Greater Cambridge Partnership

MAKING CONNECTIONS CONSULTATION:

Report of Consultation Findings

JUNE 2022

PUBLIC

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Purpose of this report

This document describes the engagement and consultation activities that were undertaken on behalf of Greater Cambridge Partnership (GCP) for Making Connections – a series of proposals for transforming public transport, cycling and walking, and reducing pollution and congestion. The consultation took place between 8 November and 20 December 2021.

Context

The Cambridge area is facing many pressures over the coming years and needs to reduce traffic levels by 10-15% on 2011 levels. The pressures include:

- Continued growth of traffic and congestion, as more people live in and travel to the area for work;
- Limited choices for people to travel by public transport;
- Poor air quality, with 106 deaths each year in Greater Cambridge attributable to air pollution;
- High levels of carbon emissions due to the extent of car dependency, contributing to climate change;
- A city environment dominated by the car, which discourages some people from walking and cycling and makes public spaces less attractive;
- Difficulty accessing opportunities for those who rely on public transport.

There have been several previous consultations to look at potential solutions to these issues. In the autumn of 2017 'Our Big Conversation' asked about the travel challenges faced by those in Great Cambridge. Improving public transport, by making it more affordable, with better availability and reliability, emerged as a key goal. In 2019 the 'Choices for Better Journeys' consultation set out proposals for how improved public transport might be funded. Funding ideas ranked highest by respondents included a pollution charge and flexible charging for road users. This feedback was used to inform the proposals set out in the Making Connections consultation.

The proposals

A number of proposals were put forward as part of this consultation:

- A new bus network: At the heart of the proposals would be a transformed bus network offering more frequent services, with longer operating hours, more rural connections, and new routes into our growing employment sites.
- Better cycling and walking routes and high quality public spaces: Lower traffic levels would create more opportunities to improve routes for people cycling and walking. Lower traffic levels and better air quality would also create more opportunities to

provide high quality public spaces for people to enjoy, particularly in areas such as Mitcham's Corner that are currently very traffic dominated.

- Funding transport improvements: Two main ways of freeing up road space and raising funds to invest in better bus services and more cycling and walking infrastructure were suggested: a road charging zone or additional parking charges.

Consultation approach

The consultation was advertised via GCP's website, social media, newspaper press releases and advertisements, and local radio advertisements. Consultation materials describing the proposals and potential funding options were available online and in alternative formats if required. A combination of in-person and virtual events were held to enable the public and stakeholders to find out more about the proposals, and feedback was obtained through a survey or via written responses.

Response analysis

2369 responses were received to the survey with a further 72 responses received by email. Demographic data supplied by respondents showed that 93% of respondents identified as White, with 46% of respondents identifying as female, and 45% as male. The age of respondents was broadly evenly spread, with the exception of those in the 15-24 age range group, who appear underrepresented (4% of respondents) when compared with the 2011 Census data which reported 23% of people in Cambridge in that age group.

Based on postcode data, 39% of respondents were from postcode areas CB1-CB5.

The majority of respondents (71%) strongly supported or supported the aims of the Making Connections package with high levels of support across all postcode areas, although the level of strong support was lower among responses that originated from postcode areas CB22-CB25 (ranging from 27% in CB23 to 38% in CB24) compared with CB1-CB5 areas (between 44 and 56%).

The majority of respondents also strongly supported or supported the expansion of the bus network across all postcode areas.

When asked about preference for funding mechanisms, those within CB1-CB5 preferred a combination of options, whereas those outside those postcode areas preferred a charge based on how polluting a vehicle is. Respondents also differed in their preferences for the area over which any charge might operate and the level of charging; those within CB1-CB5 broadly preferred a lower charge over a larger part of the city, and those living outside of those postcodes preferred a higher charge over a smaller part of the city. Overall, 51% of respondents preferred a peak time only charge.

Analysis of the comments received showed a wide level of concern about the potential impact of charging, particularly for residents who might rely on their cars currently such as those with disabilities, caring responsibilities, or those who work unsociable hours. Comments were also received about the impact of the charge on those residents with lower incomes who might not be able to afford to replace an older car with a less polluting vehicle. Other themes that were mentioned included the need for improved safety for cycle paths and cyclists, the need for other forms of transport to be included rather than just buses, and concern about the impact of charging on the economy of Cambridge.

Consultation responses were also received from organisations, groups and political representatives. Most were supportive of the broad aims of the proposals but expressed a range of views regarding

the funding options; several organisations were specifically not in favour of a potential workplace parking levy. The timing of implementation was also mentioned, with several responses suggesting that public transport improvements should be in place before any potential funding through charging was brought in. Concerns over the fairness of any potential zone or charging was also mentioned by several organisations and political representatives.

Next steps

The results of the consultation will be considered by GCP during the next phase of refinement of the proposals. Further public consultation is planned later in 2022.

1 INTRODUCTION

1.1 ABOUT THIS DOCUMENT

1.1.1. This document describes the engagement and consultation activities that were undertaken on behalf of Greater Cambridge Partnership (GCP) for Making Connections – a series of proposals for transforming public transport, cycling and walking, and reducing pollution and congestion.

1.1.2. The consultation took place between 8 November and 20 December 2021. As well as documenting the process by which the consultation was completed, this report also presents the feedback that was received during the consultation period.

1.2 CONTEXT

1.2.1. The Cambridge area is facing many pressures over the coming years and needs to reduce traffic levels by 10-15% on 2011 levels. The pressures include:

- Continued growth of traffic and congestion, as more people live in and travel to the area for work;
- Limited choices for people to travel by public transport;
- Poor air quality, with 106 deaths each year in Greater Cambridge attributable to air pollution;
- High levels of carbon emissions due to the extent of car dependency, contributing to climate change;
- A city environment dominated by the car, which discourages some people from walking and cycling and makes public spaces less attractive;
- Difficulty accessing opportunities for those who rely on public transport.

1.2.2. Several consultations have been held in previous years regarding possible options for tackling these challenges. In Autumn 2017, 'Our Big Conversation' asked people about the travel challenges they face and their ideas for the future to help consider where money should be invested. More than 10,000 comments were received, with many saying that a more affordable public transport network, with better availability and reliability, would be of great benefit to them.

1.2.3. In 2019, the 'Choices for Better Journeys' public engagement campaign was held. It set out the GCP's vision for improving public transport and how that might be funded. The feedback received supported significantly improving public transport, with reliability and frequency of services being most important to respondents. Funding ideas ranked highest by respondents included a pollution charge and flexible charging for road users. This feedback was used to inform the proposals set out in the Making Connections consultation, which is the focus of this report.

1.3 ABOUT THE PROPOSALS

A number of proposals were put forward as part of this consultation:

- **A new bus network:** At the heart of the proposals would be a transformed bus network offering more frequent services, with longer operating hours, more rural connections, and new routes into our growing employment sites.

- **Better cycling and walking routes and high quality public spaces:** Lower traffic levels would create more opportunities to improve routes for people cycling and walking. Lower traffic levels and better air quality would also create more opportunities to provide high quality public spaces for people to enjoy, particularly in areas such as Mitcham's Corner that are currently very traffic dominated.
- **Funding transport improvements:** Two main ways of freeing up road space and raising funds to invest in better bus services and more cycling and walking infrastructure were suggested: a road charging zone or additional parking charges.

2 CONSULTATION APPROACH

2.1 BACKGROUND

2.1.1. The consultation was designed to:

- Provide prospective respondents with sufficient detail about the proposals in order to submit informed comments
- Elicit feedback from communities across the Greater Cambridge area and wider stakeholders to help inform the GCP's decision making on the proposals that should be taken forward for further development.

2.1.2. A range of materials were prepared to help people interpret the proposals, while the consultation was promoted extensively via a number of communication channels to raise awareness and encourage participation. These materials and channels are described in more detail within sections 2.3 and 2.4, respectively. Copies are included in Appendix A for reference.

2.2 PRE-CONSULTATION ENGAGEMENT

2.2.1. A pre-consultation briefing was carried out by Greater Cambridge Partnership for Ward members from partner councils.

2.3 PRIMARY CONSULTATION MATERIAL

2.3.1. **Brochure**

2.3.1.1 A brochure was prepared which outlined the background to the proposals, and explained the potential options. Content described the challenges faced by Greater Cambridge in relation to population growth, congestion, pollution and climate change, and the desire for a transformed bus network.

2.3.1.2 The need for a funding mechanism for a better public transport network was described, together with different ways of meeting those costs. The advantages and disadvantages of each proposed funding mechanism was set out and the implications of a charging zone were outlined.

2.3.1.3 Examples were provided of how the improved bus network and charging zones might impact on residents and people accessing the city for work, leisure or other reasons to enable respondents to see how the proposals might affect them.

2.3.1.4 Maps were provided about each of the proposed bus corridors to enable respondents to consider how they might use the network in the future. The brochure also included a section on how the proposals fit with other schemes within the Greater Cambridge area.

2.3.2. **Consult Cambs**

2.3.2.1 All consultation material was available via the Consult Cambs portal, GCP's online engagement platform. The URL was https://consultcambs.uk.engagementhq.com/making-connections-2021

2.3.2.2 There had been 8652 hits on the ConsultCambs consultation page as of 18th February 2022.

2.3.2.3 As well as being available online, all materials were available in other formats upon request to ensure that the process was fully inclusive and that everyone who wished to participate had the opportunity to do so.

2.3.3. Online Survey

2.3.3.1 An online questionnaire, hosted on the Consult Cambs website for the duration of the consultation period, was the main mechanism through which respondents could comment on the proposals.

2.4 PROMOTING THE CONSULTATION

2.4.1. Advertising

2.4.1.1 An audio advertisement was broadcast eight times a day on Cambridge 105 during the consultation period.

2.4.1.2 Press advertisements were run in local newspapers throughout the consultation period; examples can be found in Appendix D.

2.4.2. Stakeholder emails

2.4.2.1 Emails were sent out to stakeholders during the consultation period on 8 November, 26 November and 1 December using the GovDelivery channel.

2.4.2.2 Emails provided links to the consultation materials, dates of public consultation events and instructions on how to attend, links to the website and their social media pages.

2.4.2.3 The key stakeholder audiences included:

- Local groups / representatives
- Business groups and local businesses
- Hospitals, Colleges and Universities
- Transport groups
- Schools
- Environmental groups
- Youth and seldom heard community groups

2.4.2.4 Emails were also sent to local politicians at county, district and parish levels as well as to members of the public who were signed up to GCP mailing lists. Copies of the emails to stakeholders can be found in Appendix A.

2.4.3. Media coverage

2.4.3.1 A significant amount of press coverage was generated about the consultation, as summarised in the in the table below. Full details are in Appendix D.

Table 2-1 – Press coverage

Date	Publication/channel
8 November 2021	Cambridge News
9 November 2021	Cambridge News
9 November 2021	BBC Online
10 November 2021	Cambridge Independent

Date	Publication/channel
10 November 2021	Saffron Walden Reporter
11 November 2021	Royston Crow
15 November 2021	Cambridge News
22 November 2021	Cambridge News
23 November 2021	Cambridge News
1 December 2021	Cambridge Independent
9 December 2021	Haverhill Echo
10 December 2021	Cambridge Independent online
15 December 2021	Cambridge Independent

2.4.4. **Social media**

2.4.4.1 Information about the consultation was posted throughout the consultation period on GCP's social media channels through Facebook and Twitter.

2.4.5. **Flyers and Brochures**

2.4.5.1 Flyers and brochures were posted to parish clerks and libraries on request. Hard copies of brochures and surveys were also posted to individuals on request.

2.4.6. **Consultation video**

2.4.6.1 A short video was produced which was added to the GCP YouTube channel. As of February 2022, the video had been viewed more than 130 times. The video is available from https://www.youtube.com/watch?v=Eu8Z5UxRnu0

2.5 EVENTS

2.5.1. Despite the global pandemic, a combination of virtual and face-to-face events were held to give people the opportunity to find out more about the proposals and put questions directly to the project team. In-person events were held in line with public health guidance in place at the time.

Table 2-2 - Events

Date	Venue/channel	Audience
9 November 2021: 5-6.45pm and 7-8.45pm	Cambridge United	Public

Date	Venue/channel	Audience
11 November 2021	online via Zoom	East GCP Community Forum
16 November 2021	online via Zoom	West GCP Community Forum
18 November 2021	online via Zoom	Cambridge City North Area Committee
23 November 2021	online via Zoom	South GCP Community Forum
25 November 2021	online via Zoom	Cambridge City West Area Committee
29 November 2021	online via Zoom	Cambridge City South Area Committee
1 December 2021 4-5.45pm and 6-7.45pm	Cambridge United	Public
2 December 2021	online via Zoom	Cambridge City East Area Committee
13 December 2021*	online via Zoom	Public
14 December 2021	online via Zoom	North GCP Community Forum

*this event was rescheduled from 30 November due to low numbers of registrations

2.5.2. GCP also attended the four Cambridge City Council-run Area Committees (North, South, East and West) during the consultation.

Workshops with focus groups

2.5.3. To supplement the online survey and public events, three targeted focus groups were held to gain the input of seldom-heard groups.

2.5.4. The groups were convened to explore travel in Greater Cambridge and seek feedback on the Making Connections proposals. All participants lived in the Cambridgeshire area. They included:

- A session with disabled people led by Transport for All
- A session with people on low incomes, hosted by Cambridge and District Citizen's Advice, and
- A session with young people held by the Cambs Youth Panel

Transport for All Focus Group

2.5.5. GCP's consultant worked with Transport for All to recruit participants for and conduct a workshop with disabled people to explore travel in Greater Cambridge and seek feedback on the Making Connections proposals. The engagement consisted of one 90-minute workshop with local disabled people, as well as comments received during a 60-minute workshop with local people affected by dementia. The 90-minute session was held on Zoom on Tuesday 7th December 2021. Participants included:

- Visually impaired people, including people with no vision
- Wheelchair users
- Mobility impaired people who are non-wheelchair users
- People with energy impairments
- People living with mental health conditions

2.5.6. Some people had multiple impairments. Participants were from a range of age groups and were based in and visited a variety of urban and rural locations across the Greater Cambridge region.

2.5.7. The group were asked about travel in greater Cambridge, how this could be improved and what changes could make it more accessible as well as any potential negative impacts.

Cambridge and District Citizen's Advice Focus Group

2.5.8. GCP's consultant worked with Cambridge and District Citizen's Advice to recruit participants for and conduct a virtual workshop with people on living low-incomes in the Greater Cambridge area. Clients were recruited from both Cambridge and District Citizen's Advice and Citizens' Advice Rural Cambs. The 90-minute session was held on Friday 10th December 2021. Participants included those who had used Citizen's Advice services for support with budgeting, debt management of charitable support to cover necessities and included a range of ages (21-66), employment or caregiving statuses, and urban and rural locations.

2.5.9. The group discussed the positives and negatives of travel today in Cambridge and what could be done to improve sustainable travel options in the area, as well as which improvements would be welcomed and how this could be paid for.

Cambs Youth Panel Focus Group

2.5.10. GCP's consultant worked in partnership with the Cambs Youth Panel to engage young people for their input in the Making Connections Consultation. Ten members of the Cambs Youth Panel attended a virtual workshop lasting one-hour on Zoom on Wednesday 12th January 2022. Members are aged 11 to 18 and live or attend education in South Cambridgeshire, East Cambridgeshire, the City of Cambridge, or Huntingdonshire.

2.5.11. The group were asked questions about their positive and negative experiences of travel around Cambridge for young people, what could improve it further, particularly for sustainable travel options.

2.6 RESPONSE ANALYSIS METHODOLOGY

2.6.1. The consultation exercise generated a significant amount of data, including both online and hard copy format questionnaire responses, as well as a large number of emails. A robust process was put in place to manage the large number of responses received.

Questionnaires

2.6.2. The online questionnaire was hosted on Consult Cambs, the online engagement platform that GCP uses. Online responses were processed directly through this portal, while all data from paper copies, including verbatim responses to open questions, was entered manually.

2.6.3. Data entry staff adhered to a thorough and robust process to ensure maximum accuracy. The quality checking procedure involved 100% verification, whereby inputted data was reviewed by a different operator. Where any inconsistencies were identified, the entries were checked against the original questionnaire and the correct data recorded.

2.6.4. The combined dataset was downloaded into a spreadsheet and a series of logic and range checks, as well as further spot checks of manually entered data, were completed prior to analysis. Microsoft Excel and GIS mapping software were both used to analyse the data, with the results of this analysis presented in the series of charts, tables and maps which follow in subsequent sections.

Coding of free text responses

2.6.5. The questionnaire contained several open questions inviting free-text responses. Such data is complex to analyse and interpret but can provide valuable additional insight into respondents' opinions.

2.6.6. The free-text responses required further processing, or 'coding', whereby statements within comment boxes are translated into a series of numeric codes, to identify common themes and enable the categorisation of the comments. These codes were then analysed quantitatively to identify the most frequently recurring areas of comment.

2.6.7. A code frame is a list of the codes which represent the different themes and areas of comment raised by respondents. This is created by reviewing a large sample of the responses and identifying common themes and areas of comment, each of which is given a unique number. The code frame for this consultation underwent a series of reviews during the analysis to ensure that any new codes that emerged in the data were incorporated. The coding of responses was subject to a series of quality assurance checks to ensure consistency and accuracy throughout the process.

Other written responses

2.6.8. Emails received from individuals or groups and organisations were reviewed for content and key themes identified. The key themes have been summarised and included in section 5 of this report.

3 ABOUT THE RESPONDENTS

3.1 RESPONDENT PROFILE

3.1.1. 2369 responses were received to the survey. Of these, 2366 were completed online, while 3 were submitted as hard copies.

3.1.2. A further 72 responses were received by email. 31 of these were submitted by individuals, while the others were on behalf of an organisation, or by elected representatives. These responses are summarised in section 5.

3.1.3. Survey respondents were asked to complete a series of demographic-related questions and the responses are summarised in this section. Please note that percentages have been rounded to the nearest whole number and, as such, totals may not equal 100.

Sex and gender

3.1.4. 2303 respondents answered the question regarding their sex, with 9% indicating that they preferred not to say. 46% of respondents identified as female, 45% as male. 86% of respondents said that the gender they identified with is the same as the sex they were registered with at birth, while 3% said it was different; 11% preferred not to say.

Ethnicity

3.1.5. 2192 respondents chose to answer this question. As shown in the table below, the majority of respondents were from a White ethnic background.

Table 3-1 – Ethnic group of respondents

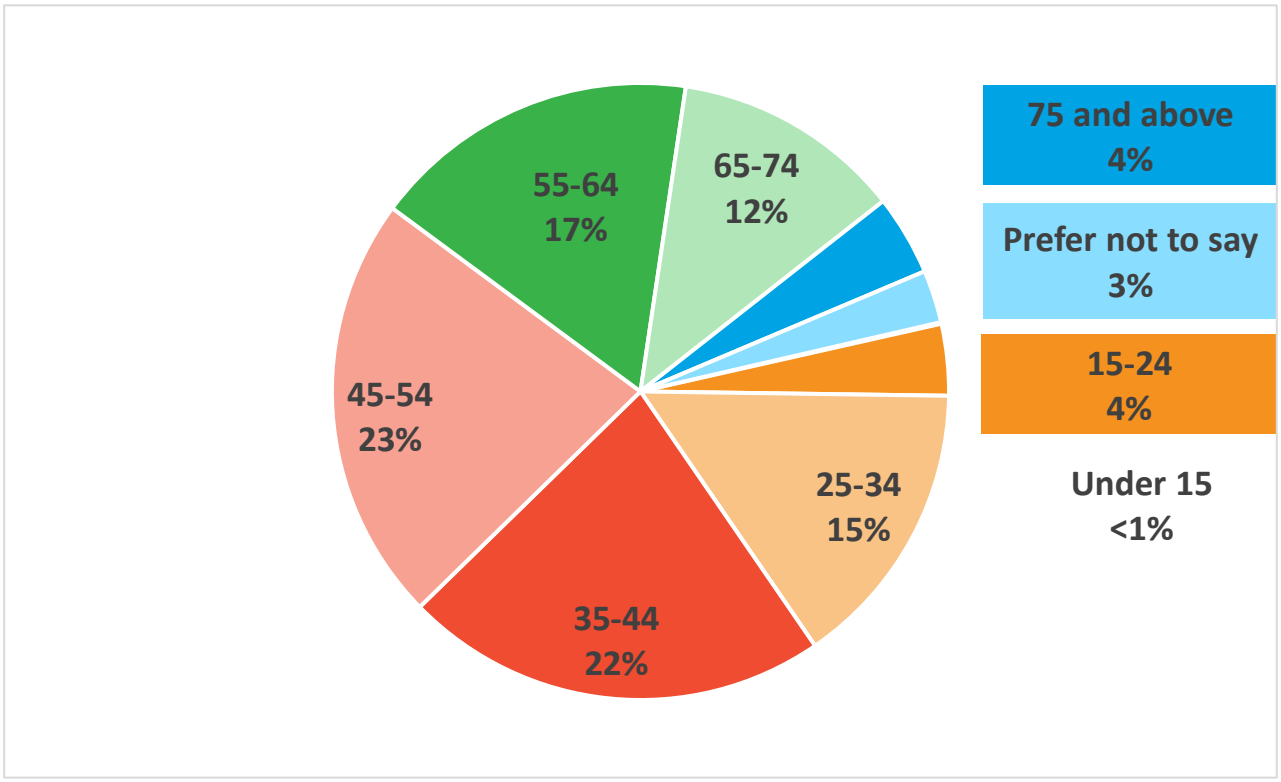
Ethnic group	Percentage of respondents (n:2192)
Asian or Asian British includes Indian, Pakistani, Bangladeshi, Chinese, or any other Asian background	2%
Black, Black British, Caribbean or African includes Black British, Caribbean, African or any other Black background	1%
Mixed or multiple ethnic groups, includes White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background	2%
White includes British, Northern Irish, Irish, Gypsy, Irish traveller, Roma or any other White background	93%
Other ethnic groups incudes Arab or any other ethnic group	2%

Age range

3.1.6. 2322 respondents chose to answer this question. As shown in Figure 3-1 below, almost one-quarter of respondents were between the ages of 45-54, while there was relatively even representation across the age ranges, with the exception of younger people. According to 2011 Census data (the most recently published data), 23% of people in Cambridge were between the ages of 15-24, which

suggests that there may have been an under-representation of the city's student population, in particular, in terms of respondents to this consultation.

Figure 3-1 - Age range of respondents



Base: all who provided a response (n:2322)

Employment status

3.1.7. 2279 respondents indicated their employment status. As shown in the table below, three-quarters of respondents were employed/self-employed or working from home at the time of responding. Around one in six respondents were retired.

Table 3-2 – Employment status of respondents

Employment status	Percentage of respondents (n:2279)
In education	4%
Employed	65%
Self-employed	7%
Unemployed	<1%
A home-based worker	3%
A stay-at-home parent, carer or similar	2%
Retired	16%

Employment status	Percentage of respondents (n:2279)
Prefer not to say	2%

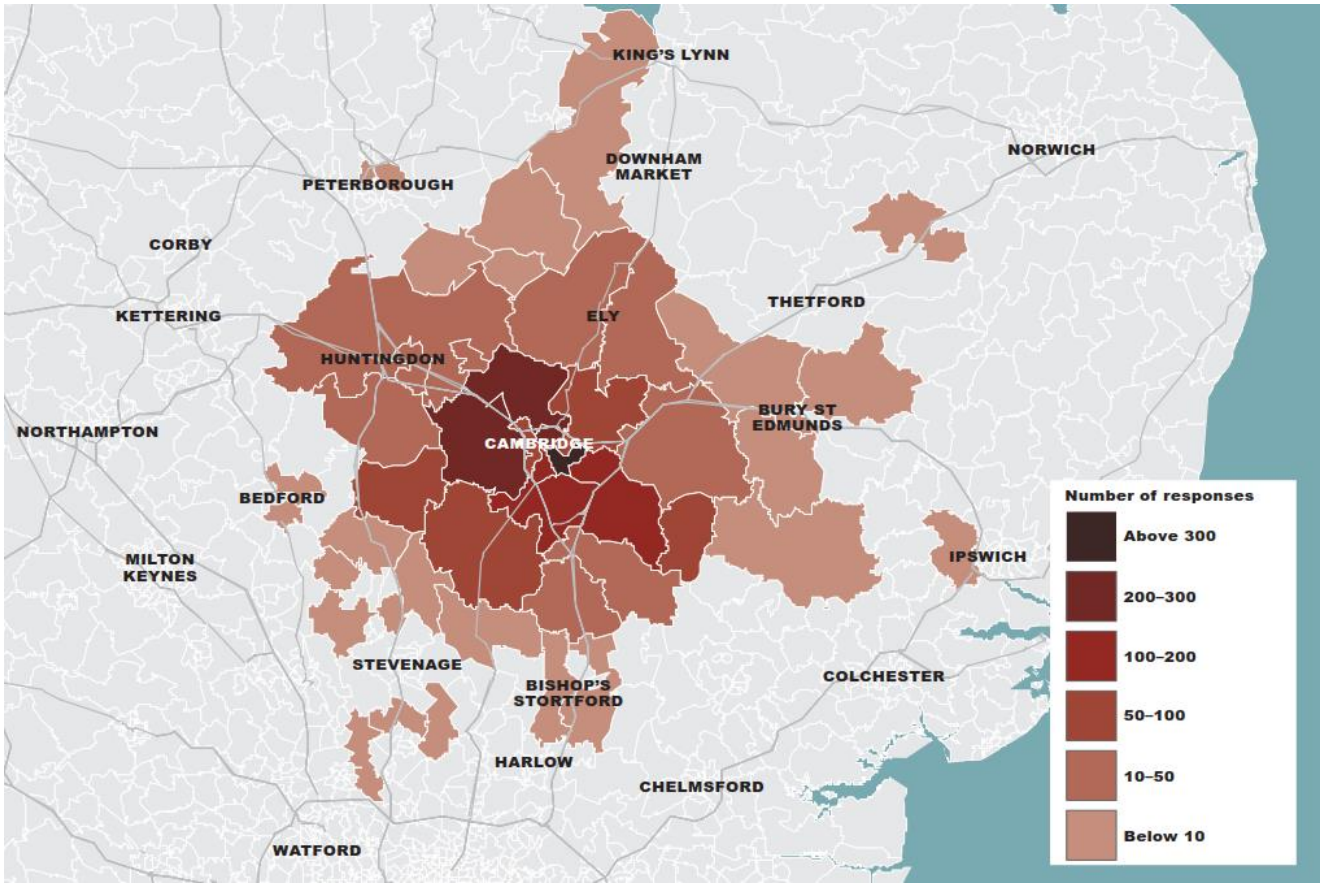
Postcode data

3.1.8. Respondents were asked to provide the first four or five digits of their postcode. A recognisable postcode was entered by 2272 respondents.

