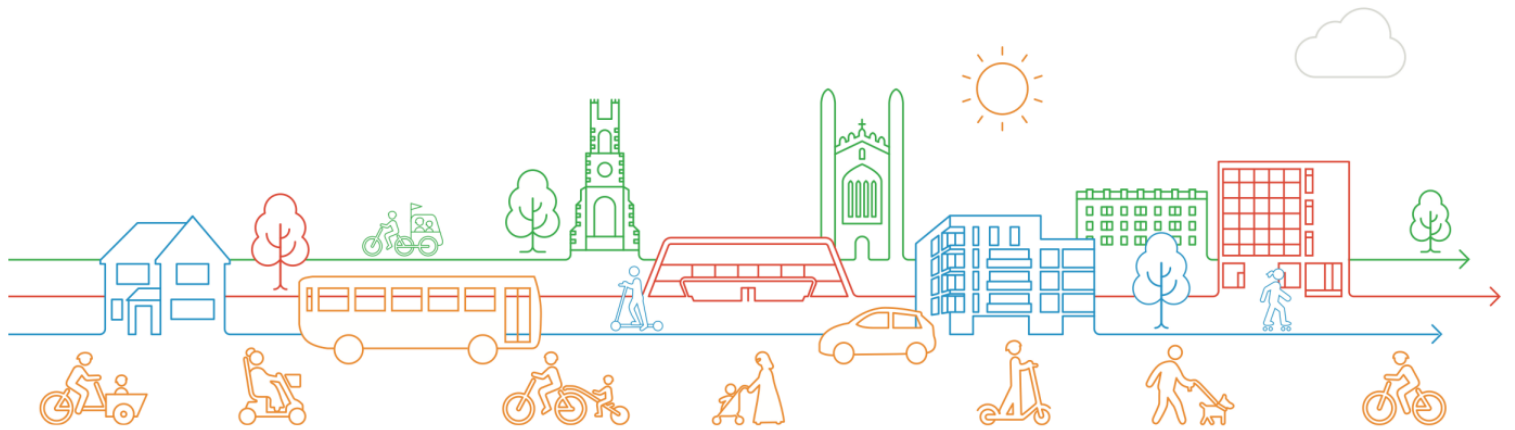




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# Making Connections 2022

## Consultation report, May 2023



# QUALITY CONTROL

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*V1.1 – Report updated on 19/06/23 to include:*

- 1. Correction of figure titles and embedded tables within Figures 6-3 to 6-12;*
- 2. Correction of Figure 7-6 and update of associated para 7.2.12;*
- 3. Correction of figure titles for Figures 7-8 to 7-17; and*
- 4. Update of Appendix C to include an additional stakeholder meeting.*

# CONTENTS

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1	INTRODUCTION	1
1.1	REPORT OBJECTIVE	1
1.2	CONTEXT	1
1.3	PREVIOUS CONSULTATIONS AND DEVELOPMENT OF TECHNICAL WORK	1
1.4	MAKING CONNECTIONS PROPOSALS 2022	4
1.5	REPORT STRUCTURE	5
2	CONSULTATION CHANNELS AND RESPONSE	6
2.1	DETAILS OF THE CONSULTATION	6
2.2	CONSULTATION COMMUNICATIONS CHANNELS	7
2.3	CONSULTATION EVENTS	9
3	METHODOLOGY	12
3.1	DATA ANALYSIS	12
3.2	DATA CLEANING	13
3.3	CODING METHODOLOGY	13
3.4	QUALITY ASSURANCE	16
3.5	DEMOGRAPHICALLY REPRESENTATIVE POLLING	17
3.6	FEEDBACK FROM STAKEHOLDER MEETINGS	17
3.7	EMAILS FROM ORGANISATIONS	17
3.8	COMMENTS ON SOCIAL MEDIA	18
4	RESPONDENT DEMOGRAPHICS	19
5	TRAVEL BEHAVIOUR	25
5.1	TRAVEL BEHAVIOUR OF RESPONDENTS	25

---

6	RESPONSES TO PROPOSED BUS IMPROVEMENTS	27
6.1	BUS IMPROVEMENT PROPOSALS SUMMARY	27
6.2	OVERALL SUPPORT OR OPPOSITION FOR BUS IMPROVEMENTS	27
6.3	SUPPORT OR OPPOSITION TO STZ VS BUS IMPROVEMENTS	39
6.4	PHASING OF PROPOSED BUS IMPROVEMENTS	39
6.5	IMPROVEMENTS TO INCREASE THE USE OF BUS SERVICES	42
6.6	OTHER THEMES RAISED ON BUS IMPROVEMENTS	43
6.7	LOCATION CODES RELATING TO BUS SERVICES	45
6.8	FRANCHISING THE BUS SERVICES	45
6.9	SUMMARY OF SOCIAL MEDIA COMMENTS ON BUS IMPROVEMENTS	46
6.10	SUMMARY OF COMMENTS ON BUS IMPROVEMENTS FROM ORGANISATIONS/ STAKEHOLDER MEETINGS	47
7	RESPONSES TO PROPOSED SUSTAINABLE TRAVEL ZONE	55
7.1	SUSTAINABLE TRAVEL ZONE (STZ) PROPOSALS SUMMARY	55
7.2	SUPPORT OR OPPOSITION TO THE STZ	57
7.3	PHASING OF THE STZ	73
7.4	OTHER THEMES RAISED ON THE STZ	75
7.5	SUMMARY OF COMMENTS ON STZ IN SOCIAL MEDIA	90
7.6	SUMMARY OF COMMENTS ON STZ FROM ORGANISATIONS/MEETINGS	91
8	SUSTAINABLE TRANSPORT PROPOSALS	104
8.1	SUSTAINABLE TRANSPORT PROPOSALS SUMMARY	104
8.2	OVERALL SUPPORT OR OPPOSITION FOR SUSTAINABLE TRANSPORT PROPOSALS	105
8.3	FUNDING SUSTAINABLE TRAVEL IMPROVEMENTS WITH THE STZ	110
8.4	COMMENTS ON SUSTAINABLE TRAVEL PROPOSALS IN SOCIAL MEDIA	112
8.5	SUMMARY OF COMMENTS ON SUSTAINABLE TRAVEL FROM ORGANISATIONS/ STAKEHOLDER MEETINGS	113



9	IMPACT ON PROTECTED CHARACTERISTICS	115
10	FEEDBACK FROM ALTERNATIVE DATA SOURCES	119
10.1	THIRD PARTY POLLING	119
10.2	COORDINATED RESPONSES	119
10.3	OPPOSITION GROUPS	119
10.4	SUPPORT GROUPS	121
10.5	POST CONSULTATION ACTIVITY	122
11	RESPONSES RECEIVED VIA EMAIL OR LETTER	123
12	SUMMARY OF FINDINGS	125
12.1	CONSULTATION SUMMARY	125
12.2	SUMMARY OF KEY INSIGHTS / ISSUES OF INTEREST	125

#### APPENDIX A: MAKING CONNECTIONS SURVEY

#### APPENDIX B: SUMMARY OF STAKEHOLDER RESPONSES

#### APPENDIX C: LIST OF THE STAKEHOLDER GROUP MEETINGS

#### APPENDIX D: DEMOGRAPHICALLY REPRESENTATIVE POLL

#### APPENDIX E: LOCATION SUGGESTIONS FOR BUS SERVICES

#### APPENDIX F: COMMENTS IN COORDINATED RESPONSES

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## **TABLES**

Table 2-1 - Table of all responses to the consultation	6
Table 2-2 - List of GCP Making Connections consultation events	9

## FIGURES

Figure 1-1 - Timeline of consultation and engagement for Making Connections	2
Figure 2-1 - Interactive map of Making Connections Future Bus Network	8
Figure 2-2 - Example of in-person event setup	11
Figure 3-1 - Colour coding for chart based on sentiment-coding approach	12
Figure 3-2 - Example of coding spreadsheet	15
Figure 4-1 - Please provide details of your current occupation (n=22,465)	19
Figure 4-2 - Please indicate which age category you belong to (n=22,577)	20
Figure 4-3 - Do you consider yourself to have any long-term physical or mental health conditions or illnesses, lasting or expecting to last 12 months or more, that limits or affects the way you travel? (n=22,130)	20
Figure 4-4 - What is your sex? (n=22,111)	21
Figure 4-5 - Is the gender you identify with, the same as your sex you were assigned at birth? (n=21,290)	21
Figure 4-6 - What is your ethnic group? (n=21,159)	22
Figure 4-7 - In what capacity are you responding to the questionnaire? (n=24,071)	22
Figure 4-8 - How did you hear about the consultation? (n=22,330)	23
Figure 4-9 - Local authority of respondents (n=18,017)	24
Figure 5-1 - Where and how often do you currently make journeys in the Greater Cambridge area?	25
Figure 5-2 - What forms of transport do you use and how frequently in the Greater Cambridge area?	26
Figure 6-1 - To what extent do you support or oppose the proposals for bus improvements and fare reductions? (n=22,908)	28
Figure 6-2 - To what extent do you support or oppose the proposals for bus improvements and fare reductions? (n=22,908)	28
Figure 6-3 - Map showing strong support for the bus improvements by district with MSOA boundaries	29

Figure 6-4 - Map showing strong support for the bus improvements in City of Cambridge with MSOA boundaries	30
Figure 6-5 - Map showing support for the bus improvements by district with MSOA boundaries	31
Figure 6-6 - Map showing support for the bus improvements in City of Cambridge with MSOA boundaries	32
Figure 6-7 - Map showing don't know response for the bus improvements by district with MSOA boundaries	33
Figure 6-8 - Map showing 'don't know' response for the bus improvements in City of Cambridge with MSOA boundaries	34
Figure 6-9 - Map showing opposition for the bus improvements by district with MSOA boundaries	35
Figure 6-10 - Map showing opposition for the bus improvements in City of Cambridge with MSOA boundaries	36
Figure 6-11 - Map showing strong opposition for the bus improvements by district with MSOA boundaries	37
Figure 6-12 - Map showing strong opposition for the bus improvements in City of Cambridge with MSOA boundaries	38
Figure 6-13 - Breakdown to show relationship between support for bus improvements vs support for STZ	39
Figure 6-14 - What bus improvements would you want to see delivered first? (n=19,804)	40
Figure 6-15 - What bus improvements would you like to see delivered first (demographically representative poll) (n=1000)	40
Figure 6-16 - What bus improvements would you want to see delivered first (respondents inside Cambridge versus those outside the city)	41
Figure 6-17 - Most frequently occurring suggestions for improvements to bus services (n=13,188)	43
Figure 6-18 - Common themes from comments on bus improvements (n=13,559)	44
Figure 6-19 - Support for bus franchising – consultation responses vs demographically representative poll	45

Figure 6-20 - Sentiment of responses to posts on social media regarding bus improvements	46
Figure 7-1 - Map to show the extent of the Sustainable Travel Zone	56
Figure 7-2 - To what extent do you support or oppose the introduction of an STZ to fund improvements to bus services, walking and cycling? (n=23,769)	57
Figure 7-3 - Support for the proposed STZ (demographically representative poll vs consultation questionnaire)	58
Figure 7-4 - Support for the STZ vs. age group	59
Figure 7-5 - Support for STZ by location inside or outside STZ boundary in the consultation questionnaire	59
Figure 7-6 - Comparison of support by location inside or outside STZ boundary with demographically representative poll	60
Figure 7-7 - Support for STZ based on location by district	61
Figure 7-8 - Map showing strong support for STZ based by district with MSOA boundaries	62
Figure 7-9 - Map showing strong support for the STZ in City of Cambridge with MSOA boundaries	63
Figure 7-10 - Map showing support for STZ based by district with MSOA boundaries	64
Figure 7-11 - Map showing support for the STZ in City of Cambridge with MSOA boundaries	65
Figure 7-12 - Map showing don't know responses for STZ based by district with MSOA boundaries	66
Figure 7-13 - Map showing 'don't know' response for the STZ in City of Cambridge with MSOA boundaries	67
Figure 7-14 - Map showing opposition for STZ based by district with MSOA boundaries	68
Figure 7-15 - Map showing opposition for the STZ in City of Cambridge with MSOA boundaries	69
Figure 7-16 - Map showing strong opposition for STZ based by district with MSOA boundaries	70
Figure 7-17 - Map showing strong opposition for the STZ improvements in City of Cambridge with MSOA boundaries	71

Figure 7-18 - Travel mode and frequency compared to support for STZ	72
Figure 7-19 - Comparison of those respondents who only answered the STZ question	73
Figure 7-20 - To what extent would you support or oppose the principle of phasing in the STZ charge? (n=22,494)	74
Figure 7-21 - Do you have any comments on the suggested phasing approach? (n=9,333)	75
Figure 7-22 - Do you have any comments on the proposal to introduce a STZ (n=16,126)	76
Figure 7-23 - Do you have any comments on the proposed discounts, exemptions and reimbursements? (n=10,771)	78
Figure 7-24 - Feedback on the proposed STZ boundary (n=15,143)	80
Figure 7-25 - Opposition to STZ - Most frequent comments on boundary question	81
Figure 7-26 - Do you have any comments on the proposed charge levels (n=13,687)	82
Figure 7-27 - Opposition to STZ - Most frequent comments on charge levels question	83
Figure 7-28 - If a Sustainable Travel Zone was introduced, are there any other improvements you would like to see funded? (n=9,996)	84
Figure 7-29 - What alternative funding proposals would you propose to tackle challenges faced by Greater Cambridge (n=11,900)	86
Figure 7-30 - Comments on the proposed hours of operation of the STZ (n=12,099)	88
Figure 7-31 - Opposition to STZ - Most frequent comments on hours of operation question	89
Figure 7-32 - Are there any changes that would help you support the STZ plans?	90
Figure 7-33 - Sentiment of responses to posts on social media regarding STZ	90
Figure 8-1 - To what extent do you support or oppose additional improvements to walking and cycling, accessibility and public spaces?	106
Figure 8-2 - Improvements to footways and cycleways vs. support for STZ	106
Figure 8-3 - Support for car club vs. support for STZ	107
Figure 8-4 - Support for more secure cycle parking vs. support for STZ	107
Figure 8-5 - Support for making Cambridge more accessible vs. support for STZ	108
Figure 8-6 - Support for improving public spaces vs. support for STZ	108
Figure 8-7 - Support for extending segregated rural cycleway vs. support for STZ	109



Figure 8-8 - Support for more walking and cycling connections vs support for STZ	109
Figure 8-9 - Suggestions for use of funding from STZ relating to sustainable travel (n=9,996)	110
Figure 8-10 - Alternative ways to fund improvements (n=11,900)	111
Figure 8-11 - Sentiment of responses to posts on social media regarding Sustainable Travel Proposals	112
Figure 9-1 - Impact of the proposals on protected characteristics	118
Figure 10-1 - Protestors marching in Cambridge in February 2023 (Credit: ITV Anglia)	120
Figure 10-2 - Protestors marching in Cambridge in February 2023 (Credit: The HUNTS POST)	121
Figure 11-1 – Most frequent themes identified in emails/letters received by GCP	124
Figure 11-2 - Frequency of protected characteristic themes identified in emails/letters	124

# 1 INTRODUCTION

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## 1.1 REPORT OBJECTIVE

- 1.1.1. WSP were commissioned by the Greater Cambridge Partnership (GCP) to undertake analysis and report on the results of the 2022 public consultation for the Making Connections proposals. This consultation report presents:
- A detailed examination of the data collected through multiple engagement channels.
  - The main points and issues raised by respondents, stakeholders, and statutory consultees.
  - A summary of the key findings.
- 1.1.2. The objective of this report is to provide a barometer of public and stakeholder opinion on the Making Connections proposals. Furthermore, the findings serve to help GCP scope and refine the proposals to maximise potential benefits and minimise any adverse impacts, particularly on protected characteristic groups.

## 1.2 CONTEXT

- 1.2.1. GCP is the local delivery body for a City Deal with central Government, bringing powers and investment worth up to £1bn over 15 years, to deliver vital improvements in infrastructure, supporting and accelerating the creation of 44,000 new jobs, 33,500 new homes and 420 additional apprenticeships. The GCP's vision of "Working together to create wider prosperity and improve quality of life now and into the future" is underpinned by a transport vision: "Creating better and greener transport networks, connecting people to homes, jobs, study and opportunity". Making Connections is a key proposal in delivering that vision.

## 1.3 PREVIOUS CONSULTATIONS AND DEVELOPMENT OF TECHNICAL WORK

- 1.3.1. Figure 1-1 shows how the proposals in the 2022 Making Connections public consultation exercise were arrived at. It shows the evolution of technical proposals from 2015 - when GCP was created - that have been refined by five formal consultation exercises (denoted in light green in the figure).

**Figure 1-1 - Timeline of consultation and engagement for Making Connections**



- 1.3.2. The 2017, GCP's 'Our Big Conversation', found that people wanted affordable, clean and practical transport solutions that offer alternatives to private vehicles. Most people also thought that there was a need to reduce or discourage car use, particularly within the city centre.
- 1.3.3. This was followed in 2019 by the Choices for Better Journeys consultation and the Greater Cambridge Citizens' Assembly, which looked at public transport, congestion and air quality issues. In September 2021, the GCP Executive Board agreed to develop a final package of options for improving bus services, expanding the cycling-plus network and managing road space in Cambridge. The Board agreed a roadmap commencing with a public consultation setting out proposals for improvements to the bus network and measures to prioritise road space for sustainable transport and provide an ongoing funding source for improvements.
- 1.3.4. 2369 responses were received to the survey with a further 72 responses received by email to the first Making Connections consultation, which ran from 8 November to 20 December 2021. It sought views on proposals for improvements to the bus network and measures to prioritise road space for sustainable transport and provide an ongoing funding source for improvements: increased parking charges and a Workplace Parking Levy, a pollution charge or a road user charge. The public were also invited to suggest options to fund ongoing sustainable transport improvements.
- 1.3.5. The key findings were:
- 78% of respondents supported proposals to create a bus network with cheaper, faster, more frequent and reliable services.
  - 71% supported the overall aims of reducing carbon emissions, tackling pollution and congestion.
  - 68% supported reducing traffic to improve walking and cycling options.
  - 52% supported reducing traffic to improve public spaces.
  - 27% considered that more frequent bus services should be a priority.
  - 19% considered that cheaper fares for buses should be a priority.
  - 32% felt that if money is spent on reducing fares, then the introduction of flat fares would be supported.
  - 31% felt that if money is spent on reducing bus fares, then lower fares should be offered across the region.
- 1.3.6. It was clear from the Making Connections 2021 feedback, focus groups, and workshops with Citizens Assembly members that there was strong support for delivering bus transformation as envisaged in the 'Better buses for all' package, as well as taking action to tackle congestion and pollution and improve active travel.

- 1.3.7. A key stage in the timeline is the Option Assessment Report (OAR) which was produced between January to September 2022. It established the case for change for the Making Connections proposals as well as its objectives. It included three demand management options that had been featured in the November to December 2021 Choices for Better Journeys consultation: flexible area charge, pollution charge and workplace parking levy.
- 1.3.8. Outputs from the OAR formed the 'packages' that were assessed in the Strategic Outline Case (SOC), completed in Summer 2022, and informed the proposals subsequently presented to the GCP Joint Assembly<sup>1</sup> and Executive Board<sup>2</sup> in September 2022 and endorsed to form the Making Connections public consultation from October to December 2022.

## 1.4 MAKING CONNECTIONS PROPOSALS 2022

- 1.4.1. The aim of the Making Connections proposals is to make connections easier, benefiting all types of journeys. With rising fuel costs, a growing population and congested roads, there is a need to transform Cambridge's transport system to provide better travel options that are frequent, reliable, safe, sustainable, and affordable.
- 1.4.2. The Making Connections proposals comprise three elements to deliver this aim:
- **Transforming the bus network:** It is proposed that the Making Connections proposals would transform the bus network through the introduction of new routes, additional services, cheaper fares, and longer operating hours. The network would focus on travel hubs for better interchange between services and different modes.
  - **Investing in sustainable travel schemes:** Proposed investment in new sustainable travel schemes, such as better walking and cycling links.
  - **Creating a Sustainable Travel Zone (STZ):** Under this proposal, vehicles would be charged for driving within the STZ between 7 am and 7 pm on weekdays; the charges would fund long-term improvement and create road space. The STZ would be gradually introduced in 2025 after the bus improvements are implemented and would be fully operational in 2027/28.
- 1.4.3. The decision to take these proposals to public consultation was taken by the GCP Joint Assembly and endorsed by the GCP Executive Board in September 2022<sup>3</sup> supported by a comprehensive suite of technical work and reports including a draft Equalities Impact Assessment (EqIA). These were also available as more detailed background documents to support the public consultation<sup>4</sup>.

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<sup>1</sup> Council and committee meetings - Cambridgeshire County Council > Cambridgeshire Committees > Meetings Managed Externally > Greater Cambridge Partnership Joint Assembly ([cmis.uk.com](https://cmis.uk.com))

<sup>2</sup> Council and committee meetings - Cambridgeshire County Council > Cambridgeshire Committees > Meetings Managed Externally > Greater Cambridge Partnership Executive Board ([cmis.uk.com](https://cmis.uk.com))

<sup>3</sup> See Section 7: [Document.ashx \(cmis.uk.com\)](https://cmis.uk.com)

<sup>4</sup> <https://consultcambs.uk.engagementhq.com/making-connections-2022>



## 1.5 REPORT STRUCTURE

1.5.1. This report details the three key elements of the proposals (the STZ, bus improvements and sustainable travel measures), presenting a thorough cross-section of analysis relating to each and examining the results from each method of data collection:

- Consultation questionnaire
- A demographically representative poll
- Emails/letters received from individuals and organisations
- Social media comments
- Stakeholder meetings and feedback sessions

1.5.2. The report is structured into the following sections:

- **Chapter 2:** Details the channels used to promote and obtain feedback regarding the consultation
- **Chapter 3:** Details data management, analysis methodology, and quality checks
- **Chapter 4:** Respondent demographics and comparison to Census 2021 reference data
- **Chapter 5:** Respondents' travel behaviour and impact on support for STZ
- **Chapter 6:** Results of feedback received relating to bus improvements
- **Chapter 7:** Results of feedback received relating to Sustainable Travel Zone (STZ)
- **Chapter 8:** Results of feedback relating to sustainable transport measures
- **Chapter 9:** Impact on protected characteristics from consultation questionnaire
- **Chapter 10:** Feedback from alternative data sources
- **Chapter 11:** Results of analysis of letters and emails received in response to consultation
- **Chapter 12:** Summary of findings

## 2 CONSULTATION CHANNELS AND RESPONSE

### 2.1 DETAILS OF THE CONSULTATION

- 2.1.1. GCP held the public consultation between 17 October 2022 and 23 December 2022 with members of the public and other interested parties invited to have their say. This included those living in the Greater Cambridge area, as well as within the wider county and region reflecting the large Travel to Work Area (TTWA) of Greater Cambridge. Feedback from the community and stakeholders was collected using several channels and methods throughout the consultation period and is summarised in Table 2-1 below. Of relevant local context, at the time of the consultation, the local bus service provider, Stagecoach, had just announced cuts to bus services due to the cessation of the Government's COVID-19 bus services subsidy. This attracted a lot of media interest and criticism.

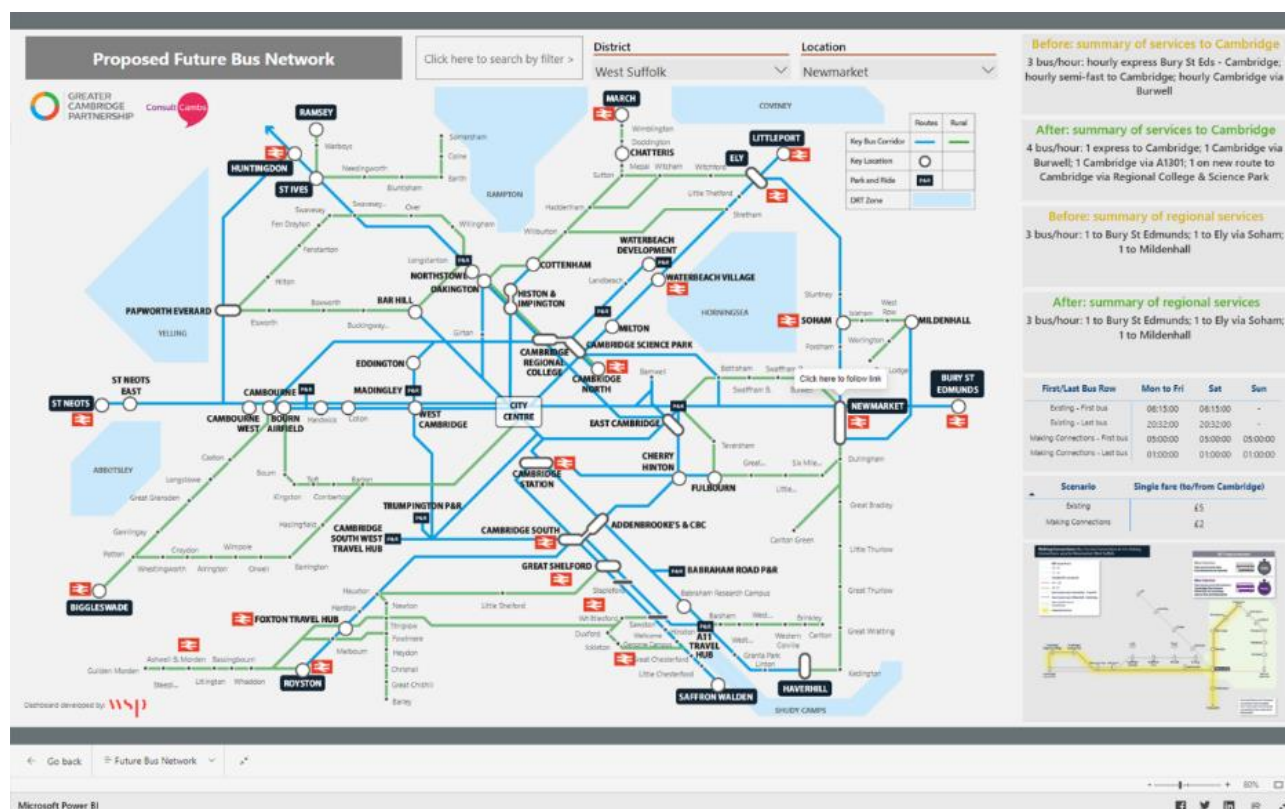
**Table 2-1 - Table of all responses to the consultation**

Methods	Number	Type
Questionnaire responses	<b>24,071</b>	Online and hard copy
Emails	<b>894</b>	Online
Letters	<b>10</b>	Hard copy
Organisation responses	<b>149</b>	Online and hard copy
Stakeholder group meetings and outreach events	<b>119</b>	Meeting notes and feedback
Social media	<b>2,176</b>	Comments on Making Connections posts
Demographically representative poll	<b>1000</b>	Online

## 2.2 CONSULTATION COMMUNICATIONS CHANNELS

- 2.2.1. To raise awareness of the consultation, a leaflet was directly delivered to circa 68,500 households, business, leisure and commercial properties in Cambridge and South Cambridgeshire. The leaflet was also included within the South Cambs Magazine 2022 Winter edition and hand distributed during outreach events. The A5 leaflet drew people's attention to the consultation and indicated where more information could be found and urged people to get involved and "have their say".
- 2.2.2. The public consultation was also publicised widely via local media such as local newspapers, online news sites, on buses and bus stops, TV and radio. Leaflets and other publicity relating to the proposals, signposted that further detailed information was available online at:  
**<https://consultcambs.uk.engagementhq.com/making-connections-2022>**
- 2.2.3. A questionnaire (see **Appendix A**) was produced by GCP for the public consultation, which could be accessed online at **GCP Making Connections 2022 | Consult Cambridgeshire (engagementhq.com)**, with hard copies available from GCP via telephone (01223 699906). This number could also be used by people that had issues completing the questionnaire, or who had queries about the questions posed.
- 2.2.4. A demographically representative poll was also undertaken in addition to the data collection methods used in the consultation. The poll collected feedback from 1000 residents whose demographics align with the make-up of the population of Cambridge as per Census 2021.
- 2.2.5. Obtaining data using representative polling as well as through the consultation questionnaire allows us to consider the opinion of the 'population at large' in addition to those who actively submitted their feedback. It also provides an additional check and challenge on the responses obtained through the consultation process.
- 2.2.6. The consultation website provided additional information, including the suite of technical supporting documentation such as the draft Equalities Impact Assessment (EQIA), the strategic outline business case and the options appraisal report. Frequently asked questions (FAQs) were also included, and these were updated with additional FAQs as the consultation progressed.
- 2.2.7. To help explain the complexity of the bus proposals, there was an interactive Microsoft Power BI map (Figure 2-1). This enabled viewers to select individual locations to see the current 'Before' and the proposed 'After' bus services, as well as details such as the proposed cost of tickets, first/last bus, and service frequencies. This meant those living within the proposed bus network area were able to look in detail at what was being proposed.

**Figure 2-1 - Interactive map of Making Connections Future Bus Network**



- 2.2.8. The consultation was accompanied by a 28-page brochure, containing further information on the proposals. This could be accessed via the project website and was available to view in hard copy at local libraries. The brochure content was turned into large-format information boards at public consultation events. The brochure was also turned into an 'easy read' format. It was also available in hard copy on request from GCP.
- 2.2.9. Use was made of social media (Facebook, Instagram and Twitter) to advertise the consultation generally and posts encouraged people to respond to the questionnaire, shared specific elements of the Making Connections proposals, for example the bus improvements, or invited people to attend an online or drop-in event. Comments could be made on these posts by members of the public and stakeholders. GCP managed posting on their social media channels and responded to comments where appropriate.
- 2.2.10. Accessible copies of all the materials were made available in large print, Braille, audio tape and in other languages on request for those interested in the proposals.

## 2.3 CONSULTATION EVENTS

- 2.3.1. There was a combination of consultation events hosted in-person and online, meaning there were opportunities to engage with people using methods that suited them. Events were advertised by GCP and were also included on the Making Connections consultation webpage.
- 2.3.2. Table 2-2 lists event dates and times, locations, and type of event held. Additional events were added to respond to requests from the public and politicians.

**Table 2-2 - List of GCP Making Connections consultation events**

Date and time	Location	Type of event
26 October 2022 (5-8pm)	<b>CAMBOURNE</b> Cambourne Hub, High Street, Great Cambourne CB23 6GW	 In person
27 October 2022 (5-8pm)	<b>WEST CAMBRIDGE</b> Storey's Field Community Centre, Eddington Avenue, Cambridge CB3 1AA	 In person
29 October 2022 (10am-1pm)	<b>ELY</b> Ely Library meeting room, The Cloisters, Ely CB7 4ZH	 In person
3 November 2022 (7-8pm)	<b>MAKING CONNECTIONS WEBINAR</b> Online webinar	 Virtual
5 November 2022 (10am-1pm)	<b>NORTH CAMBRIDGE</b> Meadows Community Centre, 1 St Catharine's Road, Cambridge CB4 3XJ	 In person
7 November 2022 (6-8pm)	<b>WEST AREA COMMUNITY FORUM</b> Online webinar	 Virtual
9 November 2022 (7-8pm)	<b>MAKING CONNECTIONS WEBINAR</b> Online webinar	 Virtual
10 November 2022 (5-8pm)	<b>EAST CAMBRIDGE</b> Abbey Stadium, Cut Throat Lane, Newmarket Road, Cambridge CB5 8LN	 In person
15 November 2022 (5-8pm)	<b>SOUTH CAMBRIDGE</b> Trumpington Meadows Local Centre, Primary School Main Hall, Kestrel Rise, Trumpington CB2 9AY	 In person
16 November 2022 (6-8pm)	<b>EAST AREA COMMUNITY FORUM</b> Online webinar	 Virtual
17 November 2022 (Noon-2pm)	<b>CENTRAL CAMBRIDGE</b> The Small Hall, Cambridge Guildhall, Peas Hill, Cambridge CB2 3ET	 In person
19 November 2022 (10am-1pm)	<b>ST IVES</b> St Ives Free Church, Market Hill, St Ives PE27 5AL	 In person
22 November 2022 (6-8pm)	<b>SOUTH AREA COMMUNITY FORUM</b> Online webinar	 Virtual



Date and time	Location	Type of event
22 November 2022 (5-8pm)	<b>NEWMARKET</b> Newmarket Memorial Hall, 124 High St, Newmarket CB8 8JP	 In person
29 November 2022 (5-8pm)	<b>SAFFRON WALDEN</b> Assembly Hall, Town Hall, Market Street, Saffron Walden CB10 1HZ	 In person
30 November 2022 (4-7:30pm)	<b>ST NEOTS</b> The Great Hall, Priory Centre, St Neots, PE19 2BH	 In person
3 December 2022 (10am-noon)	<b>HUNTINGDON</b> Huntingdon Town Hall, Market Hill, Huntingdon, PE29 3PJ	 In person
5 December 2022 (6-8pm)	<b>NORTH AREA COMMUNITY FORUM</b> Online webinar	 Virtual
6 December 2022 (5-7pm)	<b>LINTON</b> West Common Room, Linton Village College, Cambridge Rd, Linton, CB21 4JB	 In person
12 December 2022 (5-7pm)	<b>IMPINGTON</b> Main Hall, Impington Village College, New Road, Impington CB24 9LX	 In person

- 2.3.3. Events were planned to occur ahead of the pre-Christmas period, with the final event (12 December 2022) ensuring respondents had 10 days to provide feedback on the proposals. This was in line with the Gunning Principles (the founding legal principles applicable to public consultation in the UK) specifically to principle #3: adequate time for consideration and response.
- 2.3.4. Consultation events were staffed by GCP, as well as officers from Cambridge City Council, Cambridgeshire District Council, South Cambridgeshire Council, plus WSP and Atkins representatives.
- 2.3.5. The in-person events made use of hard copy brochures, flyers and illustrative bus maps, and display banners about the Making Connections proposals. **Figure 2-2** shows an example of this layout. Attendees were encouraged to fill out the questionnaire, preferably online to aid with the subsequent analysis. Hard copies of the questionnaire were available.
- 2.3.6. In-person events were held at sites across the city, as well as other locations across Cambridgeshire. Events were also held in the towns of Newmarket (Suffolk) and Saffron Walden (Essex), as a lot of visitors/commuters travel into Cambridge from these locations.

**Figure 2-2 - Example of in-person event setup**



- 2.3.7. Virtual events were hosted via Microsoft Teams or Zoom, commencing with a short presentation describing the proposals, followed by an opportunity for attendees to comment or ask questions. A chat facility was used, and any questions posed were read out by a moderator to be answered by the technical team.

## **STAKEHOLDER MEETINGS & OUTREACH EVENTS**

- 2.3.8. GCP held stakeholder group meetings and outreach events with those likely to have an interest in, or be affected by, the Making Connections proposals. These were organised proactively and in response to requests from stakeholders and the community. This allowed GCP to delve deeper into the issues surrounding the implementation of the three key elements of the Making Connections proposals. As many stakeholder group meetings and outreach events that could be accommodated were accepted by GCP within the time-period and resources available.
- 2.3.9. The majority were held during the main consultation period; however, some also took place in advance of the public consultation, whilst four of the meetings/events were held after the consultation had closed.
- 2.3.10. Events have been classified as one of the following:
- Stakeholder meeting - closed meetings with representatives from that stakeholder organisation only.
  - Outreach event - provision of information and discussion of consultation materials only.
  - Townhall - providing and gathering information from various stakeholders and attendees.
  - Focus groups - substantive reporting of feedback and themes from an organised group.
- 2.3.11. A complete list of the stakeholder group meetings held before, during and after the Making Connections consultation period is contained in **Appendix C**.

## 3 METHODOLOGY

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### 3.1 DATA ANALYSIS

- 3.1.1. The following section explains the data analysis methodology used to analyse the responses received during the public consultation period.
- 3.1.2. The analysis considered feedback from respondents on each element of the Making Connections proposals and either summarised or aggregated the findings to identify key themes and areas of support and concern. This was used to highlight areas for further analysis to inform detailed designs, in addition to critical considerations such as the EqIA.
- 3.1.3. Closed questions (with fixed-response options, like 'Yes' or 'No') were analysed by frequency counts, with some cross-tabulation against demographic metrics (respondent characteristics and location-based information such as postcodes).
- 3.1.4. Open questions and other free-text responses (emails and letters from individuals and organisations) were analysed to identify themes in respondent feedback. Detail on how open-ended responses were analysed can be seen in **Section 3.3** of this report.
- 3.1.5. Feedback from stakeholder meetings, townhalls and focus groups was collated at the events with detailed summary notes then prepared. These notes informed the summaries from stakeholder meetings contained within this report.
- 3.1.6. To make the data easier to interpret, visual displays of information (bar charts, maps, etc.) have been used to present the results, with a commentary provided to summarise key findings. As per the coding methodology detailed further in section 3.3 below, charts have been presented according to a sentiment classification system with the following colour coding applied to each chart.

**Figure 3-1 - Colour coding for chart based on sentiment-coding approach**

 Supportive comments	 Impact on protected characteristics
 Opposing comments	 Suggested alternative to STZ
 Suggestions	 General codes
 Concerns	

## 3.2 DATA CLEANING

- 3.2.1. A key element of the consultation analysis was to ensure quality of the data, so a data cleaning process was adopted to check for incorrect or incomplete data within the dataset.
- 3.2.2. Further data cleaning included looking at question numbering to ensure this was consistent across the dataset. This was also crucial to check that there were no missed responses or questions in the dataset, that were present in the questionnaire.
- 3.2.3. Checks were undertaken to ensure that the information was legible and ready for coding by looking for any errors or corruption in the comments received.
- 3.2.4. A check was also undertaken for profanities or other inappropriate comments; where such content was encountered, any remaining non-profane comments were coded, while foul or abusive text was excluded.
- 3.2.5. Finally, the presence of co-ordinated or campaign responses (where respondents may be following guidance or instructions on how to complete the questionnaire) were also considered in the coding process, with repetitive wording flagged for further investigation. These responses were included in the reporting, but their impact on the analysis was considered. This process is discussed in **Section 3.4.5.**

## 3.3 CODING METHODOLOGY

- 3.3.1. Free-text feedback to the consultation captured the qualitative views of respondents and was coded using thematic analysis. Methods of responding to the consultation that have been coded using the following approach include answers to open questions in the consultation questionnaire, emails and letters from organisations, and emails and letters from individuals regarding the consultation.
- 3.3.2. Following best practice for coding activities, a codeframe (a thematic summary of the issues raised) was developed by reading through a selection of responses and identifying themes/issues that arose. Each issue/theme was then added to the codeframe, with a unique reference number (comprising three or four digits), alongside a short summary of its meaning. Gaps in the number sequence were left in the codeframe to allow for further additions as these arose in the comments. Each numeric code is unique, making it easier to check for duplicates e.g., where the same code number has been used twice against the same response or where the codeframe may have erroneously used the same number twice.
- 3.3.3. The codeframe comprised of four sections which cover the main topic areas of the Making Connections consultation, these being:
  - Bus network improvements
  - STZ proposal
  - Sustainable travel options
  - Comments relating to the whole package

- 3.3.4. Due to the nature of the questionnaire, respondents could comment on the STZ, Sustainable Travel Proposals and the Bus Improvements (or the whole project) in response to a single question. This is especially the case as the issues are linked as part of the Making Connections proposals (i.e., the bus improvements and sustainable travel measure are proposed to be funded by the STZ). Therefore, the codes relating to any of those elements could be assigned across any of the 13 open-ended questions, as appropriate – effectively acting as a large cross-question codeframe. Crucially, a code could only be assigned once to each question response, giving an indication of the number of ‘respondents’ that raised a particular thematic issue. Put simply, if a respondent answered question one, then the code could only appear once against that response. It could then be used once again for question two, once again for question three and so on.
- 3.3.5. The codeframe follows a sentiment-based structure:
- Positive comments towards the proposals
  - Negative comments towards the proposals
  - Concerns about the proposal (not necessarily negative, but worried about impact),
  - Suggestions (no sentiment, but making suggested changes)
  - Alternative options (i.e., do something else)
  - Codes covering concerns relating to discrimination and protected characteristics
- 3.3.6. We have also included some geographic codes, for instances such as new links or the location of transport hubs.
- 3.3.7. As coding is continual, development of the codeframe continued throughout the analysis. Specific points arose as we worked further through the dataset, that were not part of the subset of responses used to develop the codeframe initially. The codeframe was updated and modified to capture these new issues as they were encountered.
- 3.3.8. Once the initial codeframe was developed, the coding team began reading through responses and assigning relevant codes representing the points raised in the comment. Codes were then assigned to other responses where the same sentiment was expressed. This approach allowed the identification of frequently occurring issues and views in a more efficient manner as opposed to interpreting large amounts of qualitative data.
- 3.3.9. The coding process involves entering the relevant numeric code alongside the response it relates to, in an Excel spreadsheet. Therefore, columns are found alongside the comments, into which codes from the codeframe are entered. Figure 3-2 shows an example of this (with the comment redacted).



**Figure 3-2 - Example of coding spreadsheet**

Q5 (Do you have any comments on the proposals for: Cheaper fares? More routes? Fast, high frequency services? Longer operating hours? Increased rural services? Simpler ticketing? Zero emission bus services? )	Code 1	Code 2	Code 3	Code 4	Code 5	Code 6	Code 7
[REDACTED]	050	213	114	051	981	501	
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							
[REDACTED]							

- 3.3.10. Once the coding was completed, the team performed the first frequency count of the codes. This identifies the number of times a code appeared associated with a particular survey question (remembering it can only be counted once per individual response). Once done, the frequency tables demonstrated the prevalence of issues raised. As a final step, these were then converted into bar charts and can be seen in the following chapters of this report.
- 3.3.11. Sentiment coding is an effective and proven method of analysis to determine the general view (or sentiment) and was applied to comments left on GCP's social media channels. Sentiment coding classifies the response as positive, neutral, negative or query (where a question has been posed). This approach allows a quick capture of the proportions of social media comments that are favourable, neutral, or unfavourable towards the Making Connections proposals.

## 3.4 QUALITY ASSURANCE

- 3.4.1. The coding team underwent an extensive training programme, which included a presentation about the proposals, a detailed description of the coding process, and the establishment of codeframe managers to liaise with the coders. This approach allowed the coders to raise any concerns or doubts through a formally established approach, so that issues raised could be responded to and dealt with to ensure that quality was maintained.
- 3.4.2. For maximum accuracy, coding was undertaken manually rather than by using software-driven (auto-coding) methods. Use of software was considered but given the importance of accurately analysing feedback from the community, it was decided that a manual approach using trained coders would be preferable. This ensures any use of casual terms or local references were recognised by the coders, which could have been missed if using software-driven methods. To ensure accurate coding outputs, sense and quality checking was an on-going process; senior members of the analytical team back-checked the coded responses until a 10% check of all coder's work was undertaken, in line with Market Research Society guidance.
- 3.4.3. A frequency table gave a first indication of the number of times an issue was raised. However, as further assurance, several other checks were also undertaken:
- Range checks: Identified any codes that were outside the numbers in the codeframe, or codes with the incorrect number of digits (too few or too many).
  - Total checks: The number of 'cells with data in them' matched up to the number of codes in the frequency table. If they did not it would mean that something had been missed or the frequency table was not reading the data correctly.
  - Blanks: Any responses that didn't have any codes assigned.

- 3.4.4. It was confirmed during the process that these checks did align, and no errors were found. This approach was followed and provided surety that everything was captured and pulled through correctly into the frequency tables.
- 3.4.5. Responding to the questionnaire was not limited by IP address to not restrict access for those using shared computers in public spaces including hospitals, public libraries and student accommodation and family members sharing devices and computers within a household. While it is possible to identify where responses are repeated verbatim using duplicate checks in Excel, this can be challenging when occasional word changes are incorporated. Further checks for duplicates were undertaken on those respondents who signed in to complete the questionnaire and no duplicates were found in the information (name/e-mail) shared by respondents.

### **3.5 DEMOGRAPHICALLY REPRESENTATIVE POLLING**

- 3.5.1. The demographically representative poll was a study of 1000 residents drawn from districts within the Travel to Work Area that was conducted between 15-22 December 2022. Respondents to the poll provided answers to all questions. Key profiling questions were asked in addition to broadly similar questions to those used in the consultation questionnaire and statistical analysis was conducted in the same manner. It should be noted that questions in the poll contained both a 'don't know' and 'neither' response option which for consistency have been considered together for comparison to the 'don't know' option in the questionnaire.
- 3.5.2. Results from the poll were looked at in conjunction with the questionnaire responses to demonstrate results from different data collection methods, this one being broadly representative of the population of Cambridge with respondents from the broader Travel To Work Area and outside Greater Cambridge.

### **3.6 FEEDBACK FROM STAKEHOLDER MEETINGS**

- 3.6.1. Events classified as stakeholder meetings and focus groups in **Appendix C** had feedback recorded by notetakers at each event. These notes have been compiled and organised according to the themes that arose in the feedback. These notes have been included in the relevant results chapters for bus improvements, STZ and sustainable travel measures in chapters 6, 7 and 8. A detailed write up of feedback from these events is contained in **Appendix B**.

### **3.7 EMAILS FROM ORGANISATIONS**

Feedback on the proposals was received from organisations in Cambridge. This feedback has been summarised according to the themes that arose in this feedback. These notes have been included in the relevant results chapters for bus improvements, STZ and sustainable travel measures. As with the feedback from stakeholder meetings above, a detailed write up of this feedback is also contained in **Appendix B**.

### 3.8 COMMENTS ON SOCIAL MEDIA

- 3.8.1. Comments made on social media varied in nature and length and were not always specific to the Making Connections proposals. As such the comments received via this channel have been sentiment coded and classified as either 'positive', 'neutral', 'negative' or 'query'.
- 3.8.2. To ensure all feedback via social media was accounted for, a comment that included a query in addition to a sentiment was counted twice. For example, if a comment was neutral towards the proposals, but also included a query then that comment would be marked as both neutral and query which has resulted in the breakdown below totalling more than 100%.
- 3.8.3. A total of 2,173 social media comments were received. The sentiment of these comments is summarised as follows and is broken down in more detail in the results chapters for the bus improvements, STZ and sustainable travel.

**Positive social media post comments: 114 (5%)**

**Neutral social media post comments: 728 (34%)**

**Negative social media post comments: 1,234 (57%)**

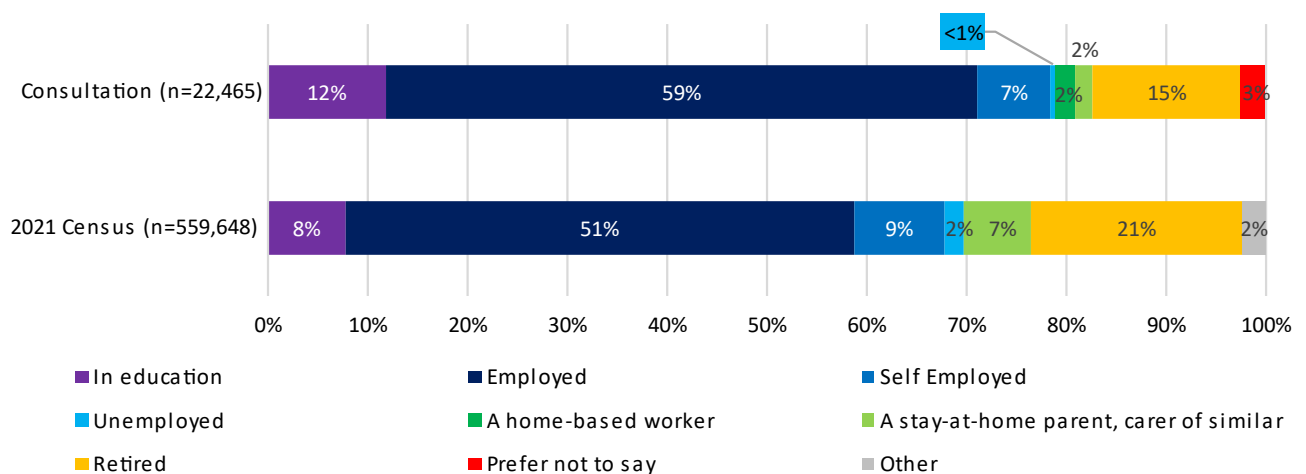
**Query in social media post comments: 274 (13%)**

## 4 RESPONDENT DEMOGRAPHICS

4.1.1. This section provides detail of the demographic profile of the 24,071 respondents that submitted the consultation questionnaire. Demographic details were only provided by those that gave feedback via the questionnaire online or hard copy. For other response channels (stakeholder meetings and events, emails, letters and social media) this information was not obtained.

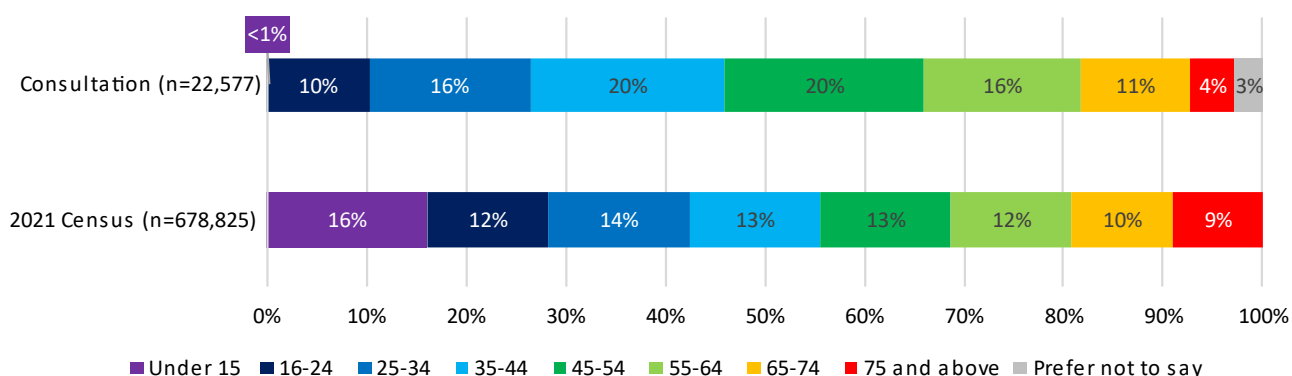
4.1.2. **Occupation:** Respondents were asked to select from a list of potential options to describe their occupation, the details of which are shown in **Figure 4-1**. 59% of the respondents that submitted the questionnaire were in employment, 15% were retired and 12% were in education, 7% were self-employed, 2% undertook home-based working, and 2% were stay-at-home parents, carers or similar. A total of 112 (<1%) respondents were unemployed, whilst 3% of respondents did not give their occupation details.

**Figure 4-1 - Please provide details of your current occupation (n=22,465)**



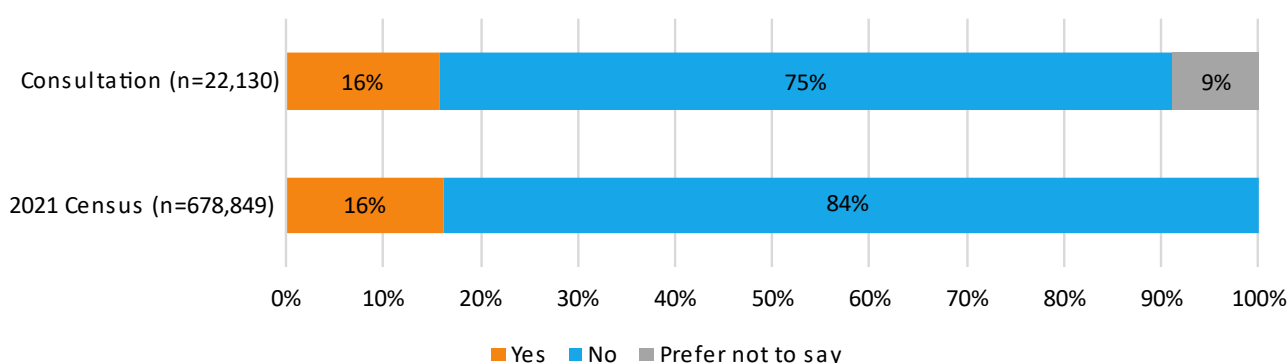
- 4.1.3. **Age:** The questionnaire respondents were, on average, older than the population of Cambridgeshire (Census 2021) and relatively evenly split across age categories (approximately a fifth in each quintile). Those under 35 and over 75 are under-represented by the survey sample, whilst those aged 36-74 are overrepresented (Figure 4-2).

**Figure 4-2 - Please indicate which age category you belong to (n=22,577)**



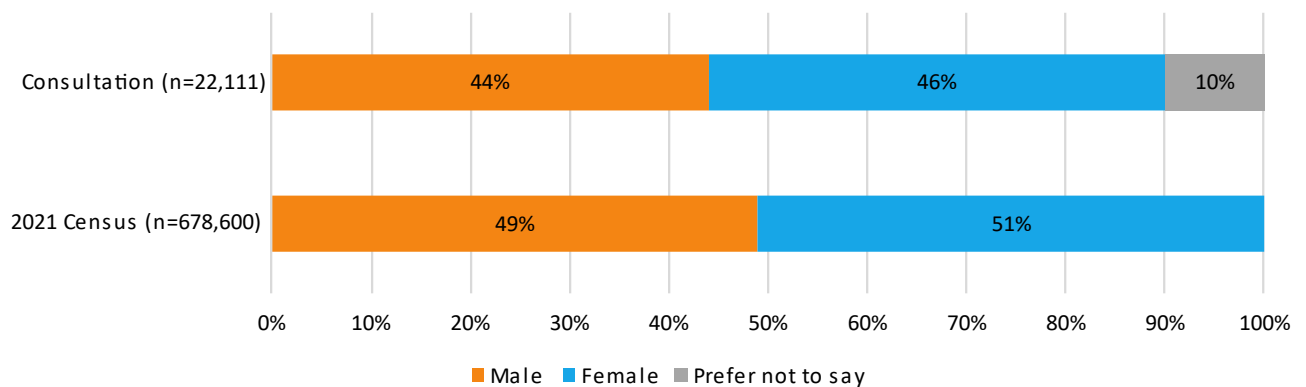
- 4.1.4. There is a younger age profile of respondents in the 2021 Census compared to questionnaire respondents. The 2021 Census also records a higher proportion of older respondents in Cambridgeshire, compared against the respondents to the Making Connections Consultation.
- 4.1.5. **Travel limitations due to illness/condition:** Respondents were asked whether they considered they had any long-term (+12 months) physical or mental health conditions that limit or affect the way they travel. The results in **Figure 4-3** indicate that three-quarters of respondents did not, while 16% did and 9% did not disclose.

**Figure 4-3 - Do you consider yourself to have any long-term physical or mental health conditions or illnesses, lasting or expecting to last 12 months or more, that limits or affects the way you travel? (n=22,130)**



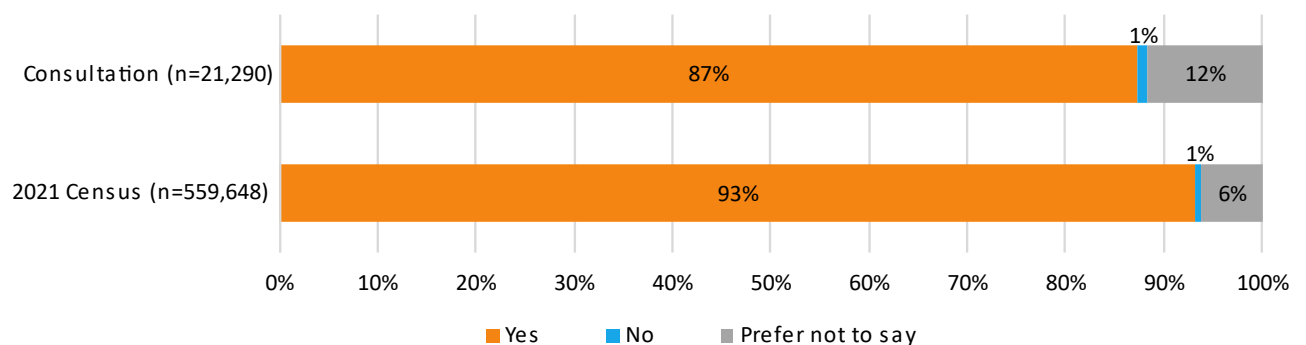
- 4.1.6. **Sex:** **Figure 4-4** shows identification of respondents' gender, which shows there were slightly more female than male respondents, while 10% preferred not to say. In the 2021 Census, the Cambridgeshire population comprised 51% females and 49% males - meaning the slightly greater proportion of female respondents to the consultation is in line with the wider local population.

**Figure 4-4 - What is your sex? (n=22,111)**



- 4.1.7. Respondents were asked whether the gender they identified with at the time of the consultation was the same as the sex they were assigned at birth. In **Figure 4-5** the majority said 'yes' while 1% responded 'no' and 12% of respondents 'preferred not to say'.

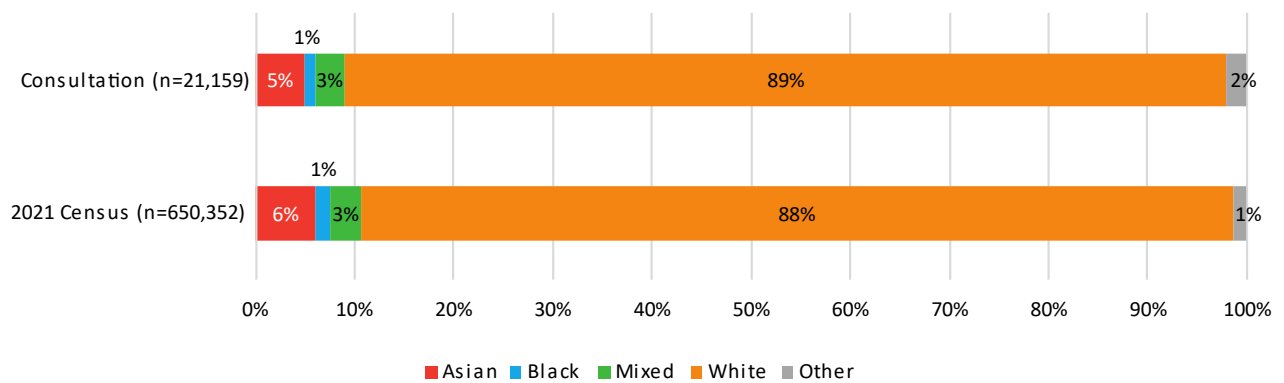
**Figure 4-5 - Is the gender you identify with, the same as your sex you were assigned at birth? (n=21,290)**





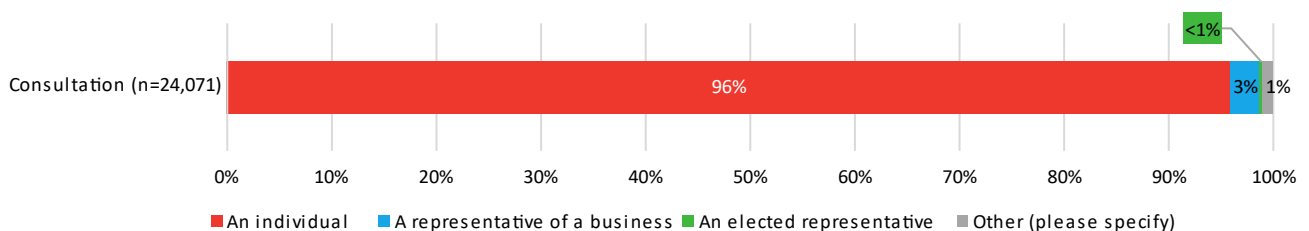
- 4.1.8. **Ethnicity:** Respondents were asked to give details of their ethnicity (**Figure 4-6**). The majority of respondents identified as White (89%) while 5% identified as Asian, 3% Mixed and 1% Black. A further 2% of respondents identified as from an ethnic group other than those listed as options in the questionnaire. The response rate by ethnicity has been compared to the census in Figure 4-6.
- 4.1.9. It should be noted that the ethnicity question is highly aggregated and therefore does not detail ethnic sub-groups, such as White British, Black Caribbean, White Irish, etc.
- 4.1.10. The question also did not include Traveller / Gypsy as an option – acknowledged as an oversight – although the option to select ‘other’ was available to respondents. Additional care has therefore been taken to identify any specific issues raised by this group from the open-ended responses, where such details have been provided. In addition, a number of Traveller / Gypsy sites were visited as part of the consultation exercise and the EqlA pays particular attention to this group.

**Figure 4-6 - What is your ethnic group? (n=21,159)**



- 4.1.11. **Capacity in which respondents submitted the questionnaire:** **Figure 4-7** shows that the vast majority were responding as individuals, while 3% identified as representatives of businesses and fewer than 1% identified as an elected representative.

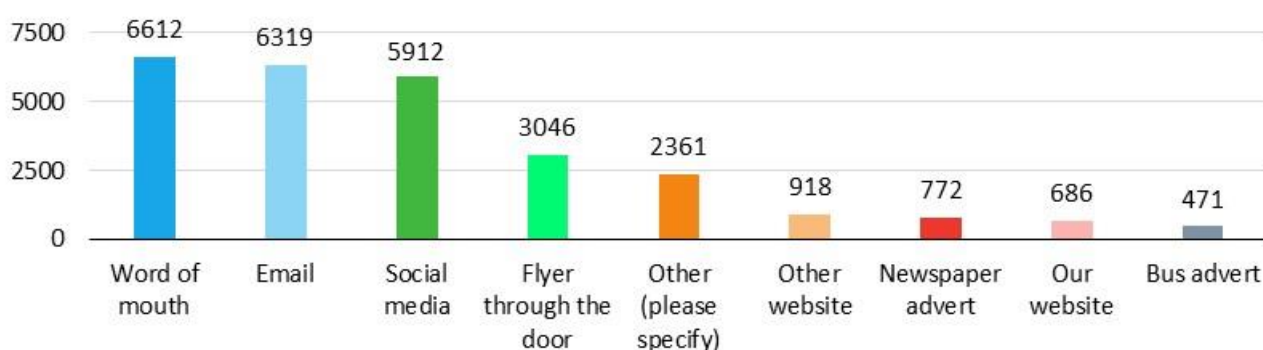
**Figure 4-7 - In what capacity are you responding to the questionnaire? (n=24,071)**



4.1.12. It was not possible to determine how many of the 649 respondents that identified as representing a business were owners, therefore this could potentially have included some respondents that were individuals working for a business and may have selected this option. No further details were collected in terms of business names.

4.1.13. **How respondents heard about the consultation:** Respondents were asked how they had been made aware of the consultation (**Figure 4-8**). Word of mouth was the principal way, followed by email, social media and via a flyer posted through the door. It should be noted that respondents could select more than one option.

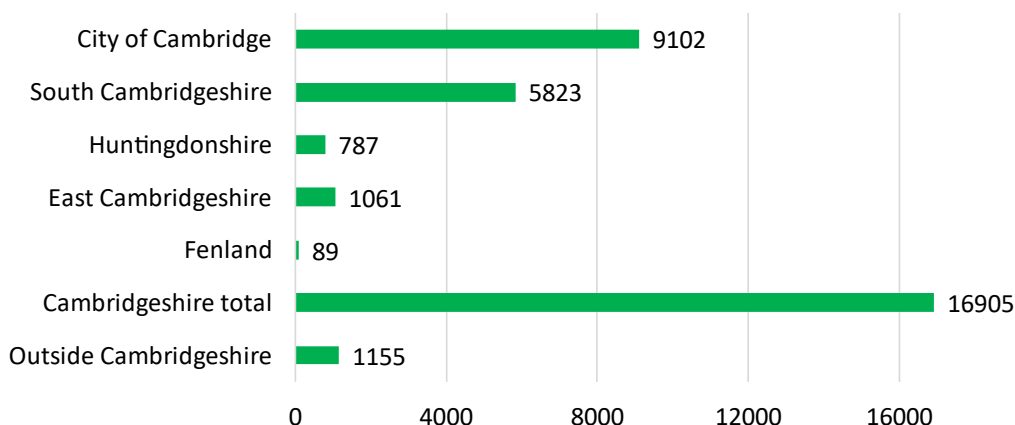
**Figure 4-8 - How did you hear about the consultation? (n=22,330)**



4.1.14. A variety of media channels were used to generate awareness. The importance of digital methods demonstrates the increasing importance of a digital approach to engagement. More conventional forms of media also raised awareness among respondents, such as newspaper advertising and bus adverts (1,243 responses), highlighting the need to take a broad approach to communication. Local members, officers and public commentators (both for and against the proposal) also engaged with the community via radio interviews and phone-in discussions to raise awareness of the consultation.

