

**Summary Report**

***Tackling Congestion in Cambridgeshire -  
Stakeholder Workshops***

**Prepared by**

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## ***Executive Summary***

### ***1. Purposes of the workshops***

The purpose of the workshops was to enable stakeholders to consider Cambridge and Cambridgeshire's traffic congestion problems, the options for reducing them and the constraints on implementing those options.

### ***2. Format of workshops***

The workshops began with an open session during which participants, working in small groups, expressed their views on how to reduce congestion. These were then reviewed and discussed in plenary before an officer from Cambridgeshire County Council (CCC) explained the Council's current plans and proposals to deal with congestion, including the County's bid to the government's Transport Innovation Fund (TIF).

Running the workshops in this order gave the participants the opportunity to think about the options and constraints, and consider the views of others, before discussing the Council's proposals. This meant that by the time the current CCC proposals were presented, participants were in a position to ask astute and challenging questions, reflecting the issues they had discussed in the earlier session.

### ***3. Near consensus on the problem***

It was clear that the great majority of stakeholders agreed that congestion in the city of Cambridge and on the routes into it is a major and increasing problem at certain times of the day. There was also general agreement that something needs to be done about it for social, economic and environmental reasons, particularly when plans for significant new housing developments are taken into account.

A few participants in the workshops challenged the need for any intervention, taking the view either that congestion levels will reach the point where they have a damaging economic effect, people and businesses will begin to move out, and this will redress the balance, or that any measures to reduce congestion will create other and possibly worse problems.

### ***4. Carrots or sticks?***

The workshops asked participants to think about both carrots (positive steps to reduce congestion) and sticks (options that would penalise transport choices that add to congestion).

A strong sense emerged from all the workshops, including those outside Cambridge, that reducing congestion needs to start with carrots such as improving and integrating public transport, in particular the bus routes into and around the city, encouraging walking and cycling, developing further park and ride schemes, and adding peripheral railway stations with direct access to London.

Among the sticks participants considered were congestion charging, increasing parking charges, further restrictions on parking, charging for driver only cars, and extended traffic free zones. There was significant but not overwhelming resistance to congestion charging.

Participants found it easier to talk about carrots than sticks, but it was clear that they were willing to consider the relative cost effectiveness of different options, and recognised the overall need for significant additional funding to tackle congestion. When CCC officers explained the options and their relative advantages and disadvantages, participants increasingly recognised the need for sticks, including congestion charging, as well as carrots.

It was clear that some stakeholders came to the workshops with a strong preference for or against congestion charging. Those in favour tended to be so for environmental reasons, although a group of hauliers at one meeting supported congestion charging for commercial reasons. Those opposed were mainly concerned about the additional costs it would impose, particularly on lower paid workers, and consequent recruitment problems for businesses and public services.

Although most stakeholders did not see congestion charging as a preferred way forward, when discussion began to focus on how to pay for other measures most tended to discuss how congestion charging revenue could be used.

In terms of the acceptability of any kind of charging to reduce congestion, it was clear from all the workshops that having 'carrot' measures in place before charging begins would be an absolute prerequisite. Cambridgeshire County Council's proposals to the Transport Innovation Fund reflect this point.

## **5. Conclusions**

These workshops were well received and enabled the Council to provide detailed information on current proposals as well as responding to questions in a constructive atmosphere.

It was clear from the questions that for congestion charging (or some other form of demand management) to be acceptable, people needed to be convinced that the revenue generated would be used directly to improve public transport and other measures to reduce congestion.

It was also clear that it is the *details* of carrot and stick measures, and their specific consequences for people living and working inside and outside Cambridge in different locations and income groups, which will ultimately determine their acceptability.

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## **1. Introduction**

### **1.1 Background and purpose**

Cambridgeshire faces one of its biggest challenges yet. The county has been earmarked for huge growth with 48,280 new homes being built by 2021. Whilst this brings new opportunities and jobs, it also means more cars and more congestion. Cambridgeshire County Council (CCC) has developed a long-term and ambitious vision for transport provision in the area, as well as measures to help stem the growth of congestion.

With this vision in mind, CCC has responded to an invitation to submit a bid to central government for £500 million under the Transport Innovation Fund (TIF), which aims to help local authorities reduce congestion through innovative local transport packages. In order to qualify, local authorities must combine better public transport and other alternatives to using a car, with some form of demand management such as congestion charging.

While waiting for the Government's decision on Cambridgeshire's submission for TIF funding, CCC wanted to hear what stakeholders in Cambridgeshire think about its emerging plans and the TIF proposal.

### **1.2 The process**

CCC commissioned Dialogue by Design, a company specialising in running public and stakeholder engagement processes, to organise a series of stakeholder workshops between November 2007 and March 2008. Of the nine workshops held, five were held in Cambridge and four were held in towns in Cambridgeshire (Ely, Sawston, Huntingdon and March). Two of the five workshops held in Cambridge were aimed at specific stakeholders, schools in one instance and South Cambridgeshire Parish Councils in the second.

Each of the workshops followed a similar structure so as to allow for comparison of comments received across all meetings.

The workshops gave stakeholders more information about the county's emerging plans, followed by an opportunity to explore the issues from their perspectives and have their questions answered.

### **1.3 Marketing and recruiting for the workshops**

Over 2500 stakeholders from various backgrounds were sent an invitation letter along with a reply form, which encouraged them to choose one workshop to attend. If they were unable to attend they were encouraged to nominate a representative from their organisation to attend in their place.

The stakeholders invited came from the following sectors:

- Businesses;
- Schools;
- Parish councils;
- Councillors;
- Residents associations;
- Partner organisations (health, welfare, advice and environmental); and
- Voluntary groups (advocacy/action groups, charity and community groups).

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Of all the stakeholders invited 285 registered to attend a workshop and 173 went on to participate in a workshop. The full list of organisations who participated in the workshops is outlined in Appendix A.

### **1.4 Analysis of findings**

Throughout each of the workshops, facilitators recorded comments made by participants on flip-chart paper. These comments were then written up to form a transcript of the workshop, which was then circulated to all who attended. Participants were also asked to fill in a short questionnaire to evaluate the workshop they attended.

The transcripts and evaluation summaries have formed the basis of this summary report and, where applicable, specific details from each of the workshops have been included in the appendices.

## **2. Dealing with congestion**

At each workshop participants were asked to consider possible solutions to Cambridge's congestion problems. All but two of the workshops divided these ideas into two categories – carrots and sticks – those changes which would encourage people out of their cars and those solutions that would impose penalties for using the car.

Once people had listed the carrots and sticks, they were asked to use stickers to prioritise which of the ideas on the lists they felt would be the most effective means of reducing congestion. Each individual was given three stickers and asked to allocate them amongst the ideas (all stickers could go on one issue or they could be spread around the various ideas). It should be noted that this was not a voting exercise; the aim was to get a sense from each group of people which ideas would be most effective or should be explored further.

See Appendix B for a list of the ideas raised during each of the workshops and which were subsequently prioritised.

### **2.1 Carrots**

Across all seven general stakeholder workshops there were a number of recurring ideas prioritised by the participants. These tended to relate to public transport and in particular:

- Improving bus routes;
- Extending start and finish times of buses and trains;
- Increasing the frequency of public transport;
- More integrated public transport (between buses and trains);
- Free and efficient park and ride; and
- A schools-only park and ride system / more school buses.

In addition to these ideas, the Schools and South Cambridgeshire Parish Councils workshops came up with the following:

- Free public transport (for Under 18's or for all);
- More money for safety around schools including barriers and crossings, as well as safe and disabled parking; and
- Using some of the park and rides as hubs for rural and school buses as well as National Express and other coach lines.

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There were very few differences between the ideas raised in Cambridge and the workshops outside the City. Those differences that did emerge tended to be around the need for improvements in the main arterial roads into Cambridge, the need for some of the peripheral railway stations to have routes to London to avoid the need to go into Cambridge to get a train out, and more and better park and ride and rural bus services.

Further analysis of how people saw different solutions working is provided below under a series of key headings.

**Bus:** Regardless of where the workshop was held, there were a lot of ideas aimed at improving the bus services so that people would be encouraged out of their cars. Making buses and bus stops more attractive and safe, smaller buses, cheaper or no fares, more bus lanes and a suggestion to move the main Cambridge bus station, were all raised at more than one of the workshops.

**Rail:** Suggestions here included increasing freight transport on railways, increasing the carrying capacity of commuter trains to Cambridge, and making some of the peripheral railway stations run routes to London. A few workshops suggested that the council should consider building an underground system or reinstating a tram.

**Integration of transport systems:** There was a strong sense from all the workshops that buses, trains and bicycles should be more integrated. Ideas included smart cards that can be used across all transport modes, more cycle racks, and making it easier to put bikes on trains.

**Road system improvements:** There was a sense from some of the participants that improving roads would contribute to reducing congestion. Aside from suggested improvements to roads outside Cambridge, other suggestions included a ring road for Cambridge, one-way systems and improved traffic light sequencing.

**Housing and development issues:** Some of the participants made a link between all the new and planned development both inside and outside Cambridge. There was a sense that new developments need to be designed to minimise car usage and travel into Cambridge.

**Bicycles:** There were a great many suggestions around improving facilities for bicycles, improving cycle parks, cycle lanes, and pick up and drop off sites for hire bikes.

**Fiscal incentives:** There were a number of suggestions for providing people with fiscal incentives for getting out of their cars. These included tax relief for using public transport and tax relief on one-car households.

**Work/business issues:** There was a lot of discussion about the business success of Cambridge, and the growth of business parks on the outskirts of the City. There were suggestions that included business travel plans, car sharing schemes flexible work times and tele-working schemes.

**School run issues:** The contribution of the school run to congestion in Cambridge came up repeatedly. Suggestions included park and ride for school buses, dedicated school buses, differing start and finish times for schools and walking clubs.

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## 2.2 Sticks

Once again, across all seven general stakeholder workshops, there were a number of recurring issues prioritised by the participants. These related to influencing car use – in particular:

- Increasing parking charges;
- Constraining the supply of parking;
- Penalties for not car sharing/ benefits for car sharing;
- Congestion charging; and
- Traffic free zones.

In addition to these ideas the Schools and South Cambridgeshire Parish Councils workshops came up with the following:

- Congestion charging period from 5-7pm (i.e. rather than CCC's current proposal for 7.30am-9.30am) as this would mean that low paid key workers, e.g. teachers and carers who started and finished work early could avoid it; and
- Getting tough with bus contractors so timing and quality of service is better.

Once more, there were very few differences between the points raised in Cambridge and those workshops outside the City.

Further analysis of how people saw different solutions working is provided below under a series of key headings:

**Parking:** There was discussion about the need to increase the charges for public parking in the City centre; and also the need to constrain the availability of parking, whilst still ensuring there are adequate spaces provided for people with disabilities. Some discussion was also had about workplace parking and whether it is viable to make these people pay for their parking spaces.

**Congestion charging:** There was a significant amount of discussion around congestion charging and the form it might take. Participants wanted to understand the implications of start and finish times for a congestion charge. For example, if the times were limited to between 7.30am and 9.30am, would this result in two peak times? (Just before the start and just after the end of the congestion charge period.) Discussion was also had around whether different types of vehicles would need to pay different rates, and what the limits to the charge zone would be. Whether there should be exemptions to the charge and who would be exempt were also topics of hot debate with many different views on the matter.

Discussions about congestion charging expanded into discussion about the possibility of applying tolls to particular roads, or having a standard charging scheme across the whole country when it comes to vehicles and road usage.

**Car sharing:** There was a suggestion from one group that there should be penalties for those who do not partake in car sharing (i.e. for single occupancy cars). More often people discussed that shared cars could be allowed use of bus lanes as an incentive. Other discussions around car sharing touched on the school run with one group prioritising the need to penalise people on the school run if they used a car at all.

**Traffic free zones:** There was a sense from a number of the participants that increasing the number of pedestrian-only areas would significantly reduce the amount of congestion in the City.

### 3. Proposals and constraints

At each workshop participants were given the opportunity to ask questions about the proposals and possible constraints related to congestion. A representative from Cambridgeshire County Council fielded these questions.

See Appendix C for a list of the questions and comments raised during each of the workshops.

Recurring questions at the workshops related to a number of key areas and included:

#### **Funding:**

- ***What is the application process for funding?***

The County Council has applied for £517 million. For this application to be considered by the government, congestion charging must form part of the proposal. A consultation process is being carried out where the results will be reported to Cabinet, where a decision then needs to be made. Should Cabinet choose to continue with the bid, this, or a version of it modified following consultation, will be taken back to Council with the government offer (should the bid be successful). The county would also carry out a further consultation on the specifics of the resulting scheme.

- ***If we get the funding what proportion will go towards what?***

Congestion charging is a condition of the funding: around £30million of the bid would go towards the setting up of a congestion charge, and the rest would go towards improvements to the transport network (carrots). Improvements would include segregated busways and improving bus services (£90million), a new train station at Chesterton and a new train, smart cards and promotion of the scheme on public transport. There would also be significant improvements to the cycle network (£50million). The full list of proposals (costed) are on Cambridgeshire's website [www.cambridgeshire.gov.uk/congestion](http://www.cambridgeshire.gov.uk/congestion).

- ***What is Plan B if the County does not get the funding?***

Essentially there are three scenarios:

- 1) The County Council could decide not to implement a congestion charge and to carry on making use of only the funds it has available to it at the moment;
- 2) The County Council could reject a congestion charge, but choose to introduce some other form of demand management. In this case, it is likely that, although congestion would worsen from today's levels, it would not reach the levels that it would were the County to decide to go ahead with the first option. It is also possible that the chosen form of demand management (for example, increased parking charges) could raise some form of income for improvements to the transport infrastructure to be made, although not on the same scale or as quickly as it would be if the County were to choose to accept government funding and introduce a congestion charge; and
- 3) The County could decide to introduce a congestion charge even if the Government does not provide TIF funding. This being the case, the County could borrow money to implement improvements, paying it back through the charge. In this case, it should however be noted the funding available for implementing improvements would be significantly less than might be available through government, so the level of improvements introduced would be substantially smaller and / or take a much longer time to deliver. It should be recognised that the proposed housing developments are likely to go ahead whatever decision the County makes in respect of transport infrastructure.

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- **Cambridge-centred – what about other towns?**

The proposed TIF funding is very Cambridge-centred. However, the TIF fund could free up the existing Local Transport Plan funding for use elsewhere throughout the county, in addition to which, depending upon decisions made by the County Council, some of the income from congestion charging may address congestion issues outside Cambridge.

**Consultation:**

- **What consultation has been done to date and with whom?**

The consultation included 37 road shows for the general public, questionnaires, and stakeholder workshops which over 2000 groups were invited to attend. A series of detailed discussions have also taken place with particular stakeholders including Addenbrookes Hospital, the Science Park and the universities. All views from the consultation will be reported back to councillors and displayed on the County Council's website [www.cambridgeshire.gov.uk/congestion](http://www.cambridgeshire.gov.uk/congestion) with other background information.

**Congestion:**

- **What if we do nothing?**

Currently it is estimated that 90,000 cars come into Cambridge each morning. An extra 48,280 houses will lead to some 20,000 more trips per day (infrastructure costs should be built into the development costs for these new houses). If nothing is done to counter increasing congestion, journey times will become less and less predictable. Doing nothing is not considered a viable option.

- **What lessons has the County Council learnt to date?**

Studies have shown that the best chance to change people's habits is when they move house, since public transport can be made more attractive in these circumstances. Where congestion charging has been introduced (e.g. London) it has never been removed.

**Congestion charge:**

- **What will the income from the congestion charge go towards?**

Currently the County Council envisages £35 million per year income. The cost of administration is estimated to be £10 million per year. The remainder could be put towards maintaining and improving transport throughout Cambridgeshire. A new transport bill going through Parliament at the moment will make it a legal requirement that revenue from congestion charging will be spent on transport locally.

- **What will be the effect of a congestion charge on low-income earners?**

Studies have shown that people with incomes less than £15,000 tend not to have cars. Those who do have cars tend to work shift work.

- **Have you considered the impact of congestion charging on businesses?**

Other charging schemes show that there tend to be some winners and some losers. Winners tend to be the logistics industry, the software industry and higher education; and the losers tend to be the retail industry (although only in the short term). The County Council notes that the introduction of a congestion charge may encourage a shift in working practices.

- **Where would the boundary of the congestion zone be?**

County Council modelling indicates that if the boundary of the congestion zone is too far out, not enough facilities will fall within the zone. However, if it is too far in, traffic will go around in circles outside the zone, resulting in increased congestion there. The current proposal puts the boundary on the A14/M11. The County notes that there is a need for more affordable housing near where people work.

- ***What is the proposed time for the congestion charge?***

Currently it is from 7.30-9.30am. Modelling has shown this would achieve a 6% shift in the rush hour and that there would be a 10% reduction in car trips and accidents.

- ***When would the charge be introduced?***

If a decision were made to go ahead with the scheme, the congestion charge could be in place within five to seven years. However, if we are to proceed with such a scheme, the vast majority of the carrots (i.e. alternatives to the private car) would be in place first. The carrots could be in place as early as 2012, but 2014 may be more realistic, as some major growth is expected by 2016. Research shows that on their own carrots will only reduce congestion by 3% on future traffic levels, which would mean that congestion would be much worse than today.

- ***What opportunity is there for exemptions?***

There was a huge variety of opinions as to who should be exempt – no decision has been made on this yet.

### **Public transport in general:**

- ***What are the plans for public transport outside Cambridge?***

Current proposals outside of Cambridge are to increase bus services along key corridors throughout the county and to improve connections from villages to these corridors. All bus companies are being consulted – the full mix of commercial services and others. However, it will never be possible to provide buses connecting every single village in the county to Cambridge on a frequent basis and for this reason improvements to park and rides and trains are also being examined.

