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Good afternoon,

Please find our response to the Greater Cambridge Partnership's Making Connections Consultation, and explanation as to why Sustrans is fully supportive.

If we are serious about getting more people to walk, cycle and take public transport then it is key to take ambitious, affirmative action.

We believe that the proposed Sustainable Travel Zone for Greater Cambridge is urgently needed if we are to create healthier, happier places which allow communities to thrive without having to use a car.

We are also supportive of the sequencing proposed – the need to create cheaper, faster, more regular, and more reliable buses, with greater coverage before any road user charge is introduced is critical. We'd also like to see the proposed walking and cycling improvements clearly prioritised, planned, and in delivery by the time the road user charge becomes fully operational.

It is also important to note that the proposed Sustainable Travel Zone is very much in line with local, regional, and national transport plans and policies.

Last year, we carried out the UK's largest independent survey of residents' perceptions and attitudes towards sustainable transport – our latest study of the local area, the Greater Cambridge Walking and Cycling Index, indicated that:

- 66% of residents think that their streets are dominated by moving or parked motor vehicles.
- 74% of residents support building more cycle tracks physically separated from traffic and pedestrians, even when this would mean less room for other road traffic
- 69% of residents support increased government funding for public transport, compared to only 24% who support increased government funding on driving.

In addition, regionally, the Cambridgeshire and Peterborough Combined Authority are completing their new Local Transport and Connectivity Plan. This plan commits the area to reducing motor vehicle miles by 15% by 2030, against a 2019 baseline. These commitments will not be attainable, without interventions, such as the Sustainable Travel Zone.

Finally, on a national level, the Department for Transport's Decarbonising Transport: A Better, Greener Britain report from 2021 is also firm on motor vehicles, stating: "we cannot pile ever more cars, delivery vans and taxis on to the same congested urban roads", and "we want to reduce urban road traffic overall", and unequivocally, "we want less motor traffic in urban areas".

We know that motor vehicle traffic is spoiling where we live, work, learn, and socialise. It is significantly contributing to problems like climate change, poor air quality, road danger, physical inactivity, and isolation. This is why we at Sustrans support these visionary and much needed proposals.

We have also encouraged the public to engage with the ongoing consultation. There are important questions being asked around exemptions to the Sustainable Travel Zone and what this means for shift workers, as well as those on low incomes. There is discussion on the proposed new bus

routes, their costs, and frequencies. This discussion is positive, necessary, and it is critical that the Greater Cambridge Partnership listen.

We'd also like to encourage the Greater Cambridge Partnership to go further and to offer additional tailored support for cycling, especially to those on low incomes or at risk of poverty, as we face the worst cost of living crisis in many years.

The Greater Cambridge Walking and Cycling Index for 2021 showed that there is considerable appetite amongst residents on low incomes to start cycling:

- 27% of people on low incomes do not own a car.
- 45% of people on low incomes do not cycle, and 18% people on low incomes would like to start cycling.

Therefore, we'd like the Sustainable Travel Zone to fund targeted interventions to increase bicycle ownership and usage amongst residents on lower incomes.

It is also critical that decision makers, especially elected councillors, retain a pragmatic and holistic approach. Change is always difficult, but the Sustainable Travel Zone is the sort of change desperately required.

If you need anything else, please let me know.

Regards,

Matt

GCP Consultation: Teversham Parish Council Response Dec 2022 Meeting

General

As a Parish council we are committed to improving public transport for residents in the Parish. We have advocated for better bus services over a number of years and been in support of services such as the #18 which goes to Newmarket just twice a week. We have also been running an electric bike scheme to provide an alternative sustainable travel option.

However, we realise that this is not enough for the parish. More widely, that the city of Cambridge and the surrounding villages **require an integrated transport system**. The PC believes that what is currently on offer in the GCP proposal is not an integrated transport system. **We do not support the proposals from the GCP.**

The PC agrees that hugely improved bus services are badly and urgently needed, but they should be subsidised fairly, by all taxpayers contributing, as all taxpayers will benefit from the increased services and reduced pollution. This should not be done by a flawed tax on motorists' journeys that are mostly necessary to do by car.

Buses, trains and public transport

The PC believes the GCP proposals have a blind spot in terms of bus provision for the east of the city (in particular for access to Cambridge North Station) and Teversham seems to have been largely ignored in relation to new bus services.

The PC understands that there is currently a new bus service proposed under a section 106 agreement as a part of the Cherry Hinton North housing development and we are puzzled as to why this does not feature in the GCP proposals for the future.

The PC agree this is not adequate and will not enable most people to use the bus as an alternative to a car. Therefore the "congestion charge" is effectively a tax on living in a small village.

If the improved services are good enough, they will greatly reduce congestion anyway, as they will be popular and reduce car use *where and when* the bus service is suitable. These need to be in place before any other radical measures are taken.

The PC has concerns about who is actually going to provide all of these services as we have little faith that Stagecoach will have the ability to run an efficient area-wide network.

The PC believes the DRT scheme proposed is unambitious and should actually be servicing a much wider area, providing the backbone to a responsive, agile and smart transport provision city / district wide.

The PC also has concerns that both Cambridge North and Cambridge Central Railway Stations are inside the STZ with no bus service from the eastern side of the city. The orbital bus route is not in fact orbital. We need an orbital route around the P&R sites and Cambridge North. It would make more sense if it serviced Newmarket Rd P&R and continued to Cambridge North station. The lack of additional bus routes to the railway stations will discourage train use, which is surely not the intention of the strategy.

Pedestrians, cyclists, electric bikes, scooters and horse riders

The PC believes there should be a system which affords safety in equal measure to all non-motorists. Too often there are shared pedestrian/cycle paths and many pedestrians feel at risk from cyclists and e-scooters. The inclusion of horse riders seems like an afterthought, but we are in a large rural area with quite a few horse riders and there are few bridleways and little protection for horses on the roads.

To encourage more cycling there needs to be more provision of secure cycle parking around the city as bike theft is a major problem.

There also needs to be equal priority given to cycle paths in terms of gritting and ice removal during the winter months.

Congestion Charge

The PC is concerned about the cost of running the proposed scheme and also the realistic amount of revenue it will raise. We can only look at the initial costs incurred by the central London charging scheme of £80.8 million (road traffic measures) and £80.9 million as an indication of how much something like this will cost and the income it might generate. The London scheme produced an initial 3 year income of £591.7 million with an operating cost of £288.6 million. So nearly half the money generated went on running costs¹. **We request that the Cambridge calculations for the investment on road infrastructure, software, hardware (cameras) set up costs, running costs (including budget for salaries) and projected revenue and be published, together with detail of the modelling undertaken.**

The PC believes the proposed amount for the congestion charge will not raise enough money to subsidise a bus network for the size of Cambridge. This means that there will either need to be a substantial increase in the proposed fee or the network will need to be reduced.

There is no mention of how much money will be tied up on administration, enforcement and appeals.

The PC has serious concerns about how a congestion charge will impact local businesses and their customers.

The PC believes that if a charge is to be introduced, it should only apply in the direction of the city, in the morning peak - and the boundary should be drawn further into the city.

As the proposed tax affects all movements in the charging area over a wide timespan, including off peak and those vehicles moving the opposite way to the peak flow, it is clearly not a congestion charge, but just a general car use tax.

Even driving away from the city centre, (e.g. to somewhere not connected by the bus service) from Foxgloves will incur the charge. This seems counter-intuitive.

¹ (GLA, MQT 13/09/2006) <https://www.london.gov.uk/who-we-are/what-london-assem...questions-mayor/find-an-answer/congestion-charge-costs-1>

Unintended consequences

The PC has concerns about the unintended consequences such as the use of streets and car parks in our village near to the congestion charge area being used as long-term commuter car parks and then walking over the 'border' to access the buses.

We are particularly concerned about the splitting of our community/parish into two. This will result in residents have to pay to travel to and from the 'old' part of the village to Foxgloves, Beechwoods, Fulbourn Old Drift and Newmarket Rd. This would affect children living in the parish but attending schools in the other side of the parish. Councillors and residents may have to pay to attend Parish Council meetings or site visits. This has an impact on us working across the parish including our clerk and litter pickers. It also impacts our contractors who cut grass on both sides of the proposed boundary.

The proposed zone means that all parents from the Abbey/Barnwell area that attend Teversham primary school will have to pay £5 a day to take their children to school. This is unfair on the children involved and their families.

Parents will be charged for taking children to the Regional College, even though there is not a realistic alternative mode of transport.

Fulbourn Tesco's is just outside the zone, but many of their workers live inside the zone with many working nightshifts. The reverse is the case for Addenbrookes with many workers living in Teversham and Fulbourn, but working at the hospital which is inside the zone. These are often low-paid workers travelling when there is no public transport, at times when it would be dangerous to cycle or walk.

We are also interested if any studies have been done relating to discrimination and safeguarding regarding female workers travelling to nightshifts, pregnant women, children travelling to school and people who have mobility needs that may not qualify for blue badges.

As if visitors and outpatients are not penalised enough with some of the highest hospital parking charges in the country, we will now have to pay an extra £5 a day, despite there being no bus to Addenbrooke's from the village being proposed. It is the same situation with Brookfields hospital on Mill Rd where several elderly residents have been admitted recently.

The proposal will cause isolation, by preventing people accessing facilities in the city of Cambridge. It will also be a barrier for the elderly and their carers who need to access pharmacies, doctors and dentists. As a village we don't have these facilities and rely on neighbouring Cherry Hinton for these. We are concerned about travelling to local areas e.g. Cherry Hinton, Queen Edith for shops, library and other services.

Teversham residents in those zone areas and in Meadowlands on Newmarket Road will be unable to move their cars without a charge. The zone needs to be reduced in size and should not include shopping areas near small necklace villages.

More traffic will come through Teversham as people will use High Street/ Fulbourn Rd/Teversham Rd as a ring road as they circumvent the congestion charge area.

Charging essential delivery vehicles will mean costs to shops and businesses in the centre will increase, thus increasing prices and speeding up the already rapid decline of our shopping streets.

DIY shopping in the retail park on Newmarket Road, Beehive and near Coldhams Lane Bridge will be affected as larger things bought cannot be easily transported by bus. These places will really suffer from a loss of trade. We are very concerned about the impact these proposals will have on local businesses and also jobs.

We also believe that recent congestion in the city has been made worse by numerous road closures and narrowing, East Road bollards, mismanagement of slow utility works and the proposed closure of Mill Road bridge will only exacerbate this problem.

Other ideas

The PC is disappointed that many other measures do not appear to have been considered.

There is no mention of a city-wide **shared taxi service**. There is a mention of something for a limited number of villages on the west side of Cambridge. This could help alleviate a reliance on cars if it is expanded.

There is no mention of any **centralised car sharing system** or encouragement of larger employers to implement such a system.

There is no mention of allowing cars with **odd and even registration plates to enter the city on alternate days** to reduce congestion

Congestion is primarily at rush hour and around school pick up times. This could be alleviated by **staggering the school day** across the city.

There is no mention of **increasing school buses** or providing school or college buses **from the P and R sites**.

There is no mention of creating **one way systems** to improve traffic flow.

There is no mention of providing **new railway stations** such as in Fulbourn or Cherry Hinton (Waterbeach has been on the plan with approval for a while now and is in effect a relocation rather than a new station).

Final statement: We do not support the current proposals from the GCP

Agreed at PC meeting 5th December 2022

John O'Shea
Centre Manager
The Grafton
46 The Grafton
Cambridge
CB1 1PS

23rd December 2022

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

THE GRAFTON – COMMENTS ON THE GCP MAKING CONNECTIONS 2022 PUBLIC CONSULTATION

Dear Councillor Elisa Meschini,

We welcome the opportunity to comment on the GCP proposals. We consider it more appropriate to provide a written response which focuses on the key issues for the existing shopping centre and the redevelopment proposals that are coming forward at the Grafton Centre.

Creating a Sustainable Travel Zone:

As an existing retail centre, we have concerns about the impact of any 'congestion charge' on the Grafton Centre. The 'high street' retail sector is already facing some very challenging commercial headwinds and adding additional costs for shoppers and businesses is likely to make this situation more difficult. Shoppers have many alternative retail destinations that they can choose to travel to, or shop on-line, and we have concerns that people may choose to shop where it is more cost effective to do so.

If a congestion charge is introduced, the following are essential:

- The proposals for improvements to bus services, the cost of buses, and investment in other sustainable travel schemes must take place before the congestion charge is introduced.
- Last mile transport delivery hubs must be considered.
- The proposed times between which the charge applies would have a significant impact on the 'night time' economy. The development proposals for the Grafton area are seeking to support local restaurants and cafes and help to breathe more life into the Grafton area in the evenings. The City Council's proposals to provide free evening / overnight parking at their city centre car parks is seeking to support this. The GCP's proposals appear

contradictory to the approach of the City Council on this point. We strongly suggest that the congestion charge period ends at 18:00 (not 19:00).

Transforming the bus network:

We support the proposals to 'transform the bus network', in terms of more services, more destinations, and cheaper fares. The following are essential:

- It must be truly 'transformational'. The bus network will need to be expanded significantly to deliver a service that can provide a real and practical alternative to private car journeys in and around the city. Much more detail is required on this aspect of the proposals before any decision on congestion charging is made.
- The programme of implementation and funding for the proposals must be secured and delivered ahead of the congestion charging being introduced.
- The Grafton area has seen a lot of changes to bus operations, with services being moved out of East Road due to concerns from bus operators regarding congestion on East Road and the impact of this on timetabling and service reliability. We would strongly recommend that bus services are re-provided on East Road (a key destination for the Grafton Centre, Burleigh Street, and the main ARU campus).
- Bus services currently are too focused on the historic centre of Cambridge.
- Buses must be more convenient to use, faster and more reliable including the following:
 - Standard ticketing
 - Quicker entry / exit (with no need to buy a ticket from the driver)
 - Simplified routes with fewer stops
 - Services later into the evening on all routes, particularly the park and ride routes

Investing in other sustainable travel schemes:

- New investment in improving walking and cycling links is welcomed and supported. Our proposals for the Grafton Centre include 'car free' development with walking and cycling at the heart of the transport strategy for the site.
- Cambridge is a compact city in which most 'internal' journeys could be undertaken on foot or by bike. Proposals that support this 'modal shift' are supported.
- We are concerned that 'road space' freed up by the congestion charge will simply be taken by internal car trips (within the congestion zone). What is being proposed to discourage the use of vehicles by those within the congestion zone?
- A lot of work has already been undertaken in the city and surrounding area to support pedestrians and cyclists. The Grafton proposals include significant improvements to East Road, with enhanced pedestrian, cycle and public transport provision and environmental improvements. However, across the city there remain many significant 'blockers' on the highway network which discourage these sustainable modes of transport and create 'no go' areas for pedestrians and cyclists and they fragment key desire lines and routes for pedestrians and cyclists. One example in the locality of the Grafton Centre is the East Road / Elizabeth Way / Newmarket Road roundabout. This is a major blocker for pedestrians and cyclists. The subway system whilst inconvenient, is usable during daylight hours but becomes an impasse for most after dark with no practical alternatives at 'street level'. This road junction must be included as part of the future investment in walking and cycling infrastructure.

In summary, we are supportive of the principles and overall objective of the proposals subject to the points we have made above.

Please let us know if you would like us to provide more detail on the points made. We would be happy to meet to discuss any of the specific issues we have raised.

Yours sincerely,

John O'Shea

(For and on behalf of Trinity Investment Management, owners of The Grafton)



Cambridge Citadel Salvation Army Church and Community Hub

Majors Leanne & Martin Cordner
Commanding Officers

Tel: 01223 367633
Email: officers@camsa.org.uk

Date: 22 December 2022
Ref: GCP Consultation

Greater Cambridge Partnership Making Connections - A City Access Public Consultation

Dear Sir

Consultation response to 'Making Connections - A City Access Public Consultation' on Behalf of Cambridge Salvation Army Church and Community Hub

About the Salvation Army in Cambridge:

As part of the wider Christian church, Cambridge Salvation Army offers its services to all members of the community regardless of race, sexual orientation religious belief. It is first and foremost a church, with a mission to deliver care and compassion to any in need, whatever that may be.

In recent years, the organisation at national level has issued an environmental and sustainability policy setting out a commitment to take considered and firm action in relation to the use of natural resource and has put in place a strong environmental policy certified under ISO14001. A commitment has been issued to align its work to the wider sustainability agenda, measuring impacts and setting objectives to enable continual improvement. The impact of travel and transport is part of the plan.

Having been present in Cambridge since the late 19th century, The Salvation Army recently completed an extensive remodelling of its 100-year-old premises in Tenison Road. This has created a platform for delivery of an expanded range of vital services to the local community which include a Bowls club where people meet for gentle exercise and friendship; a Knit and Natter group which offers company for people who enjoy craft activities and works to provide items of clothing for babies and children at Addenbrooke's, as well as Eastern Europe; fellowship groups; physical exercise-based groups; the provision of its site as a place for the lonely and vulnerable to meet; and activities for children.

Central to its existence in an enthusiastic worshipping congregation who provide financial resources for the running of the buildings, volunteer at the site during the week as part of the outworking of their faith, and who draw inspiration from weekly worship to make a positive change in the places where they live and work.

For more than 40 years Sally Ann's Charity Shop has been a key part of the church's service to the community. It is a place that offers affordable goods, but also where members of the public can find valuable opportunities for volunteering & friendship. There are half a dozen volunteers that are part of the team who face physical and mental challenges. To them, Sally Ann's is a place where they are welcomed and valued. The shop now trades from our site, a decision taken in the last three years, allowing rental payments to be ceased and increased profit to be generated to support community works.

Throughout the year Cambridge Salvation Army serves its community in multiple ways that include food parcels and practical assistance for those on low income, working with members

of the homeless community and responding to emergencies such as the Mill Road fire in 2019 and the Covid pandemic in 2020 where over three months, it served 16,000 meals to Cambridge's homeless community.

The Salvation Army is committed to the work it delivers to support the social, physical, mental and spiritual needs of those with whom it comes into contact. Year-round Cambridge Salvation Army partners with other agencies in Cambridge, e.g. Jimmy's, Winter Comfort and It Takes a City in meeting the needs of Cambridge's homeless community. In recent years it has worked with the city council to accommodate rough sleepers in its premises under the Severe Weather Emergency Protocol. The recent refurbishment of the buildings has provided shower facilities and an improved kitchen to enhance its provisions to such vulnerable people. Sally Ann's charity shop makes vouchers available to partner agencies so they can refer clients who need household items or clothing. The church offers practical assistance including food parcels, gas/electric card top ups for those most in need. During Christmas 2022 it has worked with members of the public to provide toys for more than 600 children, and food for more than 250 families. Collecting food parcels and toys by car is an important part of this service, as well as undertaking the transporting of shopping to supplement donations.

Why this consultation is important to the organisation:

Approximately 10 years ago, the Salvation Army church in Cambridge took the decision to refurbish its buildings. There was an option to move out of the city, but, when looking at the local area in Mill Road, the needs to those in the city, and opportunities to serve the community, the decision was made to stay in the existing buildings and refurbish, rather than move out to an alternate location in one of the rapidly developing new towns. The considerable need of this part of Cambridge should not be overlooked and the impact of organisations such as The Salvation Army should not be underestimated.

