



## **GREATER CAMBRIDGE PARTNERSHIP JOINT ASSEMBLY**

**12:00 p.m.**

**Thursday 8<sup>th</sup> June 2023**

**Council Chamber  
The Guildhall  
Market Square  
Cambridge,  
CB2 3QJ**

*The meeting will be live streamed and can be accessed from the GCP  
YouTube Channel - [Link](#)*

### **AGENDA**

	<b>PAGE NUMBER</b>
<b><u>PART ONE</u></b>	
1. Election of Chairperson	(-)
2. Appointment of Vice Chairperson	(-)
3. Apologies for Absence	(-)
4. Declaration of Interests	(-)
5. Minutes	(3-15)
6. Public Questions	(16)
7. Petitions	(-)
8. Quarterly Progress Report	(17-51)
9. Greater Cambridge Greenways: Bottisham, Swaffham and St Ives	(52-79)
<b><u>PART TWO</u> – to commence no earlier than 1:30 p.m.</b>	
10. Making Connections Consultation Feedback and the City Access Strategy	(80-326)

## 11. Date of Future Meetings

- Thursday 7<sup>th</sup> September 2023
- Thursday 23<sup>rd</sup> November 2023
- Thursday 15<sup>th</sup> February 2024
- Thursday 6<sup>th</sup> June 2024
- Thursday 5<sup>th</sup> September 2024
- Thursday 21<sup>st</sup> November 2024

All meetings scheduled to start at 2:00 p.m.

### MEMBERSHIP

The Joint Assembly comprises the following members:

Councillor Tim Bick	-	Cambridge City Council
Councillor Katie Thornburrow	-	Cambridge City Council
Councillor Simon Smith	-	Cambridge City Council
Councillor Claire Daunton	-	Cambridgeshire County Council
Councillor Graham Wilson	-	Cambridgeshire County Council
Councillor Neil Shailer	-	Cambridgeshire County Council
Councillor Paul Bearpark	-	South Cambridgeshire District Council
Councillor Annika Osborne	-	South Cambridgeshire District Council
Councillor Heather Williams	-	South Cambridgeshire District Council
Heather Richards	-	Business Representative
Christopher Walkinshaw	-	Business Representative
Claire Ruskin	-	Business Representative
Karen Kennedy	-	University Representative
Kristin-Anne Rutter	-	University Representative
Helen Valentine	-	University Representative

The meeting will be live streamed and can be accessed from the GCP YouTube Channel - [Link](#) . We support the principle of transparency and encourage filming, recording and taking photographs at meetings that are open to the public. We also welcome the use of social networking and micro-blogging websites (such as Twitter and Facebook) to communicate with people about what's happening, as it happens.

If you have accessibility needs, please let Democratic Services know.

For more information about this meeting, please contact Nicholas Mills (Cambridgeshire County Council Democratic Services) on 01223 699763 or via e-mail at [Nicholas.Mills@cambridgeshire.gov.uk](mailto:Nicholas.Mills@cambridgeshire.gov.uk).



## Greater Cambridge Partnership Joint Assembly

Minutes of the Greater Cambridge Partnership (GCP) Joint Assembly  
Thursday 16<sup>th</sup> February 2023  
2:00 p.m. – 4:40 p.m.

Present:

### Members of the GCP Joint Assembly:

Cllr Tim Bick (Chairperson)	Cambridge City Council
Cllr Simon Smith	Cambridge City Council
Cllr Katie Thornburrow (Vice-Chairperson)	Cambridge City Council
Cllr Claire Daunton	Cambridgeshire County Council
Cllr Neil Shailer	Cambridgeshire County Council
Cllr Paul Bearpark	South Cambridgeshire District Council
Cllr Annika Osborne	South Cambridgeshire District Council
Cllr Heather Williams	South Cambridgeshire District Council
Claire Ruskin	Business Representative
Christopher Walkinshaw	Business Representative
Helen Valentine	University Representative

### Officers:

Peter Blake	Transport Director (GCP)
Lisa Bloomer	Senior Project Manager (GCP)
Daniel Clarke	Strategy and Partnerships Manager (GCP)
Thomas Fitzpatrick	Programme Manager (GCP)
Chris Harte	Senior Project Manager (GCP)
Ben Hathway	Senior Project Manager (GCP)
Niamh Matthews	Assistant Director: Strategy and Programme (GCP)
Nick Mills	Democratic Services Officer (CCC)
Michelle Rowe	Democratic Services Manager (CCC)

## 1. Apologies for Absence

Apologies for absence were received from Councillor Alex Beckett, Karen Kennedy and Heather Richards.

## 2. Declarations of Interest

There were no declarations of interest.

## 3. Minutes

The minutes of the previous Joint Assembly meeting, held on 23<sup>rd</sup> November 2022, were agreed as a correct record and were signed by the Chairperson.

## 4. Public Questions

The Chairperson informed the Joint Assembly that three public questions had been accepted and that the questions would be taken at the start of the relevant agenda item, with details of the questions and a summary of the responses provided in Appendix A of the minutes.

It was noted that all three questions related to Agenda Item 6 (Greater Cambridge Greenways – Barton, Horningsea, Melbourn, and Sawston).

## 5. Petitions

The Chairperson notified the Joint Assembly that no petitions had been submitted.

## 6. Greater Cambridge Greenways – Barton, Horningsea, Melbourn, and Sawston

Three public questions were received from Roxanne de Beaux (firstly on behalf of Milton Cycling Campaign, and secondly on behalf of Camcycle), and Linda Warth (on behalf of Cambridgeshire British Horse Society). The questions and a summary of the responses are provided at Appendix A of the minutes.

Councillor Susan van de Ven, Cambridgeshire County Councillor for the Melbourn and Bassingbourn ward, was invited to address the Joint Assembly. Highlighting the importance of the Melbourn Greenway to provide a safe, active travel route for residents and the growing workforce employed along the A10, particularly in the Melbourn Science Park, Councillor Van de Ven drew attention to the section of the route connecting Melbourn and Meldreth train station. Currently a rudimentary footpath, the Greenways scheme would see the link widened and lit to increase safety,

including on the A10 underpass. Although Section 106 funding of nearly £250k had been secured for the upgrades, the funding remained unused after a number of years, and urgent remediation works to the underpass had therefore been funded locally from independent sources including parish councils and the Community Safety Partnership. She therefore requested that the Melbourn to Meldreth train station link be included in the early physical works proposed for 2023, to support and improve active travel options in the surrounding area. Acknowledging Councillor Van de Ven's comments, the Transport Director agreed to investigate whether the link could be included in the list of early physical works to be presented to the Executive Board for approval on 9<sup>th</sup> March 2023.

Councillor Brian Milnes, Cambridgeshire County Councillor for the Sawston and Shelford ward, was invited to address the Joint Assembly. Drawing attention to the detrimental impact of poor quality road surfacing for active travel users, Councillor Milnes questioned the need for the proposed extension of the Sawston Greenway alongside the A1301 to the west of Sawston. He also suggested that few cyclists used the A1301, and that the Cambridge South East Transport scheme would provide a more attractive and safer alternative route between Sawston and Cambridge. However, it was acknowledged that the proposed extension could potentially be developed further south to Whittlesford Parkway.

The Transport Director presented the report, which set out the Outline Business Cases for the Barton, Horningsea, Melbourn, and Sawston Greenways, as well as a proposed programme of delivery, with the construction of early works to commence in 2023. Following a public engagement, various changes were proposed for the schemes, as set out in Sections 2.4 to 2.11 of the report.

While discussing the report, the Joint Assembly:

- Welcomed the proposed changes to scheme designs following feedback received during public engagement exercises, but expressed concern that some of the schemes were not as ambitious as when they were first proposed. However, members paid tribute to the innovative nature of the overall project and highlighted its importance for improving and supporting active travel in the region.
- Established that the target for the overall Greenways project to achieve a minimum 20% uplift in usage compared to current levels was a requirement set by the Department for Transport, and it was suggested that the GCP could set a higher target. Members agreed that the overarching priority of the schemes was to maximise modal shift and thus support efforts from all levels of local authorities in the region to combat the declared climate emergency and reduce car usage, and suggested that the timetable for works should be reviewed to ensure that the schemes with greater impact were prioritised. Members were informed that a report on prioritisation of the wider GCP programme was scheduled for the meetings of the Joint Assembly and Executive Board in September 2023.
- Encouraged the GCP to ensure the Greenways schemes aligned to the Government's LTN 1/20 guidance. Members were assured that the schemes would align with the guidance, although it was emphasised that on some parts of the

routes it would not be possible, but the rationale would be given for such circumstances.

- Argued that two-stage crossings often caused long waiting times for pedestrians and cyclists, and suggested that single-stage crossings would better prioritise non-motorised vehicles, particularly during peak hours. Members also expressed concern about the width of some sections of the Greenways schemes and emphasised the importance of ensuring the routes were safe, particularly when they were dual use. It was noted that some stretches of the Greenways were not segregated from the adjacent carriageway due to boundary constraints, and suggested that reducing the width of the carriageway where possible in such locations would allow for the cycleways to be segregated.
- Noted ongoing work with the County Council to ensure there would be adequate maintenance of the Greenways routes once the responsibility was assumed by the County Council.
- Suggested that the GCP could improve how it communicated with local members, particularly on issues relating to changes or delays to schemes in their wards or divisions, although it was acknowledged that there had been extensive consultation on the schemes since their initial development.
- Noted that conversations with affected stakeholders and local members would continue throughout the design process of the Greenways, providing opportunities for issues to be raised and investigated, such as the width of parts of the Horningsea Greenway and its location on the highway in the centre of Horningsea. One member expressed concern about how the GCP responded to some feedback received during public consultations and emphasised the importance of ensuring that consultations were genuine opportunities for residents and stakeholders to impact the development of schemes, although it was acknowledged that there were often issues that divided opinion.
- Considered the wider underlying issues of the region's highway infrastructure, and suggested that problems with some key aspects, such as the A10 and the A14/A10 roundabout, should be addressed by the relevant authorities, rather than the GCP continuously trying to fix more localised problems that arose as a result of those underlying failings. It was also acknowledged that expanding the capacity of trunk roads, as with the recent development of the A14, resulted in additional usage that increased pressure on the surrounding road network. Members noted that the Combined Authority and County Council were working to make improvements along the A10 corridor.
- Highlighted the importance of future-proofing the Greenways schemes, to ensure that potential developments could be considered in the future, such as expanding the Melbourn Greenway to connect to surrounding villages. It was also suggested that the GCP should consider school catchment areas when developing schemes, to maximise the opportunities to support students accessing places of education, particularly in areas with lower levels of public transport provision.
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- Sought clarification on how the safety concerns raised in a petition related to the Grange Road crossing on the Barton Greenway had been addressed by the GCP. Members were informed that discussions had been held with the organisers of the petition and that the next stage of design would directly address the issues that had been raised.
- Expressed concern about the varying speed limits along the Horningsea Greenway, particularly the stretch with a 60mph speed limit that included a slipway on to the A14, arguing that cyclists felt unsafe alongside vehicles travelling at such high speeds. Members emphasised the importance of enforcing speed limits, including 20mph restrictions, observing that Fen Ditton Community Primary School sat alongside the route, and suggested that the speed restrictions should extend beyond the northern limit of Horningsea. It was acknowledged that enforcement of speed limits, as well as parking restrictions, was a necessary accompaniment to the schemes, and members were assured that discussions on both matters were being held with the relevant local authorities.
- Suggested that the Horningsea Greenway could have been more ambitious by including the development of a crossing over the River Cam at Baits Bite Lock, to further connect Horningsea residents to the travel, employment and education sites in the north of Cambridge. It was agreed that a technical note would be developed on the inclusion of such a crossing, in order to establish the benefits of the proposal.
- Supported the proposal from Councillor Van de Ven to prioritise work on the link between Melbourn and Meldreth train station, highlighting the importance of ensuring residents and employees across the region were able to access the train network through active travel. Members also emphasised the need to be flexible and progress important sections of the Greenways schemes instead of waiting for the whole route to be ready for building, with a desire for perfection potentially delaying the installation of urgently required infrastructure.

In summarising the Joint Assembly's discussion, the Chairperson highlighted members' support for prioritising modal shift across the Greenways schemes and developing appropriate targets to reflect this. He drew attention to the need for structured dialogue between the GCP and local members, and proposed a half-day conference for members with Greenways planned to pass through their divisions or wards. Officers had also noted the various issues raised on the individual schemes and would investigate them further, including, but not limited to, a proposed crossing at Baits Bite Lock on the Horningsea Greenway, the A1310 extension to the Sawston Greenway, and an addition to the proposed early works for the Melbourn Greenway.

## 7. Electricity Grid Reinforcements: Update and Next Steps

The Assistant Director of Strategy and Programme presented the report, which informed the Joint Assembly that Ofgem had approved the inclusion of the Greater Cambridge substations within UK Power Network's (UKPN) RIIO ED-2 bid. As a result, the infrastructure would now be built without the requirement of significant

financial support from the GCP. Given that the GCP would therefore no longer be able to influence the process as much, it was proposed to establish a formal arrangement with UKPN that would allow the GCP to maintain a facilitatory role in the project's delivery, and to continue to provide support where possible.

While discussing the report, the Joint Assembly:

- Welcomed the announcement of funding for the additional grid substations, and highlighted the importance of expanding the electricity grid capacity in Greater Cambridge. Members paid tribute to the GCP for initially agreeing to provide the funding, but welcomed that it could now be reallocated to other projects, although one member suggested that it could be considered reallocating the funds to a third additional grid substation to expand the grid capacity even further. It was emphasised that the GCP did not have responsibility for ensuring there was sufficient electricity grid capacity, and members argued that the current processes and regulatory framework for assessing and expanding grid capacity were ineffective.
- Supported the proposal to maintain a facilitatory role in the delivery of the substations, noting that the current grid capacity constraints would continue to represent a barrier to growth, jobs and new homes across the region, as emphasised in the emerging Local Plan. Members considered whether the GCP should develop an energy strategy and delivery plan for Greater Cambridge, to identify and overcome the electrical supply constraints that were also affecting the region's decarbonisation efforts.
- Noted that the Combined Authority held a larger role and remit on the issue across the wider region, and welcomed the joint working between the GCP and the Combined Authority.

The Chairperson concluded that the Joint Assembly welcomed that UKPN would fund the new grid substations, paying tribute to the GCP for its facilitating role in obtaining the funding. Notwithstanding, he emphasised that members supported maintaining this facilitatory role throughout delivery of the substations, and highlighted the suggestion that the GCP should consider its longer-term role in energy provision.

## 8. Smart Cambridge Innovation Prospectus

The Head of Innovation and Technology presented the report, which proposed the development of an innovation prospectus that would formalise how new and emerging technology could support the GCP's wider programme, strengthening collaboration with other organisations and businesses, as well as the GCP's reputation for innovation.

While discussing the report, the Joint Assembly:

- Welcomed the proposal to develop an innovation prospectus, paying tribute to the Smart Cambridge team's achievements with few resources. Members noted that the development of an innovation prospectus was innovative in itself, with the only



other known example of an area undertaking such a project being via Transport for London.

- Considered the use of public funds to support private companies, with one member expressing concern about its effect on public sector services and the wider economy. However, other members argued that the GCP should encourage innovation in the private sector if it created local, public value, as it strengthened collaboration while aligning public and private sector efforts. It was also suggested that this form of public support to the private support was already widespread and that it proved effective.

## 9. Quarterly Progress Report and GCP Budget Strategy

The Assistant Director of Strategy and Programme presented a report to the Joint Assembly which provided an update on progress across the GCP's whole programme, and which also included the 2023/24 budgets and the multi-year budget strategy. It was highlighted that overspend had been forecast for some complex areas, such as planning and land acquisition, in order to be prudent, and members were assured that the GCP would mitigate such costs wherever possible.

While discussing the report, the Joint Assembly:

- Endorsed the proposed budget and multi-year budget strategy, having clarified that £8.295m had been allocated for the Greenways Programme for 2023/24, rather than £8,925m, as written in Paragraph 3.16 of the report.
- Drew attention to the impact of inflation on operational budgets, and expressed concern that aligning such issues with the review of the Future Investment Strategy later in 2023/24 could be too late. Notwithstanding, it was acknowledged that the outcome of the Making Connections consultation would also need to be taken into consideration, and it was suggested that it was a suitable time to assess the availability of resources for projects that had moved from concept to design and delivery.
- Confirmed that the estimated Section 106 receipts of £120.9m, while subject to continuous change due to project variations and delayed submission of receipts, represented the total amount of Section 106 receipts over the course of the City Deal. The figure was reviewed annually, but monthly reviews were also carried out with the County Council.
- Reiterated concerns that target completion dates for projects had been changed, noting that it had been agreed at previous meetings that only forecast completion dates would be changed in order to ensure transparency on the delivery of projects. It was confirmed that while some dates had been amended in the past, no further target completion dates would be changed without explicit approval from the Joint Assembly and Executive Board.

- Clarified that the GCP was not planning to progress any scheme related to a train station in East Cambridge.
- Highlighted that the location of the park and ride site in the project had not been decided, and that input was still sought as part of the ongoing consultation.
- Sought clarification on why the new smart signals being trialled at the Robin Hood junction were not proving as effective as the signals that were previously used, as detailed in Paragraph 9.12 of the report. Members were informed that the ongoing initial phase only involved trials with smart signals on one junction, and that improvements were expected in the second phase, when the smart signals would work together across multiple junctions along Hills Road. This second phase of trials would commence shortly and would be monitored for a year to assess any advantages of the new technology. It was suggested that an additional trial be included in the second phase on the Long Road / Hills Road junction.
- Clarified that the GCP had appointed SQW to support the first Gateway Review process because it had been a requirement to appoint an independent consultant, whereas the government had subsequently itself appointed SQW to support all Gateway Reviews across the country. Notwithstanding the different way in which SQW was appointed, the support it provided to the GCP remained similar to the previous appointment.
- Observed that growth in Greater Cambridge would continue beyond the end of the City Deal in 2030, and suggested that consideration should begin to be given to extending the programme into the future beyond that date, particularly given the development of the emerging Local Plan and the length of time it would take to secure additional funding.

## 10. Date of Next Meeting

The Joint Assembly noted that the next meeting was due be held on Thursday 8<sup>th</sup> June 2023.

Chairperson  
8<sup>th</sup> June 2023

Greater Cambridge Partnership Joint Assembly – 16 February 2023  
Appendix A – Public Questions Listed by Agenda Item

	From	Question	Answer
1.	Milton Cycling Campaign Question to be asked by on their behalf by Roxanne De Beaux	<p><b>Agenda Item No. 6: Greater Cambridge Greenways – Barton, Horningsea, Melbourn, and Sawston</b></p> <p>Milton Cycling Campaign is very disappointed with the greenway proposal for Horningsea. This proposal lacks ambition, in particular the following areas:</p> <ul style="list-style-type: none"> <li>- Modal shift: <ul style="list-style-type: none"> <li>o We believe the Benefit Cost Ratio provided of 2.3 to be incorrect, as it assumes modal shift which will not be achieved.</li> <li>o The proposals for Horningsea will do nothing to encourage modal shift from the village to Cambridge and vice versa. The quiet road/street treatment is not recommended for roads with the amount of traffic Horningsea Rd/Clayhithe Rd have according to LTN 1/20 Figure 4.1, even with a 20 mph speed limit, as the last traffic count from 2008 (<a href="https://roadtraffic.dft.gov.uk/manualcountpoints/941026">https://roadtraffic.dft.gov.uk/manualcountpoints/941026</a>) indicates that there are already close to 6000 vehicles travelling on that road per day. If a modal filter cannot be installed, and no space exists within the highway boundary, then an alternative off-road route must be found instead.</li> <li>o Horningsea Rd is a high-speed road. The path not only needs to be widened but separated from the road by a</li> </ul> </li> </ul>	<p>The Greenway proposals follow those agreed by the GCP Executive Board in October 2020 and have not changed.</p> <p>The 2020 proposals have now been developed into technical designs following consultation with residents.</p> <ul style="list-style-type: none"> <li>o The Business Case development following Department for Transport Guidance demonstrates that the BCR is high value for money</li> <li>o The core extents of the Greenway extend from Wadloes Path to Southern edge of Horningsea Village.</li> <li>o The Greenways proposes to also proposes to improve conditions of cycling within Horningsea village by introducing a 20mph zone, as a complimentary proposal to the Horningsea Greenway.</li> <li>o The Greenways network will be delivered in accordance with LTN/120 requirements</li> </ul>

		<p>verge which meets the desirable minimum separation of 2 metres for a 60mph road.</p> <ul style="list-style-type: none"> <li>- Cost vs Benefit: <ul style="list-style-type: none"> <li>o Capital expenditure should not be diverted to regular maintenance.</li> <li>o The proposal fails to create any new links, and merely improves very slightly on what already exists.</li> </ul> </li> <li>- Lack of new links: <ul style="list-style-type: none"> <li>o We would rather see a project which creates a fully usable link with Milton, Waterbeach and Cambridge North, as per the original consultation response.</li> </ul> </li> </ul> <p>For these reasons we ask the GCP to take this proposal back to the drawing board and deliver a set of proposals which provide the following:</p> <ul style="list-style-type: none"> <li>- A safe cycling route in Horningsea village</li> <li>- An improved active travel link with Milton, Waterbeach and Cambridge North</li> <li>- An LTN 1/20 compliant route from Horningsea to Cambridge</li> </ul>	<ul style="list-style-type: none"> <li>o As part of the scheme the Horningsea Road is due to be reduced from 50mph to 40mph therefore the desirable separation should be between 0.5m and 1.0m. Private land take is not proposed therefore we are working to provide the maximum shared path and buffer width as possible.</li> <li>o We are in discussions with the County Council on maintenance of these schemes, at this stage the budget is only for capital construction delivery.</li> <li>o Other active travel links between Waterbeach and Cambridge, including the Waterbeach Greenway and Waterbeach Busway continue to be developed and will be the subject of future Assembly reports</li> </ul>
2.	Lynda Warth County Access & Bridleways Officer - Cambridgeshire British Horse Society	<p><b>Agenda Item No. 6: Greater Cambridge Greenways – Barton, Horningsea, Melbourn, and Sawston</b></p> <p>Wadloes Path update to bridleway' - upgrade rejection. CCC has created a precedent of a bridleway with a useable width of less than 3 metres at Wilsons Road, Longstanton. Pinch points on bridleways are acceptable. This path, with its adjacent verges providing a mixed surface path would meet this standard and more. It would require no changes other than maintenance of hedging and potentially removal of some</p>	<p>Upgrading Wadloes path to a Bridleway was not part of the original scope of this project as agreed by the Executive Board in 2020.</p> <p>Road Safety Audits are an independent process to check that the proposed scheme is safe for all users, they are rightly independent. We will continue to actively engage</p>

		<p>low branches. This is an essential, safe route for local horse riders some of whom are liveried along the path. Please can the upgrade be reinstated?</p> <p>Horse riders have taken part in Greenway consultations on the designs presented, assuming them to be correct. Yet access to sections of Greenway routes is caveated by 'subject to RSA approval for equestrians.' Subsequent exclusion on this basis means horse riders have been misled into providing their support for the scheme and lost their opportunity to object. Please can the Board require close cooperation between the RSA and the Greenway Teams so that, unlike the Sawston Greenway, designs meet not only cycling requirements but also those for inclusion of, and therefore the safety of, equestrians prior to consultation and construction?</p> <p>There are two roundabouts, one either side of the M11 bridge, at Barton. Equestrians are included in the proposals for the bridge but not the roundabout crossings. The GCP analysis of the Barton Greenway shows that 18% of respondents to the crossings were equestrians, the same number as the M11 bridge. Cambridge Polo Club with 60 horses is right next to M11N slip road and Mill Iron Cobs with 6 young horses, that require regular moving to their fields, is on the other roundabout. These road users must be included in the proposals prior to approval of the route for the safety of all road users.</p>	<p>with the Road Safety Team to understand the rationale as to why recommendations are made and use this to incorporate changes in future designs.</p> <p>As noted in the Paper, the design of both roundabout crossings will be considered further. Input will be sought from CCC highways and signals colleagues. The final design will reflect the output of highway modelling, safety audit, levels of existing and forecast use, and the physical constraints at these localities. Engagement with local members and stakeholders will continue through the process.</p> <p>For the Roundabout leading to M11N Slip Road, the location of the Polo Club is noted.</p> <p>The location of Mill Iron Cobs is also now duly noted for further consideration.</p>
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<p>3.</p>	<p>Roxanne De Beaux on behalf of Camcycle</p>	<p><b>Agenda Item No. 6: Greater Cambridge Greenways – Barton, Horningsea, Melbourn, and Sawston</b></p> <p>For many years Camcycle, along with other stakeholders and local residents, has repeatedly raised concerns about the length of time and delays involved in developing Greenways proposals. The response has always been that this was the time required to ensure quality delivery of the greenways routes. However, with each new greenways consultation, it is apparent that as more time passes, the quality of the greenways proposals is diluted.</p> <p>Shared paths of inadequate width, routes that lack accessibility for users of adapted cycles and wheelchairs, 'quiet routes' on roads with too much car traffic travelling too fast, poor junction design, compromises on crossing and loss of promised connections like bridges are all issues that undermine what were good aspirations for our Greenways. For example, removing proposals to update Baits Bite Lock bridge to allow trikes/cargo and other non-standard cycles and wheelchairs in line with LTN 1/20 will make the Horningsea Greenway inaccessible to many potential users. How can the GCP justify these designs, which, due to poor quality, will fail to deliver the modal shift you claim to seek?</p> <p>How will the GCP ensure that proposals are brought up to standard, including LTN 1/20, which is applicable to rural areas, so that Cambridgeshire residents get the quality of infrastructure they deserve?</p>	<p>The aspiration for the Greenways remains unchanged, and we will achieve LTN 1/20 compliance in design and delivery. We have already set out the programme for the Greenways in September 2022 and as of now this remains unchanged.</p> <p>Widths for shared use paths have been based on those set out in LTN 1/20, along with current and estimated future usage, and all routes include consideration of accessibility requirements as a key design principle, this includes for wheelchair and adapted cycle users.</p> <p>Proposals to update Baits Bite Lock were ruled out at an early stage for this Greenways Programme. The agreed scope of works that was budgeted for in the October 2020 paper did not include development of that scheme.</p> <p>The current route alignments being progressed follow those agreed by the GCP Executive Board in 2020. They will result in a significant increase in capacity and quality of active travel infrastructure in Greater Cambridge. At the same time we have to keep in mind other considerations, particularly in the more rural environments where we have to consider other road users such as agricultural vehicles as well as environmental and landowner considerations which will help shape the design in specific locations.</p>
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			We will continue to engage with local members and key stakeholders such as Camcycle throughout the process.
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## Greater Cambridge Partnership Joint Assembly Public Questions Protocol

### **PLEASE READ THE PROTOCOL AND THE NOTES BELOW BEFORE SUBMITTING YOUR QUESTION**

Notes: The Joint Assembly Chairperson has confirmed that when exercising their discretion to allow questions to be asked at meetings, they intend to apply the following principles:

- Questions should relate to matters on which members are being asked to reach a decision.
- Multiple questions by the same person on the same agenda item will not be accepted.
- GCP officers will not read out questions on behalf of those concerned. The expectation is that those asking questions will do so personally (or by someone else they nominate to do so on their behalf) \*. Where this is not possible questions will be handled as routine correspondence and a written response provided.
- The 300 word limit will be applied strictly and questions exceeding this limit will be automatically rejected.

\* where possible the option of remote attendance will be offered, but not all venues used have the equipment necessary to enable this.

At the discretion of the Chairperson, members of the public may ask questions at meetings of the Joint Assembly. This standard protocol is to be observed by public speakers:

- Notice of the question should be sent to the Greater Cambridge Partnership Public Questions inbox [[public.questions@greatercambridge.org.uk](mailto:public.questions@greatercambridge.org.uk)] no later than 10 a.m. three working days before the meeting.
- Questions should be limited to a maximum of 300 words.
- Questioners will not be permitted to raise the competence or performance of a member, officer or representative of any partner on the Joint Assembly, nor any matter involving exempt information (normally considered as 'confidential').
- Questioners cannot make any abusive or defamatory comments.
- If any clarification of what the questioner has said is required, the Chairperson will have the discretion to allow other Joint Assembly members to ask questions.
- The questioner will not be permitted to participate in any subsequent discussion and will not be entitled to vote.
- The Chairperson will decide when and what time will be set aside for questions depending on the amount of business on the agenda for the meeting.
- Individual questioners will be permitted to speak for a maximum of three minutes.
- In the event of questions considered by the Chairperson as duplicating one another, it may be necessary for a spokesperson to be nominated to put forward the question on behalf of other questioners. If a spokesperson cannot be nominated or agreed, the questioner of the first such question received will be entitled to put forward their question.
- Questions should relate to items that are on the agenda for discussion at the meeting in question. The Chairperson will have the discretion to allow questions to be asked on other issues.

**The deadline for receipt of public questions for this meeting is  
10:00 a.m. on Monday 5<sup>th</sup> June 2023**



## Quarterly Progress Report

Report to: Greater Cambridge Partnership Joint Assembly

Date: 8<sup>th</sup> June 2023

Lead Officer: Niamh Matthews – Assistant Director Strategy and Programme, GCP

### 1. Background

- 1.1 The Quarterly Progress Report updates the Joint Assembly on progress across the Greater Cambridge Partnership (GCP) programme.
- 1.2 The Joint Assembly is invited to consider the progress to be presented to the Executive Board and in particular:
- (a) To note the recommendation to undertake a procurement exercise to provide GCP specific legal support to the programme.

### 2. 2022/23 Programme Finance Overview

- 2.1 The table below gives an overview of the 2022/23 budget and year-end spend for the year.

Funding Type	*2022/23 Budget (£000)	2022/23 Year-end expenditure (£000)	2022/23 Year-end Variance (£000)	Final Status	2023/24 Budget (£000)
Infrastructure Programme	40,648	31,763	-8,885	A	47,359
Operations Budget					

Please note:

\* 2022/23 Budget includes unspent budget allocations from the 2021/22 financial year, in addition to the allocations agreed at the March 2022 Executive Board. The total has increased by £1m as it now includes the Waterbeach Station budget.

\*\* RAG explanations are at the end of this report. As part of an officer led review the RAG explanations have been revised to ensure continued accuracy as spend significantly increases. Forecast spend remains well within expected tolerance levels over the whole programme given such significant scale.

### 3. GCP Programme – Strategic Overview

- 3.1 This section of the paper provides the updated context in terms of the economy, providing an overview of the economic landscape in which the City Deal is being delivered, setting out how the City Deal continues to be a critical element of delivery of sustainable economic growth and successful delivery of statutory documents such as the Local Plan and the Local Transport and Connectivity Plan. Without the successful delivery of the City Deal, the aims and objectives of these plans would not be met.
- 3.2 The current business environment makes it important to have timely data on employment changes. Cambridge University's Centre for Business Research (CBR) examined the performance of businesses that are based around the Cambridge City Region (20 miles radius around Cambridge). They extrapolated and analysed survey data from companies around this area via a core corporate database established and maintained over the last 10 years. This update is obtained by sampling this database of all businesses based in the wider city region representing 59% of corporate employment in this area.
- 3.3 This year's annual draw gathered data for twelve years from 2010-11 to 2021-22. Besides being the source of detailed analyses of employment and turnover of locally based companies, the database provides the sampling frame for the regular updates of employment changes in this area.
- 3.4 Recent analysis shows that over the years since 2010, the corporate economy of the Cambridge City region has grown considerably. Knowledge intensive sectors have grown particularly strongly each year. The growth of businesses in non-knowledge intensive sectors has been less strong in the second half of the period but only in 2020/21 did employment decline.

#### Long term growth of the corporate sector:

- 3.5 Employment growth reached its lowest level in 2020-21, a year that includes the bulk of the Covid impact. However, growth remained positive despite the unprecedented challenges brought by Covid, pointing to the important role of the furlough scheme. Analysis presented demonstrates a picture of robust and prolonged employment growth and turnover in the Cambridge City Region in particular. Turnover growth of knowledge intensive sectors has tended to exceed turnover growth of other sectors in the area.
- 3.6 Employment growth in the 'Life science and healthcare' and 'Information technology and telecoms' sector has been exceptional. Growth in these sectors, and to a lesser extent in 'Knowledge intensive services', has outstripped average growth across all sectors by a significant margin and has been the main driver behind the strong corporate performance in the City Region. Employment growth over the past decade has been much lower in the 'High-tech manufacturing' sector, where employment is not yet back to pre-pandemic levels.

- 3.7 There are mixed results for non-knowledge intensive sectors, with 'other services' and 'transport and travel' sectors exhibiting the fastest rates of growth amongst non-knowledge intensive sectors. After achieving strong growth in the first part of the period, employment growth in the 'Construction and utilities' sector slowed down over the last few years. Nonetheless, employment in this area was about 1.6 times higher in 2021-22 than it was 12 years earlier.

#### The sectoral impact Covid-19 and lockdowns

- 3.8 The CBR also examined the impact of the pandemic on a sample of 535 companies, representing over 54,000 employees. A comparison across 3 years was taken; 2019-20 (pre-Covid), 2020-2021 (Covid including the 3 lockdowns and 2021-22 (post Covid) examines corporate performance lockdowns.
- 3.9 For both the knowledge intensive and non-knowledge intensive sectors, both turnover and employment were strong before the pandemic struck. However, the growth of employment in the non-knowledge intensive companies, whilst positive, was not as strong as that of the knowledge intensive sector. For the first time CBR have been able to look at the performance of the same group of companies in the recovery year 2021-22. In the knowledge intensive sector employment has resumed its previous vigorous growth and turnover has rebounded with total turnover of this group growing by 17%.
- 3.10 The recovery of non-knowledge intensive companies has been more mixed. Employment growth has been very muted whilst turnover has rebounded from lockdown giving a growth of 10% for these companies. The strong recovery of turnover relative to employment is partly a consequence of the furlough scheme.

#### **Gateway Review Update**

- 3.11 As previously reported, GCP are now embarking on the next Gateway Review process which seeks to evaluate the GCP City Deal programme to determine the extent it has achieved attributable economic growth as a result of the progress the projects have made.
- 3.12 During Summer 2022, the Managing Authority – Department for Levelling Up, Housing and Communities (DLUHC) appointed an SQW led consortium to act as the Independent Evaluation Panel (IEP) who will oversee and guide the implementation of the gateway review process at a local level.

#### Local Evaluation Framework

- 3.13 During January 2023 the National Evaluation Framework was published by DLUHC which details the types of evaluation to be conducted, the required documentation / supplementary evidence, the key performance indicators, required monitoring of impact, the roles and responsibilities of the organisations involved, the risks, and the deadlines.
- 3.14 At the 15<sup>th</sup> December Executive Board, Members approved the appointment of a consultant to support the Gateway Review process. The process has two parts; the

completion of the Local Evaluation Framework and then the implementation of the evaluation itself.

- 3.15 The Local Evaluation Framework itself sets out in detail the proposed methodologies for evaluating project impact and progress in line with the National Evaluation Framework which will form the evidence for the gateway review. The development and submission of the LEF is the first step in a comprehensive and robust 2 year process which concludes in the submission of a final report in the Autumn of 2024 and a follow up challenge session. The outcome will be known in Spring 2025.
- 3.16 Following a competitive tendering exercise, GCP appointed SQW to assist them in both the completion of the Local Evaluation Framework as well as the implementation of the evaluation, including the submission of the project specific impact evidence. DLUHC and SQW have agreed a conflict of interest policy that ensures independence of any evaluation work from the core IEP SQW team including a series of measures providing a clear line of separation in evaluation activities.
- 3.17 Over the last 3 months, GCP have been developing the Local Evaluation Framework and submitting drafts to the Independent Evaluation Panel. To date, feedback has been very positive, and as a result, the GCP submitted the final draft to DLUHC on the 5<sup>th</sup> May 2023.
- 3.18 In addition to this work, GCP are working with the City Council to build upon the work of the City Portrait, gathering evidence of the economic impact the Greater Cambridge area has on the rest of the UK. The outcome of this work will be utilised within the complementary report which will be submitted to DLUHC alongside the final report of the gateway review process in Autumn 2024.
- 3.19 The Gateway Review deadlines are as follows:
- Submission of the Local Evaluation Framework – May 2023 (complete)
  - Mid term report – September 2023
  - Final and complementary reports – Autumn 2024
  - Gateway Review outcome – Spring 2025

### **Procurement of Legal Support for GCP**

- 3.20 The GCP has a significant programme of works to be delivered over the coming years. Across the programme, significant legal support is required in specialist areas. This includes, but is not limited to:
- Support for Section 26 Orders for creation of Rights of Way on the Greenways
  - Support for Compulsory Purchase Orders where required
  - Support for Transport and Works Orders (specifically related to the Waterbeach to Cambridge and Eastern Access projects)
  - Support for major procurement processes for the construction of the GCP major projects (including Cambourne to Cambridge, Waterbeach Railway Station and Cambridge South East Transport Phase 2)
- 3.21 To support these legal requirements it is proposed to utilise the Crown Commercial Services Framework to run a competition and secure a major legal firm to work with

the GCP. The value of this work is hard to estimate but could be up to £5million depending on the specific requirements of each project.

- 3.22 It should be noted that the GCP will still continue to utilise Pathfinder Legal who currently provide the County Council's legal services where required to do so. However, the majority of GCP work is specialist and it is therefore felt appropriate to go through this procurement exercise. The procurement exercise itself will be run by the CCC procurement team, ensuring this is in line with all required guidelines.

## 4. Workstream Updates

- 4.1 This section includes key updates on progress, delivery and achievements across the GCP programme in the last quarter. Full reports for each workstream are attached to this report (Appendix 1-Appendix 5).

### Transport

- 4.2 Over the last quarter, progress has continued across the Transport programme. This has included continued construction on CSETS Phase 1 with the expansion of Babraham Park and Ride completed in March 2023 and Bartlow Roundabout started in May 2023, continued construction on Milton Road and public engagement completed on both Eastern Access and the Waterbeach to Cambridge Public Transport Corridor.
- 4.3 In the next quarter progress is expected across the Transport programme. This will include continued construction for the Milton Road and CSETS Phase 1 projects. Construction of works on the Haslingfield, Horningsea and Comberton Greenways will also get underway. This will be works within the Highway Boundary.
- 4.4 Following the County Council decision in April 2023, the Transport and Works Act Order for Cambourne to Cambridge will be submitted in the Summer.
- 4.5 The full workstream report for Transport, including tables outlining delivery and spend information, is available at Appendix 1.

### Skills

- 4.6 The full workstream report for Skills is available in Appendix 2.

### Smart

- 4.7 The Strategic Sensor Network has now been deployed and is operational within the Greater Cambridge area.
- 4.8 The Smart programme team is working with the City Access team to shape the next stage of the systems and operations workstream which will involve close collaboration with the relevant County Council teams.
- 4.9 The full workstream report for Smart is available in Appendix 3.

## Housing

- 4.10 The full workstream report for Housing is available in Appendix 4.

## Economy and Environment

- 4.11 **Cambridge Cluster Insights data – economic geography and census data:** In March this year Cambridge Ahead and the Centre for Business Research (CBR) at the University of Cambridge ran two briefing sessions, exploring the latest Cambridge Cluster Insights annual dataset. The latest in-depth analysis presentations, produced by the CBR, looked at ‘The Economic Census of the Cambridgeshire and Peterborough region’ – this represents a full census of the corporate economy and covers the wider Cambridgeshire region, enabling a robust understanding around the outer influence of the Greater Cambridge economy. The second briefing session covered ‘The Economic Geography of the Cambridge City Region’. These annual datasets are unique in scope and complementary to the regular quarterly employment updates. A summary of the key points from these presentations is shown in the workstream report for Economy & Environment in Appendix 5.
- 4.12 **Energy Grid Capacity:** In December 2022, officers were advised that Ofgem had approved the inclusion of these projects within UKPN’s funding settlement bid, known as RIIO ED-2, concluding that they had been “Fully Justified”. This means that UKPN are now in a position to fund and deliver this infrastructure without the need for significant financial support from the GCP. This is a significant achievement for the area.
- 4.13 This represents approximately £20m of direct investment and will facilitate the development of c5,700 new homes and c270, 000m<sup>2</sup> R&D, Commercial and Clinical floorspace. These figures are based on the Adopted Local Plans (covering 2021-2031) but there are expected to be further benefits to the planned developments within the Emerging Local Plan (covering 2031-2041). Amongst the planned developments, are two hospitals on the Cambridge Biomedical Campus which will most likely need the grid capacity enhancements to be able to operate.
- 4.14 As was reported during the last meeting cycle, GCP officers continue to work with UKPN colleagues to progress the project.
- 4.15 The full workstream report for Economy and Environment is available in Appendix 5.

## 5. Strategic Risks

- 5.1 The following are the key Strategic Risks for the GCP Programme, further risks specific to Transport, are set out in Section 6.3.

<b>Strategic Risk</b>	<b>Mitigating action</b>
Failure to unlock further funding for the GCP Programme - The opportunity to deliver the area's identified infrastructure needs and	Ensure progress is regularly, and accurately, reported to ensure there are 'no surprises' - e.g. if delivery is delayed.

<p>further economic and social benefits are lost due to an inability to access future funding. This could be as a result of inadequate delivery, Government considering Greater Cambridge a poor investment, and/or unforeseen circumstances.</p>	<p>Through preparation for Gateway Review 2024/25, evidence why Greater Cambridge requires continued investment in order to meet growth aspirations.</p>
<p>If there is a lack of capacity in the supplier market, from overall demand, Brexit, Covid, unforeseen global events, this could lead to delays, increased costs and the potential for non delivery.</p>	<p>Maintain a clear pipeline of requirements.</p> <p>Provide early notification of requirements to give suppliers time to mobilise and give confidence of the flow of work.</p> <p>Maximise potential of existing professional services frameworks.</p>
<p>Public feedback and opinion on the Programme is not demographically representative of the Greater Cambridge area as a whole, reducing the ability to understand the needs and priorities of the current and future population of Greater Cambridge.</p>	<p>Through regular engagement exercises, work closely with wider communities and Members to ensure feedback is captured and understood.</p>
<p>Cost of schemes increases due to inflation or demand for materials in the market, leading to insufficient budgets for delivery of all GCP schemes</p>	<p>Regular costing of schemes to ensure on budget. Liaison with the market including contractors to ensure pipeline is understood and issues of cost are raised early. Inclusions of risk, Optimism Bias and inflation in cost estimates.</p> <p>A paper on the Future Investment Strategy is due at the September Executive Board.</p>

# APPENDIX 1: QUARTERLY TRANSPORT WORKSTREAM REPORT

“Creating better and greener transport networks, connecting people to homes, jobs, study and opportunity”

## 6. Transport Delivery Overview

6.1 The table below gives an overview of progress for ongoing projects. This table has been updated to include the original target completion date for each scheme. The RAG status is related to the difference between Revised Completion Date and Forecast Completion Date. For an overview of completed projects, including their relation to ongoing projects, please refer to Appendix 7.

Project	Current Delivery Stage	Original Target Completion Date for whole Project	Revised Target Completion Date for whole Project	Forecast Completion Date for whole Project	Status		
					Previous	Current	Change
Cambridge Southeast Transport (CSET) Phase 1	Construction	2022	2023	2024	A	R	↓
Cambridge Southeast Transport (CSET) Phase 2	Design	2024	2024	2026	A	A	↔
Cambourne to Cambridge / A428 Corridor	Design	2024	2026	2026	A	G	↑
Waterbeach to Cambridge	Early Design	2027	2027	2027	G	G	↔
Eastern Access	Early Design	2027	2027	2027	G	G	↔
West of Cambridge Package	Design	2021	2024	2025	A	R	↓
Milton Road	Construction	2021	2024	2024	G	G	↔
City Access Project	Design	2024	2024	2024	G	G	↔
Whittlesford Station Transport Infrastructure Strategy (formerly Travel Hubs)	Initial Options	2023	2023	2023	A	G	↑
Cycling Plus	Initial Options	2027	2027	2027	G	G	↔
Chisholm Trail Cycle Links Phase 2	Design	2022	2023	2024	G	R	↓
Madingley Road (Cycling)	Design	2022	2023	2025	G	R	↓
Waterbeach Greenway	Project Initiation	2024	2025	2025	A	A	↔
Fulbourn Greenway	Early Design	2024	2024	2025	G	A	↓
Comberton Greenway	Design	2025	2025	2025	G	G	↔
Melbourn Greenway	Design	2025	2025	2025	G	G	↔
St Ives Greenway	Design	2023	2024	2025	A	A	↔
Barton Greenway	Design	2025	2025	2025	G	G	↔



Bottisham Greenway	Design	2025	2025	2025	G	G	↔
Horningsea Greenway	Design	2025	2025	2025	G	G	↔
Sawston Greenway	Design	2025	2025	2025	G	G	↔
Swaffhams Greenway	Design	2025	2025	2025	G	G	↔
Haslingfield Greenway	Design	2025	2025	2025	G	G	↔
Waterbeach Station	Design	2025	2025	2025	G	G	↔

*Please note:*

*Histon Road and Chisholm Trail Phase 1 have been taken out of the above table as they are both complete. Both have small budgets for 2022/23 for final snagging works so will appear in the Finance Overview table in Section 7.1*

**Key:** R = Red, A = Amber, G = Green – see Appendix 6 for RAG explanations.

6.2 Specific updates on each scheme are set out in section 7 of this report. There are 4 schemes with a red status.

- CSETS Phase 1 is red due to the requirement for the Haverhill Road and Wandlebury schemes to go through planning which is taking longer than originally envisioned. This was originally submitted in June 2022, issues are being worked through which should lead to construction in 2024. There have also been land acquisition issues for the scheme, but these are now resolved.
- Cambridge South West Travel Hub (CSWTH) was originally due to be completed in 2024 but due to delays in achieving planning approval is now forecast for 2025.
- Chisholm Trail Phase 2 was due to be completed in 2023 but following feedback to the Summer 2022 consultation and ongoing dialogue with Network Rail, the designs are being updated which will lead to delivery in 2024.
- Madingley Road was originally scheduled to complete in 2023 but due to issues with the design, and the West of Cambridge development site, the forecast date is now 2025.

It should be noted that CSWTH, Chisholm Trail Phase 2 and Madingley Road will all be subject to future Executive Board updates.

6.3 In principle, target completion dates will only be changed subject to more significant updates on schemes being provided to the Executive Board.

6.4 Whilst the forecast completion dates captured above are the anticipated opening dates for each project, delivery risks e.g. land acquisition timescales, remain across the programme. Due to the significant scale of the programme and its associated spend, delivery risks, such as these, are expected and are being managed through appropriate mitigation strategies. As it currently stands, the top risks across the transport programme are identified as follows:

Risk	Mitigating Action
If the cost of materials continues to increase it will have a significant impact on the cost of delivery and therefore programme	Early engagement with contractors during pricing to ensure that the latest market situation is reflected in both early estimates and risk apportionment.

	Future Investment Strategy Paper to set out situation in September 2023.
If initial budget estimates for projects are either not realistic, do not include appropriate allocations for risk, optimism bias, or come under pressure through inflated prices from contractors then projects may not be delivered and confidence in the programme will be impacted	Ensure robust management of the commercial aspects of major projects, including the setting of realistic budget requirements and contingency levels. Follow government green book guidance on Optimism Bias.
If there is a failure of schemes at key decision gateways including Planning Decisions, Public Inquiry or following Judicial Review, the schemes will have to be significantly altered and/ or reprioritised	Ensure scheme development complies with all legal, national, local and internal governance requirements and that subsequent decisions are made on the basis of that process, fully documented and communicated in a transparent manner. The GCP continue to work closely with the Local Planning Authorities.
If there is a failure to reflect climate crisis policy agenda including carbon impacts and biodiversity net gain then the schemes may be subject to challenge, delay or reprioritisation at business case approval or consenting	CCC policy created, GCP to review and create an aligned strategy for the programme.
If projects are unable to acquire land within a timely fashion and/or landowners are unwilling to sell then statutory processes may be required or take longer due to significant objections which will lead to delays in the programme	Appropriate professional advice on land acquisition, issues with land to be identified as early as possible within projects. CPO to be utilised as a last resort.

## 7. 2022/23 Transport Finance Overview

7.1 The table below contains a summary of this year's budget and year-end expenditure for 2022/23.

Project	Total Budget (£000)	2022-23 Budget (£000)*	2022-23 Year-end Outturn (£000)	2022-23 Year-end Variance (£000)	2022-23 Final Budget Status	2023-24 Budget (£000)
Cambridge South East (A1307) – Phase 1	16,950	3,800	1,689	-2,111	A	5,069
Cambridge South East (A1307) – Phase 2	132,285	3,546	2,503	-1,043	A	2,715
Cambourne to Cambridge (A428)	157,000	2,000	2,451	+451	G	4,000
Waterbeach to Cambridge	52,600	700	757	57	G	1,000
Eastern Access	50,500	1,200	709	-491	A	2,200

West of Cambridge Package	42,000	951	200	-751	R	1,500
Milton Road Bus, Cycle and Pedestrian Priority	23,040	8,337	6,869	-1,468	A	9,960
Histon Road Bus, Cycle and Pedestrian Priority	10,600	307	138	-169	A	20
City Access Project	20,320	7,266	5,091	-2,175	A	4,094
Whittlesford Station Transport Infrastructure Strategy (formerly Travel Hubs)	700	175	40	-135	A	376
FIS Allocation – Public Transport Improvements	65,000	0	0	0	N/A	-
- Cycling Plus	10,200	500	378	-122	A	500
Chisholm Trail – Phase 1	17,914	20	489	+469	G	-
Chisholm Trail – Phase 2	5,000	941	702	-239	A	2,000
Madingley Road Cycling	993	353	203	-150	A	254
Greenways Programme	76,000	5,755	5,944	+189	G	8,295
Waterbeach Station	37,000	1,000	235	-765	R	2,000
Programme Management and Scheme Development	5,450	300	342	+42	G	350
<b>Total</b>	<b>£723,552</b>	<b>£37,151</b>	<b>£28,740</b>	<b>-£8,411</b>	<b>A</b>	<b>£44,333</b>

Please note:

\* These budgets now account for the actuals in 2021/22 and therefore may be slightly lower or higher depending on whether an under or over spend occurred in 2021/22

**Key:** R = Red, A = Amber, G = Green – see Appendix 6 for RAG explanations.

- 7.2 2023/24 forecasts will be provided from the next meeting cycle, at present no variation is forecast from the budgets set out.
- 7.3 Commentary relating to each project is set out below. This includes an update on financial spend to 2022/23 year-end.

### Finance and Programme updates by Scheme

- 7.4 Cambridge South East (A1307) – Phase 1  
Financial Status: **Amber**

During 2021/22 there were land acquisition issues. Although these are now largely resolved or negated by redesign, delays in the process resulted in some reprofiling of the construction programme which led to an underspend at the end of the 2022/23 financial year. The under spend will be resolved through Bartlow Roundabout construction in 2023/24.

Construction at Babraham Park and Ride is now completed and Bartlow Roundabout construction began in May 2023. Construction of Haverhill Road and Wandlebury schemes are forecast for Spring 2024 subject to planning approval.

7.5 Cambridge South East (A1307) – Phase 2  
Financial Status: **Amber**

The Transports and Works Act Order (TWAo) application scheme was delayed in 2021/22 due to an issue with a planning application, granted on appeal, on the alignment. The scheme is following Cambridgeshire County Council's governance process for TWAo applications so when this is prepared it will go to full Council for approval.

Due to these delays, costs have been reprofiled to reflect the programme, leading to a reduction in overall spend during 2022/23. This will be resolved through spend in 2023/24.

7.6 Cambourne to Cambridge (A428)  
Financial Status: **Green**

Consultants are now working on the Environmental Impact Assessment (EIA) and TWAo for the project with a view to submission of the TWAo application in June 2023. The project is currently scheduled to be delivered by the end of 2026. The project came in on budget at year-end and achieved accelerated spend within the overall budget envelope.

7.7 Waterbeach to Cambridge (formerly A10 North study)  
Financial Status: **Green**

Consultants are currently developing a preferred alignment option for the public transport route between the new town at Waterbeach and Cambridge, along with options for a new park and ride at Waterbeach. Public consultation on the options took place from January to March and has now concluded.

At year-end, the project achieved accelerated spend within the overall budget envelope.

7.8 Eastern Access  
Financial Status: **Amber**

Work on the longer term busway is now progressing following the allocation for development of the Airport site in the first draft of the Greater Cambridge Local Plan. Engagement on Phase 1 (Newmarket Road) consultation has now closed.

At year-end there was an underspend due to a minor delay in commissioning of works. However, the scheme remains on track overall and the spend will increase to resolve this in 2023/24.

7.9 West of Cambridge Package  
Financial Status: **Red**

Cambridge South West Travel Hub was presented in early 2021 to the County Planning Committee for determination. The decision was deferred unanimously in February 2022 by the Committee until further information on impact on the Green Belt, demand and carbon calculations were provided. In June 2022 the Planning Committee recommended approval of the application, subject to the Department for Communities and Local Government's acceptance, this was received in July.

Purchase of the final parcel of land is now progressing and consultants have been appointed to deliver the Detailed Design. Due to delays as set out above, there was an underspend at year-end. The scheme is currently scheduled for delivery in 2025.

Foxton Travel Hub engagement programme was delayed allowing for further discussions with local councillors and parish councils - this revised timeline led to a reduction in the spend profile which is reflected in the year-end underspend.

7.10 Milton Road bus and cycling priority  
Financial Status: **Amber**

Construction of this project commenced on 27th June 2022 with an enabling works package - the main civils work then commenced in August.

There was an underspend of around £1.5m at year-end. This is due to some delays on site caused by utility diversions. There was also a period of very cold weather before and after Christmas which restricted productivity on site. Work is not up to full speed and therefore spend will increase during 2023/24.

7.11 Histon Road bus and cycling priority  
Financial Status: **Amber**

Construction of the project is now complete (as of November 2021) and minor landscape and maintenance works were completed during 2022/23. The remaining budget will be carried over to 2023/24 and allocated to ongoing landscape maintenance and final utility costs.

7.12 City Centre Access Project  
Financial Status: **Amber**

The City Access budget funds multiple workstreams which focus on tackling congestion, improving bus services and the cycling network, addressing air quality issues and better management of parking. Due to the interdependencies between projects, there was an underspend of around £2.2m at year-end. Significant work is expected in 2023/24 which will increase the spend.

7.13 Cycling Plus  
(funded by FIS Allocation – Public Transport Improvements and Sustainable Travel)  
Financial Status: **Amber**

The 2022/23 budget for Cycling Plus was £500k and was split between 2 projects: active travel improvements for (1) the A1134 and (2) Hills Road (from the sixth form college to the Regent Street/Gonville Place/ Lensfield Road junction).

At year-end there was an underspend of £122k (in total). This was due to the planned public consultation being pushed back into the next financial year in order to fit with wider programme scheduling.

7.14 Whittlesford Station Transport Infrastructure Strategy (formerly Travel Hubs)  
Financial Status: **Amber**

Work on developing and delivering various projects included in the strategy has been held over, awaiting the outcome of the Cambridgeshire and Peterborough Combined Authority funded multi-modal study of the A505 which is being undertaken by the County Council.

At year-end the annual budget was underspent by £135k.

7.15 Chisholm Trail cycle links – Phase 1 and Abbey-Chesterton Bridge (previously combined with Phase 2)  
Financial Status: **Green**

The project was successfully opened to the public at the end of December 2021. Positive comments have been received and the Trail is providing an obvious benefit to the public.

7.16 Chisholm Trail cycle links – Phase 2  
Financial Status: **Amber**

Chisholm Trail Phase 2 schemes: Coldhams Lane and Cromwell Road went out to public engagement during the summer of 2022. Different design options are being considered following the engagement exercise.

Contractors were commissioned to break the project into different schemes and carry out a construction cost exercise for all schemes.

At year-end there was an underspend of around £200k. This will be spent in early 2023/24 as design continues.

7.17 Madingley Road  
Financial Status: **Amber**

At year-end the project was underspent by around £150k following some delays in the completion of preliminary design. Further discussions are being held with National Highways and Cambridge University to address their concerns and agree on the design following transport modelling. This design will be engaged on in 2023/24 and spend will increase in this year.

The programme date for competition is currently 2025, this reflects the Street Works requirement that major work on Madingley Road cannot start until work on Milton Road is completed.

7.18 Greenways Programme  
Financial Status: **Green**

The Greenways programme has been split geographically between two consultants (appointed via the Joint Professional Services Framework) and work has now begun on the design of each scheme. In addition, work has begun on key workstreams such as the Wayfinding Strategy and updated land referencing across the entire programme.

In addition to this, a number of sections of the Linton Greenway were delivered during 2022/23.

At year-end the Greenways Programme achieved accelerated spend within the overall budget envelope.

7.19 Waterbeach Station  
Financial Status: **Red**

Following approval to support this project from Executive Board in June 2022, a project team was put together to deliver this scheme. Work has progressed but has not cost as much as was expected with an underspend of £765k at year-end. Therefore, the scheme is under budget, this has not impacted progress. The next stage will be completion of the preliminary design, scheduled for the end of 2023.

7.20 Programme Management and Scheme Development  
Financial Status: **Green**

At year end this project achieved accelerated spend within the overall budget envelope.

## APPENDIX 2: QUARTERLY SKILLS WORKSTREAM REPORT

“Inspiring and developing our future workforce, so that businesses can grow”

### 8. Update on Current Skills Delivery (2021-2025)

8.1 GCP’s new skills and training contract began delivery on 1<sup>st</sup> April 2021. Progress against targets can be seen below:

Indicator	Quarterly Status			Target (2022-2023 Year 2)	Status against overall target	Target (2021-2025)
	Previous	Change	RAG*		RAG* (for end of year stage boundary)	
600 apprenticeship and training starts in the region as a result of intervention by the service, broken down by sector and level of apprenticeship ( <i>Seasonal peaks and troughs in academic year</i> )	113	15	G	150	248	600
1520 adults supported with careers information, advice and guidance, broken down by sector where applicable ( <i>Post-COVID need in community far lower than originally projected, with reprofiling and resource reallocation under discussion</i> )	82	52	A	420	418	1520
600 Early Careers Ambassadors/YP Champions recruited, trained and active, broken down by sector ( <i>Affected by year one delays to YP Champion programme, which has now launched and is beginning recruitment</i> )	9	15	A	125	54	600
450 employers supported to access funds and training initiatives, broken down by sector ( <i>Some seasonality, as employers are more motivated to engage when considering training starts</i> )	21	32	G	100	221	450
400 students accessing work experience and industry placements, as a result of intervention by the service, broken down by sector ( <i>Seasonal, with vast majority taking place in July each year</i> )	0	0	G	100	53	400
2486 careers guidance activities aimed at students aged 11-19 (and parents where appropriate) organised by the service and their impact ( <i>Year-round, but with peak in middle of academic year</i> )	213	91	G	621	1068	2486
All Primary Schools (73) accessing careers advice activities aimed at children aged 7-11 (and parents where appropriate) organised by the service and their impact ( <i>Non-cumulative, the focus is on developing and sustaining engagement over time, rather than a cumulative output, year-on-year</i> )	84	N/A	G	73	84	73 sustained
200 students accessing mentoring programme as part of this service ( <i>Highly seasonal, with delivery between November-April each academic year</i> )	0	20	G	50	70	200
Form the Future partnership with Unifrog enabling Form the Future to better monitor, measure and assess the impact of the GCP Skills and Apprenticeships programme in 21 secondary schools in the Greater Cambridge area ( <i>Reporting is termly, therefore three reporting rounds per year</i> )	15	1	A	21	16	21
Re-establishment of Cambridge Curriculum steering group ( <i>further detail to be provided on this next quarter</i> )	To be confirmed					



Please note:

\*The RAG status highlights whether the work to achieve these targets is on track rather than the current actual.