4.1.15. **Figure 4-9** shows the local authority from which consultation responses were received. This was determined using postcode data, meaning that a total of 18,017 useable (complete) postcodes were provided. The location of about 25% of respondents to the consultation could not be determined. The bar chart indicates that the largest number of respondents came from the City of Cambridge (9,102) while the smallest number came from Fenland (89). A total of 1,155 respondents came from locations outside of Cambridgeshire.

**Figure 4-9 - Local authority of respondents (n=18,017)**



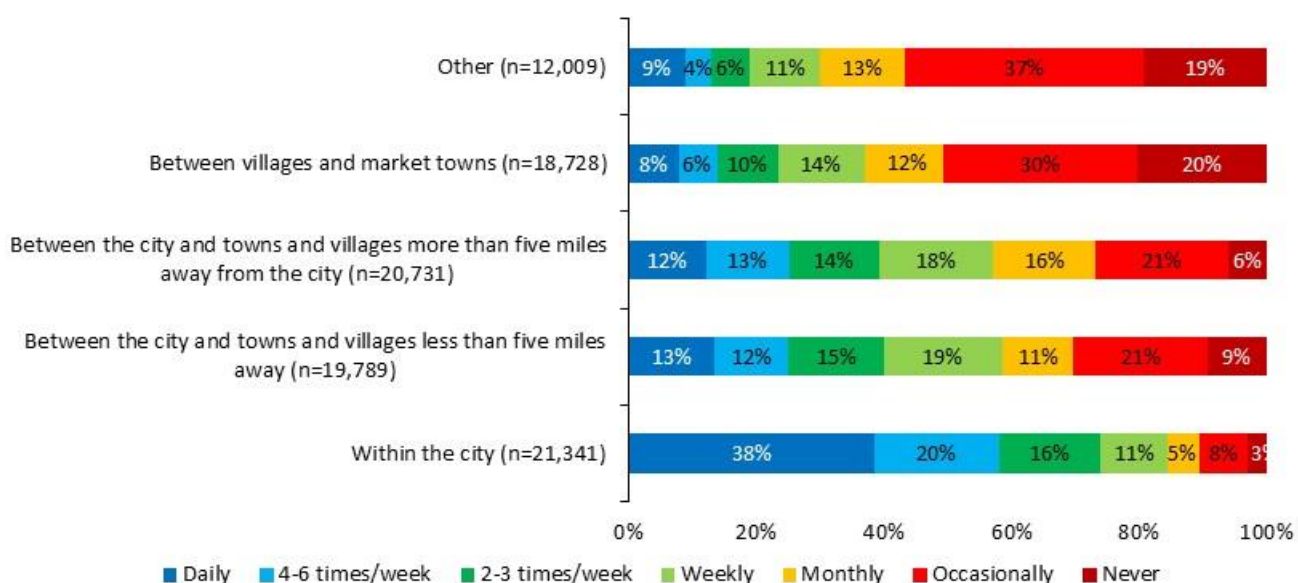
- 4.1.16. Finally, respondents were asked if they would be willing to be re-contacted by GCP by email, regarding their views. Over 11,000 people (56% of respondents) confirmed they would be happy and these individuals will be notified of the publication of this report and GCP's next steps.
- 4.1.17. From the demographic data we can see that respondents to the Making Connections consultation questionnaire were likely to be in the older age brackets, in employment, to live within Greater Cambridge and be broadly similar to the population in sex, gender identity, ethnicity and disability.

## 5 TRAVEL BEHAVIOUR

### 5.1 TRAVEL BEHAVIOUR OF RESPONDENTS

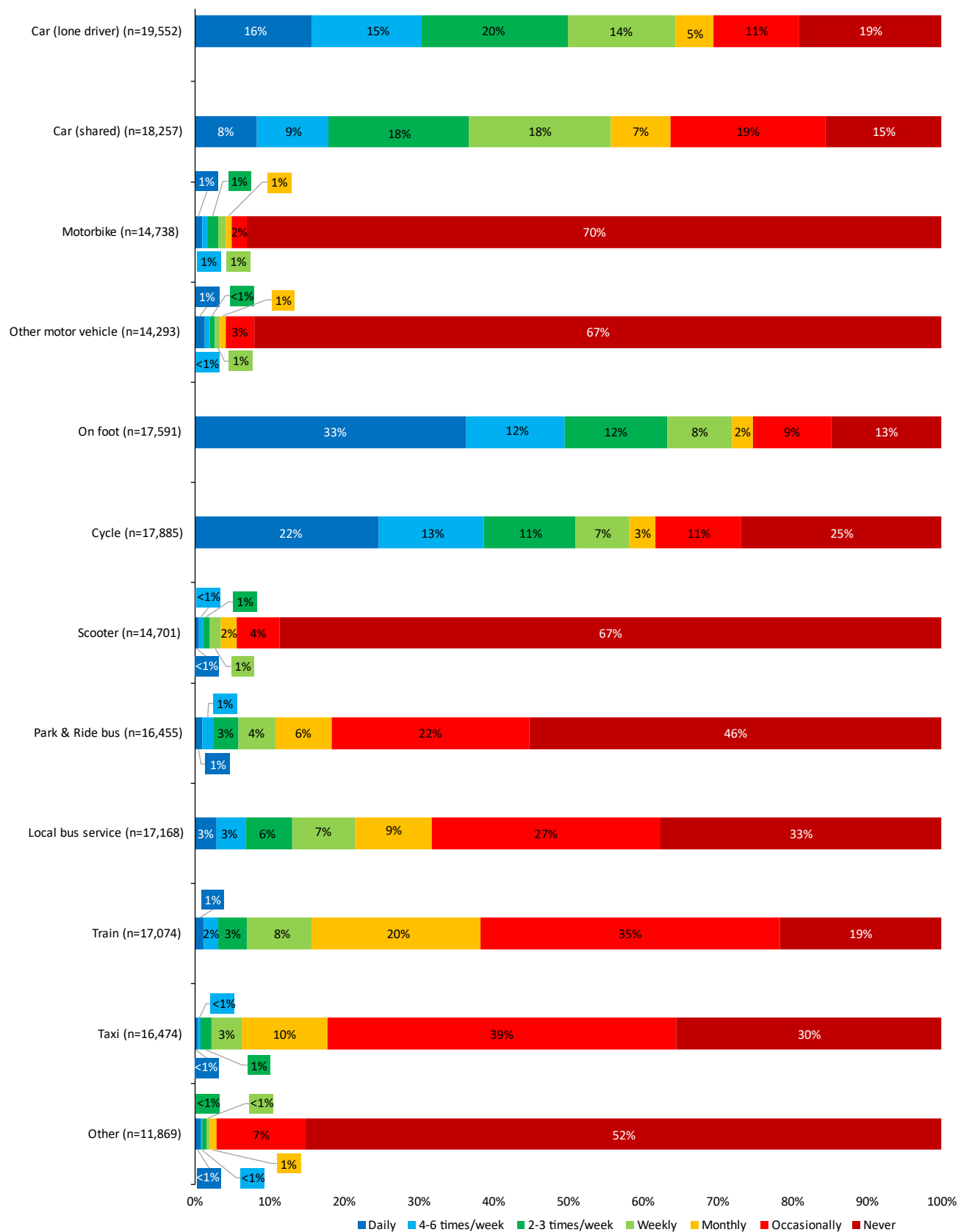
- 5.1.1. Several closed questions were included within the consultation questionnaire to understand where and how often respondents make journeys in the Greater Cambridge area. This information is useful for later cross-tabulations. The results in **Figure 5-1** indicate that the most frequent journeys were made within the city of Cambridge, (38% travelled there daily, while 20% did so 4-6 times a week). 89% of respondents made journeys within the city (21,341), followed by 86% between the city and towns and villages more than five miles away (20,731).
- 5.1.2. 59% made journeys at least weekly between the city and locations less than five miles away, and 57% did so to locations more than five miles away. Those travelling between villages and market towns made these journeys less frequently, with 38% doing so on at least a weekly basis and around a fifth never doing so.

**Figure 5-1 - Where and how often do you currently make journeys in the Greater Cambridge area?**



- 5.1.3. Respondents were asked about the types of transport they used and how frequently they did so in the Cambridge area (**Figure 5-2**). Respondents could answer that they used more than one form of transport.
- 5.1.4. The most common modes of transport, used on a weekly or more basis, were sole car use (65%), walking (65%), shared car use (60%) and cycling (53%). Walking and cycling were the most popular transport modes daily. Meanwhile, local bus use was comparatively lower, with only 3% of respondents using the bus daily and 19% doing so weekly; a third said they never used the bus.

**Figure 5-2 - What forms of transport do you use and how frequently in the Greater Cambridge area?**



## **6 RESPONSES TO PROPOSED BUS IMPROVEMENTS**

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### **6.1 BUS IMPROVEMENT PROPOSALS SUMMARY**

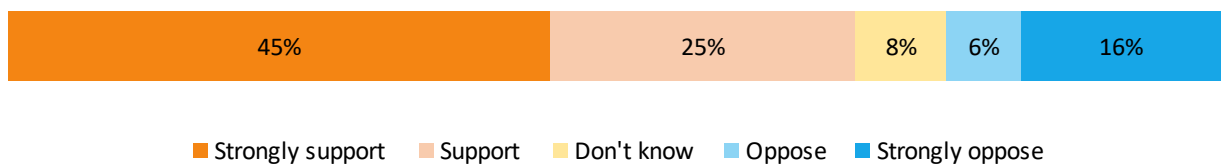
- 6.1.1. It is proposed that a portion of the revenue generated by the Sustainable Travel Zone (STZ) would be used to provide ongoing, sustainable funding to deliver bus service improvements in the area including more routes, longer operating hours, greater frequency of services and lower fares.
- 6.1.2. The improvements also include doubling the hours of service and miles covered in the Greater Cambridge bus network (compared to before the COVID-19 pandemic). Higher-frequency routes would be introduced, with up to eight buses per hour on key routes and up to six buses per hour from larger villages and market towns. Villages and rural areas would also see a substantial increase in services. Faster and more reliable services would be possible due to reductions in traffic from the implementation of the STZ.
- 6.1.3. The proposals include introducing £1 flat fares for single journeys in the Cambridge bus network (the area roughly corresponding with the current Stagecoach Cambridge zone), and £2 fares in the wider area. Fare caps would be introduced, meaning lower daily and weekly charges, and special tickets for families, children and others would also be brought in. Pensioners would continue to be able to travel for free.
- 6.1.4. Other key improvements included in the Making Connections proposals include simplified ticketing (a London-style 'tap on tap off' payment system with fare caps), as well as improved information for passengers, such as next stop announcements and real time information at bus stops. Better personal safety and security has also been considered with plans to enhance lighting at, and wayfinding to, bus stops.
- 6.1.5. The proposals include making greater use of the Park & Ride sites, which lie outside of the proposed STZ, the creation of 'travel hubs' in key locations including railway stations, Cambridge Regional College and Addenbrooke's/Cambridge Biomedical Campus. These hubs could bring together a range of transport options including car clubs, secure bike parking, e-scooter hire, buses and trains to improve interchange between transport modes.
- 6.1.6. A final element of the bus improvement plans is the introduction of Demand-Responsive Transport services (DRT), which are 'bookable' buses that serve communities where conventional bus services are not viable.

### **6.2 OVERALL SUPPORT OR OPPOSITION FOR BUS IMPROVEMENTS**

- 6.2.1. Overall, respondents to the Making Connections consultation questionnaire were in favour of the proposed bus improvements and fare reductions, with 70% stating they were either 'strongly supportive' or 'Supportive' of the proposals (Figure 6-1). A small proportion of respondents stated that they 'Don't know' if they support the proposals (8%), while 22% opposed ('Oppose' or 'Strongly oppose') them.

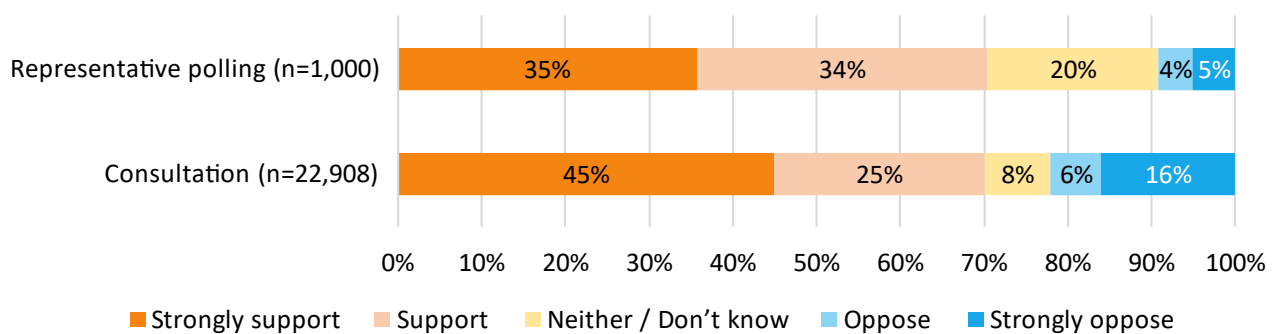
- 6.2.2. Similarly, to responses in the consultation questionnaire, stakeholders were supportive of the bus improvements, with education, healthcare and transport organisations stating that they would improve connectivity around Cambridge and improve air quality.
- 6.2.3. Healthwatch Cambridgeshire and Peterborough stated that sustainable, affordable and accessible public transport would make a tremendous difference in people's lives.
- 6.2.4. The Royal Papworth Hospital acknowledged the benefits of the scheme on public health, stating that having cleaner air and a more active population would lessen the burden on the health system.
- 6.2.5. Cam Vale Bus User Group supports the proposals but suggests bus services (especially for villages) should be significantly improved and established prior to the introduction of the congestion charge [which is part of the proposals].
- 6.2.6. There were some concerns raised around potential improvements needed to the bus services which have been included in Section 6.5.

**Figure 6-1 - To what extent do you support or oppose the proposals for bus improvements and fare reductions? (n=22,908)**



- 6.2.7. Responses to the same question in the demographically representative poll undertaken alongside the consultation showed similar levels of support for the bus improvements, with 69% of the 1000 respondents who undertook the poll selecting either 'Strongly support' or 'Support'.
- 6.2.8. Levels of opposition to the bus improvements were lower in the poll than in the questionnaire, with only 5% strongly opposing and 4% opposing the improvements, versus 16% and 6% respectively in the questionnaire (Figure 6-2).

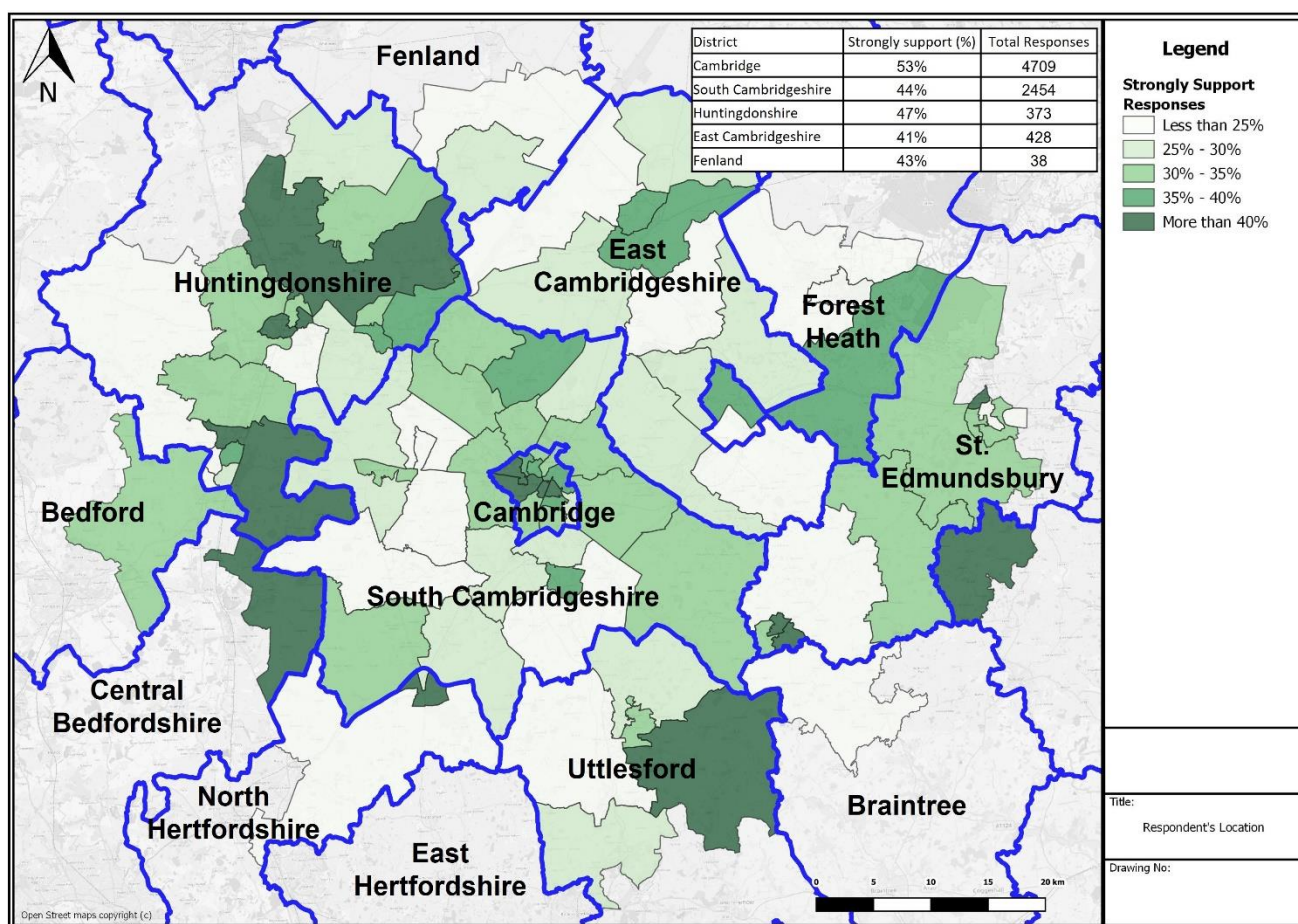
**Figure 6-2 - To what extent do you support or oppose the proposals for bus improvements and fare reductions? (n=22,908)**



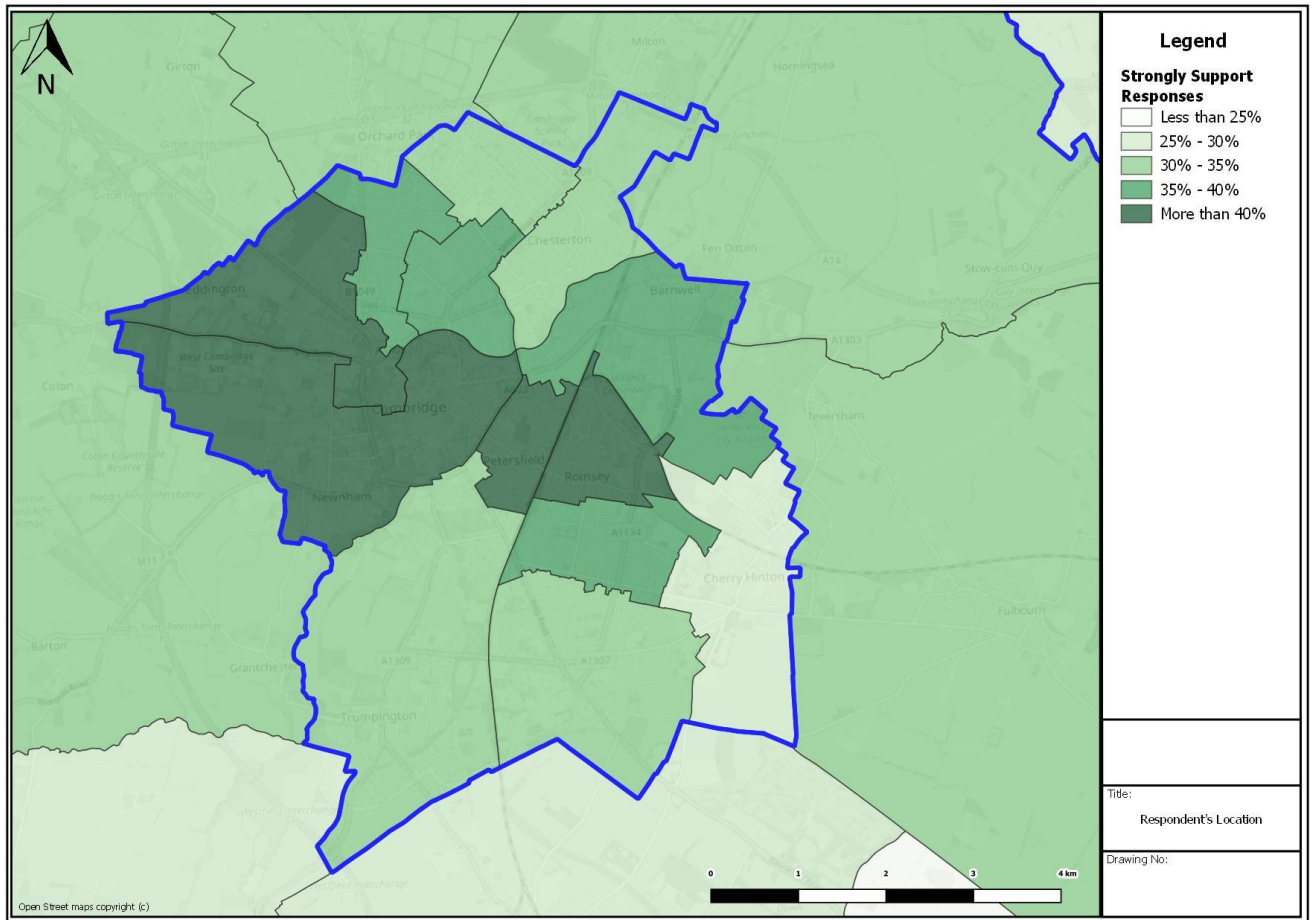


- 6.2.9. Levels of support for the proposed bus improvements in the questionnaire were consistently high across Cambridgeshire by district and MSOA with respondents from all districts 'strongly supporting' and 'supporting' the proposals at a rate of 70% or more. These levels of support in each district are consistent with the overall response to the bus improvements in Figure 6-1. The strongest support was shown within Cambridge where more than 50% of respondents strongly supported the bus improvements.
- 6.2.10. The following maps break down the levels of strong support, support, don't know, oppose and strongly oppose for the bus improvements by district and then apply a colour gradient by MSOA. It is worth noting the volume of response differs considerably by district, with Cambridge and South Cambridgeshire making up most respondents and Fenland making up the smallest proportion of respondents.

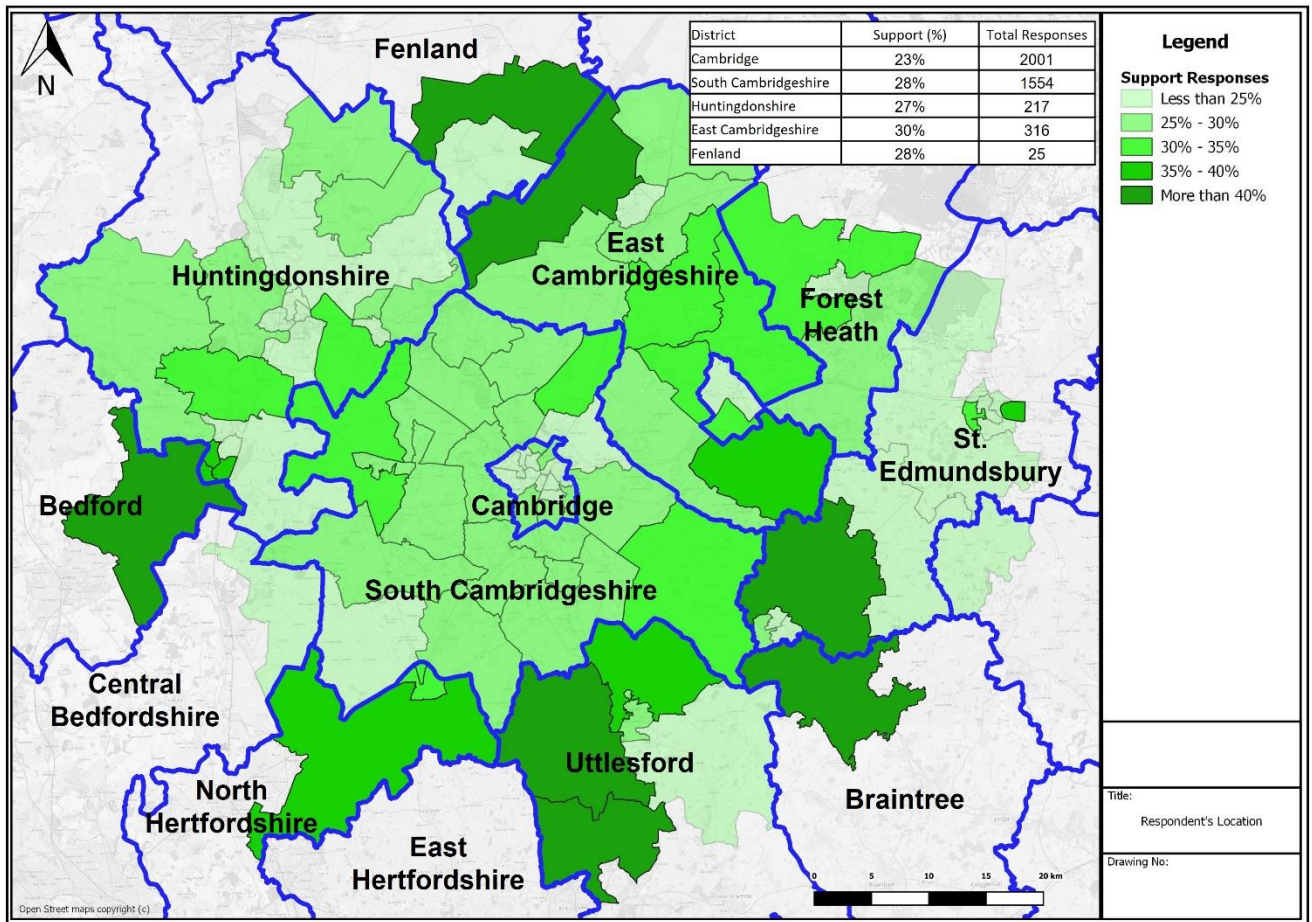
**Figure 6-3 - Map showing strong support for the bus improvements by district with MSOA boundaries**



**Figure 6-4 - Map showing strong support for the bus improvements in City of Cambridge with MSOA boundaries**

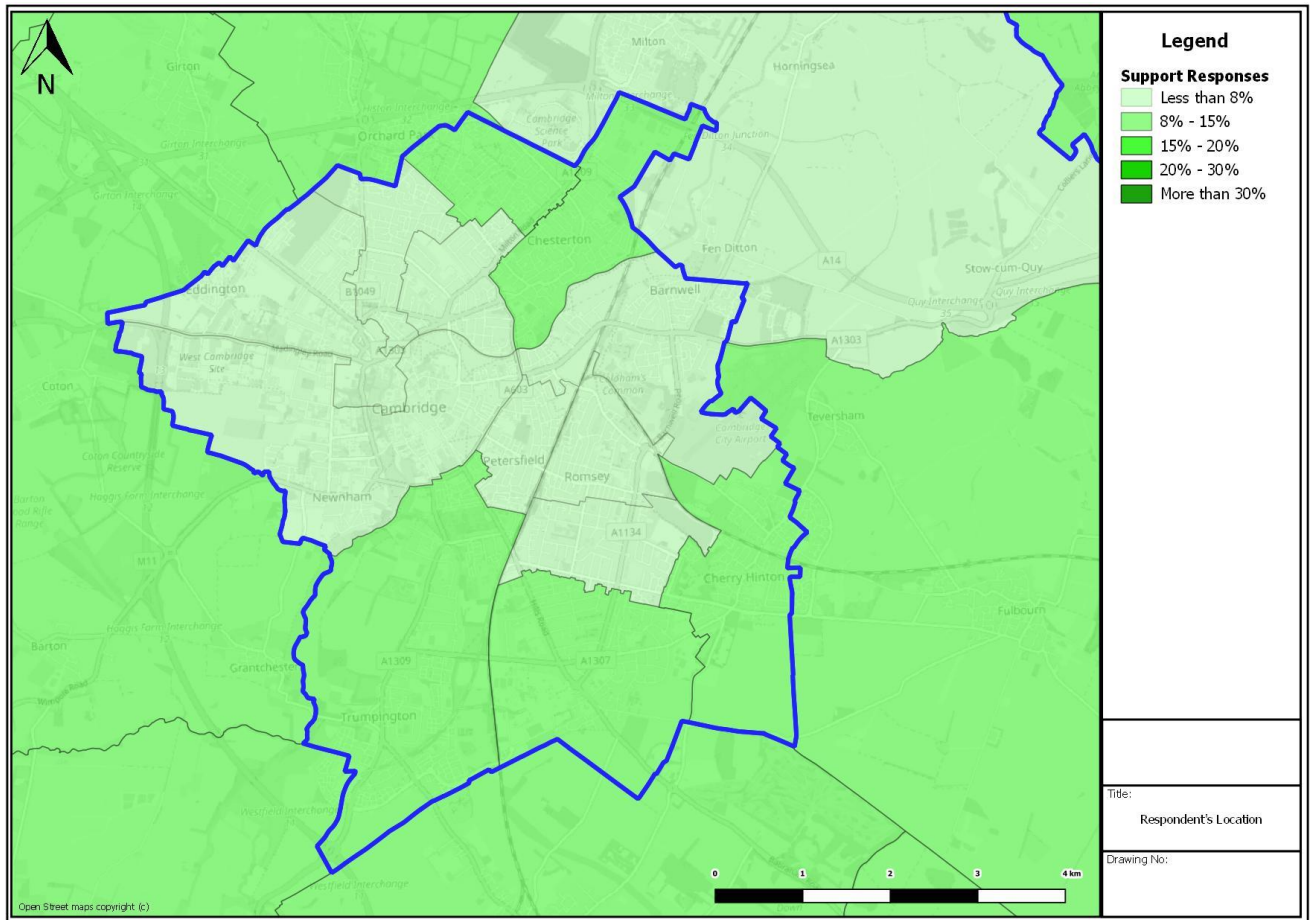


**Figure 6-5 - Map showing support for the bus improvements by district with MSOA boundaries**

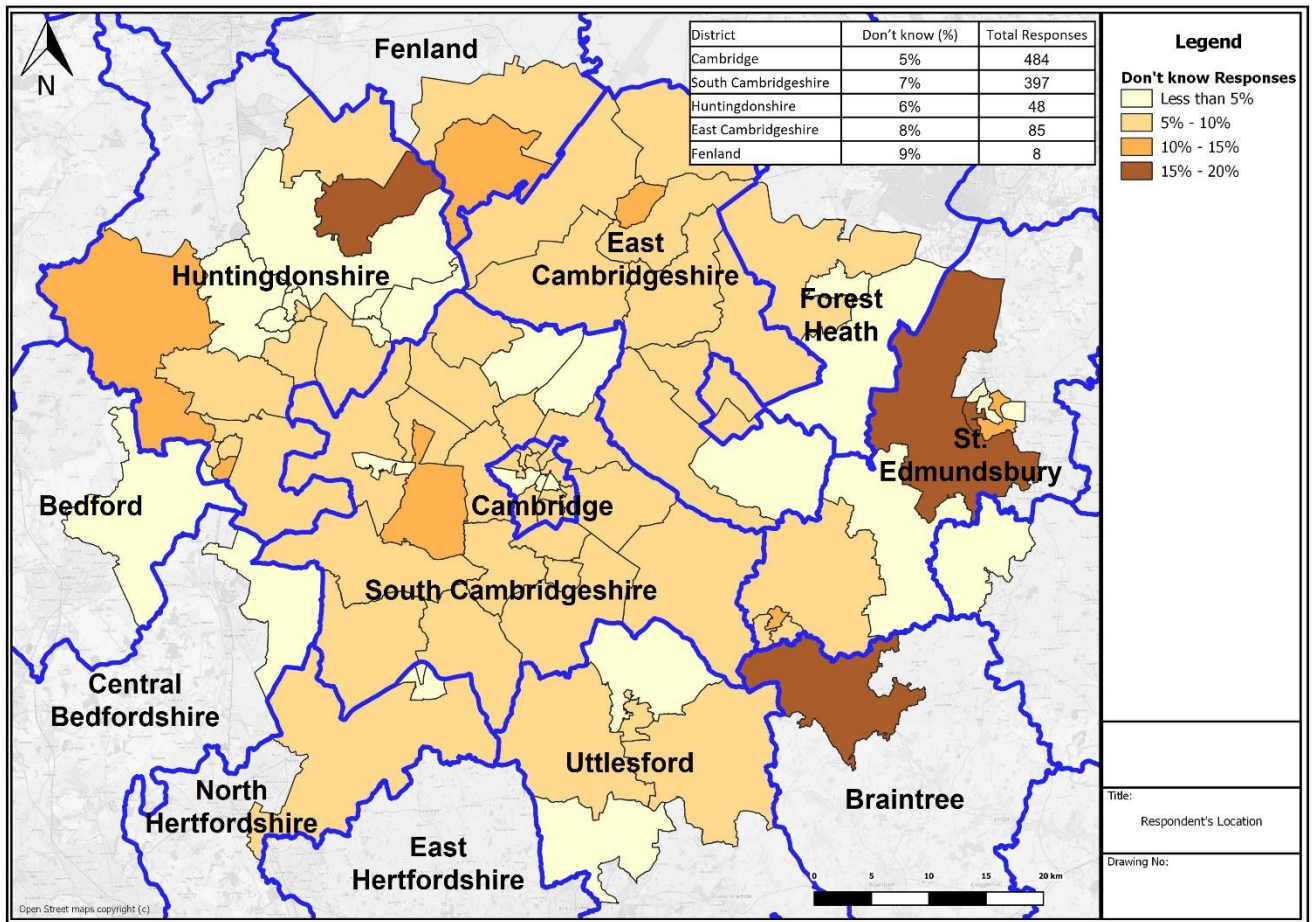




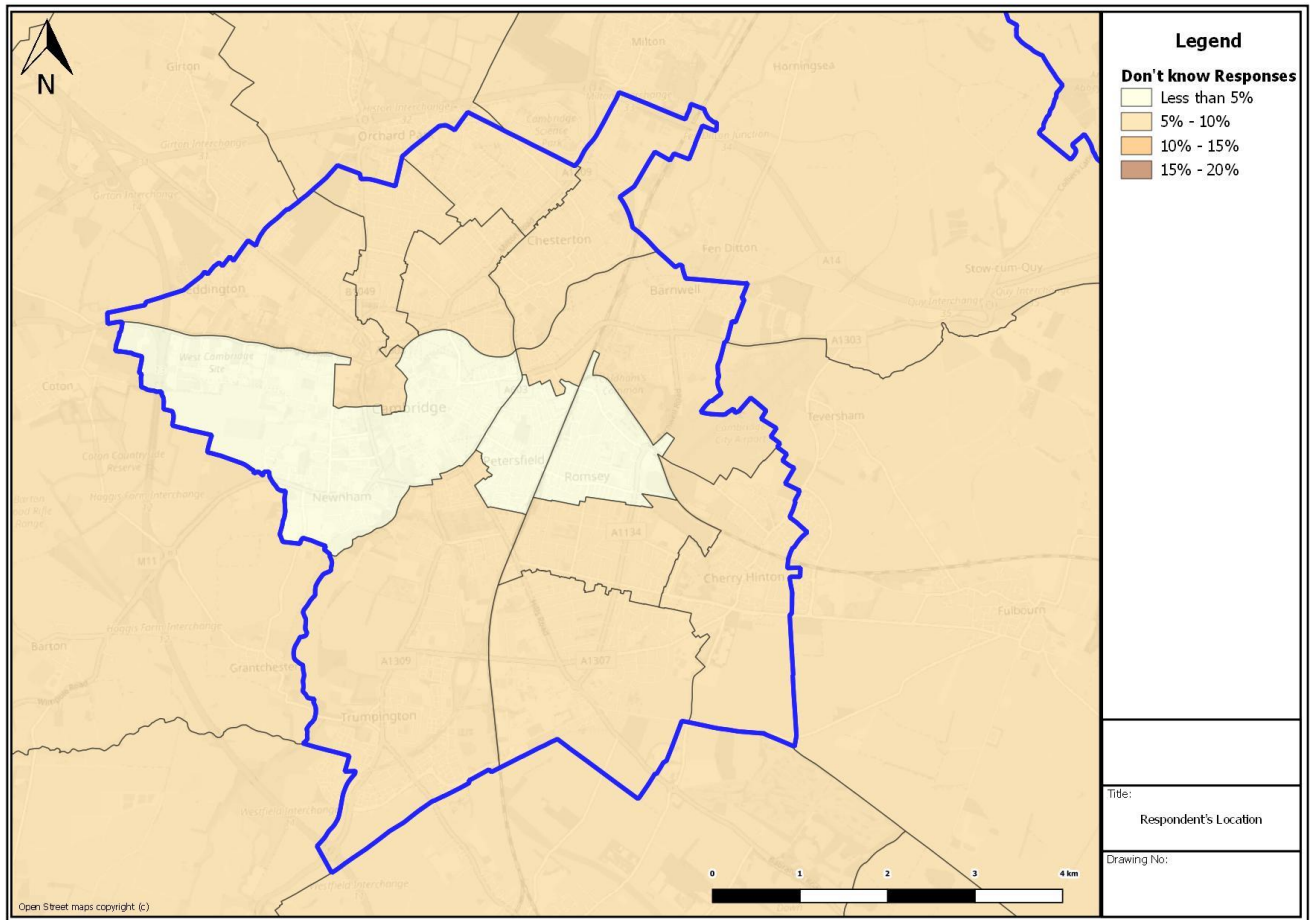
**Figure 6-6 - Map showing support for the bus improvements in City of Cambridge with MSOA boundaries**



**Figure 6-7 - Map showing don't know response for the bus improvements by district with MSOA boundaries**

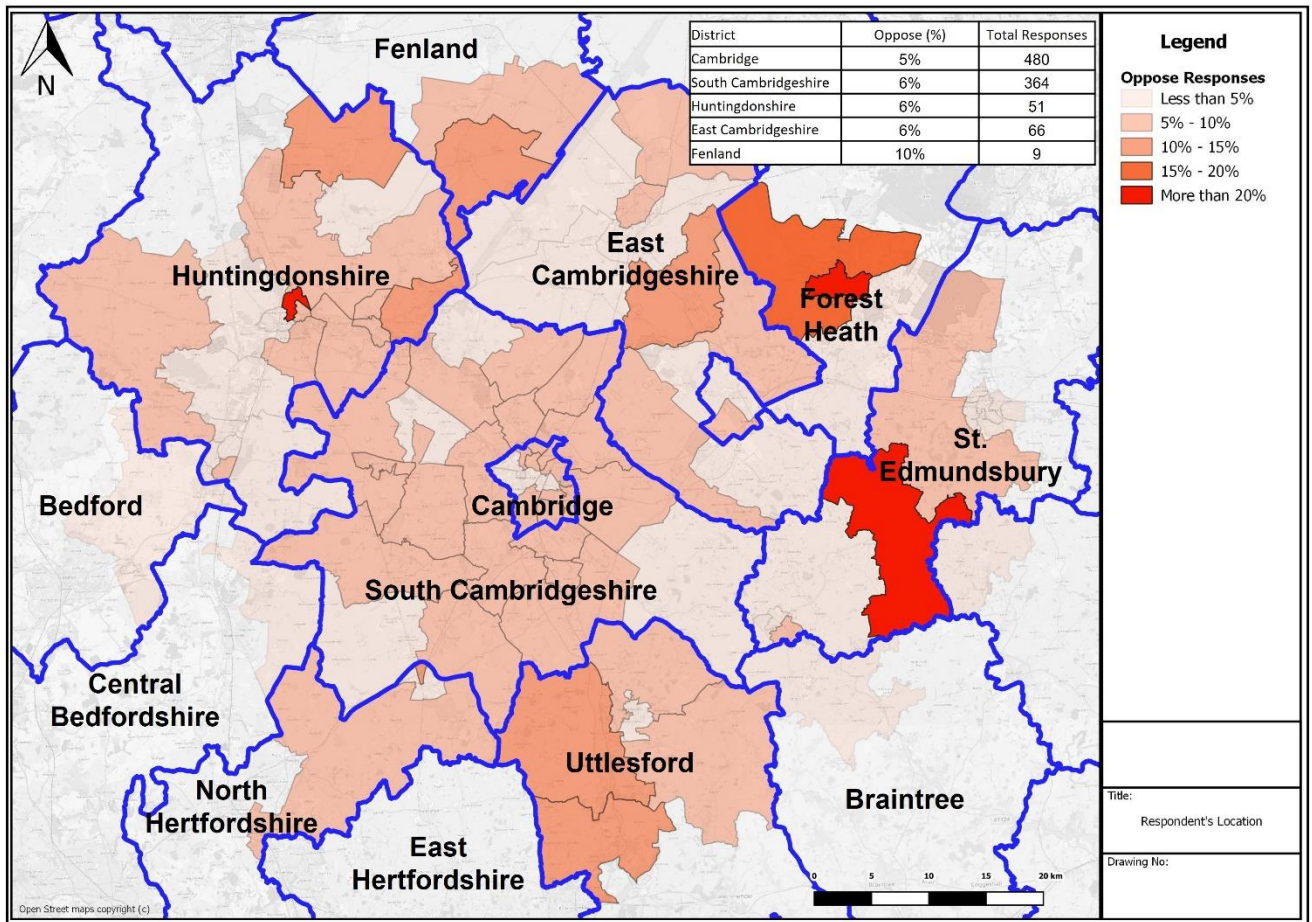


**Figure 6-8 - Map showing 'don't know' response for the bus improvements in City of Cambridge with MSOA boundaries**



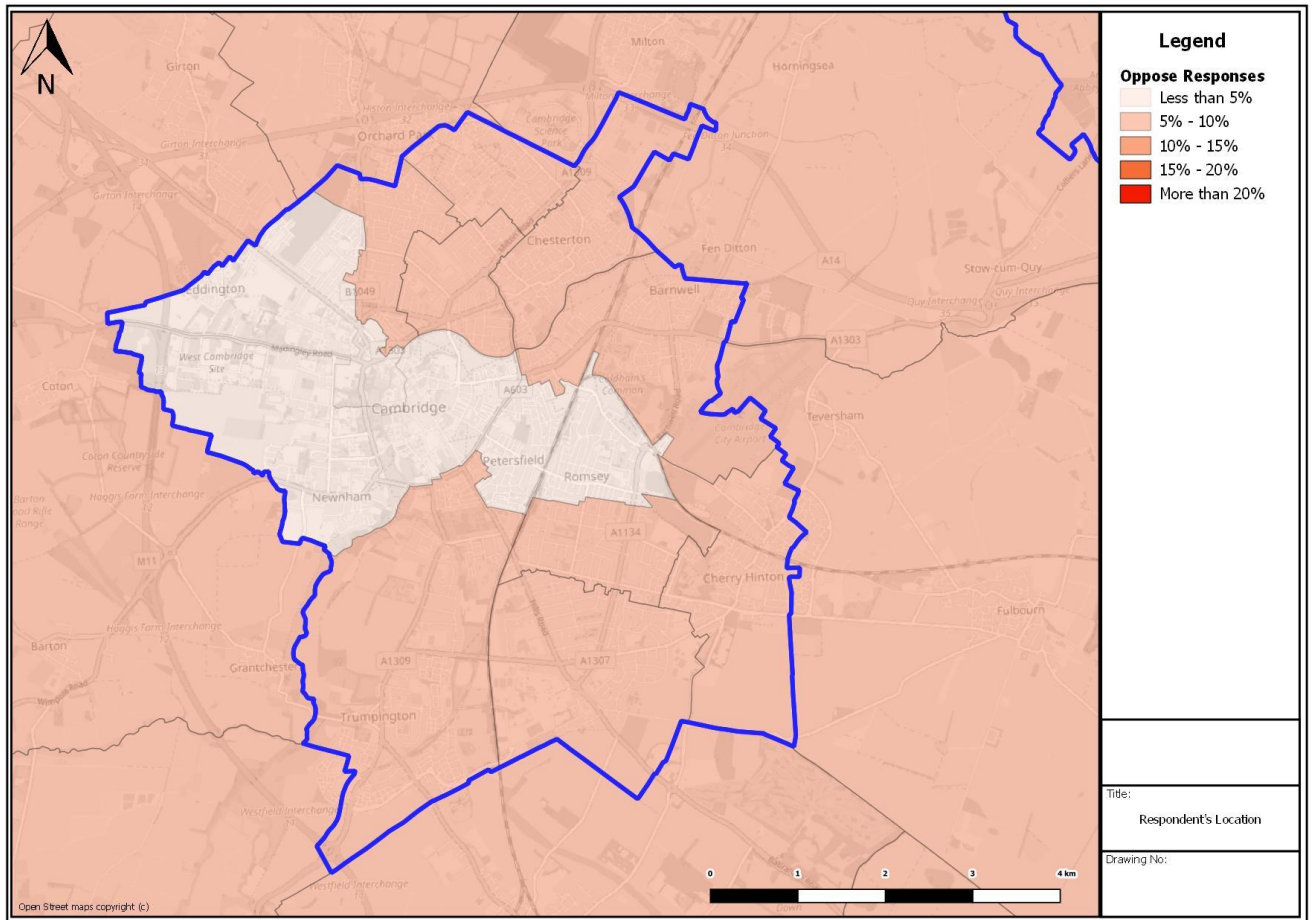


**Figure 6-9 - Map showing opposition for the bus improvements by district with MSOA boundaries**

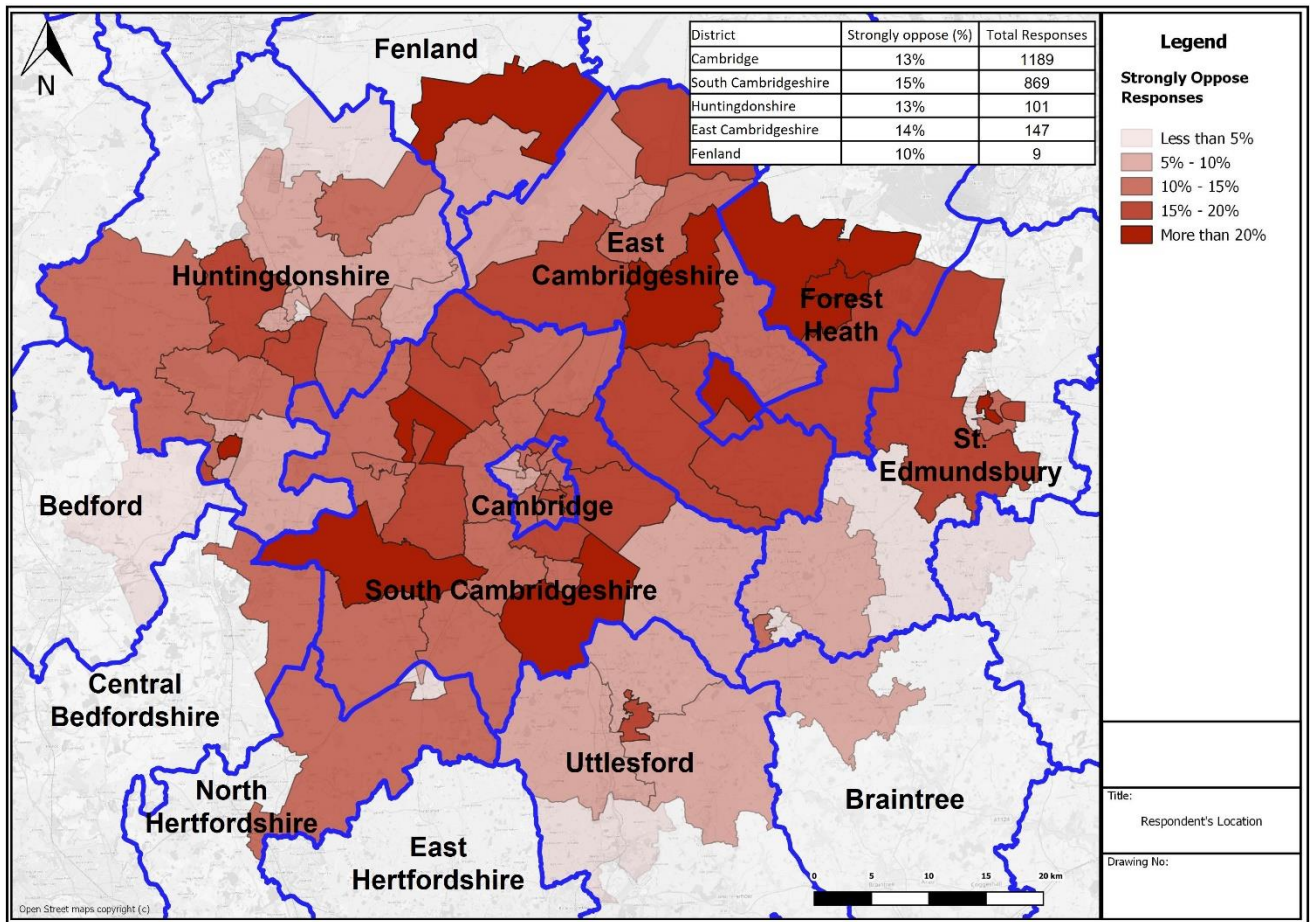




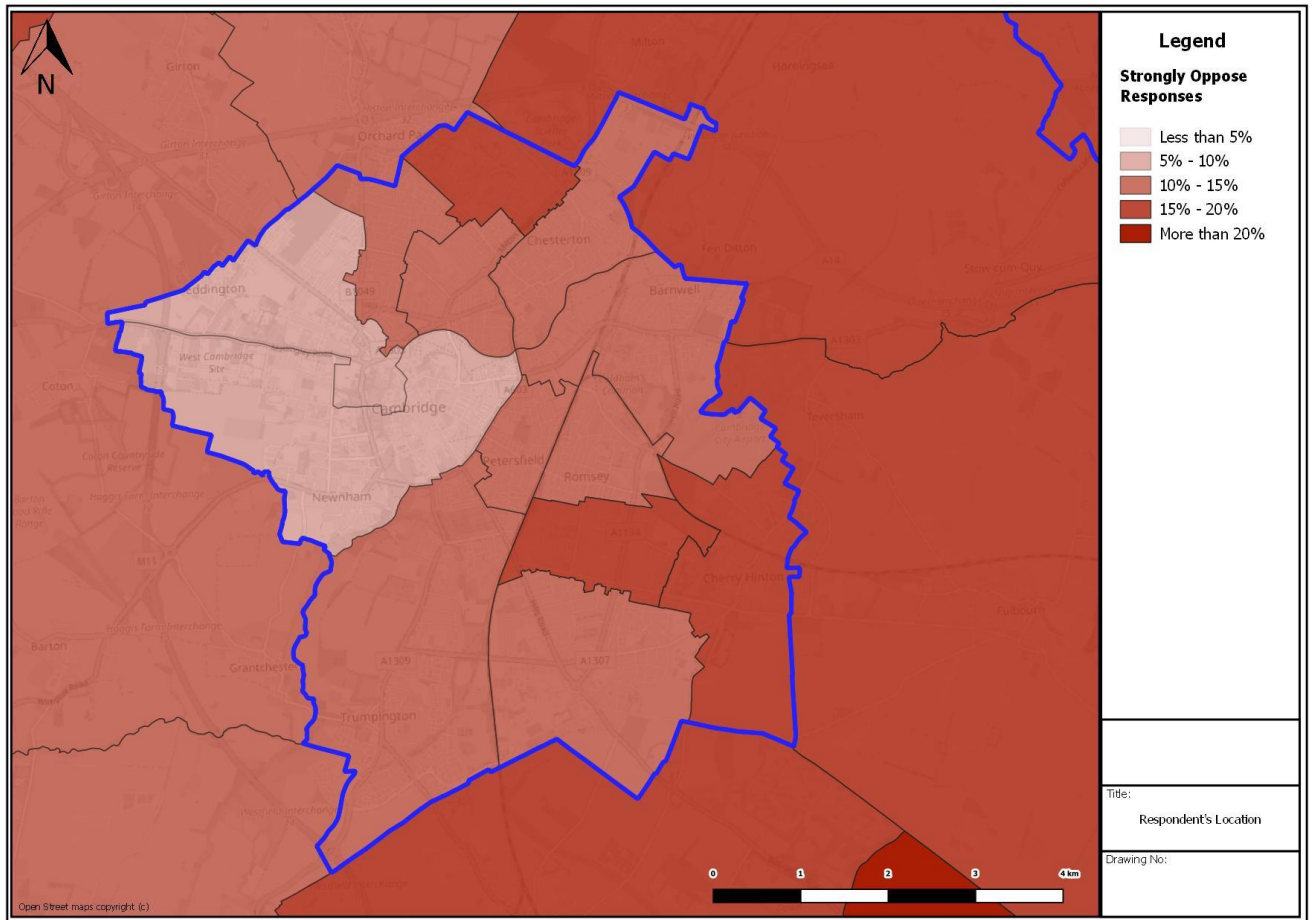
**Figure 6-10 - Map showing opposition for the bus improvements in City of Cambridge with MSOA boundaries**



**Figure 6-11 - Map showing strong opposition for the bus improvements by district with MSOA boundaries**



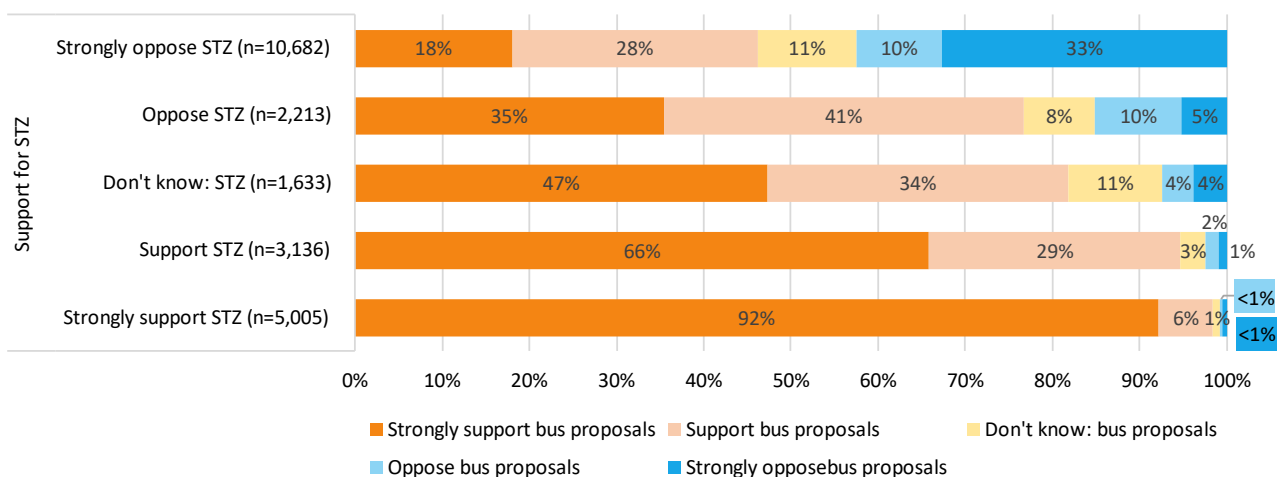
**Figure 6-12 - Map showing strong opposition for the bus improvements in City of Cambridge with MSOA boundaries**



## 6.3 SUPPORT OR OPPOSITION TO STZ VS BUS IMPROVEMENTS

- 6.3.1. When considering the levels of support for the bus improvements it is helpful to consider how the same respondents felt about other elements of the Making Connections proposals, particularly the STZ. There was a clear relationship between those who were supportive of the STZ and bus improvements, at a rate of 98%. High levels of support continued with respondents who were unsure of (81% supportive), and even opposed the STZ (76% supportive). Support for the bus improvements only fell below 50% when looking at respondents who 'Strongly opposed' the STZ (Figure 6-13).

**Figure 6-13 - Breakdown to show relationship between support for bus improvements vs support for STZ**



## 6.4 PHASING OF PROPOSED BUS IMPROVEMENTS

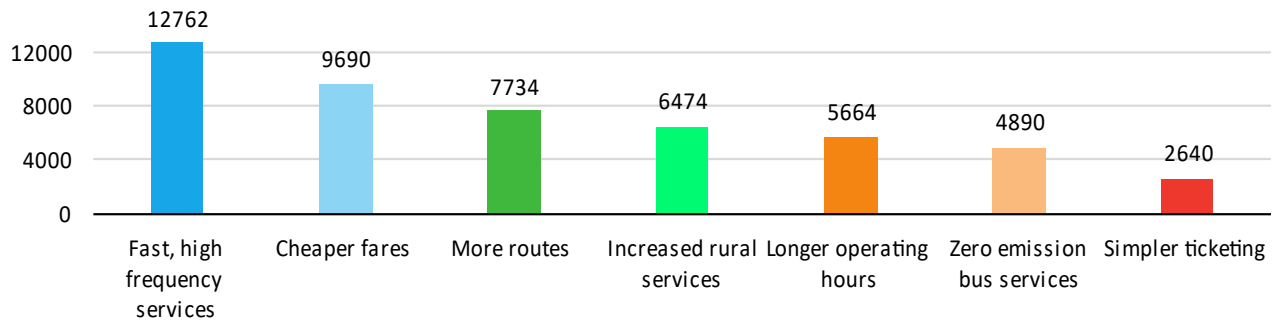
- 6.4.1. Respondents to the questionnaire said that fast, high frequency bus services was the improvement they would like to see implemented first as part of the bus improvement proposals (Figure 6-14).
- 6.4.2. This was followed by cheaper fares, which respondents commented would encourage people to use alternative modes and stop using their cars, with the following comments being made:

*"Bring in cheaper fares earlier to encourage people to transition onto sustainable modes of transport"*

*"My concern is that the timeline for the improvements will be critical to ensure the buy in of all those living within the zone. The lower fares and improved speed and frequency of services will be essential to motivate people to leave their vehicles at home."*

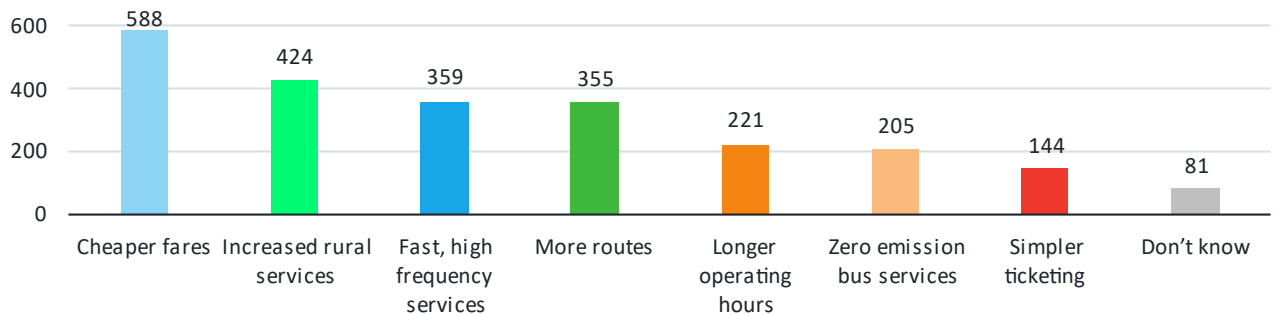
- 6.4.3. The improvement respondents were least concerned about was the introduction of simpler ticketing.

**Figure 6-14 - What bus improvements would you want to see delivered first? (n=19,804)**



6.4.4. Respondents to the demographically representative poll demonstrated different preferences with the most common response being for cheaper fares, followed by increased rural services, while fast, high frequency services was third. In terms of the improvements that respondents were least concerned about, there was similarity between the poll and the consultation questionnaire, with simpler ticketing garnering considerably less support in both data collection methods.

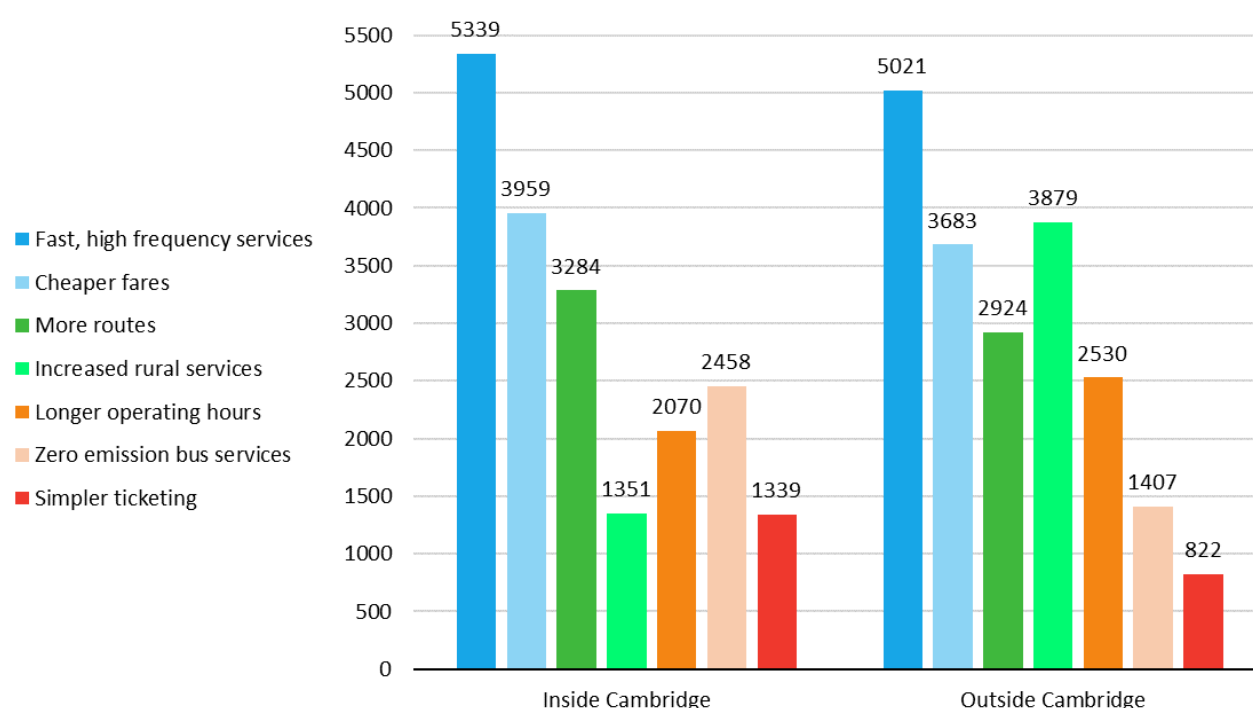
**Figure 6-15 - What bus improvements would you like to see delivered first (demographically representative poll) (n=1000)**





- 6.4.5. When asked to comment on the bus proposals (Figure 6-18), 1140 comments were made that supported the quick implementation of the proposals. Comments were also present supporting or wanting to ensure bus services were frequent (1724) and expressing support for cheaper fares (1524). This is broadly in line with support shown in the closed questions about bus improvements and the improvements respondents would like to see implemented first.
- 6.4.6. When looking at the bus improvements respondents would prefer were delivered first, there was some difference depending on whether respondents were based within Cambridge or outside of Cambridge. As can be seen in
- 6.4.7. Figure 6-16, fast, high frequency services were the most desired improvement overall (5339 in Cambridge, 5021 outside Cambridge).
- 6.4.8. There was considerable difference in those who prioritised increased rural services depending on their location, with those inside Cambridge selecting it 1351 times and those outside Cambridge selecting it 3879 times. Zero emission bus services are also a greater priority for those within Cambridge (4<sup>th</sup> most mentioned) compared to those outside (6<sup>th</sup> most mentioned). In both cases, the provision of simplified ticketing is the least favoured improvement to be delivered first.

