherry Hinton Road, Shelford Bottom, Cambridge, CB22 3FB

Charity President: Lady Chadwyck-Healey

Charity Patrons: Baroness Cohen of Pimlico, The Rt Revd Stephen Conway, Bishop of Ely, Sir Derek Jacobi CBE, Lady Marshall, HM Lord-Lieutenant of Cambridgeshire Mrs Julie Spence OBE QPM, Mrs Belinda Sutton DL, Dr Nigel Williams MB. Ch.B., M.R.C.G.P., D.C.H.



James Rolfe
Chief Operating Officer
T: +44 (0) 1223 698 269 (direct)
E: james.rolfe@aru.ac.uk



ARU Cambridge
East Road
CB1 1PT
www.aru.ac.uk

22 November 2022

Dear Sir/Madam,

Making Connections 2022

We have responded to the online survey consultation and would like the points mentioned in this letter to be taken into account as well as part of your decision making.

As you know, Anglia Ruskin is a vibrant place to work and study - we employ 1,500 staff and host 12,500 students at our campus situated in Cambridge, and opened our new campus in Peterborough in September 2022. We have ambitious plans for the future, working with staff, students and industry partners to transform lives through entrepreneurial, inclusive and innovative education and research. Our main campuses in Cambridge, Peterborough, and Chelmsford have been transformed with major capital investment, and further investment is planned. With an annual turnover of over £300m, we are a major force for higher education and one of the largest universities in the UK, and, of course, a significant contributor to the Cambridge economy.

The future success and prosperity of ARU and the cities and regions we serve is interdependent. Our staff and students need to be able to access our campuses easily and affordably, without undermining the quality of life and appeal of these cities. We therefore welcome and strongly support the package of proposals contained in Making Connections 2022. Indeed, the proposals could go further and incorporate two further changes.

1, Discounted bus travel for adult students

We recruit comparatively more students from disadvantaged areas, the first in their family to go to university, mature students and those balancing education with employment and family responsibilities. More and more students are now opting to study while living at home to reduce living costs, becoming 'commuter students' travelling daily from home to campus.

Ensuring that these students can access our education facilities easily and affordably will support the local and national skills agenda and economic development. We would like to see the proposals for 'special tickets' also include adult students, like the 18+ Student Oyster photocard in London, and for this to also apply to the demand-responsive travel.

2., Congestion charge exemptions for operational vehicles

The proposed package includes charge exemptions for local authority operational vehicles. The rationale for this is understandable but should also be applied to the operational vehicles of other organisations operating within Cambridge, such as private refuse freighters or vehicles used by organisations in Cambridge with significant property and grounds maintenance requirements. Rather than an exemption this could also be managed as a discount dependent on the vehicle emissions in order to incentivise adoption of low and zero emission vehicles, with 100% discounts available for the latter. To be fair and avoid conferring competitive advantage on local authority commercial services, we suggest that this exemption/discount be available for all operational vehicles operating in Cambridge, or none.

The Making Connections 2022 package of proposals offers the opportunity for a long-term sustainable improvement to quality of life in Cambridge and I would like to offer the support of ARU in realising this potential. Should the proposals be adopted, their successful delivery will require the engagement and support of large organisations in Cambridge and ARU will continue to support the GCP as those measures are implemented.

Yours faithfully,



James Rolfe
Chief Operating Officer

22nd December 2022

AICES response Greater Cambridge Making Connections Consultation

About AICES

AICES is the UK trade association for the international express sector. Express operators provide fast, time-definite door-to-door movement of international shipments which are tracked and controlled throughout the journey.

Our members import and export over 250 million international shipments to and from the UK each year. These consignments range from legal documents and spare-parts, to pharmaceuticals and medical equipment, to e-commerce goods. Express operators were designated key worker status during the Covid 19 pandemic, working throughout the crisis to bring in large volumes of coronavirus testing kits, PPE and vaccines, as well as connecting vulnerable people relying on home delivery for medicines and other supplies. Our model relies on picking up consignments throughout the day, then moving them by road to hubs so they can be shipped overnight to their destination by road or air dependent on the final destination and customer delivery requirements.

Our members include, DHL, DPD, Evri, FedEx, Parcelforce and UPS in addition to our SME membership.

For more information about AICES or the contents of this paper, please contact Amanda Zambon, Policy Director, at amanda.zambon@aices.org or 07494065670.

Summary response

- AICES supports the Greater Cambridge Partnership's objectives of combatting congestion and improving air quality, and our members are heavily investing in making their operations more sustainable and more efficient.
- AICES is very concerned about proposals to introduce a Sustainable Travel Zone which charges vans and HGVs to enter the city between 7am and 10am on weekdays from 2025, and from 7am to 7pm from 2027/8.
- The nature of express delivery operations and customer requirements is such that members cannot retime deliveries or collections therefore charging would not change behaviour. It would unnecessarily increase costs for our sector and for the businesses and consumers we service.
- AICES is extremely concerned about the size of the zone proposed in the consultation as there would be no way for delivery companies to access Greater Cambridge without incurring a charge.

- AICES is also concerned that the consultation document does not consider the essential value provided by the express sector, or the economic and social impact of its proposals. With this in mind, AICES requests an exemption to the charge for our sector.
- Without prejudice to the above positioning, it is also concerning that the only potential discount available to electric vehicles is a 50% rate reduction. Investing in electric solutions is significantly more expensive than diesel equivalents for our sector, and charging these vehicles for entering the zone will mean less capital available for further investment in electric solutions.
- AICES is concerned about a patchwork of different road user charging schemes applying across the UK and would like to stress the need for a joined up approach.
- In order to thrive, Greater Cambridge requires efficient and reliable freight and delivery services. AICES would be happy to engage with the Greater Cambridge Partnership on the ways in which efficient and sustainable final mile deliveries could be facilitated within the city (for example via planning, micro consolidation, and proper kerbside access) without charging express operators for entering the zone.