- ***Guided busway...***

It is scheduled for completion in Spring 2009. It goes from St Ives to the outskirts of Cambridge, and then on roads through the centre of Cambridge (if the TIF funds are received this will be a segregated route) to the railway station and then on to the park and ride in Trumpington. Many users of the guided busway will come from Northstowe where every house will be within 400m of a bus stop.

- ***Trains***

CCC is considering a new station in Chesterton. The station will be accessible by car, without entering the congestion charging zone. It would be well located as the A10 already has a lot of traffic, and additional housing along this corridor is likely to see this traffic increase. A station in Chesterton would also be useful for science park commuters from, for example, Ely. CCC is also examining a new train service from Ely to Cambridge, increased frequency of service and additional parking at railway stations. It should be noted that rail tends to be more strategic and longer distance and that it is expensive to extend and improve.

- ***Buses***

The Council is proposing various segregated bus routes and new routes, which will improve travel times and reliability and an increase in the quality and frequency of services. There are also some plans for an orbital route. The Council acknowledges the need to change the way buses operate in the centre of Cambridge to improve the flow. The County is also considering introducing a smart card similar to the London Oyster card.

- ***Has the option to have an underground in Cambridge been explored?***

The cost of building a single short road tunnel under Coldham was examined at one time, but given that the cost was about £50m, it would seem likely that the cost of building a whole underground system would be prohibitive.

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## 4. Additional comments

At each of the workshops, people were given additional comments sheets, where they could write any additional comments or make points they had not had time to make at the events.

Most of the additional comments were made by people who attended the workshops in Cambridge. This may be due to the larger group sizes at these workshops so there was less time for people to make all their points.

See Appendix D for a list of the additional comments made at each of the workshops.

In summary, additional comments that were received tended to expand upon the views aired during the workshop. They relate to:

**Congestion charging:** The potential for exemptions, whether it be for residents who live within the zone, or for those who own motorcycles (in which case the use of mopeds, scooters and motorcycles should be promoted).

**Buses and trains:** Examining the capacity and the integration between different modes of transport, and also the reliability and frequency of buses in relation to park and ride. The issues related to Chesterton Station were raised again in this section by some participants, particularly in relation to improving the surrounding infrastructure.

**Cycling and walking:** Improving the conditions in Cambridge to allow for more cycling and walking, including more pedestrianised areas and also the integration of cycling with public transport.

**Overall plan:** Considering growth versus infrastructure and how it can all be linked together.

The two specific workshops (one for Schools and one for South Cambridgeshire Parish Councils) came up with similar comments with the addition of the following:

**Increasing safety around schools and of children:** This includes more barriers, pedestrian crossings, speed reducing measures, and lollipop patrols. Another suggestion was that adults travelling with children in cars should have the highest priority as it is less safe for children to decamp from parents' cars at park and ride, wait for school buses or even cycle.

**Funding for schools to reduce school run demand:** Schools promoting safe cycling and walking to school. This would require money to fund cycle sheds and improvement of cycle paths.

**Maintaining small businesses in villages:** By maintaining small businesses such as post offices in the villages people will have less need to travel by car to seek products or services elsewhere.

**Implementing a dial-and-ride for buses:** This would mean that people can book a bus (cheaper than a taxi) and this would result in fewer buses running with no passengers from small villages.

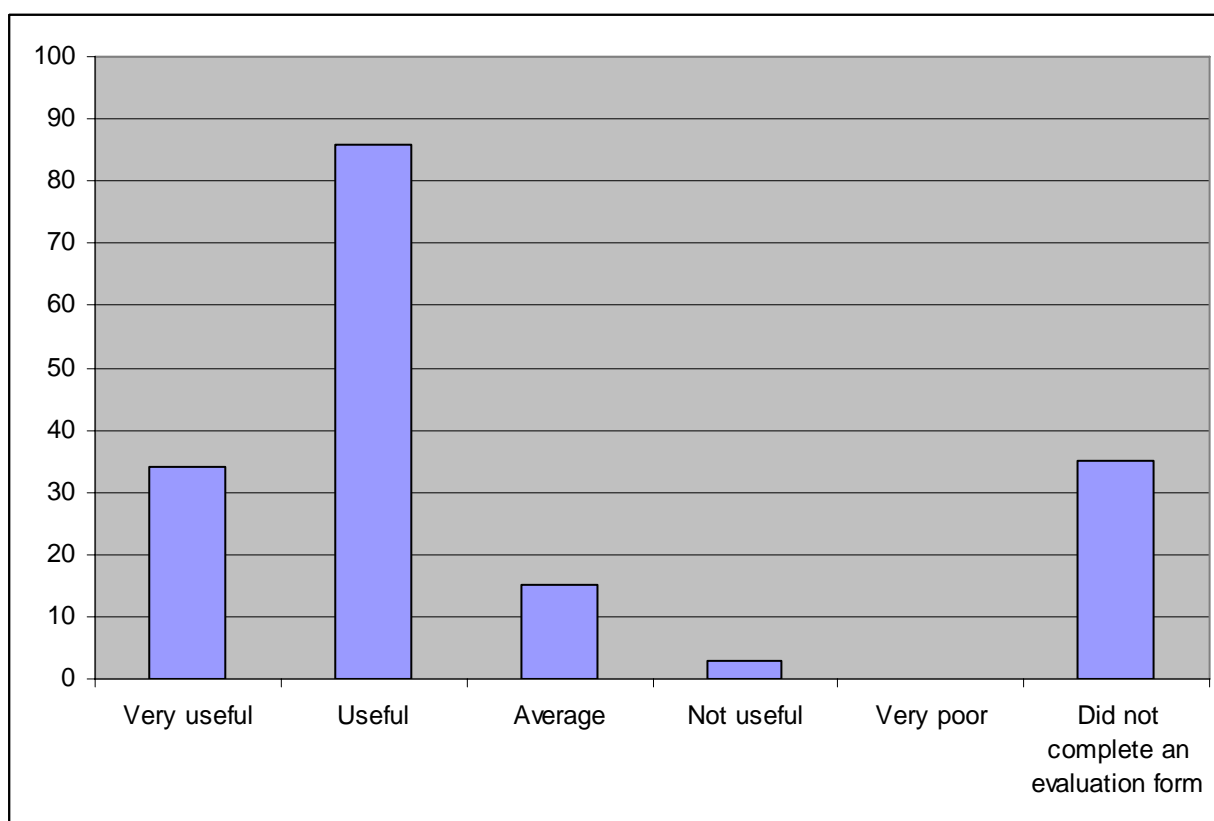
**Nationalise all transport:** Government needs to take responsibility for transport across the UK and integrate it geographically as well as modally, with single end-to-end ticketing.

## 5. Evaluating the workshops

Participants were given the opportunity to fill in a short questionnaire to evaluate the workshop they attended. Appendix E outlines the responses received at each of the workshops to the evaluation form.

In most cases, participants found the workshop either useful or very useful (see Table 1 overleaf). The meeting specifically for schools was found to be not useful by some because it focussed on the areas around Cambridge rather than where their particular school is located. Nonetheless, many stakeholders found it useful to hear the views of others and also share ideas with those in the local business community. Some stakeholders also stated that they felt the workshops gave them a better understanding of the issues both for and against congestion charging.

**Table 1: Count of participant’s responses to the question ‘How did you find the meeting overall?’**



Comments varied in terms of what stakeholders would have liked to have spent more or less time on. At the meetings that were held outside of Cambridge, some stakeholders felt that perhaps they would have liked more time to talk about their local issues rather than Cambridge-centric issues. Some stakeholders would have liked to have spent more time on the discussing the economic impacts of congestion as well as the detailed costs of various options, where as others wanted less discussion on congestion charging.

Overall most stakeholders were happy with how the meetings were run and welcomed the opportunity to air their thoughts and ideas on congestion in Cambridge.

**Appendix A: List of organisations who attended the workshops**

Organisation	Number of reps	Organisation	Number of reps
Abington Parish Council	1	Cambridge Road Safety Advisory Council	1
Abington Pigotts Parish Council	1	Cambridgeshire Campaign for Better Transport	1
Addenbrooke's Hospital: Cambridge University Hospital NHS Foundation Trust	1	CamSight	1
Age Concern Cambridgeshire	1	Care Network	1
Alison Edwards & Associates Huntingdon	1	Care Network / Friends of Leverington Road Cemetery Conservation Park	1
Amgen Ltd	1	Cavalier Contracts	2
Anglia Property Preservation Ltd	1	Cherry Heywood-Jones	1
Anglia Ruskin University	1	Cherry Hinton & Rathmore Roads Resident's Association	1
Arrington Parish Council	2	Christs Pieces Residents Association	1
Arthur D Little Ltd	1	City of Ely Perspective	1
BABRAHAM INSTITUTE	1	Clerk Maxwell Road Residents' Association	1
Babraham Road Action Group	1	Conference Cambridge	1
Bartlow Parish Council	1	Cottenham Parish Council	1
Barton Parish Council	2	COULSON BUILDING GROUP	1
Bateman Street & Bateman Mews Resident's Association	1	CPRE Cambridgeshire	1
BENERA	1	CRACA	1
Bourn Parish Council	1	CRS Wholesale (Cambridge) Ltd t/a CRS Wholesale Ltd	1
Brett Ward Ltd	1	Cyclists' Touring Club	2
British Antarctic Survey	1	DELOITTE CAMBRIDGE	1
British Motorcyclists Federation	1	Department of Physics	1
Brookside RA	1	DOWNING COLLEGE	1
Brunswick Nursery School	1	Duxford Parish Council	1
Bulstrode Gardens Residents Association	1	Eastfield School	1
Burall InfoSmart Ltd	1	Elm Pre-School	1
CAMBRIDGE ASSESSMENT	1	European Sales Ltd t/a European Villa Solutions	1
Cambridge Broadband Ltd	1	Eversdens Parish Council	1
Cambridge Car and Van Rental	1	Eye2eye Software Ltd	1
Cambridge Consultants Ltd	1	Fawcett Primary School	1
Cambridge Cycling Campaign	2	Fed Ex UK - Cambridge	1
Cambridge Friends of the Earth	1	Fen Ditton Parish Council	1
CAMBRIDGE GARDEN HOUSE MOAT HOUSE	1	Fenland District Council	1
Cambridge Institute for Medical Research	1	FORENSIC SCIENCE SERVICE	1
Cambridge Italian Community	1	Friday Bridge Village Community Group	2
Cambridge Museum of Technology	1	Fulbourn Parish Council	1
Cambridge Older People's Enterprise	2		
Cambridge Preservation Society	1		

Organisation	Number of reps	Organisation	Number of reps
Ginn & Co	1	School	
Girton Parish Council	4	RAC Foundation for Motoring	1
Glisson Road & Tenison Road Residents' Association	1	Rail Future East Anglia	1
Gough Way Residents Association	2	Railfuture East Anglian Branch	1
Grantchester Parish Council	1	Red Gate Software Ltd	1
Guilden Morden Parish Council	1	Ridgeons Ltd	1
GUNITE (EASTERN) LTD	1	Ridley Hall Theological College	1
Haslingfield Parish Council	1	SEPURA LTD	1
Headway	1	Smart Holograms Ltd	1
HEXCEL COMPOSITES LTD	1	Sparrowhawk and Heald Ltd	1
Hinchingbrooke Healthcare NHS Trust	1	St Albans Catholic Primary School	1
Hinchingbrooke School	2	St Faith's School	2
Histon & Impington Infant School	1	St John Ambulance March Millennium Quad Unit	1
Huntingdon Nursery School	1	St Mary's School	2
iAnsyst Ltd	1	St. Wendreda's PCC / March and District Museum	1
Imperial War Museum Duxford	1	Stagecoach	1
Innova Systems	1	Stapleford Parish Council	1
John Beazor & Son Ltd	1	Steeple Morden Parish Council	1
Keith Warth & Associates	1	Sustrans	1
Kier Eastern	1	T- Morph Ltd	1
Lab Support UK Ltd	1	Team Consulting Ltd	1
Lambert Smith Hampton	1	Teversham Motors	1
Litlington Parish Council	2	The Blue Cross	1
Lobo International Ltd	1	The Cambridge Food Company	2
Long Road Sixth Form College	1	The Grafton	1
March and District Handicapped Swimmers Club	1	The Leys School	1
March U3A	1	The Perse School	1
Metanate Ltd	1	Thifty Car & Van Rental Cambridge	2
Miller Sands	1	TRIBAL EDUCATION	1
Millington Road Resident's Association	1	Trinity Convergence Ltd	1
Morley Memorial School	1	Trinity Methodist Church	1
MRC Cognition & Brain Sciences Unit	1	University of Cambridge	2
Parkside Community College	1	Ventress Property Developments Ltd	1
Peter Dann Ltd	1	Waterbeach Parish Council	1
PHG Foundation	1	WELCH TRANSPORT LTD	1
Pleasance Hookham & Nix	1	West Wrating Parish Council	1
Pocock & Shaw	1	Wimpole Parish Council	1
Practical Car & Van Rental Cambridge	1	Windsor Road Residents (WIRE)	1
PULSAR LIGHT OF CAMBRIDGE LTD	1	Wood Green Animal Shelter	1
Queen Edith Community Primary	1	Xaar plc	1
		No organisation name listed	6

## Appendix B: Issues and Priorities

### Workshop 1

*Participants were seated in groups of 3 to 6 around small tables. Each table was given a set of post-it notes and a pen. The facilitators asked them to have a discussion around each table and to come up with possible solutions to Cambridge's growing congestion problem (it was clarified that the area in question was Cambridge city and the surrounding roads that fed into this, but not outlying villages). Participants were asked to write each of their ideas onto post it notes (one idea per note). After 10 minutes discussion at tables, the facilitator led a plenary discussion gathering up the points that had been generated. All of these were recorded on flip charts at the front of the room. In some cases, where ideas seemed linked or similar, they were gathered together under one heading. At the end of the session, these ideas were grouped under six overall headings. For simplicity, we have presented the ideas here under the headings that were subsequently allocated to them.*

### Workshops 2-9

*Participants were seated in around small tables. Each table was given a flip chart sheet divided into two and labelled 'carrots' and 'sticks'; and a pen. The facilitators asked participants to have a discussion around each table and to come up with possible solutions to congestion (it was clarified that the principle area in question was Cambridge city and the surrounding roads that fed into this, although it was recognised that in this meeting, many would have interest in congestion outside Cambridge). Participants were asked to write their ideas onto the flip chart and to try and think of 'sticks' as well as 'carrots'. After 10 minutes discussion at tables, the facilitator led a plenary discussion gathering up the points that had been generated. All of these were recorded as bullet points on flip charts at the front of the room and are transcribed in the table below. The participants were later given a set of three sticky dots each and asked to stick them next to the solution(s) that they favoured most as a means of drawing out this group's preferences. The numbers next to each point below reflect the total number of sticky dots that it acquired.*

### Workshop 1 – Cambridge

#### Public transport (buses, trains, other rail)

- Link park and ride systems up
- Better and cheaper public transport
- Make park and ride free of charge
- More park and ride
- Underground system
- Better nodes for changing public transport
- Improve public transport – especially from villages
- Create a tram system
- More park and rides
- Move railway station out of Cambridge (so don't get commuters coming into town to get to train station)
- Light rail system
- Increase car parking at outlying stations
- Smaller and more frequent buses
- More regular buses to outlying areas – wider network of routes
- Use existing bus lanes more efficiently
- Bus lanes are interrupted at intersections – would help if bus lane ran continuously (e.g. on new market road)
- Need school buses (because congestion less a problem out of term time)

- Integrated travel systems
- Haulage onto trains
- Bus lanes should be on outside lane
- South east guided bus on old railway to Haverhill
- Old railway line as dedicated route
- Hop on/hop off bus ticket
- Community based school transport system
- Kids 'n' ride

### **Demand management (congestion charging, parking charges, bollards, boundary controls)**

- Using congestion charge might mean that service providers increase fees – some people would need exemption?
- Identify congestion hot spots and particular times
- Don't see why taxis should be exempt from congestion charging
- People become used to the charge and just continue
- Congestion charging becomes a tax on business
- Tax on parking – would give incentive to site where people can easily access
- Exemptions to congestion charges damage leisure users – should be across the board
- Need carrots as well as sticks
- Congestion charging (in term time?)

