

# Queen Anne Terrace Cycle Parking Improvements

## 2024 Public Engagement Summary Report and Survey Findings

### Introduction

Cambridge City Council propose improvements to the cycle parking at Queen Anne Terrace, next to the public car park and sports/ leisure facilities on Gonville Place in Cambridge. The improvements affect the existing internal/ undercover and external (adjacent the car park frontage) cycle parking areas.

We recently shared a proposal for safety, security, and accessibility improvements at Queen Anne Terrace along with a survey. The feedback from the survey was intended to help us to gauge the level of support for the improvements being proposed and make any necessary alterations to the plans.

### Background

The cycle parking at Queen Anne Terrace (QAT) was improved in 2017. The improvements included an increase in the number of parking spaces in the existing undercover area and the inclusion of three cargo bike parking spaces, or bays. A ground anchor in each cargo bay provided a secure locking point for users. A small area of parking was also created along the front of the car park building offering added parking opportunity. The original signage remained unchanged, and CCTV was not within budget at that time.

Since the 2017 improvements, the undercover parking has suffered from vandalism and cycle theft. As a result, the number of parking spaces have significantly reduced with many of the cycle stands forcibly removed or now loose, insecure, and not adequate.

In summer 2021, Cambridge City Council (CCC) supported by the Greater Cambridge Partnership (GCP) held a public consultation to obtain feedback about how the existing cycle parking facility at QAT is used, and how it might be improved.

The consultation findings suggest that QAT is a popular cycle parking destination. Users typically leave their cycles parked for up to 3 hours at a time and mostly for access to local leisure facilities. A small number have had their cycle stolen from this facility.

While better stands and fixings were a priority for users, limited natural surveillance into the space suggests that CCTV should be a consideration in the prevention of

cycle crime, and associated anti-Social Behaviour and other criminality, which is affecting user confidence in the facility.

In 2024 CCC, again supported by the GCP, engaged with the public to share the developed proposal informed by the 2021 consultation findings. Accompanied by a survey this was opportunity for the public to share their views with the city council. This feedback would enable us to assess public interest and support for the scheme and identify any necessary changes to the proposal.

## **Public Consultation 2021 - Summary**

Between the 13 June and 12 July 2021, CCC supported by the GCP carried out a public consultation to obtain feedback about how the existing cycle parking facility might be improved.

In total, 165 people took part in the consultation. The feedback helped us understand how the facility is used, its challenges and barriers, and shape a proposal for improvements that aim to meet the needs of its users, now and in the future.

## **Public Engagement 2024 - Summary**

Public engagement opened with a survey, accompanied by the proposal drawings, on the 15 January and closed on the 1 March 2024.

In total, 199 people took part in the survey. The feedback is expected to help us understand if we have captured and tackled (within budget and site limitations) the key issues raised in the 2021 consultation. The developed proposal and any further amendments to it, aim to strengthen user confidence in the facility's safety and security and encourage more people to choose to travel in a more active and sustainable way.

## **Public Engagement 2024 - Methodology Summary**

Printed materials (posters and flyers) created by CCC and the GCP were displayed in and around the Kelsey Kerridge sports and leisure facilities and at various local business premises (Anglia Ruskin University, bike shops, food shops, schools, and nurseries etc.). Posters were displayed on posterboards at various locations city wide.

The survey was hosted online by the GCP through their Consult Cambs portal and shared via their GovDelivery email bulletin. It was promoted by both partners through their individual social media channels. Paper copies of the survey were available

upon request by contacting the telephone number or email on the materials distributed.

The survey was accessible and open to all individuals, groups, and businesses.

## **Public Engagement 2024 - Survey Findings**

In total, 199 people took part in the survey. There were 198 responses from individuals and one on behalf of a group or business.

The key findings, quantitative and qualitative summaries, and demographic information are set out below. The survey results and individual comments are available in Appendix A and Appendix B, respectively.

### **Key Findings**

- 76% support the proposal to install CCTV cameras. Rising to 89% when including those who 'Neither support nor oppose'.
- 67% support the overall improvements proposed. Rising to 81% when including those who 'Neither support nor oppose'.
- 57% support the proposal to provide secure access cycle parking. However, only 35% said they would be willing to pay for access to secure cycle parking.
- 56% think the proposed improvements provide adequate parking and access for cargo bikes and other freestanding cycles. Rising to 83% when including those who 'Neither support nor oppose'.

### **Summary of Key Findings**

Overall, the proposed improvements appear to have been well received by those who took part in the survey. The feedback shows we have put forward an acceptable proposal for safety and security improvements and adequate provision for parking and access for users of cargo bikes and other freestanding cycles, as well as for standard bicycles.

Safety and security improvements are a high priority for users, shown by the positive response to the proposed installation of CCTV cameras, supported further by the 2021 consultation findings. The 2024 engagement materials included details about the Cambridge city CCTV network. It outlined how the network is managed and checked by the CCTV Control and Monitoring Centre and presented statistics from several new city centre cameras as an example of its effectiveness. However, individual comments received in the 2024 survey suggest a common belief that, generally, CCTV is not checked and that no action is taken after a crime is committed.

While more than half of those that responded support the proposal for secure access cycle parking, a charge for this service is unlikely to be welcomed. There was a relatively low level of support to question 8 (see below) and individual comments raise concerns for a social divide caused by the cost of secure access, the possibility of a lack of available 'paid for' space on arrival, ability to access other secure facilities using the same fob system, and doubts about the level of security.

## **Quantitative Summary**

The key results from 6 survey questions are summarised below.

Questions 1, 2, and 3 concern the respondent i.e., whether they were completing the survey as an individual, or as a business, organisation, or group, and the name of that business, organisation, or group.

Question 9 offered the opportunity to leave a comment by selecting 'Other (please specify)'. The individual comments are available in Appendix B.

- **Question 4. Overall, to what extent do you support the proposed cycle parking improvements at Queen Anne Terrace?**  
198 people responded. 134 (68%) were in support. 37 (18%) were opposed.
- **Question 5. To what extent do you think the proposal provides adequate parking and access for cargo bikes and other freestanding cycles?**  
197 people responded. 112 (57%) were in support. 33 (17%) were opposed.
- **Question 6. To what extent do you support the proposal to install CCTV cameras?**  
199 people responded. 152 (76%) were in support. 21 (11%) were opposed.
- **Question 7. Would you support the proposal to provide a secure access cycle parking area?**  
199 people responded. 114 (57%) said 'Yes'. 44 (22%) said 'No'.
- **Question 8. Would you be willing to pay for access to a secure cycle parking area?**  
156 people responded. 55 (35%) said 'Yes'. 33 (21%) said 'No'.
- **Question 9. What would you consider to be a reasonable cost for access to a secure cycle parking area?**  
88 people responded. 45 (51%) said 'Up to £20 per year'; 30 (34%) said 'Up to £35 per year'; and 13 (15%) selected 'Other (please specify)'.

## Qualitative Summary

When completing Question 9, '**What would you consider to be a reasonable cost for access to a secure cycle parking area?**', respondents were able to leave comments by selecting 'Other (please specify)'. A total of 11 comments were received. There were a diverse range of cost options proposed ranging from £1 per day to £300 per year. The most common choice being £10 per year. The individual comments are included in Appendix B.

