

# Local Transport Plan 3 Consultation Summary

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## Background

Improving transport for everyone who lives, works or travels in Peterborough is a priority for Peterborough City Council. To enable the city council to provide the best possible transport service in and around the city, a Local Transport Plan (LTP) is produced every five years.

In preparation for Local Transport Plan 3 (LTP3), the city council carried out a consultation exercise to obtain the views of all interested parties, from stakeholders to members of the public. This section has been separated into two parts, the first section summarises written responses from stakeholders and the general public. The second part summarises responses received from questionnaires returned from the consultation leaflet.

*"Improving transport for everyone who lives, works or travels in Peterborough is a priority for Peterborough City Council."*

## Responses from stakeholders and residents

The consultation process for the LTP3 started in the summer of 2010. Overall a very wide range of consultation methods have been used at various stages during the consultation. In July all Councillors were invited to attend a three day consultation 'drop in' event which was held at the Town Hall.

The consultation was a well publicised event, in August an interview took place with BBC Radio Cambridgeshire and in September a television interview took place with BBC Look East. The consultation was also mentioned numerous times in the local newspaper, The Peterborough Evening Telegraph.

The LTP3 leaflet was distributed in the Your Peterborough magazine to all households within Peterborough informing them of the ideas the city council was proposing to include in LTP3. A copy of the leaflet and questionnaire was also made available online. Over 250 stakeholders and interest groups were written to directly to give them an opportunity to participate in the consultation.

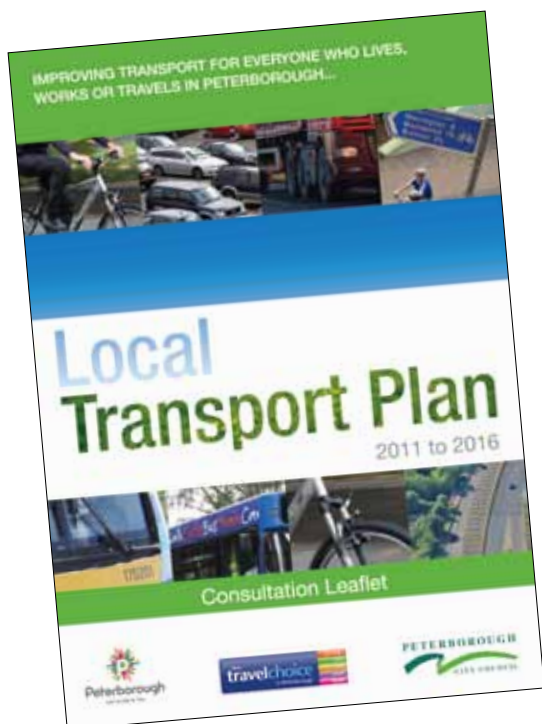
During September, the city council officers attended Neighbourhood Council meetings (see Table 11), where a dedicated session was held to give everyone a chance to discuss the LTP3 with the officers:

**Table 11: Neighbourhood Council meetings**

Neighbourhood Council	Venue	Date
Dogsthorpe, East and Park Neighbourhood Council Meeting	Millennium Centre, Dickens Street	1 September 2010
Fletton, Stanground and Woodston Neighbourhood Council Meeting	Riverside Pavilion, Candy Street	2 September 2010
Rural North Neighbourhood Council Meeting	John Clare Primary School, Helpston	16 September 2010
Central and North Neighbourhood Council Meeting	Peterborough Sports and Leisure Club, Lincoln Road	21 September 2010
Gunthorpe, Paston, Walton & Werrington Community Committee Neighbourhood Council Meeting	Ken Stimpson Community College, Staniland Way, Werrington	22 September 2010
Orton with Hampton Neighbourhood Council Meeting	Matley Primary School, Orton Brimbles	23 September 2010
Peterborough West Neighbourhood Council Meeting	Jack Hunt School, Ledbury Road, Westwood	29 September 2010

On September 11 and 12 a two day public exhibition was held at the Queensgate Shopping Centre, where officers were available for questions. From October to December 2010 officers also attended meetings with various stakeholders and interest groups.