**Figure 6-16 - What bus improvements would you want to see delivered first (respondents inside Cambridge versus those outside the city)**



## **6.5 IMPROVEMENTS TO INCREASE THE USE OF BUS SERVICES**

- 6.5.1. The most common theme when respondents were asked what other improvements they would like to see to bus services in order make more of their journeys this way was to ensure that services were reliable and on time (3061), which respondents noted was currently an issue in open text responses as follows.

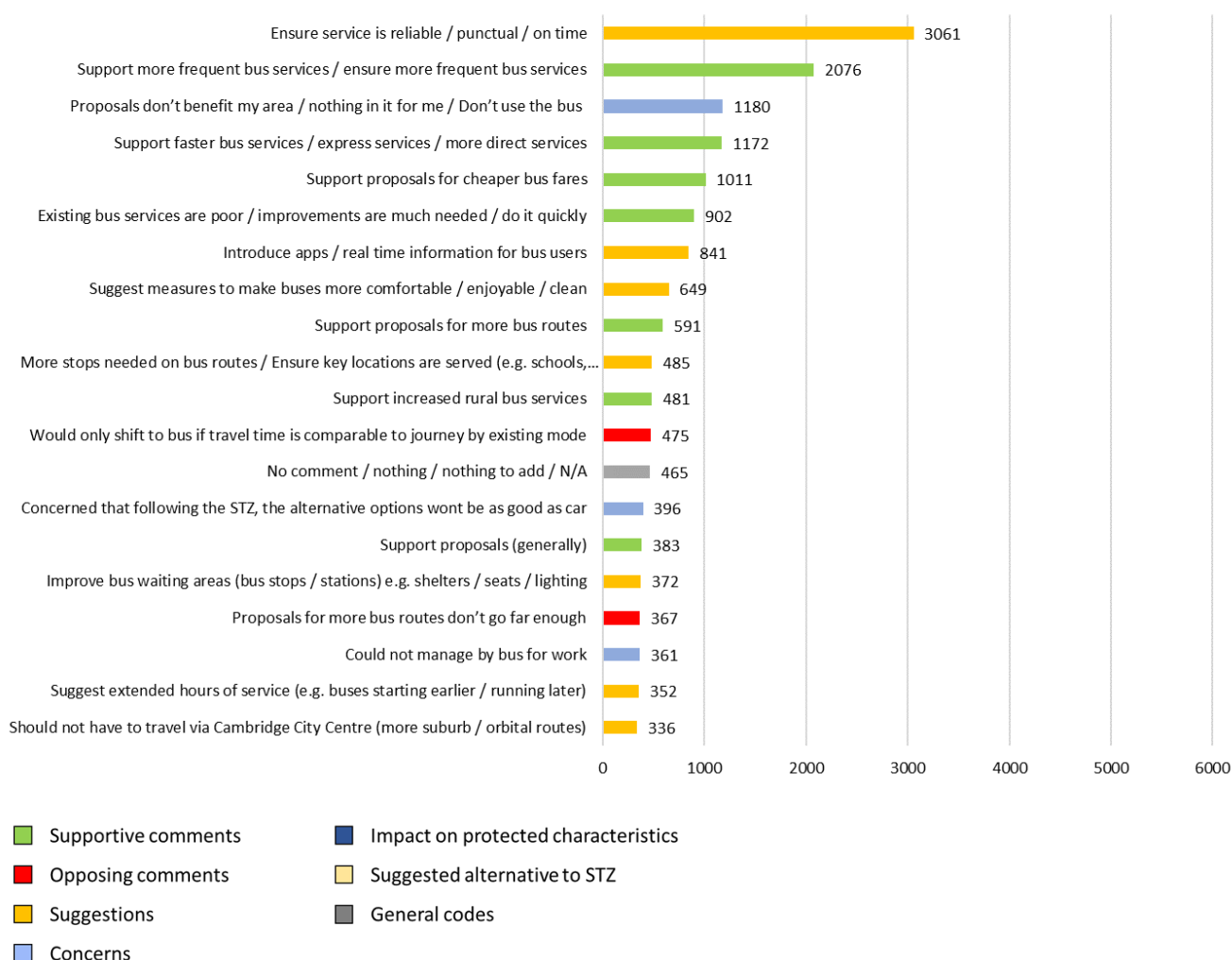
*"Reliability - no point in having a packed timetable if buses don't turn up. A big problem with Stagecoach is that buses simply don't turn up without any kind of warning."*

*"Reliability is the most important thing for me. I would need to know that it would be there on time and also need to know what time it will arriving at my destination."*

- 6.5.2. The second most popular theme was support for more frequent bus services (2076) and more direct services (1172). Another frequently made comment was that respondents felt that the proposed improvements wouldn't benefit them because of where they live or that they don't use the bus (1180). This was the only frequently occurring negative / concern theme in the responses to this question. Of the top ten most commonly occurring themes in the responses, five were positive in sentiment, four were neutral and one expressed concern regarding the proposed improvements. This breakdown can be seen in more detail in Figure 6-17.
- 6.5.3. In their responses, stakeholders addressed a number of areas for improvements to bus services.
- 6.5.4. Cambridge Students' Union commented that "the biggest barrier for bus use for students is the infrequency and irregularity of the current bus service". The Union were particularly supportive of the proposals for cheaper, greener and more frequent buses, noting that these measures must be introduced before the STZ is implemented.
- 6.5.5. Cambs Youth Panel described the current public transport network as "unreliable... generally not cheap and buses (specifically) are not frequent enough."
- 6.5.6. Bus Users UK suggested that a more flexible approach is needed, such as multimodal ticketing, travel hubs and fully accessible buses and stops.
- 6.5.7. The Bursar's Sub-committee for Planning mentioning that many workers, particularly female shift-workers, have expressed personal safety concerns when using public transport late at night. A complete summary of comments regarding improvements to bus services can be found in Section 6.10.



**Figure 6-17 - Most frequently occurring suggestions for improvements to bus services (n=13,188)**



## 6.6 OTHER THEMES RAISED ON BUS IMPROVEMENTS

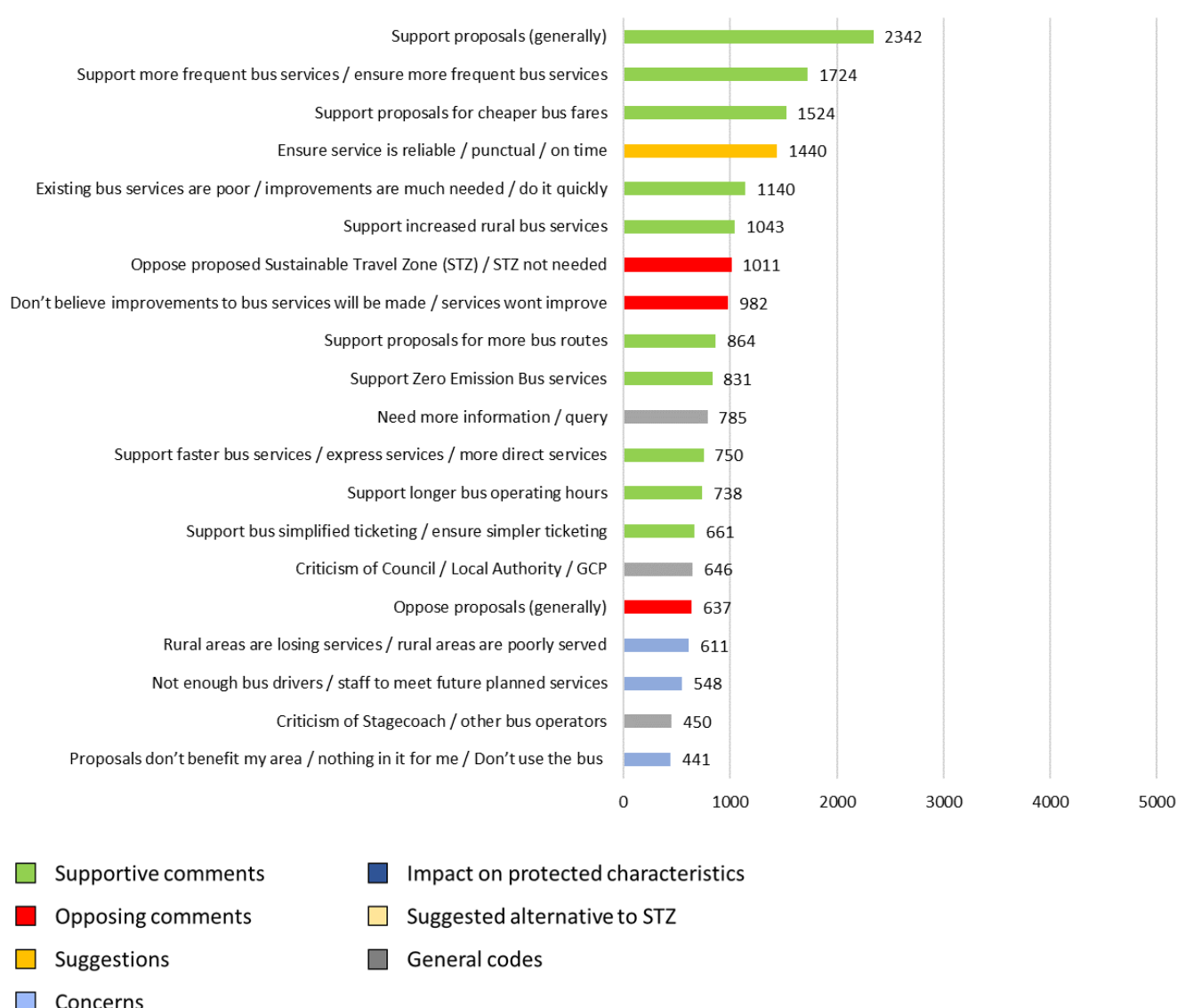
6.6.1. When given the option to comment more generally on the proposed bus improvements, the most common comment was to express support for the proposals generally (2342). This was closely followed by comments supporting or wanting to ensure bus services were frequent (1724), with examples of how this would ideally look to different respondents demonstrated by the following comments:

*"We need buses every 10-15 minutes covering villages."*

*"More reliable buses. More buses that meet the needs of families instead of commuters. For example, frequency the same throughout the day, not just more buses at the start and end of the day."*

- 6.6.2. Support for cheaper fares (1524) was also commonly mentioned. This is broadly in line with support shown in the closed questions about bus improvements and the improvements respondents would like to see implemented first.
- 6.6.3. Negative comments received when asked about the bus improvements were primarily about the STZ, with a total of 1011 comments made that expressed opposition to zone in its proposed form. The next most frequent comment was to state that the proposals wouldn't improve the bus services (982). The below chart shows the most commonly occurring themes that were expressed by respondents regarding the bus improvements and how often they were raised.

**Figure 6-18 - Common themes from comments on bus improvements (n=13,559)**



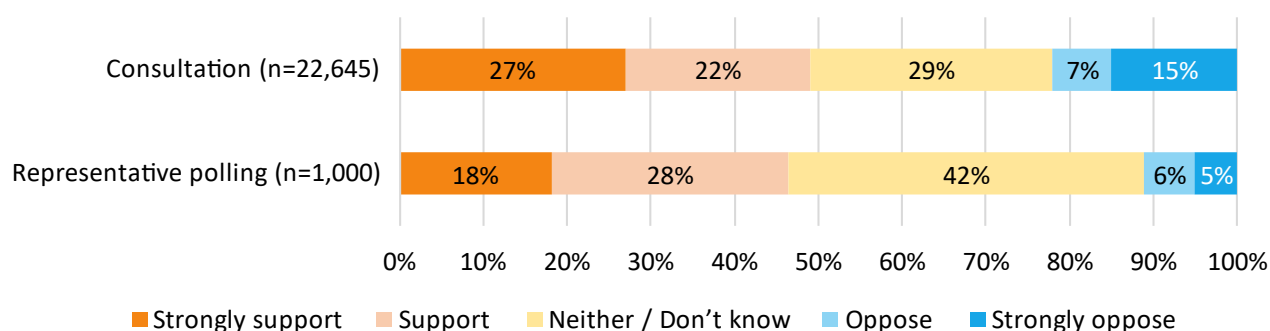
## 6.7 LOCATION CODES RELATING TO BUS SERVICES

- 6.7.1. While there were no open-ended questions which asked respondents about where bus services should be improved / introduced or where might be ideal locations for travel hubs (as shown in the bus network plan), there were comments received which related to these. These have been summarised in the bar charts in **Appendix E** and provide us with a summary of the locations suggested for travel hubs and locations to be served by the bus network.

## 6.8 FRANCHISING THE BUS SERVICES

- 6.8.1. Nearly half (49%) of respondents supported franchising bus services with 27% selecting 'Strongly support' and a further 22% selecting 'Support' for franchising. This compares to 22% who were opposed (of which 15% strongly opposed). 29% did not know, perhaps due to ambiguity over what franchising entails. In the representative poll the percentage of respondents who said they didn't know was much higher at 42% (Figure 6-19).
- 6.8.2. Comments in stakeholder responses to the proposals were generally supportive. Cambridge Biomedical Campus and the Cambridge University Hospitals NHS Foundation Trust considered that an essential element to the future delivery of bus services would be a 'franchised' model, which would offer a strategic approach to the planning of bus services which the current model does not fulfil.
- 6.8.3. Cambridgeshire Sustainable Travel Alliance, CTC Cambridge and the Transport Action Group agreed that bus improvements should be delivered through bus franchising which would maximise the benefits of such changes and therefore should be in place prior to the full implementation of the STZ charge.
- 6.8.4. However, in their response Stapleford Parish Council opposed the idea of franchising the bus services, citing lack of confidence in delivery (no cost-effective way to do so) as well as noting that the ongoing risks would likely be substantial. A summary of all stakeholder comments regarding bus improvements can be found in Section 6.10.

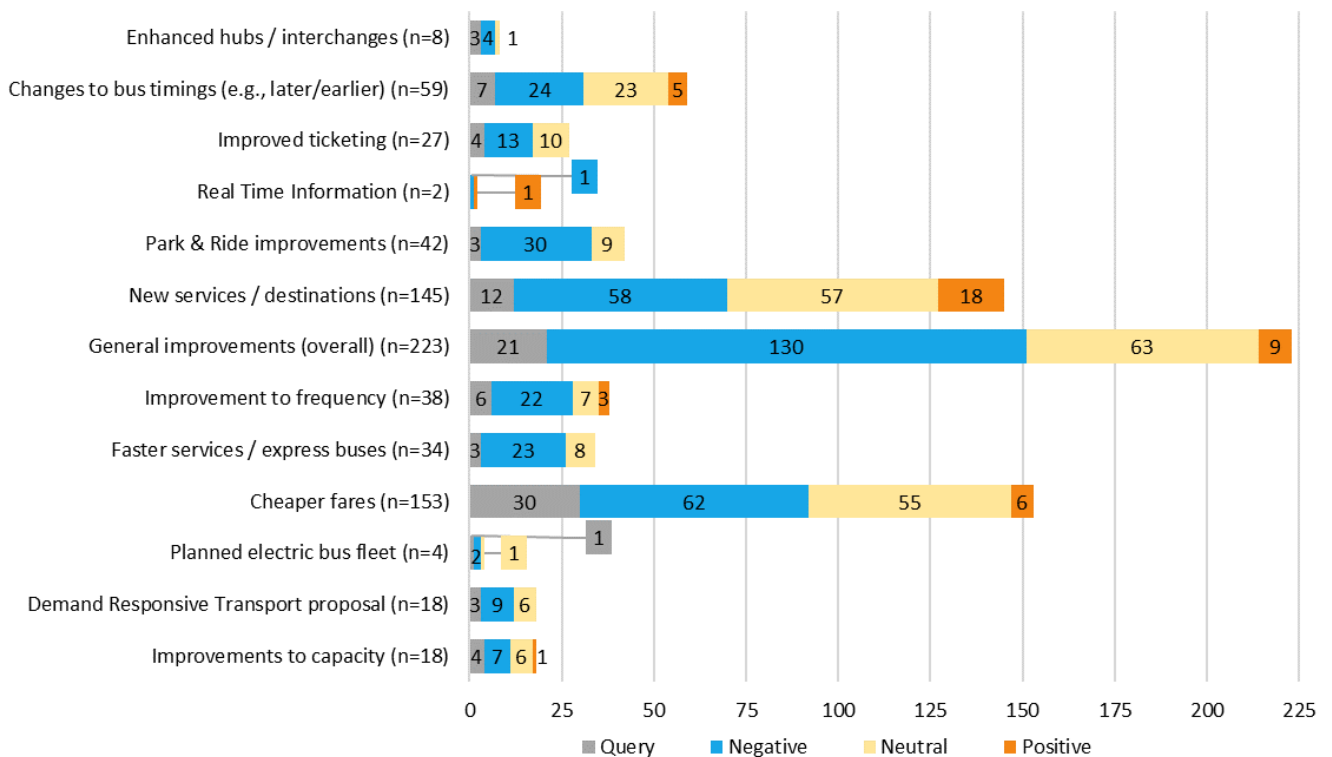
**Figure 6-19 - Support for bus franchising – consultation responses vs demographically representative poll**



## 6.9 SUMMARY OF SOCIAL MEDIA COMMENTS ON BUS IMPROVEMENTS

6.9.1. Of the 2,173 social media comments received, 771 sentiment classifications were made that pertained to the bus improvement proposals (**Figure 6-20**). Of this 771, 385 were classified as negative, just under 50% of the total. The next most common classification was neutral, with 246. Classifications for comments that were supportive, or a query were a lot lower, with only 43 and 97 respectively. The majority of the comments on social media pertaining to the bus improvements were on the posts GCP made about the proposed improvements generally (212) about the bus improvements This was closely followed by posts about cheaper fares (136) and new bus services and destinations (132).

**Figure 6-20 - Sentiment of responses to posts on social media regarding bus improvements**



## 6.10 SUMMARY OF COMMENTS ON BUS IMPROVEMENTS FROM ORGANISATIONS/ STAKEHOLDER MEETINGS

### SUPPORT FOR THE BUS IMPROVEMENTS

- 6.10.1. A number of organisations made comments in support of the bus improvements in written submissions to GCP.
- 6.10.2. **Healthwatch Cambridgeshire and Peterborough** stated that sustainable, affordable and accessible public transport would make a tremendous difference in people's lives.
- 6.10.3. The **Royal Papworth Hospital** acknowledged the benefits of the scheme on public health, stating that having cleaner air and a more active population would lessen the burden on the health system.
- 6.10.4. **Cam Vale Bus User Group** supports the proposals but suggests bus services (especially for villages) should be significantly improved and established prior to the introduction of the congestion charge.
- 6.10.5. **Cambridgeshire Sustainable Travel Alliance, CTC Cambridge** and the **Transport Action Group** were very much in favour of public transport and active travel improvements. It was suggested that the proposals would enable the city to deliver carbon reductions alongside encouraging people to switch modes.
- 6.10.6. The **University of Cambridge** commended the GCP for their overriding ambitions to "*provide a connected, inclusive and affordable transport system*". The University submitted a detailed response to the GCP Making Connections proposal, expressing support for the overarching aims to tackle the climate crisis and social inequality. They noted that the University itself has science-based targets to tackle the climate and biodiversity crisis; and is already delivering a range of measures to achieve this ambition, including in areas such as transport, energy transition, and biodiversity. The organisation emphasised the need for an effective and sustainable transport system in Cambridge and alluded to their previous Making Connections consultation response (submitted in December 2021) which highlighted a number of key principles and areas for further development. The University expressed that they support the Making Connections proposal in principle, "*but with qualifications we have previously raised*". Ultimately, the University welcomed the GCP's proposed package of measures, citing that the scheme will "ensure that Cambridge remains a growing, evolving and sustainable centre of excellence".
- 6.10.7. The following comments were made during meetings with stakeholders about the proposals:
- 6.10.8. **Centre for Cities** expressed support for bus investment projects and the use of road user charging to fund the improvements. They recognised a need for better buses and more bus investment, noting that such improvements should be funded by charging road users.
- 6.10.9. **Anglia Ruskin University** were supportive of the bus improvements, despite expressing some concern that the proposals to reduce car use don't go far enough.

- 6.10.10. There was general agreement among these groups that existing bus services need improvement. **Cambs Youth Panel** noted that buses currently take too long, and bus cancellations are a huge problem. The Panel were keen to see the Making Connections project deliver improved multimodal interlinking between the various types of travel mode.
- 6.10.11. **Greater Cambridge Citizens' Assembly** identified the proposed bus measures as having the potential to greatly encourage participants to shift modes, with particular support for increased service reliability and extended operating hours. Further improvements sought, included additional on-bus luggage space and / or space to store bicycles.
- 6.10.12. During the **University of Cambridge Staff Town Hall**, it was suggested that buses should be designed around women and minorities.

### **QUERIES/ CONCERNS ABOUT THE BUS IMPROVEMENTS**

- 6.10.13. The following comments were made regarding the bus improvements in written responses from stakeholders.
- 6.10.14. **Cambridge Masonic Hall** welcomed zero emission buses, though concerns raised that the proposed increase in the number of buses in the city conflicts with the ambitions to increase active travel.
- 6.10.15. **Girton College** suggested that discounted bus travel should be available for students and young people. They also added a request for Girton College to be included within the £1 single bus fare zone.
- 6.10.16. **Wolfson College** were sceptical of the proposed bus improvements, noting they are "*unconvinced that the offer will be sufficient*".
- 6.10.17. **Cambridge Students' Union** commented that "*the biggest barrier for bus use for students is the infrequency and irregularity of the current bus service*". The Union were particularly supportive of the proposals for cheaper, greener and more frequent buses, noting that these measures must be introduced before the STZ is implemented.
- 6.10.18. **Cambs Youth Panel** described the current public transport network as "unreliable... generally not cheap and buses (specifically) are not frequent enough."
- 6.10.19. The **Bursar's Sub-committee for Planning** mentioning that many workers, particularly female shift-workers, have expressed personal safety concerns when using public transport late at night.
- 6.10.20. **Bus Users UK** suggested that a more flexible approach is needed, such as multimodal ticketing, travel hubs and fully accessible buses and stops.

- 6.10.21. **Green Groups in Shelfords, Stapleford and Sawston** requested the reinstatement of the city centre shuttle bus, and provision of Real Time Information at all bus stops. The organisation also expressed concerns for people walking from their house to the nearest bus stop, particularly the elderly when travelling late at night. They suggested undertaking a review of walking routes between bus stops and key residential areas, to ensure the routes are safe, for example through the provision of adequate lighting and pavement surfacing.
- 6.10.22. **Campaign to Protect Rural England (CPRE), The Countryside Charity** queried the total number of buses and drivers that would be required to ensure the proposal is sustainable, fully funded and maintained.
- 6.10.23. **Cambridge Ahead** respondents noted that “urgent changes are needed to the bus network in order for the proposed changes to be successful”.
- 6.10.24. The **Cambridge and South Cambs (CSC) Green Party** suggested they recognised the need for the bus improvements, commenting that in their view “Public transport in Cambridge is broken”. This was in respect of the removal of key routes and cancellation of bus services, plus the existing system being expensive to use. As such, they commented that the people of Cambridge deserve a fast, reliable and cheap to use public transport system. As such, they do appear to agree with the objectives of the bus improvements as proposed. The proposal for cheaper fares was supported by the CSC Green Party and considered to be a measure that would make the city more equal, as more people could afford to get to where they need using the bus.
- 6.10.25. **Cambridge United Football Club (CUFC)** indicated that it had made efforts to encourage non-car trips to the Abbey Stadium, they noted that for many of their staff undertaking coaching and community roles, they often use their own vehicles in order to travel with the necessary kit and equipment, meaning that public transport is not a feasible option for such trips. In many cases, the community work involves visiting locations away from the Abbey Stadium.
- 6.10.26. **C3 Church** expressed concerns, noting that accessing the Church using the bus is time consuming and inconvenient, due to having to travel on multiple buses.



- 6.10.27. **Trumpington Residents' Association** were supportive of the bus improvements. They raised concerns over the current levels of traffic in Trumpington, noting this has grown significantly over the last ten years and "*is harming our residents' lives*". They added that delays and journeys times are lengthening, and public transport deteriorating, describing this as a "*public transport crisis*". The group therefore emphasised a need to ensure the new bus services were reliable, noting that this is not mentioned in the consultation brochure. Without a reliable service, Trumpington Residents' Association considered that the other improvements would be significantly less effective; stating "*lack of reliability corrodes confidence in the bus service and acts as an incentive to use the private car instead*". Also, regarding the bus proposals, clarity was sought on existing bus routes (Citi4 and Citi2 services), with questions raised over how frequent the services would be following the improvements, and whether any bus priority measures would be introduced to ensure the services were reliable. Trumpington Residents' Association also suggested that improvements to bus stops are needed, ensuring each stop has adequate lighting, shelter, surfacing and the provision of Real Time Information.
- 6.10.28. **Cambridgeshire and Peterborough Integrated Care System** requested assurances that the additional bus services would remain in place for several years, to support recruitment and retention of staff.
- 6.10.29. **Beaumont Healthcare** requested to allow healthcare workers to travel in bus lanes, as this would enable them to deliver medication on time. It was stated that this is often problematic due to the existing congestion in the city which causes delays.
- 6.10.30. The **University of Cambridge Disabled Staff Network** stated active travel is not always possible for groups, and those able to use public transport often need additional support (e.g., from bus drivers) or have had bad experiences on buses (e.g., lack of space for wheelchairs) and in some cases abuse. They also raised concerns about staff safety when using public transport, particularly regarding Covid-19 and risk of respiratory infections. Questions were raised over how this issue is being addressed. A few suggestions were made, including a separate exemptions process to allow disabled people not eligible for a blue badge, but who are reliant on car travel, to be exempt.
- 6.10.31. **East Cambridgeshire District Council** and **Great Wilbraham PC** questioned whether the bus improvements as proposed would be sufficient to provide an alternative to the car. This centred upon buses being "*insufficiently frequent*" and that most of their residents don't live adjacent to the Key Bus Corridors, thus are reliant on a less frequent service that does not provide a realistic alternative to the car.
- 6.10.32. **Stapleford PC** opposed the bus improvements, stating that there is no evidence that buses alone can create a modal shift from car. It was argued that instead, a modern multi-modal transport system is needed – such as a light rail or tram system.



- 6.10.33. Suggestions for more radial routes, less focused on the city centre (**Horningsea Parish Council**). There were also doubts expressed in responses about the long-term sustainability of the subsidised bus services. This included that the STZ if successful would result in fewer car journeys into Cambridge, thus meaning less funding being made available to support the improved bus services. Proposals for a London Model for bus transport were also questioned, with the Parish Council stating that this would not necessarily work in Cambridge, as there is no body equivalent to Transport for London in the city
- 6.10.34. Ensuring that more areas are served and not bypassed as appears to be the case with the proposed busways projects (**Stapleford Parish Council**).
- 6.10.35. **Warboys PC** meanwhile saw an opportunity for increased bus use because of rising fuel costs and were therefore supportive of the bus proposals.
- 6.10.36. There were also questions over whether there were enough buses and drivers to cover the proposed service enhancements (**Fulbourn PC, Newmarket Town Council, Teversham PC**) while there were also related comments as to whether such improvements to the bus network could be delivered and maintained by the current commercial operators.
- 6.10.37. **Fen Ditton PC** argued that no city the size of Cambridge has successfully operated a congestion charge zone. The multimodal element came into the discussion again in that it was noted that TfL looks after more than just buses in London, so the comparison to the London Model was limited.
- 6.10.38. **Anglian Water** noted that the proposals for improved public transport services in larger settlements / market towns within Cambridgeshire would support growth targets in Local Plans and the emerging Greater Cambridge Local Plan. They considered that if larger settlements have improved public transport services and active travel routes, carbon emissions would be minimised, contributing to zero carbon ambitions for the GCP and Cambridgeshire. Anglian Water was particularly supportive of the GCP proposals that minimise both operational and capital carbon. The group felt that, by improving bus services and active travel solutions for Cambridge and settlements within Cambridgeshire, "*opportunities for sustainable and resilient growth*" will be created. The group believe that the 'Making Connections proposals would result in a modal shift, helping to deliver net zero ambitions for organisations, businesses and local government'.
- 6.10.39. **Catesby Estates, Core Site** and **Urban & Civic** did question whether the proposals go far enough, with particular interest in how sustainable access to their respective development sites may be further enhanced through greater engagement between themselves and GCP. It is on this basis that they request the opportunity to hold further discussions with GCP on this subject.
- 6.10.40. **FSB** suggested that the bus improvements would not be delivered within the timeframe proposed.
- 6.10.41. **Asthma & Lung UK** raised that people with lung conditions might not qualify for a blue badge and an exemption from the charge but wouldn't be able to benefit from the improved buses.

## **BARRIERS TO BUS USE**

- 6.10.42. The following comments were made by stakeholders in meetings about the bus improvements.
- 6.10.43. **Greater Cambridge Citizens' Assembly** raised concerns, including the difficulty of carrying shopping or heavy items on public transport, coupled with the additional costs of home deliveries. Concerns were also raised over the impact on tradespeople or small businesses, who are dependent on vehicles for work.
- 6.10.44. Representatives from organisations supporting those with a disability described current bus service provision as unreliable and often too busy for wheelchair or mobility scooter users to get onto. Others added that the nearest bus stop to home is too far to walk to, and mentioned feelings of discomfort when using the bus, due to the design of seats and the 'bumpy' journey. To address the aforementioned barriers, participants made a number of suggestions for additional improvements, including providing more space for wheelchairs on buses and better bus driver training.
- 6.10.45. **Centre 33's Young Carers Advisory Panel** highlighted a number of barriers to bus use, particularly among young people with mental health conditions. This included anxiety, fear of public transport, and not knowing how to use a bus.
- 6.10.46. **Business Groups** raised concerns over the suitability and convenience of using buses to travel to and from work. This included issues with transporting heavy equipment on a bus, as well as having to walk from the bus stop, which could be a fair distance.
- 6.10.47. **Rape Crisis** requested better messaging on buses to address the safety issues for young women as a result of unacceptable behaviour towards them when using the service. The group also requested a further STZ exemption for abuse survivors in receipt of treatment, therapy or care.
- 6.10.48. **Cambridge Council for Voluntary Services (CCVS)** note that a lot of people have experienced trauma and assault on public transport. They also raised concerns over the suitability of bus travel for clients with autism and anxiety.
- 6.10.49. **CUH** agreed that the proposed flat bus fares would be economically beneficial, particularly for staff on low incomes; however, they noted that not all areas are accessible by bus. In addition, many staff members work nightshifts, during hours where public transport does not operate, so this would not provide a viable option for commuting.

## **SUPPORT FOR P&R**

- 6.10.50. In their written response **Catesby Estate** would welcome the opportunity for a meeting with GCP to discuss the viability of a Park & Ride hub to be developed as part of the Haverhill Vales development in West Suffolk.
- 6.10.51. **Wolfson College** made requests for additional bus improvements in the area surrounding the College, including a new P&R site at the Barton Road/ M25 junction.

## OPPOSITION TO P&R

- 6.10.52. In their written response **Brookgate** stated that the proposals have “*missed the opportunity*” to create a comprehensive “*ring*” of Park & Ride sites at key arrival points to the STZ, such as M11 Junction 12 and A14 Junction 32.
- 6.10.53. Other written responses expressed concerns in relation to the location of the Park & Ride sites, stating that some staff would have no choice than to drive through the STZ to access the P&R. The **Cambridge Biomedical Campus** commented that often the only routes available to access the facilities are via the main arterial roads around Cambridge, which would become more congested, thus increasing journey times and air pollution.

## DEMAND RESPONSIVE TRANSPORT (DRT)

- 6.10.54. **Newmarket Town Council** were supportive of the DRT proposals in their response.
- 6.10.55. Proposals for Demand Responsive Transport (DRT) did not appear to be well received by **East Cambridgeshire District Council** in their written response, who were concerned that the frequency, complexity and unpredictability of DRT made it an unrealistic alternative to car, while it was also noted it could potentially undermine the scheduled bus services.
- 6.10.56. In their response **Urban & Civic** considered the Duxford Ward to be “*significantly neglected*” by the proposals; stating how there appears to be a disconnect between Hinxton, the travel hub proposed at the A11, and Cambridge/ CBC. They believe the proposed bus services “*fail to create direct links*” and note that the Demand Responsive Transport (DRT) does not cover the area either. However, they do welcome the opportunity to work alongside GCP and wider stakeholders to devise a fully coherent programme of improvements.

## SUPPORT FOR FRANCHISING

- 6.10.57. Written responses from the following stakeholders expressed the following comments on franchising.
- 6.10.58. **Cambridge Biomedical Campus** and the **Cambridge University Hospitals NHS Foundation Trust** considered that an essential element to the future delivery of bus services would be a ‘franchised’ model, which would offer a strategic approach to the planning of bus services which the current model does not fulfil. Both establishments have stated that they strongly support the principle of franchising and would wish to be an active contributor to the franchise strategy.
- 6.10.59. The **University of Cambridge** requested a review of the proposals is undertaken post-implementation, to ensure expectations have been met. A number of requests and suggestions were put forward by the University of Cambridge, this included: GCP and the Combined Authority advancing the proposals for a new governance structure through bus franchising.

- 6.10.60. **Cambridgeshire Sustainable Travel Alliance, CTC Cambridge** and the **Transport Action Group** agreed that bus improvements should be delivered through bus franchising which would maximise the benefits of such changes and therefore should be in place prior to the full implementation of the STZ charge.
- 6.10.61. For the concept of franchising, **Cambridge Ahead** added that none of their members opposed this. This was on the basis that a local authority operated service would be less likely to be cut for financial reasons and leave people isolated.
- 6.10.62. The model for the bus improvements was considered to be a key issue for the **CSC Green Party**, who support the concept of bus franchising, noting that this would add significant benefits to the local transport network. Despite this, the group were apprehensive over the timescales for which the franchising could be delivered, drawing upon the case study of Manchester, where the franchising journey began in 2017 and is still not in place.
- 6.10.63. The concept of bus network franchising (under control of the Combined Authority) was fully supported by one group in the **Greater Cambridge Citizens' Assembly**.

#### **OPPOSITION TO FRANCHISING**

- 6.10.64. In their written response, **Stapleford Parish Council** opposed the idea of franchising the bus services, citing lack of confidence in delivery (no cost-effective way to do so) as well as noting that the ongoing risks would likely be substantial.
- 6.10.65. One group in the **Greater Cambridge Citizens' Assembly** was less certain about franchising and found the issue slightly more complicated to understand.

#### **CONCERNS ABOUT FUNDING**

- 6.10.66. Whilst the service enhancements were supported, **Greater Cambridge Citizens' Assembly** raised concerns regarding whether they would attract enough people in the rural areas around the city and sought confirmation on what would happen if the routes weren't financially sustainable.

## 7 RESPONSES TO PROPOSED SUSTAINABLE TRAVEL ZONE

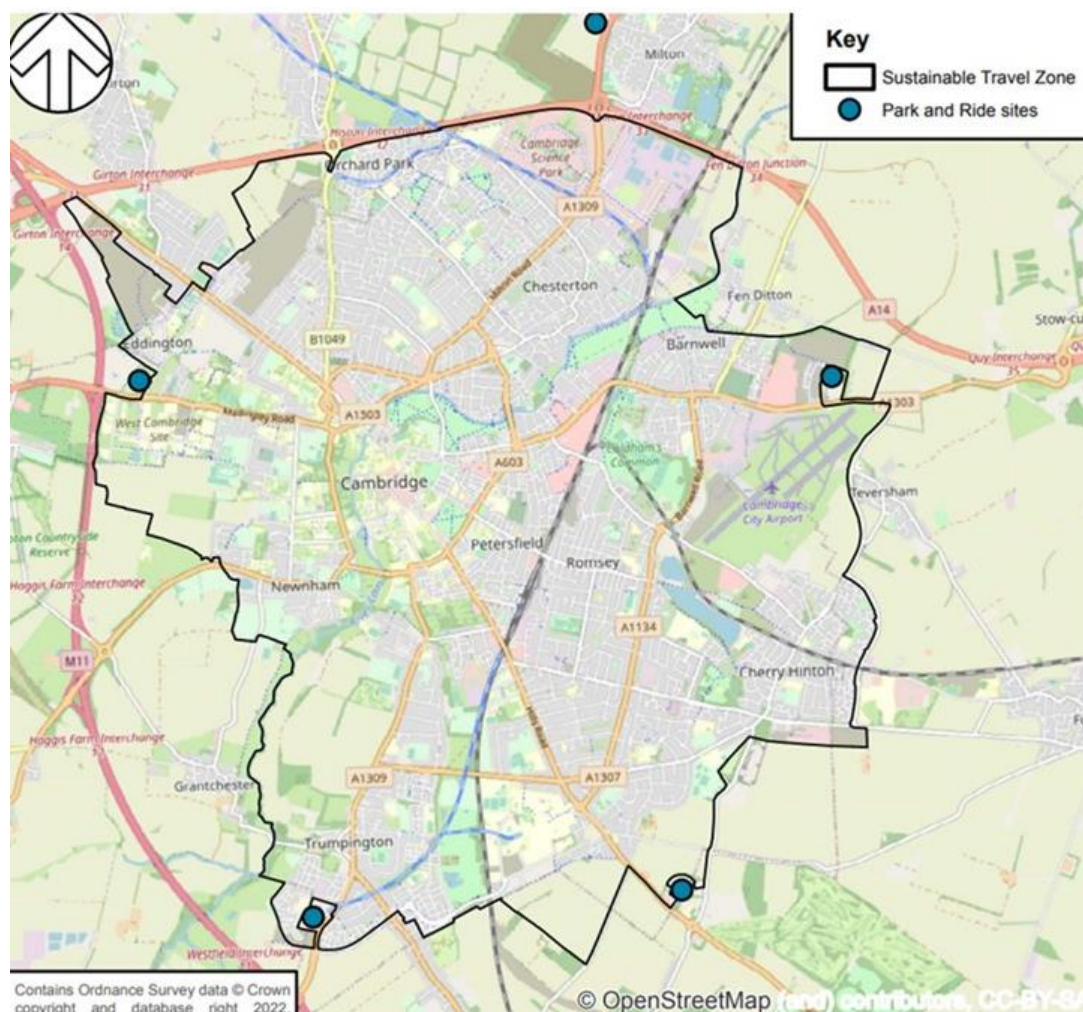
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### 7.1 SUSTAINABLE TRAVEL ZONE (STZ) PROPOSALS SUMMARY

- 7.1.1. GCP have proposed the introduction of an STZ in full by 2027/28, having considered and assessed a range of options to raise the money needed to improve bus services, introduce walking and cycling provision, and reduce the level of traffic in the city of Cambridge. This assessment was supported by feedback received during previous public engagement and consultation in 2021, during which it was decided that other options such as introducing a Workplace Parking Levy (a charge on employers who provide workplace parking), or a pollution-based charge would not garner the same benefits as a STZ (see Section 1.3 for more details).
- 7.1.2. The STZ (if implemented as proposed in the consultation) would comprise a road user charging zone which means that all vehicle movements into, out of and within the Zone would be subject to a charge (Figure 7-1). The proposed charge for private cars is £5 per day, while other vehicles would be charged differing amounts dependent on the type of vehicle, for example it is proposed that LGVs would pay £10 per day and HGVs and coaches would pay £50 per day. A series of discounts were proposed for commercial vehicles (including taxis) that were zero emission.



**Figure 7-1 - Map to show the extent of the Sustainable Travel Zone**



- 7.1.3. Exemptions would include emergency vehicles, disabled tax class vehicles and breakdown services. A series of discounts and reimbursements were also proposed for certain journeys that cannot be made by another form of transport; input on these was sought in the consultation. Examples might include NHS patients accessing A&E or who have been clinically assessed as being unable to reasonably travel to an appointment using public transport.
- 7.1.4. Money raised by the charge would be invested into improving transport in the local area. It would help continue to fund the bus network, as well as other sustainable travel measures.
- 7.1.5. It is the intention that the full STZ would only be implemented once the full improved bus network is in place (c.2027/28). The consultation sought views on a phased introduction to the STZ charge, which would raise some funds for the bus improvements and release road space for other modes of travel.

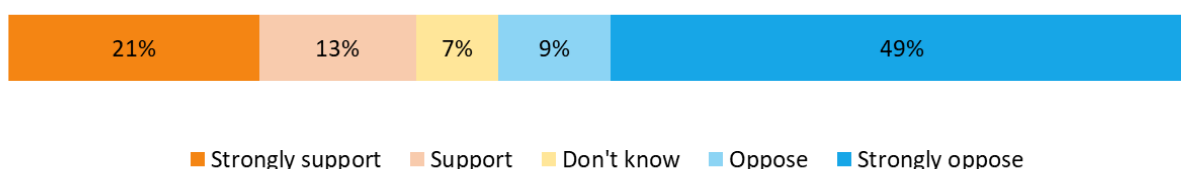


- 7.1.6. The STZ would unlock opportunities for better, cleaner, and safer travel, giving new choices to residents, businesses and visitors, particularly those without access to a car. With the zone fully operational, it is anticipated that close to 90% of locations would see a decrease in nitrogen dioxide concentrations and car use could drop by as much as 50% in the zone, with a corresponding increase in walking and cycling.

## **7.2 SUPPORT OR OPPOSITION TO THE STZ**

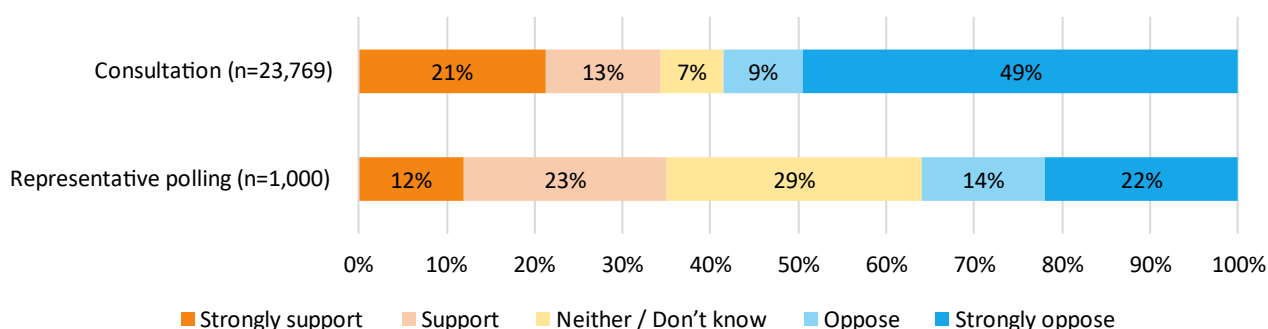
- 7.2.1. More than half of the respondents to the questionnaire said they either 'oppose' (9%) or 'strongly oppose' (49%) the introduction of the STZ. 13% said they 'support' and 21% said they 'strongly support' the introduction of the STZ. 7% said they didn't know.
- 7.2.2. Apart from the mandatory question in the questionnaire (Q 29: Please select the option from the list below that most closely represents how you will be responding), this question attracted the highest response rate, demonstrating the importance of this topic to respondents.
- 7.2.3. Some stakeholders expressed support for the STZ, with Sustrans stating in their response to the consultation that the STZ is needed urgently to allow communities to thrive without having to use a car and that the scheme is in line with local, regional and national transport policies. Other stakeholders including the Taxi Forum and some participants in the Greater Cambridge Citizens' Assembly also expressed support, commenting that it would reduce congestion.
- 7.2.4. Opposition to the STZ was expressed by a number of stakeholders both through written responses and in meetings including Logistics UK, AICES International Express, Cambridge Friends of the Earth and multiple local councils. Common comments included that it would negatively impact particular sectors, as well as those with protected characteristics and people who didn't work traditional hours. Some stakeholders said London style charging wouldn't work in Cambridge and that hybrid working had already reduced congestion.
- 7.2.5. Comments from stakeholders on distinct elements of the STZ are contained in the relevant parts of this chapter and a summary of all comments from stakeholders is contained in Section 7.6 of this chapter.

**Figure 7-2 - To what extent do you support or oppose the introduction of an STZ to fund improvements to bus services, walking and cycling? (n=23,769)**



- 7.2.6. While results from the demographically representative poll found that levels of support for the STZ were similar to the questionnaire (35%), there were much lower levels of opposition, with 22% strongly opposing and 14% opposing the STZ. The difference could be accounted for in the much higher rate of respondents selecting 'neither' or 'don't know' as their response (29%), which was much higher than those that selected 'don't know' in the questionnaire (7%). As mentioned in earlier chapters, respondents for the poll were selected at random within demographically representative categories and were not necessarily motivated to respond to the consultation.

**Figure 7-3 - Support for the proposed STZ (demographically representative poll vs consultation questionnaire)**

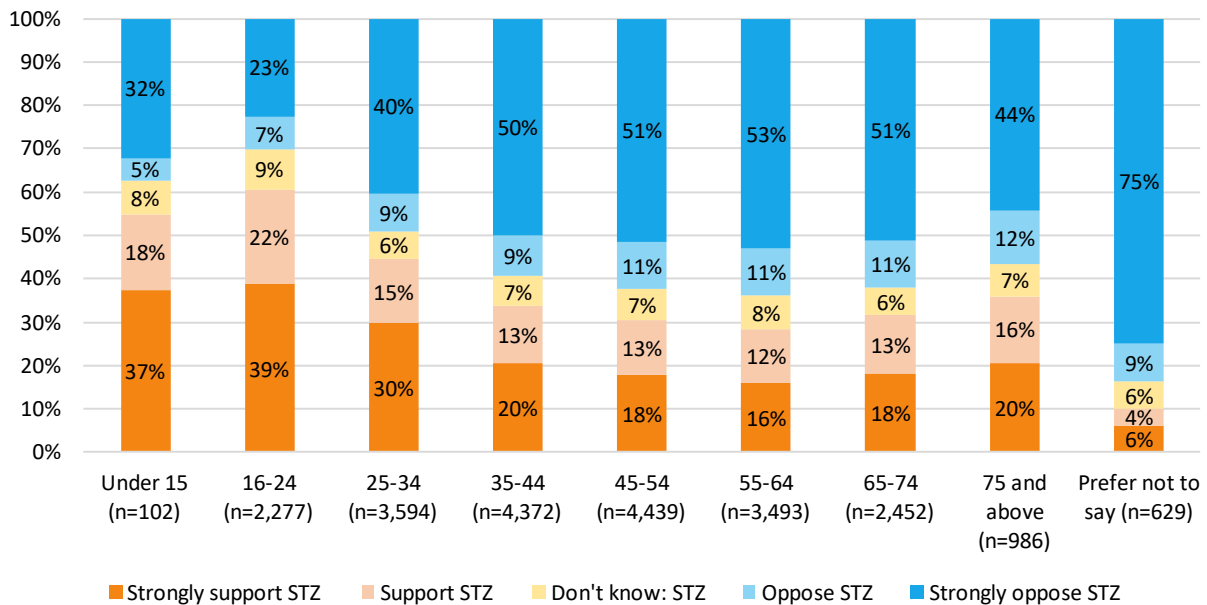


- 7.2.7. Higher opposition than support was also seen when respondents were asked to provide comments on the STZ generally (Figure 7-3), with 5235 expressing opposition to the proposals and 1869 comments that were supportive of the proposals.

### **SUPPORT FOR THE STZ VS. AGE GROUP**

- 7.2.8. The results show that the greatest support for the STZ was in the younger demographics, with 61% of those in the 16-24 age bracket either supporting or strongly supporting the STZ. In the 15 and under bracket, in which there were 102 respondents, there was also strong support at 55%. This was followed by the 25-34-year age bracket, in which 45% of respondents either supported or strongly supported the proposals.
- 7.2.9. Levels of support decreased as respondents got older, with those in the 55-64 bracket showing 28% support vs 64% opposition. However, support started to increase again from 65 years of age and from 75+, which showed 36% of respondents are supportive or strongly supportive.
- 7.2.10. The strongest level of opposition was from those who chose not to disclose their age, with 75% strongly opposing the STZ.

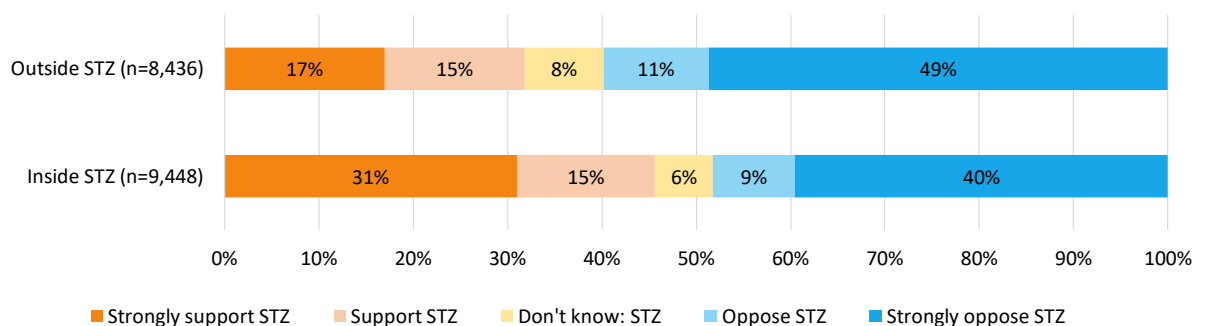
**Figure 7-4 - Support for the STZ vs. age group**



## SUPPORT FOR THE STZ VS. INSIDE OR OUTSIDE STZ BOUNDARY

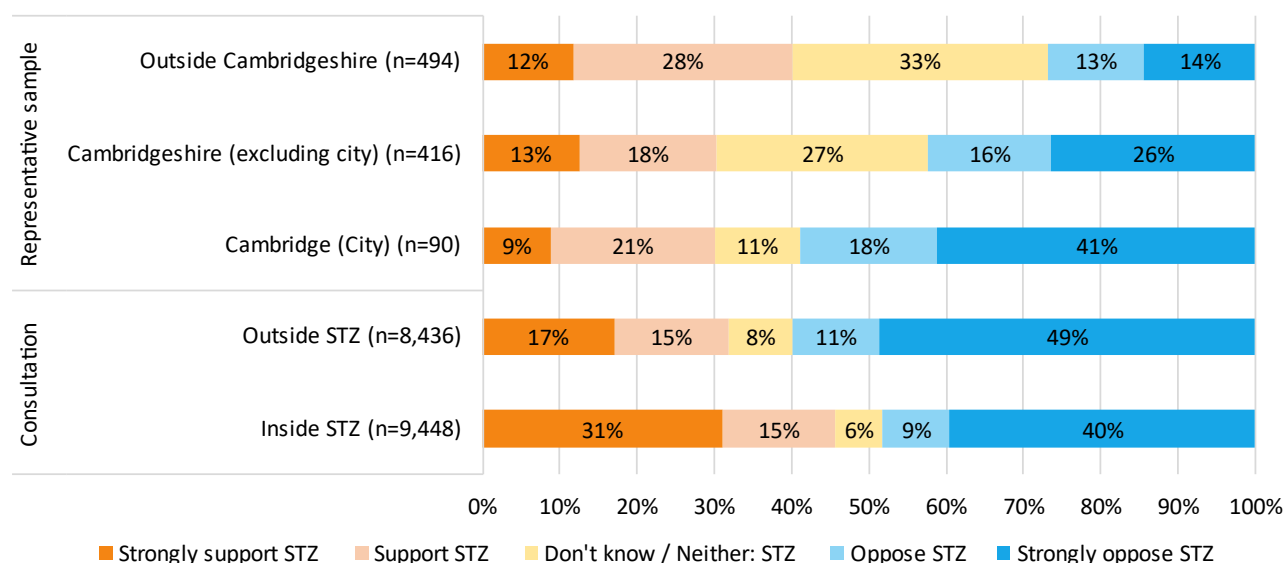
- 7.2.11. Support for the STZ was strongest amongst those living within the proposed boundary with 31% strongly supporting and a further 15% supporting the proposals. Outside the boundary those who stated they strongly support the STZ was much lower, with 17% strongly supporting and a further 15% supporting the proposal.

**Figure 7-5 - Support for STZ by location inside or outside STZ boundary in the consultation questionnaire**



- 7.2.12. The representative poll demonstrated different results, with lower levels of support being found within Cambridge (City), and therefore within the STZ boundary, compared to greater levels of support at locations Outside Cambridgeshire.

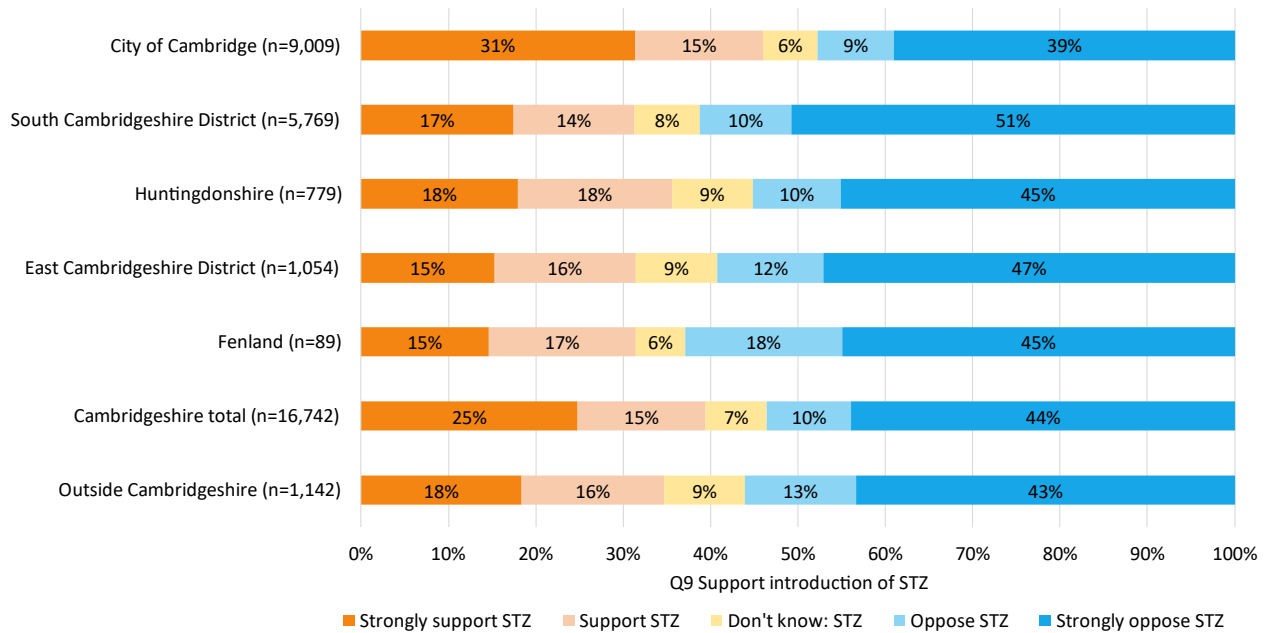
**Figure 7-6 - Comparison of support by location inside or outside STZ boundary with demographically representative poll**



## SUPPORT FOR THE STZ VS. BY DISTRICT

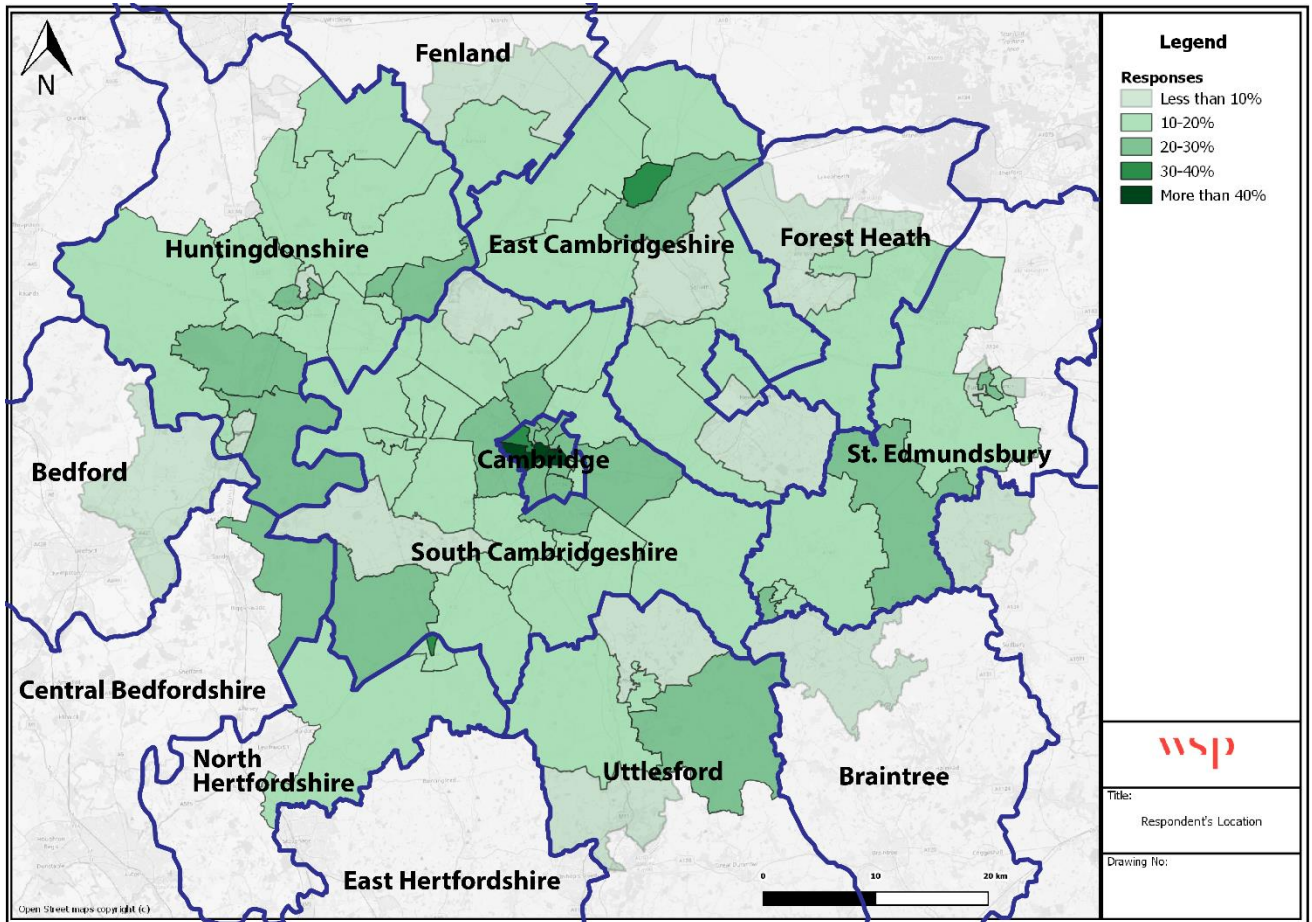
- 7.2.13. The district that showed the highest level of support for the STZ was the City of Cambridge with 31% strongly supporting and 15% supporting the proposals. Strong opposition was also lowest in the city. Support in other districts in the County was lower, with respondents from East Cambridgeshire expressing 15% strong support and 16% support. Strong opposition was however highest in South Cambridgeshire, with 51% selecting 'strongly oppose'.
- 7.2.14. Overall, the support for the STZ in Cambridgeshire was 40% (25% 'strongly support' and 15% 'support') and 54% opposing the proposals (44% 'strongly oppose' and 10% 'oppose').

**Figure 7-7 - Support for STZ based on location by district**



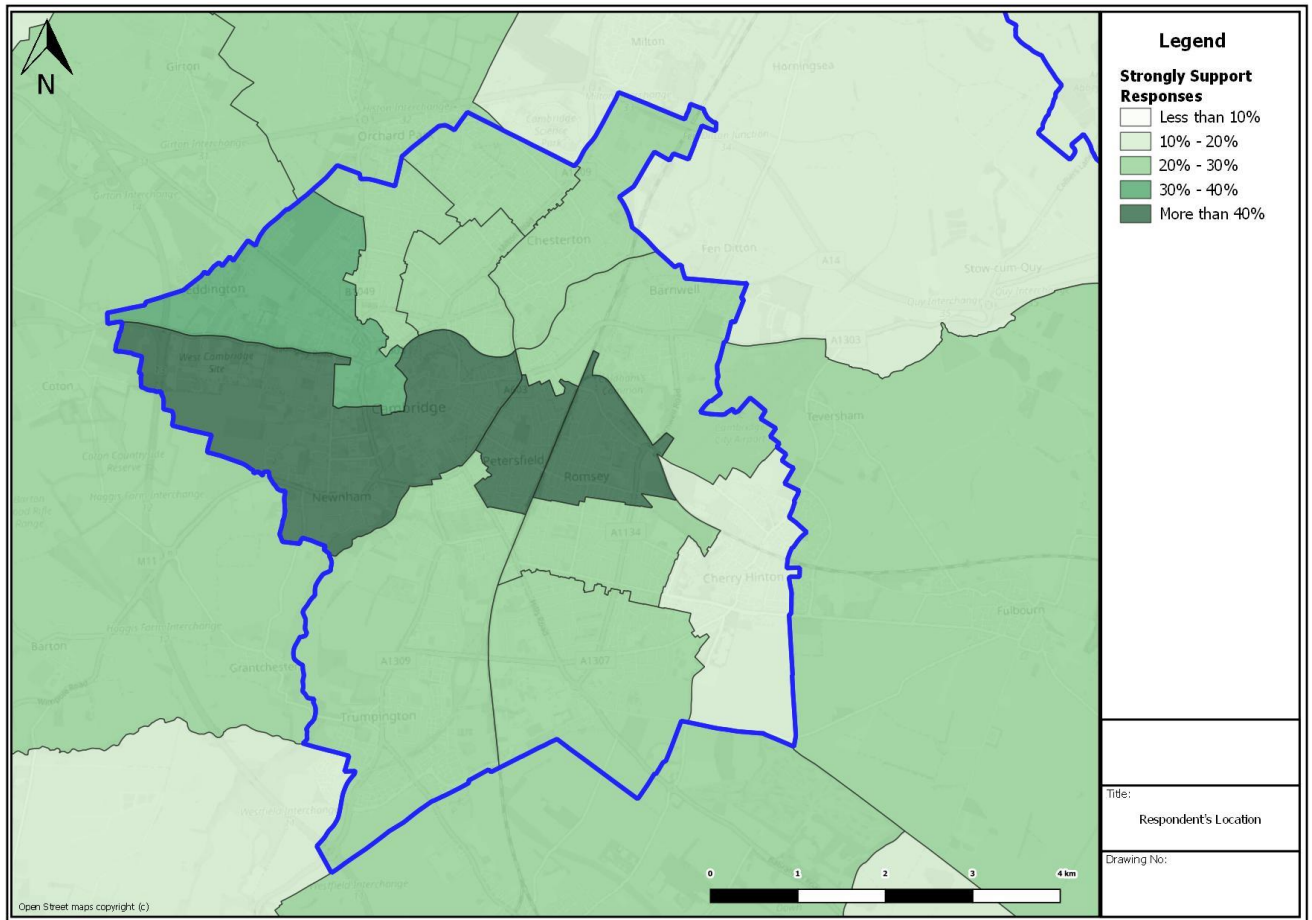
7.2.15. The following maps break down the levels of support and opposition for the STZ by district and apply a colour gradient by MSOA. It is worth noting the levels of response in each district, with Cambridge and South Cambridgeshire making up most respondents and Fenland making up the smallest proportion of respondents.