Full Consultation Response

AICES recognises the Greater Cambridge Partnership's objectives of combatting congestion and improving air quality, and our members are heavily investing in making their operations more sustainable and more efficient. AICES members operating within the Cambridge area are predominantly using LGVS and lighter HGVs. Our members run highly consolidated final mile networks and are investing in electric vans and cargo bikes to reduce the environmental impact of their operations. Nonetheless, the proposed Sustainable Travel Zone would dramatically increase the cost of doing business in Cambridge and make it harder for express operators to invest in such sustainable solutions. In order to service Cambridge in the most efficient and sustainable way, AICES members require the use of a mixed fleet of vans, light HGVs and cargo bikes, depending on the length of route and weight of the deliveries. AICES would welcome a further conversation with the Greater Cambridge Partnership about how our members could work with the partnership to help achieve your objectives without the need for road user charging.

Peak deliveries are essential

AICES is very concerned about proposals to introduce a Sustainable Travel Zone which charges HGVs and vans to enter the city between 7 am and 10am on weekdays from 2025, and from 7am to 7pm from 2027/8. As stated above our members' operational model reflects customer need, with businesses requiring deliveries first thing in the morning, and collections in the evening in order to allow for maximum productivity. Collections are timed to connect to wider networks, often needing to reach hubs in time for international flights so they can be delivered as quickly as possible at their destination country.

As mentioned above, member employees were designated key workers during the pandemic. Our membership provides business critical deliveries across the whole economy, and supports the retail sector with home delivery. The medical sector is also highly dependent on time critical deliveries. Many pharmaceuticals and life science samples moved by our members are temperature controlled and have a

viability of 24-48 hours and must be moved as quickly as possible, so delaying delivery to customers is not an option. The impact on vulnerable consumers must also be considered; the National Clinical Homecare Association figures show that there are 521,000 patients dependent on medicine delivery to their home as of June 2022.

Members cannot retime deliveries or collections therefore any peak time charging would not change behaviour, but would just unnecessarily increase costs for our sector and add to the broader business costs of doing business in Cambridge.

Size of the zone

AICES opposes the charging of express delivery vehicles for entering any size of zone within the city, however is extremely concerned about the large size of the zone proposed in the consultation. The zone is very large and covers areas with no demonstrable congestion issue. The consultation document also gives no consideration as to how deliveries would take place given the size of the zone.

The zone is so large that there would be no way for delivery companies to access Greater Cambridge without incurring a charge and so in effect it will act as a tax on deliveries.

Recognition of the essential nature of express deliveries

The proposals are at odds with the Department for Transport's (DfT) [Future of Freight Plan](#) which envisages a "a freight and logistics sector that is cost-efficient, reliable resilient, environmentally sustainable and valued by society." The proposals give no consideration to the impact on our sector, which faces disproportionately high charges given the small overall proportion of movements accounted for and the very limited options for remodelling. [Traffic monitoring data](#) shows that HGVs and vans make up only 1% and 6% of movements Cambridge respectively as of October 2021. While many passenger car journeys (which, with taxis, account for 36% of movements) could be remodelling to public transport, and benefit from plans to invest in the bus network, no such option exists for our industry. If the value carried by the vehicle is taken into consideration, it is unclear what the charging structure is trying to achieve.

The past year has been a challenging one for the whole economy, and the increased costs faced by our sector have contributed towards inflation. There are ongoing labour shortages, and vehicle supply chain issues instigated by the covid pandemic and delays in the Panama canal have been further worsened by the war in Ukraine. This now means that we are facing an 18+ month wait on vehicle orders with vehicle prices increasing dramatically. The ensuing energy crisis has also added increased fuel costs to an already challenging environment. Charging our sector to enter the city will only exacerbate existing inflation and drive up cost of living.

AICES is concerned that the making connections consultation document does not consider the essential value provided by the express sector, or the economic and social impact on businesses and consumers of its proposals. With this in mind, AICES requests an exemption to the charge for our sector.

Electric vehicle discount

AICES fundamentally disagrees with charging express operators to make essential deliveries as this adds to the cost of doing business. Without prejudice to this position, it is very concerning that the only potential discount available to electric vehicles is 50%. Investing in electric vans remains significantly more expensive than the diesel equivalents, and there remain a number of challenges to achieving operational parity such as range limitations and insufficient electric charging infrastructure capacity both on site and on road.

With this in mind, charging electric vans to enter the city will only add to the costs to decarbonising the final mile and will not help the business case for electrification.

A joined up approach across the UK

AICES is concerned about a patch work of different road user charging schemes applying across the UK and would like to stress the need for a joined up approach. Express operators run nationwide networks and complying with different schemes in different cities adds cost and complexity to operations.

Transport for London (TfL) is planning on introducing a road user charging scheme, and engaging our sector in early consultation. AICES has fed in the need for a joined up approach to TfL as well, and remains committed to feeding in to the consultation process. It is worth noting that TfL's own survey of Londoners shows that efficient and reliable freight and servicing journeys is a top priority for Londoners.

Ensuring all of the UK's cities are following a similar approach to enabling (rather than charging) essential freight movements is necessary.

A holistic approach to final mile deliveries

In order to thrive, Greater Cambridge requires efficient and reliable freight and delivery services, however the document does not consider either the impact on deliveries or how deliveries can be facilitated on the whole. Ensuring that land use policy supports efficient operations is critical, as is ensuring a kerbside access policy that supports express couriers to make their final mile deliveries efficiently. For example we are aware that there are some policies that work against efficient operations, such as the [South Cambridgeshire Local Plan](#) which under Policy E/11 says that 'large scale warehousing and distribution centres will not be permitted in the district'. This works against consolidating loads and minimising journeys into the city and the broader region.

AICES would be happy to engage with the Greater Cambridge Partnership on efficient and sustainable final mile deliveries could be facilitated within the city, without charging express operators for entering the zone.