Over this period a vast amount of comments were gathered from parties. These comments have been summarised and arranged by the type of respondent; stakeholders, other interest groups and general public. All comments have been kept anonymous.



*LTP3 consultation leaflet*

### Stakeholders & interest groups

In total 255 stakeholders and interest groups were contacted directly by e-mail and letter. The following lists some of the types of stakeholder and interest groups that were consulted:

- Bus service providers
- Community associations
- Councillors
- Disability and accessibility groups
- Environment organisations
- Local Members of Parliament
- Neighbouring local authorities
- NHS Trust
- Parish Councils
- Partnering organisations
- Police and other emergency services
- Other local groups for cycling, walking, senior citizens, rail and traders

The response rate from the stakeholders was low as only 10 per cent provided feedback. The following lists the types of issues that were raised by those who had responded:

- Public transport
- Rail
- Walking
- Cycling
- City centre accessibility
- Major schemes
- Highway network management
- Road safety
- Climate change

## Other interest groups

As well as receiving responses from stakeholders, comments were also received by other local groups such as resident associations and committees of local political parties. Issues raised were for the following:

- Public transport
- Rail
- Walking
- Cycling
- City centre accessibility
- Major schemes
- Highway network management
- Road safety
- Climate change

## General public

Members of the general public were consulted about the LTP3 in a variety of ways. Initially consultation leaflets were delivered to every household across the city, this was followed by officers attending Neighbourhood Council meetings as well as holding a two day public exhibition at the Queensgate Shopping Centre.

Although the majority of the comments were received by returned questionnaires (details of which are covered later), many residents also responded by letter and e-mail. Others also left comments when attending the meetings and exhibition. The following lists the types of issues that were raised by those who had responded:

- Public transport
- Rail
- Walking
- Cycling
- Parking enforcement
- City centre accessibility
- Major schemes
- Highway network management
- Road safety
- Climate change



*"Over 250 stakeholders and interest groups were written to directly"*

## Questionnaire responses

The consultation leaflet was distributed to all households in September's issue of Your Peterborough. The leaflet included a questionnaire with a return freepost address. Additionally, the leaflet was also made available on the city council website along with the questionnaire. In total 1,161 completed questionnaires were returned. Every single questionnaire was reviewed and analysed, the following sections summarise some of the key results and findings.

### Demography and geography

The questionnaire sought to gather basic demographic and geographic data from the respondents. This information was solicited in order to determine:

- If there was a strong difference in the level of responses between particular age groups or genders
- If there were areas within the authority that responded more or less than other areas
- If there were areas of common concern between different groups and areas, or if there were marked differences in concerns

The data gathered consisted of:

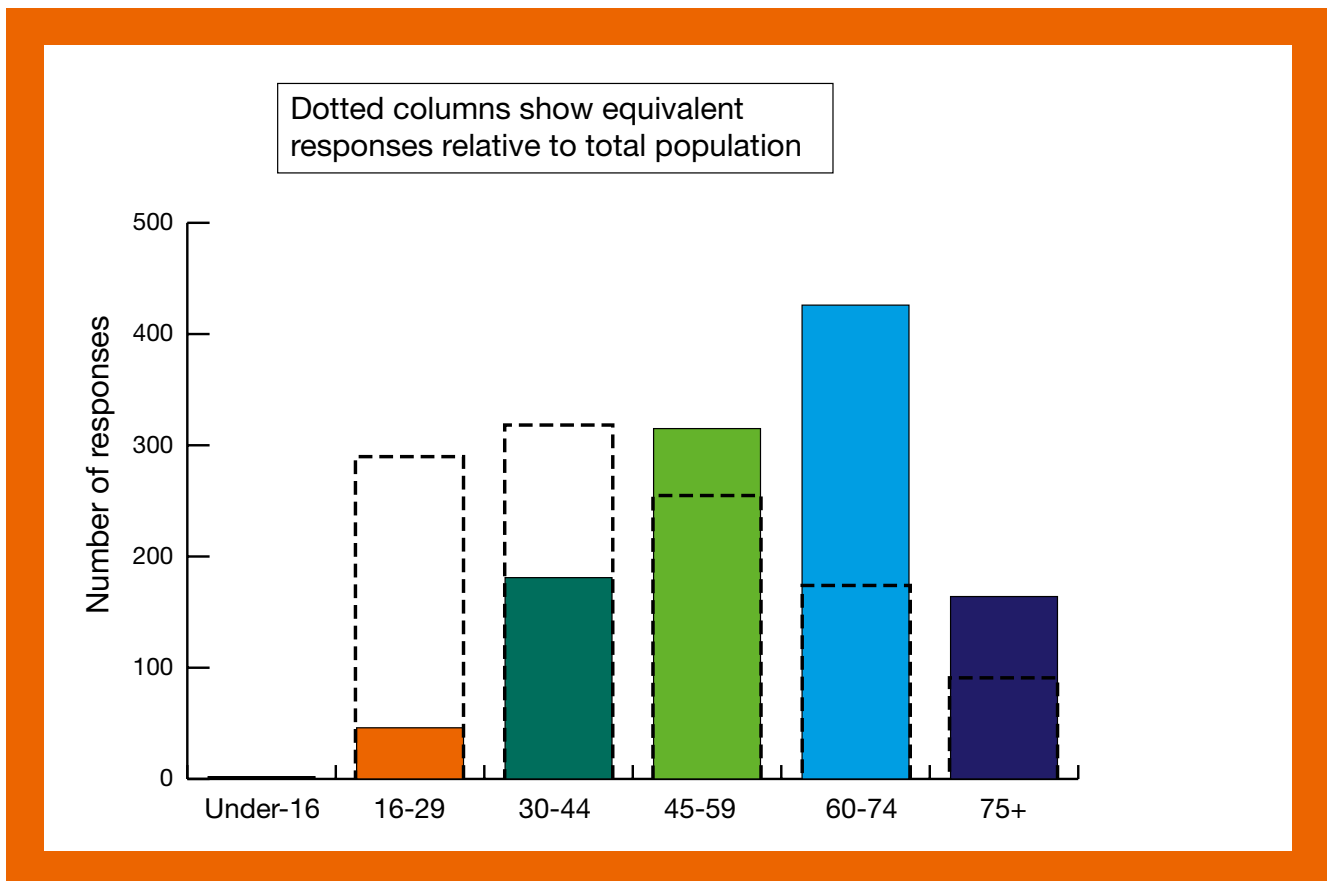
- A determination of gender: male or female
- Age of responder, grouped into six bands: under 16, 16-29, 30-44, 45-59, 60-74, and 75+
- Post code area: first half only

Not all responses contained all of this data. In the following analysis as much data as is available has been used. Consequently some responses have been captured in parts of the analysis but not in others. In all cases the number of included responses over total response received has been included and is reported as the response rate: a percentage of total responses. Generally, the differences are low as the number of respondents that gave partial demographic and geographic data was small; the vast majority gave all the requested responses and a few gave none.

### Age of respondents

The response rate (number of correctly completed questionnaires out of total responses) for age was 98 per cent (1,134 of 1,161).