Travel insights for the Salvation Army in Cambridge:

The following section offers some insights into the travel habits and patterns for those associated with the Salvation Army in Cambridge:

- The congregation attending worship services at the Salvation Army in Cambridge, predominately travel to our church buildings by car, taxi, bus or bicycle. There is a range of age groups from families with young children to the more elderly, some of whom are infirm.
- The church is a gathered church and congregation members travel on a weekly basis from as far as Peterborough in the north, St Ives in the west, Ely, Soham and Newmarket to the east and Stansted to the south.
- Church members will attend services on a Sunday (and other times during festivals such as Christmas and Easter), and weekday events for worship, music rehearsal, preparation for worship etc. It is understood that in the first instance, the proposal for charging to access the Sustainable Travel Zone (STZ) would be weekdays only. Attendance would also take place during the week, and this could be both during the day and in the evenings.
- Most travel to services on a Sunday via car or taxi. This is often, but not always, because there is not any or adequate bus services available.
- As part of the recent refurbishment, cycle stands have been installed and these are being utilised by visitors to the shop and for those, who live close enough to the hall to cycle to worship meetings and midweek activities.

- A large and important part of worship associated with the Salvation Army as a movement, is the use of music. The Salvation Army band members have large and heavy brass or percussion instruments. Vehicles are required to carry the instruments, music, stands etc. There is often a need to collect equipment during the day in advance of evening engagements.
- There are many volunteers who support the community work of the Salvation Army in Cambridge. Some will access via car, many (during the day and if they are physically fit) will access by bus. This is more difficult in the later part of the day or evenings.
- The Salvation Army has a charity shop in Tenison Road. This is entirely reliant upon donations from the people of Cambridge and the surrounding area. The ability for people to be able to drive to the site and drop off donations is essential. It should be noted that the large collection points for donated items in the city are associated with a national SA scheme (not local), so the charity shop is not able to take donations from these points.

Consultation Response:

The leadership team at the Salvation Army in Cambridge, have reviewed the consultation documentation in relation to the proposed City Access scheme and is pleased to note the GCP's commitment to:

- Significantly improving sustainable public transport in terms of frequency, duration, speed, connectivity and affordability, and importantly ensuring that enhancements are introduced well in advance of the introduction of a road user charge. The planned increases in park and ride capacity are also welcomed.
- Adjustment of the final proposal in line with feedback received during consultation and in particular, the delivery of the road user charge timing, zone, exemptions and discounts.
- Balancing the wider sustainability goals with equity and equality impact for the city of Cambridge and its local residents.

There is concern, that as a smaller faith and voluntary organisation, the issues which are raised may seem trivial in the wider context of the overarching project. However, the issues raised are significant to The Salvation Army and if not addressed are highly likely to negatively impact its ability to support the local community with all that it currently does.

1. Sally Ann's Charity Shop - donated goods

As noted in the section above, there is a charity shop, operated by The Salvation Army in Cambridge and it is a vital revenue stream to the work delivered in the city. The shop raises approximately £150k a year, providing a surplus of £25k to our church and community programmes. Critical to the running of the shop are donated goods which members of the public drop to site every day using cars. Donation to local clothing banks is unrelated to Sally Ann's (these are part of a national project). A reduction in donated goods could see the £25k surplus wiped away or may cause the shop to close completely, adversely impacting social and community work delivered by the shop and church.

2. Community programme - attendance at activities

90% of the activities currently running take place within the proposed 7am-7pm STZ charge timeframe. It is highly likely that the introduction of a charge would see numbers at these

groups fall and may make them uneconomic to deliver. Children's groups (Brownies, music lessons and children's choir and band practices) all take place between 4 and 7.30 pm. Starting earlier, makes it impossible for parents bringing them after school, and starting later makes it too late for a finish time. The music lessons offer opportunities for many who cannot afford to take lessons outside of the education system and is seen as important in terms of wellbeing and mental health.

3. Worshipping community - Sunday attendances

The drive-in congregation utilises approximately 40 vehicles. Many already use public transport, car share or cycle or walk. A decline in Sunday attendance would impact us financially, adversely impact the availability of volunteers, and potentially deny some the opportunity to attend a place of worship they have been part of for decades. It is noted that it is not currently anticipated that the STZ would operate at weekends, and The Salvation Army in Cambridge would like it to be noted that should proposals change to include weekends, they would strongly object.

4. Pastoral care/Ministers of Religion

Our full-time ministers and pastoral care team, make an average of 5-6 car trips per week (250 per year) through Cambridge (either attending site or visiting people, delivery food parcels, undertaking hospital visits, attending meetings with service partners etc). This work is supplemented by volunteers from the congregation. A congestion charge would bring a £25 per week cost to the church for just one car, so we anticipate this cost being much higher. This would draw on funds that are otherwise set aside to serve the community and congregation in a climate where funding is constrained, and the economic climate of the country sees more in need and fewer able to give.

Summary:

The Salvation Army, Cambridge welcomes the positive intentions proposed in the consultation in terms of the approach and commitment to improvements in environmental sustainability for the city but has serious concerns as to how some of the services it currently delivers could be managed if the plan comes forward as currently described.

Our principal concern relates to the opportunity for donations to be made to the Charity Shop and therefore the viability of the shop, itself being a significant source of income and a valuable opportunity for people to serve as volunteers. There is also particular concern about the time of operation of the STZ (through to 7 pm) which will have a significant impact on the services we currently deliver, and the potential that, in the future, the timing could extend to weekends.

The Salvation Army Cambridge is keen to engage in further discussion to find solutions to the concerns raised and is particularly keen to have further conversation in relation to exemptions and reimbursements. The organisation is conscious that it needs to play its part as a responsible member of the local community and will investigate creating a travel plan and promoting sustainable options within the congregation.

If you have any questions or would like to discuss any points raised in this response, please do not hesitate to make contact.

Yours faithfully

Leanne & Martin Cordner
Majors

Commanding Officers - Cambridge Citadel Salvation Army

The Salvation Army Cambridge Citadel Corps ('CAMSA Church') 3 Tenison Road, Cambridge CB1 2DG Telephone Number: 01223 367633
Web: www.camsa.org.uk

Registered Charity No.214779 and in Scotland SC009359; Social Trust Registered Charity No. 215174 and in Scotland SC037691
General: Brian Peddle. Territorial Commander for the United Kingdom with the Republic of Ireland: Commissioner Anthony Cotterill



Greater Cambridge Partnership
Sent by email to: consultations@greatercambridge.org.uk

22 December, 2022

Dear Madam/ Sir,

Response to Making Connections 2022 consultation

Transport Action Network is a not-for profit organisation that supports local communities campaign on bus and rail cuts, damaging new roads and car based developments and to promote sustainable solutions. We work at a local, regional and national level to affect policy change and to promote good practice.

We fully support the aims behind these proposals; to reduce road traffic and to establish a sustainable funding stream for public transport and active travel enhancements in a fair and equitable way. They will improve public health, reducing pressure on the NHS, improve people's quality of life, reduce isolation and improve the economy by helping to move more people around more easily.

They will enable the county to deliver carbon reduction alongside various other environmental improvements and place Cambridgeshire at the forefront of implementing sustainable and equitable transport solutions. The only question we would ask is whether the drop in traffic will be sufficient to reduce carbon emissions quickly enough both for net-zero and the UK's Nationally Determined Contribution of a 68% cut in carbon by 2030 (from 1990 levels).

Our specific comments on the proposals are set out below:

- Increases in bus service frequency are listed, but not the hours of operation, while 'daytime' is not defined. *Faster, more frequent and reliable services between 5am and 1am* are mentioned on the website's consultation home page, but not within the consultation brochure. It will be essential that there isn't a significant drop off in service

frequencies in the evenings or weekends as that will deter greater uptake. Equally, it is important that services run late enough to cater for shift workers in the hospitality and other sectors, or for those returning from a night out in Cambridge.

- Franchising would help maximise the benefits of these changes but given it can be quite awkward and expensive to implement, it must not be allowed to delay these changes.
- It is not clear from the consultation documents whether there will be further bus priority infrastructure changes ahead of and while bus services are being increased. If no, or few, improvements are planned it could hinder the full benefits of increased frequencies being realised as more buses will get caught up in traffic. Even worse it could turn people against the proposals if they think they are not working.
- Similarly, it's not clear when active travel improvements will be implemented. These need to be made ahead of the introduction of the Sustainable Travel Zone so that people are given a range of alternatives to travel without a car. Given that walking and cycling are inherently very flexible and allow people to access public transport as well as destinations not served by public transport, they also need to be progressed as a priority.
- We support the idea of travel hubs but suggest that they should be rolled out for all park & ride sites. Having e-scooter and bike/e-bike hire at these sites could make the use of the park & ride sites more attractive. It would be good if these could also see their costs capped much like the bus fares to encourage greater uptake.
- There is much trumpeting of the 10,000 new park & ride car parking spaces yet no mention about parking in the city centre. This will need to be reduced as otherwise this will result in a massive increase in car parking and will encourage more traffic and pollution.
- There is a risk that increasing park & ride provision will undermine the Partnership's ability to maintain the increases in the bus service frequencies, particularly to the more rural areas. It could affect these services' long-term viability as it could encourage people to drive to the park & ride site rather than take a local bus, particularly if those local bus services are only hourly (while the park & ride site is served much more frequently). This is an important equality issue: giving those who don't drive access to transport solutions both inside and outside the city to reduce isolation. This needs greater scrutiny before investing in a large increase in parking spaces, as well as guaranteed minimum bus service levels.
- We would like to see the charge applied at weekends, albeit at a possibly different level, to ensure that traffic and congestion doesn't overwhelm the city. The current proposal to not charge at weekends risks causing severe congestion and pollution. It

will impose significant inconvenience and cost on those using the buses or walking and cycling. It is only fair that these issues are addressed.

- Ongoing clear communications will be essential in making these proposals work both in the short and long term.

If you have any queries about any of these responses, please do not hesitate to get in touch.

Yours sincerely,

A handwritten signature in black ink that reads "Chris Todd". The signature is written in a cursive style and is underlined with a single horizontal line.

Chris Todd
Director
Transport Action Network

Good afternoon

I write on behalf of the Management Company for the private roadway management company, known as 'Trumpington Place Management Company Ltd', regarding the proposed £5 car levy proposal to travel to/from inclusion zones in Cambridge.

The Owners, Residents and Directors of this estate have reviewed the details and note that Trumpington Place falls within the designated charging/inclusion zone.

This potentially means that every time a resident's car crosses the Addenbrookes Road footpath to enter/exit Trumpington Place they would be liable for the £5 car charge. They would be effectively trapped within the demise of their property/home address. Even a trip to exit Cambridge to join the M11 they would face a charge!

They clearly comprehend that this is/would be a ridiculous scenario and common sense must prevail.

We would be grateful to hear your opinion on this issue and of the potential predicament should the project come into place.

Kind regards

Mary Long AIRPM

Estate Manager



A Company Limited by Guarantee. Company Number 6729377. Registered in England.
Registered Office: Trumpington Pavilion, Paget Road, Trumpington, Cambridge CB2 9JF.
www.trumpingtonresidentsassociation.org
Contact: davidplank@hotmail.com

10th December 2022

Making Connections 2022

Response of the Trumpington Residents' Association.

INTRODUCTION

It is a year ago almost to the day that our response to Making Connections 2021 said:

“The Association strongly supports the comprehensive approach put forward by the Greater Cambridge Partnership (GCP). As the GCP states, a decent quality of life in Cambridge and beyond demands reduction of traffic congestion by one quarter on current levels: thereby, enabling a high standard of public transport to be attained for our growing population and economy, and eliminating the harmful levels of air pollution which are causing premature death and poorer lifetime health...

In Trumpington, traffic congestion has grown significantly over the last ten years and continues to get worse. It is harming our residents' lives. Currently, the only real constraint on congestion is congestion itself. As a result, delays and journey times are lengthening and public transport is deteriorating. When, as a regular experience, it takes an hour or more to get across Cambridge by bus - and it is impossible to travel by bus reliably, or at all, from many parts of the Cambridge sub-region - it is clear that we have a public transport crisis in and outside our city...

The situation has not altered significantly as a result of Covid-19. Peak congestion levels in Trumpington are already matching those experienced before Covid; contributed to in part by increased reluctance to travel by public transport – but in the main due to the fact that a high proportion of the resident and working population has jobs which cannot be done remotely: “Almost six in every ten jobs in Cambridge cannot be done from home.” And if nothing is done, it will get much worse with Greater Cambridge's population due to grow by 28 per cent and 26,000 more car journeys by 2031. Remembering that “transport causes almost half (45%) of our local climate-warming emissions – more than any other source”, “air pollution...contributes to over 100 early deaths every year in Cambridge and South Cambridgeshire”, “Switching every vehicle for an electric one cannot be the answer”, and the delays caused by congestion make it impossible to

provide a good quality public transport alternative – as well as having a harmful effect on active travel...

we welcome the proposed City Bus Network, the intention to fund it properly and the apparent determination to make the reduction in traffic congestion crucial to its full realization. **We strongly support** the proposals early implementation and echo the imperative urged on the Partnership by the Citizen’s Assembly just over two years ago: “**be brave, be bold and take action.**” [Greater Cambridge Citizens’ Assembly on Congestion, Air Quality and Public Transport, November 2019] **The time for action is now.**”

We have no hesitation in repeating these words now that we have detailed proposals and a clear implementation programme before us, which, subject to our detailed answers to the consultation questions which follow, we **strongly support**.

Our major concern is the proposal to delay full introduction of the road user charge to 2027 at the earliest. While we understand the time needed to rebuild the bus service from its present fragile state after years of a de-regulated service attempting to competing on unequal terms, we believe there is real risk in the delay that is proposed. In that time things could get much worse with increasing traffic levels, greater congestion and air pollution at the very time when it should be coming down for public health and climate change reasons, and with resultant damage to the bus service the Greater Cambridge Partnership is attempting to rebuild. We believe this is too great a risk to take and make two requests of the Partnership: seriously consider the case for bringing forward full implementation of the road user charge to 2025 or 2026, and carry out a full risk assessment of the current proposal before a final decision is made.

Our response is now structured under the
“Making Connections Survey” form questions.

Making Connections 2022 survey

This consultation is seeking feedback on a proposed package of measures to improve how people travel in Greater Cambridge. Full details of the proposals can be found in the [consultation brochure](#). The proposals involve:

1. A transformed bus network, offering cheaper fares, new routes, and faster, more frequent and reliable services between 5am and 1am
2. Lower traffic levels enabling improvements to cycling and walking infrastructure and supporting public realm enhancements
3. Funding these improvements through a Sustainable Travel Zone. Vehicles would pay to drive in the Zone at certain times. This would also reduce traffic, tackle pollution, emissions and climate change and support improved access to opportunity and health in our communities.

Bus Improvements

We are proposing to transform the bus network to offer cheaper fares, new routes, and faster, more frequent and more reliable services with longer operating hours.

In developing these proposals we have taken into account your feedback from our last consultation in autumn 2021. We want your further input to shape the improvements and make sure buses offer you an attractive choice for more of your journeys, whether the whole journey or part of it.

You can view our detailed proposals for bus improvements in the consultation brochure, and they can be summarised as follows:

- **Cheaper fares** – a £1 flat single fare for the city and immediate surrounding area (broadly equivalent to the current Stagecoach Cambridge zone) and a £2 flat single fare for the wider travel to work area. Fare caps would mean lower daily and weekly charges, and special tickets for families, children and others would be introduced.
- **More routes** – with direct routes between residential areas, towns and villages and growing employment areas, education, key services including health services and leisure opportunities.
- **Fast, high frequency services** – up to 8 buses/hour on key routes in the city, up to 6 buses/hour from larger villages and market towns, and hourly rural services. Waiting times would be much shorter, buses would run faster and more reliably with lower traffic levels, and new express services would offer even faster journeys on key routes.
- **Longer operating hours** – from 5am-1am Monday-Saturday, and 5am-midnight on Sundays, supporting our evening and night-time economy and shift workers. Additional buses may run outside of these times to support shift workers.
- **A huge increase in rural services** – providing frequent connections to market towns, train stations and the core bus network. This will include scheduled services as well as Demand Responsive Transport (bookable buses), meaning every village would have access to a bus service.
- **Simpler ticketing** – a tap-on tap-off system like in London would mean fares and caps were automatically calculated.
- **Zero emission buses** – cleaner buses, meeting local ambitions for the whole fleet to be zero emission by 2030.

These improvements would start immediately following a decision to go ahead with the overall package and ramp up over the next 4-5 years.

The improvements would be funded initially by GCP, and then by the proposed Sustainable Travel Zone charge – so bus services and cheaper fares would be in place well before any charge for driving.

These improvements would start immediately following a decision to go ahead with the overall package and ramp up over the next 4-5 years.

The improvements would be funded initially by GCP, and then by the proposed Sustainable Travel Zone charge – so bus services and cheaper fares would be in place well before any charge for driving.

QUESTION 1

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

ANSWER to Question 1

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?

ANSWER to Question 2: Yes, we do.

Crucially missing from this list is bus RELIABILITY which our members regard as **VITAL** – without it, the other necessary improvements would be significantly less effective. Lack of reliability corrodes confidence in the bus service and acts as an incentive to use the private car instead. This vital issue is given insufficient attention in the consultation brochure – for example, the first part of the proposal, “Transforming the bus network...”, does not refer to reliability. [Page 4] All of the better bus network proposals as listed in this question are strongly supported but without much improved reliability achieved through significant reduction in road traffic, the current over-reliance/dependence on the private car will not be reduced sufficiently to meet the Making Connections Objectives. [Page 24]

Introduction of the road user charge is *critical* to reducing traffic to the level necessary to ensure that a much improved bus service can run reliably - i.e., reduction by 15% on 2011 levels (more than 25% now and more by 2031) - given the high level of growth experienced since 2011 and anticipated by 2031. To achieve this there needs to be a powerful disincentive to drive as well as the incentive of a better alternative. **While we understand the GCP's reluctance to grasp this nettle earlier in the implementation programme, unless it is firmly grasped sooner rather than later, the future is grim** – with increasing reliance on the private car, even greater congestion, increasing air and noise pollution, more avoidable deaths and higher levels of serious ill-health – as Greater Cambridge continues to grow with a transport system increasingly unfit for purpose, and as the already poor bus service dwindles away. Though the change will be difficult for some, ***unless this opportunity is grasped with both hands, it will be lost for the foreseeable future*** to the detriment of all – and even more so to those on lower incomes who rely most heavily on travel by bus.

“More Routes”: We *support* the improvements proposed in Making Connections. *However*, the improvements proposed on page 4 of the “Bus Maps” are *deficient* in five key regards:

- 1) *They fail to provide a decent bus service to the substantial new “Southern Fringe” developments which are bereft of services at present.* We refer to the Trumpington Meadows, Glebe Farm and the various parts of the large Clay Farm developments. Regular, reliable services should be provided for these areas including Addenbrooke's Road, Hobson's Avenue and Lime Avenue. The Citi 7 covers a small part only of the service that is needed.