**Figure 7-8 - Map showing strong support for STZ based by district with MSOA boundaries**

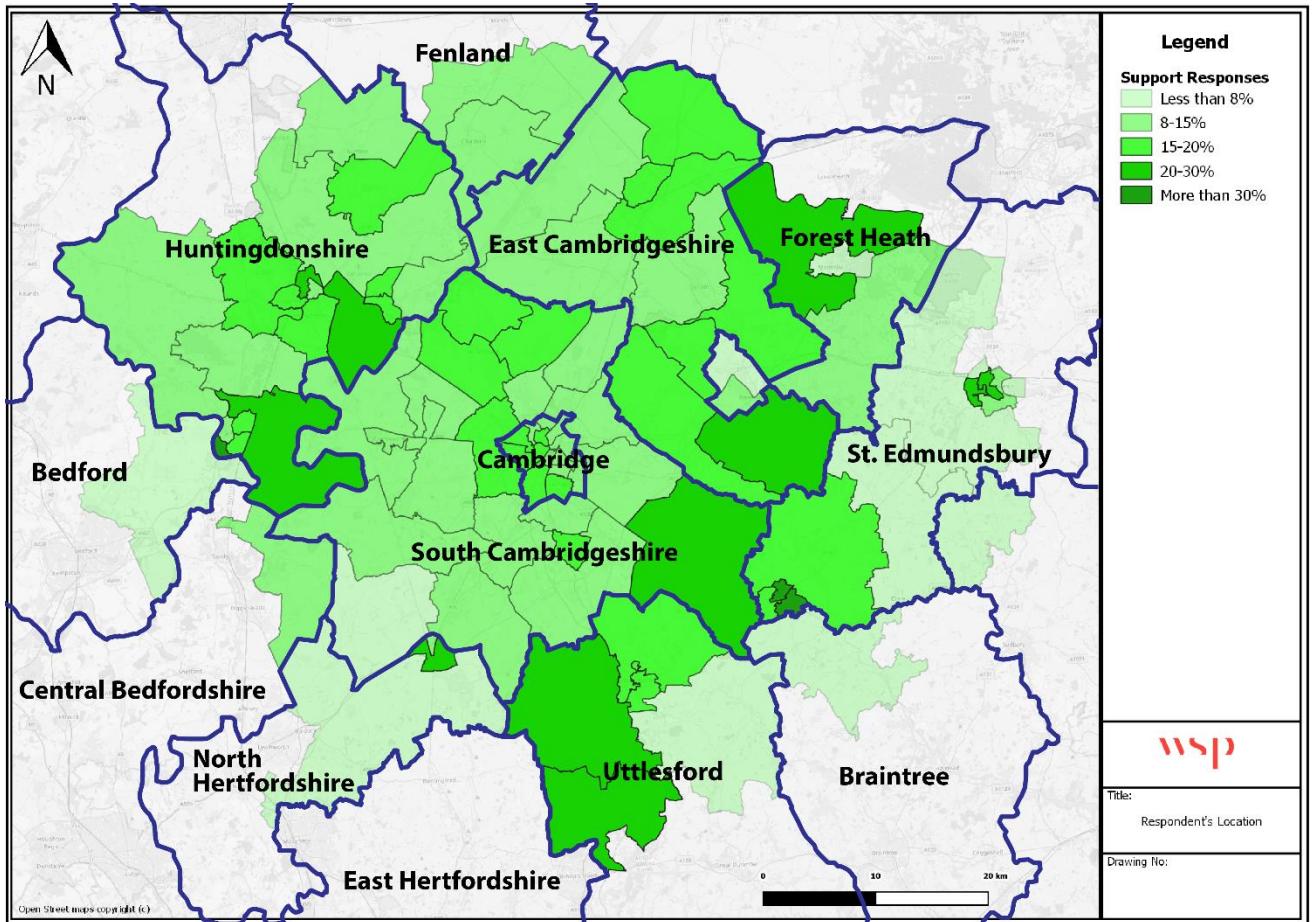




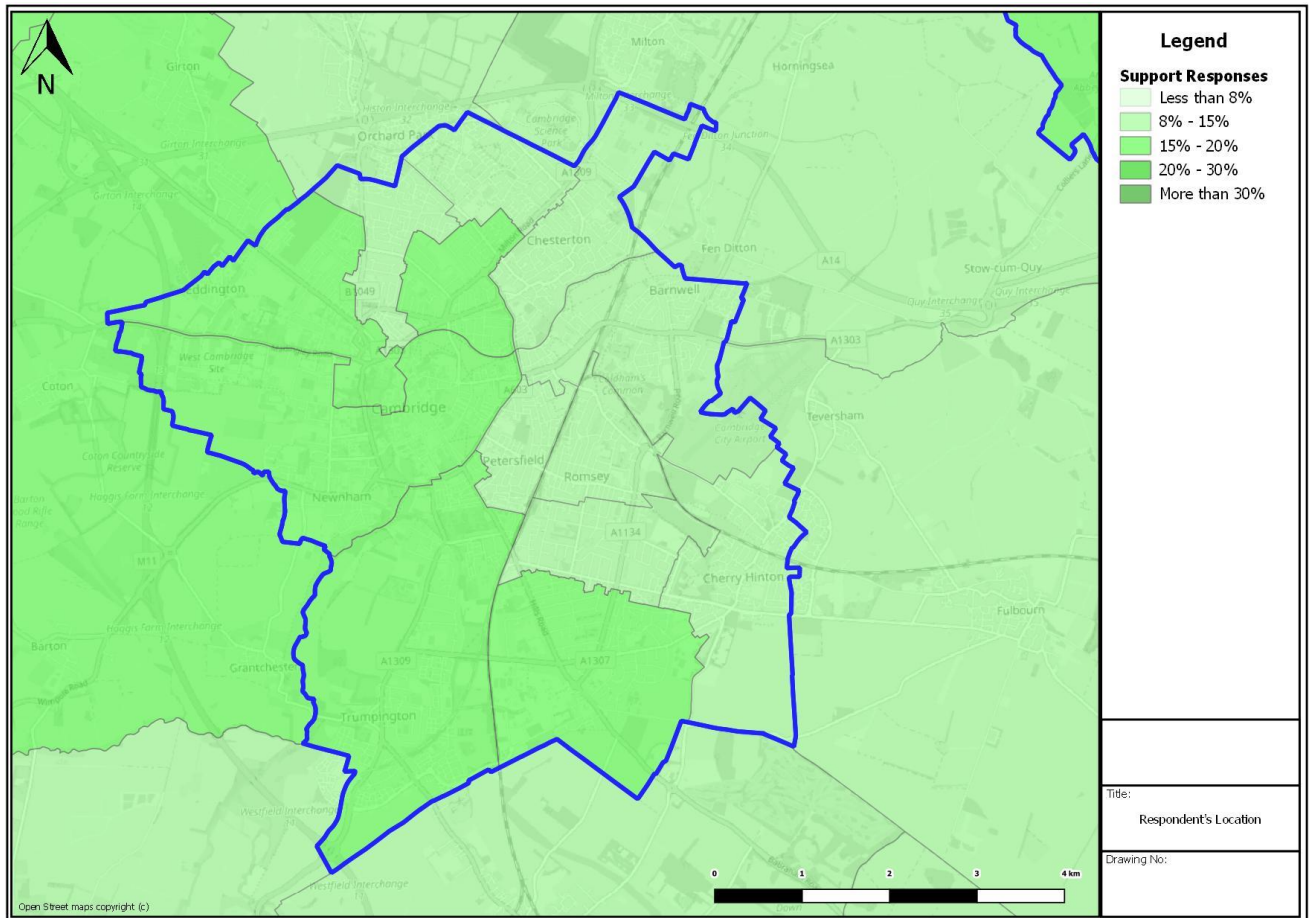
**Figure 7-9 - Map showing strong support for the STZ in City of Cambridge with MSOA boundaries**



**Figure 7-10 - Map showing support for STZ based by district with MSOA boundaries**

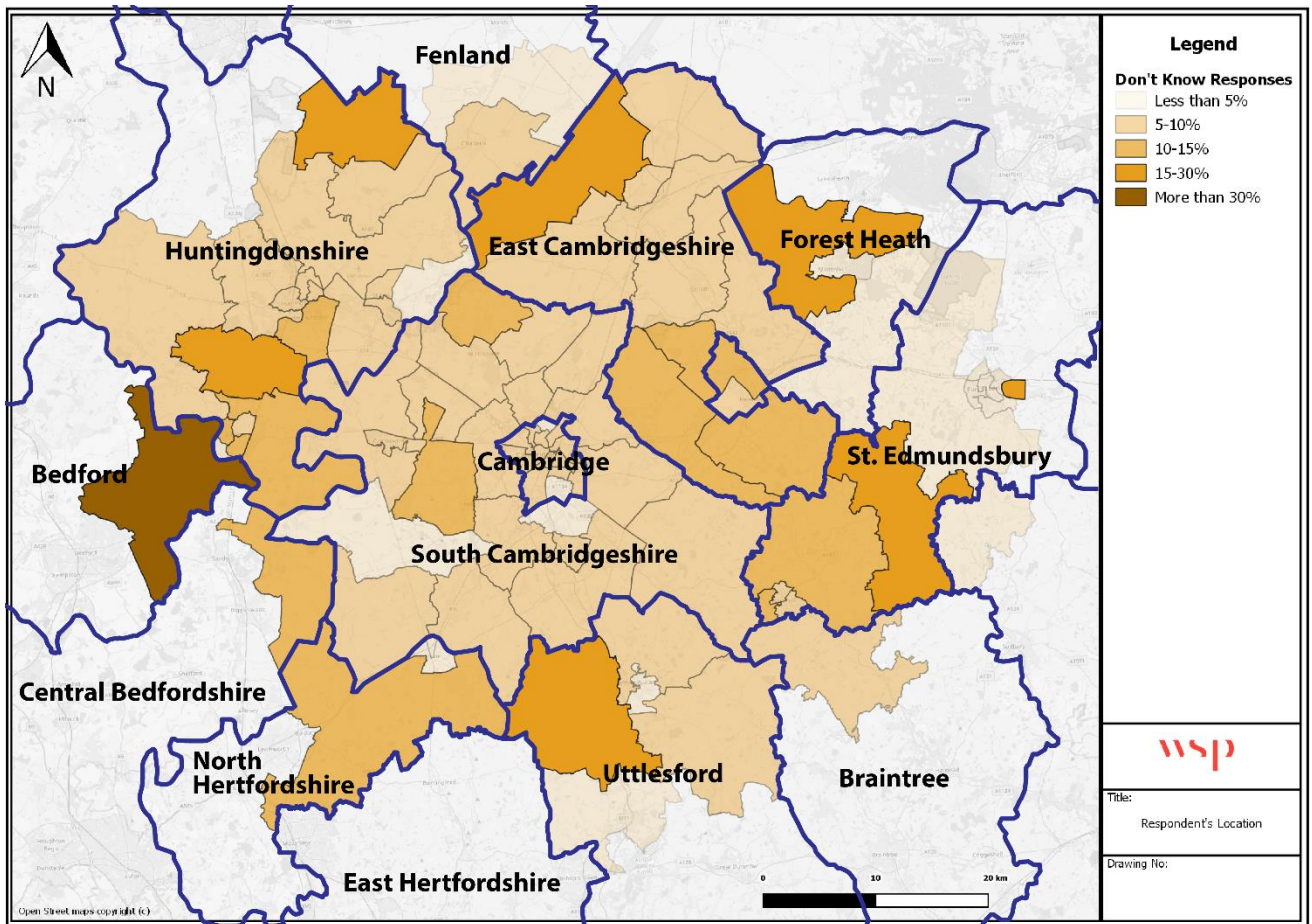


**Figure 7-11 - Map showing support for the STZ in City of Cambridge with MSOA boundaries**

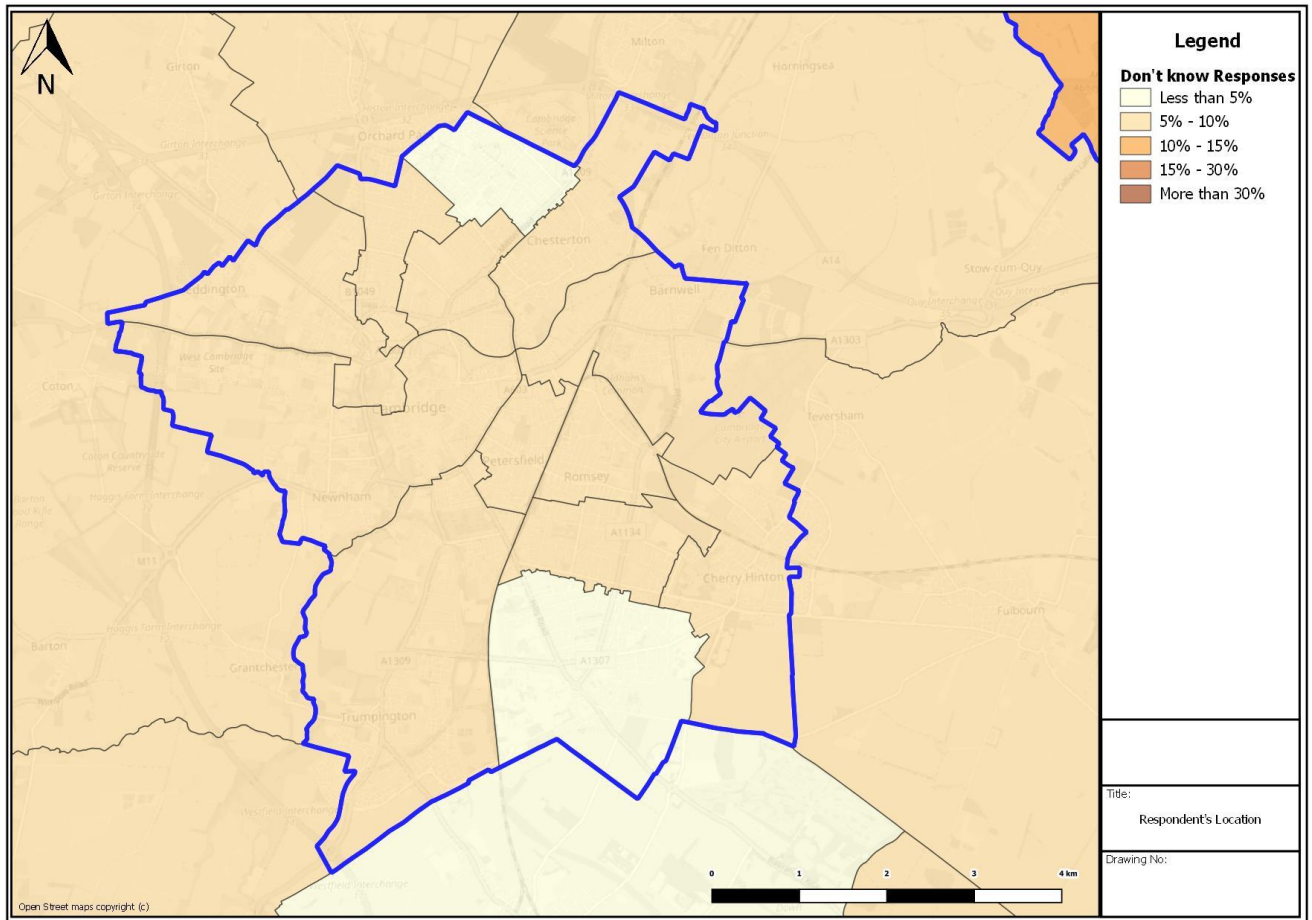




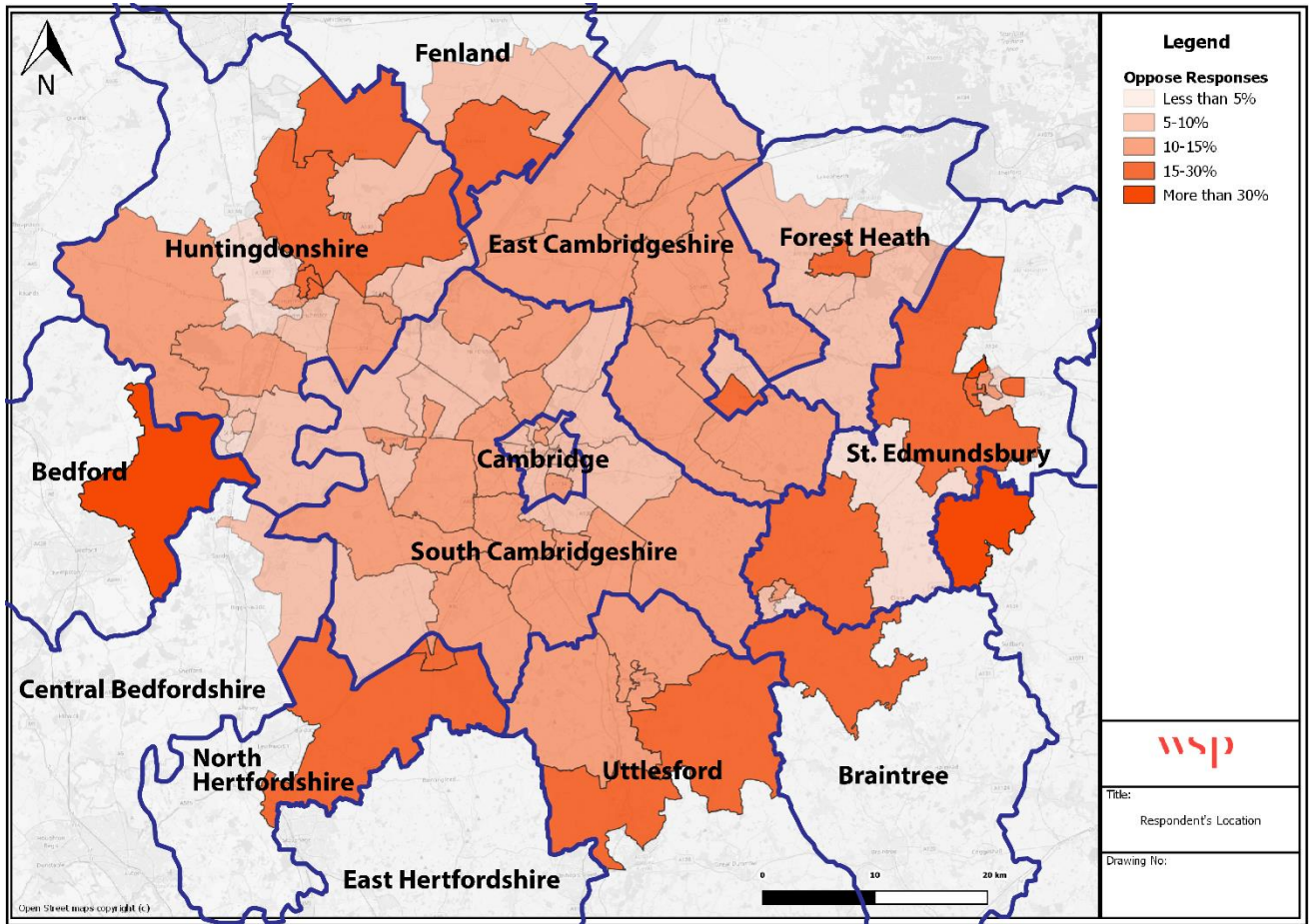
**Figure 7-12 - Map showing don't know responses for STZ based by district with MSOA boundaries**



**Figure 7-13 - Map showing 'don't know' response for the STZ in City of Cambridge with MSOA boundaries**

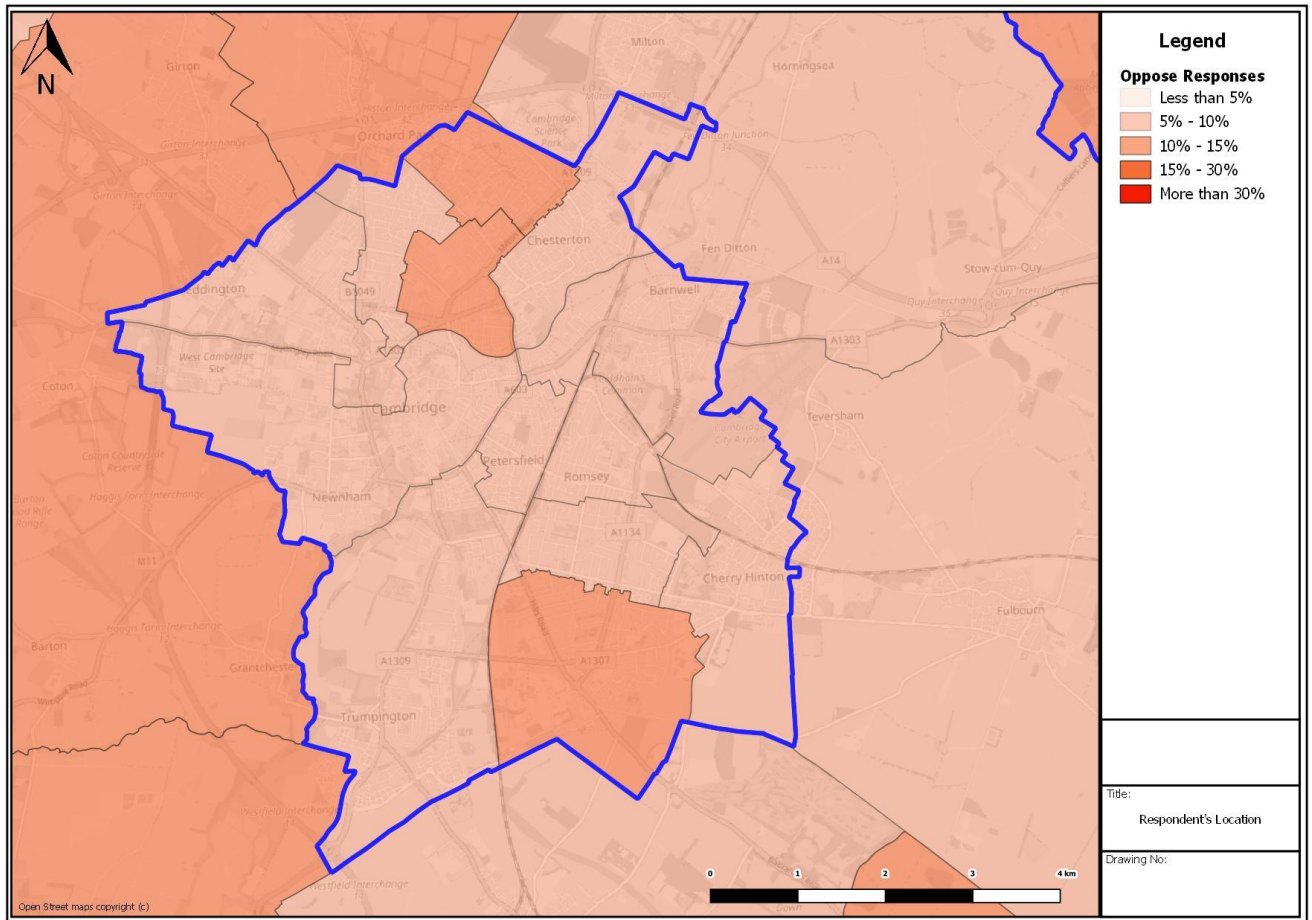


**Figure 7-14 - Map showing opposition for STZ based by district with MSOA boundaries**

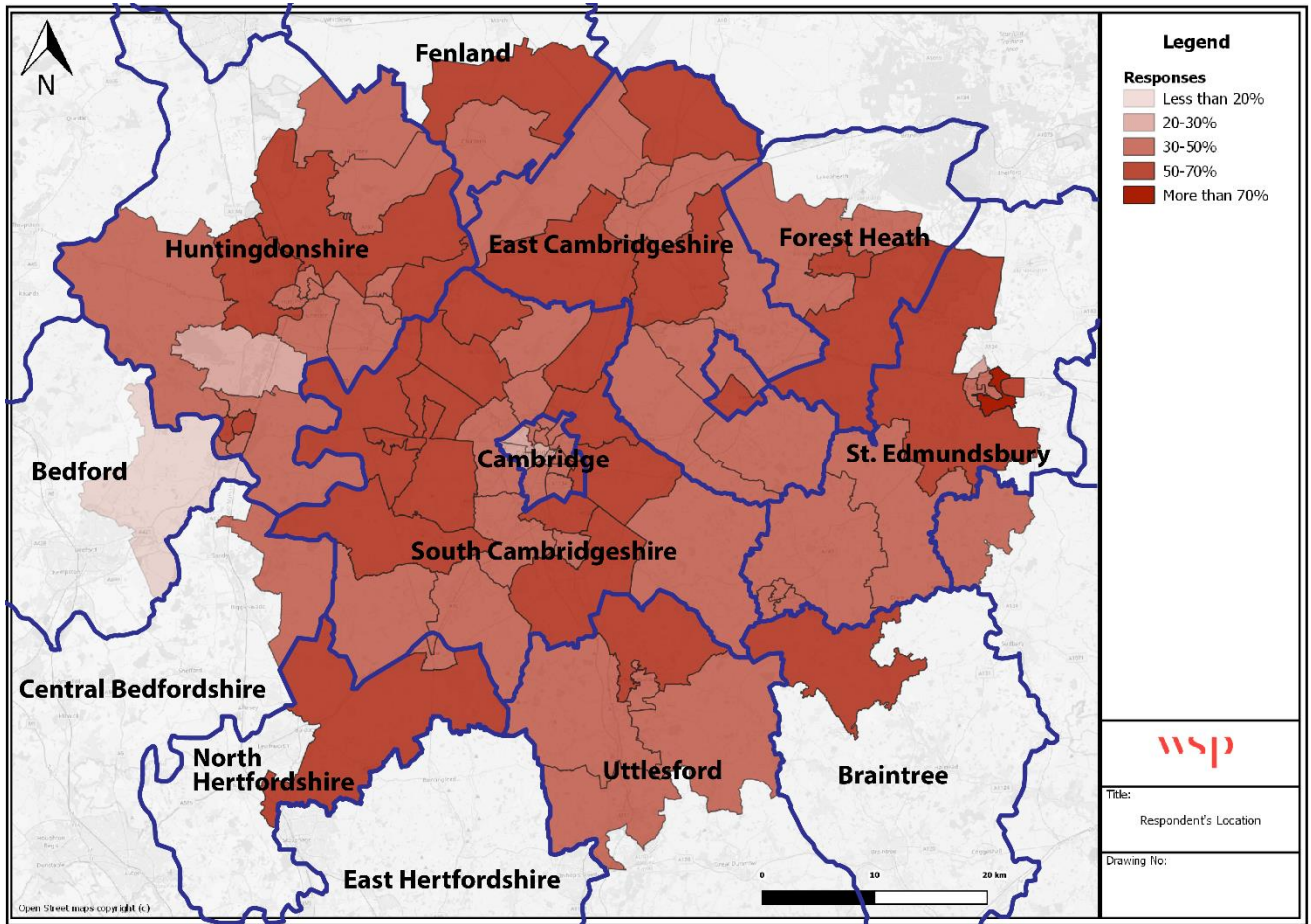




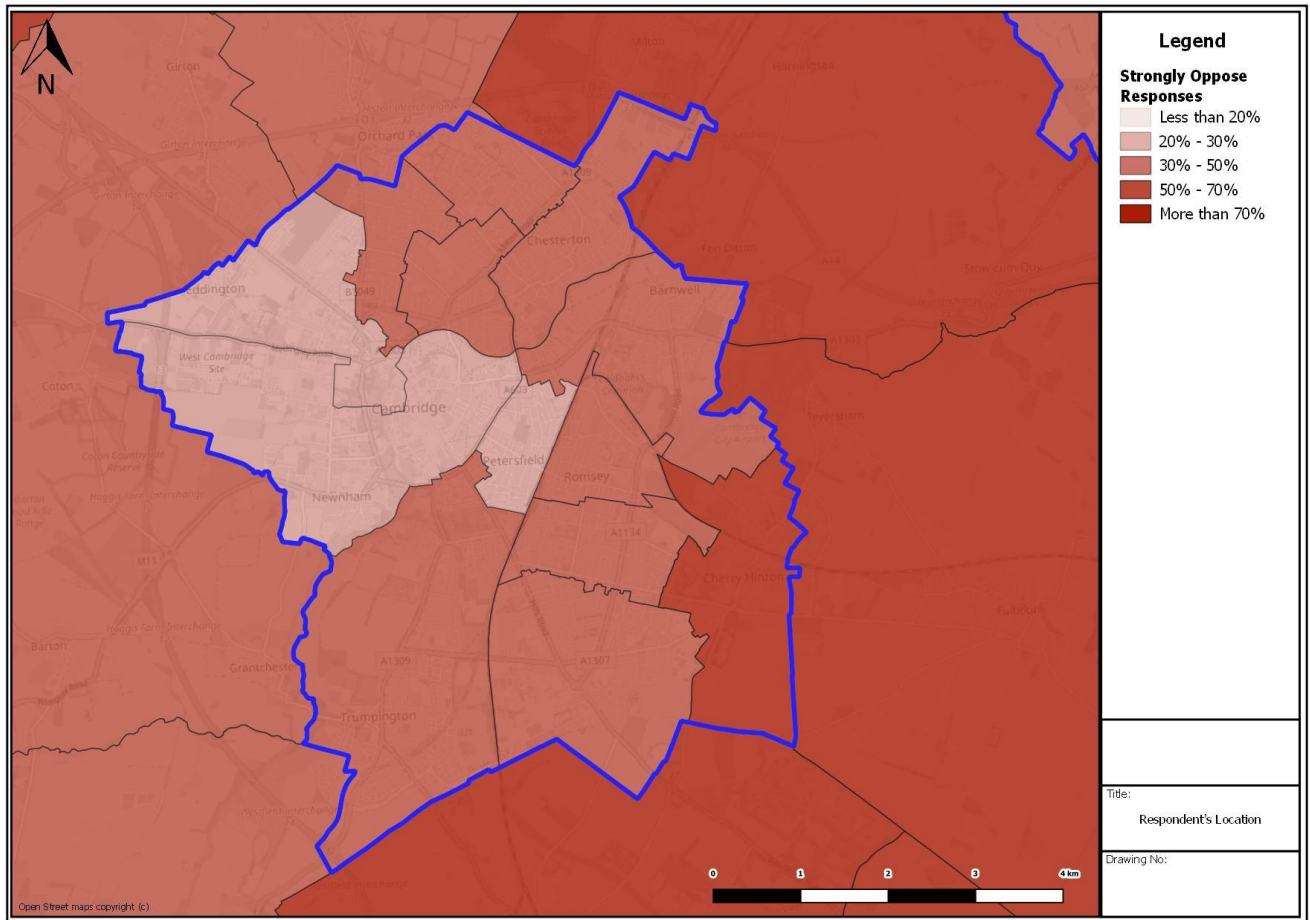
**Figure 7-15 - Map showing opposition for the STZ in City of Cambridge with MSOA boundaries**



**Figure 7-16 - Map showing strong opposition for STZ based by district with MSOA boundaries**



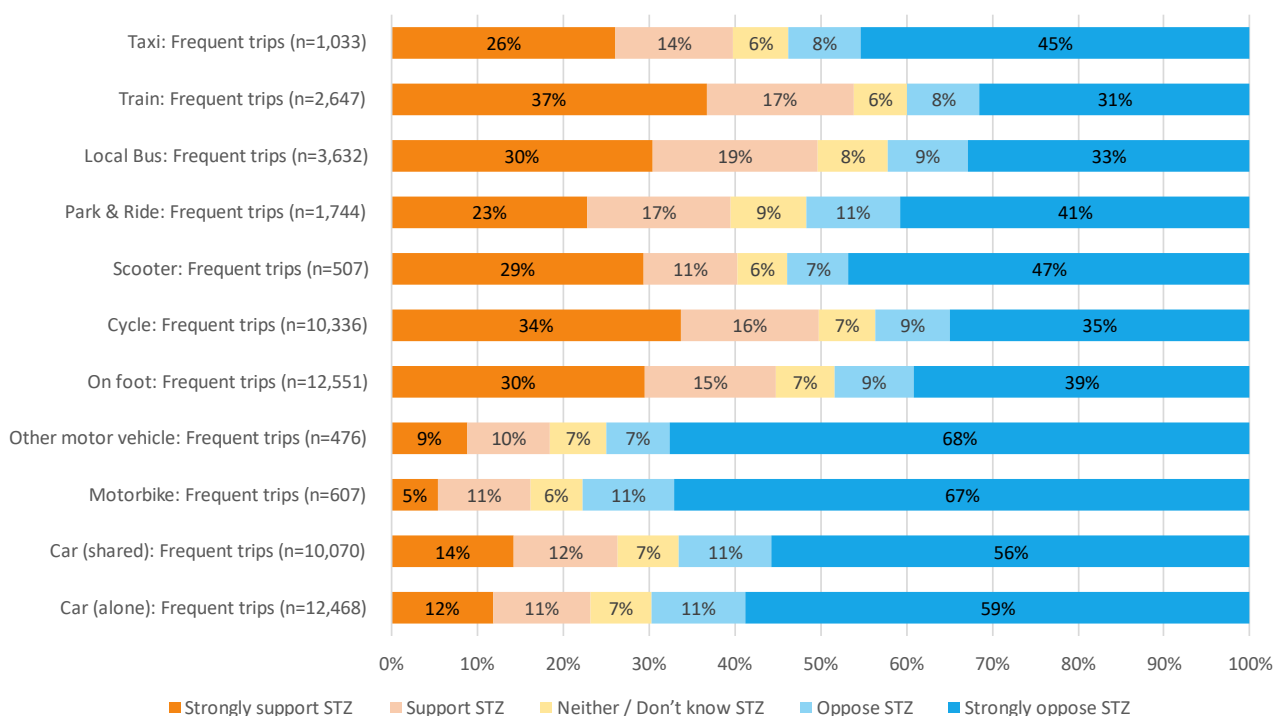
**Figure 7-17 - Map showing strong opposition for the STZ improvements in City of Cambridge with MSOA boundaries**



## TRAVEL BEHAVIOUR OF RESPONDENTS VS. SUPPORT FOR STZ

- 7.2.16. A comparison of the travel behaviour of respondents was considered in conjunction with their support or opposition to the STZ.
- 7.2.17. Respondents who use the train frequently (once per week or more) to travel into Cambridge showed the highest level of support for the introduction of the STZ, with 37% strongly supporting and 17% supporting the proposals. A conclusion could be drawn that this group would be the least affected by the proposals. The next most supportive groups were those who cycle frequently (34% 'strongly support' and 16% 'support') and those who catch the bus (30% 'strongly support' and 19% 'support'). Generally, those who don't use private vehicles to travel frequently were more supportive of the STZ.
- 7.2.18. Respondents who frequently (once per week or more) used a private vehicle to travel into Cambridge showed low levels of support for the STZ. Frequent motorbike users showed the lowest support, with 5% strongly supporting and 11% supporting the introduction of the STZ. Those who used a car to travel showed slightly more support with 12% strongly supporting and 11% supporting the STZ. Rates of support were slightly higher again for those who made shared car journeys (14% strong support and 12% support).

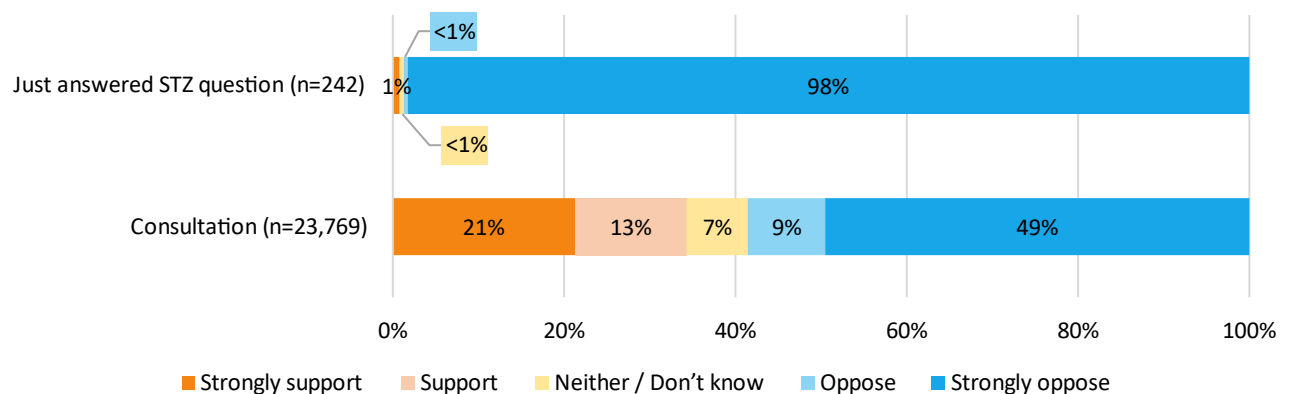
**Figure 7-18 - Travel mode and frequency compared to support for STZ**



## SUPPORT FOR STZ BY RESPONDENTS WHO ANSWERED STZ QUESTION ONLY

- 7.2.19. Of the total number of respondents (24,071) to the questionnaire there were 242 respondents to the questionnaire who only answered the question about whether they supported or opposed the proposed STZ. This represents around 1% of the total 24,071 respondents. The level of opposition for these responses was significant, with 98% selecting 'strongly oppose'. This is considerably higher when compared to the overall results of those who answered the questionnaire, where responses of 'strongly oppose' were at 49%.

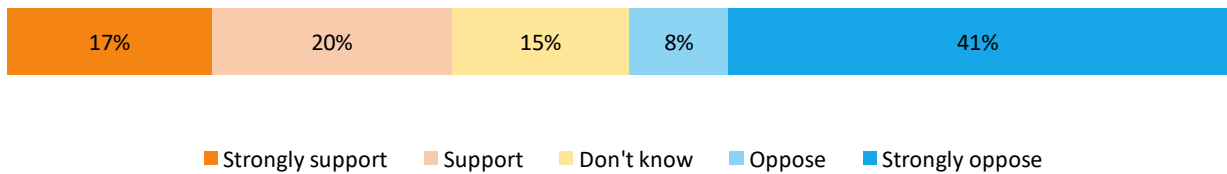
**Figure 7-19 - Comparison of those respondents who only answered the STZ question**



## 7.3 PHASING OF THE STZ

- 7.3.1. Respondents to the questionnaire supported the phasing of the STZ at a slightly higher rate than they supported the proposal overall, with 17% strongly supporting and 20% supporting this approach, compared to 21% strongly supporting and 13% supporting the STZ proposal. 49% of respondents opposed the phasing of the STZ, which was 9 percentage points lower than those who opposed the scheme overall. There was a greater proportion of respondents who selected 'didn't know' for this question, at a rate of 15%, compared with 7% when they were asked about the proposed STZ.
- 7.3.2. Comments in responses from stakeholders regarding phasing included that the STZ should be implemented much sooner than it has been proposed (Cambridge Healthy Air Coalition). The most common comment from stakeholders was that the improvement to bus and sustainable travel measures be implemented to an appropriate level prior to any charge being put in place, which is what is proposed. These stakeholders included CSC Green Party, the University of Cambridge and Urban & Civic. A summary of all stakeholder comments regarding phasing can be found in Section 7.6.

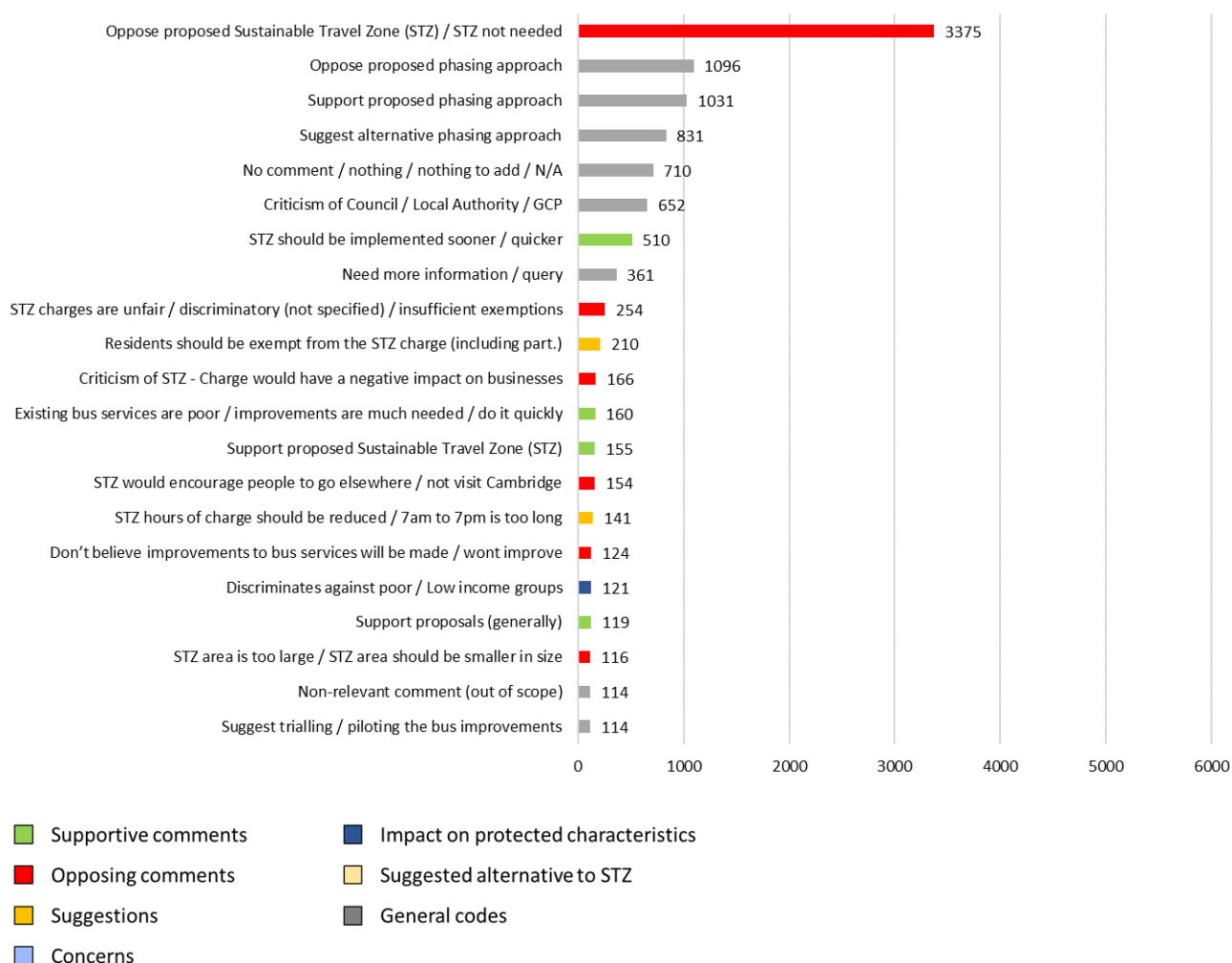
**Figure 7-20 - To what extent would you support or oppose the principle of phasing in the STZ charge? (n=22,494)**



- 7.3.3. When commenting further on the phasing approach, 3375 respondents expressed general opposition to the STZ, while 1096 stated that they opposed the proposed phasing. Conversely, 1031 commented they supported the phasing approach, while 831 suggested an alternative phasing approach. There were 510 comments made that stated the STZ should be implemented sooner. 121 respondents stated that current phasing discriminated against low-income groups.



**Figure 7-21 - Do you have any comments on the suggested phasing approach? (n=9,333)**



## 7.4 OTHER THEMES RAISED ON THE STZ

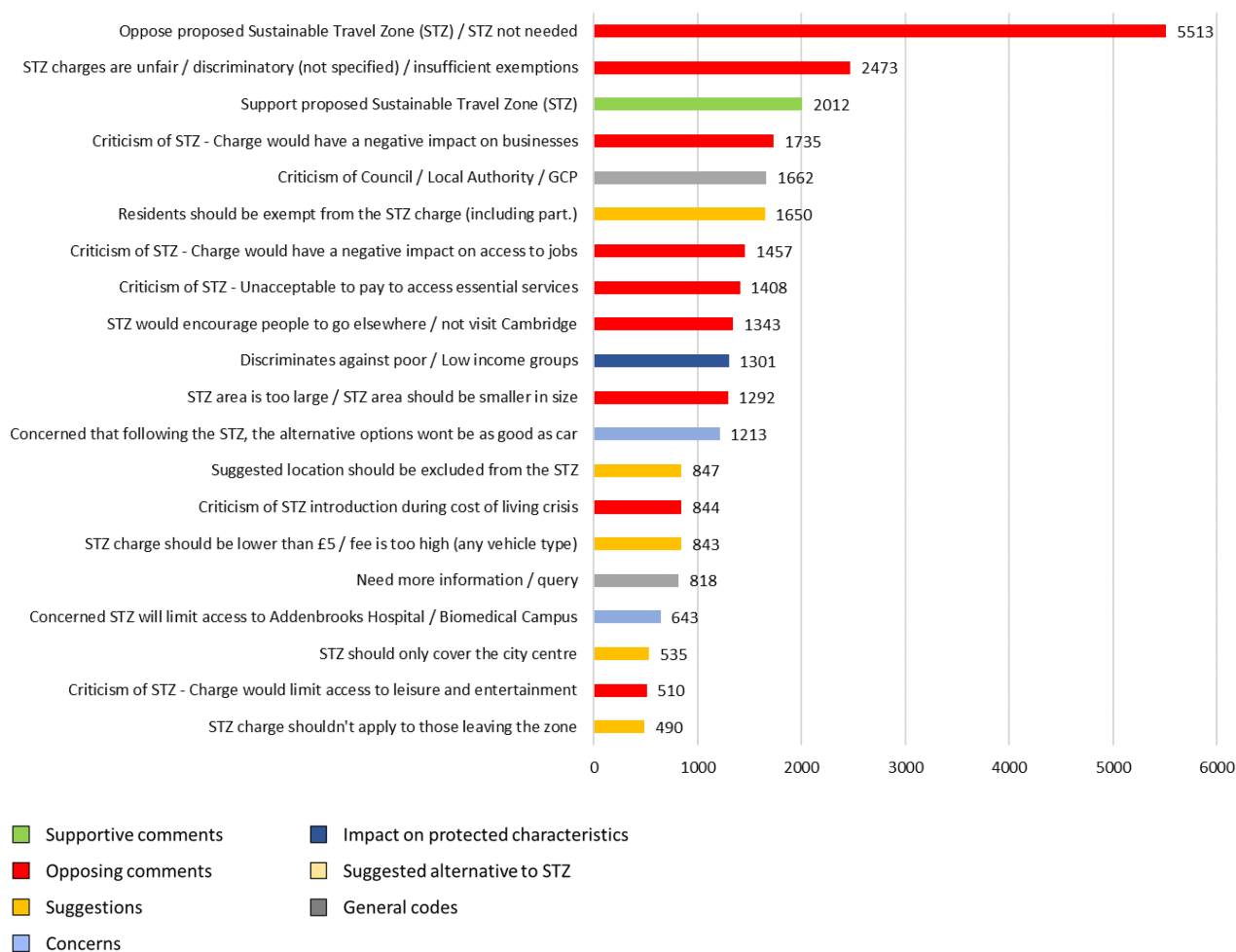
7.4.1. Commenting generally on the STZ, the most frequently occurring response was opposition to the STZ (5513). Following that, the top themes were the exemptions didn't go far enough (2473); expressing support for the STZ (2012); the charge would have a negative impact on business (1735); and that residents should be exempt or partially exempt (1650). The 10th most frequently occurring comment was that the STZ discriminates against low-income groups (1301). The themes from

7.4.2.

7.4.3.

7.4.4. Figure 7-22 are explored further in the following sections.

**Figure 7-22 - Do you have any comments on the proposal to introduce a STZ (n=16,126)**



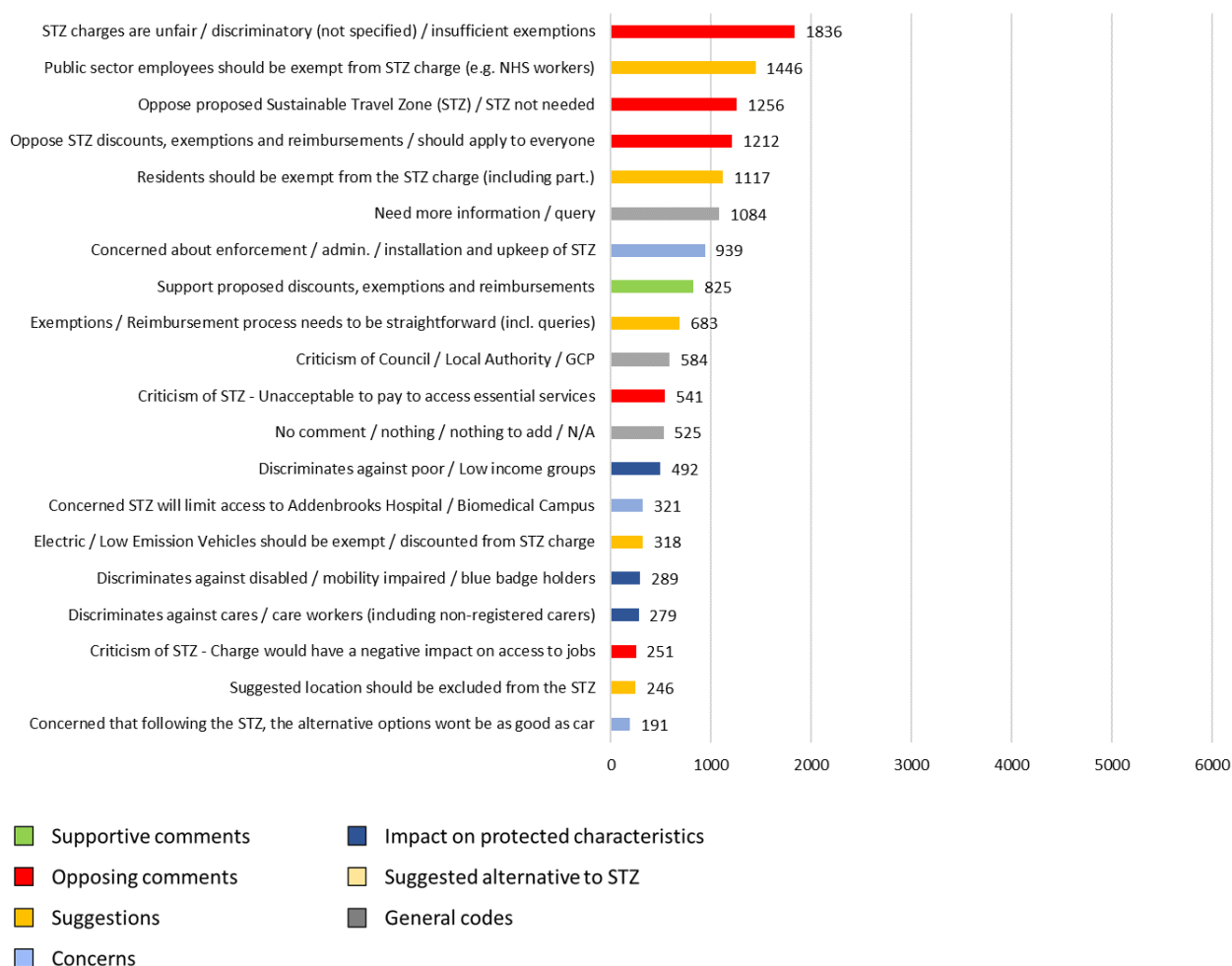
## **DISCOUNTS, EXEMPTIONS AND REIMBURSEMENTS**

- 7.4.5. Commenting on the proposed discounts, exemptions and reimbursements (Figure 7-23), 1836 people observed that the exemptions don't go far enough. This was also the second most frequently occurring comment when respondents were asked to comment generally on the STZ (Figure 7-23). 1446 respondents commented that public sector employees should be exempt from the charge. Other key themes were that discounts shouldn't be offered and the STZ charge should apply to all (1212).

*"Charge should apply to all drivers whether living inside or out."*

- 7.4.6. Conversely, there were a comparable number of responses stating that residents should be exempt (1117) and a large number of respondents commented that public sector employees (such as those working for the NHS, emergency services or education) should be exempt (1446).
- 7.4.7. Proposed discounts, exemptions and reimbursements were commonly mentioned by stakeholders in responses to the consultation, particularly logistics companies, motorbike and car clubs and emergency services. Cambridge University Hospitals and other caring organisations also commonly mentioned exemptions. Most of these stakeholders stated that their members, staff or operations should be exempt to some degree. It is worth noting that a number of these groups are eligible for exemption to the charge under the current proposals. Please see Section 7.6 for a summary of stakeholder comments.

**Figure 7-23 - Do you have any comments on the proposed discounts, exemptions and reimbursements? (n=10,771)**



## STZ BOUNDARY

- 7.4.8. 4581 respondents to the questionnaire made comments suggesting that the area of the STZ is too large and should be reduced. Another recurring theme was that certain locations should be excluded from the zone (2580) and that it was unacceptable to pay to access essential services that were located inside the zone (1418). While a number of locations were identified, Addenbrooke's Hospital was mentioned frequently in this section with a sample of the comments as follows.

*"I also have misgivings about including Addenbrooke's inside the zone, there are so many low paid staff and vulnerable patients and visitors it seems hard to manage safely."*

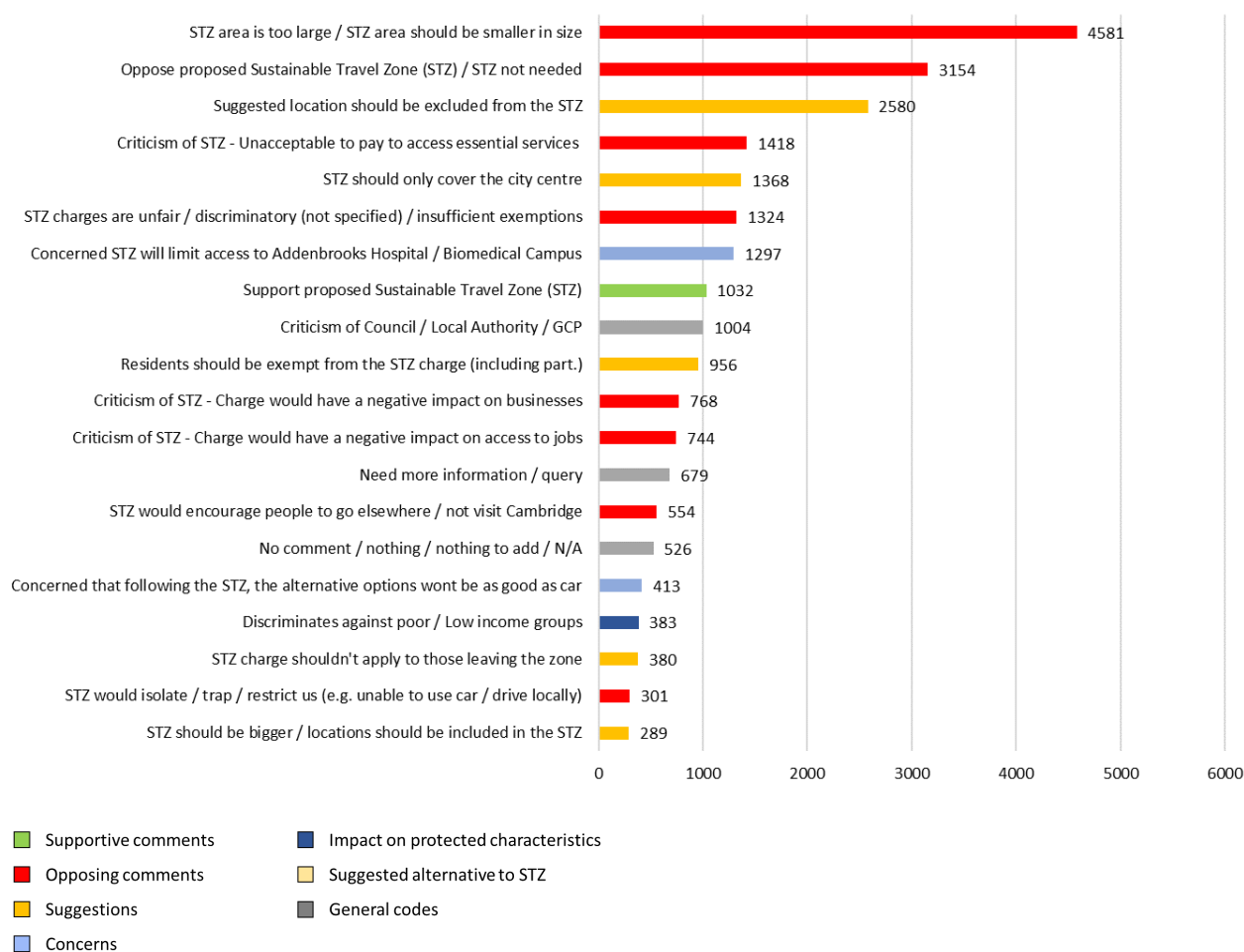
*"The boundaries are good. I would favour keeping one route into Addenbrooke's Hospital being charge-free."*

*"It is far too big. It should just be the inner ring road."*

*"Area is very large covering many places which are not congested"*

- 7.4.9. While this question focussed on the boundary, 1324 comments were made that the proposed exemptions didn't go far enough and a further 956 people said residents should be excluded from the charge.
- 7.4.10. In written responses to the consultation, stakeholders made the following comments about the boundary.
- 7.4.11. Cambridge Ahead narrowly supported the proposed STZ boundary in its current form. However, it remained a point of contention, with several members saying the boundary is too broad and contains too many parts of the city.
- 7.4.12. Respondents on the edge of the city (but still within the STZ) were particularly concerned with the impacts of the scheme, as, whilst within the zone, they were less likely to benefit from comprehensive sustainable mode access. This included several organisations with facilities at Cambridge Science Park.
- 7.4.13. It was commonly raised by stakeholders that Addenbrooke's should be excluded from the STZ. Two businesses surveyed by the Federation of Small Businesses (FSB) commented that they felt it was unfair that Addenbrooke's Hospital was to be located within the STZ.
- 7.4.14. Saba Park Services UK Ltd also requested that Addenbrooke's Hospital Campus and its immediate vicinity be excluded from the STZ, as well as the route from the M11 to the hospital (namely Hauxton Road, Addenbrooke's Road and Dame Mary Archer Way). A summary of all comments from stakeholders regarding the boundary can be found in Section 7.6.

**Figure 7-24 - Feedback on the proposed STZ boundary (n=15,143)**

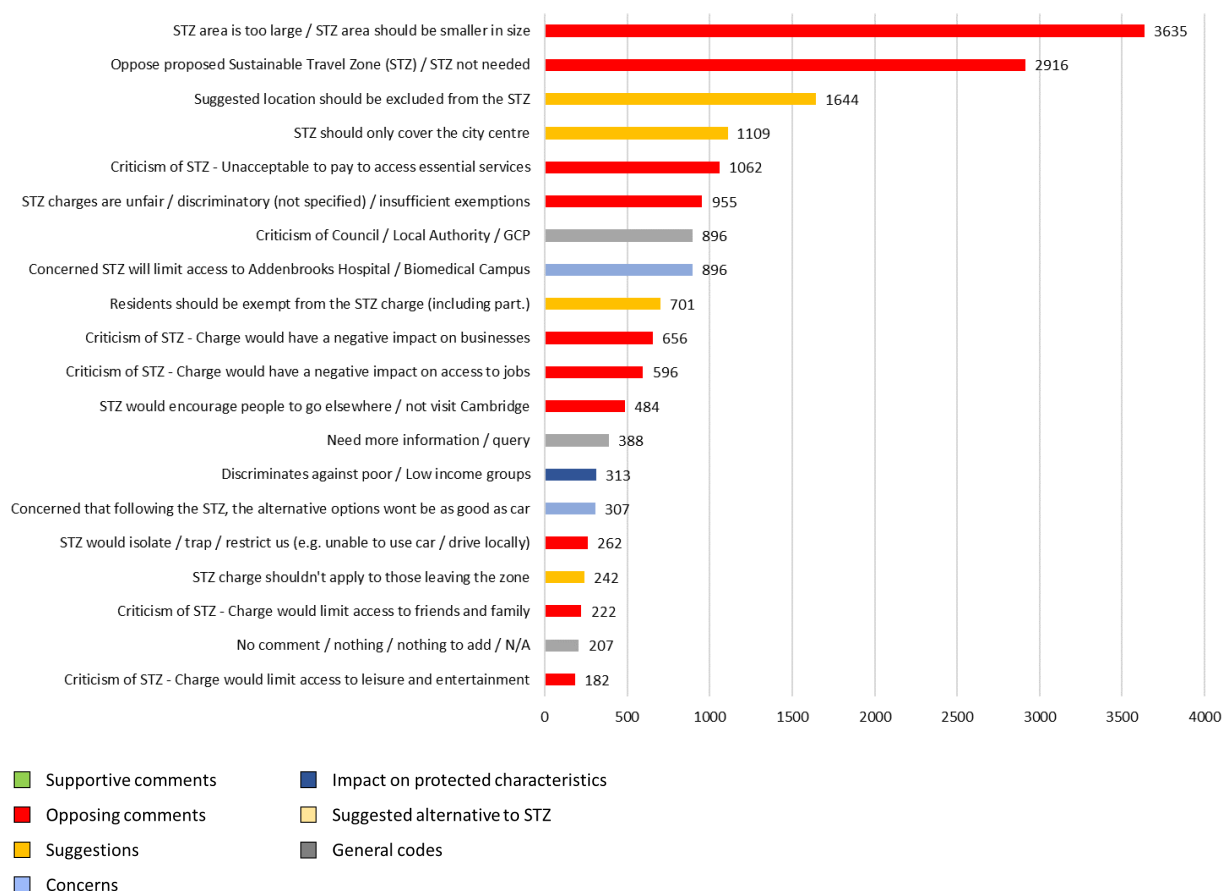


## OPPOSITION TO STZ VS. COMMENTS ON THE BOUNDARY

7.4.15. When asked about the boundary of the STZ in the consultation questionnaire, those who 'oppose' or 'strongly oppose' the scheme (closed question) most commonly commented that the boundary was too large and should be smaller (3635). In addition to also expressing opposition to the STZ, they also made suggestions regarding locations that should be excluded (1644), that the STZ should only cover the city centre (1109), and that it is unacceptable to pay for essential services (1062). These rounded out the top five most common themes for comments on the STZ boundary from those who oppose its implementation. The comparison of these data sets could be used to look at the issues those who are against the STZ identify as their concerns and provides the opportunity to analyse these further.



**Figure 7-25 - Opposition to STZ - Most frequent comments on boundary question**



## CHARGE LEVELS

- 7.4.16. The most common comment made in response to the charge levels of the STZ was to express general opposition to the scheme (2831), which was closely followed by comments that the charge should be lower than £5 (2736), examples of which include:

*"£5 is too high for those that live within the city and leave the city for work. It is penalisation for those already living here..."*

*"It's far too high especially with the cost of living crisis"*

- 7.4.17. Comments regarding exemptions were common, making up three of the top six most common themes. Support for the proposed charge levels was expressed 544 times, for example:

*"They're good and correct. Driving is antisocial, dangerous and an environmental disaster. We can and should be doing everything we can to wean people off their cars and on to sustainable transport solutions."*

*"I'm glad you seem to have chosen the lower end of cost for meeting your aims to be fairer to lower/middle income households"*

- 7.4.18. 607 comments were made that the charge levels discriminate against low-income groups.
- 7.4.19. Charge levels were also mentioned in written responses from stakeholders. Cambridge Ahead members commented on the proposed charges, with 19 members supporting and 10 members opposing it. Those opposing felt that the proposed £5 charge is too high, especially for those driving in parts of the city with limited or no alternatives to the private car (e.g., parts of North Cambridge).
- 7.4.20. Great Shelford Parish Council described the STZ charge as a 'lifestyle tax' and were concerned that the restrictions on movement this would bring, would cause the parish to be viewed as a less attractive location. A summary of all stakeholder comments about charge levels can be found in Section 7.6.