Figure 24: Number of responses in age bands

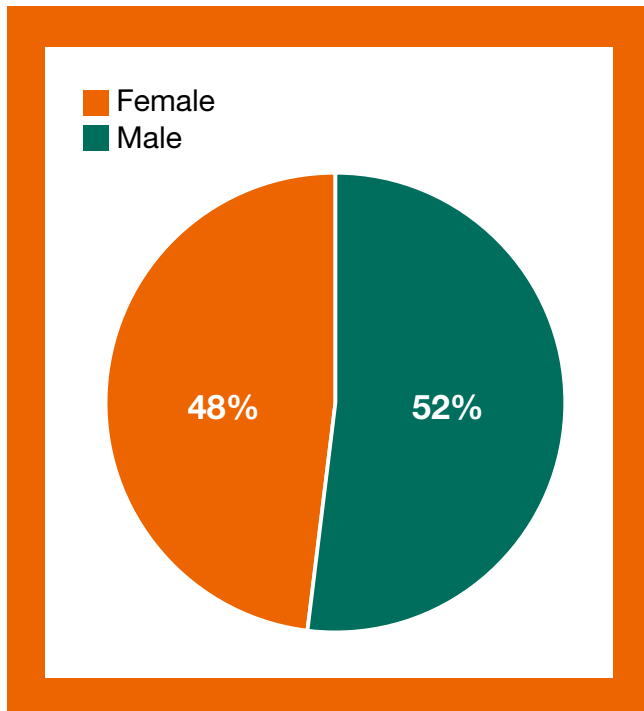


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## Gender

The response rate for the type of gender was 97 per cent (1,129 of 1,161). The figures below show the overall gender split.

Figure 25: Percentage of responses by gender



## Responses to questions

The LTP3 questionnaire asked two questions of recipients relating to goals and priorities. These questions provided tick-boxes and a ranking system respectively. The following summarises responses to the two questions:

### Goals and objectives

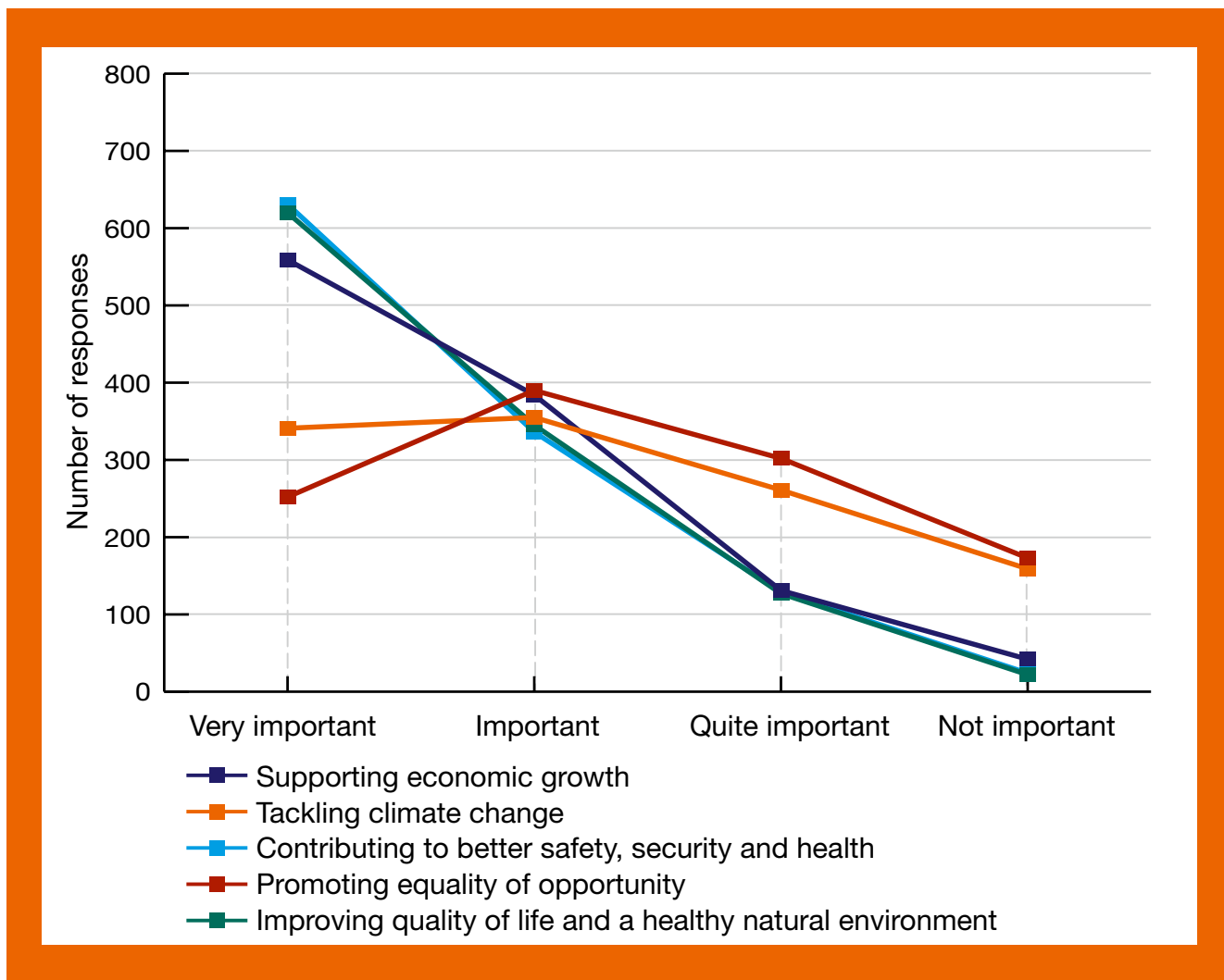
#### Question: "How important do you think the five goals and objectives are?"

