

Queen Anne Terrace Cycle Parking Improvements

2021 Consultation Summary Report and Consultation Findings

Introduction

Cambridge City Council proposed improvements to the cycle parking at Queen Anne Terrace, adjacent to the public car park and sports/ leisure facilities on Gonville Place in Cambridge. A survey opened in the summer of 2021 to obtain feedback about cycle parking habits and cycle security from existing and potential users of the facility.

Background

The undercover cycle park was improved in 2017 with an increase in capacity, improved accessibility, and 8 cycle stands installed along the front of the car park building to create additional parking. The original signage remained unchanged, and CCTV was not within budget at that time.

Since the 2017 improvements, the undercover cycle park has suffered from vandalism and cycle theft. As a result, capacity has been significantly reduced with many of the cycle stands forcibly removed or now loose and insecure.

While better stands and fixings are a priority, limited natural surveillance into the space means CCTV is also an important consideration in the prevention of cycle crime, and associated ASB and other criminality, which is affecting user confidence in the facility.

Consultation Summary

Between the 13th of June 2021 and the 12th of July 2021, Cambridge City Council (CCC) supported by the Greater Cambridge Partnership (GCP) carried out a survey to obtain feedback about how the existing cycle parking facility at Queen Anne Terrace (QAT) might be improved.

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

Methodology Summary

Printed materials (Posters and fliers) created by GCP were displayed in and around the Kelsey Kerridge sports and leisure facilities. The survey was hosted online by GCP through their Consult Cambs portal and promoted via its social media channels. CCC shared the

survey with its sports and leisure membership via email; and printed copies were available on request.

While the target audience was primarily existing users of the cycle parking i.e., those who use and access the sports and leisure facilities for example, the survey was open for all to participate.

Findings from the Survey

In total, 165 people contributed to the survey. There were 164 responses from individuals and 1 on behalf of a group or business.

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

Key Findings

With regards cycle parking at QAT:

- More than half of those that responded use QAT to park their cycles.
- Approximately half park their cycles in the undercover area at QAT, and half elsewhere nearby.
- More than three-quarters leave their cycles at QAT for between 1 and 3 hours at a time.
- Most use QAT cycle parking for access to leisure activities.
- A small number have had their cycle stolen from the QAT.

With regards to cycle parking more generally:

- Almost all are concerned about the security of their parked cycle.
- Just over half cycle less because of concerns about cycle theft.
- More than three-quarters would cycle more if they were confident, they could park their cycle more securely.
- Security is the most important thing to users when parking their cycle, with more than half considering CCTV and lighting as the most important security measure.
- Approximately one third would use secure cycle parking that incurs a cost, while one third would consider it. A cost of up to £30 per year is considered the most appropriate or reasonable cost.
- Several additional comments were received, the common themes being that better stand fixings, more cycle parking spaces including for cargo and adapted cycles, better lighting, and better CCTV are required.

Summary of Key Findings

These findings demonstrate the existing cycle parking at QAT is well used however users have shared safety and security concerns, both at QAT, and in general. Security appears to be a fundamental consideration if we are to strengthen user confidence in this and other similar facilities in Cambridge.

Accessibility is also a key consideration as demand for parking grows from users of cargo and adapted cycles, who tend to require more space to park and manoeuvre these larger cycles.

QAT is a popular cycle parking location with its primary use being access to the adjacent sports and leisure facilities and accordingly most users tend to park for short periods of between 1-3 hours.

There is concern among users about the effectiveness of CCTV in general when it comes to security. There is doubt that cameras and footage are effectively managed and monitored successfully. Any CCTV proposal in future will need to consider this.

Quantitative Summary

For Questions 2, 3, 4, 9, and 10 respondents had the opportunity to select and submit more than one option per question. The key outcomes from all 14 survey questions are summarised below.

- **Question 1. Do you park your bicycle in the Queen Anne Car Park/ Kelsey Kerridge area?**
165 people responded. 81% said yes.
- **Question 2. If you do park your bicycle in this area, where do you park it?**
105 people responded. Of the 147 answers submitted 49% said they park in the covered cycle park, 21% said in the cycle stands outside, and 27% said against the railings outside.
- **Question 3. How long do you usually leave your bike parked at this location?**
107 people responded. Of the 109 answers submitted 82% said they park for 1-2 hours, 13% said for less than 1 hour, and 5% said for between 4-6 hours.
- **Question 4. For what purpose do you use this location?**
107 people responded. Of the 143 answers submitted 68% said they use it for leisure, 17% said for shopping, and 7% said for access to key facilities such as healthcare.

- Question 5. Have you ever had your bicycle stolen from this, or another cycle parking facility in Cambridge?**
 164 people responded. 55% said no, 37% said yes, from another location, and 8% said yes, from this location.
- Question 6. Are you concerned about the security of your parked bicycle?**
 166 people responded. 95% said yes.
- Question 7. Do you cycle less due to concerns about cycle theft?**
 166 people responded. 51% said yes.
- Question 8. Would you cycle more if you were confident that you could park your bicycle securely?**
 164 people responded. 77% said yes.
- Question 9. Which is most important to you when parking your bicycle?**
 165 people responded. Of the 217 answers submitted 63% said security, 25% said convenience, and 11% said sheltered/ covered parking.
- Question 10. If security is most important to you, what security measures do you consider key?**
 106 people responded. Of the 289 answers submitted 28% said CCTV, 25% said lighting, 13% said signage, and 11% said cycle lockers requiring a fee.
- Question 11. Would you use a secure cycle parking area which would incur a cost?**
 166 responded. 37% said no, 34% said maybe, and 29% said yes.
- Question 12. What would you consider an appropriate or reasonable cost to be for secure cycle parking?**
 98 people responded. 37% said up to £10 per year, and 32% said up to £30 per year.
- Question 13. If cycle lockers were available, would you make use of this facility?**
 165 people responded. 41% said Maybe, 38% said No, and 21% said Yes.
- Question 14. Would you be prepared to pay for the use of a locker?**
 104 responded. 50% said Maybe, 38% said Yes, and 12% said No.

Qualitative Summary

Questions 2, 4, 9, 10, and 12 enabled respondents to make comments under the option 'Other (please specify)'; and the key outcomes are summarised below. Questions 15 and 16 provided opportunity for additional comments, these are also summarised below.

- **Question 2. If you do park your bicycle in this area, where do you park it? (Other (please specify))**
 - By the public toilets and/ or railings alongside Parker's Piece.
 - As close to CCTV view as possible.
 - In front of the university.

- **Question 4. For what purpose do you use this location? (Other (please specify))**
 - For the swimming facilities.
 - To access the Kelsey Kerridge sports centre.

- **Question 9. Which is most important to you when parking your bicycle? (Other (please specify))**
 - Security is most important; CCTV is not useful.
 - Cycle parking for ALL types of bikes.
 - Availability of parking.

- **Question 10. If security is most important to you, what security measures do you consider key? (Other (please specify))**
 - Good quality stands that are not bolted down.
 - Regular reviewing of CCTV footage that can be used for prosecutions.
 - Security patrols.
 - CCTV not useful.
 - Cycle theft is not taken seriously.
 - Action taken against thieves.
 - Easy to secure a bike/ lock to.
 - Storage that is close to high traffic areas.
 - Accessible stands/ storage for a variety of different types of bikes.
 - Permitted access only area.