- 2) *West to east bus routes are generally poor in Trumpington*, aggravated by Stagecoach's decision five years ago to re-route the Citi 7 away from Trumpington High Street and Long Road thus depriving large areas of west Trumpington of the ready and convenient ability to travel eastwards to Addenbrooke's Hospital and Cambridge Rail Station. The Cambridge Guided Busway is not an adequate substitute for this purpose as it is relatively distant from the bus deprived parts of Trumpington that we refer to here. This bus deprivation has been exacerbated again by Stagecoach's unilateral decision to cancel the Bus 25 service and "replace" it with a service which now serves Trumpington Park & Ride, which we argued for when the 25 was introduced, BUT *excludes yet again* Trumpington High Street, Long Road, Lime Avenue and Hobson's Avenue, rubbing salt in the wound of a partly salved old wound. We have taken this up with the Combined Authority Mayor but despite representations being made by the Authority and it being confirmed that the Clay Farm Section 106 money remains in place to help meet the cost, Stagecoach is resisting provision of a decent service to deprived west Trumpington in favour of the extended route to Babraham Park & Ride centred on the Cambridge Biomedical Campus whose travel needs were instrumental in the decision to alter the route five years ago. Better service for the Campus should not be at the expense of west Trumpington – both areas need a good bus service.
- 3) The *Park & Ride bus services* are invaluable and valued by our members. However, they are not a comprehensive answer to our members' travel needs. By their nature, they are "Cambridge centre centric", their bus stops are not sufficiently frequent to meet our members' needs and there is not sufficient capacity at busy times, with full P&R buses sailing past the Anstey Way stop, for example, to the great frustration of the understandably resentful crowd huddled at the insufficiently spacious bus stop. Their "Park & Ride" purpose means that they are not sufficiently generic in the bus service they provide, and with the welcome growth in the P&R service including the advent of the Cambridge South West Travel Hub, the opportunity should be taken to make change necessary to widen their purpose and better meet public need. There may be scope for a mixture of "express" and "stopping" services to meet distinct needs, and *we suggest* the GCP assesses the case for this.
- 4) The *Cambridge Guided Bus service* is an important part of the Trumpington bus network. However, many of its actual and potential passengers do not wish to travel to the Cambridge Biomedical Campus but directly to the Rail Station and beyond. The failure to *restore the R service* post pandemic is regretted by many as they are obliged to loop the loop round the Campus before getting to where they want to go. And this description assumes that the "temporary" – since last February - closure of the north bound lane from the Station to the Addenbrooke's spur – will be restored at some discernible point in the future.
- 5) These points illustrate a frustration amongst our members that *the bus service is too often seen solely, or at least excessively, through the prism of the journey to work*, whereas people at all stages and parts of life need a good bus service to meet their travel needs. Older people, carers, young people wishing to go to somewhere over and above school, sports club and gym club devotees, all need to travel, and a good bus service should be flexible and frequent enough to allow this. *We recommend* that this wider perspective is adopted in envisioning the future bus service which feels overly travel to work dominated at present.

“Cheaper Fares”: We strongly support the proposed cheaper fares as a critical ingredient in persuading people to change travel mode – and bringing in to the service a significant number of people who are unable to travel because present bus fares are so expensive. Our support is subject to the definition of a “single fare”. Our assumption is that the £1 single fare within “the area roughly corresponding with the current Stagecoach Cambridge zone”, is for all parts of a single journey within that area, including changes of bus from one route to another to get to the passenger's destination. If this is not the intention, fares for a single journey for some of our members involving one or two changes could be significantly more thus reducing the incentive to use the bus rather than their car. *Clarification of this important point is requested.* Whether our assumption is confirmed or not, it will be helpful to know how the proposal will work with the introduction of “a tap on tap off system”. [Consultation brochure, pages 9 & 11]

“Simple ticketing”: We are pleased to see the proposal for “special tickets for families, children and others”. [Consultation brochure, page 9] Implementation should take account of our previous comment that “specific attention should be paid to the needs of parents taking children to school and then, for example, travelling on to work. The proposed bus network is capable of meeting their needs as long as facilities, including good ticketing arrangements, are built in to ease changes of bus and travel mode.” [TRA response to 2021 Making Connections consultation, page 8]

End of Answer to Question 2

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?

ANSWER to Question 3: YES. Please see the six points made below.

- 1) **Bus Stops**: The commitment, “We will improve the safety and security of buses, stops and walking routes so people feel safer to use them”, is very important and needs to be emphasized more. [Page 10] We have argued for some time that bus stops need to be improved well beyond the all too often rudimentary current level. In addition to improved reliability, adequate shelter, good under foot conditions, adequate separation from the carriageway and quality “real” real time information are very important for passengers who now are often left in the dark – literally – when there is delay or all too frequently cancellation. A crucial point not included in the commitment to improve bus stops is their location, which is critical to the quality of the bus service. Bus users – potential as well as actual – know more about where stops should be located than bus operators. But this potential asset is too often not used by operators in their decisions. Given the large public investment which is to be made, it should be a condition for operators that *reviews* of bus stop locations are carried out which include the canvassing of the public’s views.
- 2) **Prevention of breakdown & cancellation**: Related to (1) is the need to prevent bus service breakdown, and provide back-up services when things go wrong, as they will from time to time. Driver recruitment, retention and training needs to be given higher priority to prevent the shortages that currently exist. And back up buses and crews are needed to fill in when major gaps in service occur. At present, cancellations are far too frequent, causing real inconvenience and continuing to undermine the bus service as a strong alternative to the private car. The present situation is not sustainable and must be improved.
- 3) **Bus design**: Our members have expressed concerns about the design of the present bus fleet referring in particular to the length of time taken for passengers to enter and leave the bus. This is due in part to the present ticketing system which at times leads to queues as passengers wait to pay when entering due to the lack of a tap on tap off system. However, it is also due to the restricted exits and entries in comparison with, for example, the London bus fleets. This should be remedied as new buses are introduced.
- 4) **Cambridge South West Travel Hub**: “A Vision for Bus Travel in the City” does not specify the number of buses per hour which will travel from and to the new Travel Hub. [New routes map on page 12] What is proposed? We *urge* the GCP to ensure extension of the U to the new Travel Hub. More generally, the bus service relationship between the existing Trumpington Park & Ride and the new Travel Hub when operational is not clear to us. Will the services be related to each other and, if so, in what way? Will there be independent services from the Travel Hub and the P&R. Now that the

Travel Hub has planning permission it will be appreciated if the GCP will at an early date **clarify** this important point in an intended service statement.

- 5) **Network fragility:** We echo and underline the comment that “*The recent media coverage of the proposed bus cuts has shown how fragile the current bus network is and why it is more important than ever to provide a more stable financial future for buses.*” [Brochure, page 12] The current bus network is indeed fragile – it is in decline and at risk of entering a spiral of decay. Continuation of the present situation is NOT an option. Major improvement of the Greater Cambridge bus network aided and accompanied by a large reduction in road traffic, is essential for the health of our area in the widest sense.
- 6) **Park & Ride sites:** We strongly support the proposals for “A bigger role for Park & Ride sites... (and) Travel hubs for better interchange”. These are key elements in improvement both of the bus service and walking and cycling. [Page 12] It is important that the facilities at these sites are of a high standard as an incentive to their use. There can be a tendency to see them as no more than glorified bus stops, something which should be resisted. Given this “bigger role” there is concern amongst our members that there will be sufficient P& R parking spaces for their intended purpose and to reduce the risk of displacement parking. We are aware of the P&R/Travel Hub demand estimates that have informed the number of parking places to be provided, and the phased basis on which the GCP intends to open up the new Travel Hub spaces. It is **suggested** that the GCP re-visits these estimates during the course of Making Connections’ implementation to assess whether additional parking spaces are required.

End of Answer to question 3

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)

ANSWER to Question 4: Our top 3 in this list are: Cheaper fares, More routes, and Longer operating hours. *However, a crucial choice is omitted from the list, namely **Improved Reliability** which, as we explain in answer to Question 2 is **VITAL**. To achieve this requires reduced traffic levels at an early date. Zero Emission Bus Services are also an absolute must, readily achievable alongside not as an alternative to the top 3. *Subject to the points made in our answers to Questions 2 & 3, we strongly support all elements of the “City Bus Network” first proposed in Making Connections 2021 and now proposed as shown in the Book of Maps. [TRA response to Making Connections, December 2021, pages 4-5]**

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

End of Answer to question 4

A London-style bus network:

The London bus network is the most comprehensive in the UK. It is publicly managed or “franchised”, accountable to the Mayor, with bus services, routes, timetables and fares specified by Transport for London. To the passenger this has led to a simple, integrated approach with an easy to use, comprehensive network of bus services. Lower fares and simple multi-operator ticketing have supported growing patronage of the network and a fleet of electric vehicles have improved air quality and the local environment. Other areas such as Greater Manchester are looking to adopt this approach.

The Mayor of the Cambridgeshire and Peterborough Combined Authority is exploring the potential to franchise the bus network across our region, to deliver a similar low-fare, high quality bus network.

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?

ANSWER to Question 5: Strongly support. Our experience is that the de-regulated bus operation market is effectively operator controlled and does not act in the public’s best interests; control over operation needs to be exercised by the public authorities to ensure outcomes which are in the public interest. A large amount of public money is to be invested in the better bus network and its direction should be in the public’s hands not in private operators’ hands.

1. **Strongly Support**

2. Support

3. Don’t Know

4. Oppose

5. Strongly Oppose

End of Answer to question 5

CYCLING, WALKING AND OTHER IMPROVEMENTS

The proposals also include making significant improvements to walking and cycling networks, our public spaces and other support to help people use the bus, walk or cycle. This would build on over £130m of GCP investment in cycle routes including the Greenways, and include:

- **More cycling and walking connections in the city** – providing links within and across the city, including completing the Cycling Plus network of 13 routes
- **Extending the greenways network** – creating more fully segregated walking and cycling connections between villages and into the city
- **Improving our public spaces** – creating nicer, more pleasant and more accessible spaces for people to walk around and spend time
- **Making our city more accessible for disabled people and others with mobility needs** – through improvements to streets as well as support to use buses and adapted cycles
- **More secure cycle parking**
- **Car clubs** – to give access to a car to people who need to travel this way less regularly without the cost and expense of owning one. Car club cars from official providers would not need to pay the charge for the Sustainable Travel Zone
- **Additional funding for maintenance and improvements to footways and cycleways**

These improvements would only be possible with lower traffic levels and funding created by the proposed Sustainable Travel Zone. You can view more details about the proposals here in the consultation brochure.

QUESTION 6

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

ANSWER to Question 6: The Association strongly supports all of these proposals with the following observations:

- 1) **Cycling proposals for Trumpington:** Our strong support for improving cycling connections does NOT extend to endorsement of the Cycling Plus proposals as they affect Trumpington. In our response to the Cycling Plus consultation, while strongly supporting investment in walking and cycling we were critical of the proposals, saying:

*“Our welcome for the Cycling Plus initiative would be less qualified were it not for the **absence of proposals for walking** (including running). As long as the conditions are conducive, walking is a real alternative for many journeys, particularly the shorter ones and as links in an overall journey. However, the proposals, and the analysis which supports them, focus on cycling to the exclusion of walking, when to mutual benefit they should be considered hand in hand... **The focus on cycling alone is deficient. It is important that walking is treated as an active travel partner not a residual...** Given their interaction... opportunities for both cyclists and pedestrians **should be looked at together...** We recommend that prior to implementation, **a joint walking and cycling assessment** of the Trumpington Road corridor is carried out to identify the means best “suited to cycling and walking” as real alternatives to the vehicles which unduly dominate our roads to the public detriment.” [TRA response to “Cycling Plus: Investing in Greater Cambridge’s Active Travel Network”, pages 2-3]*

There has not been a definitive response to this strongly held view, and we are concerned that unqualified references are made to the Cycling Plus proposals in Making Connections 2022. [Page 15] The latest information we have been given indicates that the Cycling Plus proposals for Trumpington Road have been set aside but there is no information on what is to replace them. **This is not a satisfactory situation.**

“Trumpington Road”, as it is called in the brochure, is rightly shown as a key “potential corridor”. (In the brochure it includes Trumpington High Street and part of Shelford Road – to which we would add Hauxton Road as an integral part of the corridor.) We agree that it is one of Cambridge’s major cycling and walking corridors and have recently asked for clarification of how this is to be achieved given its apparent omission from the Melbourn Greenway proposals:

“... This leaves us unclear on the greenway plans to connect Trumpington directly to Cambridge city centre via Trumpington High Street, Trumpington Road and Trumpington Street... We will be grateful for your clarification of the GCP’s intentions.”

[Email to GCP Director of Transport, 13 October 2022]

A response is awaited.

Since then, our concern has been added to by information from a GCP officer that the Melbourn Greenway will effectively end at its entrance to the Trumpington Meadows development with no clear way through the Trumpington Park & Ride to the Guided Busway shared use path or through Trumpington village to the city centre. Also, it seems likely that the present path linking the Greenway with Hauxton Road and its shared use path / cycle lane and to the Addenbrooke’s Road shared use path, is to be removed if the landowner so decides. This surprise information is of **great concern** to us and **we ask** for early and satisfactory clarification of the position. [This position is summarized in an email dated 26 November 2022 to the Project Managers of the Cambridge South West Travel Hub and the Melbourn Greenway, copied to the GCP Director of Transport]

- 2) **Fundamental to a satisfactory walking and cycling experience is adequate “Maintenance and improvements to footways and cycleways”.** [Consultation brochure, page 15] This must be an integral part of the Making Connections programme. Their parlous condition in many places throughout the network is a significant disincentive to active travel, as well as a significant safety hazard.

Maintenance and replacement of footways and cycleways has been neglected for far too long due to the financial constraints on local authorities and needs to be put right.

3) We **strongly agree** that “**Improving our public spaces**” and “**Making our city more accessible** to those with different accessibility needs are important parts of “Investing in sustainable travel schemes” [Consultation brochure, page 15] Reduction of the present dominance of motor vehicles on our roads and their surroundings is critical to this and we support the development of proposals to achieve these purposes.

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

End of Answer to question 6

QUESTION 7

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

ANSWER to Question 7: Please see our answers to questions 2, 3 & 6.

In addition, we wish to draw the authorities’ attention yet again to the unsatisfactory situation concerning the **illegal use of powerful e-scooters on footpaths, cycleways and the Cambridge Guided Bus shared use paths**. The Association has raised this issue a number of times with the County Council and the police. The ill-defined national situation of the now extended “trial” for authorized scooters does not help at all. However, the fact is that many pedestrians now feel unsafe on the footpaths and shared use paths due to the excessive speed and inconsiderate behaviour of unauthorized scooter users (unauthorized to use the public highway and busway shared use path). This is a safety risk for pedestrians – and for the scooter riders with the accident rate mounting and serious injuries occurring aggravated by their low centre of gravity – which is increasing the risk to cyclists as well as pedestrians of injury as scooter users are thrown from their scooters with great force. We realize that the main responsibility for sorting this out rests with national government, for example by banning or otherwise regulating the sale of unauthorized scooters. However, in the meantime increasing levels of concern amongst our members and in the public more widely needs to attract greater attention by the authorities locally.

End of Answer to question 7

Delivering improvements – a Sustainable Travel Zone

In the short-term, the GCP can fund some improvements to bus services alongside our existing improvements to cycling, walking and public transport infrastructure.

But the comprehensive proposals set out in the consultation brochure are only possible if there is a means to fund improvements in the longer-term as well as create the lower traffic levels needed to run reliable, faster and more frequent bus services and improve walking and cycling options.

Over the last 5 years, the GCP has run several consultations to understand people's views about different options for raising this funding and reducing traffic levels. GCP's consultation in autumn 2021 showed a preference for road user charging, which has informed the proposals for a Sustainable Travel Zone. An appraisal of different charging options has shown that options which charge people to drive would better meet the objectives than options involving additional charges for parking. You can view the full appraisal in the document section on our consultation page.

The Sustainable Travel Zone would consist of a charge for driving in an area (the Zone), known as a road user charge. The charge would phase in over a period of time. In 2027 or 2028, the charge is proposed to be in place between 7am and 7pm on weekdays, with no charge outside of those times. The charge would only be paid once during a day. The charge would be £5 for cars, motorbikes and mopeds driving within the Zone, with higher charges for larger vehicles. Discounts, exemptions and reimbursements would mean not everyone has to pay.

More detailed questions about the design of the Zone are in the next section.

QUESTION 8

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

ANSWER to Question 8: The Association has consistently supported the introduction of measure(s) which would be effective in reducing the unacceptable congestion on our roads produced in particular by the level of private car usage and the damage this does to sustainable forms of public transport, cycling and walking, public health and our sense of place. The present excessive reliance on the private car for travel is not sustainable in all senses of that word. The growth experienced since 2011 and before and even more so the high growth to come in the next two decades, cannot be sustained by a high car dependency mode of travel. **No change is not an option** if we are to create the conditions for a healthier community – in all senses of that word. For this fundamental reason **we agree** with the Greater Cambridge Partnership's analysis when it says:

“Making Connections is a once-in-a-generation opportunity to transform the way we travel – and live – in the Greater Cambridge area and beyond, creating an affordable and sustainable transport network and breaking the vicious cycle of car dependence...

- Tackling transport-related social exclusion...
- Creating a healthier and cleaner environment...
- Breaking the cycle of car dependency...
- Meeting carbon reduction targets and tackling the climate crisis...” [Page 22]

Taking this opportunity requires change in people's lives and time needs to be allowed for adjustment to this. At the same time, it is crucial that the opportunity is taken, not missed. Were it to be missed, the future would look grim with growing car dependency, even greater levels of air and noise pollution, more deaths and serious ill-health due to pollution, less space for walking and cycling in safe, enjoyable spaces, and more intrusion into our open and other places of recreation and peace. **The invitation** on the cover of the consultation brochure **to “imagine if... We lived in a place that prioritised people over cars”, should be accepted willingly.**

We say this in the knowledge that many car journeys are short. As the consultation brochure notes: "... 53 per cent of journeys in the morning peak start within the (proposed) Zone; a third of these journeys are wholly within the Zone which are shorter and so are easier to make by foot, bike or bus, than those coming from further away..." [Page 18]

End of Answer to question 8

QUESTION 9

The proposals to improve buses, walking and cycling set out in the consultation brochure are only possible if we have a means to fund improvements. A Sustainable Travel Zone would provide this by charging vehicles to drive in the Zone at certain times and by reducing traffic levels.

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

Answer to Question 9: Support. As the Making Connections consultation brochure and "Options Appraisal Report" show, a road user charge in the area of the STZ is the only option which would raise the funding necessary for the better bus network, reduce traffic by the amount necessary to achieve essential bus reliability, reduce unacceptable delays for motor vehicles - and allow safe, more acceptable conditions for cycling and walking:

The evidence gathered over the last five years shows that **road user charging** in the area of the proposed STZ **is the only option which would** raise the yearly income necessary to fund the proposed bus network after the initial GCP funding comes to an end, **and, crucially**, the only option which would reduce traffic sufficiently to ensure a reliable bus service at all times of the day. Without its introduction, it would not be possible to fund the better bus network and ensure it runs reliably to time. The road network would become even more crowded, with even longer delays for road users and a drastic reduction in the already fragile bus service to the detriment particularly of those on lower incomes and those cut off in rural areas.

Our answer to question 9 is "support" rather than "strongly support" for two reasons.