The goals for the LTP3 are defined in the LTTS and are:

- Supporting economic growth
- Tackling climate change
- Contributing to better safety, security and health
- Promoting equality of opportunity
- Improving quality of life and a healthy natural environment

The recipients were asked to rate each of these goals as either, very important, important, quite important and not important. The level of response for this question was 96 per cent (1,117 of 1,161).

Figure 26: Trends in importance of goals



## Transport improvements

**Question: “How important do you think the following are?”**

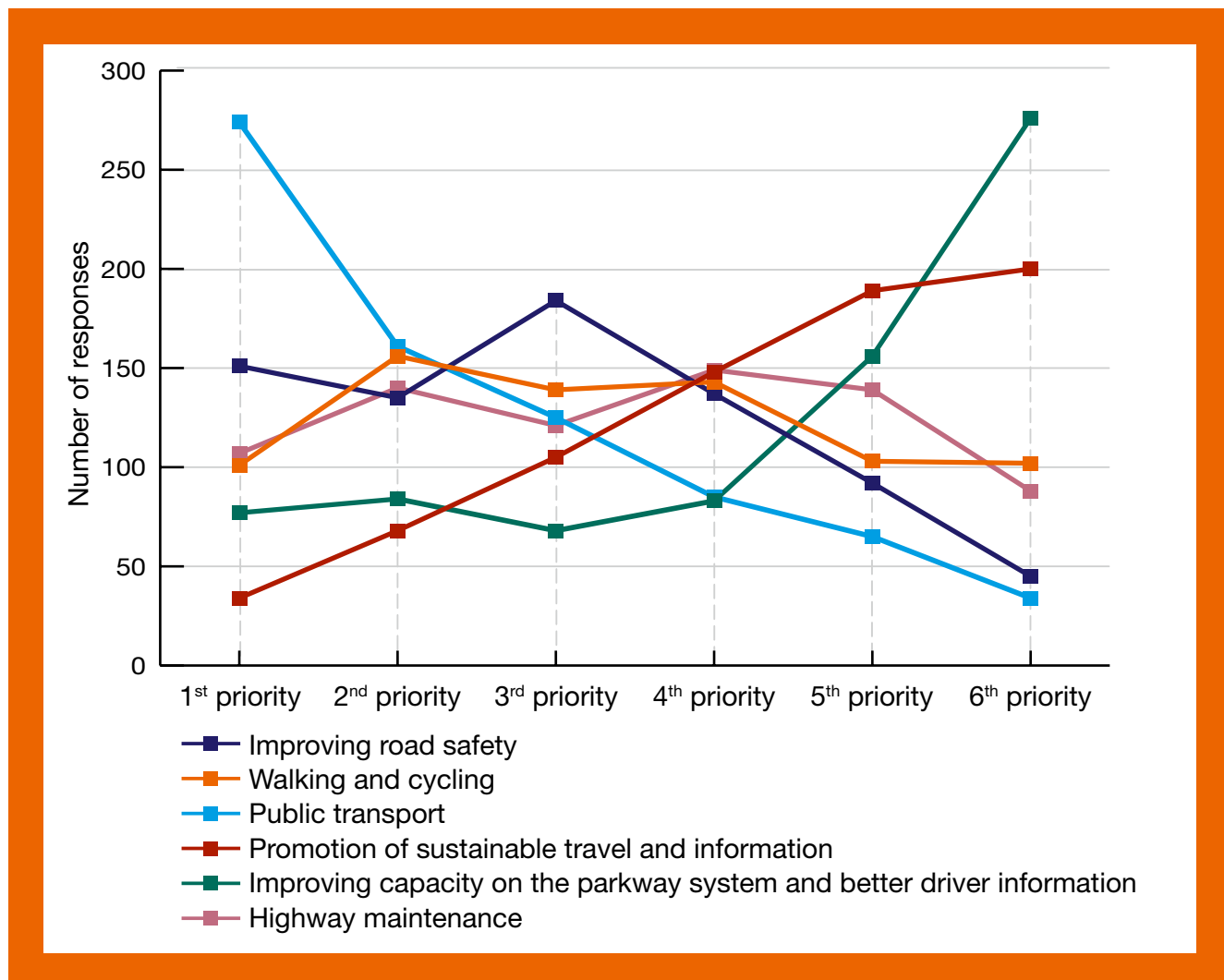
Responders were asked to rate six groups of transport improvements in order of priority. The most important rated 1 and the least important to be rated 6. The six groups were:

- Improving road safety
- Walking and cycling
- Public transport
- Promotion of sustainable travel and information