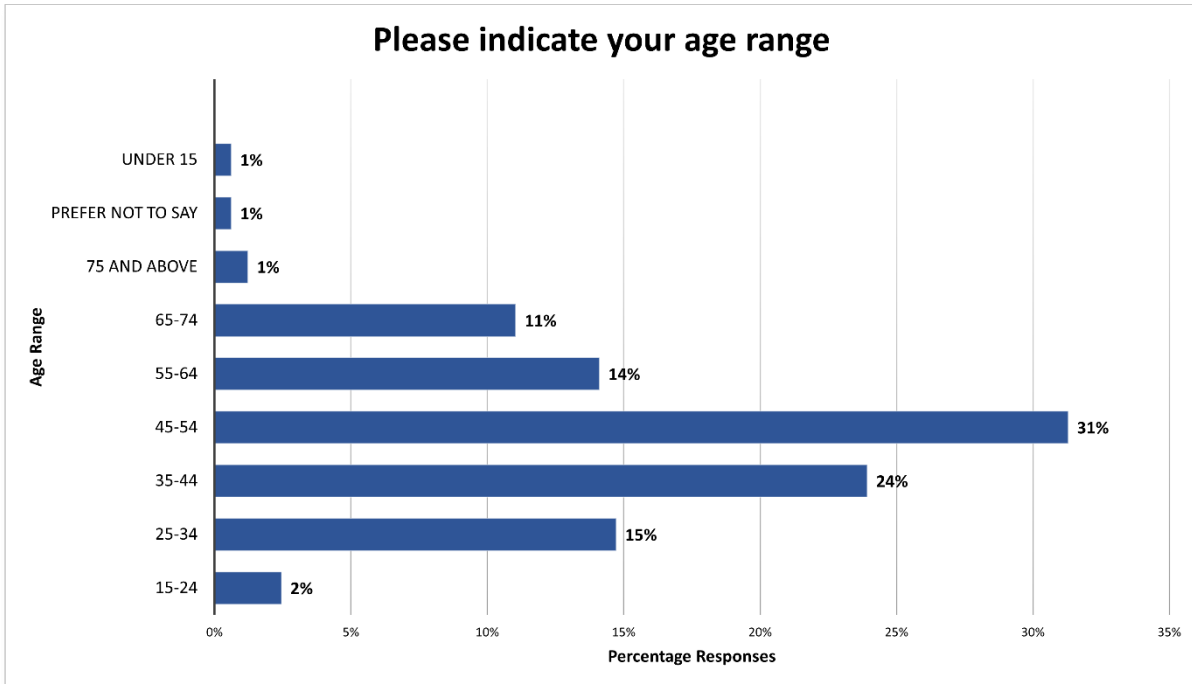
- **Question 12. What would you consider an appropriate or reasonable cost to be for secure cycle parking? (Other (please specify))**
 - Pay as you go.
 - £50 per year, inclusive of children's bikes.
 - Cost shouldn't be on user.
 - £200 per year.

- Warden with receptionist - photo of owner and bike taken on entry and exit, including issuing a ticket.
 - Annual fee would put user off as does not use cycle parking enough.
 - Add cost to sports membership.
- **Question 15. Do you have any additional comments or suggestions which you would like to make regarding cycle parking in this area?**
 - Bike stands bolted into the floor, such as in the undercover area, are no good.
 - More cycle parking spaces.
 - More/ keep dedicated space for cargo or adapted cycles.
 - Poor lighting - the area is dark and can at times feel unsafe.
 - 24/7 CCTV that is checked.
 - Area needs to be manned or patrolled.
 - Good access to QAT from the road.
 - Cycle theft in Cambs is a big problem.
 - Good quality CCTV that can identify thieves.
 - An annual fee would only be of interest if it could be used at multiple locations.
 - **Question 16. We have a duty to ensure that our work promotes equality and does not discriminate or disproportionately affect or impact people or groups with protected characteristics under the Equality Act 2010. Please comment if you feel any new proposals in this area would either positively or negatively affect or impact on any such person/s or group/s.**
 - Suggestions/ concerns around accessibility, safety, and security measures for users of different bikes such as those with cargo bikes, trikes, or adapted bikes etc. and for people with disabilities, the elderly, and people with children.

Demographic Summary

Age range

163 people responded to the question about their age range. Most responses came from people aged between 45 and 54 (31%) and those between 35-44 (24%), and while people aged between 25-34 (15%) and 55-64 (14%) were well represented, those 24 and under (3%) and 75 and over (1%) were underrepresented.



Disability or health condition

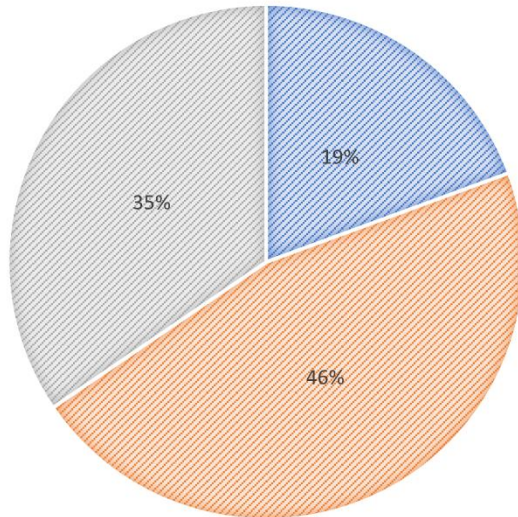
161 people answered the question about whether they have a disability or health condition that affects the way they travel. 91% said they did not, 11% said yes, they did, and 4% said they would prefer not to say.

APPENDIX A. Quantitative Survey Results

The following charts show the consultation responses received in response to their opinions on cycle parking at QAT, and in general.

Q1. DO YOU PARK YOUR BICYCLE IN THE QUEEN ANNE CAR PARK/KELSEY KERRIDGE AREA?

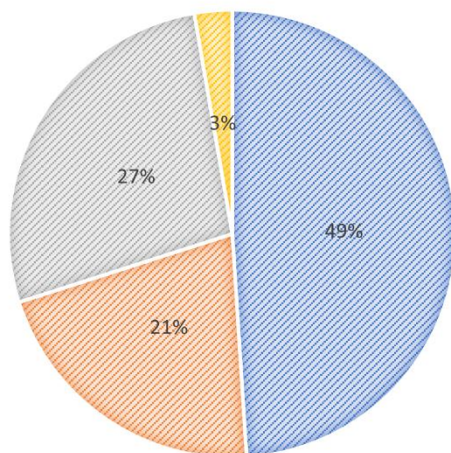
- Yes, often (at least once a week)
- Yes, occasionally (less than once a week)
- No



Q1. Do you park your bicycle in the Queen Anne Car Park/ Kelsey Kerridge area?	Responses	% Responses
Yes, occasionally (less than once a week)	76	46%
No	57	35%
Yes, often (at least once a week)	32	19%
Grand Total	165	100%

Q2. IF YOU DO PARK YOUR BICYCLE IN THIS AREA, DO YOU PARK IT:

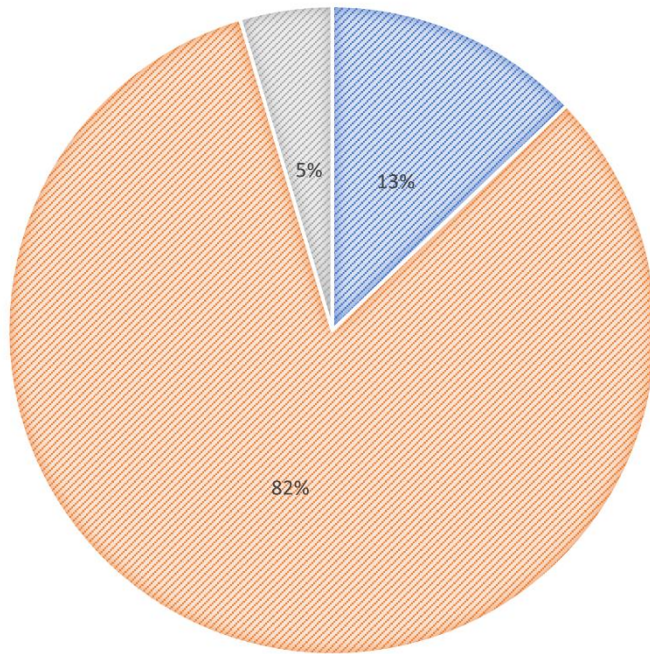
- In the covered cycle park within the car parking area, secured to the cycle stands provided
- Secured to the cycle stands outside and to the front of the car park
- Secured to the railings near the swimming pool
- Other (please specify)



Q2. If you do park your bicycle in this area, do you park it:	Responses	% Responses
In the covered cycle park within the car parking area, secured to the cycle stands provided	72	49%
Secured to the railings near the swimming pool	40	27%
Secured to the cycle stands outside and to the front of the car park	31	21%
Other (please specify)	4	3%
Grand Total	147	100%

Q3. HOW LONG DO YOU USUALLY LEAVE YOUR BIKE PARKED AT THIS LOCATION?