First, while we accept the finding that a **workplace parking levy** would not raise sufficient funding for the new bus network, it would nonetheless be a disincentive to employers to provide car parking spaces for employees, which the road user charge does not achieve. Therefore, if it has not already been done, **we ask** that further work is done **to test the case for introduction of a workplace parking levy alongside a road user charge.**

Second, while we understand the reasons for delaying full introduction of a road user charge for cars to 2027-2028, we are not at all convinced these reasons are strong enough to take the serious risk of continued congestion it entails, with resultant bus unreliability undermining the effectiveness and take up of the new bus network. We believe that if full introduction of the road user charge is delayed until 2027 or 2028 as proposed, the vital cause of reducing traffic congestion sufficiently to ensure the hugely improved bus service we require to replace the current unsustainable reliance on the private car could have been lost. By the time we got there the cause could well have been lost, with traffic – and its associated delay and pollution - having grown out of hand. **We urge the GCP to ensure that this risk is fully assessed before a final decision is made.** Please see also our answer to Question 13 which proposes earlier implementation of the road user charge – and the Introduction to our submission.

We also ask that the resources necessary to administer the road user charging scheme effectively are provided. It is essential that the scheme is seen to be administered efficiently and fairly in terms of the ANPR system, penalty notices, appeals, and administration of exemptions, discounts and reimbursements. Resources, particularly adequate staffing and good quality information technology, are essential to this.

- 1. Strongly Support
- 2. Support
- 3. Don't Know
- 4. Oppose
- 5. Strongly Oppose

End of Answer to question 9

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?

ANSWER to Question 10: We support the introduction of a Sustainable Travel Zone. In reaching this conclusion we have considered what alternatives there might be and have not identified any that stand up to scrutiny. These include: continuation of City Deal funding (not on offer from government); raising Council Tax which is now a highly regressive tax and would hit the poorest most severely (even if it was permitted by government within the capping legislation which is most unlikely); a Local Income Tax (would require primary legislation and would not be allowed by government); increased business rates (many objections and would not be allowed by government). None of these options would have any effect on traffic levels and, therefore, on that ground alone would not be fit for purpose.

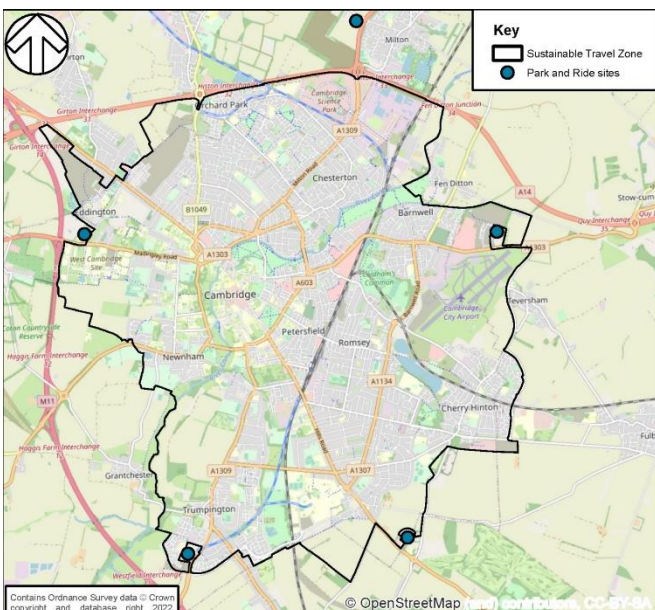
End of Answer to question 10

Designing the Sustainable Travel Zone

Area and hours of operation

The Sustainable Travel Zone has been designed to fund the improvements to the bus network, walking and cycling and other transport options, as well as lowering traffic levels.

The Sustainable Travel Zone would be a road user charging scheme operating across the area set out below.



The proposed boundary of the Zone largely follows the urban area of the city, whilst ensuring that Park & Ride sites sit outside the charge area.

A charge would apply for driving within the Zone. This means that all vehicle movements into, out of and within the Zone would be subject to the charge, unless eligible for an exemption, discount or reimbursement. There are more detailed questions on charge levels, discounts, exemptions and reimbursements below.

The charge is proposed to be in place between **7am and 7pm on weekdays, with no charge outside of those times**. The charge would **only be paid once during a day**, regardless of how many journeys are made that day.

The charge is proposed to be phased in over a period of time, starting with a small number of vehicles and shorter operating hours. In all instances, discounts, exemptions and reimbursements would apply

- In mid-2023, we would begin delivering bus service improvements
- In 2024, bus fares would be reduced
- Between 2025-2027, bus improvements would continue
- In 2025, larger vehicles could start being charged at peak-time (7am-10am) on weekdays.
- In 2026, all vehicles could be charged between 7am-10am on weekdays.
- In 2027/28, the full Sustainable Travel Zone would be implemented with a charge between 7am and 7pm on weekdays.

QUESTION 11

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

ANSWER to Question 11: In our responses to Making Connections 2021 and Choices for Better Journeys 2019, we “opposed... a charge covering a smaller area and **support(ed) a charge which covers all of the city**” noting that ““Trip generators” such as employment areas exist all over the city not in one part of it, and some of the largest and most rapidly growing employment areas such as the Biomedical Campus and West Cambridge are at the edges of the city.” We also supported a lower charge for this larger area. [TRA Response to Making Connections, December 2021] **We continue to hold this view** and note that the area proposed “... reflects the preference of respondents to the 2021 Making Connections consultation, who favoured a lower charge covering a wider area”. We also note the finding, “Technical work also showed that a smaller area would not reduce traffic enough or raise adequate money to fund bus services” which are crucial deficiencies. [Page 17]

End of Answer to question 11

QUESTION 12

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

ANSWER to Question 12: In the Association’s December 2021 response to Making Connections, we argued that the “charge should operate at the same hours for which the new bus network is planned, i.e. from 5am to midnight.” Therefore, **we support the proposed hours of 7am to 7 pm**. However, we also stated that “Congestion occurs at weekends as well as weekdays. The hours at which and the areas in which it occurs are different but it still occurs with harmful consequences.” **We asked that “the Partnership... assess the case for charging at weekends.”** This is not addressed in the consultation brochure, nor was it assessed in the Option Assessment Report, and **we ask** that this option is kept under review.

End of Answer to question 12

QUESTION 13

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

ANSWER to Question 13: We support the principle of the proposal but **have considerable doubts about the extent of the proposed delay in introducing the road user charge** for the reason given in our answer to Question 9 above: "... while we understand the reasons for delaying full introduction of a road charge for cars to 2027-2028, we are **not at all convinced** these reasons are strong enough to take the serious risk of continued congestion it entails, with resultant bus unreliability undermining the effectiveness and take up of the new bus network. We ask that this risk is fully assessed before a final decision is made." In view of the severity of this risk, **there is a strong case for shortening the phasing so that the full road user charge for cars starts in 2025 or 2026**, which would allow enough time for drivers to adjust, and should be sufficient time for the practical arrangements to be made in terms of the ANPR system, appeals process, and operation of the exemptions, discounts and reimbursement scheme – while not undermining the new bus service by allowing congestion to grow uncontrolled other than by itself. **We ask that this is actively considered alongside the risk assessment we request above in answer to Question 9.**

1. Strongly Support
2. **Support In Principle**
3. Don't Know
4. Oppose
5. Strongly Oppose

End of Answer to question 13

QUESTION 14

Do you have any comments on the suggested phasing approach?

ANSWER to Question 14: Please refer to our answers to questions 9 and 13 above and the amendment to the proposed phasing suggested there.

End of Answer to question 14

Charge levels and discounts, exemptions and reimbursements

Charge levels

On weekdays, vehicles are proposed to be charged to drive anywhere within the Zone between 7am and 7pm. The charge would only need to be paid once and would cost car drivers £5, with higher charges for larger vehicle types.

When assessing the options, it was found that a £10 charge provided more revenue and traffic reduction than a £5 charge, but that a £5 charge still meets the scheme's objectives, with a lower financial burden on those paying.

As in other places with similar schemes, different vehicles will be charged different amounts. The table below shows how the charge differs for each vehicle type.

Not everyone would have to pay the charge and more information about discounts, exemptions and reimbursements is in the next section.

Category	Proposed Charge Levels
Cars	£5 per day

Category	Proposed Charge Levels	
Powered two-wheelers (motorbike & mopeds)	£5 per day	
Light Good Vehicles	£10 per day	Potential to explore a 50% discount for zero emissions vehicles
Vehicles with over 9 seats (includes school minibuses etc) – except coaches and buses	£10 per day	
Coaches	£50 per day	
Heavy Goods Vehicles	£50 per day	
Registered bus services	100% discount, potential to link to 2030 zero emission bus target	
Hackney Carriages (Taxis)	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible £5 for those not meeting this	
Private Hire Vehicles	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible £5 for those not meeting this	

More information about the proposed charge levels can be found in the document section in the consultation brochure.

QUESTION 15

Do you have any comments on the proposed charge levels?

ANSWER to Question 15: In our response to Making Connections 2021, the Association supported a lower charge over a wider area, as now proposed, but with a higher charge at peak times than at non-peak times. Presumably this option has been assessed but it is not addressed in the consultation brochure. It will be helpful if the GCP will **explain** why the option has not been taken up. If it is due to difficulty of administration and/or displacement of traffic to non-peak times, we would understand. Nonetheless, discouraging private vehicle travel and encouraging public transport travel is even more important at peak than at non-peak times and should, if at all possible, be reflected in the scheme.

Our responses to the 2019 “Choices for Better Journeys” and 2021 “Making Connections” GCP consultations said:

“We say above that bus fares should be “inexpensive – always significantly less expensive than private transport”. The word “significantly” is important for two reasons. First, research evidence shows that demand to use buses reduces significantly in the longer term in response to increases in fares; i.e., it is relatively “elastic”. The opposite is also the case that demand increases in response to real decreases in bus fares. Fares are not the only factor; service quality is also important - but fares are an important determinant of demand.

¹ The demand for public transport: the effects of fares, quality of service, income and car ownership. Pauley, N & 7 others. University of Leeds. White Rose Research Online. 2005.

Second, account also needs to be taken of the costs which car drivers consider when comparing using their car and the bus. There appears to be less research evidence here, but it is possible that drivers take account primarily of the “direct” costs of using their car when comparing it with travel by bus– what they see it costing them in fuel. It is likely that they take less account of indirect or marginal costs (such as vehicle tax and other forms of taxation) – and certainly much less of public costs, such as those resulting from the adverse effects of vehicle pollution.” [TRA response to Making Connections, December 2021, page 9, repeated from TRA response to “Choices for Better Journeys”, March 2019, page 5]

We believe that the right balance is struck in the proposals between the proposed flat rate bus fares and daily charges for private car road use. This should be kept under review.

Discounts, exemptions and reimbursements

Not everyone would have to pay the charge. We are proposing a range of exemptions, discounts and reimbursements as set out below:

Category	Proposed discount / exemption
Emergency vehicles	Exempt
Military vehicles	Exempt
Disabled tax class vehicles	Exempt
Breakdown services	Exempt
NHS tax-exempt vehicles	Exempt
Dial-a-ride services	Exempt
Certain local authority operational vehicles	Exempt
Blue badge holders	Nominate up to 2 vehicles get 100% discount
Low income households	Tapered discount 25-100%
Car club vehicles (official providers)	100% discount
Registered bus services	100% discount, potential to link to 2030 zero emission bus target
Hackney Taxis	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), or wheelchair accessible £5 for those not meeting this
Private Hire Vehicles	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), or wheelchair accessible £5 for those not meeting this

Reimbursements are also proposed for the following groups:

- NHS patients clinically assessed as too ill, weak or disabled to travel to an appointment on public transport, including those who:
 - Have a compromised immune system;
 - Require regular therapy or assessments;
 - Need regular surgical intervention.
- NHS staff using a vehicle to carry certain items (such as equipment, controlled drugs, patient notes or clinical specimens, blood or breast milk);
- NHS patients accessing Accident and Emergency services;
- NHS and other emergency services staff responding to an emergency when on call;
- Other essential emergency service trips made in business vehicles that are not specifically listed above for exemptions, e.g. fire safety inspections;
- Social care, peripatetic health workers and CQC-registered care home workers;
- Minibuses and LGVs used by charities and not-for-profit groups.

More information about the proposed discounts, exemptions and reimbursements can be found in the document section in the consultation brochure.

QUESTION 16

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

- Emergency Vehicles
- Military Vehicles
- Disabled tax class vehicles
- Registered breakdown services
- NHS tax exempt vehicles
- Dial-a-ride services

- Certain local authority operational vehicles
- Blue badge holders
- Buses
- Car club vehicles (official providers)
- Hackney Carriages (taxis) meeting emissions and accessibility criteria
- Private Hire Vehicles meeting emissions and accessibility criteria
- People on low-income
- NHS patients clinically assessed as too ill, weak or disabled to travel to an appointment on public transport
- NHS staff using a vehicle to carry certain items
- NHS patients accessing Accident and Emergency services
- NHS and other emergency services staff responding to an emergency when on call
- Other essential emergency service trips made in business vehicles that are not specifically listed above for exemptions
- Social care, peripatetic health workers and CQC-registered care home workers
- Minibuses and LGVs used by charities and not-for-profit groups

ANSWER to Question 16: We are pleased to see the detailed attention that has been given to our and others comments in previous consultations that there should be extensive provision for exemptions, discounts and reimbursements. There are four other groups whose need for exemptions or discounts should be considered:

- 1) **Informal carers** with responsibility for dependent relatives including driving them to medical and other appointments which it would not be possible to make by public transport due their relatives' immobility. Informal carers, often on low incomes, including relatives and neighbours, are by far the largest providers of support to dependent people and have a strong case for discounts up to 100%;
- 2) **Some "small businesses** for whom access to specific areas or waiver / abatement of charges may be essential." [TRA 2016, 2019 and 2021 consultation responses] We believe there is a case for reimbursements to a defined group of small businesses and ask that the GCP assess the case for this which it appears not to have done to date.
- 3) The GCP should assess the case for reimbursements for people who have disabilities but **do not fully meet the eligibility criteria for a Blue Badge**, for example people who are able to walk more than fifty metres safely but have very considerable difficulty in doing so.
- 4) **Volunteers supporting local charitable and sporting activities:** The proposed exemption or reimbursement for "Minibuses and LGVs used by charities and not-for-profit groups" is supported and should be extended to include volunteers to local charitable and sporting activities who use their own cars to transport supplies and heavy equipment, for example to food hubs and sports clubs.

We ask that consideration is given to exemptions or discounts for these four groups.

Different views were expressed at our members' meeting on a concern about the effect on "**local communities**" of a blanket application of the road user charge without some form of reimbursement or permit arrangement. Reference was made, for example, to visits to local facilities by infirm or elderly people and local journeys moving bulky items for charitable purposes. At the same time, it was pointed out that exception of a number of "local communities" or areas in Cambridge would undermine the proposed scheme, that traffic was generated all over Cambridge including in local communities/areas, and Trumpington was part of Cambridge, was close neighbour to the largest employment centre in Cambridge and could not be seen in isolation from the rest of Cambridge. A conclusion was not reached other than to **ask the GCP** to keep this concern under review as the scheme is developed and explore the scope for, for example, a limited defined permit scheme. This discussion informed the fourth of the additional groups

proposed for exemption or reimbursement – see “Volunteers supporting local charitable and sporting activities” above.

End of Answer to question 16

QUESTION 17

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

Answer to Question 17: Please see our answer to question 16.

End of Answer to question 17

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?

ANSWER to Question 18: Yes – three:

Yes (1) *Reduction of car parking spaces:*

In both our 2019 and 2021 consultation responses we said:

“Action must also be taken to reduce and restrict the number of car parking spaces in employment areas and Cambridge City centre. The Association is alarmed at the permissions already given for car parking spaces on the Cambridge Biomedical Campus, which, if acted on, would increase the number of spaces from approximately 4,400 in 2016 to getting on for 8,000 by 2025, with more in prospect thereafter. These permissions should be re-visited with the Campus authorities and employers, who should be made to bear their real public as well as private cost, if they go ahead with them nonetheless. We accept, of course, that employers must be allowed to get their staff to work, but in doing so they should bear the real cost as a cost of their business.

The car parking spaces in the City centre, particularly for the shopping centres, are way beyond the capacity of our roads to serve them. At weekend peak shopping times, there are lengthy bus delays, due to private cars clogging up the roads. The ancient street pattern serving the Grand Arcade Car Park, frequently reaches gridlock in Trumpington Street, Pembroke Street and Downing Street, due in major part to the tailback into the Car Park. Associated congestion at the Lensfield Road junctions with Hills Road and Trumpington Road / Fen Causeway aggravates this problem. The effects of this are very evident in extensive delays to the Trumpington Park & Ride buses. Either the number of parking spaces needs to be reduced, and/or their use better controlled by pricing or even advance booking. And people should be encouraged to use the Park & Ride facilities, which, frustratingly, are often under-used at the same time. This important facet should be added to the GCP’s better public transport initiative.

The “school run” continues to be a vexing issue, in particular on Trumpington Road. Congestion is aggravated by the use made by parents of the private car to deliver/collect pupils from the independent schools there, with knock-on effects into and out of the city in the morning and afternoon peak-times. The number of parking spaces available for this purpose on and off Trumpington Road should be reduced, with much greater provision of mini-bus travel to and from these schools to Trumpington Park & Ride. The present use of the bus lane as a drop-off facility should be reconsidered.

Reducing and restraining the number of car parking spaces in the areas we have referred to, should be an important element of congestion reduction and better public transport journeys - and deserves a higher priority than is evident in the GCP’s proposals.”

END OF EXTRACT [TRA response to “Choices for better Journeys” consultation, pages 3-4]

It is disappointing that measures to reduce car parking spaces in Cambridge city centre do not feature at all in the GCP's proposals and we ask the Partnership to include them as an important element in the mix necessary to improve Cambridge and Trumpington's quality of life."

[TRA response to Making Connections, December 2021, pages 6-7]

We ask that the GCP brings forward proposals to reduce and /or control the use of car parking spaces in Cambridge city including major employment centres and the city centre.

Answer to question 18: Yes (2) – Bus priority measures:

In our response to Making Connections 2021, we said:

"Bus priority measures:

An important gap in the Partnership's current proposals is the absence of measures to ensure priority for buses in use of the available road space at key points – and for walking and cycling. It is noted that "physical measures to reallocate road space" are anticipated in the consultation brochure but that there will not be consultation on proposals until next year. This is **disappointing** as it is clear that in some places these measures are an essential part of the Making Connections' programme. That they are to be subject to a separate consultation at an undefined later date is a cause for concern given the **five years** it has taken to get to this point since the "Tackling Peak-time Congestion in Cambridge" consultation in the summer of 2016. The significant risk is that without bus priority measures the programme proposed in this consultation will not deliver the intended reduction in harmful traffic congestion in key bus network locations. **Accordingly, we ask that proposals are brought forward without further delay.** [Making Connections consultation brochure, twelfth page]"

We ask that the GCP implements its commitment to bring forward "physical measures to reallocate road space" at key points to buses, cycling and walking alongside the Making Connections' proposals.