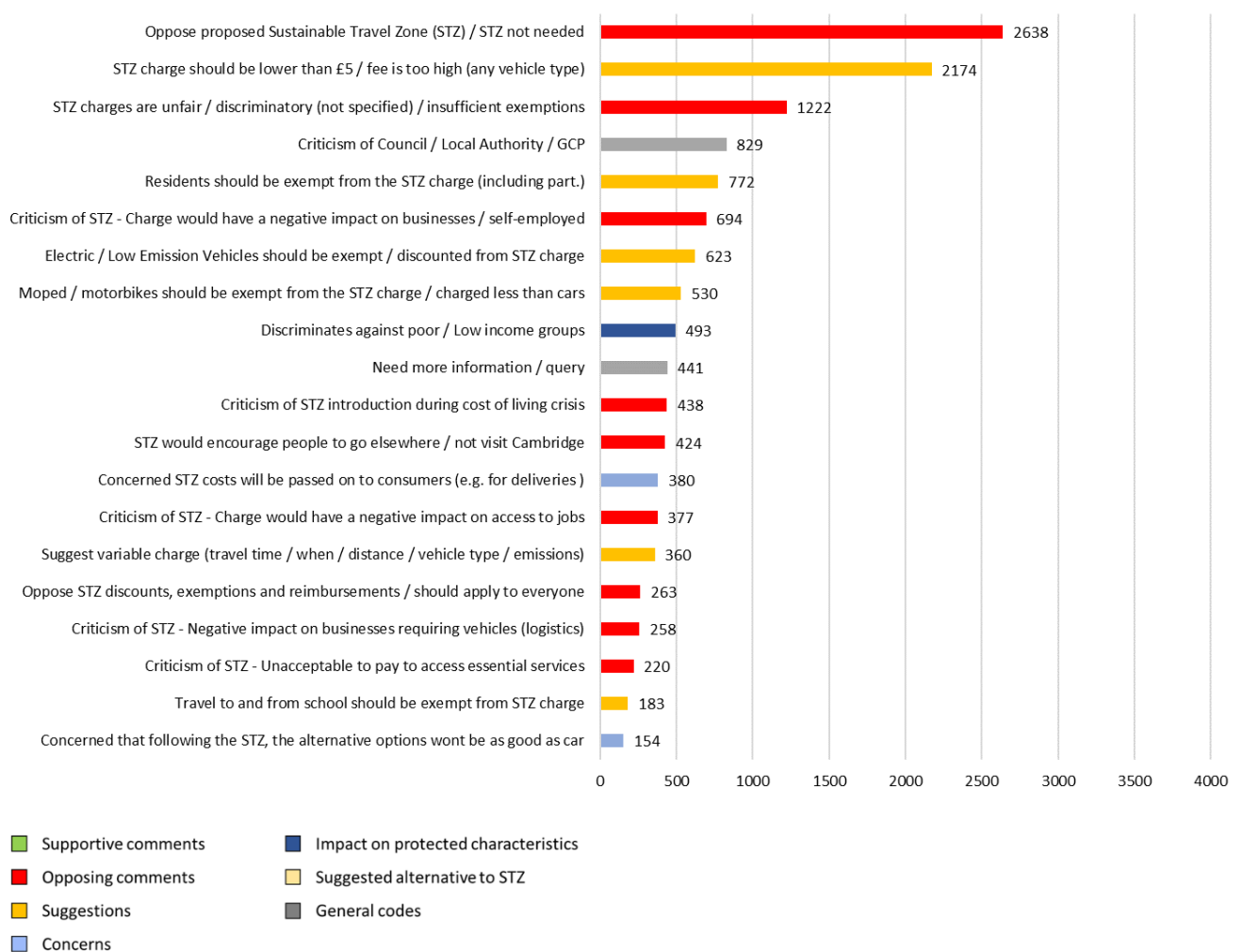
**Figure 7-26 - Do you have any comments on the proposed charge levels (n=13,687)**



## OPPOSITION TO STZ VS. COMMENTS ON PROPOSED CHARGE LEVELS

7.4.21. When asked about the proposed charge levels for the STZ, those who 'oppose' or 'strongly oppose' the scheme (closed question) also expressed this sentiment in the comments when asked about the proposed charge levels for the scheme (2638). This was followed by comments that said the STZ charge was too high (2174) and that the exemptions don't go far enough (1222). Criticism of council or GCP also received 829 comments. Respondents also felt residents should be exempt from the charge (772). 493 comments were made that said the charge discriminates against low income groups. 493 comments were made that said the charge discriminates against low income groups.

**Figure 7-27 - Opposition to STZ - Most frequent comments on charge levels question**



## FUNDING

### What other improvement would you like to see funded by the STZ?

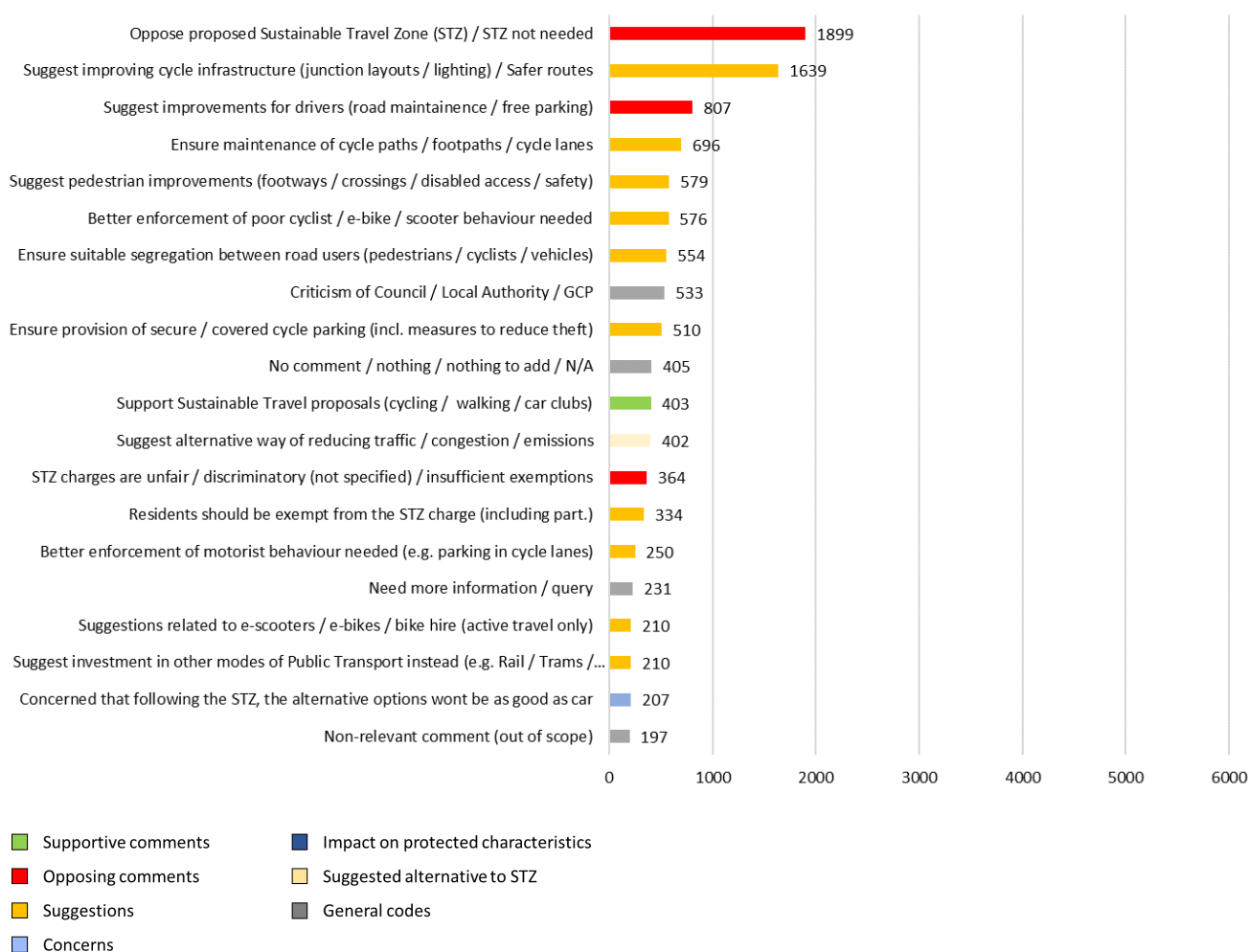
- 7.4.22. Other than expressing opposition to the STZ (1899), improved cycle infrastructure was the most commonly occurring comment (1639) from respondents when asked what other improvements they would like to see should the STZ be implemented, a number of which related to safety measures, for example:

*"I would like significantly improved cycle segregation along Newmarket Road in particular (and around the city more generally). Amsterdam-style cycle infrastructure and segregation."*

*"Lighting for existing cycle paths – I don't cycle after dark as the path to Shelford doesn't have adequate lighting."*

- 7.4.23. Other common themes were improvements for drivers (road maintenance/ repair) (807) and ensuring maintenance of cycle paths and footpaths (696).

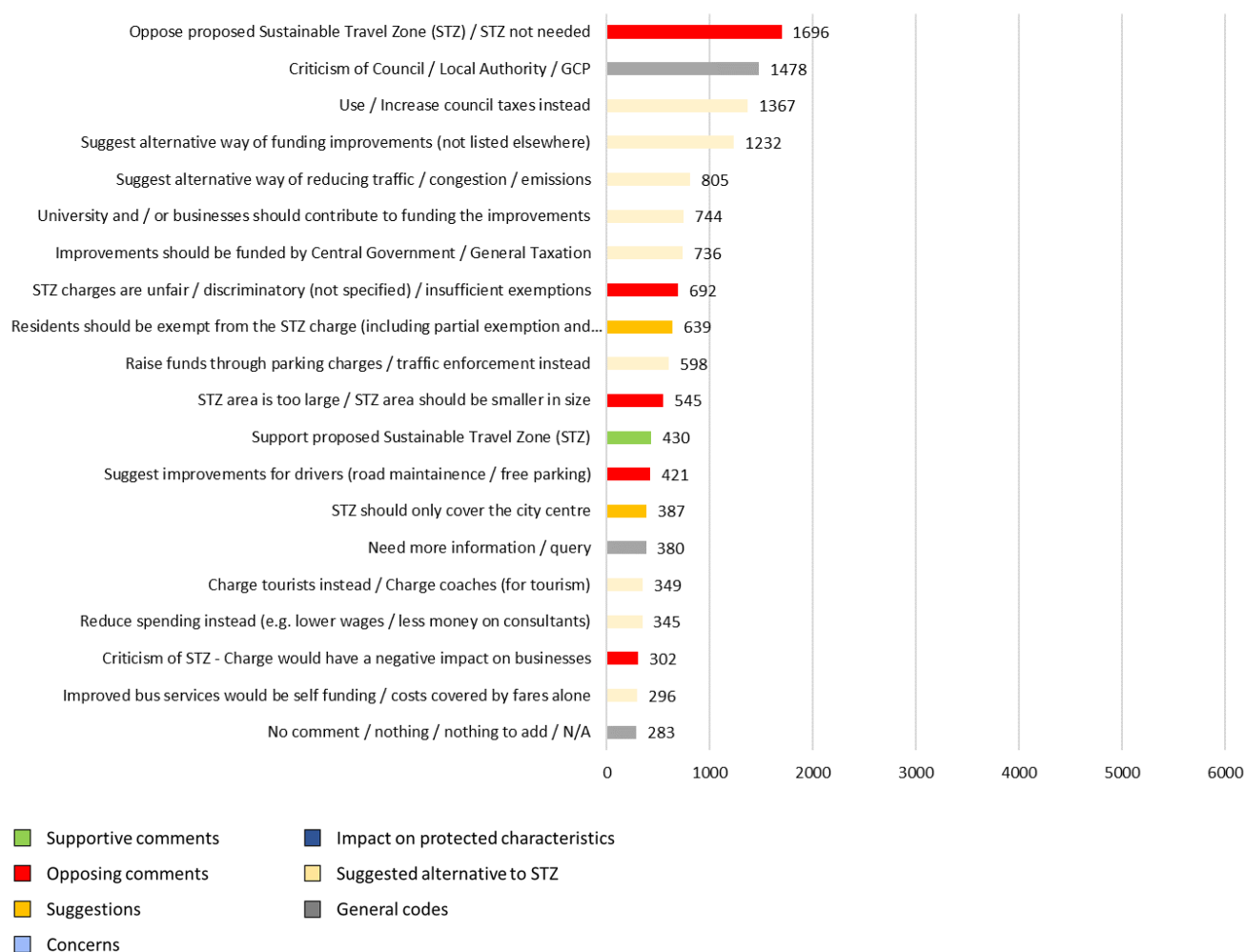
**Figure 7-28 - If a Sustainable Travel Zone was introduced, are there any other improvements you would like to see funded? (n=9,996)**



### Suggestions for alternative funding models

- 7.4.24. Respondents made a number of suggestions for alternative sources of funding. Comments expressing opposition to the STZ were common (1696), with the second most commonly occurring theme being related to criticism of the council and GCP (1478).
- 7.4.25. Suggestions for alternative funding included use of, or increase to, council taxes (1367), asking businesses and the University to contribute to funding (744), which one respondent highlighted would alleviate pressure on residents:
- "If you must change the bus system, get this funding from the numerous companies popping up everywhere making a profit not squeezing your residents dry!"*
- 7.4.26. There was also a comparable number of responses suggesting that funding should be acquired from the UK Government (736).
- 7.4.27. Stakeholder responses contained some recommendations for alternative funding models. CSC Green Party suggested interim option for funding the bus improvements was the introduction of a Workplace Parking Levy which could be set up quickly and with minimal administrative burden, then allowing the STZ to be brought in later following a careful re-evaluation and redesign of the proposals. Please see 7.6 for a summary of all stakeholder comments.

**Figure 7-29 - What alternative funding proposals would you propose to tackle challenges faced by Greater Cambridge (n=11,900)**



## HOURS OF OPERATION OF THE STZ

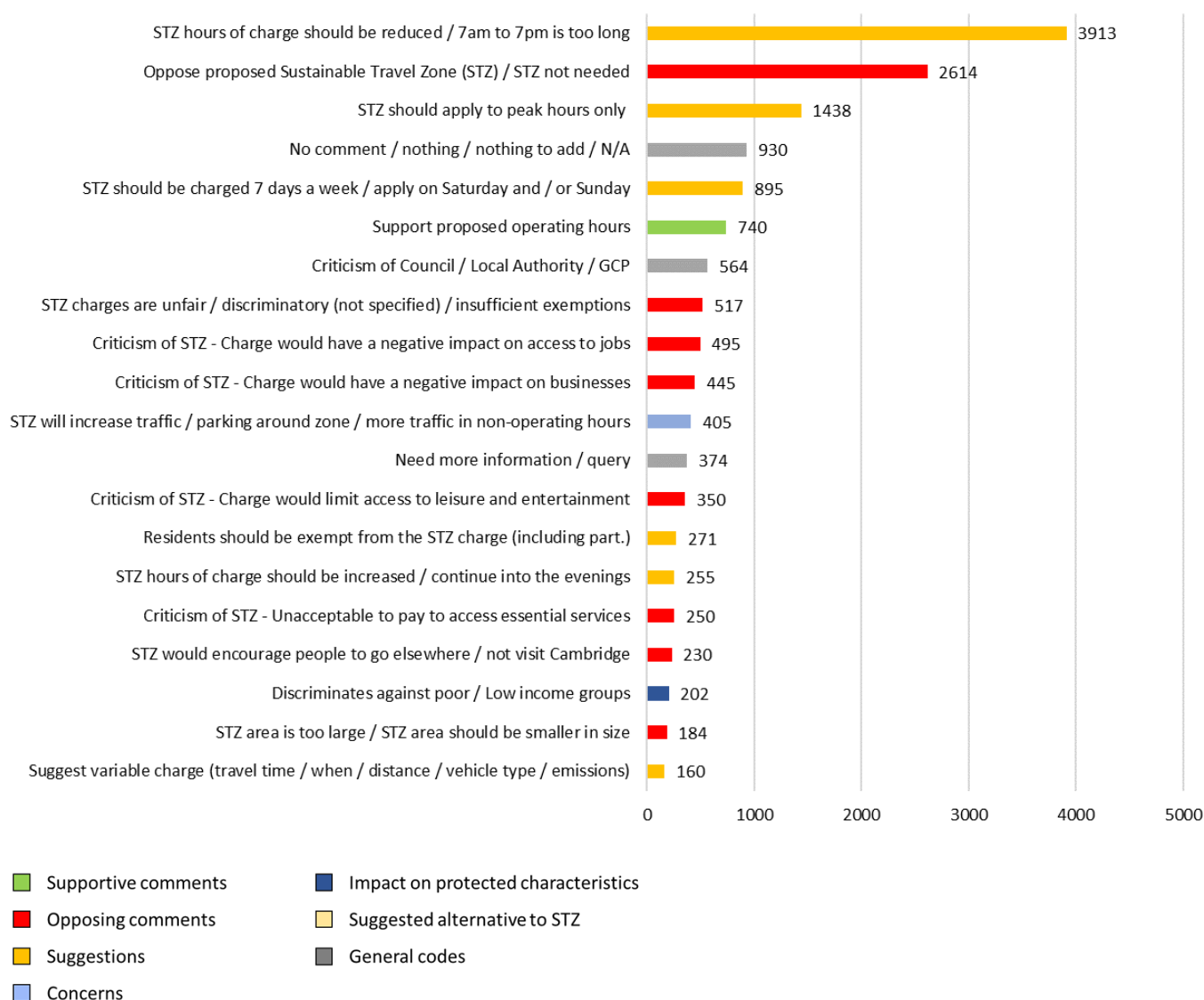
- 7.4.28. When asked if they had any comments on the hours of operation of the STZ, the most frequent comment (3913) was that they should be reduced. This was followed by 2614 comments expressing general opposition to the STZ. 1438 comments said that the STZ should apply to peak hours, as it was noted by one respondent that serious congestion is only at those times.

*"I don't agree with the timings of the proposed charge. There is only serious congestion at peak times so there should only be a charge applied at these times e.g., 08:00 - 09.30 and 15:30 - 18:00"*



- 7.4.29. Conversely, 895 respondents believe the STZ should operate 7 days per week. There were 740 respondents who said that they supported the proposed operating hours.
- 7.4.30. Hours of operation was commonly mentioned in stakeholder's written responses including the Transport Action Group who said they would like to see the STZ charge applied at weekends (albeit at a possibly different level) to ensure that traffic and congestion doesn't overwhelm the city during particularly busy periods.
- 7.4.31. A number of parish councils commented that hours of operation of the STZ should be peak only and hours where congestion is at its worst.
- 7.4.32. Saba Park Services UK Ltd had concerns regarding the operational period of the STZ, stating that the proposed hours of charge (7am-7pm on weekdays) is when the highest demand for their services arises.
- 7.4.33. The Salvation Army noted that 90% of its services and activities currently take place within the proposed 7am-7pm STZ hours of operation.

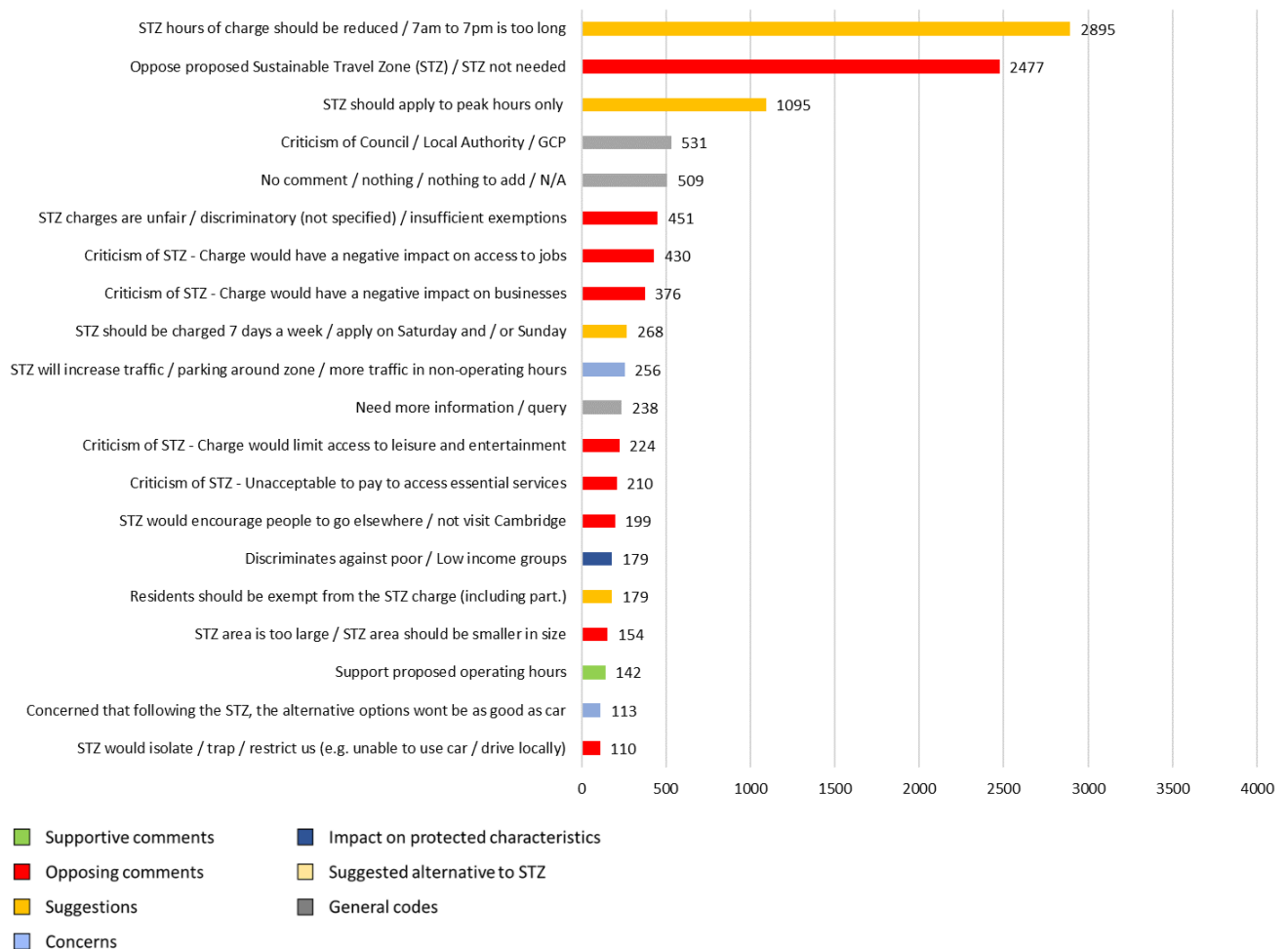
**Figure 7-30 - Comments on the proposed hours of operation of the STZ (n=12,099)**



## OPPOSITION TO STZ VS. COMMENTS ON PROPOSED HOURS OF OPERATION

- 7.4.34. Respondents who oppose or strongly oppose the STZ most commonly stated that the hours of operation should be reduced when asked to comment on them in the current proposed form (2895). This was closely followed by comments that generally expressed opposition to the STZ (2477). Operating hours that reflect peak hours was also commonly mentioned, with 1095 comments. After this comment there is a significant gap in the count of the next most frequent comment which was linked to criticism of council or GCP.

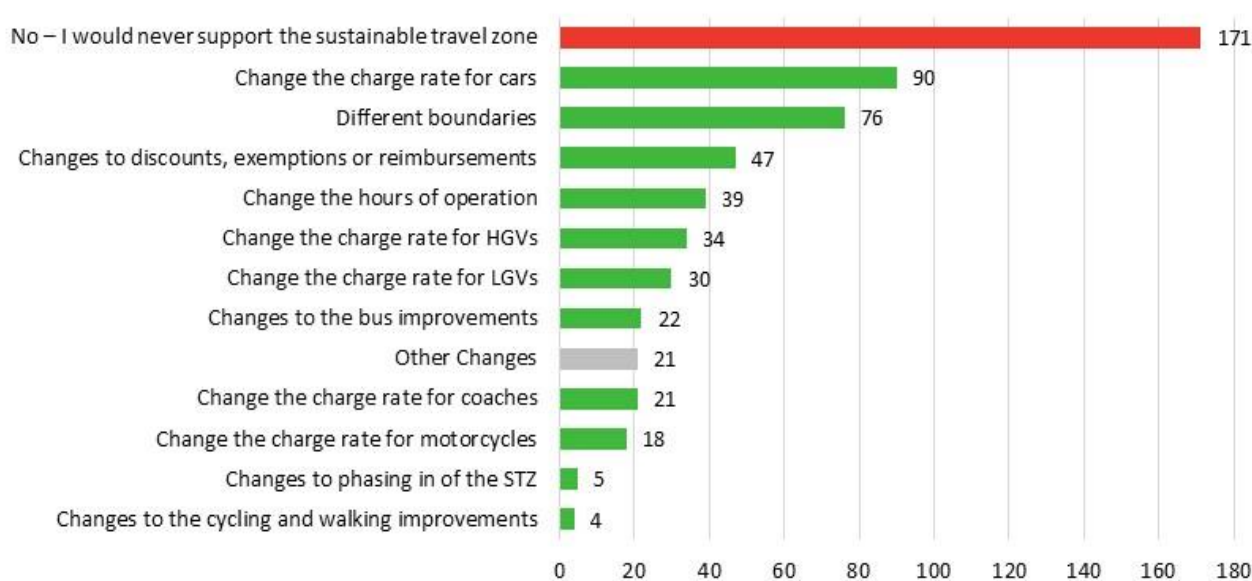
**Figure 7-31 - Opposition to STZ - Most frequent comments on hours of operation question**



## ARE THERE ANY CHANGES THAT WOULD ENCOURAGE YOU TO SUPPORT THE STZ? (DEMOGRAPHICALLY REPRESENTATIVE POLL ONLY)

7.4.35. This question only featured in the demographically representative poll and not the questionnaire, so no comparison is possible. Of the 1000 respondents to the demographically representative poll, 362 opposed the STZ and 171 stated that there were no changes that could be made to encourage them to support the introduction of the STZ. The remaining respondents selected options that would encourage them to support the STZ. The most commonly occurring options were to change the rate for cars (90), a different boundary (76), changes to exemptions or reimbursements (47) and changes to the hours of operation (39).

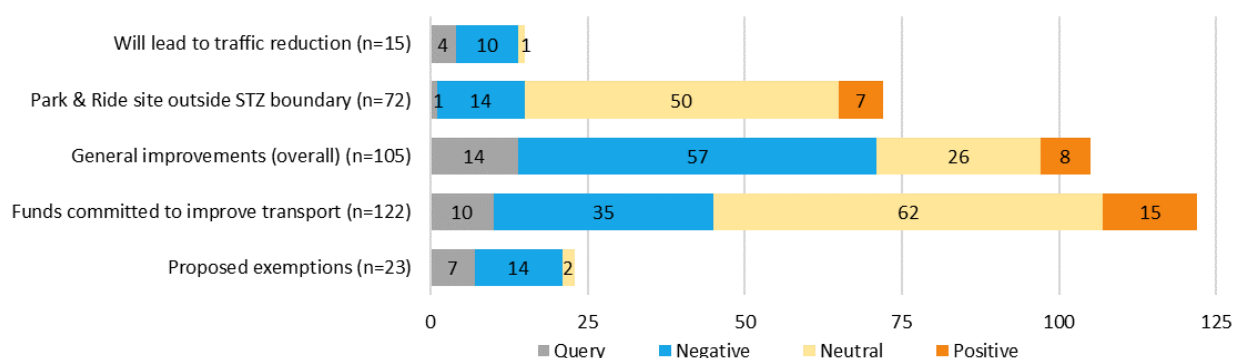
**Figure 7-32 - Are there any changes that would help you support the STZ plans?**



## 7.5 SUMMARY OF COMMENTS ON STZ IN SOCIAL MEDIA

7.5.1. Of the 2,173 comments made on social media about the Making Connections proposals, 337 were on posts related to the STZ (Figure 7-33). The most commonly occurring sentiment was neutral, with 141 classifications, followed closely by negative sentiment with 130. Similar to comments on social media regarding the bus improvements, classifications of 'positive' and 'query' feature much lower with 30 and 36 respectively. The themes of posts about the STZ that attracted the most comments were ones about the use of funds from the STZ to fund bus and sustainable travel improvements, to which 117 sentiment classifications were assigned and posts that discussed the proposals more generally, to which 93 sentiment classifications were assigned. The figure below shows the complete results of the social media comments relating to the STZ.

**Figure 7-33 - Sentiment of responses to posts on social media regarding STZ**



## 7.6 SUMMARY OF COMMENTS ON STZ FROM ORGANISATIONS/MEETINGS

### SUPPORT FOR THE STZ

- 7.6.1. **Sustrans** noted in their written response that the STZ is urgently needed to allow communities to thrive without having to use a car and that the scheme is in line with local, regional and national transport plans and policies. However, it was suggested that the proposed walking and cycling improvements should be clearly prioritised, planned, and in delivery by the time the road user charge becomes fully operational.
- 7.6.2. In a stakeholder meeting the **Taxi Forum** appreciated how decongestion might benefit their own operation.
- 7.6.3. **Greater Cambridge Citizens' Assembly** were supportive of the STZ and its potential to support long term investment in the improvement and maintenance of the region's transport network. Attendees also approved of the charge exempting blue badge holders, lower income households and (potentially) those travelling to medical appointments. One participant stated they supported car sharing measures as a means to reduce traffic, though only if the scheme/s had cars readily available and well distributed across the city.

### OPPOSITION TO STZ

- 7.6.4. In their response the **FSB** stated that businesses they surveyed questioned the need for the STZ, with one business commenting that hybrid working has already reduced the amount of car trips, while it was also noted that Cambridge could not be compared to London due to the differences in the transport systems between the two.
- 7.6.5. In written responses **British Motorcyclists Federation (BMF)** and the **Royston and District Motorcycle Club** were also unanimously against the STZ.
- 7.6.6. In their written response **Cambridge Friends of the Earth** were largely opposed to the STZ. While the group acknowledged the need to cut congestion, they suggested the proposal is simply a mechanism for enabling further "unsustainable development" in the region, through facilitating economic growth (i.e., housing and businesses development), which they considered to put significant pressure on the environment.
- 7.6.7. The introduction of the STZ was a divisive issue among councils, with some stating that they oppose the proposed road charging (**East Cambridgeshire District Council, Haddenham PC, Fulbourn PC, Newport PC, Willburton PC**) in written responses.
- 7.6.8. The **University of Cambridge Staff Town Hall** raised concerns that the 7am-7pm STZ operating hours would discriminate against part-time and shift workers.

- 7.6.9. **Logistics UK** stated in a stakeholder meeting that there was a lack of understanding regarding the economic and social contributions of the logistics sector, which the group considered to have potentially negative consequences for businesses. Logistics UK suggested that the focus of the Making Connections proposal should be on private vehicles, which are considered to make the greatest contribution to local congestion levels.
- 7.6.10. **AICES International Express** expressed in a stakeholder meeting that the logistics sector is “active across the whole economy” and many sectors (such as financial services, life sciences, hospitals, etc.) are heavily dependent on their services. AICES expressed concerns over the proposed lack of exemptions for zero-emissions vehicles, which they perceived to be huge misstep. The group noted that electric van costs are significantly higher than diesel vans, and where members are deploying EV technologies, they are doing so at a huge cost. AICES noted that most of their members will have Euro VII compliant vehicles for Clean Air Zones (CAZs) and queried why this CAZ-style exemption is not being offered in the current GCP proposal. *It should, however, be noted that as part of the proposals, the GCP did consult on the possibility for an STZ discount for zero-emission commercial vehicles. Despite this, neither of the Logistics Groups raised this during the sessions.* AICES noted that they would only expect HVGs to contribute 2% of traffic within the zone. The group were supportive of the aim to reduce congestion but suggested the proposal should be targeting those that make the most movements and can be re-modeled, i.e., private cars. AICES also expressed concerns over the divergence of local schemes across the UK. The group considered the Making Connections proposal to be the first road user charge over a large area but noted that such divergence in schemes across the country creates complexities for the logistics sector, which can be difficult for them to understand. The group ultimately considered such complexity and divergence in standards across the UK to be a major challenge for the industry. Finally, AICES also raised concerns over how the STZ would work in practice, and its impacts on the cost of delivering to Cambridge.

## **FUNDING**

- 7.6.11. In their response **CPRE, The Countryside Charity** queried the total number of buses and drivers that would be required to ensure the proposal is sustainable, fully funded and maintained.
- 7.6.12. **Cambridgeshire Sustainable Travel Alliance** and **CamCycle** suggested that 20% of the charging revenue from the STZ should be allocated for walking and cycling improvements.

## **ALTERNATIVE SUGGESTIONS TO THE STZ**

- 7.6.13. Written responses from stakeholders made the following suggestions about the STZ.
- 7.6.14. Teversham PC suggested additional railway stations in the area could also be beneficial as an alternative to the STZ proposal.
- 7.6.15. It was suggested that the proposals for an STZ should be disaggregated from the bus proposals (**Horningsea PC**) and put to a referendum (**Haddenham PC**).
- 7.6.16. **Newmarket Town Council** suggested enhancements to the local rail network.



- 7.6.17. Other councils (e.g., **West Suffolk Council, North Herts Council**) made suggested amendments to the routes to serve railway stations and improve connectivity. In some cases, this was tied to their own policies (e.g., Local Transport and Connectivity Plan for Cambridgeshire and Peterborough and Bus Service Improvement Plans proposed for West Suffolk and Cambridgeshire).
- 7.6.18. **CSC Green Party** suggested interim option for funding the bus improvements was the introduction of a Workplace Parking Levy which could be set up quickly and with minimal administrative burden, then allowing the STZ to be brought in later following a careful re-evaluation and redesign of the proposals. They believed that if both schemes were to co-exist, this would generate significantly higher revenue than if the STZ were to be introduced alone. They noted that the Parking Levy would *“reduce traffic in the centre and thus reduce the congestion charge revenue base. It would therefore become increasingly valuable to support the system”*. The group queried why the two schemes could not be introduced together and were under the belief that *“the GCP have not done any work on blending both WPL [workplace parking levy] and congestion charges”*.
- 7.6.19. In a stakeholder meeting, when discussing the Clean Air Zones, **AICES** noted that they support the CAZ concept, and consider that a single national standard should be adopted as an alternative to the STZ.

### **EXEMPTIONS/DISCOUNTS AND REIMBURSEMENTS FOR THE STZ**

- 7.6.20. The following comments were made by stakeholders in responses to the proposals.
- 7.6.21. A number of requests and suggestions were put forward by the **University of Cambridge**, this included: Suggest further STZ exemptions/mitigation measures to reduce the impact on a number of groups, including agricultural vehicles, Demand Responsive Transport, Emergency medical vehicles, and vehicles conveying clinically sensitive equipment/ materials *[Please note that a number of these groups are already included in the current list of proposed exemptions/ reimbursement]*.
- 7.6.22. **Greys of Ely Ltd Coach Hire** added that the intention to unilaterally charge coaches goes against the mission statement in the ‘MC Brochure V25’ as coaches ‘take at least a mile worth of traffic off the roads’ when compared to car usage. They stressed that whilst plans to improve the local bus network is a worthy aspiration, it cannot be a ‘one size fits all approach’ and that coaches should be part of the solution, not the problem.
- 7.6.23. The **Confederation of Passenger Transport** would encourage GCP to make coaches exempt from any charges.
- 7.6.24. **British Motorcyclists Federation (BMF)** and the **Royston and District Motorcycle Club** felt the £5 charge for motorcycles and mopeds was too high. It was argued that such a charge does not accurately reflect the benefits that powered two-wheelers (PTW) offer, such as reducing congestion and emissions. [Also in Opposition to STZ].

- 7.6.25. **Cambridge Cohousing Car Club** have asked for clarifications regarding whether car clubs are exempt from these charges. *[Note car clubs are exempt from these charges and opportunities to communicate with these groups.]*
- 7.6.26. **Cambridge Ahead** suggested pricing should be applied more flexibly, with suggestions that goods vehicles could be exempt if they produce low emissions or drive at a pre-registered delivery time slot to reduce peak usage
- 7.6.27. **AICES** requested an exemption to the charge in their sector. Similarly, UPS agreed that the charges proposed are disproportionate to the value delivery services offer, as well as the overall social value the industry brings to the city. AICES members stressed that investing in electric vans remains significantly more expensive than diesel equivalents and there are still challenges to achieving operational parity such as range limitations and insufficient charging infrastructure capacity.
- 7.6.28. **CSC Green Party** said for Addenbrooke's Hospital, the option of a free Park & Ride travel for NHS employees travelling to Addenbrooke's was mentioned, with CSC Green Party noting that a similar policy was already in place at Babraham and Trumpington P&R sites.
- 7.6.29. **Cambridge United Football Club** requested that those staff working as volunteers either for their Charitable Trust or community activities, should be excluded from the STZ charge.
- 7.6.30. **Logistics UK** suggested that charges should be considered in the context of the availability of alternative vehicles or travel options, as well as the economic and social value of the trip.
- 7.6.31. The **Combined Emergency Services (i.e., Police, Fire & Rescue Service and Ambulance)** suggested that the additional cost in travel would not attract people to want to work in Cambridge. They requested that consideration be given to exempting their operational staff, along with specific Senior Officers due to the critical nature of their work.
- 7.6.32. **Cambridge University Hospitals** requested further information on how the exemptions and reimbursement system would operate, seeking to understand where or when exemptions would be applied. Concerns were also raised over the administrative cost of the exemptions and reimbursement system; suggesting that such costs may be borne by the health provider. Concern about the impact of the STZ on hospital volunteers who undertake roles within the organisation, and those who support patients in accessing the campus, as well as others who support the operational delivery of health care services. Cambridge University Hospitals cited the following examples: Ministers of different faiths, carers and members of Royal Voluntary Services who run the café facilities, etc. Several of the responses requested that additional groups should be exempt from the STZ, including NHS partner staff, volunteers, patients, visitors and carers.

- 7.6.33. **Service by Emergency Response Volunteers (SERV)** cited that they are a charity with no government funding and no paid staff, and that they rely on volunteers who use their own private vehicle to provide essential services to local NHS hospitals. This includes picking up blood and blood products from the NHS Blood and Transport Services and delivering samples for analysis. The group expressed that it would not be fair to expect these volunteers to pay the STZ charge, on top of their own travel and fuel costs. While they support the objectives of the STZ charges, being a charity solely dependent on donations from members of the public are in no financial position to bear the cost of the congestion charging on the behalf of their volunteers. They requested that the reimbursement scheme be extended to include NHS partner organisations.
- 7.6.34. There was concern that setting up a system to handle exemptions and reimbursements would be a significant administrative task, which may also require funding to be allocated to manage these. This point was raised in the comments, including by **Stapleford PC, Fen Ditton PC, Great Shelford PC, Impington PC** and **North Herts District Council**.
- 7.6.35. **Caring Together** were deeply concerned over the impact the STZ would have on unpaid carers, requesting that this group should be exempt from the charge. They added that homecare professionals (i.e., those delivering homecare to individuals and families) should also be exempt from the charge, as it is unrealistic to use public transport when undertaking multiple home visits in a short timeframe. *[Please note that under the current proposal, 'social care, community health workers and Care Quality Commission registered care home workers' are eligible for reimbursement of the STZ].*
- 7.6.36. The proposed STZ exemptions for NHS staff carrying certain items (such as equipment, patient notes or controlled drugs) were welcomed. *[Please note that this appears to be a misinterpretation, as under the current proposal NHS staff carrying certain items would be eligible for a reimbursement, rather than exemption].* However, the **Arthur Rank Hospice Charity** queried whether their own staff would also be exempt when undertaking similar journeys, for example, when transporting medical equipment to Addenbrooke's, despite not being employed by the NHS.
- 7.6.37. In stakeholder meetings, the following comments were made by stakeholders in attendance.
- 7.6.38. **SERV Suffolk & Cambridge** and the **Taxi Forum** identified that private vehicles were sometimes used to carry medical samples and other perishables and that these movements should be reimbursed.
- 7.6.39. **AICES** consider their services should be seen as 'essential' for both business and consumers who depend on delivery of goods. The STZ charge will increase already rising costs, rendering them unaffordable for some. AICES had reservations over how the STZ would work in practice, describing the charges to be "very damaging" for express logistics vehicles and ultimately considering it to be an unworkable solution.

- 7.6.40. Representatives from Disability organisations raised a number of barriers to bus and public transport use including particular impairments. Some noted that the proposed exemption for blue badge holders (where they are able to nominate 2x vehicles for exemption) would not be sufficient to meet their needs, suggesting the possibility of nominating additional vehicles for specific journeys.
- 7.6.41. For those without a blue badge, representatives from disability organisations were concerned that they would not be eligible for any form of exemption or discount. All felt disabled people who drive / are driven should be eligible for a discount or exemption, regardless of any other factor (e.g., holding a blue badge). Suggestions were made on how this could be implemented - including requesting a GP letter as proof of your health condition or impairment – though a number of issues were noted, as often this has to be paid for and not all disabled people have a formal diagnosis.
- 7.6.42. **Greater Cambridge Citizens’ Assembly** suggested that the exemptions scheme for blue badge holders could be manipulated, and queries were raised regarding the proposed charge level for motorbikes, notably why this is the same as the charge for cars, despite causing less congestion. One focus group suggested ongoing monitoring of the impacts of the zone, to identify issues and to show benefits.
- 7.6.43. **Cambridge Council for Voluntary Services (CCVS)**, noted the impact that the charge would have on carers, community car schemes and other organisations that operate services that are reliant on vehicles, such as the Salvation Army furniture collection and deliveries.
- 7.6.44. **Citizens Advice Bureau** noted potential issues when defining ‘low income’. This can be “*challenging and subjective*”; the preference should be to use a pre-defined government definition.
- 7.6.45. **Logistics UK** and **AICES International Express** commented on the proposed STZ discounts and exemptions, suggesting that the latter doesn’t go far enough, with further exemptions needed.
- 7.6.46. **Cambridge University Hospitals (CUH)** significantly opposed the proposed STZ discounts and exemptions, commenting that the proposed reimbursements for patients and staff would not be suitable. This was largely due to the perceived additional burden that it would place on hospital admin staff, who would be required to undertake additional administrative tasks to process the reimbursements. They noted barriers to technology and form filling, as further reasons for their opposition. Furthermore, while the group were broadly supportive of the proposed discount for people on low incomes, they queried how ‘low-income’ would be defined and enforced. They were also concerned that the Making Connections proposal would negatively impact on the lowest paid staff.

## **HOURS OF OPERATION OF STZ**

- 7.6.47. Written responses from stakeholders expressed the following regarding alternative hours of operation.

- 7.6.48. **Transport Action Group** added that they would like to see the STZ charge applied at weekends (albeit at a possibly different level) to ensure that traffic and congestion doesn't overwhelm the city during particularly busy periods.
- 7.6.49. **Friends of the Cam (FotC)** supported the overall objectives to reduce car use and encourage active travel, but did not believe that the proposals, particularly the STZ, would achieve them. They considered that the introduction of a congestion charge would not discourage all-but-essential car travel, noting that those who could afford the charge would continue to drive in and around city. They instead described the STZ as a "*regressive tax*", and noted that, if the aim of the charge was truly to restrict car travel, there would need to be a corresponding reduction in city centre car parking.
- 7.6.50. **Horningsea PC** argued that an Ultra-Low Emission Zone (ULEZ) scheme would be preferable, fairer, and easier to administer. Horningsea said that the STZ should target hours where congestion is at its worst.
- 7.6.51. **Teversham PC** suggested measures such as restricting access to Cambridge to odd and even numberplates on alternating days could also be considered as an option to reduce congestion. It also suggested that changes to traffic systems (e.g. one-way streets) could improve traffic flow, adding that recent road closures and road narrowing had not helped congestion in the city.
- 7.6.52. Comments relating to the hours of operation came from **Teversham PC** – suggesting that the STZ charge should only apply to the morning peak, and only in the direction of the city.
- 7.6.53. **Cambridge Past, Present and Future** objected to the proposed STZ due to the "*significant impact*" it would have on the charity and its service users. The group were concerned that the charge would limit access to country parks and green space, which people would now have to pay a charge to drive to and noted that these areas were not easily accessible via public transport or bike. Their suggested approach would be to reduce the STZ hours of operation to the morning peak only (7-10am), which would significantly reduce this negative impact.
- 7.6.54. **Cambridge Healthy Air Coalition (HAC)** welcomed the proposal for a STZ to reduce vehicle use in Cambridge but recommended that the charge is operational 24/7. They noted this is the case for similar schemes in other cities, such as the Clean Air Zones in Portsmouth, Birmingham and Bath, and suggested this would be a more effective approach than the current GCP proposal. HAC noted "*we cannot wait to tackle toxic air pollution; waiting until 2027/28 could mean failing to prevent another 600 premature deaths as a result of air pollution in Cambridge*". They therefore suggested that the STZ should be implemented much sooner than proposed.
- 7.6.55. **John Lewis & Partners** and **Waitrose & Partners** raised a concern that, with the charge being 07:00-19:00, this could create a new evening peak as people travelled to shop outside of the charging hours. They also raised a related concern that this would lead to produce lingering on the shelf throughout the day.

- 7.6.56. **Saba Park Services UK Ltd** had concerns regarding the operational period of the STZ, stating that the proposed hours of charge (7am-7pm on weekdays) is when the highest demand for their services arises.
- 7.6.57. **Stapleford PC** asked why the proposal was to charge during the quieter parts of the weekdays, but then not charge during the busier parts of the weekend.
- 7.6.58. **The Salvation Army** noted that 90% of its services and activities currently take place within the proposed 7am-7pm STZ hours of operation. Thus, the introduction of the charge would significantly impact access to such services (including children's groups, music lessons, etc.), all of which are important for mental health and wellbeing.
- 7.6.59. **Cambridge Masonic Hall** objected to the STZ, noting the substantial impact it would have on the organisation's ability to continue supporting national and local charities, many of which are based in Cambridge. Most meetings at the Hall fall within the proposed hours of STZ operation (many start at around 6pm), resulting in significantly higher travel costs for attendees. Often the venue is accessed by car, due to the poor public transport both in Cambridge and surrounding areas, with the catchment area for attendees at the Hall being predominantly East Anglia, but also extending more broadly across the UK. The group ultimately considered implementation of the STZ to be "*damaging*", not only to the Masonic Hall itself but also to other businesses and residents, both within the City of Cambridge and the surrounding villages.

## **PHASING OF STZ**

- 7.6.60. The following comments were made by stakeholders in written responses about phasing.
- 7.6.61. **Cambridge Healthy Air Coalition (HAC)** suggested that the STZ should be implemented much sooner than proposed.
- 7.6.62. **Cambridge and Peterborough Climate Action Coalition (CPCAC)** emphasised that the improvements should be delivered immediately, with swift action needed to tackle the climate emergency.
- 7.6.63. **CSC Green Party** considered the introduction of the STZ any earlier than 2027 to be "*unfair*" due to this being brought in before the bus service improvements. This was largely centred around their view that the STZ charge could only feasibly be brought in, once the bus service improvements had demonstrated that they are a viable alternative to the car.
- 7.6.64. **The University of Cambridge** suggested "a clear agreement that public transport and active travel infrastructure has reached an acceptable level must be in place prior to the introduction of any charging scheme".
- 7.6.65. **Urban & Civic** underlined their preference for the proposed phasing of measures to be more clearly articulated, how the proposed bus network and cycle provision is delivered and fully operational as a priority. They also suggested that GCP consider a tightly defined pilot to test the operation and impacts ahead of any decision to proceed with the STZ implementation.



- 7.6.66. The **University of Cambridge** noted that the public transport improvements (including P&R capacity) must be completed before the STZ is introduced.
- 7.6.67. In a stakeholder meeting, **Logistics UK** queried the proposed phasing approach, questioning why HGVs would be charged before private cars, despite the latter causing the greatest congestion issues and offering the greatest potential for mode shift. Logistics UK noted that the Oxford traffic filters have exemption for vehicles in the freight sector.

### **LEVEL OF CHARGE FOR STZ**

- 7.6.68. In their written response, **Cambridge Ahead** members commented on the proposed charges, with 19 members supporting and 10 members opposing it. Those opposing felt that the proposed £5 charge is too high, especially for those driving in parts of the city with limited or no alternatives to the private car (e.g., parts of North Cambridge). The group added that if the charge is to go ahead, there is a need to ensure free or cheaper travel alternatives are introduced (such as free shuttle buses to certain locations), to maximise the effectiveness of the charge.
- 7.6.69. **Great Shelford Parish Council** described the STZ charge as a 'lifestyle tax' and were concerned that the restrictions on movement this would bring, would cause the parish to be viewed as a less attractive location.
- 7.6.70. In stakeholder meetings the following comments were made about level of charge.
- 7.6.71. **Anglia Ruskin University** suggested that further work would be needed to discourage car use, such as increasing the £5 daily STZ charge.
- 7.6.72. **Logistics UK** were most concerned by the charge levels proposed for vans and HGVs, noting that the London Congestion Charge is a flat rate for all vehicle sizes. The group were also concerned over the proposed size of the chargeable zone, which they noted incorporates industrial sites, and also expressed concerns over the proposed STZ hours of operation.

### **BOUNDARY**

- 7.6.73. Comments about the boundary were in written responses from the following stakeholders.
- 7.6.74. **Cambridge Ahead** narrowly supported the proposed STZ boundary in its current form. However, it remained a point of contention, with several members saying the boundary is too broad and contains too many parts of the city.
- 7.6.75. Respondents on the edge of the city (but still within the STZ) were particularly concerned with the impacts of the scheme, as, whilst within the zone, they were less likely to benefit from comprehensive sustainable mode access. This included several organisations with facilities at **Cambridge Science Park**. Several of these groups raised concerns that reaching their sites via public transport would lead to significantly longer journey times for staff, with one respondent citing that, to access their site by public transport, someone from outside the zone would likely need to briefly travel *away* from Cambridge to reach a Park and Ride site, only to come back in.

- 7.6.76. Two businesses surveyed by the **FSB** commented that they felt it was unfair that Addenbrooke's Hospital was to be located within the STZ.
- 7.6.77. **Trumpington Place Management Company Ltd.** raised a concern that the road from which their premises is accessed was part of the zone's boundary, meaning that people leaving/entering the estate would be charged each time. *[Note vehicles are only charged once per day as part of the proposals].*
- 7.6.78. The **National Farmers Union** sought clarification on the status of their members whose fields were crossed by the STZ boundary covering its access points and how agricultural traffic (e.g., equipment to fields, supplies in, and produce out) which crossed the boundary this way would be charged. *[Note vehicles are only charged once per day as part of the proposals].*
- 7.6.79. **Saba Park Services UK Ltd** requested that Addenbrooke's Hospital Campus and its immediate vicinity be excluded from the STZ, as well as the route from the M11 to the hospital (namely Hauxton Road, Addenbrooke's Road and Dame Mary Archer Way).
- 7.6.80. A key point was made over the boundary of the STZ, with several councils mentioning that the current proposal penalised motorists for entering the periphery of the city, plus those that were driving away from Cambridge and therefore not contributing to the congestion in the city centre (**Fulbourn PC**).
- 7.6.81. The boundary area between the STZ and the surrounding area was a key issue for the parish councils, with suggestions being made that the zone boundary should be moved closer to the city centre (**Great Shelford PC, Teversham PC, Milton PC**).
- 7.6.82. **Fen Ditton PC, Fulbourn PC, Girton PC, Great Shelford PC, Histon and Impington PC, Stapleford PC** and **Teversham PC** had concerns about the potential for their area to be used for car parking or rat-running on the periphery of the zone, by those wanting to avoid paying the charge.
- 7.6.83. It was suggested that Cambridge North Railway Station should be outside the STZ (**Dry Drayton PC, Milton PC, Teversham PC**), or at the very least, there should be a route from the A14 to the station that does not require entry to the STZ charging area (**West Suffolk Council**).
- 7.6.84. Aside from their broad support for the proposals, **Urban & Civic** disclosed the greatest concerns for both the phasing and geographical extent of the STZ. Whilst they do support the overarching vision, and the importance of encouraging modal shift to more sustainable modes,
- 7.6.85. **Urban & Civic** remain uneasy with the boundaries of the STZ and particularly the inclusion of Cambridge North and the future Cambridge South station(s). They believe this will present capacity issues for stations outside of the STZ, such as Ely station and Waterbeach station, and additionally for public transport along the wider A10 corridor. Urban & Civic suggest these consequences be considered carefully, as do the implications for those accessing hospitals for both outpatient and emergency services.

## IMPACT ON COST OF LIVING

- 7.6.86. On the cost of living the following comments were made in written responses to the proposals.
- 7.6.87. **AICES** members explained that the current economic climate (e.g., inflation, labour shortages, vehicle supply chain issues, etc.) has led to increased costs for the logistics sector and that charging this sector to enter the city will only exacerbate existing inflation and drive up the cost of living.
- 7.6.88. **Four businesses surveyed by the FSB** noted that this [the Making Connections proposals] was all happening against the backdrop of the cost-of-living issues, which in their view already makes it difficult for businesses to operate.
- 7.6.89. The **Combined Emergency Services (i.e., Police, Fire & Rescue Service and Ambulance)** had concerns over the impact of the STZ on operational emergency staff who work in Cambridge, as well as their ability as an organisation to recruit staff, stating that cost of living is already a challenge for most employees.
- 7.6.90. Concerns about the impact of imposing the STZ charge during a cost-of-living crisis was raised by several of the councils (**Haddenham PC, Histon and Impington PC, and Huntingdonshire District Council**) particularly in terms of the impact on lower income groups.

## IMPACT ON BUSINESSES

- 7.6.91. In their written response the **Federation of Small Businesses (FSB)** submitted a response which comprised case studies from businesses that they had engaged with in December 2022, during the consultation period. Almost all of the comments received from the business case studies mentioned that the STZ would result in them having to pass on the cost for the charge (be it for deliveries or services) on to their customers. This increase in price led to concerns that customers would take their business elsewhere, while there was also concern that this, alongside the cost of paying the charge would threaten the long-term viability of their businesses (6 businesses). Two of the businesses commented that they may potentially look to relocate outside of Cambridge in order to avoid the STZ, while one respondent said that they had already done so. One business queried whether they would need to pay VAT on the costs of the STZ when paying the charge for their business. They commented further in meetings that their members would need to pass the increasing costs onto tenants and customers. One specific business owner noted *"I own a skip delivery business. It will cost me £110K a year to cover the cost of my lorries coming into Cambridge every day...I'd have to shut my company down. Would have to put the prices up 5% to cover the HGV charge."* Some SMEs expressed concern they would simply not be able to operate at all once the STZ was introduced. As quoted by the FSB, *"businesses will fold because of this charge... The local economy will decline because businesses will close"*.
- 7.6.92. Additional written responses from stakeholder also stated the following.

- 7.6.93. A Workplace Parking Levy was proposed by **Stapleford PC** as being a fairer alternative to the STZ, and the example of such a scheme being used in Nottingham was given. The Parish made the example that the STZ charges as proposed are punitive on those working in lower paid jobs, who are not able or do not have the option to work from home, while some large employers may pay their employees costs for travelling into the STZ – but this may not be available to all of those working.
- 7.6.94. A similar proposal to tax businesses to pay for public transport improvements was suggested by **North Herts District Council**, since it was noted that businesses often benefit from transport enhancements through improved connectivity and better access to labour markets.
- 7.6.95. It was suggested that it may lead to some potential customers deciding to go elsewhere to avoid the charge, while the retail parks on the edge of Cambridge are reliant on car access (the need to carry heavy items etc.) and would also suffer from people seeking alternatives if the STZ included them within its boundary. This issue relating to edge-of-town retail parks was raised by several Councils, including **Great Shelford PC, Milton PC** and **Teversham PC**.
- 7.6.96. In stakeholder meetings **Logistics UK** raised general traffic displacement concerns, which they noted could lead to added journey times, more vehicles using the roads, which would add costs to operators and congestion in the area. Some suggestions were made to reduce this impact, including using bus lanes for vehicles over 3.5 tonnes. Not only would this reduce displacement via alternative routes, but it would also reduce stop-start traffic, helping to reduce emissions from HGVs. Logistics UK noted that they understand the overall aims of the scheme but raised concern over the “*unintended consequences*” of the STZ on deliveries and businesses, with potential rising costs being passed onto the consumer.
- 7.6.97. Discussions in stakeholder meetings were also held over the potential to consolidate delivery timings across Cambridge, which would enable business vehicles to avoid the STZ charge. Despite this suggestion, other businesses (**Madingley Mulch** and **Madmix**) stated that this was not possible, as they would be unable to deliver after 7pm when it is dark.
- 7.6.98. As representative of a number of member businesses, the **Chamber of Commerce** expressed in a meeting that they were unable to form a collective position of the STZ because individual member views were too diverse. *[Please note that the meeting with Cambridge Chamber of Commerce took place after the main consultation period]*. Members of the group had therefore been encouraged to respond to the online consultation survey while it was open, to comment on the proposals.
- 7.6.99. **Marshall Group Properties (MGP)** queried the lack of any discount for zero emission vehicles and would instead prefer to see a stronger commitment to encourage their uptake for business purposes; they would not want to see businesses discouraged from locating to East Cambridge, where charges may apply, despite investment in 100% electric, low impact vehicles. MGP therefore wish to be assured that these far-reaching proposals do not have negative impacts on viability, investor confidence in the city, and above all the proposals must stand up to scrutiny against the tests of equitability that are required of such schemes.

## IMPACT ON THE COMMUNITY

- 7.6.100. **Cambridge United Football Club (CUFC)** noted in their response that while weekend matches would be unaffected, the timing of the STZ would impact on those arriving for weekday evening kick-offs, noting that cars begin to arrive at around 6pm. CUFC stated that much of their community activities are supported by volunteer workers, who would likely be discouraged by a congestion charge. This would have a knock-on effect of limiting the impact of the club's community service activities.
- 7.6.101. It was noted by **Horningsea Parish Council** in their response that the STZ charge as proposed would effectively trap people living within the zone by requiring them to pay each time they use their car, while at least those living outside had an option to avoid the STZ area.

## IMPACT ON EMPLOYMENT

- 7.6.102. In their written response the **Royal Papworth Hospital** stated that in a staff survey undertaken on the proposals, 85% of respondents said that if a road user charge were introduced it would affect their decision to work at Cambridge Biomedical Campus (CBC), with several of their staff commuting from as far north as Bourne (Peterborough), Bedford in the west, St Albans to the south and Bury St Edmunds to the east. Bus travel is not an option, and nor are other routes included in the current proposals; therefore, this poses a huge concern for them. Clinical staff often require their cars to carry out domiciliary visits to housebound patients or to visits patients or care / nursing homes. Kit and medication often need to be transported with clinicians who do this using their own private cars.

## 8 SUSTAINABLE TRANSPORT PROPOSALS

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### 8.1 SUSTAINABLE TRANSPORT PROPOSALS SUMMARY

8.1.1. In addition to the improvements to the bus network and the implementation of the STZ, the proposals also detail various sustainable transport improvements. It is proposed that the funds generated from the STZ would be used to invest in sustainable transport across the city, including, but not limited to the following:

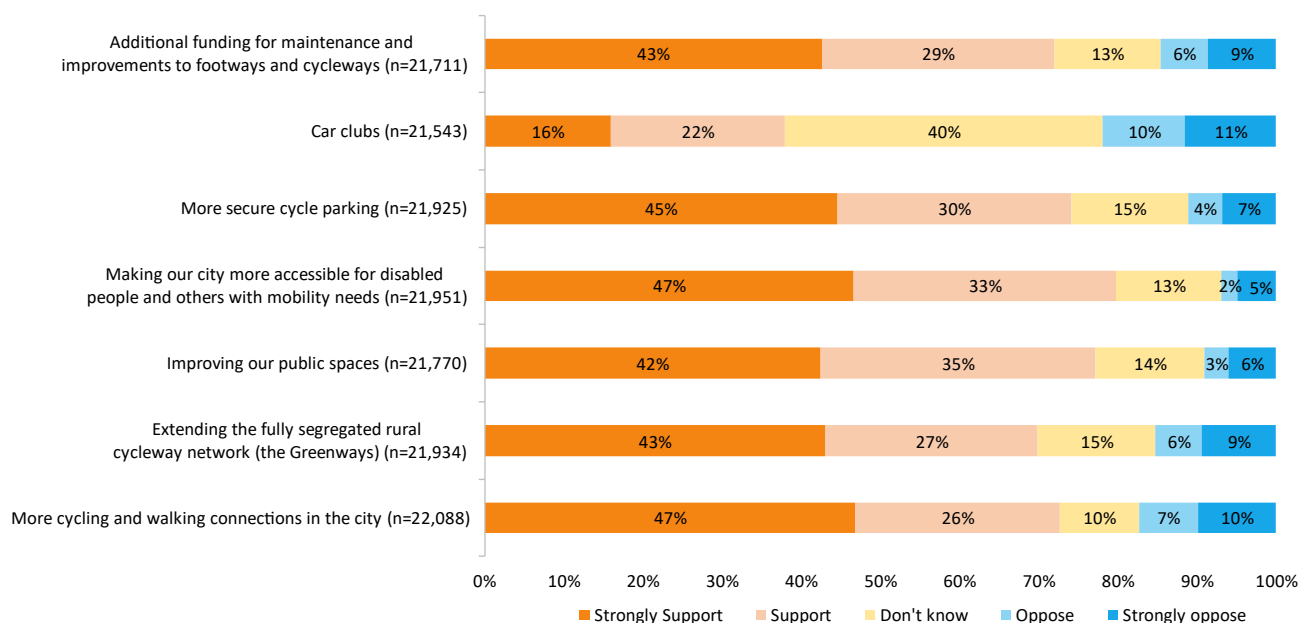
- Provision of new cycling and walking connections, including completing the Cycling Plus network, comprising 13 routes.
- Improvements to the public realm to make these spaces more accessible and more pleasant to spend time in, with the needs of people with accessibility requirements considered.
- Enhanced secure cycle parking provision in the city for those travelling by bicycle.
- Car clubs - giving people access to a car, without the cost and expense of owning one. Car club vehicles were proposed to receive a 100% discount from the STZ charge



## **8.2 OVERALL SUPPORT OR OPPOSITION FOR SUSTAINABLE TRANSPORT PROPOSALS**

- 8.2.1. Respondents from the Making Connections consultation were broadly in favour of improvements that would encourage the take up other forms of travelling. In general, across the different measures proposed, an average of 75% of respondents indicated they were 'strongly supportive' or 'supportive' (Figure 8-1). These included measures such as more secure cycle parking, more cycling and walking connections and additional funding for maintenance and improvements. Overall, the opposition to sustainable transport measures was low, with an average of 14% being opposed. ('oppose' or 'strongly oppose').
- 8.2.2. Of all the sustainable transport measures, car clubs attracted the largest portion of 'don't know' responses, with 40% selecting this option. Respondents may have required more information regarding car clubs to make a more informed choice on that option.
- 8.2.3. Responses from stakeholders were broadly supportive of the sustainable transport measures with the University of Cambridge being particularly supportive of the improved cycle infrastructure, with the University of Cambridge noting that walking and cycling are the preferred modes of travel for most students and over 40% of university staff.
- 8.2.4. Wolfson College welcomed the proposals for improved public transport, cycling and walking, noting their alignment with the College's Sustainability Strategy, which seeks to find better alternatives for staff having to drive to work.
- 8.2.5. The Federation of Cambridge Residents' Association welcomed the proposals for safe walking and cycle routes and improved bus services that would reach all areas of the city, which they considered would benefit everyone in the community.
- 8.2.6. A summary of all stakeholder responses regarding sustainable transport measures can be found in Section 8.4.