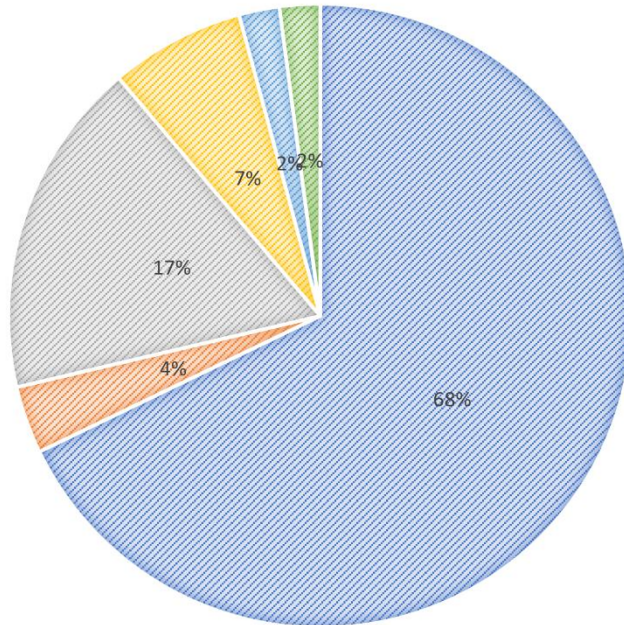
■ Less than 1 hour ■ 1-3 hours ■ 4-6 hours



Q3. How long do you usually leave your bike parked at this location?	Responses	% Responses
1-3 hours	90	82%
Less than 1 hour	14	13%
4-6 hours	5	5%
Grand Total	109	100%

Q4. FOR WHAT PURPOSE DO YOU USE THIS LOCATION?

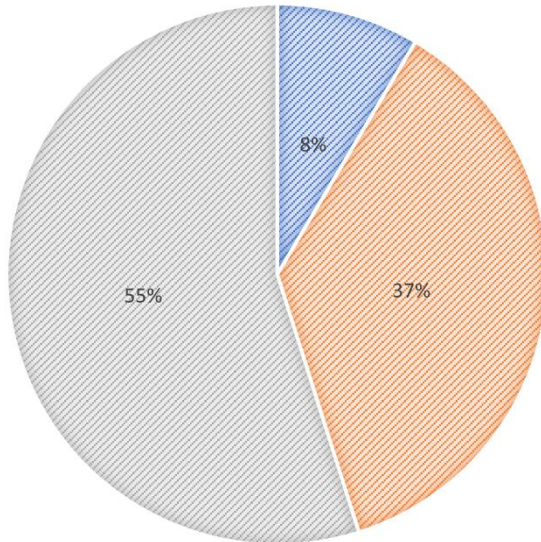
- Leisure
- Shopping
- Education
- Work
- Access to key facilities e.g. healthcare
- Other (please specify)



Q4. For what purpose do you use this location?	Responses	% Responses
Leisure	97	68%
Shopping	25	17%
Access to key facilities e.g., healthcare	10	7%
Work	5	4%
Education	3	2%
Other (please specify)	3	2%
Grand Total	143	100%

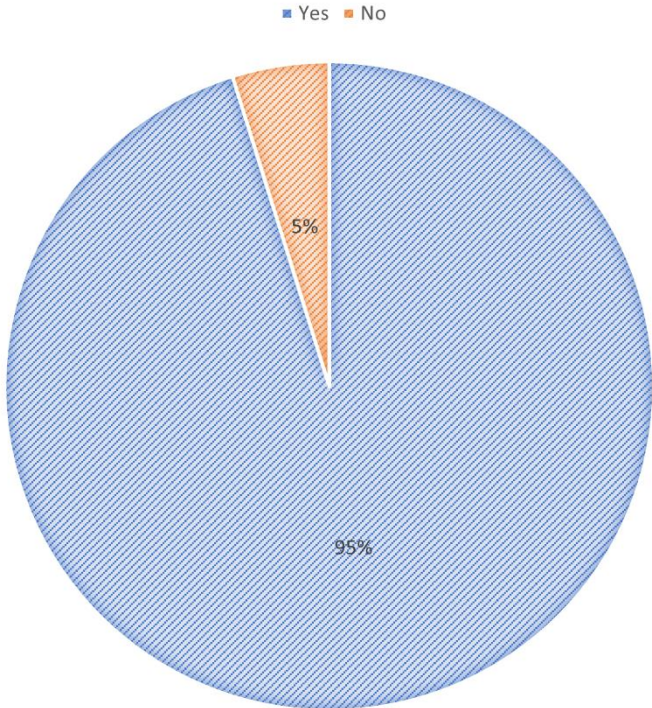
Q5. HAVE YOU EVER HAD YOUR BICYCLE STOLEN FROM THIS, OR ANOTHER CYCLE PARKING FACILITY IN CAMBRIDGE?

■ Yes, from this location ■ Yes, from another location ■ No



Q5. Have you ever had your bicycle stolen from this, or another cycle parking facility in Cambridge?	Responses	% Responses
No	90	55%
Yes, from another location	60	37%
Yes, from this location	14	8%
Grand Total	164	100%

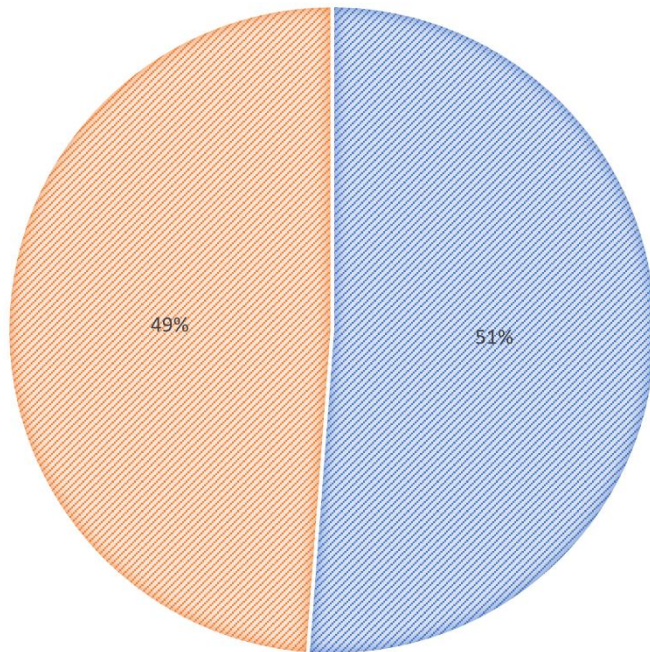
Q6. ARE YOU CONCERNED ABOUT THE SECURITY OF YOUR PARKED BICYCLE?



Q6. Are you concerned about the security of your parked bicycle?	Responses	% Responses
Yes	158	95%
No	8	5%
Grand Total	166	100%

Q7. DO YOU CYCLE LESS DUE TO CONCERNS ABOUT CYCLE THEFT?

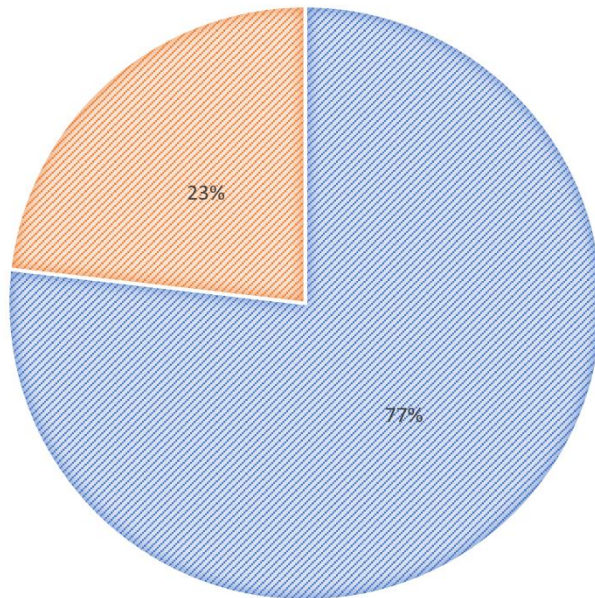
■ Yes ■ No



Q7. Do you cycle less due to concerns about cycle theft?	Responses	% Responses
Yes	85	51%
No	81	49%
Grand Total	166	100%

**Q8. WOULD YOU CYCLE MORE
IF YOU WERE CONFIDENT
THAT YOU COULD PARK YOUR
BICYCLE SECURELY?**

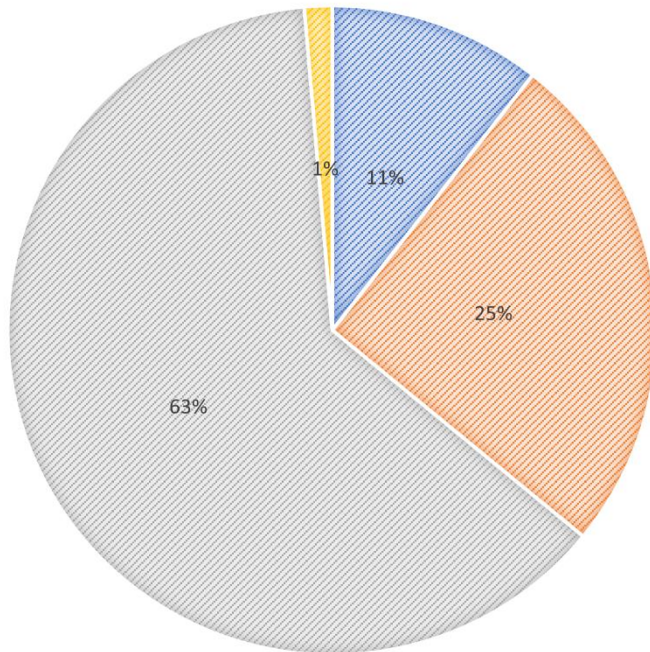
■ Yes ■ No



Q8. Would you cycle more if you were confident that you could park your bicycle securely?	Responses	% Responses
Yes	126	77%
No	38	23%
Grand Total	164	100%

Q9. WHICH IS MOST IMPORTANT TO YOU WHEN PARKING YOUR BICYCLE?