3.1.9. Based on the postcode data provided, 39% of respondents lived within the Cambridge postcode districts of CB1-CB5, with the highest proportions in CB1 (15%) and CB4 (13%). Postcode districts CB21-CB24 also accounted for more than one-third of respondents (CB21 6%, CB22 7%, CB23 10%, CB24 12%).

3.1.10. Figure 3-2 below illustrates the number of responses received by postcode areas. Four responses were also received from London postcodes but are not shown on the map due to scale.

Figure 3-2 - Number of responses by postcode area



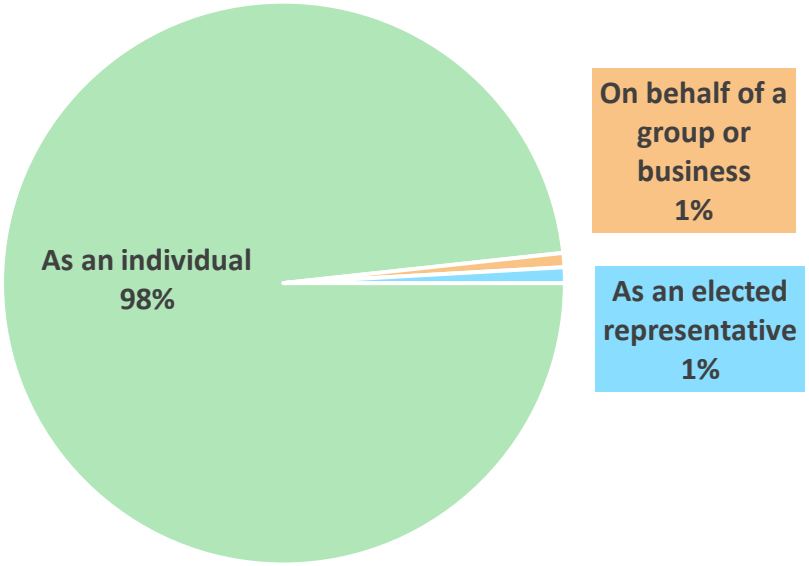
Long-term physical or mental health

3.1.11. Of the 2300 respondents who opted to answer Question 66 about long-term physical or mental health conditions or illnesses, one-fifth (20%) indicated that they had such a condition. 72% of respondents did not have a long-term physical or mental health issue, while 8% preferred not to say.

Responding as an individual or business

3.1.12. 98% of the 2336 who chose to answer this question were responding as individuals; 1% of respondents were commenting on behalf of a business or group, and 1% as an elected representative. Figure 3-3 shows the breakdown.

Figure 3-3 – Capacity in which respondents commented



Base: all who provided a response (n:2336).

3.1.13. Question 70 asked respondents how they heard about the consultation. As shown in Table 3-3, social media was the most effective means of promoting the consultation.

Table 3-3 – Hearing about the consultation

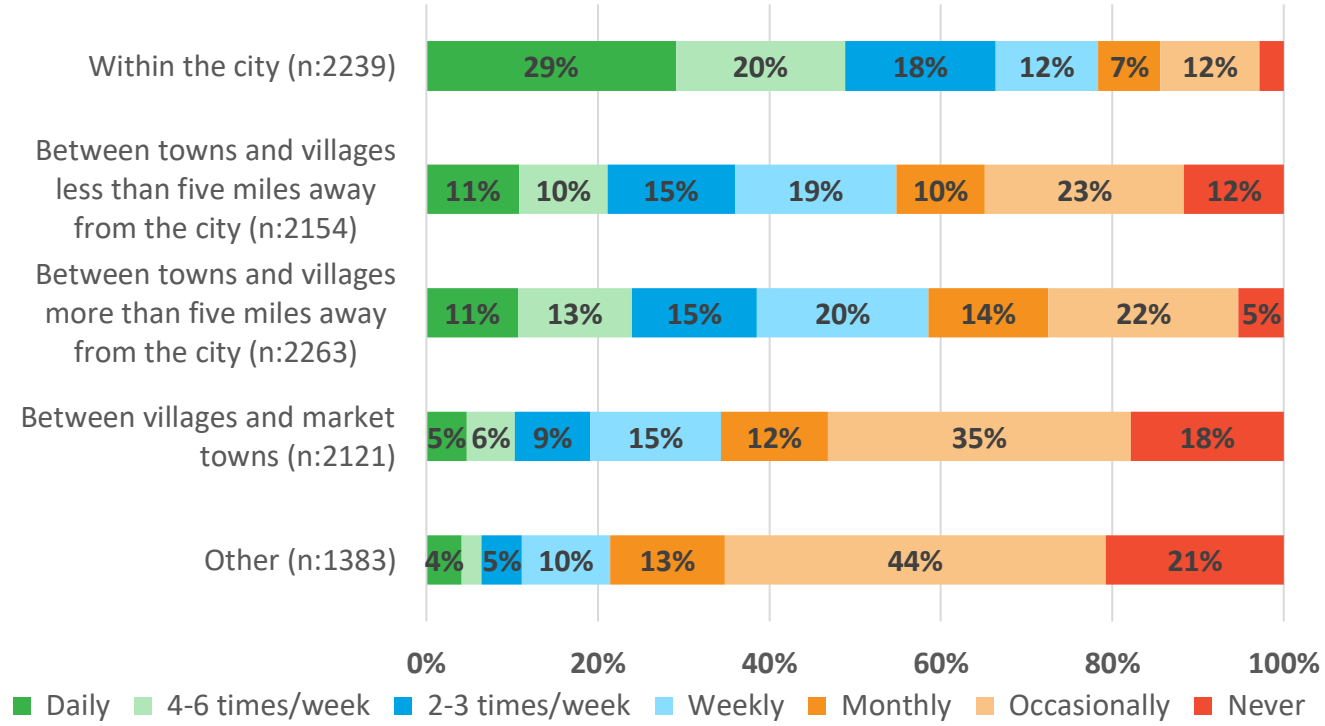
Options	Percentage of respondents (n:1793)
Word of mouth	22%
Social media	46%
Newspaper advert	9%
Radio advert	0.3%
Our website	9%
Other website	13%

3.2 QUESTIONS 1-4: CURRENT TRAVEL HABITS

3.2.1. The opening question of the survey asked respondents about how often they travel in and around the Greater Cambridge area. As shown in Figure 3-4, almost half of respondents who travel within the city reported doing so at least four times a week.

3.2.2. Of respondents who travel between towns and villages outside the city centre, 11% indicated they do so each day – this was the same proportion for travel between towns and villages within five miles of the city and those further afield.

Figure 3-4 - Journeys within the Greater Cambridge area and their frequency



Base: all who provided a response (n:as shown). Please note percentages of 3% and below have not been labelled.

3.2.3. Respondents were next asked about the types of transport they use, and how frequently, in the Greater Cambridge area.

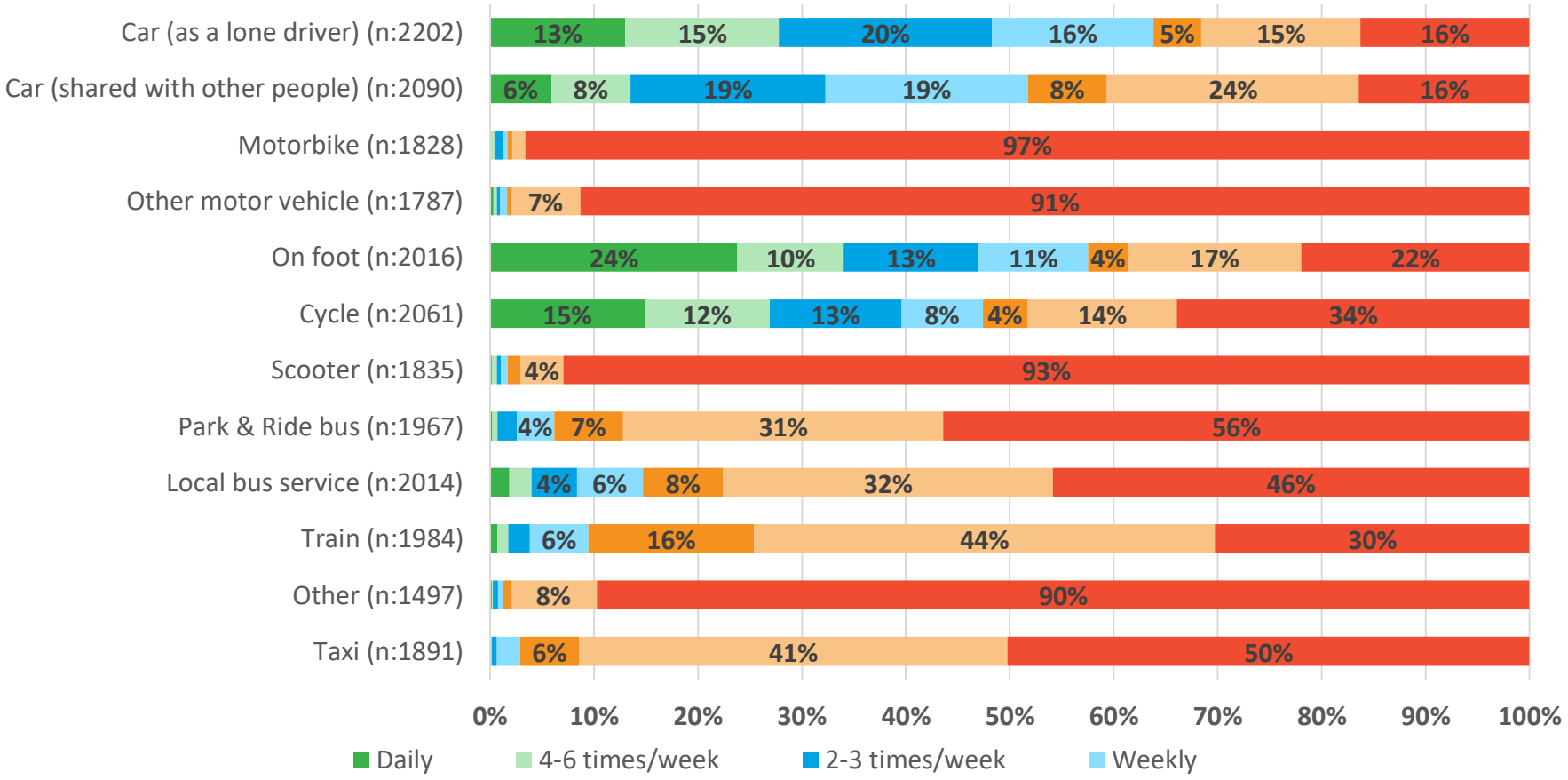
3.2.4. As shown in Figure 3-5, active travel appears to be a popular means of travelling around Cambridge, with almost one-quarter of the 2016 respondents walking in the area each day. Similarly, of the 2061 respondents who indicated if they cycle in the area, 15% do so on a daily basis.

3.2.5. The largest number of respondents (2202) indicated they drive in single-occupancy vehicles, with almost half of these people doing so at least twice a week. Conversely, 16% said they never travel as a lone drive. Of the 2090 who indicated whether they share a car with others, one-third do so at least twice a week.

3.2.6. Of the 2014 respondents who commented on their use of local bus services, 14% suggested they do so at least once a week. Conversely, one-third indicated they use a local bus occasionally, while 46% never do so.

3.2.7. Train travel appears to be a relatively infrequent means of travelling in and around Greater Cambridge. Of the 1984 respondents who answered, 16% use a train on a monthly basis with a further 44% doing so less frequently. Almost one-third never travel by train.

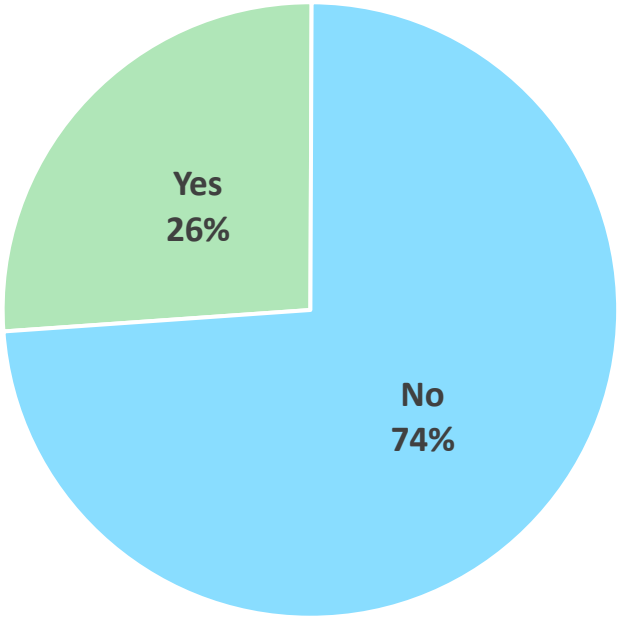
Figure 3-5 - Modes of transport used in the Greater Cambridge area and their frequency



Base: all who provided a response (n:as shown). Please note that percentages of 3% and below have not been labelled.

3.2.8. Many people have changed the way in which they travel during the Covid-19 pandemic. The third question of the survey asked respondents to consider whether their travel behaviour may change over the next two years. As Figure 3-6 shows, almost three-quarters of those who answered did not expect their journeys to change.

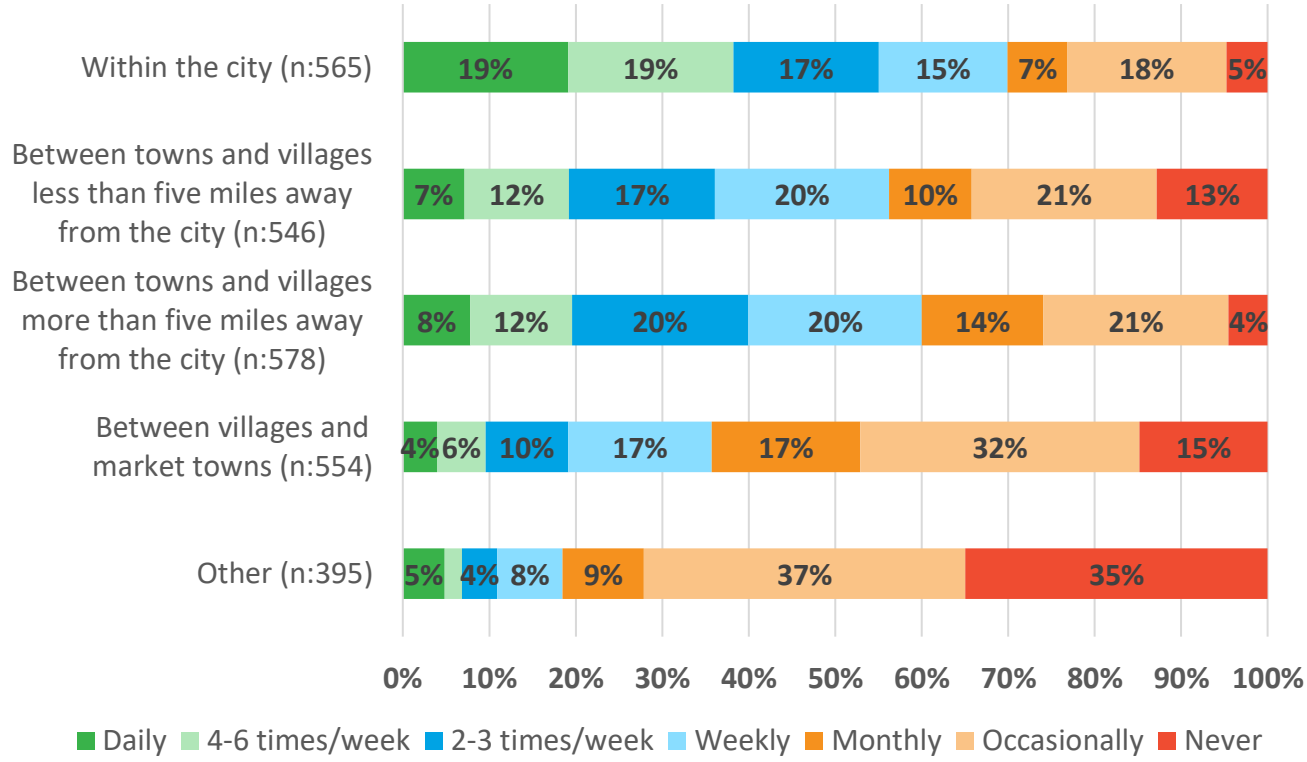
Figure 3-6 - Expectations of journeys being different in the next 2 years



Base: all who provided a response (n:2346)

3.2.9. Those who answered yes to Question 3 were next asked where and how often do they expect to make journeys in future. Figure 3-7 shows that more people were expecting to make frequent journeys within the city: 19% believed they would make daily journeys within the city, with the same proportion expecting to travel within the city at least 4 times a week.

Figure 3-7 - Expectations of where and how often journeys will be made in future



Base: all who provided a response (n:as shown). Please note that percentages of 3% and below have not been labelled.

4 VIEWS ON THE PROPOSALS

4.1 OVERVIEW

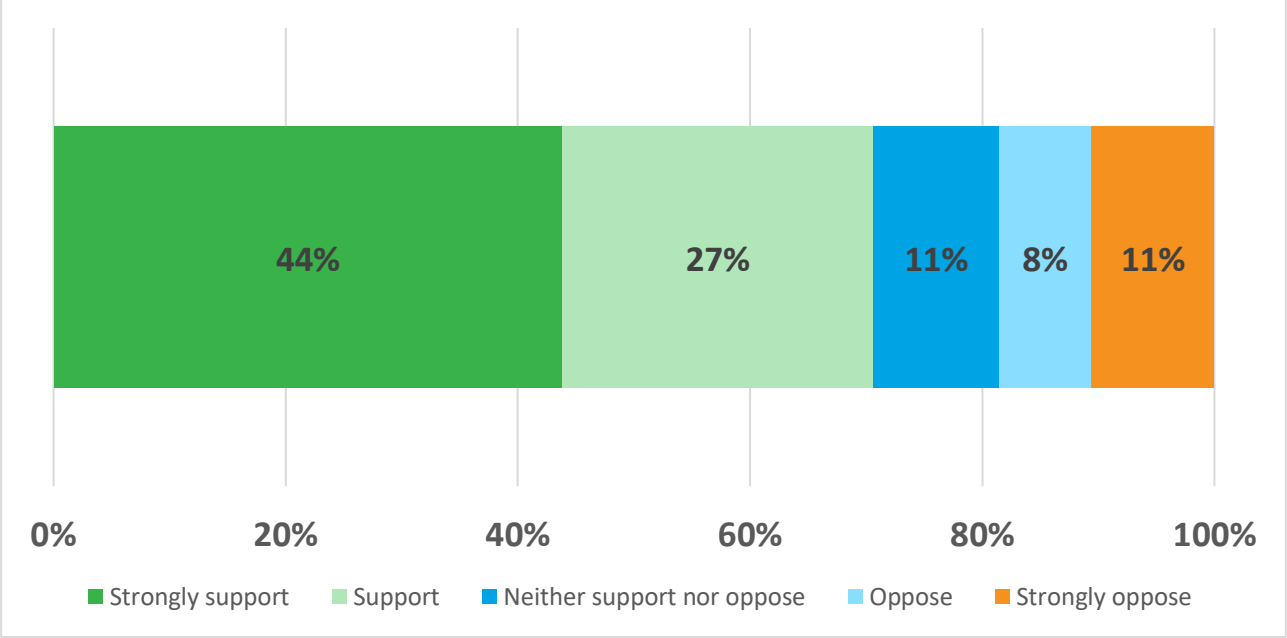
4.1.1. The survey continued with a series of questions to ascertain respondents' views on the proposals put forward as part of the consultation. All responses have been analysed, with the results presented in this section. Please note that percentages have been rounded to the nearest whole number and, as such, the totals may not equal 100.

4.1.2. Responses to free text questions have been coded, as per the process described in section 2.6, to identify recurring themes amongst the comments. The most frequently recuring themes are presented in tables within the report, while full frequency code frames are included in Appendix B to show how often each code was used.

4.2 QUESTION 5: EXTENT OF SUPPORT FOR THE PACKAGE

4.2.1. Respondents were asked to indicate their extent of support for the aims of the Making Connections package. 71% of respondents supported or strongly supported the aims of the package, as shown in Figure 4-1.

Figure 4-1 - Extent of support for the Making Connections package



Base: all who provided a response (n:2329).

4.2.2. Further analysis was completed to assess the extent of support for the Making Connections package across the Greater Cambridge area. The postcode data respondents supplied (as described in section 3.1.7) was used to inform this additional analysis.

4.2.3. Figure 4-2 demonstrates high levels of support for the package across different postcode areas. Of respondents from the Cambridge postcodes CB1-CB5, the proportion of strong support ranged from 44% in CB2 to 56% in CB5. Of the 330 respondents from the CB1 postcode area, specifically,

almost three-quarters indicated support for the package to some extent (53% strongly supported; 21% supported).

4.2.4. A similar trend emerged when considering responses from postcode areas outside of the city. 83% of responses from CB21, for example, supported the package to some extent (58% strongly supported; 25% supported).

4.2.5. The level of strong support was lower among responses that originated from postcode areas CB22-CB25 (ranging from 27% in CB23 to 38% in CB24). However, when considering the extent of support to some extent, there was still an overall majority of supportive responses from each of these areas.

4.2.6. One-third of respondents from the PE19 postcode area neither supported nor opposed the package. The same proportion indicated support while 17% strongly supported the proposals, although it is worth noting that the sample size was relatively low in that particular instance.

Figure 4-2 - Extent of support for the aims of the Making Connections package, based on respondents' location

		% of responses from each postcode area				
Postcode area	number of respondents	Strongly oppose	Oppose	Neither support nor oppose	Support	Strongly support
CB1	*330*	9	7	10	21	53
CB2	*107*	10	5	12	28	44
CB3	*94*	5	3	7	28	56
CB4	*291*	9	7	9	27	47
CB5	*64*	6	5	9	23	56
CB6	*38*	21	13	5	32	29
CB7	*27*	19	19	11	26	26
CB8	*25*	4	4	4	28	60
CB9	*54*	2	6	9	31	52
CB10	*29*	7	0	3	21	69
CB11	*27*	0	4	0	41	56
CB21	*146*	7	7	4	25	58
CB22	*161*	12	7	17	29	35
CB23	*215*	12	11	16	33	27
CB24	*261*	11	10	13	28	38
CB25	*88*	15	15	15	25	31
PE19	*18*	11	6	33	33	17
PE27	*19*	11	11	0	37	42
PE28	*31*	16	10	13	29	32
PE29	*21*	19	14	5	24	38
SG8	*73*	8	8	8	29	47
SG19	*60*	0	0	7	22	72

Note: Postcode areas with less than 10 respondents are not shown.

4.2.7. Further analysis was also completed to understand the extent of support for the package among those who answered yes to Question 66 (n:449; do you have any long-term physical or mental

health conditions or illness lasting or expecting to last 12 months or more?). The results showed that 61% of those who answered yes to Question 66 supported or strongly supported the aims of the Making Connections package (35% strongly supported; 26% supported).