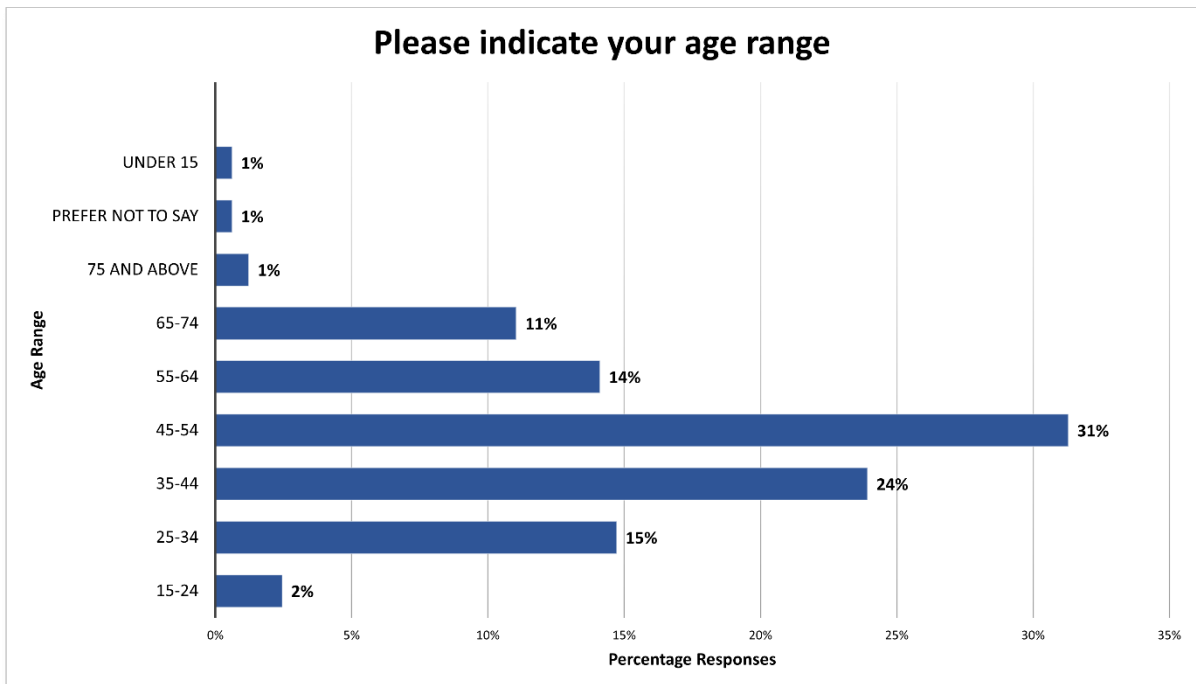
When completing Question 10, '**Do you have any other comments or suggestions you wish to make about this proposal?**', respondents were able to leave comments and suggestions about the proposal. A total of 133 comments were received for Question 10. The key themes have been summarised below. They are ordered by the number of occasions that topic is mentioned, the more mentions at the top.

- CCTV is not effective.
- The condition of local roads and cycle lanes need improving first.
- Paid access cycle parking will create a barrier to accessibility.
- Effective CCTV is needed.
- More cargo bike spaces are needed.
- Do not remove car or motorcycle spaces.
- Better stand fixings are needed.
- Toast-rack cycle stands are not secure and are not a suitable solution.
- Invest in cycle parking, including secure access, in other areas of the city.

## Demographic Summary

### Age range

199 people responded to the question about their age range. There was a good representation from those aged between 25-34 (17%), 35-44 (19%), 45-54 (20%), and 55-64 (23%). Those aged between 16-24 (5%) and 65-74 (9%) were reasonably well represented, while those aged Under 16 (1%) and 75 and above (2%) were underrepresented. 4% said they would prefer not to say.



### **Disability or health condition**

199 people answered the question about whether they have a disability or health condition that affects the way they travel. 16% said Yes, 76% said No, and 8% said they would prefer not to say.

### **Sex**

197 people answered the question about their sex. 35% answered Female, 47% answered Male, and 18% said they would prefer not to say.

### **Gender**

191 people answered the question about the gender they identify with, and whether this is the same as the sex they were registered with at birth. 77% answered Yes, 1% answered No, and 22% said they would prefer not to say.

### **Ethnic Group**

189 people answered the question about their ethnic group. 1% answered Asian or Asian British, 1% answered Black, Black British, Caribbean or African, 3% answered Mixed or multiple ethnic groups, 89% answered White, 6% answered Other (please specify).

## **Discussion and General Summary**

The 2024 engagement was an opportunity to share the proposed cycle parking improvement proposal with the public and receive feedback. It is informed by the feedback from the 2021 public consultation. The combined feedback (2021 and 2024) will enable us to refine the proposal, where necessary.

We expect to deliver a safe, secure, and convenient cycle parking facility that restores user confidence and breaks down barriers to active and sustainable travel, encouraging more users.

The 2024 survey results and feedback are highly positive. Overall, this shows the proposal has been well considered and generally meets users' needs and expectations.

Regarding the key points and themes mentioned above, here are some considerations.

### **CCTV**

The CCTV proposal is well supported. However, there is a belief that CCTV, in general, is not checked and that incidents and crimes are not investigated by the police resulting in very few arrests and prosecutions.

The CCTV Control and Monitoring Centre works closely with Cambridgeshire Police to share intelligence and control criminal and antisocial activity in the city, keeping our residents and visitors safe.

The CCTV team oversees more than 300 cameras in Cambridge, 24 hours per day. If an incident is captured by CCTV, there are protocols to enable footage to be shared with the Police. This provides valuable time saving and evidence gathering to support Police with investigations and prosecutions.

The cameras proposed for QAT would be on the same network and controlled in the same way, with the same Police access, as the existing city centre cameras.

Signage is proposed as part of these improvements. The intention is for these to provide important safety and security information. This would enable people to securely lock their cycles and report an incident or crime; and as a preventative measure to warn thieves that cycle crime is taken seriously.

## **Roads and active travel routes**

While we recognise the condition of some roads and cycle routes might be a disincentive or barrier to the choice to cycle, the funding for this project is solely for improving the cycle parking at QAT, as per the proposal drawings. Unfortunately, it is not intended to improve the surrounding active travel routes to it.

## **Secure access/ paid cycle parking**

There are fears that paid parking would cause a social divide between users which would create an unfair situation for those trying to travel more sustainably and unable to afford paid parking. This is particularly important for those without access to a car and who depend on their cycle to get them to work or places of education, for example.

This proposal aims to provide safer, more secure and accessible cycle parking for all users. While the secure access parking makes up only a small part of the wider improvements, we recognise that charging for such a facility in this location might not be favourable.

## **Cargo bike parking**

We acknowledge the appeal for more cargo cycles. Any improvement to the proposal, such as more cargo spaces, will be evaluated for practicality, safety, and accessibility.

## **Car and motorcycle spaces**

We propose removing three car parking spaces to enable enlargement of the undercover cycle parking area for secure access or added open cycle parking. There are no plans to replace/ relocate those removed car parking spaces within QAT.

Our colleagues in Parking Services have been involved in the proposal's development from the outset and are fully supportive of the three spaces being removed.

## **Stands and fixings**

Several comments were raised in relation to the suitability of the 'toast rack' style fixings in the undercover area of cycle parking. We are aware that best practice for cycle parking is to root fix the cycle stands into concrete foundations. However, we are proposing 'toast racks', and only in the undercover area, because root fixing or setting the legs of the stands into concrete foundations is not possible in this area. This is due to the construction of the concrete deck of the car park and the basement car parking below. Instead, the proposal is to use threaded bolts that would pass



through the horizontal floor bars of the racks and be secured from the underside of the concrete car park deck, clamping the toast racks to the top of the deck/floor.

The proposal for the external stands along the front of the car park building is to set them into concrete foundations.

## **Conclusion**

We continue to focus on delivering safer, secure, and more convenient cycle parking that is open and accessible and encourages and enables active travel. Our aim is not to exclude those who are unable to afford or who are unwilling to travel by car.

We hope to enhance user confidence in this facility with users feeling more confident that when they leave their cycle it will still be there when they return to collect it.