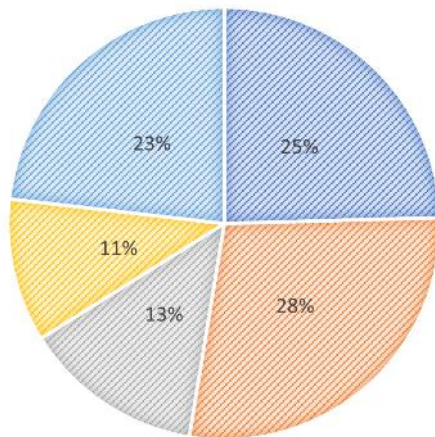
■ Sheltered/covered parking
 ■ Convenience
 ■ Security
 ■ Other (please specify)



Q9. Which is most important to you when parking your bicycle?	Responses	% Responses
Security	136	63%
Convenience	55	25%
Sheltered/ covered parking	23	11%
Other (please specify)	3	1%
Grand Total	217	100%

Q10. IF SECURITY IS MOST IMPORTANT TO YOU, WHAT SECURITY MEASURES DO YOU CONSIDER KEY:

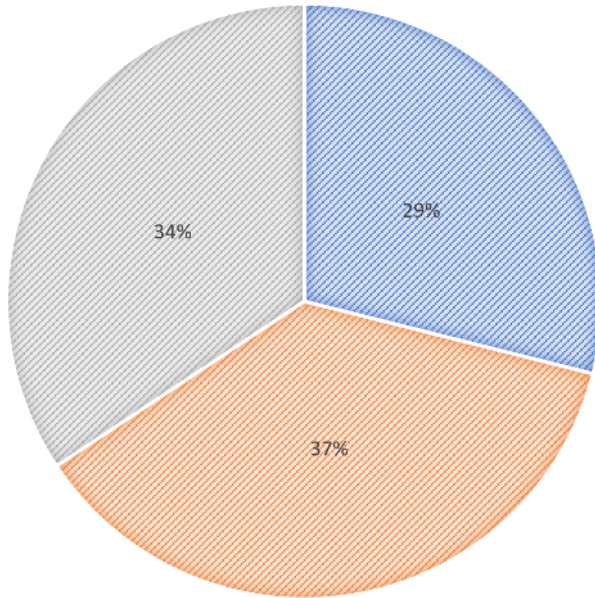
- Lighting
- CCTV
- Signage, including, for example, notifying of CCTV and prosecutions
- Cycle lockers, requiring a small fee
- Other (please specify)



Q10. If security is most important to you, what security measures do you consider key:	Responses	% Responses
CCTV	81	28%
Lighting	71	25%
Other (please specify)	67	23%
Signage, including, for example, notifying of CCTV and prosecutions	39	13%
Cycle lockers, requiring a small fee	31	11%
Grand Total	289	100%

Q11. WOULD YOU USE A SECURE CYCLE PARKING AREA WHICH WOULD INCUR A COST?

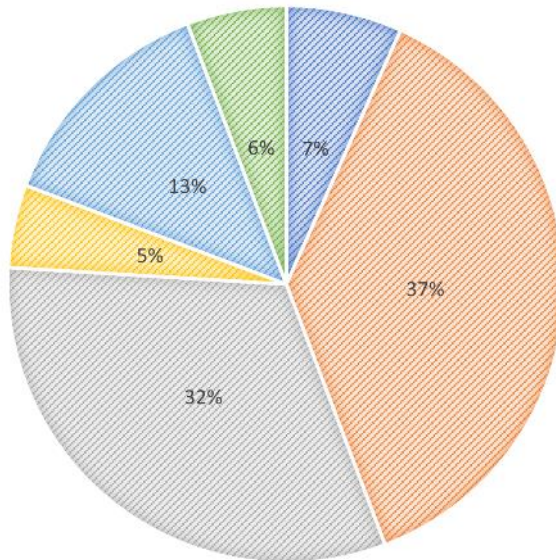
■ Yes ■ No ■ Maybe



Q11. Would you use a secure cycle parking area which would incur a cost?	Responses	% Responses
No	61	37%
Maybe	57	34%
Yes	48	29%
Grand Total	166	100%

Q12. WHAT WOULD YOU CONSIDER AN APPROPRIATE OR REASONABLE COST TO BE FOR SECURE CYCLE PARKING?

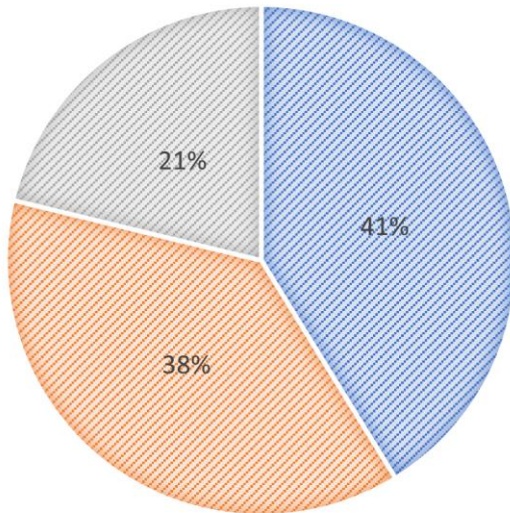
■ Free
 ■ Up to £10 per year
 ■ Up to £30 per year
■ Up to £50 per year
 ■ Pay as You Go
 ■ Other (please specify)



Q12. What would you consider an appropriate or reasonable cost to be for secure cycle parking?	Responses	% Responses
Up to £10 per year	39	37%
Up to £30 per year	33	32%
Pay as You Go	14	13%
Free	7	7%
Other (please specify)	6	6%
Up to £50 per year	5	5%
Grand Total	104	100%

Q13. IF CYCLE LOCKERS WERE AVAILABLE WOULD YOU MAKE USE OF THIS FACILITY?

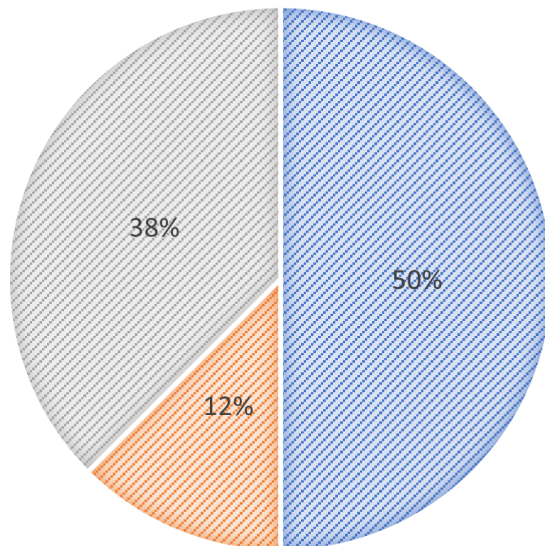
■ Maybe ■ No ■ Yes



Q13. If cycle lockers were available would you make use of this facility?	Responses	% Responses
Maybe	68	41%
No	62	38%
Yes	35	21%
Grand Total	165	100%

Q14. WOULD YOU BE PREPARED TO PAY FOR THE USE OF A LOCKER?