### **Traffic management**

- Controlling flow of traffic
  - Traffic management plan
  - Stop cross boundary movements
- More car parks – cheaper!
- Large car parks within walking distance of centre
- Ban cars in Cambridge
- Limit speeds on some roads
- Less traffic management in some areas?
- Learn about traffic management from other cities

- Car sharing
- Special fast lanes for more than a certain number of passengers
- Stagger working hours

### **Improving walking and cycling**

- Make cycling easier
- Improve walking/cycling routes
- Segregate cycling (cycle routes)
- Cycle flyovers
- Incentivise walking by improving safety (street lights/visible policing)

### **Reducing need to travel**

- No more houses!
  - Stop building houses in inappropriate places
  - Don't build north stone or any other houses
  - Develop Waterbeach not Margate airport
- More council houses for the low waged in the centre of town
- Decentralise facilities so people don't have to travel into the centre of town
- Reduce the need to travel
  - Incentives to live near work by moving work out
  - Means testing
  - Don't allow any new industry or business
  - Home working
  - Encourage business to set up near the development areas
- Focus development along radial routes and thus focus bus routes that way
  - New settlement and development on transport radials
- Encourage other work arrangements? (home working)

### **Improve roads and junctions**

**Workshop 2 – Ely**

Possible solutions to congestion	Number of sticky dots
Design new settlements to reduce need to travel (planning solutions are not always the final answer)	1
Planning consent conditional on residential areas on large sites (e.g. Addenbrookes)	
Over development (housing) without infrastructure – no use!	1
Inappropriate siting of business parks in the middle of nowhere -Congestion charging may increase this	
Trunk roads should not have access for local traffic. Concentrate funding on building main corridor routes – roads and public transport	2
Focus funding on big wins	1
New railway stations	1
Double railway line from Cambridge to Newmarket (could then open some disused railway stations)	3
Run regular small trains with bicycle wagon on back	1
Dedicated cycle tracks in city centre and routes in	3
Make school runs less than 1 mile illegal	
Change school hours	
Ban lorries in lane 2 in rush hour (practicality?)	
Cycle access to stations to be improved especially at Ely and Waterbeach	
Better secure cycle storage with CCTV at stations	
Longer platforms at Waterbeach	2
Scrap traffic controls in centre of Cambridge	1

Possible solutions to congestion	Number of sticky dots
Remove selected traffic lights as an experiment e.g. at the Robin Hood or Coldhams' lane and Newmarket road	1
Encourage flexible working	
Incentivise less travel – encourage working at home bringing businesses to market towns	
Congestion charges at edge of town may encourage businesses to move out (may be good?)	
Multi occupancy lanes	1
Non-profit driven public transport	1
Smaller and more frequent buses	
Fares reasonable	
Bus termini and train stations in same place	3
Reduce the number of buses (especially some parts of centre of town)	
Increase direct taxation on mileage	
Congestion charging	2
Ban cars in city centre	2
Use inland waterways for non time critical items	1
National transport policy	1
More freight on railway (being worked on)	1
Appropriate sourcing of materials	
Tram system	4
Tax incentives for telecommuting	

**Workshop 3 – Sawston**

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Reduction in council tax for one-car households		Pedestrianisation	
More regular minibuses		Congestion itself	4
Free public transport		Charging for workplace parking	1
Dedicated bus lanes throughout	2	Increase council tax for two-car households	
Non-radial public transport going through the centre		Public parking charges	2
Increase frequency of public transport	1	More yellow lines stopping on-road parking	
Improve peripheral transport infrastructure – shift bus station!	1	Congestion charging – formats?	3
From park and rides – combined school buses for children only. Escorted for primary groups	5	Motor proctor – undergrads not allowed cars unless they actually need them (could apply the same thing to teens)	
Encourage car shares	1	Close the car parks	
Parcel collection points on outskirts of city		Penalties for not car sharing	1
Dedicated cycle routes and parking (in villages also) (will link with guided bus)	2		
Incentives to encourage businesses to move out of centre			
Free parking at hubs (e.g. Train/bus stations) Integration of bikes, cars, buses	1		
A ring road	5		
Kiss ‘n’ drive			
Horses – routes and how to deal with?			
Peripheral train stations with connections to London (with good speeds!)	2		
Cross links that do not interfere with existing roads	2		
Subsidised scooters for young people			
Encourage development outside of the centre near infrastructure			
Interchangeable tickets for all forms of public transport			

**Workshop 4 – Cambridge**

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Cheap and improved public transport	1	Charge for workplace parking	2
Long range public transport connections to park and ride	2	Higher parking charges	
School buses for every school in Cambridge area from park and ride sites	10	Enforce traffic laws – especially bus lanes	
Incentivise businesses to not be in Cambridge (on ring road)	2	Increase the traffic free zone (pedestrianise city centre)	3
Abolish park and ride charges	10	Apply road tolls to roads outside Cambridge	1
Encourage motorbikes, scooters and other two-wheeled transport	6	Cut back on parking	
Better traffic management, faster and more responsive lights	4	Constrain parking around schools	1
More road capacity	1	Enlarge boundary of congestion charge	
Priority for multi-passenger cars		Close rat runs	
Incentivise flexible working	1	Enforce no-car rule on students	1
Better cycle routes	2	Red routes in city centre	1
Better design solutions for two wheels – make it easier and more attractive		Congestion charging at peak times	
Smaller buses that do the trips that people want to do	2		
Complete M11 to A14 so have full ring road	3		
Staggered school times, more use of local schools			
Park and cycle facilities			
Relocate bus station	1		
Better public transport information			
More orbital bus routes (more integrated public transport)			
Get HGV's off the road at peak times	3		
Shop, drop and ride – easy way to get purchases to park and ride	2		

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Increased bus lanes	4		
Put park and ride further out (just outside A14/M11/south orbital)	2		
No congestion charge if going out of Cambridge	5		
Schools should encourage other forms of transport			
Free up more road space for public transport			

### Workshop 5 – Huntingdon

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Increase frequency of public transport	5.5	Congestion charging	5
Improve rural bus service	0.5	Road charging scheme for whole country	1
Have all-day bus service i.e. including evening	1	Charge freight on A14 (higher rate at peak times)	
Free, and more, park and ride sites	1	Less parking I city centre and increase price	2
Dedicated school bus from park and ride sites (including private schools)	1	Reduce road space for cars	
Park and ride site at south of Cambridge especially for private schools		Differential treatment for different vehicles	
Park and ride sites further out	1	Preventing trucks from overtaking each other	
Cheaper public transport fares	1		
Guided bus – should be modern, comfortable and inexpensive			
Encourage car pools and car sharing			
Free park and ride if car sharing			
Use of bus lane if car sharing			
Better access to public transport and more integrated public transport	5		
Access to town centre for deliveries outside peak hours	1		

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Encourage home or local working (businesses and home users)	1		
Further over/underground transport options			
Plan further into the future: underground/light rail in 50 years' time	3		
Review school opening times (congestion better in school holidays)			
Through tax regime, encourage businesses to change hours			
Town centre bike hire			
Better cycle lanes			
Improve main roads outside city – A14/M11 – so traffic doesn't have to stop in city (separate local and through traffic). Additional or improved roads	3		
Improve signage and information on main routes coming into city – tell that there is a charge / no parking available etc	1		
Building additional transport facilities (roads, bridges)			
Create more space for buses			

### Workshop 6 – Cambridge

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Free, efficient park and ride system	10	Congestion charge graduated based on length/size of cars	1
Tunnels (underground?)		Extension of pedestrian areas – allow special dispensation for those with disabilities	
Car sharing		More careful and greater restrictions on delivery vehicles and enforcement	
Shop mobility facilities for disabled where cars can't go in town		Allow more congestion	

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Bikes on trains		Business/workplace parking	
Houses near work – enable living near work (better planning)		Mileage charge for within the city	
More use of school buses/ improve and integrate	5	Better display of parking costs and time in and out of town	
Better public transport – longer hours for bus and train services	18	Enforcement of the law	1
Safer cycle tracks for children		Tax on fuel	
Better cycle interfaces with public transport e.g. with guided busways	1	Penalise single occupancy of cars	
More John Lewis-type pick ups	1	Removal of on-road parking on key routes	3
Creating a better and safer environment for living, cycling and walking	5	Parking controls	
Freight trains to relieve roads	1	Remove schools to the ring road	
Better routing for buses	2	Penalise use of cars for school run	5
Paris bike system (pick –up/ drop-off)		Congestion charging	2
Reduce through traffic using ring road		No diversions through Cambridge when accidents on the A14	
Information on travel planning – help to find out re buses etc	2	More traffic wardens (bigger and hairier!)	
Guided bus		20 mile per hour limit in the centre	
Integrating an oyster card across all modes of transport	3	Less parking/higher parking costs	2
Bus assistance/staffing		Reducing the amount of road space	
One-way systems			
Bike delivery services from shops			
Financial incentives for using public transport e.g. tax relief			
Free travel on buses for school children	5		
Individualised travel marketing			
Teleworking incentives	3		

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Increase cycle parking			
Better display of time it would take to get into city by bus, car, cycle etc			
Sequence traffic lights so traffic keeps moving	2		
Better cycle lanes	4		
Walking buses			
Car clubs			
Better buses – shelters, not smelling of petrol, more efficient, comfortable and inexpensive	3		
More low cost family housing in Cambridge	1		
Make businesses have a transport policy	1		
Changing school times	2		

**Workshop 7 – March**

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Encourage transport interchange with new guided bus	1	Congestion on A14	
Further development of park and ride	4	Congestion charge	1
Priority for buses		Reduce city centre car parking spaces but reallocate for disabled access	1
Tiered zone/time pricing (zones don't have to be an onion ring)		Increase pedestrianisation/have some access for delivery vehicles	
Look at where buses go (bus station not in ideal place) – focus where people work	6	Restriction on delivery vans	
Connect buses to train station	2	Emissions charge	
More frequent rail services with cheaper fares especially from Manea station			
Free park and ride (for certain hours)	3		
Longer trains from March	2		

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Extend train hours – earlier and later	7		
Better signage and information points (especially re accidents)	2		
Smaller, faster buses, low-floor (disabled access) (one size of bus not suitable for all)	1		
Expand community cars	2		
Council to subsidise car schemes			
Development policy – take parking into account when building new houses – also consider infrastructure	5		
Work travel plans – personalised to your situation			
Subsidise more public transport and park and ride	1		
Free parking at March station	1		
Look to other countries for solutions			

### Workshop 8 - Schools

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Free public transport (for under 18s or for all)	10	Congestion charging	
Free park and ride	1	Congestion charging from 5 – 7pm	9
Incentivise schools to reduce school run e.g. improve school bus service	1	More rising bollards	
<ul style="list-style-type: none"> <li>Improve security for bikes</li> </ul>		Stingers	
<ul style="list-style-type: none"> <li>Loans of trailers for bikes or cheap hire</li> </ul>		Really expensive parking in centre	
Better cycle provision – proper cycle paths	6	No central parking	
<ul style="list-style-type: none"> <li>Secure cycle parking facilities</li> </ul>		Policing parking	1
<ul style="list-style-type: none"> <li>Bear in mind children’s safety</li> </ul>		Local tax on petrol prices	
<ul style="list-style-type: none"> <li>Safer routes to schools</li> </ul>		Tax on parking at work	
<ul style="list-style-type: none"> <li>Simplify the hoops schools need to go through to get cycle paths</li> </ul>		Do nothing! Congestion itself as a stick	1

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
<ul style="list-style-type: none"> <li>Less bureaucratic schemes to encourage cycle purchase</li> </ul>		No car Friday	
<ul style="list-style-type: none"> <li>Staff cycle allowances</li> </ul>	2		
Link school buses to park and ride			
Let motorcycles use bus lanes			
Let shared cars use bus lanes			
Prioritise cars with children in bus lanes/access to town			
Park and ride buses drop off at different schools in the same area (but traffic and timing issues – need better bus lanes).	1		
Funding for school buses	2		
Good local schools			
Build affordable houses in Cambridge	1		
Put some sixth forms into the schools around Cambridge so don't need to commute into the city			
Change timing of school day so that it doesn't clash with working day	3		
Stagger school start times			
Reduce speed limit			
Enforce bus lanes			
Enforce cycle lanes			
Segregate cycle paths	1		
Schools to share resources e.g. after schools clubs			
Don't encourage large retail parks/encourage more small independent shops			
Punt and ride			
More money for safety around schools e.g. barriers, crossings, etc, safe parking and disabled parking	6		

**Workshop 9 – South Cambridgeshire Parish Councils**

Possible solutions to congestion - CARROTS	Number of sticky dots	Possible solutions to congestion - STICKS	Number of sticky dots
Public transport – increase availability in holistic (joined up) manner – rail, buses, cycling, boating – radically modernised, affordable, reliable and longer hours	11*	Stop building large developments	1
More equitable and reliable rural bus service in south Cambridgeshire	8*	Increase daytime car parking fees substantially in Cambridge	
Park and ride further out and to local villages	6	Ban vehicles from certain areas (exceptions for disabled)	
Move private schools out of city		Imposition of tidal traffic flow systems	
Reduce cost of school buses or make free	1	Get tough with bus contractors so timing is better and quality of service better – ensure 10 minute service is delivered	4
Sensible connection links	1	Ban undergrad bicycles	
School buses should go to sixth form colleges as well	1	Charges for business parking	3
Make park and ride cheaper – charge per car rather than per person	2	County council to take responsibility for all public transport	
Pump priming – put money into non-economic services to allow them to build up	4	Enforce staggering of school/office/delivery times	
Disperse business out			
Use some park and rides as hubs for rural and school buses and national express and other coaches	12*		
South east ring road	1		
Need more than £500m			
Junction 13 on M11 to be completed			

\* Observation was made that the three top ranking points are all interrelated. Also noted that there is an understanding by a large number of people that we need to look to public transport but it needs to be good – unhappy with current situation.

## Appendix C: Proposals and Constraints (Questions and comments)

*Paul Cook from Cambridgeshire County Council gave a presentation about Cambridgeshire County Council's thoughts on congestion management, the bid for TIF funding and responding to some of the suggestions put forward in the earlier session. After his presentation, participants had an opportunity to ask questions, make comments on Paul's presentation and to give key messages to the council. This is a record of the question and comment session. Comments and responses made by Paul are marked with a (P).*

*Graham Hughes from Cambridgeshire County Council gave the presentation at the South Cambridgeshire Parish Councils Workshop and comments and responses made by Graham are marked with a (G).*

### Workshop 1 – Cambridge

- Computer companies also employ people on low wages – won't be able to support a congestion charge
  - But working on having affordable houses so these workers should not need to drive in
  - But what is affordable?!
  - Hope to have better alternatives in terms of public transport for these people
- Congestion charging is not a foregone conclusion – it will be a County Council decision
  - Has been put across in some areas as a panacea but can only work where congestion has reached a certain level and where there are decent alternatives
  - Options for Cambridge are congestion charge or banning cars or some other draconian parking system
- Will there be concessions for electric cars in the congestion charge?
  - This could be considered
- Congestion has increased in the last 18 months
  - The increase in petrol prices has not put people off
  - Does demonstrate that congestion charging alone would not be enough
- Better alternatives alone have not worked elsewhere (in Europe)
- At the moment – alternatives are not as good as the car (because people still use their cars) – have to improve alternatives
- Normally use money from congestion charging to improve alternatives and this is not available immediately - in this case, because County Council are bidding for money from government, they will have this money up front to make improvements.
- Need to re-educate people to the real cost of using their vehicles
- Low emission cars – can only be afforded by the better off
- Cambridge will come to a halt if the transport system is not looked at seriously – in light of increased housing
- Public transport should be clean, secure and safe
- Congestion charging revenue will have to be used for transport purposes (by law)
- In London - all of the revenue goes on admin (because their cameras are not good and because residents get a 90% reduction which does not cover the costs of running the system)
- Will villages off the main radials benefit from better public transport?
  - As currently proposed (although this could change) they will have bigger park and ride spaces, but not buses from village to village
- If congestion charging ends at 9.30am – will there be a rush of vehicles to beat the 10am bollards?
  - From experience in other cities this doesn't seem to be a problem

- Why are the science parks and other business parks in the charging zone?
  - Public transport will be better
  - Many travel to there from Cambridge
- Are there any lessons from other cities about how to change people's habits?
  - Best chance to do this is when people move house – can make public transport more attractive
- Demographics – only affects those who have no choice (if wealthy – won't be a problem to pay). To do it by leaving congestion in place so people are affected by journey time – would need to completely segregate public transport which is not simple
- Not looked at an underground system – looked at one tunnel but the cost was prohibitive – would be huge for the whole of Cambridge

## **Workshop 2 – Ely**

- Timing of when sticks are used is important – carrots need to be in place first
- Observation: the items given the highest priority are all carrots and therefore expensive – how to pay for these?
- Government makes money on transport – e.g. tax on fuel
- When reducing congestion – are county thinking about impact on businesses? Employees can't afford to pay charges
  - Need more housing that is affordable near where people need to be
  - Subsidise public transport/improve park and ride so people have alternatives to cars
- But buses don't always bring people near to where they need to go
  - if had a good network would be better
- Trains are an easier way and less stressful – more easy to make reliable
- Need segregated bus routes to ensure reliability
  - Current proposals propose various segregated bus routes – new routes
- Have the council looked at why people use cars? Convenient! People don't consider how much it costs to run
  - Fares should equate to out of pocket expenses on the day for running a car
  - Need to replace lack of convenience with something else
  - Ideally all charges for cars (insurance, tax, etc) should be put onto petrol so people are more aware of costs of cars
- Retail is also a travel issue – on sat/sun – driving places has become a leisure activity
- Newmarket road – proposed congestion charge would not affect sat/sun
- Coral park are worried about congestion affecting trade
- Traffic patterns have changed over the last no. of years
  - Inappropriate planning – people travel to retail parks because of free parking instead of going to town centre
- Want high quality transport system that will last into the future and is independent of roads
- Would have to be light rail to get around centre of Cambridge (rather than tram)
  - Would be more expensive than guided bus
- How do you pay for a high quality efficient public transport system?
- Current proposed boundary for congestion charging: A14/A11
- Could get to park and rides without paying
- If County Council go with TIF funding – congestion charging is a condition of the funding
  - Research seems to indicate that carrots alone will only reduce congestion by 3 % (not enough)
- Methods of demand management are basically to ban cars or charge them
- If we want TIF – why not just give a v. small piece of centre of Cambridge for congestion charging?
  - If did that – not sure would have enough income to service the 'carrots'