- Improved capacity on the parkway system and better driver information
- Highway maintenance

The level of response for this question was 64 per cent (745 of 1,161) based on the number of responses that completed a continuous ranking form 1 through 6. Responses that did not include a continuous ranking are excluded from the analysis.



**Figure 27: Trends in priority of transport improvements**



## Comments

The questionnaire offered responders the opportunity to comment on the proposals for the LTP3 and transport in Peterborough. The opportunity to comment was taken by 99.5 per cent of responders (1,155 of 1,161). The comments range from transport specifics through to generalities about Peterborough as a whole.

### Analysis of comments

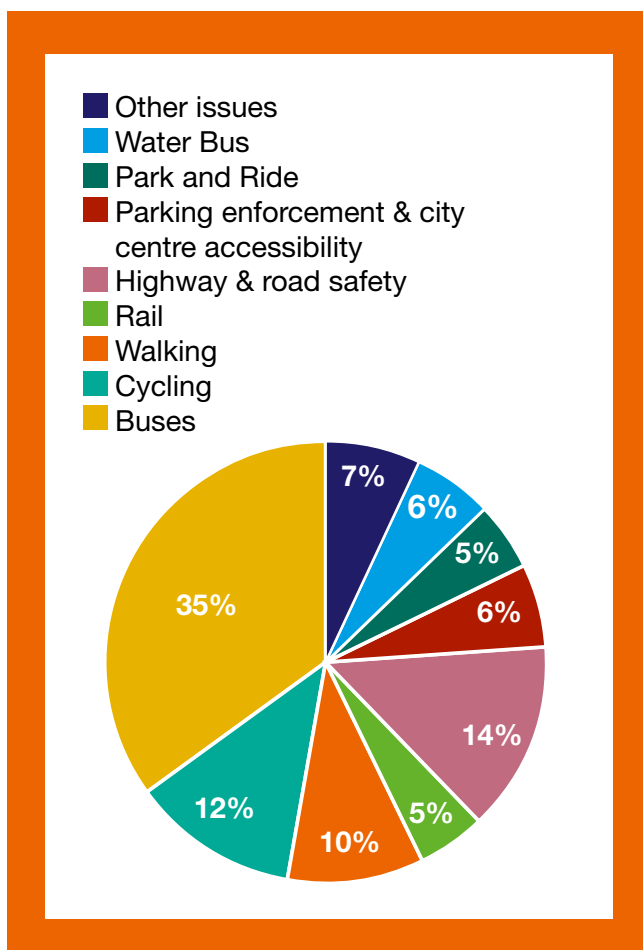
The comments were recorded and an analysis performed on them. Each comment was read, categorised and assigned to a specific theme.