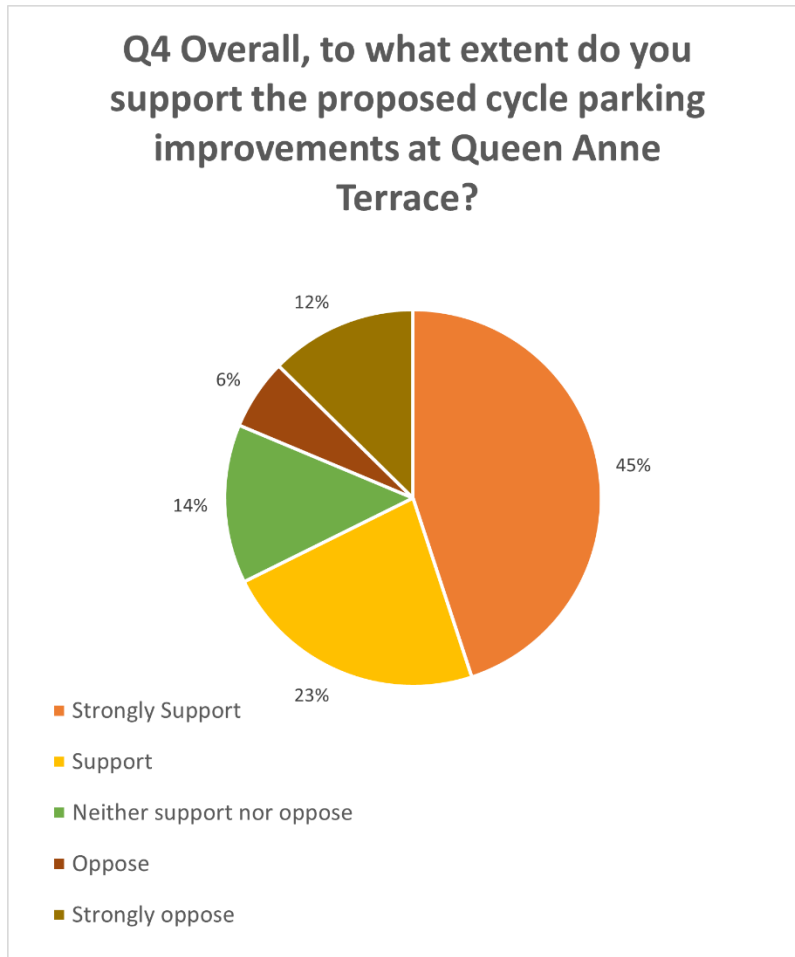
We will now examine all the information available alongside the drawings and make any final and necessary adjustments to the proposal. Any changes will be considered on their merits, based on the practicalities of the site, associated delivery, and management costs, and expected user benefits.

Once completed, we will make the final decision available. There will be no more chance for comment and change. The next step will be to create a specification for the works, begin a tender process to invite bids from contractors to complete the works, and then appoint a contractor to implement the improvements.

Thank you to all those who participated in the survey. The information you have provided is valuable and will help us enhance QAT for all its users.

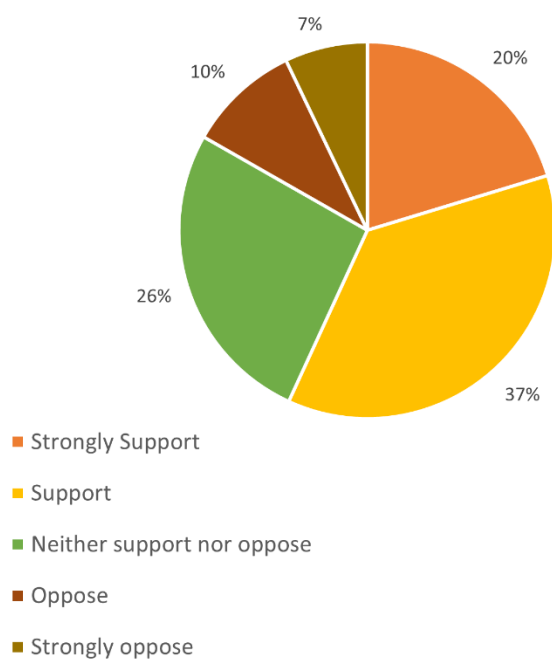
## APPENDIX A. Quantitative Survey Results

The following charts show the consultation responses received in response to their opinions on the proposed cycle parking improvements at QAT.



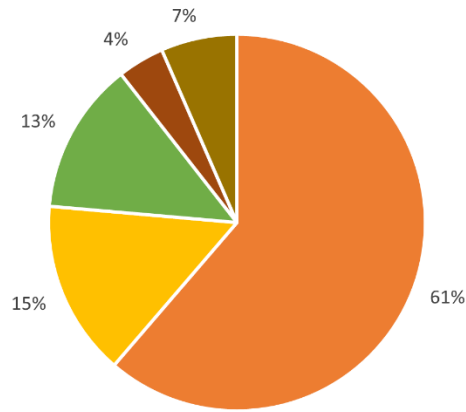
<b>Q4. Overall, to what extent do you support the proposed cycle parking improvements at Queen Anne Terrace?</b>	<b>Responses</b>	<b>% Responses</b>
Strongly support	89	(45%)
Support	45	(23%)
Neither support nor oppose	27	(14%)
Oppose	12	(6%)
Strongly oppose	25	(12%)
<b>Grand Total</b>	<b>198</b>	<b>100%</b>

**Q5 To what extent do you think the proposal provides adequate parking and access for cargo bikes and other freestanding cycles?**



<b>Q5. To what extent do you think the proposal provides adequate parking and access for cargo bikes and other freestanding cycles?</b>	<b>Responses</b>	<b>% Responses</b>
Strongly support	40	(20%)
Support	72	(37%)
Neither support nor oppose	52	(26%)
Oppose	19	(10%)
Strongly oppose	14	(7%)
<b>Grand Total</b>	<b>197</b>	<b>100%</b>

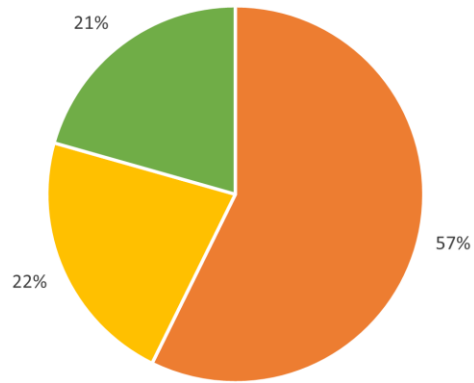
**Q6 To what extent do you support the proposal to install CCTV cameras?**



- Strongly Support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose

<b>Q6. To what extent do you support the proposal to install CCTV cameras?</b>	<b>Responses</b>	<b>% Responses</b>
Strongly support	122	(61%)
Support	30	(15%)
Neither support nor oppose	26	(13%)
Oppose	8	(4%)
Strongly oppose	13	(7%)
<b>Grand Total</b>	<b>199</b>	<b>100%</b>

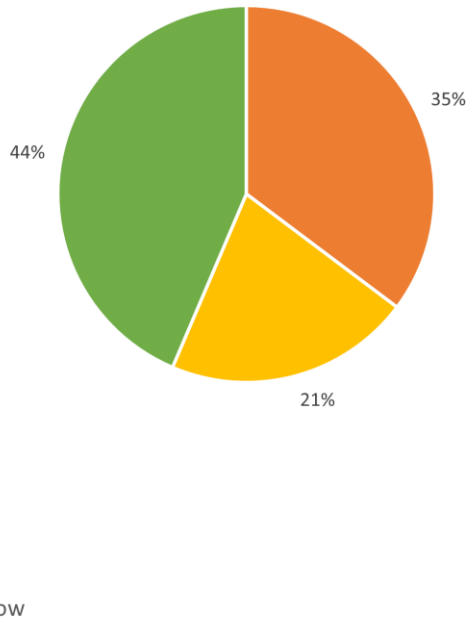
**Q7 Would you support the proposal to provide a secure access cycle parking area?**



- Yes
- No
- Don't know

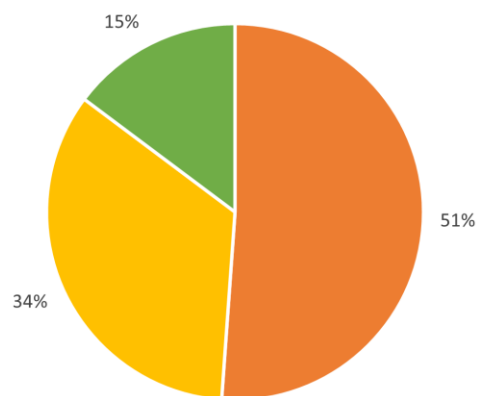
<b>Q7. Would you support the proposal to provide a secure access cycle parking area?</b>	<b>Responses</b>	<b>% Responses</b>
Yes	114	(57%)
No	44	(22%)
Don't know	41	(21%)
<b>Grand Total</b>	<b>199</b>	<b>100%</b>

**Q8 Would you be willing to pay for access to a secure cycle parking area?**



<b>Q8. Would you be willing to pay for access to a secure cycle parking area?</b>	<b>Responses</b>	<b>% Responses</b>
Yes	55	(35%)
No	33	(21%)
Don't know	68	(44%)
<b>Grand Total</b>	<b>156</b>	<b>100%</b>

**Q9 What would you consider to be a reasonable cost for access to a secure cycle parking area?**



- Up to £20 per year
- Up to £35 per year
- Other (please specify)

<b>Q9. What would you consider to be a reasonable cost for access to a secure cycle parking area?</b>	<b>Responses</b>	<b>% Responses</b>
Up to £20 per year.	45	(51%)
Up to £35 per year.	30	(34%)
Other (please specify)	13	(15%)
<b>Grand Total</b>	<b>88</b>	<b>100%</b>

## APPENDIX B. Qualitative Survey Results

The following table includes all individual comments given for the choice 'Other (please specify)' under question 9, and for Question 10 which enabled respondents to make further comments for consideration.