Answer to question 18: Yes (3) – Parking strategy: Our members' discussion of the Making Connections' proposals raised yet again **concern at the amount and persistence of anti-social parking** across Trumpington including the new developments. We are aware that the GCP has been commissioned by the County Council to implement a **parking strategy** in Cambridge – but the wait is long and the County Council itself seems not to be geared up even to organize a planned programme of road adoption in the new developments as one of its essential contributions to an effective enforced parking strategy. Destructive persistent verge parking is also reasonably widespread and needs to be tackled vigorously. We realize that there is a limit to the GCP's staff resources, yet this need is urgent and needs to be given **greater priority by the County Council as well as the GCP.**

End of Answer to question 18

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.

ANSWER to Question 19: (The draft equalities impact assessment could not be "viewed here" as there is not a link.) Within the attention that must be given to the needs of people with disabilities, greater priority

should be accorded than is usual to those of people with sensory disabilities whose specific needs may be relatively overlooked. (The draft Equalities Impact Assessment report on the website suggests that it may not be an exception to this, with the “Assessment of Effects” appearing to be confined to two paragraphs in Section 7. [Pages 64 & 65 on the page counter) Amongst these needs are the requirement for good quality bus stops which provide protection from the elements, sound footing under foot and timetable and “real” real time information in a suitable form. We are aware from reported experience that lack of these facilities in addition to poor bus reliability are a significant deterrent to bus travel for people with these disabilities. **It is suggested** that if it does not already exist, the GCP should establish a panel of people with disabilities who use or would wish to use buses if they were suited to their particular needs. This could act as advisor/sounding board on its bus proposals.

End of Answer to question 19

Questions 20 onwards are not appropriate for our organisation as they apply to individuals.

David Plank
For Trumpington Residents' Association
10 December 2022



U3AC submission to GCP Transport Consultation

U3AC is an independent Charitable Incorporated Organisation, which organises educational, social and fitness activities for people who are not or no longer in full-time employment. Established in 1982, we currently have over 2,400 members, with an average age in mid 70s, most of whom attend one or more of our weekly activities in our classrooms at our central Bridge Street offices, or other facilities in and around Cambridge.

In response to concerns raised by some of our members to the GCP “Making Connections” proposals, we have conducted a survey to better understand how our members access our activities, potential impacts that the proposals could have on their future engagement with U3AC, and how this could affect our precarious finances.

This document summarises the impact and concerns of our members and trustees. Based on the 731 responses (approximately 30% response rate from our total membership) that we had to our survey:

- 20% indicated that the proposals would negatively impact their ability to get to classes
- 31% said transport to activities outside Cambridge, such as walking groups, would be inconvenienced or prohibitive
- 34% would reduce their membership involvement or consider cancelling their future membership
- 42% were against the implementation of road charges or rejected all the GCP “Making Connections” proposals.

The U3AC Trustees recognise the need for planning and actions to address the increasing traffic congestion challenges in and around Cambridge. We believe that we provide a vital service in helping to maintain the mental agility and physical fitness of our members, many of whom have increasing age-related mobility challenges and for whom U3AC provides one of their key motivations to get out of their home and enjoy social interactions.

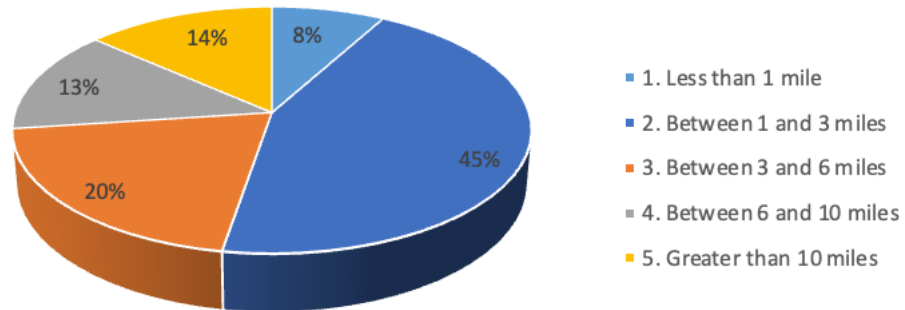
Our activities take place between 10:00am and 5:00pm, so most of our members are travelling to and from our activities outside of core rush hours. Nearly half our respondents live outside Cambridge City boundaries (66% live within 6 miles of the city centre), so while 43% generally walk or cycle to classes, over half are dependent on transport. 90% of members attend classes in the city centre, while 35% participate in activities outside of Cambridge.

If these proposals resulted in a 20% fall in our membership, it is likely that U3AC would not be able to continue our current level of activities or retain our central Cambridge class facilities which are fundamental to easy access for members.

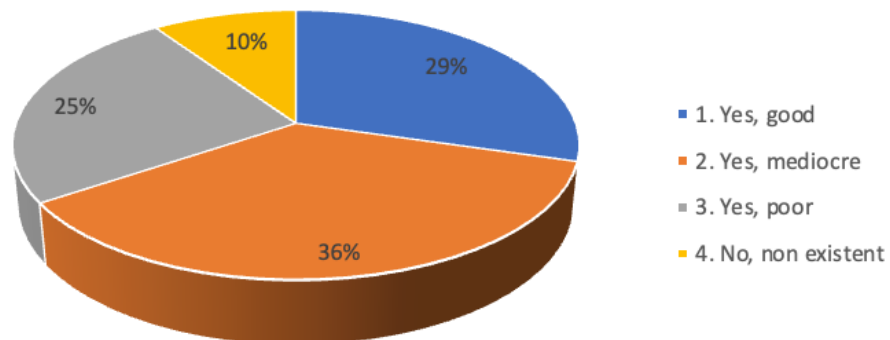
We hope that GPC will take into account the transport challenge of our older members and consider ways to facilitate their affordable access to our activities.

Summary of Members Current U3AC Transport

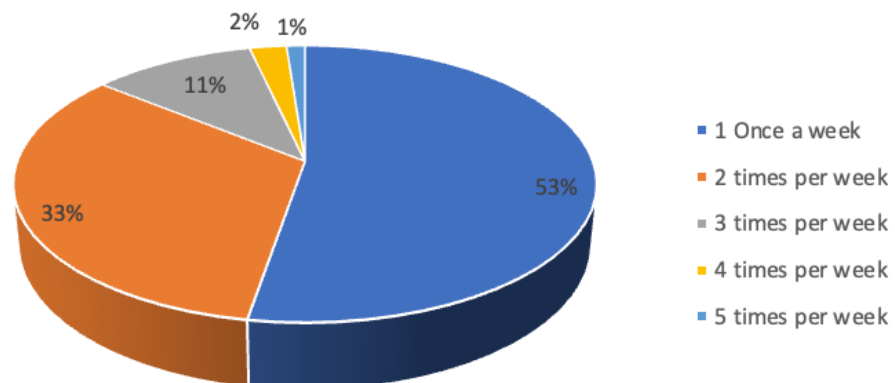
Distance live from U3AC Bridge Street



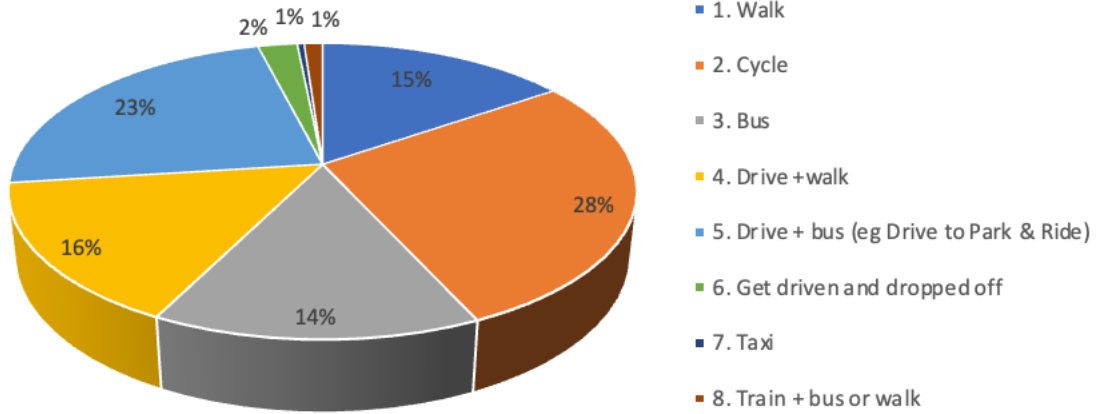
Access to Good Public Transport into Cambridge



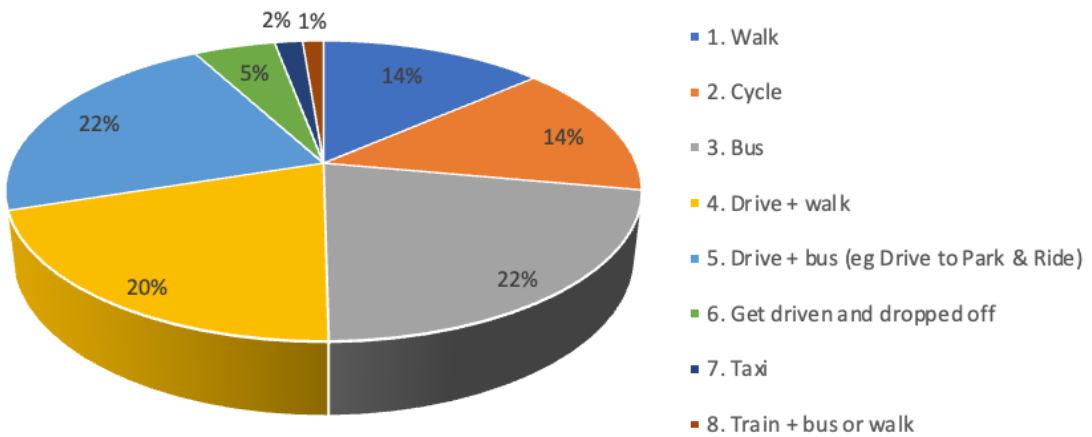
Frequency of travel into U3AC



Usual mode of Transport into U3AC Classes

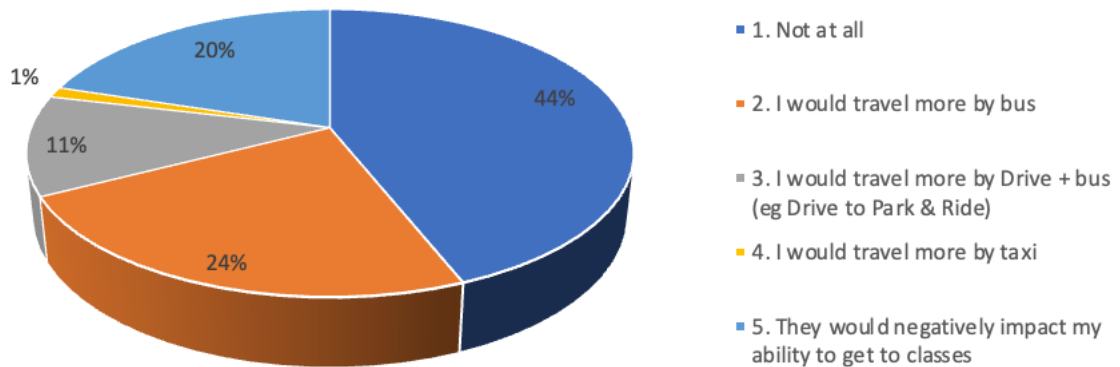


Occasional mode of Transport into U3AC Classes

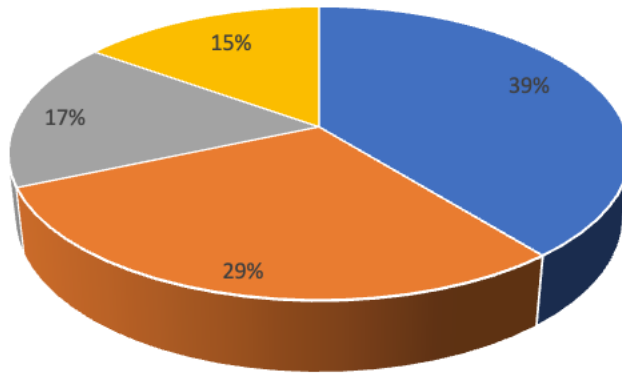


Impact of GCP Proposals on U3AC Members

Impact on ability to get to U3AC Classes

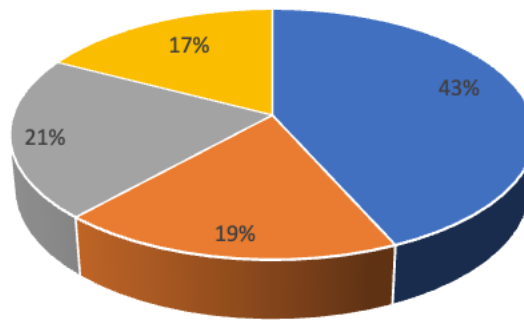


Impact on ability to get to U3AC activities outside Cambridge



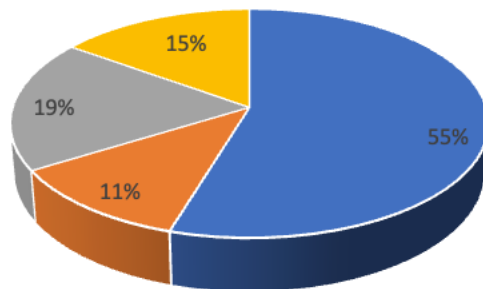
- 1. Not at all
- 2. Improved bus service may facilitate transport to outside activities
- 3. Transport to outside activities would be inconvenienced
- 4. Transport to outside activities would be prohibitive

Impact on Desire for Attending U3AC Classes



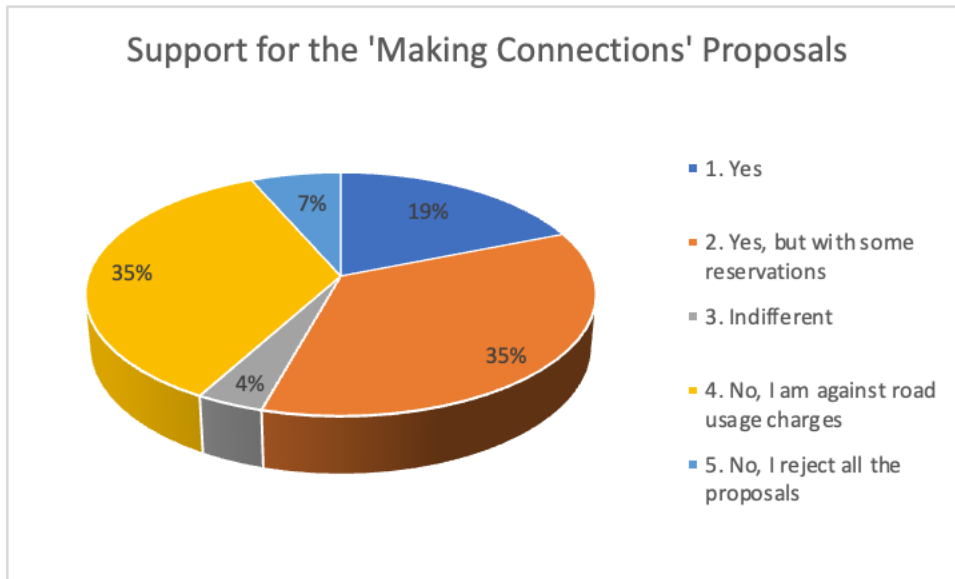
- 1. None
- 2. Improve
- 3. Slightly reduce
- 4. Significantly reduce

Impact on Future Membership of U3AC



- 1. None
- 2. Improve my membership involvement
- 3. Reduce my membership involvement
- 4. Cause me to consider cancelling my future membership

Members Support for the GCP Proposals





Linking London to Cambridge – the UK’s leading sci-tech region

Greater Cambridge Partnership

consultations@greatercambridge.org.uk

By email

UK Innovation Corridor
West Suffolk House,
Western Way
Bury St Edmunds
Suffolk
IP33 3YU
Email: john.mcgill@lsc.co

20th December 2022

Letter in response to the current consultation on proposals for improving sustainable travel in the Greater Cambridge area.

I am writing on behalf of the board of the UK Innovation Corridor to provide comment on the proposals for a sustainable transport zone for Cambridge.

The UK Innovation Corridor, formed in 2013 by a voluntary consortium of local authorities, businesses, universities and colleges, working with the LEPs, and governed by a non-statutory board chaired by an independent business chair, is the country’s leading sci-tech region, driving investment, growth, skills development, and increased productivity from London to Cambridge & Peterborough.

The Corridor is an asset of major economic significance with the potential to increase GVA from its current level of £183bn (2019) to over £350bn by 2050 and the ambition to become one of the world’s leading clusters for life and data sciences, health technologies and advanced manufacturing. Comparable to the North Carolina Research Triangle, Boston Route 128, and Silicon Valley, the Corridor has the potential to deliver a world-class innovation ecosystem for the benefit of all parts of the UK, ensuring economic recovery, high-value growth, increased productivity, prosperity and better health for all.

The economy of the Corridor has experienced strong and consistent growth for the past 20 years. A recent study of the Corridor, shows average growth in gross value added (GVA) at 2.8 – 2.9%. This compares with a national average of 1.9%. The study then projects continued growth at this rate, or higher, through to 2050 when the GVA will exceed £350 billion. In terms of GVA per person, this part of the UK comfortably outperforms any other comparable area such as the M4 Corridor, Northern Powerhouse, Midlands Engine and the Oxford Cambridge Arc. Indeed, during the five years to 2018 the economy of this Corridor grew three times faster than Silicon Valley itself.

However, the same study identifies ‘overheating’ of Cambridge as one of the key risks to the collective vision of a £350 billion economy by 2050. This is consistent with the [Cambridge and Peterborough Independent Economic Review](#) (CPIER, 2018) which highlights the growth rate of the Greater Cambridge area – much higher than official data produced by the Office for National Statistics.


Traffic congestion into and out of the Greater Cambridge area is a significant problem for people living, studying and working there which lowers the quality of life and, because of the consequent pollution, is also dangerous to health. Ultimately, this detracts from the attractiveness of Cambridge as a place to live, study, set up and grow a business and contributes to the overall sense that Cambridge is 'overheating'.

Therefore, for this reason, *the UK Innovation Corridor* supports the proposals set out in the consultation document: to transform the bus network, making it cheaper and increasing the service; investing in other sustainable travel schemes, principally walking and cycling; and to create a 'sustainable transport zone', essentially a charging zone which will levy vehicle users during defined peak hours.

However, while we believe this will be a major step forward to reduce congestion into and out of the city, the proposals should reinforce the importance of connections to the rest of the combined authority area as well as to wider East of England region and connections into London. Therefore, we suggest greater emphasis on walking, cycling and bus connections with the main rail stations in Cambridge and South Cambridgeshire and also to stress the importance of East – West rail.

However, we firmly believe that these bold proposals will be a significant step forward to address traffic congestion over the medium term.

Yours sincerely

A handwritten signature in black ink that reads "Ann Limb". The signature is written in a cursive, flowing style.

Dame Ann Limb DBE DL
Chair, UK Innovation Corridor

20 December 2022

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

Submitted via email only: consultations@greatercambridge.org.uk

Dear Sir / Madam,

Greater Cambridge Partnership Making Connections – A City Access Public Consultation Representations on behalf of Universities Superannuation Scheme

On behalf of our client, Universities Superannuation Scheme Limited (USS), we are writing to respond to the ‘Making Connections – A City Access Public Consultation’, published by the Greater Cambridge Partnership (GCP) which is open for comments until 23 December 2022.

