



# **Buckinghamshire County Council Transport, Economy and Environment**

## **Local Transport Plan 4**

### **Consultation Report**

**Main consultation:  
December 2015 – January 2016**

**February 2016**



# Executive Summary

This report provides a summary of the analysis of the responses to the Buckinghamshire Local Transport Plan 4 (LTP4) main consultation undertaken between 7<sup>th</sup> December 2015 and 29<sup>th</sup> January 2016. The analysis has helped to identify respondent's views on our policies and helped to inform a revised draft LTP4.

The report provides an explanation of the six issues listed below.

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# Section 1: How we consulted

## How We Consulted

The survey consisted of 16 main questions, 4 multiple choice and 12 with comments, plus an additional 9 demographic questions to help us understand who was responding. This survey was able to be completed online and would work with tablets and smart phones to ensure it was very accessible. A small number of responses were made by email and post and have also been included.

The survey was publicised using social media, emails to known stakeholders, on screens in libraries, through successful press releases and the 'My Bucks' newsletter. In addition, hard copies of the survey were made available at 30 libraries across the county and other organisations also promoted the plan on their own websites or in local media.

In the demographic questions we asked respondents to state how they had heard about the survey so that we could analyse the effectiveness of the various methods of promotion we used.

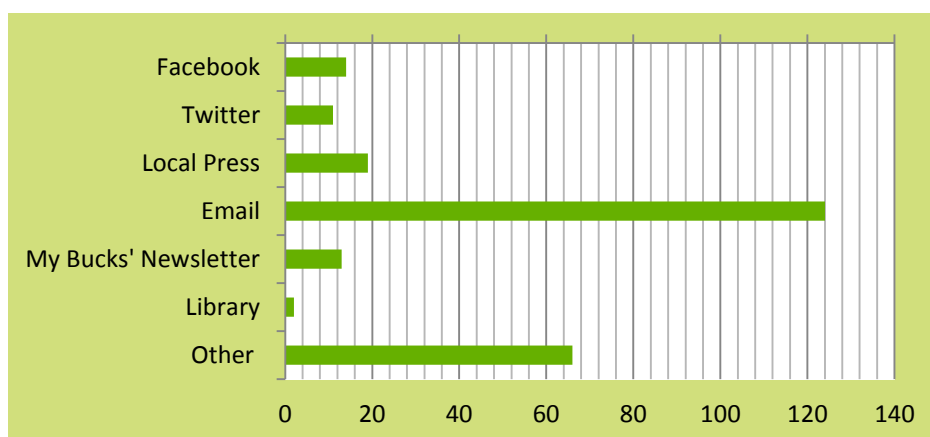


Figure 1– How respondents heard about the survey

In Figure 1 it is clear that the majority of respondents heard about the survey by email, with the 'My Bucks' newsletter being the next most common. However, 66 people selected other and detailed a variety of other sources:

Most common responses to 'other'	Number of Respondents
Village Newsletter	17
Parish Council	12
Local Media – including posters, radio etc	6
Word of mouth	7
BCC website	5
Staff at BCC	5
Councillor	4
External website	3

Figure 2 – Most common responses to 'other'

We also asked that respondents state how they were responding, either as an individual, or as a representative of a group or organisation. As evidenced by Figure 3 below, the majority of respondents were as individuals, followed by those representing an organisation, and Parish or Town Councillors.

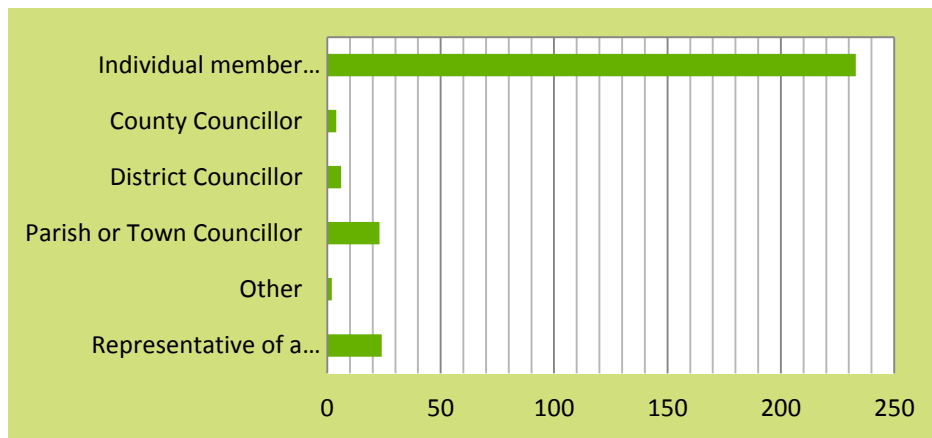


Figure 3 – Chart of type of respondent

Those that represented a group or organisation that was not listed were invited to clarify who they responded as. Listed below are the various responses received:

- Parish Councils
- Residents Associations / Local Groups
- Transport Organisations
- Developers
- Local Businesses
- District Councils
- Bucks Fire & Rescue,
- Buckinghamshire County Council
- School crossing patrollers, i.e. lollipop people

From the original 'snapshot' consultation held between 24 August and 7<sup>th</sup> September 2015, there were 615 responses. 245 respondents requested we contact them with any further information surrounding LTP4. Each of these people was emailed to alert them to our main consultation. Of the 615 respondents, 64 stated they had responded to the snapshot consultation too.

# Section 2: Who Responded

## Who Responded

This section provides an overview of who responded to the consultation. It considers the profile of the respondents in terms of:

- District they live in or were most interested in
- Age
- Ethnicity
- Working status
- Usual method of travel to their place of work or education

This information helps us to understand how we should use the information in other chapters, particularly where groups may be under or over-represented. There were 601 respondents to the online survey. We consider this to be a high number of responses for a high level strategy and these responses really help us to understand people's views. We also received 16 email / hard copy responses.

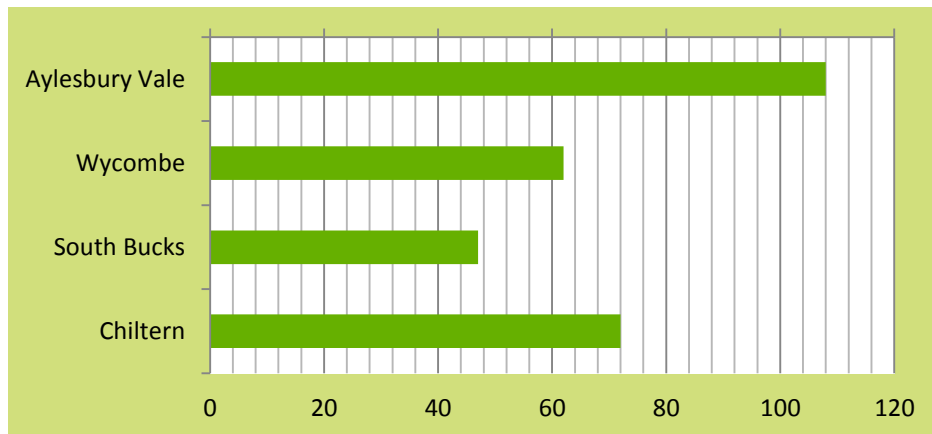


Figure 4 – Responses by district

The majority of responses were from residents who either live in or are most interested in Aylesbury Vale District. This fits with the population demographics, as Aylesbury Vale has the largest population overall. However, we received a larger response from the Chiltern area than would be expected based on its population size. This is thought to be, in part, due to the very active promotion of the consultation by local organisations.