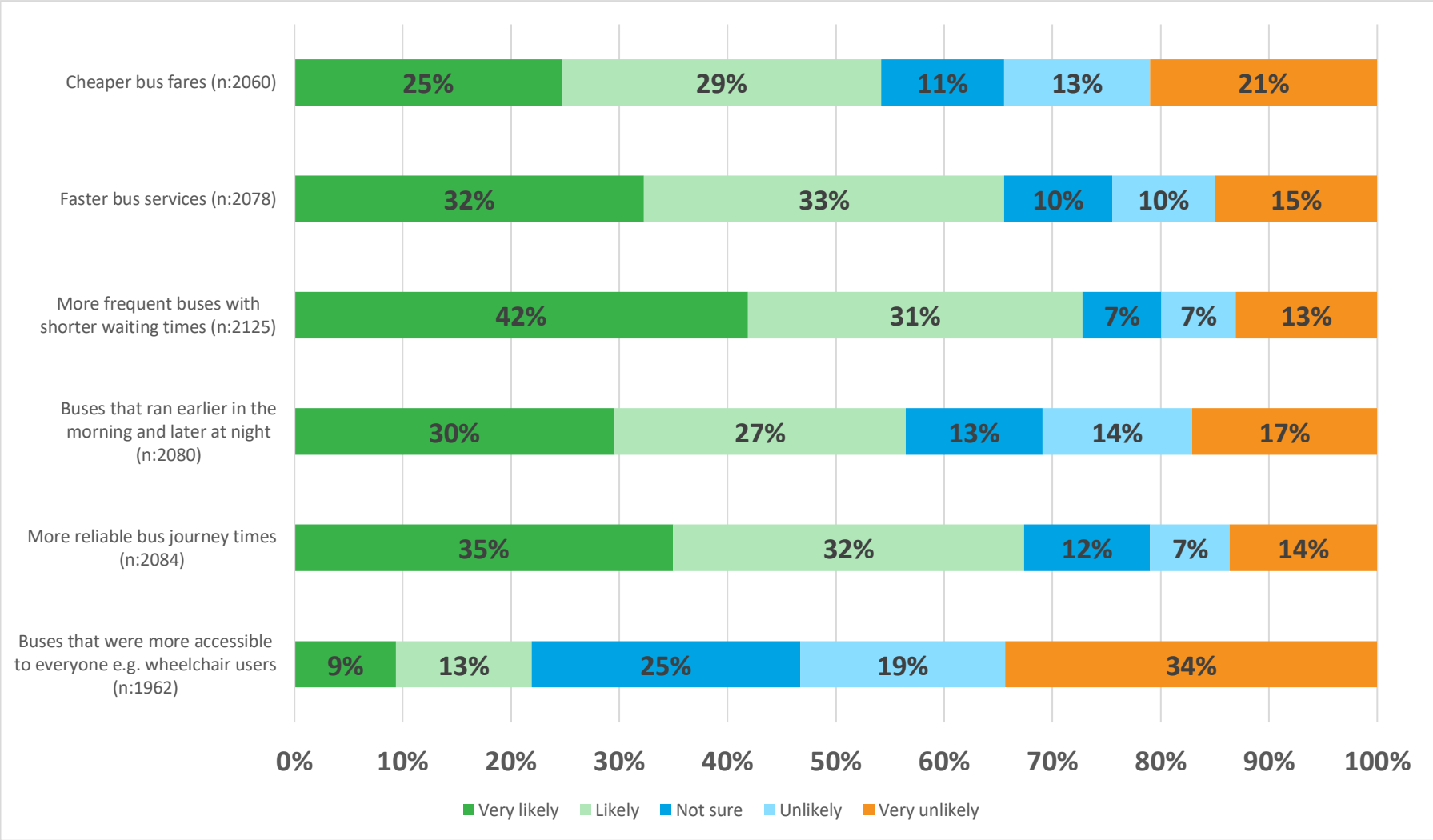
4.3 QUESTION 6: ENCOURAGING MORE SUSTAINABLE TRAVEL

4.3.1. The next question asked respondents about what would encourage them to take the bus or train, or to walk, cycle or scoot, more often.

4.3.2. Respondents (n:2125) felt that more frequent buses with shorter waiting times would be very likely (42%) or likely (31%) to make them use the bus more. Respondents also felt that more reliable bus journey times and faster bus services would also make them very likely to use the bus (35% and 32% respectively).

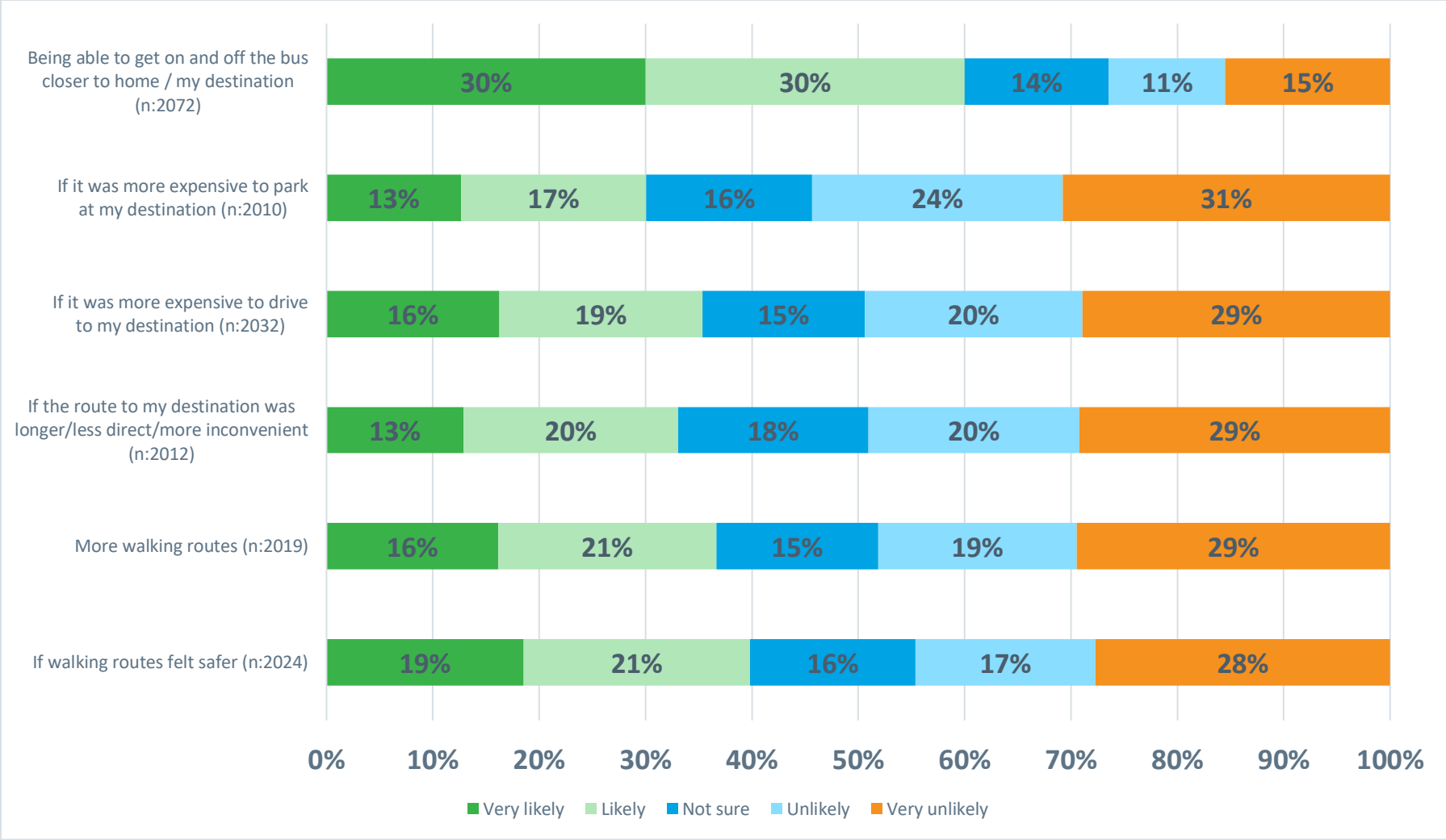
4.3.3. Being able to use buses earlier in the morning and later at night, or being able to get on and off the bus closer to home or destination, were also considered very likely to encourage respondents to use the bus (both 30%). Figures 4-3, 4-4 and 4-5 show the results.

Figure 4-3 – Factors influencing choosing public transport or active travel over motor vehicles



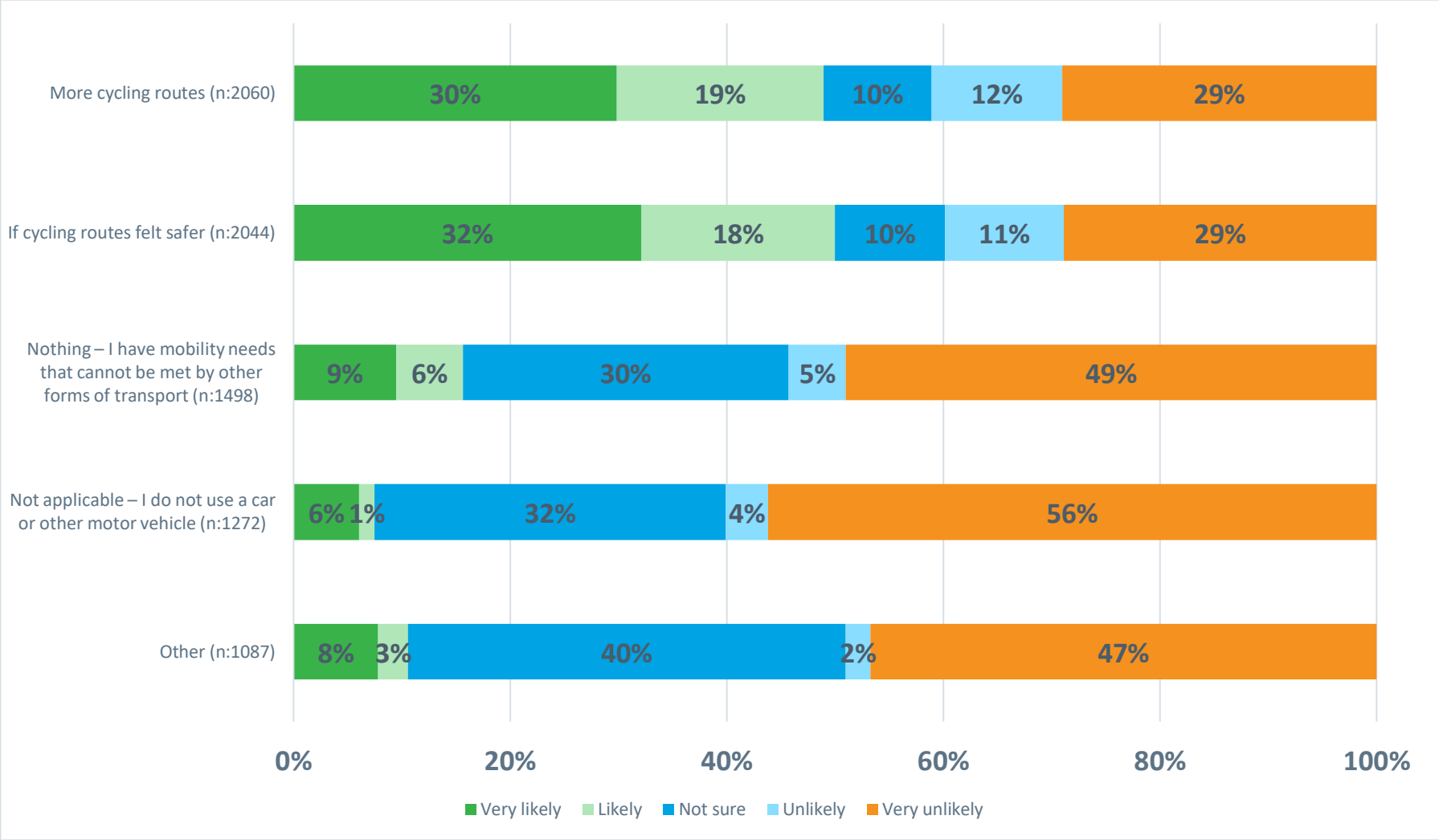
Base: all who provided a response (n:as shown).

Figure 4-4 - Factors influencing choosing public transport or active travel over motor vehicles (Continued)



Base: all who provided a response (n:as shown).

Figure 4-5 - Factors influencing choosing public transport or active travel over motor vehicles (Continued)

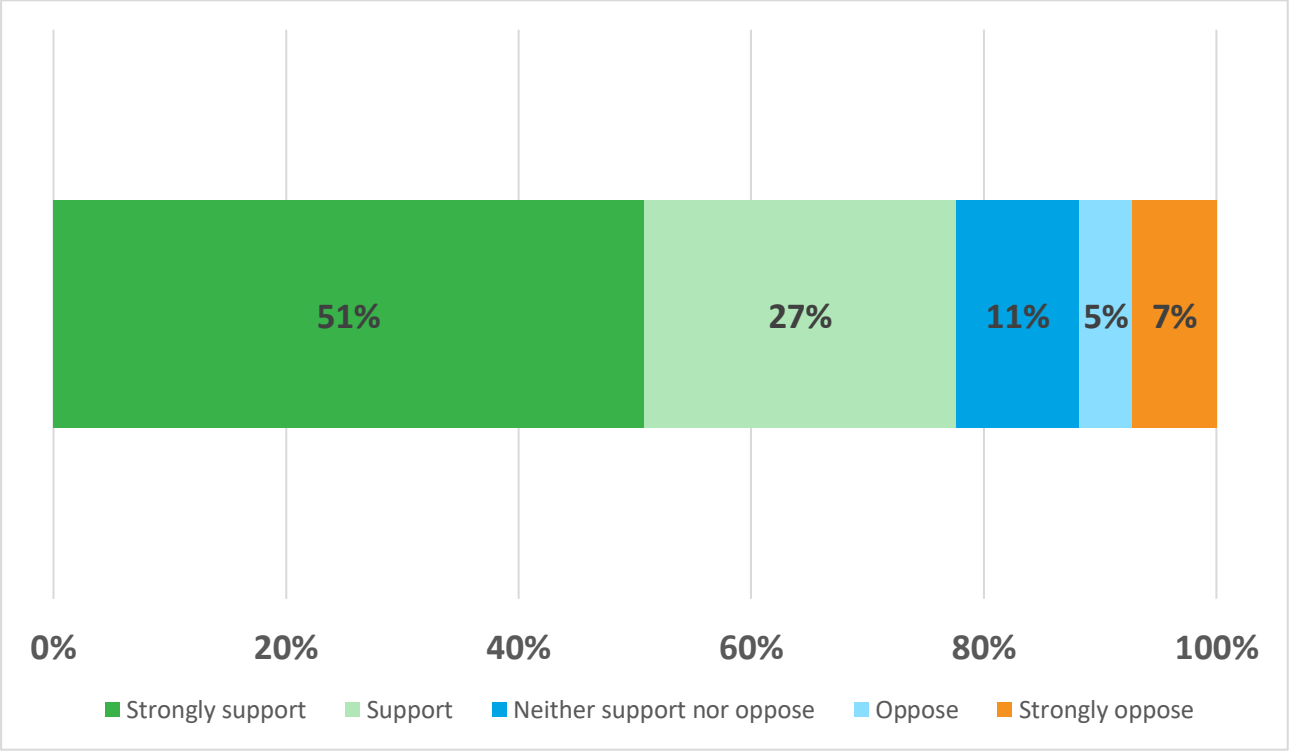


Base: all who provided a response (n:as shown).

4.4 QUESTION 7: EXTENT OF SUPPORT FOR BUS NETWORK EXPANSION

4.4.1. Respondents were asked about their extent of support for proposals for an expanded future bus network to improve services across the Greater Cambridge area. As shown in Figure 4-6, 78% of the 2356 who answered indicated support for the proposal to some extent. Conversely, 12% opposed the proposals to some extent.

Figure 4-6 - Extent of support for an expanded future bus network



Base: all who provided a response (n:2356).

4.4.2. Additional analysis of the responses to Q7 by the respondents' location showed there was also strong support for the proposals across different postcode areas. As Figure 4-7 shows, when considering the level of support to some extent, there was majority support from each postcode area where at least 10 responses originated from.

4.4.3. Of those who had indicated they suffer with a long-term physical or mental health condition or illness, 72% supported or strongly supported the proposals for an expanded future bus network.

Figure 4-7 - Extent of support for an expanded future bus network, based on respondents' location

		% of responses from each postcode area				
Postcode area	number of respondents	Strongly oppose	Oppose	Neither support nor oppose	Support	Strongly support
CB1	*332*	6	4	13	27	50
CB2	*109*	6	0	7	34	53
CB3	*95*	6	3	9	21	60
CB4	*294*	7	4	8	33	48
CB5	*64*	3	5	8	30	55
CB6	*38*	11	5	16	21	47
CB7	*27*	11	11	11	22	44
CB8	*25*	0	0	0	28	72
CB9	*56*	2	4	11	20	64
CB10	*30*	7	0	0	20	73
CB11	*28*	0	0	0	14	86
CB21	*146*	7	4	7	17	65
CB22	*164*	7	7	10	33	43
CB23	*221*	10	8	12	24	46
CB24	*264*	9	6	12	25	47
CB25	*90*	7	4	13	31	44
PE19	*18*	0	6	28	33	33
PE27	*19*	5	5	5	26	58
PE28	*32*	6	3	22	22	47
PE29	*21*	14	10	10	29	38
SG8	*73*	7	4	10	25	55
SG19	*59*	0	0	2	14	85

Note: Postcode areas with less than 10 respondents are not shown.

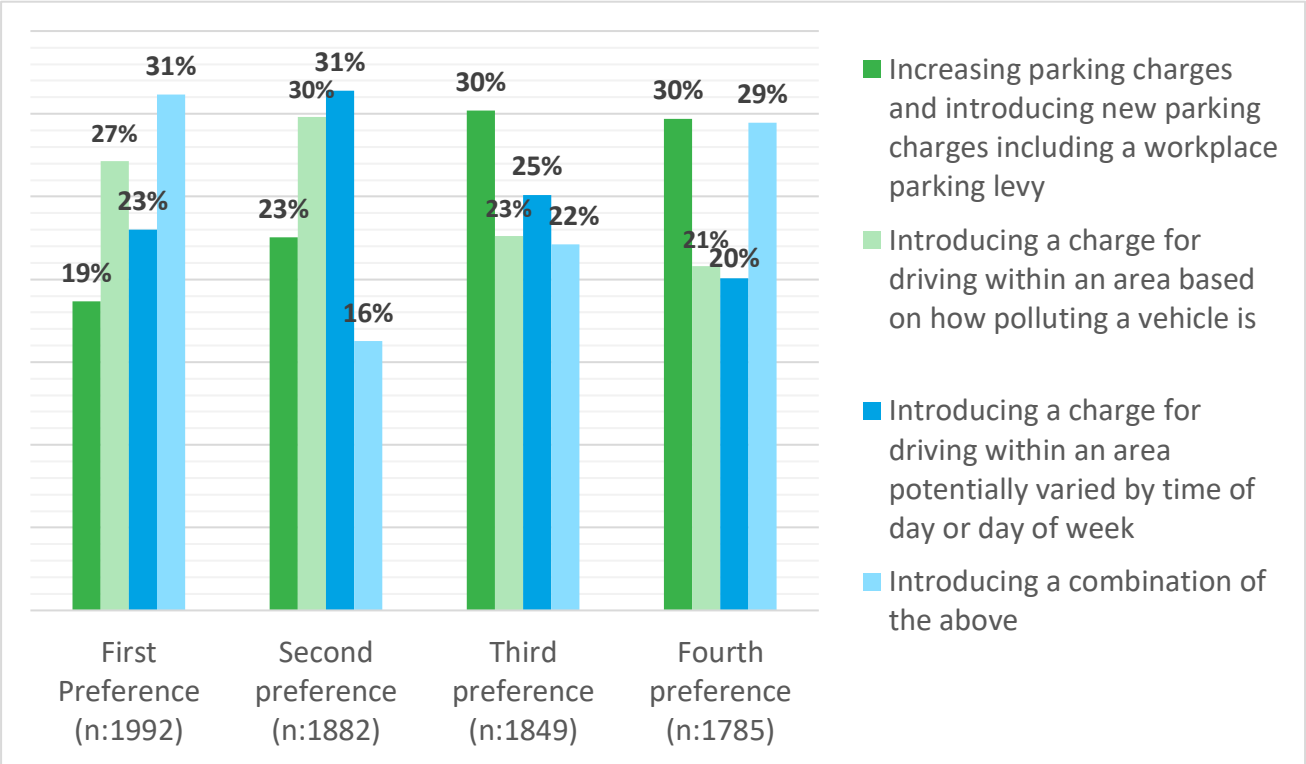
4.5 QUESTION 8: FUNDING IMPROVEMENTS

4.5.1. Question 8 asked 'If public transport, walking and cycling were improved, which of the following ideas should we prioritise to help fund and deliver this? Please rank the ideas where 1 is the idea we should consider first'.

4.5.2. The most popular first choice, selected by 31% of respondents, was for a combination of the suggested funding mechanisms. 27% respondents selected introducing a charge for driving within an area based on how polluting a vehicle is, while 23% preferred the introduction of a charge for driving within an area potentially by time of day or day of week.

4.5.3. The full results are shown in Figure 4-8.

Figure 4-8 - Preferences for funding and delivering



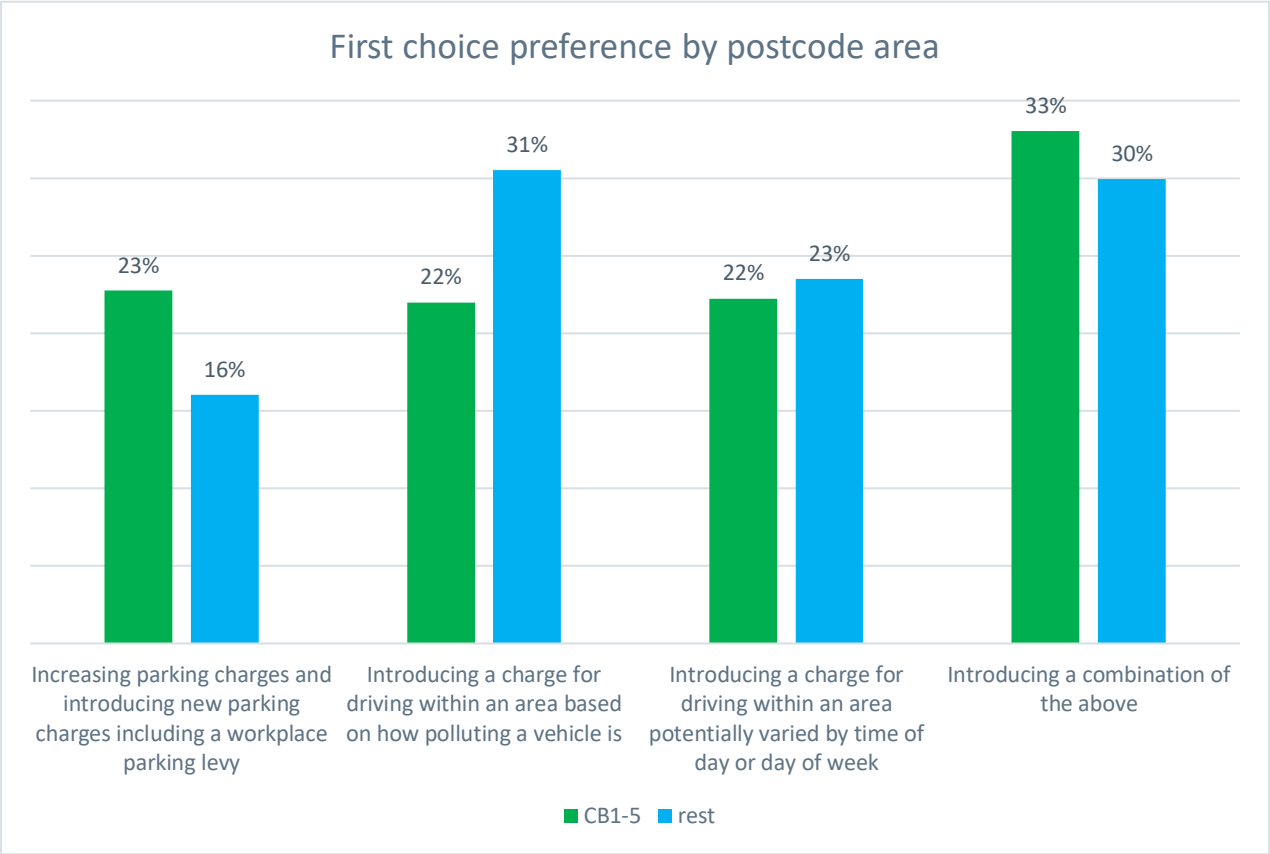
Base: all who provided a response (n:as shown).

4.5.4. Additional analysis of the first choice preference responses to Question 8 by the respondents' location showed there were some differences in preferences between the postcode areas (see Figure 4-9).

4.5.5. Of the residents from within postcode areas CB1 – CB5, the most popular option selected as a first choice was introducing a combination of funding options (33%), whereas for those outside those postcode areas the most popular option selected as a first choice was introducing a charge for driving within an area based on how polluting a vehicle is (31%), closely followed by the introduction of a combination of funding options (30%).

4.5.6. The option of increasing parking charges and introducing new parking charges including a workplace parking levy was selected as a first choice preference by 23% of respondents who live within CB1-CB5, and by 16% of those who live outside of those postcode areas.

Figure 4-9 – Respondents' preference by location



Base: all who had provided a response n:1992

4.6 QUESTION 9: ENCOURAGING MORE BUS USAGE

4.6.1. Question 9 asked respondents to consider what would encourage them to use the bus, if funding was raised to invest in bus services. Respondents were able to select up to three options.

4.6.2. Of the options presented, more than one-quarter of responses indicated that more frequent services would make people more likely to use the bus (27%), with cheaper fares and longer hours also being favoured (by 19% and 16% of responses respectively).