At the end of the list of comments received for Question 10 is a list of responses from the City Council in answer to relevant questions asked, and to clarify some of the key concerns raised.

<b>Question 9. What would you consider to be a reasonable cost for access to a secure cycle parking area? (Other (please specify))</b>	
01	£10
02	£300
03	£10 for just here, but if this were to become a Cambridgeshire wide scheme more e.g. £50 (with discounts for folks who can show need). Plus you can invalidate fobs of thieves who get a fob.
04	£10/year + per visit charge of £1. Or would be happy with £35 or £50 per year flat fee if scheme was extended to other parking areas in city that are run by council.
05	£20 would be OK for me, if I used the park often enough. For people who can't afford it and don't have to option, the risk to their bikes is not fair/just. Cycle crime hinders active travel and needs to be taken seriously. The causes need to be addressed, not just piecemeal work that is good but that just prevents the criminal stealing in one place.
06	£30 if combined with the station area bicycle park and south Cambridge station, where two other secure parks will soon be present.
07	£9.99 per year for 1st year £15 thereafter, with a loyalty/ low-income discount scheme.
08	A small but affordable daily charge, e.g. £1.
09	An annual charge plus a daily one.
10	Annual fee is not helpful for ad hoc users.
11	Per visit payment as well as annual.



12	Up to £80 a year to be honest. But only if it was actually secure.
13	What about daily charge? How would that work?
<b>Question 10. Do you have any other comments or suggestions you wish to make about this proposal?</b>	
<b>Ref</b>	<b>Comments Received</b>
01	<p>Can't answer the question re cargo bikes as the answers do not make any sense to the question asked.</p> <p>Whilst it is commendable to improve safety and security what purpose will the CCTV serve? The police aren't interested in looking at CCTV for bike thefts at places like the station so why would they be interested here. Why go to the added expense with this being the case.</p> <p>Any additional space for cycles should not be at the expense at losing car parking spaces.</p>
02	Get potholes filled in first for safety of ALL road users before spending money on plans affecting less people.
03	<p>Yes. Make other areas secure.</p> <p>Cambridge North train station.</p> <p>Outside M and S. The market square.</p>
04	Current use of and refurbishment of existing facilities should suffice. Waste of tax payers money installing CCTV. Cyclists and box bikes should be secured by their owners.
05	<p>The roads in Cambridge have been neglected for far too long and are now very dangerous for all users. Road conditions must be improved before frivolous expenditure like this. In addition, I don't cycle in Cambridge because bike theft is too high and goes unpunished. CCTV won't stop it either because nothing is done by the police.</p> <p>Also, I want the GCP to be disbanded they are a terrible waste of money and our ruining my city with roadworks and road closures. It seems their goal is to create congestion.</p>

06	Money would be better spent fixing potholes and the general state of the roads in and around the city, making the roads safer for cyclists and motorists.
07	I'm not sure there's a need for even more spending on the cyclists in Cambridge.
08	STOP WASTING MONEY ON THIS CRAP AND SORT ALL THE POTHOLES OUT!!
09	Motorists need more parking spaces, not cyclists.
10	Pot holes are a more immediate danger to all use road users including cyclists than bike parking so I think there is a more urgent need to fix these first - around the airport notably is very dangerous.
11	With the increase in population, it doesn't make sense to remove any parking spaces. We are [redacted] and we make use of the KK sports facilities. Often we will travel [redacted] to attend class and use the facilities. Given two of us have [redacted], people like us will be at a disadvantage given access for cars is increasingly diminishing vs improving. With all the changes in road access which has removed lanes for cars, and dedicated them to cyclists, the traffic has increased. Further, the reduction in parking spaces has also made it increasingly difficult to access amenities that we don't have (and will never have in our area—unless houses are torn down). It may be great for those in central Cambridge who can easily walk or cycle, but I find the changes have resulted in my staying at home, increasing my sense of isolation and these priorities given to cyclists over others is depressing for those of us who can't cycle. There are other areas to build cycle parking instead of taking more parking spaces away from those who need their cars. It's a 9-12min car ride for me currently, which would translate to a 40-50min commute with all the additional walking, waiting and bus transfers. We are a busy family and don't have the time or energy to make a modal shift to transport options that are woefully lacking, and unfortunately for our area will likely never be up to snuff.
12	Since this work will start I would suggest to make as many parking as possible ALL internal and cover. Also it would be very 'revolutionary' to be able to charge the batteries for the electric bike. Of course with a little charge.
13	I'd rather money wasn't wasted on some bars to lock a cycle to along with some CCTV when none of it is monitored effectively and investigations and prosecutions don't follow as it is too difficult/waste of policing resources.

	Money would be better spent on understanding how cycles and cars can better coexist on the current infrastructure to enable Cambridge to flourish.
14	Maybe fix the potholes on the roads for all road users not just cycles.
15	Excellent, shame it has taken so long.
16	I love the proposal. My only (minor) worry is what happens when the trees inevitably outgrow their limited space and the roots begin to interfere with the concrete pad.
17	Fill in all the pot holes so that all road users are a little safer.
18	<p>Please maintain the existing infrastructure before spending on desirable but non essential schemes such as this.</p> <p>In particular Repair The Potholes and sweep the cycleways. Potholes are a serious hazard to all users especially cyclists and in this household at least are dissuading us from using bikes to the point that we now use the car more than ever!</p>
19	Secure (caged) cycle parking and CCTV are Essen at this location.
20	All well and good having parking but now we have to negotiate a myriad of potholes to get to said bike parking' perhaps making the roads fit for purpose before cycle park. Also if paying for secure bike park there would need to be more space to guarantee space when visiting!
21	Waste of time and money individuals could be more responsible for locking there bikes. Cctv is a waste of money the police never bother asking for it when a crime is committed
22	If you really want to consult the public, maybe consider on Facebook turning the comments back on.
23	More secure parking is needed at the Park & Ride sites. Why should money from someone in the villages go to pay for parking for townie cargo bikes, when I can't be sure my own bike won't be nicked? Also, will anyone be watching the CCTV so bike thieves can be caught? Existing CCTV is virtually useless as a means of prevent theft or catching thieves.
24	I note you are considering installing cctv, it would be useful to have clear signage both to act as information but also deterrent informing people what to do if a bike is stolen. So often in the cycle crime Facebook groups there are people saying cctv is being refused etc. Or do t know how to get hold of

	<p>it. It would be great if this could be tied in with a QR code or something simple where people can report the crime. It would also be interesting to publish figures on crime reports perhaps for all city council car parks so people can choose where is safest to leave their bikes. One thing that stops me cycling is fear of losing my bike, I can't afford to replace it if it is stolen.</p>
25	<p>Did this need to be consulted on by law or could we have made these improvements more quickly and for less cost without this process?</p>
26	<p>The section of East Road between Hills Road and East Road is very dangerous for cyclists. I don't know why the on-pavement section for cyclists on the north of East Road cannot continue east past the pedestrian crossing to the west of the ymca. It's so dangerous that I won't cycle there, and hence I won't leave my bike at Queen Anne Terrace.</p>
27	<p>Spend money on repairing potholes before spending money on this.</p>
28	<p>What is being done to replace car and motorcycle spaces?</p>
29	<p>Having a split between paid secure and other parking would feel like a financial divide and unfair on those that cannot afford the extra security but are trying to choose active travel and non-car options.</p>
30	<p>CCTV is all well and good if it's used to stop a crime, not just record one.</p>
31	<p>There is adequate cycle parking in Cambridge, instead of removing space from an existing service, perhaps look at using a brownfield site or empty unit in the city centre.</p>
32	<p>It's always about cycles this we know is down to Camcycle effectively running the council at the expense of motorists and where may I ask do motorcycles park these days?</p>
33	<p>I would be concerned that there wouldn't be enough space in the secure area. It might be okay if you arrived early in the morning but [redacted], it seems unlikely there's be a space at that time of day. Would a pass cover me [redacted] or would we need one for each bike? What if the fob didn't work. What if I lost the fob and couldn't get our bikes out. What if the fob was stolen and the thief got access to all the bikes.</p>
34	<p>I assume it would mean removing car parking spaces, and there are not enough as it is. It is also a waste of money when the council claims it is short of funds.</p>
35	<p>CcTv is only useful if it is observed and not just used after the theft.</p>