■ Maybe ■ No ■ Yes



Q14. Would you be prepared to pay for the use of a locker?	Responses	% Responses
Maybe	52	50%
Yes	39	38%
No	13	12%
Grand Total	104	100%

APPENDIX B. Qualitative Survey Results

The following table includes all individual comments, these include those for Questions 2, 4, 9, 10, and 12 which enabled respondents to make comments under the option 'Other (please specify)'; and for Questions 15 and 16 which enabled respondents to make any additional comments.

Question 2. If you do park your bicycle in this area, do you park it: (Other (please specify))	
01	By the public toilets or railings alongside Parker's Piece
02	As close to CCTV view as possible
03	attached to the edge of parkers piece
04	in front of the university
Question 4. For what purpose do you use this location? Please note this question is not mandatory. (Other (please specify))	
01	To use Kelsey Kerridge sports centre
02	Swimming training
03	Getting exercise at swimming pool
Question 9. Which is most important to you when parking your bicycle? (Other (please specify))	
01	Security is the most important, but I also ticked other because if security like CCTV is used the police don't have time to view it, it's often not working, there is GDPR issues - and the list goes on.
02	Having cycle parking for ALL types of cycles.!!! Cargo bikes exist !!!
03	Availability of any parking at all
Question 10. If security is most important to you, what security measures do you consider key: (Other (please specify))	
01	Cycle stands that are easy to securely lock a bike to.

02	CCTV is useless since you can't ways see the thief and the police do not have resource to investigate/prosecute
03	Active security staffing of larger parking facilities, and frequent reviewing of CCTV (which should be high quality) by council and actioning by police. Quality of stands is important, with bolt down stands being a big risk when parking a bike as they can be unbolted/angle grinded off.
04	Supervisory on-site staff, i.e. 24-hour on-site security to guard the swimming pool, gym, cycle park and car park. CCTV-based prosecutions are rare. Cambridge station Cyclepoint has proven that thieves are not deterred by signage or CCTV alone.
05	Cycle lockers are only useful to me if I can buy an hour or a day rather than permanent hire. Police need to follow up on CCTV evidence: so many times cycle theft not investigated because you don't know exactly when your bike was stolen and nobody can be bothered to look through footage and won't let you do it. Cycle stands need to be accessible to all including cargo bikes, trikes and heavy electric bikes. Only 2-tier stands = not accessible. Stands need to be secure - not easily defeated by carrying a spanner, not quick to saw through.
06	CCTV is only useful if there is some effort made after a theft to investigate...this does not happen, according to friends who have had their cycles stolen from the station e.g.,
07	Patrols, in person surveillance, permitted access only.
08	Proximity to a high foot traffic area to deter thieves
09	CCTV is pointless. It is not a deterrent and unfortunately most of the time it seems footage is not reviewed. Cases closed without even bothering to look at CCTV.
10	Actually, reviewing CCTV, properly anchoring stands to the ground
11	There must be something to which a U-lock can be used to attach the bicycle frame and rear wheel, and which is firmly attached to the scenery. Sheffield stands which are only bolted down are a good example of something which looks ideal but is far too easily compromised.
12	Cycle lockers not requiring a small fee. Security patrols. It's no good having CCTV if requests for it to be reviewed are ignored or brushed off.

	Secure bicycle hoops that cannot be unscrewed from the floor.
13	Bars that can't be unbolted from the floor
14	Secure racks that don't unbolt from the floor with an inbuilt secondary rail for chain locks to enable both frame and wheels to be secured
15	Controls on access, i.e., need to show id to gain access
16	If stolen needs to be an easy way to look at CCTV. A better solution would be to have a separate human monitored area where you could pay a pound an hour etc and get a ticket. This would raise so much money and mean people feel safe leaving bikes there, amount of cycle theft is insane, amount of criminals who get away as no investigation insane.
17	All of the above, prevention, proper prosecution off offender,
18	Proactive monitoring of CCTV and action being taken against thieves
19	Manned parking or patrolled parking
20	Simple, tamper-proof bike stands, e.g., Sheffield stands, or A-stands, concreted into the ground.
21	Patrolling CPOs or other security staff
22	Security patrols
23	Secure stands that bikes cannot be lifted from the ground and where I can lock both wheels and my frame easily. I would say CCTV but that has been useless in the past as the police won't review it.
24	It's no use having CCTV. No- one monitors it so bikes get stolen and are miles away by the time the owner comes back. Police do not take cycle theft seriously enough. I can't have another £500 bike stolen and find " there's nothing can be done about it".
25	How busy it is, because people will notice someone trying to hack through a lock if it's busy and I suppose most thieves won't bother.
26	Secure stands that are not easily unbolted from the floor!
27	That the attachments are secured correctly (e.g., a thief can't simply unbolt them), that the CCTV will be checked if a bike is stolen, without lame excuses as happens with the parking at Cambridge Station.

28	CCTV actually being used when theft has occurred. Proper punishment for theft of bikes. A new system for selling bikes such as proof of purchase or a paper of ownership.
29	CCTV is useless if they refuse to use it in case of theft. Thieves in Cambridge are aware of this, and CCTV is not a deterrent.
30	Cycle racks properly bolted to the ground not like the new ones you installed in this car park
31	I don't know what the most effective security measures are, but I know that CCTV is next to useless if no one will look at the footage. I don't see signage as a deterrent, for the same reason. Prosecutions rarely happen and thieves know it.
32	Really secure cycle stands (not screwed into the ground for example...)
33	CCTV is excellent only if it is high resolution and when my bike was stolen from Cambridge Train station the CCTV was not looked at due to data protection. So, I ask the only real-time system available to evidence and photograph cycle thieves must be viewable with the source data used.
34	Assurance of a drug free vicinity. No beggars or urine
35	Visibility from public areas, proper monitoring and use of CCTV, proper secure places to lock bikes (including more spaces for cargo bikes - there are only two at Parkside, and these are often already taken).
36	Either a person manning it or like Bedford a phone app to book it in and out
37	Cycle lockers with fee BUT only if it's paying towards a security person with the sole job of keeping bikes secure.
38	physically robust stands that are accessible for placing the cycle and lock(s)
39	CCTV useless as police don't bother looking at it and individuals can't look at it, the only way bikes would be safe would be a locked area with a guard on the door and you would have to register your bike when you leave it there and produce a ticket on collection, anything else is not secure
40	Proper stands that are secure
41	Secure anchor point ie not the crappy ones that thieves remove wholesale like at Cambridge north station!
42	Good surveillance

43	The racks that are embedded in concrete are basically theft proof permitted one gets a good lock. Has my bike stolen from one of the bolted-on stands. As my bike was stolen from in front of the gym entrance around 8pm, I doubt CCTV will matter UNLESS cam police actually use it to identify (frequent) thieves around Cambridge.
44	Not being able to unscrew the Sheffield stands from the ground would be a major advance!!!!!!
45	Enforcement by police- cycle theft crimes are not currently taken seriously
46	Structures to lock bike to that are fit for purpose - cannot be unscrewed/lifted from ground etc, not easily sawed through
47	Stands that are secure. Current D stands are often loose
48	Stands concreted into the ground - not unscrewable! CCTV seems useless unless footage can actually be obtained.
49	Frequent surveillance by passers-by is a great deterrent to theft. I chain my bike to the railings where it can be seen and do not use the QA cycle parking because it is hidden from view.
50	Not just CCTV, but CCTV that is monitored, recorded, accessible to theft victims and actually used to identify and prosecute thieves. Multiple camera angles to make identification more likely. I understand police are short of resources; victims and other volunteers would be willing to check the CCTV stream. Find a way past the GDPR obstacle to viewing footage, it is ridiculous that the tech is not effectively used at Cycle Point. Secure cycle parking should be free.
51	Sufficient fixed bars etc to lock my bike to
52	A strong lock
53	Natural surveillance
54	Stands that are secure and can't be unbolted by thieves. CCTV that can actually be used if a bike is stolen (I have heard the police refuse to look at the CCTV at the railway station cycle park).
55	Space for cargo bikes (sometimes my fear is I won't find a space big enough) and good quality robust stands (my insurance requires stands to be cemented in & any bolts sheared off)