Table 4-1 – Factors that would encourage bus use

Factors that would encourage bus use	Percentage of responses (n:5513)
More frequent services – every 10 minutes in the city and from towns/larger villages and every hour in rural areas	27%
Cheaper fares – cutting the cost by 25-50%	19%

Factors that would encourage bus use	Percentage of responses (n:5513)
Longer hours – services running from 5am to midnight	16%
More direct services to avoid changing in the city centre	15%
More express services to cut journey times	12%
Travelling on a zero-emission bus	9%
More accessible buses for those with different mobility needs	2%

4.6.3. The next question asked about respondents' priorities if funding is available to reduce the cost of taking the bus. More affordable fares, such as a flat fare within the city and lower fares across the wider Cambridge area, accounted for almost two-thirds of responses, as Table 4-2 shows.

Table 4-2 – Priorities for reducing the cost of taking the bus

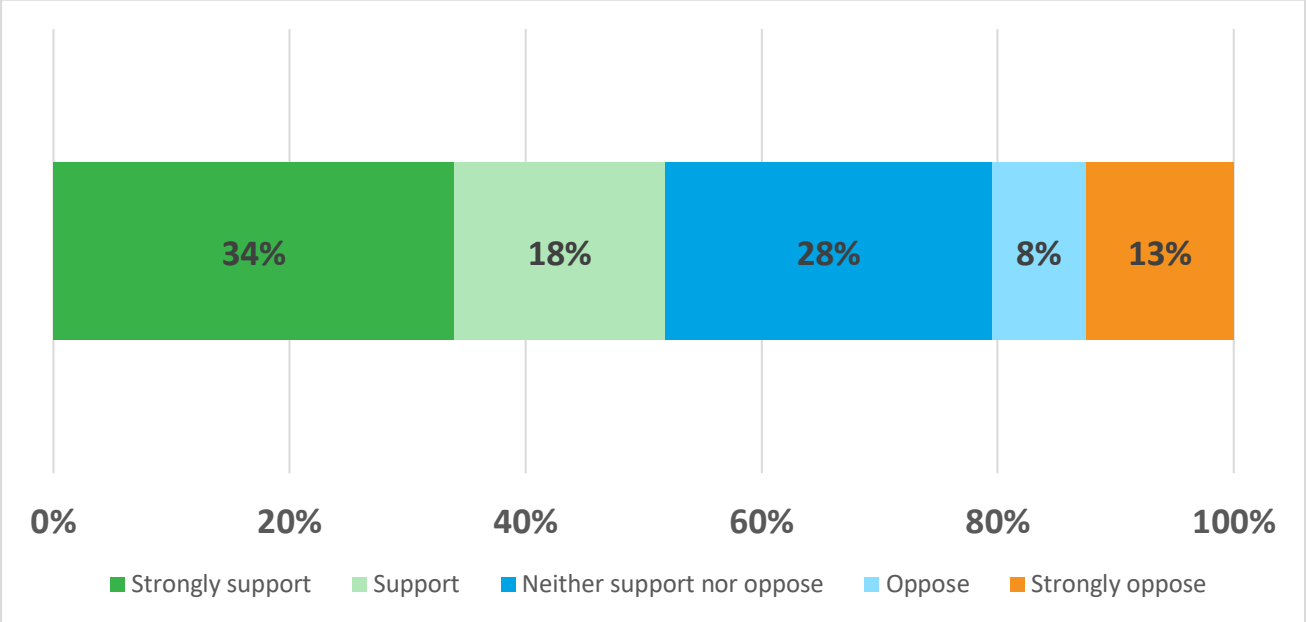
Priorities for reducing the cost of taking the bus	Percentage of responses (n:4652)
Introducing low-cost flat fares – for example a £1-2 fare in the city	32%
Lower fares for everyone – e.g., a reduction of 25% across the area	31%
Lower fares for families travelling together	17%
More flexible season ticket options	17%
Lower fares for apprentices	4%

4.7 QUESTION 11: PROVIDING LEISURE SPACE IN CONGESTED AREAS

4.7.1. Question 11 asked 'If traffic levels were lower, there would be more opportunities to provide leisure space for people in areas that are currently traffic dominated (for example at Mitcham's Corner in the Hills Road/Regent Street area, on East Road). To what extent are you supportive or unsupportive of this?'

4.7.2. As Figure 4-10 shows, 2335 respondents chose to answer: 52% said they supported or strongly supported the aim to provide leisure space. Conversely, slightly more than one-fifth (21%) opposed this to some extent.

Figure 4-10 - Extent of support for providing leisure space in traffic dominated areas



Base: all who provided a response (n:2335).

4.7.3. Additional analysis of responses to Question 11 along with respondents' locations showed that residents were broadly supportive of the proposals to provide leisure space irrespective of where they currently live. Figure 4-11 shows the results.

Figure 4-11 - Extent of support for providing leisure space in traffic dominated areas, based on respondents' location

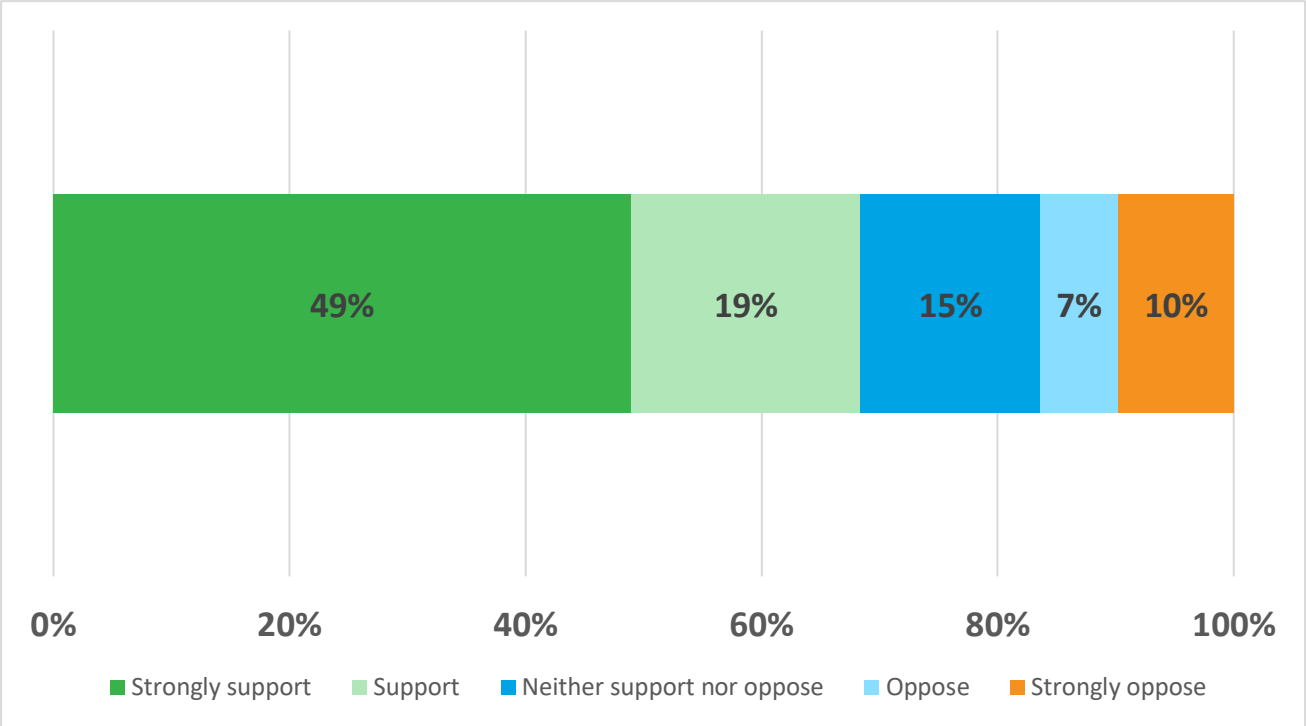
		% of responses from each postcode area				
Postcode area	number of respondents	Strongly oppose	Oppose	Neither support nor oppose	Support	Strongly support
CB1	*329*	12	7	19	15	47
CB2	*108*	14	7	14	14	51
CB3	*95*	8	2	25	20	44
CB4	*294*	14	6	18	17	46
CB5	*64*	3	8	25	16	48
CB6	*37*	22	3	24	16	35
CB7	*27*	30	7	26	11	26
CB8	*25*	4	4	36	12	44
CB9	*55*	5	7	36	25	25
CB10	*29*	7	0	21	17	55
CB11	*28*	0	0	39	11	50
CB21	*146*	10	9	30	21	30
CB22	*163*	12	10	30	23	25
CB23	*218*	16	11	32	19	21
CB24	*264*	12	10	38	18	23
CB25	*86*	13	17	37	16	16
PE19	*18*	17	0	33	17	33
PE27	*19*	16	16	26	11	32
PE28	*31*	16	10	32	16	26
PE29	*21*	19	10	33	19	19
SG8	*73*	8	5	41	19	26
SG19	*59*	0	2	29	31	39

Note: postcode areas with fewer than 10 respondents are not shown.

4.8 QUESTION 12: IMPROVEMENTS TO ACTIVE TRAVEL ROUTES

4.8.1. The next question focused on the extent of support for improvements to walking and cycling routes. As shown in Figure 4-12, almost half of the 2338 respondents were strongly supportive. When also considering the number of 'support' responses, more than two-thirds of respondents were supportive to some extent. Conversely, one in 10 respondents strongly opposed improvements to walking and cycling routes.

Figure 4-12 - Extent of support for creating better cycling and walking routes



Base: all who provided a response (n:2338).

4.8.2. Postcode analysis of the responses showed that the supportive trend continued, with relatively high levels of support emerging across the Greater Cambridge area. Figure 4-13 shows the results.

Figure 4-13 - Extent of support for creating better cycling and walking routes based on location

		% of responses from each postcode area				
Postcode area	number of respondents	Strongly oppose	Oppose	Neither support nor oppose	Support	Strongly support
CB1	*330*	8	6	10	12	63
CB2	*107*	8	5	16	6	65
CB3	*95*	6	2	9	18	64
CB4	*294*	9	6	10	17	59
CB5	*64*	2	3	6	16	73
CB6	*37*	16	0	14	24	46
CB7	*27*	22	15	15	15	33
CB8	*25*	4	8	4	36	48
CB9	*55*	13	4	18	38	27
CB10	*30*	7	3	17	10	63
CB11	*28*	0	0	18	21	61
CB21	*146*	10	7	14	23	47
CB22	*163*	10	6	23	20	42
CB23	*221*	10	9	17	26	38
CB24	*264*	9	10	18	23	39
CB25	*85*	12	13	20	20	35
PE19	*18*	17	0	28	17	39
PE27	*19*	11	11	32	11	37
PE28	*31*	16	0	29	10	45
PE29	*21*	14	10	19	29	29
SG8	*73*	8	4	19	21	48
SG19	*58*	2	0	14	43	41

Note: postcode areas with fewer than 10 respondents are not shown.

4.9 QUESTIONS 13-17: HOW A CHARGE COULD OPERATE

4.9.1. The next set of questions sought views on how a potential charging mechanism could operate, if one were to be introduced. Question 13 asked 'if a charge was introduced, what hours should it operate?'

4.9.2. As shown in Table 4-3, the majority of the 2410 respondents to the question felt that a charge should apply at peak times only. Around a quarter of respondents believed that a charge which applied at all times, but which varied according to the time of day, would be preferable.

Table 4-3 – Hours a charge should operate, if introduced

Options	Percentage of respondents (n:2410)
All the time (ie 24 hours per day)	11%
All day (ie 7am – 7pm)	11%
Peak time only (ie 7-10am and 4-7pm)	51%
All the time, but with a lower charge at off peak times and a higher charge at peak times	26%

4.9.3. Additional analysis of the data alongside those who answered yes to Question 66 (regarding any long-term physical or mental health conditions or illness) showed a similar proportion of respondents in favour of a peak time only charge (56%).

4.9.4. Of those who reported currently using a car at least weekly, 59% (1316 respondents) were in favour of a peak time only charge. 23% (515 respondents) were in favour of a charge that applies all the time but with a lower charge at off-peak times and higher charge at peak times.

4.9.5. Of those who travel on foot at least weekly, 45% (485) of respondents were in favour of a peak time only charge, whereas 39% (n:364) of those who cycle at least weekly were in favour of a peak time only charge. 32% (n:294) of those who cycle at least weekly were in favour of a charge that applies all the time but with a lower charge at off-peak times and higher charge at peak times.

4.9.6. Of those who travel by train at least weekly, 42% of respondents (n:74) were in favour of a peak time only change, and 29% (n:51) were in favour of a charge that applies all the time but with a lower charge at off-peak times and higher charge at peak times.

4.9.7. For those who currently use the bus at least weekly, 48% (n:187) were in favour of a peak time only charge. 34% of bus users (n:133) were in favour of a charge that applies all the time but with a lower charge at off-peak times and higher charge at peak times.

4.9.8. Table 4-4 below shows a comparison between stakeholder responses to Q13 based on mode of transport.

Table 4-4 – Comparison of response to Q13 by mode of transport

Options	For respondents who use a car at least weekly (n:2228)	For respondents who travel of foot at least weekly (n:1083)	For respondents who travel by cycle at least weekly (n:927)	For respondents who travel by train at least weekly (n:178)	For respondents who travel by bus at least weekly (n:389)
All the time (ie 24 hours per day)	7%	14%	16%	19%	8%
All day (ie 7am – 7pm)	10%	11%	13%	11%	10%
Peak time only (ie 7-10am and 4-7pm)	59%	45%	39%	42%	48%
All the time, but with a lower charge at off peak times and a higher charge at peak times	23%	30%	32%	29%	34%

4.9.9. Postcode analysis of responses showed that most residents were in favour of a peak-time only charge, irrespective of where they currently live. Figure 4-14 details the results.

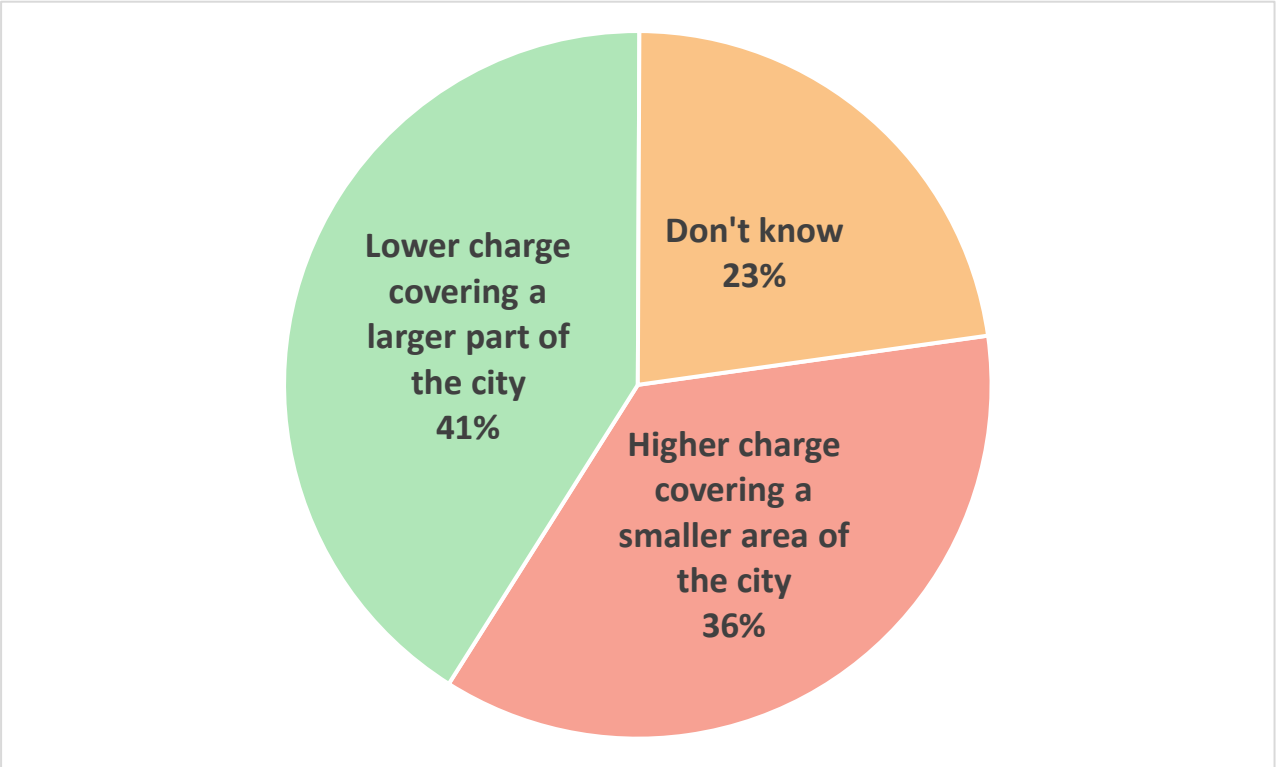
Figure 4-14 – Hours a charge should operate based on location

		% of responses from each postcode area			
Postcode area	number of respondents	All day (i.e. 7am-7pm)	All the time (i.e. 24 hours per day)	All the time, but with a lower charge at off-peak times and a higher charge at peak times	Peak time only (i.e. 7-10am and 4-7pm)
CB1	*311*	11	19	28	42
CB2	*102*	7	17	32	44
CB3	*88*	13	9	35	43
CB4	*276*	11	14	29	45
CB5	*59*	14	14	27	46
CB6	*36*	8	17	22	53
CB7	*23*	9	17	17	57
CB8	*24*	21	0	21	58
CB9	*55*	9	18	9	64
CB10	*29*	14	0	38	48
CB11	*28*	21	11	32	36
CB21	*132*	11	7	30	52
CB22	*144*	13	8	24	56
CB23	*193*	10	7	18	65
CB24	*239*	11	5	25	59
CB25	*76*	5	12	21	62
PE19	*18*	17	11	17	56
PE27	*17*	18	12	29	41
PE28	*28*	21	11	21	46
PE29	*16*	13	6	31	50
SG8	*67*	21	12	28	39
SG19	*59*	8	15	31	46

Note: postcode areas with fewer than 10 respondents are not shown.

4.9.10. Question 14 asked respondents to indicate whether, if a charge was introduced, they would prefer a higher charge covering a smaller area of the city or a lower charge covering a larger part of the city. Figure 4-15 shows that the lower charge attracted the highest proportion of responses, although there was an apparent polarisation of views. Almost one-quarter of respondents answered 'Don't know', suggesting that they would require more detail in order to determine their preference.

Figure 4-15 - Extent and level of potential charge



Base: all who provided a response (n:2224).

4.9.11. Further analysis of the data for those who answered yes to Question 66 (regarding long-term physical or mental health conditions or illness) with their responses to Question 14 showed a similar polarisation of views: 33% were in favour of a higher charge covering a smaller area of the city, while 36% favoured a lower charge coving a larger part of the city. 24% didn't know and 7% did not respond.

4.9.12. Of those who reported currently using a car at least weekly, as a lone driver or as a shared vehicle, 42% were in favour of a higher charge covering a smaller area of the city (985 respondents). 34% (799 respondents) were in favour of a lower charge covering a larger part of the city.

4.9.13. Among pedestrians and cyclists, there was a more distinct preference for a lower charge with a wider coverage. Of those who travel on foot at least weekly, 34% of respondents (n:375) were in favour of a higher charge covering a smaller area of the city, with 48% (n:534) preferring a lower charge over a larger part of the city. Of those who cycle at least weekly, 32% (n:304) were in favour of a higher charge covering a smaller area of the city, and 52% (n:488) were in favour of a lower charge over a larger part of the city.

4.9.14. Of those who travel by train at least weekly, 34% of respondents (n:60) were in favour of a higher charge covering a smaller area of the city, and 50% (n:89) in favour of a lower charge over a larger part of the city.

4.9.15. For those who currently use the bus at least weekly, 34% (n:135) were in favour of a higher charge covering a smaller area of the city, and 44% (n:176) were in favour of a lower charge over a larger part of the city.

4.9.16. Table 4-5 below shows below shows a comparison between stakeholder responses for Q14 based on mode of transport.

Table 4-5 - Comparison of response to Q14 by mode of transport

Options	For respondents who use a car at least weekly (n:2486)	For respondents who travel of foot at least weekly (n:1106)	For respondents who travel by cycle at least weekly (n:937)	For respondents who travel by train at least weekly (n:179)	For respondents who travel by bus at least weekly (n:398)
Lower charge covering a larger part of the city	34%	48%	52%	50%	44%
Higher charge covering a smaller part of the city	42%	34%	32%	34%	34%
Don't know	23%	18%	15%	17%	22%

4.9.17. Postcode analysis of the results reinforced the polarisation of views: the highest proportion of respondents from postcode areas CB1, CB2, CB3 CB4 and CB5 were in favour of a lower charge covering a larger part of the city. Conversely, the higher proportion of respondents from postcode areas CB6, CB8, CB10, CB22, CB23, CB24, CB25, and PE27 were in favour of a higher charge covering a smaller area. Figure 4-16 shows the results.

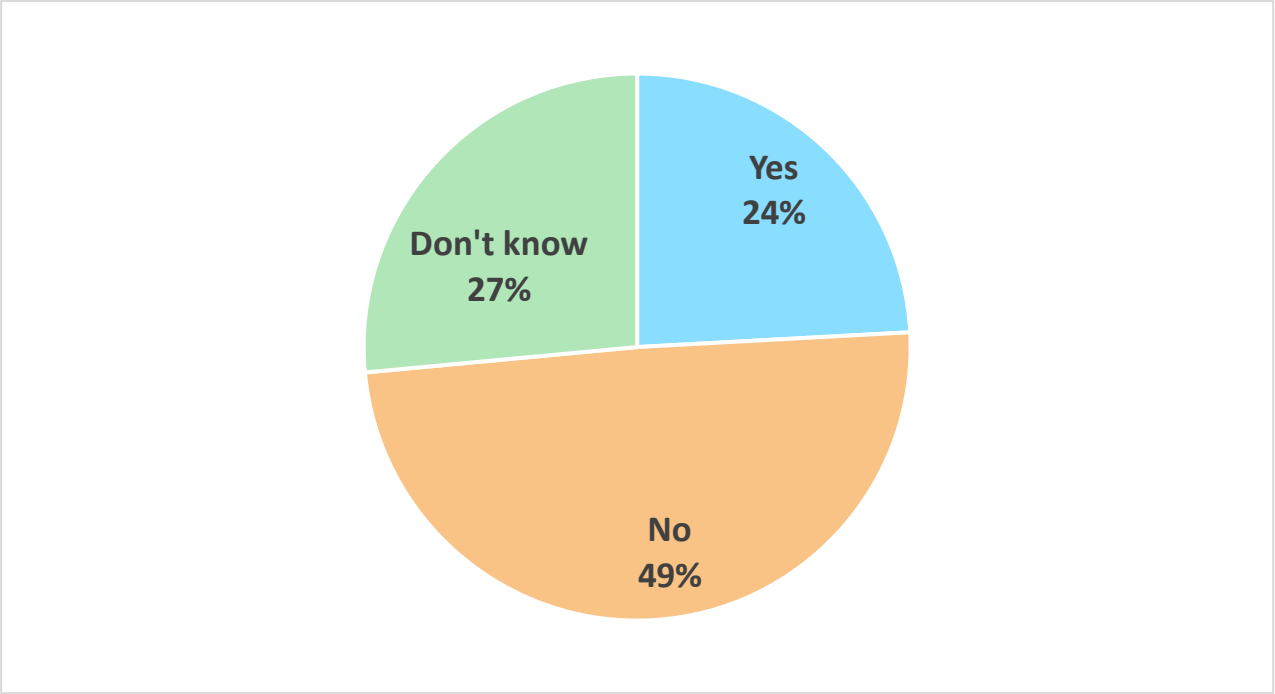
Figure 4-16 - Extent and level of potential charge based on location

		% of responses from each postcode area		
Postcode area	number of respondents	Don't know	Higher charge covering a smaller area of the city	Lower charge covering a larger part of the city
CB1	*315*	16	29	56
CB2	*103*	22	28	50
CB3	*92*	16	37	47
CB4	*286*	21	31	48
CB5	*61*	13	33	54
CB6	*38*	13	45	42
CB7	*26*	31	31	38
CB8	*24*	8	50	42
CB9	*55*	25	31	44
CB10	*29*	28	45	28
CB11	*28*	21	39	39
CB21	*139*	25	37	37
CB22	*152*	22	42	36
CB23	*203*	21	47	32
CB24	*250*	32	37	31
CB25	*83*	24	43	33
PE19	*18*	33	28	39
PE27	*18*	17	61	22
PE28	*30*	27	33	40
PE29	*17*	18	35	47
SG8	*67*	24	33	43
SG19	*58*	21	33	47

Note: postcode areas with fewer than 10 respondents are not shown.

4.9.18. Question 15 asked that, if a charge was introduced alongside public transport, cycling and walking improvements, 'do you think you, or someone you care for, would need extra support?' As shown in Figure 4-17, almost half of the 2263 respondents did not think extra support would be needed. Almost one-quarter felt that support would be required, while 27% did not know.

Figure 4-17 - Extra support needed



Base: all who provided a response (n:2263).