36	Unless you're definitely installing monitored CCTV and have patrolling security staff then don't even bother, this carpark is known to be a hotspot for cycle crime even though it's only yards from the police station.
37	Stop wasting money on cycle schemes that are not needed - roads need fixing before you waste our money - half the cyclists don't adhere to road rules and ride unsafely anyway.
38	Fix the potholes first.
39	Make sure there's room for tricycles, not just cargo bikes.
40	Cycle lockers are much required. Makes it a lottery for thieves if there's a bike in there, is it worth stealing, is the lock cuttable ect. Only with secure cycle lockers can people justify electric bikes, with current thefts there's no incentive.
41	Toast rack cycle stands are not secure. Every time these have been installed elsewhere in the city I've seen them start to come loose from their fixings, making the stands hazardous to use and easier for thieves to tamper with.
42	You need to spend money on fixing the road surfaces. Potholes are everywhere and a danger to all road users.
43	Sort out the state of the roads first before pandering to your CamCycle overlords.
44	I, like many others, feel very strongly that the GCP should instead focus their efforts on sorting out the mess you have made of our roads in Cambridge. Why have you got temporary lights everywhere at the same time? You are creating congestion for what? You do realise that eventually this will lead to civil unrest. It should take me 15 minutes to drive from work to my home but thanks to you it takes me an hour and 20 minutes. Sort it out.
45	<p>The introduction pre-ambule says "Potentially installing CCTV cameras and improving signage."</p> <p>Dangerous talk. So you may not install any camera's!! Well that would save most of the budget, but not provide what most people doing the survey would expect from the consultation.</p> <p>Could do with more cargo bike stands.</p>

46	I could support this and many other things once those responsible get our roads in order. It is only a matter of time before one or more cyclists are thrown under a bus, lorry or other vehicles because of dangerous potholes. It is unbelievable that the national government and councils are not working harder to address this dangerous situation.
47	Any extra is welcome however, much of the increased volume seems to be in the secure area - 30 spaces? I would prefer to see the whole area sufficiently secure so as not to need the locked area, but I can see an argument for revenue generation. Would this be for staff or can they park elsewhere? What's to stop people with standard bikes using the cargo bike areas? In the Grant Arcade bike park the cargo spaces are usually half full of normal bikes. I strongly support the addition of spaces in the external area.
48	Improved parking facilities including improved security should also be provided to riders of PTWs as users of an alternative active & sustainable mode of transport that can be used when cycling is not appropriate. Modal shift to the use of PTWs has a crucial role to play in reducing emissions and congestion.
49	Stop wasting residents tax money on hair brain ideas and start looking after our roads. Cctv makes no difference to cycle theft as the police will not investigate. Our roads are like a 3rd world country. The quicker the GCP IS disbanded the better.
50	Overall the scheme sounds good. Without seeing any designs, it's hard to give my full support for this. Queen Anne is a good undercover car park for motorcycles and I wouldn't like to see motorcycle parking reduced as a result of this scheme. Motorbikes have less of an impact on the environment than cars, and should also be seen as a way to get to net zero emissions along side pedal cycling.
51	Re. "toast rack" cycle stands - this is a good idea to increase security, but please consider the nature of the ground-level horizontal bars that join the stands together - bars that are too tall can make it difficult to position cycles optimally for locking. I am please to note that the proposed distance between stands is 1m, it is important that this is indeed the case.
52	Part of the theft here stems from the fact it's next to homeless hotels and addicts. That won't change. You are signing the cctv which thieves don't seem to care about as they can hide their faces. How about adding signs "thieves operate here" and "lock your bike securely" : with diagrams. There are lots of badly locked bikes there.

53	<p>The existing entrances on both sides of cage provides a popular throughfare for car park users (and opportunistic thieves). Please considered closing the existing entrance facing into the car parking, and leaving an entrance at the back of the car park.</p> <p>The existing cage provides a utilitarian environment. Instead of extending the cage fencing to match existing please give consideration to replacing the cage with a more friendly barrier.</p>
54	Stop wasting money.
55	<p>Prefer to see bicycles at this location rather than vehicles parked illegally on the 'loading bay' opposite. The car park is expensive and cycling is the best solution for quite a lot of residents. Therefore it is a good area for cycle storage and it's practical. Currently, some bikes are just propped up against the railings or in the way of the entrance door for the car park.</p>
56	<p>Really pleased to see that some improvements are being made. Personally I wouldn't use a secure zone, but appreciate others might. I think space for more than 6 cargo bikes would be helpful. I was disappointed to see there were not going to be any changes to the bicycle access to this area - eg access from the Mortimer Road exit, or for bikes coming from Gresham Road - where you have to cycle down the pavement and then cross the line of cars coming into the car park.</p>
57	<p>There needs to be more joined-up thinking here - cyclists will not be prepared to pay for a theoretically-secure area if it's like the secure bike parking at the station and somewhere that the police are not willing to further investigate when bikes are stolen.</p> <p>Likewise, there is little point in installing CCTV unless someone is prepared to review it and take steps towards catching the regular bike thieves.</p> <p>We desperately need more bike racks for all kinds of bikes, and there needs to be a separate area of Vois so that they do not block the normal bike area.</p> <p>Keep surrounding bushes and shrubs to below saddle height for the security of female (and younger) cyclists - and this may deter thieves from using power tools quite so blatantly.</p> <p>Thank you for pressing ahead with this. Delighted more bike racks will be provided.</p>

58	<p>Using some urban planning and crime psychology insights can greatly increase security at minimal cost. These are especially small nudging techniques like better lighting, colourfully painted, clean surroundings and other solutions that discourage crime similarly to what is being done in underpasses and similar infrastructure.</p> <p>CCTV cameras are only useful when there is a supporting system on the other side. The train station parking has CCTV but no easy route for cyclist to report stolen bicycles or put the CCTV into any use.</p> <p>I welcome any improvements because from my [redacted], the Queens terrace area has had some of the highest proportion of stolen bicycles around the central area. Disproportionately high.</p>
59	<p>CCTV is only worth it if the Police use it to investigate crime. The cycle park at Cambridge Central train station is full of CCTV but the Police refuse to look at it.</p>
60	<p>People on a low income or means tested benefits should receive a discount. People who are disabled and who have got a Blue Badge should get free secure bike parking.</p>
61	<p>I like the idea of the secure area but wouldn't use it myself as I'm not a frequent enough user.</p>
62	<p>The stands need to be replaced with ones that cannot be unscrewed from the concrete pads.</p>
63	<p>Most cyclist will not park here except for access to the sports centre, it's too far from the shops!</p>
64	<p>Enforcement of only appropriate bikes in the cargo area is required to make it useful. Similar areas at the train station are frequently full of normal bikes making them useless. Or even worse on arrival they can be free but when you want to leave your cargo bike can be trapped by the influx of non cargo bikes.</p>
65	<p>It's so good to see a multi directional approach, it's never just one thing that needs looking at.</p> <p>I'd suggest looking at a different type of stand rather than just a Sheffield.</p> <p>Absolutely agree that adding a mid height bar helps but this should be plate not tube, a minimum of 5mm think. This requires a different attack toolset.</p>