**Key:** R = Red, A = Amber, G = Green – see Appendix 6 for RAG explanations.

- 8.2 Delivery of the Skills and Apprenticeship Service across 2022 and 2023 has been in a more stable environment, compared to the external influences in Year 1, such as COVID. With familiarity of the schools and organisations, the delivered service continued to focus on three key stakeholder groups – schools, businesses, and adults.
- 8.3 2022 saw the introduction of Unifrog subscriptions to 21 GCP secondary schools thanks to additional funding, recommencement of the Cambridge Curriculum working group and the start of implementing the strategy for work experience, including an opportunity board and increase in communications for employers, schools and students. Form the Future and Cambridge Regional College are on target for the majority of deliverables, the exception is adults and Early Career Ambassadors/Young People Champions.
- 8.4 The service has enabled collaboration and interaction between individuals and organisations across the stakeholder groups in the creation and delivery of quality collateral, content, events and encounters that ensures realisation of improved training and employment outcomes for individuals and businesses for years to come. Initial work on Unifrog and Cambridge Curriculum will be further developed in the next year.
- 8.5 In the second contract year, Form the Future and Cambridge Regional College have worked in partnership to deliver the Skills and Apprenticeship Service across the Greater Cambridge area. Specifically, key outputs of this service in this period include:
- the first annual teacher Continued Professional Development (CPD) conference was held in September;
  - the second Primary Careers Fair took place and saw an increase in students, with 557 students from nine schools attending;
  - the Apprenticeship Jobs & Careers Fairs was held at Cambridge Regional College in March and was well attended by both employers, internal students and people from the local community;
  - 146 apprenticeship and training starts - demand in the hospitality industries remains high, but there has been a significant drop in the number of active vacancies for apprenticeships in the latest quarter (compared with the same period last year). Construction demand remains high in the region and work is ongoing to explore pathways to attract and retain new aspiring assessors to support the region's industry;
  - 292 adults supported with careers information, advice and guidance – FtF continue to support adults at the Cambridge Job Centre Plus and have now progressed talks with Ely Job Centre and started delivery from April 2023 on a monthly basis. Low numbers are expected initially, as job coaches become familiar with our service, but FtF will review and increase sessions as required.
  - 129 employers supported to access funds and training initiatives – there continues to be a large interest from employers, requesting access to students to fill both apprenticeship vacancies but also other jobs during these challenging times of skills shortages. The range of industries remains varied with the Accommodation & Food

Sector representing the highest proportion of meetings (30% which is up 4% on last year).

- Creation of the work experience opportunity board;
- 306 students at risk of NEET\* received 1-2-1 careers guidance sessions;
- 96 careers-related learning events for over 16,000 students;
- 29 Early Careers Ambassadors (ECAs) recruited and trained – although this indicator has not yet seen the results planned, recent figures show that there has been an improvement in FtF recruitment of ECAs following the appointment of their new Ambassador Engagement Manager. FtF will continue to prioritise this work in the coming months and to work with CRC to look at how combining the ECA and YP Champion recruitment efforts may yield increased progress;
- 16 schools have started/continue to use Unifrog and 13,000 students currently using/about to start using the system thanks to the project;
- Planning and preparation of first Unifrog report (due May 2023);
- Mentoring continued with sessions at 4 secondary schools, delivering to 20 students. FtF are prioritising delivery to a further 30 students before the end of the academic year;
- 84 primary schools continue using Science, Technology, Engineering and Technology (STEM) hub;
- Cambridge Curriculum network and steering committee re-established and FtF is now working to get the network to a 'minimal viable product' stage.

*\*Young people not in employment, education or training*

## APPENDIX 3: QUARTERLY SMART WORKSTREAM REPORT

“Harnessing and developing smart technology, to support transport, housing and skills”

### 9. Smart Programme Overview

Project	Target Completion Date	Forecast Completion Date	Status		
			Previous	Current	Change
<b>Better Use of data</b>					
Set up of data platform before operational	July 2023	July 2023	G	G	↔
Mobility Monitoring Network - operational	On-going	On-going	G	G	↔
Bus Pinch Point work	Mar 2023	June 2023	G	A	↓
<b>Improved public and sustainable travel offer</b>					
Autonomous Vehicle Study – Eastern Corridor	Nov 2023	Nov 2023	G	G	↔
Autonomous Vehicle Deployment	May 2025	May 2025	G	G	↔
MaaS Options Appraisal	Nov 2023	Nov 2023	G	G	↔
<b>Better Operation of the Highway</b>					
Smart Signal Trial	Mar 2024	May 2024	G	A	↓
<b>Innovation Prospectus Launched</b>	June 2023	June 2023	G	G	↔

Progress reported up to 4<sup>th</sup> May 2023.

**Key:** R = Red, A = Amber, G = Green – see Appendix 6 for RAG explanations.

9.1 The table above gives an overview of progress for ongoing projects. For an overview of completed projects, including their relation to ongoing projects, please refer to Appendix 7.

9.2 The Smart programme of work continues to be developed to reflect requirements in the context of the increasing pace of delivery across all GCP workstreams.

#### 9.3 Better use of data

‘The Better use of data’ theme aims to work with GCP partners and key stakeholders to develop the availability and usage of data. Highlights this period include the following:

9.4 **Mobility Monitoring (Strategic Sensor) Network** – the strategic network of 60 sensors continues to operate effectively with data being collected and made available to the CCC Research team to support on-going monitoring as well as providing a knowledge base of mobility data available to all partner organisations. The team are also investigating the deployment of additional sensors to support short-term ANPR surveys to provide more detailed information about the movement of vehicles in the city centre and surrounding areas (listed at Section 10.8 in last quarter’s report as ‘Routes taken in the city centre areas’).

- 9.5 **Data platform requirements** - to support officers in extracting intelligence and insight from data collected from the Mobility Monitoring (Strategic Sensor) Network and other related data streams, a 'data platform' is needed. This is a central point for the automated uploading of data and to support different types of data analysis and visualisation required by GCP and its partners. Following engagement with the CPCA and County colleagues an interim solution has been procured which will support GCP data analysis over the next 2 years.
- 9.6 **Bus pinchpoints** - by developing a more robust evidence base about where buses are being held up, the GCP and County will be able to prioritise investments including bus priority measures, and target enforcement actions more accurately. An initial piece of work is complete and has ranked junctions in Greater Cambridge by the amount of time bus services are held up, considering nearby stops and other junctions. A further piece of work is analysing the capacity of buses through junctions and the potential impact of delays on CO2 levels. This report will be delivered in July 2023.

9.7 **Improved public and sustainable travel**

The Smart programme is leading several initiatives to support improvements in the public and sustainable travel 'offer' including the following:

- 9.8 **Guidance System Review** - the Cambridge Guided Busway has been very successful and as the GCP builds out its transport scheme, there is a desire to replicate that success by drawing on guidance technologies that have already been applied elsewhere in Europe, but don't require the same level of costly and complex infrastructure. The Smart team continue to work in collaboration with the GCP Transport programme to coordinate investigations of those technologies and how they can safely and effectively support and enhance the schemes being proposed for Greater Cambridge.
- 9.9 **Autonomous Vehicle Work** – the GCP and partners have secured funding from the latest Centre for Connected and Automated Vehicles (CCAV) competition to deliver two Autonomous Vehicle (AV) projects in our area
- **Eastern Access Study** – The study will explore how Connected and Automated Mass Transit could be implemented in Cambridge to solve its complex transport problems. The project has started and is due to finish in November 2023. The total project cost is £153,548 with a grant from CCAV of £92,474 and the remainder funded from industrial contributions of the partners (ARUP and Costain).
  - **Automated Mobility: Deployment (Project Connector)** – This project focuses on deployment and will see up to 13 vehicles running two routes in Cambridge. The relevant agreements have now been signed and the project was officially started with consortium partners and government representatives at a meeting in April. Work has begun to engage with stakeholders on the Biomedical Campus and the West Cambridge campus. Stagecoach and the vehicle provider, Conigital, have begun work on the requirements and specifications for the required systems and work has also begun on testing the safety of the deployment in a detailed virtual simulation environment with our partner companies dRisk and IPG. The total project

costs are £17,563,648 with a grant of £8,772,218 from CCAV and the remainder from industrial contributions.

- 9.10 **Mobility as a Service (MaaS)** - consultants have now completed the initial MaaS study which outlines the potential for MaaS to support sustainable transport modes. The next stage of work has been procured and will deliver an options appraisal, setting out the role the public sector should play in the deployment of MaaS, potential geographic scope and the delivery and commercial models. The options appraisal will be delivered in August 2023.
- 9.11 **Better operation of the highway** - the Smart programme is working to look at how the highway can be better operated to support the GCP's aims of improving sustainable transport journeys.
- 9.12 **Smart Signals** - the VivaCity control has now been tested over a 24-hour control period at the Robin Hood junction and data continues to be gathered on its performance compared to the existing Microprocessor Optimised Vehicle Actuation (MOVA) control method. This phase of testing was due to finish in March 2023, however there was a control issue within the VivaCity system and the final testing will now take place with enhanced monitoring subject to final approval from the signals teams. This has subsequently delayed the next phase at Hills Road by approximately two months. The next phase will look at sequential control on 3 junctions on Hills Road and the potential prioritisation of non-motorised modes.
- 9.13 **Innovation Prospectus** – the Innovation Prospectus will be used to actively engage with the market, setting out the challenges that the GCP is working to address and inviting the market to trial new and innovative technologies. The document and supporting webpage will be finished by the end of May and launched in June.
- 9.14 **City Access workstreams**
- The Smart programme has continued to support the City Access team in technical and behaviour change aspects of the work. The current focus includes:
- supporting the identification of potential operating models for a future City Access scheme, including technical, systems and operational aspects;
  - Developing a data baseline for behaviour change work;
  - understanding the approaches taken in other cities and how these might be applied to the Greater Cambridge Travel for Work area;
  - looking at the range of initiatives to affect behaviour change (in particular modal shift away from private cars)
- 9.15 The key dates and progress are being reported via the City Access project.

## APPENDIX 4: QUARTERLY HOUSING WORKSTREAM REPORT

“Accelerating housing delivery and homes for all”

### 10. Delivering 1,000 Additional Affordable Homes

10.1 The table below gives an overview of progress for ongoing projects. For an overview of completed projects, including their relation to ongoing projects, please refer to Appendix 7.

Indicator	Target	Timing	Progress/ Forecast	Status		
				Previous	Current	Change
Delivering 1,000 additional affordable homes on rural exception sites**	1,000	2011-2031	569 (approx.)	A	G	↑
		Anticipated by 2031	1,759		G	

*\*\* Based on housing commitments as included in the Greater Cambridge Housing Trajectory (April 2023) and new sites permitted or with a resolution to grant planning permission at 31<sup>st</sup> March 2023 on rural exception sites and on sites not allocated for development in the Local Plans and outside of a defined settlement boundary.*

**Key:** R = Red, A = Amber, G = Green – see Appendix 6 for RAG explanations.

10.2 The latest housing trajectory, based specifically on currently known sites, shows that 37,715 dwellings are anticipated in Greater Cambridge between 2011 and 2031, which is 4,215 dwellings more than the housing requirement of 33,500 dwellings. By 2023 it is projected that there will have been 1,190 affordable housing completions on rural exception sites and other schemes outside of village boundaries. Adding these to the 569 affordable dwellings in the pipeline post-2023 gives a total of 1,759 affordable dwellings anticipated by 2031, exceeding the 1,000 dwellings identified in the City Deal.

10.3 The methodology, agreed by the Executive Board for monitoring the 1,000 additional homes, means that only once housing delivery exceeds the level needed to meet the Cambridge and South Cambridgeshire Local Plan requirements (33,500 homes between 2011 and 2031) can any affordable homes on eligible sites be counted towards the 1,000 additional new homes.

10.4 The Greater Cambridge Shared Planning Service published an updated Housing Trajectory in May 2023. This shows that it is anticipated that there will be a surplus, in terms of delivery over and above that required to meet the housing requirements in the Local Plans, in 2024/25. This is one year later than the previous trajectory projected. Until 2024/25, affordable homes that are being completed on eligible sites are contributing towards delivering the Greater Cambridge housing requirement of 33,500 dwellings.

- 10.5 Eligible homes are “*all affordable homes constructed on rural exception sites and on sites not allocated for development in the Local Plans and outside of a defined settlement boundary*”.
- 10.6 The table above shows that on the basis of known rural exception schemes and other sites of 10 or more dwellings with planning permission or planning applications with a resolution to grant planning permission by South Cambridgeshire District Council’s Planning Committee, approximately 479 eligible affordable homes are anticipated to be delivered between 2024 and 2031 towards the target of 1,000 by 2031.
- 10.7 In the last quarter no eligible affordable dwellings were approved.
- 10.8 Anticipated delivery from the known sites has been calculated based on the affordable dwellings being delivered proportionally throughout the build out of each site, with the anticipated build out for each site being taken from the Greater Cambridge Housing Trajectory (April 2023) or based on officer assumptions for build out of sites (if not a site included in the housing trajectory). When actual delivery on these known sites is recorded, more or less affordable dwellings could be delivered depending on the actual build out timetable of the affordable dwellings within the overall build out for the site and also depending on the actual delivery of the known sites compared to when a surplus against the housing requirements in the Local Plans is achieved.
- 10.9 There are still a further eight years until 2031 during which affordable homes on other eligible sites will continue to come forward as part of the additional supply, providing additional affordable homes that will count towards this target.

## APPENDIX 5: QUARTERLY ECONOMY AND ENVIRONMENT WORKSTREAM REPORT

### 11. Greater Cambridge Sectoral Employment Analysis

- 11.1 In March this year Cambridge Ahead and the Centre for Business Research (CBR) at the University of Cambridge presented the latest Cambridge Cluster Insights annual dataset. The latest in-depth analysis presentations produced by the CBR looked at The Economic Census of the Cambridgeshire and Peterborough region and The Economic Geography of the Cambridge City Region.
- 11.2 Key points from the presentations are summarised below:
- 11.3 The Economic Census of the Cambridgeshire and Peterborough region:
- Greater Cambridge, with its high proportion of Knowledge Intensive (KI) companies, is demonstrated as a key contributor to overall employment growth in the region. Greater Cambridge has seen exceptional growth in KI employment over the last 12 years;
  - results suggest that the buoyancy of the Greater Cambridge KI economy has also held up the performance of non-KI sectors across the wider region;
  - KI employment growth in Greater Cambridge remained strong during the last 6 years despite Covid. Non-KI employment growth in the whole Cambridgeshire and Peterborough region fell back but was still significant;
  - The Office of National Statistics (ONS) data appears to reinforce the finding that KI activity in Greater Cambridge has pulled the performance of non-KI sectors across the Cambridgeshire and Peterborough region above the national average.
  - When CBR corporate data are combined with ONS data, employment growth in the Cambridgeshire and Peterborough region and in Greater Cambridge in particular is even stronger. This higher growth comes primarily from CBR data showing greater KI growth across all districts within the region.
- 11.4 The Economic Geography of the Cambridge City Region:
- Over the years since 2010 the corporate economy of the Cambridge City region has grown considerably. KI sectors have grown strongly each year. The growth of businesses in non-KI sectors has been less strong in the second half of the period but only in 2020/21 did employment decline. Whilst the thirteen sectors examined all showed growth over the period, there is considerable variation across sectors.
  - Turnover growth showed a similar picture with a greater fall in 2020/21 and an even stronger recovery in 2021/22 than was the case for employment.
  - Examining the impact of the pandemic on a sample of 535 companies with total employment of 54,000, KI companies saw employment growth falling but still positive in 2020/21, but turnover actually fell. Employment recovered in 2021-22 and turnover rebounded. Non-KI companies showed a fall in employment followed by some recovery, but had lower swings in turnover growth.
  - A substantial part of the decline in employment growth per annum over the past five years (from 6.9% in 2011-17 to 3.2% in 2017-22) was associated with changes in the business stock in the region. An important cause of this was the decline in the contribution to annual employment growth of new business



formation (the contribution of which fell from 4.4% in 2011-17 to 2.2% in 2017-22). Initial analysis suggests that this may be a response to national factors.

- Business parks are an important part of the innovative milieu of the Cambridge City region. Thirty-seven of the most important parks from amongst the 120 that we identified in the region were examined. The 2,400 companies on these 37 parks have over 50,000 employees and 20 of these are KI focused parks, having a dominant influence on innovation in the region. It is estimated that companies on these 37 parks spend an annual average of £2.4bn on Research & Development (R&D), compared with corporate R&D of £5.4bn for the whole of the East of England as estimated by ONS.

## 12. Electricity Grid Reinforcement

- 12.1 As reported above, in December 2022, officers were advised that Ofgem had approved the inclusion of these projects within UKPN's funding settlement bid, known as RIIO ED-2, concluding that they had been "Fully Justified". This means that UKPN are now in a position to fund and deliver this infrastructure without the need for significant financial support from the GCP. This is a significant achievement for the area.
- 12.2 This represents approximately £20m of direct investment and will facilitate the development of c5,700 new homes and c270, 000m<sup>2</sup> R&D, Commercial and Clinical floorspace. These figures are based on the Adopted Local Plans (covering 2021-2031) but there are expected to be further benefits to the planned developments within the Emerging Local Plan (covering 2031-2041). Amongst the planned developments, are two hospitals on the Cambridge Biomedical Campus which will most likely need the grid capacity enhancements to be able to operate.
- 12.3 As was reported during the previous meeting cycle, GCP officers continue to work with UKPN colleagues to progress the projects.

## 13. Citizens' Assembly

- 13.1 The contributions of individual projects to the GCP's response to the Citizens' Assembly are contained in reports relating specifically to those items.

## 14. Financial Implications

- 14.1 At a strategic level the GCP has agreed to over-programme. Planned over-programming in this way is in place to provide future flexibility in programme delivery. Based on the budget agreed by the Executive Board in March 2023, the proposed over-commitment is c.£111million. This assumes that the GCP will be successful in passing the second Gateway Review and will receive the third tranche of funding (£200million).

**Have the resource implications been cleared by Finance? Yes**

Name of Financial Officer: Sarah Heywood

## List of Appendices

Appendix 1	Quarterly Transport Workstream Report
Appendix 2	Quarterly Skills Workstream Report
Appendix 3	Quarterly Smart Workstream Report
Appendix 4	Quarterly Housing Workstream Report
Appendix 5	Quarterly Economy and Environment Workstream Report
Appendix 6	RAG Explanations
Appendix 7	Completed GCP Projects
Appendix 8	Executive Board Forward Plan

## Appendix Background Papers

<b>Source Documents</b>	<b>Location</b>
None	-

## APPENDIX 6: RAG EXPLANATIONS

### Finance Tables

- **Green:** Projected to come in on budget or accelerated spend within overall budget
- **Amber:** Projected to come in under budget, but with measures proposed/in place to bring it in on budget
- **Red:** Projected to come in over budget in year and overspend the overall budget, or under spend the budget in year, without measures in place to remedy

### Indicator Tables

- **Green:** Forecasting or realising achieving/exceeding target
- **Amber:** Forecasting or realising a slight underachievement of target
- **Red:** Forecasting or realising a significant underachievement of target

### Project Delivery Tables

- **Green:** Delivery projected on or before target date
- **Amber:** Delivery projected after target date, but with measures in place to meet the target date (this may include redefining the target date to respond to emerging issues/information)
- **Red:** Delivery projected after target date, without clear measures proposed/in place to meet the target date

## APPENDIX 7: COMPLETED GCP PROJECTS

Project		Completed	Output	Related Ongoing Projects	Outcomes, Monitoring & Evaluation
<b>Transport projects</b>					
Ely to Cambridge Transport Study		2018	Report, discussed and endorsed by GCP Executive Board in February 2018.	Waterbeach to Cambridge	
A10 Cycle Route (Shepreth to Melbourn)		2017	New cycle path, providing a complete Cambridge to Melbourn cycle route.	Melbourn Greenway	
Cross-City Cycle Improvements	Hills Road / Addenbrookes Corridor	2017	Range of improvements to cycle environment including new cycle lanes.	Cross-City Cycling	
	Arbury Road Corridor	2019	Range of improvements to cycle environment including new cycleway.	Cross-City Cycling	Impact evaluated by SQW in 2019 as part of GCP Gateway Review.
	Links to Cambridge North Station & Science Park	2019	Range of improvements to cycle environment including new cycle lanes.	Cross-City Cycling	Impact evaluated by SQW in 2019 as part of GCP Gateway Review.
	Links to East Cambridge and NCN11/ Fen Ditton	2020	Range of improvements to cycle environment including new cycle lanes.	Cross-City Cycling	

	Fulbourn/ Cherry Hinton Eastern Access	2021	Range of improvements to cycle environment including new cycle lanes.	Cross-City Cycling	
Greenways Quick Wins		2020	Range of cycle improvements across Greater Cambridge e.g. resurfacing work, e.g. path widening etc.		
Greenways Development		2020	Development work for 12 individual Greenway cycle routes across South Cambridgeshire.	All Greenways routes	
Cambridge South Station Baseline Study (Cambridgeshire Rail Corridor Study)		2019	Report forecasting growth across local rail network and identifying required improvements to support growth.	Cambridge South Station	
Travel Audit – South Station and Biomedical Campus		2019	Two reports: Part 1 focused on evidencing transport supply and demand; Part 2 considering interventions to address challenges.	Cambourne to Cambridge; CSETS; Chisholm Trail; City Access; Greenways (Linton, Sawston, Melbourn)	
Chisholm Trail Cycle links - Phase 1		2021	A new walking and cycling route, creating a mostly off-road and traffic-free route between Cambridge Station and the new Cambridge North Station	Chisholm Trail Cycle links – Phase 2	
Histon Road bus and cycling priority		2021	Better bus, walking and cycling facilities for those travelling on this busy key route into Cambridge.		

<b>Smart programme projects</b>				
ICP Development – Building on the Benefits	2021	Data platform in operational use. Parking, Bus and Road Network datasets and analytic tools available for use.	Strategic Sensing Network CPCA Transport Data Platform	Better insight and information for the transport network is now available
Data Visualisation – Phase Two	2021	Visualisations of Automatic Number Plate Recognition (ANPR) data  Connectivity to County Council PowerBI services enabled.	Strategic Sensing Network CPCA Transport Data Platform	Enhanced insights extracted from 2017 ANPR survey
New Communities - Phase One (Extended)	2021	Three topic papers for North East Cambridge Area Action Plan (AAP) and input into Local Plan		Smart solutions and connectivity principles embedded in area action plan
Smart Signals – Phase One	2021	Installation of smart signal sensors at 3 junctions (Hills Road)	Smart Signals – Phase Two Smart Signals – Phase Three	Will be realised as part of the following phases
Strategic Sensing Network – Phase One	2021	Gathering requirements and developing specification	Strategic Sensing Network – Phases Two and Three	Will be realised as part of the following phases
C-CAV3 Autonomous Vehicle Project	2021	Successful trial of autonomous shuttle on the West Cambridge site. Development of safety cases for this trial and to support future work. Development of business cases for potential future opportunities in Greater Cambridge		Successful demonstration of the utilisation of autonomous vehicles as part of the future public transport system
Digital Wayfinding	2021	Upgrade of wayfinding totem at Cambridge station and		Improved wayfinding experience for travellers

		development of walking routes map for display.		
<b>Housing projects</b>				
Housing Development Agency (HDA) – new homes completed	2018	New homes directly funded by the GCP have all been completed. 301 homes were completed across 14 schemes throughout Greater Cambridge.		

## Executive Board Forward Plan of Key Decisions

Notice is hereby given of:

- Decisions that that will be taken by the GCP Executive Board, including key decisions as identified in the table below.
- Confidential or exempt executive decisions that will be taken in a meeting from which the public will be excluded (for whole or part).

A 'key decision' is one that is likely to:

- a) Result in the incurring of expenditure which is, or the making of savings which are, significant having regard to the budget for the service or function to which the decision relates; and/or
- b) Be significant in terms of its effects on communities living or working in the Greater Cambridge area.

<b>Executive Board: 29<sup>h</sup> June 2023</b>	<b>Reports for each item to be published 19<sup>th</sup> June 2023</b>	<b>Report Author</b>	<b>Key Decision</b>	<b>Alignment with Combined Authority</b>
GCP Quarterly Progress Report.	To monitor progress across the GCP work streams, including financial monitoring information.	Niamh Matthews	Yes	N/A
Making Connections: Public Transport and City Access Strategy.	To consider the outcome of the consultation and agree the way forward.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
Greenways: St Ives [(i) Oakington to Cottenham spur; (ii). Over spur; and (iii) Fen Drayton spur]; Swaffhams and Bottisham.	To consider the Outline Business Case and programme for delivery.	Peter Blake	No	CA LTP Passenger Transport / Interchange Strategy



<b>Executive Board: 28<sup>th</sup> September 2023</b>	<b>Reports for each item to be published 14<sup>th</sup> September 2023</b>	<b>Report Author</b>	<b>Key Decision</b>	<b>Alignment with Combined Authority</b>
Future Investment Strategy.	To consider and agree an updated investment strategy for the GCP's Programme.	Niamh Matthews	Yes	N/A
Cambridge South East Transport Scheme Phase 2.	To receive an update the on the scheme and agree next steps.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
Waterbeach to Cambridge.	To consider the Outline Business Case and programme for delivery.	Peter Blake	No	CA LTP Passenger Transport / Interchange Strategy
Chisholm Trail – Phase 2.	To receive feedback on the consultation and agree next steps.	Peter Blake	No	CA LTP
Cycling Plus.	To consider the Strategic Outline Business Case.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
Greenways: Waterbeach and Fulbourn.	To consider the Outline Business Case.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
GCP Quarterly Progress Report.	To monitor progress across the GCP work streams, including financial monitoring information.	Niamh Matthews	Yes	N/A

<b>Executive Board: 14<sup>th</sup> December 2023</b>	<b>Reports for each item to be published 4<sup>th</sup> December 2023</b>	<b>Report Author</b>	<b>Key Decision</b>	<b>Alignment with Combined Authority</b>
GCP Quarterly Progress Report.	To monitor progress across the GCP work streams, including financial monitoring information.	Niamh Matthews	Yes	N/A
Cambridge Road Network Hierarchy Review.	To consider feedback on the consultation and agree next steps.	Isobel Wade	No	CA LTP Passenger Transport / Interchange Strategy
Cambridge South West Travel Hub. (Subject to Cambridgeshire County Council Planning Decision).	To sign off the Full Business Case and next steps.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
Foxton Travel Hub. (Subject to Cambridgeshire County Council Planning Decision).	To sign off the Full Business Case and agree next steps.	Peter Blake	No	CA LTP Passenger Transport / Interchange Strategy
Waterbeach Station.	To sign off the Full Business Case and next steps.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
Madingley Road.	Consider the outcome of the consultation and agree next steps.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy

Cambridge Eastern Access.	To consider the Outline Business Case for the Park and Ride proposals.	Peter Blake	Yes	CA LTP Passenger Transport / Interchange Strategy
<b>Executive Board: February 2024 [TBC]</b>	<b>Reports for each item to be published [TBC]</b>	<b>Report Author</b>	<b>Key Decision</b>	<b>Alignment with Combined Authority</b>
GCP Quarterly Progress Report.	To monitor progress across the GCP work streams, including financial monitoring information.	Niamh Matthews	Yes	N/A
Greenways: St Ives (Swavesey).	To consider the Outline Business Case.	Peter Blake	No	CA LTP Passenger Transport / Interchange Strategy

<b>Executive Board meeting</b>	<b>Reports for each item published</b>	<b>Joint Assembly meeting</b>	<b>Reports for each item published</b>
29 <sup>th</sup> June 2023	19 <sup>th</sup> June 2023	8 <sup>th</sup> June 2023	5 <sup>th</sup> June 2023
28 <sup>th</sup> September 2023	18 <sup>th</sup> September 2023	7 <sup>th</sup> September 2023	25 <sup>th</sup> August 2023
14 <sup>th</sup> December 2023	4 <sup>th</sup> December 2023	23 <sup>rd</sup> November 2022	13 <sup>th</sup> November 2022
March 2024 [TBC]	-	February 2024 [TBC]	-

## Greater Cambridge Greenways – Bottisham, Swaffhams and St Ives Greenways

Report to: Greater Cambridge Partnership Joint Assembly

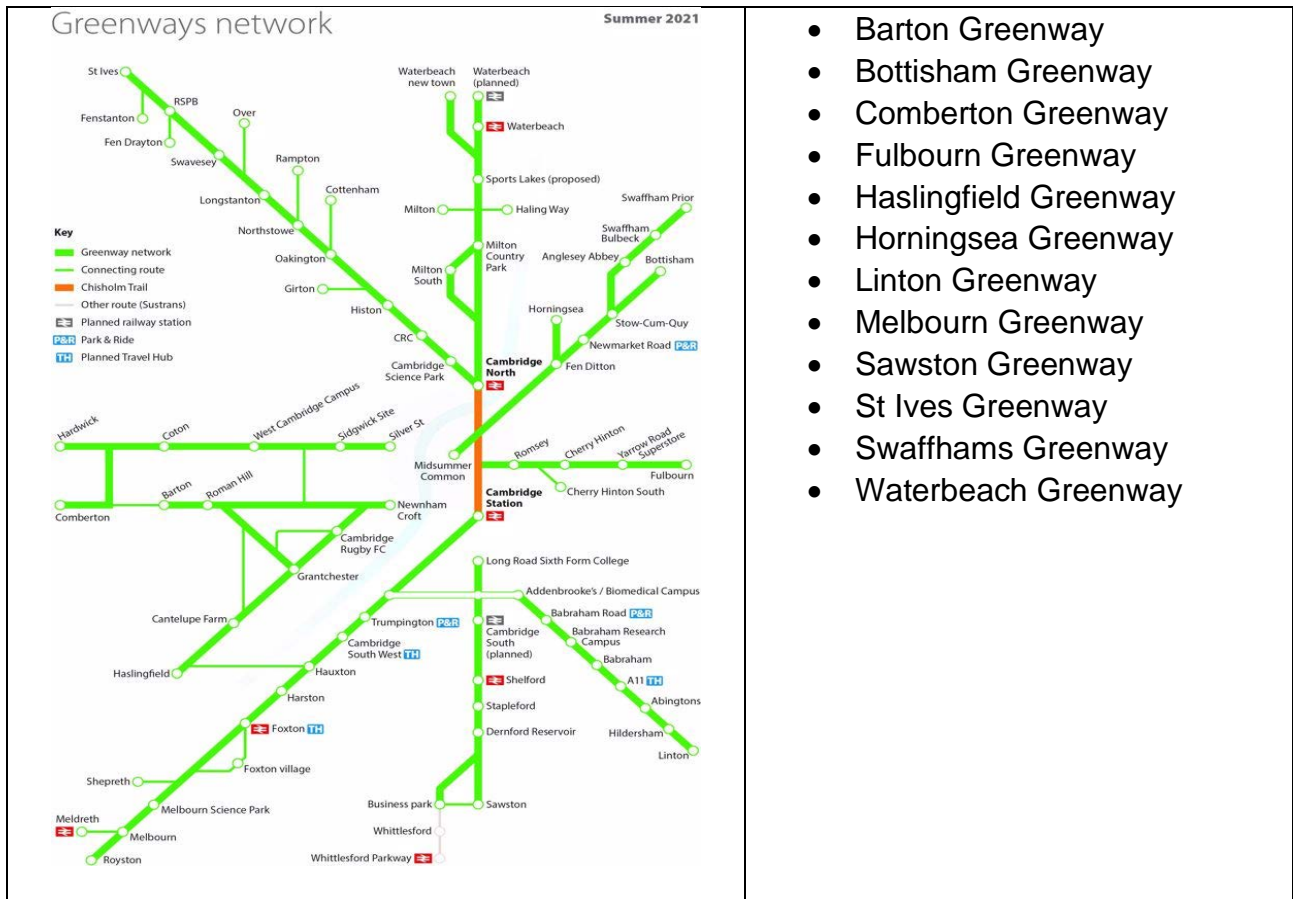
Date: 8<sup>th</sup> June 2023

Lead Officer: Peter Blake, Director of Transport

### 1 Background

- 1.1 The creation of an extensive 150km network of Greenways is part of a strategy to encourage commuting by active travel modes into Cambridge city centre from the surrounding villages and settlements within South Cambridgeshire, in a bid to reduce traffic congestion and to contribute towards improved air quality and better public health. The significant programme also provides opportunities for countryside access and leisure.
- 1.2 Greenways are sustainable travel corridors which are intended to make active travel in Greater Cambridge both safer and easier for all abilities. The development of these corridors focuses on the improvement of existing corridors, as well as the creation of new corridors, in order to provide a more connected and cohesive active travel network in Cambridge and South Cambridgeshire.
- 1.3 The Greenways Network has the potential to significantly increase access to a range of sites, including planned housing and employment developments at Babraham Research Campus, Cambridge Biomedical Campus, Cambridge Northern Fringe, Cambridge Southern Fringe, Cambridge Science Park, Granta Park, Wellcome Trust Genome Campus, Waterbeach New Town, and West Cambridge (collectively around 10,500 new homes and 19,000 new jobs between 2011 and 2031).
- 1.4 There are a total of 12 Greenways routes being developed, as shown in the network map in Figure 1.

**Figure 1: Greenways Network**



- Barton Greenway
- Bottisham Greenway
- Comberton Greenway
- Fulbourn Greenway
- Haslingfield Greenway
- Horningsea Greenway
- Linton Greenway
- Melbourn Greenway
- Sawston Greenway
- St Ives Greenway
- Swaffhams Greenway
- Waterbeach Greenway

1.5 Concept work and consultation on the Greenway alignments concluded with Executive Board decisions throughout 2020 to release funding. During 2021 and 2022, more detailed technical work took place which has given more certainty to the timescales associated with the Programme. This work continues into 2023.

1.6 The Greenways Network will form the basis of a significant active travel network for Cambridge and the surrounding area. It will provide links to already delivered schemes such as the Chisholm Trail, and future projects including the Cycling Plus schemes. It is therefore a critical part of the GCP programme to increase the number of trips made through active travel.

1.7 The Joint Assembly is invited to consider the proposals to be presented to the Executive Board in relation to the **Bottisham, Swaffhams and St Ives Greenways**, and in particular the emerging recommendations for the Executive Board:

- Note the results from the Public Engagement exercises, conducted during Q1 of 2023 and agree any changes to scheme design resulting from the engagement;
- Agree the Outline Business Cases for the Bottisham, Swaffhams and St Ives Greenways;
- Agree to the submission of the required Planning Applications, Permitted Development Applications, Section 25 and 26 Rights of Way creation Orders and Traffic Regulation Orders, working with the County Council as necessary;
- Agree to the use of Compulsory Purchase Powers for land where section 26 Highways Act 1980 powers cannot be used;

- Agree the programme of delivery for Bottisham, Swaffhams and St Ives Greenways;
- Agree to finalise schemes for construction and complete Full Business Cases for the Bottisham, Swaffhams and St Ives Greenways; and
- Agree the Wayfinding concept design following the completed public poll.

## 2 Issues for Discussion

### Public Engagement

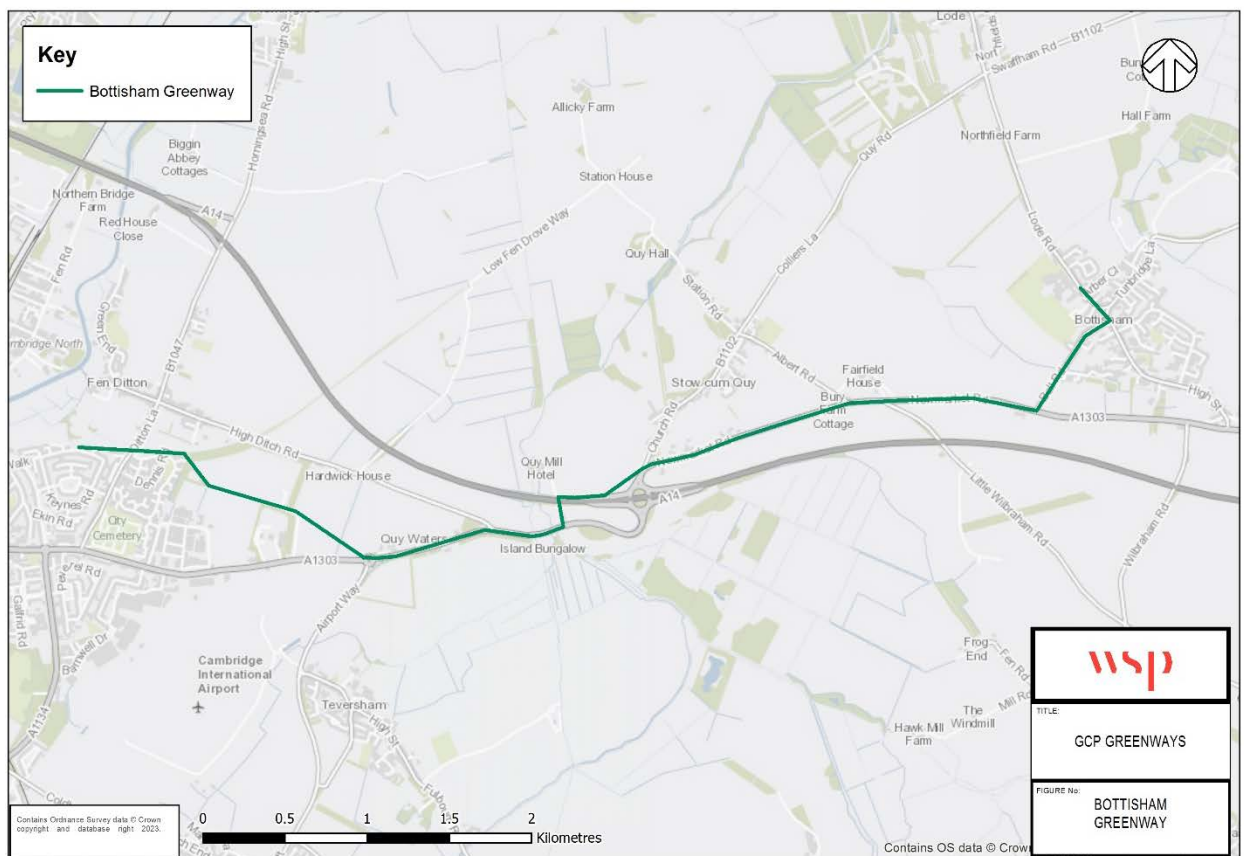
2.1 Public engagement for the Bottisham, Swaffhams and St Ives Greenways was undertaken during Q1 of 2023, to seek feedback on current design proposals for these routes.

- Bottisham – 27<sup>th</sup> February to 24<sup>th</sup> March
- Swaffham – 27<sup>th</sup> February to 24<sup>th</sup> March
- St Ives – 6<sup>th</sup> February to 31<sup>st</sup> March

2.2 This included online and in-person engagement events. Full summary reports of the findings from the public engagement are included at **Appendix 1**.

2.3 The most significant issues and the proposed officer response to these are set out in Tables 1 to 6 below.

### Bottisham



2.4 Key changes that are being proposed following the public engagement are set out below for Board approval.

**Table 1 – Bottisham Public Engagement with action proposed**

Key Issues	Responses Received	Action Taken / Justification
<b>Wayfinding and signage (General)</b>	<ul style="list-style-type: none"> <li>Coded comments on every section of the route expressed the importance of clear and visible signage along the extent of this section with specific reference to its potential to mitigate safety risks.</li> </ul>	<ul style="list-style-type: none"> <li>A wayfinding strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route.</li> </ul>
<b>Lighting (General)</b>	<ul style="list-style-type: none"> <li>A number of coded comments expressed the need for lighting along the route to maximise safety of all users. The comments ranged from the provision of streetlamps to the installation of solar studs in the shared use path.</li> </ul>	<ul style="list-style-type: none"> <li>A lighting strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route.</li> </ul>
<b>Riverside</b>	<ul style="list-style-type: none"> <li>Concerns around areas of shared-use space were found in 26% of responses (12 comments) for this section. Six of the 12 responses expressed concerns that the Riverside, particularly between Saxon Road and River Lane is too narrow for a shared-use path and that there is existing conflicts between pedestrians, cyclists and motor vehicles.</li> <li>19% of responses (9 in total) express concerns about the proposed surfacing for the Riverside section of the route.</li> <li>Three comments express concerns that the red asphalt may create problems for pedestrians.</li> <li>Two comments request the section of Riverside between the 'Tesco Path', and the Equiano Bridge is rebuilt to provide a level surface throughout.</li> <li>Double cattle grids are also requested at the entrance of</li> </ul>	<ul style="list-style-type: none"> <li>The design team will carry out a traffic count on this section of Greenway to check the Feasibility designs.</li> <li>The use of red asphalt will be determined during the Preliminary design stage. The design team will review the existing surfacing at Preliminary design stage.</li> <li>The design team will review the existing section between the Tesco path and Equiano Bridge at Preliminary design stage.</li> <li>The design team will review the existing entrance adjacent to</li> </ul>

	<p>Stourbridge Common by two responses, asking for similar ones that are provided at Midsummer Common / Walnut Tree Avenue. this location.</p>	<p>Stourbridge Common at Preliminary design stage.</p> <ul style="list-style-type: none"> <li>• Midsummer Common is out of the current scope of Bottisham Greenway.</li> </ul>
<b>Stoubridge Common</b>	<ul style="list-style-type: none"> <li>• Four comments about this section suggested widening the cattle grids in this area to allow for increased pedestrians and cycle traffic in both directions.</li> </ul>	<ul style="list-style-type: none"> <li>• The design team will review the existing entrance adjacent to Stourbridge Common at Preliminary design stage.</li> </ul>
<b>Ditton Meadows</b>	<ul style="list-style-type: none"> <li>• The most frequent concern regarding this section of the proposals related to the signalised crossing. 31% of comments (13 in total) suggested a new location for the crossing or suggested design considerations.</li> <li>• A further 11% of comments (5 in total) discussed existing sharp turns in this section of the route, in which visibility is restricted and deemed unsafe for cyclists. This included the sharp turn for cyclists leaving the path to join the Chisholm Trail and suggested making this turn smoother or implementing mirrors to improve visibility.</li> </ul>	<ul style="list-style-type: none"> <li>• There is not a signalised crossing proposed on this Greenway scheme.</li> <li>• The design team will review the existing entrance to the Chisholm Trail at Preliminary design stage.</li> </ul>
<b>Ditton Lane / Fison Road Junction</b>	<ul style="list-style-type: none"> <li>• 35% of the comments (15 in total) made suggestions for alterations to the crossing points, three of which suggested that the crossing be made accessible to equestrian users all stating that it should allow for access to the Marleigh bridleway.</li> <li>• Four of the comments highlighted that the Marleigh bridleway is within close proximity to the Greenway, and safe access should therefore be provided for equestrian users.</li> <li>• Coded comments (9 in total) provided general feedback regarding the route alignment for this section, highlighting that there are sharp bends along the cycle route. Respondents expressed concern visibility will therefore be reduced for pedestrians and cyclists when turning and could</li> </ul>	<ul style="list-style-type: none"> <li>• GCP will accommodate equestrians where possible. Subject to adherence to DMRB standards and Road Safety Audit results.</li> <li>• GCP will accommodate equestrians where possible. Subject to adherence to DMRB standards and Road Safety Audit results.</li> <li>• Due to utility constraints and existing trees, It is necessary to have bends in the section of Greenway. Signs pointing at localised hazards can be included in the design of this section.</li> </ul>



	<p>increase the risk of collisions between Greenway users.</p>	
<p><b>Marleigh Development, High Ditch Road Junction</b></p>	<ul style="list-style-type: none"> <li>• 20% of comments for this section (8 in total) expressed safety concerns with the existing road layout which they would like to see improved as part of the Greenway.</li> <li>• Other feedback highlighted that the surface materials are neglected and poorly maintained, and there is often sections which have drainage issues which leads to large puddles which ice over in colder months, making it unsafe for users.</li> <li>• Feedback included suggestions to introduce a signal-controlled crossing and to change the arrangement of the High Ditch Road junction, so it is safer for pedestrians and cyclists.</li> </ul>	<ul style="list-style-type: none"> <li>• The existing road layout is not in the scope for this scheme.</li> <li>• GCP to Contact Cambridgeshire Highways Maintenance Team to discuss the future maintenance of the Greenway.</li> <li>• The design team will review the crossing point at the Preliminary design stage.</li> </ul>
<p><b>A14 Underpass, Quy Mill Hotel Access Road</b></p>	<ul style="list-style-type: none"> <li>• 20% of the comments (9 in total) related to concerns around equestrian users should be provided with a safe place to dismount.</li> <li>• 18% of comments mentioned the lack of maintenance on the approach and within the underpass. Other maintenance issues included poor drainage which leads to ponding after moderate rainfall.</li> </ul>	<ul style="list-style-type: none"> <li>• The design team will review the need for mounting blocks at either entrance of the underpass in the Preliminary design stage.</li> <li>• GCP to Contact Cambridgeshire Highways Maintenance Team to discuss the future maintenance of the Greenway.</li> </ul>
<p><b>Bell Road, The Bell Road / Lode Road Junction, Lode Road</b></p>	<ul style="list-style-type: none"> <li>• 17% of all coded comments (7 in total) related to safety concerns with the existing layout. 5 comments highlighted that currently it feels unsafe for cyclists due to the number of parked cars on Bell Road and can be hazardous for cyclists i.e., at risk of car dooring.</li> <li>• Two comments mentioned that vehicles tend to overtake cyclists along Bell Road which puts them at risk of being struck.</li> <li>• Three comments suggested extending the 20mph speed limit along the entire length of Bell Road. One comment suggested extending the 20 MPH zone to the village gateway on Lode Road</li> </ul>	<ul style="list-style-type: none"> <li>• GCP will arrange a site visit to review the existing proposals.</li> <li>• Driving habits by motorists is an enforcement issue. There is a proposal for a raised table at Bell Road area.</li> <li>• GCP will investigate the start and finish location of the 20MPH zones during the site visit.</li> </ul>

2.5 Response from the public engagement with no action proposed.

**Table 2 – Bottisham Public Engagement with no action proposed**

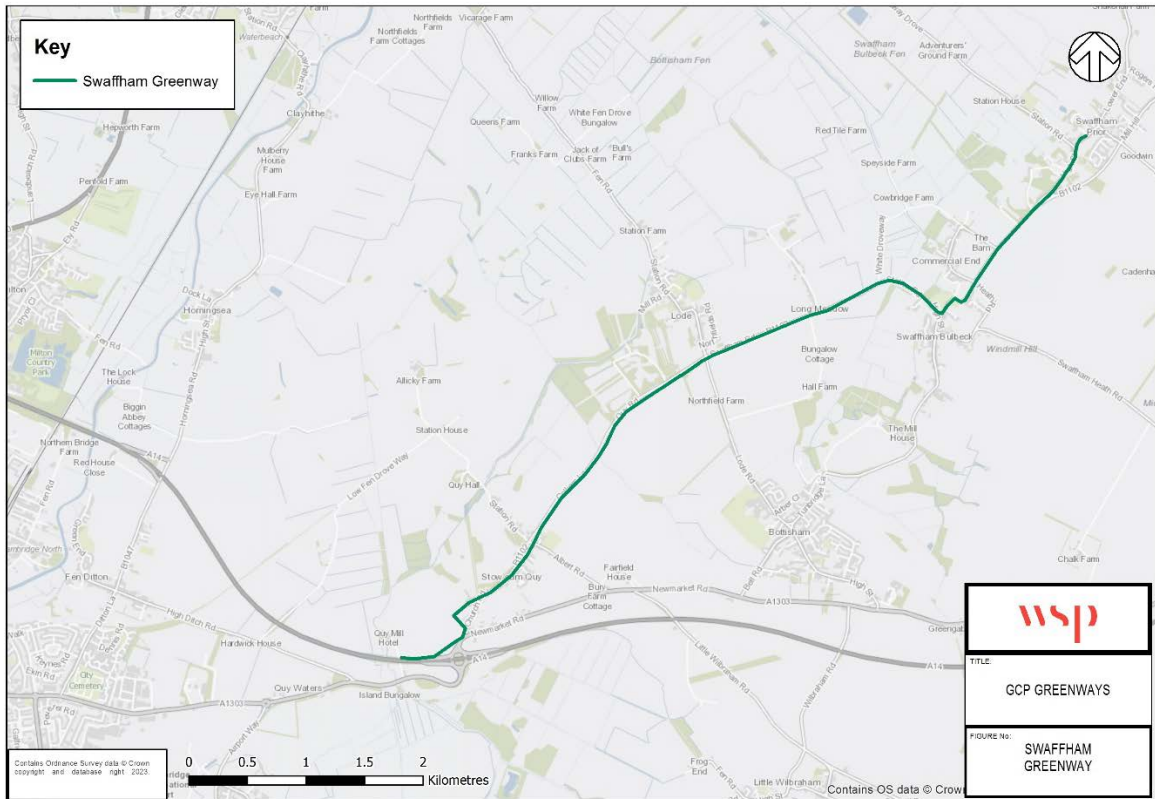
Key Issues	Responses Received	Action Taken / Justification
<b>Equestrian Users (General)</b>	<ul style="list-style-type: none"> <li>Coded comments were raised regarding equestrian users along the proposed route. Comments discuss the importance of equestrians being treated equally to other road users, also highlighting equestrians are vulnerable road users and therefore safe access for them must be prioritised.</li> </ul>	<ul style="list-style-type: none"> <li>GCP will accommodate equestrians where possible. Subject to adherence to DMRB standards and Road Safety Audit results.</li> </ul>
<b>Riverside</b>	<ul style="list-style-type: none"> <li>Seven comments express concern regarding parked cars on this section of the route. With five comments requesting that parking is removed at Elizabeth Way and two at Stourbridge Common there is not enough space available to safely facilitate a shared use path along the Riverside. Seven comments also mentioned that the existing parking at Elizabeth Way restricts space and sight lines for cyclists.</li> <li>23% of the coded comments (11 comments) contained suggestions for alternative routes or extending the route. Suggested extensions included making the cycle lane along the Riverside continuous beneath the A1134 Bridge. Two comments suggest a segregated Riverside pedestrian footpath and separate entrance to Stourbridge Common.</li> </ul>	<ul style="list-style-type: none"> <li>It is beyond the scope of the scheme to redefine a parking strategy. The design team have deemed there is enough space to proceed with the route.</li> <li>This would be outside the scope of the route as agreed by the GCP Board in 2020</li> </ul>
<b>Stoubridge Common</b>	<ul style="list-style-type: none"> <li>29% of comments for this section (12 in total) supported changes to the proposals to widen the existing shared-use path. Six comments were generally positive about the proposals to widen the shared-use path on what is currently a very narrow path for cyclists and pedestrians.</li> <li>Two comments also suggested widening the footbridge over Coldham's Brook to accommodate for an increase in footfall and cycle flows. 5% of comments for the</li> </ul>	<ul style="list-style-type: none"> <li>This would be outside the scope of the route as agreed by the GCP Board in 2020</li> </ul>

	<p>Stourbridge Common section (6 in total) were concerned with crossing points. The footbridge over Coldham's Common was mentioned in three of the comments, one suggested it should be upgraded entirely, while three requested that it is widened to support higher footfall.</p> <ul style="list-style-type: none"> <li>Two comments also discuss the need for regular maintenance of the shared use path with specific mention of tree roots lifting and damaging the surface materials, causing trip hazards for pedestrians in the past.</li> </ul>	<ul style="list-style-type: none"> <li>GCP to Contact Cambridgeshire Highways Maintenance Team</li> </ul>
<b>Ditton Meadows</b>	<ul style="list-style-type: none"> <li>Three of the comments made note of the access point near Ronald Rolph Court and its need to be improved due to it be considered unsatisfactory, and it is not currently included within the scheme extents.</li> <li>26% made suggestions to widen the shared-use path for the entirety of this section to at least 3-metres (11 in total).</li> <li>Three of the comments also made suggestions to widening the bridge running alongside the river to provide more space for pedestrians and cyclists.</li> <li>19% of comments (8 in total) expressed support for the proposals, stating that they welcome the proposals and footway widening is needed. Three of the comments noted that they agree with the decision not to construct an underpass.</li> </ul>	<ul style="list-style-type: none"> <li>This would be outside the scope of the route as agreed by the GCP Board in 2020</li> <li>This would be outside the scope of the route as agreed by the GCP Board in 2020. Widening the bridge is cost prohibitive at present.</li> </ul>
<b>Ditton Lane / Fison Road Junction</b>	<ul style="list-style-type: none"> <li>23% of coded comments (10 in total) were generally in favour of the proposal, three of these comments stated that this proposal would be an improvement to the existing layout.</li> </ul>	<ul style="list-style-type: none"> <li>Responses noted.</li> </ul>
<b>Marleigh Development, High Ditch Road Junction</b>	<ul style="list-style-type: none"> <li>18% of comments (7 in total) expressed that they are happy with the proposals and welcome the idea of a signalised crossing at the roundabout. Comments generally mentioned that the proposals look good and would like them to be implemented as soon as possible.</li> <li>18% of comments (7 in total) related to crossing points along</li> </ul>	

	<p>this section of the route. Most of the comments related to the High Ditch Road crossing, mentioning that this section of road should be a quiet lane to reduce vehicle speeds.</p> <ul style="list-style-type: none"> <li>• 15% of the comments (6 in total) were generally in opposition of the proposals, generally stating that they feel the proposals do not provide much of an improvement from the existing layout</li> <li>• Most of which commented on lack of maintenance along this section and noted that vegetation is always overgrown and encroaches onto the path which restricts space for pedestrians and cyclists.</li> </ul>	<ul style="list-style-type: none"> <li>• GCP to Contact Cambridgeshire Highways Maintenance Team</li> </ul>
<b>A14 Underpass, Quy Mill Hotel Access Road</b>	<ul style="list-style-type: none"> <li>• Despite concerns raised within along this section of the route, a total of 16% of coded comments (7 comments) were generally in favour of the proposals and welcomed the changes. Respondents commented that that the proposals will improve the walking and cycling facilities and would make them feel safer using the route if lighting was introduced.</li> </ul>	<ul style="list-style-type: none"> <li>• A lighting strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route.</li> </ul>
<b>Albert Road Junction, Newmarket Road</b>	<ul style="list-style-type: none"> <li>• Suggestions for regular maintenance was mentioned in 24% of the coded comments (8 in total). Feedback highlighted that there are overgrown bushes and hedgerows which can obstruct users passing by. There is also damage to existing footways caused by the tree roots which creates a trip/fall hazard for pedestrians and cyclists.</li> <li>• Despite concerns raised for the proposals within the village, a total of 21% of all coded comments (7 in total) for this section, were generally in favour of the proposals and welcomed them noting that they would like the changes implemented as soon as possible.</li> </ul>	<ul style="list-style-type: none"> <li>• GCP to Contact Cambridgeshire Highways Maintenance Team</li> </ul>
<b>Bell Road, The Bell Road / Lode Road Junction, Lode Road</b>	<ul style="list-style-type: none"> <li>• 15% of the coded comments (6 in total) mentioned that the road surfacing on Bell Road was of poor quality and in need of maintenance. Three of the comments also mentioned</li> </ul>	<ul style="list-style-type: none"> <li>• GCP to Contact Cambridgeshire Highways Maintenance Team</li> </ul>

	<p>overgrown vegetation which needs frequent trimming as it encroaches onto the path and obstructs pedestrians and cyclists.</p>	
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## Swaffhams



2.6 The key changes that are being proposed following the public engagement are set out below for Board approval.

**Table 3 - Swaffhams public engagement with action proposed**

Key Issues	Responses Received	Action Taken / Justification
<b>Wayfinding and signage (General)</b>	<ul style="list-style-type: none"> <li>A number of coded comments expressed the need for provision of clear signage along the route to maximise safety of all users.</li> </ul>	<ul style="list-style-type: none"> <li>A wayfinding strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route.</li> </ul>
<b>Lighting (General)</b>	<ul style="list-style-type: none"> <li>A number of coded comments expressed the need for improved lighting along the route to maximise safety of all users. The comments ranged from the provision of streetlamps to the installation of solar studs in the shared use path.</li> </ul>	<ul style="list-style-type: none"> <li>A lighting strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route.</li> </ul>

<p><b>Quy Hotel Access Road to Orchard Street</b></p>	<ul style="list-style-type: none"> <li>• 27% of comments (10 responses) also expressed concerns about the existing road surfacing in this section of the scheme. Seven comments express the desire for improved road surfacing as they suggested it is not suitable for cyclists or drivers in its current state.</li> <li>• Concerns around the inclusion of equestrian users were raised. Responses raised that the proposals were slightly confusing as to whether horse riders are included in the shared-use path.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the condition of the surface course of the road conditions in the detailed design stage.</li> <li>• GCP will accommodate equestrians where possible. Subject to adherence to DMRB standards and Road Safety Audit results.</li> </ul>
<p><b>Orchard Street</b></p>	<ul style="list-style-type: none"> <li>• A number of coded comments expressed concern around traffic calming measures on this section of the route.</li> <li>• Six responses express opposition to using speed humps as traffic calming measures as they present an obstacle for some cyclists. One respondent requested sinusoidal speed humps which provides a smoother ride for cyclists.</li> </ul>	<ul style="list-style-type: none"> <li>• All Greenways highway designs are designed using national standards or guidance such as DMRB, Manual for streets, and LTN1/20. Also, Cambridge County Council has an Active Travel Guide</li> <li>• The design team will review the specific concerns on the traffic calming measures in the detailed design stage. However, the proposal is to use sinusoidal speed humps.</li> </ul>

<p><b>Stow Road</b></p>	<ul style="list-style-type: none"> <li>• Concern regarding the proposed uncontrolled crossing on Stow Road. It is felt the traffic flow is inappropriate for this type of crossing and that an uncontrolled crossing would present a safety hazard for Greenway users. 11 comments mentioned that they would favour a signalised crossing.</li> <li>• Respondents noted the uncontrolled crossing it is not wide enough to facilitate safe crossing of cyclists with trailers.</li> <li>• 15% of responses (nine comments) expressed concerns about road space on Stow Road for an effective shared-use path alongside the carriageway. Three responses add the road is currently too narrow, around the Wheatsheaf pub.</li> <li>• 14% of comments (8 responses) expressed concerns around equestrian users in this section of the route, raising concerns that horse riders are being excluded in the proposals for the shared use path.</li> </ul>	<ul style="list-style-type: none"> <li>• The design team will review the crossing points in the preliminary design stage using the Active Travel England toolkit. CCC can monitor the proposed uncontrolled crossing and make changes if the requirement arises.</li> <li>• The width of the proposed crossing is 3.0m and should accommodate bikes with trailers (2.8m) and tandems as defined in LTN 1-20.</li> <li>• The design team will undertake a review of the space outside the Wheatsheaf pub on a site visit which will form part of the Preliminary design stage.</li> <li>• GCP will accommodate equestrians where possible. Subject to adherence to DMRB standards and Road Safety Audit results.</li> </ul>
	<ul style="list-style-type: none"> <li>• 12% of comments were in opposition of the proposals in this section, noting that the proposals are not appropriate for the existing road usage and width.</li> </ul>	<ul style="list-style-type: none"> <li>• All highway designs are designed using national standards or guidance such as DMRB, Manual for streets, and LTN1/20. Also, Cambridge County Council has an Active Travel Guide and GCP have developed a Greenways design guide. All designs are subject to a Road Safety Audit.</li> </ul>
<p><b>Main Street &amp; Quay Court</b></p>	<ul style="list-style-type: none"> <li>• 22% of responses (14 comments) suggest traffic calming measures or changes to the proposed traffic calming measures.</li> <li>• Five comments suggested a raised table over Albert Road to help reduce traffic speeds at the junction, two comments request that the turn radii at the Main Street / Albert Road junction is</li> </ul>	<ul style="list-style-type: none"> <li>• The GCP design team will review the Traffic Calming and crossing suggestions during the Preliminary design stage</li> </ul>