4.9.19. Respondents who had answered yes to Question 15 were then asked to describe what would help them. This was a free text question with responses coded, as described in section 2.6. Table 4-6 shows the most frequently coded comments. A full frequency copy of the code frame, showing how often each code was, is included in Appendix B for reference.

4.9.20. The highest proportion of respondents indicated the need for financial support in the form of exemptions, discounts, higher incomes, lower taxes, allowances, as well as general financial support, which accounted for 47% (269) of the coded comments. Respondents also indicated that the needs of various groups should be considered, including mobility and medical issues, disabilities, carers, families and older people, which accounted for 19% (110) of the coded comments. Comments indicating opposition to a charge represented 14% (83) of the coded comments.

Table 4-6 – Emerging themes for Question 16

Theme	No of coded comments	% of coded comments
Against the charge	83	14%
Exemption for the disabled	45	8%

Theme	No of coded comments	% of coded comments
General financial support	43	7%
Exemptions	37	6%
Exemption for residents	28	5%
Consideration of mobility issues users' needs	26	5%
Consideration of disabled users' needs	26	5%
Alternative suggestions	26	5%
Consideration of carers' needs	21	4%
Discounts	19	3%
Consideration of older users' needs	19	3%
Improved public transport routes	17	3%
Exemption for key workers	14	2%
Discounts for the disabled	14	2%
Improved public transport frequency	13	2%
Consideration of families' needs	12	2%
Exemption for carers	11	2%
Higher income	11	2%
Improved public transport fares	11	2%
Not applicable	11	2%

Base: total number of coded comments in response to this question (n: 577)

4.9.21. The next question related to accessibility improvements on buses. Respondents with any specific accessibility needs were invited to describe what improvements they would like to see. Table 4-7 shows the most frequently coded comments.

4.9.22. Respondents emphasised the need for buses to meet everyone's needs, including accessibility needs for various groups, such as blind people, deaf people and people with mental health or physical health conditions, as well as the needs of families, shoppers, commuters. These accounted for 17% (110) of the coded comments.

4.9.23. Some other frequently mentioned themes included the need for improved direct services, which require fewer changes, and improved frequency of bus services (15%, 97 coded comments), as well as other transport modes being preferred regardless of the improvements to buses (11%, 66 coded comments).

Table 4-7 - Emerging themes for Question 17

Theme	No of coded comments	% of coded comments
Buses should meet everyone's needs	110	17%
Other transport modes are preferred regardless of improvements to buses	66	11%
Improved bus services	50	8%
Improved frequency of bus services	47	7%
Not applicable	47	7%
Improved bus stop locations	38	6%
More space on buses	34	5%
Improved fares	32	5%
Real time information for services/Reliability / Live app	29	5%
On the bus provisions	27	4%
Against the charge	25	4%
Last mile connectivity	18	3%
Pandemic considerations	18	3%
Improved bus stops facilities	16	3%
Buses should accommodate bicycles	15	2%
Balance between the use of public transport and the use of car	13	2%
Better options/ support for passes	11	1%

Theme	No of coded comments	% of coded comments
Improved parking facilities and park and ride facilities	9	1%
Improved early morning, evening, and weekend services	9	1%
Comments about the consultation	8	1%

Base: total number of coded comments in response to this question (n: 632)

4.10 QUESTIONS 18-60: SPECIFIC BUS CORRIDORS

4.10.1. The next set of questions focused on potential improvements along particular bus corridors. As a number of corridors were included, respondents were initially asked to select the corridor(s) that they would like to comment on. The results are shown in Table 4-6.

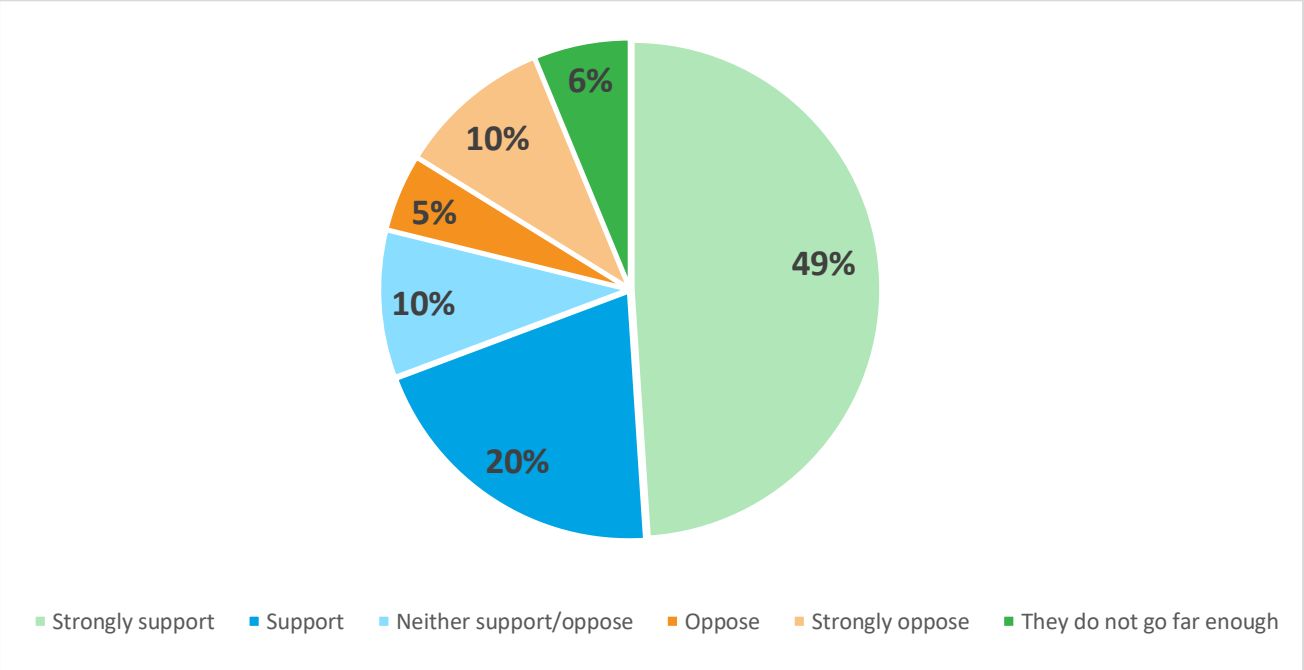
Table 4-8 – Specific bus corridor responses

Bus corridor	Percentage of responses (n:3005)
Haverhill	8%
Cambourne	10%
Waterbeach, Cottenham and Ely	10%
Fulbourn, Newmarket and Mildenhall	10%
Royston and Saffron Walden	11%
Northstowe and St Ives	10%
Cambridge City	34%
None	8%

4.11 QUESTIONS 19-24: HAVERHILL CORRIDOR

4.11.1. Respondents were asked to indicate their extent of support for the proposed improvements to bus services in the Haverhill corridor. Figure 4-18 shows that, of the 241 respondents who chose to answer this question, 69% supported the proposals to some extent. Conversely, 15% opposed the proposals, while 6% said they did not go far enough.

Figure 4-18 - Extent of support for proposed improvements (Haverhill corridor)



Base: all who provided a response (n:241).

4.11.2. Question 20 asked respondents to indicate when they would use bus services operating on the proposed Haverhill corridor routes on weekdays. Table 4-7 shows that the largest proportion of responses reported that they would use the bus services during the morning and evening peak. Daytime services, outside of peak hours were also relatively popular, while there was also some apparent demand for evening services up to 10pm.

Table 4-9 – Times respondents would use the bus during the week (Haverhill corridor)

Options	Percentage of responses (n:612)
Midnight-5am	2%
5am-7am	7%
7am-10am	21%
10am-3pm	14%
3pm-5pm	15%

Options	Percentage of responses (n:612)
5pm-7pm	21%
7pm-10pm	12%
10pm-midnight	8%

4.11.3. Respondents were next asked when they would use bus services operating on the proposed Haverhill corridor routes at weekends. As Table 4-8 shows, almost one-quarter of responses said they would use buses on the corridor between 10am-3pm. Late afternoon and evening service were also relatively popular.

Table 4-10 - Times respondents would use the bus during the weekends (Haverhill corridor)

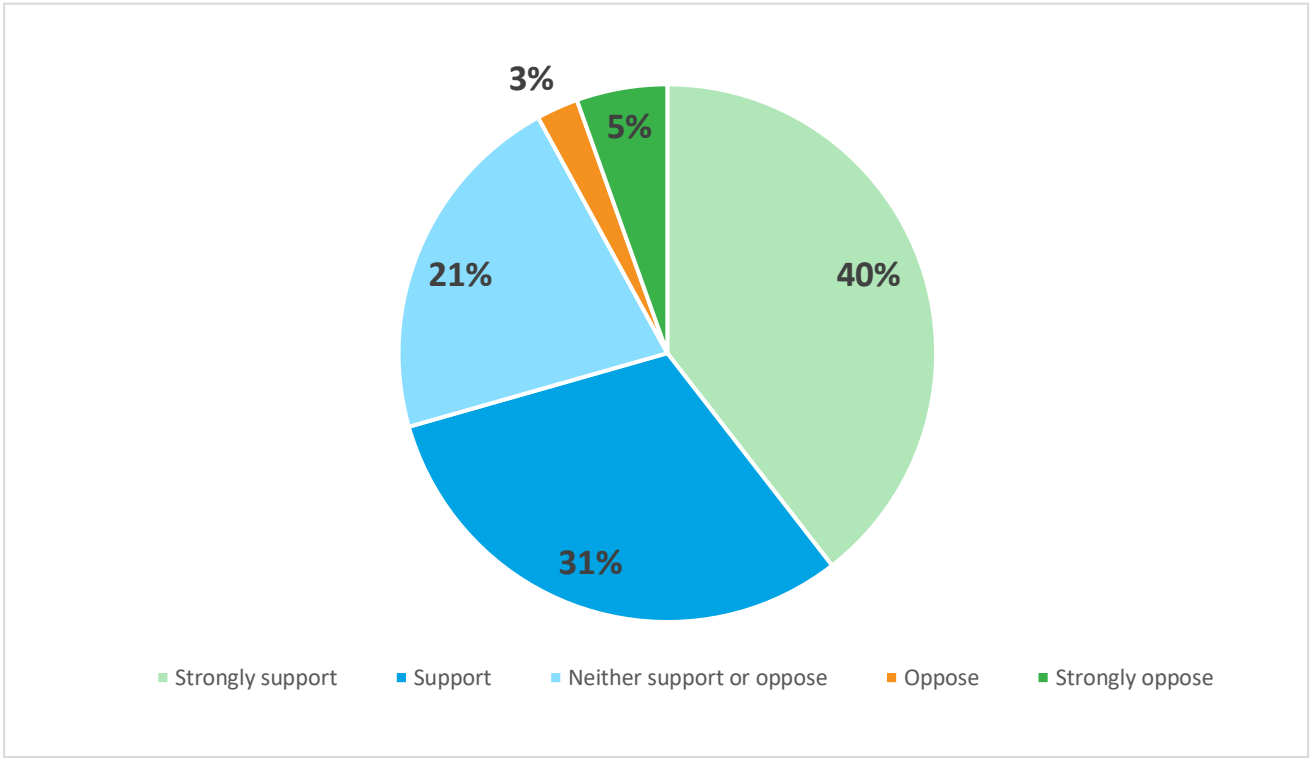
Options	Percentage of responses (n:516)
Midnight-5am	3%
5am-7am	3%
7am-10am	11%
10am-3pm	24%
3pm-5pm	16%
5pm-7pm	16%
7pm-10pm	17%
10pm-midnight	11%

Note: percentages vary due to rounding

4.11.4. Express services have fewer stops and shorter journey times. Respondents were asked to indicate the extent to which they support or opposed the introduction of more express services from larger villages and towns on the Haverhill corridor into Cambridge?

4.11.5. As Figure 4-19 shows, the majority (71%) of respondents strongly supported or supported the introduction of more express services on the Haverhill corridor into Cambridge. A relatively high proportion (21%) of respondents neither supported nor opposed the proposal.

Figure 4-19 - Extent of support for introducing more express services (Haverhill corridor)



Base: all who provided a response (n:238).

4.11.6. Question 23 sought views regarding which type of rural bus services respondents are most likely to use. As Table 4-9 demonstrates, more than two-thirds of the 237 respondents favoured frequent services between local towns and villages, with regular connections to Cambridge.

Table 4-11 – Propensity to use the proposed rural bus services (Haverhill corridor)

Options	Percentage of respondents (n:237)
Frequent (e.g. hourly) services connecting you to local towns and villages, with regular onward connections to Cambridge	68%
Less frequent (e.g every 2-3 hours) services connecting you to local towns and villages before travelling directly on to Cambridge	14%
Demand responsive services – services do not run to a timetable, but passengers are able to request journeys on demand	18%

4.11.7. The final question on the Haverhill corridor asked respondents to suggest what other connections they would like to see along the corridor. Table 4-12 shows the most frequently coded comments.

4.11.8. Respondents indicated the need for better connections for Balsham (10%;18 coded comments), into Cambridge (9%; 17 coded comments), as well as better connections for Haverhill and railway stations (9%; 16 coded comments).

Table 4-12 - Emerging themes for Question 24

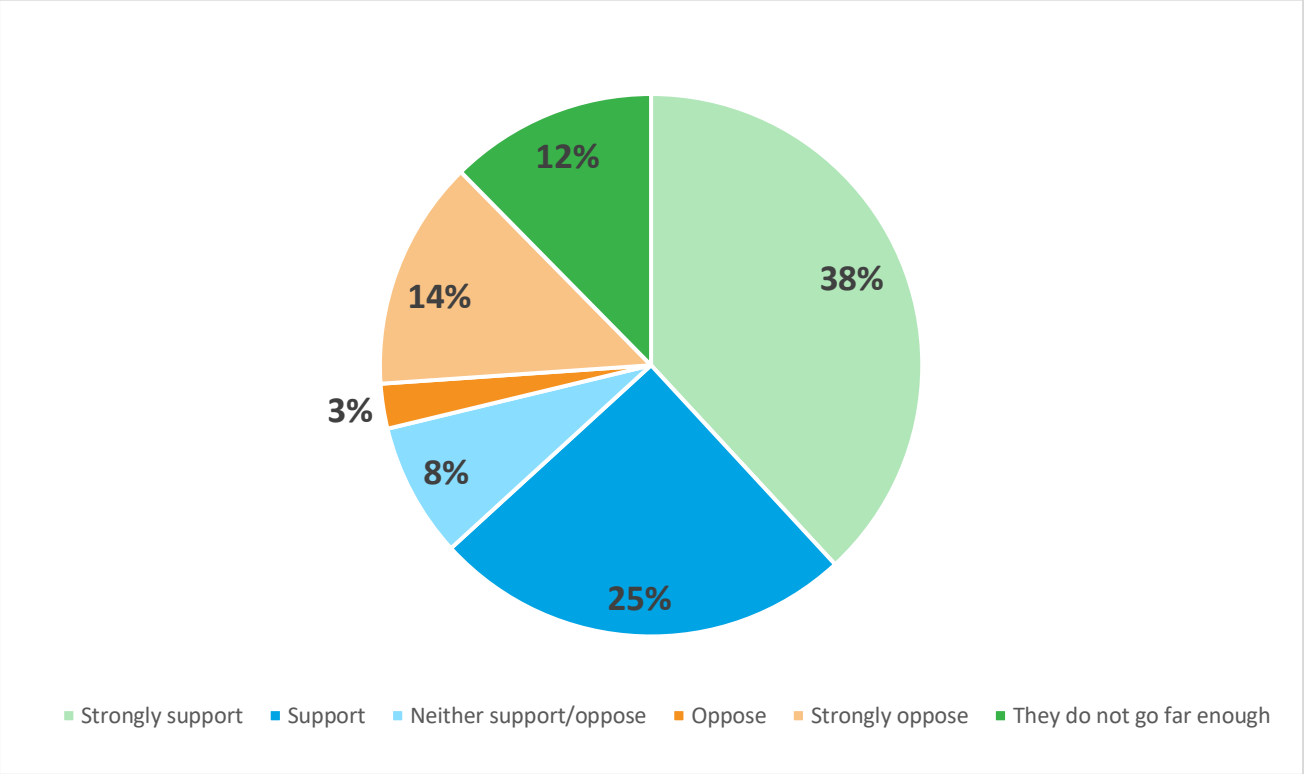
Theme	No of coded comments	% of coded comments
Balsham	18	10%
Into Cambridge	17	9%
Haverhill	16	9%
Railways	16	9%
Against the new busway	10	5%
Alternative suggestions	9	5%
Linton	7	4%
Great Abington	6	3%
Newmarket	6	3%
Granta Park	5	3%
Improved frequency for public transport	5	3%
Other/ cross corridors	4	2%
Improved cycling routes	4	2%
Not applicable	4	2%
Babraham research campus	3	2%
Improved walking routes	3	2%
Improved road infrastructure	3	2%
Bury	2	1%
Cherry Hinton	2	1%
Fulbourn	2	1%

Base: total number of coded comments in response to this question (n: 183)

4.12 QUESTIONS 25-30: CAMBOURNE CORRIDOR

4.12.1. Respondents were asked to indicate their extent of support for the proposed improvements to bus services along the Cambourne corridor. As Figure 4-20 shows, the highest proportions of the 299 respondents either strongly supported or supported the proposed improvements (38% and 25% respectively). Almost one-sixth of respondents strongly opposed the proposals, while 12% felt they didn't go far enough.

Figure 4-20 - Extent of support for proposed improvements (Cambourne corridor)



Base: all who provided a response (n:299).

4.12.2. The next question asked respondents to indicate when they would use the bus services operating on the proposed Cambourne corridor routes on weekdays. As with the Haverhill corridor, the morning and afternoon peak times attracted the highest proportions of responses (20% and 21% respectively).

Table 4-13 - Times respondents would use the bus during the week (Cambourne corridor)

Options	Percentage of responses (n:778)
Midnight-5am	2%
5am-7am	6%
7am-10am	20%
10am-3pm	14%
3pm-5pm	15%
5pm-7pm	21%
7pm-10pm	14%
10pm-midnight	9%

4.12.3. Question 27 asked respondents about their likely use of weekend services along the corridor. Again, as shown in Table 4-12, there was correlation with the Haverhill corridor, with almost one-quarter of responses relating to the 10am-3pm period.

Table 4-14 - Times respondents would use the bus at weekends (Cambourne corridor)

Options	Percentage of responses (n:732)
Midnight-5am	3%
5am-7am	3%
7am-10am	11%
10am-3pm	23%
3pm-5pm	16%
5pm-7pm	17%
7pm-10pm	15%
10pm-midnight	12%

4.12.4. The next question sought views on the type of rural bus services respondents are most likely to use. on the Cambourne corridor, which of the following are you most likely to use?

4.12.5. As with the Haverhill corridor, there was a clear preference for frequent services connecting to local towns and villages. A significant proportion of respondents (30%), however, also expressed a preference for demand responsive services:

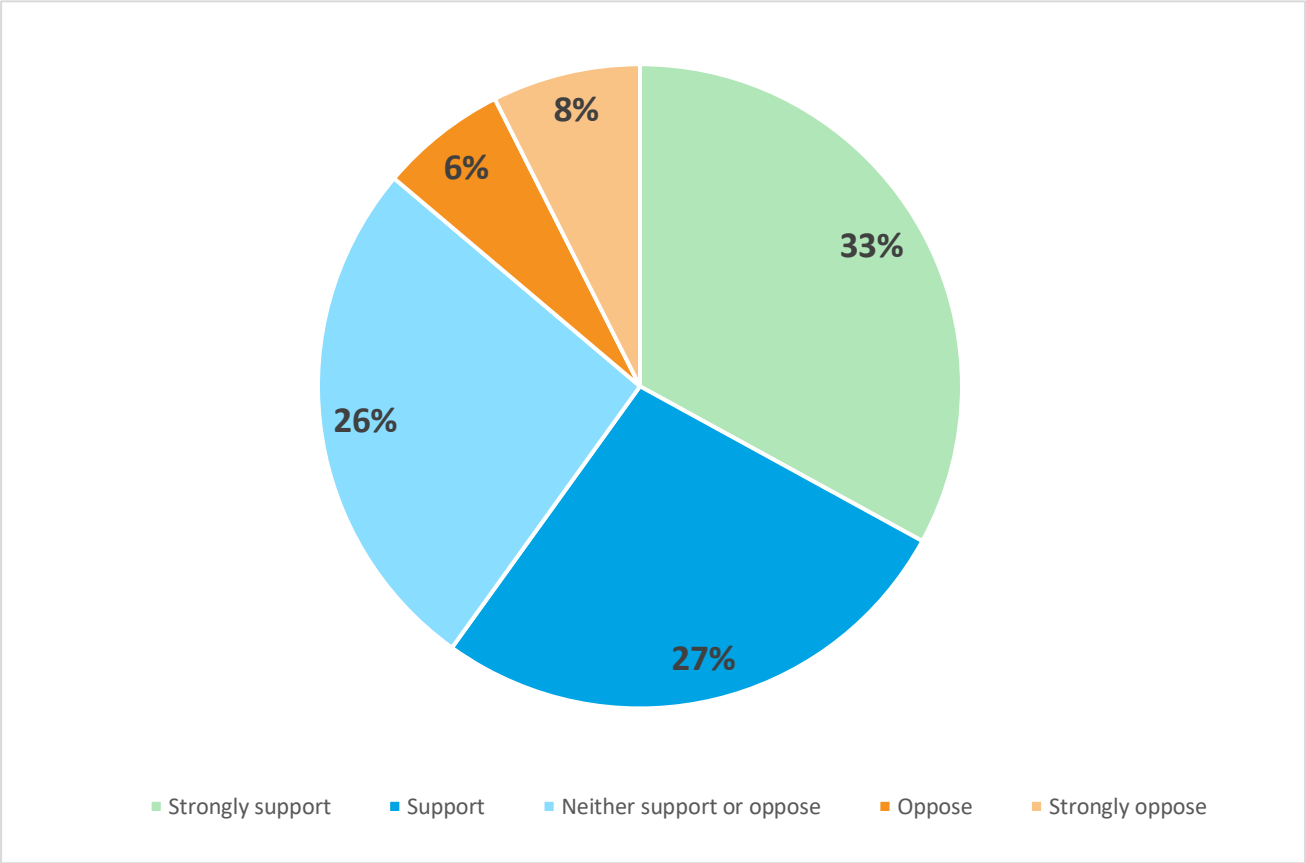
Table 4-15 - Propensity to use the proposed rural bus services (Cambourne corridor)

Options	Percentage of respondents (n:305)
Frequent (e.g. hourly) services connecting you to local towns and villages, with regular onward connections to Cambridge	61%
Less frequent (e.g every 2-3 hours) services connecting you to local towns and villages before travelling directly on to Cambridge	9%
Demand responsive services – services do not run to a timetable, but passengers are able to request journeys on demand	30%

4.12.6. Express services have fewer stops and shorter journey times. Respondents were asked to indicate their extent of support for more express services from larger villages and towns on the Cambourne corridor into Cambridge. As Figure 4-21 illustrates, the highest numbers of respondents strongly

supported or supported the introduction of more express services (33% and 27% respectively). More than one-quarter expressed neither support nor opposition.

Figure 4-21 - Extent of support for introducing more express services (Cambourne corridor)



Base: all who provided a response (n:282).

4.12.7. The final question regarding the Cambourne corridor asked respondents to suggest other connections they would like to see along the corridor area. Table 4-16 shows the most frequently coded comments.

4.12.8. Respondents indicated the need for better connections into Cambridge (8%; 29 coded comments), as well as better connections to/from Dry Drayton (6%; 21 coded comments). Some respondents expressed their opposition to a new busway, which accounted for 6% (20) of the coded comments.