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- But congestion charging not a good source of income (much wasted on admin)
  - But public transport much better in London now – buses quicker and busier
  - London scheme is expensive because cameras not good and because local residents did not pay enough to cover the cost of the charge
  - To administer Cambridge congestion charge, predicted cost £1 per car
    - 90,000 cars come into Cambridge each morning (estimated figure), would reduce by 10% after charge introduced
  - Cambridge – carrots are not there yet. London – people can more easily avoid the congestion charging area
  - London's main aim is to allow residents only to move about within the charging zone
  - If revenue generation needed – what would you think is the least worst method?
    - Don't accept that there is any need for revenue
    - Government spending should be more efficient
    - Cambridge must be v. lucrative for government
  - Cambridge could become miserable because congested polluted and noisy
  - Motorists subsidise so much already through fuel charges etc – should not have to pay more
  - Get developers to pay a levy on each new house
    - But money from developers needs to also be used for schools, affordable housing etc.
  - If businesses move out of Cambridge- will help with congestion
  - But need good road and rail systems to move products elsewhere
    - Opportunity to get businesses to relocate to market towns where people are living
  - Congestion charging may encourage a shift in working practices anyway
  - In some cases if business moves out, they will leave the country rather than going to nearby towns (e.g. software industry to California)
  - Very little evidence that economy of areas is damaged by congestion charge
  - Thinking of doing economic study with chamber of commerce
  - Experience from elsewhere shows that Logistics industry, Software /high tech and education sector win while retail loses short term
  - When London introduced charge – was a small drop in retail custom but now has come back more strongly
  - Can some of the carrots not be done without subsidy? (Run by big business?)
  - Bus companies are talking to County Council and some are interested in putting money into the area
  - Trains are v. expensive to do anything with
  - Not doing any 'green' selling with congestion charge
    - Don't think there are any green arguments for congestion charge but there are for using buses etc.
    - 16% CO2 reduction is predicted if do all of the measures within the area proposed
    - But if this was your aim, there probably are better ways of doing it
    - City council is very keen on this argument
  - Practicalities – a charge would have to be v. easy to use
    - Provide as many ways of paying as possible
    - Auto reg. Recognition
    - Tag in car
    - Bills/pay in shop on day/ by mobile/ pay in advance
  - Since city bus network introduced
    - Numbers using it have increased 100% and traffic has dropped
    - Retail industry- footfall is highest ever
  - What about serving rural communities – alternatives include park and ride and trains
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## Workshop 3 – Sawston

- Why a station in Chesterton if it's in the charging zone? Why not somewhere like Six-mile bottom (peripheral)?
    - New station in Chesterton would be outside the zone (by building a road under the A14)
    - Chesterton because A10 is one of the worst roads, If proposed development goes ahead in Meerham – more traffic on A10 and Chesterton would be useful for science park commuters from Ely
    - Cambridgeshire County Council don't have responsibility for rail – network rail do
    - Going to increase car parking in Royston
  - How much of the pressure on villages is due to overspill from London?
    - CB1 (near train station) is advertised as '45 minutes from the office' (i.e. London)
    - Cambridge is the only place in East Anglia with more people coming in a in the morning than leave
    - Very significant increase in numbers of people using rail
  - People look to co-locate primary schools with their workplaces (so school buses may be relevant – school catchments areas are not that small)
  - Data analysis/surveys doesn't always take account of people's real journeys (not A to B, more like A to B to C to D) Buses won't always cover the journey
  - What studies on economic impact of congestion charging? Some businesses won't be able to avoid it – adds to labour costs and business costs – passed onto customers
    - Done minimum required by government – estimated the cost to businesses of congestion
    - Are currently getting other study done which seems to suggest that winners with congestion charging will be high tech industries. Losers will be retail. Need to do much more before make a decision
  - If staff look for pay rises – if can't pass on the costs – end up making the choice and possibly moving out of Cambridge
  - Congestion charge seems to be one of the few ways of getting cars off the roads
  - Could move businesses that don't need to be in the centre of Cambridge out.
  - Some think that businesses moving out is good, some bad
    - Increase in pollution and congestion outside of Cambridge
    - If don't do anything house prices will continue to go up and employees will want pay rises anyway
    - One of the reasons for growth is because government wants silicon fen and are to continue to prosper into the future – if spread around – lose some of this benefit
  - But Cambridge much more compressed than in the similar situation in California
  - New development – all those new people can't work in the centre
  - Look to the Cambourne model?
  - If businesses do move – more housing in the centre would be very attractive to developers
  - Public transport – journey time a big issue – has worsened since lost second operator
  - Restrict lorries to inside lanes – seems to be a quick win
  - Flat rate fares may help time at bus stops – but concern about not being fair for shorter trips
  - Or oyster cards? (smart cards)
  - Trial recently on A14 at Kettering with lorries on the inside lanes – works quite well – highways agency are considering it
  - Bus fares – something that can be worked on – use of a smart card makes things easier
  - People fear that the charge will be used for purposes other than transport
  - Government going to make it a legal requirement that the charge money is all spent on transport
    - Ok as long as the money originally spent on transport is still spent on it!
  - Why think that 'do nothing' is a solution?
-

- Supply and demand – it's self regulating, government are not controlling it, people make own choices
- Don't feel congestion has got any worse over last 30 years
- Stopped shopping in Cambridge years ago!
- People will vote with their feet
- Can't let congestion and pollution continue
- Will never get gridlock – the market will regulate itself
- 90,000 cars driving in Cambridge in the morning
  - An extra 50K houses will lead to 20K more trips
  - Will work until something happens then everything will stop
  - People would then make decisions to leave
  - Could result in recession?
- 'Do nothing' is a negative viewpoint – want to be proactive
- What happens if environmental situation changes – fuel shortages? Would need to do something different
- If do nothing will get an increase in CO2 from transport
- Introduce congestion charge – get a 16% drop in CO2
- Ease makes cars more attractive – make the other options easier and quicker and people will use them
- £4 congestion charge is not enough to get some people out of their cars
- Simple things do to include helping people find secure bike parking and encourage bikes to be allowed/enabled on trains
- Need integrated alternatives before will get out of car
- Many need to use cars during the day
- Congestion charging may help a lot by speeding up journey times - could be v. good for some types of business
- Social impact – could be a significant proportion of some people's salary
- Studies have shown that people with incomes less than 15K tend to not have cars or to work different hours
- Pedestrianisation – has been v. successful in terms of shops in Cambridge – only works within a small area that people can realistically walk about
- Yellow lines should be considered more and enforced
- Ring road because low cost housing to north and jobs to south. People don't want to go into city but have to
  - Possible route: M11 to road to Addenbrookes to Babraham park and ride to Tesco to bottom of airport to A14
  - Expense is an issue (because need a tunnel)
  - Also a green issue (another road)
  - But need to take a longer term view – need the infrastructure in place before its needed
- Join up park and rides
- New housing is planned for as close to centre as possible – to reduce need for car journeys (all inside the ring road)
- New developments need to include some facilities e.g. police stations, schools etc

### **Workshop 4 – Cambridge**

- Some people have to pay to get to park and ride
- Would hope that congestion charge would encourage more people to public transport
- (P) 30 million of the bid would go to set up the congestion charge, rest of bid is for improvements to public transport

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- Private transport has become a better and cheaper option over the years. If extra costs were loaded onto cars – would have the funding for public transport without using a congestion charge
  - Public transport has improved a lot over the last 15 years or so – numbers using public transport has doubled over that time
  - There is a cultural bias against using the bus or cycling
    - Although some studies have indicated that higher income people are those that cycle
  - Stagecoach runs public transport on a commercial basis – you can travel on normal buses for £10 per week and £9 per week on park and ride buses
  - One of the issues with buses is the time it takes – time is very important for many people
    - If buses had segregated routes, timing would be much better
  - (P) The county council's conclusion over a long time has been that managing congestion won't be sustainable without a congestion charge
    - Cannot deal with congestion just using carrots – need to have sticks
    - Sticks include congestion charge but also could include banning cars or very high parking charges
  - (P) There is a plan B – accept that there would be congestion and use the money that the council already gets (through local transport plan – c. 10m per year) to do improvements but more slowly
  - Congestion charge is threatening some industry especially manufacturing if staff can't afford charge and area is not served by buses
  - Some situations would have to pay because of routing and rising bollards – why not reinstate relevant right turn?
  - Addenbrookes – have successful travel plan – charge staff for parking and give them discounted bus tickets
    - Have a difficulty with affordability for staff and aggravation / cost to patients
  - Is it a congestion charge or revenue charge?
  - This would hit people on low income very hard (would use up £1,000 of disposable income)
  - Many also suffer in the congestion!
  - People may be as well off if other options are better
  - (P) If do nothing towards congestion, the future will be:
    - 20K more trips per day once new housing has been built
    - Lose reliability of journey times
    - May work ok until something goes wrong
    - Impact on environment: increase in CO2 emissions and problems at junctions
    - Extra congestion would have an impact on economy – currently doing studies to find out what these impacts would be. So far, studies elsewhere seem to show that research industry, university/education and software industries do well; the only loser is retail industry.
  - If do nothing – what impact?
    - Increase in house prices – people having to move further away
  - In London – hospitals have a choice about whether patients have to pay the charge
  - (P) London – traffic has stayed down by about 20% - congestion rose last year due to road works and expanding bus lanes etc
  - (P) Studies on households with incomes of less than 15K
    - Generally don't have a car and would benefit from better public transport
    - Those having cars tend to do shift work
  - What would 500m buy? Guided bus way cost 120m
    - (P) Segregated public transport
    - (P) Significant improvements to the cycle network (50m)
    - (P) Improved bus services (90m)
    - (P) New station at Chesterton and a new train
    - (P) Smart cards and promotion of the scheme
-

- Improving cycleway and segregated bus lanes would also reduce space for cars – is there space in Cambridge to segregate buses
  - Yes – (see website for details)
- People are upset about charge because of the PR – mixed messages coming out and messages have not made it clear that public transport would also be improved
- Could we lose the Chesterton station if don't get TIF?
  - (P) Yes although if don't get TIF could still bid for it separately
- (P) Charging does not yet have full council approval – once consultation complete and result of application to government is heard, then can make decision
- (P) It is a condition of TIF that a congestion charge is in place in order to get funding
- (P) Time consuming bit will not be introducing the charge but building other improvements
- (P) Earliest it could be done – 2012, in reality probably longer – 2014 more realistic
- Infrastructure cost should be built into development costs for 50k new houses
- At least that no. of jobs should be there
  - But also counting that some people already working in Cambridge should move closer (affordable housing = 40%)
  - Developers also need to pay for other things – affordable housing, shops, hospitals etc
- A14 widening needed
- Where there is not enough demand for a bus – use park and ride – outside the charging zone
- Congestion charge feels like a fait accompli
- Seems all of TIF won't be used to improve public transport in Cambridge
- Haven't discussed trains much
- Lack public transport routes that are not centred around the centre of Cambridge
- Income from charge – would also need to be used for transport
  - (P) Currently envisage 35 m income less cost of 10m for admin (income less if there are exemptions)
- (P) Congestion charge is not a done deal
- Worried that green spaces would be used as transport corridors
  - Plans should be done on a broad basis (taking in the whole picture)
- Don't want recreational sites to become cheap park and ride sites
- (P) Green spaces are being looked at quite a lot
- Growth will mean a need for a new bus depot – will need to decide where – sooner rather than later (should be on Cowley road park and ride site)
- Should be a new bus area at the station? – Not planned but plan an increase in the number of bus stops at the station

Final comments / messages

- Need to get the PR machine working better – emphasise the transport improvements and the environmental aspect
- Congestion charge - need to get much more specific about what else is in this bid besides the charge
- Hoping the carrots are in place first and congestion charge introduced five years after (so the public can see the benefits before having the charge)
  - (P) It was a condition of cabinet that most of carrots should be in place first but probably won't be able to wait five years before introducing the charge
- Don't think that people on lower incomes will be enticed to come and live here
- Burden will fall on employers and business and also on those least able to pay
- Consultation hasn't been as successful as could have been
  - (P) Consultation includes road shows, questionnaires, meetings
- Could area charged not start small and enlarge?
  - (P) Not tied to an area but starting small and increasing would have a similar impact to increasing the current core zone

- Didn't appear that had an integrated system – won't a central bus station be proposed? Don't want to have to go through centre all the time
  - Orbital routes are not commercially viable - would need to be subsidised
  - TIF money/charge revenue should be used
  - (P) There are some plans for an orbital route
- Need to be able to convince people that it's in everyone's best interests to do it
- Would question if everyone will get the same level of benefits
- Do we wait until 50K new houses stops Cambridge or start dealing with it now? Something will have to happen then anyway
- Why not raise the money in another way - £5 per head for 10 years?

### **Workshop 5 – Huntingdon**

- (P) Learning from other charging schemes there are winners and losers. Winners tend to be logistics industry, software industry, higher education; losers tend to be retail industry.
- Can political parties not work together on this?
  - In practise, opposition is coming from many different quarters (not just opposition parties). Road pricing is a controversial issue.
- The only money available is government money – plug could be pulled on this yet
- Fear that commitment of politicians is waning – don't think scheme will happen.
- (P) Congestion charging has been introduced in a number of places (different cities) – has never been changed/removed once introduced.
- Most people are used to paying a charge for using roads (toll), so congestion charging should not be such a leap
- (P) The money for this consultation has come from government
- Charge would be very difficult for low paid workers e.g. those working for charities.
- (P) Studies done on houses with incomes of less than 15K has shown that they generally won't be affected as don't have cars
- (P) Cheap convenient buses do encourage their use
- Free park and ride would be great.

#### Further questions / comments

- Need to ensure that income is ring-fenced and used for transport/walking /cycling (for the carrots). Is it ever economical to provide the level of public transport that people would like?
- Cambridge has so many planning constraints must make improving transport quite difficult
- (P) Charge will make people look at alternatives – need to improve reliability and quality of these – they would be largely self-financing.
- (P) Subsidising transport further could be done
- Congestion charge in London goes to TfL for buses all over London
- (P) Surplus incomes is to go back into County wide transport and access
  - Would have to be ring-fenced
  - (P) There is a bill due to go through parliament to say income from a charge *must* be used to improve transport
- TIF bid – will council get some money up front to introduce carrots before introducing the congestion charge?
  - (P) Cabinet has stated that carrots must be in place first
  - (P) Currently negotiating with government how this could work – probably some system of loan and get some money once charge is in place
- But if introduce more buses too much before charge – whole place could grind to a halt
  - All a matter of timing – some carrots can be introduced on the same day as charge
- How much money are you likely to get from charge?

- (P) £4 for everyone from 7.30 to 9.30 will net c. £25million per year but all depends on not having any concessions
- (P) c. 180K vehicles come in daily (? Not sure of this figure) – hasn't risen for a number of years
- But new growth spurt will increase numbers of journeys
- (P) Running of service will probably be given to private sector – they have more experience of this
- But growth is happening before infrastructure will be in place – common sense would be to refuse to build houses until infrastructure in place
- (P) More and more people moving to Cambridge and this is of benefit to business and to government – industry having problems recruiting people due to the cost of housing
  - (P) Cambridge is the only place on the east of England with more people coming in than leaving in the morning
  - Quality of life is also an issue, even for those who can afford the houses
  - (P) Developers contribute to infrastructure but not keen to do so up front till houses sold – always a conundrum
  - (P) Most of measures (carrots) should be in place by 2012, some of the major growth to happen in 2016
- Look to other success stories in Europe (don't reinvent the wheel) – especially places with high density similar to here
- Don't forget to think outside the box – planning ahead (underground)
  - (P) 70m for tunnel under Coldham's common, an underground would be v. expensive
  - Underground has the advantage of not displacing historic city – buses won't solve the problem – plan for it long-terms
  - Congestion charge is a short-medium term solution (30 years)
- How much is being done to work on perceptions and local behaviours?
- (P) TIF is for congestion in general not for local work outside Cambridge. But have local transport fund that could be used for things such as this
  - If get TIF fund – frees up other funds to use outside Cambridge
  - As long as government doesn't reduce the other funding

#### Final comments / messages

- Vastly improve public transport
- Doing nothing is not an option
- Listen to people and don't ignore what you're told! (Especially in this consultation)
- Get on with it – give us confidence in what is done (communication is crucial) – sell it better and let people know how it all fits together
- Keep it simple
- There are many options that don't need capital outlay – encourage changes in business hours through incentives
- Work together across political spectrum and work with businesses
- Identify the key players – convince them that this is the right thing
- Future –prove it!
- Make sure that we don't get hung on own petard! Don't let government take funding away by other means e.g. less LTP

**Workshop 6 – Cambridge**

- Cambridge and the satellite villages are part of a web i.e. don't have to go into Cambridge to get to another village
- Make it mandatory to have a transport policy in every company (carrot)
- New dwellings – understanding the effect this will have
- Consider the number of tourists that visit Cambridge
- (P) Current government funding for transport is via local transport plan – c. 10million per year. That is going down to c. 8 million. Also get funding through occasional bids (add another 3-4 m, growth fund) and major scheme bids
  - (P) These are capital expenditure funds
- (P) Have applied for 500m through TIF. 470m would be for carrots
- Current proposal for congestion charge is 7.30-9.30 – are council looking at extending it?
  - (P) Want to deal with congestion
  - (P) Still doing modelling
- Current boundary covers urban area
- Park and ride sites outside congestion charge area
- (P) 470m will be a one-off sum of money
- Free bus services – partially funded by county council
- How much revenue will CC generate?
  - (P) Would be dependent on charge, but estimated at 25m per year
- Should be used on transport locally
- Government may not offer full 470m, they may offer less
- Reduce congestion by 90%
- How much money will go to city council rather than county?
  - (P) Of the funding being applied for, none
- If extend boundary of charge zone to sub-region or reduce to inner ring road?
  - (P) Have done some modelling. If too far out – not enough facilities within zone, if too far in – get traffic going around in circles outside zone and much congestion there
- Chesterton rail station – could it end up bigger than Cambridge station in terms of use?
- Can you build a railway station before 2012? And where would you fit parking?
  - (P) 70% of cars at railway station are from north (not 70% of rail users). Rail way can be done by 2012 – network rail have said can do – access from A14
- What is plan B if we don't get 500m?
  - (P) New towns will go ahead anyway
  - Although planning applications cannot be approved without significant assurance that transport planning is there
- Look at whole rather than just individual sites when planning infrastructure
- Money goes towards set up of new systems, what about running costs?
  - (P) Congestion charge income would assist with this
- If congestion charge comes in will residents get a discount?
  - (P) Depends where you work i.e. reverse park and ride may be a different situation. Details have not been decided
- (P) If don't get this funding, will have to explore other possible funding mechanisms, but will probably be more congestion.
- (P) 2012 is the earliest this would all be sorted
- (P) Commitment is that if do introduce scheme – alternatives need to be there first
- Houses should not be built until transport is in place
- Info on website confusing – congestion charge proposed at other end of day too?
  - (P) This is not current intention – if stop cars entering in morning, won't leave in the evening
  - (P) If this changes, people will be made aware of this

- Risk that 7.30-9.30 will simply move rush hour, particularly since people now do flexi-time
- If we don't get congestion charge now and they introduce a national scheme, will we miss out
  - (P) No
- Are we relying on stagecoach to deliver these services?
  - (P) All bus companies are being talked to – mix of services – commercial and others
- Have people to ask at park and ride as to the best place/way to go next
- Retailers talking of starting at 10am.
- If government do a national scheme – won't necessarily get funding for alternatives
- What targets are being set?
  - (P) Looking to reduce service times by about ½
  - (P) Segregated routes would significantly improve journey times
- (P) County council will intervene with stagecoach re routes in some cases
- What about bus services in Cambridge? Need improvement
  - (P) Proposing 20 min services for Newnham
  - (P) Looking to improve frequency and reliability
- Please have good communication whatever happens!