Background

USS is a major investor and landowner in Cambridge. It has retail and commercial assets in the city, consisting of Grand Arcade Shopping Centre (‘the Retail Site’) and Units 4-56, Clifton Road Industrial Estate and Coldham’s Road Industrial Estate (‘the Commercial Sites’). USS therefore has an active interest in the formulation of planning and transport policy for Greater Cambridge and is committed to supporting the city, ensuring its vitality and viability while encouraging sustainable development.

USS has previously submitted representations to the following transport consultations for Cambridge:

- ‘Making Space for People Interim Consultation’ - October 2019 in conjunction with Ayr, the owner of Lion Yard Shopping Centre;
- ‘Making Connections’ - December 2021; and
- ‘A new road classification for Cambridge’ - July 2022.

The nature of these representations was to express general support for the aspirations of GCP to promote road safety and sustainability by reducing congestion and encouraging walking and cycling in Cambridge city centre. However, the representations raised concerns that considering the scale of changes proposed to restrict city centre traffic and the potential impact on local businesses, GCP should engage more robustly with local businesses and begin a formal dialogue on this important transport strategy.

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USS seeks to build on previous representations in the context of the current proposals in this Autumn 2022 'Making Connections' consultation document.

The Retail Site

USS is the owner of Grand Arcade Shopping Centre, a major shopping centre within the Primary Shopping Area (PSA) in the core of Cambridge city centre. Grand Arcade is bounded by Downing Street to the south, Corn Exchange Street to the west, St Andrew's Street to the east and the Lion Yard shopping centre to the north.

The primary land use in the immediate vicinity of Grand Arcade is retail, often with ancillary commercial uses above. Other uses in the immediate area include restaurants, hotel, fast food, religious and education uses.

Grand Arcade is under a mile from Cambridge train station and is readily accessible by car, public transport, bike and foot. It benefits from a publicly accessible car park which provides 953 car parking spaces (including 35 blue badge bays) on a 24-hour basis and a public cycle store facility which has 500 spaces.

The Commercial Sites

Clifton Road Industrial Estate

Clifton Road Industrial Estate comprises a total area of approximately four hectares and is located within the urban area of Cambridge, approximately one mile southeast of the city centre. It lies to the east of Hills Road and the West Anglia Mainline railway line. The estate is north of Cherry Hinton Road and west of Rustat Road, with vehicular access from Cherry Hinton Road. It comprises a spine road (Clifton Road) with some units facing the spine road itself and some in small courtyards served by spurs off the spine road.

Clifton Road Industrial Estate is well located close to the Cambridge outer ring road, which provides access to the M11 and A14. The Site lies directly east of Cambridge Railway Station, which is a 10-15 minute walk away, with access over a railway footbridge to the west of the Site.

The Site is currently a well-used industrial estate, with a variety of light industrial (use class E), general industrial (use class B2), storage and distribution (use class B8) and Sui Generis uses. The industrial estate (consisting of units in varying two storey sizes) is fully occupied and accommodates a mix of business uses including a climbing centre (Clip n' Climb), Cambridge Science Centre, kitchen furniture shop (Howdens), building supplier merchants (Toolstation) and beauty supply store (Salon Services). USS also owns the office building known as Rustat House to the north east of the Clifton Road Industrial Estate.

Coldham's Road Industrial Estate

USS also owns Coldham's Road Industrial Estate, which fronts onto Coldham's Road and is located just 1.5 miles from Clifton Road Industrial Estate, with which it enjoys the same strategic geographical benefits. Coldham's Road Industrial Estate is 1.5 miles from Cambridge city centre and 1.5 miles from Cambridge Airport. The estate benefits from close proximity to the A14 dual carriageway approximately three miles to the north, connecting it to the greater region through road linkages. Occupiers include Howdens, Topps

Tiles and Edmundson Electrical, across light industrial (use class E), general industrial (use class B2) and storage and distribution uses (use class B8).

Due to the similarity in the industrial estates' strategic positioning, occupier profile and commercial interests, USS adopts a unified position regarding the impacts of the Making Connections proposals upon its commercial assets in Cambridge.

Making Connections – A City Access Public Consultation

USS is in general support of GCP's ambition to improve sustainability, mobility, and air quality within the city centre. It supports the aim of improving inclusivity in public transport provision and reducing isolation and inequality in access to transport through expanding the public transport offer.

The three main proposals, transforming the bus network, investing in other sustainable travel schemes, and creating a Sustainable Travel Zone, are addressed below.

Proposal 1: Transforming the bus network

USS recognises the negative impacts that lack of access to vehicular transport can have upon residents' daily lives. Therefore, USS supports the proposal to expand the public transport offer to support sustainable travel, improve air quality, promote equality and inclusivity, and expand access to resources through increasing bus services, expanding bus routes and hours, and lowering fares.

Proposal 2: Investing in other sustainable travel schemes

USS is supportive of the proposal to invest in walking and cycling networks. Not only will this improve air quality and environmental sustainability, but it will also help encourage a healthy and active lifestyle for Cambridge residents.

Proposal 3: Creating a Sustainable Travel Zone

As with Proposals 1 and 2, USS is supportive of this proposal's aim to promote sustainable travel methods and improve environmental quality. However, USS has concerns regarding the method through which GCP intends to achieve this. It is considered that the benefits of the proposal to introduce charges within a Sustainable Travel Zone (STZ) (Figure 1) will be outweighed by the damaging impact this will have upon the vitality and viability of commercial and retail assets in and near to Cambridge city centre such as the Retail Site and the Commercial Sites owned by USS.

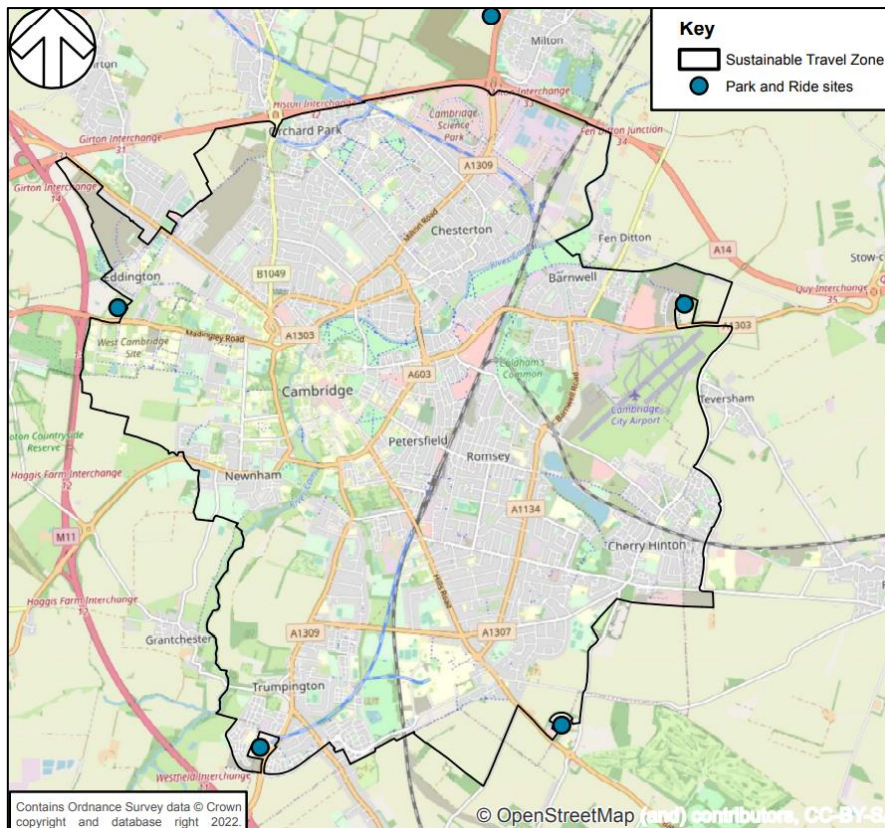


Figure 1: Boundaries of the proposed Sustainable Travel Zone in Cambridge (Source: Greater Cambridge Partnership)

The proposed charge of £5 per day to enter the STZ will likely prevent visitors from coming to the city centre. Both the Retail Site and Commercial Sites owned by USS rely upon vehicle operators as their main source of custom and business. Therefore, the introduction of a charge to road users travelling within the STZ during the peak business operating hours of 7 am to 7 pm on weekdays by 2027 would adversely impact the vitality and viability of these assets. The operating hours of this charge would limit commercial and residential deliveries to certain times outside busy periods which, in turn, would affect the operations of local businesses, and therefore local residents in the city centre. The proposed operating hours of the STZ until 7pm would also affect the promotion of night time economy as they would prevent visitors from seeking evening leisure and entertainment in the city centre.

Additionally, the proposed charge would pose a barrier to inclusivity. Whilst blue badge holders are exempt from the charge, there is no exemption for the elderly, and only a tapered discount of 25-100 per cent for low-income individuals, creating a barrier to movement and further entrenching social exclusion for those marginalised groups.

Furthermore, the charge of £50 per day for HGVs would discourage businesses from significant industrial parks in or near to the STZ such as the Commercial Sites due to the increase in costs. Given a large amount of deliveries made by HGVs are due to the demand for “click and collect”, the proposed charge for HGVs would significantly increase the operational costs for retailers in the city centre. To avoid the charge, more deliveries may be moved to out of hours, which would then increase the staff costs for local businesses.

The proposed charge would also apply to waste vehicles, which would increase operational costs for businesses within the STZ.

Whilst USS supports the growth of sustainable travel options, it is concerned that the introduction of high charging rates on vehicle travel will adversely impact the economy of Cambridge by drastically reducing footfall to the PSA and employment in the city centre and its surrounds. Furthermore, the proposals will restrict the movement of commercial vehicles, and result in operational difficulties and decline of growth in industrial parks such as the Commercial Sites owned by USS.

USS would like GCP to consider the negative impacts which Proposal 3 would have upon the economy of Cambridge and disruptions to the operation of retail and commercial assets, respectively, which underpin the vibrancy and health of the city centre.

USS urges GCP to consider that increasing bus service provision and reducing fares, as well as improving active travel networks to encourage walking and cycling, would *alone* discourage private vehicle use organically, as well as maintain acceptable levels of footfall in the city centre. These measures would do so without causing onerous restrictions, which would adversely impact the economic future of Cambridge's retail assets or the circulation of commercial vehicles essential to providing goods and services to residents.

To relieve congestion caused by commercial vehicles in the city centre, GCP could explore the possibility of implementing a hub and local delivery network to complete the last mile deliveries in the city centre, rather than introducing high vehicle charging rates, to ensure the local economy is not impacted.

It is also important to note that part of the congestion is caused by school traffic, and therefore GCP should consider encouraging the use of school buses to and from park and ride sites to relieve congestion during peak hours.

Thus, it is not necessary for an STZ to be introduced to achieve this aim, and furthermore doing so would only aggravate the negative implications of such an initiative upon the economic promise of Cambridge.

The city centre economy continues to recover from the negative impacts of the Covid-19 pandemic upon commerce. Therefore, the implementation of an STZ charge before the longer-term impacts on the high street and retail centres are fully known poses a significant hazard to the economic health of the city in the coming years.

USS also strongly suggests that the best way for GCP to develop sustainable future transport strategies which work to the benefit of all key stakeholders in the community is to conduct formal dialogues with these stakeholders, such as local businesses, to incorporate their voices in such an important transport strategy.

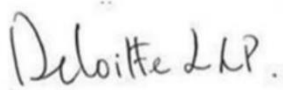
Summary

USS is pleased to have the opportunity to comment on this consultation and requests to be informed on the progress of the proposed transport strategy.

USS would welcome the opportunity of a meeting with the GCP to discuss the proposed transport strategy in more detail, including alternatives to the proposed STZ charge to ensure access to local businesses is not unduly affected.

We trust that the information provided is clear. Should you require any further information please contact Amy Hartley (amhartley@deloitte.co.uk / +44 20 7303 5937).

Yours faithfully,

A handwritten signature in black ink that reads "Deloitte LLP." The signature is written in a cursive, slightly slanted style.

Deloitte LLP

GCP Making Connections 2022

Response from the Disabled Staff Network, University of Cambridge

Our disabilities are diverse, and our needs aren't the same across the board. Very often our disabled staff earn less than equivalently qualified able-bodied peers. A higher proportion of disabled staff average cannot drive/have no access to a private car. Some regularly use taxis, via the Access to Work scheme. Others, but not all who would like them, are eligible for the Blue Badge scheme. Those who can use public transport often need additional support (e.g. from bus drivers) to use it and have frequently had bad experiences asking for help. Active travel is only possible for a few and necessary adaptations, such as e-tricycles, are very expensive.

Currently the Making Connections brochure lists the following provisions for disabled people:

- 100% discounts for up to two vehicles registered by a Blue Badge holder
- A reimbursement scheme for people travelling to medical appointments who aren't well enough to use public transport
- 100% discounts for taxis and private hire vehicles, if they follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible
- Tapered discounts for people on low incomes

We note these exclude people who don't qualify for the Blue Badge or Access to Work schemes, but still rely on cars for everyday mobility due to their condition.

Our concerns

- The number of people with reduced mobility or other issues who aren't eligible for a Blue Badge or discount schemes is much larger than most people are aware of.
- Some disabled people aren't able to use public transport at all. Currently many with autoimmune conditions or immunosuppression are vulnerable to infections and thus unsafe on buses which lack adequate ventilation or mask mandates. Others have to manage fatigue, sensitivity to outdoor temperature or extreme anxiety, making public transport inaccessible.
- Others have noted that buses are not a reliable transport option for wheelchair users. Buses usually only have space for one wheelchair or pushchair, meaning that wheelchair users have to wait for the next bus if the space is occupied.
- Disabled people often have to rely on bus drivers for additional support and frequently recount bad experiences, even abuse.
- The currently expensive, limited, unreliable, and very slow bus "service" in and around Cambridge makes it difficult even for bus advocates, to believe buses can ever meet our needs.
- Transport concerns intersect with high property and rental prices in Cambridge – many people don't want a long commute but they have no choice. Accessible properties are especially hard to find.

- If we assume a working month of 20 days, the charge is an effective pay cut of £1200 a year for anyone who has no choice and may already have additional expenses related to their disability.
- Disabled passengers who rely on Access to Work tax support are concerned that rates will increase if they use out of town taxis that don't qualify for the exemption, which would further inflate the amount of money they wait to have reimbursed.

Our questions

- Could there be a separate process for exempting disabled car-reliant people from the charge who aren't eligible for a blue-badge, decided on a case by case basis?
- What work is being done with marginalised groups identified in the Equality Impact Assessment to find solutions? How will updates be circulated about new developments in this area?
- How is safety from Covid and respiratory infections on public transport being addressed? This remains an issue that keeps a number of people from using public transport.

Our ideas

- Receiving PIP (Personal Independence Payment) or ESA (Employment and Support Allowance) could be an additional way to qualify for an exemption from the charge (with case by case assessments as appropriate).
- Occupational Health assessments through employers could be part of a process of being exempted from the charge for health/disability reasons. This could also include temporary exemptions such as during recovery after an injury.
- The Cambridge Living Wage could be raised to accommodate at least part of the increased expense many individuals and families will need to factor in.

Alina Wanitzek, Kirstie Preest and Alison Dunning

Disabled Staff Network, University of Cambridge

16 December 2022

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

14th December 2022

Greater Cambridge Partnership – Making Connections University of Cambridge Response

Dear GCP,

Making Connections: Response from the University of Cambridge

There is no question that bold steps are needed if we are to arrest the rapidly deepening climate and biodiversity crisis. Indeed, the University has committed to delivering against its science-based target by 2048 and is delivering a range of measures to meet this ambition in areas such as transport, energy transition, biodiversity gain and more.

It is clear that in order to deliver against their climate ambitions, the University and its regional partners cannot continue with the status quo as far as the existing transport system is concerned. It is in this context that the University welcomes the progress being made by the Greater Cambridge Partnership (GCP) to deliver an integrated transport solution, including affordable bus journeys, to address the climate and biodiversity crisis and social inequalities that the region faces. The University is therefore very pleased to be afforded the opportunity to respond to the latest City Access - Making Connections consultation.

There is no doubt that in order to function, the ecosystem of the University, staff, students and the City need an effective and sustainable transportation system. Since the transportation system serves everyone in the City, it is imperative that the University and the City work together to find a solution. In our previous Making Connections consultation response in December 2021 ([available here](#)), we highlighted a number of key principles as well as areas for further development to ensure that the transport system offers a seamless and integrated solution to the needs of all who are part of this ecosystem. At the same time, any transition to a new, more environmentally sustainable equilibrium has to keep in mind

The Old Schools
Trinity Lane
Cambridge CB2 1TN

Tel: + 44 (0) (1223) 765692

Fax: + 44 (0) (1223) 765693

Email: David.Cardwell@admin.cam.ac.uk

www.cam.ac.uk

the immediate impact on our staff, who, with their many needs and constraints, are poised to both benefit and be hindered in their travel to and from work. We, therefore, support, in principle, the proposal put forward by the GCP but with qualifications we have previously raised. Specifically, we support the GCP's commitment to:

- a. Significantly improve the frequency, duration (5am-1am), affordability (£1/£2 per journey) and sustainability of public transport before the introduction of any road user charge. We also expect the enhancements to transport infrastructure, including but not limited to Park and Ride capacity, to be completed before the road user charge is introduced. We would expect a transparent effectiveness review to be conducted to ensure the improvements meet expectations.
- b. Adjust the final proposal in line with the feedback received during the consultation, in particular the road user charge, timing, charging zone and exemptions/discounts.
- c. Balance the wider sustainability goals including equity considerations and Cambridge's need to remain an attractive and vibrant economic centre.

Whilst our travel insights data (detailed below) suggests that a large proportion of our staff already travel by public transport or walk/cycle to work, some staff have expressed concerns about the immediate impact of any road user charges. In this context the University recommends that:

- a. the enhancements to transport infrastructure including but not limited to Park and Ride capacity are fully completed before any road user charge is introduced; and
- b. Before the GCP proceeds with any road user charge, a review, , which is fully transparent and gives all those affected across the GCP the opportunity to consider and comment on that review is carried out to ensure the improvements in the bus services meet expectations.

Travel Insights – Staff and student travel habits and needs

The University's staff and student travel surveys for 2022 suggest that travel and working-from-home habits are starting to settle, and we are now able to better understand how these have changed since 2019 and the impact that this is having.

The following provides a summary of the key headlines, and we will share further insights as they become available to help inform proposals as appropriate.

- The vast majority of students and over 60% of our staff use sustainable modes for their journey to work. However, for those who live outside of Cambridge, this percentage reduces, and we anticipate that in the future more staff will be travelling from outside of Cambridge.
- For staff travelling into Cambridge many have a limited public transport offer that is reliable. Therefore, improvements to services, increased frequency, reliability and operating hours, including the increased capacity at the park and ride sites, are all to be welcomed.
- Currently, approximately 20% of our staff have caring responsibilities and whilst over 50% of those staff travel by active modes, and we are aware that a proportion of those with caring responsibilities currently drive.