Table 4-16 - Emerging themes for Question 30

Theme	No of coded comments	% of coded comments
Into Cambridge	29	8%
Dry Drayton	21	6%
Against the new busway	20	6%

Theme	No of coded comments	% of coded comments
Alternative suggestions	20	6%
Villages	16	5%
Improved frequency for public transport/ service	16	5%
Harlton	14	4%
Eversdens	14	4%
St Neots	13	4%
Improved cycling routes	9	3%
Comberton	8	2%
Madingley	7	2%
Not applicable	7	2%
Potton	6	2%
Science Park	6	2%
Improved evening/weekend services	6	2%
Biggleswade	5	1%
Haslingfield	5	1%
Biomedical Campus	5	1%
Addenbrookes	5	1%

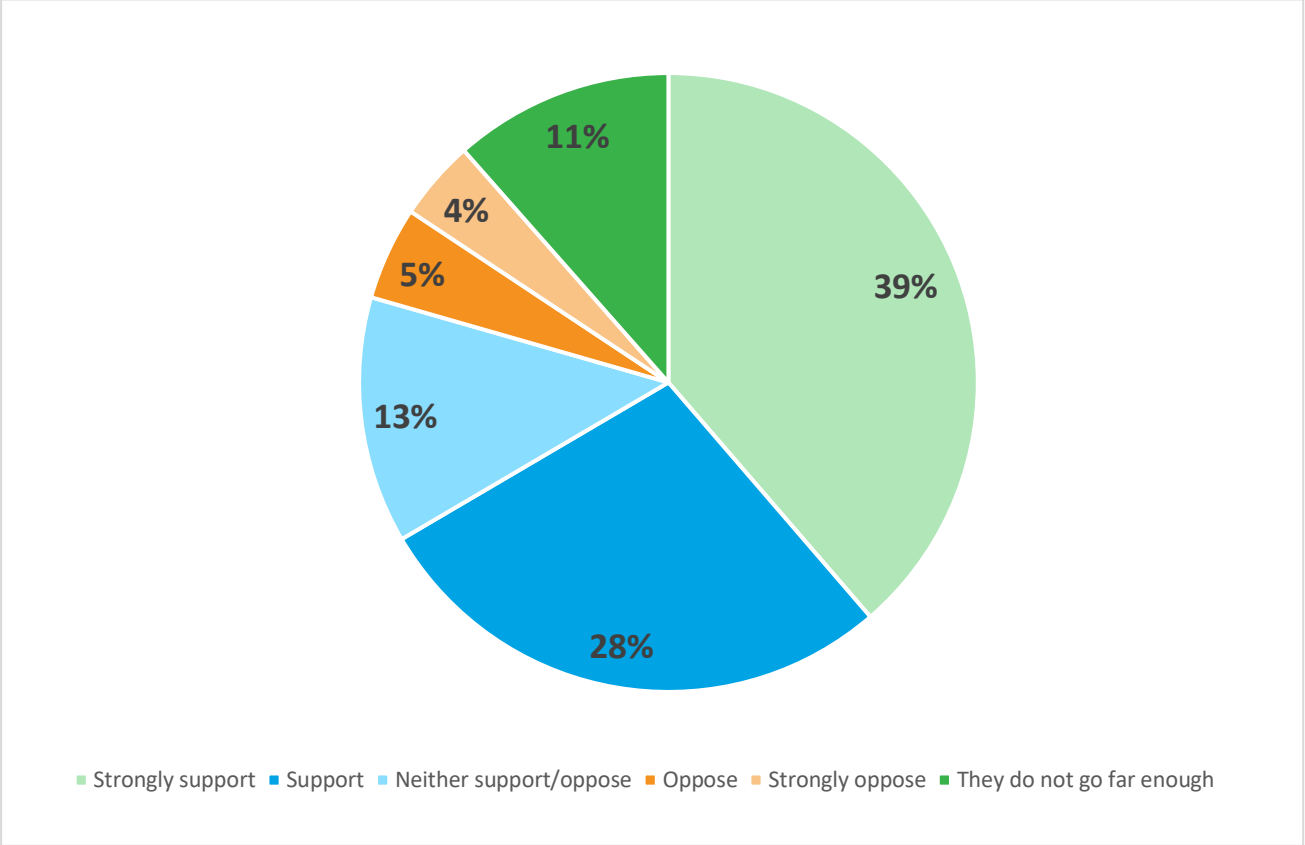
Base: total number of coded comments in response to this question (n: 350)

4.13 QUESTIONS 31-36: WATERBEACH, COTTENHAM AND ELY CORRIDOR

4.13.1. Respondents were asked to indicate their extent of support for the proposed improvements to bus services along the Waterbeach, Cottenham and Ely corridor.

4.13.2. As Figure 4-22 shows, the highest proportions of the 287 respondents either strongly supported or supported the proposed improvements (39% and 28% respectively). 4% of respondents strongly opposed the proposals, while 11% felt they didn't go far enough.

Figure 4-22 - Extent of support for proposed improvements (Waterbeach, Cottenham and Ely corridor)



Base: all who provided a response (n:287).

4.13.3. The next question asked respondents to indicate when they would use the bus services operating on the proposed Waterbeach, Cottenham and Ely corridor routes on weekdays. As with the Haverhill and Cambourne corridors, the morning and afternoon peak times attracted the highest proportions of responses (both with 21% of responses).

Table 4-17 - Times respondents would use the bus during the week (Waterbeach, Cottenham and Ely corridor)

Options	Percentage of responses (n:755)
Midnight-5am	2%
5am-7am	5%
7am-10am	21%
10am-3pm	12%
3pm-5pm	14%

Options	Percentage of responses (n:755)
5pm-7pm	21%
7pm-10pm	14%
10pm-midnight	11%

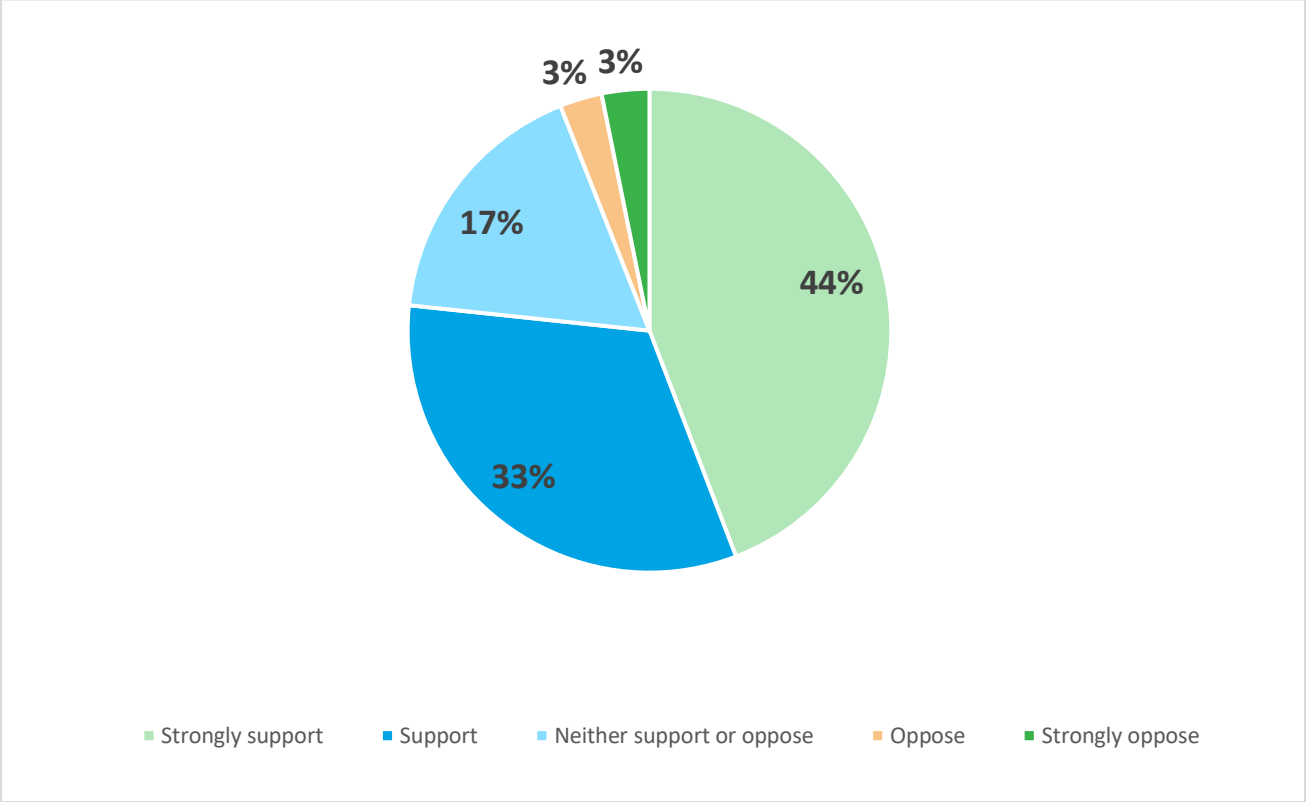
4.13.4. Question 33 asked respondents to indicate when they would use the bus services operating on the proposed Waterbeach, Cottenham and Ely corridor routes at the weekends. Again, as shown in Table 4-16, the highest number of responses were received from respondents who said they would use the bus services between 10 and 3pm (23%).

Table 4-18 - Times respondents would use the bus at weekends (Waterbeach, Cottenham and Ely corridor)

Options	Percentage of responses (n:701)
Midnight-5am	3%
5am-7am	2%
7am-10am	12%
10am-3pm	23%
3pm-5pm	16%
5pm-7pm	17%
7pm-10pm	14%
10pm-midnight	13%

4.13.5. The next question sought views on the introduction of express services. As shown in Figure 4-23 below, the highest numbers of respondents either strongly supported or supported the introduction of more express services on the Waterbeach, Cottenham and Ely corridor into Cambridge (44% and 33% respectively). 17% expressed neither supported nor opposed.

Figure 4-23 - Extent of support for introducing more express services (Waterbeach, Cottenham and Ely corridor)



Base: all who provided a response (n:283).

4.13.6. Question 35 asked respondents about the type of rural bus services they are most likely to use. Respondents were most in favour of frequent services which connected them to local towns and villages, with regular onward connections to Cambridge (67%). Demand responsive services were supported by almost one-quarter of respondents.

Table 4-19 - Propensity to use the proposed rural bus services (Waterbeach, Cottenham and Ely corridor)

Options	Percentage of respondents (n:267)
Frequent (e.g. hourly) services connecting you to local towns and villages, with regular onward connections to Cambridge	67%
Less frequent (e.g every 2-3 hours) services connecting you to local towns and villages before travelling directly on to Cambridge	9%
Demand responsive services – services do not run to a timetable, but passengers are able to request journeys on demand	23%

4.13.7. The final question regarding the Waterbeach, Cottenham and Ely corridor area asked respondents to suggest other connections they would like to see along the corridor. This was a free text response, and Table 4-20 shows the most frequently coded comments.

4.13.8. Respondents indicated the need for better connections into Cambridge (11%, 44 coded comments), for Cottenham (10%, 38 coded comments), railway stations (8%, 31 coded comments), and Waterbeach (8%, 30 coded comments).

Table 4-20 - Emerging themes for Question 36

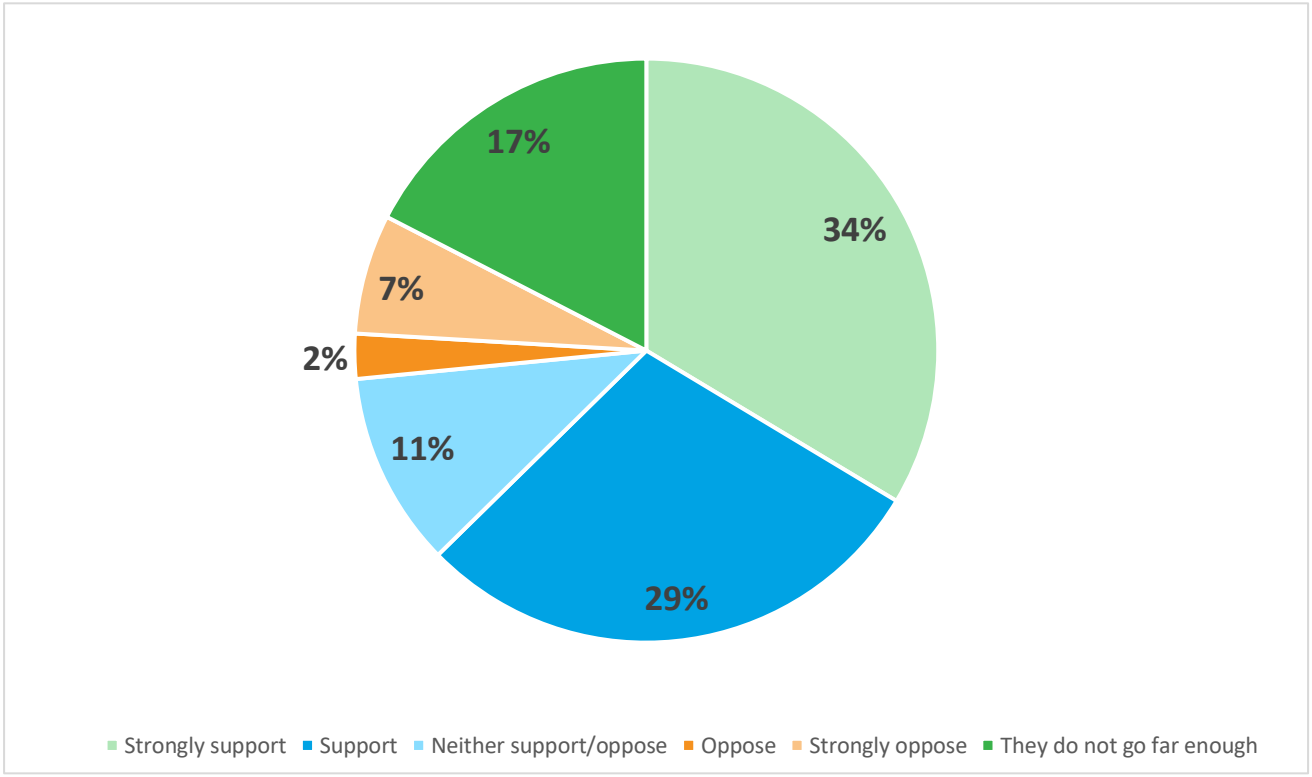
Theme	No of coded comments	% of coded comments
Cottenham	38	10%
Railway stations	31	8%
Waterbeach	30	8%
Into Cambridge	28	7%
Into Cambridge North	16	4%
Improved frequency for public transport	16	4%
Addenbrookes	15	4%
Ely	15	4%
Alternative suggestions	14	4%
Milton	13	3%
Histon	12	3%
Improved direct services	10	3%
Not applicable	10	3%
Improved cycling routes	9	2%
Oakington	8	2%
Rampton	7	2%
All the villages	7	2%
Hills Rd	5	1%
Science Park	5	1%
Impington	5	1%

Base: total number of coded comments in response to this question (n: 378)

4.14 QUESTIONS 37-42: FULBOURN, NEWMARKET AND MILDENHALL CORRIDOR

4.14.1. Respondents were asked to indicate their extent of support for the proposed improvements to bus services along the Fulbourn, Newmarket and Mildenhall corridor. As Figure 4-24 shows, the highest proportions of the 241 respondents either strongly supported or supported the proposed improvements (34% and 29% respectively). 7% of respondents strongly opposed the proposals, while 17% felt they didn't go far enough.

Figure 4-24 - Extent of support for proposed improvements (Fulbourn, Newmarket and Mildenhall corridor)



Base: all who provided a response (n:241).

4.14.2. The next question asked respondents to indicate when they would use the bus services operating on the proposed corridor routes on weekdays. As with the previous corridors, the morning and afternoon peak times attracted the highest proportions of responses (both with 20% of responses).

Table 4-21 - Times respondents would use the bus during the week (Fulbourn, Newmarket and Mildenhall corridor)

Options	Percentage of responses (n:671)
Midnight-5am	2%
5am-7am	7%

Options	Percentage of responses (n:671)
7am-10am	20%
10am-3pm	13%
3pm-5pm	14%
5pm-7pm	20%
7pm-10pm	15%
10pm-midnight	8%

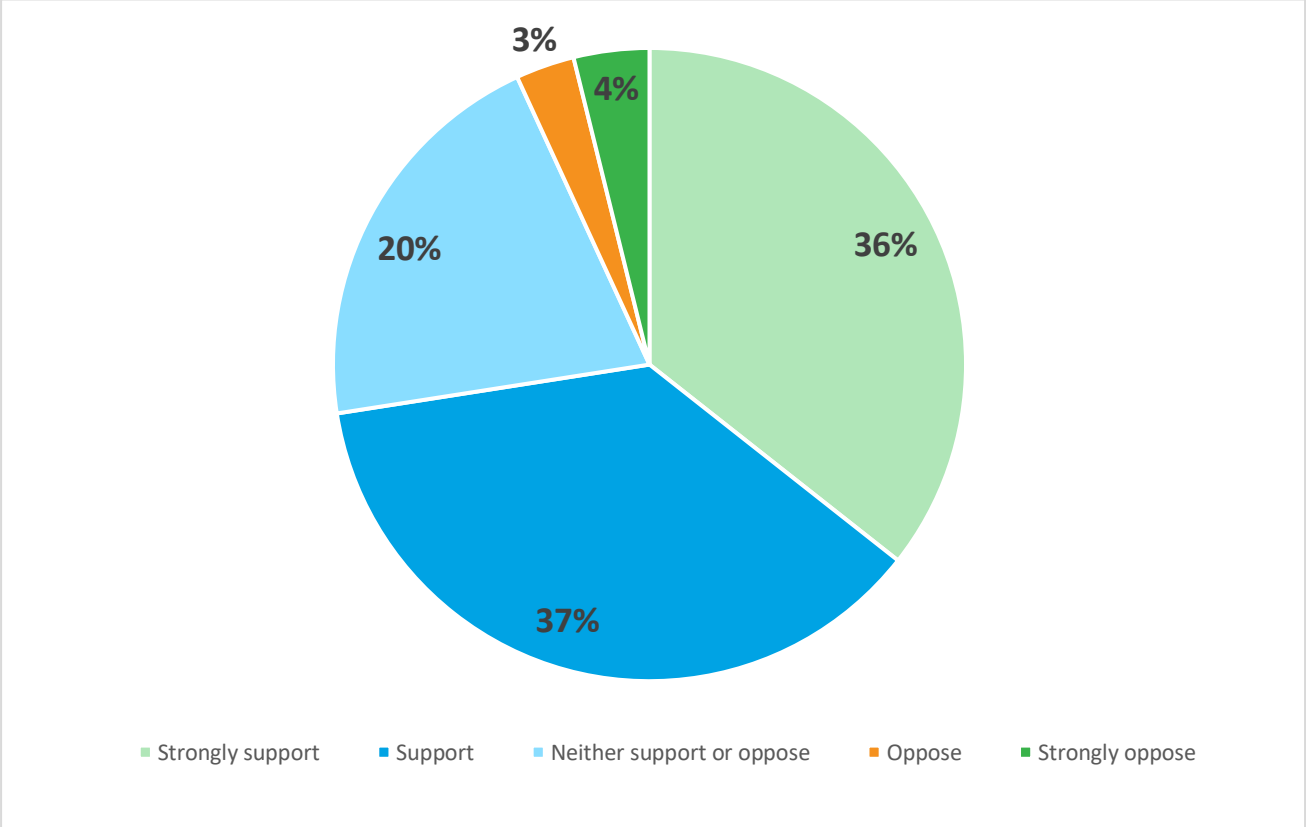
4.14.3. Question 39 asked respondents about their likely use of weekend services along the corridor. Again, as shown in Table 4-20, a similar pattern was observed when compared with the previous corridors, with more than one-fifth of responses (22%) relating to the 10am-3pm period.

Table 4-22 - Times respondents would use the bus during the weekends (Fulbourn, Newmarket and Mildenhall corridor)

Options	Percentage of responses (n:574)
Midnight-5am	3%
5am-7am	4%
7am-10am	11%
10am-3pm	22%
3pm-5pm	15%
5pm-7pm	16%
7pm-10pm	16%
10pm-midnight	12%

4.14.4. Respondents were then asked to indicate their extent of support for more express services from larger villages and towns on the Fulbourn, Newmarket and Mildenhall corridor into Cambridge. As Figure 4-25 illustrates, the highest numbers of respondents strongly supported or supported the introduction of more express services (36% and 37% respectively). One-fifth of respondents expressed neither support nor opposition.

Figure 4-25 - Extent of support for introducing more express services (Fulbourn, Newmarket and Mildenhall corridor)



Base: all who provided a response (n:233).

4.14.5. Question 41 asked about the type of rural bus services respondents are most likely to use.

4.14.6. As shown in Table 4-21, almost three-quarters of respondents were in favour of frequent services which connected them to local towns and villages, with regular onward connections to Cambridge.

Table 4-23 - Propensity to use the proposed rural bus services (Fulbourn, Newmarket and Mildenhall corridor)

Options	Percentage of respondents (n:211)
Frequent (e.g. hourly) services connecting you to local towns and villages, with regular onward connections to Cambridge	73%
Less frequent (e.g every 2-3 hours) services connecting you to local towns and villages before travelling directly on to Cambridge	11%
Demand responsive services – services do not run to a timetable, but passengers are able to request journeys on demand	16%

4.14.7. The final question about the corridor asked respondents what other connections they would like to see. Table 4-24 shows the most frequently coded comments.

4.14.8. Respondents indicated the need for improved direct services and their frequency which, when combined, accounted for 16% (56) of the coded comments. Respondents also mentioned the need for better connections into Cambridge (10%; 36 coded comments) and for Burwell (8%; 28 coded comments).

Table 4-24 - Emerging themes for Question 42

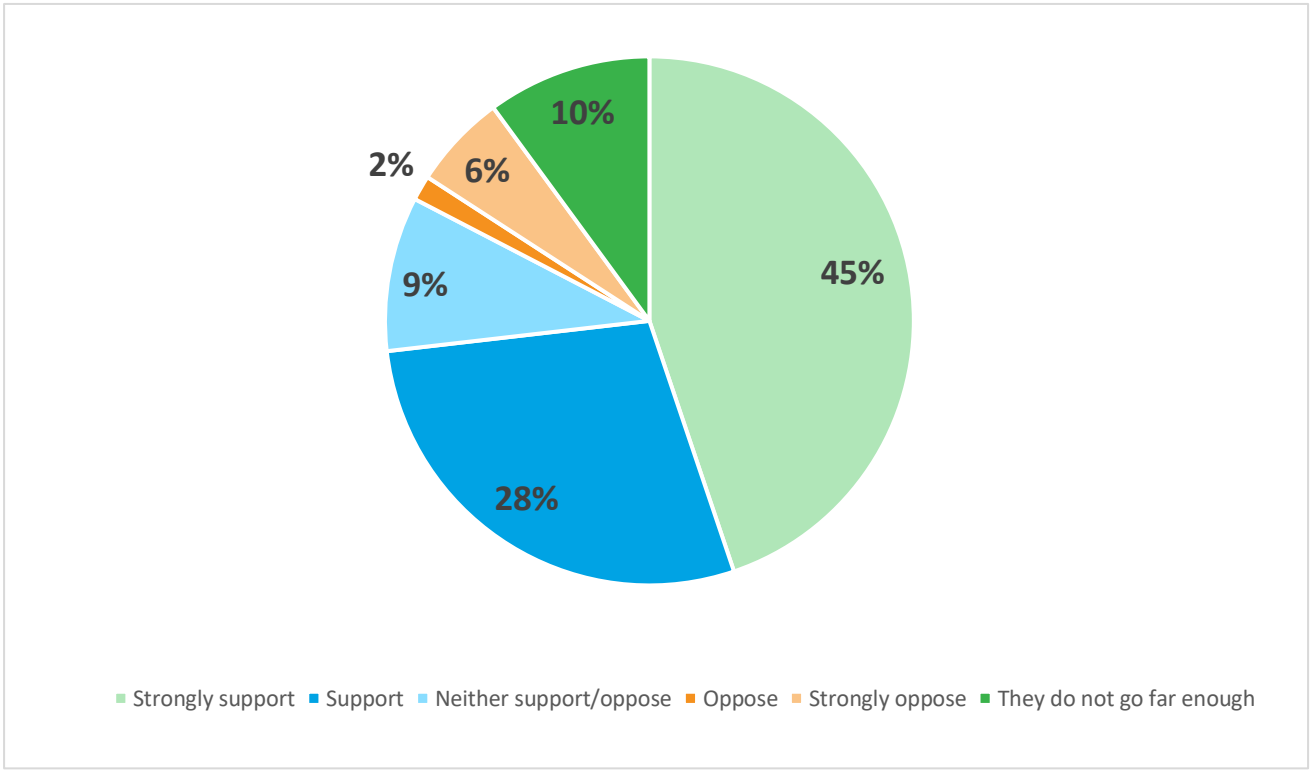
Theme	No of coded comments	% of coded comments
Into Cambridge	36	10%
Improved direct/ express services	32	9%
Burwell	28	8%
Improved frequency for public transport	24	7%
Newmarket	17	5%
All the villages	16	4%
Cambridge Science Park	13	4%
Fulbourn	12	3%
Cherry Hinton	11	3%
Against the new busway	11	3%
Railway stations	10	3%
Ely	8	2%
Addenbrookes	7	2%
Soham	7	2%
Bottisham	6	2%
Great Wilbraham	6	2%
Suggestions for new railway stations/rails	6	2%
Balsham	5	1%
Improved cycling routes	5	1%
Alternative suggestions	5	1%

Base: total number of coded comments in response to this question (n: 364)

4.15 QUESTIONS 43-48: ROYSTON AND SAFFRON WALDEN CORRIDOR

4.15.1. Question 43 asked respondents to indicate their extent of support for the proposed improvements to bus services along the Royston and Saffron Walden corridor. As Figure 4-26 shows, the highest proportions of the 328 respondents either strongly supported or supported the proposed improvements (45% and 28% respectively). 6% of respondents strongly opposed the proposals, while 10% felt they didn't go far enough.

Figure 4-26 - Extent of support for proposed improvements (Royston and Saffron Walden corridor)



Base: all who provided a response (n:328).

4.15.2. The next question asked respondents to indicate when they would use the bus services operating on the proposed Royston and Saffron Walden corridor routes on weekdays. As with the previous corridors, the morning and afternoon peak times attracted the highest proportions of responses (22% and 20% respectively).