### **Workshop 7 – March**

- What plans are there to reduce A10 congestion?
  - (P) New train set from Ely to Cambridge (station at Chesterton)
  - (P) More parking at Ely
  - (P) More park and ride
  - (P) Objecting to Meerham
- (P) Chesterton station to be a new transport hub - guided bus, parking and train
- (P) Railway company are very keen on station at Chesterton
- If fund doesn't happen – plan B?
  - (P) Two scenarios:
  - (P) If Government doesn't give money, may do congestion charge anyway, borrowing money to implement and paying back later
  - (P) If decide don't want to implement a congestion charge (e.g. because of consultation results) – will try to prevent congestion getting worse – stop some of the developments that are currently planned. Not a good option. No money for alternatives to cars.
- Congestion potential is getting worse in March – does the county council have plans for an additional river crossing?
  - (P) Currently no aspiration to do so. Was looked at and declined. Issue probably expense and where to site
- What would happen to the revenues from congestion charge?
  - (P) New transport bill going through at the moment which will make it a legal requirement that revenue from congestion charging will be spent on transport locally
  - (P) County council gets to decide exactly what to spend it on
  - (P) Locally means Cambridgeshire
- When is guided bus being implemented and where does it end?
  - (P) Scheduled completion is Spring 2009
  - (P) Goes from St Ives to outskirts of Cambridge then on road through centre of Cambridge (if get TIF funds, this will be segregated route) to railway station and then on to the park and ride in Trumpington
- Will public have a say and how many people have been consulted?
  - (P) All views from these meetings will be reported back to councillors
  - (P) Invited 2000 groups to 7 meetings
  - (P) Also had 24 road shows for general public
  - (P) Have had detailed discussions with Addenbrookes, science park and universities

- (P) Website: [www.cambridgeshire.gov.uk/congestion](http://www.cambridgeshire.gov.uk/congestion) - all info is on there re TIF fund and more plus a questionnaire to fill in (please do) Deadline for questionnaire is Easter
- What's happening to the A1 to M11 link? (Bypassing A14 busy bit)
  - (P) Highways Agency have preferred scheme which includes widening A14
  - (P) Commissioning contractors but a legal case has slowed it down – should have delivered by 2015
- Try to make sure that people in March know what's going on
  - (P) Do release stories to papers but don't have control over what they print. Run Adverts in papers also
- Is there a government policy on getting people out of cars? (Seems to conflict with widening roads etc)
  - (P) Road programme has been cut back since mid 80s – back tracking a bit now but expensive to widen roads (500m for A14)
- Wisbech is v. congested. Only 1 bus service – please have some money to improve bus services
  - (P) If Wisbech grows by 50% - then will look at funding more transport
  - (P) Can't spend TIF money on it, but could use revenue from congestion charge
- Congestion around schools is bad – need more enforcement of chevrons etc
  - (P) Considering running a controlled parking zone outside Cambridge – would give a lever to enforce
- Feel that everything is happening in hindsight – not able to get funding until have 'proof'
- Worried this will all be too Cambridge-centred and not enough will be available for March
- (P) County council quite good at accessing funding when it comes up
- County council should be congratulated for extensive consultation and listening to people
- More carrots and less stick please
- Motorists have been penalised enough
- Free travel for pensioners a big carrot
- Transport time a carrot
- Wisbech got its wealth because it was navigable to Cambridge – is it still?

### **Workshop 8 - Schools**

- Put congestion charge on from 5 – 7pm instead of in morning
- What about trains?
  - (P) Looking at a new station in Chesterton
  - (P) Looking at new train service from Ely to Cambridge
  - (P) Looking at parking at rail stations
  - (P) Rail tends to be more strategic and longer distance
  - Rail frequency is an issue
  - (P) Rail very expensive to extend and improve
- Separation of people and traffic at schools is a big concern - would like to see more measures such as barriers – should be done without schools needing to sort it out
- Also need facilities around schools for people who need/want to drop children by car
- Some schools have been told that need three accidents before can get money to make improvements
- Safer routes to school scheme promises a lot and delivers very little – very frustrating
  - Not joined up
  - Needs to prioritise walking and cycling
- Safety for schools need to be prioritised when considering the work that needs to be done to introduce carrots etc
- (P) Expect congestion charge in place in five to seven years, carrots sooner
- (P) TIF is not a given

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- (P) Currently have £8m per year for transport. 3-4m is used for safety.
  - (P) Need to prioritise use where fatalities are occurring
  - (P) Popularity of measures is a big issue – can block changes
  - But points of view change as time goes on
  - Time lag between getting safer route to school status and having money
  - (P) If TIF is won – money must be spent on where congestion is, and getting there
  - (P) If introduce charge – income will be spent on transport in Cambridgeshire
  - Income should be reinvested where it was earned
  - (P) Bus companies are run privately and they decide which routes to run – council can decide to pay for non-commercial routes
  - (P) Developers will be contributing cash but money needs to be spent on other facilities in addition to transport
  - (P) Amount is up for negotiation
  - (P) County council tends to be good at negotiation
  - (P) No park and ride planned on Barton Road
  - Tend to be squeamish about carrying out schemes in the face of objections – as problems get worse, won't be able to do that
  - If expect parents to allow children to walk/cycle to school, need to make area around school safe
  - Buses seem to be allowed to park anywhere
  - (P) A scheme like TIF would give county council more scope to negotiate with bus companies
  - Possibly solving small scale congestion problems around schools would not cost a lot of money and could deal with other problems at the same time
  - Get together with schools to see how it could be sorted
  - Tour coaches – often park on backs instead of just drop off – more policing – make them use park and ride
  - (P) Congestion charge – could charge buses and coaches a lot more
  - Could put buses underneath parker's piece
  - Why do some schools have 20mph limits outside and others don't?
  - Exemptions to congestion charge?
    - (P) huge variety of opinions as to who should be exempt
    - School buses should be exempt
  - Is charging 5-7 the same as saying schools are exempt?
    - Schools are a service – should look to see that they provide a v. good one – would address the recruitment issue
    - Would still need to address other low paid key workers
    - (P) Will need to look at this and model it
  - 7.30-9.30 will just cause another rush hour?
    - (P) Modelling suggests a 6% shift – not as bad as currently is
  - More dangerous having traffic earlier in the dark?
    - (P) Modelling predicts 10% reduction in car trips and accidents
  - (P) Consultation now to end at Easter
  - (P) Report back to cabinet in May
  - (P) They then need to make a decision
  - (P) Take back to council at the end of year with government offer – they need to take a decision
  - (P) May need to do more consultation on specifics of scheme
  - (P) All meetings will be reported on website
  - [www.cambridgeshire.gov.uk/congestion](http://www.cambridgeshire.gov.uk/congestion)
  - (P) There is a questionnaire on the website – please fill it in!
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## Workshop 9 – South Cambridgeshire Parish Councils

- Concern about low paid workers who need to work early (e.g. carers) are there going to be exemptions?
  - (G) No current proposed exemptions – anticipating significant debate on this topic
- Need to have integration between transport plan and TIF bid
  - (G) Are working with developers to try to iron out inconsistencies
  - (G) May have to work TIF proposals around development proposals
- Why not refuse developments?
  - (G) If no planning reasons to refuse, have to go with them
  - (G) TIF is still in outline, couldn't refuse planning applications on basis of it. Developers have to assess their schemes in light of no TIF
- Why do we have to accept all these extra houses?
- Can't houses pay for new infrastructure?
  - (G) Growth has been extensively consulted on (regional and structure plans and local development framework)
  - (G) Government has said that region has to accept a certain no. of extra houses – area has choice of where to put them
  - (G) Utility companies have assured that system can cope with extra load.
- Need to consider transport in planning issues – whether TIF exists or not
- Developers to contribute to infrastructure
  - (G) Cannot guarantee TIF will happen, negotiation with developers has to occur on the assumption that it won't happen
- Why is draft TIF plan not a material element to put before developers?
  - (G) Not part of the planning process and doesn't have status
  - (G) County Council are taking account of possible future developments when considering planning applications – are securing land and facilities
- What would £500m purchase?
  - (G) List of proposals (costed) are on website
  - (G) Measures include upgrading existing schemes
  - (G) 50m investment in cycle network
  - (G) Buses operating high frequency unimpeded
  - (G) Bus infrastructure
- 75% of population will have to get in cars to get to guided bus
  - (G) Most people will come from Northstowe every house within 400m of a bus stop
  - (G) Services will extend to St Ives and Huntingdon
- Longstanton and St Ives new Park and ride
- City centre bus congestion – especially Emmanuel St?
  - (G) Crucial. Many people want to go there (to city centre)
- Another bus station in centre of city?
  - (G) Not good from environmental perspective
  - (G) Change the way buses operate in centre to improve flow
  - (G) Hoping to get a smart card up and running
- New park and ride site – a done deal? (near Hauxton road. South of M11)
  - (G) No, have secured an option on a piece of land – can buy it at a later date if desired.
  - (G) If want site there, still need to go through usual planning processes
- Further out park and ride sites limit catchment for those sites – more argument for those near city
- Local people do not feel the site near Hauxton is an 'attractive' site
- B1049 never mentioned as a radial route – creates 33,000 movements/day in one village – will be increasing in the future – causes stress and many environmental issues – don't seem to be addressed by plans

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- (G) TIF package is pitched at areas where congestion is greatest (won't be able to solve everything)
  - Use TIF to try and minimise impact on small villages
    - (G) Issues such as these could be discussed under local transport plan
  - Radial routes very heavily congested – how to get people into buses and how will choose where to put buses?
  - Are there models to say how many people go where and when?
    - (G) Yes, currently no disincentive to force people out of cars
    - (G) Need to ensure buses are in the right place
  - People of Harston not happy with park and ride site
  - Where will funds come from?
    - (G) Bid to government for 517m (probably won't get all of this)
    - (G) 50 m will have to come from local sources – probably developer contributions
    - (G) If introduce a charge, this will generate revenue of c. 25m net per annum
    - (G) Could be invested in transport system or used as security to raise PFI
    - (G) 517 m is to deal with measures up to 2012 when congestion charge is introduced.
    - (G) If no government money – probably won't introduce a charge because to improve transport in Cambridge would cost c. 500m. Without TIF – congestion will probably just get worse
  - Self regulation
    - (G) Partly regulate by people choosing other options of transport or by businesses moving out
  - 7.30-9.30 will hit people travelling to work – have you looked at charging for private parking and upping charges for long term parking in centre?
    - (G) Under 4k off street parking spaces in city – charges already very high – used only as short stay shopping car parks
    - (G) Business parking (private spaces) – c. 40K of these - real potential opportunity – looked at this 6-7 years ago – concluded there are difficulties:
      - Enforcement and monitoring
      - If employers pay for them – has no impact on travel and is just like an extension of business tax
  - Will charge just make rush hour later/earlier?
    - (G) Spreading peak would be beneficial
    - (G) Modelling suggests a small shift but not a massive one
  - If traffic shifts, will charge shift?
    - (G) Scheme designed to change travel patterns, not to raise money. If 9-10 becomes as congested, may have to change times
  - Don't forget inhabitants of small villages that will never have bus services
    - (G) Will have park and rides
  - New ring road not in charge zone – no A1301
  - Addenbrookes in or out of zone?
    - (G) Addenbrookes making representations
  - DC has been looking at sustainability of bus services for some villages
  - Expansion of Addenbrookes – will make it more difficult to access park and ride – early appointments for city dwellers?
    - (G) Talking to hospital about shift patterns
    - (G) Final deadline for filling in questionnaire – 24<sup>th</sup> march
    - (G) Have had nearly 3,000 already. Have not analysed these yet
  - Copy should have been put in people's doors
    - (G) Cambridge evening news is going to run a different form of questionnaire this weekend
    - (G) Also are roadshows where can fill in questionnaire
  - Parish councils should have been sent a direct link
    - (G) Can send to all parish council clerks
-

- All parish councils have been notified of this and this is the second workshop they have been invited to.
- Using newspapers would have been useful way of accessing more people
  - (G) Government cannot impose TIF – to accept it will be a County Council decision
  - (G) Will need to come to agreement with government about amount of money//measures implemented
  - (G) If they change policies in the future, there will have to be a mechanism where by they buy the County Council out of scheme.

### Comments

- In future consultation – speak to South Cambs DC about using their newsletter to circulate info
- Charge – purely for Cambridge – not other villages
- If no TIF – what other public money available?
  - (G) To end March 2008 we have received two payments from the government (one of £1.4 and one of £1 million) which has been for all the work so far including the consultation, modelling work, consultative work etc. At end of month – go back to government to look for more money to continue.
- All park and rides aim at centre – not appropriate for business parks etc
- Need additional routes
- Use planning to reduce need for congestion

## Appendix D: Additional Comments

*The facilitators had handed out blank sheets during the meeting to allow people to put down any other ideas they had that they had not had time to raise during the meeting. What follows below is a transcription of those additional comments and ideas.*

### Workshop 1 – Cambridge

- More consideration to be given to Cambridge City Residents to be able to use their cars during the congestion charge periods.
- The context of the City of Cambridge as a city of residents and the housing growth envisaged. The housing will need infrastructure.
- City of Cambridge boundary – no private cars, but provide low emission vehicles like a car share/ small cars.
- I would like to see for the future the best system put in place for now and future, if an underground system is the best solution, then we should get the financing and put in place the solution not recurring charges every five years and construct problems.
- Task businesses with achieving a percentage reduction in journeys undertaken by their staff and congestion charge on shortfall
- Change negative perception of home working – may only be viable for ‘payment by result’ occupations
- Public transport – optimise fares for group / family travel
  - Optimise stops for journeys
  - Dissociate ticket purchase from entering bus (e.g. buy ticket @ machine/shop)
- Encourage ‘personal’ motorised transport – mopeds, scooters etc
- Remove public service vehicles from road during peak times
- There might be a way to create a powerful technical solution like:
  - A very small underground or overground but elevated tube system
  - An elevated personal rapid transit which is an automatic transport system that just like cars does not stop on way points but goes from A to B non-stop
- If the school run makes such a huge difference, make it not all owed to drive your children to school and introduce compulsory school buses.

### Workshop 2 – Ely

No additional comments received.

### Workshop 3 – Sawston

No additional comments received.

### Workshop 4 – Cambridge

- Park and ride sites outside of the ring roads of Cambridge and frequent shuttles to specific destinations e.g. science park, hospital, city centre, entertainment zones, rail station
- Let buses in Cambridge itself for all areas
- Integrated transport links
- Congestion charge is a very big decision. It’s an extra tax
- There must be exemptions to the congestion charge i.e. people exiting the city, type of vehicle used

- The public should be made aware that the TIF funding runs out in 2014 so something will have to be in place by then

#### Exemptions/exceptions

- Please maintain the exemption for the motorcycle / PTW. The motorcycle does not contribute to congestion and can be a positive contribution to its relief by combining the personal flexibility of the car with the manoeuvrability and narrow footprint of the bicycle. The motorcycle is a practical option for commutes between 5 and 10 miles, which are too far for many to bicycle. Issues of vulnerability for this mode are not a reason to discourage its use

#### Promoting mopeds, scooters and motorcycles

- Many car drivers already have a motorcycle license but no motorcycle. If the council promoted this option, more people might make the modal shift, resulting in reduced congestion. The council could facilitate use by:
  - Allowing scooters and motorcycles into bus lanes
  - Better (free) parking facilities, including at all new developments
  - Providing safer routes, where possible
  - Subsidised training
  - Include mopeds, scooters and motorcycles in the 'travel for work' scheme as a 'smart option'

#### Bus lanes

- Bus lanes – if necessary – widen roads e.g. Madingley road (despite local objections) the effect of seeing buses regularly passing car drivers will have a great influence on them to use buses, either from villages or from park and ride
- Bus lanes should be reversible i.e. in morning, out evening – maybe difficult to operate but not impossible – put in centre of road?
- Buses must be seen to be quicker at rush hour times, morning and evening
- Provide racks on buses for cycles
- Consider ways and means (cycle parking, cycle carrying) to promote cycling integration with other public transportation.
- Re-regulate the bus services to make them accountable
- Bus in evenings
- Put the proposed plans for helping people get around without their cars in place first, before talking further about the congestion charge
- Have the political will to push the proposals through despite the protests. In the 1970s there were the same protests about closing Kings Parade to traffic – businesses said they would lose money and resisted the proposal strongly. Yet now it is clear that in the long term these same businesses have benefited from the extra pedestrian traffic. In the same way, the improved access by public transport and cycle that would be the result of reducing traffic volumes if a congestion charge were introduced would benefit businesses and individuals.