	<p>Most attacks now involve an 18v battery angle grinder anyway. You need to encourage users to lock twice with different locks, again this requires a different tool set for each attack.</p>
66	<p>I oppose the proposed cargo bike parking as I believe there should be at least twice as many, i.e., a minimum of 12.</p>
67	<p>Toast racks can make it awkward to attach a bike with D lock if the spacing of the ground horizontal bars doesn't match nicely with the spacing between wheels of the bike being locked: it can force the rim if a wheel to be too far from the stand to attach with a short D lock. It's much nicer to have concreted Sheffield stands. I welcome the use of Sheffield stands with crossbar which make it easier to lock child bikes.</p> <p>Possibly consider 2 tier stands as done in the cycle park near the railway station.</p>
68	<p>CCTV is only good as long as the police/operators are willing to spend time actually looking at recordings - that was always the problem at the station, they refused to help (staff cuts etc).</p> <p>Toastracks are ok as long as the spacing is wide enough.</p>
69	<p>It is only going to work if CCTV is a deterrent. It needs to be monitored and action taken when thefts occur. The area needs security guards doing walk arounds regularly and as soon as they fall into disrepair or are tampered with by thieves then they need repairing immediately (or better still put in racks that the thieves can't break into easily just by unscrewing floor nuts. Until some decent money is spent the proposal is to provide the same as everywhere else in the city that makes us the worse City in the Country for bike thefts.</p>
70	<p>RE:Question 6, would I be willing to pay for cycle parking. No. Both City and Shire Councils have plenty of cash coming in already. Charging will only deterr people. You want to create a nicer place to cycle, get a bike out yourselves and cycle around and see how dangerous your roads and rubbish poorly made cycle paths are, once you agree that Cambridge has the worst roads in Britain, then try fixing that and then improve for the past [you've missed the future] to create a better safer nicer today.</p>
71	<p>To encourage cycling please keep it free and safe. I can park my car free after 6pm.</p>

72	<p>Something has got to change. In the [redacted] been swimming at the pool we have [redacted] that's nearly one a year! Also all the druggies need removing he sell from the top floor of the carpark.</p>
73	<p>Please do not use toast racks. The existing hoops are set directly into the concrete. This method is best practice, not bolting toast racks into the the concrete. The consultation document is wrong to claim that bolting the toast rack to the concrete is best practice, as it does here:</p> <p>'The external cycle stands proposed along the front of the car park building will be root fixed into concrete foundations like the existing, which is best practice.'</p> <p>Bolting toast racks into the concrete is not best practice. Setting separate Sheffield or Bilton stands into concrete is best practice. See the Camcycle guidance:  <a href="https://www.camcycle.org.uk/resources/cycleparking/installation/sheffieldstands/">https://www.camcycle.org.uk/resources/cycleparking/installation/sheffieldstands/</a></p> <p>The consultation document shows that the present stands are installed correctly, so there is no reason to degrade the provision by installing toast racks.</p> <p>Toast racks are harder to use. The horizontal base bars or tubes of toast racks make using the stands more difficult because the bars or tubes are in the way of the wheels of the bike, which makes it harder to position by the stand. They will frustrate people who are trying to use this facility, which is the opposite of what you want. You need to make it a happy experience in every respect. People will not move to cycling more and more if you make it harder and harder for them. You need to make it easier for them. Toast racks make it harder not easier. Please do not install toast racks. Please do install separate Sheffield or Bilton hoops, not bolted in but set in concrete, like the stands in place now.</p> <p>More space, and space for cargo bikes, is a good idea. CCTV is a good idea. Secure compounds are a good idea. Thank you. However, toast racks are a terrible idea. Please install separate Sheffield or Bilton stands, and maintain your good practice in this respect, rather than depart from good practice, as you propose in your consultation document. No toast racks. Separate Sheffield or Bilton racks set in concrete.</p>

74	<p>The engagement document states that toast racks comply with best practice. This is not the case; the proposal should be amended to use Sheffield racks, individually fixed into the concrete base.</p> <p>For reference, see <a href="https://www.camcycle.org.uk/resources/cycleparking/installation/sheffieldstands/">https://www.camcycle.org.uk/resources/cycleparking/installation/sheffieldstands/</a></p>
75	<p>As a [redacted] I welcome the provision of dedicated spaces for cargo bikes, and the provision of ground anchors to secure them. Looking at the plans I am concerned that the practical use of the cargo bike spaces may be limited due to difficulty accessing them due to the supporting columns and tight corners to reach them from the entrance. Cargo bikes are heavy [redacted] and so very difficult to lift, particularly if you are not able bodied. They also have limited turning circles. The two combined mean that moving them in confined spaces can be very difficult and impossible for the less able, even more so when loaded with children. Please check the plans against typical turning circles and pathways the same way you would for a car park or street plan for cars/lorries/emergency vehicles to make sure that it will be possible to make use of the spaces.</p>
76	<p>The cycle stands should be better than toast racks - see <a href="https://www.camcycle.org.uk/resources/cycleparking/installation/sheffieldstands/">https://www.camcycle.org.uk/resources/cycleparking/installation/sheffieldstands/</a></p>
77	<p>Theft in this area is a massive problem. My [redacted] park their bikes here for [redacted]. I am concerned for their safety and the security of their bikes. Massive improvement is needed. CCTV is vital. We have [redacted] to theft from this area in recent years.</p>
78	<p>Instead of "toast racks" you should bolt Sheffield stands directly to the concrete.</p>
79	<p>There needs to be lockers or bikehangers like the ones i saw recently in Glasgow that you can use with an app. This way expensive bikes are hidden. Theives go window shopping for bikes. I use my [redacted]. Having a locker or hangar would stop people seeing the value of bikes.</p>
80	<p>[redacted] CCTV is obviously needed here to deter these bike thieves. A secure area would be good for regular visitors like myself and [redacted].</p>
81	<p>The plans do look like a significant improvement, but there could be more cargo bike spaces as they are important especially for trips to the shops and for parents with young children.</p>

82	Cycle lockers are the only way forward. These are very much needed and guarantee people will pay to use them, look at the park and rides sites. They're always occupied.
83	Cycling in the town centre should be strongly and aggressively discouraged. It would greatly cheer the rest of us up to see this gobby minority actively persecuted.
84	Make entry to secure area with a smartphone. That way we'll know who has been in if anything gets stolen.
85	Security security security.
86	Bolted toast rack or any other bike parking structure will just be un-bolted. Look at Cambridge north cycle parking. If you do not round off the bolts or encase them in concrete, instead of trying to cut the lock they will un-bolt the rack.
87	I believe further cycle and cargo bike parking should be provided. I.e. this proposal is needed but not adequate.
88	I believe that there should be more parking for both bikes and cargo bikes in Cambridge. I would also like there to be access to secure parking. And for all the bike parking to be protected by cctv.
89	To persuade people to get out of their cars and on their bikes to go to the city centre, cycling should be easy, safe and pleasant, and preferably easier and more pleasant than driving. Aim for this. Safe, convenient and free parking is an important part of it.
90	Sounds like a good improvement.
91	[redacted] bike parking area in front of the Kelsey Kerridge Sports Centre, locket to the barrier with a D-lock. Security cameras MUST be installed!!!
92	It's too focused on cycling. How about improving the road or adding some more car parks.
93	<p>Make sheffield bike stands anchored into the concrete the standard design. "toast stand" style are insecure by design and should not be used in any infrastructure regarding bike security.</p> <p>For cargo bikes supply a longer and lower variant of the sheffield stand. These designs can be looked up.</p> <p>These also need to be anchored into the concrete.</p>

	<p>There must be no possible to the leverage bike stands out of the ground. Any fixing that is not anchored with concrete can be defeated in under 15 seconds with crowbar or other rudimentary tool.</p>
94	<p>More bikes means less cars around the city.</p>
95	<p>CCTV whilst a great addition will do absolutely nothing to deter thieves. Having had a bike stolen myself from a CCTV covered area, there are a few reasons as to why.</p> <ol style="list-style-type: none"> <li>1. Police do not find the footage of any use.</li> <li>2. This is because thieves will use easily available hoods/masks to cover their appearance making any footage unusable.</li> </ol>
96	<p>[redacted]. Couple of comments:</p> <ol style="list-style-type: none"> <li>1) There are no police resources to review CCTV, nor does the police request it. Ensure the GCP finds resources for A) CCTV footage review and B) Police capacity to review this footage. C) A phone line for insurance companies to request CCTV if they wish to pursue out of their purse.</li> <li>2) Sheffield 'toaster' racks are reasonable compromise given cement-fixings are not possible inside.</li> <li>3) Consider a Cambridge-wide 'secure area parking' fee given Cambridge South and Cambridge Station will soon have their own secure parking areas.</li> <li>4) CCTV is only worth it if resources under 1 are made available by the GCP or otherwise</li> <li>5) Great work! Well done for seeing the need for this.</li> </ol>
97	<p>It's important that it is well lite &amp; the safety of young females is considered. The swimmers are there quite early &amp; late and there are drug dealers operating both at the back &amp; front of the covered area which has been reported to the police several times.</p>
98	<p>The CCTV is only good if something is actually done with it. Many places all over Cambridge have CCTV but there is nothing that is done with the evidence to help us combat the cycle theft that plagues this town.</p>
99	<p>Secure access - wow. This would be great. But PLEASE learn from how the Dutch do it. You have no idea... so many "secure" type facilities suffer constant cycle theft across Cambridge.</p> <p>Threaded bolts are great. About time!</p>