Table 4-25 - Times respondents would use the bus during the week (Royston and Saffron Walden corridor)

Options	Percentage of responses (n:845)
Midnight-5am	2%
5am-7am	5%
7am-10am	22%

Options	Percentage of responses (n:845)
10am-3pm	13%
3pm-5pm	13%
5pm-7pm	20%
7pm-10pm	13%
10pm-midnight	10%

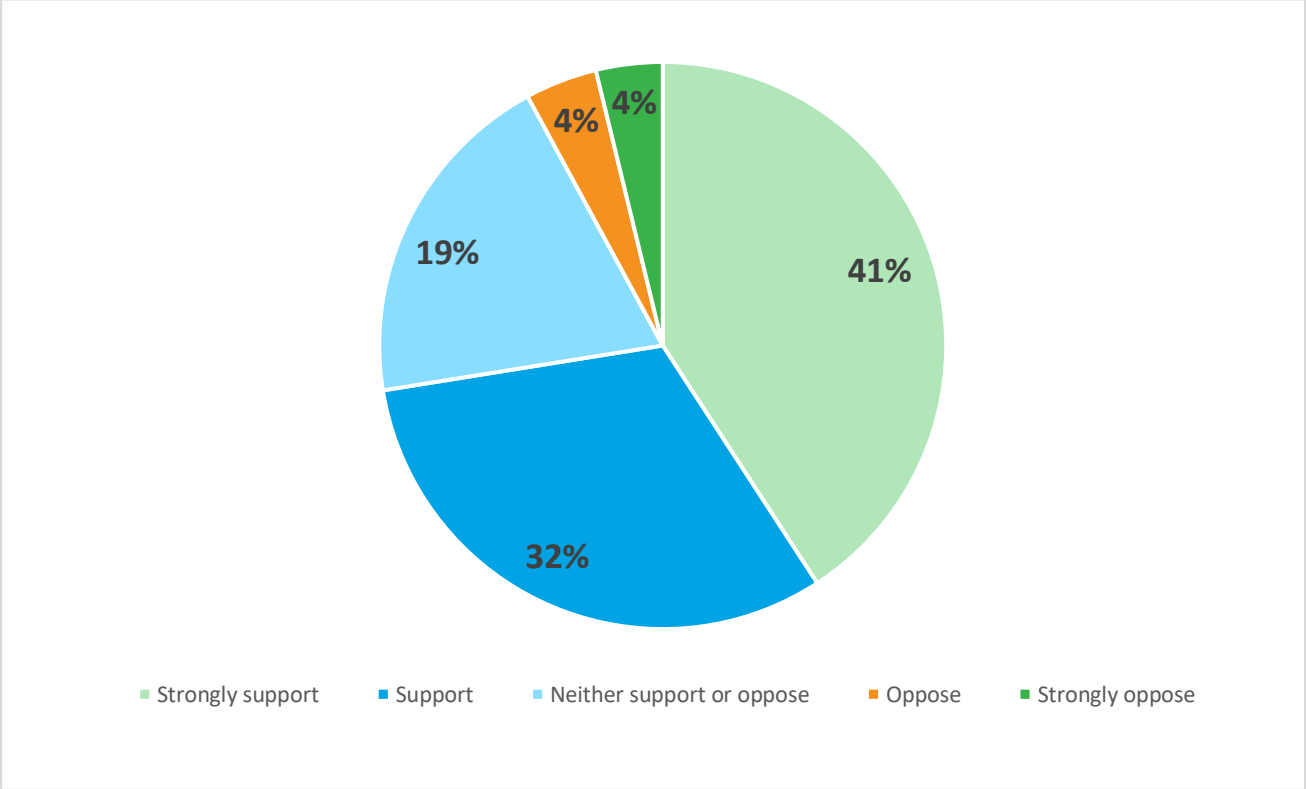
4.15.3. Question 45 asked respondents about their likely use of weekend services along the corridor. Again, as shown in Table 4-24, there was a similar response to that from previous corridors, with almost one-quarter of responses (23%) relating to the 10am-3pm period.

Table 4-26 - Times respondents would use the bus at weekends (Royston and Saffron Walden corridor)

Options	Percentage of responses (n:785)
Midnight-5am	4%
5am-7am	2%
7am-10am	11%
10am-3pm	23%
3pm-5pm	16%
5pm-7pm	16%
7pm-10pm	16%
10pm-midnight	14%

4.15.4. Question 46 asked respondents to indicate their extent of support for more express services from larger villages and towns on the Royston and Saffron Walden corridor into Cambridge. As Figure 4-27 illustrates, the highest numbers of respondents strongly supported or supported the introduction of more express services (41% and 32% respectively). 19% expressed neither support nor opposition, while 4% were strongly opposed.

Figure 4-27 - Extent of support for introducing more express services (Royston and Saffron Walden corridor)



Base: all who provided a response (n:316).

4.15.5. The next question sought views on the type of rural bus services respondents are most likely to use. Respondents were most in favour of frequent services which connected them to local towns and villages, with regular onward connections to Cambridge (68%). A fifth of respondents said they were more likely to use a demand responsive service.

Table 4-27 - Propensity to use the proposed rural bus services (Royston and Saffron Walden corridor)

Options	Percentage of respondents (n:301)
Frequent (e.g. hourly) services connecting you to local towns and villages, with regular onward connections to Cambridge	68%
Less frequent (e.g every 2-3 hours) services connecting you to local towns and villages before travelling directly on to Cambridge	11%
Demand responsive services – services do not run to a timetable, but passengers are able to request journeys on demand	21%

4.15.6. The final question regarding this corridor asked respondents to suggest other connections they would like to see along the corridor area. Table 4-26 shows the most frequently coded comments.

4.15.7. Respondents indicated the need for improved frequency of public transport and improved direct services which, when considered alongside each other, accounted for 15% (37) of the 247 coded comments. Respondents also mentioned the need for better connections for Saffron Walden (7%, 18 coded comments) and to railway stations (5%,13 coded comments).

Table 4-28 - Emerging themes for Question 48

Theme	No of coded comments	% of coded comments
Improved frequency for public transport	19	8%
Saffron Walden	18	7%
Improved direct/ express services	18	7%
Railway stations	13	5%
Addenbrooke	9	4%
Royston	9	4%
Not applicable	9	4%
Sawston	8	3%
Other/ cross corridors	8	3%
Audley End	8	3%
All the villages	7	3%
Whittlesford	6	2%
Fulbourn	5	2%
Shepreth	5	2%
Haslingfield	5	2%
Integrated services	5	2%
Improved cycling routes	5	2%
Consideration of demand	5	2%
Improved journey times/ comparable to car	5	2%
Melbourn	4	2%

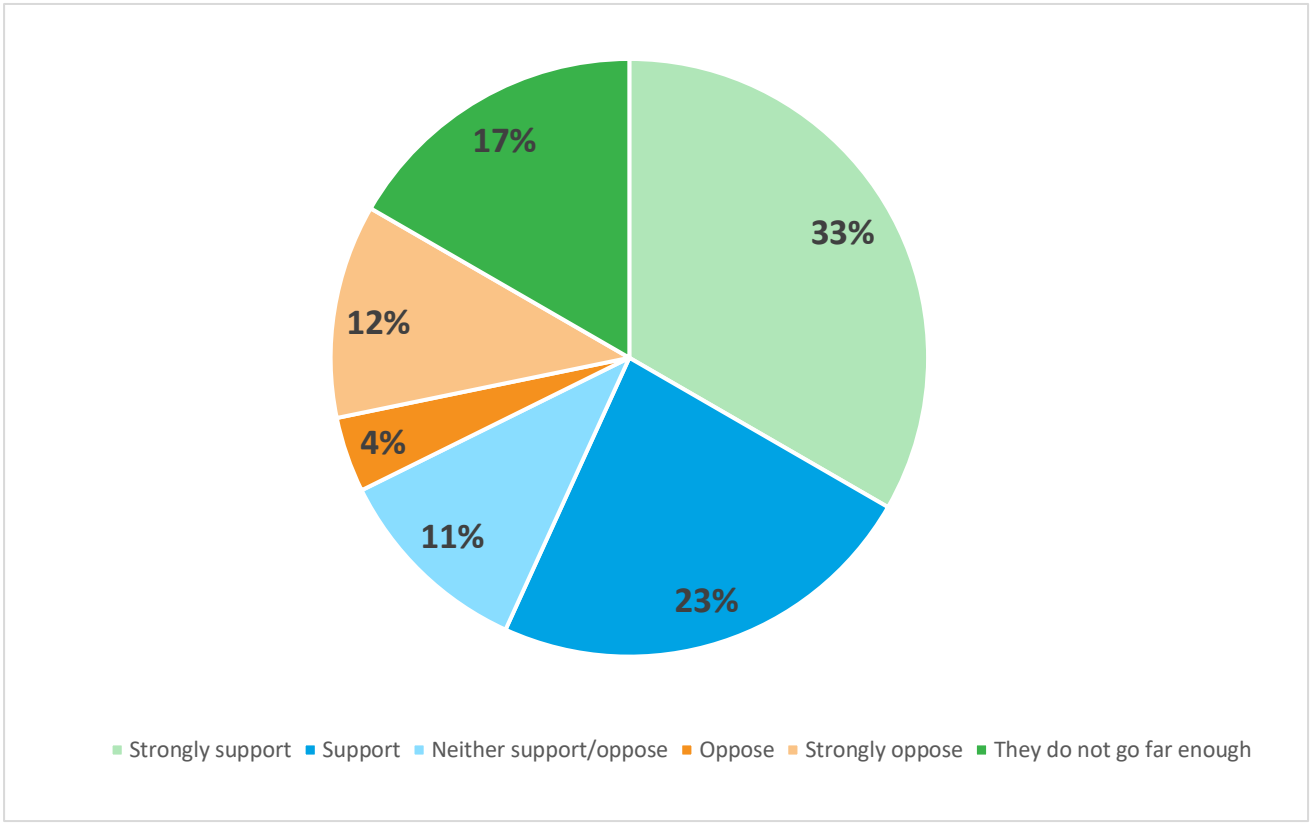
Base: total number of coded comments in response to this question (n: 247)

4.16 QUESTIONS 49-54: NORTHSTOWE AND ST IVES CORRIDOR

4.16.1. Respondents were asked to indicate their extent of support for the proposed improvements to bus services along the Northstowe and St Ives corridor. As Figure 4-28 shows, the highest proportions of the 294 respondents either strongly supported or supported the proposed improvements (33% and 23% respectively). While the combined total of support to some extent still represented a majority, the level of overall support was apparently lower than that for other corridors.

4.16.2. 12% respondents strongly opposed the proposals, while 17% felt they didn't go far enough.

Figure 4-28 - Extent of support for proposed improvements (Northstowe and St Ives corridor)



Base: all who provided a response (n:294).

4.16.3. The next question asked respondents to indicate when they would use the bus services operating on the proposed Northstowe and St Ives corridor routes on weekdays. As with all the previous corridors, the morning and afternoon peak times attracted the highest proportions of responses (19% and 20% respectively).

Table 4-29 - Times respondents would use the bus during the week (Northstowe and St Ives corridor)

Options	Percentage of responses (n:869)
Midnight-5am	3%
5am-7am	8%

Options	Percentage of responses (n:869)
7am-10am	19%
10am-3pm	11%
3pm-5pm	13%
5pm-7pm	20%
7pm-10pm	14%
10pm-midnight	11%

4.16.4. Question 51 asked respondents about their likely use of weekend services along the corridor. Again, as shown in Table 4-28, there was a similar response to that from previous corridors, with just more than one-fifth of responses relating to the 10am-3pm period.

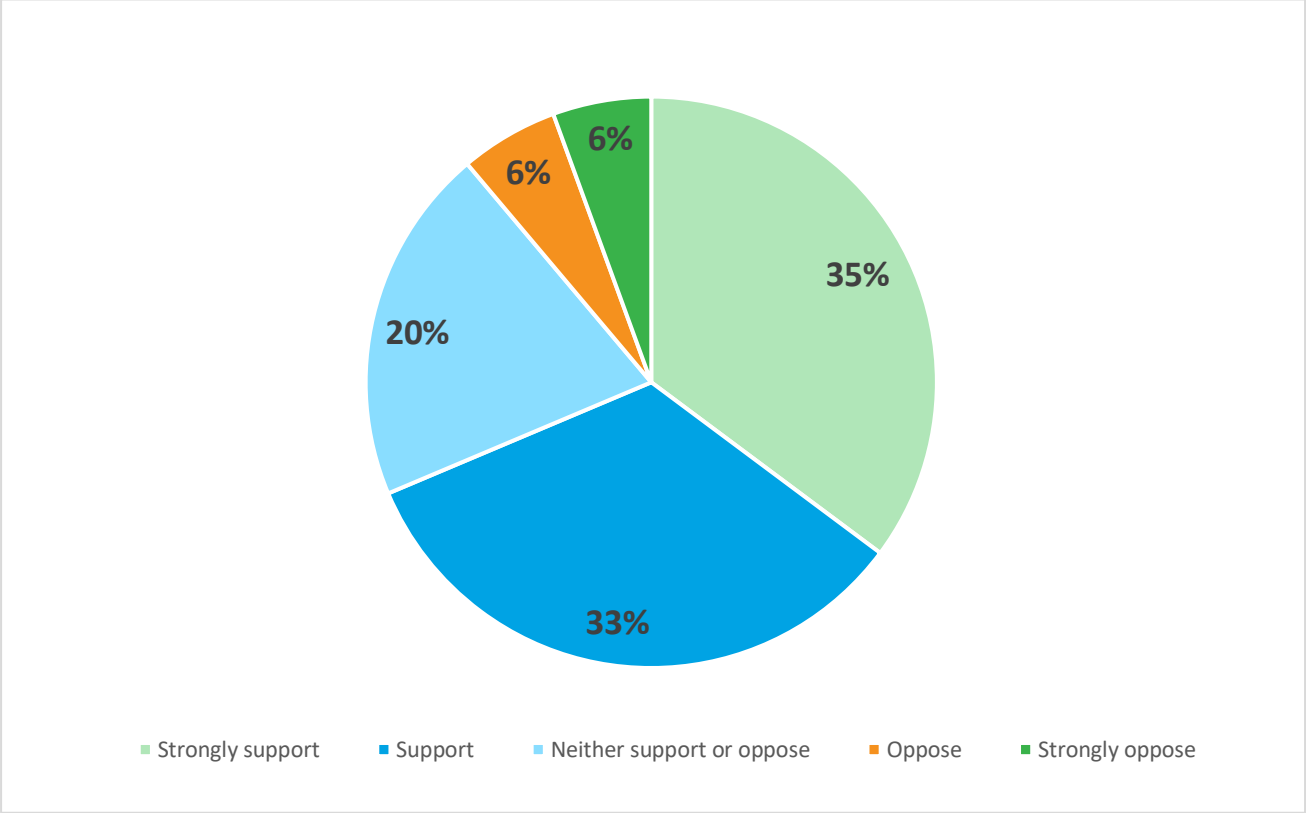
Table 4-30 - Times respondents would use the bus during the weekends (Northstowe and St Ives corridor)

Options	Percentage of responses (n:818)
Midnight-5am	4%
5am-7am	4%
7am-10am	12%
10am-3pm	21%
3pm-5pm	16%
5pm-7pm	16%
7pm-10pm	15%
10pm-midnight	13%

4.16.5. Respondents were then asked to indicate their extent of support for more express services from larger villages and towns on the corridor into Cambridge.

4.16.6. As Figure 4-29 illustrates, the highest numbers of respondents strongly supported or supported the introduction of more express services (35% and 33% respectively). A fifth expressed neither support nor opposition.

Figure 4-29 - Extent of support for introducing more express services (Northstowe and St Ives corridor)



Base: all who provided a response (n:287).

4.16.7. Question 53 asked respondents for their views on the type of rural bus services they are most likely to use. As show in Table 4-29, respondents were most in favour of frequent services which connected them to local towns and villages, with regular onward connections to Cambridge (65%). More than one-quarter of respondents said they would be likely to use demand responsive services.

Table 4-31 - Propensity to use the proposed rural bus services (Northstowe and St Ives corridor)

Options	Percentage of respondents (n:291)
Frequent (e.g. hourly) services connecting you to local towns and villages, with regular onward connections to Cambridge	65%
Less frequent (e.g every 2-3 hours) services connecting you to local towns and villages before travelling directly on to Cambridge	8%
Demand responsive services – services do not run to a timetable, but passengers are able to request journeys on demand	27%

4.16.8. The final question regarding this corridor asked respondents to suggest other connections they would like to see along the corridor area. Table 4-30 shows the most frequently coded comments.

4.16.9. Respondents indicated the need for improved direct services and their frequency which, when combined, accounted for 16% (83) of the coded comments. Respondents also mentioned the need to consider demand (10%, 52 coded comments) and better connections for Willingham (8%, 42 coded comments).

Table 4-32 - Emerging themes for Question 54

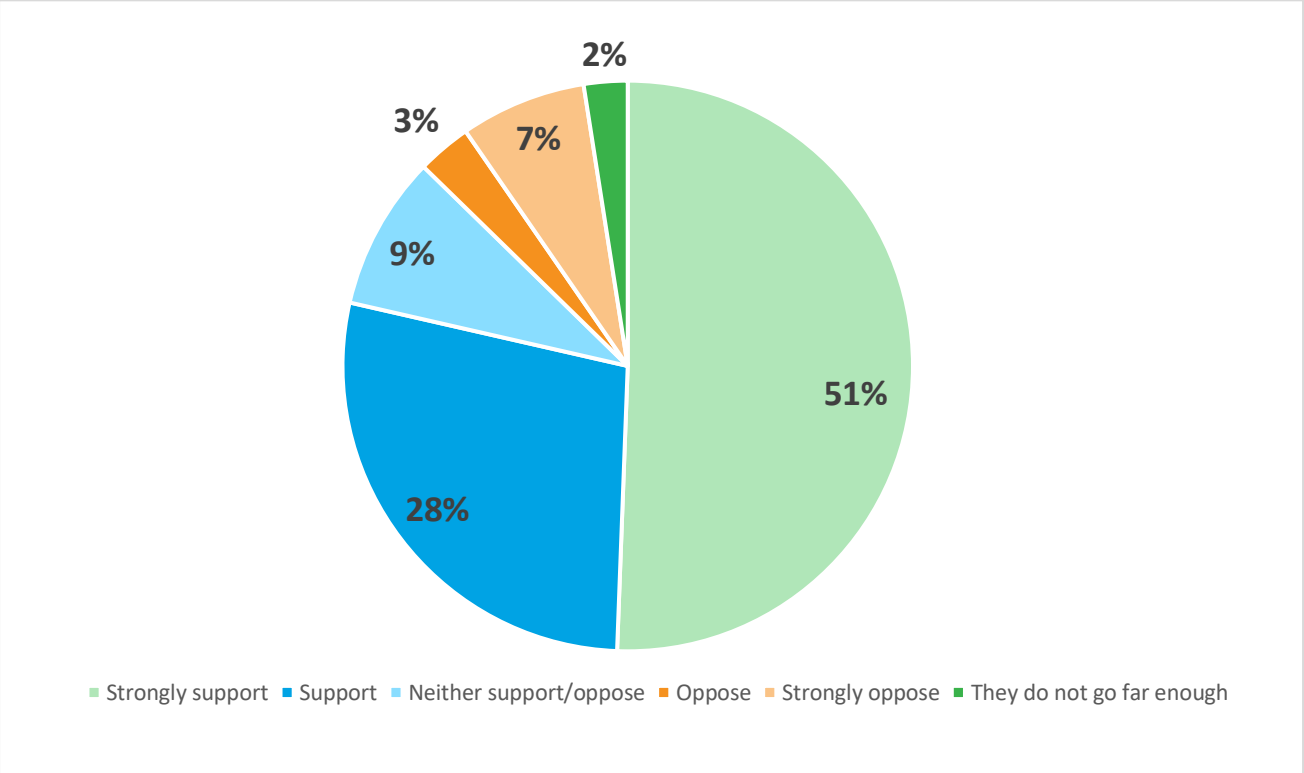
Theme	No of coded comments	% of coded comments
Consideration of demand	52	10%
Improved direct/ express services	50	10%
Willingham	42	8%
Alternative suggestions	41	8%
Improved frequency for public transport	33	6%
Into Cambridge North	24	5%
St Ives	22	4%
Longstanton	20	4%
Bar Hill	19	4%
Huntington	17	3%
Northstowe	16	3%
Cottenham	14	3%
Dry Drayton	12	2%
Other/ cross corridors	12	2%
Girton	11	2%
Oakington	10	2%
Improved cycling routes	10	2%
Cambridge Biomedical campus	9	2%
Not applicable	9	2%
Rampton	8	2%

Base: total number of coded comments in response to this question (n: 524)

4.17 QUESTIONS 55-61: CAMBRIDGE CITY

4.17.1. Respondents were asked to indicate their extent of support for the proposed improvements to bus services for Cambridge City. As shown in Figure 4-30, 79% of the 1008 who answered indicated support for the proposed improvements to some extent. More than half of respondents strongly supported the proposals while, conversely, 10% opposed the proposals to some extent.

Figure 4-30 - Extent of support for proposed improvements (Cambridge City)



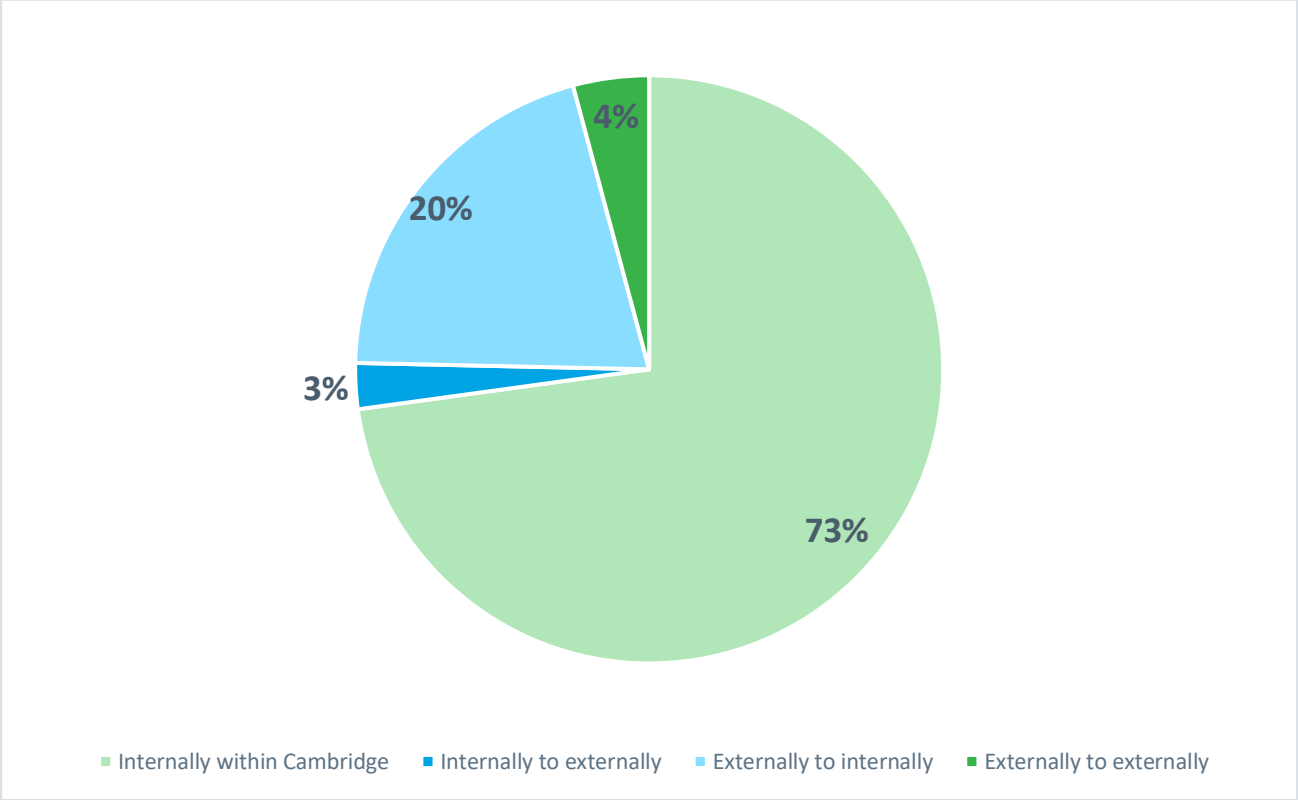
Base: all who provided a response (n:1008).

4.17.2. Question 56 asked respondents about their three most frequent journeys within Cambridge City. A total of 1509 postcodes were submitted for respondents' most frequent journeys. These postcodes were used to classify their journey start and end points as either internal (postcode areas CB1 to CB5) or external (all other postcode groups).

4.17.3. As shown in Figure 4-31, of the respondents who provided postcodes, almost three-quarters (73%) of the most frequent journeys were within the Cambridge postcode areas of CB1-CB5, with 20% travelling into CB1-CB5 from another postcode area.

4.17.4. Only 4% of the most frequent journeys both started and finished outside the CB1-CB5 area, and 3% of the most frequent journeys reported started within CB1-CB5 and finished outside the CB1-CB5 postcode area.