The Old Schools
Trinity Lane
Cambridge CB2 1TN

Tel: + 44 (0) (1223) 765692

Fax: + 44 (0) (1223) 765693

Email: David.Cardwell@admin.cam.ac.uk

www.cam.ac.uk

- Whilst we recognise that a large proportion of our staff and students could directly benefit from the proposals, we are also acutely aware that a proportion of our staff could be adversely affected due to a range of often interwoven needs, in particular those on the lowest incomes.

The remainder of our response provides feedback to the consultation questions and highlights a number of areas that the University believes need addressing to deliver the proposals and the desired changes in travel habits.

Bus Services and Capacity

The proposals to improve the bus network across the region are fundamental; however, recent changes to bus services have shaken public confidence. We believe that the long-term success of the proposals requires a new approach to delivering a secure bus network, one that our staff and student can rely on to plan their lives around. We strongly encourage the GCP and the Cambridgeshire and Peterborough Combined Authority to advance the proposals for a new governance structure through franchising.

As proposals progress, assurance is needed that not only will there be an increase in the number of public transport journeys but that there is sufficient capacity to accommodate the desired increase of users at key employment sites such as West Cambridge, the Science Park and CBC. It is also imperative that there is a pipeline of skilled staff, vehicles and electric vehicle charging infrastructure available to ensure its future success. Public confidence in the GCP's credibility in delivering bus service improvements will be crucial in this process.

The proposal to offer cheaper ticketing across the network is imperative and supported. This should include integrated ticketing across different operators, thereby providing a more seamless and affordable travel experience.

We also recognised that the reduction in traffic across the network will support the University's bus service, and we will continue to work with local authority partners to complement the proposals.

Walking and Cycling (Active Travel)

Walking and cycling are the preferred modes of travel for a majority of students and over 40% of staff use these modes of travel for their journey to work. The large infrastructure projects being delivered through both the greenways and the cycle plus proposals are welcomed; as are the ambitions to deliver a range of improvements to support a significant uplift in the number of people walking and cycling through increases in cycle parking, and improvements to footways and spaces for people.

We welcomed the proposals to reallocate road space to support increased active travel modes across the transport network. A 50% reduction in peak-time traffic would enable the provision of a safer and cleaner environment for walking and cycling.

However, the consultation documents provide limited detail on which we can comment; therefore, we look forward to working with the GCP and other partners to develop these proposals further.

The Old Schools
Trinity Lane
Cambridge CB2 1TN

Tel: + 44 (0) (1223) 765692

Fax: + 44 (0) (1223) 765693

Email: David.Cardwell@admin.cam.ac.uk

www.cam.ac.uk

Specific areas that we welcome further development on include:

- Reallocation and design of space within the urban environment that supports active travel and micro-mobility.
- Solutions for deliveries and freight consolidation and the role of micro-mobility.
- Significant micro-mobility parking and storage infrastructure.
- Improved quality of space and surfaces.

Sustainable Travel Zone and Revenue Generation

The University accepts that a revenue stream is needed to support the wider city objectives of enabling sustainable growth and reducing traffic and pollution. The proposals for a Sustainable Travel Zone would charge those who cause the most impact on air quality, quality of place and the functionality of our City, and generate an income to support the wider package of measures. A comprehensive package of support will be needed to help people transition to a new way of travelling, including individuals, communities and businesses.

A clear agreement that public transport and active travel infrastructure has reached an acceptable level must be in place prior to the introduction of any charging scheme.

Central to the success of the Making Connections package is ensuring that the whole of the greater Cambridge area would benefit from proposals to achieve a vision to support sustainable growth and protect the health and well-being of our communities. We, therefore, support a whole-city approach. Without this, we cannot achieve the essential transport systems that our community deserves. Much time and resources have been spent to maximise the city's transport network; however, what we need now is a different approach, a bold approach.

The University, like many other organisations with multiple sites and activities, generates a significant number of trips on the city's transport network. We recognise the need to consider both need to travel and mode of travel, and we are delivering ways to maximise the efficiency of our own organisational impact on the network through a reduction in the number of trips and by transferring as many as possible to more sustainable modes.

Feedback from our staff has highlighted that whilst the largest portion are likely to directly benefit from the proposals, a number will experience significant impact and particularly those with complex travel needs on lower incomes. Therefore, we expect exemptions or clear mitigation measures for those most in need, and look forward to receiving further information.

Specific vehicle and activity types we would welcome further considerations for include:

- Agricultural vehicles and other specialised vehicles used for estate management.
- Demand Responsive Transport and similar mass transit services.
- Vehicles conveying clinically sensitive equipment/materials
- Emergency medical vehicles

The Old Schools
Trinity Lane
Cambridge CB2 1TN

Tel: + 44 (0) (1223) 765692

Fax: + 44 (0) (1223) 765693

Email: David.Cardwell@admin.cam.ac.uk

www.cam.ac.uk

- Medical care related travel.

Further consideration and next steps

As proposals progress, we encourage the GCP and other regional partners to work together and we would welcome reassurance on the following key areas:

Franchising and co-ordinated approach to public transport service delivery across the region to ensure that the recent experience of bus service being withdrawn cannot happen in the future. The Cambridge community needs a reliable bus system that they can plan their daily lives around, knowing that they will be able to reach their destination.

Monitoring and Measuring Success. As previously stated, the University does not advocate the implementation of charges prior to significant and demonstrable improvements to public transport, cycling and walking routes and facilities across the city. We would encourage the GCP and partners to establish a programme to monitor and measure the success of transport improvements as they are implemented to ensure they are having the desired impact – before any road charging scheme is implemented.

Behaviour Change. To enable people to transition to a new way of travelling as the transport system evolves, a comprehensive package of support will be required. It is recognised that for some, the transition to a new way of travelling will be simple, but for others, additional support and advice may be required.

We would therefore encourage the GCP to provide a package of behavioural change support for individuals, communities and businesses to understand the choices available. This should include measures such as employer travel plans, personal journey planning services, real-time information and guidance on what services are available and how to access and use them.

Overall, and in line with previous consultation responses, the University welcomes the package of measures proposed by the GCP in the Making Connection's consultation. It will ensure that Cambridge remains a growing, evolving and sustainable centre of excellence and will support existing and future investment by the University and others. It will enable the city region to nurture its industries and will facilitate a further expansion of its knowledge-based economy while retaining the high quality of life and place that underpins our city and supports its standout economic success. It will ensure the spread of access to Cambridge's many opportunities to communities across its hinterlands and is essential for the University and the local authorities to deliver on their proposed commitments in the years and decades ahead.

We fully support and remain committed to the overriding ambitions of the GCP and other city partners to provide a connected, inclusive, and affordable transport system that is fitting for our city and our communities. This task is more important than ever if we are to sustain Cambridge's pace of growth and ambitions for sustainability.

We believe that the opportunity to change the transport offer in Cambridge should not be missed and that future generations will be thankful for decisive action to deliver these proposals.

The Old Schools
Trinity Lane
Cambridge CB2 1TN

Tel: + 44 (0) (1223) 765692

Fax: + 44 (0) (1223) 765693

Email: David.Cardwell@admin.cam.ac.uk

www.cam.ac.uk

If you have any questions or would like to discuss any of the points raised in this response, please do not hesitate to contact me.

Yours faithfully,

A handwritten signature in black ink that reads "D Cardwell". The signature is written in a cursive style with a large, stylized initial 'D'.

Professor David Cardwell
Pro-Vice-Chancellor (Strategy and Planning)

The Old Schools
Trinity Lane
Cambridge CB2 1TN

Tel: + 44 (0) (1223) 765692

Fax: + 44 (0) (1223) 765693

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www.cam.ac.uk

UPS Response to Greater Cambridge Making Connections Consultation

December 2022

UPS is one of the world's largest logistics companies, playing a vital role in the collection, warehousing and delivery of goods. Our global network spans 220 countries and territories, offering integrated, advanced services to export and import focused UK customers. Our UK operation includes more than 77 operating facilities, approximately 8,900 employees and a fleet of more than 2,700 vehicles. UPS provides national and international time sensitive delivery services for businesses of all sizes and serves the wider Cambridge area from our delivery depot in Bury St Edmunds.

As the logistics industry faces increasing demand from e-commerce, UPS recognises that embracing emerging and evolving technologies is key to keeping up with changing market needs whilst still upholding environmental commitments. UPS is reimagining its network through various innovative initiatives, one of which includes our new eQuads, which provide an inventive way to improve air quality, reduce congestion and help to enhance the efficiency of our network.

We currently are trialing two of the eQuads in Cambridge (see more detail [here](#)). The four-wheeled electric-assist cargo cycles, which launched in the city last month, operate from a micro-hub in the Barnwell Business Park, which allows the cycles to refill throughout the day using specially designed cargo cubes. The eQuads are less than three feet wide and can access areas of Cambridge where larger delivery vehicles can't go. Drivers can easily move through congested narrow streets and pedal in bike/cycle lanes, and the quick-swap cargo cubes can be loaded on/off the eQuads via the micro hub to help facilitate efficiency in our operations.

However, not all deliveries can be made via e-cargo bikes and some delivery vehicles will be required in order to serve the businesses and consumers of Cambridge. UPS supports the responses that have been submitted by AICES and Logistics UK.

Road User Charging

Overall, UPS supports the Greater Cambridge Partnership's objectives of reducing congestion and improving air quality. However, we do not believe there is enough understanding of how freight and

logistics companies operate and the value we bring to the city. Over the past two years, our industry has been recognised as essential and our employees were designated as “key workers” due to the significant role we played in ensuring that supply chains could continue to move, businesses could continue to operate and critical healthcare and medicines could be delivered. Polar Speed, UPS’s healthcare logistics arm, provide comprehensive, temperature-controlled logistics solutions for pharmacies, hospitals and wholesale supply needs, including home delivery to patients. The National Clinical Homecare Association figures show that there are 521,000 patients dependent on medicine delivery to their home, of which Polar Speed supports a proportion of these deliveries. An additional charge on these deliveries could impact vulnerable consumers.

We would ask that a specific freight policy is considered given the essential nature of deliveries and the value we bring to Cambridge businesses and consumers. Any future road charging policy needs to ensure that the objectives to deter private car use are not automatically applied to freight which could damage the wider local economy.

Timed Deliveries

The core of UPS’s business is express, time definite deliveries. Customers pay a premium for our services because there is a time critical need for them to send and receive goods, especially first thing in the morning in order to carry on with the needs of their business. If one facet of a road user charge is based on time, this would specifically discriminate against express delivery companies, such as UPS, who are trying to meet the needs of our customers and would negatively impact Cambridge businesses. In addition, our deliveries and collections are timed to connect into our wider international network, ensuring packages can be consolidated and delivered across the UK, meet flight schedules for international deliveries and channel crossing into the EU. As a result, most of our deliveries take place pre-noon and collections from 4-6pm. These deliveries and collections cannot simply be re-timed. It is key that we, and ultimately Cambridge businesses, are not penalised for deliveries and collections that need to take place at these peak times in order to ensure businesses can operate and compete in a timely manner.

Size of Zone

While we would oppose any charge for vehicles entering the city, we are also concerned about the size of the zone which will make it impossible for delivery companies to enter the zone without incurring a

charge. As outlined above, UPS is trialling e-bikes within the city centre with the aim of reducing the number of delivery vehicles we would need within the city. However, e-bikes are only one solution and delivery vehicles will still be needed to carry larger/heavier items as well as to bring in the cargo cubes, from our depot in Bury St Edmunds to the micro hub location in the city, that will help make the e-bikes viable and allow us to reduce the number of vehicles required in the city. The e-bikes are also restricted in the distance they can cover, so given the size of the zone, vehicles will still be needed. We would propose that more solutions are explored around the creation of micro logistics hubs/mobility hubs that will allow more innovative final mile delivery solutions to be introduced.

Charges

The proposals indicate one of the objectives of this scheme will be to reduce the number of private car usage. However, the charges applied to vehicle type are disproportionate to these aims with LGVs charged £10/day and HGVs charged £50 day as opposed to the £5 for cars which could change behaviour. Our delivery vehicles that currently serve the city would fall under the HGV category and will potentially cost us £2,500 a week (based on 10 vehicles) and £10,000 a month which equates to £120,000 a year. Even with an electric vehicle discount (reducing the amount to £60,000) this would still be a significant cost to the company at a time when the industry is facing rising costs. As a company, we are committed to decarbonising our fleet and we are already investing significantly in electric vehicles, which can be 2-3 times the cost of an equivalent diesel vehicles as well as the added investment of the corresponding charging infrastructure. We would propose the pricing structure needs to reward companies that use alternative fuel or advanced technology vehicles that improve air quality rather than add additional cost to their business.

In addition, the proposals outline that revenue from the charge will go to improving public transport and active travel. These improvements will not benefit freight and deliveries as we are not able to re-mode our deliveries onto public transport. We will be contributing a significant proportion of the revenue of the scheme without any benefit, which discriminates against our industry and will ultimately disadvantage businesses and consumers. We would propose that the city work with the industry and companies such as UPS, to delivery more innovative solutions, such as micro hubs, parcel locker locations and preferential kerbside loading/unloading initiatives which will ultimately create more sustainable final mile deliveries and reduce congestion.

National Alignment

Any user charging needs to dovetail into any national scheme that may be developed. As a national operator, we interact with many Clean Air Zones and other charging schemes and the more these can be aligned will help drive efficiencies across the industry. It will also be important to have a clear roadmap of new regulatory changes with sufficient lead time to fall into business planning/budgeting cycles.

As you will be aware, Transport for London are also looking at a future road user charge and have engaged with our industry at an early stage. It is key that there is a joined up approach to these schemes in order to ensure additional burdens are not placed on our industry, local businesses and consumers.

Summary

UPS supports Greater Cambridge Partnership's aims to reduce congestion in the city. We have already introduced solutions for sustainable final mile deliveries in the city with our eQuad trials. Our objective is to ultimately reduce the number of delivery vehicles we operate in Cambridge. However, delivery vehicles will still be required to serve businesses and consumers in the area. The charge proposed is disproportionate to the value we, and others in our industry, bring to the city. The proposals outlined do not take into consideration the needs of freight and deliveries and none of the revenue collected has been allocated to support the industry or develop more innovative solutions such as micro hubs, parcel lockers and preferential kerbside loading/unloading initiatives which will ultimately create more sustainable final mile deliveries and reduce congestion. Deliveries and collections cannot simply be re-timed or re-moded and the economic impact on our industry will ultimately damage and disadvantage Cambridge businesses and consumers.

For more information please contact:

Sarah Bell, UPS Public Affairs Manager

sarahbell@ups.com

Dear Sir/Madam,

RE: THE GREATER CAMBRIDGE PARTNERSHIP CITY ACCESS PROGRAMME – MAKING CONNECTIONS CONSULTATION

This response is submitted on behalf of Urban&Civic in relation to the Greater Cambridge Partnership's *Making Connections* Consultation. U&C is a wholly owned subsidiary of The Wellcome Trust ("Wellcome") and an important stakeholder in the growth of the Greater Cambridge Area with a long-term interest in the delivery of successful, sustainable growth locations, supported by effective transport infrastructure. U&C is currently focused on delivery of strategic mixed-use developments in Huntingdonshire at Alconbury Weald and St Neots (Wintringham), and in South Cambridgeshire at the Wellcome Genome Campus at Hinxton and Waterbeach. Together these sites will accommodate 21,800 new homes and over 550,000m² of employment as well as an array of educational and health uses and primary infrastructure. The continued successful delivery of these strategic development is integrally related with the vibrancy and efficient functioning of existing communities and employment locations, particularly the City and Cambridgeshire's market towns.

U&C welcome the opportunity to engage in the proposals set out in the consultation document and applaud and support the GCP for concerted and continued effort to promote sustainable modes of travel.

U&C's Interests

Waterbeach Barracks and Airfield

U&C is the master developer on behalf of the Ministry of Defence at Waterbeach Barracks and Airfield. U&C's outline permission is for up to 6,500 dwellings and 51,500m² of A, B & D Class Uses. A planning application is also currently under consideration on adjoining land (submitted by RLW) for an additional 4,500 dwellings. The relocated Waterbeach station is also part of RLW's proposal. Outline Planning Permission was granted in September 2019 and U&C are now progressing plans for the first key phase development and primary infrastructure.

U&C worked closely with Cambridgeshire County Council and South Cambridgeshire District Council to agree a package of transport measures supporting early phases of development and contributions to strategic projects. These focus primarily on sustainable modes of travel and U&C are committed to ensuring Waterbeach is a pedestrian and cycle orientated development with exceptional walking and cycling links, notably with the existing village and nearby Cambridge Science Park and public transport into Cambridge.

Hinxton

U&C are the master developer at Hinxton on behalf of Wellcome, bringing forward the expansion of the internationally significant Wellcome Genome Campus.

The Wellcome Genome Campus is the World's leading centre for genomics research, and its expansion provides an unprecedented opportunity to deliver a world class development and create a 21st century community for science and innovation. Wellcome and U&C are committed to delivering an exceptional development, working with the local communities and South Cambridgeshire District Council, as local planning authority and Cambridgeshire County Council.

This site benefits from Outline Planning Permission (SCDC Ref: S/4329/18/OL) for up to 150,000m² of flexible employment uses; 1,500 residential dwellings; supporting community uses and social infrastructure including a nursery, associated hotel, retail uses, restaurants, cafes, bars, and leisure uses; landscape and public realm including areas for SuDS and biodiversity; an energy centre, utilities and site access; and car and cycle parking and highways improvements. All parties are working to an accelerated delivery programme, reflecting the significance of the location, the extent of existing demand and the importance of the research being undertaken.

Alconbury Weald

Alconbury Weald is designated as a Strategic Expansion Location within Huntingdonshire District Council's Local Plan, one of only two such locations to deliver transformative growth within Huntingdonshire up to 2036. Whilst Alconbury Weald has an existing outline consent for 5,000 homes and up to 290,000sqm of employment floorspace, the capacity of the site is recognised to be greater. A new Outline Planning application has been submitted (July 2019) to Huntingdonshire District Council for an additional 1,500 homes on the southern, Grange Farm part of the site.

As site owner and master developer, U&C have taken a highly sustainable and responsive approach to transport provision at Alconbury Weald including:

- the co-location of jobs and homes to reduce the need to travel;
- the provision of land set aside for a new railway station on the East Coast Mainline, as part of two transport hubs within the development;
- significant investment in public transport, including a bus priority route;
- investment in footpaths, cycleways and bridleways that will link the site to surrounding communities;
- travel planning with new residents and businesses, to encourage car sharing for example;
- regular surveys to monitor and reduce car trips as part of our Transport Strategy; and
- a package of off-site transport investments including, where necessary, to the local highway network.

Wintringham, St Neots East

Like Alconbury Weald, Wintringham is also located within a designated Strategic Expansion Location to enable the delivery of sustainable growth. Wintringham will deliver up to 2,800 dwellings and up to 63,500m² of employment development. Wintringham will secure several important transport improvements supporting local and wider travel. This includes upgrades and enhancements to existing road junctions within St Neots and along the A428, including Caxton Gibbet, should these be required pending the delivery of Highways England's planned A428 improvements. The improvements will support the functioning of the existing road network, the expansion of St Neots and larger planned Eastern Expansion Area, as well as the proposed growth strategy for Huntingdonshire.