	<p>When are you going to have secure-access spaces in central Cambridge? Kelsey Kerridge is great for people going there, but how often is that for most in town? Not often.</p> <p>CCTV is useless. People have learned how to cover their faces. The staff will refuse to release it (it's too much effort, cf. at the station where they really cannot be bothered).</p> <p>The problem you have is that bikes can be stolen in seconds with the right battery-powered angle grinder. What are you doing to stop this or - at least! - slow them down? Toughened metal bars? I'd say having the police nearby will help, but given the number of bikes stolen from right outside the station, it's probably not.</p> <p>As I said above, we need this kind of facility in town. Park Street was the closest we got - that's gone, probably not to be replaced. The other cycle parks are thieves' supermarkets.</p>
100	<p>More clarity on the fobs, is it just here? Would this be done elsewhere with the same fobs working there too? I'd definitely go for that at the various train stations where I need to leave bikes for longer and more often.</p>
101	<p>CCTV has been proven to be absolutely useless in Cambridge. The access needs to be restricted to those who have parked their bikes only- and preferably staffed as well. Even with these I would be very sceptical about leaving my bike here.</p>
102	<p>Any improvement to the current unsafe and inadequate cycle parking is welcome!</p>
103	<p>The secure bike area is a bad idea. It's limited to the people who buy key fobs. People could use it to park their bikes and then walk a short distance to work, which would stop others from using it all day. Why not take the spaces from the other (Parker's Piece) end of the car park that is more visible and safer with no maintenance cost of CCTV?</p>
104	<p>Improved stand fixings and reliable CCTV will be very welcome improvements!</p>
105	<p>This initiative is very welcome and needed. The parking area is a little grim at present, hence if it could be painted with brighter colours, that would be lovely.</p>

106	Secure, clean, CCTV cycle spaces not only here but upgrade and update the whole of Cambridge. I would like to feel safe leaving my [redacted] but I cannot because of the known local residents operating in Cambridge relentlessly! I would pay in the city centre a £2 knowing my bike was there after shopping, visiting the library or having lunch. Seriously POOR including both train stations.
107	The best cycling rack you can find in the city are the Orchard Park community center racks. It is the usual kind of rack of good height for all kind for most kinds of bikes but there a slot for the front wheel for stability. Absolutely ingenious.  We also need a lot more really secure spaces for expensive bicycles. As of now I don't dare to buy one.
108	Cycle theft is rife in Cambridge and nothing is being done. I'll stick to my car as it's safer than being mugged.
109	Well lit and secure racks cemented into the ground, current racks are bolted and on numerous occasions they have been removed to take bikes.
110	Great to see more quality provision for cycle parking.
111	CCTV in itself does not solve the problem unless police are prepared to take action. I recently had an attempt to steal battery from my e-bike - police completely uninterested in even looking at existing CCTV. Please ensure that the spacing is adequate for e-bikes. Secure parking is probably the only safe way of securing high value bikes - so very much in favour of this. There is no reason why this could not be a city wide subscription scheme allowing use of secure areas anywhere (including station) for an annual fee.
112	Possibly need more cargo bike spaces.
113	No.
114	An option to park for free and the option to park at a secured place for more expensive bikes.
115	Thank you for proposing to use Sheffield stands instead of the overcomplicated double-level things in (e.g.) parts of the city centre.
116	A very welcome proposal, given the shambles that the undercover bike park has become and the wasted surplus disabled parking on the ground floor of the car park.

	<p>I recommend installing the best Sheffield stands. I saw one recently at the Histon stop on the guided busway which had been sawed through at the top.</p> <p>After this project please do something of this quality for bike parking at the railway station, where I would never leave a bike at present.</p>
117	<p>Why spend money on this when there is a fantastic cycle parking facility further up on East Road near the Grafton that nobody uses? Cyclists should be directed to park up there.</p>
118	<p>To be honest cctv is a waste of money. Police rarely use it as evidence and I am not sure it is a deterrent. I think current provision is fine at QAT. We need more / better cycle parking nearer Grafton centre and central Cambridge. I personally think this proposal doesn't spend the money in the right place.</p>
119	<p>Cycle education and security by the individual should be pushed, not paid for out of public taxation.</p>
120	<p>What's the point of this? Major infrastructure changes are needed at this point if Cambridge is going to be able to meet its growth targets and I've no serious attempts by the GCP to address that.</p>
121	<p>Too far from city centre.</p>
122	<p>If they make a cycle car park then cycles should pay the same as cars, it has to be maintained and CCTV needs to be paid for they should contribute on the same terms as cars. Overstays should be penalised as with cars.</p>
123	<p>You MUST not consider charging for driving in Cambridge. You will ruin the life of the city by restricting access to those who can afford to live in it. Do not forget that the cost of living in the city means that many people are forced to move out to surrounding towns and villages and commute in by car. The GCP have displayed grace detachment from the reality of ordinary people living their lives in Cambridge-- we cannot all afford to live in the city and walk or cycle to work and public transport is not an option for all, and never will be when we live in a large and rural county!</p>
124	<p>Why install CCTV when the police don't ever look at it for stolen bikes. Also Why do we HAVE to provide for such large types of pushbikes. These things are a menace on either the roads/cycle paths. When they use them or as most do. On the pavement. Telling pedestrians to move out of their way...These things are the Range Rovers of the bike world and a lot of people that use them have the same entitled attitude.</p>



125	Shame you do not actually think about the people who actually have to live off Mill Rd who have to continually dodge the horrendous way cyclists ride on either the path or road, The way they leave them parked outside shops on the pathway so you have to sometimes walk in the road to get round them. Continually jumping the crossing when its on a red light as well as the traffic lights...Actually do something for the pedestrians who live there...This is yet again just something that Camycycle wish to happen. This is obvious to anyone in Cambridge as all the GCP do is cater for them and their wishes. Pavements and roads are for ALL Cambridge residents to use. NOT just the few minority of Camcycle members and what they wish. Remember this come the May elections.
126	Recent figures released by Shire Hall show a 15% drop in cycling in Cambridge in 2023. Stop wasting tax payers hard earned money on pointless schemes.
127	There is only value in having cctv if it will actually be reviewed to determine if there is evidence to pass on to police.
128	None of the councils take the disabled community seriously they do nothing to help the disabled community they should come first before cyclists there is nowhere near enough disabled parking if cyclists locks are not strong enough it's there own fault is someone there steals there bike.
129	No point in CCTV cameras as police refuse to look at them ...stop wasting our money on ridiculous schemes, like the millions wasted on Milton Road ..and stop destroying our once beautiful city.
130	Why should people have to pay to be able to lock their bikes up safely? This just creates another barrier to accessibility for people cycling.
131	There's little space for cargo bikes given you are next to a family venue. A handful of stands will be used by any bike owner if they can't find a suitable single stand. This is a very high theft area and I won't leave my cargo there until security is significantly better and I know I can get a space to park it.
132	There is no point improving the storage or putting in cctv unless there is action taken to ensure people's bike are safe and secure and effort is made to catch and punish thieves. Currently there is no way I would ever leave my bike at Queen Anne while going in Parkside pools or KK while all the local low lifes are able to roam the area targeting bikes.
133	How can the cycling public believe what you say; there was signage at this location before claiming CCTV protection. [redacted] and on enquiry found there was no such CCTV and no protection.