Figure 4-31 - The most frequent journeys



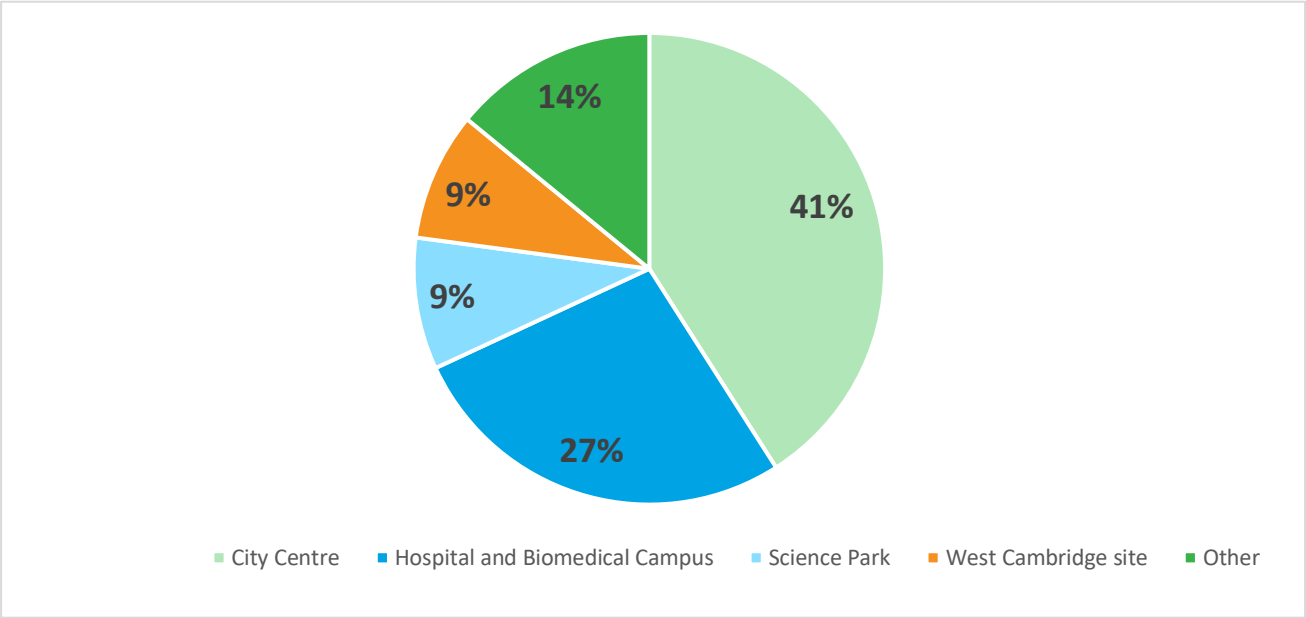
Base: number of postcodes provided (n:1509).

4.17.5. It should be noted that respondents took the opportunity to provide postcodes for their most frequent journeys, irrespective of whether it took place within Cambridge City.

4.17.6. Question 57 asked respondents to indicate where they would most want to see express services in Cambridge City. As shown in Figure 4-32, 41% of the 896 who answered would like to see express services to the city centre, 27% to the Hospital and Biomedical Campus and 9% to the Science Park and West Cambridge.

4.17.7. Other frequent mentions included railway stations, Cherry Hinton, schools, as well as all the destinations mentioned as response options (city centre, Hospital and Biomedical Campus, Science Park and West Cambridge).

Figure 4-32 - Extent of support for introducing more express services (Cambridge City)



Base: all who provided a response (n:896).

4.17.8. Question 58 asked respondents when they are most likely to use the bus services operating in Cambridge City on weekdays. As shown in Table 4-31, the morning and afternoon peak periods (both 19%) attracted the most responses. The response proportions for both the late afternoon and evening (until 10pm) periods were higher than the equivalent results for other corridors.

Table 4-33 - Times respondents would use the bus during the week (Cambridge City)

Options	Percentage of responses (n:2577)
Midnight-5am	3%
5am-7am	6%
7am-10am	19%
10am-3pm	14%
3pm-5pm	13%
5pm-7pm	19%
7pm-10pm	15%
10pm-midnight	10%

4.17.9. The next question asked respondents when they are most likely to use the bus services operating in Cambridge City at the weekends. As shown in Table 4-32 the highest number of respondents advised they would use the bus services between 10am and 3pm (21%).

Table 4-34 - Times respondents would use the bus during the weekends (Cambridge City)

Options	Percentage of responses (n:2635)
Midnight-5am	4%
5am-7am	3%
7am-10am	10%
10am-3pm	21%
3pm-5pm	17%
5pm-7pm	16%
7pm-10pm	16%
10pm-midnight	13%

4.17.10. Respondents were then asked what other improvements to bus services in Cambridge city would encourage them to use the bus more often. Table 4-35 shows the most frequently coded comments.

4.17.11. Some of the most common mentions included bus reliability and accurate or live timetabling (12%, 101 coded comments, when combined), affordable fares (8%, 62 coded comments), as well as better direct services (7%, 59 coded comments).

Table 4-35 - Emerging themes for Question 60

Theme	No of coded comments	% of coded comments
Affordable fares	62	8%
Improved direct services	59	7%
Bus reliability	59	7%
Improved connectivity	46	6%
Improved frequency	45	6%
Accurate timetable/ Live information	42	5%
Would not use the bus regardless of improvements	38	5%
Integrated tickets for public transport	36	5%
Improved bus stops	36	5%
Do not use the bus	33	4%
Other	30	4%

Theme	No of coded comments	% of coded comments
Electric fleet/ Zero emissions	29	4%
Other services require more attention	29	4%
Improved on bus facilities/ communications	27	3%
Clearer/ more simple network	24	3%
Dedicated bus lanes	23	3%
Improved safety	21	3%
Sunday and evening services	21	3%
Allowing bikes on buses	16	2%
Cleaner buses	16	2%

Base: total number of coded comments in response to this question (n: 790)

4.18 QUESTION 61: IMPACT ON THOSE WITH PROTECTED CHARACTERISTICS

Respondents were asked to comment if they felt any of the proposals would either positively or negatively affect or impact on people or groups with protected characteristics.

4.18.1. Table 4-36 shows the most frequently coded comments.

4.18.2. In contrast to the overall nature of responses to other questions, comments received highlighted the negative impacts introducing the charge would have on various groups of people who are more reliant on the car such as disabled people, families, older people, people with health problems, people who live in rural areas, younger people, commuters and self-employed people or business owners. These accounted for 37% (671) of the coded comments. As this contrasts with the overall nature of responses to earlier questions, it may be the case that a higher proportion of the respondents who opposed the proposals took the opportunity to explain their reasons in response to this question.

4.18.3. It is also worth noting that analysis identified three individual responses to this question which featured consistent text with the one provided by CamCycle, which focused on the walking and cycling aspects and provisions. These responses were included in the final analysed figures as they were regarded as individual responses.

Table 4-36 - Emerging themes for Question 61

Theme	No of coded comments	% of coded comments
Negative impact on disabled people and other groups with protected characteristics	191	11%
Negative impact on families	140	8%
Consideration of the need to use car	137	8%
Negative impact on old people	128	7%
Against the charge	79	4%
Exemptions	67	4%
Negative financial impact	58	3%
Comments about specific bus services	56	3%
Suggestions regarding the charges	53	3%
Negative impact on people with health problems	52	3%
Negative impact on people who live in rural areas	47	3%
Negative impact on residents	47	3%
Opposition towards the proposals	44	2%
Support for the proposals	41	2%
Negative impact on young people/ students	39	2%
Negative impact on commuters	39	2%
Help the disabled and the groups with protected characteristics	35	2%
Negative impact on self employed/ business owners	35	2%
Negative impact on motorists	35	2%
Improved public transport routes	34	2%

Base: total number of coded comments in response to this question (n: 1812)

4.19 QUESTION 62: OTHER COMMENTS

4.19.1. Respondents were asked if they had any other comments about the proposals for improving public transport, walking and cycling or the potential road or parking charges. Table 4-35 shows the most frequently coded comments.

4.19.2. In contrast to the overall nature of responses to other questions, the most common comments expressed opposition towards the proposals or aspects of it. For example, comments categorised as being opposed to the charge generally, disagreeing with the focus on buses and suggesting that other transport modes require more attention, and concerns about the effects of the proposals on the economy, accounted for 18% (640) of the coded comments, when combined.

4.19.3. 3% (117) of the coded comments expressed general support for the proposals and it may therefore be the case that a higher proportion of the respondents who opposed the proposals took the opportunity to explain their reasons in response to this question.

4.19.4. The need to improve cycle paths and cycle safety were also highlighted through 14% (470) of the coded comments.

4.19.5. As with Question 61, it is also worth noting that analysis identified three individual responses to this question which featured consistent text with the one provided by CamCycle, which focused on the walking and cycling aspects and provisions. These responses were included in the final analysed figures as they were regarded as individual responses.

Table 4-37 - Emerging themes for Question 62

Theme	No of coded comments	% of coded comments
Improved cycle paths	269	8%
Opposition - against the charge	237	7%
Improved cyclist safety	201	6%
General opposition	158	5%
Other	147	4%
Other services require more attention	143	4%
General support	117	3%
Improved connectivity	101	3%
Opposition - consideration of alternative modes of transport	99	3%
Affordable fares	99	3%
Improved frequency	99	3%

Theme	No of coded comments	% of coded comments
Opposition - public transport has to be good before charge is introduced/ building new roads	86	2%
Improved connectivity	84	2%
Concern with shared use paths/ cyclist attitudes	81	2%
Improved direct services	80	2%
Families/ low income/ disadvantaged	79	2%
Improved pedestrian safety	76	2%
Concern with congestion	70	2%
Exemption - for residents	70	2%
Bus reliability	62	2%

Base: total number of coded comments in response to this question (n: 3486)

5 STAKEHOLDER REPONSES

5.1 FROM GROUPS, ORGANISATIONS AND ELECTED REPRESENTATIVES

Responses were received on behalf of 39 different groups, organisations and elected representatives.

Abbey Labour Councillors

Bar Hill Parish Council

Biggleswade Town Council

British Horse Society

Cambridge Ahead

Cambridge Biomedical Campus

Cambridge Colleges, Bursars' Sub-committee on Planning

Cambridge Connect

Cambridge Past, Present and Future

Cambridge University Hospitals

Cambridgeshire Local Access Forum

CPRE Cambridgeshire and Peterborough

Coton Parish Council

Cottenham Parish Council

Elsworth Parish Council

Great Shelford Parish Council

Green Party

Guilden Morden Parish Council

Harlton Parish Council

Historic England

Imperial War Museums

Little Abington Parish Council

Little Wilbraham & Six Mile Bottom Parish Council

Logistics UK

Marshall Group Properties

Meldreth Parish Council

Natural England

Pembroke College

Railfuture

Reach Parish Council

Smarter Cambridge Transport

Stagecoach East

Suffolk County Council

Swaffham Prior Parish Council

Trumpington Residents Association

Deloitte LLP on behalf of Universities Superannuation Scheme

University of Cambridge

West Suffolk Council

Willingham Parish Council

5.1.1. The main themes identified are summarised in the table below.

Table 5-1 – Stakeholder Responses: common themes

Stakeholder	Respondent themes
Abbey Labour Councillors	• Welcome proposals for an improved, cheaper and faster bus service • More details needed about where the buses would terminate • Concerns that active travel should be safe, eg by segregated junctions • Strongly supports measures to improve public transport before a charging scheme is active • Supports a reduction in the number of parking spaces • Keen that any lower income households are not disadvantaged
Bar Hill Parish Council	• Concerns relating to how charging will impact disabled residents and what the criteria for any exemptions might be (eg carers) • Need for integrated ticketing • Need for integration with rail services • Potential for funding gap as modal shift away from cars
Biggleswade Town Council	• Supportive of better public transport between Biggleswade and villages and Cambridge
British Horse Society	• Concerns relating to potential negative impact of improving bridleways to support cycling
Cambridge Ahead	• Supports the proposals for an expanded future bus network, but suggested a broader look at potential transport modes

Stakeholder	Respondent themes
	• Members preferred a flexible charge for road use based on times • Suggested improved public transport alternatives are in place before charging is introduced
Cambridge Biomedical Campus	• Supports the proposals to improve the public transport network and improving air quality • Recognises need to raise revenue to support implementation • Does not support the Workplace Parking levy
Cambridge Colleges, Bursars' sub-committee on Planning	• Very supportive of measures to improve sustainable city access, reduce pollution, support growth and cut congestion • Opposes the Workplace Parking Levy proposals • Supports a flexible charging solution over a relatively wide area • Supports better cycling and walking initiatives
Cambridge Connect	• Suggests light rail as alternative mode of choice, as more likely to encourage modal shift • Acknowledges need for close integration with bus services and other modes of travel, including cycling and walking • Acknowledges light rail will require greater investment than an improved bus network but considers the benefits are much greater
Cambridge Past, Present & Future	• Concerns over capacity of historic city centre to carry extra bus traffic • Concern that the bus fleet will add to pollution if not fully electric • Supports the proposals to improve walking and cycling routes • Suggestion to consider reduction in the number of parking spaces in conjunction with a road charge • Suggests integration with rail
Cambridge University Hospitals	• Supports the proposals to improve the public transport network and improving air quality • Recognises need to raise revenue to support implementation • Does not support Workplace Levy without exceptions
Cambridgeshire Local Access Forum	• Supports the proposals for an improved bus network • Concerns that funding from charging is earmarked for bus services rather than for improving pathways for non-motorised users
CPRE Cambridgeshire and Peterborough	• Concerns over consultation process being accessible to those without computer/internet access • Concerns over consultation timing • Concerns over lack of integration with rail transport

Stakeholder	Respondent themes
	• Strongly supportive of the aims of the Making Connections package but believe greater emphasis should be placed on issue of climate change • Concerns over the impact of charging on the elderly or disabled
Coton Parish Council	• Supports concept of having better public transport connections • Suggests improved rail connectivity is more likely to encourage modal shift • Concerns about increased bus numbers in historic city centre
Cottenham Parish Council	• Concern that the proposals will not benefit those living in Cottenham and are unlikely to encourage modal shift
Elsworth Parish Council	• Acknowledges that pollution is a major problem • Bringing in congestion charging before alternative forms of public transport are in place would disproportionately impact some groups of people and some communities • Does not support congestion charging • A direct bus from Elsworth to Cambourne should be considered • Most of the aims are supported, but not the proposed solutions
Great Shelford Parish Council	• Concerns over cumulative impact of current infrastructure transport proposals, including East West rail, CSET • Concerns that it would be unfair to bring in charging options until public transport is improved • Concerns that charging would disproportionally impact on those on lower incomes • Supportive of improvements to public transport • Note the lack of improved rail provision
Green Party	• Generally supports the aims of the package • Strongly supports the goal of creating a low-cost well-funded bus network • Supports Workplace Parking Levy and a parking or congestion charge, with a lower charge covering a larger part of the city • Strongly supports the reduction of traffic in the city • Concerns that charging scheme should not be discriminatory
Guilden Morden Parish Council (comments reported by local district councillor)	• Consider the consultation to not be accessible or tailored for groups and feel unable to take part
Harlton Parish Council	• Consider the bus service to be vital

Stakeholder	Respondent themes
Historic England	• Welcomes the principle of measures that aim to reduce air pollution • Concern expressed about increased bus traffic on historic environment • Welcomes principle of enhancements to public realm enabled by a reduction in motor vehicle traffic
Imperial War Museums Duxford	• Strongly supports the aim of the package • Strongly supportive for the expanded future bus network • Strongly supports the provision of better routes for walking and cycling • Supports implementation of a Workplace Parking Levy once reliable frequent public transport is in place
Little Abington Parish Council	• Supports the aim of improving bus services • Supports an overall reduction in bus fares • Concerns about charging impact on those on low incomes
Little Wilbraham and Six Mile Bottom Parish Council	• Current routes for cycling are unsafe, with little safe provision for cycle parking • Suggests alternative bus provision and cycle routes
Logistics UK	• Concern over impact on members • Supports initiatives to enable more active travel and assist public transport • Suggests priority access for goods vehicles, especially those with cleaner, low-carbon fuelled vehicles
Marshall Group Properties Ltd	• Supports an improved bus network • Supports reallocation of road space and potential to reduce traffic flows, and improved walking and cycling routes • Supports funding through charges to discourage car use in principle but concerns over impact on those who can least afford it
Meldreth Parish Council	• Supports principle of expansion of cycle and / or bus network but does not consider either to be a realistic alternative for residents
Natural England	• Generally supportive of the proposals, subject to ensuring adverse impacts on the environment are avoided
Pembroke College	• Suggests increasing charges for the Grand arcade Car Park
RailFuture East Anglia	• Suggests connection with rail to ensure multi-modal transport integration, including ticketing • Suggests enhancements to existing rail services

Stakeholder	Respondent themes
Reach Parish Council	• Supports proposals for an improved bus network • Suggested relocation of Newmarket Road P&R should be considered • Supportive of public transport infrastructure being in place before charging is implemented • Concerns re impact of charging on shift and emergency workers, and to tradespeople
Smarter Cambridge Transport	• Presents alternative options, including increased provision of travel hubs and reduction in availability of parking in Cambridge • Supports charging but needs to be fair, with a preference for the Workplace Parking Levy
Stagecoach East	• Concerns that COVID has changed travel patterns so that the network being consulted on may not reflect actual transport needs • Needs to be an economic incentive to use the bus • In support of a congestion charge that will benefit the bus network
Suffolk County Council	• Supports proposals for faster and more frequent services to Haverhill
Swaffham Prior Parish Council	• Concerns re rural bus proposed frequencies being sufficient to encourage car users to switch • Supports aspiration to improve better and safer walking and cycling routes • Bus fares should be attractive
Trumpington Residents Association	• Strongly supports the aims of the package and the expanded future bus network • Strongly supports a high standard of public transport which is reliable, safe, pollution free & always less expensive than private transport • Supports a flexible charging solution, including a pollution charge above the basic charge with exemptions where necessary, which covers a larger part of the city • Notes that charging and improving public transport should be implemented at the same time • Supports a reduction in the number of parking spaces in the city
Deloitte LLP on behalf of Universities Superannuation Scheme	• Generally supportive of the aspirations within the brochure • Concerns that empirical evidence of traffic movements is out of date
University of Cambridge	• Supports the ambitions to provide a connected, inclusive and affordable transport system • Accepts a revenue stream is needed to support objectives but does not support Workplace Parking Levy

Stakeholder	Respondent themes
	• Suggests connection with rail infrastructure to ensure multi-modal transport integration • Supports improved cycling and walking networks
West Suffolk Council	• Supports the provision of an enhanced bus network • Notes the need for coordinated approach to bus services • Suggests that transport alternatives should be in place before charging zones are introduced
Willingham Parish Council	• The proposals seem to suggest that the village would be less well served than currently • Suggested some other connections that would be useful • Supports the plan to reduce fares

Full content of submissions can be found in Appendix E, with the exception of any personal information which has been redacted.

5.2 EMAILS FROM INDIVIDUALS

5.2.1. During the consultation period, 31 individuals provided a response by email and the main themes identified are summarised below.

Table 5-2 – Summary of themes identified from emails from individuals

Theme	Comments
Support for the overall aims of the proposals	Support for congestion charges and work place parking levy with exceptions for key workers but only as part of a joined-up public transport system
	Strongly supports with a combination of parking and other charging options
	Applaud the measures to improve bus services and increase active travel
	Broadly supports the proposals but need to clarify of charging will apply to residents
Oppose the overall aims of the proposals	It's easier to go into London than Cambridge
	Those who live rurally often have no alternative to using the car
	I need my car to get to work
Timing of any changes	Proposals should be implemented in stages
The bus network	Concern regarding the congestion that impacts current bus journeys

Theme	Comments
	Need for more integrated information relating to current timetables and routes
	Concern about express services not having enough drop off points
	Concerns about losing existing services
	Current services are not good enough to compete with private car use
	No improvements suggested for my area
	Agrees with aspirations for improving the bus network but has concerns over the Foxton hub
Concerns over the fairness of any charging scheme	Charging will impact the less affluent, older people and disabled people disproportionately
	Concerns about the impact of living within a charging zone on older people who may need support
	There should be mechanisms for exemptions or discounts to ensure it is fair
	Concern that burden of charging will fall on those who live within the city. There should be exemptions.
	Charge will disproportionately impact those who can't use public transport
	Concerns that any charging scheme will make it very difficult to recruit and retain staff, particularly those on lower incomes
Need for more information	Clarity needed on proposed services
	Wants to know more about the transport solutions on the Eastern approaches
Active travel routes	Consider the use of bridleways and other rural paths to make longer safer trails for walks and riders
	Concerns relating to the use of bridleways as cycle facilities, to the detriment of equestrians
	Sceptical about extent of modal shift that could be achieved
Other suggestions	Airmiles type points system for using public transport to allow free car use

Theme	Comments
	Need to improve cycle storage
Consultation material	The survey was too long
	Concerns that the format of questions were biased
	Found the website confusing and it wasn't clear where to go for extra information
	Survey did not allow for 'none of the above' as an option
	Consultation material didn't present any negatives

5.3 SOCIAL MEDIA

5.3.1. 25 comments were received via social media channels. The themes within the comments are summarised below.

Table 5-3 - Summary of themes identified from social media comments

Theme	Comments
Opposition for the proposals	Several respondents posted comments in opposition to the proposals
Support for the proposals	Buses are an essential component of any good public transport system. People won't use trains without using a car
	Agree but buses are only part of the solution; very little in this consultation about rail or bike
	All are part of the solution but bikes should be top of the list as most journeys are short
Bus service providers	Should have rigorous performance parameters
	Will it be run on a not for profit basis?
Extent and frequency of bus services	Queries over how to integrate services beyond the Cambridge border
	Comment relating to the timing of bus services
	No available public transport route to Wisbech
	Why are we still concentrating on buses?
	Buses will still get bogged down in other traffic

Theme	Comments
Deterring car use	How will companies make up for lost revenue in parking charges?
	Need to restrict the choice of driving a car
Congestion	How much of the congestion is due to lack on outlying connectivity?
Need for an alternative	Improved bus services won't help, whereas a tram service would
	A Metro system would take cars off the road which would make buses more effective
	Light railway needed connecting Haverhill to Cambridge
Air quality	Queries the evidence for 106 deaths per year due to air pollution
Other comments	Who are GCP responsible to?

6 CONSULTATION EVENT RESPONSES

6.1 PUBLIC EVENTS

6.1.1. Two in-person public events were held in on 2 dates in November and December at Cambridge United Football Club. Each event had two session and attendees were asked to pre-register for their chosen session.

6.1.2. Throughout the sessions almost 40 comments were recorded; over half of these comments questioned bus plans, 21% asked about the cost of services or charges for driving, 10% about electric buses and vehicles, and 10% about the design and plans. Other comments were received about funding, congestion, Cambridgeshire Autonomous Metro, effect on businesses, trams, modelling and evidence, small town and villages, and Park and Ride.

6.1.3. One event was held online in December. This received 17 comments. Half of these were questions or comments on buses, 12% on modelling and evidence, 12% on small towns and villages, with comments also received about funding, people with mobility needs, exceptions, designs, charges for driving, car clubs, how visitors will be treated compared to residents and the survey in general.

6.2 GCP COMMUNITY FORUMS CONSULTATION

6.2.1. GCP held public community forums in the East, West, South and North of the area.

6.2.2. The East GCP Community Forum (online via Zoom) took place on the 11th of November 2021 and had 20 attendants. 12 comments and questions were received from this forum, a third were about the plans for buses, 17% of these about how residents will be affected compared to visitors, 17% on funding, and additional comment regarding small villages and towns, effect on businesses, the Cambridge and Peterborough Combined Authority and general consultation.

6.2.3. West GCP Community Forum (online via Zoom) took place on the 16th of November 2021 and 42 joined, one question was asked regarding the Cambourne to Cambridge guided busway.

6.2.4. South GCP Community Forum (online via Zoom) took place on the 23rd of November 2021 with 65 attendants. 18 comments and questions were received, almost half of these regarding buses, 17% charging for driving, 17% about small towns and villages, and additional comments regarding operating times, housing growth, and traffic displacement.

6.2.5. North GCP Community Forum (online via Zoom) took place on the 14th of December 2021 and 78 joined. 7 questions and comments were received, over half of these about buses and electric buses. Additional questions were also regarding evidence and data, people with disabilities, funding and general about the consultation.

6.2.6. Coldham's Lane Residents' Association requested a meeting with GCP to talk about Making Connections and the Cambridge Eastern Access consultation. The meeting took place on 29 November 2021. Two questions and comments relating to Making Connections were received, these were regarding the legality of congestion charging and importance of implementing public transport improvements before other plans.

6.3 WORKSHOPS WITH FOCUS GROUPS

6.3.1. The main themes identified from the focus groups are summarised in the table below.

Table 6-1 - Summary of themes identified from workshops

Theme	Comments
Bus networks	Bus stops are too far away from community hubs and services, so public transport is not currently an option, especially for those with children or shopping
	Have to be improved if reliance on the car is to decrease
	Bus stops with shelter and seating are key
	Accessible buses would mean that people feel less vulnerable, including provision of audio and visual announcements
	Positive feedback on making bus fares cheaper
	Currently buses are too infrequent, slow and unreliable
Streetspace, walking and cycling	Improved pavement surfacing and drop kerb provision would be welcome
	Improved cycle routes would be welcome, especially if wide enough for adapted cycles
	Concern was raised over the safety of e-scooters and the lack of accessibility
Charging options	Not enough accessible parking at key locations; blue badge parking is often limited
	Any charge must be fair to those on lower incomes, or with disabilities, and those who live within the city
	Linking charges to emissions was supported but query over whether this would create sustainable income