**Figure 8-1 - To what extent do you support or oppose additional improvements to walking and cycling, accessibility and public spaces?**

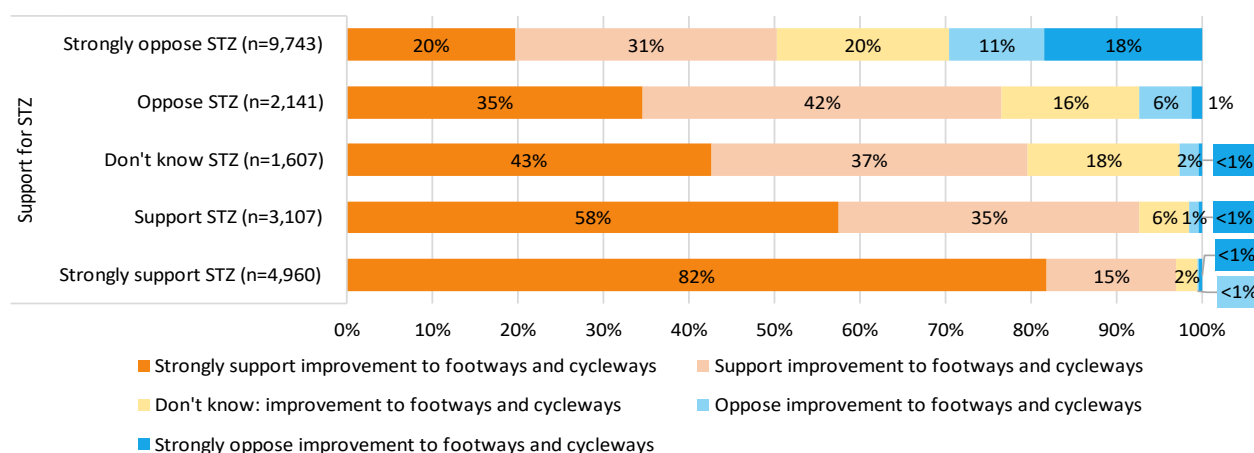


## SUPPORT FOR SUSTAINABLE TRANSPORT PROPOSALS VS. SUPPORT FOR STZ

### Improvements to footways and cycleways vs. support for STZ

- 8.2.7. There was strong support for additional funding for maintenance and improvements to footways and cycleways, which was above 75% ('strongly support' and 'support') when compared with levels of support or opposition to the STZ except for 'strongly oppose STZ', where support for these measures was 51% ('strongly support' and 'support').

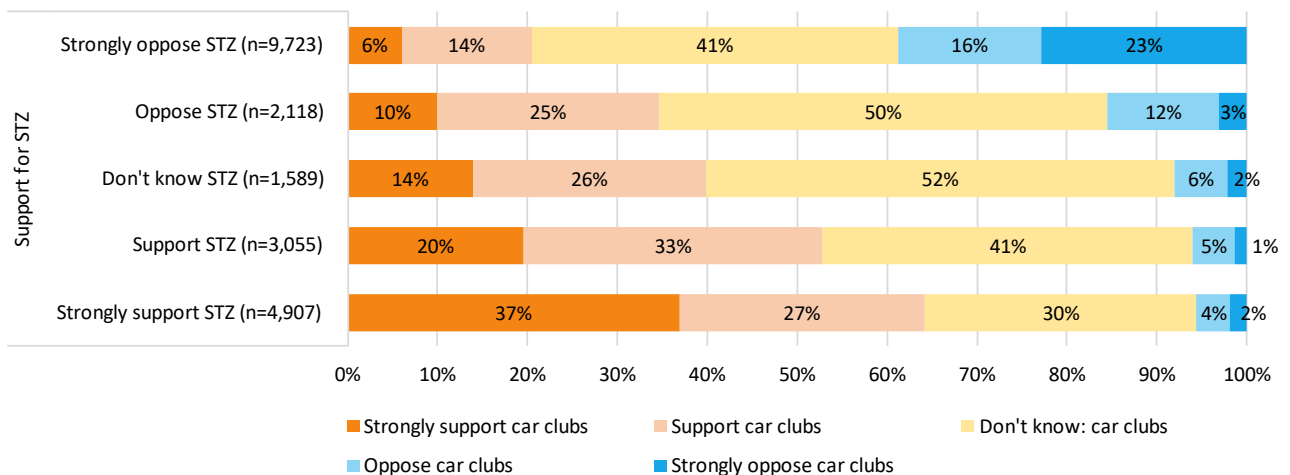
**Figure 8-2 - Improvements to footways and cycleways vs. support for STZ**



### Support for car clubs vs. support for STZ

- 8.2.8. Support for car clubs compared to support for the STZ was lower than the other sustainable transport measure, as notes in the summary graph (Figure 8-3). Respondents they said they 'don't know' about car clubs at a rate of 30% and above for every level of support for the STZ. Strong opposition to car clubs was 23% for those that strongly opposed the STZ which is considerably higher than all other categories.

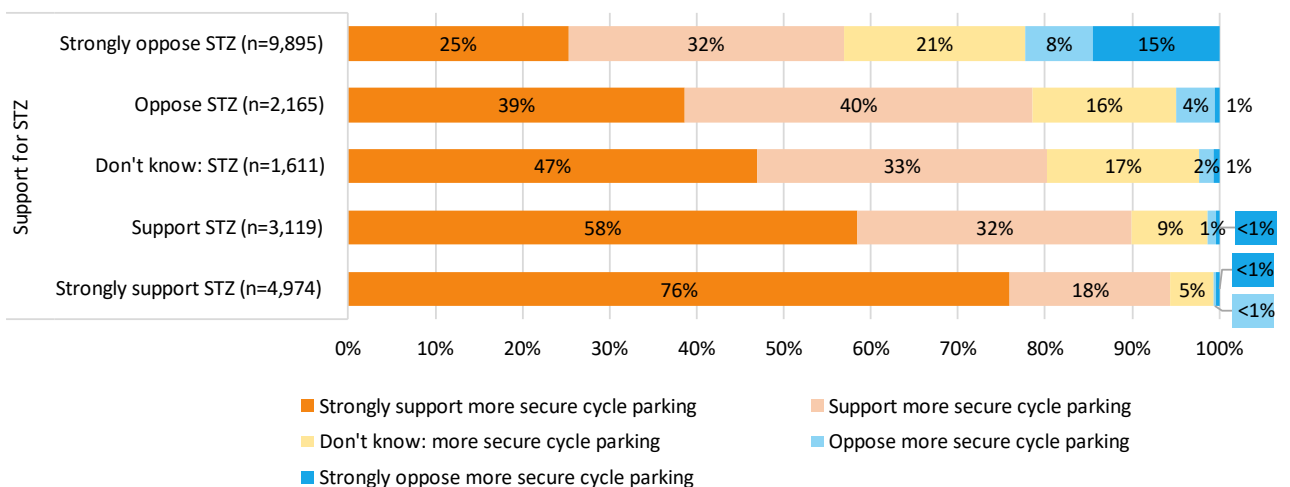
**Figure 8-3 – Support for car club vs. support for STZ**



### Support for more secure cycle parking vs. support for STZ

- 8.2.9. Strong support could be seen for more secure cycle parking for all levels of support or opposition for the STZ, with the lowest level of support being those who 'strongly oppose' the STZ where the level of support was still 57%

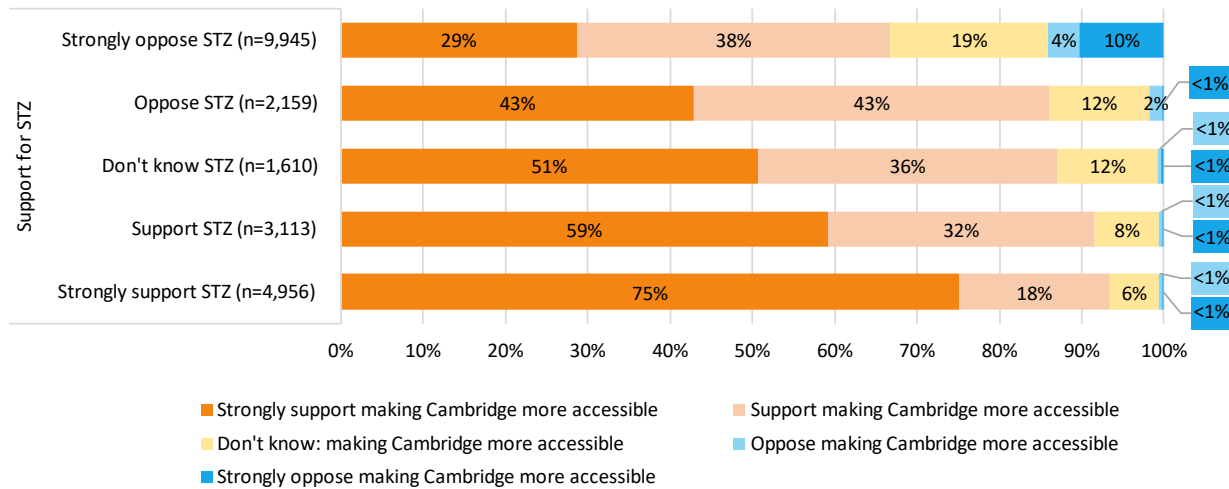
**Figure 8-4 - Support for more secure cycle parking vs. support for STZ**



### Support for making Cambridge more accessible vs. support for STZ

- 8.2.10. Support for the making Cambridge more accessible was the most highly supported of the sustainable transport measures when compared to support for the STZ. 93% of people who 'strongly support' the STZ support these measures while 67% who strongly oppose the STZ support these measures.

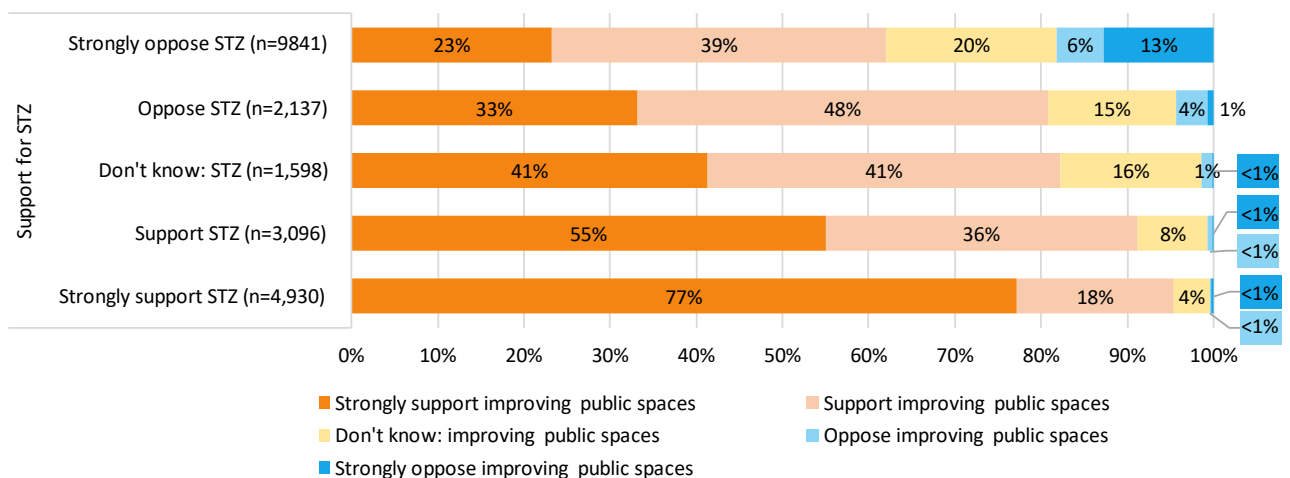
**Figure 8-5 - Support for making Cambridge more accessible vs. support for STZ**



### Support for improving public spaces vs. support for STZ

- 8.2.11. Support for improving public spaces was strong regardless of how respondents felt about the STZ with even those who 'strongly oppose' the STZ supporting the improvements at a rate of 62%. Those who 'strongly support' the STZ supported improvements to public spaces at a rate of 95%.

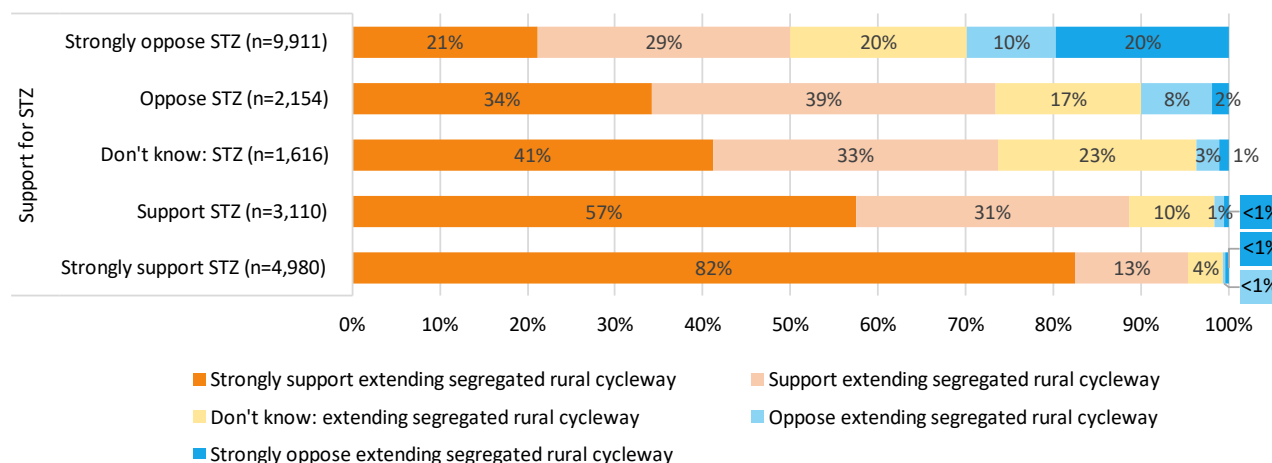
**Figure 8-6 - Support for improving public spaces vs. support for STZ**



### Support for extending segregated rural cycleway vs. support for STZ

- 8.2.12. Those who 'strongly oppose' the STZ showed the lowest support for extending the segregated rural cycleway, with 50% supporting the measure and 20% 'strongly opposing' it. In all other levels of support for the STZ support for extending the segregated rural cycleway was strong, at 73% or above.

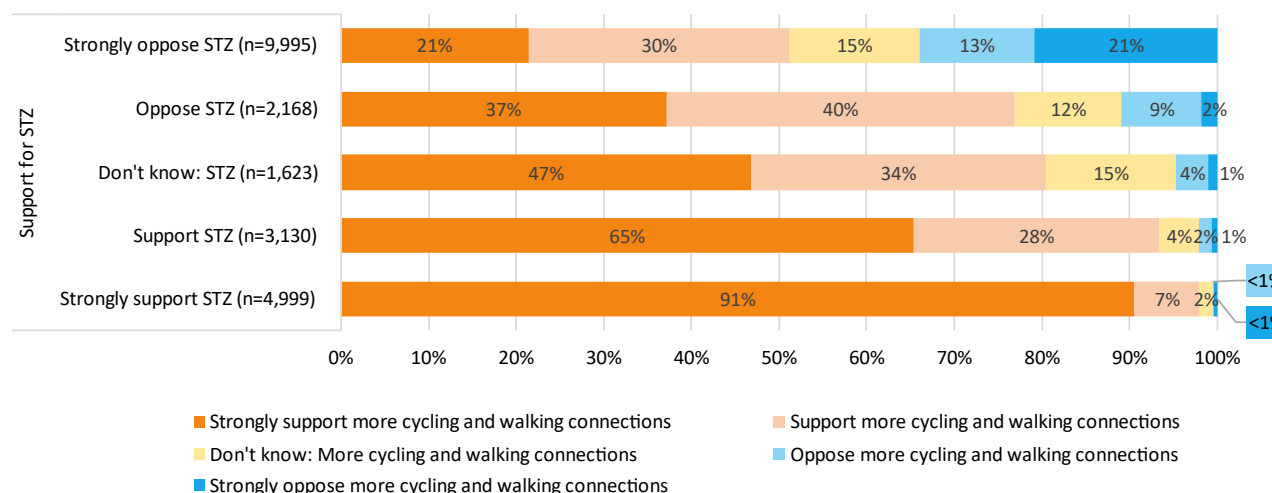
**Figure 8-7 - Support for extending segregated rural cycleway vs. support for STZ**



### Support for more walking and cycling connections vs support for STZ

- 8.2.13. Those who were supportive of the STZ were overwhelmingly supportive of the sustainable transport proposal, at 91% (strongly supported STZ also strongly supported the active travel proposals). Even among those that strongly opposed the STZ, there was still support for more walking and cycling connections, at 51% (strongly opposed to the STZ supporting active travel). 34% of those who strongly oppose the STZ also strongly oppose more walking and cycling connections.

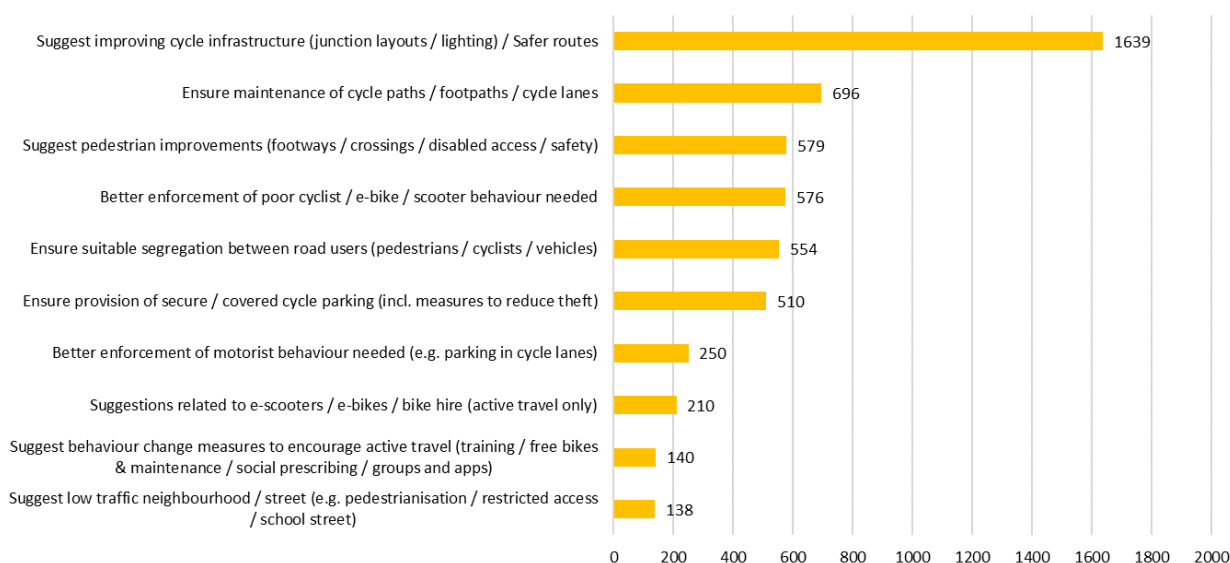
**Figure 8-8 - Support for more walking and cycling connections vs support for STZ**



## 8.3 FUNDING SUSTAINABLE TRAVEL IMPROVEMENTS WITH THE STZ

8.3.1. Respondents provided additional comments on improvements relating to sustainable travel if the STZ was introduced. The most common suggestion was to improve cycle infrastructure (1639) such as by improving junction layouts and providing improved lighting which are part of the current proposals. The second relates to ensuring maintenance of cycle paths/footpaths (696). Pedestrian improvements (579) and better enforcement of cyclist behaviour also featured with 576 comments.

**Figure 8-9 - Suggestions for use of funding from STZ relating to sustainable travel (n=9,996)**



8.3.2. We know from Figure 8-1 to Figure 8-7 that those who oppose the STZ are still supportive of improvements to sustainable travel measures. Comments in the consultation questionnaire for alternative funding suggestions for improvements to bus services, walking and cycling from those opposed to the STZ included increasing council taxes (1367). Other general suggestions for alternative funding solutions received 1232 comments and passing the cost on to businesses and/or the University of Cambridge received 744. In addition, other measures such as raising funds through parking charge or additional traffic enforcement (598) which was noted by respondents in the following comments.

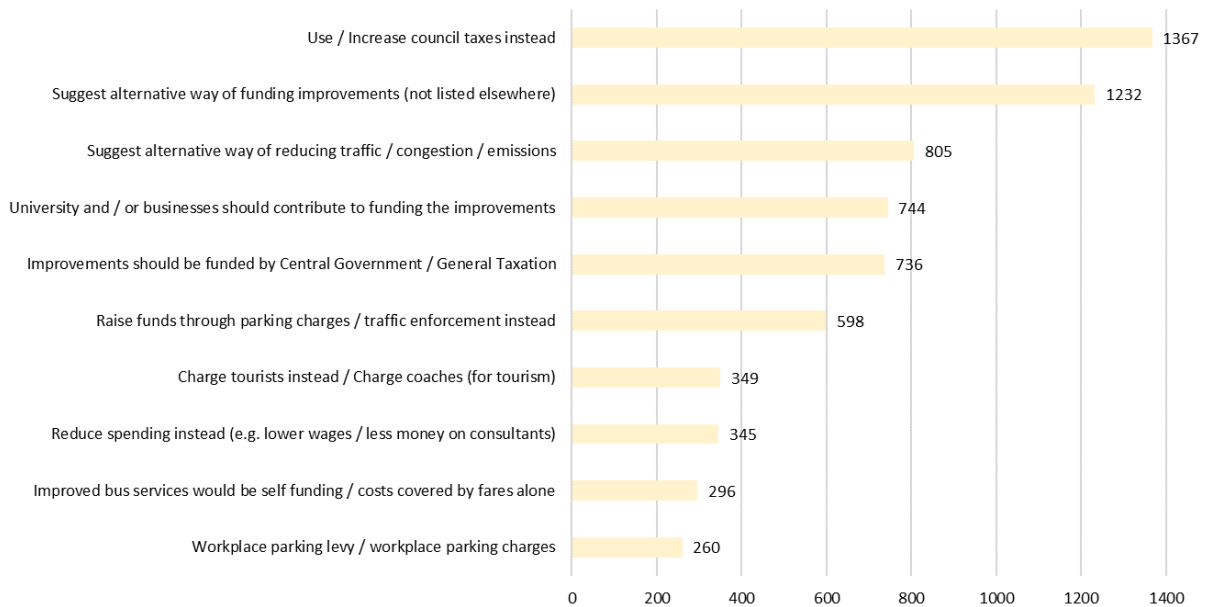
*"I would also like to see an increase in charges for on-street parking, as parked cars still take up public space and can obstruct sight lines, making it less pleasant and more dangerous to walk or cycle along streets. I would also like to see better parking enforcement, especially to discourage parking on bicycle and bus lanes."*

*"Increase the price of city centre parking. Tax the delivery services that use scooters"*



8.3.3. An additional point that has also been made relates to charging tourists/coaches. In comparison to other suggestions this is lower down on the list (349). A Workplace Parking Levy was also mentioned (260).

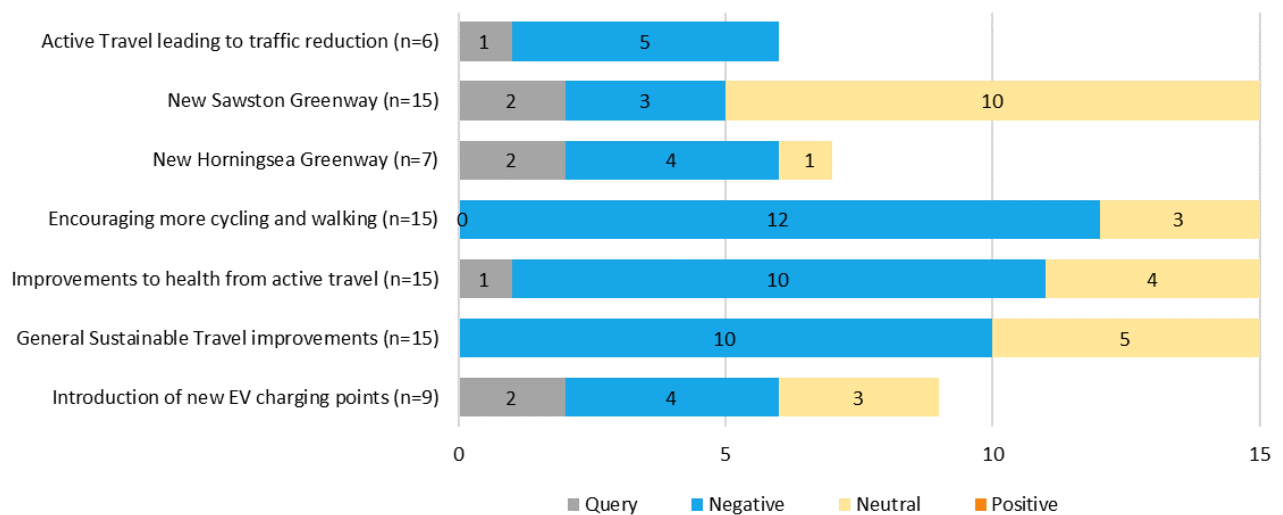
**Figure 8-10 - Alternative ways to fund improvements (n=11,900)**



## 8.4 COMMENTS ON SUSTAINABLE TRAVEL PROPOSALS IN SOCIAL MEDIA

8.4.1. Of the 2,173 comments made on social media about the Making Connections proposals, 82 were on posts related to the sustainable travel elements of the proposals (Figure 8-11). The most commonly occurring sentiment was negative, with 48 classifications, followed by neutral with 26 classifications. On posts relating to sustainable travel no comments that were classified as positive were made. The themes of posts about sustainable travel that attracted the most comments were ones about improvements to health through active travel and about the sustainable travel proposals generally. The table below shows the complete results of the social media comments relating to sustainable travel.

**Figure 8-11 - Sentiment of responses to posts on social media regarding Sustainable Travel Proposals**



## 8.5 SUMMARY OF COMMENTS ON SUSTAINABLE TRAVEL FROM ORGANISATIONS/STAKEHOLDER MEETINGS

### SUPPORT FOR SUSTAINABLE TRAVEL MEASURES

- 8.5.1. In their written response a number of requests and suggestions were put forward by the **University of Cambridge**, this included: the provision of behavioural change support measures, such as employer travel plans and personal journey planning services. The University and Colleges were particularly supportive of the improved cycle infrastructure, with the University of Cambridge noting that walking and cycling are the preferred modes of travel for most students and over 40% of university staff. The proposals for safer cycle routes, Greenways and more secure cycle parking were therefore welcomed. However, further development of the proposals was sought, including consideration of solutions for deliveries and freight, the role of micro-mobility, and quality of spaces and surfaces. Commenting on the phasing approach, **Wolfson College** emphasised a need to deliver the cycling improvements immediately, noting that the current infrastructure is of poor quality and directly affects students (e.g. potholes, poor lighting and surfacing).
- 8.5.2. Written responses from the following stakeholders also commented on the sustainable travel measures.
- 8.5.3. **Wolfson College** welcomed the proposals for improved public transport, cycling and walking, noting their alignment with the College's Sustainability Strategy, which seeks to find better alternatives for staff having to drive to work.
- 8.5.4. The **Federation of Cambridge Residents' Association** welcomed the proposals for safe walking and cycle routes and improved bus services that would reach all areas of the city, which they considered would benefit everyone in the community.
- 8.5.5. **Core Site** suggested that the "North Cambridge East-West" route should be extended to link with the Milton Road corridor and the Busway/ Chisholm Trail.
- 8.5.6. **Urban & Civic** believe there are noticeable gaps in cycleway provision which could, in theory, link Hinxton and its associated villages to the proposed "Sawston Greenway".
- 8.5.7. **Greater Cambridge Citizens' Assembly** supported additional improvements to walking and cycling, accessibility and public spaces. One group cited a particular issue with cars parking in cycle lanes, forcing cyclists leave the cycle lanes and travel with general traffic. Both groups were keen to see greater connectivity across Cambridge's cycle network to improve safety for people travelling by bike. A suggestion was raised for improved bike to rail and bike to bus integration to encourage cycling for the first/last mile of journeys by public transport.

- 8.5.8. Improved walking routes were welcomed by **CUH** in stakeholder meetings, though a need to consider staff safety when using the routes, was also raised. On a separate note, the CUH believe that the expansion of the existing e-scooter fleet could be a successful approach to providing alternative transport measures. However, the issues of safety of e-scooters for pedestrians is still of high concern, hence it could be beneficial to campaign for road safety and regulations for e-scooters, across the scheme area. The group suggested they could encourage hospital staff to use the P&R service, noting this is easier than coming onto site in a car. They considered how they would engage the CUH community, to help encourage such a shift. They also suggested a need to consider staff travelling from further afield, including deprived areas such as Hunts and Wisbech. They also noted need to consider sick patients that may need door-to-door service.

### **CONCERNS ABOUT SUSTAINABLE TRAVEL MEASURES**

- 8.5.9. In stakeholder meetings, a number of suggestions were made, including financial support or discounts from the STZ, and a suggestion from Living Streets that more should be done to ensure an accessible walk, wheel, cycle, and public transport network. They provided a number of examples of how to do so, including making buses and bus stops fully accessible, providing staff training, dealing with pavement licencing and street clutter. Living Streets also noted that it is not enough to assume all disabled people have car and want to drive or are blue badge holders. They noted that, while for some people cars provide mobility aids, a huge number of disabled people want to walk, wheel, or cycle. Therefore, the scheme should attempt to accommodate all eventualities, rather than providing one solution (i.e., exemption/discount).
- 8.5.10. There was a suggestion from Cycling UK, that further work is needed to improve cycle routes on the outskirts of the city: we should be ensuring that cycle connections are provided between suburban towns and villages, rather than just improving connections into the city centre.
- 8.5.11. Anglia Ruskin University stated bike security was a huge concern for students.
- 8.5.12. University of Cambridge Student Union asked on the projected health and air quality benefits, and the anticipated increases in active travel as a result of the scheme.
- 8.5.13. Representatives of organisations focussed on disability noted in meetings that cycling is sometimes possible but there is a risk of expensive e-bikes being stolen.

## 9 IMPACT ON PROTECTED CHARACTERISTICS

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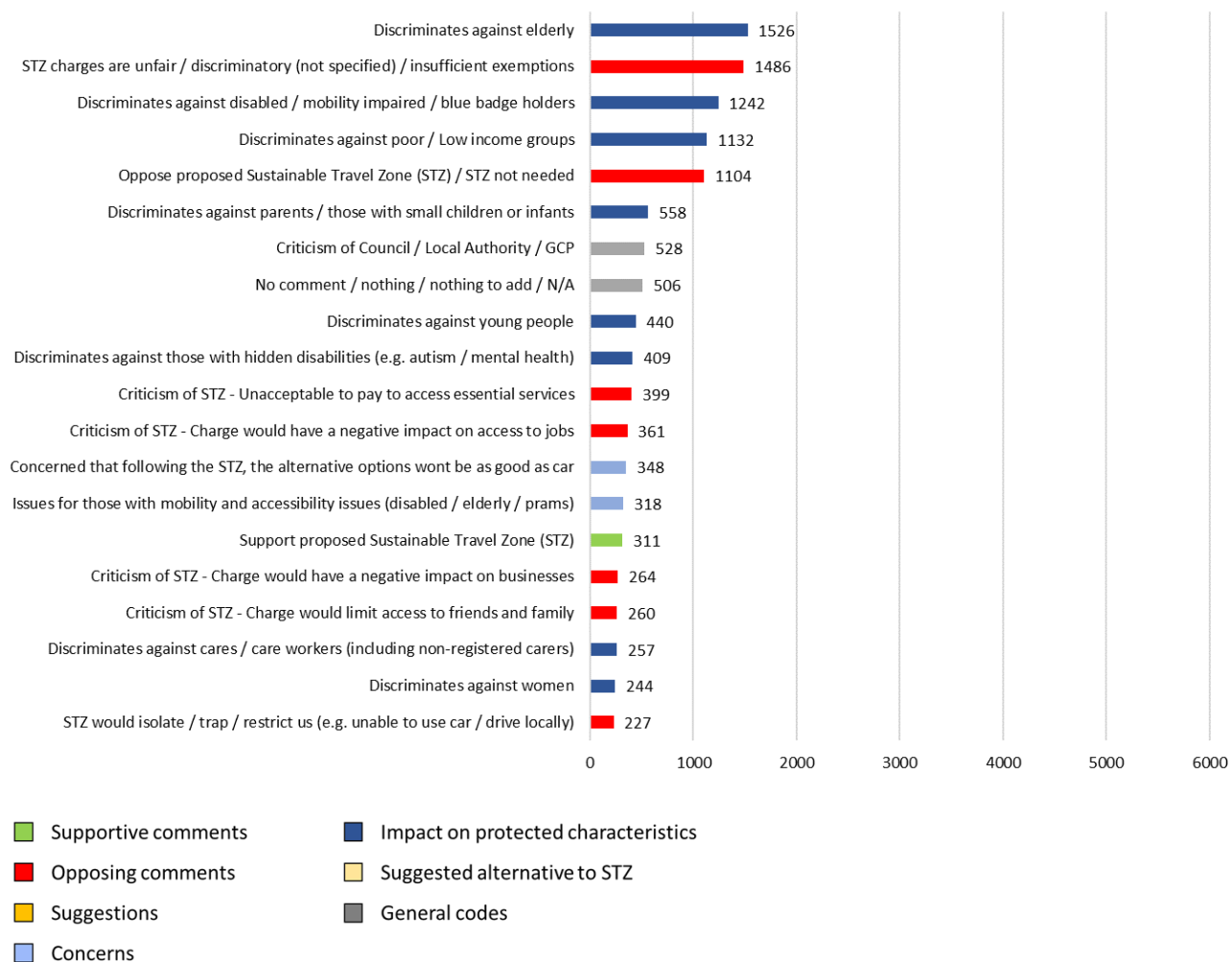
- 9.1.1. When asked if the proposals would positively or negatively impact people with protected characteristics respondents were most concerned about how the proposals would impact on the elderly, with 1526 comments being made. Other protected characteristics respondents thought would be negatively impacted were the mobility impaired (1242) and low-income groups (1132). Parents (558), young people (440), people with hidden disabilities (409), carers (257), and women (244) were also identified, though they were mentioned less often.
- 9.1.2. Respondents also used this section to state that the exemptions didn't go far enough (1486).
- 9.1.3. While not directly linked to a protected characteristic, 227 respondents commented that they thought the STZ would isolate or restrict them. This theme did not feature prominently in any feedback throughout the consultation questionnaire.
- 9.1.4. Comments made by respondents to the questionnaire included:
- "Disabled wheelchair users and parents with buggies should not have to compete for space on buses. This happens at present because buses are full so adequate numbers of buses are needed."*
- "The bus system is currently a nightmare; it is not cheap and will add an hour and a half to my working day- this negatively impacts women with children more also."*
- 9.1.5. Impact on protected characteristics did feature in responses from organisations and in stakeholder meetings.
- 9.1.6. As part of their response to the consultation, University of the Third Age Cambridge (U3AC) noted that many of their members are in their mid-70s, live outside the city centre and experience age-related mobility challenges. They are therefore concerned about the impact the Making Connections proposals would have on these individuals and request that GCP consider ways to facilitate affordable access to their facilities for members. To better assess this impact, the U3AC undertook their own survey on the GCP proposals, which generated a total of 731 responses (approximately 30% of all members). Of those that responded, 42% either objected entirely to the Making Connections proposals, or opposed the introduction of a road user charge. Furthermore, more than one third of respondents (34%) stated that they would reduce their U3AC membership or consider cancelling their future membership as a result of the scheme.
- 9.1.7. Cambridge Students' Union were concerned over the impact the charge would have on students that need to use cars but would struggle to pay, such as medical students driving to placement. Further exemptions were requested to enable these journeys to be accommodated.
- 9.1.8. A number of businesses in Cambridge who responded to the consultation expressed concern over the impact of the charge on their staff given cost of living challenges and that the additional cost would encourage some people to work away from Cambridge.

- 9.1.9. The Cambridge Archaeological Unit (CAU) were opposed to the charge, noting the negative impact it would have on staff, particularly those on low incomes, getting to work. They raised concerns over employee retention following introduction of the charge, anticipating that staff may leave the organisation as working in Cambridge would become unaffordable.
- 9.1.10. CSC Green Party were wary of the STZ in terms of its potential impacts, raising concerns over the impact that the charge would have on low-income groups, families, carers, small business owners, and those with disabilities. To reduce such impacts, the group suggested ensuring reliable bus travel, with specific bus and active travel routes improved, as a priority consequence of the charge. They also suggest carers should be exempt from the charge, along with businesses entitled to small business rate relief.
- 9.1.11. Cambridge Chesterton Indoor Bowls Club noted that 99% of their members drive to the facility; however, the introduction of the charge would make travelling to the venue unaffordable and thus inaccessible, leaving members isolated and unable to participate.
- 9.1.12. C3 Church expressed that some community members have a disability and therefore are not able to use the bus or public transport. In such instances, car is the most efficient and often the only viable way of accessing the facility; however, the introduction of the STZ would render this unaffordable for many members.
- 9.1.13. Saba Park Services UK Ltd stated that, if introduced as it currently stands, the charge is likely to result in patients delaying vital trips to the hospital, as they may not be able to use public transport as an alternative mode of travel due to their medical condition. Concerns were raised that this may result in severe health implications for these patients further down the line.
- 9.1.14. Private coach hire company C&C Coach Services Ltd said that the daily charge would stop schools from running swimming lessons and school trips as the cost to parents would be too great.
- 9.1.15. The Salvation Army noted that 90% of its services and activities currently take place within the proposed 7 am - 7 pm STZ hours of operation. Thus, the introduction of the charge would negatively impact access to such services (including children's groups, music lessons, etc.), all of which are important for mental health and wellbeing.
- 9.1.16. Living Streets stated that there should be no assumptions that disabled people want to travel by car and are blue badge holders and that a large number want to walk, wheel or cycle. Therefore, the scheme should attempt to better accommodate this group in all eventualities rather than focussing on exemptions and discounts.
- 9.1.17. Health and social care stakeholders raised concerns regarding how the charging would impact people who provide lifts to blue badge holders and others on an ad-hoc basis. They were worried the proposals might deter people from doing so and therefore increase isolation amongst more vulnerable groups.



- 9.1.18. Central 33s Young Carers Advisory Panel also highlighted a number of barriers to use of public transport, particularly among people with mental health conditions. This included anxiety and fear of public transport and not knowing how to use the bus. A further suggestion was made by the University of Cambridge that buses and service should be designed around women and other minority groups.
- 9.1.19. A concern expressed by some of the councils (East Cambridgeshire District Council, Newmarket Town Council) was that some groups would be unable to cycle or use public transport as a viable alternative to the private car. Such groups included the elderly, those with mobility problems or physical difficulties, plus those with mental disabilities. As a result, these groups would be disadvantaged by their loss of access to Cambridge city because of the implementation of the STZ. For these groups, regardless of the bus improvements put in place or the active travel corridors developed, the car would remain the only reasonable option.
- 9.1.20. Key concerns raised by the University of Cambridge Disabled Staff Network were related to the lack of consideration within the STZ proposed exemptions policy for disabled University Staff who do not qualify for a blue badge. As the response sets out, not all 'disabled' staff are eligible for a blue badge or the Access to Work scheme, yet they are still reliant on cars for everyday mobility due to their condition. The group described the STZ as "effectively a pay cut of £1,200 a year for anyone who has no alternative choice to drive".
- 9.1.21. Asthma + Lung UK flagged that many people with lung conditions do not qualify for blue badges. Several of the groups also emphasised that not everyone could use public transport; including the sick, the frail, those who are neurodiverse and those who've experienced previous trauma on public transport.
- 9.1.22. While this chapter of the report looks at how respondents felt the proposals would impact those with protected characteristics, a more detailed analysis on equalities will inform an updated Equalities Impact Assessment for the proposals.

**Figure 9-1 - Impact of the proposals on protected characteristics**



## 10 FEEDBACK FROM ALTERNATIVE DATA SOURCES

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### 10.1 THIRD PARTY POLLING

- 10.1.1. During the course of the consultation, there were a number of organisations who submitted feedback that stated they had undertaken polling and submitted this as part of their response. This could include mentioning that they asked 'X' number of people and '24% said Y'. Where the results were shared by the representative or organisation this has been included in the written summaries of the focus groups and organisational responses.
- 10.1.2. If feedback from multiple individuals was mentioned in an open text comment in a response to the consultation questionnaire, this was counted as a single response. The reason for this is due to the potential for duplicate responses (being polled and separately completing the questionnaire for instance). A further issue was that these responses do not include the data used to make these headline details, therefore there is no audit trail that can be followed – this is a requirement of robust analysis to provide feedback on the proposals.

### 10.2 COORDINATED RESPONSES

- 10.2.1. Throughout the analysis of the responses to the consultation questionnaire, two coordinated responses were identified. A coordinated response is one that follows a very similar pattern of wording or syntax. In some cases, the wording is identical, and it was concluded that the responses were replicated and submitted by multiple respondents. All potentially coordinated responses are still valid and were counted and reported.
- 10.2.2. GCP are aware of two groups that organised coordinated responses to the consultation questionnaire, Camcycle and Cambridge Sustainable Travel Alliance. A third coordinated response was identified in emails sent to GCP. All identified coordinated responses have been coded and reported as per all responses to the consultation.
- 10.2.3. While the coordinated responses are included in the analysis results within this report, they have also been identified separately and can be seen in **Appendix F**.

### 10.3 OPPOSITION GROUPS

- 10.3.1. During the consultation, local opposition groups - including Cambridgeshire Residents Group (CRG) - held a march to protest the STZ. A second march was held in February following the close of the consultation.

**Figure 10-1 - Protestors marching in Cambridge in February 2023 (Credit: ITV Anglia)**



- 10.3.2. CRG raised a petition demanding a referendum to decide on the STZ charge for Cambridge. The petition was open between Wednesday 5th October 2022 and Friday 10th March 2023. The petition noted that: "A vote is critical because previous consultations appear to be weighted to provide a particular outcome and are NOT to be trusted, the only way to stop this is by petitioning for a referendum. Section 116 of the Local Government Act 2003 enables the Council to undertake a referendum". The petition page on the Council website made clear that the objective of the petition was to "Help us block the charge!!". By the time the petition closed in March 2023, a total of 15,241 electronic signatures were recorded. CRG did not make a formal submission in response to the proposals however it was expected that their members completed individual responses.

## 10.4 SUPPORT GROUPS

- 10.4.1. There were several groups that publicly expressed support for the Making Connections proposals. These included the Cambridge Cycling Campaign (Camcycle) who alongside Cambridge Living Streets and Cambridge Area Bus Users, formed the Cambridgeshire Sustainable Travel Alliance in response to the consultation on the STZ. The Alliance notes that: *"We support the principle of a STZ and believe the funding and opportunity it presents would offer a unique moment to reshape the city and wider county around the needs of its people"*. The Cambridgeshire Sustainable Travel Alliance opposed a referendum on the Making Connections proposals as they argued it would not allow those outside Cambridgeshire to have a say: *"If Cambridgeshire County Council were to hold a referendum on the Sustainable Travel Zone, residents living outside the County who travel into Cambridge for work, education and leisure (such as those living in Haverhill, to give one example), would not have their voices heard"*.

**Figure 10-2 - Protestors marching in Cambridge in February 2023 (Credit: The HUNTS POST)**

### Cambridgeshire travel alliance supports travel zone proposals

24th November

ENVIRONMENT

TRAFFIC

TRANSPORT

CAMBRIDGESHIRE



## **10.5 POST CONSULTATION ACTIVITY**

- 10.5.1. Discussion and debate regarding the Making Connections proposals has continued since the close of the consultation in December 2022. Notably this included a debate televised on the BBC that was participated in by a number of stakeholder groups both for and against the proposals.
- 10.5.2. GCP has engaged and will continue to engage with stakeholders who support, oppose or wish to see the proposals develop further while activity and discussion continue through both traditional and digital media channels.

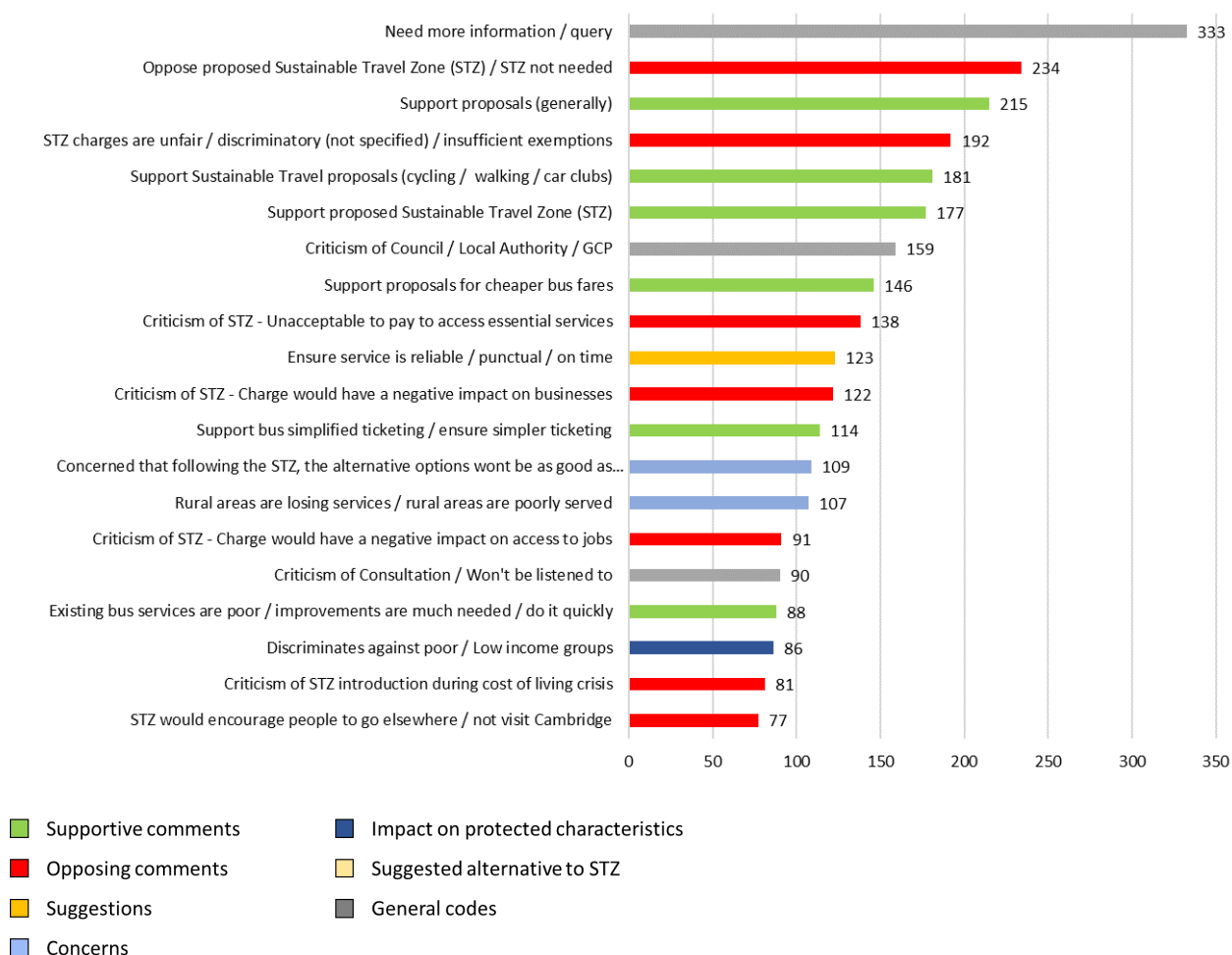


## 11 RESPONSES RECEIVED VIA EMAIL OR LETTER

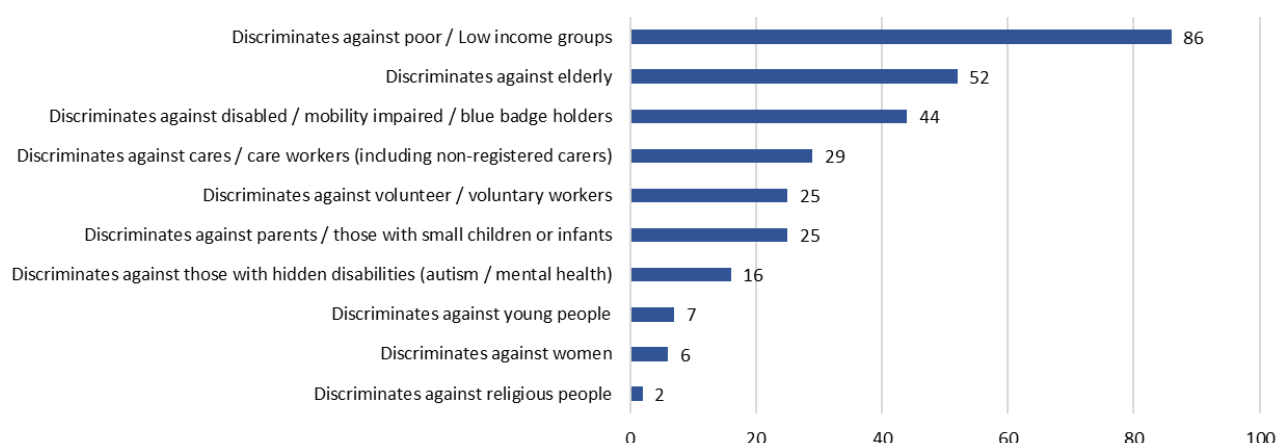
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- 11.1.1. In addition to the online questionnaire, it was also possible for members of the public and stakeholders to provide their views on the Making Connections proposal through written correspondence. A total of 10 hard copy letters and 894 emails were received.
- 11.1.2. It should be noted that correspondence received from organisations has also been summarised and is contained throughout the report where relevant to the element of the proposals or themes being discussed.
- 11.1.3. Of the 894 emails received by GCP during the course of the consultation, 145 were from organisations, 724 responses were from members of the public and 22 were from public figures such as politicians and local councillors. Of the 10 letters received, 9 were from members of the public and 1 was from a Parish Council. All email and letters have been analysed with the themes arising from this analysis presented in the below chart.
- 11.1.4. The most commonly raised theme was to request more information about the scheme or seeking a response to a query (333). This was followed by comments which were in opposition to the STZ (234), although these were followed closely by supportive comments regarding the proposals generally (215) and comments that STZ exemptions are insufficient (192).
- 11.1.5. Comments regarding the impact on protected characteristics in emails and letters received by GCP have been captured separately in Figure 11-1. The most common mention regarding protected characteristics was related to the impact on low-income groups (86 emails/letters). However, some other key groups were mentioned including the impact on the elderly (in 52 emails/letters) and on the disabled / mobility impaired / blue badge holders (mentioned in 44 emails/letters).

**Figure 11-1 – Most frequent themes identified in emails/letters received by GCP**



**Figure 11-2 - Frequency of protected characteristic themes identified in emails/letters**



## 12 SUMMARY OF FINDINGS

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### 12.1 CONSULTATION SUMMARY

- 12.1.1. This report has provided a detailed account of the responses received as part of the Making Connections. These included over 24,000 consultation questionnaire responses, nearly 1,000 letters and emails from organisations and members of the public, comments received by social media, stakeholder meetings and via a demographically representative poll. This final chapter summarises the points made in the analysis presented in the previous chapters, to give an indication of the issues of importance raised during the consultation period.
- 12.1.2. These findings will be taken into account by GCP in considering the next steps for Making Connections and would inform any future technical work if proposals proceed to the next stage of analysis.

### 12.2 SUMMARY OF KEY INSIGHTS / ISSUES OF INTEREST

#### **BUS IMPROVEMENTS**

- 12.2.1. The majority of responses across the consultation survey, the opinion polling, stakeholder responses and the targeted meetings were in agreement that the bus network across Greater Cambridge is in need of improvement and were supportive of the vision set out.
- 12.2.2. The responses received from the questionnaire indicated strong support for bus improvements: 45% strongly supported the plans, and a further 25% supported (overall 70% stated support for the bus improvement proposals) (Figure 6-1). The results in the demographically representative poll indicated that overall support was broadly similar, however, the poll presented fewer opposing responses compared to the consultation questionnaire responses (Figure 6-2).
- 12.2.3. When compared to opposition to the STZ, support for the bus improvements was still high. Only for respondents who strongly opposed the STZ did overall support for the bus improvements fall below 50% (46%). For all other respondents, level of support for the bus improvements was above 75% (Figure 6-5).
- 12.2.4. Organisations who submitted feedback to the consultation were also generally supportive of the bus improvements and agreed that the improvements should be made prior to the implementation of the STZ. Safety concerns were raised by a number of organisations who wanted to ensure users would be safe should they rely more on the bus to travel. Suggestions for additional lighting and better shelter at bus stops were made. The University of Cambridge Disabled Staff Network also stated that those living with a disability can struggle to use the bus and often required extra support to do so and how this was being addressed in the proposals. A common theme in feedback from organisations regarding the bus improvements was that the people of Cambridge needed reliable and affordable public transport.

- 12.2.5. In both the poll and consultation questionnaire, cheaper fares were a key issue, with the provision of fast and frequent services identified as a key priority in the consultation questionnaire (Figure 6-6). Respondents did not consider the provision of simplified ticketing, zero emission buses and longer operating hours to be as important. Participants shared concerns about safety and security on, and accessing, the bus network, especially late at night and especially for women, younger and older people travelling alone.
- 12.2.6. Two of the thirteen open text questions in the consultation questionnaire were related to bus improvements. Other themes in the open text responses which recurred included support for more frequent bus services and more reliable services (i.e., the service being punctual). It was also noted by a considerable number that many of the current bus services were considered poor and improvements are required. As such, respondents demonstrated there is an appetite for improved bus services. A number of respondents however did comment that they did not trust that the services would improve as a result of the interventions under the Making Connections proposals. This lack of trust in the ability of the public sector to deliver the improvement may be impacting responses on the remainder of the proposals. (Figure 6-4).
- 12.2.7. A further open-ended question asked what would be needed to encourage bus use on a greater number of journeys compared to current use. The main theme was that the services should be reliable and turn up on time (Figure 6-8). Increased frequency and speed were also mentioned as key improvements that would encourage greater bus use. Improvements to real time passenger information, the buses themselves, (cleanliness, etc.) as well as bus shelters also received considerable mentions as ways to encourage greater bus use.
- 12.2.8. Responses to the bus franchising proposal in the questionnaire demonstrated people were more supportive than they were opposed, although it should be noted that there were a large proportion of respondents who gave a neutral/don't know response, perhaps indicating ambiguity as to what bus franchising would entail.

## **SUSTAINABLE TRAVEL ZONE**

- 12.2.9. This element of the Making Connections received less, or more cautious, support than the bus and sustainable travel measures proposed, with 34% of consultation survey respondents supportive of the STZ as the means of delivering the vision set out in Making Connections, whilst 58% opposed it. When compared with demographically representative polling, opinion was more muted with approximately similar levels of support, but a much higher level of 'don't know' or 'neither support nor oppose' and much less expression of strong support or oppose.
- 12.2.10. It was communicated that the charge for driving within the zone would be used to fund the bus improvements and sustainable transport measures (which were widely supported). Despite this, there was not a commensurate level of support for the STZ.

- 12.2.11. There was evidence of support for the STZ being influenced by age, with cross-tabulations determining that the majority of respondents in the youngest age brackets and up to 25 supported its introduction. Those in the 25-34 age group were broadly split between support versus oppose. Beyond 34 years of age the level of opposition to the STZ was greater than the level of support, although this effect reduced slightly in the 75+ age group.
- 12.2.12. In terms of geographic findings, respondents to the questionnaire living inside the proposed STZ were more supportive of the proposal than those living outside. The demographically representative poll told a different story, with its wider geographical reach showing more support for the STZ outside of Cambridgeshire. Using the results of both methods of data collection, there is a possibility that those living outside the boundary but within Cambridgeshire may not have felt the improvements to bus services in their area would sufficiently offset the STZ charge. A further possibility is that those living inside the boundary have access to services on foot, whereas those outside may make more journeys that necessitate car use, for example to an out-of-town shopping centre. Further exploration of the geographic relationship between support for the STZ and location revealed that those in the City of Cambridge area were the most supportive compared to other local authority areas in the vicinity.
- 12.2.13. The poll results indicated a much smaller proportion of opposition - especially strong opposition - to the STZ, but they also reflected a smaller proportion of support. When compared to the questionnaire responses, a much larger percentage of respondents to the poll selected a neither/don't know response. One possible explanation for this is that respondents were randomly selected and may not have been aware of the proposals or were disinclined to respond to the questionnaire.
- 12.2.14. Organisations who responded to the consultation were often supportive of the STZ in principle and commended its objectives, provided that certain conditions were met. These included that the bus improvements were in place ahead of charging (which was part of the consultation proposals) or the exemption of their own staff on various grounds e.g. shift workers where / when bus services don't run. They also expressed concerns about the impact on staff, particularly those on lower incomes or who worked irregular hours, as well as those with protected characteristics. A number of members of the FSB said the STZ would result in businesses having to pass on higher costs to consumers to account for the impact the charge would have on delivery fees, reduction in patronage and having to accommodate additional costs for staff. Some organisational responses such as British Motorcyclists Federation and Cambridge Friends of the Earth did express a more overall opposition.

- 12.2.15. A direct question in the poll asked what measures could be introduced to build support for the STZ. Aside from those who said that no measure would persuade them to support the STZ, the most commonly mentioned amendment was the rate paid by cars, followed by alteration of the STZ boundary, and then changes to discounts, exemptions and reimbursement for the charge. The change in phasing was rarely mentioned, consistent with the responses in the consultation questionnaire. When asked to give views on the phasing of the STZ charge, questionnaire respondents typically opposed, with two-fifths strongly opposed to the phasing as proposed. This may be because these respondents were opposed to the STZ in any form.
- 12.2.16. When asked in the consultation questionnaire what they would like to see if an STZ was introduced, respondents frequently mentioned improvements to cycle infrastructure (e.g., junction layout changes / new lanes), improvements to bus services (as are proposed) and improvements to roads more generally for motorists (including improved ongoing maintenance).
- 12.2.17. When asked to comment on the STZ generally, the most prevalent comment was opposition to its introduction, followed (at a much lower rate) by the STZ charges being considered discriminatory. Resident exemption was also mentioned in many comments as something that respondents would like to see included in the STZ proposals.
- 12.2.18. Alternative funding options to the STZ were suggested by those that submitted the questionnaire – although the main comment in response to that specific question was that the STZ was not needed. Suggestions made included that Cambridge University and local businesses should contribute to improvements, others suggested that central government should fund them.
- 12.2.19. The size of the STZ was seen as being too large by some of those giving feedback on the proposed zone. A further key comment was that the STZ hours of operation were too long, while a smaller number of respondents added that the STZ should only apply to peak hours. Other comments raised included requesting exemptions or discounts for electric vehicles, residents, light goods vehicles and for motorbikes. A further point was that the charge should be variable and therefore differ depending on the time of day.
- 12.2.20. In meetings and correspondence with stakeholder organisations, it was noted that there were concerns about the impact of the STZ on communities around Cambridge, particularly on residents and those with mobility issues who relied on car transport. Potential alternatives were also suggested, including a low emission or clean air zone, a workplace parking levy, and allowing vehicles to only enter Cambridge on specific days (determined by their numberplate).
- 12.2.21. Access to the Cambridge University Hospitals site (Addenbrooke's, The Royal Papworth and the Rosie Hospitals) was also mentioned by stakeholders and questionnaire respondents alike, with concerns about how people visiting the hospital would pay the charge for example, those who have repeat appointments at the hospital. The same concerns were also expressed for visitors to patients, while the need for NHS staff and other medical staff and volunteers to access the hospital for work was also key.



## **SUSTAINABLE TRAVEL MEASURES**

- 12.2.22. We heard strong support for proposed sustainable transport improvements with an average of 75% across all the proposed measures being either 'strongly supportive' or 'supportive' of the proposals. The exception to this was car clubs where 40% of respondents said they do not know whether they support proposals. Future analysis of the free text responses would aim to understand whether this reflects a lack of knowledge about car clubs, or an ambivalence about whether they should be part of the package. Many people were keen to ensure that the proposed Making Connections improvements aren't solely bus-focussed, rather consider a wider package of sustainable transport interventions.
- 12.2.23. The most popular measure was making the city more accessible for disabled people and those with additional mobility requirements. When asked what additional measures they would most like to see funded, the most common comment received in the consultation questionnaire was to improve cycling infrastructure.
- 12.2.24. Organisations also largely supported the sustainable travel measures with the University of Cambridge noting that cycling is the preferred mode of travel for most students and more than 40% of staff. They also wanted the cycling infrastructure addressed immediately, stating that it is currently of poor quality and directly affects students due to potholes, poor lighting, secure parking and surfacing. This corresponds with comments made by respondents to the questionnaire and discussed in Section 8.3 funding sustainable travel improvements with the STZ.
- 12.2.25. Cycling UK made a suggestion that work is also needed to improve cycle routes on the outskirts of the city and to improve connections between towns and villages, too. Most organisations recognised that the sustainable travel measures would benefit the community.
- 12.2.26. When asked if there are other improvements that consultation survey respondents would like to see funded, the top answer (excluding those that were already part of the proposed package of measures) was that STZ revenues should also fund improvements for drivers such as road maintenance and pothole repair.
- 12.2.27. When asked about suggestions for other funding sources, respondents cited increased council tax, direct funding from businesses and universities, or central Government.