Conclusion

AICES members firmly support the ambitions to reduce congestion and emissions within Greater Cambridge, however the current charging proposals will increase costs of operating in the city and damage the city's competitiveness as a place to live and do business. Express operations are essential, keeping the city's businesses and consumers connected to vital services and because of the time critical nature of these deliveries, they cannot be retimed. AICES would welcome a further conversation with the partnership on how we could support the goals of reducing congestion and emissions without charging members to enter the city.

I am CEO of Beaumont Healthcare, we are strategic partners to CCC Social Services and Framework appointed service providers who deliver the highest number of house calls in the City.

The concern is that SS are under extreme pressure to reduce care costs to the County and its taxpayers. This results in very low payments for care visits and as a consequence low staff pay rates.

Imposing the congestion charge will cause domiciliary care to become unsustainable if care staff are not exempted and care visits into City will be seriously affected. Care organisations also cannot afford to pay these costs on behalf of staff either, so exemption is the only option.

The option to deliver care by cycle has been tried before, but is not a working solution, as staff have to cross in and out of city to rural areas as well as it is not possible to ring fence staff into tight zones of care delivery, they must be able at all times to go quickly to deal with emergencies.

Additionally, CCC should implement a scheme to allow Healthcare workers use of bus lanes, they need to deliver medications ON TIME and this is problematic if they are stuck in gridlock. Plus care work is paid for by CCC on call visit time, no payments are made for travel time.

Regards

Gordon Ward



Sent by email to:

consultations@greatercambridge.org.uk

21 December 2022

To whom it may concern,

I'm writing to you as Chair of the Bedford Borough Health and Wellbeing Board, to express concerns that Board Members raised at our meeting on 7 December 2022 concerning the potential impact of the proposed Sustainable Travel Zone (STZ) on Bedford Borough residents who need to access healthcare services at Addenbrookes, the Rosie and Royal Papworth Hospitals, which are all inside the STZ.

In 2021/22 patients registered with Bedford Borough GP practices attended Addenbrookes more than 8,000 times for outpatient appointments and there were more than 1,300 planned admissions. In addition there were more than 600 emergency contacts, including A&E attendances and unplanned admissions (source: NHS Arden & GEM Commissioning Support Unit).

We are concerned that Bedford Borough residents who need to access services at Cambridge University Hospitals may be adversely impacted by the STZ charges, and in particular those who are required to attend regularly, including cancer patients receiving chemotherapy and expectant mothers receiving antenatal care. We therefore respectfully request that provision is made for those who have to travel to Cambridge for healthcare, so that they and their carers are not adversely affected by the proposed charges.

Yours faithfully

Cllr Louise Jackson

Chair of the Bedford Borough Health & Wellbeing Board

As the Partnership Manager for Better (the leisure operator who runs the City Council's leisure portfolio in Partnership with the,) I am writing to express concerns about the Cambridge Congestion Charging proposals.

Whilst I would never oppose a greater public transport infrastructure, better cycling provision and safer walking/cycling routes in Cambridge it is simply a fact that imposing a charge on both my staff trying to get to work and the customers attending our facilities, will have an irreversible and severe impact on our ability to provide our services.

At a time when we are still very much impacted by the recovery from the pandemic and the existential threat the utilities crisis now poses to our service, to have another charge levied on our staff/customers would in my opinion be the final nail in the coffin for leisure provision within the City. Something that would have a catastrophic effect on the health of the communities we serve.

As a public leisure centre (for example the ones we operate are Parkside Pools & Gym/Jesus Green Lido/Abbey Leisure Complex/Cherry Hinton/Kings Hedges Learner Pool) we provide affordable health & wellbeing facilities to our customers, including swimming pools, swimming lessons, gyms, fitness classes, holiday activities and much more.

Furthermore staff who work in these facilities inevitably have to live outside of Cambridge due to the exorbitant housing market in the City and the fact is the public transport network is just simply not adequate to get the staff in on the shift patterns/times when they are needed at work (leisure is not a 9am-5pm job). Putting a charge on them for every shift they work will likely mean they can not afford to work for us any longer and they will choose to take their skills elsewhere.

Parents with children on swimming lessons will have a further charge levied on them to come in to the City – meaning they will seriously consider whether they can afford to give their children this life skill any more, and those we support on Concessionary memberships will as always be worst and disproportionately affected.

Pollution affects us all and is seriously detrimental to health – I do understand that. But so is putting up a further barrier for people to come in to the City to exercise, learn to swim, take part in a class or community group session.

I hope my concerns are recognised and taken in to consideration with regards to the congestion charging proposals. I would be more than willing to provide any further details as necessary.

Yours truly

Daryl Emes

Cambridgeshire Partnership Manager



Greater Cambridge Partnership – Making Connections

Response from the British Motorcyclists Federation

Introduction

The British Motorcyclists Federation (BMF) welcomes the opportunity to give their views on the Greater Cambridge Partnership's (GCP) *Making Connections* consultation. The BMF is a lobbying group with 64,000 individual and club members that campaigns to pursue, promote and protect the interests of riders.

The consultation

This response focuses on the proposed Sustainable Travel Zone, particularly the proposal to charge £5 for cars, motorcycles and mopeds, as this will impact our members who ride in and around Cambridge. This does not accurately reflect the benefits that powered two-wheelers (PTW) offer, such as reducing congestion and emissions. The BMF have corresponded with the GCP, we approached Councillor Eliza Meschini for comment, attended multiple webinars and put questions to Councillors on the radio. We welcome their encouragement to put forward this response.

One concern raised in the proposals is safety of PTW. At a webinar, one of the BMF's representatives was informed that the GCP were keen to avoid uptake of PTW as they are significantly less safe than other modes of transport. Especially in urban areas a high proportion of motorcycle collisions are caused by other vehicles; the increased visibility of motorcycles resulting from a higher proportion of them in the traffic mix would make motorcyclists safer. The same principle applies to bicycles. Motorcyclists are wearing personal protective equipment and hold a licence, and we cannot find evidence proving that motorcycling is more dangerous than pedal cycling in Cambridge.