	<p>tightened to further reduce vehicle turning speeds and three comments request cyclist priority over Albert Road.</p>	
<p><b>Abbey Lane, Lode, Longmeadow, White Drove Junction.</b></p>	<ul style="list-style-type: none"> <li>• 25% of all coded comments within this section (16 in total) made suggestions related to crossing points. Six of the responses made comment on the proposed refuge island not being wide enough to accommodate cycles. Three responses made comment on the visibility of the crossings.</li> <li>• 13% of the comments raised concerns around equestrian users and their inclusion within the proposal. One comment stated that the shared path is labelled as such it doesn't allow horse riders and stated that it would cause issues with cyclists passing equestrian users on their left-hand side potentially causing issues.</li> <li>• A total of 27% of the coded respondents suggested alterations to be made to the route of the greenway for this section of the route.</li> <li>• Four of the comments make suggestions to reroute the greenways the other side of The Dennys whereas three comments suggest rerouting the greenway to follow White Fen Drove and to later reconnect to the proposed route</li> <li>• Other suggestions include going around Swaffham Bulbeck, extending to Swaffham Bulbeck's high street and going around the cricket pavilion.</li> </ul>	<ul style="list-style-type: none"> <li>• The design team will review the crossing points in the preliminary design stage using the Active Travel England toolkit. CCC can monitor the proposed uncontrolled crossing and make changes if the requirement arises. The width of the proposed crossing is 3.0m and should accommodate bikes with trailers (2.8m) and tandems as defined in LTN 1-20.</li> <li>• GCP will accommodate equestrians where possible. Subject to adherence to DMRB standards and Road Safety Audit results.</li> <li>• The GCP design team will review the alternative route suggestions by holding a site visit during the Preliminary design stage.</li> <li>• GCP are in ongoing dialogue with stakeholders including the Parish Council and will report any subsequent changes to the route</li> </ul>



	<ul style="list-style-type: none"> <li>GCP received a FOI with regards to the decision to move the proposed route from going down Commercial End and the path by Lordship Cottage to the proposal that was engaged on which is to follow Green Bank Road.</li> </ul>	<ul style="list-style-type: none"> <li>Officers are recommending that the route that was taken out to engagement should be taken forward. The original route via Lordship cottage was agreed by the Executive Board but it was found to have constraints including private land ownership and to be a route through historic landscape, buildings and gates. The officer recommendation at this time is therefore to continue the route along the B1102. However, we will also undertake a site visit with stakeholders to clearly understand the alternatives.</li> </ul>
<b>Swaffhams Road</b>	<ul style="list-style-type: none"> <li>22% of the coded comments (15 respondents) raised safety concerns and commented on the existing road layout. Some comments note the poor visibility of the route and the width of the shared use path.</li> </ul>	<ul style="list-style-type: none"> <li>Review the alternative route suggestions by holding a site visit during the Preliminary design stage</li> <li>GCP are in ongoing dialogue with stakeholders and will report any subsequent changes to the route</li> </ul>
<b>High Street (Swaffham Prior)</b>	<ul style="list-style-type: none"> <li>26% of coded respondents (15 respondents) made comments related to the proposed traffic calming measures within this section of the proposal. Coded comments were against the addition of the speed humps, some suggested reducing the amount of speed humps or removing entirely.</li> <li>A number of coded comments stated their opposition to the use of red surfacing. One comment was in favour of the red surfacing and believed it should be extended.</li> <li>15% of the coded comments (9 respondents) suggested changes to be made to the speed limits, while most were in favour of the reduction in the speed limit, five of the comments believed that it should be extended further to before cyclists end up joining the road.</li> <li>12% of the comments (7) were generally in favour of this section of the proposal with two of these comments suggesting further extension of the route</li> </ul>	<ul style="list-style-type: none"> <li>Further traffic calming reviews will be carried out over the Preliminary design phase of works. Any specific issues raised in the Road Safety Audit will be addressed by the Design team. However, the proposal is to use sinusoidal speed humps.</li> <li>The use of red asphalt will be determined during the Preliminary design stage</li> <li>The extension of the speed limit area will be explored in the Preliminary design. However, is not included in the current scope and may be addressed in any subsequent Greenway schemes.</li> <li>The design team have carried out a swept path analysis to ensure there is sufficient space for all required users.</li> </ul>

	beyond station road. Another concern raises related to busses and questioned if there would be any issues operating once the scheme was implemented.	<ul style="list-style-type: none"> <li>The design team will review the end point of the 20MPH zone within the village. However, is not included in the current scope and may be addressed in any subsequent Greenway schemes.</li> </ul>
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## 2.7 Response from the public engagement with no action proposed

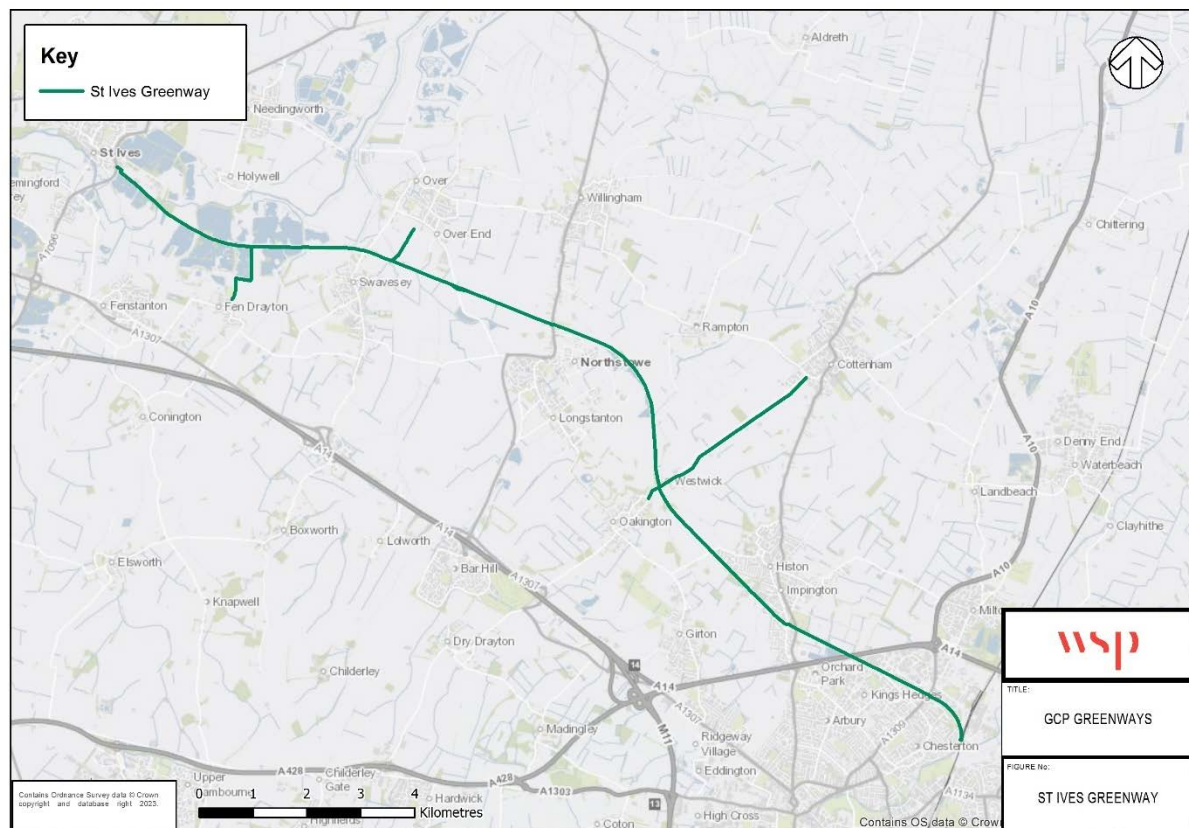
**Table 4 - Swaffhams public engagement with no action proposed**

Key Issues	Responses Received	Action Taken / Justification
<b>Quy Hotel Access Road to Orchard Street</b>	<ul style="list-style-type: none"> <li>A total of 20% of comments (12 responses) were coded as generally being in favour of the proposals. 10% of comments welcome the proposals to improve access to Church Road in which they noted this section is currently very intimidating for cyclists due to poor visibility at the junction and speeding vehicles.</li> <li>Concerns around the inclusion of equestrian users were raised in 14% of comments (8 responses). Responses raised that the proposals were slightly confusing as to whether horse riders are included in the shared-use path.</li> </ul>	<ul style="list-style-type: none"> <li>GCP will accommodate equestrians where possible. Subject to DMRB standards and Road Safety Audit results.</li> </ul>
<b>Orchard Street</b>	<ul style="list-style-type: none"> <li>Six comments were raised regarding equestrian users along the Orchard Street section. Two of these comments discuss the importance of equestrians being treated equally to other road users, with one comment mentioning that the on-street cycle symbols exclude equestrian road users.</li> </ul>	<ul style="list-style-type: none"> <li>GCP will accommodate equestrians where possible. Subject to DMRB standards and Road Safety Audit results.</li> </ul>
<b>Stow Road</b>	<ul style="list-style-type: none"> <li>Three comments recommend conducting a traffic count to assess the vehicle flows.</li> <li>14% of comments (8 responses) expressed concerns around equestrian users in this section of the route, raising concerns that horse riders are being excluded</li> </ul>	<ul style="list-style-type: none"> <li>Traffic counts have been undertaken as part of the Feasibility design process.</li> <li>GCP will accommodate equestrians where possible. Subject to DMRB standards and Road Safety Audit results.</li> </ul>

	in the proposals for the shared use path.	
<b>Main Street &amp; Quay Court</b>	<ul style="list-style-type: none"> <li>29% of responses (19 comments) were generally in favour of the proposals for this section. Comments agree with the proposals and there is a consensus that this section has been 'well-designed', and the quiet street environment will be an improvement from the existing road conditions</li> </ul>	
<b>Abbey Lane, Lode, Longmeadow, White Drove Junction</b>	<ul style="list-style-type: none"> <li>19% of comments (12 responses) for this section are generally in favour of the proposal.</li> <li>Four of the comments were in favour of the new speed limit of 40mph and said it would significantly increase safety but will require effective enforcement.</li> <li>Two of the responses were strongly in favour of the priority being given to cyclists.</li> <li>13% of the comments raised concerns around equestrian users and their inclusion within the proposal. One comment stated that the shared path is labelled as such it doesn't allow horse riders and stated that it would cause issues with cyclists passing equestrian users on their left-hand side potentially causing issues.</li> </ul>	GCP will accommodate equestrians where possible. Subject to DMRB standards and Road Safety Audit results.
<b>Swaffhams Road</b>	<ul style="list-style-type: none"> <li>Despite concerns raised within this section a total of 16% of coded comments (11 respondents) were generally in favour of the proposals and welcomed them although the width of the shared use may create some pinch points.</li> <li>15% of the coded comments raise their concerns around the inclusion of equestrian users within the section of the greenway. Concerns around how safe the route will be for horse riders to use is also questioned.</li> </ul>	<ul style="list-style-type: none"> <li>GCP will accommodate equestrians where possible. Subject to DMRB standards and Road Safety Audit results</li> </ul>

<b>High Street (Swaffhams Prior)</b>	12% of the comments (7) were generally in favour of this section of the proposal.	
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## St Ives



2.8 The key changes that are being proposed following the public engagement are set out below for Board approval.

**Table 5 - St Ives public engagement with action proposed**

Key Issues	Responses Received	Action Taken / Justification
<b>Wayfinding and signage (General)</b>	<ul style="list-style-type: none"> <li>A number of coded comments expressed the need for provision of clear signage along the route to maximise safety of all users. Multiple comments recommend adjustments to existing signage locations to remove obstructions/barriers, as a way to encourage cyclists to better use the existing path alongside the guided busway.</li> </ul>	<ul style="list-style-type: none"> <li>A wayfinding strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route. The St Ives Greenway has been identified as one of two routes (alongside the Linton Greenway) to test this strategy.</li> </ul>
<b>Lighting (General)</b>	<ul style="list-style-type: none"> <li>A number of coded comments expressed the need for improved lighting along the route to maximise the safety of all users.</li> </ul>	<ul style="list-style-type: none"> <li>A lighting strategy is currently being developed across all 12 Greenways to ensure that all active travel users can safely navigate along each route.</li> </ul>
<b>Oakington to Cottenham</b>	<ul style="list-style-type: none"> <li>29% of the coded comments supported the proposals for a connection from Oakington and Cottenham to the existing</li> </ul>	<ul style="list-style-type: none"> <li>We will develop the design proposals further along this section to preliminary design stage, taking into account some of</li> </ul>

Key Issues	Responses Received	Action Taken / Justification
	<p>Cambridgeshire Guided Busway. Stating that it would enhance safety and accessibility.</p> <ul style="list-style-type: none"> <li>• A number of coded comments raised concern about the “abrupt” end to the cycling provision at either of the spur between Westwick and Cottenham was raised. It was requested that a more formal crossing arrangement should be included to allow users to more easily access the carriageway.</li> <li>• A number of coded comments expressed safety concerns regarding the speed of traffic along both Station Road (Oakington and Westwick).</li> <li>• A number of coded comments included safety concerns regarding the 60mph speed limit along Oakington Road.</li> <li>• Concerns were raised regarding the proposed grass verge alongside the off-carriageway alignment, stating that it is positioned too close to the highway along Oakington Road. It was requested that the usable grass verge must be furthest from the road edge.</li> <li>• A number of coded comments expressed concern over the perceived pinch point between Westwick and Oakington, stating that the route is narrow with overgrowing vegetation.</li> <li>• A number of coded comments raised concern that existing trees may need to be removed to deliver the scheme.</li> </ul>	<p>the specific changes and comments raised through public engagement.</p> <ul style="list-style-type: none"> <li>• The design will be revised to address the 90-degree bend section in the greenway alignment at this location.</li> <li>• Traffic calming measures in the form of Sinusoidal humps are proposed between Oakington and Westwick to reduce vehicle speeds. Within Westwick itself, a local highway improvement scheme has introduced a speed limit buffer upon entering the village, meaning no further speed limit reductions are required here.</li> <li>• A local highway improvement scheme has introduced a speed limit buffer to Oakington Village and no further speed limit reductions are proposed at this time.</li> </ul> <p>The speed limit at the Cottenham end of the scheme is currently 30mph. Alongside the 60mph section of Oakington Road, the shared use path is set back from the carriageway, behind the existing hedgerow, which acts as a suitable buffer from the traffic.</p> <ul style="list-style-type: none"> <li>• This will be addressed. The layout will be revised, so that the hard surfaced path is located between the carriageway and the grass strip for equestrians.</li> <li>• The footway provision along this section will be a minimum width of 1.5m and in compliance with Cambridgeshire County Council policy. It will not be possible to increase the width any further along this section due to the mature hedgerows.</li> <li>• Any loss to vegetation along the route will be replaced in line with GCP’s biodiversity target (+20% net gain across all Greenway routes).</li> </ul>
<p><b>Fen Drayton Link</b></p>	<ul style="list-style-type: none"> <li>• 30% of the coded comments supported the proposals for a connection from Fen Drayton to the existing Cambridgeshire Guided Busway. Stating that this section would enhance safety and accessibility.</li> </ul>	<ul style="list-style-type: none"> <li>• We will develop the design proposals further along this section to preliminary design stage, taking into account some of the specific changes and comments you raised through public engagement.</li> </ul>

Key Issues	Responses Received	Action Taken / Justification
	<ul style="list-style-type: none"> <li>• A number of coded comments suggested that the scheme should look to reinstate the grass verge along the central section of Hollywell Ferry Road to provide for soft surface users. A number of other comments suggested that the chicane features should be removed and replaced with alternative traffic calming features.</li> <li>• Comments included concern about a lack of segregation and separation between users along Hollywell Ferry Road, which would negatively impact user groups with reduced mobility.</li> <li>• Concern was expressed that a resurfaced route along Hollywell Ferry Road will increase traffic, which would in-turn increase air pollution in the area.</li> </ul>	<ul style="list-style-type: none"> <li>• We will review the possibility of reinstating the grass verge along the central section of Hollywell Ferry Road to provide for soft surface users. As part of this reinstatement, we will look to remove the chicane features and replace with alternative traffic calming features such as sinusoidal speed humps.</li> <li>• There is insufficient width to provide a fully segregated route. However, traffic calming features (speed humps) should contribute to lower speeds to provide a more comfortable environment. Given low existing and expected volumes of traffic, the scheme complies with LTN 1/20 guidance.</li> <li>• The improvements along Hollywell Ferry Road will help support a modal shift towards active travel by providing a higher quality route for pedestrians, cyclists and equestrians. While there is a risk that resurfacing the route may increase traffic volumes, traffic calming features along the route should help to reduce vehicle speeds and minimise emissions.</li> </ul>
<b>Over Ramp</b>	<ul style="list-style-type: none"> <li>• Provision for a ramp between the existing guided busway and Longstanton Road/Gravel Bridge Road was removed from the scope of the St Ives Greenway due to a number of safety concerns associated with increased active travel usage along this section of high-speed carriageway.</li> </ul>	<ul style="list-style-type: none"> <li>• This section was not consulted on and will not be taken forward as part of the St Ives Greenway.</li> </ul>
<b>Over Bridleway</b>	<ul style="list-style-type: none"> <li>• 27% of the coded comments supported the proposals for a connection from Over to the existing Cambridgeshire Guided Busway. Stating that this section would enhance accessibility.</li> <li>• A number of coded comments expressed concern that the proposed bridleway will negatively impact upon existing users of the footpath.</li> <li>• A number of coded comments expressed opposition to hard surfacing along the route. Requesting the character of the existing path to be retained.</li> </ul>	<ul style="list-style-type: none"> <li>• We will develop the design proposals further to preliminary design stage, taking into account some of the specific changes and comments raised through the public engagement.</li> <li>• The existing footpath will be upgraded to accommodate all bridleway users. The path and new bridge will conform to LTN 1/20 standards and will ensure that there is sufficient space for pedestrians, cyclists and equestrians, to prevent conflict between users.</li> <li>• The rural context/setting of this route will be taken into consideration when identifying a suitable surface treatment. A compacted self-binding gravel surface will be used for the majority of the route, which will ensure the path can be used all year round by different bridleway users. Where there is a risk of surface erosion along</li> </ul>

Key Issues	Responses Received	Action Taken / Justification
	<ul style="list-style-type: none"> <li>• Safety concerns were expressed regarding the suitability of the existing guided busway crossing.</li> <li>• Concern was expressed that motorised vehicles may be able to use this section.</li> <li>• Concern was expressed that flood risk, particularly from the Swavesey Drain, could make the path unusable.</li> <li>• Feedback highlighted that widening and surfacing of the route may have a negative impact on the natural environment and impact on the local wildlife in the area (in particular the orchard).</li> </ul>	<p>sections of the path, due to surface water run off, a bound surface material will be provided.</p> <ul style="list-style-type: none"> <li>• The interface between the Over Bridleway and the existing guided busway crossing will be assessed via a Road Safety Audit.</li> <li>• Bollards will be incorporated into the design to prevent unauthorised motor vehicle traffic. 1.5m gaps between the bollards will provide access for pedestrians, cyclists and equestrian users as well as wheelchair users and non-standard cycles.</li> <li>• We have undertaken initial flood risk assessments and ongoing flood monitoring is underway in this area. SUDS features have been incorporated into route design to help disperse surface water from the path.</li> <li>• The St Ives Greenway has completed a number of preliminary environmental assessments. Further environmental assessments will be taken before full approval of the scheme is sought.</li> </ul>

## 2.9 Response from the public engagement with no action proposed.

**Table 6 - St Ives public engagement with no action proposed**

Key Issues	Responses Received	Action Taken / Justification
<b>(General)</b>	<ul style="list-style-type: none"> <li>• Feedback included the suggestion of additional connections to other nearby settlements. For example, an additional link to Swavesey, as part of the Over Bridleway.</li> </ul>	<ul style="list-style-type: none"> <li>• A link to additional settlements such as Swavesey village is not included within the scope of the St Ives Greenway programme. However, these points will be forwarded onto Cambridgeshire County Council to determine if this can be explored by other programmes.</li> </ul>
<b>Oakington to Cottenham</b>	<ul style="list-style-type: none"> <li>• A small number of coded comments made a suggestion to align the route along the west side of Oakington Road between Westwick and Cottenham, instead of the east side, as this would connect to the new housing developments along Newton Close and Clarke Close.</li> <li>• A number of coded comments expressed concern with the lack of disabled parking near the scheme extents.</li> </ul>	<ul style="list-style-type: none"> <li>• The proposed route has been aligned along the south-east side of road, as there are fewer houses and gardens along this alignment that would interfere with the route. The proposed alignment also passes further into Cottenham without disruption from buildings and physical obstructions.</li> <li>• Cycle parking is already provided at the bus stop, and consideration for larger cycle racks will be passed on to the Busway team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Concern was raised regarding the width of the path adjacent to the carriageway through Westwick, stating it should be widened to provide for equestrians.</li> <li>• A number of coded comments raised concern regarding the onward connection into Cottenham, stating that a safe crossing of the Rampton Road mini-roundabout is needed.</li> </ul>	<ul style="list-style-type: none"> <li>• There is not enough space to provide for equestrians in this area. The route which terminates at Westwick connects to an existing bridleway which in turn connects to the busway, providing an onward connection for equestrians.</li> <li>• Improvements to the Rampton Road/Oakington Road roundabout will not form part of the St Ives Greenway scheme and will instead be provided by a third party. The developer of the Oakington Road housing development has plans to provide a safe crossing as part of upgrades to the mini-roundabout.</li> </ul>
<b>Fen Drayton Link</b>	<ul style="list-style-type: none"> <li>• A small number of coded comments requested for additional planting to protect the rural character of route.</li> <li>• A number of coded comments requested an extension of the scheme to additional nearby settlements such as Hollywell.</li> </ul>	<ul style="list-style-type: none"> <li>• Removal of the chicane features, in line with other coded comments, will make it difficult to provide additional planting in this location.</li> <li>• Additional links are not included within the current scope of the St Ives Greenway programme. Connection to Holywell would require a bridge structure over the River Great Ouse which is outside of scope.</li> </ul>
<b>Over Bridleway</b>	<ul style="list-style-type: none"> <li>• A number of coded comments stated that the route seems somewhat unnecessary due to the proximity of an adjacent route along Station Road/Over Road, which is identified as an existing "Safe Route to School"</li> <li>• A number of coded comments stated that Cow Fen Road and Market Street (south of the busway) are not suitable to accommodate additional demand.</li> </ul>	<ul style="list-style-type: none"> <li>• The Over bridleway provides a more direct off-road route for pedestrians, cyclists and equestrians to access the busway that is wholly segregated from vehicular traffic. The Over bridleway is LTN 1/20 compliant.</li> <li>• The Over Bridleway will provide a direct link to the guided busway access track/bridleway. Any improvements south of the busway in this location is outside of the scope of this project.</li> </ul>

### ***Planning and Consents Strategy***

2.10 For each Greenway we are developing a Planning and Consents Strategy which highlights the optimal planning and consents approach for each individual section of Greenway.

2.11 Each scheme will require a combination of the following consents:

- Planning applications where permitted development is not sufficient, for example on any key structures or in environmentally sensitive areas.
- Permitted Development Applications which will apply for the majority of each scheme.
- Section 25 notices – which is a Public Right of Way (PRoW) creation order where we have agreement from a landowner to create the rights for a bridleway.
- Section 26 notices - which is a PRoW creation order where we don't have agreement from a landowner to create the rights for a bridleway. This would only be used if we were unable to acquire rights under negotiation.
- Compulsory Purchase Powers for land where section 26 Highways Act 1980 powers cannot be used, for example acquisition of land for separate flood



mitigation works or mitigation of the scheme. This would only be used if we were unable to acquire land under negotiation.

- Traffic Regulation Orders (TRO's).

2.12 GCP's preference is to use Section 25 notices, rather than Section 26 wherever possible and our land agents will begin negotiation subject to the approval by the Executive Board.

### ***Outline Business Case***

2.13 The Outline Business Case (OBC) provides the route specific narrative for the development and delivery of the Bottisham, Swaffham and St Ives Greenways. It includes the Strategic, Financial, Commercial and Management Cases for these routes.

2.14 The OBCs are based on the technical concept designs for each route, costs are higher than the original budgets due to the inclusion of Optimism Bias, Risk, Contingency and Inflation. The current Benefit Cost Ratio (BCR) is therefore likely to be lower as a result. These costs should be noted but not final as we move towards the Full Business Cases. The project team will be completing Quantified Risk Assessments and Value Engineering to mitigate the cost increase however it is important to note that the impact of inflation could cause final costs to be at a higher level than the agreed budgets. Therefore, when final approvals for the works come through this will be put into context of the whole of the Greenways programme.

2.15 The OBCs for Bottisham, Swaffham and St Ives are included as **Appendix 2**.

### ***Early Works***

2.16 The September 2022 Executive Board Paper set out the Outline Delivery Plan (ODP) and accompanying maps providing an indication of when Greenways routes will be constructed, what the key risks and dependencies are and what early works can be expected in 2023.

2.17 The ODP is subject to planning applications, outcome of Traffic Regulation Orders, land negotiations, potential CPOs longer term, and agreement of permits by CCC Street Works for proposed construction periods etc.

**2.18** Whilst there are no planned works in 2023 for the Bottisham, Swaffham and St Ives Greenways, a table summarising the early works across all Greenways is highlighted using Table 7 below.

**Table 7 - Proposed Early Works**

<b>Works Proposed for 2023 – Barton, Horningsea, Melbourn &amp; Sawston</b>	
<b>2023</b>	
Early Physical Works (works within the highway boundary or PROW where no planning is required)	Barton Greenway: <ul style="list-style-type: none"> <li>• Barton Village;</li> <li>• Barton Road to Cambridge.</li> </ul>
	Horningsea Greenway: <ul style="list-style-type: none"> <li>• Horningsea Road;</li> <li>• Horningsea Village; and</li> <li>• Fen Ditton Primary School to Horningsea Village.</li> </ul>
	Melbourn Greenway: <ul style="list-style-type: none"> <li>• Section through Foxton village</li> <li>• Link to Shepreth.</li> <li>• Meldreth Link (2023/24)</li> </ul>
	Sawston Greenway: <ul style="list-style-type: none"> <li>• Genome Path – widening of the existing PROW; and</li> <li>• Section through Stapleford village.</li> </ul>
	Waterbeach: <ul style="list-style-type: none"> <li>• Cowley Road;</li> </ul>

2.9 Table 8 sets out the programme for previous and future decisions on the Outline Business Cases of each Greenway

**Table 8 - Greenways Delivery Programme**

<b>Greenways</b>	<b>Executive Board</b>
Comberton Haslingfield	December 2022
Melbourn Barton Horningsea Sawston	March 2023
Bottisham Swaffhams St Ives (i. Oakington to Cottenham spur ii. Over spur, iii. Fen Drayton spur)	June 2023
Waterbeach Fulbourn	September 2023*
St Ives (Swavesey)	2024**

\*\* Subject to Landowner Agreements

**Wayfinding**

2.15 The GCP Executive Board agreed in September 2022 to run a poll on whether ‘Cambridge Blue’ or ‘Rural Green’ was the preferred colour for the Wayfinding across the Greenways. This poll took place from February to March 2023 and ended with a result of 50.6% in favour of Rural Green in comparison to 49.4% in favour of Cambridge Blue. Therefore, subject to agreement by the Executive Board, the Cambridge Green set out below will be taken forward



Figure 1: Rural Green Wayfinding.

### Risks

2.16 The key risks to the Greenways programme continue to include public / stakeholder feedback, planning approvals and land acquisition. It should also be noted that the high level of inflation could put the Greenways budget under pressure. Officers continue to actively manage the programme to mitigate such risks.

## 3 Consultation and Engagement

3.1 A high-level engagement and communications plan has been developed for the Greenways programme, together with an approximate programme for public engagement (see table below).

3.2 The anticipated timescales for public engagement are set out in the table below.

<b>Greenway</b>	<b>Approximate engagement timescale</b>
<i>Comberton</i>	<i>Summer 2022 [now completed]</i>
<i>Haslingfield</i>	<i>Summer 2022 [now completed]</i>
<i>Melbourn</i>	<i>Autumn 2022 [now completed]</i>
<i>Barton</i>	<i>Autumn 2022 [now completed]</i>
<i>Horningsea</i>	<i>Winter 2022 [now completed]</i>
<i>Sawston</i>	<i>Winter 2022 [now completed]</i>
<i>Bottisham</i>	<i>Spring 2023 [now completed]</i>
<i>Swaffhams</i>	<i>Spring 2023 [now completed]</i>
<i>St Ives (i. Oakington to Cottenham spur ii. Over spur, iii. Fen Drayton</i>	<i>Spring 2023 [now completed]</i>
Fulbourn Phase 1 Phase 2	June 2023 (public consultation) Autumn 2023
Waterbeach	TBC likely Autumn 2023 (public consultation)
St Ives (Swavesey)	2024**

3.3 Prior to public engagement, meetings will be held with key stakeholders, including community groups, landowners, the GCP Non-Motorised User forum, and Parish Councils to present the designs and allow for considerations of any changes that may be required. It should be noted that all changes will then take place in the next stage of design.

3.4 The public engagement periods run for four weeks during which time surveys will go live on the ConsultCambs website, there will be in-person drop-in sessions as well as a virtual event per route to gather feedback on the proposed Greenway.

3.5 Once the public engagement period has concluded, the results will be analysed and a findings report will be published issuing the subsequent recommendations. Recommendations from this will be discussed at future Executive Boards.

## 4. Options and Emerging Recommendations

3.1 It is recommended that the results from the Public Engagement exercise and changes to the Bottisham, Swaffhams and St Ives Greenways scheme designs resulting from this are agreed.

3.2 It is recommended that the Outline Business Cases for the Bottisham, Swaffhams and St Ives Greenways are agreed to progress to Full Business Cases.

3.3 It is recommended that agreement is given to the submission of the required Planning Applications, Permitted Development Applications, Section 25 and 26 Rights of Way creation Orders and Traffic Regulation Orders working with the County Council as necessary.

3.4 It is recommended that the Programme of Delivery for the Bottisham, Swaffhams and St Ives Greenways is agreed.

- 3.5 It is recommended that agreement is given to finalise schemes for construction and complete Full Business Cases for the Bottisham, Swaffhams and St Ives Greenways.
- 3.6 It is recommended that the Executive Board agree to take forward the Wayfinding design to detailed design with trials to be put in place along the St Ives and Linton Greenways.

## 5. Alignment with City Deal Objectives

- 5.1 The Greenways network will: -
- Contribute to securing the continued economic success of the area through improved access and connectivity;
  - Contribute to improvements to air quality and enhancements to active travel, supporting a healthier population;
  - Contribute to reducing carbon emissions in line with the partners' zero carbon commitments;
  - Helping to address social inequalities where poor provision of transport is a contributing factor; and
  - Wellbeing and productivity benefits from improving people's journeys to and from employment.

## 6. Citizen's Assembly

- 6.1 The Citizens' Assembly members developed and prioritised their vision for transport in Greater Cambridge. The proposals have the potential to complement the delivery of some of the highest scoring priorities: -
- Be people centred – prioritising pedestrians and cyclists;
  - Enabled interconnection (e.g. north/south/east/west/urban/rural);
  - Restrict the city centre to only clean and electric vehicles; and
  - Environmental and zero carbon transport.
- 6.2 The Citizens' Assembly voted on a series of measures to reduce congestion and to improve air quality and public transport. The Greenways network will facilitate active travel as a sustainable transport option for commuting to employment sites and in doing so improve air quality.

## 7. Financial Implications

- 7.1 The Executive Board has approved a total budget of £76m for the Greenways.
- 2.9 As stated above, the Outline Business Cases are based on the technical concept designs for each route, costs are higher than the original budgets due to the inclusion of Optimism Bias, Risk, Contingency and Inflation. These cost estimates will be further developed as we move towards the Full Business Case, including Quantified

Risk Assessments and Value engineering work to mitigate any potential cost increases.

7.2 Have the resource implications been cleared by Finance? Yes.

7.3 Name of Financial Officer: Sarah Heywood.

## 8. Next Steps and Milestones

8.1 Subject to the Executive Board approval in June 2023, the Bottisham, Swaffhams and St Ives Greenways will progress to detailed design. Full Business Cases will be developed in 2023/24.

## List of Appendices

Appendix 1	Bottisham, Swaffhams and St Ives Greenways You Said, We did reports  Bottisham: <a href="#">Link</a> Swaffhams: <a href="#">Link</a> St Ives: <a href="#">Link</a>
Appendix 2	Bottisham, Swaffhams and St Ives Greenways Outline Business Cases  Bottisham: <a href="#">Link</a> Swaffhams: <a href="#">Link</a> St Ives: <a href="#">Link</a>

## Background Papers

Source Documents	Location
February 2020 Executive Board	<a href="#">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>
June 2020 Executive Board	<a href="#">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>
October 2020 Executive Board	<a href="#">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>
December 2020 Executive Board	<a href="#">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>
March 2022 Executive Board	<a href="#">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>

September 2022 Executive Board	<a href="https://cmis.uk.com">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>
December 2022 Executive Board	<a href="https://cmis.uk.com">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>
March 2023 Executive Board	<a href="https://cmis.uk.com">Council and committee meetings - Cambridgeshire County Council &gt; Meetings (cmis.uk.com)</a>

## Making Connections Consultation Feedback and the City Access Strategy

Report to: Greater Cambridge Partnership Joint Assembly

Date: 8<sup>th</sup> June 2023

Lead Officer: Lynne Miles – Director of City Access, GCP

### 1. Background

- 1.1 The GCP's public transport improvements and City Access strategy sits at the heart of the City Deal. They aim to address some of the major pressures on the local economy by reducing congestion and pollution, and by providing people with better, healthier, more sustainable options for their journeys. These align with the key objectives of the recently published Cambridgeshire and Peterborough Local Transport and Connectivity Plan which the Combined Authority will be recommended to approve at its next meeting on 31 May 2023<sup>1</sup>.

*Context: growth and capacity*

- 1.2 The Greater Cambridge area is forecast to grow significantly. Successive development plans over the last 20 years have responded to the economic success of the area and provided for housing and employment land to support that growth. The adopted Cambridge and South Cambridgeshire Local Plans planned for 44,000 more jobs and 33,500 homes by 2031.<sup>2</sup> The 2021 Census showed that significant population growth has already taken place, with 35,000 more Greater Cambridge residents than in 2011.<sup>3</sup> The growth over the past decade was faster than had previously been forecast which has led to upward revisions of the growth trajectory for the next local plan period. Additional growth is also expected from the emerging joint Greater Cambridge Local Plan covering the period to 2041. There is also significant planned growth in the wider travel-to-work area as set out in

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<sup>1</sup> Cambridgeshire & Peterborough Local Transport & Connectivity Plan May 2023  
<https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2223/Committee/63/SelectedTab/Documents/Default.aspx>

<sup>2</sup> Cambridge Local Plan 2018 <https://www.cambridge.gov.uk/media/6890/local-plan-2018.pdf>; South Cambridgeshire Local Plan 2018 <https://www.scams.gov.uk/media/17793/south-cambridgeshire-adopted-local-plan-2018.pdf>

<sup>3</sup> <https://www.ons.gov.uk/visualisations/censusareachanges/E07000008/>  
<https://www.ons.gov.uk/visualisations/censusareachanges/E07000012/>



neighbouring authorities' Local Plans. All of this means that travel demand is expected to continue to increase.

- 1.3 This growth has implications for how people make journeys in Greater Cambridge. Much of the additional employment growth will be located in areas outside the city centre which are less well served by the current public transport network. Traffic grew by around 9% between 2011 and 2018, even with a higher proportion of people travelling by public transport and active modes in 2018 than in 2011.<sup>4</sup> Although car traffic has dropped compared to the pre-COVID high, it is almost back to pre-COVID levels<sup>5</sup>. Congestion causes daily misery for people trying to access jobs, education and services, as well as contributing to high levels of pollution and emissions. 121 deaths in Greater Cambridge in 2021 were estimated to be attributable to air pollution. Transport was also the second largest contributor to carbon emissions in Cambridgeshire in 2020, accounting for 23% of emissions.<sup>6</sup>
- 1.4 Congestion undermines the bus network, making services slower, less reliable and therefore less attractive and ultimately less economically viable. This creates a vicious spiral where congestion causes bus services to be worse, leading more people to feel they have no viable alternative other than to drive, which increases congestion and further worsens bus services. High levels of congestion also make walking, cycling and wheeling less safe and attractive as alternatives.
- 1.5 Some parts and people of Greater Cambridge and the wider travel-to-work area are being held back by a lack of any viable public transport or safe walking and cycling routes. Poor transport connections compromise social fairness by limiting access to jobs, education, training and leisure opportunities. This can isolate people and communities, creating a less socially integrated area. Without additional funding, existing bus routes are likely to continue to become less viable and more services are likely to be reduced or withdrawn.
- 1.6 Recovery from the Covid-19 pandemic has shown car trip levels return close to pre-pandemic levels (-7% in March 2023 from February 2020), whilst bus patronage, walking and cycling have begun to recover more slowly (-13%, -10%, and -29% respectively compared with pre-pandemic levels)<sup>5</sup>. The risk of a car-based recovery remains, potentially worsening existing congestion, pollution and emissions issues.
- 1.7 Planned growth in the Greater Cambridge area, plus additional growth from the emerging joint Greater Cambridge Local Plan means that, even with more flexible working than pre-pandemic, pressure on the transport network will grow. Many (more) people will still need to travel, not just for work but also for education, to access services including health services, and for leisure and retail – and the GCP agenda is encouraging, wherever possible, those journeys to be made using ultra-

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<sup>4</sup> Assessment of demand management measures, Cambridgeshire Couth Council, 2018  
<https://greatercambs.filecamp.com/s/kLtJXgfboUldzqnC/d>

<sup>5</sup> Cambridgeshire County Council, 'Quarterly Transport Update: Cambridge & South Cambridgeshire COVID-19 Transport Impacts & Recovery' April 2023 <https://cambridgeshireinsight.org.uk/roads-transport-and-active-travel/transport-data-insights/>

<sup>6</sup> Department for Business, Energy & Industrial Strategy, UK local authority and regional greenhouse emissions national statistics, 2005-2020 <https://www.gov.uk/government/statistics/uk-local-authority-and-regional-greenhouse-gas-emissions-national-statistics-2005-to-2020>

low or zero emission public transport or by cycling, walking or another active travel option.

- 1.8 Tackling these issues is more important than ever. All three GCP Partner Councils have declared a climate emergency. Alongside the cost-of-living crisis this makes the delivery of an affordable, attractive sustainable transport network vital if the Greater Cambridge area is to remain a vibrant and attractive place to live, work visit, and offer an excellent quality of life to its residents.

### Future transport vision

- 1.9 To address current and future transport issues, tackle climate change, and secure the inclusive and sustainable growth of our area, we need to reduce car dependence and promote the use of sustainable modes of transport wherever possible. Offering a real competitive alternative to their car has three key elements:
- New sustainable transport infrastructure;
  - An enhanced network of affordable public transport services; and
  - Creating space for sustainable transport and discouraging car use.
- 1.10 The bulk of investment in the GCP's sustainable infrastructure plan is building new, high-quality, segregated infrastructure for active travel and public transport. Delivery of the GCP's infrastructure programme is underway with improvements being made across Greater Cambridge over the next 4 years. This capacity is necessary to meet the growth proposals as outlined in the current adopted Local Plans as mentioned above.
- 1.11 The Making Connections aim to contribute to the latter two points – creating the conditions to provide more people with genuine alternatives to car travel which must happen first, before discouraging car use for those who then have alternatives.

### GCP City Access Programme

- 1.12 In parallel, the City Access Programme has explored ways to deliver the second two elements, including better, more competitive sustainable transport, particularly within the constrained city environment including the narrow historic streets in the city centre. The City Access Programme comprises the following parts:
- The Making Connections programme – focusing on transformational improvements to the bus network, improving the city's active travel environment, and reducing congestion and pollution – which is the focus of this paper;
  - Development of an Integrated Parking Strategy, including the delivery of further Residents' Parking Schemes;
  - Making best use of the city's road network, through a Road Network Hierarchy Review; and
  - Exploring ways to reduce commercially-generated congestion through freight consolidation.
- 1.13 The objectives of the programme are to:
- Reduce traffic by 15% from the 2011 baseline, freeing up road space for more public transport services, and other sustainable transport modes;

- Ensure public transport is more affordable, accessible and connects to where people want to travel, both now and in the future;
- Raise the money needed to fund the delivery of transformational bus network changes, fares reductions and improved walking and cycling routes;
- Make it safe and attractive to walk and cycle for everyday journeys;
- Support decarbonisation of transport and improvements to air quality; and
- Make Greater Cambridge a more pleasant place to live, work travel or just be.

1.14 To support the development of the programme, extensive technical work has been undertaken and set out in detail in earlier papers.<sup>7</sup> This technical work has shown that:

- The scale of the challenge is such that significant measures are needed to address the issues;
- Any package needs to combine interventions to support the uptake of public transport with one or more measures to discourage car use in order to maximise impact and free up road space; and
- The introduction of measures that discourage car use must be timed to ensure people have realistic alternatives in place first.

### 2021 Technical work and consultation

1.15 In September 2021, the GCP Executive Board agreed to develop a package of options for improving bus services, expanding the *cycling-plus* network and managing road space in Cambridge.<sup>8</sup> This built on earlier technical work and wide-ranging public engagement, including the Citizens' Assembly, considering how to significantly improve public transport and active travel and tackle congestion, greenhouse gas emissions and pollution in Greater Cambridge.

1.16 The Board agreed that the package should have at its core significantly improving bus services. Reallocating road space for active travel modes and air quality improvements, including greening of the bus fleet, would also have an important role to play. In that context, of the package options presented in September 2021, Package 3c 'Better bus services for all', best met the objectives and demonstrated alignment of GCP and Mayoral/CPCA agendas.

1.17 The Board agreed a roadmap commencing with a public consultation setting out proposals for improvements to the bus network and measures to prioritise road space for sustainable transport and provide an ongoing funding source for the bus service improvements. This first Making Connections consultation ran from 8 November to 20 December 2021.

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<sup>7</sup> See particularly 30<sup>th</sup> September 2021 and 28<sup>th</sup> September 2022 GCP Executive Board meetings and their associated technical papers (linked at the end of this report):

[https://cambridgeshire.cmis.uk.com/ccc\\_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1571/Committee/26/SelectedTab/Documents/Default.aspx](https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1571/Committee/26/SelectedTab/Documents/Default.aspx) and  
[https://cambridgeshire.cmis.uk.com/ccc\\_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx](https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx)

<sup>8</sup> 30<sup>th</sup> September 2021 GCP Executive Board meeting

[https://cambridgeshire.cmis.uk.com/ccc\\_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1571/Committee/26/SelectedTab/Documents/Default.aspx](https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1571/Committee/26/SelectedTab/Documents/Default.aspx)

## Previous technical work and consultation

- 1.18 Figure 1 shows how the proposals set out in the Making Connections 2022 consultation had been arrived at. It shows the evolution of proposals from 2015 – when GCP was created – that have been refined by five formal consultation exercises. Engagement has included Our Big Conversation (2017), Choices for Better Journeys (2019) and the Greater Cambridge Citizens’ Assembly (2019).
- 1.19 Previous technical work identified several options which were consulted on as part of the Making Connections 2021 consultation, namely parking charges including a workplace parking levy (WPL), a pollution-based road user charge and a congestion-based road user charge (called a flexible charge in the 2021 consultation). This received almost 2,500 responses and key findings included:<sup>9</sup>
- 71% of respondents supported the overall aims of reducing carbon emissions, tackling pollution and congestion, and improving public transport;
  - 78% of respondents supported the proposals to improve and expand the bus network with cheaper, faster, more frequent and reliable services to more communities;
  - 68% supported reducing traffic to improve walking and cycling, while 52% supported reducing traffic to improve public spaces.
  - Options that involved charging cars for driving in an area were preferred to options involving additional or new parking charges.
- 1.20 The results of the 2021 Making Connections consultation informed a range of further technical work that underpinned the Strategic Outline Case, which was presented to the Executive Board on 28<sup>th</sup> September 2022<sup>10</sup>. The SOC considered alternative options to a road user charge. A range of options for a Workplace Parking Levy, was assessed. The results are set out in the Options Assessment Report (OAR)<sup>11</sup> published alongside the consultation, which concluded that a Workplace Parking Levy scheme would perform significantly less well than a sustainable travel zone in terms of overall traffic reduction which would be key in delivering reliable bus services. The 2021 work also assessed a pollution charge (low emissions zone). Results are likewise set out in the OAR which concluded that it would perform less well than a road user charge.

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<sup>9</sup> Making Connections 2021 Consultation: Report of Consultation Findings

<https://www.greatercambridge.org.uk/asset-library/Sustainable-Transport/Sustainable-Travel-Programme/City-Access/Making-Connections/GCP-Making-Connections-report-13June22.pdf>

<sup>10</sup> Executive Board Agenda Pack 20<sup>th</sup> September 2022 (Item 7)

[https://cambridgeshire.cmis.uk.com/ccc\\_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx](https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx)

<sup>11</sup> Consultation website for Making Connections 2022

<https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32502>

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



## 2. Consultation and Engagement

- 2.1 Following this, the Board agreed to run a second Making Connections public consultation. The consultation ran from 17th October to 23rd December 2022, consisting of a major public survey which received over 24,000 responses, alongside demographically representative opinion polling, written submissions from organisations in the Cambridge travel-to-work-area, targeted meetings with representative and seldom-heard groups, and ran a series of in-person and virtual engagement events. GCP also commissioned an independent audit of its consultation approach from the Consultation Institute (tCI)
- 2.2 As well as receiving a record level of responses, the consultation survey was also notable for attracting a record 11% of responses from under-25s, although this is still under-representative relative to the proportion of the population of that age in the area.
- 2.3 This paper and the appended Consultation Report present the headline results and is published shortly after processing of the responses has been completed. Further analysis of detailed issues would be undertaken to inform any future technical work as part of the City Access Strategy.
- 2.4 The three elements of the proposal package were:
- **Transforming the Bus Network:** Making Connections proposed a transformed bus network through new routes, additional services, cheaper fares and longer operating hours. This bus network would be front-funded by the city deal during a ramp up period until scheme opening so that public transport improvements were in place before any charge.
  - **Investing in sustainable travel schemes:** Alongside the bus network improvements it was proposed set aside part of the scheme revenues to invest in new sustainable travel schemes, such as better walking and cycling links.
  - **Creating a Sustainable Travel Zone (STZ):** The final part of the Making Connections proposals was for the introduction of a Sustainable Travel Zone in the form of a road user charge. Under this proposal, vehicles would be charged for driving within the zone between 7am and 7pm on weekdays, and money raised would fund improvements to the bus network and sustainable travel schemes. It was proposed that the Zone could be gradually introduced starting in 2025, and fully operational in 2027/28 but the consultation asked for opinions on that proposed phasing. The introduction of the STZ was proposed to operate only once bus improvements had been implemented.
- 2.5 The consultation proposal package also included a list of proposed Discounts, Exemptions, and Reimbursements, informed by the previous consultation and engagement with key stakeholders in Autumn 2021 and asked for public feedback on what was proposed. As shown in the following table, exemptions could be automatically applied based on DVLA categories of vehicle, while discounts of up to 100% could apply based on the driver meeting certain criteria:

**Table 1 – Proposed discounts and exemptions from the STZ in the Making Connections consultation**

Category	Proposed discount / exemption
Emergency vehicles	Exempt
Military vehicles	Exempt
Disabled tax class vehicles	Exempt
Breakdown services	Exempt
Dial-a-ride services	Exempt
Certain local authority operational vehicles, e.g., refuse collection vehicles	Exempt
Blue badge holders	Up to two vehicles get 100% discount
People on low incomes	Tapered discount 25-100%
Car club vehicles (official providers)	100% discount

2.6 Groups which were applicable for reimbursements in the consultation proposal included:

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

2.7 Following the October-December 2022 Making Connections consultation, GCP is currently undertaking technical work to examine how best to define and administer these discounts, exemptions, and reimbursements, and is responding to the results of the consultation by considering what additional applicable groups may need to be accounted for.

Methods of communication

2.8 A questionnaire was produced for the public consultation which could be accessed online at the Consult Cambs web address, with hard copies of this being made available from GCP by calling a telephone number. The phone number was also made available for people that were having trouble completing the questionnaire, or who had any questions about the questions posed.

- 2.9 It was possible to stay informed about the scheme by visiting the project webpage, to view materials and access an interactive Microsoft Power BI map which provided additional information on the bus proposals and could be viewed on the project webpage. This map allowed viewers to select individual locations and see a summary of the current 'Before' bus connections and the proposed 'After' services, including details such as the cost of tickets, first bus, last bus, and proposed service frequencies. This level of detail meant that those living within the proposed network area would be able to look in depth at what was being proposed in their locality.
- 2.10 In addition to the interactive bus map, there were more traditional means of viewing the information including brochures and leaflets. These could be accessed via the project website and were available to view in printed form (hard copy) at local libraries.
- 2.11 A social media presence was also maintained throughout the consultation on Facebook, Instagram and Twitter relating to the Making Connections proposals.
- 2.12 Accessible copies of the Making Connections information were made available in large print, Braille, Easy Ready format, audio tape and in other languages. This was to ensure the highest level of accessibility for those interested in the proposals, regardless of how they preferred to receive the information.
- 2.13 To raise awareness in the local community, a leaflet drop was undertaken with communities living in Cambridge and South Cambridgeshire.
- 2.14 The public consultation was also publicised more widely in the local media. This includes being publicised on multiple occasions via local newspapers, online news sites, TV and radio.

### Consultation events

- 2.15 There were a combination of consultation events hosted in-person or online. This meant that interested members of the public would have opportunity to join the consultation events either virtually or in person, depending on their preference. The events were widely advertised by GCP, with details included on the Making Connections webpage. The full details of these events can be found in the appended Consultation Report.
- 2.16 The timings of events were selected to be well ahead of the busy pre-Christmas period (the consultation ended on 23 December 2022) with the final event on the 12 December meaning that there were still 10 days for respondents to give their feedback on the proposals. It is important in line with Gunning Principle #3 for adequacy of consultation, namely that there is adequate time for consideration and response.
- 2.17 The consultation events were staffed by representatives of GCP, Cambridge City Council, Cambridgeshire County Council, South Cambridgeshire Council, and consultant support. These staff were on hand to provide detail and answer questions raised by those interested in the Making Connections proposals. The mixture of virtual and in-person meetings meant that there were opportunities to engage with those who could not attend an event in person and also for those that do not have access to a computer.



- 2.18 The virtual events were hosted online via Microsoft Teams or Zoom, commencing with a short presentation and then allowing the opportunity for attendees to comment or ask questions. A chat facility was used, and any questions posed were read out by a moderator so that these could be answered by the technical team.
- 2.19 The in-person events made use of display banners incorporating information about the Making Connections proposals, spread throughout the venue. These banners included information presented in the consultation brochure, and illustrative bus maps, brochures and flyers were made available in hard copy on tables at the venue.
- 2.20 The events were planned to cover different areas of the city itself as well as towns located across Cambridgeshire, Suffolk (Newmarket) and Essex (Saffron Walden).

#### Targeted group meetings

- 2.21 During the course of the consultation, GCP arranged targeted meetings with a range of groups likely to have interest in the Making Connections proposals, or from groups and interests that are less commonly heard from in public consultations. These events allowed GCP to delve deeper into the issues surrounding the implementation of the bus improvements, the introduction of the STZ and sustainable travel measures, or to get particular perspectives from vulnerable or interested groups.
- 2.22 The majority of these events were held during the main consultation period, though some meetings also took place in advance of the public consultation, meanwhile another four additional groups were held after the closure of the consultation. The details of all these meetings can be found in Table 2-2 and Appendix C of the appended Consultation Report.
- 2.23 The consultation report focuses on the meetings and feedback received through the formal consultation period but as a matter of good practice GCP officers have continued, and will continue, to engage with relevant stakeholders whatever next steps are taken.

#### Representative polling

- 2.24 A demographically representative poll was also undertaken in addition to the data collection methods used in the consultation. The poll was a study of 1000 residents in the Cambridge Travel to Work Area that was conducted between 15th-22nd December 2022. Respondents to the poll provided answers to all questions. Key profiling questions were asked in addition to broadly similar questions to those used in the consultation questionnaire and statistical analysis was conducted in the same manner. It should be noted that questions in the poll contained both a 'don't know' and 'neither' response option which for consistency have been considered together for comparison to the 'don't know' option in the questionnaire.
- 2.25 Results from the poll were looked at in conjunction with the questionnaire responses to demonstrate results from different data collection methods.

## Methodology

- 2.26 The consultation survey included a mixture of closed questions (with fixed response options) and open-ended question (which capture responses in an open text format). Full details of the methodology can be found in Chapter 3 of the appended Consultation Report.
- 2.27 Closed questions were analysed by frequency counts of the responses indicated, with some cross-tabulation of these questions against other key demographic metrics, such as respondent characteristics and location-based information such as postcodes.
- 2.28 The qualitative views captured by open-ended questions were coded using a 'codeframe' which allowed a thematic summary of the issues raised in each response. The codeframe was developed by reading through a subset of responses and identifying common issues raised within these, with a unique code being associated to each issue. Development of the codeframe continued throughout the analysis, to allow specific points which arose while working through the dataset to be added.

## Consultation response

- 2.29 The table below shows the channels for engagement and response during the consultation, and the number of those who participated via each method.

**Table 2 – Channels for engagement and response rate during Making Connections**

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

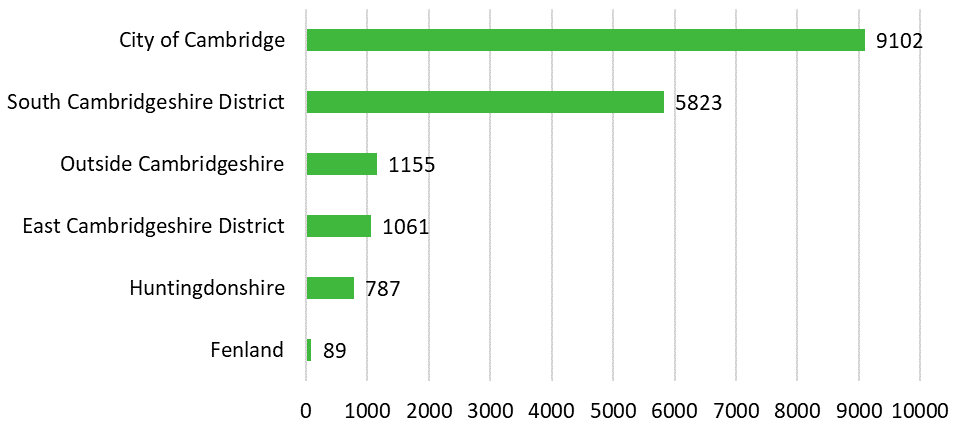
- 2.30 Demographic details were provided by the 24,071 respondents who submitted feedback via the questionnaire online or in hard copy only. This information was not obtained for the other response channels, although the sampling for the poll was representative of the area's demography.

2.31 A detailed breakdown of the characteristics of survey respondents is included in the appended report. Based on the information provided in the response to the survey, survey respondents were:

- On average older than the population of Cambridgeshire (with a record proportion of under-25s responding to this consultation, but still lower than the proportion of under 25s in the population at large)
- More likely to be employed or self-employed and less likely to be not in paid employment than the average.
- Otherwise broadly similar to the population of Cambridgeshire in terms of sex, gender identity, ethnicity and disability.
- More likely to be from Greater Cambridge than the rest of Cambridgeshire or the wider Travel to Work area.

2.32 Of approximately 18,000 respondents who provided their postcode details, just under 17,000 of respondents were from Cambridgeshire, of which around 9,100 were from the City of Cambridge and 5,800 from South Cambridgeshire. 1,155 responses to the consultation survey came from outside of Cambridgeshire.

**Figure 2: Geographic breakdown of respondents (n=18,107)**



Source: Making Connections 2022 public consultation survey

### 3. Consultation findings

3.1 The consultation report appended to this paper represents the first step in summarising and analysing findings from the Making Connections 2022 consultation.

Analysis undertaken to date, and still to come

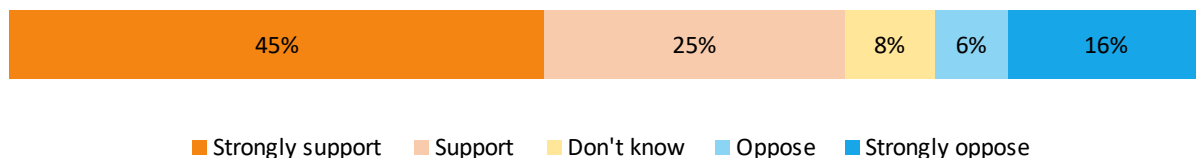
3.2 With over 24,000 survey responses including over 145,000 individual free text responses it has been a significant task to process, code and begin to analyse the information. The work to process the survey data completed in May 2023 and the ensuing consultation report has been prepared rapidly to allow for first findings to be made public as soon as possible and to support decision makers in thinking about next steps.

- 3.3 There was a substantial amount information gathered during the consultation. Not just the survey, but records from the targeted meetings, organisational responses and representative polling. This first level of analysis aims to draw out the headline findings and key issues for decision makers to consider when deciding whether and how to proceed with the proposals, and whether to make fundamental changes to the scheme design.
- 3.4 Any future technical work to develop proposals would be informed by the detailed consultation findings.
- 3.5 Likewise, where people flagged concerns about, for example, the proposed exemptions for people with disabilities, the Equalities Impact Assessment and the Discounts, Exemptions and Reimbursement elements of any future work to develop proposals would incorporate the detail of those responses to understand and design for specific concerns expressed.

Views on the proposed bus network improvement package

- 3.6 The majority of responses across the consultation survey, the opinion polling, stakeholder responses and the targeted meetings were in agreement that the bus network across Greater Cambridge is in need of improvement and were supportive of the vision set out.

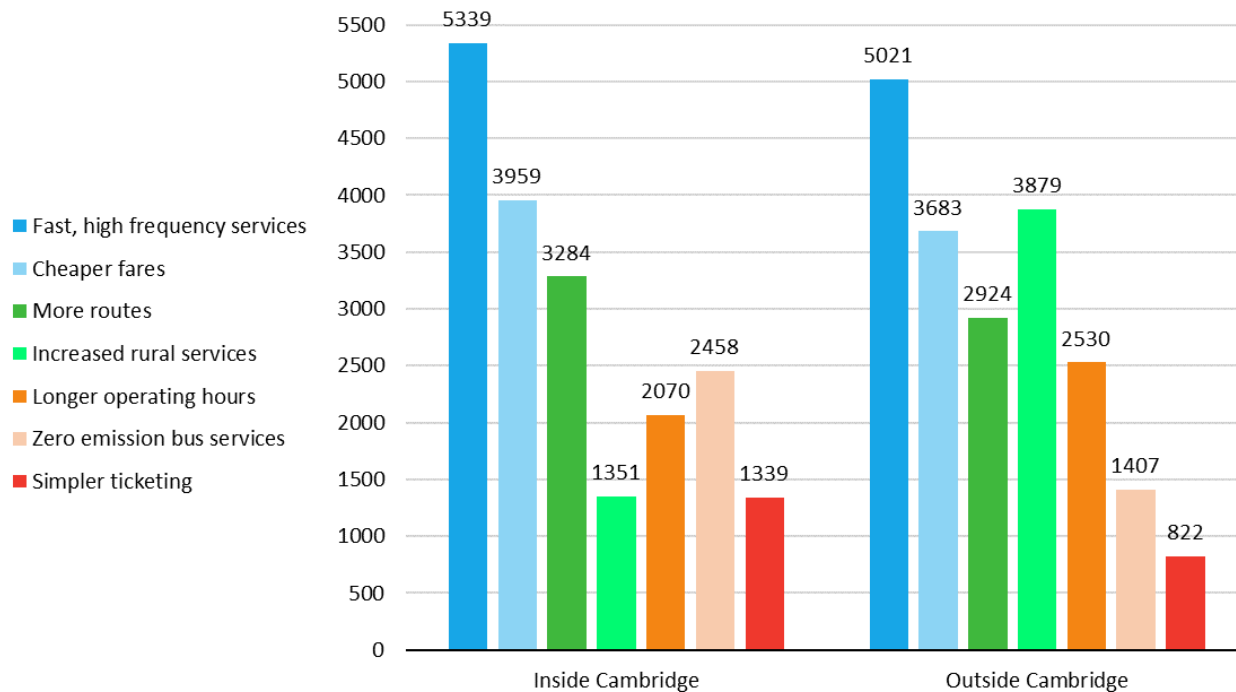
**Figure 3: To what extent do you support or oppose the proposals for bus improvements and fare reductions? (n=22,908)**



Source: Making Connections 2022 public consultation survey

- 3.7 When asked for their feedback on the package as set out, the most common comment was that we must ensure that buses are reliable and more frequent; and that improvements are much needed and should be delivered quickly. When asked the order of priority for improvements the most common response was fast, high frequency services, and the second most common was cheaper fares.