### **Workshop 5 – Huntingdon**

- Offer certain establishments e.g. retail or educational to open for business at a non-peak hour, e.g. 10am. As a sweetener, in conjunction with central government, offer 10% reduction in business rates (NNDR)
- DANGER – being hoodwinked by central government
- Ditto re scheme – it just becomes another tax on local people to pay for infrastructure required as part of the growth agenda – e.g. A428 Qrtly public transport – rather than funding coming directly from central government - make sure you employ good lawyers when the contracts are drawn up

- Chesterton station – needed to improve access to rail and reduce traffic to Cambridge station
- New development must be arranged to reduce need to travel. i.e. more local work, shopping etc.

## **Workshop 6 – Cambridge**

### Improve environment for cycling and walking

- Better and safer cycle lanes
- Improved public transport to reduce pressure on road space – this needs to be broadly cost and time neutral for the motorist
- Proper provision for bikes on public transport
- Better training for bus drivers to make them cycle aware
  - at present many of them drive in a way that jeopardises cyclists, putting them off using a bike and driving them to unnecessary use of cars

### Exemptions

- Teachers must be given exemption other wise they will not apply for jobs in this city when they can be paid the same outside (and not taxed £2k)
- They cannot choose their hours
- They cannot carry piles of books to bus stops

### Planning must be bound by the concept of ‘time neutral, cost neutral’ travel

- It must be seen as taking the same time and same cost to take the journey by bus/cycle as by car
- Bus routes must be faster; more frequent and go to the right destination
- Bus travel must be seen as a positive alternative
- This may required additional routes for buses to travel along (i.e. not reducing car roads)

### Ride and go

- Secure 24 hour parking at park and ride sites
- Free bus travel for city residents to park and ride sites
- Reduces car travel by city residents. Charge very much more for residents' parking permits on streets
- Every business, institution and school to have a mandatory transport plan, which fits into and is subsequently reviewed within context of overall transport relevant planning
- Travel help pack for every household and business/institution including cost and times etc etc so Person/resident can make a rational decision. Send it to every address.
- Plan first for public transport then for pedestrians and cyclists, then for freight and supplies then (lastly/ finally) for cars

### How is this going to run so that there is an overall plan?

- There needs to be a proper time-line for the various matters to improve the city in the right order
- It needs to be a concerted effort to include all the groups involved
- No tinkering with parts of a plan – otherwise it will not work

### Increase train capacity

- Most/all services to/from Cambridge are at full capacity at peak times
- Power supply restrictions affect the line north of Cambridge which results in a limit of 4 carriage trains
- Increase the power supply and run 8 carriage trains

- This would take cars off the A10
- Build platforms on both sides of the line at Cambridge station
- Trains wouldn't then have to wait for platform space or cross the lines to reach the platform

### Do not rely on deregulated public transport – stagecoach monopoly

- More pressure needed on network rail to provide proper cross-city links (guided bus on public roads through city because of this)
- Provide park and ride access direct from M11 and A14 (e.g. like service areas) to avoid congestion from M11/A14 to park and ride
- Cost of public transport must reduce. Current fares, great disincentive
- Free bus fares for children and combined school buses for schools in an area

### Congestion charge

- Need for a fully integrated system
- Need for clear political will to make it happen
- Set a vision for Cambridge and the sub region i.e. Where do we want to be in 10/20 + years

### Bikes on public transport/interchange

- Add east-west rail link – more freight
- Open additional rail stations e.g. Soham
  
- Ensure joined up thinking between council travel and education plans and understand impact of grants and plans on child and parent behaviour
- Efficient comfortable, on time and low cost travel – see international services such as Switzerland. People want a comfortable, safe and affordable service that arrives on time.
- As a governor of a city centre nursery, it is difficult to employ staff that are concerned about travel and parking costs. Some days they need cars to bring in equipment. No parking on site for others, public transport not available at required times.
- City centre resident working in St Ives – won't pay to go out to work. Businesses develop outside Cambridge
- Most important thing is changing people's behaviour. They need to understand benefits to them. Inform to make choice. Whatever the 'stick' it will be personal choice.
  
- Don't rely on travel expenditure to be covered by congestion charges

### Improved public transport system

- Integrated rail and bus system along European model
  
- Better public transport and specific bus lanes to speed up service
- Better and more frequent bus routes – smaller shuttle buses
- Subsidised bus fares
- If public transport was reliable, people would get out of their cars, therefore reducing congestion

### Pedestrianisation increased – more pedestrian zones/cycle routes

- Improvement in local environment demonstrates benefits of decreased car use
- Increase in dedicated cycle routes (full separation from pedestrians and motor vehicles) increases acceptance of cycling as a viable alternative
  
- Wiggle bus to feed regular village bus routes
- Use of voluntary sector minibuses to do a similar scheme
- Priority

## **Workshop 7 – March**

- The council should consider putting more resources into subsidising park and ride facilities for commuters instead of increasing charges

## **Workshop 8 – Schools**

### Children should have the priority for safer transport

- That solution is that children should have priority for travel on city roads in their parents' car. It's less desirable and less safe for children to decamp from parents' cars at park and ride, wait for school buses or even cycle
- The solution is that adult only cars should be restricted from entry – i.e. adults can deal with park and ride better than children, adults can cycle more safely than children – so adult only cars should have least priority – parent and child (ren) cars should have highest priority

### Workshop to focus on schools in Huntingdonshire area

Schools in Huntingdonshire area could collect ideas and sort out congestion in and around Huntingdon

### Revisit strategic demand on road use by segregating users by time of use

- Consider 7.30am start to school day and 2.30 finish
- Consider limited hours for HGV usage
- Consider extended school childcare provision
- Alternative possibilities: stagger school day starts
- Early day provision (breakfast/homework clubs)
- After school provision

### Fund schools to reduce school run demand

- Schools can reduce congestion by promoting safe cycling and walking to school but need money for e.g. cycle sheds; improvement of cycle paths etc
- No evidence that councils at any level have prioritised safe travel to school so why not get schools to do it and reward them for doing so

### Issues of concern:

1. Issues specific to our school: moving buses to Parkers Piece means more heavy vehicle movements outside the school
2. Traffic congestion on East Road, Gonville Place, Mill Road and Parkside Junction, Warkworth Terrace, Warkworth Street being used as a rat run for traffic avoiding congestion on East Road
3. Congestion charge
4. New housing at Trumpington, Newmarket Road and Huntingdon Road

### Congestion and schools

#### *Coordinated cycle network*

- Smooth surface
- Can go longer distance without too much stop/start
- Feels safe – not too close to fast cars

“M25” around Cambridge? Better connection of existing routes into a network

#### *Separation of people and vehicles at schools*

- More barriers
- Pedestrian crossings
- Speed reducing measures

- Lollipop patrols
- Done for the schools without too much effort from them – their priority is education
- External expert (i.e. LCC not schools) of schools as safe

#### Congestion

Do nothing – congestion is self-managing

#### Park and ride

There is no park and ride site planned for the Barton road entrance to Cambridge – why not? This is the dominant route for staff to our school (the ? school)

To make cycling/walking more attractive, speed restrictions around schools must be reduced to 20mph

The speed limit on Long Road is 40mph. Despite letters to the county, there is no indication that this issue is being taken seriously and that a reduction will be implemented (Long Road VI college)

### ***Workshop 9 – South Cambridgeshire Parish Councils***

#### New Developments

Any new development should be self supporting i.e. bus, car share etc

Local business utilities, i.e. reservoirs etc, schedule drought area quoted by water authorities

1. Expansion of park and ride sites – further out
2. Suggest bus services between park and ride sites serving villages with either poor or no bus service
3. New station for Addenbrookes particularly in view of expansion on site. Passenger transport by rail is probably greener than bus and car route

- Should have used south cambs news for the consultation

#### Maintain small businesses in villages e.g. stop closing village post offices

Village post offices provide vital services of local people. If they are closed people will have to travel – probably by car to another post office. Closure of post offices will probably result in the closure of other small village shops – reducing the sustainability of villages

#### Bus services for small villages

Development of 'dial a ride' service – so buses do not run if no passengers but there is something, which is cheaper than a taxi. People would need to 'book' a bus in some way – therefore some element of pre planning necessary

Some form of interactive booking via computer? Also via telephone?

#### Nationalise all transport – including private vehicles – nationwide rather than just for Cambridge

Government needs to take responsibility for communications rather than playing with little experiments (misguided bus, congestion charging) to be run by local authorities. All transport would be integrated with single end-to-end ticketing, private travel then charged fiercely if a PT alternative is available

For Cambridge this will include new developments like monorails and underground trains/roadways.

£500m is derisory in the face of this demand

#### Congestion problem in Cambridge

What is needed is a radically modernised and fully integrated (geographically as well as modally) public transport system. The plans (and current schemes - such as the guided bus) for

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Cambridge are piecemeal and more akin to 'fire-fighting' rather than an imaginative forward-looking scheme. One such radical system would be a comprehensive public tram network that connected the villages and residential areas around Cambridge with the city itself. Continental examples indicate that highly efficient, quiet and heavily used tram systems can be devised for cities like Cambridge (historic towns with narrow streets). In the city of Bordeaux for example, there is a highly efficient and effective tram system that uses overhead power outside the city, and underground induction loop system in the city. It is quiet, efficient and cheap. A similar system operates in Frankfurt Oder in Germany. Cambridge used to have a tram system in the 1920s/1930s. If we had a scheme of this sort, networking the many villages around Cambridge with the city, combined perhaps with a congestion charge, there is real chance this would be the preferred mode of transport into the city. As every new settlement was constructed, so the tram system would be connected to it.

As a design issue, on the continent, there are tram systems of the sort that involve narrow trams that are able to negotiate narrow historic streets (fundamentally, the same trams could prove attractive to tourists, again reducing their contribution to traffic problem at certain times of the year)

#### More equitable and reliable rural bus service

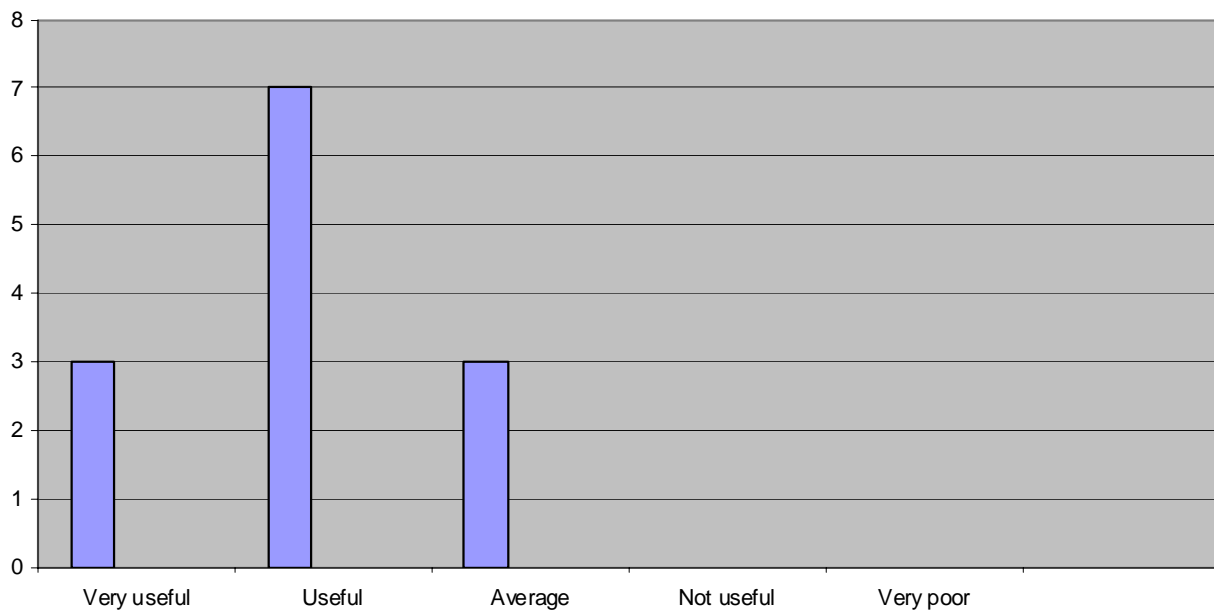
If rural and public transport is to improve then the public transport has to be able to reach park and rides without getting stopped by congested roads (i.e. how much are effective bus lanes being considered, especially in areas of congestion) Private transport could be controlled by traffic signal to allow public transport to enter sections of road.

## Appendix E: Evaluation Summaries

The facilitators handed evaluation forms at the end of the meeting to allow people to submit their comments about the workshop they attended. What follows below is a transcription of those comments.

### Workshop 1 – Cambridge

How did you find the meeting overall?



#### Why?

- Lack of specificity
- People from many points of view
- Points of view and ideas from a wide range of people
- Very helpful and interesting to hear views of others in the local business community
- It was a good forum for generating/sharing specific and practical ideas. However, these were not developed or taken up in the meeting and I remain to be convinced that the county will do so after the meeting
- Open
- Seems like the public all have much the same suggestions but also think the outcome of the decision has also been made
- See below
- Open discussions and ideas were invigorating
- Genuinely attempted consultation generally well controlled. Last session did not really work as discussion lost focus
- So many ideas
- Constructive. Useful to hear other ideas
- Wide range of ideas – brain storming but more focussed

**What would you have liked to spend more time on?**

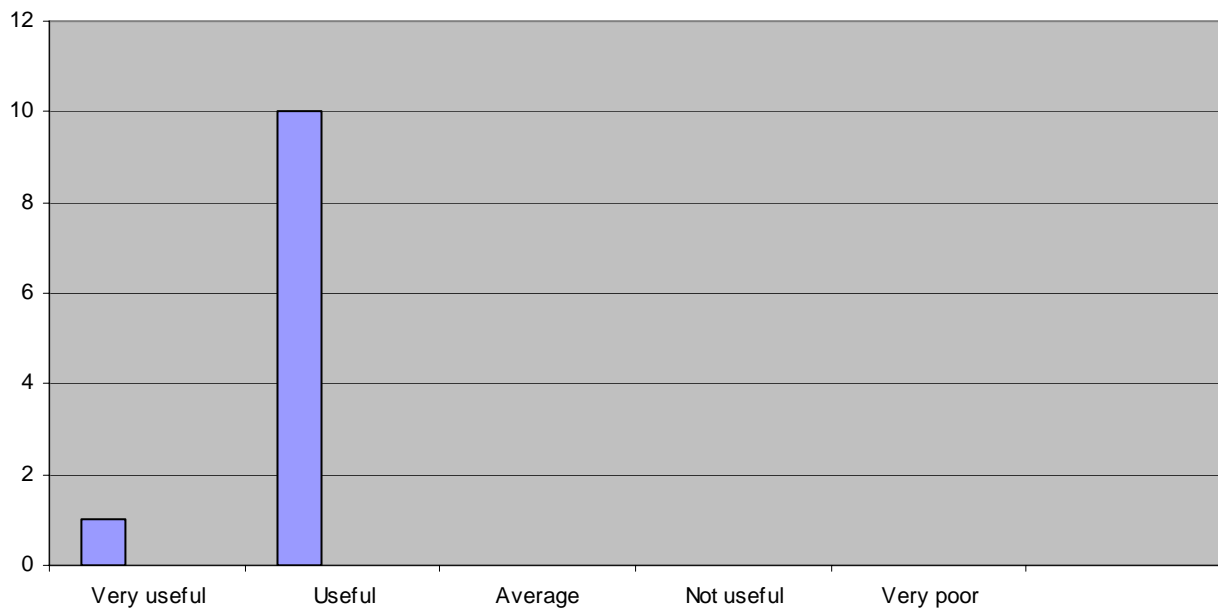
- Council officials – councillors
- More discussion on congestion charge
- Specifics of what is actually feasible in terms of budget would have helped focus ideas
- Developing specific ideas
- A vision for the future
- The subject of why the underground system is dismissed as ‘too expensive’ – we have to find the money now before it’s too late
- In depth discussing
- Traffic management
- Perhaps we should have done more analysis on congestion charging itself – dividing attendees by sectors
- More in depth on each possibility but a lot of time needed
- Positive solutions

**What would you have liked to spend less time on?**

- Final section on? Ideas was too vague
- The small less strategic items and too much preamble into the main subject of congestion charging
- Congestion charge is given a ‘how’ feeling not an ‘if’ feeling. The existence of a £500m pot should not blur the decision making
- First activity could have been pre-prepared and fewer additions taken
- Generalities
- Congestion charge
- Nothing particular
- Anecdotal experiences

**Any other comments?**

- Fear that all 6 sessions will arrive at the same conclusions
- Would like to be kept informed
- Difficult subject – easy to think of problems, v. difficult to think of solutions
- More specific points – established up front
- Well facilitated – I just hope it hasn’t been more public money spent on ‘consultation’ what doesn’t have it’s outcomes considered, but simply overridden!
- This process should occur before a decision is made!
- Tourism was not discussed. Neither was Cambridge very significant day delegate conferencing business. These issues may well be adversely effected by an entry charge – particularly the ‘day delegate’ conference business
- Valuable to have facilitators as allowed everyone a chance to air their views rather than individuals dominating. Will be helpful to receive written summary of discussion
- Frightening idea – councillors not really qualified to run a project of this scale

**Workshop 2 – Ely****How did you find the meeting overall?****Why?**

- Have a clearer understanding of pressures needs and possible solutions
- It was interesting to hear so many ideas and solutions to what has become a political problem
- I felt comments were genuinely listened to – sometimes not the feeling at ‘consultation’ done to tick process boxes
- Understood more about proposal of congestion charge – still unsure if already agreed or not!
- Thought provoking
- Enabled better understanding of issues
- A whole range of topics/ideas, both negative/positive addressed
- Broadened my mind about transport issues in Cambridge and the likely future
- To gauge views of wider community
- It was good to be able to listen to other points and to be able to get my (and my company’s) points across.