# **Appendix A**

## **MAKING CONNECTIONS SURVEY**

# MAKING CONNECTIONS SURVEY

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

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

To learn more about the proposal, please visit [www.greatercambridge.org.uk/mc-2022](http://www.greatercambridge.org.uk/mc-2022)

## Bus Improvements

Supporting Background	<p>We are proposing to transform the bus network to offer cheaper fares, new routes, and faster, more frequent and more reliable services with longer operating hours.</p> <p>In developing these proposals we have taken into account your feedback from our last consultation in Autumn 2021. We want your further input to shape the improvements and make sure buses offer you an attractive choice for more of your journeys, whether the whole journey or part of it.</p> <p>You can view our detailed proposals for bus improvements on our consultation page <a href="http://www.greatercambridge.org.uk/mc-2022">www.greatercambridge.org.uk/mc-2022</a>, and they can be summarised as follows:</p> <ul style="list-style-type: none"> <li>• <b>Cheaper fares</b> – a <b>£1 flat single fare</b> for the city and immediate surrounding area (broadly equivalent to the current Stagecoach Cambridge zone) and a <b>£2 flat single fare</b> for the wider travel to work area. Fare caps would mean lower daily and weekly charges, and special tickets for families, children and others would be introduced.</li> <li>• <b>More routes</b> – with direct routes between residential areas, towns and villages and growing employment areas, education, key services including health services and leisure opportunities</li> <li>• <b>Fast, high frequency services</b> – up to 8 buses/hour on key routes in the city, up to 6 buses/hour from larger villages and market towns, and hourly rural services. Waiting times would be much shorter, buses would run faster and more reliably with lower traffic levels, and new express services would offer even faster journeys on key routes.</li> <li>• <b>Longer operating hours</b> – from 5am-1am Monday-Saturday, and 5am-midnight on Sundays, supporting our evening and night-time economy and shift workers. Additional buses may run outside of these times to support shift workers.</li> <li>• <b>A huge increase in rural services</b> – providing frequent connections to market towns, train stations and the core bus network. This will include scheduled services as well as Demand Responsive Transport (bookable buses) meaning every village would have access to a bus service.</li> <li>• <b>Simpler ticketing</b> – a tap-on tap-off system like in London would mean fares and caps were automatically calculated.</li> <li>• <b>Zero emission buses</b> – cleaner buses, meeting local ambitions for the whole fleet to be zero emission by 2030.</li> </ul> <p>These improvements would start immediately following a decision to go ahead with the overall package, and ramp up over the next 4-5 years.</p>
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	<b>The improvements would be funded initially by GCP, and then by the proposed Sustainable Travel Zone charge – so bus services and cheaper fares would be in place well before any charge for driving.</b>
Question 1	<b>To what extent do you support or oppose the proposals for bus improvements and fare reductions?</b>
Answers	Strongly Support / Support / Don't know / Oppose / Strongly Oppose

Question 2	<b>Do you have any comments on the proposals for:</b> <ul style="list-style-type: none"> <li>• Cheaper fares?</li> <li>• More routes?</li> <li>• Fast, high frequency services?</li> <li>• Longer operating hours?</li> <li>• Increased rural services?</li> <li>• Simpler ticketing?</li> <li>• Zero emission bus services?</li> </ul>
Answers	

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

Question 4	<b>The bus improvements are proposed to start immediately after a decision in Summer 2023 and ramp up over the following 4-5 years. What bus improvements would you want to see delivered first? (Select up to 3)</b>
Answers	<p>Cheaper fares</p> <p>More routes</p> <p>Fast, high frequency services</p> <p>Longer operating hours</p> <p>Increased rural services</p> <p>Simpler ticketing</p> <p>Zero emission bus services</p>

Supporting background	<p><u>A London-style bus network</u></p> <p>The London bus network is the most comprehensive in the UK. It is publicly managed or “franchised”, accountable to the Mayor, with bus services, routes, timetables and fares specified by Transport for London. To the passenger this has led to a simple, integrated approach with an easy to use, comprehensive network of bus services. Lower fares and simple multi-operator ticketing have supported growing patronage of the network and a fleet of electric vehicles have improved air quality and the local environment. Other areas such as Greater Manchester are looking to adopt this approach.</p> <p>The Mayor of the Cambridgeshire and Peterborough Combined Authority is exploring the potential to franchise the bus network across our region, to deliver a similar low-fare, high quality bus network.</p>
Question 5	<b>To what extent would you support or oppose the franchising of the local bus network by the Mayor and the Cambridgeshire and Peterborough Combined Authority?</b>
Answers	Strongly Support / Support / Don't know / Oppose / Strongly Oppose

## Cycling, walking and other improvements

Supporting Background	<p>The proposals also include making significant improvements to walking and cycling networks, our public spaces and other support to help people use the bus, walk or cycle. This would build on over £130m of GCP investment in cycle routes including the Greenways, and include:</p> <ul style="list-style-type: none"> <li>• <b>More cycling and walking connections in the city</b> – providing links within and across the city, including completing the Cycling Plus network of 13 routes</li> <li>• <b>Extending the greenways network</b> – creating more fully segregated walking and cycling connections between villages and into the city</li> <li>• <b>Improving our public spaces</b> – creating nicer, more pleasant and more accessible spaces for people to walk around and spend time</li> <li>• <b>Making our city more accessible for disabled people and others with mobility needs</b> – through improvements to streets as well as support to use buses and adapted cycles</li> <li>• <b>More secure cycle parking</b></li> <li>• <b>Car clubs</b> – to give access to a car to people who need to travel this way less regularly without the cost and expense of owning one. Car club cars from official providers would not need to pay the charge for the Sustainable Travel Zone</li> <li>• <b>Additional funding for maintenance and improvements to footways and cycleways</b></li> </ul>
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	These improvements would only be possible with lower traffic levels and funding created by the proposed Sustainable Travel Zone. You can view more details about the proposals in our consultation brochure.
Question 6	<b>To what extent do you support or oppose additional improvements to walking and cycling, accessibility and public spaces?</b>
Answers	<p>More cycling and walking connections in the city Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p> <p>Extending the fully segregated rural cycleway network (the Greenways) Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p> <p>Improving our public spaces Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p> <p>Making our city more accessible for disabled people and others with mobility needs Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p> <p>More secure cycle parking Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p> <p>Car clubs Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p> <p>Additional funding for maintenance and improvements to footways and cycleways Strongly Support / Support / Don't know / Oppose / Strongly Oppose</p>
Question 7	<b>If a Sustainable Travel Zone was introduced, are there any other improvements you would like to see funded?</b>
Answers	

## Delivering improvements – a Sustainable Travel Zone

Supporting Background	<p>In the short-term, the GCP can fund some improvements to bus services alongside our existing improvements to cycling, walking and public transport infrastructure.</p> <p>But <b>the comprehensive proposals set out above are only possible if there is a means to fund improvements in the longer-term as well as create the lower traffic levels</b> needed to run reliable, faster and more frequent bus services and improve walking and cycling options.</p> <p>Over the last 5 years, the GCP has run several consultations to understand people's views about different options for raising this funding and reducing traffic levels. GCP's consultation in Autumn 2021 showed a preference for road user charging, which has informed the proposals for a Sustainable Travel Zone. An appraisal of different charging options has shown that options which charge people to drive would better meet the objectives than options involving additional</p>
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	<p>charges for parking. You can view the full appraisal in the document section on our consultation page <a href="http://www.greatercambridge.org.uk/mc-2022">www.greatercambridge.org.uk/mc-2022</a>.</p> <p>The Sustainable Travel Zone would consist of a charge for driving in an area (the Zone), known as a road user charge. The charge would phase in over a period of time. In 2027 or 2028, the charge is proposed to be in place between <b>7am and 7pm on weekdays, with no charge outside of those times</b>. The charge would <b>only be paid once during a day</b>. The charge would be £5 for cars, motorbikes and mopeds driving within the Zone, with higher charges for larger vehicles. Discounts, exemptions and reimbursements would mean not everyone has to pay.</p> <p>More detailed questions about the design of the Zone are in the next section.</p>
Question 8	<b>Do you have any comments on the proposal to introduce a Sustainable Travel Zone?</b>
Answers	

Question 9	<p><b>The proposals to improve buses, walking and cycling set out above are only possible if we have a means to fund improvements. A Sustainable Travel Zone would provide this by charging vehicles to drive in the zone at certain times and by reducing traffic levels. To what extent do you support or oppose the introduction of a sustainable travel zone to fund improvements to bus services, walking and cycling?</b></p>
Answers	Strongly Support / Support / Don't know / Oppose / Strongly Oppose

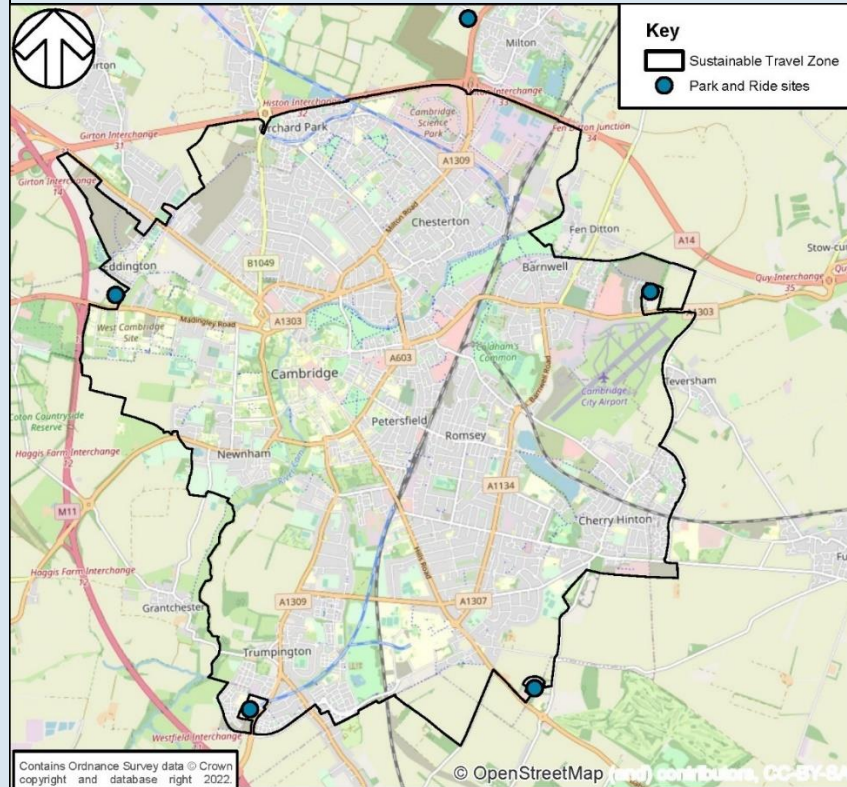
Question 10	<p><b>If you do not support the introduction of a Sustainable Travel Zone to fund improvements to bus services, walking and cycling, what alternative funding proposals would you propose to tackle the challenges faced by Greater Cambridge?</b></p>
Answers	

# Designing the Sustainable Travel Zone

## AREA AND HOURS OF OPERATION

### Supporting Background

The Sustainable Travel Zone has been designed to fund the improvements to the bus network, walking and cycling and other transport options, as well as lowering traffic levels. The Sustainable Travel Zone would be a road user charging scheme operating across the area set out below.



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

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

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

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

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

Question 11	<b>Do you have any feedback on the proposed zone and its boundary?</b>
Answers	

Question 12	<b>Do you have any comments on the proposed hours of operation of the Sustainable Travel Zone?</b>
Answers	

Question 13	<b>To what extent would you support or oppose the principle of phasing in the Sustainable Travel Zone charge?</b>
Answers	Strongly Support / Support / Don't know / Oppose / Strongly Oppose

Question 14	<b>Do you have any comments on the suggested phasing approach?</b>
Answers	

## CHARGE LEVELS AND DISCOUNTS, EXEMPTIONS AND REIMBURSEMENTS

Supporting Background

Charge levels

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

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

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

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

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

More information about the proposed charge levels can be found in the document section on our consultation page [www.greatercambridge.org.uk/mc-2022](http://www.greatercambridge.org.uk/mc-2022)

Question 15	<b>Do you have any comments on the proposed charge levels?</b>
Answers	

Supporting background	<u>Discounts, exemptions and reimbursements</u> Not everyone would have to pay the charge. We are proposing a range of exemptions, discounts and reimbursements as set out below:	
	<b>Category</b>	<b>Proposed discount / exemption</b>
	Emergency vehicles	Exempt
	Military vehicles	Exempt
	Disabled tax class vehicles	Exempt
	Breakdown services	Exempt
	NHS tax-exempt vehicles	Exempt
	Dial-a-ride services	Exempt
	Certain local authority operational vehicles	Exempt
	Blue badge holders	Nominate up to 2 vehicles get 100% discount
	Low-income households	Tapered discount 25-100%
	Car club vehicles (official providers)	100% discount
	Registered bus services	100% discount, potential to link to 2030 zero emission bus target
	Hackney Taxis	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), or wheelchair accessible £5 for those not meeting this
	Private Hire Vehicles	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), or wheelchair accessible £5 for those not meeting this
	Reimbursements are also proposed for the following groups: <ul style="list-style-type: none"> <li>• NHS patients clinically assessed as too ill, weak or disabled to travel to an appointment on public transport, including those who:             <ul style="list-style-type: none"> <li>○ Have a compromised immune system;</li> <li>○ Require regular therapy or assessments;</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>○ Need regular surgical intervention.</li> <li>• NHS staff using a vehicle to carry certain items (such as equipment, controlled drugs, patient notes or clinical specimens, blood or breast milk);</li> <li>• NHS patients accessing Accident and Emergency services;</li> <li>• NHS and other emergency services staff responding to an emergency when on call;</li> <li>• Other essential emergency service trips made in business vehicles that are not specifically listed above for exemptions, e.g. fire safety inspections;</li> <li>• Social care, peripatetic health workers and CQC-registered care home workers;</li> <li>• Minibuses and LGVs used by charities and not-for-profit groups.</li> </ul> <p>More information about the proposed discounts, exemptions and reimbursements can be found in the document section on our consultation page <a href="http://www.greatercambridge.org.uk/mc-2022">www.greatercambridge.org.uk/mc-2022</a></p>
Question 16	<p><b>Do you have any comments on any of the following proposed discounts, exemptions, and reimbursements?</b></p> <ul style="list-style-type: none"> <li>• Emergency Vehicles</li> <li>• Military Vehicles</li> <li>• Disables tax class vehicles</li> <li>• Registered breakdown Services</li> <li>• NHS tax exempt vehicles</li> <li>• Dial-a-ride services</li> <li>• Certain Local authority operational vehicles</li> <li>• Blue badge holders</li> <li>• Buses</li> <li>• Car club vehicles (official providers)</li> <li>• Hackney Taxis meeting emissions and accessibility criteria</li> <li>• Private Hire Vehicles meeting emissions and accessibility criteria</li> <li>• People on low income</li> <li>• NHS patients clinically assessed as too ill, weak or disabled to travel to an appointment on public transport</li> <li>• NHS staff using a vehicle to carry certain items</li> <li>• NHS patients accessing Accident and Emergency services</li> <li>• NHS and other emergency services staff responding to an emergency when on call</li> <li>• Other essential emergency service trips made in business vehicles that are not specifically listed above for exemptions</li> <li>• Social care, peripatetic health workers and CQC-registered care home workers</li> <li>• Minibuses and LGVs used by charities and not-for-profit groups</li> </ul>

Answers	
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Question 17	<b>Do you have any other comments on the proposed discounts, exemptions, and reimbursements?</b>
Answers	

## Impacts

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

Question 19	<p>GCP has a duty to ensure that their work promotes equality and does not discriminate or disproportionately affect or impact people or groups with protected characteristics under the equality act 2010, such as younger or older people, or those with disabilities. A draft equalities impact assessment has been prepared for the proposals and can be viewed <a href="#">here</a>.</p> <p><b>Please comment if you feel any of the proposals would either positively or negatively affect or impact on any such person/s or group/s.</b></p>
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Answers	
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## About you

Supporting background	These questions help us to understand how the proposals might affect people based on how they travel now, location, and other demographic information. They help us to identify any disproportionate effects and to improve the proposals.
Question 20	<b>What is your postcode?</b>
Answers	

Question 21	<b>Where and how often do you currently make journeys in the Greater Cambridge area?</b>
Answers	<p><b>Within the city:</b> Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Between the city and towns and villages less than five miles away:</b> Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Between the city and towns and villages more than five miles away from the city:</b> Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Between villages and market towns:</b> Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Other:</b> Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p>

Question 22	<b>What forms of transport do you use and how frequently in the Greater Cambridge area?</b>
Answers	<p><b>Car (as a lone driver)</b> – Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Car (shared with other people)</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Motorbike</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Other motor vehicle</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>On foot</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Cycle</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p> <p><b>Scooter</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never</p>

	<b>Park &amp; Ride bus</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never <b>Local bus service</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never <b>Train</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never <b>Taxi</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never <b>Other</b> - Daily / 4-6 times/week / 2-3 times/week / Weekly / Monthly / Occasionally / Never
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Question 23	<b>Are you:</b>
Answers	In education Employed Self Employed Unemployed A home-based worker A stay-at-home parent, carer or similar Retired Prefer not to say

Question 24	<b>Please indicate your age:</b>
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Answers	<input type="radio"/> Under 15 <input type="radio"/> 16-24 <input type="radio"/> 25-34 <input type="radio"/> 35-44 <input type="radio"/> 45-54 <input type="radio"/> 55-64 <input type="radio"/> 65-74 <input type="radio"/> 75 and above <input type="radio"/> Prefer not to say
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Question 25	<b>Do you consider yourself to have any long-term physical or mental health conditions or illnesses, lasting or expecting to last 12 months or more, that limits or affects the way you travel?</b>
Answers	Yes No Prefer not to say

Question 26	<b>What is your sex? (This question is taken from the Census 2021).</b> <b>This question is important for equality monitoring. If you are considering how to answer, use the sex recorded on your birth certificate or gender recognition certificate. If you are aged 16 or over, there is a later voluntary question on gender identity. This asks if the gender you identify with is different from your sex registered at birth. If it is different, you can then record your gender identity.</b>
Answers	Female Male Prefer not to say

Question 27	<b>Is the gender you identify with the same as your sex registered at birth? (This question is taken from the Census 2021). We ask this question of people who are aged 16 years old or over. This question is voluntary, so you can leave it blank if you prefer. Select only one response.</b>
Answers	Yes No Prefer not to say

Question 28	<b>What is your ethnic group?</b>
Answers	Asian or Asian British includes Indian, Pakistani, Bangladeshi, Chinese or any other Asian background Black, Black British, Caribbean or African includes Black British, Caribbean, African or any other Black background Mixed or Multiple ethnic groups includes White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background White includes British, Northern Irish, Irish, Gypsy, Irish Traveller, Roma or any other White background Other ethnic group includes Arab or other ethnic group

## Your response

Question 29	<b>Are you responding as...?</b> Please select the option from the list below that most closely represent how you will be responding. Please select one option.
Answers	An individual A representative of a business An elected representative Other (please specify)

Question 30	<b>How did you hear about the consultation?</b>
Answers	Flyer through the door Email Word of mouth Social media Newspaper advert Bus advert Our website Other website Other (please specify)

## Contact Details

The information you provide will be used to help the decision-making in this scheme and wider active travel schemes. We may share your information with our consultants and with the County Council's Business Intelligence Service. We will not publish your personal details but may publish your response with personal details removed. We will not sell your personal details or pass them to any other organisation except those directly involved in compiling and analysing the consultation responses.

If you would like to subscribe to project update emails, please visit [www.greatercambridge.org.uk/subscribe](http://www.greatercambridge.org.uk/subscribe). You retain the right to opt out of the mailing list at all times. Further details about our use of mailing lists can be found at [www.greatercambridge.org.uk/maillinglists](http://www.greatercambridge.org.uk/maillinglists).

Further details of our privacy policy are at [www.greatercambridge.org.uk/privacy](http://www.greatercambridge.org.uk/privacy).

Name:

Email address:

Are you happy for the Greater Cambridge Partnership to contact you via email to find out more about your views?

Yes

No

# **Appendix B**

## **SUMMARY OF STAKEHOLDER RESPONSES**



# SUMMARY OF STAKEHOLDER RESPONSES FROM MEETINGS

This section provides a summary of the feedback received from stakeholders during meetings, workshops, focus groups and other relevant events on the GCP ‘Making Connections’ proposals.

During the exercise, events and meetings were held with a range of stakeholder groups. For analysis purposes, the groups have been categorised as follows:

- Transport & Environment Groups.
- Businesses.
- Education & Young People.
- Health Care, Social Care & Informal Care.
- Community Sector.
- Disability Groups.
- Greater Cambridge Citizens’ Assembly,

The majority of events were held during the main consultation period. After the closure of the consultation, four additional focus groups were held (summarised at the end of this section).

## Transport & Environment Groups

Cycling UK	Cycling UK
Campaign for Better Transport	Transport for All
Living Streets	Sustrans

In general, the Transport groups were broadly supportive of the Making Connections proposals. The overarching ambition to reduce traffic in the Greater Cambridge region was well received, with the suggestion that measures were needed to reduce car dependency and to encourage alternative, sustainable modes of travel (cycling, walking, bus). Sustrans expressed a strong interest in traffic demand management and restraint measures, considering these to be vital to help deliver modal shift. They expressed support for policies that make it hard to drive, noting they were “100% fully on board” with the Making Connections proposals.

Despite this, some concerns were raised over the impact that the proposals would have on disabled groups and/or those with mobility impairments. Not everyone with a disability is eligible for a blue badge, and feedback from the Transport & Environment groups suggested that these people also need to be supported through the scheme. A number of suggestions were made, including financial support or discounts from the STZ; Living Streets noted that more should be done to ensure an accessible walking, wheeling, cycling, and public transport network. They provided a number of examples of how to do so, including making buses and bus stops fully accessible, providing staff with training, and dealing with pavement licencing and street clutter.

Living Streets also noted that it is not enough to assume all disabled people have car and want to drive. The organisation stated that, while for some people cars provide mobility aids, a huge number

of disabled people want to walk, wheel, or cycle. Therefore, the scheme should attempt to accommodate all eventualities, rather than providing one solution (i.e., exemption/discount).

The active travel improvements were well-supported across the Transport & Environment groups. In particular, improved cycle infrastructure was welcomed as a necessary mechanism to encourage more people to alter their travel habits. There was a suggestion from Cycling UK, that further work is needed to improve cycle routes on the outskirts of the city: ensuring that cycle connections are provided between suburban towns and villages, rather than just improving connections into the city centre.

Regarding the STZ and bus improvements, it was suggested that there should be greater focus on reducing vehicle kilometres, rather than only encouraging a shift to EVs. Cycling UK proposed that this would contribute towards achieving net zero.

There was the suggestion from multiple organisations that people would oppose the changes initially, but over time they would adapt and get used them.

**Businesses**

Logistics UK	Cambridge Taxi Trade
Federation of Small Business	Cambridge Market Traders
Cambridge Chamber of Commerce	AICES International Express

During discussions with businesses, general concerns were raised over the impact that the proposals would have, with it suggested that the scheme, most notably the STZ, would negatively impact businesses.

Frequent concerns were raised over increasing cost of operating business vehicles as a result of the STZ, which would result in increasing costs for consumers. The consensus was that such price increases would not be acceptable during the current cost of living crisis.

A similar point was raised during a meeting with the Federation of Small Business (FSB), who said their members would need to pass the increasing costs onto tenants and customers. One specific business owner noted: “I own a skip delivery business. It will cost me £110,000 a year to cover the cost of my lorries coming into Cambridge every day...I’d have to shut my company down... Would have to put the prices up 5% to cover the HGV charge.”

Some Small and medium-sized Enterprises (SMEs) expressed concern they would not be able to operate once the STZ was introduced. As quoted by the FSB, “businesses will fold because of this charge... The local economy will decline because businesses will close”.

It was suggested that the reallocation of road space in Cambridge (and restricted vehicle access in some locations) would create additional mileage for logistics companies due to road closures and other traffic restrictions. General traffic displacement concerns were also raised by Logistics UK, which they noted could lead to added journey times, and more vehicles using the roads, which would add costs to operators and congestion in the area. Some suggestions were made to reduce

this impact, including vehicles over 3.5 tonnes being permitted to use bus lanes. Logistics UK stated not only would this reduce displacement via alternative routes, but it would also reduce stop-start traffic, helping to reduce HGV emissions.

Discussions were also held over the potential to consolidate delivery timings across Cambridge, which would enable business vehicles to avoid the STZ charge. Despite this suggestion, other businesses (Madingley Mulch and Madmix) stated that this was not possible, as they would be unable to deliver after 7 pm when it is dark.

Overall, it was suggested that the proposals do not consider the needs of businesses in the Greater Cambridge area and would have a detrimental impact on their operation. Concerns were raised across a multitude of business types; including larger supermarkets and logistics companies, tradespeople, market traders, and small business owners, all of whom rely on vehicles and may struggle to take on the extra charge or pass the cost onto their customers.

Conversely, as representative of a number of member businesses, the Cambridge CoC expressed they were unable to form a collective position of the STZ because individual member views were too diverse. Note the focus group with the Cambridge CoC took place after the main consultation period; members of the group had therefore been encouraged to respond to the questionnaire while it was open, to comment on the proposals. The Cambridge CoC explained that a meeting had been scheduled (after the focus group) to determine whether the group should form a collective position on the STZ. They noted that GCP would be informed of the outcome. The group expressed that they were keen to continue engagement on the Making Connections proposals, and offered to host an event with members, and share messaging on their communications and social media channels. The Cambridge CoC also commended GCP on their efforts to engage the business community.

Regarding the proposed bus improvements, some concerns were raised over the suitability and convenience of using buses to travel to and from work. This included issues with transporting heavy equipment on a bus, as well as having to walk from the bus stop. Further doubts were raised by FSB, which suggested that the bus improvements would not be delivered within the timeframe proposed.

Aside from the business implications, these groups also raised other, more general concerns about the proposals. Such as the inclusion of Addenbrooke's Hospital in the STZ.

### **Post-Consultation Focus Groups: Business (Logistics)**

Following the closure of the consultation period, two additional focus groups were held with businesses within the logistics sector; this included Logistics UK and AICES International Express.

A common concern raised during the focus groups was regarding the STZ and proposed charge levels, which were considered to be "unjustified", with little to no rationale given for the proposed HGV charges (a common suggestion among Logistic companies). Logistics UK, specifically, were most concerned by the charge levels proposed for vans and HGVs, noting that the London Congestion Charge is a flat rate for all vehicle sizes. The group were also concerned over the

proposed size of the chargeable zone, which they noted incorporates industrial sites, and expressed concerns over the proposed STZ operational hours.

Logistics UK suggested that there was a lack of understanding regarding the economic and social contributions of the logistics sector, which should be considered by the proposals. AICES International Express echoed this view, noting that the logistics sector is “active across the whole economy” and many sectors (such as financial services, life sciences, hospitals, etc.) are heavily dependent on their services.

Both groups commented on the proposed STZ discounts and exemptions, suggesting that the latter doesn’t go far enough, with further exemptions needed. AICES International Express stated concerns over the proposed lack of exemptions for zero-emission vehicles, which they perceived to be a huge misstep. The group also noted that electric van costs are higher than those for diesel vans, and where members are deploying EV technologies, they are doing so at a huge cost. It should, however, be noted that as part of the proposals, the GCP did consult on the possibility for an STZ discount for zero-emission commercial vehicles. Despite this, neither of the companies raised this during the sessions.

AICES International Express noted that most of their members will have Euro VII compliant vehicles for Clean Air Zones (CAZs) and queried why this CAZ-style exemption is not being offered in the current GCP proposal. Logistics UK raised a similar point, noting that the Oxford traffic filters (as part of the Oxford Zero Emissions Zone) have exemption for vehicles in the freight sector. When discussing the Clean Air Zones, AICES International Express noted that they support the CAZ concept and consider that a single national standard should be adopted.

It was acknowledged that the GCP proposals would offer a localised solution to a local problem, but it was noted that the proposals fail to consider potential negative repercussions. Logistics UK suggested that the focus of the Making Connections proposal should be on private vehicles, which are considered to make the greatest contribution to local congestion. The group queried the proposed phasing approach, questioning why HGVs would be charged before private cars, despite the latter causing the greatest congestion issues and offering the greatest potential for mode shift. AICES International Express expressed a similar view, noting that they would only expect HGVs to contribute 2% of traffic within the STZ. The group were supportive of the aim to reduce congestion but suggested the proposal should be targeting those that make the most movements and can be mode shifted.

As an internationally operating courier business, AICES International Express considered the Making Connections proposal to be the first road user charge over a large area but noted that such divergence in schemes across the country creates complexities for the logistics sector, which can be difficult for them to understand. The group ultimately considered such complexity and divergence in standards across the UK to be a major challenge for the industry.

Finally, AICES International Express also raised concerns over how the STZ would work in practice, and its impacts on the cost of delivering to Cambridge. They consider their services should be seen as “essential” for both business and consumers who depend on delivery of goods and that the STZ charge will increase already rising costs, rendering them unaffordable for some.

Despite this, AICES International Express expressed support for the GCP’s overall aims to improve air quality and reduce carbon. They noted that congestion was a huge concern and were supportive of efforts to reduce this. They did, however, have reservations over how the STZ would work in practice, describing the charges to be “very damaging” for express logistics vehicles and ultimately considered it to be an unworkable solution. The group supported the need to ensure efficiency in movements to achieve the project’s broader aims and offered to work with GCP to do so. Logistics UK offered a similar sentiment, noting that they understood the overall aims of the scheme, but raised concern over the “unintended consequences” of the STZ on deliveries and businesses, with potential rising costs being passed onto the consumer. The group also offered to help facilitate future engagement on the GCP proposal with members such as Tesco and Amazon.

**Research Groups**

Centre for Cities
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It should be noted that the meeting with Centre for Cities took place before the GCP Making Connections public consultation launched.

During the meeting, Centre for Cities expressed support for bus investment projects and the use of road user charging to fund the improvements. They recognised a need for better buses and more bus investment, noting that such improvements should be funded by charging road users.

Despite this, Centre for Cities did not comment specifically on the GCP Making Connections proposal during the meeting. They did, however, note that their group would be happy to share supportive content on the scheme, and raised the idea of a possible vox pop (popular opinion as represented by informal comments from members of the public).

Following the meeting, Centre for Cities published a blog post in support of the Making Connections proposals. The post described the bus improvements as a “big step in the right direction”, and the proposed congestion charge as a “good decision to make”, despite the political difficulties of its implementation.

**Education & Young People**

Anglia Ruskin University & Students Union	Cambridge Regional College (CamRE)
Centre 33	Long Road Sixth Form College (LRSFC)
Cambs Youth Panel	Hills Road Sixth Form College
Cambridgeshire Secondary Heads Association	University of Cambridge Staff
University of Cambridge Student Union	

The consultation with educational groups and young people demonstrated general support for the Making Connections proposals. The bus improvements were well received by students and young people, in particular the Zero Emission buses. Anglia Ruskin University were supportive of the bus improvements, despite expressing some concern that the proposals to reduce car use don't go far enough. The University suggested that further work would be needed to discourage car use, such as increasing the £5.00 daily STZ charge. Bike security was raised as huge concern for students.

Some groups were sceptical of the proposed bus improvements, with questions raised over whether the measures would be delivered in time and be of a sufficient scale and quality. Others raised general queries regarding the STZ, including how it would be enforced, what defines 'low income', and whether medical taxis offered by the university would be charged for journeys. During a focus group with the University of Cambridge Student Union, questions were asked about the projected health and air quality benefits, and the anticipated increases in active travel as a result of the scheme.

Centre 33 highlighted a number of barriers to bus use, particularly among young people with mental health conditions. This included anxiety, fear of public transport, and not knowing how to use a bus. Other groups raised personal security concerns and COVID-19 risk as further travel barriers, making people nervous or reluctant to use the bus. During the University of Cambridge Staff Town Hall, it was suggested that buses should be designed around typical movements made by women and minority groups. Concerns were also raised that the 7 am - 7 pm STZ operating hours would discriminate against part-time and shift workers.

There was general agreement that existing bus services needed improvement. Cambs. Youth Panel noted that buses currently take too long and that bus cancellations were a huge problem. The Panel were keen to see the Making Connections proposals deliver improved multimodal interlinking between various travel modes.

### Health & Social Care Groups

NHS Comms Cell (Cambridgeshire and Peterborough Combined Care)	Cambridge Biomedical Campus Exemptions Workshop
Caring Together	East of England Ambulance Service
Community Transport	Cambridgeshire Search & Rescue (SAR)
Cambridge Biomedical Campus: Workforce, Travel and Transport Briefing	Rosie Maternity Hospital (Addenbrooke's CUH)
Community Transport Providers – Dial-A-Ride and Car Schemes	SERV Suffolk and Cambridgeshire
Healthwatch Cambridgeshire and Peterborough – Older People's Partnership Board	Age UK Cambs and Peterborough
Asthma + Lung UK	Taxi Forum

The Health, Social Care & Informal Care groups had several concerns regarding the GCP, primarily in regard to how charges and exemptions would be handled.

One key concern was how the charge would impact volunteers and low paid staff in the health sector. Due to the nature of this work, specialist equipment is often required that wouldn't fit easily on a bus, thus mandating car usage. Concerns were also raised that the STZ charges would deter people from volunteering or would make the low paid jobs less attractive. Similar to the observation regarding specialist equipment, the Taxi Forum and SERV Suffolk & Cambridge identified that private vehicles were sometimes used to carry medical samples and other perishables, and that these movements should be reimbursed. Paramedic services and Maternity Service consultation groups both identified that their staff often tended to use their own vehicles to travel, whilst carrying equipment unsuitable for movement by bus. As such, the charge would adversely impact their staff's finances. Additionally, it was identified that it would be "inappropriate for them (Paramedics) to be on a bus after a traumatic shift". Despite this, the groups were broadly supportive of the bus elements of the scheme. There was general support for reducing congestion and increasing opportunities for active travel. The Taxi Forum also appreciated how decongestion might benefit their own operation.

Several of the consultation groups raised concerns regarding how charging would impact people who provide lifts to blue badge holders and others on an ad-hoc basis. The current proposal is for a blue badge holder to be able to register two vehicles for exemption from the charge which the groups said would reduce flexibility and opportunities to travel. Concern was therefore raised that the Making Connections proposals could deter people from providing travel services, thereby increasing isolation among vulnerable groups.

Asthma + Lung UK flagged that many people with lung conditions do not qualify for blue badges. Several of the groups also emphasised that not everyone could use public transport; including the sick, the frail, those who are neurodiverse and those who've experienced previous trauma on public transport. These groups might not qualify for a blue badge and an exemption from the charge but wouldn't be able to benefit from the improved buses. Asthma & Lung UK added that not everyone is able to walk or cycle, so the option to use a car should not be completely revoked.

Another concern was the GCP proposals rely on online accounts for managing charges, reimbursement, blue badge registration, etc. Several consultation groups raised concern this wasn't "digitally inclusive" and could raise issues for people who are less "tech savvy" and/or don't have regular/stable internet access.

Several groups also raised security concerns about female staff or vulnerable users travelling alone on buses, particularly in the evenings and/or to the Park & Ride sites (where there is less oversight and security). Another concern was regarding theft from vehicles left at Park & Ride sites, as well as the theft of bicycles, and the condition of some existing cycling corridors (cited as lacking lighting and being overgrown in places, reducing oversight between users).

Asthma & Lung UK noted that many people do want to make greener travel choices, but some are unable to do so because of their disability or current condition. The group therefore suggested that



the focus of the proposal should be on delivering solutions that are as accessible and inclusive as possible.

### **Post-consultation focus group: Cambridge University Hospitals**

Following the closure of the consultation period, a focus group was held with Cambridge University Hospitals (CUH) to gather feedback.

CUH strongly opposed the proposed STZ discounts and exemptions, commenting that the proposed reimbursements for patients and staff would not be suitable. This was largely due to the perceived additional burden that it would place on hospital administrative staff, who would be required to undertake additional tasks to process the reimbursements. They noted barriers to technology and form filling as further reasons for their opposition.

Furthermore, while the group were broadly supportive of the proposed discount for people on low incomes, they queried how 'low-income' would be defined and enforced. They were also concerned that the Making Connections proposal would negatively impact on the lowest paid staff. CUH agreed that the proposed flat bus fares would be economically beneficial, particularly for staff on low incomes; however, they noted that not all areas are accessible by bus. In addition, many staff members worked nightshifts, during hours where public transport does not operate, so this would not provide a viable option for commuting. Improved walking routes were welcomed by the hospital, though a need to consider staff safety when using the routes, was also raised.

On a separate note, the CUH believe that the expansion of the existing e-scooter fleet could be a successful approach to providing alternative transport measures. However, the issues of the safety of e-scooters for pedestrians was of high concern, hence it could be beneficial to campaign for road safety and regulations for e-scooters, across the scheme area.

The group suggested they could encourage hospital staff to use the Park & Ride service, noting it would be easier than coming onto site in a car. They considered how they would engage the CUH community, to help encourage such a shift. They also suggested a need to consider staff travelling from further afield, including deprived areas such as Hunts and Wisbech. They also noted need to consider sick patients that may need door-to-door service.

The group raised further suggestions that were not specifically related to the proposals, including the need for an NHS-funded bus service, nursery facilities at the hospital, and reconfiguration of the car parks, as these are currently a long distance from the clinical areas.

Finally, the CUH noted that in order to ensure the scheme is successful, continuous engagement with the group is necessary. One participant emphasised that if delivered, the proposed bus improvement would be extremely beneficial. The same participant did, however, express a lack of belief that the improvements were coming.

## Community

Cambridge City Council Community Services (pre-consultation)	Cambridge Council for Voluntary Services
Citizens Advice Bureau Cambridge & District	Rape Crisis
Cambridge Women's Resource Centre	

Some key concerns raised among the Community Groups related to the impact the STZ charge would have on carers, volunteers, and other workers in low paid professions. Cambridge Council for Voluntary Services (CCVS), in particular, noted the impact that the charge would have on carers, community car schemes and other organisations that operate services that are reliant on vehicles, such as the Salvation Army's furniture collection and deliveries.

Multiple groups raised concerns regarding the safety of women on buses and public transport, particularly at night-time. Rape Crisis requested better messaging on buses to address the safety issues for young women as a result of unacceptable behaviour towards them when using the service. The group also requested a further STZ exemption for abuse survivors in receipt of treatment, therapy or care.

A number of barriers to bus and public transport use were raised among the groups, with CCVS noting that a lot of people have experienced trauma and assault on public transport. They also raised concerns over the suitability of bus travel for clients with autism and anxiety.

Finally, when discussing the STZ discounts and exemptions, Citizens Advice Bureau Cambridge & District noted potential issues when defining 'low income'. This can be "challenging and subjective"; the preference should be to use a pre-defined government definition.

## Disability Groups

Transport for All
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Two workshops were delivered, involving Disabled people who live in, work in, or regularly visit Cambridge. The first session involved blue badge holders and the second involved Disabled people who don't hold blue badges. Concerns regarding the proposals were raised frequently during both sessions.

Participants were unsupportive of the proposed inclusion of Addenbrooke's Hospital in the STZ, with concerns raised over the increased cost for people attending appointments, and the impact on hospital staff on low incomes. It was stated that this could negatively impact disabled people who receive regular medical treatment related to their health or impairments and that the retention of hospital staff is vital to this.

During both sessions, participants raised a number of barriers to bus and public transport use. Some noted that the proposed exemption for blue badge holders (where they are able to nominate two vehicles for exemption) would not be sufficient to meet their needs, suggesting the possibility of

nominating additional vehicles for specific journeys. For those without a blue badge, participants were concerned that they would not be eligible for any form of exemption or discount.

All felt disabled people who drive / are driven should be eligible for a discount or exemption, regardless of any other factor (e.g., holding a blue badge). Suggestions were made on how this could be implemented - including requesting a GP letter as proof of your health condition or impairment - though a number of issues were noted, as often this has to be paid for and not all disabled people have a formal diagnosis.

Other travel barriers stated related to the existing bus service provision; buses were described as unreliable and often too busy for wheelchair or mobility scooter users to use. Others added the nearest bus stop to home is too far to walk to, and mentioned feelings of discomfort when using the bus, due to the design of seats and the “bumpy” journey. Some participants noted that cycling was sometimes possible but there’s a risk of expensive e-bikes being stolen. To address the aforementioned barriers, participants made a number of suggestions for additional improvements, including providing more space for wheelchairs on buses and better bus driver training.

Despite concerns, several participants commented that they were glad that they had the opportunity to share their views on the proposals. Another participant expressed that they felt less concerned about the proposals as a result of the session.

### **Greater Cambridge Citizens’ Assembly**

Feedback was gathered during two focus groups with the Citizens’ Assembly (CA). Both groups identified strong support for the Making Connections proposals and that they would be happy to see the outcomes, which strongly aligned with objectives set out by the CA three years ago, delivered.

The proposed bus measures were identified as having the potential to greatly encourage participants to shift modes, with particular support for increased service reliability and extended operating hours. Further improvements sought included additional on-bus luggage space and/or space to store bicycles.

Whilst the service enhancements were supported, some participants raised concerns regarding whether they would attract enough people in rural areas around the city and sought confirmation on what would happen if the routes weren’t financially sustainable. The concept of bus network franchising (under control of the Combined Authority) was fully supported by one group, though the other was less certain, and found the issue slightly more complicated to understand.

Both groups supported additional improvements to walking and cycling, accessibility and public spaces. One group cited a particular issue with cars parking in cycle lanes, forcing cyclists leave the cycle lanes and travel with general traffic. Both groups were keen to see greater connectivity across Cambridge’s cycle network to improve safety for people travelling by bike.

The groups were supportive of the STZ and its potential to support long term investment in the improvement and maintenance of the region's transport network. Attendees also approved of the charge exempting blue badge holders, lower income households and (potentially) those travelling to medical appointments. One participant stated they supported car sharing measures as a means to reduce traffic, though only if the scheme(s) had cars readily available and well distributed across the city.

Despite the general support for the STZ, some concerns were raised, including the difficulty of carrying shopping or heavy items on public transport, coupled with the additional costs of home deliveries. Concerns were also raised over the impact on tradespeople or small businesses dependent on work vehicles. Other queries and concerns related to the proposed discounts and exemptions. It was suggested that the exemptions scheme for blue badge holders could be manipulated, and queries were raised regarding the proposed charge for motorbikes, notably why this was the same as the charge for cars, despite causing less congestion.

When asked for concluding comments and suggestions, one focus group suggested ongoing monitoring of the impacts of the zone, to identify issues and to show benefits. Another suggestion was raised for improved 'bike to rail' and 'bike to bus' integration to encourage cycling for the first/last mile of public transport journeys.

## **SUMMARY OF ORGANISATION RESPONSES**

This section of the report provides a summary of the organisational feedback received in response to the 2022 GCP Making Connections consultation.

For analysis purposes, the organisational groups that responded to the consultation have been categorised as follows:

- Educational Groups & Young People;
- Transport Groups;
- Historic & Environmental Groups;
- Businesses;
- Political Groups
- Businesses (Logistics);
- Community, Sport & Leisure Groups;
- Health & Social Care Groups;
- Disability Groups;
- Local & Parish Councils;
- Charities; and
- Developers & Land Use

A summary of the key themes from each of the above identified groups from across their responses is presented in the section below.

## Educational Groups & Young People

Among the organisational responses from Educational Groups, mixed feedback was received on the Making Connections proposals. The overall ambition to reduce congestion and emissions in Cambridge was well supported, with the University of Cambridge commending the GCP for their overriding ambitions to *“provide a connected, inclusive and affordable transport system”*. Despite this, among the groups there were conflicting views on the measures needed to achieve this ambition, with some suggesting that the current proposal, particularly the STZ, was not a viable solution.

The University of Cambridge submitted a detailed response to the GCP Making Connections proposal, expressing support for the overarching aims to tackle the climate crisis and social inequality. They noted that the University itself has science-based targets to tackle the climate and biodiversity crisis; and is already delivering a range of measures to achieve this ambition, including in areas such as transport, energy transition, and biodiversity. The organisation emphasised the need for an effective and sustainable transport system in Cambridge and alluded to their previous Making Connections consultation response (submitted December 2021) which highlighted a number of key principles and areas for further development. The University expressed that they support the Making Connections proposal in principle, *“but with qualifications we have previously raised”*. The group were particularly supportive of the proposals for cheaper bus fares and longer operating hours but noted that the public transport improvements (including Park & Ride capacity) must be completed before the STZ is introduced. They also requested that a review of the proposals is undertaken post-implementation, to ensure expectations have been met. A number of further requests and suggestions were put forward by the University of Cambridge, these included:

GCP and the Combined Authority advancing proposals for a new governance structure through bus franchising.

Further STZ exemptions/mitigation measures to reduce the impact on a number of groups, including agricultural vehicles, DRT, emergency medical vehicles, and vehicles conveying clinically sensitive equipment/materials (note a number of these groups were already included in the list of proposed exemptions/reimbursement).

The provision of behavioural change support measures, such as employer travel plans and personal journey planning services.

Ultimately, the University welcomed GCP’s proposed package of measures, citing that the scheme will *“ensure that Cambridge remains a growing, evolving and sustainable centre of excellence”*.

Similar to the University of Cambridge, the other Educational Groups and Young People were generally positive towards the overall ambitions of the scheme. The bus and active travel improvements were particularly well-supported, through frequent concerns were raised over the proposed STZ and the impact that this would have on students and staff. It was frequently suggested that the proposal would disproportionately impact staff on low incomes, which generated further concerns regarding access to work and employee retention. Many groups suggested that further discounts and exemptions would be needed to avoid disproportionately impacting low-

income groups, and it was repeatedly suggested that school staff and other public sector workers should be exempt from the charge.

In general, there was consensus that improvements to the transport network in Cambridge were needed. Wolfson College (University of Cambridge) welcomed the proposals for improved public transport, cycling and walking, noting their alignment with the College's Sustainability Strategy, which seeks to find better alternatives for staff having to drive to work. Cambridge Students' Union commented that *"the biggest barrier for bus use for students is the infrequency and irregularity of the current bus service"*. Cambs Youth Panel echoed this view, describing the current public transport network as *"unreliable... generally not cheap and buses (specifically) are not frequent enough"*. Students and young people, appeared to be the most environmentally minded group, and were strongly in support of measures to reduce emissions and tackle the climate crisis.

Cambridge University Students' Union were particularly supportive of the proposals for cheaper, greener and more frequent buses, noting that these measures must be introduced before the STZ is implemented. Girton College (University of Cambridge) echoed this view, adding a further suggestion that discounted bus travel should be available for students and young people. They also added a request for the College to be included within the £1.00 single bus fare zone.

Other common themes relating to the proposed bus improvements included the suggestion that bus stops should be upgraded to provide better shelter, seating and lighting, as well as the provision of RTP1 at bus stops and on the bus. Wolfson College were slightly more sceptical of the proposed bus improvements, noting they were *"unconvinced that the offer will be sufficient"*, and made requests for additional bus improvements in the area surrounding the College, including a new Park & Ride site at the Barton Road/M25 junction.

Several of the responses commented on the proposed phasing approach, noting that improvements to the bus network must be in place well in advance of any road user charge (note this is in line with the current proposal). The University of Cambridge suggested *"a clear agreement that public transport and active travel infrastructure has reached an acceptable level must be in place prior to the introduction of any charging scheme"*.

Active travel improvements were another well-supported element of the proposal. The University and Colleges were particularly supportive of the improved cycle infrastructure, with the University of Cambridge noting that walking and cycling were the preferred modes of travel for most students and over 40% of university staff. The proposals for safer cycle routes, Greenways and more secure cycle parking were therefore welcomed. However, further development of the proposals was sought, including consideration of solutions for deliveries and freight, the role of micro-mobility, and the quality of spaces and surfaces. Commenting on the phasing approach, Wolfson College emphasised a need to deliver the cycling improvements immediately, noting that the current infrastructure was of poor quality and directly affects students (e.g., potholes, poor lighting and surfacing).

The STZ was the most contentious element of the scheme, with frequent concerns raised over the impact the charge would have on access to educational and employment sites. The Cambridge Archaeological Unit (CAU) were opposed to the charge, noting the negative impact it would have on staff getting to work, particularly those on low incomes. They raised concerns over employee retention following the introduction of the charge, anticipating that staff may leave the organisation as working in Cambridge would become unaffordable.

Similar concerns were raised across multiple responses from Educational Groups. Several commented on the considerable increase in travel and commuting costs for staff and students because of the STZ. Cambridge Students' Union were concerned over the impact the charge would have on students that need to use cars but would struggle to pay, such as medical students driving to placement. Further exemptions were requested to enable these journeys to be accommodated.

Alongside this, concerns were raised over the inconvenience of alternative, non-car travel modes following introduction of the charge; including the additional time needed to travel by bus, particularly for students and staff living outside Cambridge/in rural areas that are poorly served. It was suggested that public transport may not be a viable option for all journeys, including where staff have limited time to commute, or other commitments such as collecting children from school on their way home from work, which can be much more difficult and time consuming when using the bus. Another point was raised on personal security concerns, with Bursar's Sub-committee for Planning mentioning that many workers, particularly female shift-workers, have expressed personal safety concerns when using public transport late at night.

Suggestions were made regarding additional transport improvements that should be delivered in Cambridge. Several groups recommended investment in the rail network, with one group noting that this would encourage an integrated approach across all transport types, helping ensure that everyone can benefit.

Anglian Learning submitted a detailed response to the consultation, containing feedback gathered through a staff-wide survey on the Making Connections proposals. The survey generated 245 responses and included both closed and open-ended questions. Most staff, primarily in teaching roles, noted that they currently travel to work by car or motorcycle. Most free text survey comments were opposed to the charge, with many expressing concerns over the impact that it would have on access due to rising commuting costs because of the STZ. Comments made included that it would be unaffordable to come to work, while it was also commented that some have no option but to use their car to get to work, citing issues with the current bus offer and/or general barriers to public transport use, such as inaccessibility or inconvenience. Many respondents were concerned that the proposals would discourage people from coming to work and/or encourage people to move elsewhere to avoid the charge: *"this charge is actively pushing people away from Cambridge"*. One respondent described the impact of the charge to be *"potentially devastating... those on low incomes who drive to school or to work will potentially not come to school"*. A common theme among the



responses was the suggestion that public sector workers/school or hospital staff should be exempt from the charge.

*Respondents within this category included: Anglian Learning, Anglia Ruskin University, Bursars' Sub-committee for Planning, Cambridge Archaeological Unit (CAU), Cambridge Students' Union, Cambs Youth Panel, Girton College, Parkside Community College & United Learning Cambridge Cluster, Social Action Group, Parkside Community College, University of Cambridge, Wolfson College*

## **Transport Groups**

The responses from Transport Groups regarding the Making Connections proposals were generally mixed and largely dependent on the mode of transport service they are associated with. Overall, public transport operators such as Bus Users UK and Stagecoach were extremely supportive of the proposals, whereas coach hire and motorcycle organisations such as C&C Coach Services Ltd. and the British Motorcyclists Federation were not in favour of the proposals.

Bus operators were unanimously in favour of using funds from the Sustainable Transport Zone (STZ) to fund public transport improvements, advocating that faster, cheaper and more reliable bus services would support modal shift away from private car journeys and reduce congestion. However, many operators asked to be fully involved in the decisions about what improvements could be made, as well as how and when these are done. For example, Bus Users UK suggested that a more flexible approach is needed, such as multimodal ticketing, travel hubs and fully accessible buses and stops. Cam Vale Bus User Group also supported but suggested bus services (especially for villages) should be significantly improved and established prior to the introduction of the charge.

Transport Groups such as Cambridgeshire Sustainable Travel Alliance, CTC Cambridge and the Transport Action Group were in favour of public transport and active travel improvements. It was suggested that the proposals would enable the city to deliver carbon reductions alongside encouraging people to switch modes. However, they all agreed that bus improvements should be delivered through bus franchising which would maximise the benefits of such changes and therefore should be in place prior to the full implementation of the STZ charge. Transport Action Group added that they would like to see the STZ charge applied at weekends (albeit at a different charge) to ensure that traffic and congestion doesn't overwhelm the city during particularly busy periods.

Active travel groups such as CamCycle, Living Streets and Sustrans were also extremely supportive of the proposals, particularly those aimed at freeing up road space, providing funding for walking and cycling schemes and encouraging more people to walk, cycle or use public transport. For example, Sustrans noted that the STZ needed to allow communities to thrive without having to use a car and that the scheme is in line with local, regional and national transport plans and policies. However, it was suggested that the proposed walking and cycling improvements should be clearly prioritised, planned, and delivered by the time the STZ charge becomes fully operational. Additionally, groups such as Cambridgeshire Sustainable Travel Alliance and CamCycle suggested that 20% of the charging revenue from the STZ should be allocated for walking and cycling improvements.

In contrast, coach companies were not in favour of the proposals, particularly the £50.00 daily charge they would incur. Private coach hire C&C Coach Services Ltd. were concerned that the daily charge would stop schools from running swimming lessons and school trips to museums as the cost to parents would be too great, considering the already rising fuel costs. They implied that schools would not use the Park & Ride service and that a dedicated coach drop off should be offered instead. This would create less congestion and air pollution as coaches would not need to drive around looking for spaces. Greys of Ely Ltd. Coach Hire added that the intention to unilaterally charge coaches goes against the mission statement in the 'Making Connections consultation brochure (V25)' as coaches *"take at least a mile worth of traffic off the roads"* when compared to car usage. They stressed that whilst plans to improve the local bus network is a worthy aspiration, it cannot be a *"one size fits all approach"* and that coaches should be part of the solution, not the problem. Both organisations agreed that local coach operators should be exempt from such charges. This was reaffirmed by the Confederation of Passenger Transport who encouraged GCP to make coaches exempt from any charges.

Motorcycle groups such as the British Motorcyclists Federation (BMF) and the Royston and District Motorcycle Club were unanimously against the STZ, particularly the £5.00 charge for motorcycles and mopeds. It was argued that such a charge does not accurately reflect the benefits that powered two-wheelers (PTW) offer, such as reducing congestion and emissions. Fuel consumption for motorcycles is much lower, and congestion is reduced due to the manoeuvrability bikes have to filter through traffic. Similar to coach companies, such organisations wanted to be seen as part of the solution, rather than the problem.

Lastly, community groups and car clubs, such as the Fulbourn Community Car Scheme, felt as if they had been overlooked/not mentioned in the proposals. The car club is a group of volunteers who provide door to door transport for those who have no other means of transportation such as Disabled people or older people. Over 90% of their journeys were to locations within the proposed charge zone so were therefore concerned that potential charges could make this vital service unaffordable or cause a loss in volunteers. Cambridge Cohousing Car Club asked for clarifications regarding whether car clubs are exempt from these charges

*Respondents within this category included: British Motorcyclists Federation, Bus Users UK, C&G Coach Services Ltd, Cam Vale Bus User Group, Cambridge Cohousing Car Club, Cambridge Independent School Travel Forum (CISTF), Cambridgeshire Sustainable Travel Alliance, CamCycle, Confederation of Passenger Transport, CTC Cambridge, Fulbourn Community Car Scheme, Greys of Ely Ltd Coach Hire, Living Streets, Meldreth, Shepreth and Foxton Rail User Group (MSF RUG), Royston and District Motorcycle Club, Stagecoach, Sustrans, Transport Action Group.*

## **Historic & Environment Groups**

There was general consensus among the Historic and Environmental Groups that measures were needed to tackle carbon emissions, pollution, traffic and congestion. The proposals, including the

STZ, were well-supported and GCP were frequently commended for their efforts to encourage a modal shift from car to public transport.

Despite this, the groups raised concerns over the proposal (largely the STZ) and made suggestions on how to improve its effectiveness. Cambridge Healthy Air Coalition (HAC) welcomed the proposal for a STZ to reduce vehicle use in Cambridge but recommended the charge be operational 24/7. They noted this is the case for similar schemes in other cities, such as the CAZs in Portsmouth, Birmingham and Bath, and suggested this would be a more effective approach than the current proposal.

Several of the groups, including Cambridge and Peterborough Climate Action Coalition (CPCAC), emphasised the improvements should be delivered immediately, with swift action needed to tackle the climate emergency. Cambridge HAC echoed this view, noting *“we cannot wait to tackle toxic air pollution; waiting until 2027/28 could mean failing to prevent another 600 premature deaths as a result of air pollution in Cambridge”*.

Conversely, some groups were supportive of the phased introduction of the STZ, noting that the charge should not be introduced until the bus improvements, which were described as *“integral to the proposal”*, were in place. There was criticism of the timescale proposed for the improvements, which was described as *“unrealistic”*.

Cambridge Friends of the Earth were largely opposed to the STZ. While the group acknowledged the need to cut congestion, they suggested the proposal is simply a mechanism for enabling further *“unsustainable development”* in the region, through facilitating economic growth (i.e., housing and businesses development), which they considered to put significant pressure on the environment.

Friends of the Cam (FotC) supported the overall objectives to reduce car use and encourage active travel, but did not believe that the proposals, particularly the STZ, would achieve them. They considered that the introduction of a congestion charge would not discourage all-but-essential car travel, noting that those who could afford the charge would continue to drive in and around city. They instead described the STZ as a *“regressive tax”*, and noted that, if the aim of the charge was truly to restrict car travel, there would need to be a corresponding reduction in city centre car parking.

Most groups were broadly supportive of the bus improvements, particularly the proposal for cheaper fares. However, concerns were raised, and the groups put forward several suggestions to enhance the current proposal:

- Reinstatement of the city centre shuttle bus, and provision of RTPI at all bus stops.
- Undertaking a review of walking routes between bus stops and key residential areas, to ensure the routes are safe.
- Do not deliver the planned extension of the guided busway, considered to offer poor value for money and reduced capacity.

- As the current proposals are “*not sufficient to make this a realistic or attractive option for someone who would normally drive*”, buses would need to run every 10 or 15 minutes to be perceived as convenient or realistic.
- The introduction of a Workplace Parking Levy in Cambridge, and a request for free Park & Ride travel for NHS employees travelling to Addenbrooke’s Hospital.

The CPRE The Countryside Charity were critical of the Making Connections consultation, describing it as “*flawed*” and not sufficiently inclusive. They commented that many people may not have been aware that the consultation was live, may not have been able to access the drop-in events, or may not have had access to the internet. Furthermore, the group commented more broadly on the proposals, questioning the funding and delivery of the STZ, querying the total number of buses and drivers that would be required to ensure the proposal is sustainable, fully funded and maintained.

CPRE, The Countryside Charity also noted the need for an integrated plan in Cambridge that considers all modes of public transport, not just buses. Ultimately the group did not consider that the current GCP proposal represents “*joined up transport thinking*” and have concerns that the most vulnerable in the area will be compromised by the proposed changes.

*Respondents within this category included: Green Groups in the Shelfords, Stapleford and Sawston (2G3S), Anglesey Abbey, Cambridge Friends of the Earth, Cambridgeshire and Peterborough Climate Action Coalition (CPCAC), Healthy Air Coalition, Historic England, CPRE, Friends of the Cam*

## **Businesses**

Among responses from Businesses, more than half supported the scheme’s objective of improving public transport and sustainable transport opportunities in Cambridge, with some reporting they had already implemented plans to reduce the impact of their company’s transport on the environment. Cambridge Ahead surveyed its membership and received 31 responses (representing a workforce of 37,500 people) the majority of whom either supported or strongly supported the proposals.

Several of these respondents said, to gain their full support, improvements to sustainable transport should be delivered in advance of the STZ and associated charge; to allow people to change their travel habits (this included Cambridge Ahead’s respondents, who noted that “*urgent changes are needed to the bus network in order for the proposed changes to be successful*”).

Some groups expressed support for the concept of franchising, including Cambridge Ahead who added that none of their members opposed this. This was on the basis that a local authority operated service would be less likely to be cut for financial reasons and leave people isolated.

Whilst many supported the scheme, there were a considerable number of concerns. Most commonly those related to the impact on staff and their cost of living. Businesses were concerned about the risk that people would choose to work outside Cambridge, making recruitment harder for the companies in the city and/or the STZ. A related concern was that staff shifts would not be compatible with public transport use (despite increased bus operation hours) and that this would

force staff to pay for at least one trip with no real alternative. Several respondents also raised concerns that staff, or in some instances volunteers, would be impacted by the charge as they needed to transport bulky equipment which would be difficult by bus or active travel modes. Finally, one respondent expressed concern that night buses might not be safe for staff travelling solo.

Cambridge Ahead members commented on the proposed charges; 19 members supported and 10 members opposed. Those opposed felt that the proposed £5.00 charge was too high, especially for those driving in parts of the city with limited or no alternatives (e.g., parts of North Cambridge). Some commented that the charge could be made higher, with one suggesting £7.50-£10.00 per day.

Another concern related to the STZ charge was making shops and organisations within the area less competitive compared to those outside the zone. Several respondents on the edges of the city were particularly concerned as their sites weren't as accessible as central sites and, as such, would be impacted by the charges without benefitting as much as central sites. Similarly, several respondents raised concerns over the future viability of their companies, with many stating that they were still recovering from the impacts of the Covid-19 pandemic. A related concern raised by some shops was that their stores necessitated car visits to pick up either large quantities of shopping or bulky items (e.g., furniture). Two organisations operating shopping centres also raised a concern that the relatively late (7 pm) ending of the charge could deter people from travelling into town for the night-time economy.

Multiple respondents raised concerns regarding how they, their suppliers or their customers would handle the cost of delivery vehicles being charged. One raised concern that shifting deliveries to 7 pm - 7 am would raise staff costs (due to working less favourable hours), whilst two raised concerns that charges would be levied on refuse collection vehicles in addition to deliveries, further adding to costs. These respondents stated this could potentially threaten the viability of their operations. Several Cambridge Ahead members suggested pricing should be applied more flexibly, with suggestions that goods vehicles could be exempt if they produce low emissions or drive at a pre-registered delivery time slot to reduce peak usage.

Several organisations with facilities at Cambridge Science Park raised concerns that reaching their sites via public transport would lead to longer journey times for staff, with one respondent citing that, to access their site by public transport, someone from outside the STZ would likely need to briefly travel away from Cambridge to reach a Park and Ride site, only to come back in. Another respondent expressed concern that the charge would drive traffic onto orbital routes, increasing congestion there, impacting those on the edges of the city, as well as companies whose staff already drove around Cambridge.

One of the respondents operating on the edges of the city raised a concern the proposals could encourage staff to return to working from home, with *"subsequent impacts on mental health, company loyalty and staff development"*. Conversely, some respondents in this group raised concerns that the proposals would disproportionately impact those who couldn't work from home.

Another respondent raised a concern regarding people whose work patterns would see them travelling across the STZ boundary multiple times a day, potentially accruing multiple charges (noted this was an incorrect interpretation of the proposals - the charge would be paid once daily, irrespective of the number of trips made).

Trumpington Place Management Company Ltd. raised a concern that the road from which their premises is accessed was part of the zone's boundary, meaning that people leaving/entering the estate would be charged each time. (noted this was an incorrect interpretation of the proposals - the charge would be paid once daily, irrespective of the number of trips made).

The National Farmers Union sought clarification on the status of their members whose fields the STZ boundary covers, including access points and how agricultural traffic (e.g., equipment to fields, supplies in, and produce out) which crossed the boundary would be charged.

Another theme related to deprived groups. Respondents raised concerns that the charge was regressive and would unduly impact the less affluent, reducing their ability to travel. This was a particular concern for those travelling from areas outside the city which, again, weren't necessarily benefitting from the enhanced bus network. Three organisations reinforced this, pointing out that less affluent people were already being priced out of Cambridge by rising house prices and that implementing the STZ charge would be charging them to go in. One respondent acknowledged that whilst there was a planned reduction in charge for lower income groups, they remained concerned that this could generate a large amount of bureaucracy.

Similarly, several health centres and leisure organisations raised concerns that the charge would deter people from using their facilities, with subsequent impacts on the population's health and fitness as well as the viability of the sports and activity centres.

Another concern raised by respondents was that the scheme would unfairly impact people who struggle to use public transport (e.g., people with invisible disabilities or reduced mobility) but didn't qualify for Blue Badge status and full exemption from the charge. This was identified as possibly impacting loneliness as people would travel less.

John Lewis & Partners and Waitrose & Partners raised a concern that, with the charge being 7 am - 7 pm, a new evening peak could be created as people travelled to shop outside of the charging hours. They also raised a related concern that this would lead to fresh produce lingering on shelves throughout the day.

One respondent raised a concern that vehicles deterred by the STZ would be replaced by new induced demand (where the reduction in congestion and traffic makes driving easier and thus encourages additional drivers), resulting in no overall change in congestion despite the charge.

Respondents stressed the importance of an ongoing dialogue to ensure they remained informed. One expressed they already felt their responses were being ignored, whilst another was concerned that the GCP's planners weren't present at consultation events, leaving things to event facilitators who couldn't answer more detailed or challenging questions.



## Queries and Suggestions

In addition to feedback supporting the scheme or raising concerns, there were also a considerable number of comments raising queries regarding the scope of the scheme or suggesting ways it could be adjusted.

Firstly, two respondents who had raised multiple concerns regarding the STZ suggested that the bus and active travel enhancements could/should be delivered without the disruptive and controversial charge.

Secondly, the STZ boundary was a key issue. Respondents from Cambridge Ahead narrowly supported the proposed boundary in its current form. However, it remained a point of contention; several members stated the boundary was too broad and contained too many parts of the city. Several further respondents suggested the boundary should be shifted closer to the centre of the city, to reduce the impact on locations at the edge of the zone who perceived that they would be most impacted whilst gaining least in terms of connectivity.

Two respondents proposed that, if goods vehicles were to be charged, then investment in freight consolidation centres would be a good investment of revenue to reduce LGV/HGV movements in the city.