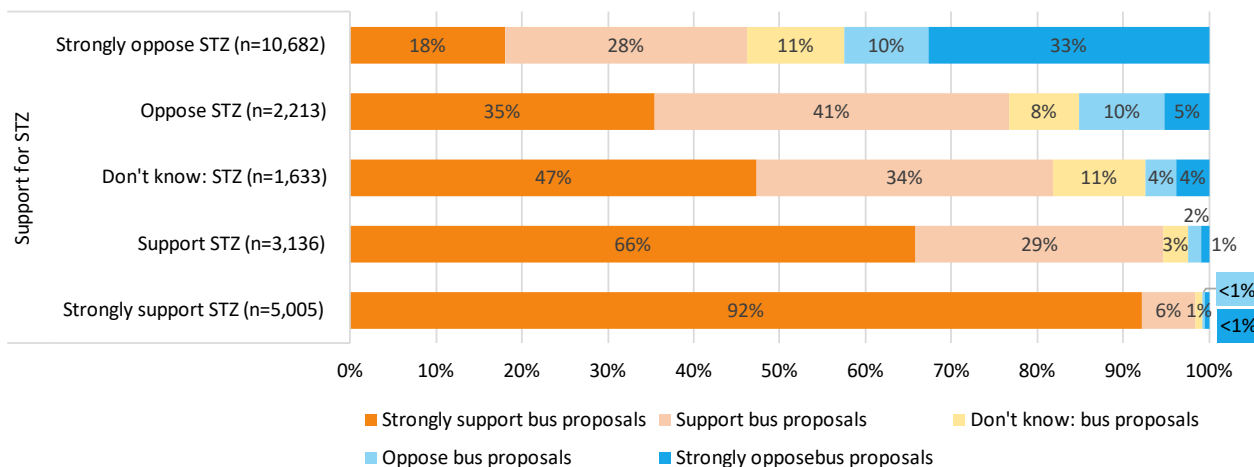
**Figure 4: What bus improvements would you want to see delivered first (respondents inside Cambridge versus those outside the city)?**



Source: Making Connections 2022 public consultation survey

- 3.8 Organisations who submitted feedback to the consultation were also generally supportive of the bus improvements and agreed that the improvements should be made prior to the implementation of the STZ. Safety concerns were raised by a number of organisations who wanted to ensure residents would be safe should they rely more on the bus to travel. Suggestions for additional lighting and better shelter at bus stops were made. The University of Cambridge Disabled Staff Network also stated that those living with a disability can struggle to use the bus and often required extra support to do so and how this was being addressed in the proposals. A common theme in feedback from organisations regarding the bus improvements was that the people of Cambridge needed reliable and affordable public transport.
- 3.9 Support for the proposed bus network remains strong even among those who said they do not support the proposals for the Sustainable Travel Zone as a means of delivering it. 76% of those who oppose the STZ and 46% of those who strongly oppose the STZ nevertheless have expressed that they do still support the future bus vision. A similar pattern of support is evident for improvements to sustainable travel measures. Decision makers therefore need to consider whether it is possible to make changes to the scheme that address people’s concerns about the STZ but are still able to deliver at least some of the proposed bus and sustainable travel improvements that were set out in the Making Connections consultation.

**Figure 5: Breakdown to show relationship between support for bus improvements vs support for STZ**



Source: Making Connections 2022 public consultation survey

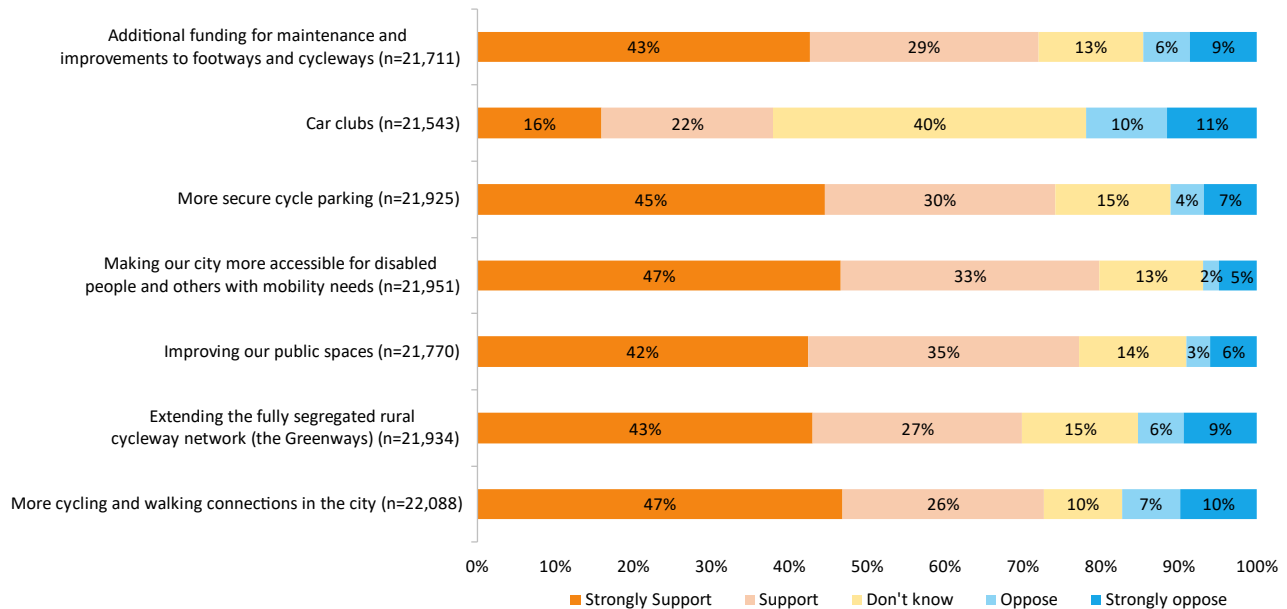
- 3.10 Participants shared concerns about safety and security on, and accessing, the bus network, especially late at night and especially for women, younger and older people travelling alone.
- 3.11 There was clear feedback from the consultation survey but also from targeted meetings and stakeholder responses that people cannot envisage or do not believe that bus service improvements will be made, and public trust in the bus network is clearly very low. When asked about support for franchising (taking the bus network into direct public control) 49% of survey respondents were supportive, with a further 29% saying they didn't know. Further analysis would consider whether 'don't know' reflects a lack of understanding of the bus regulatory environment and the implications of franchising, or an ambivalence about whether franchising is the right approach. The Mayor of Cambridgeshire and Peterborough has set out his intention to consider franchising the bus network, and an update on timescales is expected imminently. The legal process requires an independent audit of the business case, to take place over summer after which a decision will be taken whether to proceed to public consultation on the issue. A Mayoral decision whether or not to proceed with franchising would then be due in June 2024.

Views on the proposed sustainable travel improvement package

- 3.12 We have heard strong support for proposed sustainable travel improvements through the consultation last year, including many people reminding us that the proposed Making Connections package must not be allowed to become solely about the bus network, but about the wider packages of softer and harder interventions to support a range of sustainable travel alternatives to car.
- 3.13 Consultation survey responses report upwards of 70% support for all aspects of the sustainable transport proposals. The exception to this was car clubs where 40% of respondents said they do not know whether they support proposals. Future analysis of the free text responses would aim to understand whether this reflects a lack of

knowledge about car clubs, or an ambivalence about whether they should be part of the package.

**Figure 6: To what extent do you support or oppose additional improvements to walking and cycling, accessibility and public spaces?**



Source: Making Connections 2022 public consultation survey

3.14 When asked if there are other improvements that consultation survey respondents would like to see funded, the top answer (excluding those that were already part of the proposed package of measures) was that STZ revenues should also fund improvements for drivers such as road maintenance and pothole repair. This sentiment also came across in stakeholder discussions.

3.15 When asked about suggestions for other funding sources, respondents cited increased council tax, direct funding from businesses and universities or central Government.

Views on the proposed Sustainable Travel Zone

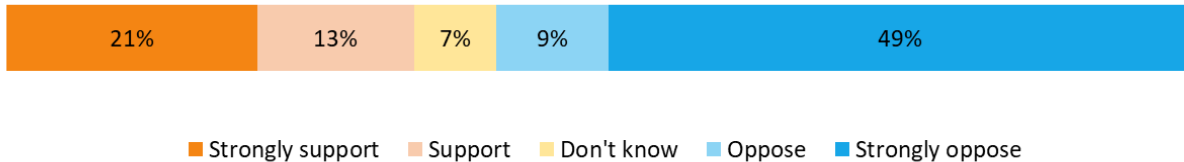
3.16 The Sustainable Travel Zone elements of the proposals aim to provide the traffic reduction to allow buses to run faster and more reliably, road space for sustainable travel modes and an ongoing revenue stream to fund service improvements and fare subsidies.

3.17 This element of the Making Connections received less, or more cautious, support than the bus and sustainable travel investments proposed, with a majority of consultation survey respondents opposed to the STZ as proposed.

3.18 Many organisational stakeholders from business and key institutions across the city expressed support in principle for the objectives and the propositions but also concerns about the impact on their own staff (in particular those on lower incomes, or those who worked irregular hours and may therefore struggle to rely on public transport).

3.19 34% of consultation survey respondents were supportive of the STZ as the means of delivering the vision set out in Making Connections, and 58% opposed it. When compared with demographically representative polling, opinion was more muted with approximately similar levels of support, but a much higher level of ‘don’t know’ or ‘neither support nor oppose’ and much less expression of strong support or oppose.

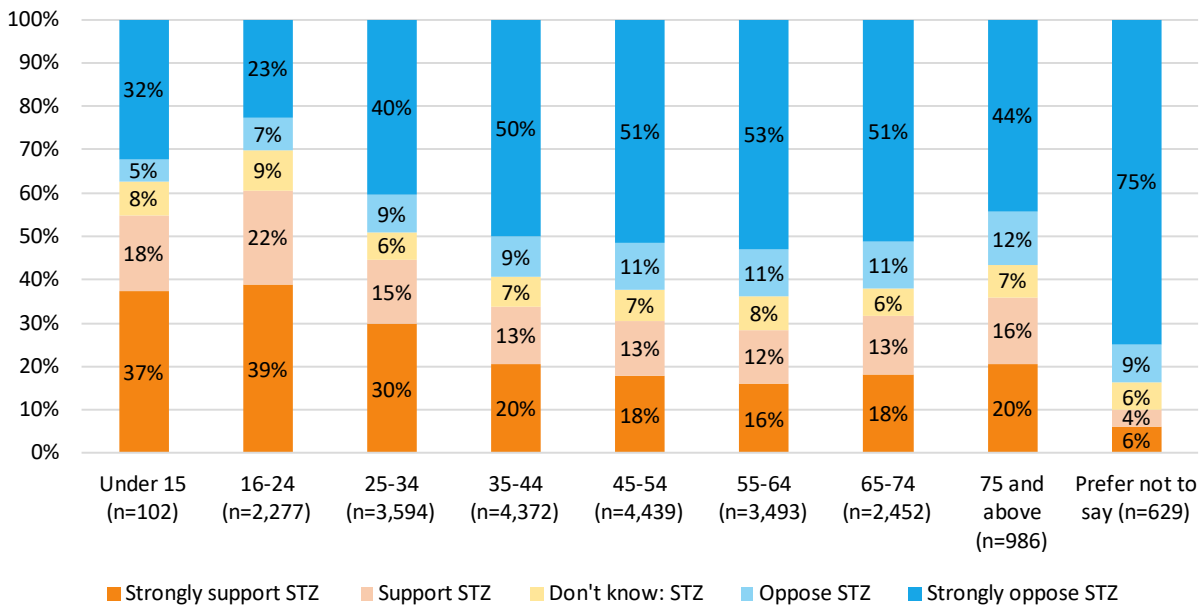
**Figure 7: To what extent do you support or oppose the introduction of an STZ to fund improvements to bus services, walking and cycling? (n=23,769)**



Source: Making Connections 2022 public consultation survey

3.20 Younger people are much more likely to support the STZ than older people. In general, support for the STZ declines with age with the exception of over 75s, who have a higher-than-average level of support for the STZ.

**Figure 8: Support for the proposed STZ as the means of delivering the bus and sustainable travel improvements: by age**

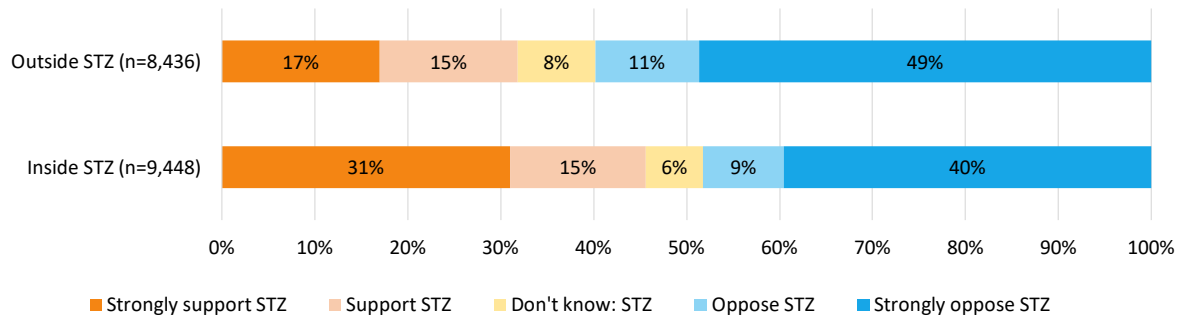


Source: Making Connections 2022 public consultation survey

3.21 Support for the STZ was higher among survey respondents living inside the proposed zone than outside of it.



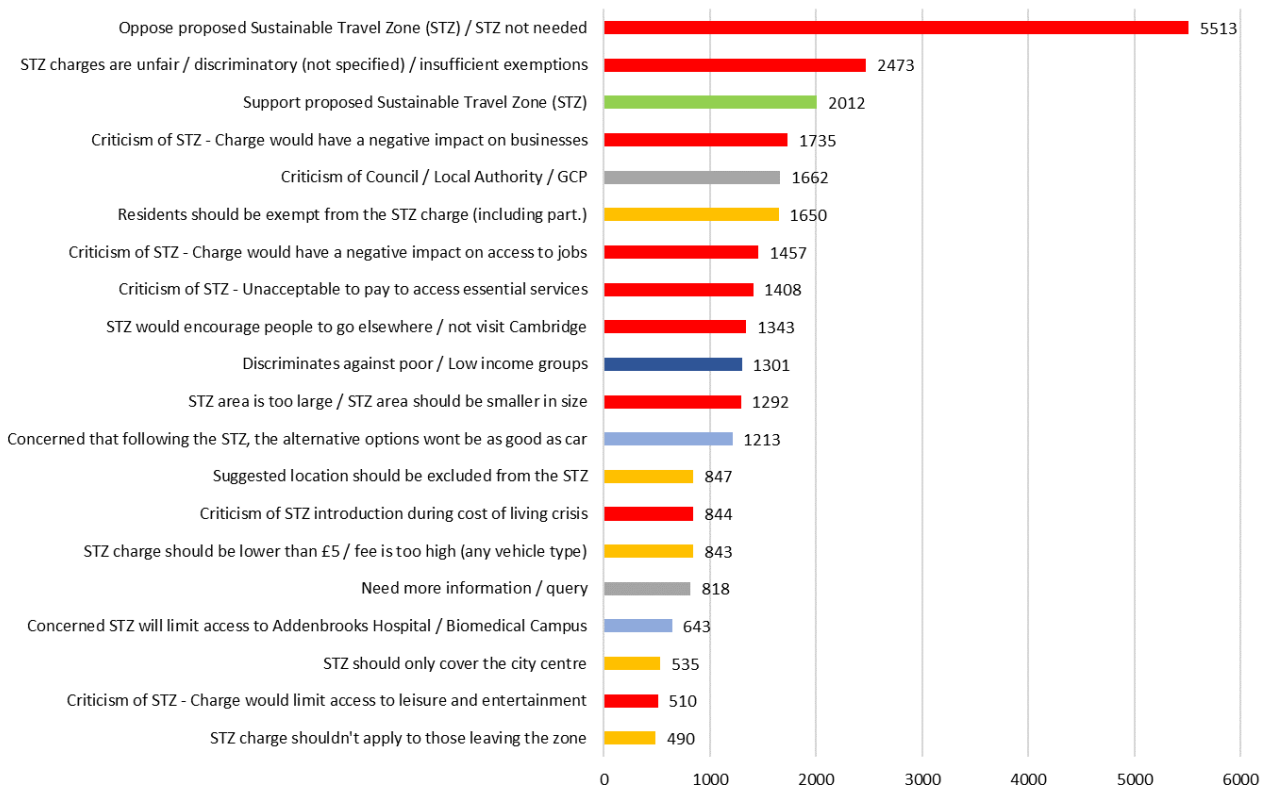
**Figure 9: Support for STZ by location inside or outside STZ boundary in the consultation questionnaire**



Source: Making Connections 2022 public consultation survey

3.22 The most commonly occurring comments on the STZ, other than general expressions of opposition or support, were a sense of unfairness or that exemptions don't go far enough; concerns about impact on business; the suggestion that zone residents should be exempt; concern about paying to access essential services (the hospital is frequently cited here) and the impact on access to jobs.

**Figure 10: Do you have any comments on the proposal to introduce a STZ (n=16,126)**



Source: Making Connections 2022 public consultation survey

3.23 A fuller discussion of results from across all of the various evidence collected during the consultation is in the appended consultation report.

## 4. Issues to be considered in next steps

- 4.1 The consultation flagged a number of issues that would need to be considered carefully for response in any next steps. There may be a number of different options for addressing many of these issues which would need to be assessed and considered. Some of the issues raised are in tension with one another and so responding to these issues would require balancing competing opinions. As well as those opposed, and strongly opposed, to the STZ proposal there were also those supportive, and strongly supportive.
- 4.2 There may be a need to consider how the STZ element of the scheme might be modified in order to allay clearly expressed concerns, whilst delivering as many of the strongly supported benefits as possible.
- 4.3 Themes and concerns around the STZ that were prominent across the survey, stakeholder and small group responses were (non-exhaustively):
- a) Whether Addenbrookes and other hospitals should be within the zone
  - b) Whether the proposed zone is too large e.g., should it cover only the city centre
  - c) Whether residents should qualify for a discount or exemption from paying the charge
  - d) Concern about the impact on businesses, especially small businesses and the self-employed reliant on goods vehicles
  - e) Whether the charge for cars and vans is too high, and whether motorbikes should be liable to pay
  - f) Whether the hours of operation are too long and should be peak(s) only
  - g) Concern about the impact on older people, those with mobility impairments or who find using public transport difficult and those on low incomes
  - h) Questions about how the discounts and exemptions were defined and how they would operate
  - i) Concern about the impact of the scheme on informal and unpaid carers
  - j) Whether electric vehicles should be exempt from the charge, or receive a discounted rate
  - k) Concerns about the difficulty of 'trip chaining' on public transport for example childcare drop-off on the way to work.
  - l) Whether alternative means of funding some or all the proposed improvements might be considered.

## 5. Options for addressing consultation concerns

- 5.1 There are a variety of potential changes to the consultation proposals that could address the concerns raised above, as well as those covered in more detail in the consultation report.
- 5.2 These include options to:

- Change the **core parameters of the scheme** (for example the hours, opening year, charge rate or boundary); and/or
- Change the **rules about who is required to pay** and under what circumstances (for example amending or adding discounts, exemptions, reimbursements and user account benefits)
- Changes to the benefits that the scheme delivers (for example **changing the bus or sustainable travel offer** to better target positive impacts of the scheme)

5.3 These changes are not mutually exclusive. They could be made individually or together in many different potential combinations. The implications of any one change would depend on which other measures it is combined with. For example, the revenue and traffic reduction implications of exempting all car travel to the hospital would vary depending on whether road charging hours were all day (as per the consultation), or whether they were changed (for example to peak hour charging only).

5.4 The section below therefore aims to give a sense of the relative impact of individual changes. The next step would be to identify one or more packages of potential changes that could be assessed and compared in more detail.

#### Potential changes to STZ parameters

5.5 Potential changes to scheme parameters that could be considered are set out below. All would require further technical assessment before a recommendation can be made. It would not be affordable, nor address the problem of congestion, if all of the changes below were made and decisions would therefore need to be taken about relative priority of changes. Future decisions will need to balance the need to respond to concerns about the STZ with widespread support for the improvements to public transport, walking and cycling the STZ is intended to achieve. This section sets out the broad (but non-exhaustive) scope of options to consider.

- Reducing the hours of operation:** many respondents feel the proposed STZ charging hours do not allow for people to move around at times of lower congestion. Reducing the chargeable hours (potentially to morning peak only, or morning and evening peak) would focus the charge on the hours when congestion is currently most acute. The impact of the scheme on peak period traffic, especially the morning peak, would be slightly less than an all-day scheme and there would be a relative increase in traffic in the hours outside of the charge (i.e. peak spreading to other daytime hours). Bus journey times and reliability would improve during peak hours but there would be less income available to reinvest in public transport and other improvements.
- There is also an option to **phase in the STZ over a longer period**. The consultation proposed beginning to gradually phase in the STZ by introducing peak hour charging ahead of all day charging over a period of two years. This phasing in period could be extended either for a fixed number of years, or by analysing whether or not traffic begins to rise to unsustainable levels during the inter-peak hours.
- It would also be possible to make smaller tweaks to the hours of operation, such as **finishing the charge earlier**, say at 6pm rather than 7pm, to allow for more evening social, leisure, shopping and caring trips without charge.

d) **Reduced charge rates:** reducing the charge rate for all types of vehicles was raised as one of the issues that has the potential to change people's opposition to the zone. Organisational respondents for business flagged concerns about the impact of the charge on business costs, especially for smaller businesses and those reliant on commercial vehicles such as trades, haulage and logistics. This concern was particularly acute amongst haulage companies who feel that they have least (or often no) option to avoid the charge by changing mode. For cars, a key consideration would be whether a reduced charge would have a sufficient deterrent impact on car use, especially since inflation would continue to erode the real value of the charge by the time it is introduced. The principle of ensuring the bus is a more attractive financial option than car would be difficult to maintain with any reduction in the car charge. Reducing or removing the charge on motorbikes was suggested by some to reflect the opinion that motorbikes contribute less to congestion than cars.

5.6 There are a small number of changes suggested by consultation feedback that would be more challenging to achieve. Further work would need to consider whether it is possible to reflect this feedback without jeopardising the ability to meet scheme objectives, deliver value for money or be operationally feasible.

a) **Reduce the size of the zone to the city centre only** – the majority of the Local Plan committed growth sites are on the periphery of the city, near to the proposed boundary. **Defining a STZ zone that excludes these means that neither current nor future congestion issues would be addressed and so the scheme would not be able to deliver on its core objectives.** Any alternative smaller zone would need to be defined to ensure that cars have a safe opportunity to avoid the charge by taking an alternative route. Given the layout of the road network in the city the likely only alternative would be a charge that applied within (but not including) the inner ring road. **At present that area accounts for approximately 15% of traffic on the city network so a zone of that scale would not address the congestion problem and would likely cause substantial displacement and worsening of congestion on key other city routes such as Coldhams Lane.**

b) **Remove the Cambridge University Hospitals (Addenbrookes) site from the zone** – removing the hospitals from the STZ area would raise several practical and policy issues that may be insurmountable. **However, the possibility of exempting all hospital patients and their visitors as an alternative – a 'virtual' removal – could be explored further (see below).** The Cambridge Biomedical Campus on which the hospitals are located is a large traffic generator in the south of the city and on the wider road network, and the site of significant future job (and travel) growth. It is not likely to be possible to remove the hospitals from the zone boundary without also excluding the wider CBC and main approaching roads. Removing the CBC would therefore mean taking a large 'wedge' out of the proposed STZ with significant traffic implications for surrounding residential areas. Or, reverting to an inner ring road boundary as discussed above. Moreover, taking the CBC out of the zone would not fully address the consultation concern about paying to access the hospitals. Whilst it would mean that those living outside the zone (in Cambridgeshire and beyond) could drive to the hospitals without incurring a charge, residents of the zone (in the City of Cambridge) would still to pay to access the hospital, because their start point would be within the STZ. This inequality could be avoided by taking an alternative approach to addressing

concerns by voiding the charge for all hospital patients and their visitors, based on ANPR records at hospital car parks, or by giving a number of free day passes to all account holders (see below for further discussion of options).

- c) **Varying the charge by time of day** so that drivers pay less in the inter-peak period than during the peaks. Again, this would reduce income available to reinvest in alternatives to the car, compared to the consultation scheme, but would retain a deterrent to increased traffic in the inter-peak compared with a peak hour only charging regime. It would be more complex to administer and potentially for users to understand and that complexity may reduce public acceptability.

#### Potential changes to scheme rules

- 5.7 A broad set of proposals for discounts, exemptions and reimbursements (DERs) was set out in the consultation document and included proposals. If work to develop a STZ were to progress, more detailed design of these would be required taking into account consultation feedback.
  - 5.8 Concerns about the suite of DERs proposed was a common theme in the consultation, and respondents to the demographically representative polling raised changes to discounts, exemptions and reimbursements as a top issue that could bring them to change their mind about their opposition to the STZ.
  - 5.9 Some key thematic issues that could be addressed in future work relating to DERs are set out in this section. It would not be affordable to do everything set out here at once so there would need to be decisions taken about relative prioritisation. The intention is to set out the broad (but non-exhaustive) scope of options.
- a) **Free days for account holders:** Allocating a number of ‘free’ days of car travel to account holders, or a percentage discount on all days, to allow for the many individual circumstances people have raised in which they feel they have no option but to use a car but do not otherwise qualify for an exemption. This might include trips as diverse as taking an elderly parent to a medical appointment; evening leisure activities; carrying bulky parcels to the post office; visiting a DIY shop; volunteering at a food bank; taking a child across town for a sports club; teachers carrying books home for marking; or simply doing a big grocery shop. Giving account holders a budget of free (non-charged) days to use for various purposes as they see fit could achieve a level of flexibility to people’s real-life circumstances and reflect a broader range of needs than can be defined through a series of specific individual exemptions<sup>12</sup>. There would be options as to how many free days, whether they were all day or off peak, whether they should be entirely free or just discounted, and whether they should apply just to residents of the CPCA area, or to all account holders. There would also be choices about whether and how quickly they should taper off over time, as the scheme and the travel infrastructure improvements it enables ramp up. The principle could also be extended to business and charity accounts where, again, there would be potential to target the proportion of free days, for example based on size or location of business, or the nature of the charity. The cost and impact of this would be highly scalable depending how it was defined.

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<sup>12</sup> Unless an explicit decision were taken to the contrary, this would be in addition to the suite of DERs proposed in the consultation, not instead.

- b) **Exemptions for all hospital patients and their visitors:** as set out above, removing the hospital sites from the zone entirely is likely to be difficult but the hospital sites could potentially be ‘virtually removed’ from the zone by voiding the charge of anyone who parks at an authorised hospital carpark on a hospital-related journey. There would be a number of technical routes to deliver this which could be explored. The cost of this in terms of lost revenue would be relatively substantial, and the main drawback would be that as the hospitals are already a significant contributor to congestion, exempting trips would not improve congestion, particularly prevalent in that part of the city. The CUH incur significant cost associated with people missing appointments because they are stuck in traffic, so an exemption would offer no incentive to people to switch modes. This is a relatively costly change to the scheme which would primarily benefit those people visiting the hospital who (with the exception of those given free parking by the hospital) have already shown themselves willing and able to incur the high parking charges at the site.
- c) **Low-income discount:** the **proposals as set out in the consultation already proposed a discount for those on a lower income** to be considered further on the basis of consultation feedback. Many of the consultation responses to the survey and through stakeholder meetings or organisational responses nevertheless flagged the impact on those on lower incomes as a key concern. If the decision was taken to progress the STZ further work would consider how a low-income discount could be best designed, what the qualifying criteria would be and whether and how it could potentially build on or learn from existing schemes such as the NHS Healthcare Travel Costs scheme. This would incorporate feedback, suggestions and evidence from the consultation.
- d) **Exemptions for unpaid carers:** The **proposals set out in the consultation already recommended that registered care workers who spend their days going between multiple clients’ homes would be exempt.** Through the consultation we heard concerns from those giving informal and/or unpaid care and whether the STZ charge would prevent or deter them supporting elderly relatives, friends or neighbours. We could consider whether it is possible to offer an additional discount or exemption. The challenge, which could be considered in a future stage, would be establishing how to define informal caring, reliably identifying those carers, and distinguishing between a ‘caring trip’ and when it is personal business (that would otherwise be chargeable). Eligibility for Carers Allowance would be one such option. Aiming for anything more bespoke may be prohibitively difficult to define, administer and enforce. This would need further careful consideration. An alternative approach might be to issue general account holder free days, but this may be insufficient for those with more frequent responsibilities. Additionally, or alternatively, if the hours of the charge were to be reduced then people who care for others would have more times during the day when they can do so by car without incurring a charge.
- e) **Charity volunteers:** the consultation already suggested that there would be an exemption for charity vehicles such as minibuses and vans used for trips, transport or deliveries. It would be possible to consider how a charity might also have some allowance for volunteers to use their personal vehicles to support the work of the charity. Again, future work would need to consider whether and how this could be defined, administered and enforced. This is likely to come at high administrative cost and may be difficult to define fairly. Additionally, or alternatively, if the hours of the charge were to be reduced then people who volunteer may move around during non-charging times.

f) **Exemption for out-commuters near the boundary** – this has been raised as an issue in broader public discourse since the consultation, but was not a theme heard strongly in response to the public survey: out of a total of c.145,000 comments, c.1500 comments were received saying the STZ charge shouldn't apply to people leaving the zone. There are some who live towards the edge of the proposed zone and work outside of it who feel it unfair that they would be liable for a charge for driving a relatively short distance out of the zone in the opposite direction to peak hour traffic. The counter argument would be that all vehicles on the road contribute to traffic in and around the strategic road network and the key junctions such as Milton Interchange or the M11 and A14 junctions on which all car trips take up capacity irrespective of direction. Just as investment in public transport services and infrastructure would give those commuting into the zone a viable alternative for out-commuting, those services would run in two directions, and it would also be easier to commute out of the zone for work with greater investment proposed by the scheme. Further work would consider this in more detail, but it is likely to be challenging to define an exemption or discount for out-commuters that is fair and enforceable without being administratively costly and complex.

5.10 For any potential changes to the proposals, the next step would be to carry out an assessment of potential impacts in terms of:

- the extent to which they address consultation feedback
- overall scheme objectives (traffic reduction; improvements to public transport; improvements to walking, cycling and wheeling etc)
- operational complexity and enforceability
- costs and revenues
- equalities, social and distributional impacts
- deliverability.

### Phasing

5.11 Almost any of the changes discussed above could be made on a phased basis to provide a scheme that begins smaller (physical size, lower charge etc.) and ramps up over a longer period of time.

### Potential changes to the proposed bus or sustainable travel package

5.12 **Any changes to the STZ proposals to reflect public concern would affect the extent to which the bus and sustainable travel packages set out in the consultation can be delivered.** Future technical work would need to consider what should be prioritised including potential changes to the composition or nature of the benefits delivered and outcomes achieved. **It may be necessary to make difficult choices in prioritising spend between providing new bus services, subsidising bus fares and investing in other sustainable travel investment if significant reductions were made to the scope of the STZ.** In some cases, there may be scope to address concerns about the impact of the STZ through other means rather than making changes to the STZ proposals themselves. These would be explored in any future detailed work.

- 5.13 Any such changes would need to be made in light of the consultation feedback gathered about the bus and sustainable travel proposals in terms of what people most value about the proposals.
- 5.14 Reductions in the scope of the STZ would not only affect the ability to improve buses and sustainable travel in financial terms. Equally as important is the projected impact of the STZ on reducing traffic volumes which was the proposed means of delivering faster and more reliable bus services, and a safer and more attractive environment for walking and cycling. **Without a substantial reduction in traffic delays, it will be difficult to deliver the improved journey speeds and reliability that consultation responses tell us is a high priority.**

#### Other potential supporting changes

- 5.15 Where there are concerns raised through the consultation around issues such as nuisance parking at the boundary of the STZ, these may be better dealt with through adjacent policy such as reviewing parking restrictions than changes to the zone itself. These would be dealt with at a future level of detail.

#### Equalities considerations

- 5.16 In addition to the most frequently occurring comments it is important to give due consideration to comments that may occur less frequently but relate to issues of equalities, particularly in relation to legally protected characteristics.
- 5.17 A draft Equalities Impact Assessment was prepared in advance of the consultation and formed part of the package of materials online for scrutiny, and the consultation itself was designed as an important means of gathering further evidence about equalities impacts.
- 5.18 More detailed analysis will need to be undertaken but when asked if the proposals would positively or negatively impact people with protected characteristics respondents were most concerned about how the proposals would impact on the elderly, with 1526 comments being made. Other protected characteristics respondents thought would be negatively impacted were the mobility impaired (1242) and low-income groups (1132). Parents (558), young people (440), people with hidden disabilities (409), carers (257), and women (244) were also identified, though they were mentioned less often.
- 5.19 Respondents also used this section to state that the exemptions didn't go far enough (1486). While not directly linked to a protected characteristic, 227 respondents commented that they thought the STZ would isolate or restrict them. This theme did not feature prominently in any feedback throughout the consultation questionnaire.
- 5.20 A more detailed consideration of potential equalities impacts, both positive and negative and how to address them, would be included in any further work to develop proposals.



## 6. Alignment with City Deal Objectives

- 6.1 The City Access programme is designed to improve access, reduce congestion, and deliver a step-change in public transport, cycling and walking, alongside significantly improving air quality and reducing carbon emissions in Greater Cambridge. The proposals set out in this report will support the realisation of a series of benefits, including:
- Securing the continued economic success of the area through improved access and connectivity;
  - Significant improvements to air quality and enhancements to active travel, supporting a healthier population;
  - Reducing carbon emissions in line with the partners' zero carbon commitments;
  - Helping to address social inequalities where poor provision of transport is a contributing factor; and
  - Wellbeing and productivity benefits from improving people's journeys to and from employment.
- 6.2 The proposals complement the GCP's corridor schemes (and the existing Cambridgeshire guided busway) by ensuring that buses can traverse the city centre more reliably and efficiently than at present. In particular, the proposals for the Newmarket Road which would see a reprioritisation of road space to favour non-motorised users would be undeliverable without a significant reduction in car traffic.
- 6.3 The package of proposals in the Making Connections consultation forms part of the wider city access programme, which also includes:
- **Review of Cambridge's road network classification:** the recent consultation set out the principles of a new road classification for Cambridge. The network classification was last reviewed in the 1980s and the review considers ways to improve the way that traffic and people use roads and streets to move about the city, to support more frequent and reliable public transport and create safer and more attractive environments for walking and cycling. The results of the consultation are expected to be reported to the Joint Assembly and Executive Board later this year, along with recommendations on next steps.
  - **Development of an integrated parking strategy:** following the Board's approval of the vision and objectives for the integrated parking strategy, a series of more detailed recommendations have been developed by officers from GCP, County and City Councils to align with the wider proposals set out in this paper. These will now be further developed with members in County and City before being formally agreed and adopted through relevant governance mechanisms.

## 7. Citizen's Assembly

- 7.1 The proposals consulted on were developed directly in response to the Greater Cambridge Citizens Assembly recommendations.
- 7.2 During the consultation, two small focus groups of former Greater Cambridge Citizens Assembly members expressed strong support for all elements of the proposal, including the Sustainable Travel Zone, commenting that they felt the proposals put forward were a good reflection of their recommendations to decision makers. Their comments are featured in Appendix B of the consultation report.
- 7.3 They were pleased that the proposals had been put forward to the public for consultation, and urged decision makers to continue to implement the scheme, modified if necessary, depending on consultation findings.

## 8. Financial Implications

- 8.1 There are no new financial implications at this stage. Financial implications of the consultation version of the scheme, if it were to be taken forward, were reported to the Executive Board in September 2022<sup>13</sup>. Any future development of the scheme would lead to an updated financial case being developed and submitted at the appropriate time.

Have the resource implications been cleared by Finance? Yes  
Name of financial officer: Sarah Heywood

## 9. Recommendation and Next Steps

- 9.1 The Joint Assembly is invited to consider the contents of this paper and accompanying consultation report to be put to the Executive Board, and in particular:
  - (a) Note the feedback from the 2022 Making Connections consultation, including the public survey, the accompanying opinion polling, organizational submissions, and stakeholder meetings.
  - (b) Informed by the feedback from the consultation, consider the range of potential adaptations to the consultation proposals which are available to the Joint Assembly and Executive Board, as set out in this paper.
  - (c) Give a view as to whether and how the Executive Board should proceed with the Making Connections proposals.

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<sup>13</sup> GCP Executive Board meeting agenda pack 29<sup>th</sup> September 2022 (Item 7)  
[https://cambridgeshire.cmis.uk.com/ccc\\_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx](https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx)

### Next Steps and Milestones

- 9.2 Technical work is ongoing to consider ways of responding to the consultation feedback. Feedback from the Joint Assembly will help to shape any changes to the proposals which might be recommended to the Board.
- 9.3 Any changes to the consultation proposals will be assessed on the extent to which they address views put forward during the consultation, as well as their ability to deliver against programme objectives. They will also be assessed in terms of other impacts including equalities.
- 9.4 The Executive Board will consider options and decide on next steps and timelines for decision making at their meeting on 29 June 2023.

### List of Appendices

Delete this section if there are no appendices included.

Appendix 1	Making Connections Consultation Report Available at: <a href="https://www.greatercambridge.org.uk/asset-library/Sustainable-Transport/Sustainable-Travel-Programme/City-Access/Making-Connections/Making-Connections-22/MC22-consultation-report.pdf">https://www.greatercambridge.org.uk/asset-library/Sustainable-Transport/Sustainable-Travel-Programme/City-Access/Making-Connections/Making-Connections-22/MC22-consultation-report.pdf</a>
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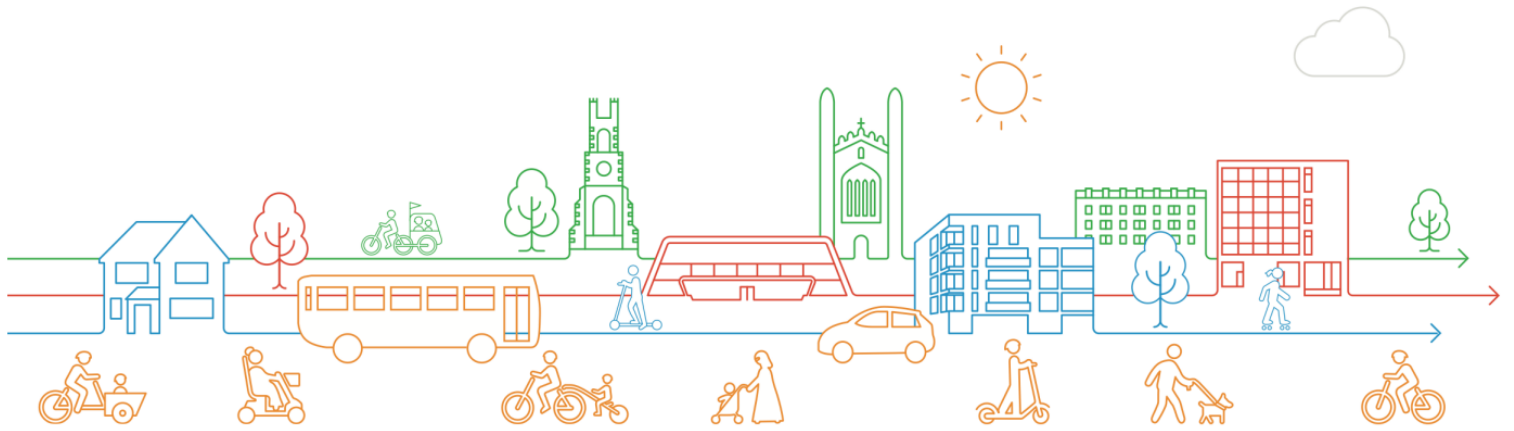
## Background Papers

Source Documents	Location
<b>Making Connections consultation material</b>	
Making Connections 2022 consultation web page	<a href="https://consultcambs.uk.engagementhq.com/making-connections-2022">https://consultcambs.uk.engagementhq.com/making-connections-2022</a>
Making Connections 2022 consultation brochure	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/32725">https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/32725</a>
Making Connections 2022 easy read consultation brochure	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/32752">https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/32752</a>
Making Connections 2022 map book	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/33272">https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/33272</a>
Making Connections 2022 DRT explained	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/33505">https://consultcambs.uk.engagementhq.com/18150/widgets/56165/documents/33505</a>
<b>Making Connections 2022 technical background documents</b>	
Strategic Outline Business Case (SOC): Making Connections 2022 package	<a href="https://greatercambs.filecamp.com/s/nFLtx9dYaGfAAoOJ/d">https://greatercambs.filecamp.com/s/nFLtx9dYaGfAAoOJ/d</a>
SOC Appendix A: options Appraisal Report	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32502">https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32502</a>
SOC Appendix A1	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32504">https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32504</a>
SOC Appendix B: Appraisal methodology	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32505">https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32505</a>
SOC Appendix C: Social and Distributional Impact Assessments DRAFT report: Making Connections 2022 package	<a href="https://greatercambs.filecamp.com/s/dvxBnoyA6JiGNv6r/d">https://greatercambs.filecamp.com/s/dvxBnoyA6JiGNv6r/d</a>
SOC Appendix D: Acoustics Technical Note	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32507">https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32507</a>
SOC Appendix E: Appraisal tables	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32508">https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32508</a>
Sustainable Travel Zone boundary – technical note	<a href="https://greatercambs.filecamp.com/s/DeFhywNi1sL2xRv3/d">https://greatercambs.filecamp.com/s/DeFhywNi1sL2xRv3/d</a>
Sustainable Travel Zone discounts, exemptions and reimbursements – technical note	<a href="https://greatercambs.filecamp.com/s/f8TVWwwlcYWxgZuw/d">https://greatercambs.filecamp.com/s/f8TVWwwlcYWxgZuw/d</a>
Equality Impact Assessment DRAFT report: Making Connections 2022 package	<a href="https://greatercambs.filecamp.com/s/NLkkr3VUKJZmkBe/d">https://greatercambs.filecamp.com/s/NLkkr3VUKJZmkBe/d</a>
Initial DRAFT Health Impact Assessment: Making Connections 2022	<a href="https://greatercambs.filecamp.com/s/HOEEWhiRxq4XkeXV/d">https://greatercambs.filecamp.com/s/HOEEWhiRxq4XkeXV/d</a>
City Access 2022 modelling report	<a href="https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32500">https://consultcambs.uk.engagementhq.com/18150/widgets/56016/documents/32500</a>

Source Documents	Location
<b>Previous executive board reports</b>	
Executive Board Agenda Pack (Item 10) – September 2021	<a href="https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1571/Committee/26/SelectedTab/Documents/Default.aspx">https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1571/Committee/26/SelectedTab/Documents/Default.aspx</a>
Executive Board Agenda Pack (Items 6 and 7) – September 2022	<a href="https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx">https://cambridgeshire.cmis.uk.com/ccc_live/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1853/Committee/26/Default.aspx</a>
<b>Other relevant strategies and publications</b>	
Cambridgeshire & Peterborough Local Transport & Connectivity Plan May 2023	<a href="https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2223/Committee/63/SelectedTab/Documents/Default.aspx">https://cambridgeshirepeterboroughcagov.cmis.uk.com/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/2223/Committee/63/SelectedTab/Documents/Default.aspx</a>
Cambridge Local Plan 2018	<a href="https://www.cambridge.gov.uk/media/6890/local-plan-2018.pdf">https://www.cambridge.gov.uk/media/6890/local-plan-2018.pdf</a>
South Cambridgeshire Adopted Local Plan 2018	<a href="https://www.scambs.gov.uk/media/17793/south-cambridgeshire-adopted-local-plan-2018.pdf">https://www.scambs.gov.uk/media/17793/south-cambridgeshire-adopted-local-plan-2018.pdf</a>
Technical Assessment of the impact of measures proposed as an alternative to fiscal options to address future congestion in Cambridge, 2019	<a href="https://greatercambs.filecamp.com/s/kLtJXqfboUldzqnC/d">https://greatercambs.filecamp.com/s/kLtJXqfboUldzqnC/d</a>
Cambridgeshire County Council, 'Quarterly Transport Update: Cambridge & South Cambridgeshire COVID-19 Transport Impacts & Recovery' April 2023	<a href="https://cambridgeshireinsight.org.uk/roads-transport-and-active-travel/transport-data-insights">https://cambridgeshireinsight.org.uk/roads-transport-and-active-travel/transport-data-insights</a>
Making Connections 2021 Consultation: Report of Consultation Findings	<a href="https://www.greatercambridge.org.uk/asset-library/Sustainable-Transport/Sustainable-Travel-Programme/City-Access/Making-Connections/GCP-Making-Connections-report-13June22.pdf">https://www.greatercambridge.org.uk/asset-library/Sustainable-Transport/Sustainable-Travel-Programme/City-Access/Making-Connections/GCP-Making-Connections-report-13June22.pdf</a>



**GREATER  
CAMBRIDGE  
PARTNERSHIP**



# **Making Connections 2022**

## **Consultation report, May 2023**



Greater Cambridge Partnership

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# **MAKING CONNECTIONS**

Consultation Report

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# 1 INTRODUCTION

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## 1.1 REPORT OBJECTIVE

1.1.1. WSP were commissioned by the Greater Cambridge Partnership (GCP) to undertake analysis and report on the results of the 2022 public consultation for the Making Connections proposals. This consultation report presents:

- A detailed examination of the data collected through multiple engagement channels.
- The main points and issues raised by respondents, stakeholders, and statutory consultees.
- A summary of the key findings.

1.1.2. The objective of this report is to provide a barometer of public and stakeholder opinion on the Making Connections proposals. Furthermore, the findings serve to help GCP scope and refine the proposals to maximise potential benefits and minimise any adverse impacts, particularly on protected characteristic groups.

## 1.2 CONTEXT

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

## 1.3 PREVIOUS CONSULTATIONS AND DEVELOPMENT OF TECHNICAL WORK

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



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



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

- 1.3.6. It was clear from the Making Connections 2021 feedback, focus groups, and workshops with Citizens Assembly members that there was strong support for delivering bus transformation as envisaged in the 'Better buses for all' package, as well as taking action to tackle congestion and pollution and improve active travel.
- 1.3.7. A key stage in the timeline is the Option Assessment Report (OAR) which was produced between January to September 2022. It established the case for change for the Making Connections proposals as well as its objectives. It included three demand management options that had been featured in the November to December 2021 Choices for Better Journeys consultation: flexible area charge, pollution charge and workplace parking levy.
- 1.3.8. Outputs from the OAR formed the 'packages' that were assessed in the Strategic Outline Case (SOC), completed in Summer 2022, and informed the proposals subsequently presented to the GCP Joint Assembly<sup>1</sup> and Executive Board<sup>2</sup> in September 2022 and endorsed to form the Making Connections public consultation from October to December 2022.

## 1.4 MAKING CONNECTIONS PROPOSALS 2022

- 1.4.1. The aim of the Making Connections proposals is to make connections easier, benefiting all types of journeys. With rising fuel costs, a growing population and congested roads, there is a need to transform Cambridge's transport system to provide better travel options that are frequent, reliable, safe, sustainable, and affordable.
- 1.4.2. The Making Connections proposals comprise three elements to deliver this aim:
- **Transforming the bus network:** It is proposed that the Making Connections proposals would transform the bus network through the introduction of new routes, additional services, cheaper fares, and longer operating hours. The network would focus on travel hubs for better interchange between services and different modes.
  - **Investing in sustainable travel schemes:** Proposed investment in new sustainable travel schemes, such as better walking and cycling links.
  - **Creating a Sustainable Travel Zone (STZ):** Under this proposal, vehicles would be charged for driving within the STZ between 7 am and 7 pm on weekdays; the charges would fund long-term improvement and create road space. The STZ would be gradually introduced in 2025 after the bus improvements are implemented and would be fully operational in 2027/28.

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

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

1.4.3. The decision to take these proposals to public consultation was taken by the GCP Joint Assembly and endorsed by the GCP Executive Board in September 2022<sup>3</sup> supported by a comprehensive suite of technical work and reports including a draft Equalities Impact Assessment (EqIA). These were also available as more detailed background documents to support the public consultation<sup>4</sup>.

## 1.5 REPORT STRUCTURE

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

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

1.5.2. The report is structured into the following sections:

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

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

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

## 2 CONSULTATION CHANNELS AND RESPONSE

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### 2.1 DETAILS OF THE CONSULTATION

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

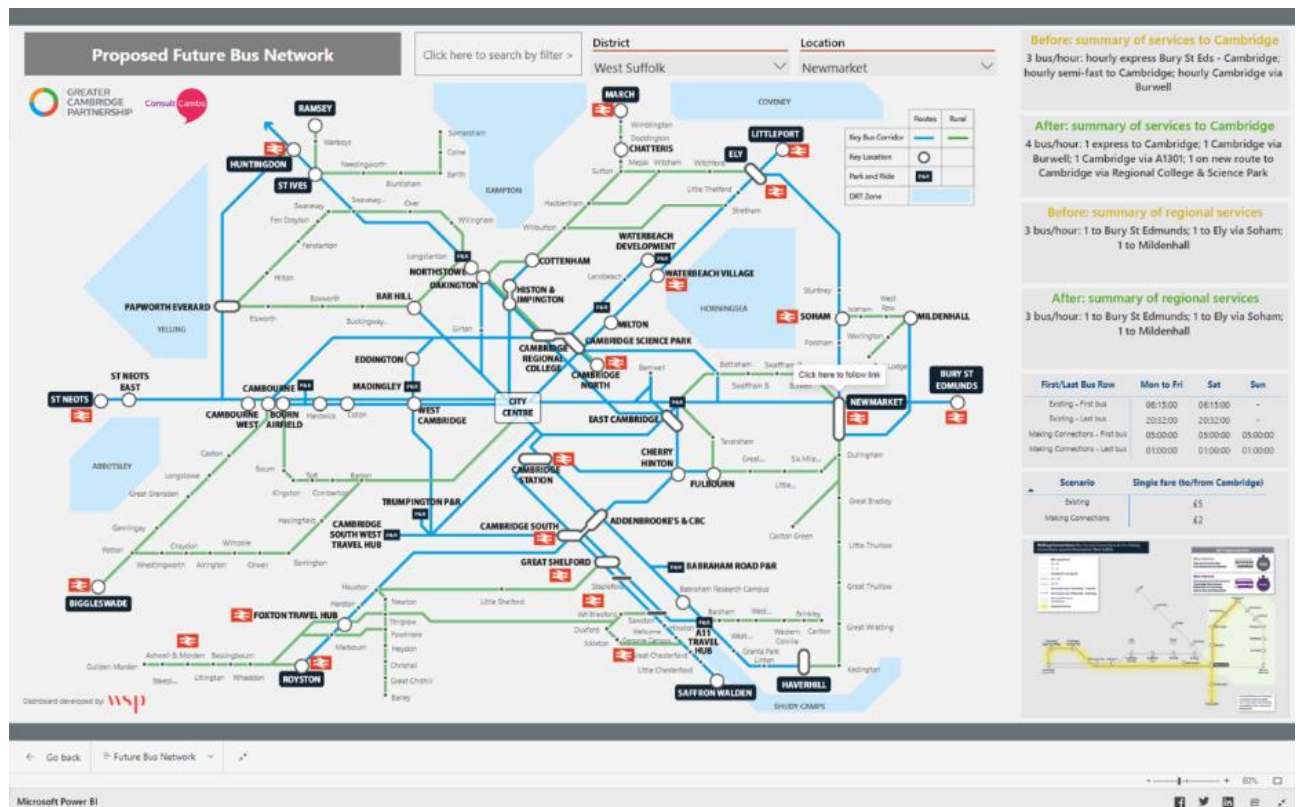
**Table 2-1 - Table of all responses to the consultation**

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

## 2.2 CONSULTATION COMMUNICATIONS CHANNELS

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

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










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

## 2.3 CONSULTATION EVENTS

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

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

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



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

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

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



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

### **STAKEHOLDER MEETINGS & OUTREACH EVENTS**

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

## 3 METHODOLOGY

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### 3.1 DATA ANALYSIS

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

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

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

## 3.2 DATA CLEANING

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

## 3.3 CODING METHODOLOGY

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

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

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

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

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

## 3.4 QUALITY ASSURANCE

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

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

### **3.5 DEMOGRAPHICALLY REPRESENTATIVE POLLING**

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

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

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

### **3.7 EMAILS FROM ORGANISATIONS**

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



### 3.8 COMMENTS ON SOCIAL MEDIA

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

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

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

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

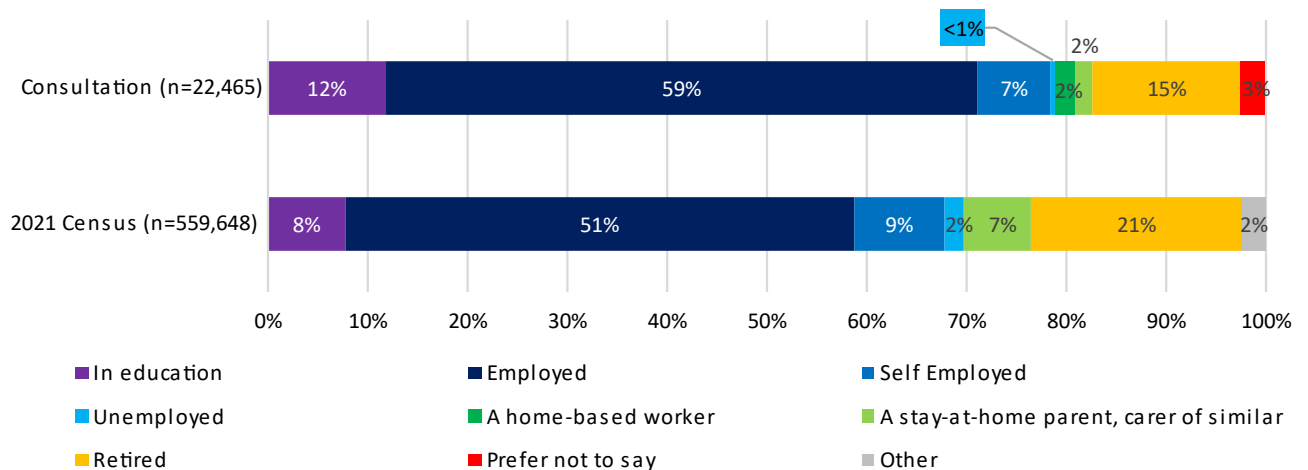
**Query in social media post comments: 274 (13%)**

## 4 RESPONDENT DEMOGRAPHICS

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

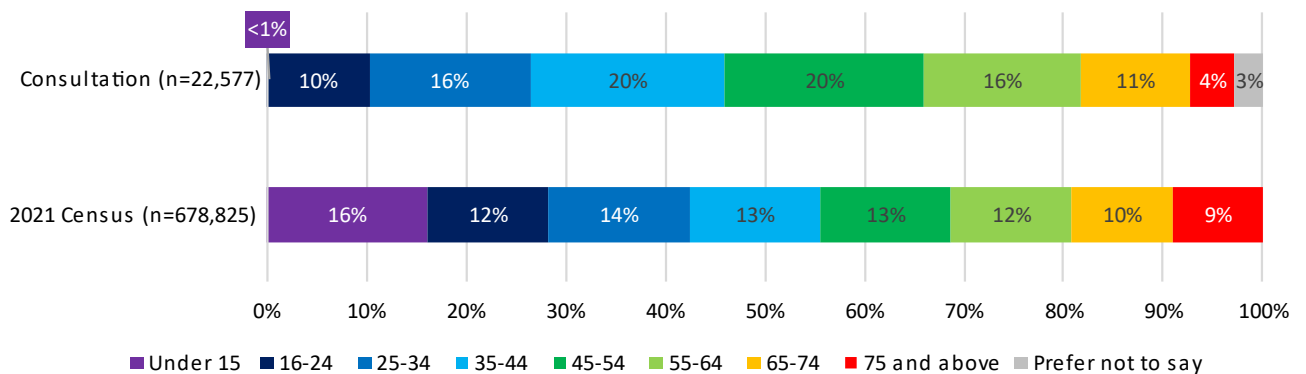
4.1.2. **Occupation:** Respondents were asked to select from a list of potential options to describe their occupation, the details of which are shown in **Figure 4-1**. 59% of the respondents that submitted the questionnaire were in employment, 15% were retired and 12% were in education, 7% were self-employed,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

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



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

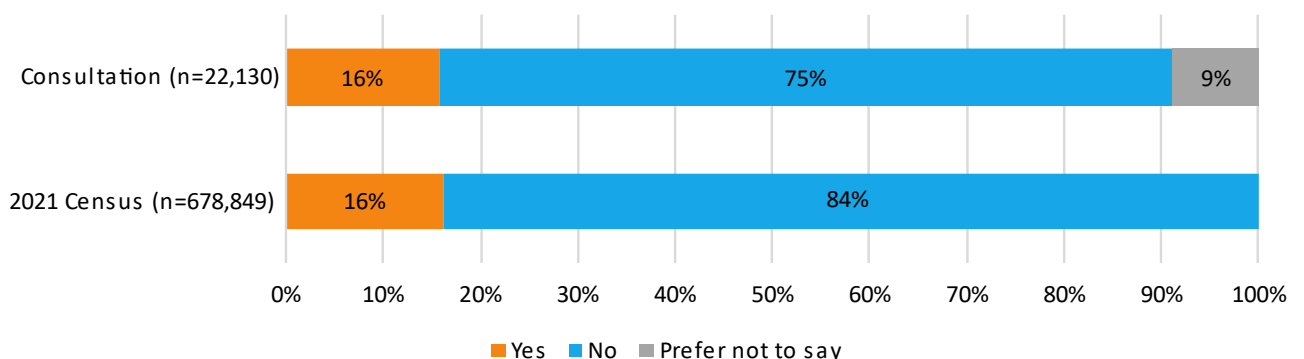
**Figure 4-2 - Please indicate which age category you belong to (n=22,577)**



4.1.4. There is a younger age profile of respondents in the 2021 Census compared to questionnaire respondents. The 2021 Census also records a higher proportion of older respondents in Cambridgeshire, compared against the respondents to the Making Connections Consultation.