**What would you have liked to spend more time on?**

- I expected more time on an overview
- Costing and proposed money spending
- Q&As
- Public transport
- Regional solutions – satellite village to Cambridge travel
- Discussing the sticks rather than carrots
- Pros/cons of trains and rail vs. bus
- Walking’s and cycling’s park

**What would you have liked to spend less time on?**

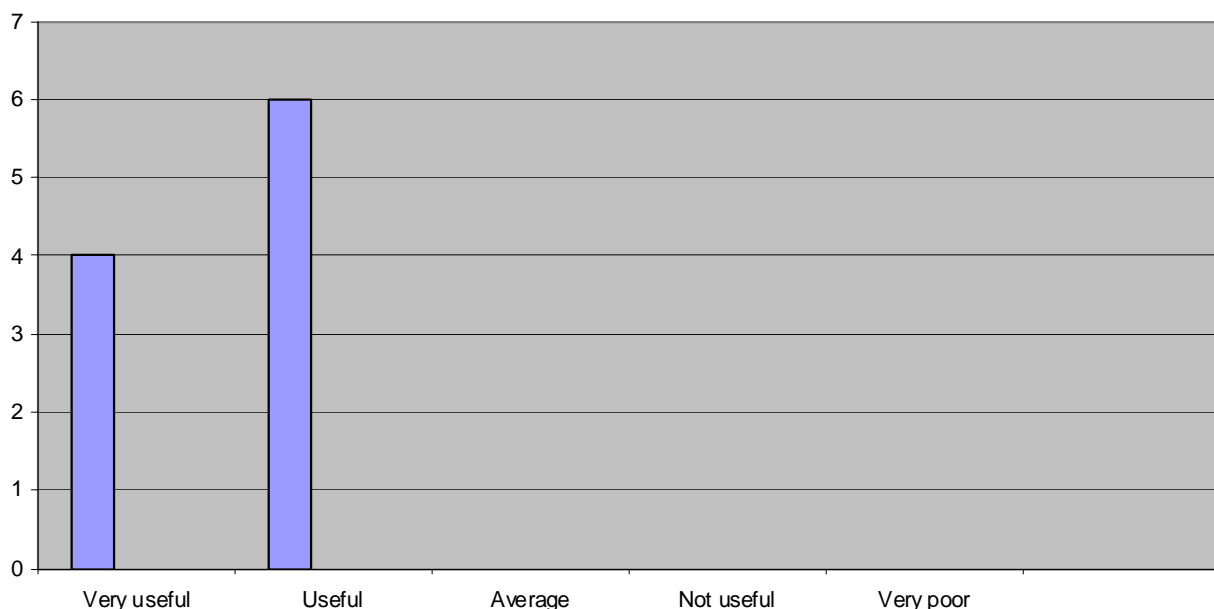
- Workshop – although necessary to understand the view of the other stakeholders
- Congestion charge
- Just needed more time!
- Rail
- Anecdotal evidence

**Any other comments?**

- Would be interested in future events
- Turn the heating on?
- Impossible for council to get full solution. Too many conflicting views
- Enjoyed
- Well run meeting – appreciate having meeting out of town. Very cold room!
- Went well – a bit cold!
- Well run – a shame not more people!
- This was a good first meeting. It would be good to have a follow up later down the line.

**Workshop 3 – Sawston**

**How did you find the meeting overall?**



**Why?**

- Obtained an understanding of future transport issues for the region and possible solutions
- Free exchange of ideas
- Explaining various issues – there doesn't appear to be one solution that has been developed already
- Because it showed that a way forward was necessary but that the way to achieve a successful strategy was not clear as there are too many variables
- There is a serious problem – it needs sorting. Public participation essential.
- Hopefully my views, opinions and concerns have been noted and will be taken into account
- Good explanation of ideas from different perspectives
- Made me take a far broader view of the congestion problems particularly from the view point of a wide variety of people in many fields of endeavour
- Paul was very informative, useful hearing viewpoints of others, well balanced group
- It look at the whole issues both for and against and relative consequences

**What would you have liked to spend more time on?**

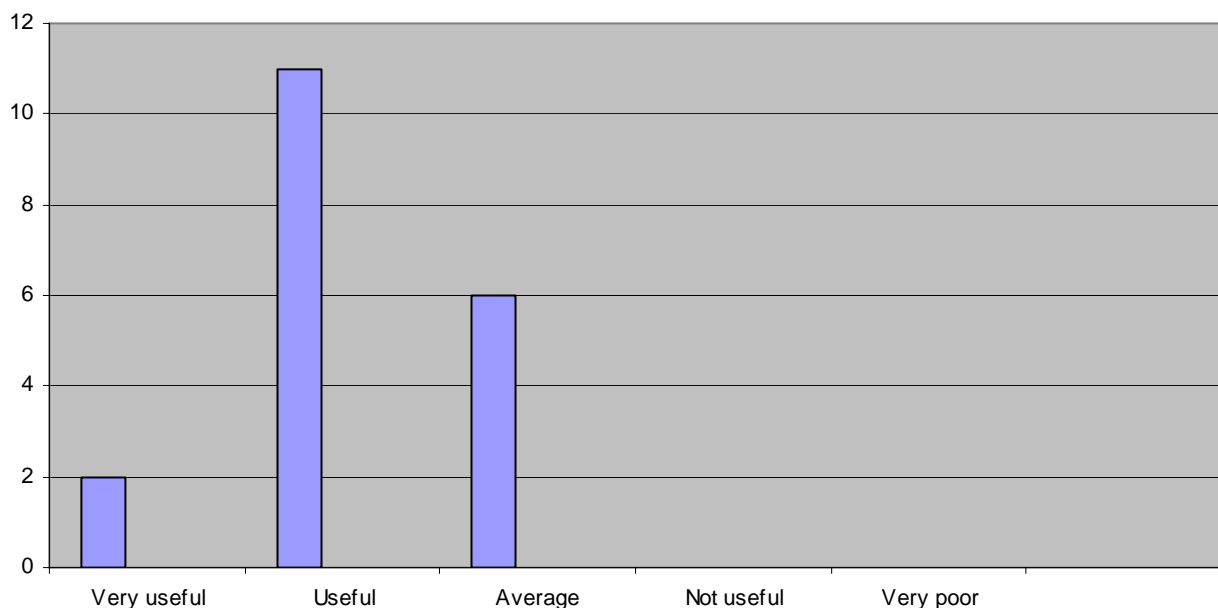
- A more formal presentation of CCC view on issue/options – fact/figures
- Nothing in particular
- Integration of multiple problems associated with Cambridge, growth, environment, health
- Fine – well balanced
- The economic impact of congestion vs. congestion charge; school transport
- Fine as present
- Cost of broad options, Long term likely developments such as fuel, social problems, environment
- N/a
- More context on future developments in the area
- Solutions other than congestion charging e.g. possible short term solutions for transport problems now

**What would you have liked to spend less time on?**

- Congestion charging
- Nothing
- N/a
- Options that appear unlikely to be achievable e.g. a ring road which even if built would encourage more personal transport
- Fine
- None
- Fine
- Nil
- Nothing

**Any other comments?**

- Enjoyed the fact that it was a relatively small group and a relaxed atmosphere! Facilitators worked well in supporting the evening
- Worthwhile evening!
- I was surprised that no mention was made of the economical sequelae of RTAs
- Well run meeting. Would have encouraged more people to attend if letter had mentioned format of the meeting and light refreshments provided. Lack of ? was a disincentive to attend
- A thought provoking evening
- Good forum
- There is a need to integrate all parts of this transport equation. There is a very long way to develop the ideas
- The ability to influence the ‘course’ of congestion was not really explored and the possible solutions that could be taken – would it be too radical!
- Wine would be a better bribe!

**Workshop 4 – Cambridge****How did you find the meeting overall?****Why?**

- Little info re what benefits of charge are likely to be
- Not enough genuine consultation
- Very well structured to facilitate exchange of views
- Good debate
- Wide ranging discussion
- I've been to at least three other events in the last two years, so I'm fairly aware of the arguments
- Better idea on proposals and opportunity to raise concerns
- Awareness of problems from all quarters
- New points raised
- Quality of interventions
- Further enhanced my understanding of the plans
- It was a bit like throwing arguments back at you e.g. if you don't like our suggestions what are yours? Very much felt like congestion charge is 'fait accompli'. Did we achieve anything – are our ideas to be taken seriously?
- Presentation too verbal
- Am horrified that there is not an alternative to congestion charge
- There seems to be many preconceived ideas which are already too far advanced to overturn
- Good to hear the debate
- Provided information not known previously
- Some more background on the issues
- Diversity of views – people starting to take ownership

**What would you have liked to spend more time on?**

- What to do with the money
- Thinking about the environmental qualities of Cambridge and surrounds and how such is affected
- The benefits of introducing congestion charging and some details of schemes being introduced
- Some better details on the potential 'carrots'
- Reading some of the detail already available before the meeting

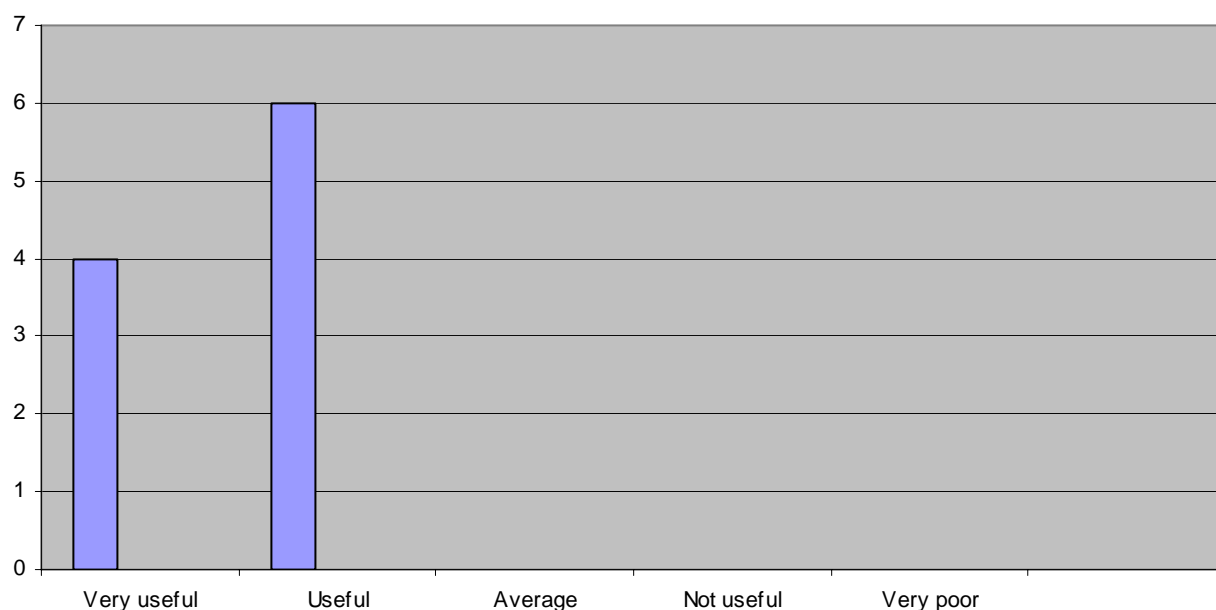
- Other types of transport – trains, if we had railway lines in the first place, why spend all that money on guided bus? Trains work really well in other places
- The lack of any realistic alternatives
- Pollution
- The options for public transport improvements
- Send on the info on what you have to do to get the £500m
- Solutions and council thinking on proposals
- More details on proposals
- Costs
- Understanding exactly how TIF funding might be spent
- Solutions, such as facilitating motorcycle use – a very low cost option
- Understanding the outline bid
- Did not address the full impact on lower paid workers who cannot afford to live within area

### **What would you have liked to spend less time on?**

- Internal politics of council
- Blue skies stuff – irrelevant and unnecessary
- Political ‘spin’
- Politics
- Congestion charge (dream on!)
- Political debate

### **Any other comments?**

- You have a difficult job to do!
- It should have been made clear about the proposals and the need to introduce congestion charging as well as the ‘blue skies’ carrots
- Interesting to have political representation present
- Get the PR machine working better
- You need more visual aids and clear presentation of facts – what money will be spent on
- Building houses outside Cambridge *is* reducing countryside and utility of countryside for those that live there already
- Feed back
- Good facilitation and pace – we weren’t lectured at
- Good mix of views. Better than other consultations as not dominated by one group
- Feel the discussion was well-structured and kept a positive approach on a controversial topic

**Workshop 5 – Huntingdon****How did you find the meeting overall?****Why?**

- Good discussion, well run
- Opportunity to voice opinions
- Well managed, good flow of ideas
- Chance to air views and concerns
- Useful briefing – discussion
- Issue explained, explored and debated. Copious notes made on flipcharts as a record. Broad discussion encouraged
- Allowed open discussion. Regarding subject and better understanding
- A better understanding of the issues and an appreciation of other points of view.
- Hearing other people's opinions and getting a better understanding
- Confidence of being listened to. Getting an understanding of wider perspectives and issues/impact on others. Seeing the potential plan ahead re Cambridge transport/congestion

**What would you have liked to spend more time on?**

- No – just right
- The balance was about right
- Congestion charging and development of other feeder roads
- Time was sufficient and all topics covered
- More detail on how the congestion charge will work
- Governments agenda and likelihood of achieving county objectives in the light of this
- More opportunity to discuss – time needed to be spread across the group – good job it wasn't any longer
- Talking about 'longer distance' transport i.e. beyond Cambridgeshire

**What would you have liked to spend less time on?**

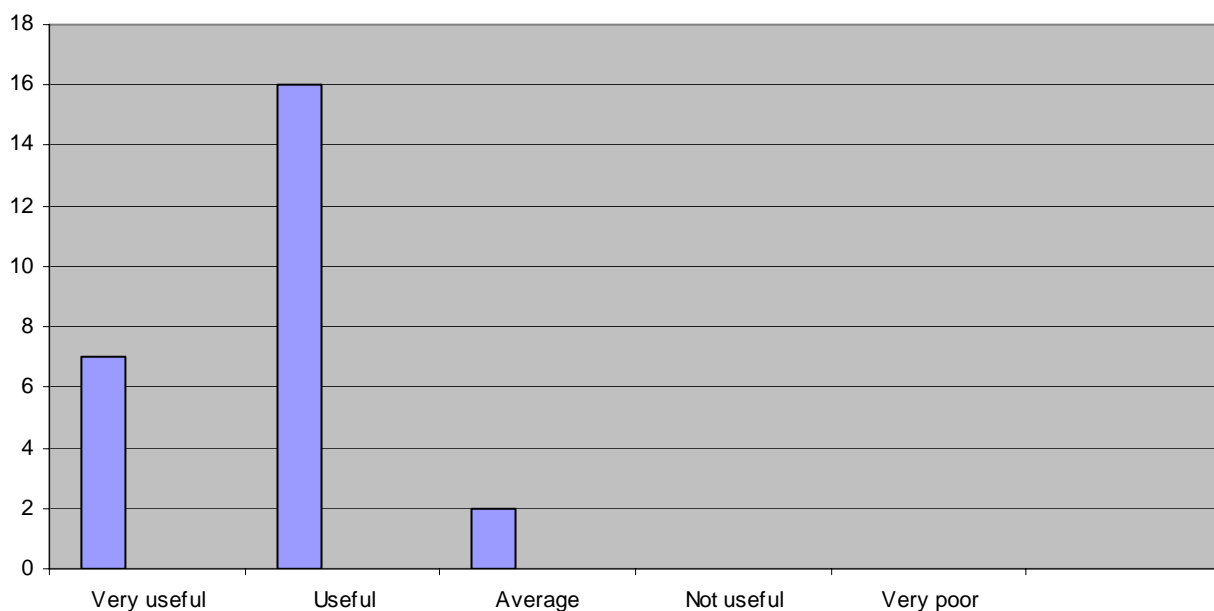
- Otherwise I thought pretty well balanced
- N/a
- See above

**Any other comments?**

- Thank you
- Good meeting
- Let's hope that something happens as a result
- Useful workshop
- As an 'interest' group would be CC appreciate any further input – it's not clear whether they will follow up with participants
- Good meeting

**Workshop 6 – Cambridge**

**How did you find the meeting overall?**



**Why?**

- More knowledge gained about transport issues in Cambridge – including congestion charge
- Because it better informed me of the process
- Had no previous knowledge
- Airing views of interested parties
- Very reflective
- Good and informative
- Sharing comments/ listening
- Information gained about what is actually happening, rather than just what we read in the papers
- Useful to discuss the issues
- Hear other opinions
- Because I was fairly ignorant of the facts and I now feel better informed. It was also really interesting to hear other people's views and opinions
- Wide ranging discussion of issues all points put across clearly. Everyone given a chance to speak
- I let off steam!
- Better informed, good to have consultation
- Good information source. Effective discussion
- Provided a wide perspective on problems and solutions
- Information, discussion hopefully helpful