Other respondents identified “school run” traffic as an issue. To offset this, both suggested focusing on walking and cycling infrastructure around school areas, whilst one also proposed operating school buses from the Park & Ride hubs so adults from outlying towns didn’t have to drive into the zone with their children. Another respondent suggested development of walking and cycling paths between Park & Rides and edge-of-town locations to provide a last mile connection where buses didn’t operate. This could be supported by e-scooter and/or e-bike hire facilities.

Cambridge Ahead added that if the charge was to go ahead, there would be need to ensure free or cheaper travel alternatives (such as free shuttle buses), to maximise the effectiveness of the charge.

The Federation of Small Businesses (FSB) submitted a response which comprised case studies from businesses they had engaged with in December 2022. Almost all the comments received mentioned that the STZ would result in them having to pass on the cost for the charge (be it for deliveries or services) onto their customers. This led to concerns that customers would take their business elsewhere, while there was also worry that this, alongside the cost of paying the charge would threaten the long-term viability of their businesses. Four also noted that this was happening against the backdrop of a cost-of-living issues, which in their view already made it difficult to operate. Two commented that they may look to relocate outside of Cambridge in order to avoid the STZ, while one respondent said that they had already done so. Other comments included the impact of the charge on staff, visitors and concerns about having to use buses.

Again, two businesses felt it was unfair that Addenbrooke’s Hospital would be located in the STZ, and further commented that exemptions are not extensive enough and that EVs should not be charged.



There were also comments questioning the need for the STZ, that Cambridge could not be compared to London due to the differences in the transport systems between the two; one business noted that hybrid working had already reduced the amount of car trips.

One business queried whether they would need to pay VAT on the costs of the STZ when paying the charge. Finally, Microsoft, who have offices in the city, offered their services in providing data analysis support relating to GCP's proposal.

*Respondents within this category included: Better Leisure, Cambridge Ahead, Cambridge Consultants, CPCA Business Board, David Lloyd Leisure Ltd., Federation of Small Businesses, Granta Park, John Lewis & Partner and Waitrose & Partners, Kelsey Kerridge, Marks and Spencer (M&S), Microsoft Research Cambridge, National Farmers' Union, The Grafton Centre, Trumpington Place Management Company Ltd, Universities Superannuation Scheme Limited (USS), Business Board.*

## **Political Groups**

A position statement was received from the Cambridge and South Cambs (CSC) Green Party - the only political organisation to respond to the consultation. CSC Green Party's response suggested they recognised the need for bus improvements, commenting that in their view *"public transport in Cambridge is broken"*. This was in respect of the removal of key routes and cancellation of bus services, plus the existing system being expensive to use. As such, they commented that the people of Cambridge deserve a fast, reliable and cheap to use public transport system. The CSC Green Party appear to agree with:

- The objectives of the bus improvements proposed.
- Cheaper fares were considered to be a measure that would make the city more equal, as more people could afford to get to where they need by bus.
- Bus franchising, noting that this would add considerable benefits to the local transport network.

Despite this, the group were apprehensive over timescales within which the franchising could be delivered, drawing upon the case study of Manchester, where the franchising journey began in 2017 and is still not in place.

The introduction of the STZ any earlier than 2027 was thought to be *"unfair"* due to being before the introduction of bus service improvements. A suggested interim option for funding bus improvements was the introduction of a Workplace Parking Levy which could be set up quickly and with minimal administrative burden (opinion of the respondent), allowing the STZ to be brought in later following careful re-evaluation and redesign of the proposals. They believed that if both schemes were to co-exist, this would generate much higher revenue than if the STZ was introduced alone. They noted it would *"reduce traffic in the centre and thus reduce the congestion charge revenue base. It would therefore become increasingly valuable to support the system"*. The group queried why the two schemes could not be introduced together and were under the belief that *"the GCP have not done any work on blending both Workplace Parking Levy and congestion charges"*.

The group suggested that there should be some amendments to the proposals for the STZ, in order to achieve the best outcome, including:

- potential impacts of the charge on low-income groups, families, carers, small business owners, and those with disabilities. To reduce such impacts, the group suggested ensuring reliable bus travel, with specific improvements to bus and active travel routes, as a priority consequence of the charge.
- A carer exemption from the charge, along with businesses entitled to small business rate relief.
- The option of free Park & Ride travel for NHS employees travelling to Addenbrooke's Hospital (similar policy already in place at Babraham and Trumpington Park & Ride sites).
- A 'Dutch-style' system for cycling to separate pedestrians and cyclists with consideration given to disabled users, including independent wheelchair users, disabled cyclists and users of mobility scooters.
- Address women's safety, such as engagement with women's groups, to enable them to participate fully in all active transport options and decrease their use of private transport.

*Respondents within this category included: Cambridge and South Cambs (CSC) Green Party.*

### **Businesses (Logistics)**

Responses from Business (Logistics) groups were generally unsupportive of the Making Connections proposals, particularly the van and HGV charges associated with the STZ, noting the impact this would have on their delivery operations and customer requirements. All businesses were concerned about the size of the proposed zone as there would be no way for delivery companies to access Greater Cambridge without incurring a charge. AICES International Express members explained that the current economic climate (e.g., inflation, labour shortages, vehicle supply chain issues, etc.) had led to increased costs for the sector and that charging to enter the city would only exacerbate existing inflation and drive up the cost of living.

Concerns were also raised that the consultation did not consider the essential value provided by the sector, nor the economic and social impacts on the businesses and consumers of its proposals. For instance, AICES International Express members stated that *"express operations are essential to keeping the city's businesses and consumers connected to vital services and because of the time critical nature of these deliveries, they cannot be retimed"*. With this in mind, AICES International Express requested an exemption to the charge. Similarly, UPS agreed that the charges proposed are disproportionate to the value delivery services offer, as well as the overall social value the industry brings to the city.

Most businesses were critical the proposals did not consider the limited options that delivery companies have in terms of alternative modes of transport. It was noted that whilst many passenger car journeys could be *"re-moded"* to public transport and benefit from bus network investment, no

such option exists for freight nor delivery vehicles, apart from the option to discount electric vehicles. AICES International Express members stressed that investing in electric vans remains much more expensive than diesel equivalents and there are still challenges to achieving operational parity such as range limitations and insufficient charging infrastructure. Logistics UK suggested that charges should be considered in the context of the availability of alternative vehicles or travel options, as well as the economic and social value of the trip.

In addition, UPS requested further work be undertaken with companies within the sector to deliver more innovative solutions such as *"micro-hubs, parcel lockers and preferential kerbside loading/unloading initiatives"*, which help to reduce congestion. Additionally, deliveries and collections cannot *"simply be re-timed or re-moded"*, and that the economic impact to this industry because of the proposals will damage and disadvantage Cambridge businesses and consumers.

Despite this, all logistics companies were supportive of the GCP objectives of combatting congestion and improving air quality, however, it was inferred that *"congestion is predominately caused by passenger cars"*.

*Respondents within this category included: AICES International Express, DHL, Logistics UK, UPS*

### **Community, Sport and Leisure Groups**

While several Community, Sport and Leisure Groups expressed some support for the proposals, the most heavily contested element was the STZ, which was perceived to have a negative impact on the local community. A frequently cited concern was the introduction of the charge would impact access to community groups, events, and social activities such as sports clubs, youth clubs and community markets.

Cambridge Chesterton Indoor Bowls Club noted 99% of their members drive to the facility; however, the introduction of the charge would make travelling to the venue unaffordable and thus inaccessible, leaving members isolated and unable to participate.

Cambridge United Football Club (CUFC) also noted that while weekend matches would be unaffected, the timing of the STZ would impact those arriving for weekday evening kick-offs as cars begin to arrive around 6 pm. While CUFC indicated it had made efforts to encourage non-car trips to the Abbey Stadium, they noted that for many of their staff undertaking coaching and community roles, they often use their own vehicles to carry kit and equipment, meaning public transport would not be a feasible option. In many cases, community work involved visiting locations away from the Stadium.

C3 Church expressed similar concerns, noting that accessing the Church using the bus is time consuming and inconvenient, due to having to travel on multiple buses. Furthermore, they noted that some community members have a disability and therefore are not able to use the bus or public transport. In such instances, car is the most efficient and often the only viable way of accessing the facility. Concurrently, the charge would have a detrimental impact on attendance at a range of

community activities ran by the Church, including community markets, foodbanks, youth clubs and wellbeing hubs, all of which are vital to physical and emotional health.

University of the Third Age Cambridge (U3AC) recognised the need for measures to address traffic and congestion but were concerned over the impact the scheme would have on members accessing group activities and sessions, which they considered to be vital in *“helping to maintain the mental agility and physical fitness of our members”*. They were ultimately concerned that the scheme would result in a fall in U3AC membership, meaning the organisation could not continue their current level of activities, or retain class facilities in Central Cambridge. They noted many members were in their mid-70s, live outside the city centre and are dependent on public transport or car, as they cannot walk nor cycle to activities. U3AC added many of their members have increasing age-related mobility challenges and are concerned over the impact that the proposals would have. To better assess this impact, the U3AC undertook their own survey, which generated a total of 731 responses (approximately 30% of members). Of those, 42% either objected entirely to the proposals, or opposed the introduction of a STZ charge. Furthermore, over one third (34%) stated they would reduce their U3AC membership or consider cancelling their future membership as a result. To overcome this, the U3AC requested that GCP recognise the challenges that the proposal would cause and consider ways to facilitate affordable access for members.

Among responses from the Groups, staff recruitment and retention was another commonly cited concern. Many staff commute into Cambridge from surrounding villages; for these groups, car travel is the only viable option, as the use of multiple buses to commute would be too time consuming, particularly when staff have other commitments such as childcare and school drop-offs. The increasing cost to drive to work may make these journeys unviable, making it harder to attract and retain employees. Likewise, CUFC stated much of their community activities are supported by volunteer workers, who would likely be discouraged by a charge. This would have a knock-on effect of limiting the impact of the club’s community service activities.

Despite these concerns, the proposed bus improvements were well-supported, along with GCP’s overall ambition to improve sustainable transport connections. The Federation of Cambridge Residents’ Association welcomed the proposals for safe walking and cycle routes and improved bus services that would reach all areas of the city, which they considered would benefit everyone in the community.

Trumpington Residents’ Association were similarly supportive of the bus improvements. They had raised concerns over the current levels of traffic in Trumpington, noting this has grown a lot over the last ten years and *“is harming our residents’ lives”*. They added that delays and journey times were lengthening, and public transport deteriorating, describing this as a *“public transport crisis”*. The group emphasised a need to ensure the new bus services were reliable, noting this was not mentioned in the consultation brochure. Without a reliable service, Trumpington Residents’ Association considered the other improvements would be less effective; stating *“lack of reliability corrodes confidence in the bus service and acts as an incentive to use the private car instead”*.

Clarity was sought on existing bus routes (Citi4 and C2C services), with questions raised over how frequent the services would be following the improvements, and whether any bus priority measures would be introduced to ensure services were reliable. Trumpington Residents' Association also suggested that improvements to bus stops were needed, ensuring each stop had adequate lighting, shelter, surfacing and the provision of RTPI.

Several respondents made suggestions on how the STZ could be improved and therefore be considered more acceptable or supported. This included limiting the hours of operation to mornings only (7 am - 10.30 am suggested), and/ or reducing the size of the boundary. CUFC requested that volunteers should be excluded from the STZ charge.

*Respondents within this category included: C3 Church, Cambridge and Coleridge Athletic Club, Cambridge Chesterton Indoor Bowls Club Ltd, Cambridgeshire Conversation, Cambridge United Football Club, Church Commissioners for England (CCfE), Federation of Cambridge Residents' Associations (FeCRA), Trumpington Residents' Association, University Of The Third Age In Cambridge (U3Ac).*

## **Health & Social Care Groups**

The responses from this group were generally welcoming of the Making Connections proposals, with several acknowledging the struggles faced by many commuters within the area due to traffic congestion. Several groups acknowledged the benefits the proposal would have on public health, with Healthwatch Cambridgeshire and Peterborough stating that sustainable, affordable and accessible public transport would make a tremendous difference in people's lives. The Royal Papworth Hospital also acknowledged the benefits of the scheme on public health, stating that having cleaner air and a more active population would lessen the burden on the health system.

There were several concerns raised over the impact of the proposed STZ, particularly in relation to the recruitment and retention (already considered to be a significant challenge faced by the health industry) of staff, volunteers, support workers, healthcare patients, visitors and carers. It was noted that many patients that attended healthcare facilities may not be able to use public transport owing to their mobility, condition or temporary disability. As one group expressed, *"they simply won't be able to afford to work in Cambridge, which in turn jeopardises our ability to maintain those roles."*

The Royal Papworth Hospital stated in a staff survey undertaken, 85% said that if a charge was introduced, it would affect their decision to work at the Cambridge Biomedical Campus (CBC). With several staff commuting from as far north as Bourne (Peterborough), Bedford in the west, St Albans to the south and Bury St Edmunds to the east, bus travel is not an option. Clinical staff also often require their cars to carry out domiciliary visits to housebound patients or to visit care/nursing homes.

Several groups raised concerns over the impact that the STZ would have on staff and patients on low incomes. Saba Park Services UK Ltd. stated that, if introduced as it currently stands, the charge would likely result in patients delaying vital trips to the hospital, as they may not be able to use public transport as an alternative mode of travel due to their condition. Concerns were raised that this may

result in severe health implications for patients further down the line. Saba Park Services UK Ltd. therefore do not believe that staff, patients and visitors to the hospital should be charged. They also had concerns regarding the operational period of the STZ, stating that the proposed charge hours is when demand is highest for their services. They requested that Addenbrooke's Hospital Campus and its immediate vicinity be excluded from the STZ, as well as the route from the M11 to the hospital (Hauxton Road, Addenbrooke's Road and Dame Mary Archer Way).

The Emergency Services were welcoming of the scheme, stating that reduced congestion would aid the speed at which their vehicles are able to respond to incidents across the city. However, they had concerns over the impact of the STZ on operational emergency staff who work in Cambridge, as well as their ability as an organisation to recruit staff, stating that cost of living was already a challenge for most employees. They suggested that the additional cost in travel would not attract people to want to work in Cambridge and requested that consideration be given to exempting their operational staff, along with specific Senior Officers due to the critical nature of their work.

Most groups were also concerned about the impact of the STZ on hospital volunteers who undertake roles within the organisation, and those who support patients in accessing the campus, as well as others who support the operational delivery of health care services. Cambridge University Hospitals cited the following examples:

- Ministers of different faiths.
- Carers.
- Members of Royal Voluntary Services who run the café facilities, etc.
- NHS partner staff.
- Volunteers
- Patients
- Visitors.

Service by Emergency Response Volunteers (SERV) cited they are a charity with no government funding and no paid staff, that rely on volunteers who use their own private vehicle to provide essential services to local NHS hospitals. This includes picking up blood and blood products from the NHS Blood and Transport Services and delivering samples for analysis. The group expressed that it would not be fair to expect these volunteers to pay the STZ charge, on top of their own travel and fuel costs. While they support the objectives of the STZ charges, being a charity solely dependent on donations from members of the public, they are in no financial position to bear the cost of the charge on the behalf of their volunteers. They requested that the reimbursement scheme be extended to include NHS partner organisations.

Cambridge University Hospitals and several other groups requested further information on how the exemptions and reimbursement system would operate, seeking to understand where or when they would be applied. Concerns were also raised over the administrative cost of the exemptions and reimbursement system; suggesting that such costs may be borne by the health provider. One group



stated that if the reimbursement system requires staff to undertake additional administration or pay charges it may negatively impact their perception of working within the area.

Regarding the proposed bus improvements, Cambridge Biomedical Campus and the Cambridge University Hospitals considered that an essential element to the future delivery of bus services would be a 'franchised' model, which would offer a strategic approach to the planning of bus services which the current model does not fulfil. Both establishments stated that they strongly support the principle of franchising and would wish to be an active contributor.

Several groups emphasised the public transport and active travel infrastructure improvements should be implemented to an acceptable level before the introduction of any charging scheme. They also highlighted the importance of threshold targets against which the progress of the proposals is measured, adding that there needs to be confidence in services ahead of any charge being introduced. Cambridgeshire and Peterborough Integrated Care System requested assurances that the additional bus services would remain in place for several years, to support recruitment and retention of staff.

Some of the groups expressed concerns in relation to the location of the Park and Ride sites, stating that some staff would have no choice than to drive through the STZ to access the sites. The CBC commented that often the only routes available to access the facilities are via the main arterial roads around Cambridge, which will become more congested, thus increasing journey times and air pollution.

Finally, Cambridge University Hospitals stated that they would be keen to see a programme of monitoring, measurement and evaluation introduced, to ensure the improvements have the desired impact. An additional request was made by Beaumont Healthcare, to allow healthcare workers to travel in bus lanes, as this would enable them to deliver medication on time. It was stated that this is often problematic due to the existing congestion.

*Respondents within this category included: Saba Park Services UK Ltd, Abcam, Beaumont Healthcare, Combined Emergency Services, Cambridge Biomedical Campus, Cambridge University Hospitals NHS Foundation Trust, Cambridgeshire and Peterborough Integrated Care System, Healthwatch Cambridgeshire and Peterborough, Royal Papworth Hospital, Service by Emergency Response Volunteers (SERV)*

## **Disability Groups**

Key concerns raised by the University of Cambridge Disabled Staff Network related to the lack of consideration within the STZ exemptions policy for disabled University Staff who do not qualify for a blue badge. As their response sets out, not all 'disabled' staff are eligible for a blue badge or the Access to Work scheme, yet they are still reliant on cars for everyday mobility due to their condition. Active travel is not always possible for these groups, and those able to use public transport often need additional support (e.g., from bus drivers) or have had bad experiences on buses (e.g., lack of space for wheelchairs) and in some cases abuse. The group described the STZ as "effectively a pay cut of £1,200 a year for anyone who has no alternative choice to drive". They also raised concerns



about staff safety when using public transport, particularly regarding Covid-19 and risk of respiratory infections. Questions were raised over how this issue would be addressed.

Suggestions were made, including a separate exemptions process to allow Disabled people not eligible for a blue badge, but who are reliant on car travel, to be exempt; evidence to qualify for this exemption could be Personal Independence Payment (PIP) or Employment and Support Allowance (EAS).

*The only respondent within this category was the University of Cambridge Disabled Staff Network.*

## **Local & Parish Councils**

Local and Parish Councils (PCs) were generally supportive of the principles and aims of the Making Connections proposals. Some councils were less explicit in their support but did not indicate they opposed.

The proposals were more divisive in terms of attitudes expressed; this either came in the form of questioning the impact of the proposed bus improvements (i.e., will they be enough) or opposing the STZ with regard to its impact on communities in and around Cambridge. Detailed modifications to routes and requests for further discussion of these were suggested.

East Cambridgeshire District Council and Great Wilbraham PC noted of buses being “*insufficiently frequent*” and that most residents don’t live adjacent to the Key Bus Corridors, thus would be reliant on a less frequent service that does not provide a realistic alternative to the car.

Stapleford PC likewise opposed the bus improvements, stating that there is no evidence that buses alone can create modal shift. It was argued that instead, a modern multi-modal transport system is needed - such as a light rail or tram system.

Teversham PC suggested additional railway stations in the area could be beneficial as an alternative to the STZ.

Newmarket Town Council also suggested enhancements to the local rail network. While other councils (e.g., West Suffolk Council, North Herts Council) suggested amendments to bus routes to serve railway stations and improve connectivity. In some cases, this was tied to their own policies (e.g., Local Transport and Connectivity Plan for Cambridgeshire and Peterborough and Bus Service Improvement Plans proposed for West Suffolk and Cambridgeshire).

Horningsea PC suggested more radial bus routes, less focused on the city centre.

Stapleford PC said to ensure that more areas would be served and not bypassed, as appeared to be the case with the proposed busways projects.

Warboys PC saw an opportunity for increased bus use because of rising fuel costs and were therefore supportive of the bus proposals.

A further concern expressed by some of the councils (e.g., East Cambridgeshire District Council, Newmarket Town Council) was that some groups would be unable to cycle or use public transport as

a viable alternative to the private car. Such groups included the elderly, those with mobility problems or physical difficulties, plus those with mental disabilities. As a result, these groups would be disadvantaged by their loss of access to Cambridge city because of the implementation of the STZ. Linked to this point was the matter of exemptions, with further clarity requested on these, but also a related concern that setting up a system to handle exemptions and reimbursements would be a considerable administrative task, which may also require funding to be allocated to manage these. This point was raised in the comments, including by Stapleford PC, Fen Ditton PC, Great Shelford PC, Impington PC and North Herts Council.

There were doubts expressed in responses about the long-term sustainability of the subsidised bus services. This included that the STZ, if successful, would result in fewer car journeys into Cambridge, thus meaning less funding being made available to support the improved bus services (Horningsea PC). There were also questions over whether there were enough buses and drivers to cover the proposed service enhancements (Fulbourn PC, Newmarket Town Council, Teversham PC). There were also related comments as to whether such improvements to the bus network could be delivered and maintained by the current commercial operators.

Stapleford PC opposed the idea of franchising bus services, citing lack of confidence in delivery, as well as noting that the ongoing risks would likely be substantial. Proposals for a London Model for bus transport were also questioned, with Horningsea PC stating this would not necessarily work in Cambridge, as there is no body equivalent to Transport for London in the city, while Fen Ditton PC argued that no city the size of Cambridge had successfully operated a charge. The multimodal element came into the discussion again in that it was noted that TfL looks after more than just buses in London, so the comparison to the London Model was limited.

The proposals for DRT did not appear to be well received by East Cambridgeshire District Council, who were concerned that the frequency, complexity and unpredictability of DRT made it an unrealistic alternative to car and could potentially undermine scheduled bus services. Meanwhile Newmarket Town Council were supportive of the planned provision.

The introduction of the STZ was a divisive issue among councils, with some stating that they oppose the proposed charge (East Cambridgeshire District Council, Haddenham PC, Fulbourn PC, Newport PC, Willburton PC). Meanwhile others did not necessarily indicate opposition to the plan but expressed significant concerns about the potential impact of introducing the STZ on their residents and businesses in the area.

Alternatives to the STZ were suggested as preferable funding sources for the bus improvements. For example, Horningsea PC argued that a ULEZ would be preferable, fairer, and easier to administer. A Workplace Parking Levy was proposed by Stapleford PC as being a fairer alternative to the STZ, and the example of such a scheme being used in Nottingham was given. A similar proposal to tax businesses to pay for public transport improvements was suggested by North Herts Council, since it was noted that businesses often benefit from transport enhancements through improved connectivity and better access to labour markets. Teversham PC suggested that other measures such

as restricting access to Cambridge to odd and even numberplates on alternating days could also be considered as an option to reduce congestion. Teversham PC suggested that changes to traffic systems (e.g., one-way streets) could also improve traffic flow, adding that recent road closures and road narrowing had not helped congestion in the city.

Despite the suggestions of Workplace Parking Levies and Business Taxes, there were concerns expressed about the potential impact of the STZ on businesses within Cambridge and its periphery. It was suggested that it may lead to some potential customers deciding to go elsewhere to avoid the charge, while the retail parks on the edge of Cambridge were reliant on car access (the need to carry heavy items etc.) and would also suffer from people seeking alternatives if the STZ included them. The issue of edge-of-town retail parks was raised by several Councils, including Great Shelford PC, Milton PC and Teversham PC. A linked point was that the increased cost to business logistics could result in further price increases being passed on to consumers, thus accelerating the decline of the high street.

Concerns about the impact of imposing the STZ charge during a cost-of-living crisis was raised by several of the councils (Haddenham PC, Histon and Impington PC, and Huntingdonshire District Council) particularly in terms of the impact on lower income groups. Stapleford PC made the example that the STZ charges as proposed are punitive on those working in lower paid jobs, who are not able or do not have the option to work from home, while some large employers may pay their employees costs for travelling into the STZ this may not be available to all of those working.

A key point was made over the boundary of the STZ, with several councils mentioning that the current proposal penalised motorists for entering the periphery of the city, plus those that were driving away from Cambridge and therefore not contributing to the congestion in the city centre (Fulbourn PC). This led to the STZ charge being viewed not necessarily to reduce congestion, but instead as a way of taxing private car use. One council (Great Shelford PC) described the STZ charge as a “lifestyle tax” and were concerned that the restrictions this would bring would cause the parish to be viewed as a less attractive location.

A linked point was that while those outside the STZ would be required to pay the charge to access facilities in Cambridge, it was thought that most benefits in terms of improved bus services accrue to the city itself (most services heading there and not running orbital routes). However, it was also noted that the STZ charge as proposed would effectively trap people living within the zone by requiring them to pay each time they use their car, while at least those living outside had an option to avoid the STZ area (Horningsea PC).

The boundary area between the STZ and the surrounding area was a key issue for the councils, with suggestions being made that the zone boundary should be moved closer to the city centre (Great Shelford PC, Teversham PC, Milton PC).

Other councils had concerns about the potential for their area to be used for car parking or rat-running on the periphery of the zone, by those wanting to avoid paying the charge. This was

mentioned in relation to the areas served by Fen Ditton PC, Fulbourn PC, Girton PC, Great Shelford PC, Histon and Impington PC, Stapleford PC and Teversham PC. The boundary also bisected some of the parishes, leading to claims that residents in one part would have to pay the STZ, while others living a short distance away would not. There were also concerns relating to situations where a village was served by a facility (e.g., a school or supermarket) which falls within the proposed STZ area and commuters that live outside the boundary but need to enter to travel to work.

Comments relating to the hours of operation came from Teversham PC – suggesting that the STZ charge should only apply to the morning peak, and only in the direction of the city. Horningsea PC similarly said that the STZ should target hours where congestion is at its worst. Stapleford PC asked why the proposal was to charge during the quieter parts of the weekdays, but then not charge during the busier parts of the weekend.

An associated issue common across most responses was the issue of access to the Cambridge Biomedical Campus and the associated facilities of Addenbrooke's Hospital, the Royal Papworth Hospital and The Rosie Maternity Hospital. This centred around the location of these facilities inside the proposed STZ boundary. These concerns could be broadly summarised as issues for those working at the facilities (staff), those visiting patients (visitors) and those requiring treatment (patients). Linked to the latter was the issue of those requiring ongoing treatment, such as cancer treatment or neonatal care – for whom a visit to the Biomedical Campus is a relatively frequent event. Likewise, for staff that work at the facility, who it was claimed are already charged for parking. Suggestions included removing the Biomedical Campus from the STZ or providing subsidies and exemptions to offset the STZ charge.

It was suggested that Cambridge North Railway Station should be outside the STZ (Dry Drayton PC, Milton PC, Teversham PC), or at the very least, there should be a route from the A14 to the station that does not require entry to the STZ charging area (West Suffolk Council). Further comments in this regard included that having railway stations (including Cambridge Central) inside the STZ would discourage train use through the added cost.

Finally, there were some criticisms of the consultation approach, with some authorities claiming to have not received sufficient consideration (Dry Drayton PC, Histon & Impington PC, Wilburton PC). Linked to this were the ambitious timescales, which led to questions of whether enough time was being given to consider the proposals (East Cambridgeshire District Council, North Herts Council).

It was suggested that the proposals for an STZ should be disaggregated from the bus proposals (Horningsea PC) and put to a referendum (Haddenham PC).

*Respondents within this category included: Dry Drayton Parish Council, East Cambridgeshire District Council, Fen Ditton Parish Council, Fulbourn Parish Council, Girton Parish Council, Great Shelford Parish Council, Great Wilbraham Parish Council, Haddenham Parish Council, Histon and Impington Parish Council, Horningsea Parish Council, Huntingdonshire District Council, Milton Parish Council, Moulton Parish Council, Newmarket Town Council, Newport Parish Council, North Herts Council (NHDC), Stapleford Parish Council, Stow cum Quy Parish*

Council, Teversham Parish Council, Uttlesford District Council, Warboys Parish Council, West Suffolk Council, Wilburton Parish Council, Witchford Parish Council.

## Charities

Responses from Charitable groups were generally supportive of the Making Connections proposals in principle, though some concerns were raised over the proposed STZ discounts, exemptions and reimbursements process, with the latter described as a “*bureaucratic and financial burden*”, as people are required to pay the charge first, spend time applying for the reimbursement and wait for the money to be paid back. Age UK suggested that they would like to see the reimbursements handled at an organisational level, rather than on an individual basis.

Caring Together were concerned over the impact the STZ would have on unpaid carers, requesting this group should be exempt from the charge. They added that homecare professionals (i.e., those delivering homecare to individuals and families) should also be exempt from the charge, as it is unrealistic to use public transport when undertaking multiple home visits in a short timeframe (note that under the current proposal, ‘social care, community health workers and Care Quality Commission registered care home workers’ are eligible for reimbursement of the charge).

Cambridge Past, Present and Future objected to the proposed STZ due to the ‘significant impact’ it would have on the charity and its service users. The group were concerned that the charge would limit access to country parks and green spaces, which people would have to pay a charge to drive to and noted that these areas were not easily accessible via public transport or bike. Their suggested approach would be to reduce the STZ hours of operation to the morning peak only (7 am – 10 am), which would reduce this negative impact. The Salvation Army echoed this view, noting that 90% of its services and activities currently take place within the proposed 7 am - 7 pm STZ hours of operation. Thus, the introduction of the charge would negatively impact access to such services (including children’s groups, music lessons, etc.), all of which are important for mental health and wellbeing.

Cambridge Masonic Hall also objected to the STZ, noting the substantial impact it would have on the organisation’s ability to continue supporting national and local charities, many of which are based in Cambridge. The majority of meetings at the Hall fall within the proposed hours of STZ operation, resulting in higher travel costs for attendees. Often the venue is accessed by car, due to the poor public transport both in Cambridge and surrounding areas, with the catchment area for attendees at the Hall being predominantly East Anglia, but also extending more broadly across the UK. The group ultimately considered the implementation of the STZ to be “*damaging*”, not only to the Masonic Hall itself but also to other businesses and residents, both within the City of Cambridge and the surrounding villages.

On a separate note, further information was requested from GCP about how the city centre could safely accommodate large numbers of buses, more cyclists and pedestrians. Concerns were raised that this would not be achievable without impeding user safety. The zero emission buses were

welcomed, though concerns raised that the proposed increase in the number of buses in the city conflicts with the ambitions to increase active travel.

The proposed STZ exemptions for NHS staff carrying certain items (such as equipment, patient notes or controlled drugs) were welcomed (note this appears to be a misinterpretation, as under the current proposal NHS staff carrying certain items would be eligible for a reimbursement, rather than exemption). However, the Arthur Rank Hospice Charity queried whether their own staff would also be exempt when undertaking similar journeys, for example, when transporting medical equipment to Addenbrooke's Hospital, despite not being employed by the NHS.

Finally, general concerns were raised over the potential impact the STZ charge would have on staff recruitment and retention, where staff are required to pass through the zone to get to work. One group expressed *"as a charity we are not able to increase salaries to compensate for this additional commute cost"* and noted that the planned bus routes would not be a viable option for all commuting journeys.

*Respondents within this category included: Age UK, Arthur Rank Hospice Charity, Cambridge Masonic Hall Ltd, Cambridge Past, Present and Future, Caring Together, Salvation Army.*

## **Developers & Land Use**

The responses from the groups were largely in support of the proposals. The developers in particular, acknowledged how the fundamental principles of the scheme closely aligned to their own, particularly through promoting sustainable travel choices by investing in public transport and active travel infrastructure, and discouraging private car use. Anglian Water noted the proposals for improved public transport services in larger settlements/market towns within Cambridge would support growth targets in Local Plans and the emerging Greater Cambridge Local Plan. They considered that if larger settlements have improved public transport services and active travel routes, carbon emissions would be minimised, contributing to zero carbon ambitions for the GCP and Cambridgeshire.

There was general agreement among the groups that the STZ is necessary, and the money generated is a welcome locally led funding source for these improvements.

The response from Anglian Water was particularly supportive of the GCP proposals that minimise both operational and capital carbon. The group felt that, by improving bus services and active travel solutions for Cambridge and settlements within Cambridgeshire, *"opportunities for sustainable and resilient growth"* will be created. The group believed that the *"Making Connections proposals will result in a modal shift, helping to deliver net zero ambitions for organisations, businesses and local government"*.

Despite this, some developers such as Catesby Estates, Core Site and Urban & Core did question whether the proposals go far enough, with particular interest in how sustainable access to their respective development sites may be further enhanced through greater engagement between



themselves and GCP. It is on this basis that they requested the opportunity to hold further discussions with GCP on this.

Brookgate, Core Site, UK Innovation Corridor and Urban & Civic suggested that the consultation brochure devotes little space to the wider improvements to cycling and walking and asked for additional clarification on how further improvements can be proposed. For instance, Core Site suggested that the North Cambridge East-West route should be extended to link with the Milton Road corridor and the Busway/Chisholm Trail. Urban & Civic believe there were noticeable gaps in cycleway provision which could, in theory, link Hinxton and its associated villages to the proposed Sawston Greenway.

Brookgate stated that the proposals *"missed the opportunity"* to create a comprehensive *"ring"* of Park & Ride sites at key arrival points to the STZ, such as M11 Junction 12 and A14 Junction 32. A similar point was made by Catesby Estate who welcomed the opportunity for a meeting with GCP to discuss the viability of a Park and Ride hub developed as part of the Haverhill Vales development in West Suffolk.

Urban & Civic considered the Duxford Ward to be *"significantly neglected"* by the proposals; stating how there appears to be a disconnect between Hinxton, the travel hub proposed at the A11, and Cambridge/CBC. They believed the proposed bus services *"fail to create direct links"* and noted that the DRT does not cover the area either. However, they did welcome the opportunity to work alongside GCP and wider stakeholders to devise a fully coherent programme of improvements.

Marshall Group Properties (MGP) extended their support to GCP on the Making Connections proposals, although they did query the lack of any discount for zero emission vehicles and would instead prefer to see a stronger commitment to encourage their uptake for business purposes. They would not want to see businesses discouraged from locating to Cambridge East, where charges may apply, despite investment in 100% electric, low impact vehicles. MGP therefore wished to be assured that the far-reaching proposals do not have negative impacts on viability, investor confidence in the city, and above all the proposals stand up to scrutiny against the tests of equitability required.

Aside from broad support for the proposals, Urban & Civic disclosed their greatest concerns for both the phasing and geographical extent of the STZ. Whilst they did support the overarching vision, and the importance of encouraging modal shift, they remain uneasy with the boundary of the STZ and particularly the inclusion of Cambridge North and the future Cambridge South Station(s). They believed this would present capacity issues for stations outside of the STZ, such as Ely Station and Waterbeach Station, and additionally for public transport along the wider A10 corridor. Urban & Civic suggested these consequences be considered carefully, as well as the implications for those accessing hospitals for both outpatient and emergency services.

Finally, Urban & Civic underlined their preference for the proposed phasing of measures to be more clearly articulated, how the proposed bus network and cycle provision is delivered and fully operational as a priority. They also suggested that GCP consider a tightly defined pilot to test the



operation and impacts ahead of any decision to proceed with the STZ implementation. However, they again welcomed further discussion with GCP and underlined that it is essential there is continued engagement with key stakeholders and communities in Cambridgeshire to ensure the potential impacts are fully considered and unintended consequences are fully understood.

*Respondents within this category included: Brookgate, Catesby Estates, Core Site, Hallam Land Management Ltd (Scotland Farm), Marshall Group Properties, UK Innovation Corridor, Urban & Civic, Anglian Water.*

# **Appendix C**

## **LIST OF THE STAKEHOLDER GROUP MEETINGS**

## A complete list of the stakeholder group meetings

Date	Stakeholder / Group / Event	Type of Event
17 May 2022	Asthma + Lung UK	Stakeholder Meeting
	Cycling UK	Stakeholder Meeting
19 May 2022	Campaign for Better Transport	Stakeholder Meeting
24 May 2022	Logistics UK (formerly FTA)	Stakeholder Meeting
27 May 2022	Sustrans	Stakeholder Meeting
8 June 2022	Transport for All	Stakeholder Meeting
30 June 2022	Living Streets	Stakeholder Meeting
14 July 2022	Centre 33 - Young Carers Advisory Panel	Stakeholder Meeting
19 July 2022	Asthma + Lung UK	Stakeholder Meeting
	Cambs. Youth Panel (CYP)	Stakeholder Meeting
21 July 2022	Centre for Cities	Stakeholder Meeting
	Comms Cell	Stakeholder Meeting
22 September 2022	Cambridge Taxi Forum	Townhall
30 September 2022	Caring Together	Stakeholder Meeting
4 October 2022	Cambridge City Council Community Service	Stakeholder Meeting
6 October 2022	CPCA Community Transport and Care Network	Stakeholder Meeting
11 October 2022	Anglia Ruskin University & Students Union	Stakeholder Meeting
14 October 2022	Cambridge Climate Change Festival	Outreach Event
17 October 2022	Cambridge Women's Resource Centre (CWRC)	Stakeholder Meeting
	Cambridgeshire County Council Corporate Leadership Team	Stakeholder Meeting
18 October 2022	Innovation Corridor Board	Stakeholder Meeting
19 October 2022	Age UK Cambs. and Peterborough	Stakeholder Meeting
	Cambridge Ahead	Townhall
21 October 2022	Dial-a-ride Providers (CPCA)	Townhall
22 October 2022	Cambridge Green Fair	Outreach Event

Date	Stakeholder / Group / Event	Type of Event
	FoodCycle Cambridge	Outreach Event
24 October 2022	CPCA Business Board	Outreach Event
25 October 2022	Rosie Maternity Hospital	Stakeholder Meeting
27 October 2022	Cambridge Biomedical Campus	Townhall
	Cambridge Central Mosque	Outreach Event
28 October 2022	Blackwell Traveller Site	Outreach Event
31 October 2022	Milton Park & Ride	Outreach Event
1 November 2022	Centre for Cities / Cambridge Ahead	Outreach Event
	CamCycle	Townhall
	Grand Arcade Cycle Park	Outreach Event
2 November 2022	Bourn & Cambourne West Community Forum	Outreach Event
	Cambridgeshire Secondary School Heads Association	Stakeholder Meeting
	Speak Out Council	Outreach Event
	City Council and South Cambridgeshire Staff	Outreach Event
	Cambridge Council for Voluntary Services	Stakeholder Meeting
3 November 2022	Cambs Youth Panel	Stakeholder Meeting
	Trumpington Park & Ride	Outreach Event
4 November 2022	North Cambridge Councillors and District Councillors	Outreach Event
5 November 2022	Greener Queen Edith's Day	Outreach Event
7 November 2022	Cambridge City Council Business and Partner Organisation	Townhall
8 November 2022	Microsoft Staff	Townhall
	John Lewis Staff	Outreach Event
	University of Cambridge Student Services Centre	Outreach Event
	Newmarket Road Park & Ride	Outreach Event
9 November 2022	Cambridge Market Traders	Townhall

Date	Stakeholder / Group / Event	Type of Event
	Cambridge Science Park (Bradfield Centre)	Outreach Event
	Public Webinar for Voluntary sector organisations	Townhall
	Cambridge Regional College Principal and Senior Staff	Stakeholder Meeting
10 November 2022	Madingley Road Park & Ride	Outreach Event
	University of Cambridge	Townhall
12 November 2022	Drummer Street Bus Station	Outreach Event
	Royston Market	Outreach Event
14 November 2022	Community Transport (Dial-a-ride & Community Car Scheme)	Stakeholder Group Meeting
	Cambridge Regional College	Outreach Event
15 November 2022	Babraham Road Park & Ride	Outreach Event
	Citizens Advice Bureau Cambridge and District	Stakeholder Meeting
16 November 2022	Station Place, Cambridge	Outreach Event
	Cambridge Biomedical Campus (Addenbrooke's)	Outreach Event
18 November 2022	Cambridge City Centre	Outreach Event
21 November 2022	University of Cambridge Student Union	Townhall
	Greenpeace Cambridge Town Hall and Film Screening	Outreach Event
	Long Road Sixth Form College	Outreach Event
22 November 2022	Carers first	Stakeholder Meeting
	Anglia Ruskin University (East Road & Young Street)	Outreach Event
23 November 2022	Cambridge Biomedical Campus (Royal Papworth)	Outreach Event
24 November 2022	Long Road Sixth Form College Principal and Senior Staff	Stakeholder Meeting
25 November 2022	Hills Road Sixth Form College Principal and Senior Staff	Stakeholder Meeting

Date	Stakeholder / Group / Event	Type of Event
	Community Members at Cambridge Central Mosque	Outreach Event
26 November 2022	Community Members at St Neots Market	Outreach Event
28 November 2022	South Area Committee	Outreach Event
29 November 2022	ARM Staff	Outreach Event
	University of Cambridge Student Union	Focus Group
30 November 2022	University of Cambridge Department of Chemistry	Outreach Event
	Caring Together	Townhall
	Community Transport	Stakeholder Meeting
1 December 2022	University of Cambridge Department of Maths and Library	Outreach Event
2 December 2022	Federation of Small Businesses (FSB)	Stakeholder Meeting
	Logistics UK and members	Townhall
	Cambridge Council for Voluntary Service (CCVS)	Townhall
6 December 2022	Haverhill High Street & Leisure Centre	Outreach Event
7 December 2022	Taxi traders	Stakeholder Meeting
	Cambridge Grand Arcade / Corn Exchange	Outreach Event
	University of Cambridge West Hub	Outreach Event
	Cambridgeshire Local Medical Committee	Stakeholder Meeting
8 December 2022	Cambridge Biomedical Campus Exemptions Workshop	Stakeholder Meeting
	Newmarket Road Park & Ride and Cambridge Ice Rink	Outreach Event
	University of Cambridge St John's College	Outreach Event
9 December 2022	Health / NHS Chief Executive	Stakeholder Meeting
	Trumpington Park & Ride, Underground Cycle Park and Market Hill	Outreach Event
	Rape Crisis	Stakeholder Meeting
12 December 2022	Healthwatch Cambridgeshire and Peterborough – Older People's Partnership Board	Townhall

Date	Stakeholder / Group / Event	Type of Event
	East of England Ambulance Service	Townhall
	Nuffield Health Cambridge Hospital and University of Cambridge Selwyn College	Outreach Event
	Arthur Rank Hospice Charity	Stakeholder Meeting
13 December 2022	Babraham Road Park & Ride	Outreach Event
	Long Road Sixth Form College, Cambridge Central Mosque, Salvation Army, Anglia Ruskin University, University of Cambridge Corpus Christy College and Arbury Road Baptist Church	Outreach Event
	Mott Macdonald Cambridge	Outreach Event
	Transport for All: Blue badge holders	Focus Group
	Transport for All: Disabled non-blue badge holders	Focus Group
14 December 2022	Addenbrooke's Treatment Centre, Hills Road Leisure Centre, and Hills Road College	Outreach Event
	Citizens' Assembly Focus Groups	Focus Group
	Cambridge United Football Club (CUFC) Board	Stakeholder Meeting
15 December 2022	Citizens' Assembly Focus Groups	Focus Group
	University of Cambridge Newnham College	Outreach Event
	Fen Road Traveller Site	Outreach Event
	FSB East of England	Townhall
16 December 2022	Cambridge Biomedical Campus (Royal Papworth and Addenbrooke's)	Outreach Event
20 December 2022	Regional Assembly Committee Members	Outreach Event
	Friends of the Earth	Outreach Event
	Cherry Hinton Leisure Centre and Cambridge Leisure Centre	Outreach Event
23 December 2022	Cambridgeshire Search and Rescue (SAR)	Stakeholder Meeting
16 January 2023	Cambridge University Hospitals	Stakeholder Meeting
20 January 2023	Logistics UK	Stakeholder Meeting



Date	Stakeholder / Group / Event	Type of Event
24 January 2023	AICES International Express	Stakeholder Meeting
7 February 2023	Cambridgeshire Chambers of Commerce	Stakeholder Meeting

# **Appendix D**

## **DEMOGRAPHICALLY REPRESENTATIVE POLL**

## Demographically representative poll

Number	Question
<b>Q1</b>	To what extent do you support or oppose the proposals for bus improvements and fare reductions?
<b>Q4</b>	The bus improvements are proposed to start immediately after a decision in Summer 2023 and ramp up over the following 4-5 years. What bus improvements would you want to see delivered first? (Select up to 3)
<b>Q5</b>	To what extent would you support or oppose the franchising of the local bus network by the Mayor and the Cambridgeshire and Peterborough Combined Authority?
<b>Q9</b>	The proposals to improve buses, walking and cycling set out above are only possible if we have a means to fund improvements. A Sustainable Travel Zone would provide this by charging vehicles to drive in the zone at certain times and by reducing traffic levels. To what extent do you support or oppose the introduction of a sustainable travel zone to fund improvements to bus services, walking and cycling?
<b>Q9A</b>	You mentioned that you oppose or are unsure about the introduction of a sustainable travel zone to fund improvements to bus services, walking and cycling. Are there any elements the Greater Cambridge Partnership could change that would help you to support the plans for a sustainable travel zone (STZ)? Please select as all options that apply to you.
<b>Q21 Summary</b>	Summary - Q21. Where and how often do you currently make journeys in the Greater Cambridge area?
<b>Q21</b>	Where and how often do you currently make journeys in the Greater Cambridge area?  Within the city
<b>Q21 (2)</b>	Where and how often do you currently make journeys in the Greater Cambridge area?  Between the city and towns and villages LESS than five miles away

<b>Q21 (3)</b>	Where and how often do you currently make journeys in the Greater Cambridge area?  Between the city and towns and villages MORE than five miles away from the city
<b>Q21 (4)</b>	Where and how often do you currently make journeys in the Greater Cambridge area?  Between villages and market towns
<b>Q21 (5)</b>	Where and how often do you currently make journeys in the Greater Cambridge area?  Other
<b>Q22 Summary</b>	Summary - Q22. What forms of transport do you use and how frequently in the Greater Cambridge area?
<b>Q22</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Car (as a lone driver)
<b>Q22 (2)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Car (shared with other people)
<b>Q22 (3)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Motorbike
<b>Q22 (4)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Other motor vehicle
<b>Q22 (5)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?

	On foot
<b>Q22 (6)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Cycle
<b>Q22 (7)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Scooter
<b>Q22 (8)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Park & Ride bus
<b>Q22 (9)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Local bus service
<b>Q22 (10)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Train
<b>Q22 (11)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Taxi
<b>Q22 (12)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Other
<b>D1_Gender</b>	Gender
<b>D2_Age</b>	Age

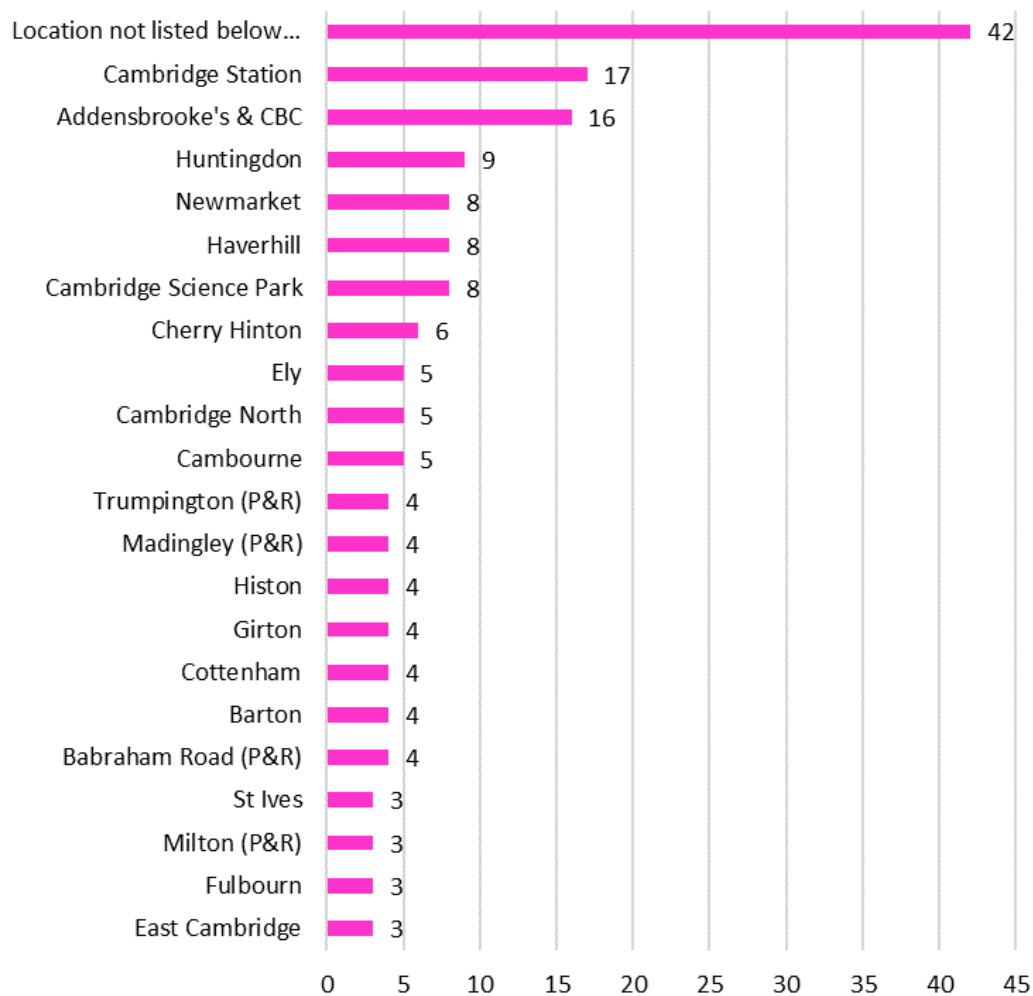
<b>D5_socialgrade</b>	We would now like you to think about the chief income earner in your household, that is the person with the highest income. This may be you or it might be someone else. Which of the following groups does the chief income earner in your household belong to?
<b>D6_Children</b>	Do you have any children in the following age groups?
<b>D6_educ1</b>	Have you achieved a qualification at degree level or above? For example, a degree, foundation degree, HND or HNC, NVQ level 4 and above, teaching and nursing.
<b>D7_educ2</b>	And have you achieved any of these other qualifications? Please select all that apply.
<b>D1_disability</b>	Do you have a condition that has affected you for 12 months or more? This could be a physical impairment, learning difficulty, health condition, illness, or disability.
<b>D2_disability</b>	Does your health problem, illness or disability limit your day-to-day activities in any way (for example, bathing, cooking, or grocery shopping)?

# **Appendix E**

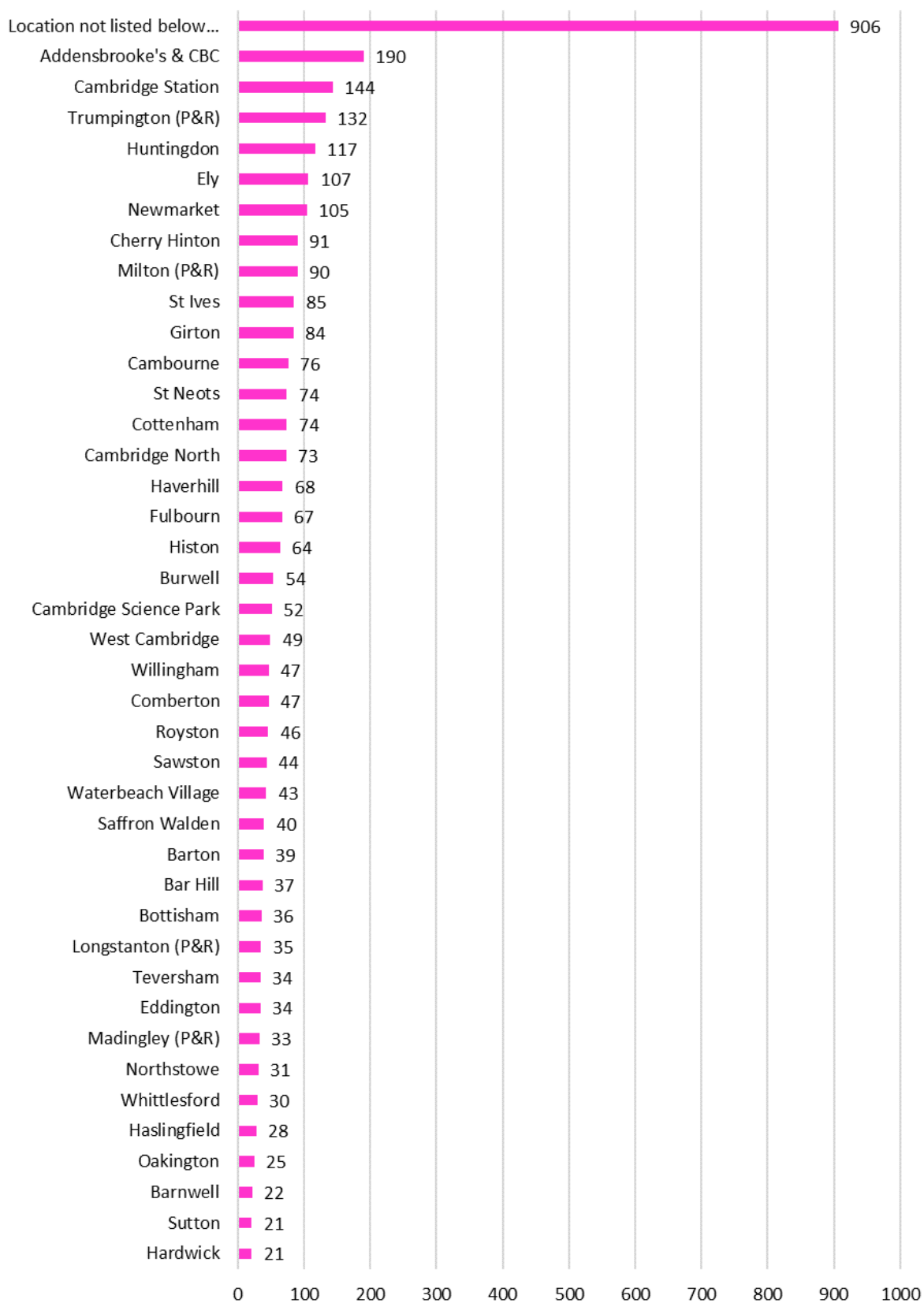
## **LOCATION SUGGESTIONS FOR BUS SERVICES**



## Suggest location should be a travel hub (number of mentions throughout questionnaire) Top 20



## Suggest improved / new service (number of mentions throughout questionnaire) Top 40



# **Appendix F**

## **COMMENTS IN COORDINATED RESPONSES**

**Frequency of comments in co-ordinated responses to the consultation questionnaire as identified in 10.2 of this report.**

<b>Cambridge Sustainable Travel Alliance</b>	<b>Total</b>
Services need to be a mix of increased frequencies on existing routes, new express routes and reliable, assured, demand-responsive links.	15
Some bus routes should avoid terminating in the city centre, reducing congestion and providing direct connections to locations across Cambridgeshire.	17
Information about key fares and payment methods should be provided at all stops.	16
Current, accurate route and timetable information should be displayed at all stops.	21
A high-quality route planner should be developed, such as Citimapper.	22
All bus stops should be linked to a well-maintained, well-lit pedestrian footway, safely accessible by passengers with limited mobility.	17
Dial-a-ride services should be extended across Cambridgeshire and fares reduced in line with buses to help people with reduced mobility.	13
Traffic signals should prioritise people walking, cycling and buses.	21
20% of the charging revenue should be ring fenced specifically for walking and cycling improvements.	21
The quality of existing pavements and paths must be improved before the Sustainable Travel Zone can be implemented.	23
A package of walking and cycling quick wins must be complete before the Sustainable Travel Zone can be implemented.	21
The rollout of quiet streets and low-traffic neighbourhoods must continue quickly in line with the emerging Cambridgeshire road hierarchy.	19
A priority list of junction improvements should be scoped, designed, and implemented.	21
Traffic lights must be reprioritised for walking and cycling.	22

Bridges across the city need to be improved to facilitate increased levels of walking and cycling.	18
More school streets should be introduced.	21
More cycle parking must be installed across the Greater Cambridge area.	19
Public transport improvements must be performing well before the Sustainable Travel Zone is implemented.	28
We are broadly happy with the proposed Zone and its boundary as it works effectively with the existing park and rides.	2
Further modelling should be used to assess the impact of a morning and evening peak charge and weekend traffic levels.	17
A staged introduction of the charge may result in displacement of the time of car journeys, disguising any reduction in congestion.	14
A staged introduction may impact the quality of the bus service when there is the greatest opportunity to change travel behaviours.	18
A £5 charge for cars seems a fair price that adequately reflects the social impacts of driving and helps to change travel behaviours.	19
registered coach services such as National Express and FlixBus should be exempt.	18
<b>Camcycle</b>	<b>Total</b>
Further information should be presented on the fare caps, weekly, monthly and annual tickets plus ticketing for children, students and families.	15
Some of the necklace villages just on the border of the STZ would also benefit from further fare reduction, say £1.50 singles to act as an intermediate step.	13
There should be a combination of express services with limited number of stops and no diversions into villages, together with local services that provide stop frequency to villages.	16
More routes are welcome, but these should be designed to minimise conflict between pedestrians, cyclists and buses. For example, more detail is needed on interchanges in the city centre.	16

There must be accurate real-time information at all bus stops and online, plus next stop information onboard.	17
A high frequency inner-city orbital bus service should be provided to help with mobility within the city and remove the need for all services to enter the city centre.	16
Further information should be provided regarding the peak operating hours and how these change for rural & urban areas. This could be easily embedded into a route planning app that allows people to consider their future journeys.	14
The majority of bus routes should be designed as through services that do not terminate in the city; this would reduce city congestion as well as connecting rural communities directly without requiring a change in the city centre.	13
A proof of payment system should be considered rather than requiring all passengers to tap in on the bus. This system is implemented in Nottingham and would dramatically improve loading and unloading times. Double-door buses will be required to enable more efficient boarding and alighting.	14
Further details must be provided on demand-responsive transport (DRT) and smaller shuttle buses. As well as rural communities DRT should cater for those with reduced abilities who are unable to access conventional public transport.	11
smaller shuttle buses will help people with reduced mobility move within the city. Addenbrooke's already runs a successful shuttle service, this type of service should be expanded to other parts of the city such as the city centre, CB1 and Cambridge North.	12
At a minimum there must be consistent and fair access for people to take folding bikes on all buses. Disabled cyclists should also be able to bring their cycle onboard if it serves as a mobility aid. Bike friendly buses are now used in Yorkshire, Hull and in the Scottish Borders and have been tremendously successful. Bike friendly services should be at least considered on long distance routes, with rules to limit the number of bikes allowed per service and if required, limiting bikes to off-peak services, much like many train services. Travel passes could also be designed to be used on buses and shared bikes/scooters.	18
There must be walking and cycling routes connecting to transport hubs and local bus stops, along with cycle parking wherever possible at bus stops.	12
A future bus specification should be drawn up: this could include provision for cycles, flexible space to allow people to travel with pushchairs, mobility aids,	13

wheelchairs, suitcases and shopping and with two doors for reduced loading/unloading times. New buses should also meet the Bus Safety Standard which has been developed by TfL to improve bus safety.	
Through bus routes that avoid terminating in the city centre will greatly reduce congestion as well as providing direct services between many new and rural destinations. Where changes are required, this should not result in an additional ticket needing to be purchased.	11
Access to high quality route planning will be vital. Collaboration with companies such as Citymapper would be hugely beneficial in helping people understand and plan their journeys, particularly when undertaking multimodal trips.	13
20% of the charging revenue should be ring-fenced specifically for walking and cycling improvements.	10
It is vital that work on the road network hierarchy takes place at the same time as the STZ measures to create safe, attractive routes for people walking and cycling and free up road space for new bus services. The first modal filters should begin to be implemented in 2023, with the full network in place at the same time as the road charge. Traffic calmed streets and low-traffic neighbourhoods would rapidly deliver benefits for health, safety, air quality and liveability and having the hierarchy in place at the same time as the road charge would greatly reduce the complexity of monitoring the Sustainable Travel Zone. Additional road space could be quickly reclaimed when traffic levels began to fall.	13
The majority of collisions and incidents occur at junctions and many of the existing junctions within Cambridge are unsafe. A priority list of junction improvements should be scoped, designed and implemented.	16
A package of works should be brought forward prior to the STZ implementation that consists of walking and cycling quick wins. These will connect existing gaps in the network and remove existing barriers to walking and cycling.	18
All of the existing traffic signal timings within the city should be reviewed as traffic is reduced to ensure that active travel is prioritized at junctions.	15
A number of bridge crossings should be improved to mitigate for increased numbers of walking and cycling journeys: Sheep's Green Bridge, Magdalene Bridge, Jesus Lock Footbridge, Fort St George Bridge, Cutter Ferry Bridge, Green Dragon Bridge and Coldham's Lane Bridge.	17
The roll-out of school streets across the region is vital and the County Council must be bold in taking steps to keep children safe when they are travelling to	14



school. This will help parents to avoid the need to drive their child to school and to pay the congestion charge.	
Weekend traffic in Cambridge is still very heavy and may increase due to the implementation of the STZ. The removal of the charge over the weekend will likely only benefit a certain demographic such as those working typical office hours. If the charge is not extended over the weekend then a further reduction in public transport costs together with the full implementation of the network hierarchy could help to ensure people continue to choose more sustainable alternatives. For example, free or reduced fares on weekend travel.	14
Cycle parking at travel hubs, train stations, bus stations and bus stops must be improved in quantity, quality, accessibility, and security.	13
If more people are to cycle then the amount of secure cycle parking on our streets must be increased, especially for adapted bikes that support businesses, family life and accessibility. A residential cycle parking scheme should be implemented across the city.	14
There must be improvements to walking and cycling access to travel hubs, train stations, bus stations and bus stops.	12
An eastern access to Cambridge Station should be brought forward as more people continue to utilise rail travel.	13
A high quality, walking cycling and public transport network must be in place prior to the scheme being implemented. For example, schemes such as the Greenways and Chisholm Trail Phase 2 must be complete. Modal filters that create quiet streets and safe cycle routes must continue to be rolled out and a package of works to remove barriers in the existing walking and cycling network must be brought forward.	24
Cambridge is still heavily congested at the weekend, and this could increase further because of the implementation of the STZ. The removal of the charge over the weekend will likely only benefit a certain demographic such as those working typical office working hours. To tackle congestion over the weekend a range of actions should be considered such as: free or heavily reduced fares on weekends or a resident's exemption at the weekend.	11
A phased approach will likely result in displacement of the time of car journeys, disguising any reduction in congestion.	17
A phased approach would impact the quality of the bus service during the years in which the reduced charge time is active. This could be detrimental to the	20

successes of the STZ as it will coincide with the time of the greatest opportunity to change people's behaviour, therefore the quality of the bus service will be vital.	
The price should be regularly reviewed to adjust for inflation or to achieve the desired vehicular reduction.	14
it is likely that the government will announce legislation around things like e-scooters and other micromobility devices prior to the proposed implementation of the STZ. This may result in a new category that needs to be considered. Broadly speaking micro mobility with power assistance that is capped at 25 kilometers per hour should be excluded from the charge.	5
Improving alternatives to driving would increase choice for everyone, with a particular benefit for those who do not drive or have access to a car.	4
The predicted reduction in car traffic would provide more space for walking and cycling. This would improve the ability for people who use mobility scooters, wheelchairs, or other aids to move around. It would enable more children to move around independently using better pavements and cycleways. It would also allow significant improvements in the public realm, for example, providing space for benches to allow people with mobility issues to sit down and rest periodically along their journey. With less congestion, those with protected characteristics who need to use cars would have quicker, more reliable journeys. We support necessary exemptions from charging to improve equality of access to transport.	6
Further support is required to encourage people to make sustainable travel choices: a package that considers travel planning, route planners, cycle training, cycle loans, cycle trade-ins, access to accessible cycles and education should be brought forward.	13
<b>Common across both co-ordinated responses</b>	<b>Total</b>
Short-term and medium-term exemptions could be assigned to those with temporary health or social care needs and who are assessed as currently unfit to travel on public transport.	39