In the proposals, it is mentioned that motorcycles and mopeds "conflict with cyclists". We are not aware of any credible evidence for this. We note that Transport for London allowed motorcycles in bus lanes following a [study](#) commissioned by TfL which showed that cyclists and motorcyclists could share the bus lanes with buses safely. Also, in our article which you can find [here](#), it shows that [research](#) from the University of Westminster names poor cycling infrastructure as the greatest risk to cyclists; motorcycles were not mentioned. Furthermore, Anna Zee – BMF Political and Technical Services Director – was a guest on BBC Radio Cambridge alongside a representative from the Cambridge Cycling Campaign (CamCycle). When asked about conflict between motorcyclists and cyclists, the response from CamCycle's representative was that cycling infrastructure was the problem rather than motorcyclists. Without clear evidence, the BMF cannot accept this supposed conflict as a valid justification for charging PTW the same as cars.

Trials for the rental of e-scooters in Cambridge were recently extended, and may soon become legal for private use. The Department for Transport's recent [report](#) on e-scooters

outlines that e-scooter users are three times more likely to be involved in a collision than pedal cyclists, yet they are encouraged in the consultation brochure, rather than being raised as a safety concern.

The proposals for the Sustainable Travel Zone aim to reduce congestion. Motorcycling offers a form of transport which drastically reduces congestion due to their smaller size which gives them the ability to filter through traffic, particularly when they are given access to bus lanes. The BMF recommends that Cambridge allow motorcyclists access to all bus lanes in order to further reduce congestion.

Another issue raised by GCP representatives was noise pollution. Noise pollution is regulated and the BMF supports its enforcement. Motorcycles must abide by this regulation as all other vehicles do, and in urban areas PTW do not emit as much noise due to the lower speeds.

The BMF appreciates the need for local authorities to promote active travel in order to reduce pollution, however other schemes being put in place to reduce congestion and pollution exclude PTW from charges, for example, Clean Air Zones in Birmingham, Bristol etc. *Making Connections* fails to recognise the lower emissions from PTW by grouping them with cars. Oxford Economics' published a [report](#) in 2021 which clearly shows the reduction in emissions due to modal shift from cars to motorcycles.

We understand that another justification that has been given for charging motorcycles is that it is more difficult to accurately capture rear number plates. If it were true that would be a reason for not charging motorcycles since you would be unable to identify them. In any case this may have been true 20 years ago but Transport for London does not have any problem with rear number plates in enforcement of the ULEZ boundary; current camera technology is perfectly capable of it.

Conclusion

The BMF does not accept the justification given for the higher charge for motorcycles and mopeds to enter the proposed Sustainable Travel Zone. Discouraging modal shift from cars to PTW, given the clear evidence that PTW are less polluting and reduce congestion, seems to contradict the aims of the STZ.

Greater Cambridge Partnership
PO Box 1493
Mandela House
4 Regent Street
Cambridge
CB2 1BY

16/12/2022
Your Ref:
Our Ref: 5425-L-01-A

Dear Sirs

Brookgate Response to GCP Making Connections Consultation

This letter has been prepared on behalf of Brookgate in response to the Greater Cambridge Partnership's (GCP) Making Connections consultation.

About Brookgate

Brookgate is a Cambridge based development company, specialising in mixed-use regeneration projects, and is a major investor in the city. They have been responsible for the development of the CB1 area around Cambridge Station, and this year submitted a planning application for Phase 2 of development at Cambridge North adjacent to the station and forming part of the Northeast Fringe development.

They are supportive of the direction that Making Connections takes the region and believe that this will help make Cambridge one of the leading cities in Europe to invest in for the future. Their principal interest here is that the transport network is properly integrated with the life of the city and has an integrated financial model that is sustainable and resilient.

Bus Improvements

They support proposals to improve the bus network and to introduce a road user charging scheme in the proposed Sustainable Travel Zone (STZ) to both cross subsidise investment in improving the bus network and to stimulate modal shift. Their view is that the delivery of these two projects should be co-ordinated so that they are financially and operationally integrated from the outset and early investment in improvements to the Bus Network are considered so that these are in place before the STZ is implemented.

The success of Making Connections will be its adoption by the public and in its financial affordability and resilience. Brookgate understand the financial pressure on the public transport network, and the challenge of controlling ticket prices. Any variance in the cost of operations should be stress tested against scenarios regarding implementation phasing, passenger numbers, franchising, and rising fuel and staff costs. The recommendation would be to ensure any potential short- or long-term funding gaps in the bus network can be underwritten by revenues from the STZ.

Brookgate view the proposal to operate longer bus timetables to be positive as it supports the night-time economy and people that work shifts and have to make at least one journey during unsociable hours. Again, it is their view that these timetables and ticketing should be integrated with the morning and afternoon peak hours of the Sustainable Travel Zone.

Finally, it is recognised that the Park & Ride sites play a crucial role in supporting a modal shift for people that have to travel into Cambridge from further away. However, the proposals miss the opportunity to complete a ring of Park and Ride sites at key arrival points to the Sustainable Travel Zone, such as M11 Junction 12 and A14 Junction 32.

Cycling, Walking and Other Improvements

Brookgate support improvements to walking and cycling infrastructure in the city, particularly those that extend the Greenway network and improve public spaces. Whilst the consultation material does not present how radical GCP are willing to be regarding the reallocation of road space, it is their view that Making Connections should take every opportunity to enhance the amenity, comfort and safety of people journeying to and moving around the city by active modes.

Sustainable Travel Zone

The Sustainable Travel Zone is a necessary scheme, which can both reduce car trips and fund other schemes. Brookgate believe it is important that the STZ complements the City Road Hierarchy to address car travel in the fringe of the city. They also believe that residents living within the Zone should be able to move freely around the city by car, should they need to, subject to the charging regime. It is also believed that, if a geographically large-scale scheme such as that proposed in the consultation, is implemented then it will be important to treat key city / city-fringe sites equitably so that there is level playing field across key 'transport intensive' sites.

Summary

In summary Brookgate and PJA are pleased to support GCP with the Making Connections proposals and are keen to see it succeed. We would therefore hope that our comments are received positively with a view to ensure a resilient network for the future.