Comments on the Consultation Proposals

Overview

The overarching vision, to seek a modal shift toward sustainable travel modes, set out in the Making Connections is supported by U&C and it strongly aligns with U&C's own Sustainability Framework. Alongside the environmental and social commitments that U&C promote, our Sustainability Framework includes a long-term commitment to net zero. This is driven by a drive for carbon reduction and support for health and wellbeing, notably through improving pedestrian and cycling connectivity. U&C's commitment to sustainable travel is also tied to placemaking objectives in term of achieving less polluted and congested places to live and work. Connectivity is vitally important to new communities, and it is therefore axiomatic for U&C that excellent transport infrastructure is available, and accessible to first residents from the outset. Establishing such connectivity is fundamental to first stage urban design.

Equally at a macro scale, U&C recognise that strategic transport interventions must be carefully phased so that access to essential services and employment within the City and other settlements is not detrimentally impacted. The vibrancy and function of key service centres, including hospitals, has to be safeguarded. To that end, whilst U&C can see merit in the ambition of many of the proposals set out within the consultation document, we are also concerned that there will be a number of challenges in carrying these forward, mindful of the wider implications and risks associated with viability and delivery. It is essential to adopt a comprehensive view of the wider context; future patterns of growth and movement; interaction with committed and planned development; the implications of, and for, other planned infrastructure investment and place

making. Growth and change in Cambridgeshire is occurring as a complex and interwoven web. Movement cannot be tackled in isolation or without full consideration of the wider priorities in any given location. Critically, the phasing of measures needs to be assessed and more clearly articulated, ensuring there are practical and cost-effective modal choices for communities, before constraint on car use is escalated.

Sustainable Travel Zone

The introduction of any congestion charge should be undertaken with a great deal of caution, and if it is introduced, we would suggest consideration of a tightly defined pilot to test the operation and impacts. There are also challenges related to the phasing and extent of a Charging Zone which will affect its implementation. It is essential that there is continued engagement with key stakeholders and communities in Cambridgeshire to ensure the potential impacts are fully considered and unintended consequences are fully understood.

As scoped, U&C are concerned that the boundaries of the Zone are too widely drawn. In particular, both Cambridge North station and the future Cambridge South station appear to be within the proposed Zone. These stations are both crucial for supporting a shift onto rail and facilitating sustainable movement across the city to key employment nodes. Such a decision risks far reaching and possibly unintended consequences. Placing both stations within the proposed Charging Zone would have potentially adverse impacts on travel to work and broader patronage, running against the very objectives that the Plan is wanting to achieve.

Positioning Cambridge North station in the Zone, will impact vehicular traffic movements north of the City and put pressure on stations out with the STZ – the implications for Ely Station and the new Waterbeach Station need to be considered alongside the implications for the planned infrastructure and public transport improvements within the A10 Corridor. The new settlement at Waterbeach is not, at present, being planned and designed to function as a 'last stop' outside the Zone. The consequences for traffic numbers and adverse environment impact are potentially significant.

Cambridge South Station once opened will provide additional options for commuters to travel by rail and its relationship to the Cambridge Biomedical Campus would mean that this is a more accessible employment location however, including this in the STZ may limit its beneficial impact, alongside having wider negative impacts on those accessing hospitals for outpatient and emergency services. The Royal Papworth and Addenbrooke's Hospitals constitute one of the most significant clusters of medical expertise in the UK. Setting that cluster within the STZ risks real long term consequences.

The Bus Network and Cycle Plus Network

U&C are strongly supportive of the Bus Network and Cycle Network proposals.

The transport hubs are particularly welcomed and those proposed at Waterbeach and Alconbury Weald are well located in that they are clearly linked to planned growth areas and create access to existing settlements. They would provide the necessary infrastructure to support the bus network, including charging facilities if the network is to become zero carbon.

However, U&C are strongly of the view that the Duxford Ward is significantly neglected in the proposals. Existing communities are not well served at present and the expansion of the Wellcome Genome Campus will establish a vital node for employment and education in this locale, which needs to be highly accessible to deliver maximum benefit to the City and the broader medical and science communities on which much depends. Wellcome's own investment will deliver a range of enhancements but opportunities for wider integration are conspicuously missing at present. U&C are keen to work with the GCP to refine their proposals as it appears that there is a disconnect between Hinxtton, the travel hub proposed at the A11, and Cambridge / CBC. The proposed bus services fail to create direct links; the demand Responsive Transport service does not cover the area either; and there are gaps in the cycleway provision which could link Hinxtton (plus the surrounding villages) to the future Sawston Greenway. We stand ready to work with all parties to devise a fully coherent programme of improvements.

Outstanding Issues to be Addressed

Notwithstanding U&C's broad support for the proposals, the following three key issues should be addressed if they are to align with infrastructure demands and technical requirements of key growth areas in Cambridgeshire.

In summary, U&C key observations are:

- 1. Phasing of the transport measures** – this should be carefully considered so that bus network and cycle provision is delivered and fully operational as a first priority; and in the round the proposals should be coordinated with the strategic infrastructure to be delivered across the county.
- 2. Extent of the Sustainable Travel Zone** – if the Zone is to be introduced then the extent of it should be reviewed. The Travel Hubs are a crucial part of the strategy for supporting rail use and uptake for bus services. Including Cambridge North station and future South station and Cambridge Biomedical Campus seems to counter the wider objectives.
- 3. Bus and Cycle Network proposals for Hinxton** – Hinxton and the Duxford Ward more generally are underrepresented in the proposals. Refinement here could bring significant benefits for connectivity which would couple with the significant investment already being made at the Wellcome Genome Campus.

U&C and Wellcome will continue to engage in all aspects.

Next Steps

U&C welcomes the opportunity to engage with the Greater Cambridge Partnership through this stage of consultation on the Making Connections and would welcome further detailed discussion with the GCP on these topics.

Yours sincerely,



Nigel Hugill
Chief Executive
for and on behalf of
Urban&Civic plc
22nd December 2022

Uttlesford District Council welcomes the opportunity to comment on the 'Making Connections 2022' public consultation. The Council shares the Greater Cambridge Partnership's commitment to reduce the impacts of traffic on the environment and provide realistic and attractive alternatives to the car.

In this respect we broadly support both the principles and proposals put forward within the consultation material particularly in terms of the enhancement of service provision in the north of our authority.

We would welcome continued dialogue with GCP as these ideas evolve so that we can work together to secure the best possible travel choice for our residents and businesses. In particular, we are keen to understand the timeframes for potential improvements coming forward in seeking to secure and align complementary investment within Uttlesford.

It will be through cross-border, co-ordinated delivery that the full benefits of the initiatives will be achieved, and to this end we would encourage the GCP to adopt a collaborative approach with Essex County Council and Uttlesford District Council to facilitate 'whole-route' improvements between Cambridge and Saffron Walden.

Lois Bowser

Principal Community Infrastructure Planner (New Communities, Uttlesford)

Hello,

Warboys Parish Council support the proposals in Making Connections for improvements to the bus network.

It's difficult to see how a modal shift to public transport will be achievable without investment in a frequent bus service and affordable fares. Comments from members of the community in Warboys over the autumn have emphasised the problem with the current arrangements. Buses are infrequent and cancelled without notice which has stranded passengers unable to return home. This leads to the public losing faith in an unreliable service and fewer passengers which compounds the problem, resulting in Stagecoach withdrawing services locally at the end of last month.

If the bus service is reliable and affordable, there is a greater possibility that it will be used by the public rather than using cars with the cost of fuel rising. The guided bus from Huntingdon to Cambridge is a good example of what can be achieved.

Regards, Roy Reeves

Clerk to Warboys Parish Council

2 Blenheim Close, Warboys, Huntingdon, Cambs, PE28 2XF

01487 823562

Rachel Stopard
Chief Executive
Greater Cambridge Partnership
Sh1317
Shire Hall
Cambridge
CB3 0AP

Contact: Sara Noonan
sara.noonan@westsuffolk.gov.uk
01284 757358

12 December 2022

Dear Rachel,

Making Connections Consultation Response

Thank you for the opportunity to respond to the Making Connections proposal, as well as the recent briefing to West Suffolk members on 11 October 2022.

We are pleased Greater Cambridge Partnership has included us and has developed a proposed passenger transport network which acknowledges the shared travel to work areas of Cambridgeshire and West Suffolk. Improved public transport is vital for access to employment, healthcare, education and leisure.

Regarding the Greater Cambridge Partnership's proposals for transforming the bus network, investing in other sustainable travel schemes and creating a Sustainable Travel Zone, we have the following comments:

Transforming the bus network

- We support the provision of an enhanced bus network which offers more frequent services, longer operating hours, more rural connections, and new routes to growing employment sites. Many West Suffolk residents do not have access to frequent, reliable public transport journeys and therefore, do not have viable alternatives to private car use.
- We seek to understand how the Making Connections proposal will align with Suffolk County Council's Bus Service Improvement Plan and forthcoming Enhanced Partnership and how both parties will work together to deliver a coordinated approach to improve and deliver bus services, particularly in light of recent Stagecoach cuts to bus services operating in both West Suffolk and Cambridgeshire.
- It is imperative that the Greater Cambridge Partnership, Cambridgeshire and Peterborough Combined Authority, Suffolk County Council and bus providers work together to ensure information and ticketing is aligned between Cambridge and Suffolk geographies.
- Services linked to major employment sites (eg Haverhill to Cambridge Biomedical Campus) should be express services at peak commuting times in order to be competitive with the car.

- We have the following questions regarding the enhanced network:
 - When would services to West Suffolk be improved?
 - How will GCP work with Suffolk County Council and West Suffolk Council regarding bus stops and stations?
 - The consultation notes that in rural areas not serviced by bus routes from Haverhill and Newmarket, demand responsive transport services would be available. Would this be an extension of the Ting service?
 - GCP have pledged to have an entirely electric bus network in the Cambridgeshire and Peterborough Combined Authority area by 2030, does this include services to West Suffolk?

Regarding specific routes referenced in the Making Connections Map Book we have the following comments:

Mildenhall-Worlington-Red Lodge-Moulton-Newmarket-Cambridge Science Park-Cambridge Regional College (new hourly service)

- A route connecting Red Lodge to Moulton should also stop at Kennett Rail Station, however the bridge at the Station has a weight restriction meaning buses can no longer use it, will this be addressed to allow these services to be provided?
- Demand Responsive Transport available from rural areas not served by conventional bus routes from Newmarket is welcome.

Mildenhall-West Row-Isleham-Soham (new hourly service)

- To maximise connectivity this service should connect with the rail service at Soham station.

Ely – Newmarket – Cambridge City Centre (Route 12 hourly service)

- There does not appear to be an increase or improvement to this existing service.

Haverhill-Linton-A11 travel Hub-Sawston-Stapleford-Great Shelford-Cambridge Biomedical Campus-Cambridge Rail Station (new four buses per hour service)

- This new service and the associated frequency are welcome, given the number of stops in Cambridge after the A11 travel hub will this journey be competitive with the car from Haverhill?
- Demand Responsive Transport available from rural areas not served by conventional bus routes from Haverhill is welcome.
- A bus connection from Haverhill to rail services at either Audley End rail station or Whittlesford Parkway rail station would be of interest given the lack of rail services to Haverhill.

Newmarket – Dullingham – Great Bradley – Little Thurlow – Great Thurlow – Great Wratting – Kedington – Haverhill (new hourly service)

- Improved connectivity between Newmarket to Haverhill is welcome and we suggest this service should also call at Clare.
- We note Demand Responsive Transport Connections also available from rural areas not served by conventional bus routes from Haverhill and support this increased connectivity.

Newmarket

- We note there is no direct connectivity from Newmarket to Addenbrooke's Hospital for employees, health care staff, patients and visitors.
- We welcome improved bus connectivity between Newmarket and Cambridge, which complements, but does not compete with rail services and the delivery of the East West Rail Eastern Section. We continue to support improvements to Ipswich to Cambridge rail services through the East West Rail Main Line project.

Haverhill

- Access to express buses from within Haverhill is a point of concern, many services pass through Haverhill, but areas within Haverhill are not well connected.
- Regarding the proposed A11 park and ride there is concern that Haverhill residents will not use it.
- There is stakeholder support for a heavy or light rail solution within Haverhill to remove cars from the A1307.

Walking & Cycling

- We welcome active travel links between Haverhill, Newmarket and Cambridge
- When considering creating space for improvements to walking and cycling it is important to safeguard the Cambridge to Ipswich rail corridor for reinstating double tracking from Cambridge to Newmarket.

Sustainable Travel Zone

- We note that Cambridge North Station is inside the zone, this station provides connectivity to the strategic rail network for West Suffolk residents, we ask that access to Cambridge North from the A14 is excluded from the Sustainable Travel Zone.
- Transport improvements and viable alternatives to the car must be in place before charging zones are introduced.
- West Suffolk businesses and residents could be negatively impacted if they do not have viable alternatives and West Suffolk does not have formal representation in these discussions.
- How will the Cambridgeshire franchise model and the Suffolk enhanced partnership model work together to fund and deliver better bus services?

West Suffolk Council looks forward to working with the Greater Cambridge Partnership on delivering better and more frequent transport links between Suffolk and Cambridge.

Yours sincerely



Julie Baird
Director (Planning and Growth)

Good afternoon, I would like to formally object to the proposed congestion charge of Cambridge City on behalf of Wilburton Parish Council. Many of our residents need to travel to Cambridge for work, for medical care and for education. They cannot travel there by public transport satisfactorily at the moment always and will need to go by car incurring the congestion charge. If the circumstances required that they were forced to pay it daily I believe it unaffordable to most and would only harm Cambridge City and the surrounding villages. I suspect many will favour travelling to Ely, Bury St. Edmunds, Huntingdon or Newmarket to get what they would ideally have needed in Cambridge if they live in East Cambs and Fenland.

We also find it unfair that we who need to travel to Cambridge by car in Wilburton have not been properly consulted. No one has come to discuss this at our parish council meetings and I believe that there was only a short 3 hr consultation held in Ely that many had no idea about or could not attend. This is nowhere near sufficient for such a monumental change to transport into and out of Cambridge.

Many Thanks

John Attrill

Chair

Wilburton Parish Council

Dear Making Connections Team,

Witchford Parish Council has the following comments in response to the Making Connections consultation.

The Council supports the increase in bus services to encourage people to use the bus instead of their car, this will have positive effects on climate change and air pollution and could be funded from savings in not progressing the proposed dualling of the A10.

The Council supports bus routes that connect Witchford directly to Cambridge.

The Council would support the provision of a cycleway along the A10 corridor; and the Council supports the Cambridge congestion charge in principle but only when an adequate bus service is in place to provide an alternative means of access to Cambridge.

Mrs A Hodges

Clerk to Witchford Parish Council

Wolfson College

Response to consultation GCP Making Connections 2022

Summary:

Wolfson recognises the need to control traffic on Cambridge roads and welcomes the plan to increase public transport and the infrastructure for cycling and walking in Cambridge. Part of our Sustainability strategy relies on us finding better alternatives for our staff than having to drive to work.

Our main concerns as a College stem from the fact that **most staff (and many academics) cannot afford to live in Cambridge** and therefore have to travel significant distances to work. We urge the Council to make affordable housing a priority

The issues staff are worried about are:

- Time needed to travel to and from work at start and end of working day (for many reflecting the need to play a role as carers –collecting children from schools remote from Cambridge, for example
- Cost, frequency and accessibility of public transport – and the time it takes to travel long distances out to distant villages.
- The distance of Wolfson College from any Park & Ride facilities
- The difficulties and safety of cycling and walking on rutted, ill-lit streets.

Cycling:

We applaud proposed improvement / development of dedicated cycle paths: Cycling in Cambridge city is difficult with potholes / poor paving, poor lighting (e.g. across Lammas land). **All this should be a focus for immediate improvement, as it affects our students right now.**

Walking:

Walking must be made safer: Many of our students and staff do not ride bikes.

- Separation from cycles for pedestrians be considered more carefully and more explicitly.
- Locally to Wolfson **Many footpaths are hazardous**: For example: Tree roots in Sidgwick Avenue a hazard for accessing the Sidgwick site for pedestrians. Leaves on pavements in the area between Wolfson & Town makes walking hazardous in the autumn. **We frequently have visually impaired students at Wolfson who find this key access route very difficult.**
- Safer walking: Lighting needs to be improved, **We have female students who are really concerned for their safety walking home to Wolfson in the dark**

Improving bus services / increasing P&R spaces:

Wolfson College / Barton Road is very poorly served by buses and by park and rides. Thus, Wolfson staff / fellows are disproportionately disadvantaged. There is some very slight improvement proposed but we are unconvinced that the offer will be sufficient:

- We are relieved that the U bus will be extended to Barton Road (but this has still not happened, and so the benefits are yet to be determined) and number of buses / hour is low even under new scheme.)
- **The apparent refusal to consider installing a new P&R site at Barton Rd / M25 junction is very regrettable.** Wolfson College is a very significant distance from P&R sites in Madingley and Trumpington, and not on direct routes with frequent bus links. Any staff who have to use these P&R sites would face a long travel time to and from the College with infrequent services under the new plan – thus adding significantly longer journey to work & home times.
- Buses coming from West-side villages (Barton / Comberton etc.) will not apparently increase under new plan.
- Many routes through Cambridge require more than 1 bus. We would propose a flat “journey fare” rather than a separate fare for each bus caught.

Rail Travel is inadequate and costly:

- Apparently, no consideration of trains has been given here. For many staff living at a significant distance (e.g., Newmarket / outskirts of Ely) rail travel would be a much faster option BUT rail travel is both costly and (if coming from Newmarket) infrequent. Travel from villages into the towns to catch trains needs cars.

Congestion charge: Knock-on effect on staffing / staff costs / ability to attract staff.

- **It is important to recognize that College staff live outside Cambridge because they simply cannot afford to live in one of the least affordable cities in the UK.** A recent survey revealed that ~70% of our staff were found to live > 5 miles, and **nearly 50% live >10 miles away.** College staff are relatively low paid (although Wolfson is committed to paying its permanent staff the Real Living Wage). We note that there is a plan to reduce the charge for low paid workers, but no details are available, and staff are skeptical – any rise in costs of travel to work will be of concern.
- **For our staff, time of travel to / getting home from work is critical:** Many of these have caring responsibilities which mean they have to be able to leave work promptly to collect children (for instance) in villages some distance from Cambridge.
- **A significant proportion of staff and Fellows need to work late.** Having to use public transport to reach a car at a distant P&R at 10:00 pm or later will make it harder to attract shift workers. Safety is a key issue here.
- Note that not all staff are able or willing to cycle.

Congestion charge: Knock-on effect on medical students

- Our medical students on the Graduate Medical Course need cars to enable them to train at distant hospitals (Hinchinbrook, Bury St Edmunds etc.) while living on site at Wolfson College. They share cars for maximum fuel economy, but there is apparently no plan to exempt these students from the charge.

General skepticism that the plan will deliver

- Note that staff and Fellows simply do not trust the Council to deliver improved services: They have long experienced inadequate safety considerations for both cyclists and pedestrian (poor surfaces, poor lighting etc.) and completely inadequate bus services.
- They have experienced both the recent loss of bus services for their village-based school-aged children and the inadequate “solutions” that have been found.

The Councils will need to gain the trust of its electorate before imposing the congestion charge by showing that they can deliver the promised improvements to walking, cycling infrastructure and to delivering frequent bus services. ALL areas of Cambridge need to be considered not simply those close to the current P&R sites.