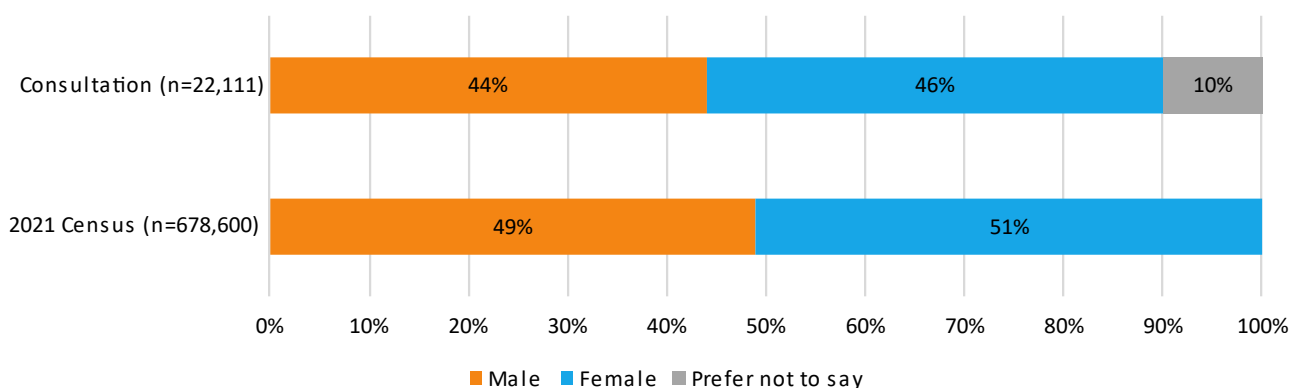
4.1.5. **Travel limitations due to illness/condition:** Respondents were asked whether they considered they had any long-term (+12 months) physical or mental health conditions that limit or affect the way they travel. The results in **Figure 4-3** indicate that three-quarters of respondents did not, while 16% did and 9% did not disclose.

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



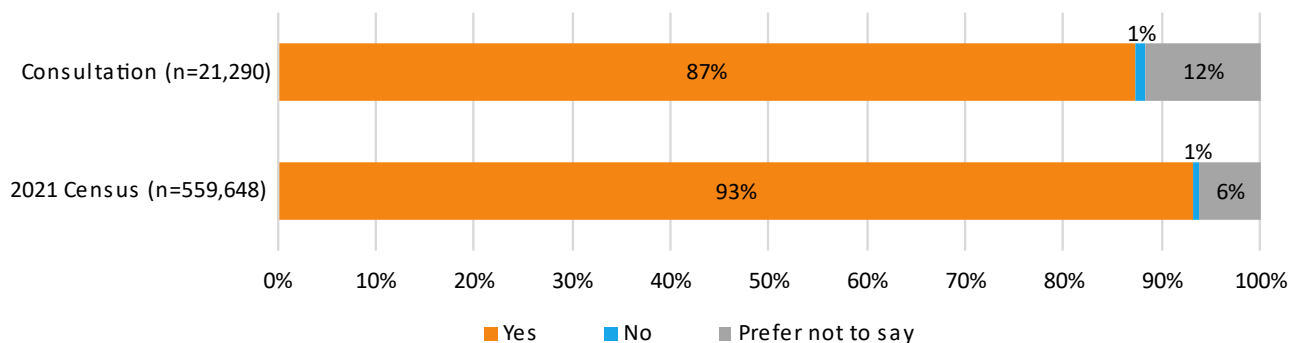
4.1.6. **Sex:** **Figure 4-4** shows identification of respondents' gender, which shows there were slightly more female than male respondents, while 10% preferred not to say. In the 2021 Census, the Cambridgeshire population comprised 51% females and 49% males - meaning the slightly greater proportion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

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



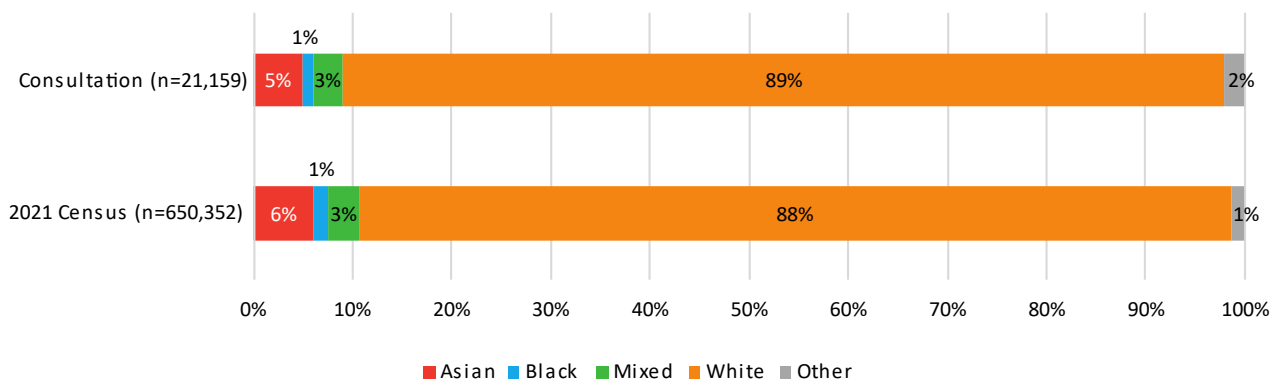
4.1.7. Respondents were asked whether the gender they identified with at the time of the consultation was the same as the sex they were assigned at birth. In **Figure 4-5** the majority said 'yes' while 1% responded 'no' and 12% of respondents 'preferred not to say'.

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



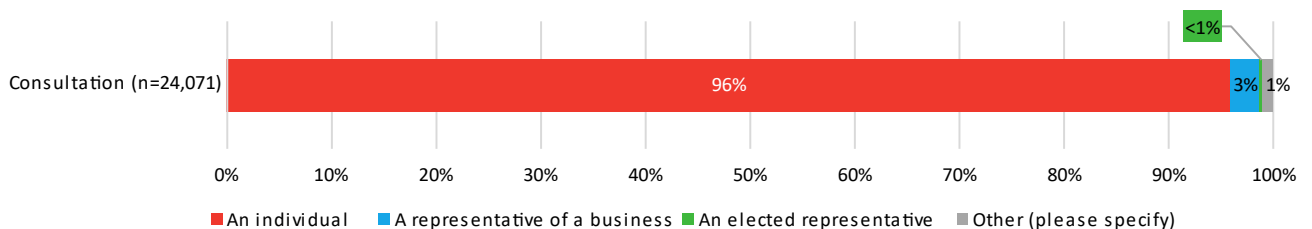
- 4.1.8. **Ethnicity:** Respondents were asked to give details of their ethnicity (**Figure 4-6**). The majority of respondents identified as White (89%) while 5% identified as Asian, 3% Mixed and 1% Black. A further 2% of respondents identified as from an ethnic group other than those listed as options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

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



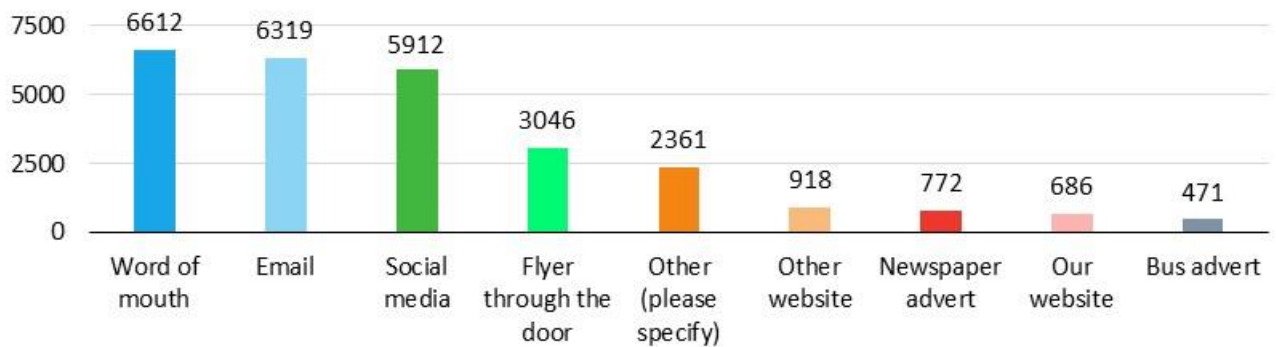
- 4.1.11. **Capacity in which respondents submitted the questionnaire:** **Figure 4-7** shows that the vast majority were responding as individuals, while 3% identified as representatives of businesses and fewer than 1% identified as an elected representative.

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



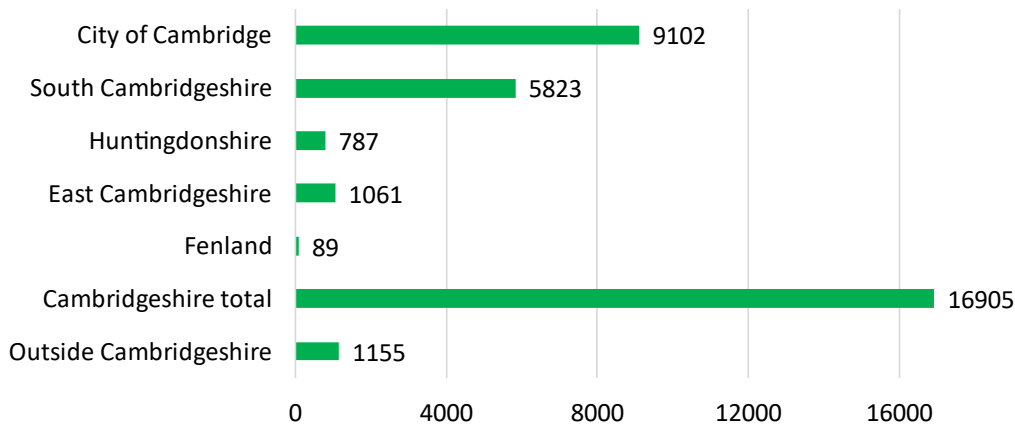
- 4.1.12. It was not possible to determine how many of the 649 respondents that identified as representing a business were owners, therefore this could potentially have included some respondents that were individuals working for a business and may have selected this option. No further details were collected in terms of business names.
- 4.1.13. **How respondents heard about the consultation:** Respondents were asked how they had been made aware of the consultation (**Figure 4-8**). Word of mouth was the principal way, followed by email, social media and via a flyer posted through the door. It should be noted that respondents could select more than one option.

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



- 4.1.14. A variety of media channels were used to generate awareness. The importance of digital methods demonstrates the increasing importance of a digital approach to engagement. More conventional forms of media also raised awareness among respondents, such as newspaper advertising and bus adverts (1,243 responses), highlighting the need to take a broad approach to communication. Local members, officers and public commentators (both for and against the proposal) also engaged with the community via radio interviews and phone-in discussions to raise awareness of the consultation.
- 4.1.15. **Figure 4-9** shows the local authority from which consultation responses were received. This was determined using postcode data, meaning that a total of 18,017 useable (complete) postcodes were provided. The location of about 25% of respondents to the consultation could not be determined. The bar chart indicates that the largest number of respondents came from the City of Cambridge (9,102) while the smallest number came from Fenland (89). A total of 1,155 respondents came from locations outside of Cambridgeshire.

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



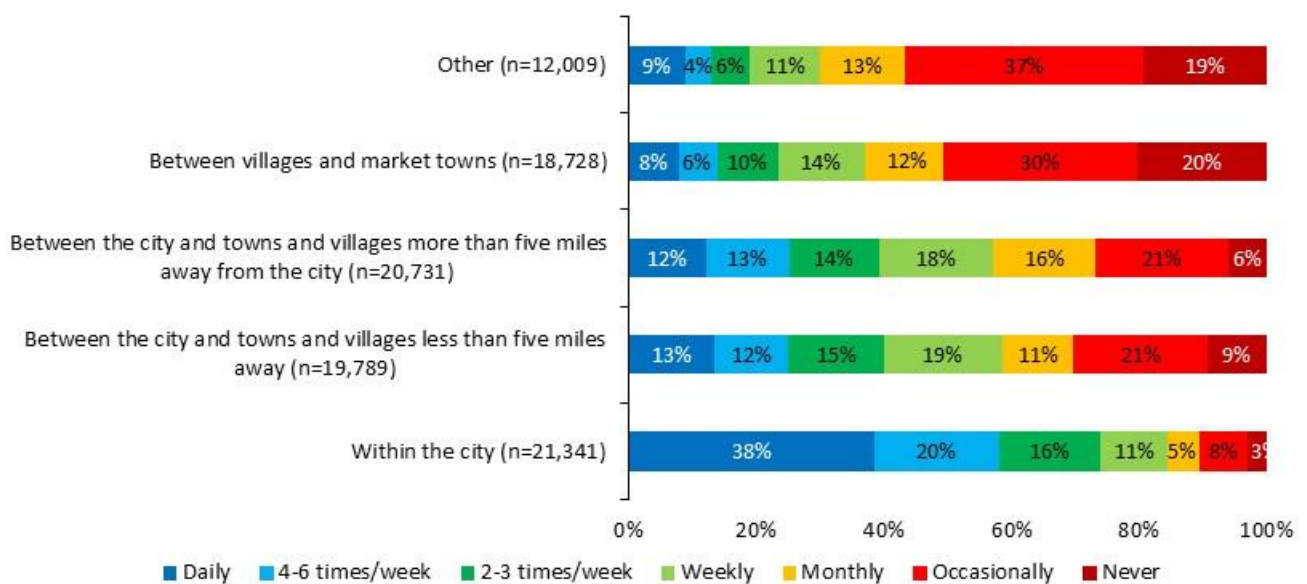
- 4.1.16. Finally, respondents were asked if they would be willing to be re-contacted by GCP by email, regarding their views. Over 11,000 people (56% of respondents) confirmed they would be happy and these individuals will be notified of the publication of this report and GCP's next steps.
- 4.1.17.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

## 5 TRAVEL BEHAVIOUR

### 5.1 TRAVEL BEHAVIOUR OF RESPONDENTS

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

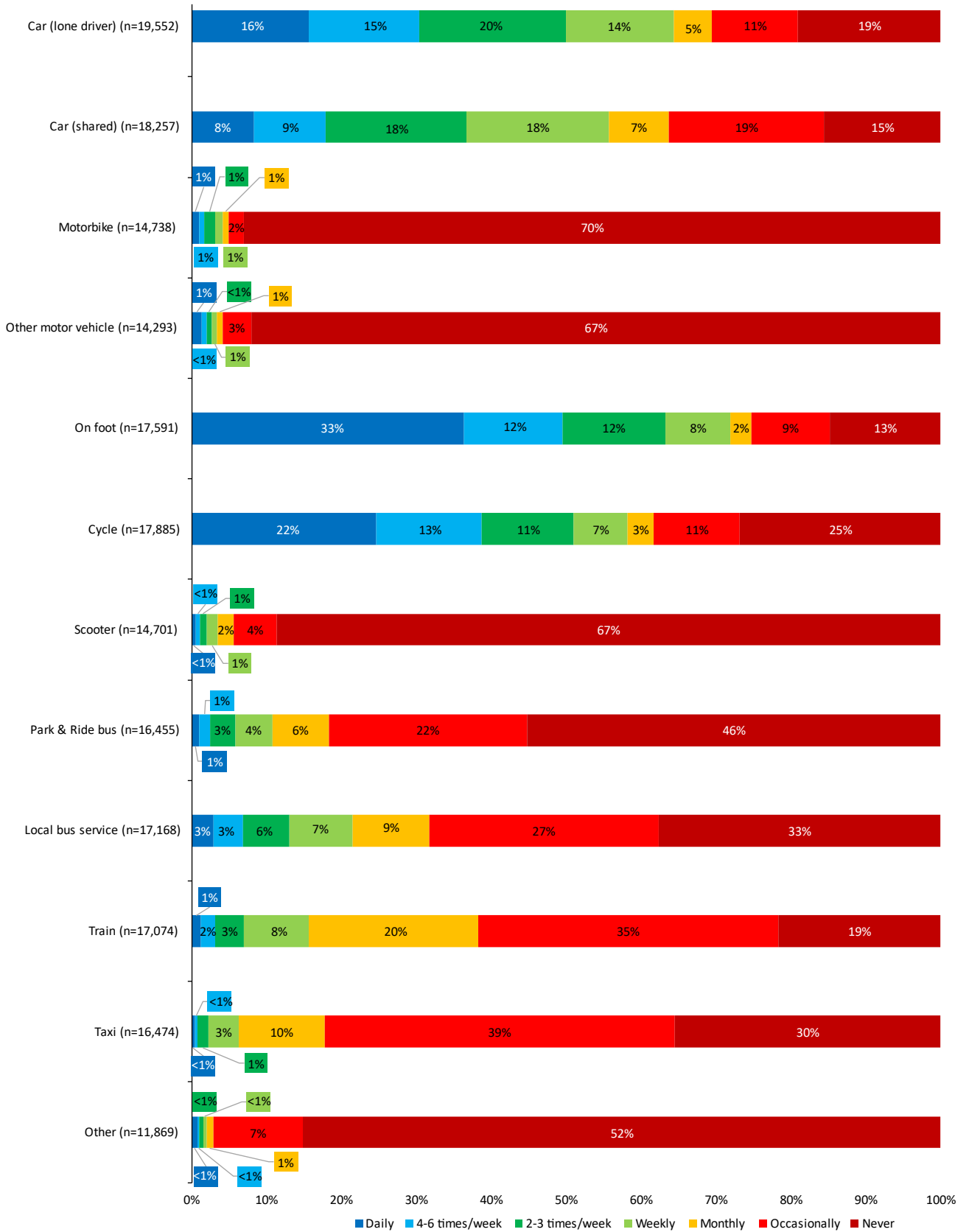
**Figure 5-1 - Where and how often do you currently make journeys in the Greater Cambridge area?**



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



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



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

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

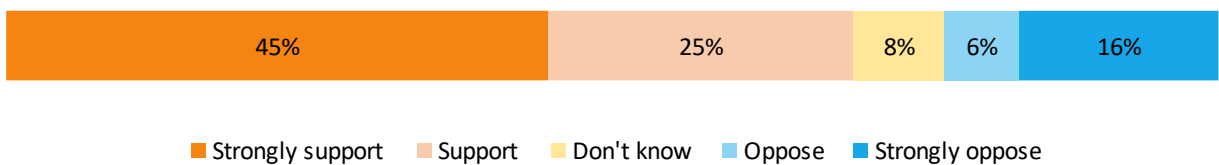
- 6.1.1. It is proposed that a portion of the revenue generated by the Sustainable Travel Zone (STZ) would be used to provide ongoing, sustainable funding to deliver bus service improvements in the area including more routes, longer operating hours, greater frequency of services and lower fares.
- 6.1.2.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

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

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

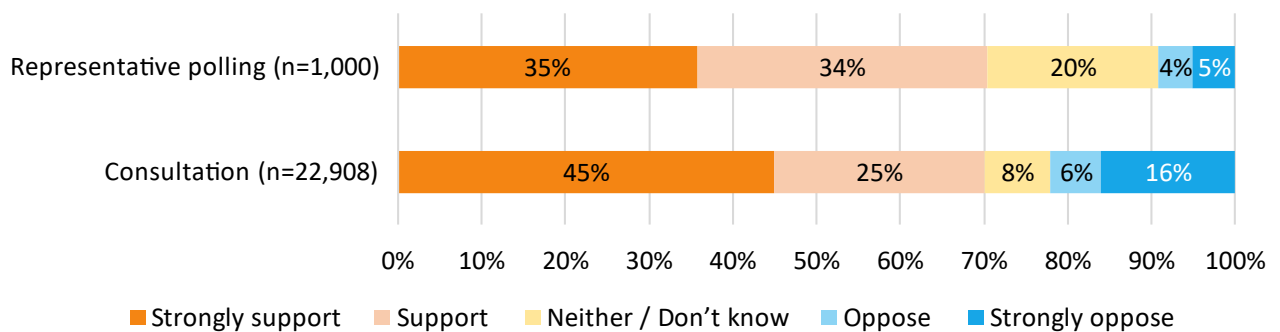
- 6.2.2. Similarly, to responses in the consultation questionnaire, stakeholders were supportive of the bus improvements, with education, healthcare and transport organisations stating that they would improve connectivity around Cambridge and improve air quality.
- 6.2.3. Healthwatch Cambridgeshire and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

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



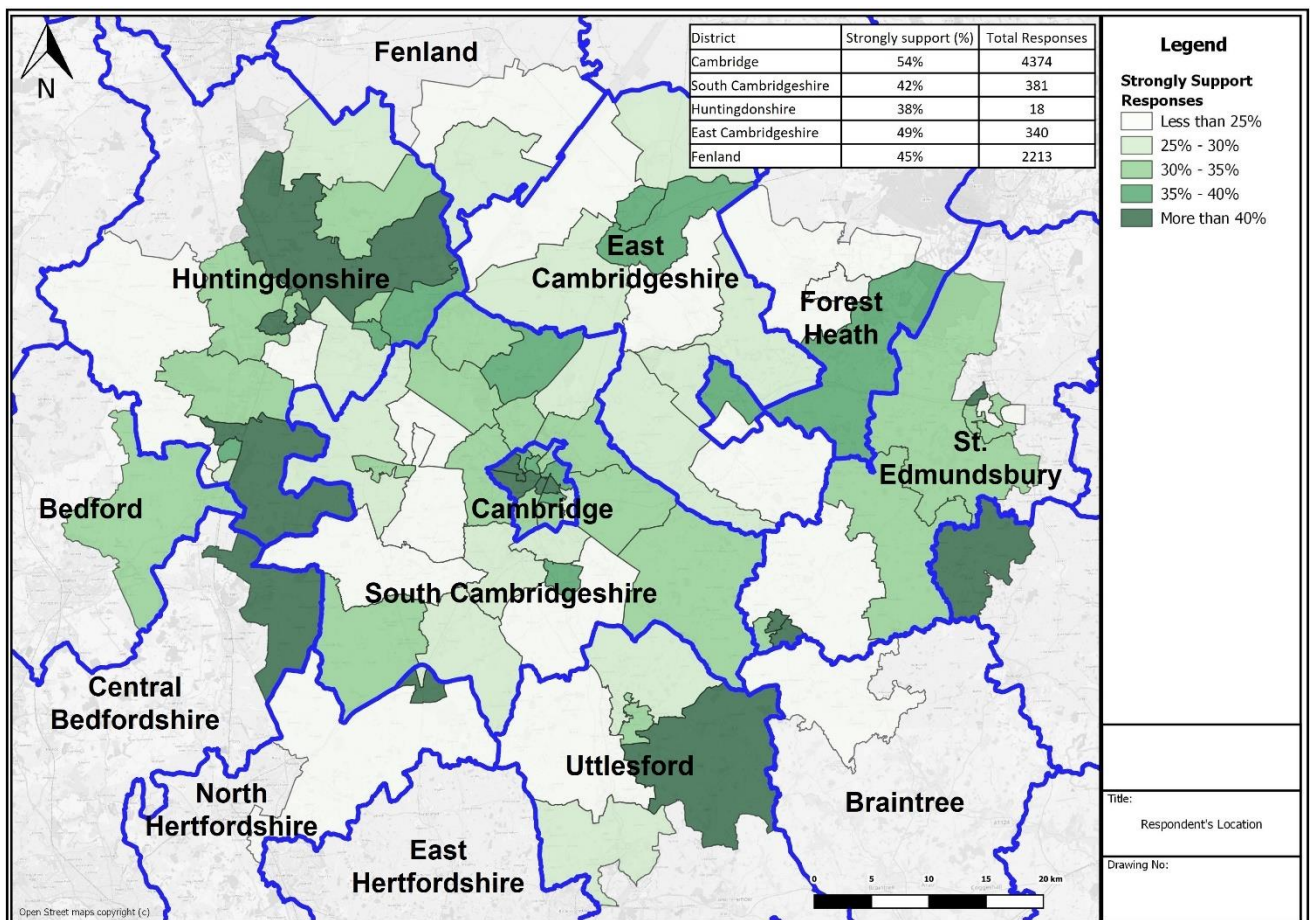
- 6.2.7. Responses to the same question in the demographically representative poll undertaken alongside the consultation showed similar levels of support for the bus improvements, with 69% of the 1000 respondents who undertook the poll selecting either ‘Strongly support’ or ‘Support’.
- 6.2.8. Levels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

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

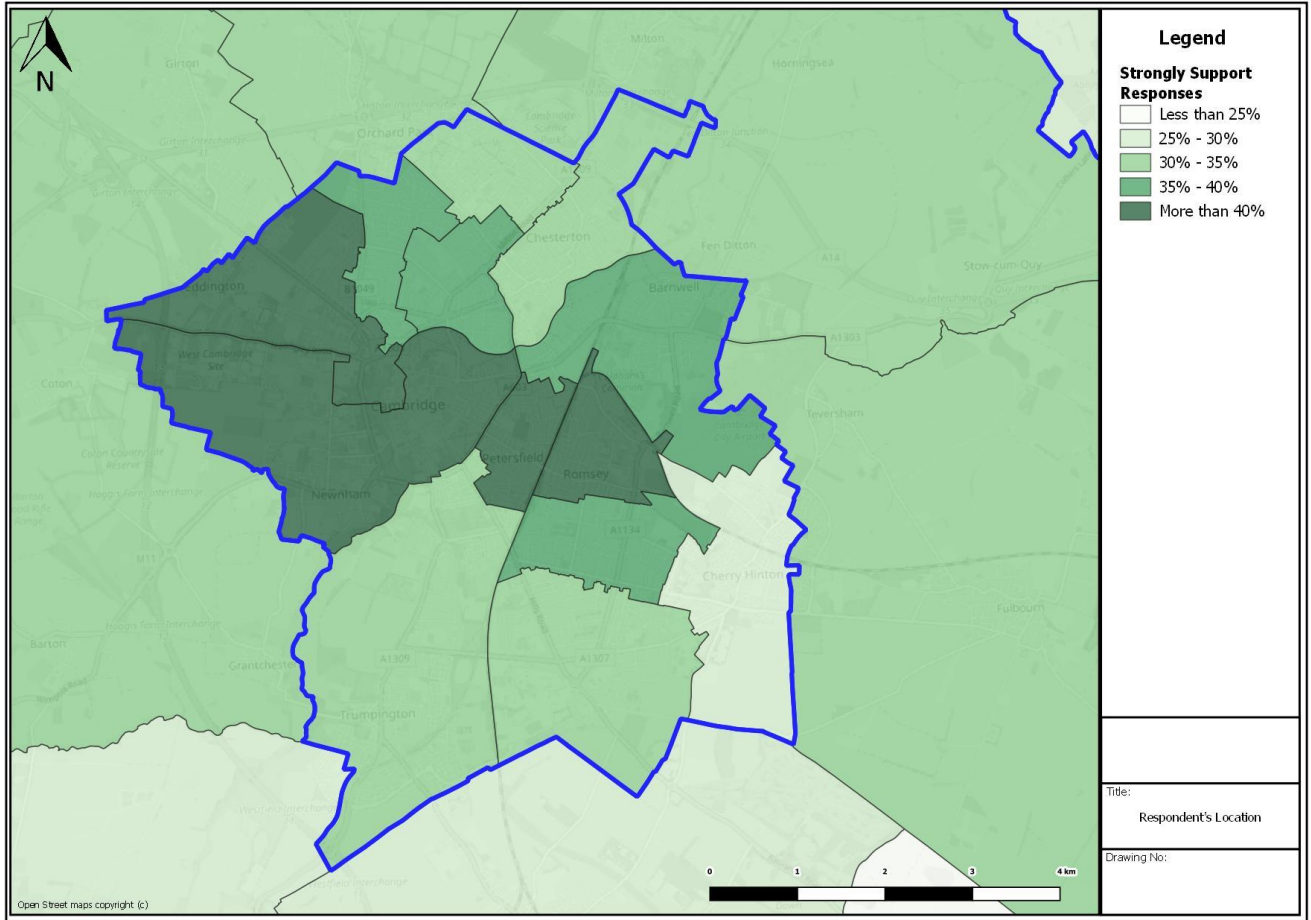


- 6.2.9. Levels of support for the proposed bus improvements in the questionnaire were consistently high across Cambridgeshire by district and ward with respondents from all districts 'strongly supporting' and 'supporting' the proposals at a rate of 70% or more. These levels of support in each district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

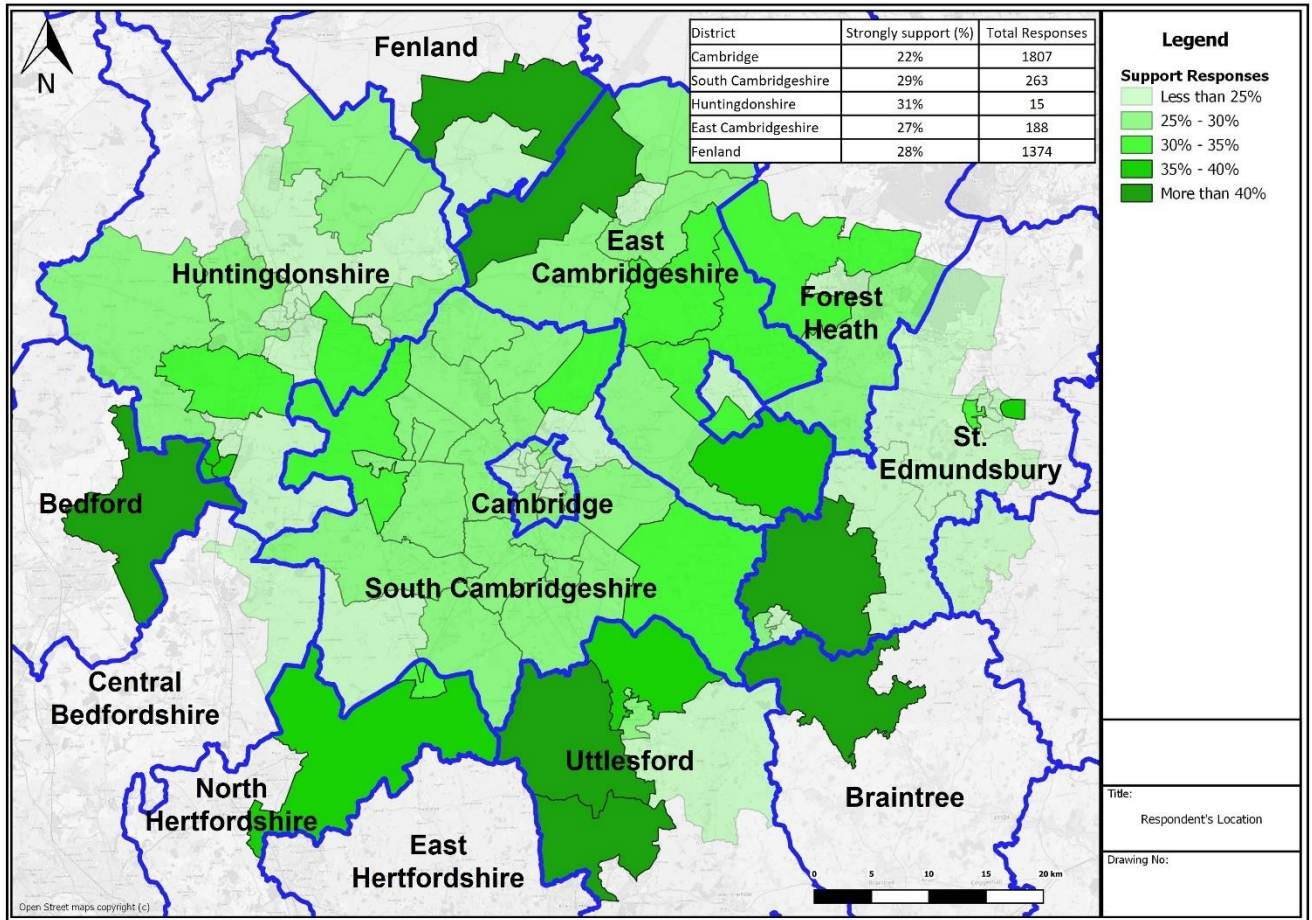
**Figure 6-3 - Map showing strong support for the bus improvements by district with ward boundaries**



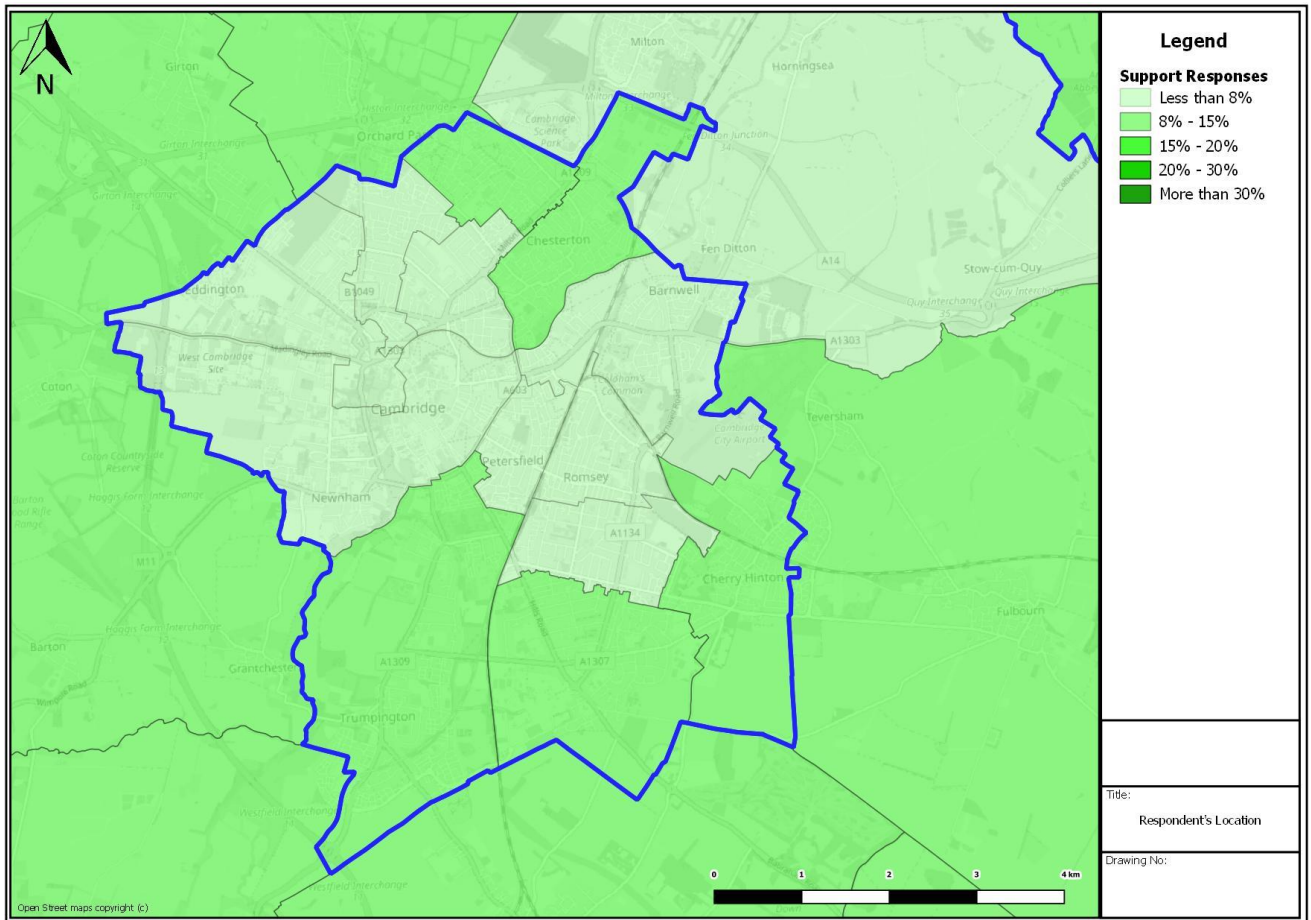
**Figure 6-4 - Map showing strong support for the bus improvements in City of Cambridge**



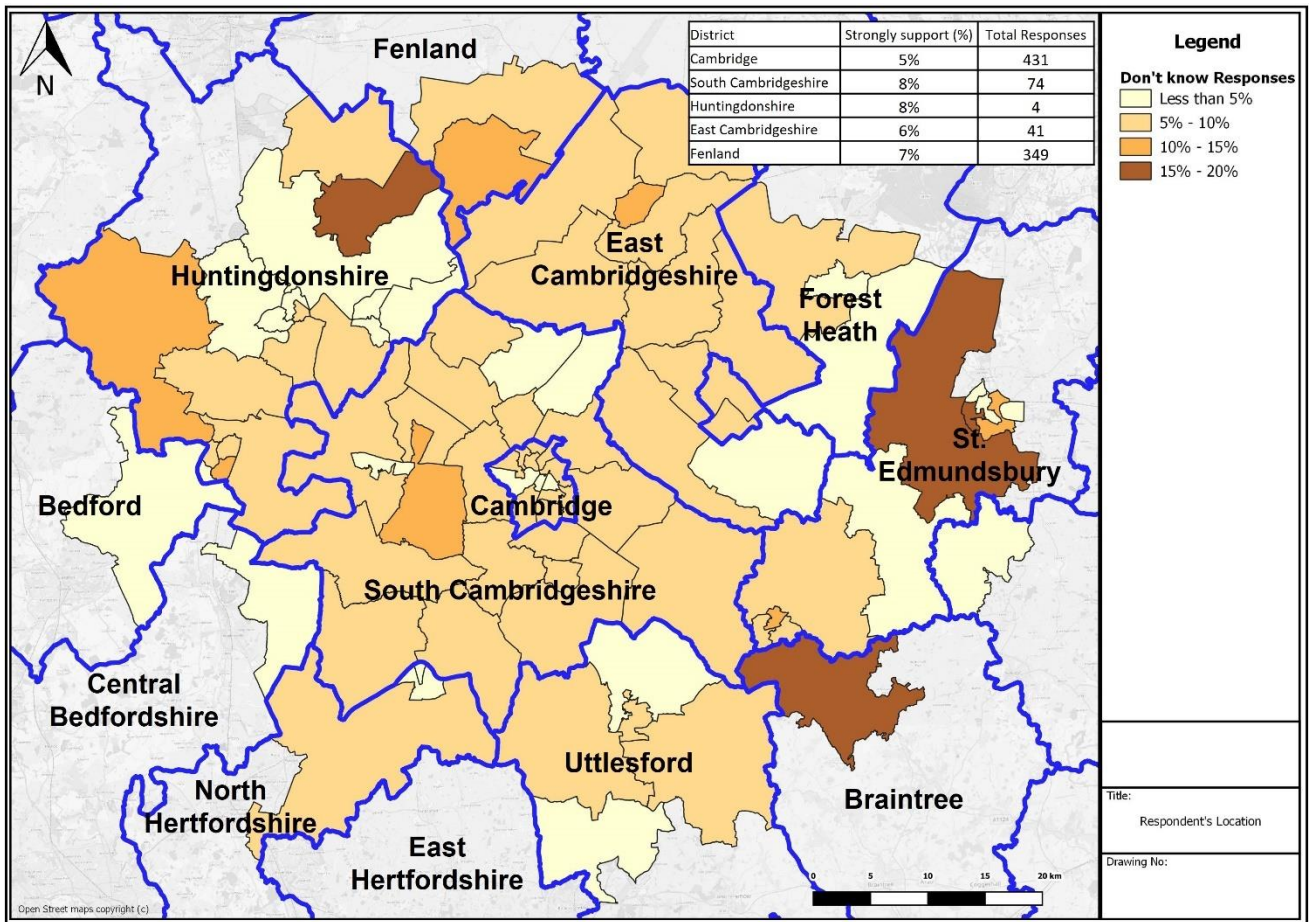
**Figure 6-5 - Map showing support for the bus improvements by district with ward boundaries**



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

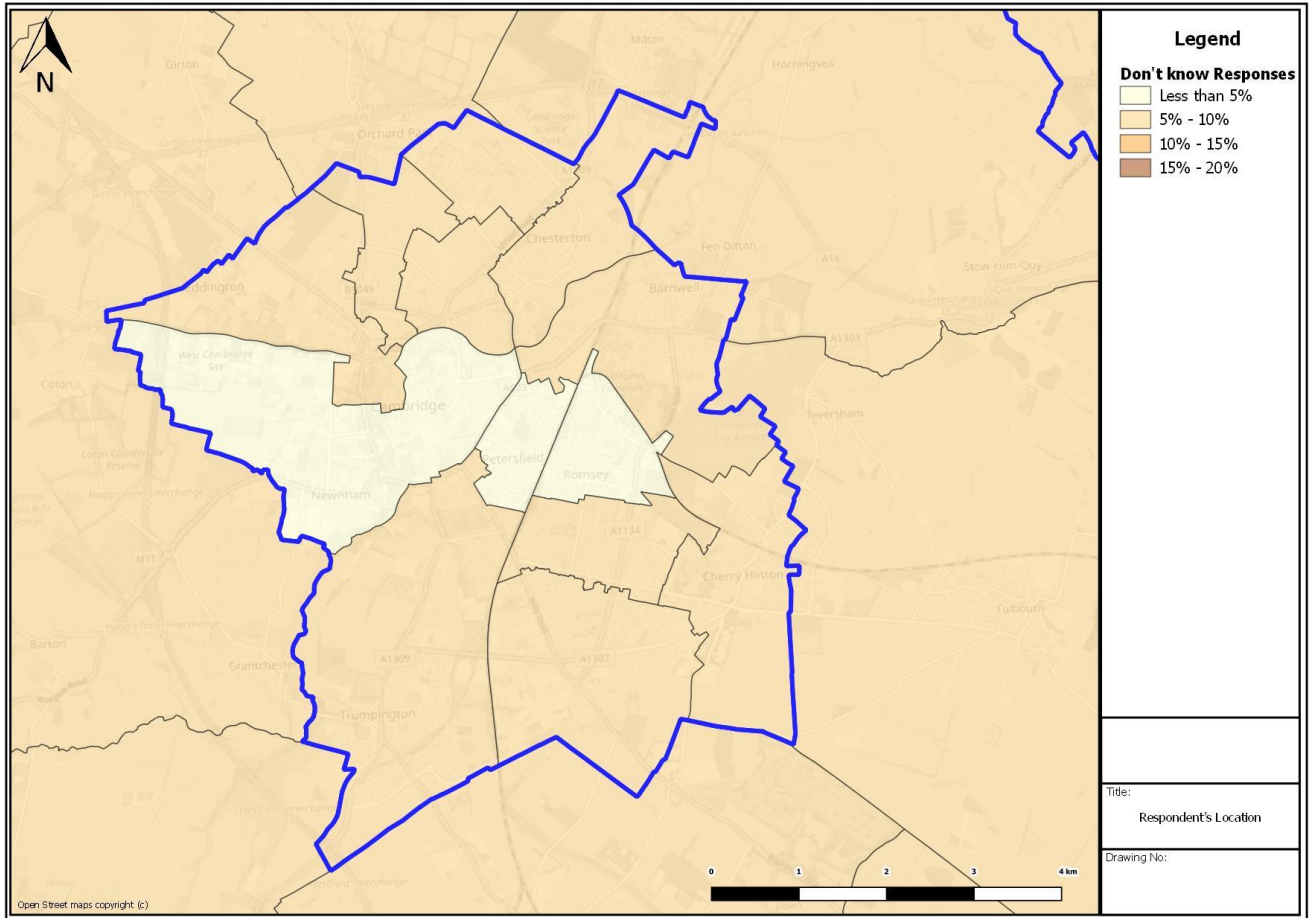


**Figure 6-7 - Map showing don't know response for the bus improvements by district with ward boundaries**

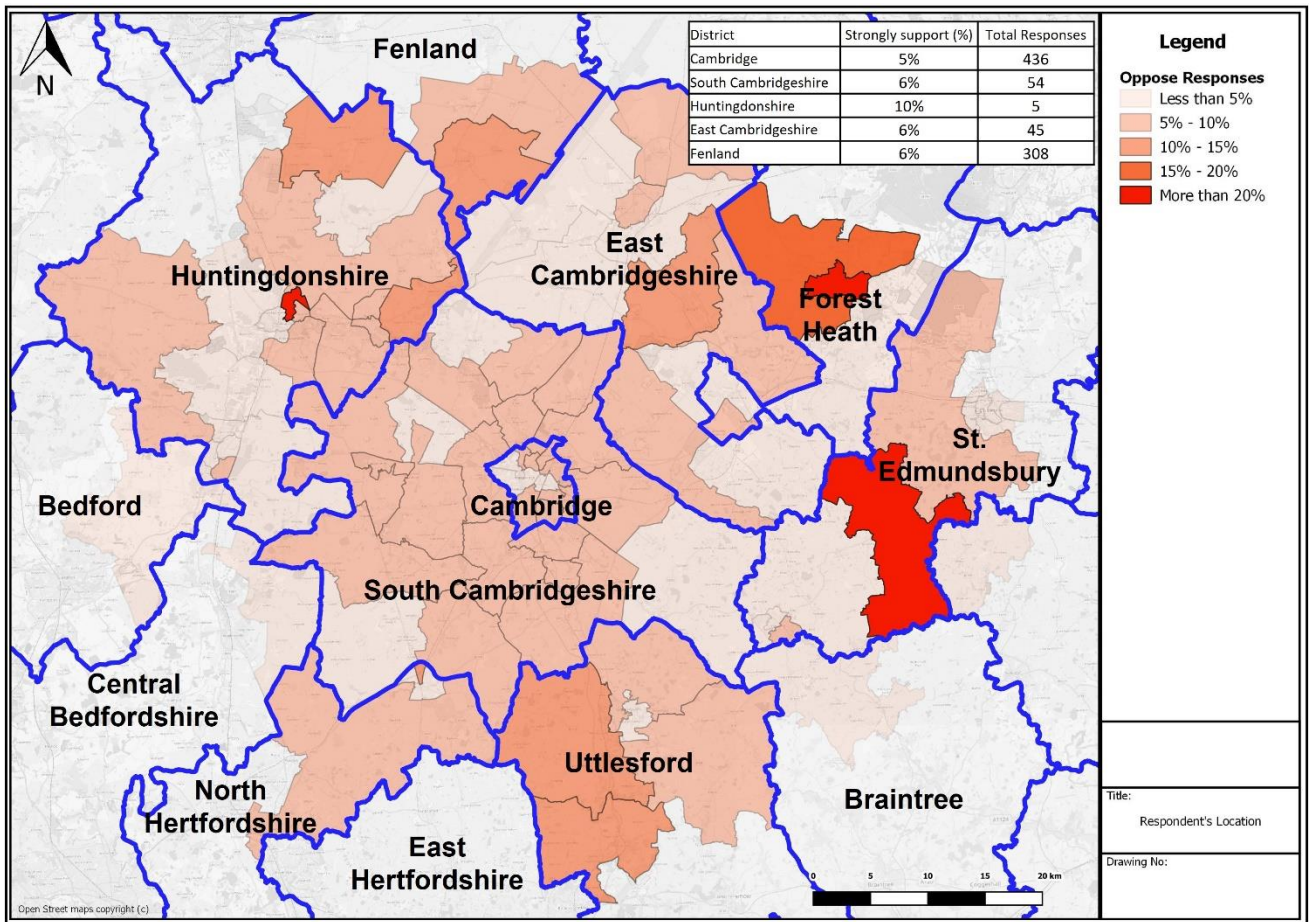




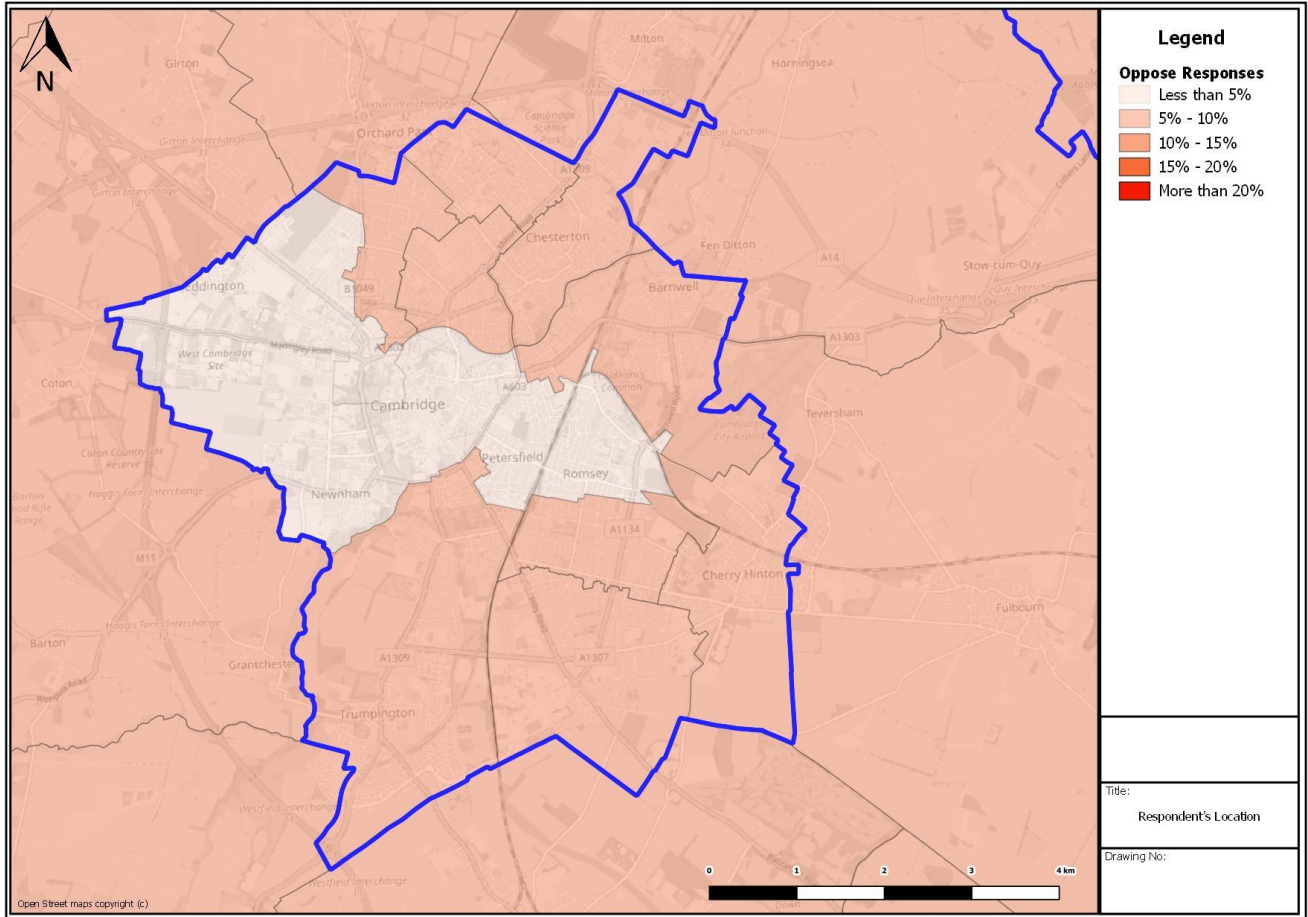
**Figure 6-8 - Map showing 'don't know' response for the bus improvements in City of Cambridge**



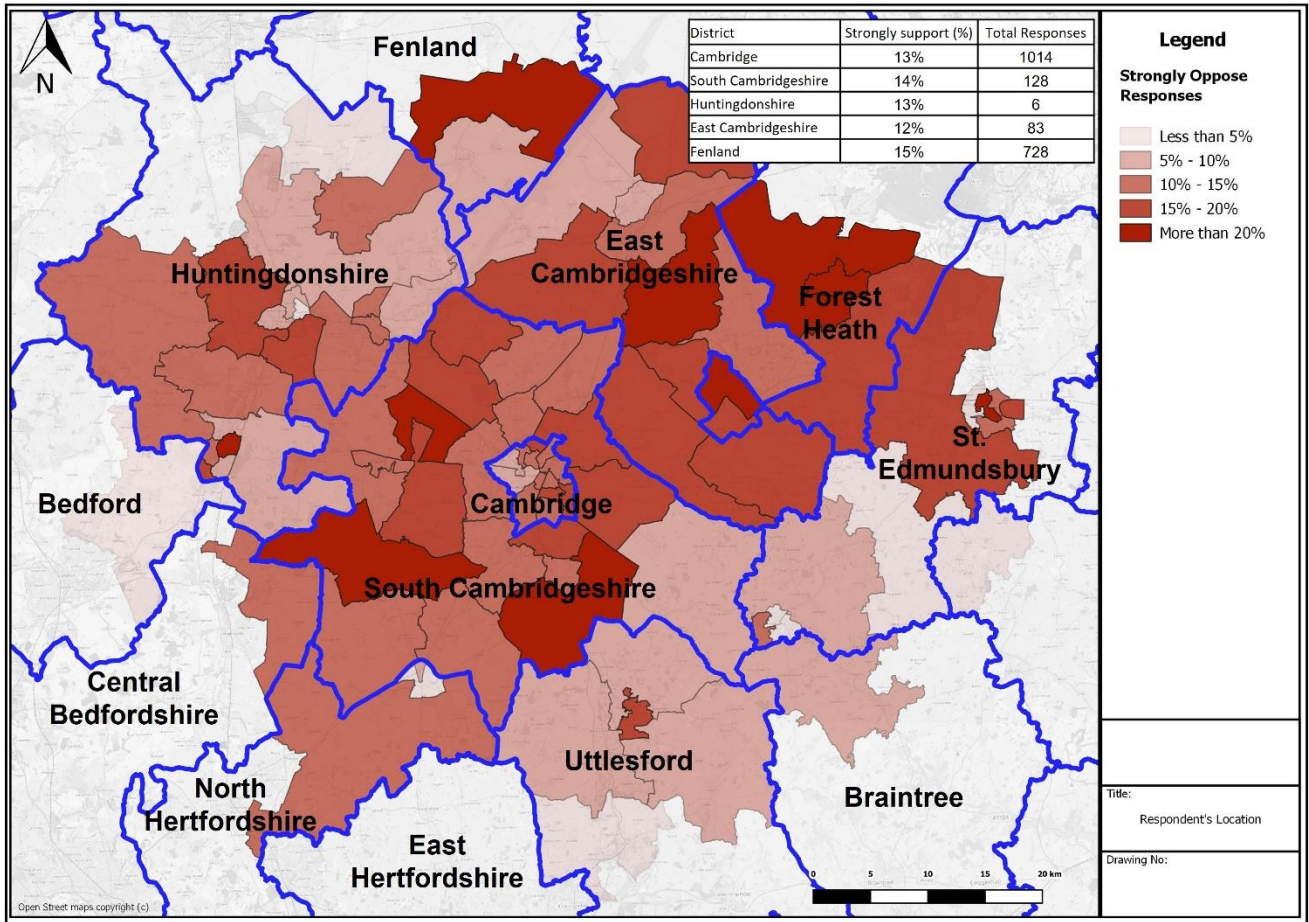
**Figure 6-9 - Map showing opposition for the bus improvements by district with ward boundaries**



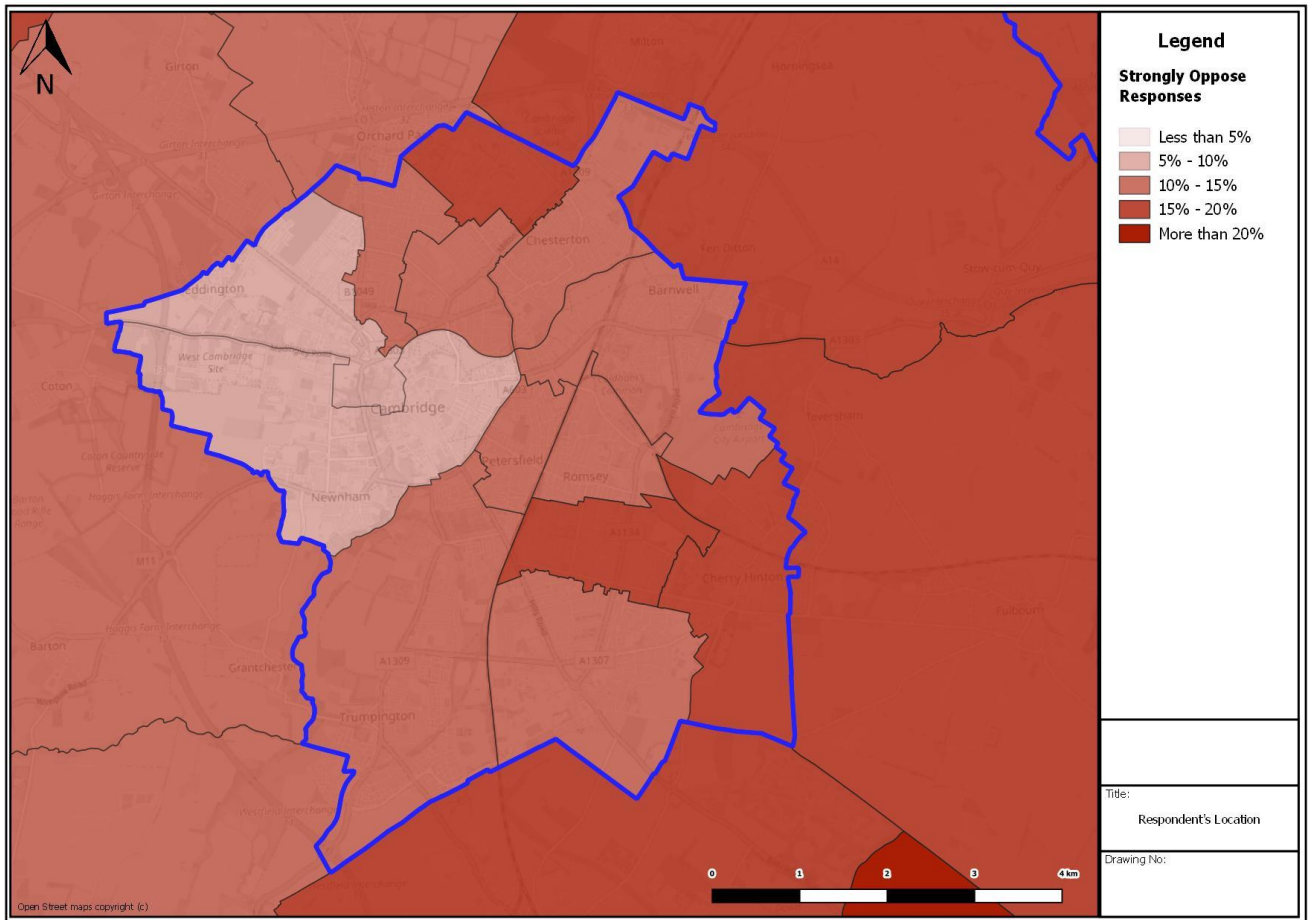
**Figure 6-10 - Map showing opposition for the bus improvements in City of Cambridge**



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



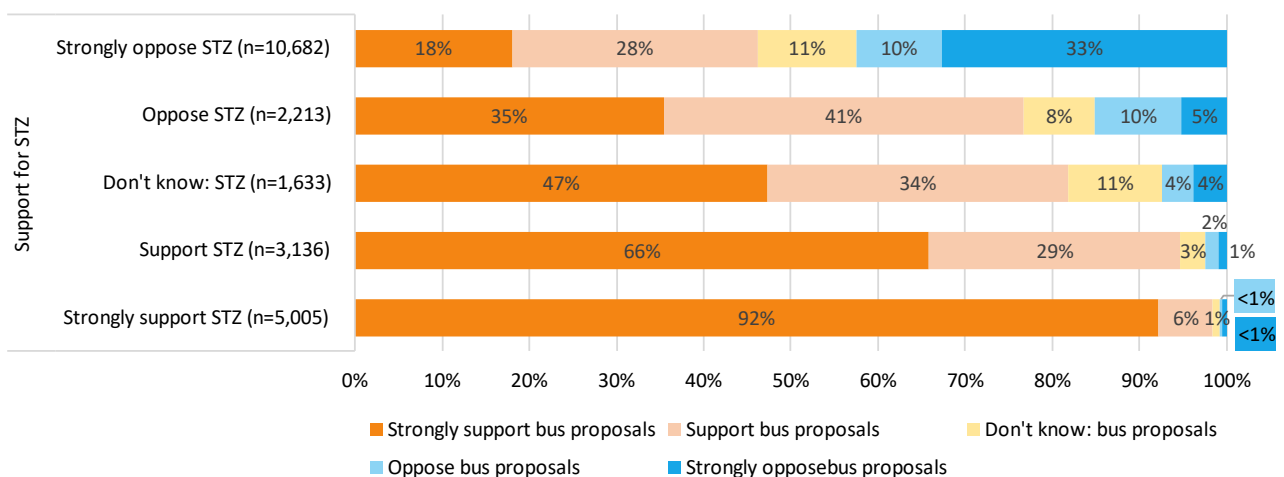
**Figure 6-12 - Map showing strong opposition for the bus improvements in City of Cambridge**



## 6.3 SUPPORT OR OPPOSITION TO STZ VS BUS IMPROVEMENTS

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

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



## 6.4 PHASING OF PROPOSED BUS IMPROVEMENTS

6.4.1. Respondents to the questionnaire said that fast, high frequency bus services was the improvement they would like to see implemented first as part of the bus improvement proposals (Figure 6-14).