Yours faithfully

Mark Nettleton
Joint Managing Director



CC. Sven Topol, Brookgate; David Long, Brookgate

LOCATION Nine Hills Road
Cambridge
CB2 1GE
UK

TELEPHONE 01223 869949
EMAIL cambridge@pja.co.uk

WEBSITE pja.co.uk

Making Connections consultation- December 2022

Response on behalf of the College Bursars' Sub-committee for Planning

This response is submitted by the Planning Sub-committee of the Bursars' Committee, which has responded consistently to such consultations in recent years. While it has been shared with the Bursars of the Colleges it does not represent the official view of each College. Individual Colleges may make their own submissions to the Consultation which may differ from those of the Sub-committee.

Introduction

The position broadly articulated in the Sub-committee's responses to prior consultations is confirmed but with qualifications to our support concerning i) cost, ii) timing of operation, iii) proof of concept of improved bus/infrastructure services and iv) zoning as set out below. We are in general terms supportive of measures to improve sustainable City access for our employees, reduce pollution, support growth and cut congestion in Cambridge. The resumption of normal peak traffic flows post-pandemic and the reduction in certain bus services has confirmed the operational impact that congestion and poor public transport continue to have on the Colleges. The provision of safe, convenient and affordable access to work for all employees is a major priority. We therefore support:

- The commitment to achieve a significant improvement in the frequency, duration (5am-1am), affordability (£1/£2 per journey) and sustainability of public transport in the Greater Cambridge area before the introduction of any road access charge. There should also be a commitment that the transport infrastructure improvements (eg Park & Ride capacity increases) are delivered upon successfully before a charging regime is introduced, and a transparent effectiveness review should be undertaken at this time.
- The scope of the improvements to local public transport outlined in the proposals which will give many but not all of our staff a viable alternative to the car which they can verify for themselves before the introduction of charging. While recognising the primacy of bus routes in providing this solution in the short term we believe fuller exploration of rail options should be made (eg improvement in the Ipswich to Cambridge line and possible reopening of the Haverhill to Cambridge line). We exhort the GCP to make fuller use of its financial resources and convening power to encourage an integrated approach across all local and national agencies and all transport types. We acknowledge the well-founded concerns about personal safety that many women (and others amongst our staff) may have about using public transport in the dark or late at night which may mean that, even once the service is improved, the bus may still not be a viable option for some of our staff on shift work.
- We have also noted that many in our communities have lost confidence in the ability of buses to provide a solution in the light of recent cuts by Stagecoach and services which have deteriorated over many years. There is much work to do to convince those who live in the region that buses can and will be revitalised to provide a workable alternative. We suggest a series of regional events and video/social media content might be needed in 1Q 2023 to give conviction to the community on the deliverability of this pivotal part of the package.

- The necessity to implement measures which raise significant sums and that, when combined with City Deal funding, can provide sufficient resources to fund the planned network improvements on a sustainable basis. We note the £50m pa cost associated with the proposed network improvements.
- We also note that the road charging measures might raise more than that sum. It is therefore essential to calibrate the final proposals with transparency and care in terms of how much drivers pay, the timing of operation of the charging zone and discounts/exemptions to ensure that perceptions of equity and value are enhanced. The initial adverse public reaction suggests there is substantial improvement on this required in the next phase before final proposals are made.
- The improvements to cycling infrastructure envisioned through the expansion of Greenways and more secure cycle parking.
- The repositioning of Park and Ride sites as multi-use interchange hubs. The 10,000 space capacity increase will be needed if these proposals take effect and greater flexibility for cycle storage and provision of services (wi-fi, cafes) will be important to improve P&R usability.

We view Housing and Transport as integrally linked. An important component of the solution to the City's transport problems lies in the improved delivery of housing (especially affordable housing) from which those who work in Cambridge can travel to work via public transport, bicycle and on foot. A more integrated Housing and Transport policy, which recognised this and aligned housing provision more closely to job creation, would be a significant step in developing long term, durable solutions to the City and Region's current and future transport and environmental challenges and facilitating its continued success. Inadequate housing delivery and the dysfunctional interaction between short-term political imperatives and long-term housing and infrastructure needs (including electricity and water supply) continue to act as unhelpful catalysts to the City's mobility and labour supply problems.

Road charging

Resources are required to improve public transport and a reduction in car use is required to improve congestion and air quality in Cambridge. Therefore an intelligently designed and flexible road charging system is a form of funding that the Sub-committee can support in principle provided it is structured to optimise value for citizens by maximising improved services while demonstrating transparency and value in delivery. It is imperative that the GCP takes on board the legitimate concerns raised by consultees and their representatives, and, as mentioned above, the charging proposals will require further development in response to these. We have encouraged members and staff of the Colleges to participate in the consultation and it is important that their voices are taken proper account of if the proposals are to progress further. The proposals imply profound behavioural change, extra cost for those citizens who will continue to favour driving and/or some inconvenience for many members of the community and thus are deeply contested. Greater transparency is needed to make the case and build trust. We particularly note:

- The timing of the charge will remain under review, starting with a morning peak only charge as early as 2026. Many Colleges have adopted more flexible working patterns in certain areas so as to alleviate peak time pressures; peak-time only proposals might more accurately regulate traffic flow. While we support the principle of a lower charge for a broader area to

spread the financial burden (see our response from December 2021), the wording on timing on page 16 of your consultation document is opaque. It would be important for key inputs and outputs from the cost/benefit modelling behind these assumptions to be made public in a simple and comprehensible format so as to build trust.