56	Sturdy cycle stands that are not easily to steal from. They need to suit both men and women's bikes and be attached to the ground in a way that they can't be unbolted.
57	Employed security person. This city is rife with cycle thefts. Lockers are broken in to. CCTV is always unavailable, broken or police haven't the time to view it. Everyone I know has had a bike stolen - sometimes more than once - the whole country knows Cambridge is a hotspot of cycle thefts.
58	Having a secure stand that is easy to use
59	Secure bike stands than cannot be unscrewed from ground
60	Valet parking like at Rutland Cycling in Grand Arcade.
61	Decent racks that aren't easily removed by thieves as they currently are at Queen Anne. Racks that have a cross bar so that even if the rack is removed the bicycle is still attached to the frame.
62	the police actually doing something when you report a stolen bike. They do nothing and any other stuff is merely a deterrent. Selling on stolen cycles needs to be cracked down on rather than ignored.
63	Properly fixed secure bike stands
64	Solid rails to lock my bike to
65	solid stands which cannot be unbolted from the floor; a responsible attitude on the part of whoever operates the cycle facility
66	Clear evidence that police are routinely pursuing criminals who steal bikes. The cost of cargo bikes (such as ours) is £3-6k, so criminal punishments really ought to start reflecting this.
67	A secure bike hoop, to lock the frame of my bike to with a D-lock, that cannot easily be unscrewed or otherwise compromised by a thief
Question 12. The management and maintenance of a secure cycle park has an ongoing cost. What would you consider an appropriate or reasonable cost to be for secure cycle parking? (Other (please specify))	
01	I feel the option for lay as you go and to pay monthly would be of benefit. I would be interested in concessions to for children's bikes. For example, I would be happy to pay £50 per year for me and my children's bikes to be kept secure.

02	The cost should be paid out of council tax to encourage the use of cycling which reduces pollution. The council should commission a cost benefit analysis of properly secure free cycle parking against the cost of damage to the health of the population from airborne pollution.
03	The cost shouldn't be on the individual, that's unfair to us. We already have to buy locks to prevent theft.
04	Pay as you go or up to £200/ year. Old fashioned warden with a receptionist. Photo of bike and rider mandatory on way in and way out. Ticket for individual and ticket for bike scanned in and out. Where ticket for individual and bike do not match. Bike does not leave.
05	I only park there when visiting the swimming pool in the school holidays with the children. This is not often enough to go to the effort of working out how to pay annually. An annual fee would put me off completely. I'm happy to pay a bit on the door, but it has to be *really* easy for me to understand how to use (it's me and three children), otherwise we just wouldn't bother.
06	Combination of pay as you go or as an add on subscription with Sports centre membership
Question 15. Do you have any additional comments or suggestions which you would like to make regarding cycle parking in this area?	
01	Ideally getting to it from the road and vice versa would be more segregated from cars and pedestrians and reduce conflict.
02	I think the access route to the parking area needs to also be secure, well-lit and feel safe. At the moment the parking is in a dark narrow passage where it can feel rather unsafe at times, even if it in fact may be safer than it looks, not only for the bike, but also for its owner. In town I tend to use a bike being part of my workspace's bike pool, which requires it to be securely fastened to something - which is sometimes hard to achieve in a crowded place with either too few parking stations or too little space between them. I also need to wear a helmet which I would love to store securely with the bike, or nearby in a locker.
03	Cambridges reputation as cycle theft capital of the UK is embarrassing. Local residents forced to clog roads and drive to the centre as can't guarantee your cycle won't be stolen, even with three or four locks on it. I'd love to cycle into town to use leisure and hospitality more, but the theft risk is too high. Four bikes to replace £2,500.00, I'd sooner drive or not go!

04	Sometimes difficult to find a space - more cycle parking would be better. Inside the car park its very dark and I wouldn't feel safe on winter evenings or at night
05	Whatever is decided, there needs to be some dedicated spaces for cargo or adapted cycles in all areas (card access and standard stands) and access needs to be easy from the street. Currently the only routes into the cycle parking are from busy roads or pavements without room for cycles. Improving access to the parking from nearby cycleways (parker's piece etc.) would make the whole area more useable.
06	Having a good cycle path _to_ the storage is also key. Cycling directly to queen anne terrace is actually not super easy.
07	One of the biggest problems with the QA Terrace cycle park is access. Gonville Place is a busy road (part of the inner ring road) with no cycling infrastructure and no direct access from the cycle paths on Parker's Piece. The whole area needs to be redesigned for people walking and cycling.
08	I ride an old, unattractive bike so I'm not hugely concerned about security though I don't want it to be stolen and do aim to cycle it to something rigid.
09	I don't need to park regularly in this area, so would probably park my bike elsewhere.
10	I didn't know Queen Anne car park had cycle parking! I used to cycle past every day until the pandemic, how did I miss the signage?
11	If you are adopting swipe card access, then instead of using a dedicated card just use the linked contactless payment card (which would be used for the £10/30/50 annual fee) to gain access. Similar to the tap-and-go car parks now, albeit without daily charges.
12	more stands that are accessible and have 24/7 CCTV which is actually checked.
13	Cycle theft is the number one issue for all cyclists in Cambridge. It is unacceptable that the police do not pursue every single case of cycle theft. CCTV is apparently pointless as even where footage of theft is available, it is not used to help to investigate/prosecute.
14	Please investigate a city wide light tough locker scheme incorporating an entry tag system. This has been proven elsewhere.

15	more racks & security cameras
16	I don't expect the bike stands to be the weak link in the security; alas the ones just bolted to the floor as in the undercover area have been exactly that.
17	I assume you are aware from the current data that bicycle thefts are out of control within the city of Cambridge. This location in particular is no different. Improvements need to be made this year ideally. The sooner the better. Too many times have I witnessed through photographs the same individuals potentially stealing bikes. It is frustrating to see this crime seemingly go unpunished.
18	Yes, it's absolute paramount to update any cycle racks as thieves unbolt them from the ground with tools!! I help the [redacted] group and the biggest issue with the cycle park for example is the CCTV does NOT work, racks are unbolted and there is no security!!. existing racks the bolts need changing so they are impossible to be undone with power drills., the area needs a secure gate access area for bikes along with appropriate CCTV covering the whole site., cycle lockers are the way forward as bike theft around Cambridge is a daily occurrence!!!
19	It should have good lines of visibility - ideally from the street. Any CCTV must be of a quality where in can be used to identify thieves, not just act as a nominal deterrent. Clear indications of whom and how to contact them in case of incidents would be useful.
20	Cambridge has become the cycle theft capital of the UK. The cycle parks at both stations are a joke. This problem needs to be taken more seriously by the council and police throughout the entire city. Why are you only looking at Queen Anne? Sort them all out.
21	The biggest problem is that most of the racks are not properly secured to the ground.
22	CCTV if available should be easily accessible to view to aid their identification and bike recovery. This should be in an almost immediate time frame.
23	CCTV seems completely useless; it has to be managed with police
24	A secure area needs to be manned or the criminals will simply break in or follow someone in.

25	Spaces for trailer bike cargo bikes, change Sheffield bike racks bars to d bars,
26	CCTV is useless if the owner will not review it, and /or the police will not take action- I am increasingly reluctant to park my bike in town because of the amount of cycle theft and I would NEVER park it at the station cycle park as that is a thieves paradise! Cambridge is a terrible place to cycle!
27	There is no point in having CCTV if it's not actively reviewed and shared to enable prosecutions easily
28	The amount I'd pay for secure parking would depend on how 'secure' it actually was. We know from painful experience that most 'secure' bike parking is anything but.
29	Make sure any CCTV cameras are maintained and working and that thieves are prosecuted
30	QA Terrace is halfway between my home and the city centre, so I am not likely ever to park there.
31	Please increase capacity of sheltered parking and CCTV surveillance
32	Paying for a locker could also be done on a "per use" basis, rather than for a whole year
33	I would pay for a locker happily as long as my bike was insured while in the locker and if it was stolen from one of the lockers it was replaced. However, lockers used in the new build in Trumpington are constantly broken into. Proper research needs to be done.
34	There are not enough spaces, often I have to go to other locations to park my bike. The shared pedestrian and cycle pathway into the covered area by the entrance to Kelsey Kerridge is quite narrow and often congested.
35	CCTV is no good if nothing is done with the video.
36	Q. V.
37	The area could probably be better lit, with a few more rails next to the motorcycle parking area (which is also great, I really appreciate sheltered motorcycle parking!)
38	CCTV is no use unless it's used by the Police to investigate