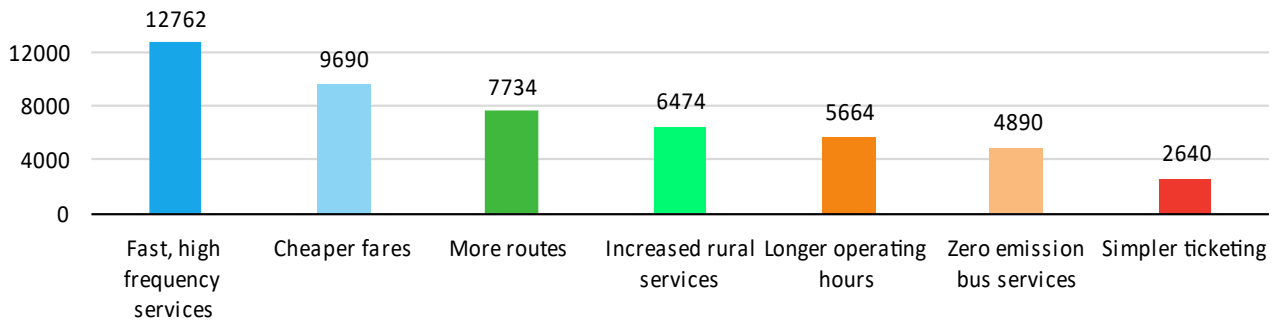
6.4.2. This was followed by cheaper fares, which respondents commented would encourage people to use alternative modes and stop using their cars, with the following comments being made:

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

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

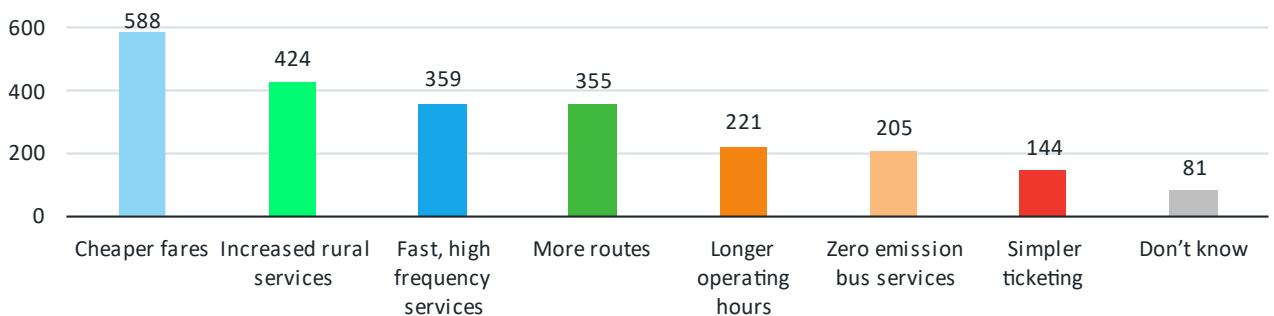
6.4.3. The improvement respondents were least concerned about was the introduction of simpler ticketing.

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



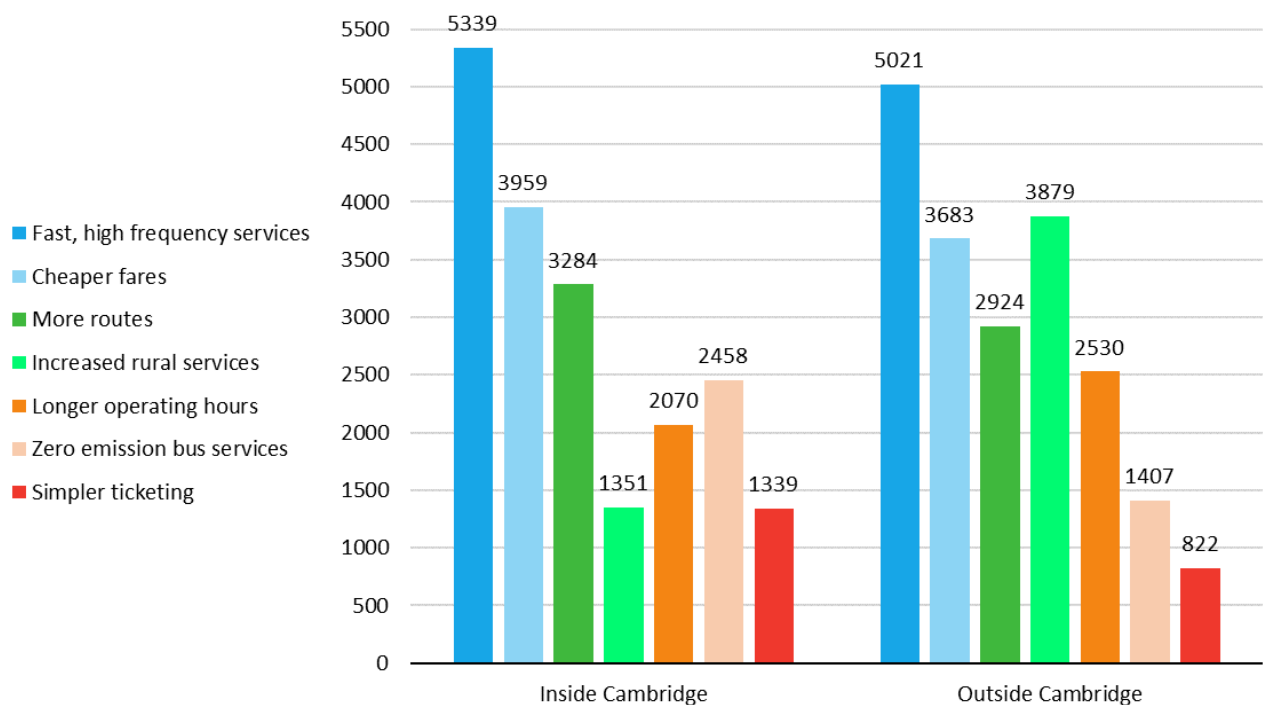
6.4.4. Respondents to the demographically representative poll demonstrated different preferences with the most common response being for cheaper fares, followed by increased rural services, while fast, high frequency services was third. In terms of the improvements that respondents were least concerned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

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



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

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





## 6.5 IMPROVEMENTS TO INCREASE THE USE OF BUS SERVICES

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

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

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

6.5.2. The second most popular theme was support for more frequent bus services (2076) and more direct services (1172). Another frequently made comment was that respondents felt that the proposed improvements wouldn't benefit them because of where they live or that they don't use the bus (1180). This was the only frequently occurring negative / concern theme in the responses to this question. Of the top ten most commonly occurring themes in the responses, five were positive in sentiment, four were neutral and one expressed concern regarding the proposed improvements. This breakdown can be seen in more detail in Figure 6-17.

6.5.3. In their responses, stakeholders addressed a number of areas for improvements to bus services.

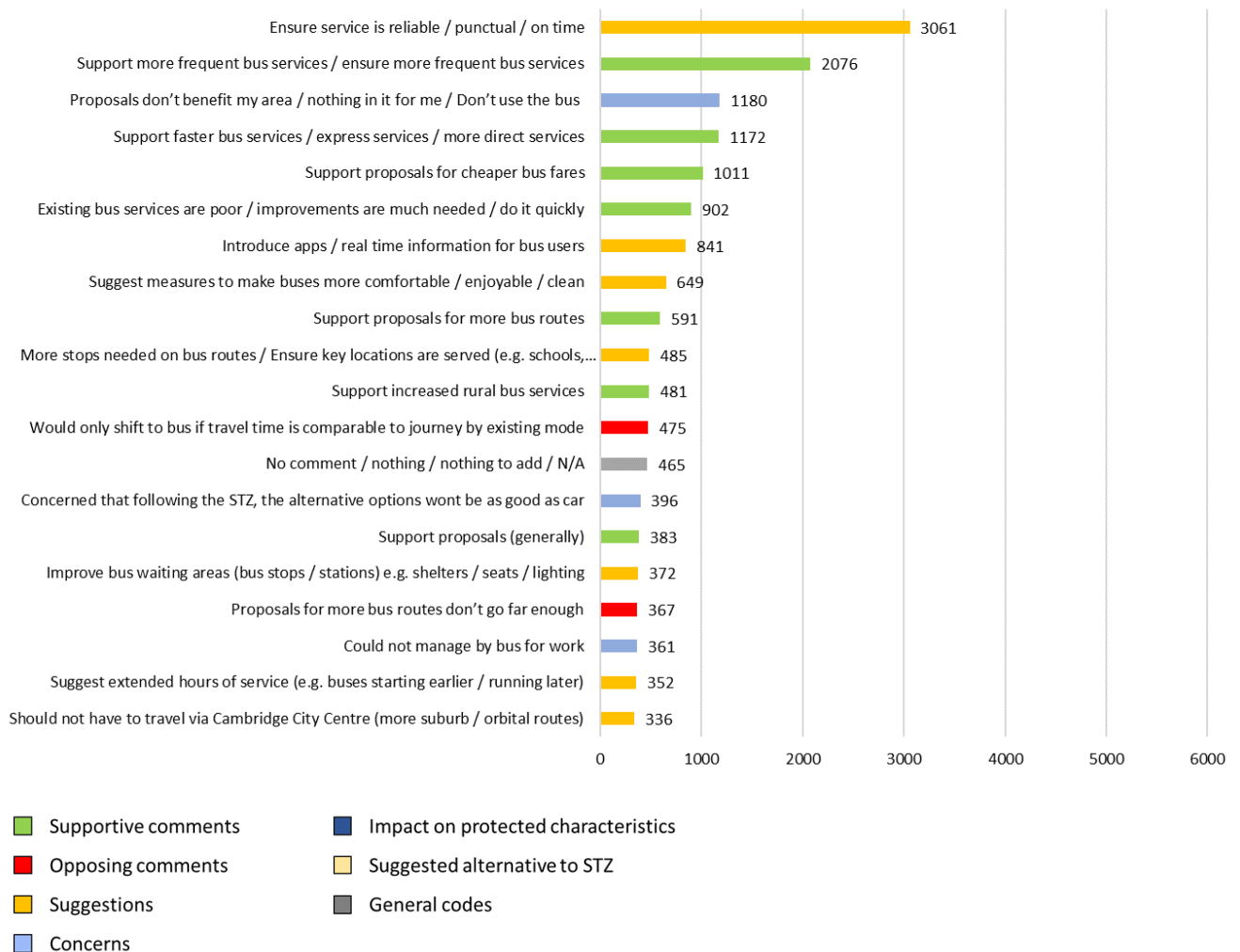
6.5.4. Cambridge Students' Union commented that “the biggest barrier for bus use for students is the infrequency and irregularity of the current bus service”. The Union were particularly supportive of the proposals for cheaper, greener and more frequent buses, noting that these measures must be introduced before the STZ is implemented.

6.5.5. Cambs Youth Panel described the current public transport network as “unreliable... generally not cheap and buses (specifically) are not frequent enough.”

6.5.6. Bus Users UK suggested that a more flexible approach is needed, such as multimodal ticketing, travel hubs and fully accessible buses and stops.

6.5.7. The Bursar's Sub-committee for Planning mentioned that many workers, particularly female shift-workers, have expressed personal safety concerns when using public transport late at night. A complete summary of comments regarding improvements to bus services can be found in Section 6.10.

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



## 6.6 OTHER THEMES RAISED ON BUS IMPROVEMENTS

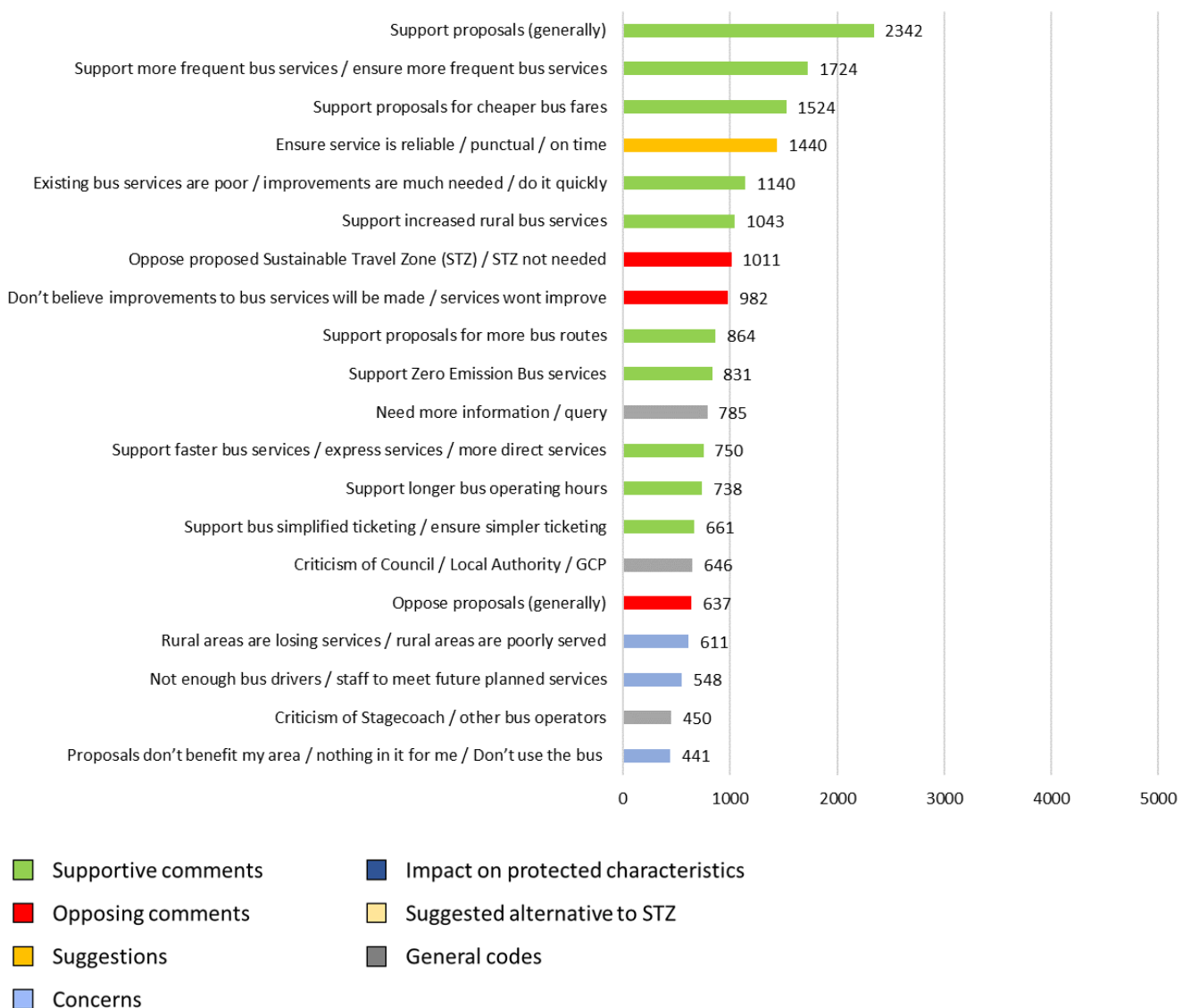
6.6.1. When given the option to comment more generally on the proposed bus improvements, the most common comment was to express support for the proposals generally (2342). This was closely followed by comments supporting or wanting to ensure bus services were frequent (1724), with examples of how this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

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

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

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

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



## 6.7 LOCATION CODES RELATING TO BUS SERVICES

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

## 6.8 FRANCHISING THE BUS SERVICES

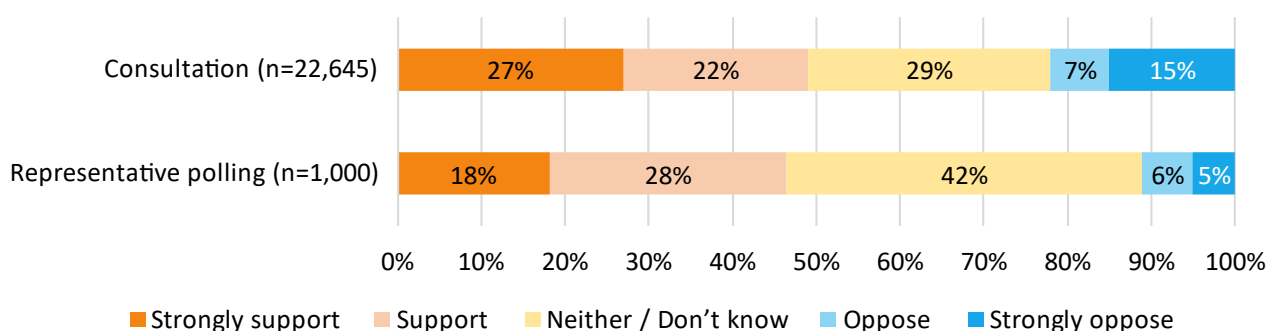
6.8.1. Nearly half (49%) of respondents supported franchising bus services with 27% selecting 'Strongly support' and a further 22% selecting 'Support' for franchising. This compares to 22% who were opposed (of which 15% strongly opposed). 29% did not know, perhaps due to ambiguity over what franchising entails. In the representative poll the percentage of respondents who said they didn't know was much higher at 42% (Figure 6-19).

6.8.2. Comments in stakeholder responses to the proposals were generally supportive. Cambridge Biomedical Campus and the Cambridge University Hospitals NHS Foundation Trust considered that an essential element to the future delivery of bus services would be a 'franchised' model, which would offer a strategic approach to the planning of bus services which the current model does not fulfil.

6.8.3. Cambridgeshire Sustainable Travel Alliance, CTC Cambridge and the Transport Action Group agreed that bus improvements should be delivered through bus franchising which would maximise the benefits of such changes and therefore should be in place prior to the full implementation of the STZ charge.

6.8.4. However, in their response Stapleford Parish Council opposed the idea of franchising the bus services, citing lack of confidence in delivery (no cost-effective way to do so) as well as noting that the ongoing risks would likely be substantial. A summary of all stakeholder comments regarding bus improvements can be found in Section 6.10.

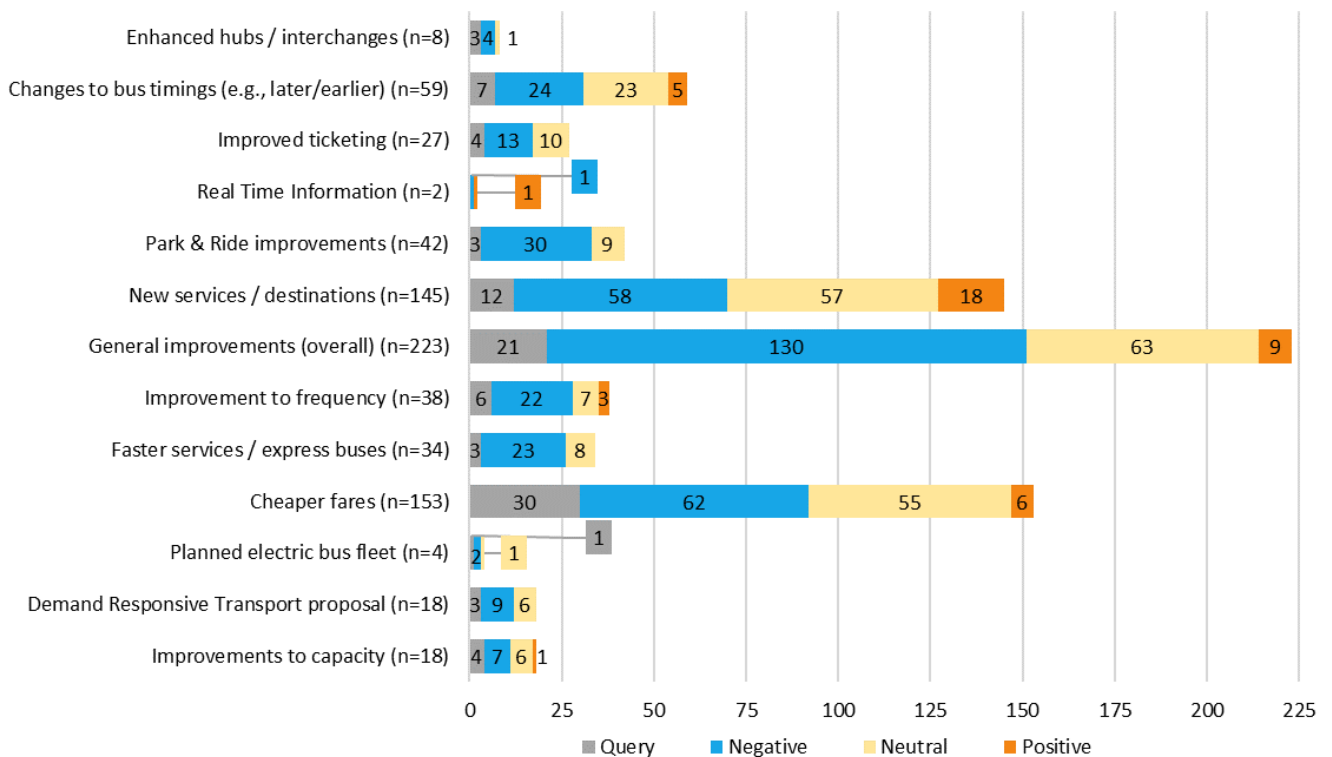
**Figure 6-19 - Support for bus franchising – consultation responses vs demographically representative poll**



## 6.9 SUMMARY OF SOCIAL MEDIA COMMENTS ON BUS IMPROVEMENTS

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

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



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

### SUPPORT FOR THE BUS IMPROVEMENTS

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

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

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

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

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



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

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

## **BARRIERS TO BUS USE**

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

## **SUPPORT FOR P&R**

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

## **OPPOSITION TO P&R**

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

## **DEMAND RESPONSIVE TRANSPORT (DRT)**

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

## **SUPPORT FOR FRANCHISING**

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

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

#### **OPPOSITION TO FRANCHISING**

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

#### **CONCERNS ABOUT FUNDING**

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

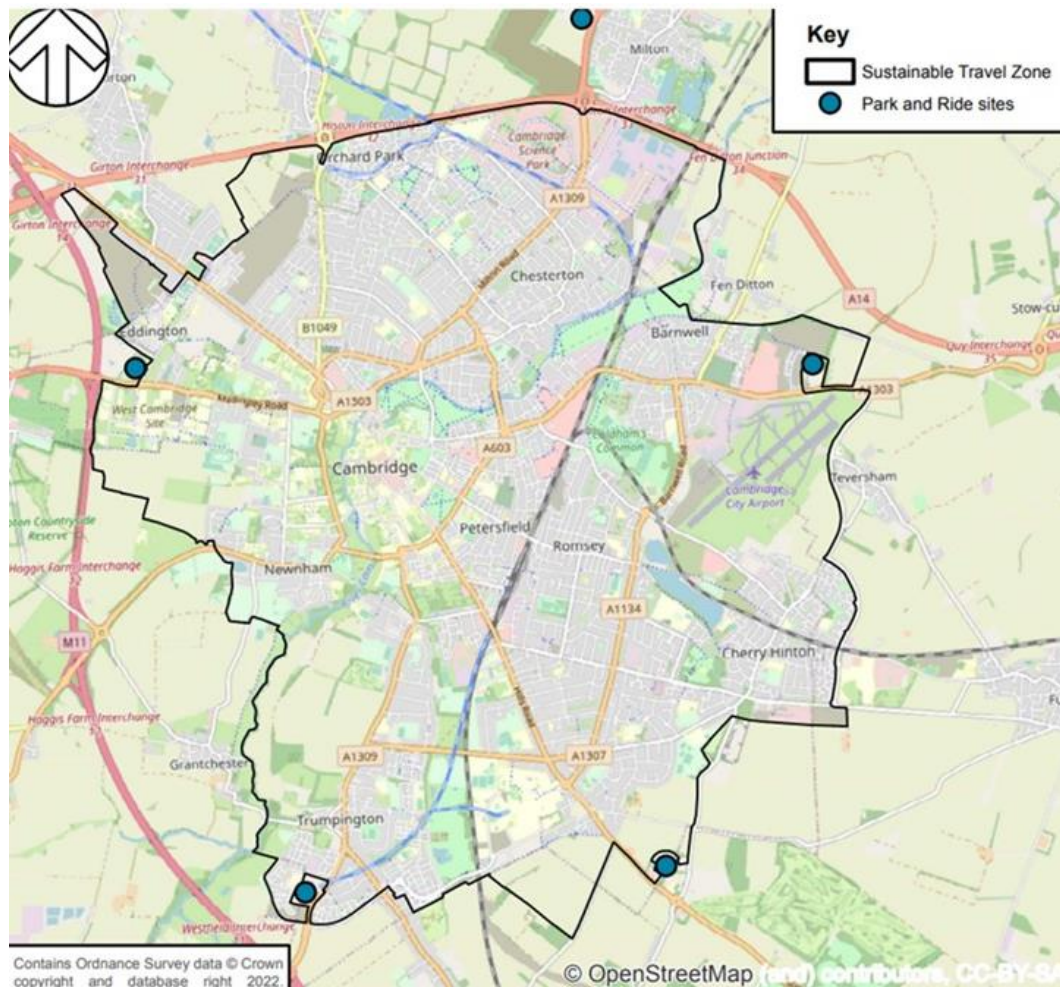
## **7 RESPONSES TO PROPOSED SUSTAINABLE TRAVEL ZONE**

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

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

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



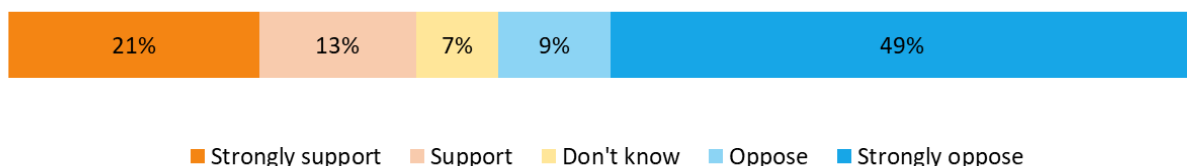
- 7.1.3. Exemptions would include emergency vehicles, disabled tax class vehicles and breakdown services. A series of discounts and reimbursements were also proposed for certain journeys that cannot be made by another form of transport; input on these was sought in the consultation. Examples might include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

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

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

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

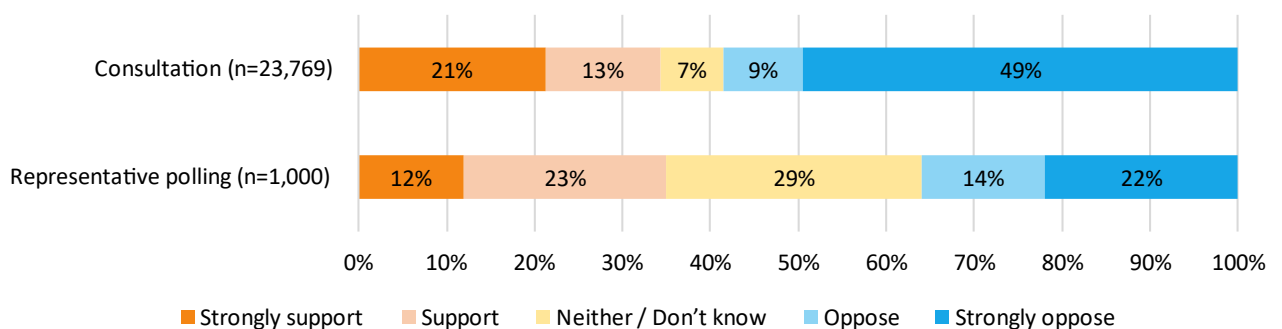
**Figure 7-2 - To what extent do you support or oppose the introduction of an STZ to fund improvements to bus services, walking and cycling? (n=23,769)**





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

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



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

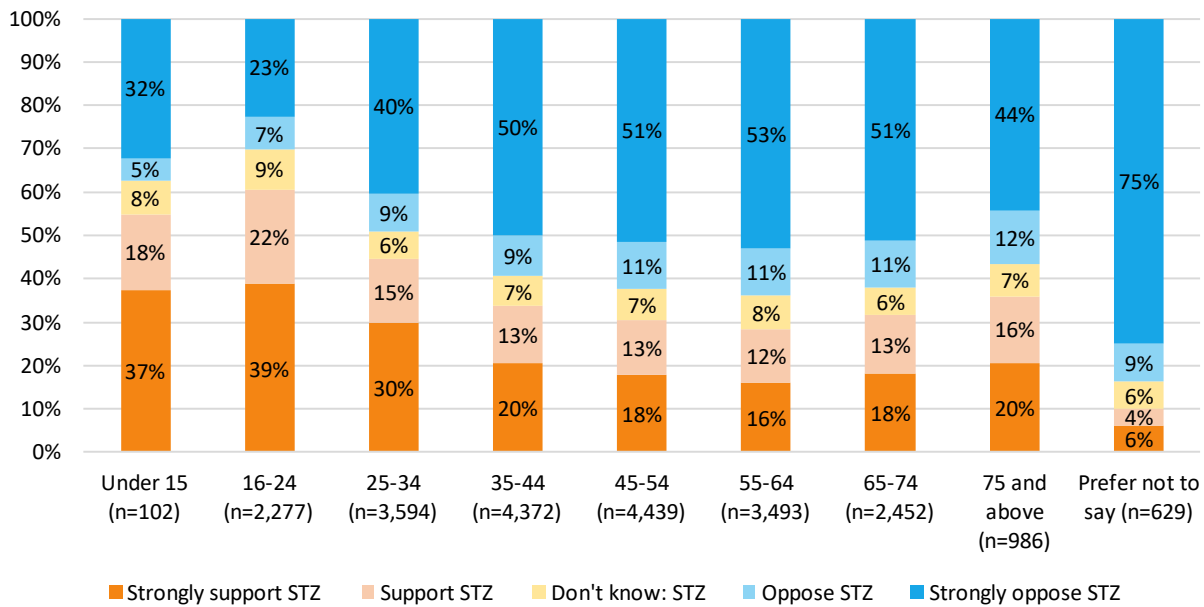
### **SUPPORT FOR THE STZ VS. AGE GROUP**

7.2.8. The results show that the greatest support for the STZ was in the younger demographics, with 61% of those in the 16-24 age bracket either supporting or strongly supporting the STZ. In the 15 and under bracket, in which there were 102 respondents, there was also strong support at 55%. This was followed by the 25-34-year age bracket, in which 45% of respondents either supported or strongly supported the proposals.

7.2.9. Levels of support decreased as respondents got older, with those in the 55-64 bracket showing 28% support vs 64% opposition. However, support started to increase again from 65 years of age and from 75+, which showed 36% of respondents are supportive or strongly supportive.

7.2.10. The strongest level of opposition was from those who chose not to disclose their age, with 75% strongly opposing the STZ.

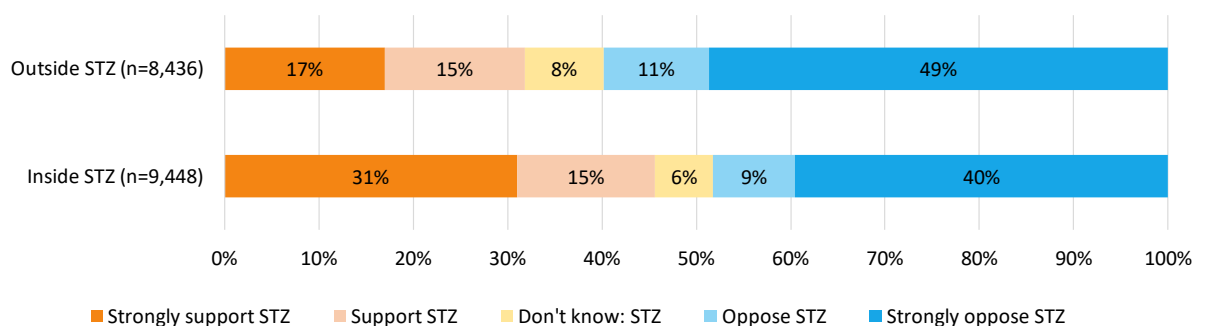
**Figure 7-4 - Support for the STZ vs. age group**



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

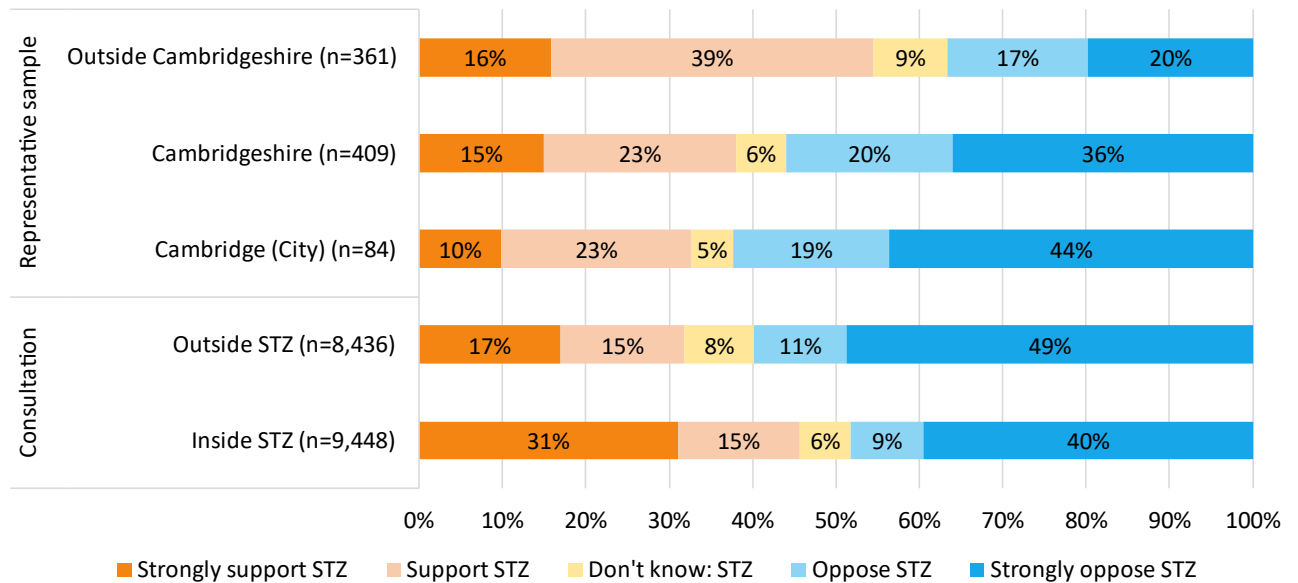
- 7.2.11. Support for the STZ was strongest amongst those living within the proposed boundary with 31% strongly supporting and a further 15% supporting the proposals. Outside the boundary those who stated they strongly support the STZ was much lower, with 17% strongly supporting and a further 15% supporting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

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



- 7.2.12. The representative poll demonstrated different results, with lower levels of support being found within Cambridge and therefore within the STZ boundary.

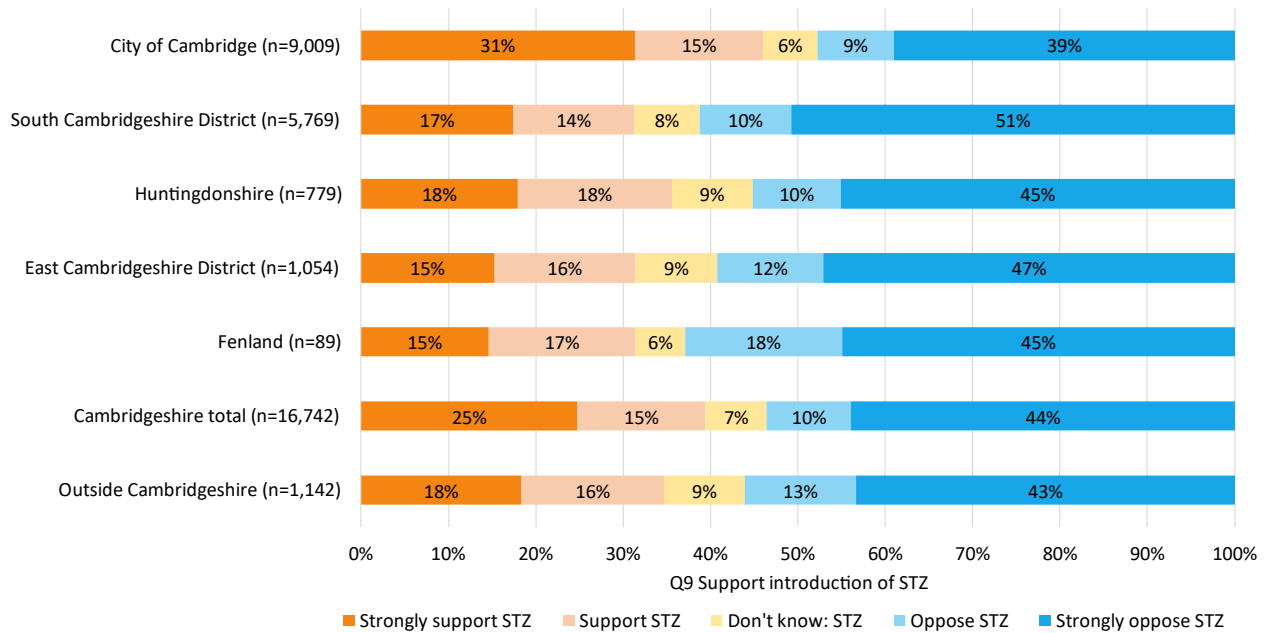
**Figure 7-6 - Comparison of support by location inside or outside STZ boundary with demographically representative poll**



### SUPPORT FOR THE STZ VS. BY DISTRICT

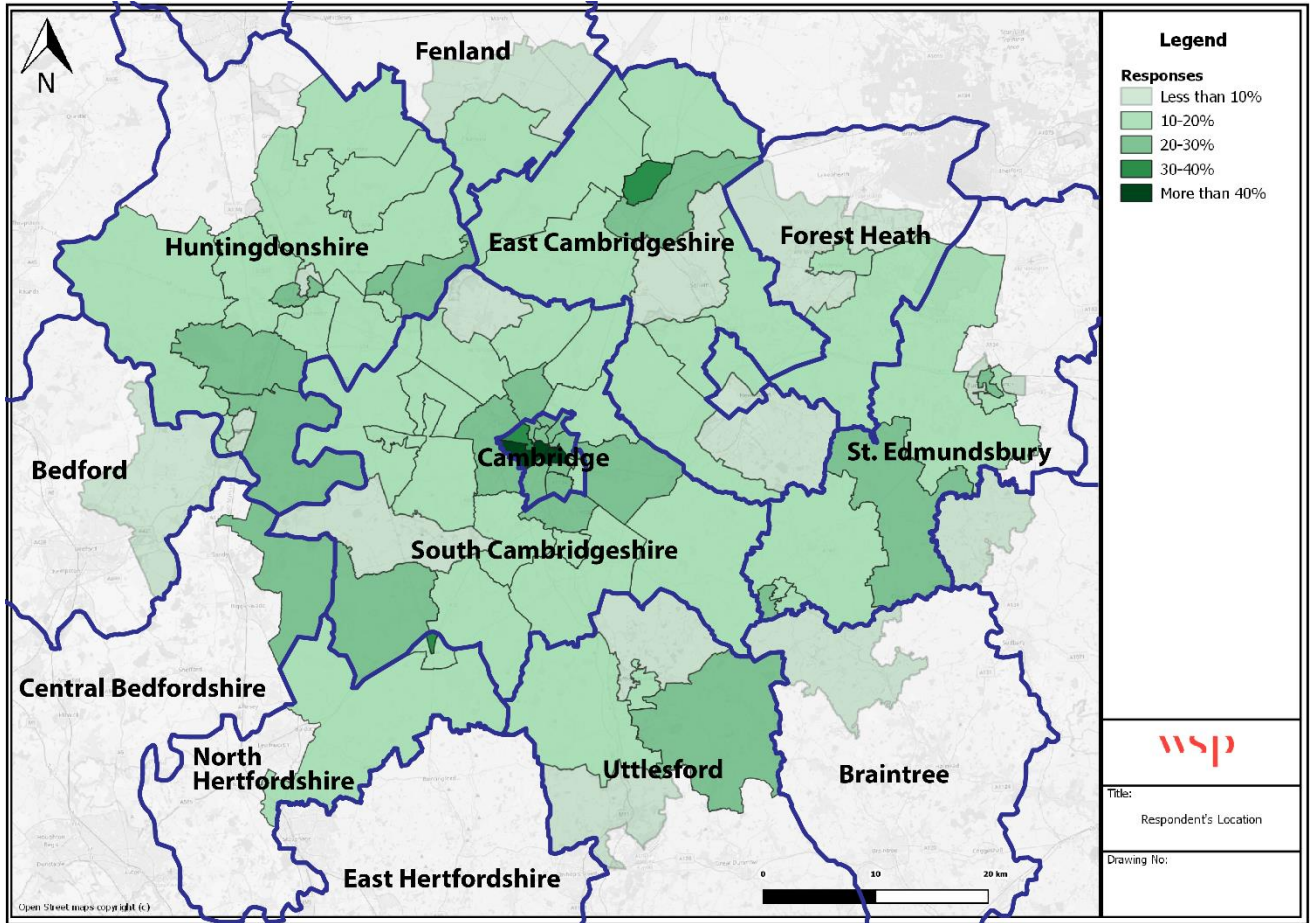
- 7.2.13. The district that showed the highest level of support for the STZ was the City of Cambridge with 31% strongly supporting and 15% supporting the proposals. Strong opposition was also lowest in the city. Support in other districts in the County was lower, with respondents from East Cambridgeshire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

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

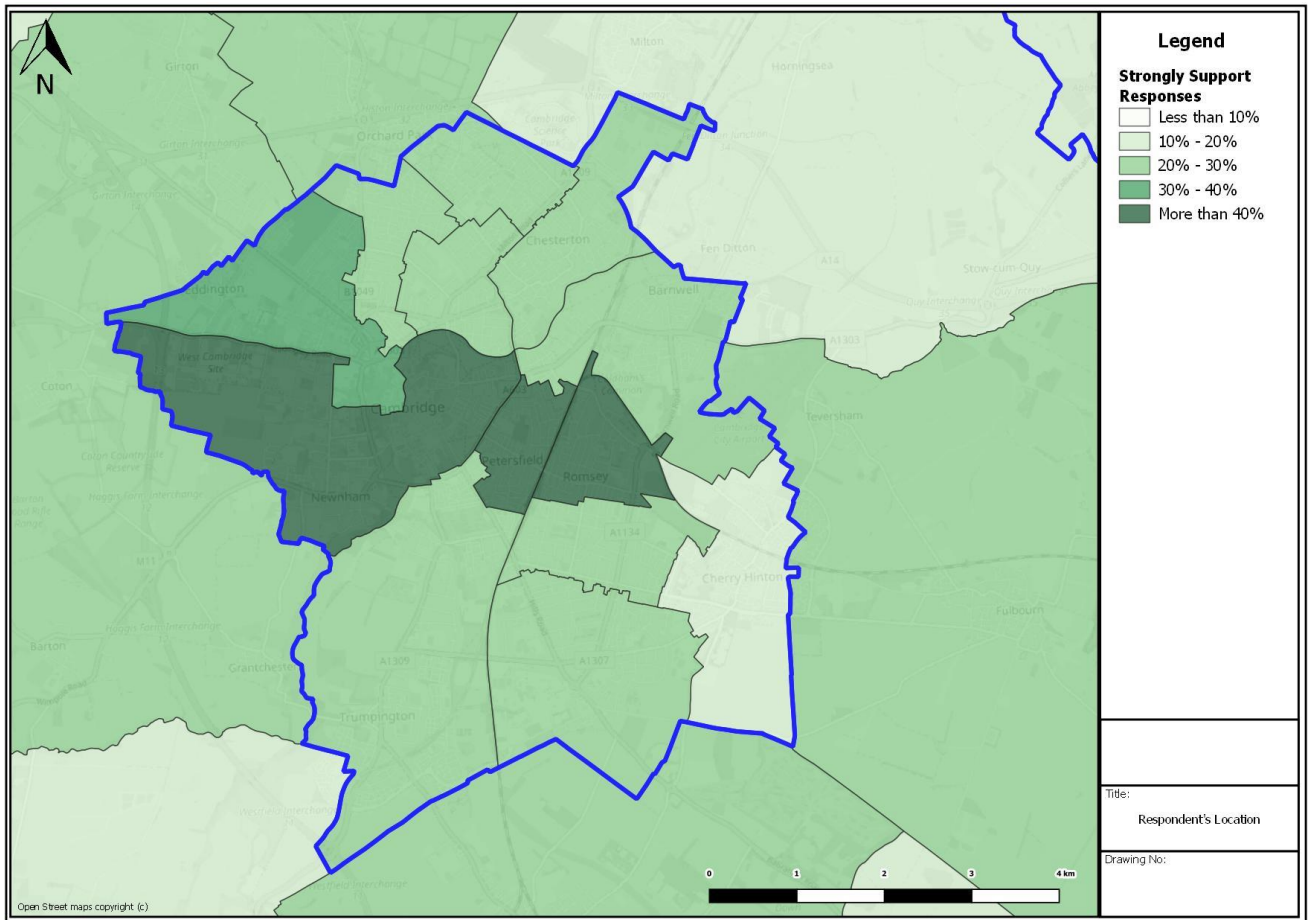


7.2.15. The following maps break down the levels of support and opposition for the STZ by district and apply a colour gradient by ward. It is worth noting the levels of response in each district, with Cambridge and South Cambridgeshire making up most respondents and Fenland making up the smallest proportion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

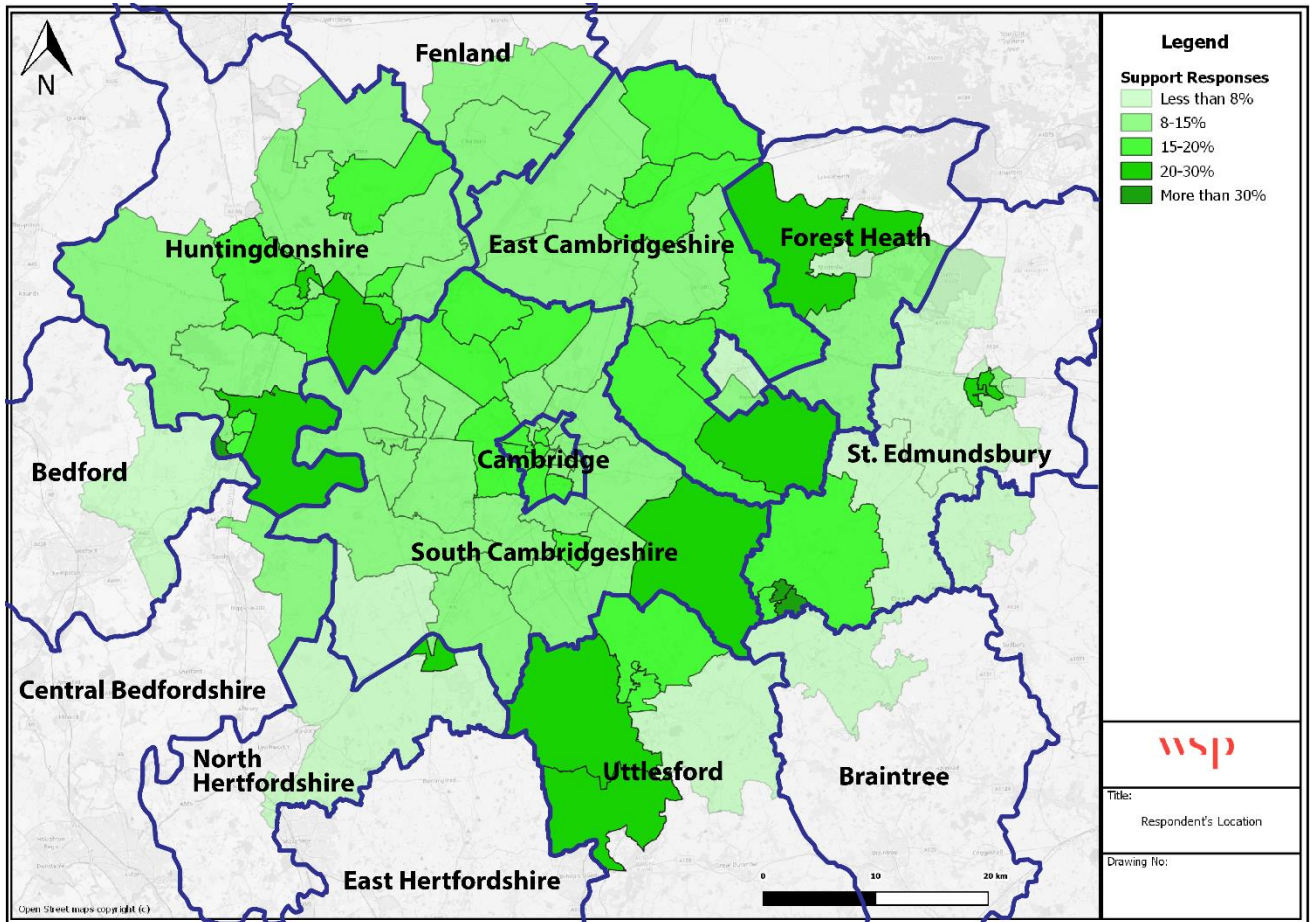
**Figure 7-8 - Map showing strong support for STZ based by district with ward boundaries**



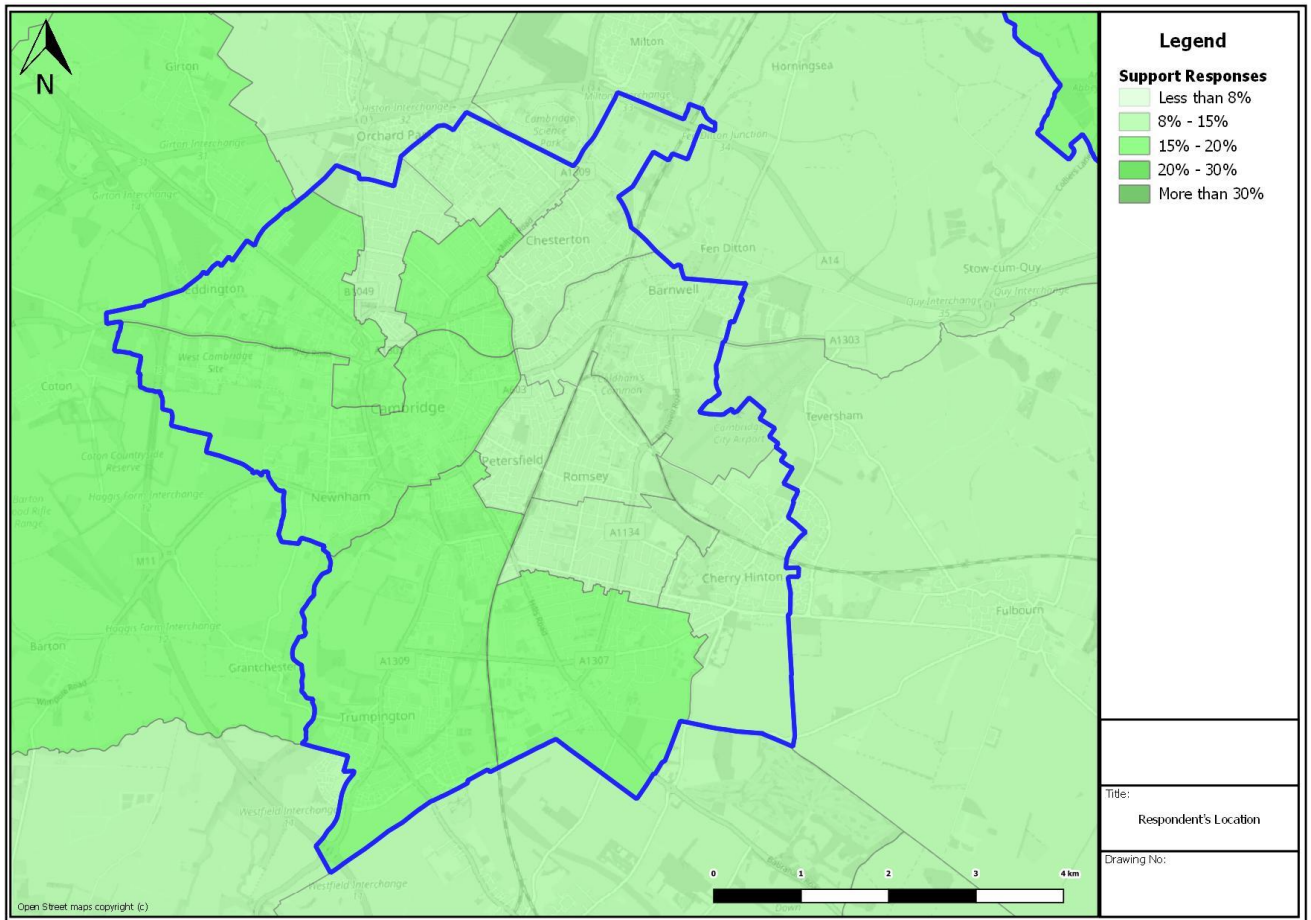
**Figure 7-9 - Map showing strong support for the STZ in City of Cambridge**