- That the discounts and exemptions include LGV's and minibuses operated by Charities. This is important for multi-site mobility and student activities. Nonetheless the application of the charge to deliveries will cause additional costs to Colleges which will further exacerbate the high inflation in prices of essentials that our institutions and communities are enduring.
- The critical importance of equity of burden sharing in these proposals. This necessitates contributions from both residents of the City and the outlying areas, all of whom share the long-term improvements. We note from our discussions with Rachel Stopard and Peter Blake that a very high proportion of journeys originating within the proposed zone are of less than 1 mile. Nonetheless there will be residents of the City (especially on the fringes) who commute outwards and do not contribute to peak congestion. A package of concessions needs to be structured for these groups.
- We see great merit in using technology to offer an "account" system to offer discounts/a certain number of free trips to frequent users (as with Dart Charge for the Dartford Crossing).

Better cycling and walking

We note that many staff have to live outside the City at present due to lack of affordable housing. Therefore the most effective way to improve the numbers of those who fulfil their peak time transport needs by cycling and walking is to improve affordable housing delivery in areas where such transport is feasible, ie closer to employment centres in the City. Many Colleges participate in the 'Cycle to Work' scheme with strong employee participation as part of their existing transport plans. While the Sub-Committee supports provision of improved infrastructure to facilitate cycling and walking each individual project must be assessed on its merits and closely consider the views of those members of the community affected, which will include many Colleges.

Parking charges/road access

Higher parking charges and protecting parking for residents are broadly supported by the Sub-Committee. We note that members of some central Colleges have appalling air quality to contend with due to queues for the Grand Arcade car park and would expect charges to rise accordingly for an area already missing its NOX emission targets. The current early stage road network hierarchy proposals completely ignore this absolutely critical infrastructure and public health issue, instead targeting the areas in the City Centre where traffic flow is far lower, easily regulated and where reasonable access is essential to the sound functioning of charitable educational institutions and small businesses.

Tim Harvey-Samuel

Chair, Bursars' Sub-committee for Planning

December 2022



Response from Bus Users UK to Greater Cambridgeshire Partnership: Making Connections 2022 Consultation

6 December 2022

Bus Users UK welcomes the Greater Cambridgeshire Partnership's strategy, Making Connections 2022. We particularly welcome the vision for faster, cheaper, more reliable bus services and the introduction of a Sustainable Travel Zone for safer cycling and walking.

We also agree that encouraging and supporting modal shift and reducing cars in the city centre is the most effective way to achieve these aims.

Bus Users UK would be happy to take a closer look at the priorities given to different road users in the city centre and how that space can be shared and used equitably for all.

1 Transforming the bus network

Bus travel is convenient, with bus stops relatively near to many people's homes and destinations. As a result, the loss of services has had a major impact on passengers and communities. Areas currently without buses or most in need of them should be the priority when it comes to reinstating services.

Increasing capacity on public transport will aid modal shift, but operators need to be fully involved in decisions about how and when this is done.

The pandemic transformed commuting habits and the mix of office and home working means a flexible approach is now needed to travel. Ticketing also needs to be flexible and multimodal so regular passengers can get good value tickets, however often they travel. It's also vital that people without access to smart phones or the Internet can secure the best value tickets and have access to up-to-date service information.

2 Investing in other sustainable travel schemes

Cars have dominated our town and city centres for too long, creating congestion and pollution. To encourage people to switch to more sustainable and active travel choices, we need to reexamine how these spaces are used and accessed, with priority given equitably to buses, pedestrians and cyclists. We also need multimodal travel hubs and ticketing, secure bike storage and fully accessible buses and stops.

3 Creating a Sustainable Travel Zone

We need to understand and address the reasons for car dependency because the most effective way to reduce congestion in the city centre is to reduce the number of private cars on the road. This will speed up journey times making buses more reliable, punctual and therefore more attractive to car users.

Reducing car parking and pavement parking will also aid this process and make buses, cycling and walking safer and more viable options.

Rather than offering clean air exemptions to low income drivers, for example, sustainable travel options should be prioritised, with reduced price park and ride offers and discounted bus travel.

Coaches and minibuses should be included in the clean air exemption to encourage the switch to sustainable travel as well as support the tourist and educational economy of Cambridgeshire.

General comments

The design of roads, junctions and pavements will need to be reexamined to support a switch from private cars to public, shared and active travel. Rules around road and pavement use need to be clarified and enforced to protect all road users and encourage modal shift.

- Currently, the nearside lane of larger roads is often seen as a space in which to cycle or park a car, rather than a place in which moving vehicles have priority.
- Cycle lanes are often poorly designed and hazardous, with cyclists preferring to take their chances in mainstream traffic. Junctions are also a problem and often don't allow sufficient space or priority for cyclists to get away smoothly before the traffic starts around them.
- Parallel crossings are unpublicised and drivers will not generally know that cyclists have priority here unless a national campaign is mounted.
- Shared use lanes for cyclists and pedestrians, and pavements that cross a cycle lane are particularly difficult for blind and visually impaired people to navigate, so clarity is needed around who has priority.
- Traffic light sequencing does not always give sufficient time for less mobile pedestrians to cross. At some junctions, pedestrians are not considered at all in the sequencing of lights.

About Bus Users

Bus Users is a charity that campaigns for inclusive, accessible transport. We are the only approved Alternative Dispute Resolution Body for the bus and coach industry and the designated body for handling complaints under the Passenger Rights in Bus and Coach Legislation. We are also part of a Sustainable Transport Alliance, a group working to promote the benefits of public, shared and active travel.

Alongside our complaints work we investigate and monitor services and work with operators and transport providers to improve services for everyone. We run events, carry out research, respond to consultations, speak at government select committees and take part in industry events to make sure the voice of the passenger is heard.

Bus Users UK Charitable Trust Ltd is a registered charity (1178677 and SC049144) and a Company Limited by Guarantee (04635458).

Bus Users UK

22 Greencoat Place
London SW1P 1PR

Tel: 0300 111 0001
enquiries@bususers.org
www.bususers.org



THE BUSINESS BOARD

15 December, 2022

Business Board response to the 2022 Making Connections consultation

Dear Rachel and Peter,

The Business Board wishes to submit the following response to the Greater Cambridge Partnership's Making Connections consultation.

The Business Board, the Local Enterprise Partnership for the region, has a responsibility for supporting the sustainable economic growth of the whole of Cambridgeshire and Peterborough.