- 
- A good forum for discussion plans and people's concerns about
  - Discussion of relevant issues and problems and solutions
  - Opportunity to hear others views and information on finance (?) and possible carrots and sticks people have produced
  - I came away with a much greater understanding of the scheme and some of the complex issues involved in formulating policy
  - Some useful discussion

**What would you have liked to spend more time on?**

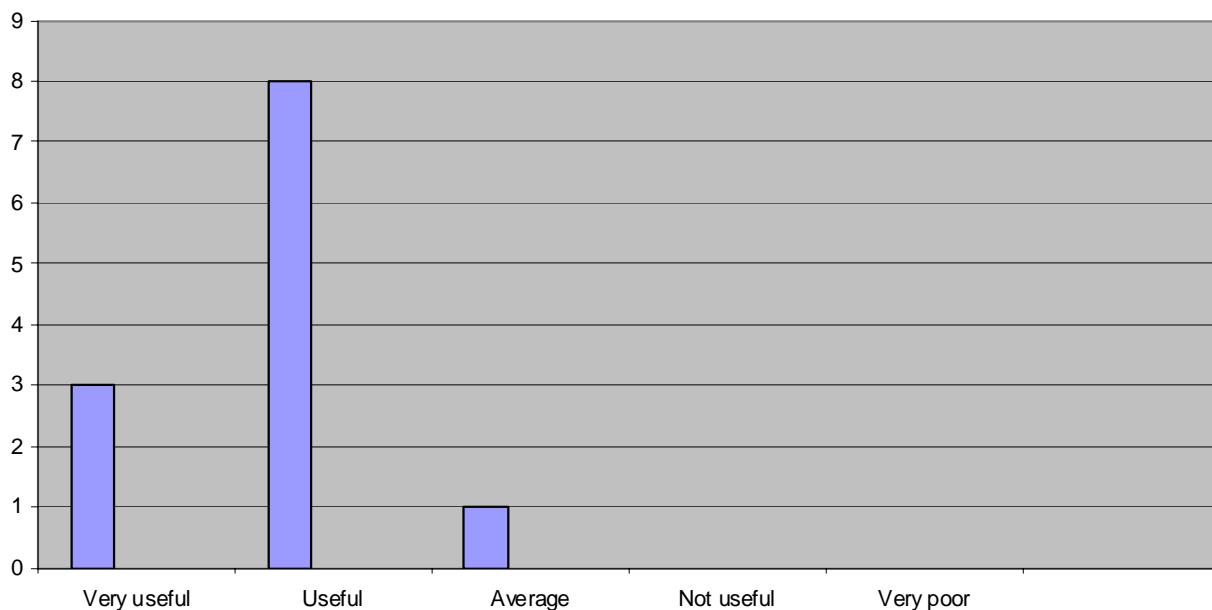
- Session worked well as it happened
- Broader transport issues of Cambridgeshire
- About right
- More specific solutions by areas
- What is actually to be done to set up the scheme
- Positive routes to the future – carrots
- The complexities are such that it is difficult to visualise practical outcomes
- Trains and buses
- £500m but on what; value for money; long term sustainability issues; options for congestion charge
- More up front info on the facts about what is proposed
- Information about what is proposed – more detail on budgets?
- Maybe a bit more info at start on what the 470m would be spent on
- Suggestions on how systems might be improved
- Carbon emissions
- Implementation of the congestion charge
- What is the 500m being spent on? Need to 'sell' the carrots
- Everything!
- Detail – there was little clear exposition of causes or solutions

**What would you have liked to spend less time on?**

- Personal opinions that aren't constructive!
- Schools
- Sticks
- Group exercises

**Any other comments?**

- A well-run and informative meeting with good quality discussion. I would have been nice to have some heating!
- I presume we will be given notes eventually on the combined sessions
- ???
- Very cold room. Overhead projector would have been easier to see. Difficult to read sheets.
- Eggs! Must be broken if you've to make this work. Heads?
- Still unable to sell the idea of a congestion charge
- A worthwhile workshop
- Well done
- Making positive steps to make people aware of the benefits
- I found it very useful *especially compared (??) with others*
- The thinking is very token – or was not well expanded.

**Workshop 7 – March****How did you find the meeting overall?****Why?**

- Not too many people – all had plenty of chance to air views and hear others. Themes of sessions fairly open so everyone able to put their particular concerns
- Because Paul was receptive to expanding the discussion points purely away from Cambridge while still covering aspects of travel from market towns to Cambridge very well organised
- Broad view, provocative
- Better informed about things that affect me and my environment. Good ideas of debate. Wide ranging
- Good informative discussion. Very good to hear the views of other people/organisations
- Understand more about what is hoped the 50m will be used for
- For a future forecast on our county's plans which will effectively effect everyone including my children
- Still a big pie in the sky, on so many proposals
- Because I was enabled to understand the current thinking – the financial background to the problem of Cambridge
- Provided an explanation of measures being implemented to reduce congestion
- Interesting exchange of ideas from participants plus opportunity to hear county and district policies

**What would you have liked to spend more time on?**

- Local issues in Wisbech/March etc
- Did not realise it was specifically Cambridge-centric. Needed more county-wide views.
- ? from rural to urban
- Was about right
- Local transport to and from Cambridge
- More local issues
- Problems outside Cambridge
- Overall the balance was good and the meeting well managed
- Local issues – transport
- Ideally local problems

**What would you have liked to spend less time on?**

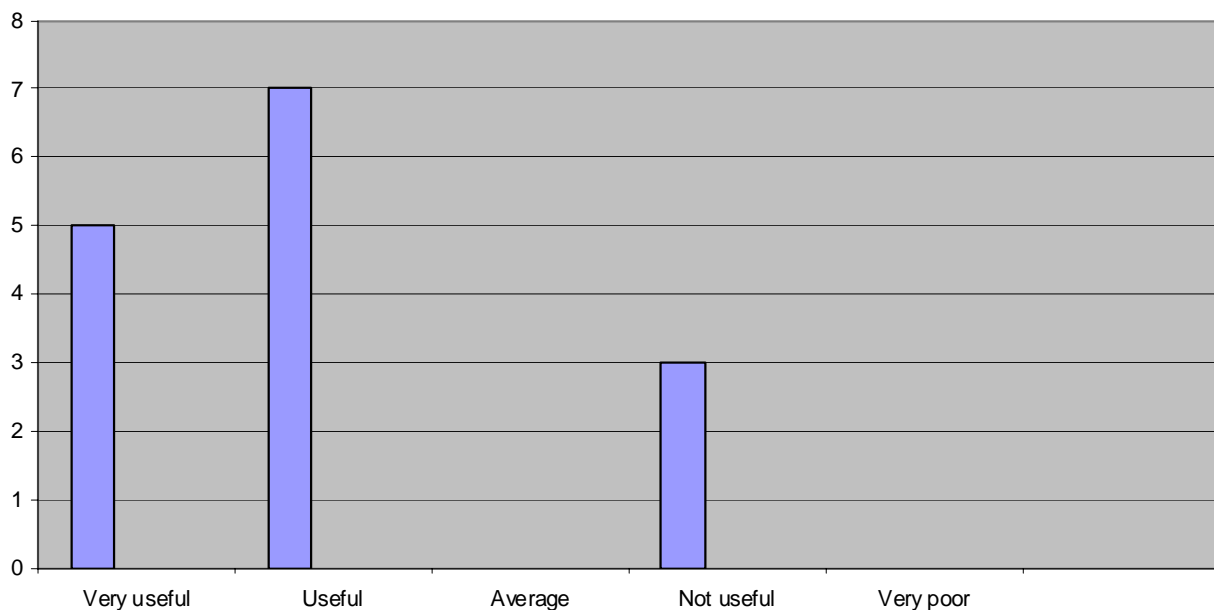
- Cambridge
- Nothing
- Cambridge
- Was about right
- All good!
- Cambridge itself although appreciate ? that for this meeting

**Any other comments?**

- Just hope that our concerns and points will be considered and that some benefits will come to North Fenland
- Thanks. Very constructive and I'm pleased I attended
- Informative. Would like to be kept informed during this process
- Session could have been a bit shorter and or started earlier – say 5.30?
- We should have an event like this on a regular basis. 2 or 3 times a year
- None
- Perhaps unfortunate that the exact remit for the meeting was not too clear from the invitation letter. Its focus on Cambridge exclusively was not make clear and we have congestion issues in this part of the County (!) i.e. March, Wisbech
- A worthwhile exercise providing policies are carried through

**Workshop 8 – Schools**

**How did you find the meeting overall?**



**Why?**

- Exchange of ideas, some new thinking, gave details of figures
- It covered Cambridge not Cambridgeshire
- Discussion was well structured and thoughtful
- Opportunity to hear other people’s views and understand the issues better
- Informative. Paul Cook was very open and honest
- Informative
- Specific issues were not discussed
- Because there seemed to be a genuine wish to hear our views and record them

- 
- Seemed like genuine consultation. Useful to pool ideas with other schools personnel. Better informed about CCC plans
  - Good to have a forum for feedback and have a representative from the council to speak to
  - Very useful discussion on Cambridge issues but invitation was to all schools in Cambridgeshire to discuss issues across the county so some concern that issues in, e.g. Huntingdon are simply not on the agenda

**What would you have liked to spend more time on?**

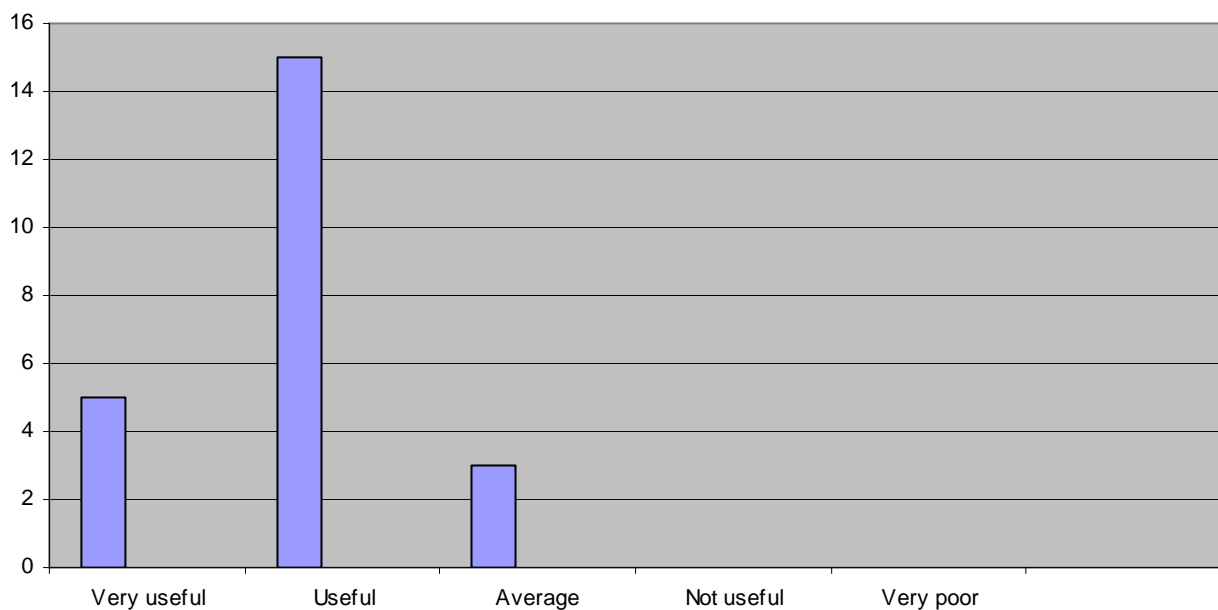
- Cambridgeshire
- More time on working out what the sticks would/could be
- The ability of the CCC to act now on today's issue – i.e. road safety around schools which of itself would help reduce congestion
- Congestion in Cambridge specific / funding
- Congestion around schools rather than overall focus on the reasons why we are following this route
- I felt the balance of the meeting was fine
- Recruitment and the specific education issues!
- Cambridgeshire congestion solutions
- It was about right

**What would you have liked to spend less time on?**

- Cambridge solutions
- Safety around schools – this is not directly relevant to congestion
- Overall congestion problems
- Routes into Cambridge
- Personal grievances/those that affect individual schools e.g. impact of public buses parking on side of Parker's Piece
- Congestion charge – not as core to school issues as many others which were raised (local congestion, safety etc)

**Any other comments?**

- A follow up discussion to cover Cambs wide matters specific to schools
- Good balance to discussion
- The ? was misleading
- More done for schools rather than schools having to push for it. Schools having enough to think about in education
- Good balance of information and sharing ideas
- I thought Paul Cook explained the CC approach very well – and was receptive to people's ideas/pre-occupations
- Didn't stick to proposed agenda but a useful meeting
- I think it would be helpful if meetings were during the school day and shorter!
- Please can we have a meeting covering the rest of Cambridgeshire

**Workshop 9 – South Cambridgeshire Parish Councils****How did you find the meeting overall?****Why?**

- Opportunity to focus on requirements and feasibility
- Clarification of key issues not adequately communicated to PCs
- Impressed by presentation by Graham Hughes
- Provided opportunity to discuss and debate the issues
- Free exchange of views – well chaired
- Looked at a range of options particularly related to benefits needed
- Rather interesting! Very clear presentation. Questions generally of good quality
- The most informative meeting to date
- I knew quite a lot before I came. The bus services are not clear. The joined upness is vestigial.
- Informative but lacking detail of overall plan
- Gave an insight into wider problems of congestion beyond the ‘necklace’ villages
- Well presented, well controlled, to the point, showed lots of thought and work put in. Much to think about
- I have a greater understanding of where the congestion charging issue has come from. Opportunity for people to make suggestions/ask questions very useful (carrot and stick exercise good). Very good not to have to sit and just listen for 3 hours but the presentation in the middle was very helpful.
- Good airing of views
- A poor start – the meeting needed an introduction to the current situation and the options to be considered.
- Found out information that possibly should have been available before
- Understanding of the need for congestion charges
- Found out a lot more than I already knew
- Items discussed by participants represented common needs
- I felt Graham was very open in his briefing information; much better than reading about it in the newspapers

- 
- Talked down to the audience
  - Very little information sent to PCs before – don't assume everyone can get to road shows or have access to computers
  - Not chaired very well

**What would you have liked to spend more time on?**

- Requirements for an integrated and efficient public transport system
- The key root causes of 'the problem'. A root cause analysis precedes the best solution
- Specific costings
- Greater opportunity to discuss details of county's scheme
- There was no clear indication that county had looked seriously at other options than congestion charges. County seems to have gone 'hell for leather' for this option. This needs to be explained
- I think presentation should have been done first though I understand why to 'draw' potential criticism at beginning. Lots of time for questions
- Effect on the national road system as people are forced to use A10 and M11 to access park and ride
- I would have liked to have been sold a really decent public transport system from the villages to park and ride to Cambridge
- Impact of congestion charge on villages/communities with no access to public transport
- Not sure. Facilitator did a valiant job of keeping discussion general and deflecting from red herrings and issues relating to individual villages but even so there were times when discussion started to get off target. Possibly a firm statement at start that we were not here to discuss whether or not we should even be discussing congestion.
- The actual proposals with visuals, e.g. detailed map.
- I would have preferred to hear the problem first
- Actual mechanics of charge e.g. proposed time of charge, and particularly environmental aspects/implications
- Suggested alternatives, as considered by county council
- Costings – a discussion of how they envision the public transport system
- Yes

**What would you have liked to spend less time on?**

- No
- Some questions were too local
- Discussing the issues on our tables before the room talking about things
- Waffle in the first 30 minutes. It needed to start with presentation
- Some of the red herrings!
- Pompous self-interested individuals enjoying the sound of their own voices!
- Local (city of cambs) problems
- Nothing of note
- No point in discussing quantity and development. Successive governments, Tory and labour have wanted it
- First 30 mins were rather disorganised and wasted valuable discussion time
- Repetitious questions and unnecessary statements
- Discussing if TIF was going to happen or not

**Any other comments?**

- Not enough thought given to destination other than city centre e.g. science park
- Need to consider bus services between park and ride sites, via rural villages
- Looking forward to the assembled views
- Generally a well prepared and presented event
- Well 'chaired'. Communication from county council has been poor
- Consultation process to parish councils was poor. ?? on the online questionnaire and not corporate response by Parish council.
- I am concerned that the A10 will be over prescribed with the bigger P&R in Trumpington. I think that the charge is a tax on the city by the county. I also think it is very bad for the disabled living and working in Cambridge
- No remarks from presentation team regarding potential change of transport practices (cars etc) by public
- A very stimulating and helpful evening. Thank you
- The Cambs officer spoke clearly and thoroughly but S. Cambs parishes were not clearly advised about consultation beforehand. This was too close to deadline
- Graham's presentation was useful. After a poor start to the meeting, there was plenty of opportunity for discussion and airing of views
- The agenda seemed to be the wrong way round. Asking for solutions before the problems had been explained
- I can now report to my meeting. I came in not wanting a congestion charge and have come round
- My office is considering moving office start time to 10am. Will there not be a displaced peak hour? How will this help green issues?
- Good presentation by the two consultants. Meeting well conducted
- How much money has already been spent on consultants etc?
- More info in local free papers would have been useful – not everyone buys camb evening news
- Should have had address at start.