39	Stands must be concreted in, not bolted down
40	Ease of access is important. Removal of abandoned bikes need to be regular. CCTV needs to work
41	You will need manned staff to prevent theft. CCTV is not useful as theft deterrent if it's not easy to access and the police will not investigate. An effective secure parking would be better than a parking covered by CCTV - with it being useless after the theft
42	You are right that more central cycle parking is needed. I can usually find a space near the market: if all the designated spaces are being used, I attach my bike to [redacted]. But St Andrews Street badly needs more cycle parking. I would not pay for bike parking because I can always find a pole or railing where a parked bike does not inconvenience pedestrians.
43	No need for fancy solutions, just installed bike racks that are properly bolted to the ground. A cycle was stolen in that location by somebody having enough time to unbolt the rack
44	The charging of an annual fee for a card to access secured parking would be of interest only if I could use this at multiple locations across the centre of Cambridge e.g., Grand Arcade, Queen Anne etc
45	All the security in the world means nothing if there is no backup policing and no attempt to tackle the root causes. Thieves will eventually find a way to circumvent any measures you put in place.
46	More cycle parking is ALWAYS welcome
47	If by 'this area' you mean Cambridge central, then there is a desperate need for more parking for bikes for less than half a day i.e., cycling in from surrounding villages to shop or attend appointments in central Cambridge
48	I think we generally need _more_ bike parking rather than more secure ones. It is always such a struggle to find a place for your bike where you can lock it to the bicycle stand.
49	View the Cambridge Stolen Cycles page on Facebook for direct feedback. Many cycles security fails, good intentions but the racks are easily broken, or secure bolts removed
50	Needs to be well lit & welcoming. Have avoided park street for cycle parking after witnessing drug taking in the area

51	In non-covid times, we use the bike area under sufferance - I hate using it, it gives the impression of being very insecure for our bikes!
52	Please ensure you keep and increase the number of cargo bike parking spaces. There are no questions in this survey about the type of bike - family bikes and even large baskets often require more space
53	The trouble with more secure bike parking (as at station) is that I have been followed in by people asking for money when there very early or very late, and it is much more alarming than being out in the open. So I prefer outdoor racks.
54	CCTV is pointless without someone to view it.
55	More properly installed Sheffield stands and hoops for bon-standard/cargo bikes, with better visibility from reception, would be my priority.
56	Having had my bike stolen from a locked shed I would want to be sure that it was secure - CCTV isn't good enough
57	Any additional cycle parking should not be at the expense of any PTW / motorcycle parking at a time when that should also be encouraged as a sustainable form of transport.
58	IF secured bike facilities are provided, thorough research needs doing. I've seen ones broken into so many times. The public don't want some half-cocked job.
59	Almost everything about the cycle park is OK, except that the existing stands are wobbly and not well anchored at/below the paved surface.
60	If you use a swipe card entry system criminals can get hold of a swipe card, they can break into any locked storage area or wait for someone else to enter and follow them in, unless there is manned security it is not secure
61	All of Cambridge needs more support for cyclists
62	You want us to pay for secure cycle parking? You really are money grabbing! I thought you wanted to encourage cycling?
63	There is CCTV for the car park but not for the cycle parking area which is ridiculous. Also, CCTV needs to be monitored so that security personnel can intervene, or an alarm system triggered when a crime is in progress

64	<p>My [redacted] friend is relying on their tricycle as her main mode of independent transport. She is [redacted]. She would not be able to walk forward and backward to get swipe cards etc.</p> <p>Any bike locker would need to be big enough to get her tricycle in and do all the other things need to be done such as getting stuff off the bike, additional locking the bike, picking up dropped keys etc.</p> <p>My [redacted] friend is very concerned about the security of her bike. She also would need exceptionally good lighting to be able to find her key which [redacted], and to hit the lock.</p> <p>All this may sound [redacted], but as above, it is extremely important for her to be able to use her tricycle and the independence that comes with it.</p>
65	<p>Improve the lighting, put pressure on the police to prevent and investigate theft. Ensure cargo bike and trike parking is available. Patrol the area regularly</p>
66	<p>I used to attend the Parkside gym and parked my bike outside at the stands there. My bike was never stolen, perhaps because I had a fairly decent lock, but there were often kids hanging around who I suspected were looking for easy targets, and I'm sure I saw people with equipment for stealing bikes. Regular patrols by PCSOs or other staff would help. I don't know of cctv overlooks it but that must mean it wasn't obvious. It always seemed a bit hidden there, but not completely, and kids etc weren't hiding what they were doing. Regular cycle parkers would probably be interested in card access to secure parking, but would this leave anyone else vulnerable?</p>
67	<p>The bikes I see get stolen are either 1) poorly secured or 2) stolen from bike stands that can be unbolted such as the ones at Parkside or Cambridge North. The council should never use those bolted on stands again. They're a waste of taxpayer funds altogether.</p>
68	<p>That is ridiculous to ask for payment!!! Just give us cycle stands that cannot be unbolted from the floor and get the police to actually take cycle theft seriously. The CCTV needs to be SWITCHED on and LOOKED At!!!!</p>
69	<p>It just needs normal Sheffield stands, secured so that they cannot be unscrewed or pushed over. Swipe cards and lockers are just a gimmick. CCTV, secure stands, more space, and space for cargo bikes would be sufficient. I think space can be reallocated from the nearby car spaces. The</p>

	location of the cycle parking is good - moving it elsewhere will result n lower usage, I think.
70	It has never occurred to me to park my bike at Queen Anne, because the cycle parking at Grand Arcade or Park Street are so much closer to where I want to go. Queen Anne is a place I might park my car if driving into town, because it's cheaper and easier to get to than the other car parks. But the joy of bike transport is being able to get as close as possible to where you are going, within reason.
71	Proper well angled CCTV that staff are prepared to search when thefts occur, manned storage areas. I would only use occasionally as only use city for leisure - I'd pay on a per use basis if necessary.
72	Cycle parking should have ample free secure parking to encourage as many people as possible to cycle into town. A covered but bright and visible space with CCTV to discourage theft. Space for cargo bikes and availability of the bike and buggy scheme would be great.
73	Need more. Needs to be free of loitering and urination. Great lighting. Secure stands. Child friendly. Adequate space for cargo bikes. Close to swimming pool.
74	Cargo and hand cycle bike parking needs to be reserved for those types of bikes. Often it is used by regular bikes making it hard to park larger ones
75	A dry area with overt and covert CCTV is needed. The current 'U' stands can be lifted out of the ground and are thus not secure.
76	Cycle lockers may not be suitable for non-standard bikes, e.g., with child seats or trailer/tandem attachments.
77	Stands need to be concreted into the ground. CCTV is only useful if actually obtainable in the event of theft!
78	QA location is good for Kelsey Kerridge but for shopping parking is available nearer to shops. A network of card-entry cycle-parks across the city with proper racks and accessible CCTV would be worth paying for. Empty shops could be used for this.
79	Secure cycle parking should be free. Sheffield type stands must be truly securely set into the concrete, not just with bolts that can be undone.

	Space for cargo bikes and trikes must be provided and (somehow) reserved for their use. Dunno how you actually do that.
80	There is definitely insufficient cycle parking, with most people having to resort to lamp stands, signposts, private railings, or fencing (e.g., around Parker's Piece, if you can get a decent D-Lock to fit).
81	There is quite limited cycle parking in this area, and it is not appropriate for all bikes (e.g., Dutch bike; cargo bike for kids). The current bike stands are not secure. I would like to see free, secure parking for all users.
82	I'd like to see better lighting in the cycle park and for it to feel more like part of the leisure complex (e.g., a bit more overlooked and better maintained).
83	Ensuring that there is sufficient space for cargo bikes
84	Looks to me as though this is completely out of proportion (meant constructively!) and the money would be better spent elsewhere.
85	I park my cargo bike here when visiting Parkside pool. The existing cargo bike parking is the best I've come across in Cambridge. Clear signs and a ground anchor make it clear it's for cargo bikes. Great!
86	I have a heavy Dutch bike with [redacted]and [redacted]. I am [redacted]. I cannot use the lift-up bike racks.
87	I think the bike stands that are outside Boots in the centre of town and Sainsbury are difficult to use because they are a bit close together and it's sometimes really tricky to get a bike in and manage to lock it.
88	Space required for a bike with double with child trailer. If there was space to store and secure such a bike without having to separate the trailer, I would be much more likely to use the faculty
89	It would be good to have parking in a busy area with lots of people passing. The undercover cycle storage on the ground floor of the car park feels quite tucked away & therefore not as safe as being in an open area
90	What would be fantastic is if the CCTV that is already there was manned and acted on immediately rather than having to incur extra charges just for using our bikes and parking here or in town or anywhere else. What is the point of the CCTV if it is not used, and we are not allowed to access it? Who does it serve? It seems ridiculous.
91	I'd be more willing to pay for secure lockers in places where I'm likely to leave the bike for a long time (like the train station) If the Queen Anne cycle