In 2022 the Business Board approved its Economic Growth Strategy with a primary objective to reduce inequalities between and within our distinctive sub-economies of Greater Cambridge, Greater Peterborough and the Fens, while also driving the jobs, higher wages and greater productivity needed to do so. These core aims have helped guide our Making Connections consultation response.

Our Economic Growth Strategy describes Greater Cambridge as a jewel in the crown of the UK economy. With its unique combination of world class academia, R&D and entrepreneurship, alongside globally renowned science and technology excellence, the sub-region is a crucial part of the country's existing and future industrial success. But the Strategy also makes clear the challenges in making its continued growth sustainable. A growing population, vastly overheated housing costs coupled with congestion and low public transport connectivity in the travel-to-work-area make it harder for people to access opportunity and enjoy the high quality of life that they could expect from a prosperous economy. This has additional knock-on effects for businesses that are competing globally for the talent they need to thrive.

Pollution, long commuting times and lack of accessibility to opportunity via public transport have now become long-standing issues for Greater Cambridge. Following Covid-19, the return to commuting by public transport has lagged behind use of the private car, threatening to push pollution and carbon emissions higher, and air quality lower, unless change is implemented. There is also significant appetite in the city and wider region to do more to tackle and mitigate climate change in the area of transport.

The pandemic and now the cost-of-living crisis threatens to entrench inequalities still further, and the Business Board is focusing on a lower carbon, fairer and healthier economy as we emerge from these unprecedented economic challenges.

The status quo on transport in Greater Cambridge, and for the wider area, seems to be

unviable and a different approach is needed. One example of this is the recent removal of vital rural services across Cambridgeshire and Peterborough by a commercial provider suggesting that a radical overhaul of the existing approach is needed.

This context explains why the Business Board broadly supports the proposals set out in the Making Connections consultation. The consultation proposes necessarily bold changes in response to the scale of the transport challenges already facing our area, and their negative impacts described above.

To achieve the necessary scale of modal shift – reducing the numbers of people using cars by 50% and increasing public transport use by 40% as proposed - requires an approach that is truly transformative.

Radically improved buses, which are more reliable, affordable, frequent, convenient to use and accessible to more people and communities is something the Business Board supports. Nothing less than an ambition of this scale is required to achieve the outcomes proposed. The consideration given in the proposed bus network map to the wider travel to work area, linking more rural parts of East Cambridgeshire, Fenland and Huntingdonshire, is important in the Economic Growth Strategy's aims to improve connectivity across the geography, to reduce inequalities and improve access to employment, education and leisure opportunities within and between the region's sub-economies.

The Business Board also supports the proposed active travel improvements, building on what is already a strong base in the city and which needs to benefit the wider area. It also supports the objectives of lower carbon emissions, better health and wellbeing, better air quality and improving the quality of life that should come from the additional future prosperity generated by the city and region.

While supportive of the proposals, the Business Board would also like to set out several key matters for closer consideration:

- It is essential that a radically improved public transport system be implemented **before** any charge is introduced to help pay for its costs. The Business Board sees this phased approach as a critical element of the proposals: a much-improved alternative public transport option should be in place before a charge is introduced, and more detail on the precise commitments that are being made here should be part of any next steps for the proposals.
- Given the immediate scale of the congestion and connectivity challenge, the implementation of better bus services quickly is strongly encouraged, as they will take time to establish at the level of the ambition described.
- The Making Connections work should be developed closely with the Mayor's proposals to explore bus franchising within the region, as part of a regional integrated transport approach which also takes forward further enhancements to cycling and walking provision within and beyond the Greater Cambridge area. This integrated approach is vital when considering the whole of Cambridgeshire and Peterborough, and the particular benefits of a joined-up transport system that better links our market

towns and villages.

- The Business Board would also urge the GCP to refine the proposals and consider the precise mode of operation, particularly to address the case of those living within the zone and needing to drive to leave the zone for work purposes. Where movements are away from the city, they contribute less to the most acute congestion problems that the charge is designed to address. These journeys, particularly if for certain work purposes, may also have less viable alternatives in terms of public transport and so some mitigation may be necessary.
- The expected significant feedback to this consultation, including on the matter of the precise implementation of the Sustainable Travel Zone and associated charging should be very informative of how best to develop the proposals further. It is vital that a two-way flow of information between the public and other stakeholders continues to develop the proposals in a way which is sensitive to local need.

As well as broadly supporting these proposals, the Business Board would like to thank the GCP for engaging with us directly as part of this consultation.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Alex Plant', written in a cursive style.

Alex Plant
Chair, Business Board
Cambridgeshire and Peterborough Combined Authority

Good morning

I write to you to voice my concerns over the proposed sustainable travel zone, and the impact I believe it will have on us a local business, businesses inside the zone, and also the many school children who will have their education affected by this.

We are a medium coach company based around 20 miles from the proposed zone, and operate on average 25 vehicles a week inside the zone. Our work profile in the city is varied but includes school swimming lessons / museum trips, university events, corporate events, and foreign students.

At a time when parents are paying more for everything, do you honestly think that schools will be able to run swimming lessons, or trips to the Fitzwilliam if they are having to pay an extra £50 a day on top of price rises caused by fuel increases. The museums will really suffer, but more importantly so will the Children's education. Schools will not use a park and ride, and each coach takes around 12 cars off the road. If you created a new parking area for Coaches we could drop off and park without having to drive around looking for spaces which would create less congestion and less pollution.

Local operators should be given exemption from these charges, in my opinion.

Kind regards

Jody Day

Transport Manager

C&G Coach Services Ltd



Cambridge Congestion Charge consultation

We, at The C3 Church, would like to express our concerns about the proposed congestion charge in Cambridge. We foresee a significant impact on our local community and congregation if the congestion charge is put in place.

We currently have the Citi2 bus finish its route outside our church. However, this bus does not cover many in the community we serve, and we could not see that new proposed bus routes will provide additional access to our church. As such, our community would need to get multiple buses to get to us, which may not be feasible for their time or expenses.