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

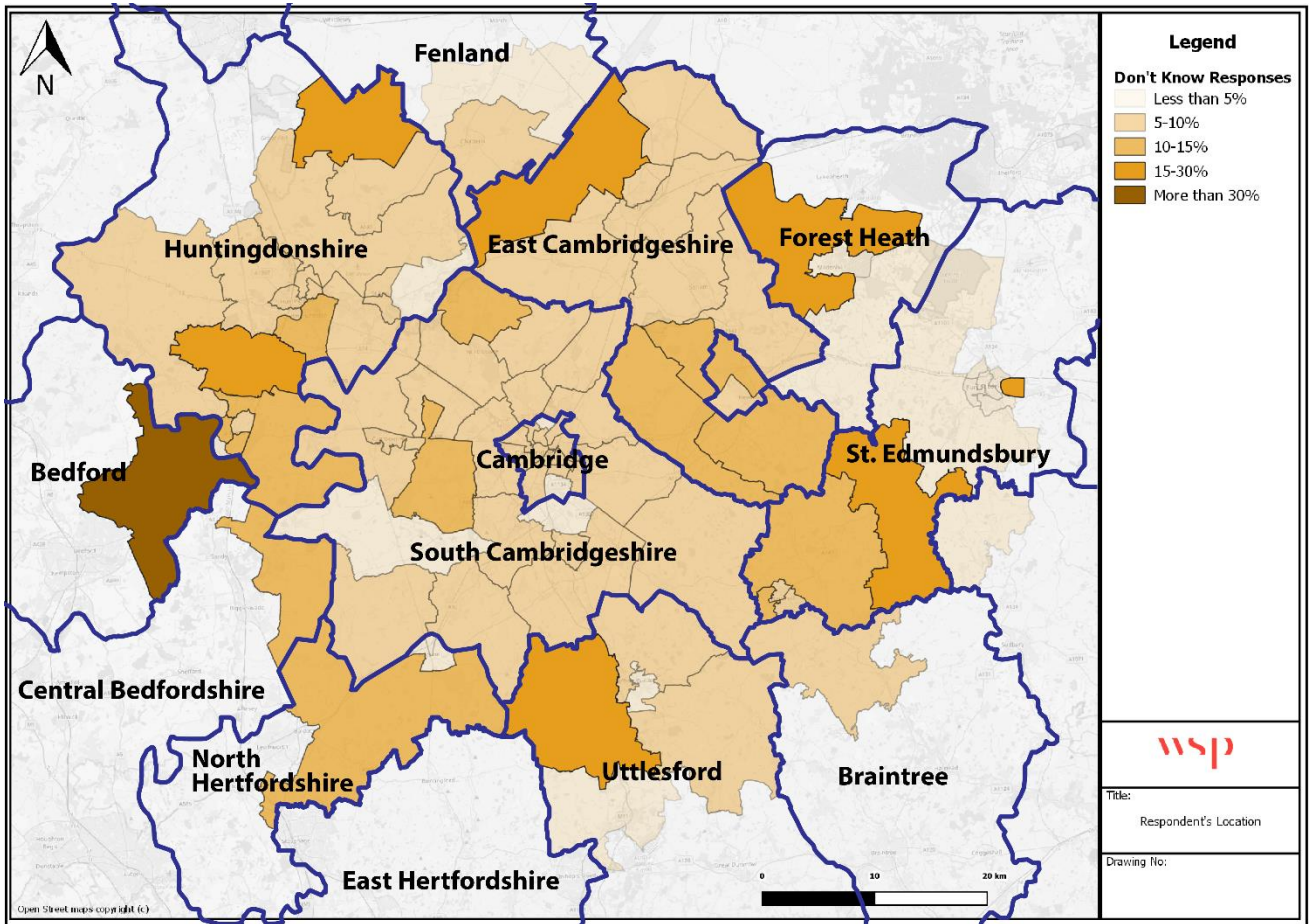


**Figure 7-11 - Map showing support for the STZ in City of Cambridge**

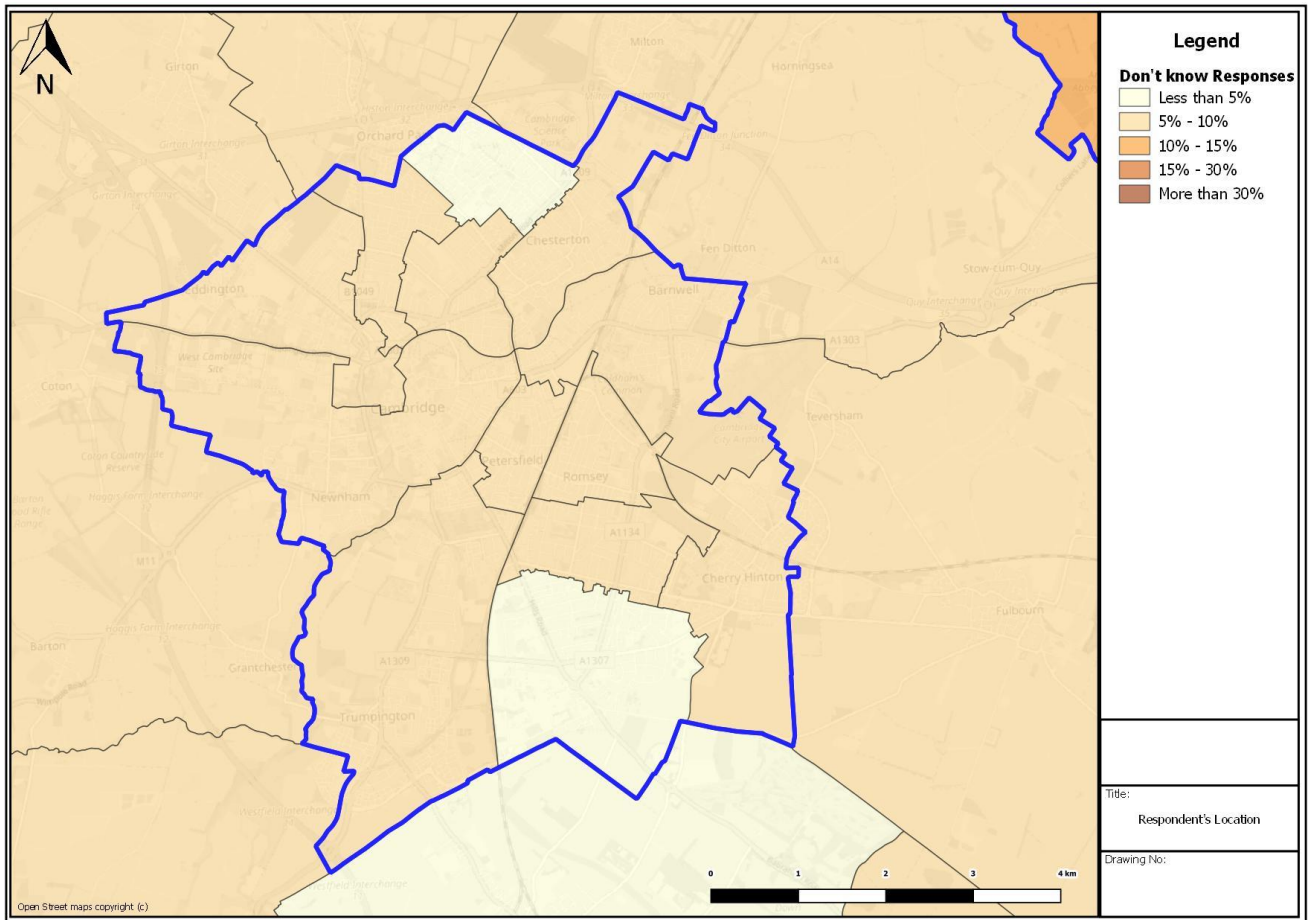




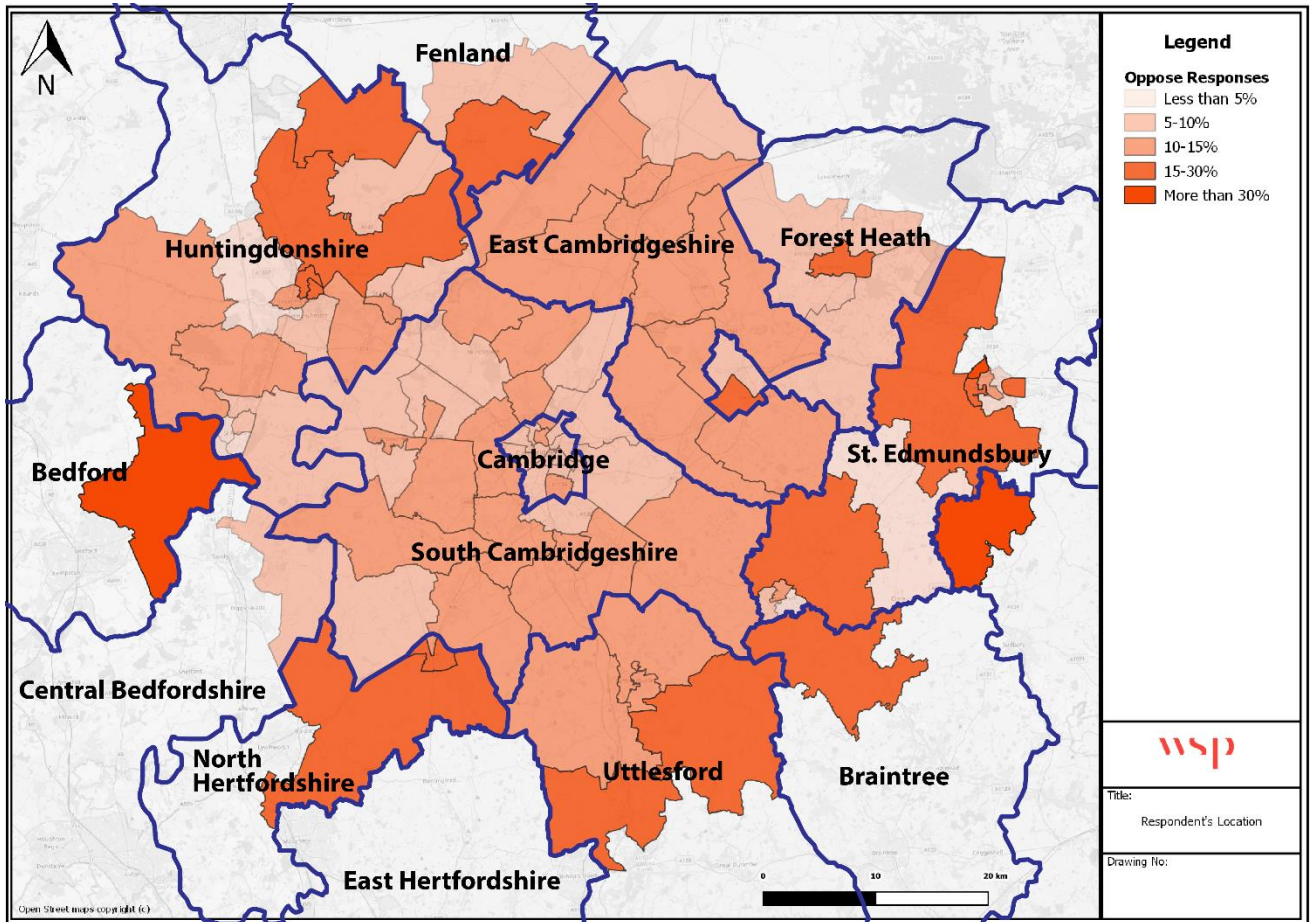
**Figure 7-12 - Map showing don't know responses for STZ based by district with ward boundaries**



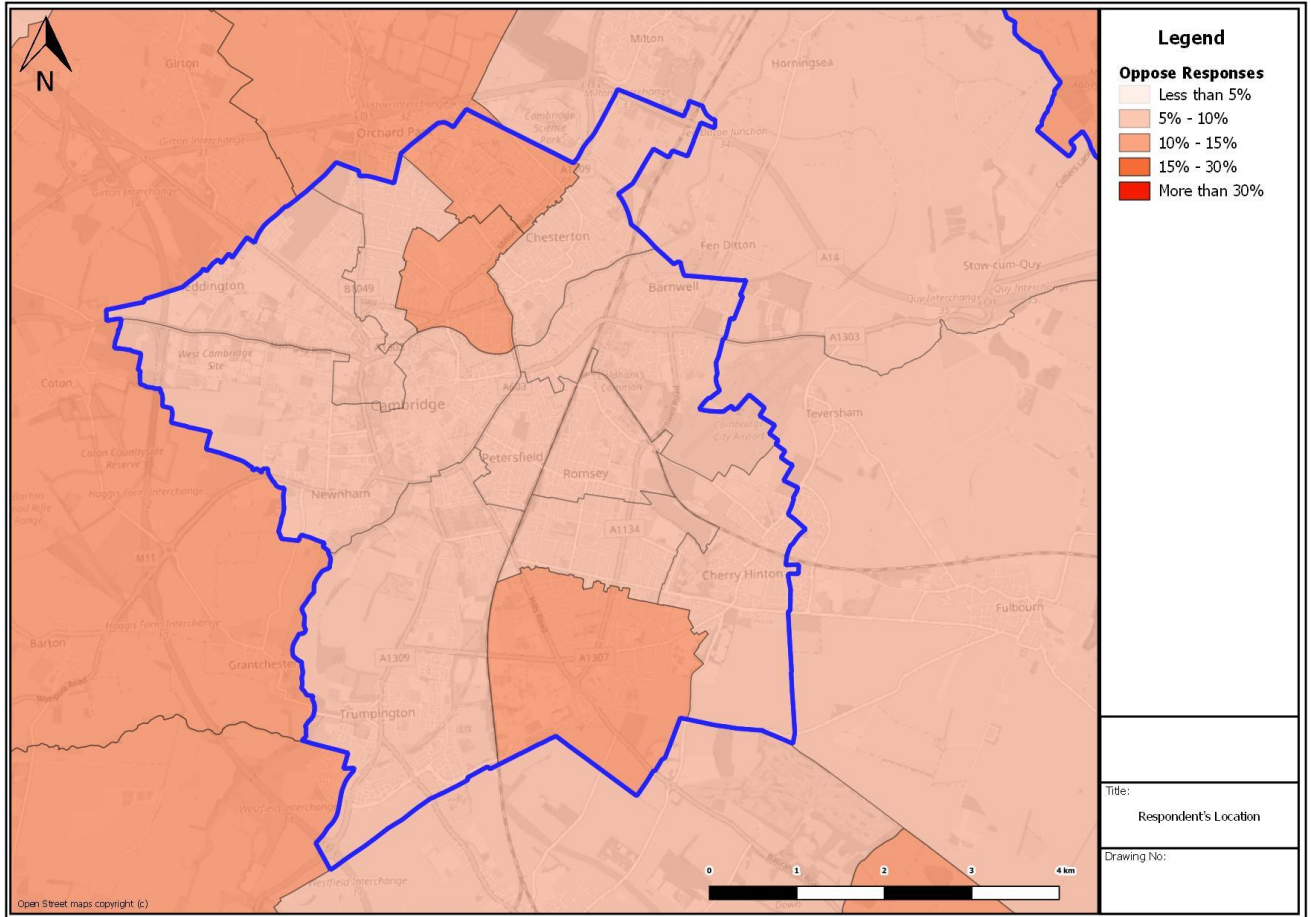
**Figure 7-13 - Map showing 'don't know' response for the STZ in City of Cambridge**



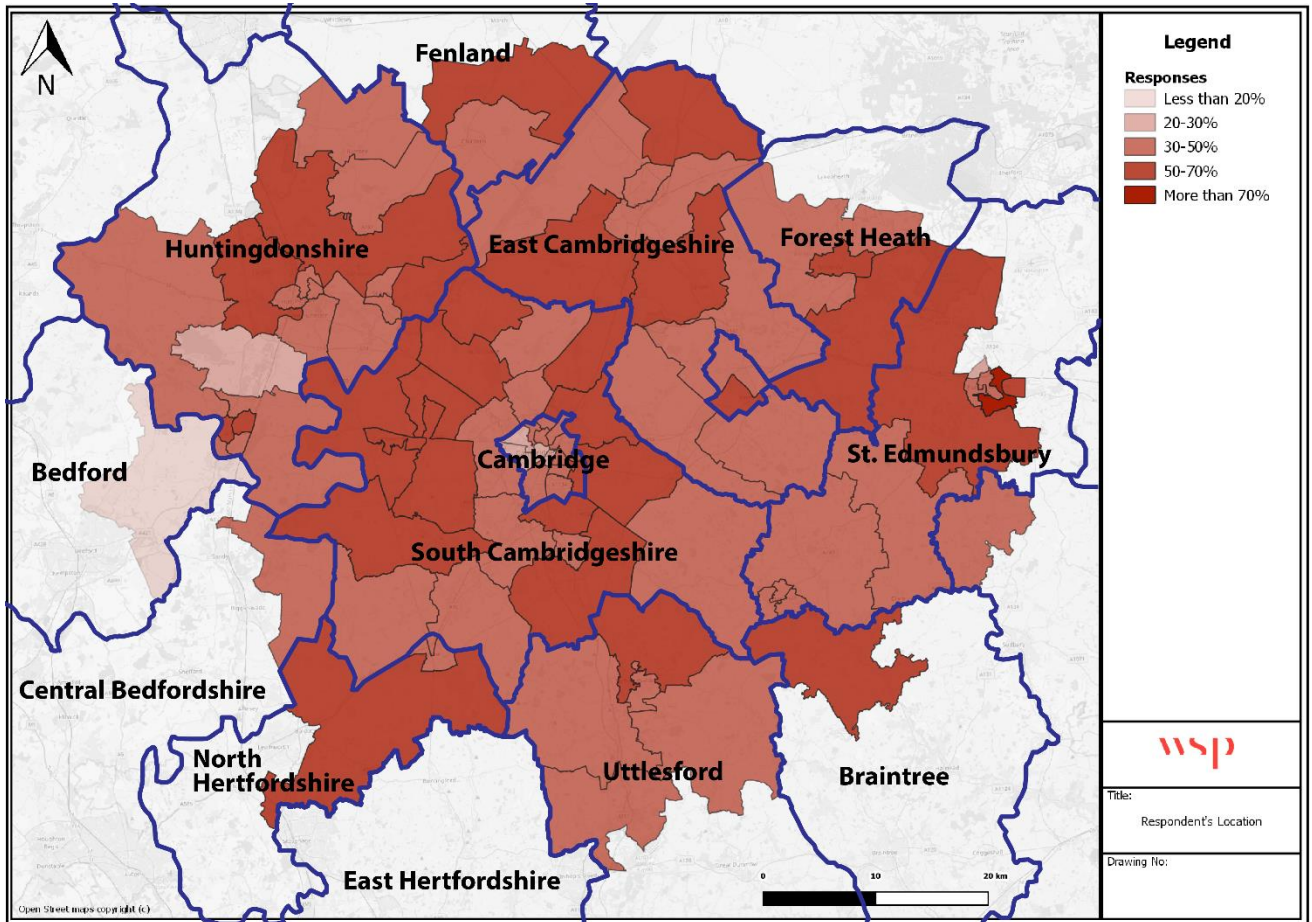
**Figure 7-14 - Map showing opposition for STZ based by district with ward boundaries**



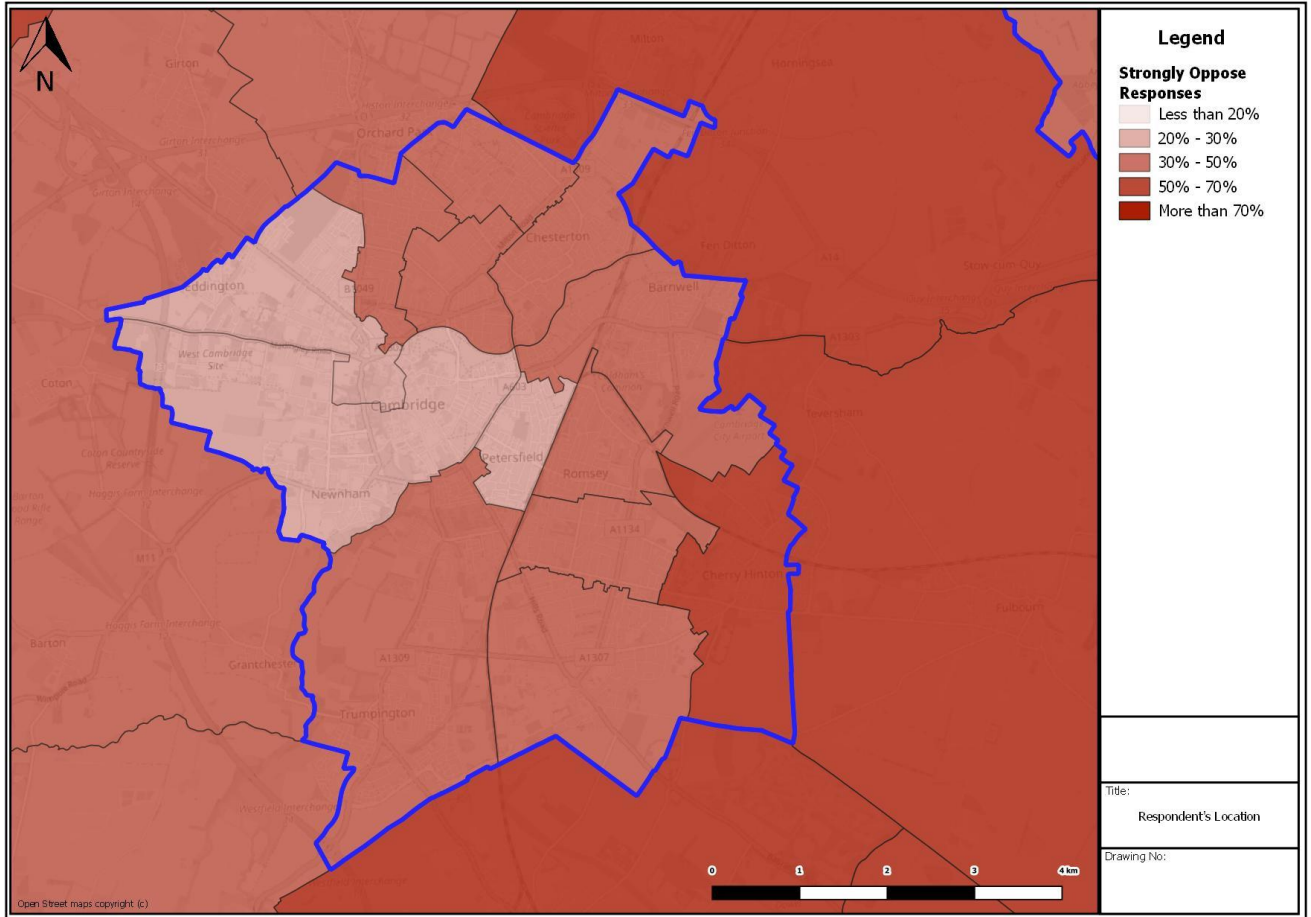
**Figure 7-15 - Map showing opposition for the STZ in City of Cambridge**



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



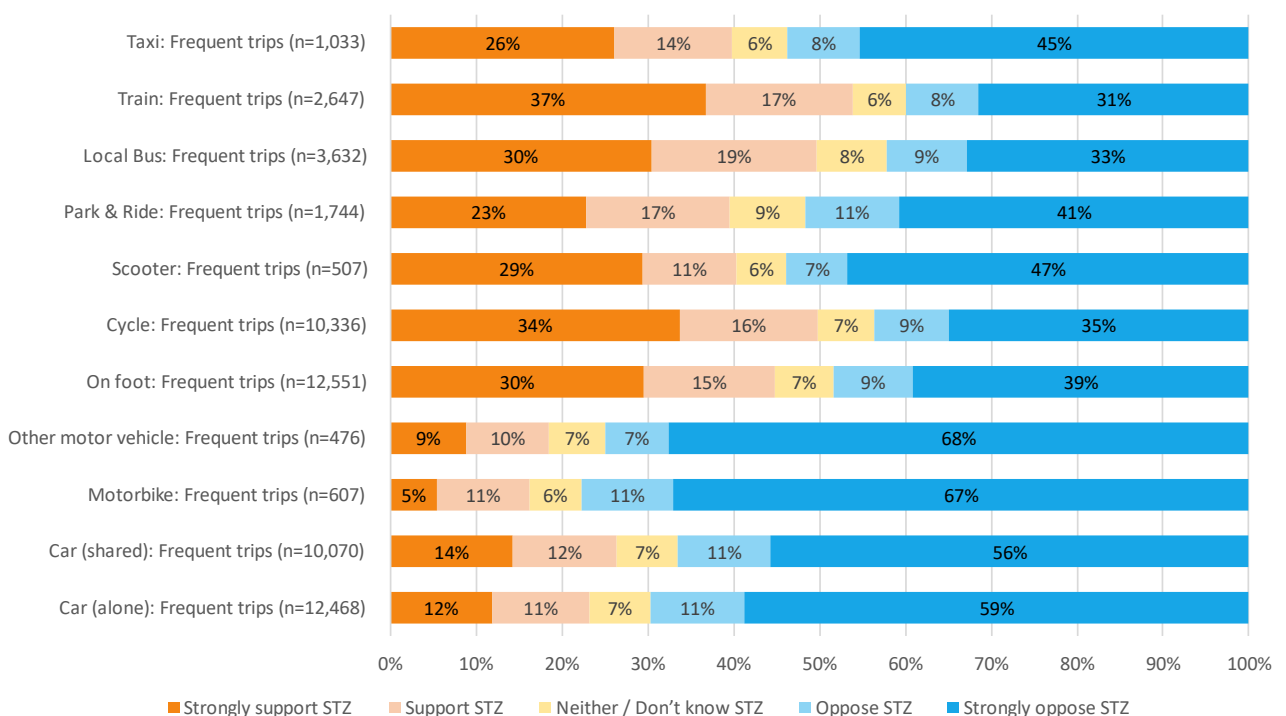
**Figure 7-17 - Map showing strong opposition for the STZ improvements in City of Cambridge**



## TRAVEL BEHAVIOUR OF RESPONDENTS VS. SUPPORT FOR STZ

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

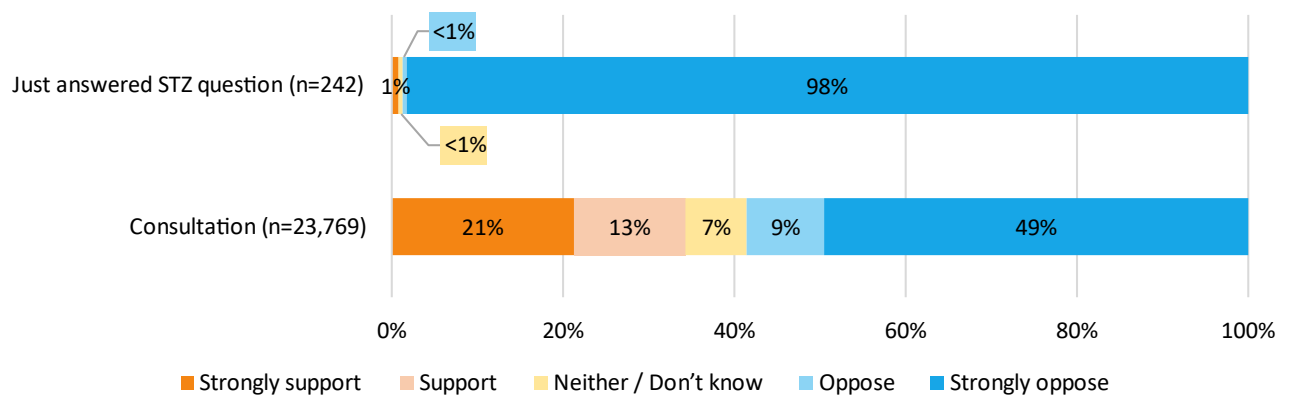
**Figure 7-18 - Travel mode and frequency compared to support for STZ**



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

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

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

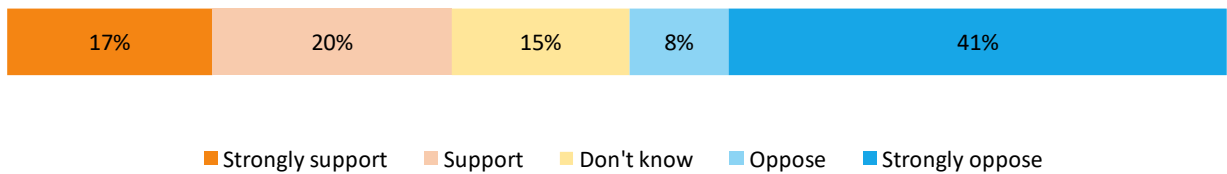


## 7.3 PHASING OF THE STZ

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

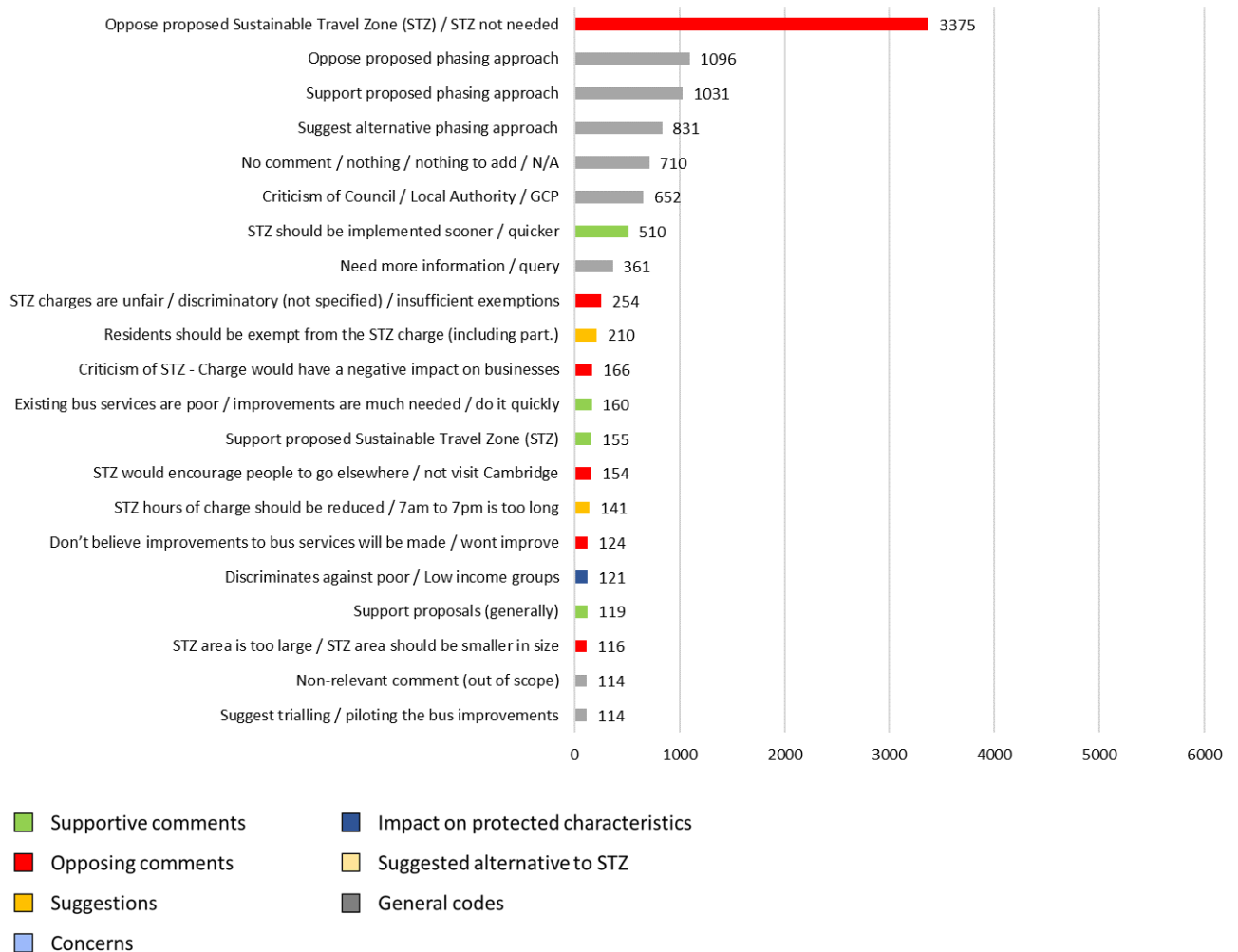


**Figure 7-20 - To what extent would you support or oppose the principle of phasing in the STZ charge? (n=22,494)**



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

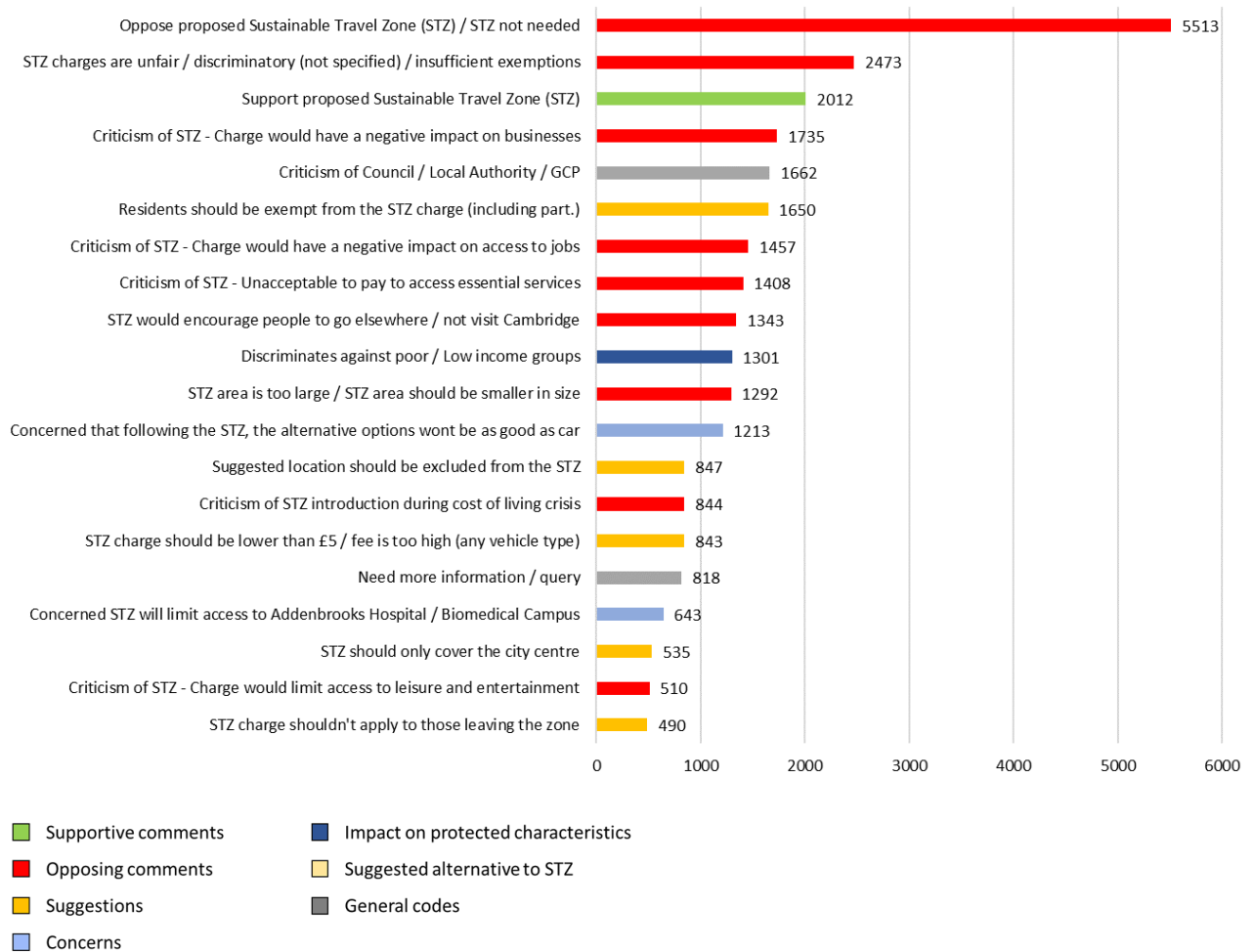
**Figure 7-21 - Do you have any comments on the suggested phasing approach? (n=9,333)**



## 7.4 OTHER THEMES RAISED ON THE STZ

7.4.1. Commenting generally on the STZ, the most frequently occurring response was opposition to the STZ (5513). Following that, the top themes were the exemptions didn't go far enough (2473); expressing support for the STZ (2012); the charge would have a negative impact on business (1735); and that residents should be exempt or partially exempt (1650). The 10th most frequently occurring comment was that the STZ discriminates against low-income groups (1301). The themes from Figure 7-22 are explored further in the following sections.

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



## **DISCOUNTS, EXEMPTIONS AND REIMBURSEMENTS**

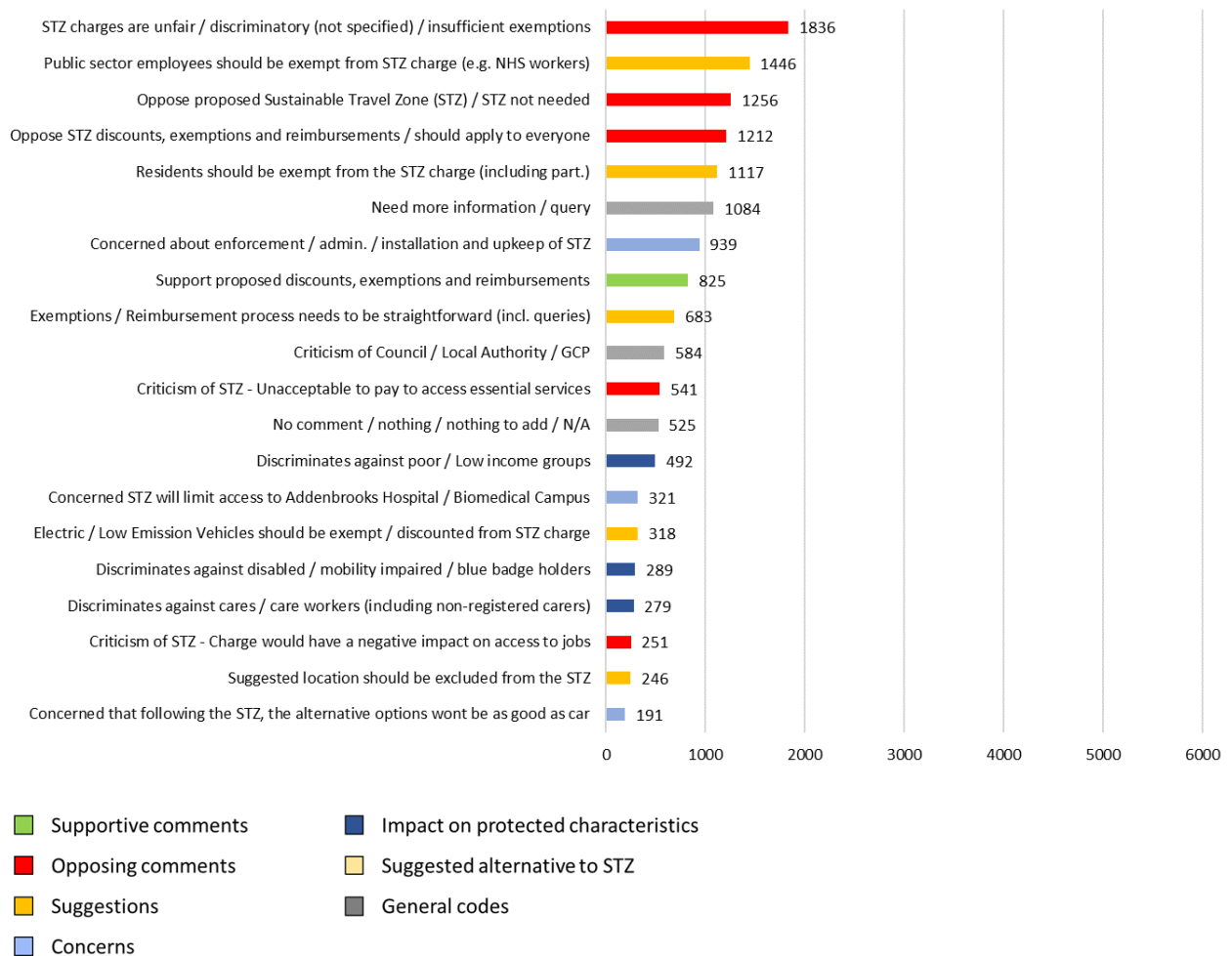
7.4.2. Commenting on the proposed discounts, exemptions and reimbursements (Figure 7-23), 1836 people observed that the exemptions don't go far enough. This was also the second most frequently occurring comment when respondents were asked to comment generally on the STZ (Figure 7-23). 1446 respondents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

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

7.4.3. Conversely, there were a comparable number of responses stating that residents should be exempt (1117) and a large number of respondents commented that public sector employees (such as those working for the NHS, emergency services or education) should be exempt (1446).

7.4.4. Proposed discounts, exemptions and reimbursements were commonly mentioned by stakeholders in responses to the consultation, particularly logistics companies, motorbike and car clubs and emergency services. Cambridge University Hospitals and other caring organisations also commonly mentioned exemptions. Most of these stakeholders stated that their members, staff or operations should be exempt to some degree. It is worth noting that a number of these groups are eligible for exemption to the charge under the current proposals. Please see Section 7.6 for a summary of stakeholder comments.

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



## STZ BOUNDARY

7.4.5. 4581 respondents to the questionnaire made comments suggesting that the area of the STZ is too large and should be reduced. Another recurring theme was that certain locations should be excluded from the zone (2580) and that it was unacceptable to pay to access essential services that were located inside the zone (1418). While a number of locations were identified, Addenbrooke's Hospital was mentioned frequently in this section with a sample of the comments as follows.

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

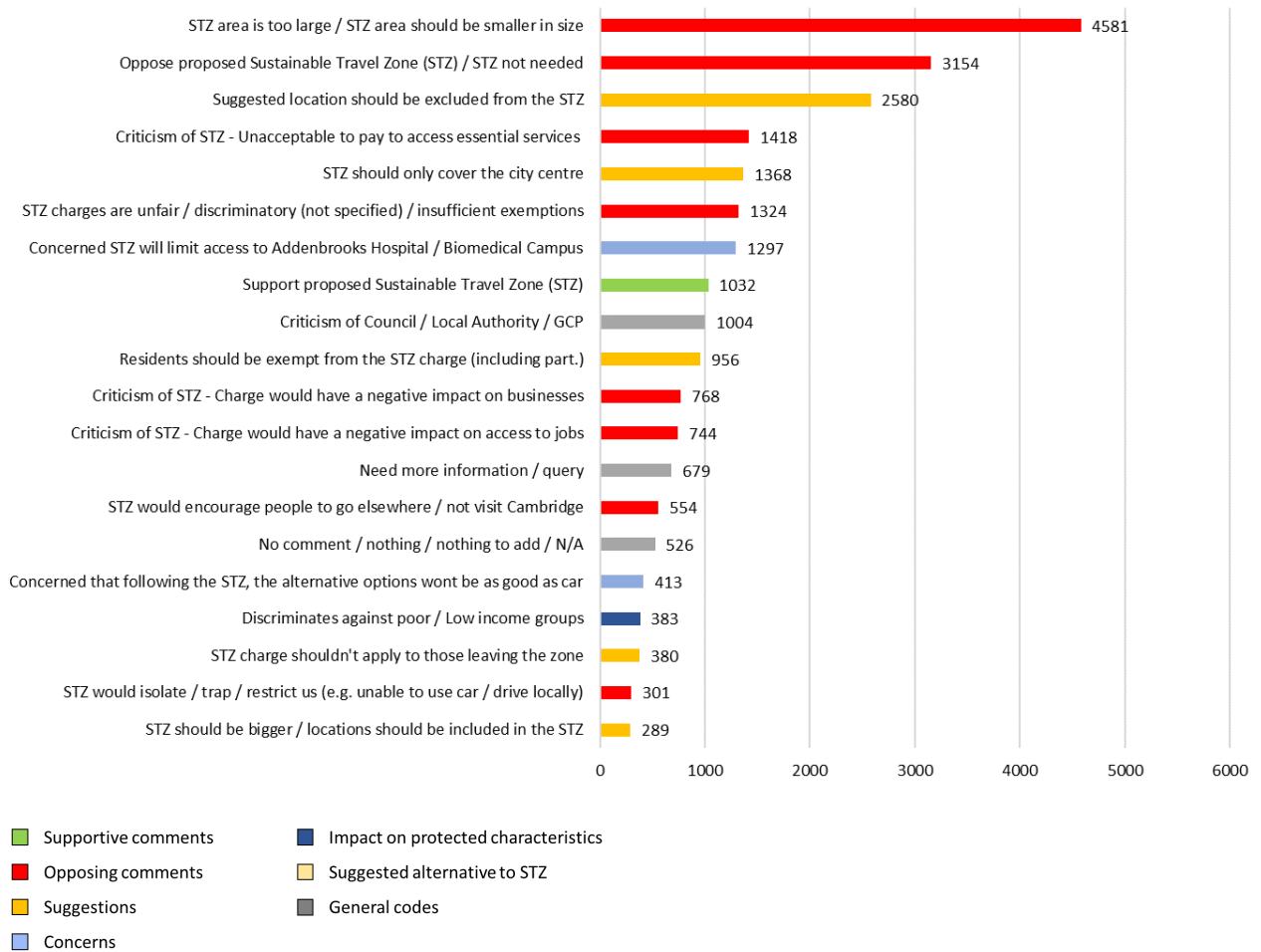
*"The boundaries are good. I would favour keeping one route into Addenbrooke's Hospital being charge-free."*

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

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

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

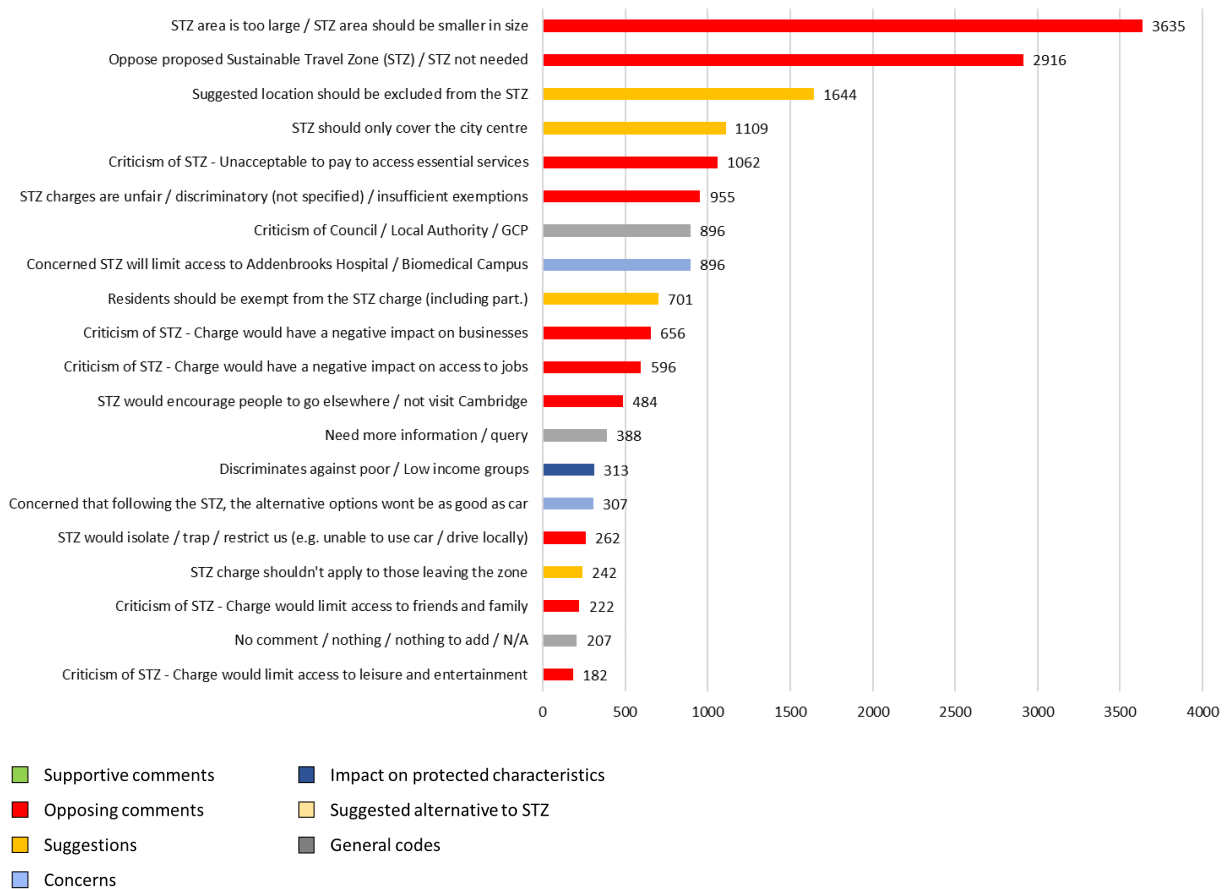
**Figure 7-24 - Feedback on the proposed STZ boundary (n=15,143)**



## OPPOSITION TO STZ VS. COMMENTS ON THE BOUNDARY

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

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



## CHARGE LEVELS

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

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

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

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

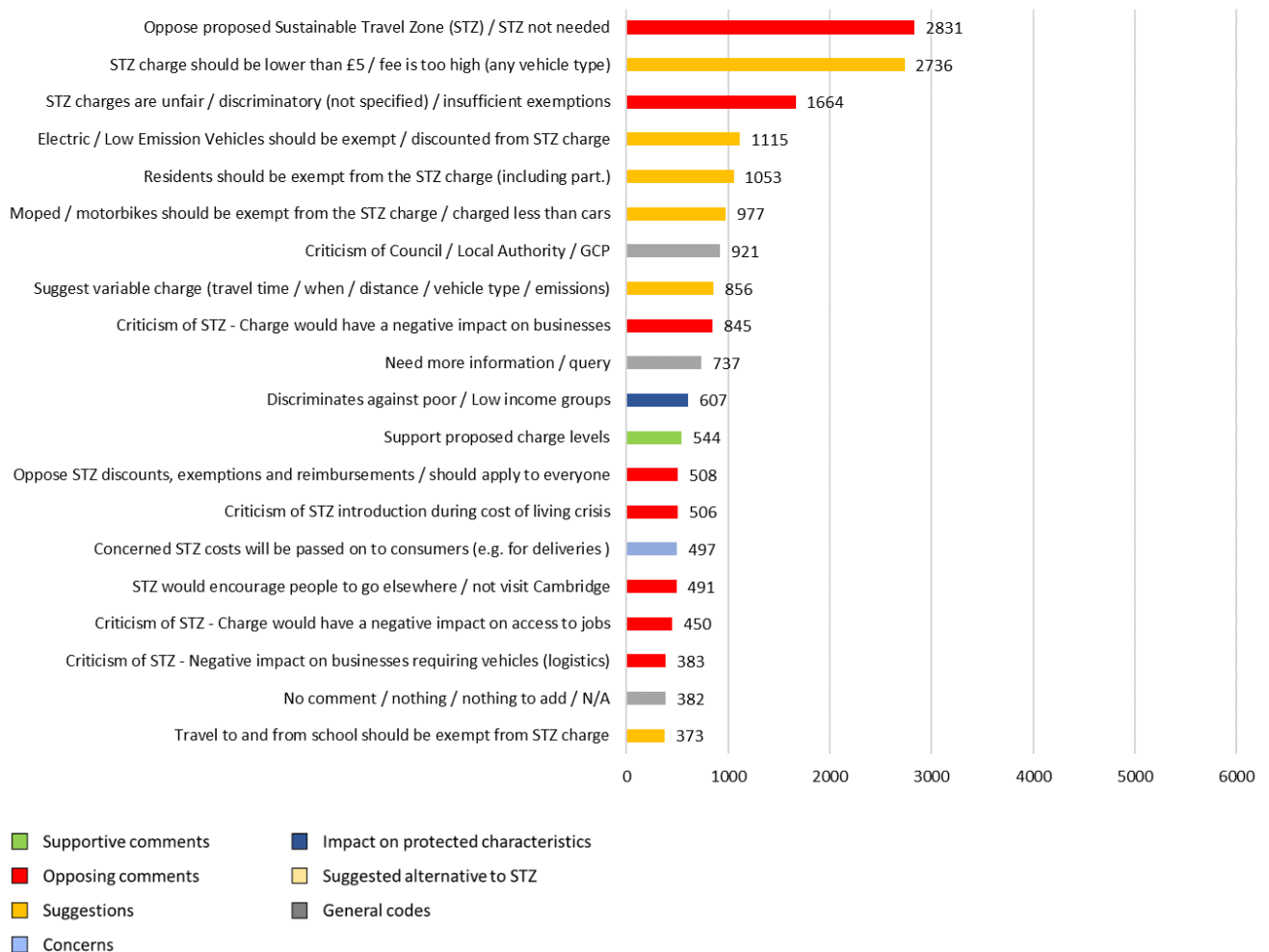
*"They're good and correct. Driving is antisocial, dangerous and an environmental disaster. We can and should be doing everything we can to wean people off their cars and on to sustainable transport solutions."*

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



- 7.4.15. 607 comments were made that the charge levels discriminate against low-income groups.
- 7.4.16. Charge levels were also mentioned in written responses from stakeholders. Cambridge Ahead members commented on the proposed charges, with 19 members supporting and 10 members opposing it. Those opposing felt that the proposed £5 charge is too high, especially for those driving in parts of the city with limited or no alternatives to the private car (e.g., parts of North Cambridge).
- 7.4.17. Great Shelford Parish Council described the STZ charge as a 'lifestyle tax' and were concerned that the restrictions on movement this would bring, would cause the parish to be viewed as a less attractive location. A summary of all stakeholder comments about charge levels can be found in Section 7.6.

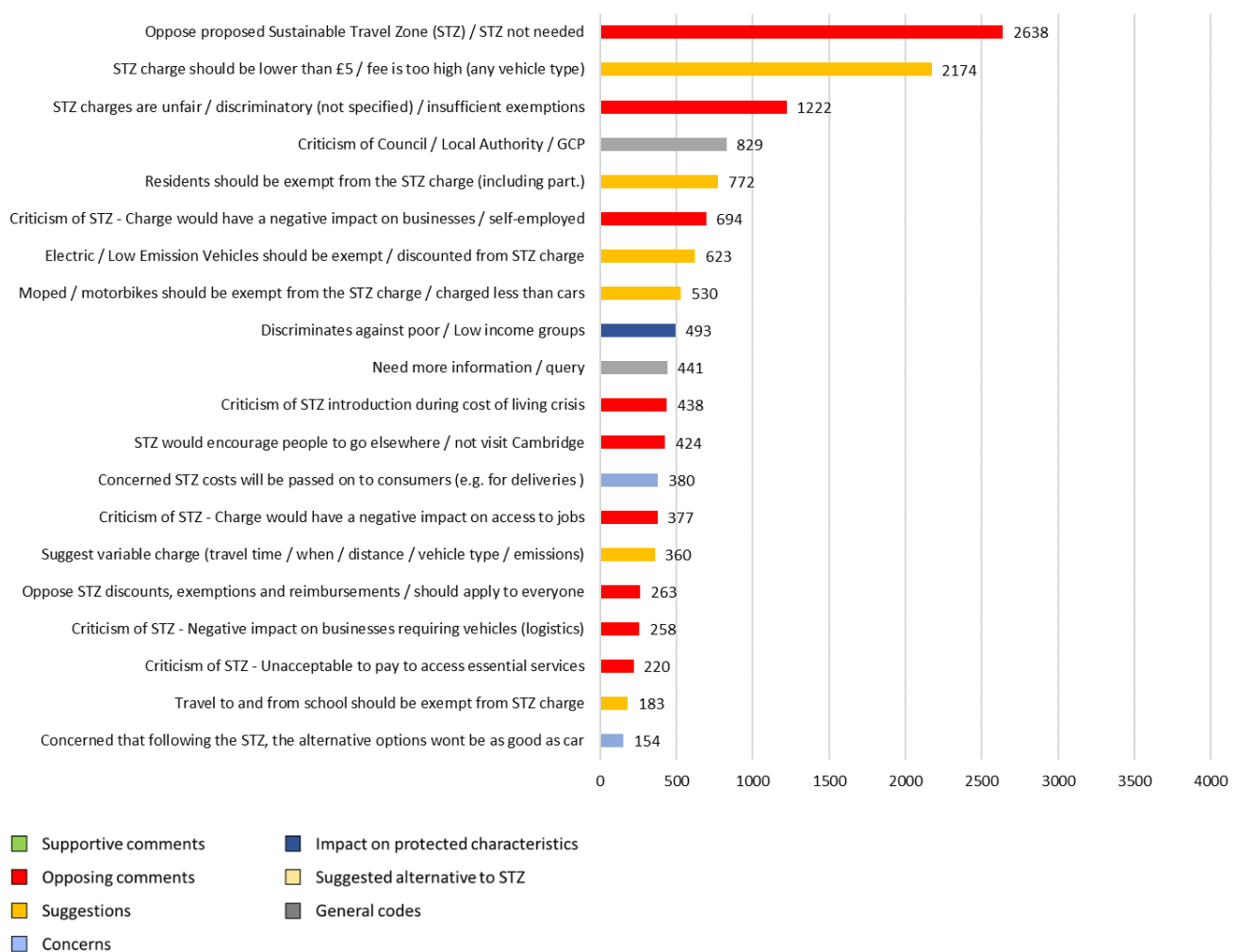
**Figure 7-26 - Do you have any comments on the proposed charge levels (n=13,687)**



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

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

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



## FUNDING

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

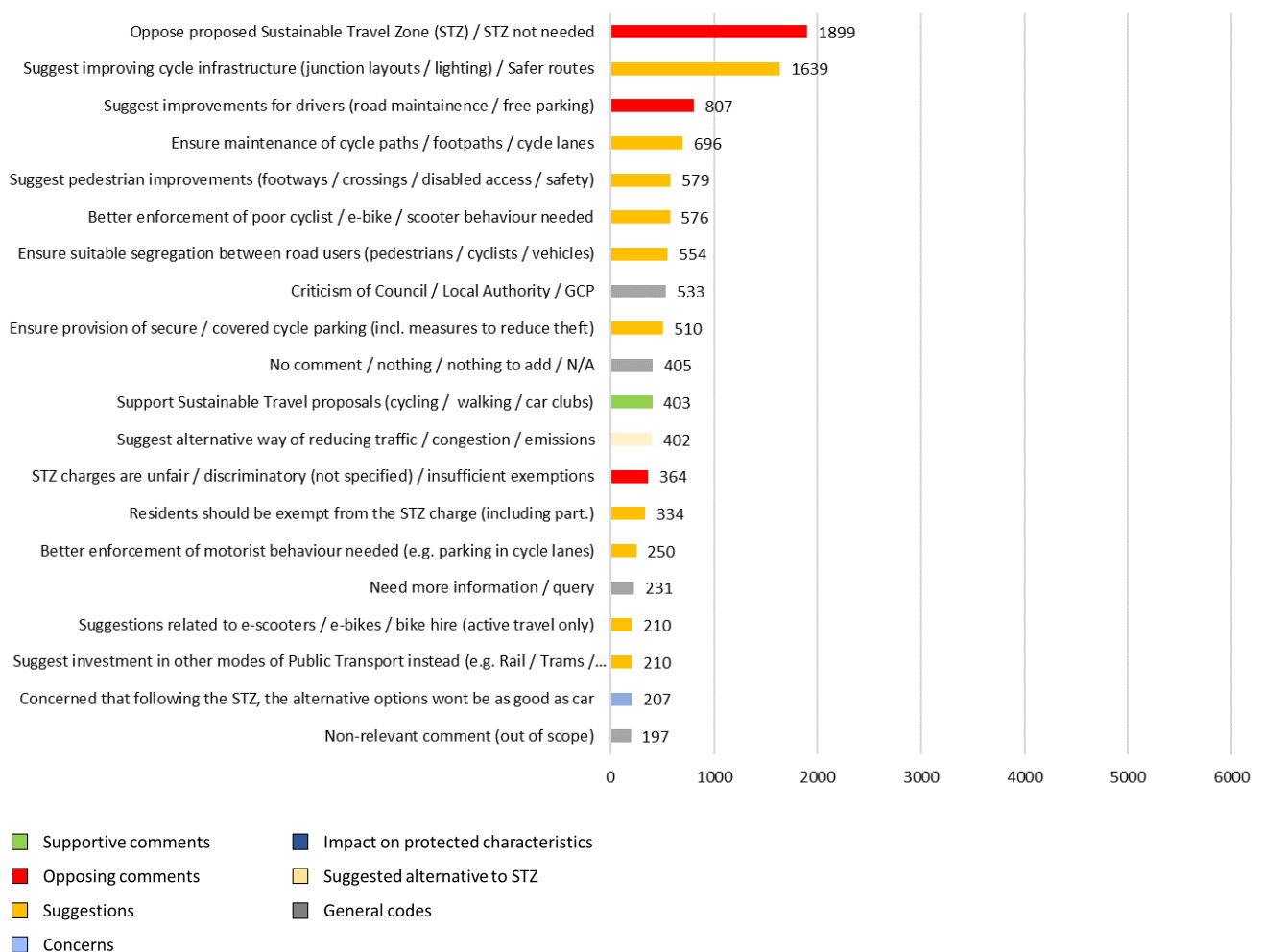
- 7.4.19. Other than expressing opposition to the STZ (1899), improved cycle infrastructure was the most commonly occurring comment (1639) from respondents when asked what other improvements they would like to see should the STZ be implemented, a number of which related to safety measures, for example:

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

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

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

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



### **Suggestions for alternative funding models**

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

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



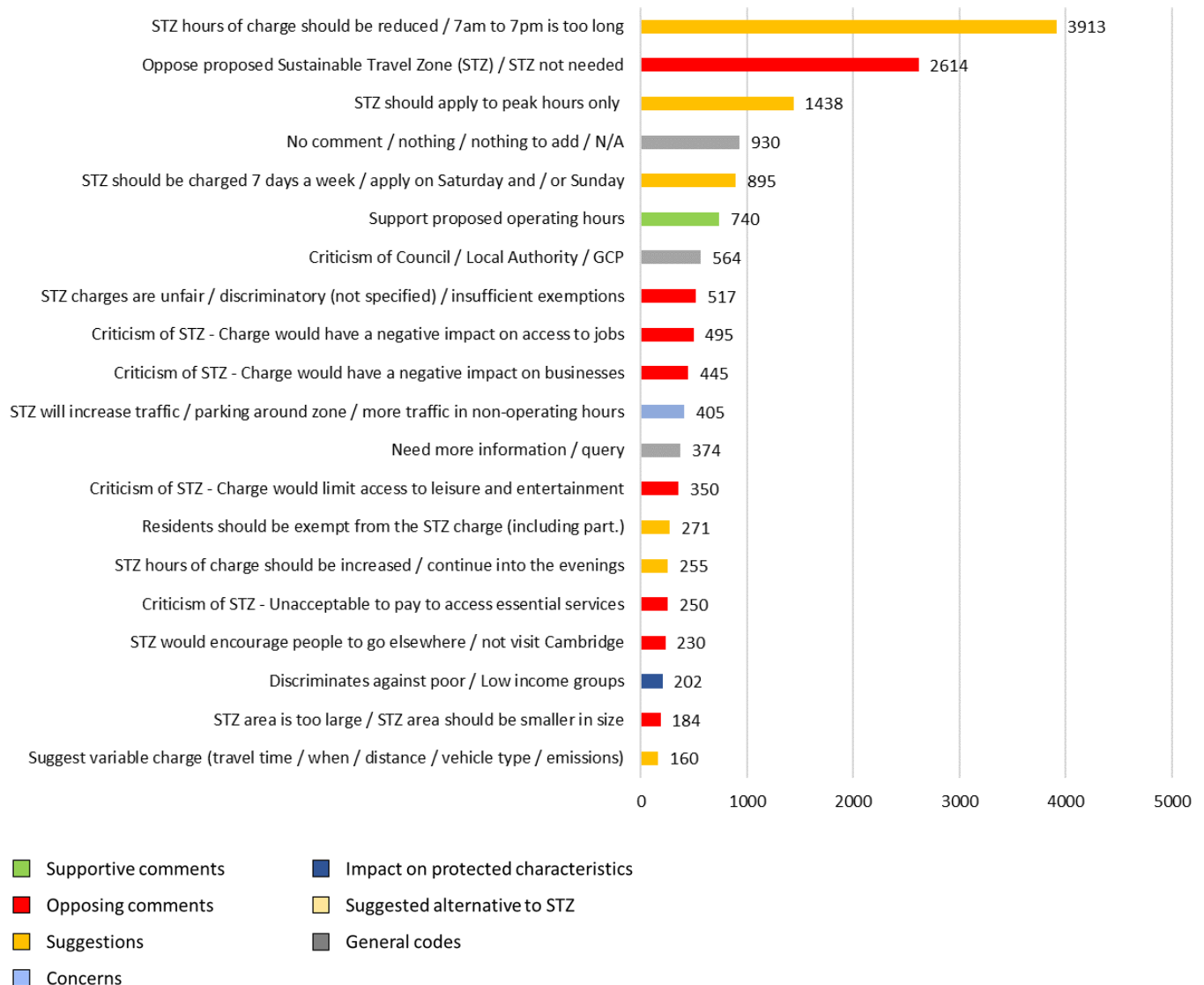
## HOURS OF OPERATION OF THE STZ

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

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

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

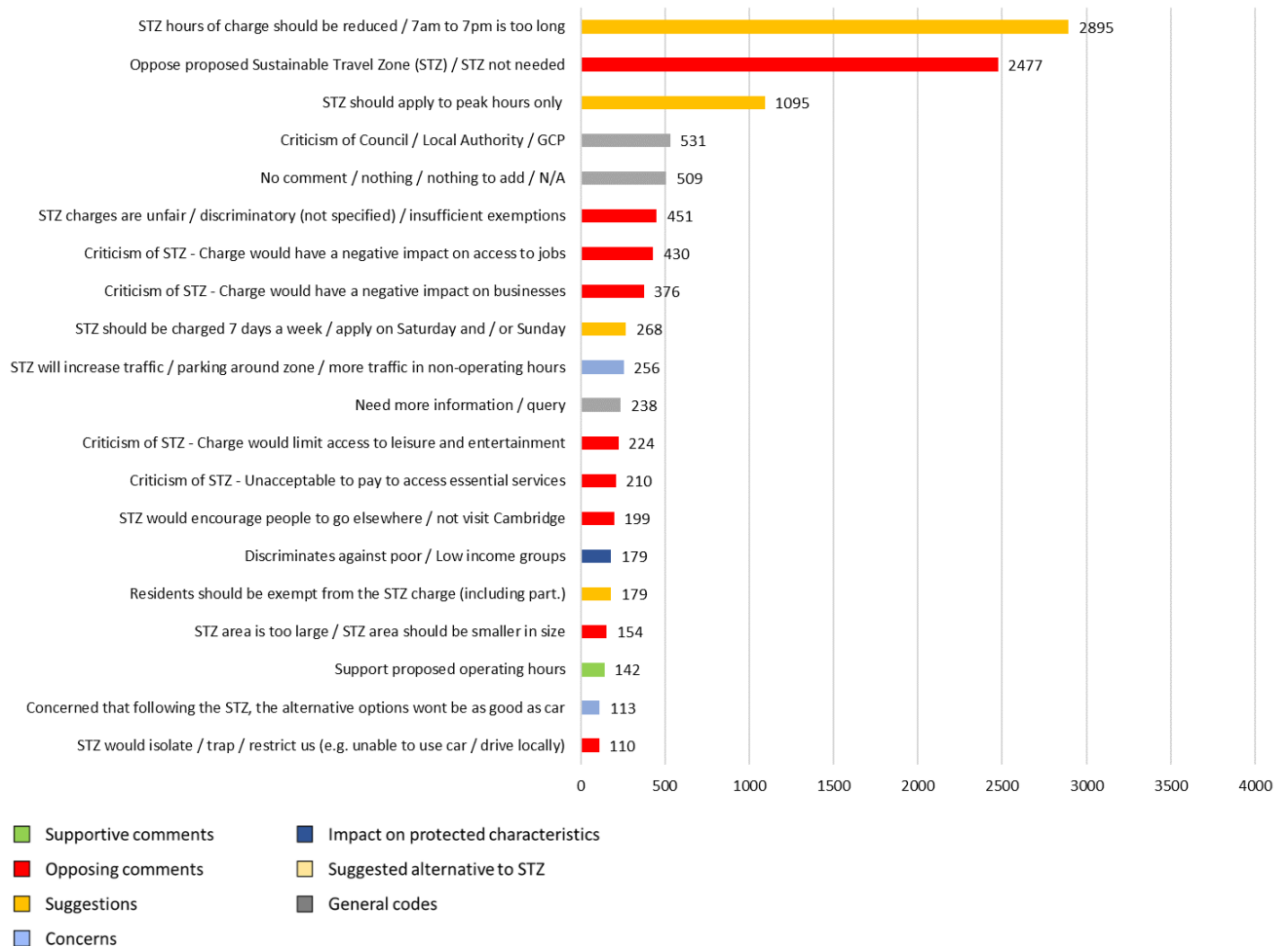
**Figure 7-30 - Comments on the proposed hours of operation of the STZ (n=12,099)**



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

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

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

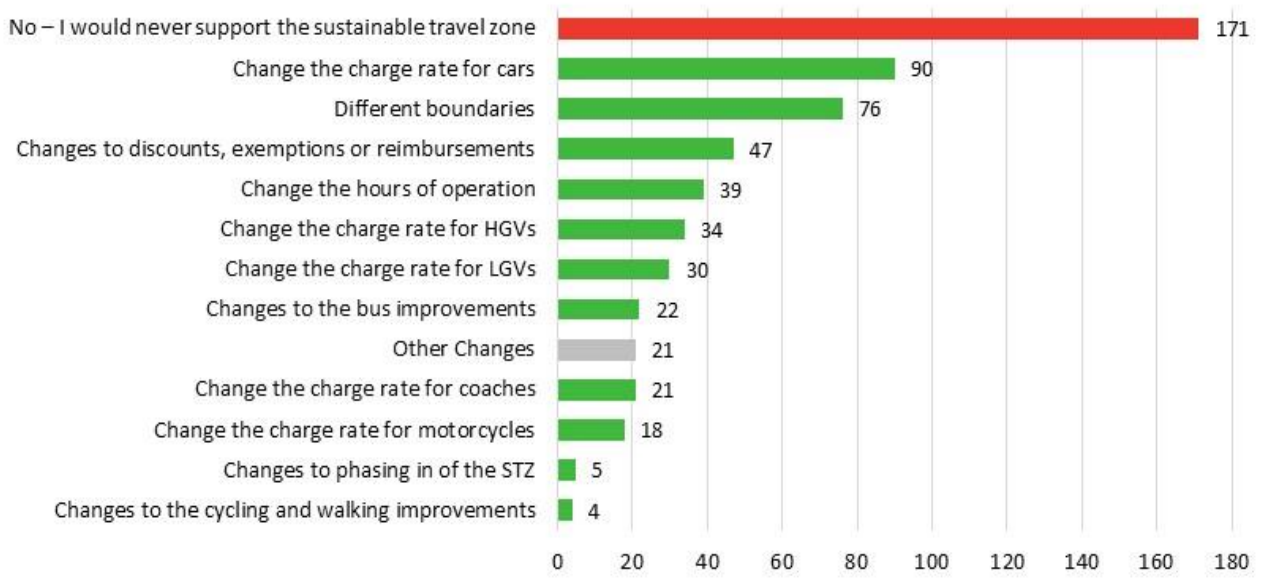


### **ARE THERE ANY CHANGES THAT WOULD ENCOURAGE YOU TO SUPPORT THE STZ? (DEMOGRAPHICALLY REPRESENTATIVE POLL ONLY)**

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



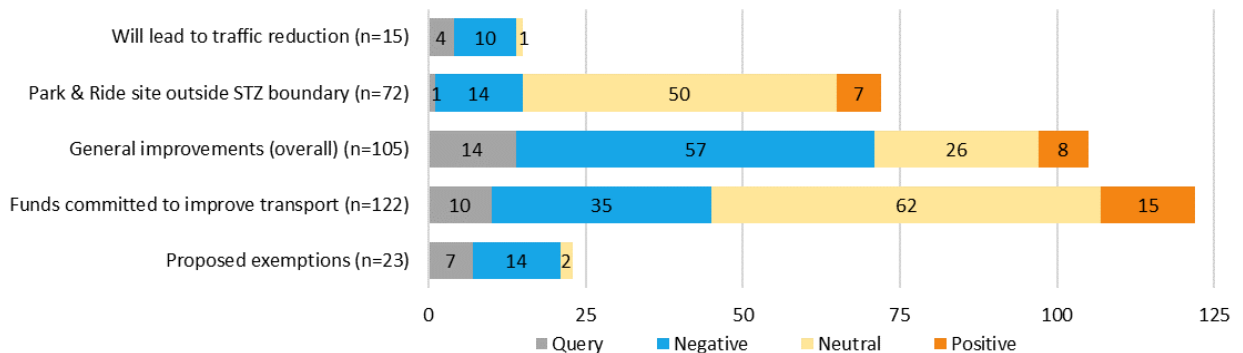
**Figure 7-32 - Are there any changes that would help you support the STZ plans?**



## 7.5 SUMMARY OF COMMENTS ON STZ IN SOCIAL MEDIA

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

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



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

### SUPPORT FOR THE STZ

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

### OPPOSITION TO STZ

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

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

## FUNDING

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

## ALTERNATIVE SUGGESTIONS TO THE STZ

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

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

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

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

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

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

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

## **HOURS OF OPERATION OF STZ**

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

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



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

### **PHASING OF STZ**

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

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

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

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

### **BOUNDARY**

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

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

## IMPACT ON COST OF LIVING

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

## IMPACT ON BUSINESSES

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

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

## IMPACT ON THE COMMUNITY

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

## IMPACT ON EMPLOYMENT

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

## 8 SUSTAINABLE TRANSPORT PROPOSALS

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### 8.1 SUSTAINABLE TRANSPORT PROPOSALS SUMMARY

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

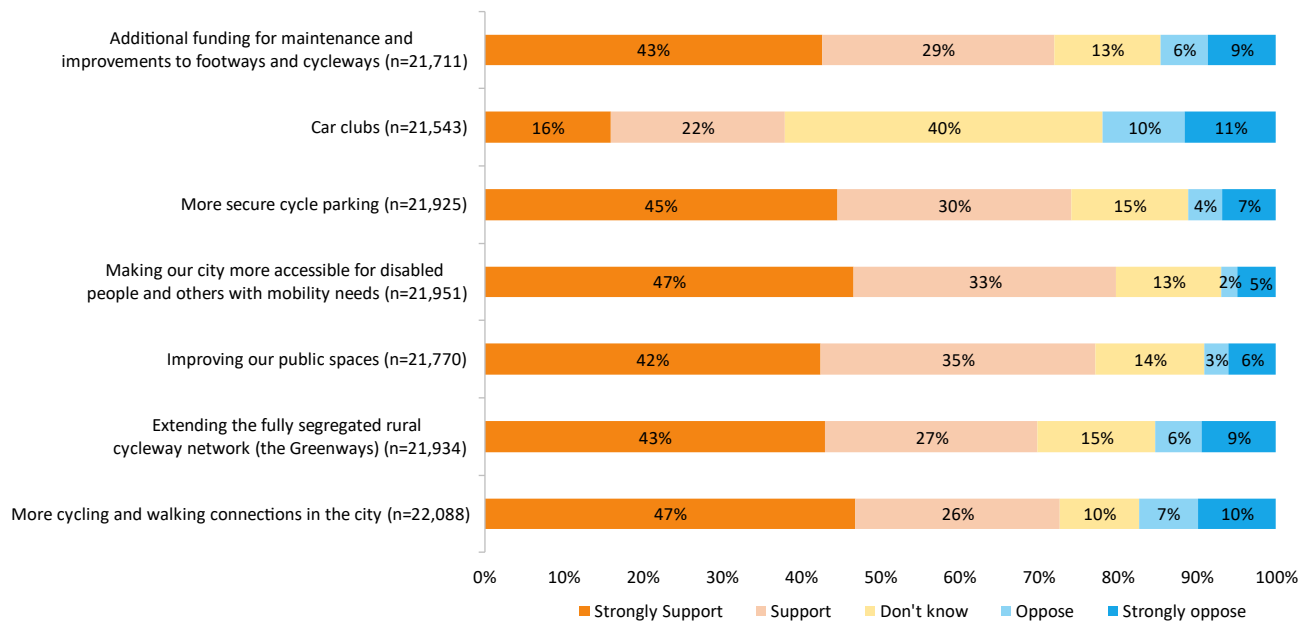
- Provision of new cycling and walking connections, including completing the Cycling Plus network, comprising 13 routes.
- Improvements to the public realm to make these spaces more accessible and more pleasant to spend time in, with the needs of people with accessibility requirements considered.
- Enhanced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

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

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



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

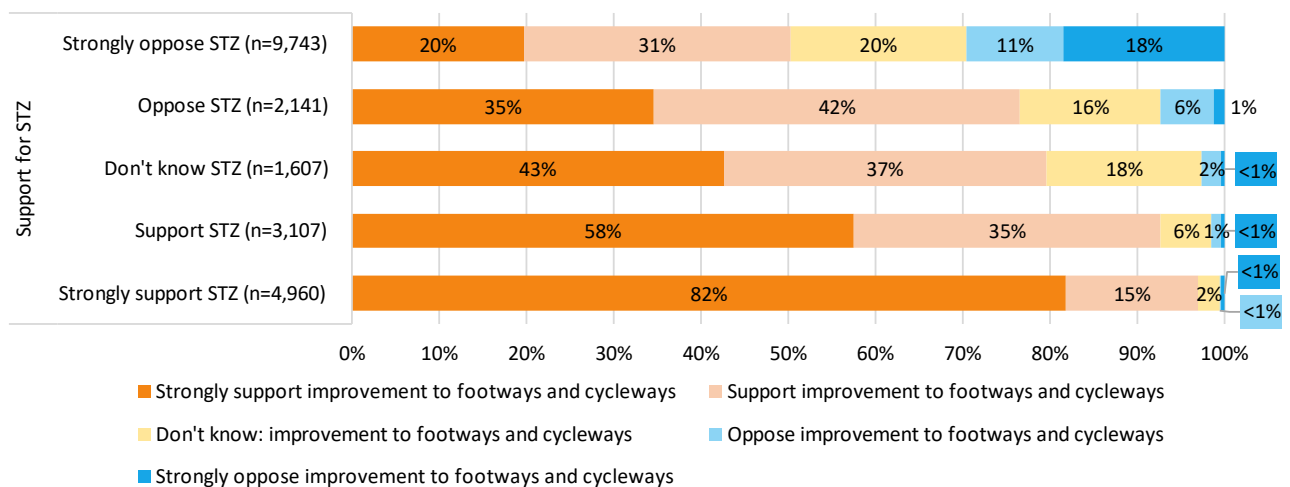


## SUPPORT FOR SUSTAINABLE TRANSPORT PROPOSALS VS. SUPPORT FOR STZ

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

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

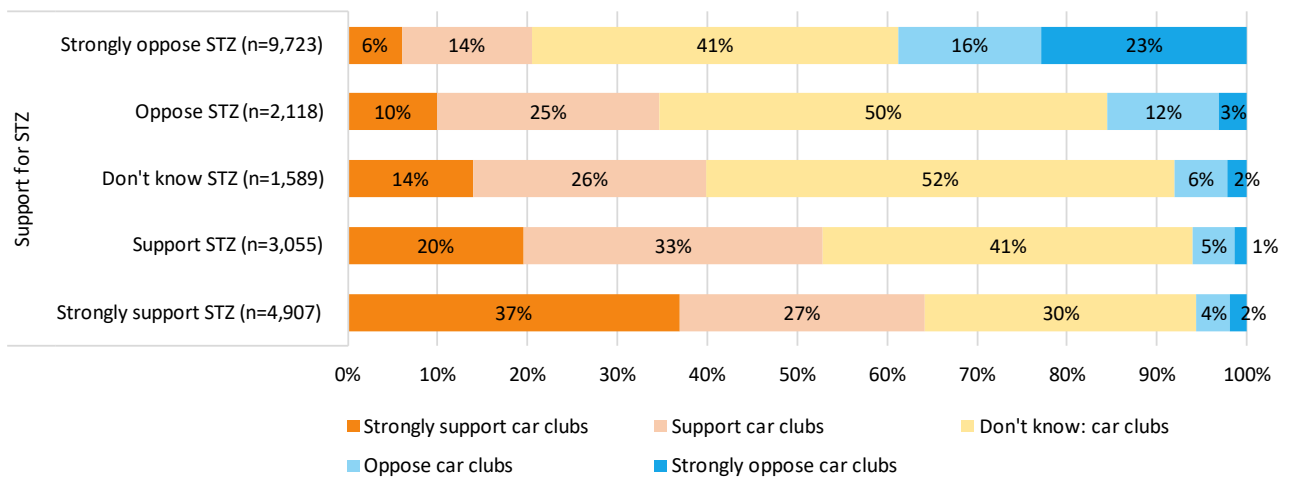
**Figure 8-2 - Improvements to footways and cycleways vs. support for STZ**



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

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

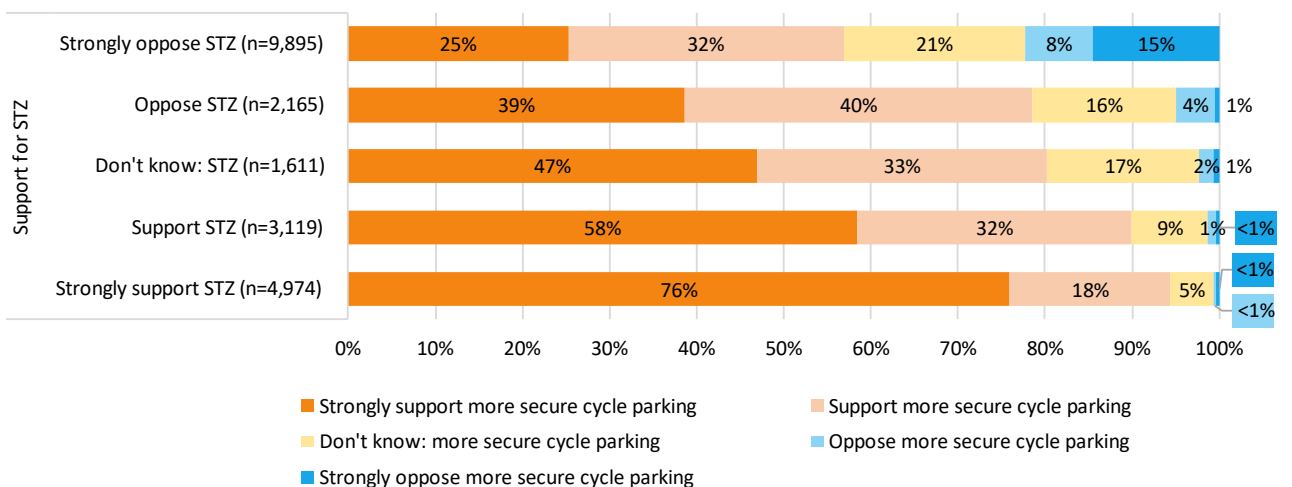
**Figure 8-3 – Support for car club vs. support for STZ**



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

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

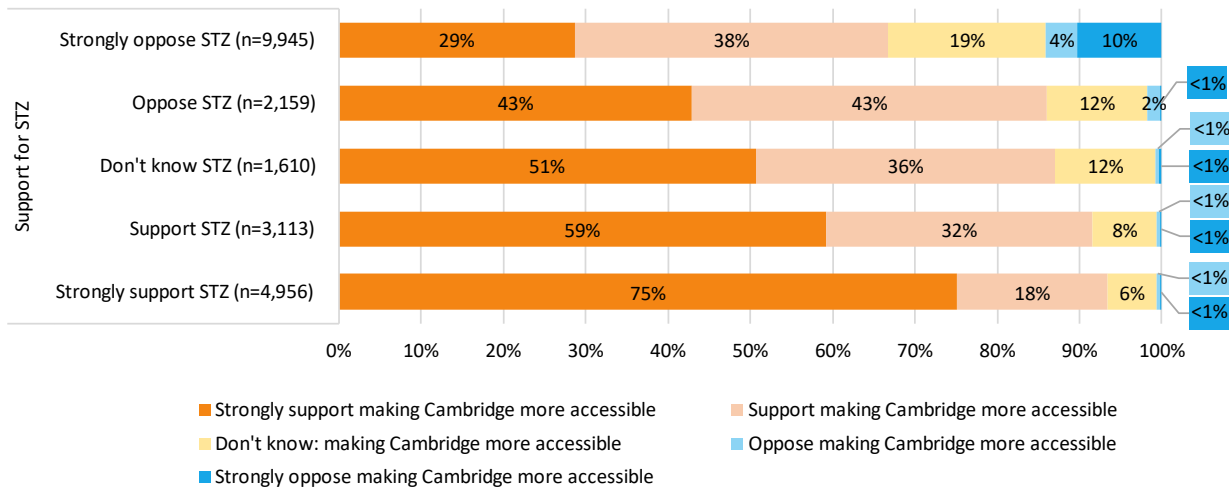
**Figure 8-4 - Support for more secure cycle parking vs. support for STZ**



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

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

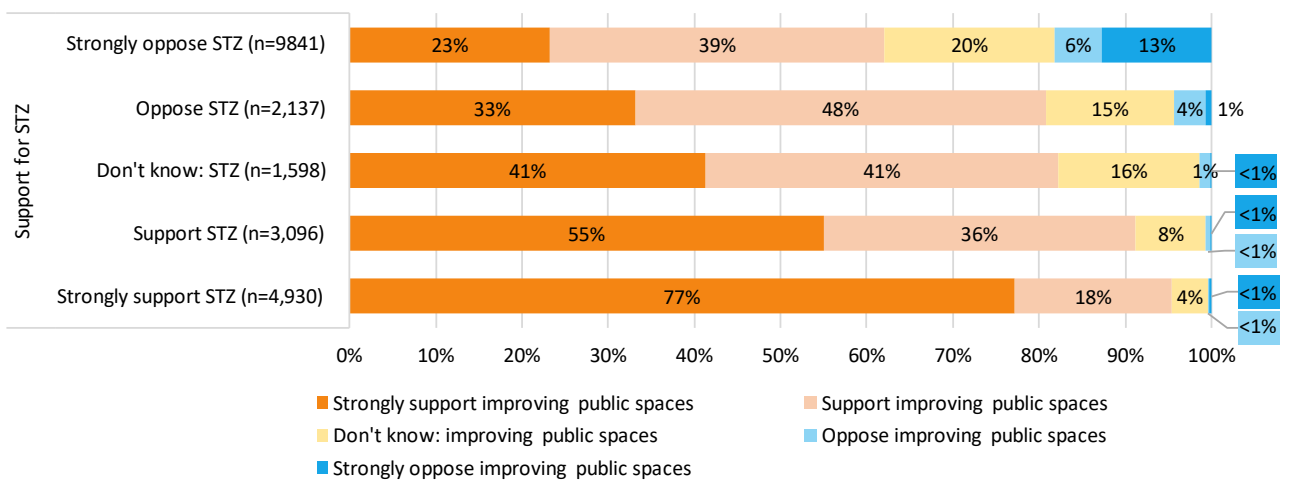
**Figure 8-5 - Support for making Cambridge more accessible vs. support for STZ**



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

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

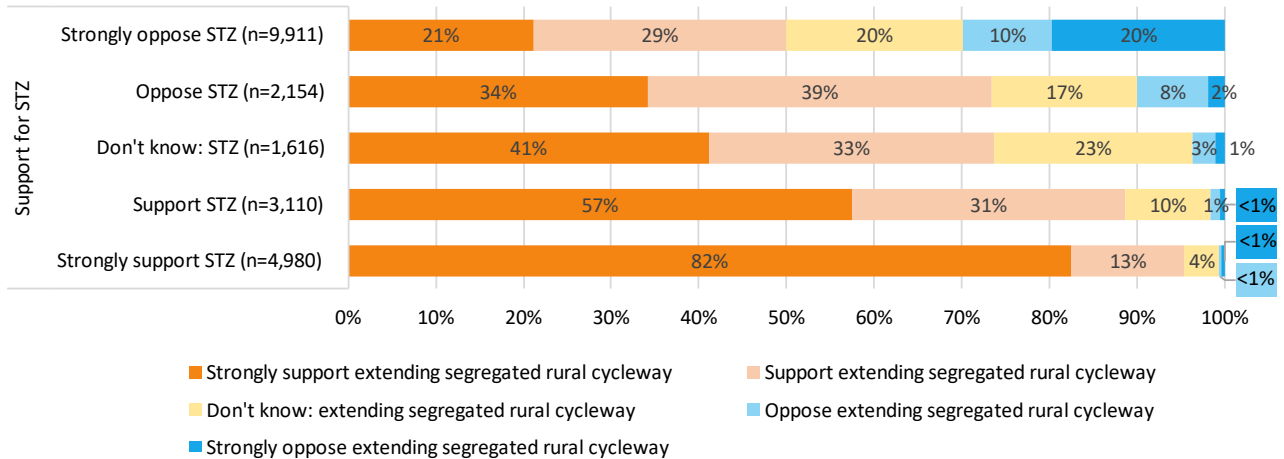
**Figure 8-6 - Support for improving public spaces vs. support for STZ**



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

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

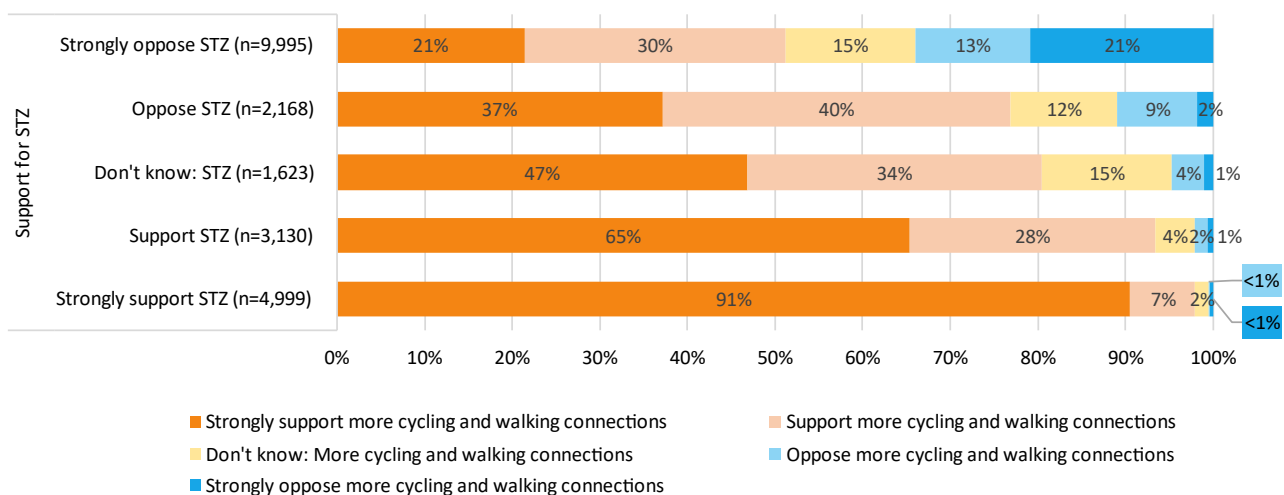
**Figure 8-7 - Support for extending segregated rural cycleway vs. support for STZ**



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

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

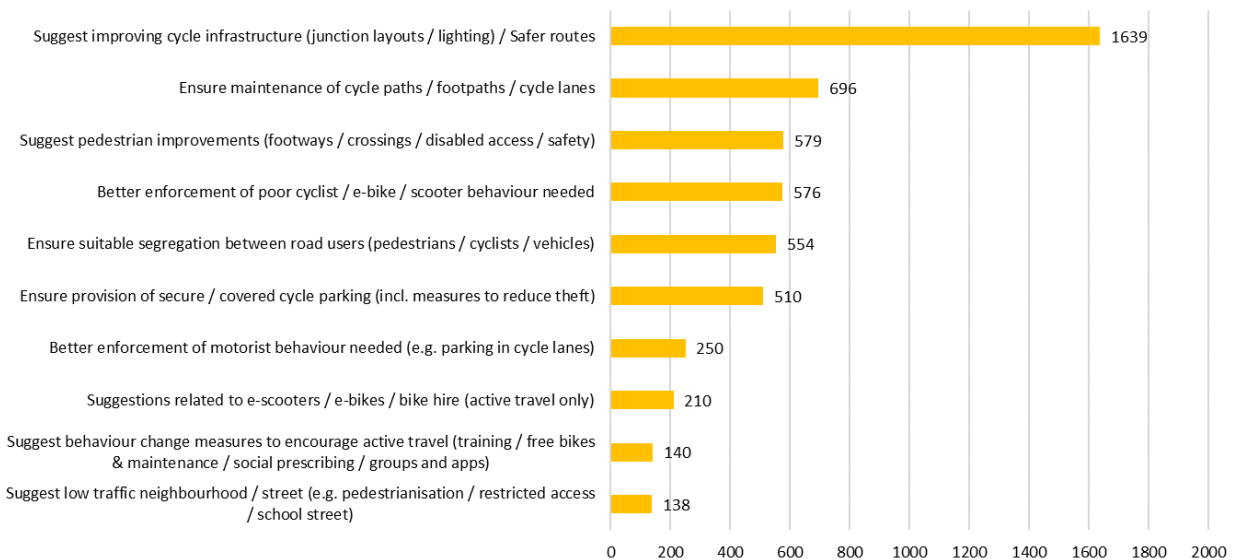
**Figure 8-8 - Support for more walking and cycling connections vs support for STZ**



### 8.3 FUNDING SUSTAINABLE TRAVEL IMPROVEMENTS WITH THE STZ

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

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



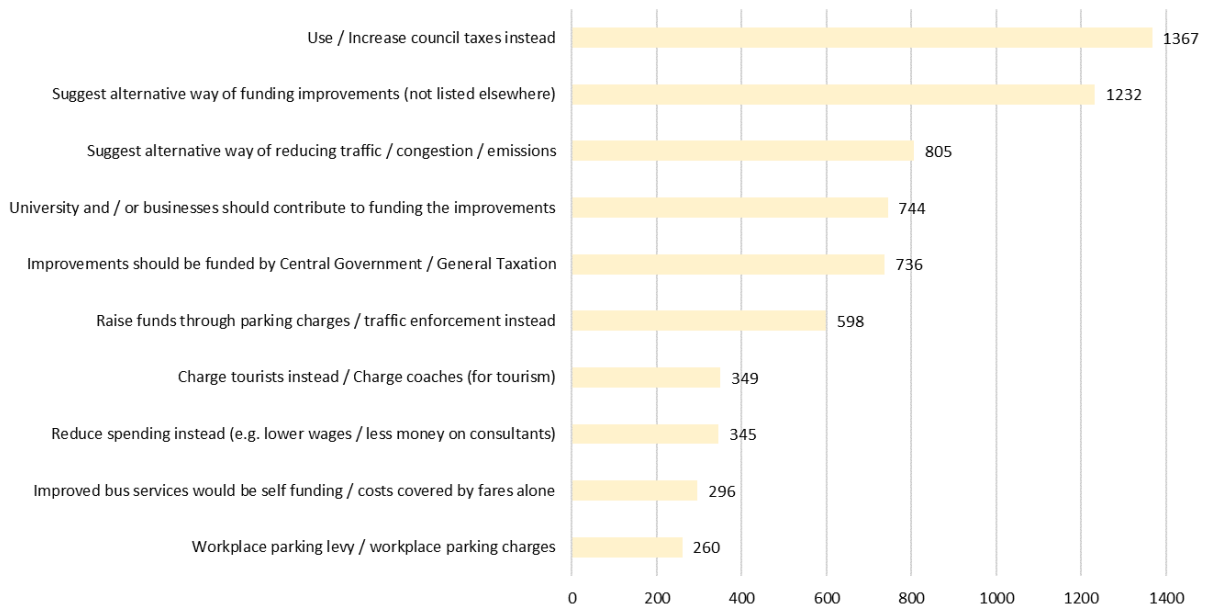
8.3.2. We know from Figure 8-1 to Figure 8-7 that those who oppose the STZ are still supportive of improvements to sustainable travel measures. Comments in the consultation questionnaire for alternative funding suggestions for improvements to bus services, walking and cycling from those opposed to the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

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

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

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

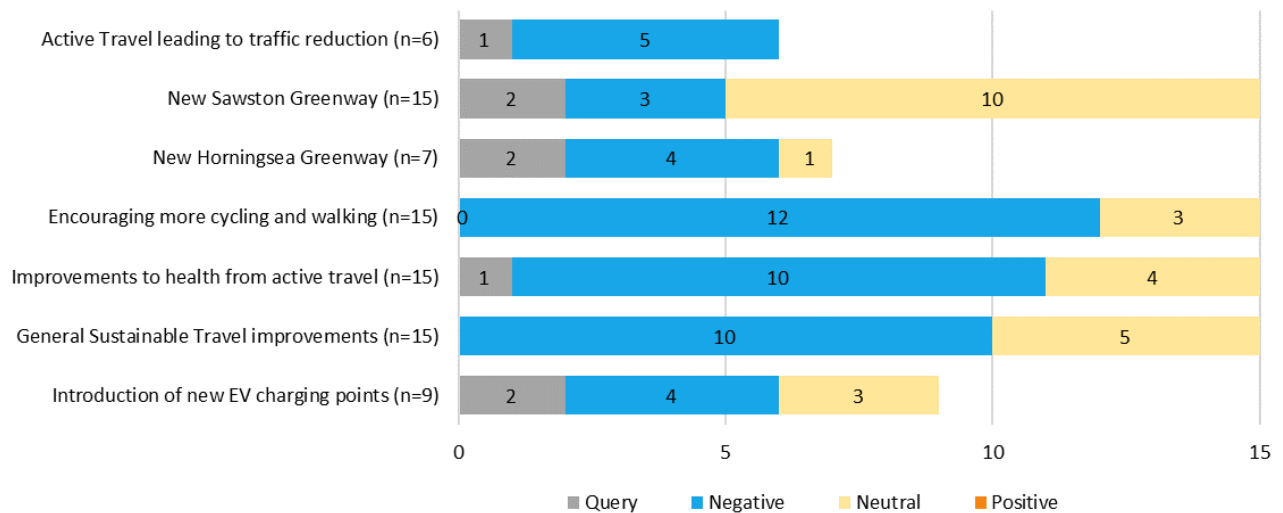
**Figure 8-10 - Alternative ways to fund improvements (n= 11,900)**



## 8.4 COMMENTS ON SUSTAINABLE TRAVEL PROPOSALS IN SOCIAL MEDIA

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

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



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

### SUPPORT FOR SUSTAINABLE TRAVEL MEASURES

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



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

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

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

## 9 IMPACT ON PROTECTED CHARACTERISTICS

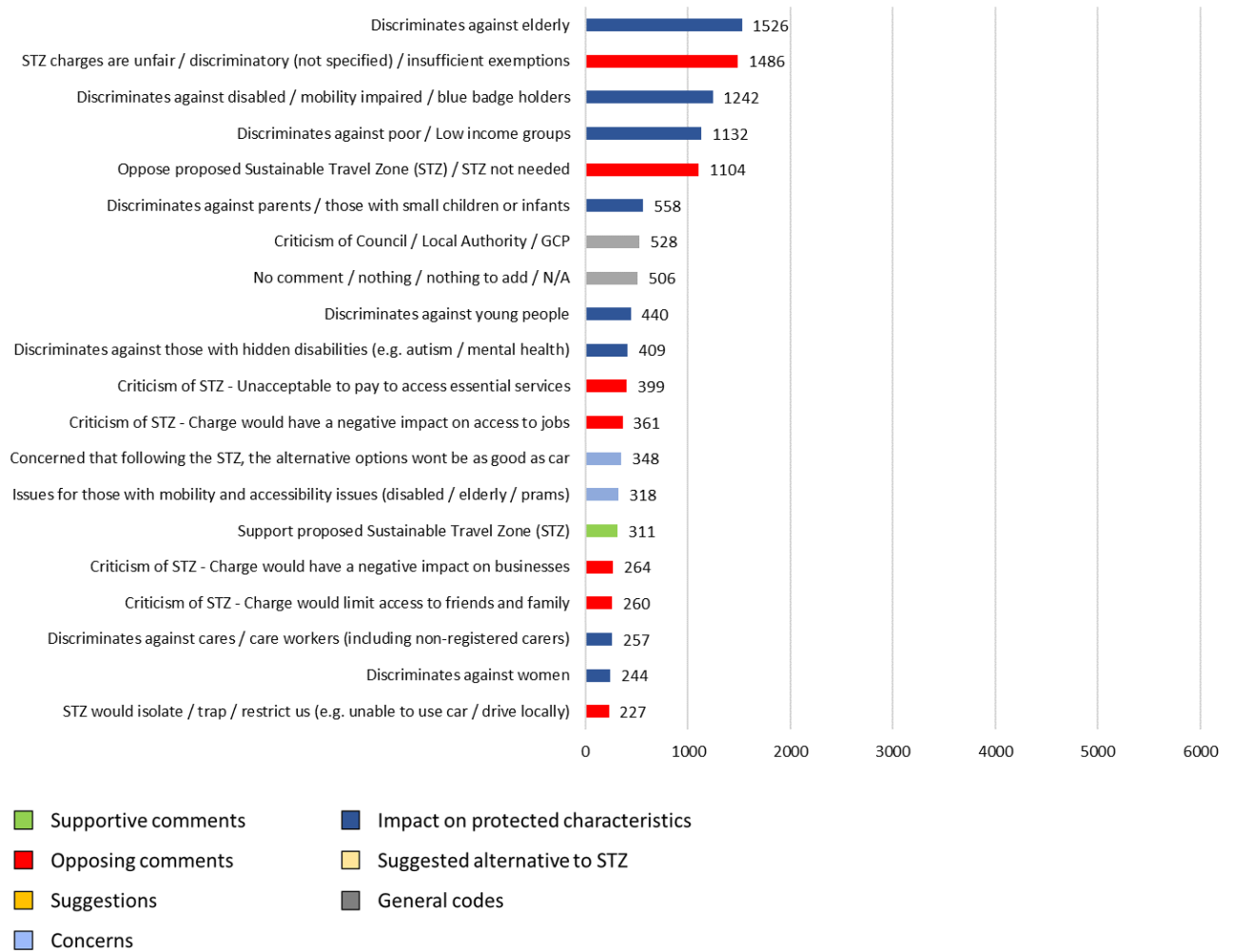
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- 9.1.1. When asked if the proposals would positively or negatively impact people with protected characteristics respondents were most concerned about how the proposals would impact on the elderly, with 1526 comments being made. Other protected characteristics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

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

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

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



## 10 FEEDBACK FROM ALTERNATIVE DATA SOURCES

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### 10.1 THIRD PARTY POLLING

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

### 10.2 COORDINATED RESPONSES

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

### 10.3 OPPOSITION GROUPS

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

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



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

## 10.4 SUPPORT GROUPS

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

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

### Cambridgeshire travel alliance supports travel zone proposals

24th November

ENVIRONMENT

TRAFFIC

TRANSPORT

CAMBRIDGESHIRE





## **10.5 POST CONSULTATION ACTIVITY**

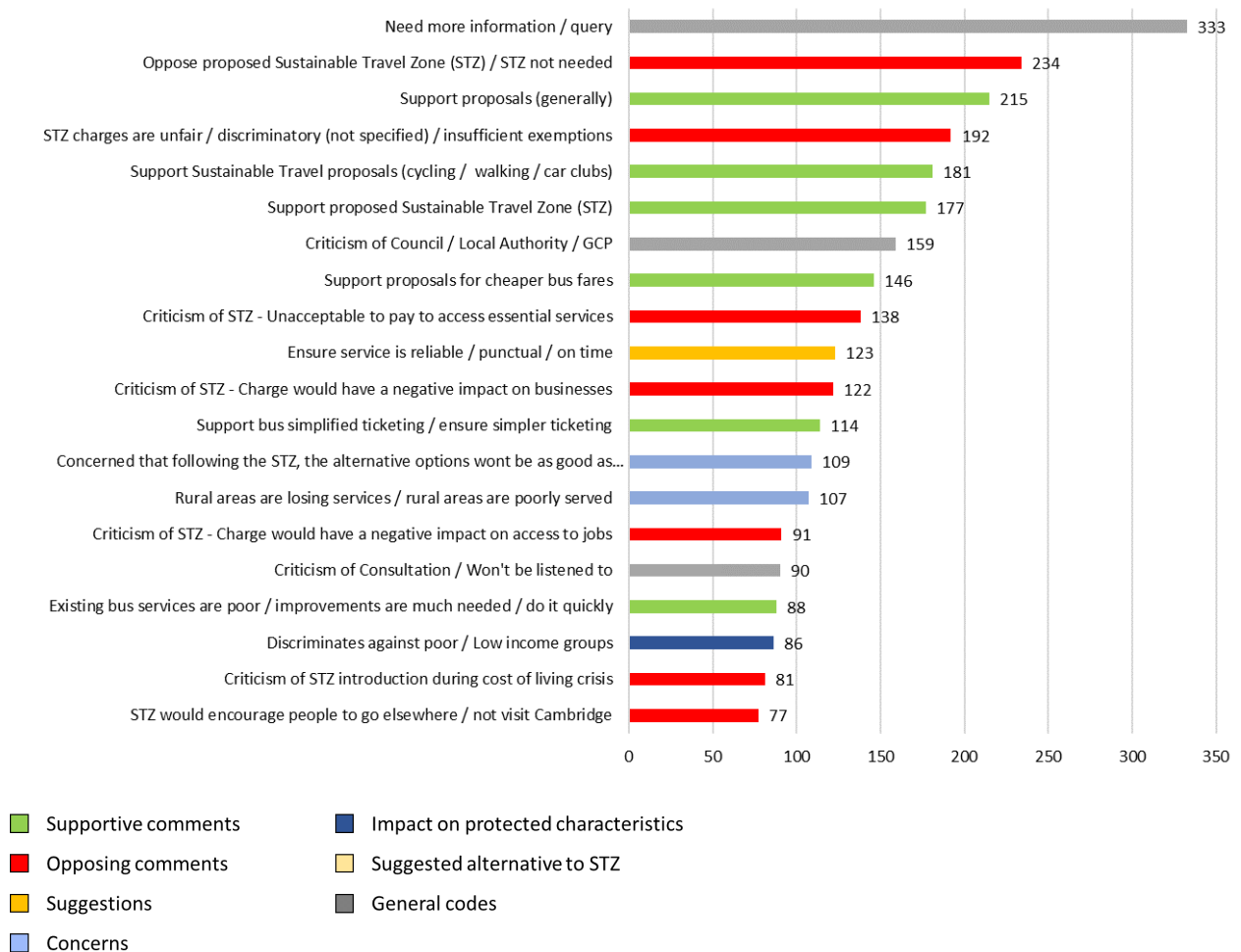
- 10.5.1. Discussion and debate regarding the Making Connections proposals has continued since the close of the consultation in December 2022. Notably this included a debate televised on the BBC that was participated in by a number of stakeholder groups both for and against the proposals.
- 10.5.2. GCP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

## 11 RESPONSES RECEIVED VIA EMAIL OR LETTER

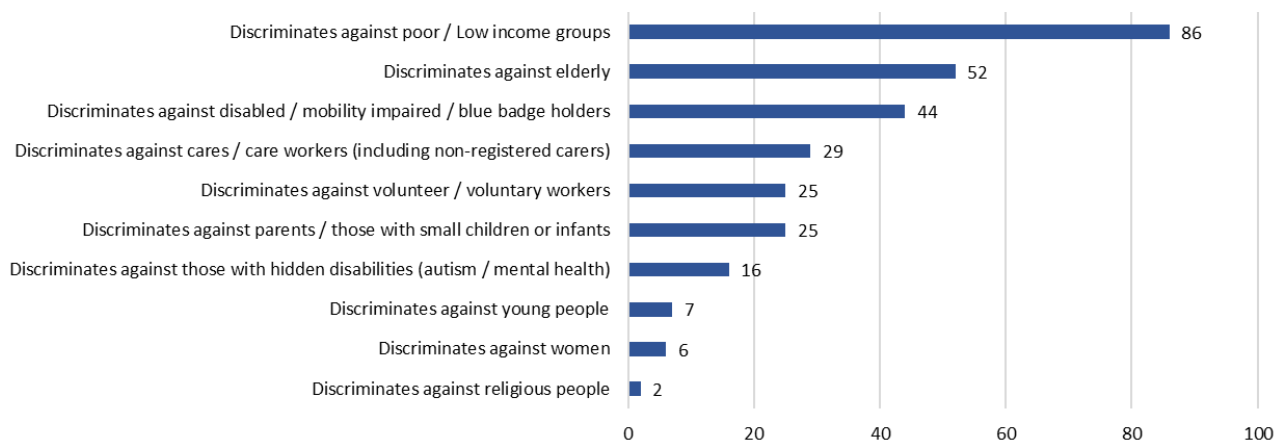
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- 11.1.1. In addition to the online questionnaire, it was also possible for members of the public and stakeholders to provide their views on the Making Connections proposal through written correspondence. A total of 10 hard copy letters and 894 emails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

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



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



## 12 SUMMARY OF FINDINGS

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### 12.1 CONSULTATION SUMMARY

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

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

#### **BUS IMPROVEMENTS**

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

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

## **SUSTAINABLE TRAVEL ZONE**

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

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

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

## **SUSTAINABLE TRAVEL MEASURES**

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



# **Appendix A**

## **MAKING CONNECTIONS SURVEY**

## MAKING CONNECTIONS SURVEY

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

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

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

### Bus Improvements

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

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

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

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

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

## Cycling, walking and other improvements

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

Question 7	<b>If a Sustainable Travel Zone was introduced, are there any other improvements you would like to see funded?</b>
Answers	

## Delivering improvements – a Sustainable Travel Zone

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

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

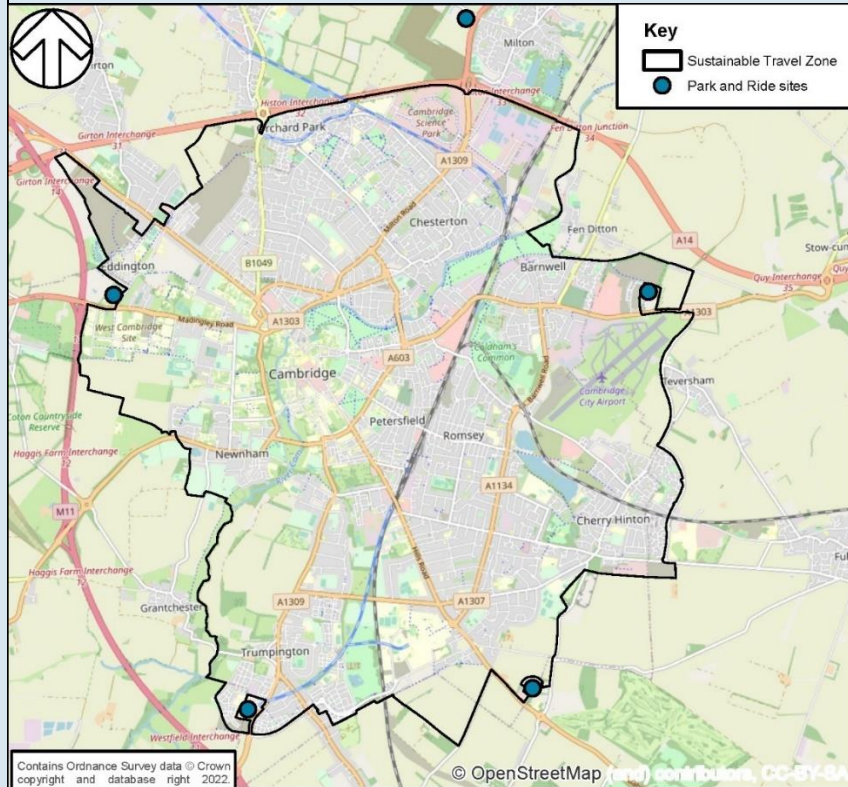
Question 10	<p><b>If you do not support the introduction of a Sustainable Travel Zone to fund improvements to bus services, walking and cycling, what alternative funding proposals would you propose to tackle the challenges faced by Greater Cambridge?</b></p>
Answers	

# Designing the Sustainable Travel Zone

## AREA AND HOURS OF OPERATION

Supporting Background

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



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

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

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

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

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

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

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

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



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

## CHARGE LEVELS AND DISCOUNTS, EXEMPTIONS AND REIMBURSEMENTS

Supporting Background	<p><u>Charge levels</u></p> <p>On weekdays, vehicles are proposed to be charged to drive anywhere within the Zone between 7am and 7pm. The charge would only need to be paid once and would cost car drivers £5, with higher charges for larger vehicle types.</p> <p>When assessing the options, it was found that a £10 charge provided more revenue and traffic reduction than a £5 charge, but that a £5 charge still meets the scheme’s objectives, with a lower financial burden on those paying.</p> <p>As in other places with similar schemes, different vehicles will be charged different amounts. The table below shows how the charge differs for each vehicle type.</p> <p>Not everyone would have to pay the charge and more information about discounts, exemptions and reimbursements is in the next section.</p>																												
	<table border="1"> <thead> <tr> <th>Category</th> <th colspan="2">Proposed Charge Levels</th> </tr> </thead> <tbody> <tr> <td><b>Cars</b></td> <td colspan="2">£5 per day</td> </tr> <tr> <td><b>Powered two-wheelers (motorbikes and mopeds)</b></td> <td colspan="2">£5 per day</td> </tr> <tr> <td><b>Light Goods Vehicles</b></td> <td>£10 per day</td> <td rowspan="4">Potential to explore a 50% discount for zero emissions vehicles</td> </tr> <tr> <td><b>Vehicles with over 9 seats (includes school minibuses etc) – except coaches and buses</b></td> <td>£10 per day</td> </tr> <tr> <td><b>Coaches</b></td> <td>£50 per day</td> </tr> <tr> <td><b>Heavy Goods Vehicles</b></td> <td>£50 per day</td> </tr> <tr> <td><b>Registered bus services</b></td> <td colspan="2">100% discount, potential to link to 2030 zero emission bus target</td> </tr> <tr> <td><b>Hackney Carriages (Taxis)</b></td> <td colspan="2">100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible £5 for those not meeting this</td> </tr> <tr> <td><b>Private Hire Vehicles</b></td> <td colspan="2">100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible £5 for those not meeting this</td> </tr> </tbody> </table>		Category	Proposed Charge Levels		<b>Cars</b>	£5 per day		<b>Powered two-wheelers (motorbikes and mopeds)</b>	£5 per day		<b>Light Goods Vehicles</b>	£10 per day	Potential to explore a 50% discount for zero emissions vehicles	<b>Vehicles with over 9 seats (includes school minibuses etc) – except coaches and buses</b>	£10 per day	<b>Coaches</b>	£50 per day	<b>Heavy Goods Vehicles</b>	£50 per day	<b>Registered bus services</b>	100% discount, potential to link to 2030 zero emission bus target		<b>Hackney Carriages (Taxis)</b>	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible £5 for those not meeting this		<b>Private Hire Vehicles</b>	100% discount if follow Cambridge City Licensing conditions, i.e. if zero emission (from 2028), and wheelchair accessible £5 for those not meeting this	
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Question 15	<b>Do you have any comments on the proposed charge levels?</b>
Answers	

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

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

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

## Impacts

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

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

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

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

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

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

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

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



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

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

## Your response

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

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

## Contact Details

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

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

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

Name:

Email address:

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

Yes

No

# **Appendix B**

## **SUMMARY OF STAKEHOLDER RESPONSES**

# SUMMARY OF STAKEHOLDER RESPONSES FROM MEETINGS

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

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

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

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

## Transport & Environment Groups

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

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

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

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

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

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

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

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

**Businesses**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Research Groups**

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

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

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

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

**Education & Young People**

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



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

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

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

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

**Health & Social Care Groups**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Community**

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

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

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

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

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

**Disability Groups**

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

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

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

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

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

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

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

### **Greater Cambridge Citizens' Assembly**

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

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

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

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

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

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

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

## **SUMMARY OF ORGANISATION RESPONSES**

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

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

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

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

## Educational Groups & Young People

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

## **Transport Groups**

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

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

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

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

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

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

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

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

### **Historic & Environment Groups**

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Businesses**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Queries and Suggestions

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

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

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

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

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

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

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

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



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

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

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

### **Political Groups**

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

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

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

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

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

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

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

### **Businesses (Logistics)**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Health & Social Care Groups**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## **Disability Groups**

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

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

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

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

## **Local & Parish Councils**

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Charities

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

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

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

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

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

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

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

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

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

### **Developers & Land Use**

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

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

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

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

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

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

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

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

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

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

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

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

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

# **Appendix C**

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



## A complete list of the stakeholder group meetings

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

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

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

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

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

Date	Stakeholder / Group / Event	Type of Event
7 February 2023	Cambridgeshire Chambers of Commerce	Stakeholder Meeting

# Appendix D

## DEMOGRAPHICALLY REPRESENTATIVE POLL

## Demographically representative poll

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



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

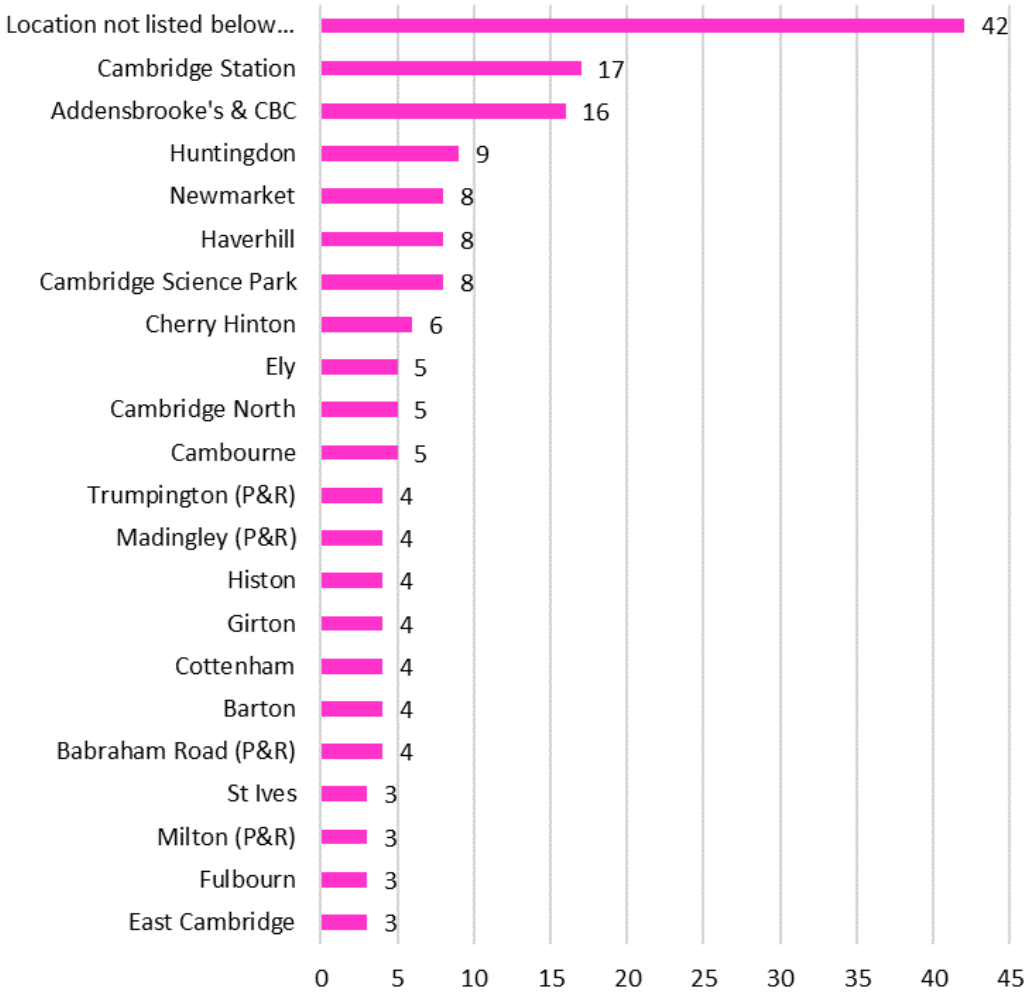
	On foot
<b>Q22 (6)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Cycle
<b>Q22 (7)</b>	What forms of transport do you use and how frequently in the Greater Cambridge area?  Scooter
<b>Q22 (8)</b>	What forms of transport do you use and how frequently in the Greater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

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

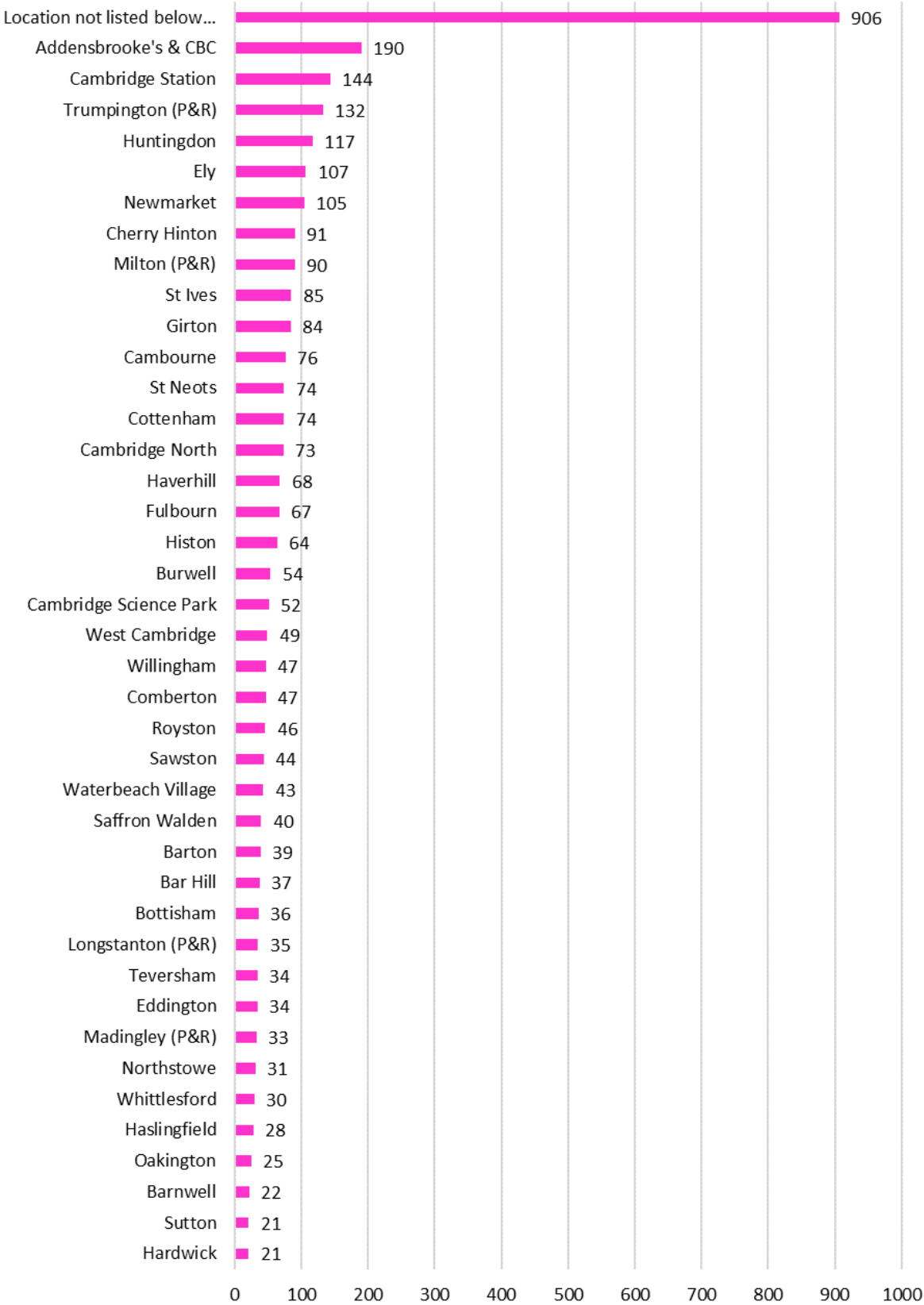
# **Appendix E**

## **LOCATION SUGGESTIONS FOR BUS SERVICES**

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



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



# Appendix F

## COMMENTS IN COORDINATED RESPONSES

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

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



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

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

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

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

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