	parking would also be appropriate to use when trips on National Express, I'd be more inclined to pay in those instances.
92	More cargo bike spaces! Better lighting.
93	<p>Parking in this area is undoubtedly useful for anyone using the swimming pool or sports centre, or working nearby, but not for cyclists wanting to shop in the city centre, for instance.</p> <p>Unlike car parking, where shoppers park in one place and then go shopping etc., cyclists like to park their bikes near to shops, the market, cinemas, outside schools etc. so it would be very helpful if more cycle parking was available throughout the city. This is particularly important for cyclists transporting small children. (The present rent-a-bike and rent-a-scooter schemes don't help either). Cyclists or cycling organisations could perhaps be called upon to advise about heights and spacing of bike parking too. If bikes are used for family transportation and/or shopping for a family, bike racks need to be further apart, or are unusable.</p>
94	Do not invest in cycle lockers unless they are protected by a security person. Trumpington has had all their lockers broken in to. They are not secure. Do your research.
95	The existing stands are not fit for use as they are not securely fixed in place
96	The council should assume the cost of the safety of the bikes. Instead of installing lockers that I have to pay for, the council should employ someone to control the area. If I have to pay for a locker I might as well drive and pay for the parking.
97	If CCTV - when would it be monitored? Thieves cover their head/ faces -
98	I don't think you should be looking at charging and therefore discouraging people to cycle. More people cycling will reduce other costs for the council
99	We need secure cycle parking - lockers and/or compounds. I am happy to pay. My family has had 5 bikes stolen. We often drive now instead of cycle.
100	The racks are easily removed. They are left lying around. I know of people who have had bikes stolen and been present on three occasions when a user has returned to find their bike missing.
101	We need more cycle parking throughout Cambridge with free easy to use secure cycle parking. I would support using car parking spaces for this. There needs to be a large area for cargo bikes with something they can chain up to.

102	I have had one bike stolen here so no longer park in the car park bit.
103	Use stands that can't be unbolted. This is the single reason I don't cycle too here.
104	my responses to previous questions would be different if I had to leave my bike for a longer period (rather than the duration of a swim). I would be much more concerned about security.
105	More spaces for cargo bikes, it is difficult to get a space after school for swimming lessons. Secure stands as they are wobbly. A more open entrance as the current provision makes women and children feel vulnerable behind the wall, hidden from the street, especially in dark evenings in winter.
106	Consideration needs to be given to different types of cycle: in the city, people use bicycles, cargo bikes of all shapes and sizes, tricycles, handcycles etc. So many bikes are now adapted to enable all different people to cycle - including those with disabilities. This is great for the city's health and zero carbon agenda, but it also means that there needs to be a range of secure parking options available which is also proportionate to the number of people we hope will use bikes.
107	Access would need to be by something like a passcode or a dongle that is small and easy to carry otherwise using the facility becomes too difficult. Also, the same access mechanism (i.e., same physical dongle) for multiple sites across the city would be preferable
108	Visible security personnel.
109	I live near so not crucial to me here. I support well lit, secure & convenient cycle parking & dislike the high-level racks as hard to use & soil clothing.
110	Put in place a system that allows for effective storage and review of CCTV.
111	Like ticketing on public transport, separate fees for secure parking per garage misses the point. There are times when park Street is my best option, other times grand arcade, others leisure centre, and occasionally Grafton. A combined fee for all of these would make sense. Individual ones would not.

Question 16. We have a duty to ensure that our work promotes equality and does not discriminate or disproportionately affect or impact people or groups with protected characteristics under the Equality Act 2010. Please comment if you feel any new proposals in this area would either positively or negatively affect or impact on any such person/s or group/s.

01	I think safe access to the parking site can go a long way to ensure some of the groups will be more likely to use it. E.g., as a woman I would much rather have a well-lit, open area, within short distance from open public space or the place I am there to visit.
02	if gated / lockers need to consider ease of access for larger bikes or those which are cargo bikes.
03	As long the area is well lit, the movement lines are clearly defined and wide enough for adapted cycles, and security doors are power assisted, then no problems.
04	The current arrangement is not compliant with LTN1/20 design standards. The area does not feel safe when the swimming pool is closed. Both factors discriminate against people walking and cycling, in particular women and children.
05	Cycle parking needs to be accessible to people with child seats and child trailers or it is indirectly discriminating against women and parents. This means there must be sufficient space to park without using 2-tier stands which are dangerous for bikes with child seats and impossible for trailers.
06	no
07	"Lighter touch" systems would help people with non-standard cycles which require unusually shaped bikes.
08	You could offer concessions for some individuals as you feel necessary. Ensure the area is level and has wide entrances for bikes with adaptations.
09	Bike users NEED secure lockers for bikes not shoddy bolted stands.
10	I have a [redacted] that stops me driving, so without cycling I would have to walk everywhere or take a bus.
11	No Comment.
12	The proposal to create paid for secure storage discriminates against those who cannot afford them. It's asking victims to pay to stop their next bike getting stolen rather than solving the issue of thieves operating in these facilities.
13	There must be space to park a tricycle.
14	no

15	cycling is a cheap way of moving around the city and i feel it would positively impact less well-off people, people who can't drive, etc.
16	Remember the elderly and retired
17	At the moment, it is very difficult to access the area for non-standard cycles. This means that women (doing most of the childcare, with multiple cycles or bigger cycles) and people with limited mobility (using their cycles as a mobility aid) are disproportionately affected. Improved facilities must be accessible to those with non-standard cycles.
18	Please see above.
19	Fixtures need to be usable by all cyclists -- do not assume that someone can *lift* a bike just because they can *ride* it. Anything more complicated than Sheffield stands risks being inaccessible.
20	9
21	Please see my comment above for what is needed
22	Should allow secure cycle parking for cargo bikes, recumbents and other accessible bikes
23	We need fully accessible cycle parking for all bikes not just bicycles.
24	The access to the cycle park is currently poor, so disadvantages people who cannot walk their bike.
25	No impact.
26	Really important to provide for cargo and alternative bikes
27	Cycle lockers may not fit tricycles used by people with balance difficulties. Passing a swipe card door with a bike can also be challenging.
28	Facilities for cyclists are available to use by people who cannot afford a car and thus enhance equality.
29	Stacked parking is not accessible to some physical disabilities. However, it can provide more spaces. We need to ensure somehow that easily accessible secure parking spaces are always available. Some dedicated spaces with charging points for e-bikes would be good, and benefit disabled e-cyclists like me, increasing our range and decreasing fear of flat battery.

30	I feel these are positive changes as cycles are relatively affordable compared with the alternatives. I am not convinced of the safety of electric scooters as these are for hire without safety helmets, and are often seen on roads & pavements, sometimes with two riders, and as a driver, have experienced them cutting across traffic. They are often left littered around the city. Cycling remains a common, accepted & accessible form of transport that road users, pedestrians and cyclists alike are familiar with.
31	If there is paid cycle parking, to be inclusive there should also be good cycle parking (e.g. secure Sheffield stands) that are free. The range of stands provided should also include ones that work for different types of cycle e.g. cargo bikes and adapted cycles. Users should not be required to lift their cycle or bend to reach the cycle parking space.
32	People who don't cycle would not be able to benefit, of course.
33	With the advent of electric bikes even more of us older people are going to be riding bikes. Please give us space to park them without wrestling through a forest of handlebars.
34	Better cycle parking throughout the city (together with tight regulations for bike-and scooter-rentals, and mopeds with small engines,) would make pavements much safer for older residents, families with children and push chairs, and anyone with a disability, especially those with a sight impairment.
35	No, they would not
36	Two tier racks such as at the station are difficult to use for users with baskets on their bicycles.
37	Consideration needs to be given to different types of cycle: in the city, people use bicycles, cargo bikes of all shapes and sizes, tricycles, handcycles etc. So many bikes are now adapted to enable all different people to cycle - including those with disabilities. This is great for the city's health and zero carbon agenda, but it also means that there needs to be a range of secure parking options available which is also proportionate to the number of people we hope will use bikes.
38	High level cycle racks difficult for women and those with disabilities. Need secure parking for trikes and Dutch bikes too