Please see below the list of our activities that will be negatively affected and why.

1. **C3 Impact** is our social impact and community outreach ministry. The main aim of C3 Impact is to see people experience health and wholeness through physical, social, emotional, and spiritual needs being met. There are several projects that will be affected by the congestion charge:
 - a. **Community markets:** Supporting individuals who struggle to afford the essentials; food, toiletries etc. They can shop with us each week for six months for just £5 for four carrier bags of food. This runs weekly in Cambridge. Most people travel to us by car and would not be able to take the groceries on the bus easily.
 - b. **Community fridge:** We have a community fridge where surplus food is collected from various supermarkets and local stores across the city. This food is used by many in the local community to supplement their food supplies where they may not be able to buy them. This food provision is only possible with volunteers being able to use their cars to collect 800 - 1000 KG of food around the city per week. It will be too expensive for them to collect this food with the congestion charge. This will mean surplus food will go to waste, (i.e., ending up in landfill) and our community will not get this food supplement.
 - c. **Foodbank:** We host Trussell Trust who give emergency three-day food support. This runs weekly from the Cambridge C3 Centre. Many drive as they cannot take the large amount of food on buses, or the routes do not go to their area. Many come from across the city.
 - d. **Wellbeing Hubs:** We have wellbeing hubs to support people with their emotional and social wellbeing. At these hubs we also have many agencies and local services attend to provide advice on housing, debt, health, and community engagement. We also provide a neutral zone for tenants and the local authority to engage. There are several people who are disabled and attend these hubs who would be unable to come on a bus or afford the



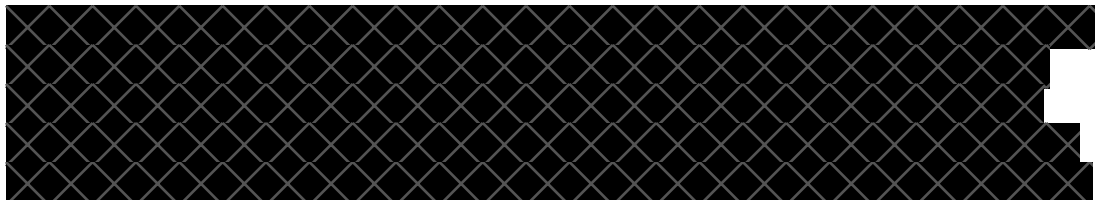
- congestion charge. All who come, come for the community and to reduce their social isolation.
- e. **Good mood café:** run by MIND charity, this is a group who meet as a community to help with their mental health. For many again the bus is not an option due to the bus routes not coming to our church, due to disability or due to the charges on the buses.
 - f. **Baby & Me:** this is a community group for parents and babies. Again, buses are not an option for many with the proposed new routes, plus it is difficult to travel with babies on buses. This group provides a valuable community for many parents, and for some they find it the only safe place they can go to.
 - g. **All nations café:** a safe space for refugees and asylum seekers to find community and get advice on support they can receive. Many bring children who would find the bus difficult to use or will not have a bus route they can use within the proposal.
 - h. **Learn English classes:** courses to teach English to anyone in the community who needs support. This has included refugees and asylum seekers. Many bring children who would find the bus difficult to use or will not have a bus route they can use within the proposal.
 - i. **Volunteers:** All these projects are made possible through volunteers. For many, travelling in by car is their only option and the congestion charge will be a large expense for them. We will not be able to run these projects without these valuable volunteers
2. **C3 Youth** – This is an 11-18s group that equips our young people and brings a space for community. We help them to seek out their God-given gifts, dreams, and visions, and use them all for God’s glory. We want to empower our youth to be the best, most confident versions of themselves. Our C3 youth evenings start within the hours of the proposed congestion charge. Parents drive to drop off their youth as the current (and proposed) bus routes do not go direct. Also, it would not be safe for the youth to travel by bus on their own to get back home. If the congestion charge comes in, we would see a reduction of youth attending this important place of community as parents will not be able to afford the charge.
 3. **C3 Young Adults (18-30s)** - We have a thriving young adults (YA) ministry who meet to find community, worship and time to discuss what is going on in their lives. This is a valuable place to find support and provides emotional and spiritual wellbeing. This ministry is reliant on volunteers who set up and need to be at the church before the congestion charge ends at 7pm. This will negatively impact our ability to run this group. As above, these are people who are not covered by the proposed routes to get a direct route from work to church in time to set up.
 4. **55+ Group** – This is a monthly group who meet for community during the day. Many in this group would not be physically able to get buses to us. The purpose of this



group is to limit the isolation that many retired people experience at this stage in life; as the vast majority are receiving a pension, the additional cost of the congestion charge would make it impossible to attend – especially as the buses could mean a multi-bus 1.5-2-hour journey for them.

5. **Luncheon club** – This is a monthly group who meet to have lunch together and are 70+. This is a valuable group for community and to receive a hot meal. This group would not be able to get buses due to physical needs. Additionally, as the vast majority are receiving a pension, the additional cost of the congestion charge would make it impossible to attend – especially as the buses could mean a multi-bus 1.5-2-hour journey for them.

6.



7. **Our Staff team** – Being a charitable organisation, our staff are paid as best we can, but they are not high salaries. Due to the high living costs of living in Cambridge, many live in the surrounding villages. The time it would take to use multiple buses is not feasible for our team. Additionally, many staff team have children and school drop offs and pick-ups means their workday would be shortened if they need to get buses. We foresee we will struggle to recruit and retain staff if they must pay this congestion charge.
8. **Breathe and GLS Conferences** – we host several mid-week conferences in our building. Adding the congestion charge on top of paying to park and ticket fees would be difficult for some of our volunteers and delegates, especially those who are travelling from out of town who would need to factor in park and ride timings after a 2–3-hour drive. It makes our use as a venue limited and would impact on our continued schedule of events as a result. All of which impacts on our ability to best serve Cambridge and the surrounding areas – which is our mission.