The themes headings are:

- Buses
- Cycling
- Walking
- Rail
- Highway and road safety
- Parking enforcement and city centre accessibility
- Park and Ride
- Water Bus
- Other issues

The chart below gives an overview of the responses.

**Figure 28: Comments by transport theme**



## Summary

The LTP3 will be a key document for Peterborough. It will outline what the city council plans to do over the next five years to improve and enhance the transport infrastructure. The LTP3 will affect all individuals who live and work in the authority area, therefore it was important to consult and engage with all to ensure everyone was given an opportunity to express their views.

The consultation was very positive as responses were received in a wide variety of ways, many completed questionnaires whilst others attended meetings. There were a number of interesting findings and recurring issues identified during the whole process. The following list shows the most frequently requested improvements based upon the data collected and analysed:

- An integrated transport hub merging the bus and railway station
- Improve access to bus and railway station
- Improve bus and railway facilities (waiting areas, bus stops, etc.)
- Bus service improvements such as punctuality, reliability and customer care
- Need for more frequent and late night bus services to rural areas
- Additional bus routes that do not need to travel via the city centre
- Better enforcement of illegal parking and anti-social behaviour
- More facilities for the disabled and elderly throughout the city such as parking, toilets and dropped kerbs
- Whilst restricting vehicle access into the city centre will help tackle climate change, consideration should also be given to those with mobility difficulties (due to age or disability) who cannot carry shopping or walk very far and have to rely on their car
- Improve and increase the number of cycle routes, keeping them well connected and maintained
- Safer walking and cycling routes to schools
- Better co-ordination of traffic and roadworks
- Improvements to travel information
- Reduce the number of Heavy Goods Vehicles (HGVs) on the highway network by transporting goods via the rail network
- The preferred use of the Water Bus would be by tourists visiting the authority area rather than residents for commuting purposes
- Provide a permanent Park and Ride service

With regards to the goals and objectives that had been outlined in the consultation leaflet the two that received the most support were:

- Contributing to better safety, security and health
- Improving quality of life and a healthy natural environment

In terms of transport improvements, public transport was chosen as the first priority out of the six areas listed. This was clearly evident in many of the comments that had been received.

## Impact of consultation on the LTP3

The consultation feedback has impacted on the LTP3 in the following ways:

- The issues and challenges reflect the feedback from the consultation
- The vision, priorities, and goals were amended following the consultation exercise
- The capital programme of works financial arrangement was changed to reflect the priorities identified through the consultation
- The transport strategy tables have been developed with the comments from the consultation in mind
- The monitoring regime has been designed to reflect the concerns identified through the consultation
- Agreement on what should be considered as a cross boundary issue was arrived at through consultation
- Neighbourhood Councils will receive an allocation to spend locally within the life of the LTP3
- Major and minor schemes have been finalised

*"The vision, priorities, and goals were amended following the consultation exercise"*