**Response from the City Council to questions and concerns about the proposal raised through the comments received for Question 10, above.**

Ref	City Council Response
01	<p><b>Question:</b> <i>'Whilst it is commendable to improve safety and security what purpose will the CCTV serve?'</i></p> <p><b>Response:</b> The cameras are expected to capture, deter, and reduce cycle crime. The added benefits include making the area safer for people and businesses during the daytime and night-time by discouraging anti-social behaviour, violence, and other criminality, and enabling the police to gather vital evidence and prosecute offenders more easily.</p> <p>The cameras at QAT would be connected to the same system and managed and monitored in the same way as the city centre cameras, 24 hours per day by CCTV Control Centre staff who have the technology to quickly share footage directly with the police on request.</p>
25	<p><b>Question:</b> <i>'Did this need to be consulted on by law or could we have made these improvements more quickly and for less cost without this process?'</i></p> <p><b>Response:</b> It is not the law to consult on a proposal such as this. We are a public service, however, and we must follow internal governance on matters such as public engagement and consultation where we propose changes or improvements within the public realm. This provides opportunity for sharing and knowledge gathering which enables us to deliver greater benefits to our communities, visitors, and the environment.</p>
28	<p><b>Question:</b> <i>'What is being done to replace car and motorcycle spaces?'</i></p> <p><b>Response:</b> If this refers to removing three car parking spaces to enable the enlargement of the undercover cycle parking area, then there are no plans to replace/ move those removed spaces within QAT.</p> <p>Our colleagues in Parking Services are involved in the development of the proposal and are fully supportive of the three spaces being removed.</p>

33	<p><b>Question:</b>  <i>“Would a pass [fob] cover me, or would we need one for each bike? What if the fob didn't work? What if I lost the fob and couldn't get our bikes out? What if the fob was stolen and the thief got access to all the bikes.”</i></p> <p><i>‘More clarity on the fobs, is it just here? Would this be done elsewhere with the same fobs working there too?’</i></p> <p><b>Response:</b>          If the secure access area were installed and became such a success that space became an issue, this might prompt a case to enlarge the area further. This would be subject to demand, feasibility, and funding.</p> <p>The fobs would likely be issued one per user.</p> <p>The proposal is for a centrally controlled secure access system that would be monitored 24 hrs per day. The system would include a CCTV camera, help point, and access-controlled door activated using a fob. If the fob didn't work, the help point would enable the user contact with the monitoring service to help resolve the issue.</p> <p>Keeping the fobs would be the responsibility of the paying user. In the event a fob is lost, and the user reported it, the system would be capable of deactivating the lost fob and the user re-issued with a replacement, most likely at a cost to the user.</p> <p>The secure access solution being proposed for QAT is a centrally controlled system that could enable other secure access cycle parking areas to be installed and controlled in the same, enabling one fob to be used in multiple locations.</p>
47	<p><b>Question:</b>  <i>‘Would this [Secure area] be for staff, or can they park elsewhere?’</i></p> <p><b>Response:</b>          The secure area would be for public access, for anyone who pays for an access fob. This would include staff of the sports and leisure centre, and others.</p>
<b>Key concerns</b>	
	<b>Concern:</b>

	<p>The effectiveness of CCTV, including management and monitoring; and the belief that the Police do not utilise CCTV footage to investigate and prosecute offenders.</p> <p><b>Response:</b> Over the last 3 years the Police and the Shared Service CCTV Control room have worked more closely together than ever before and as a result cycle crime in the city is in a downward trend. The Police have also sourced a very active group of 3 volunteers to help track and follow up on cycle crime specifically. The benefits of the funding to add cameras, and the secure access area, will contribute to this continued trend.</p>
	<p><b>Concern:</b> The tree roots from new trees interfering with the parking and area of hardstanding.</p> <p><b>Response:</b> The proposed trees and pits would be agreed with the City Council Tree officer prior to installation. This would include being involved in the proposed solution from the beginning through to implementation.</p> <p>The City Council installs many street trees in the city using specialist components to promote healthy tree growth into maturity, and to aid root management to prevent roots interfering with footways and causing trip hazards etc.</p>
	<p><b>Concern:</b> Need to improve other areas including other parking facilities, active travel routes, and access to the improved cycle parking at QAT.</p> <p><b>Response:</b> The funding for this project is intended to be utilised at QAT, specifically for safety and security improvements to the undercover and external cycle parking areas as detailed in the proposal. It is not intended for the improvement of active travel routes or the wider area.</p>
	<p><b>Concern:</b> A split between paid secure and other parking would feel like a financial divide and unfair on those that cannot afford the extra security but are trying to choose active travel and non-car options.</p> <p><b>Response:</b></p>

	<p>The secure access parking is a small part of the wider proposal, which comprises more parking spaces including for cargo and free-standing cycles, better stands and fixings, and CCTV coverage of all improved areas. The proposal aims to improve safety and security for all users.</p> <p>While the secure access area forms an element of the proposal, at this stage we will be guided by cost (to install and manage), practicality, and the feedback from this survey to decide if it is taken forward. It was included because it was well-represented in the 2021 consultation.</p>
	<p><b>Concern:</b> Make sure there is room for tricycles, not just cargo bikes.</p> <p><b>Response:</b> The cargo bays proposed in the undercover parking area are intended for cargo bikes, trikes, and other freestanding cycles to park. Complete with two ground anchors they would offer improved locking options.</p>
	<p><b>Concern:</b> Improved parking facilities including improved security should also be provided to riders of PTWs (Powered Two Wheelers) as users of an alternative active &amp; sustainable mode of transport that can be used when cycling is not appropriate.</p> <p><b>Response:</b> The car park adjacent to the cycle park offers parking for mopeds and motorcycles. Public hire E-scooters have dedicated parking areas, and some racks, that can be found conveniently located in and around the city. Voi is the current provider of the public E-scooter hire scheme for Cambridge.</p> <p>It is not permitted to ride a private E-scooter in a public place. It would not be appropriate to encourage this by providing dedicated E-scooter parking at QAT.</p>
	<p><b>Concern:</b> The stands need to be replaced with ones that cannot be unscrewed from the concrete pads.</p> <p>Please do not use toast racks. The existing hoops are set directly into the concrete. This method is best practice, not bolting toast racks into the concrete.</p>

	<p><b>Response:</b></p> <p>The bolt-down stands, or ‘toast racks’, are only proposed in the undercover area. This is because root fixing or setting the legs of the stands into concrete foundations is not possible in this area due to the basement car parking below. Instead, the proposal for the undercover area is to use threaded bolts that would pass through the stands/ racks and be secured from the underside of the concrete car park deck, effectively clamping the toast racks to the top of the deck.</p> <p>The proposal is to root fix the external cycle stands, along the car park building's front, into concrete foundations as is best practice.</p>
	<p><b>Concern:</b></p> <p>Enforcement of only appropriate bikes in the cargo area is required to make it useful. Similar areas at the train station are frequently full of normal bikes making them useless.</p> <p>For cargo bikes supply a longer and lower variant of the Sheffield stand.</p> <p><b>Response:</b></p> <p>The cargo bays would not have a Sheffield, or upright stand, as currently installed at the Cycle Point. They would be fitted with ground-level anchors which prevent standard two-wheeled cycles from parking in them. Only freestanding cycles i.e., only cargo bikes, tricycles, and freestanding cycles would be able to use them.</p> <p>The low variant of the Sheffield stand has been considered for the cargo bays, in place of ground anchors, however these present a trip hazard and can be an obstacle when manoeuvring larger cycles.</p>
	<p><b>Concern:</b></p> <p>There should be at least twice as many cargo bike parking bays as proposed.</p> <p><b>Response:</b></p> <p>We shall consider if increasing the number of cargo parking bays is possible within the space available, and practical in terms of access.</p>
	<p><b>Concern:</b></p> <p>Cycle lockers are the only way forward. These are very much needed, and guarantee people will pay to use them, look at the park and rides sites. They're always occupied.</p>

**Response:**

Cycle lockers were considered during the proposal's development. While they provide a secure environment for many users, they can be difficult to access for individuals where the space is limited for manoeuvring in and out of the lockers. Lockers can be difficult for some users, for example those with a cycle with a child seat or a large and protruding basket.