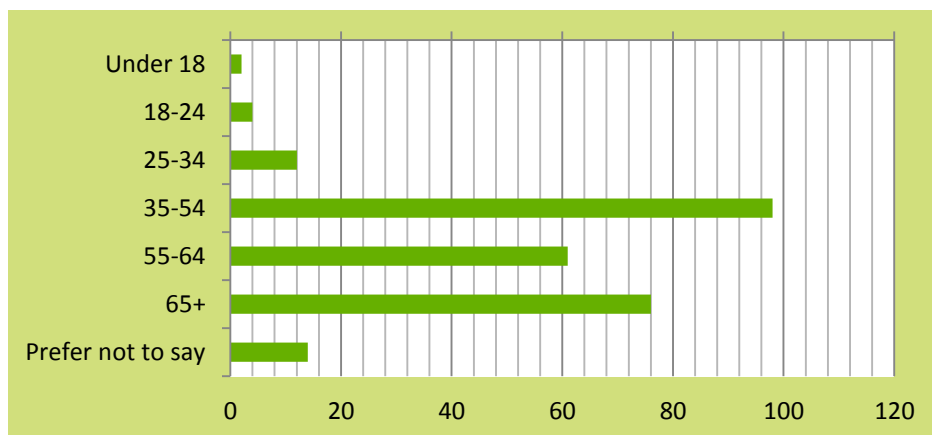


Figure 5 – Responses by age



The largest proportion of responses were from the 35-54 age category, 98 responses (note that 267 respondents included their age). The 65+ age group was also well represented, as were the 55-64. Unfortunately there was still a low response from the under 18, 18-24 and 25-34 age groups with 18 responses, a 6% share of the total.

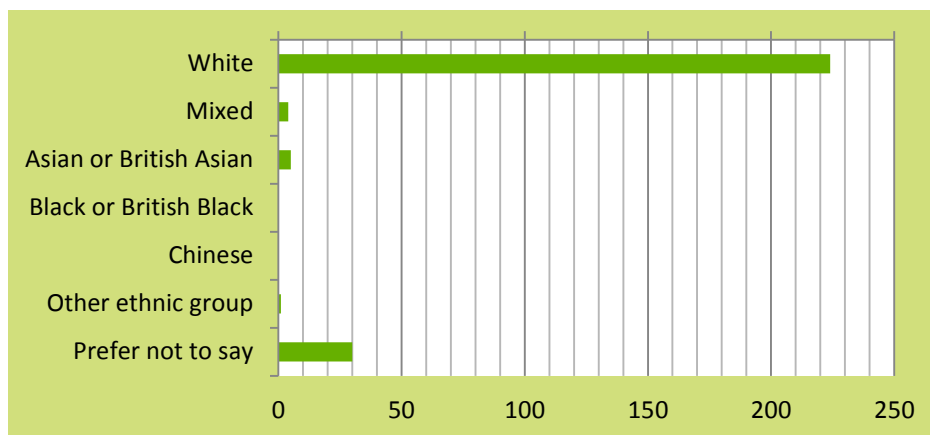


Figure 6 – Responses by ethnicity

84% of respondents stated they were white, which fits well with figures for Buckinghamshire as a whole, where 86% of people are white. Unfortunately, we received no responses from the Black, British Black or Chinese ethnic groups.

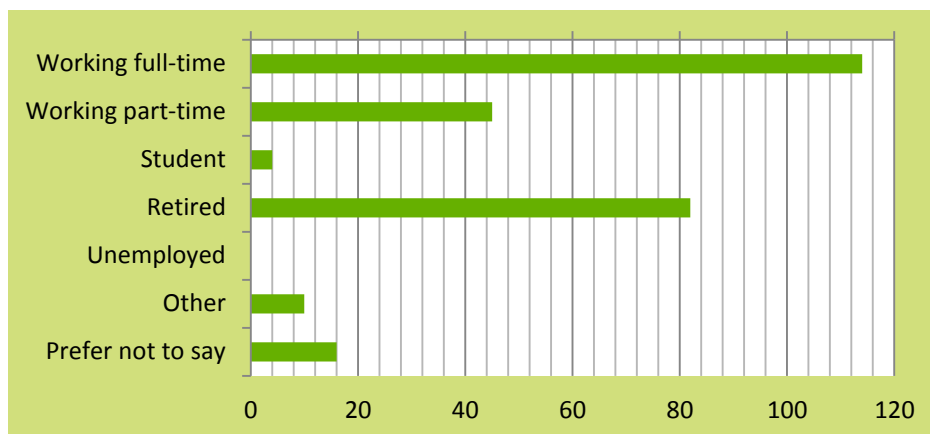


Figure 7 – Responses by current work status

Of the 601 responses, 271 included information on their current work status. 42% of respondents were in full time employment whereas 16% worked part time. This is very similar to the Snapshot consultation (44% in full time and 18% part time). Therefore, over 58% were in some form of employment. When we compare these results to the 2011 census we received a disproportionate number of responses from retired people. According to the 2011 census, 18% of residents in Buckinghamshire are retired, whereas 30% of respondents were retired. 4 students took part in the consultation (less than 2%) of total responses and there were no respondents who were unemployed, whereas in the Snapshot consultation there were 16 respondents who were unemployed.

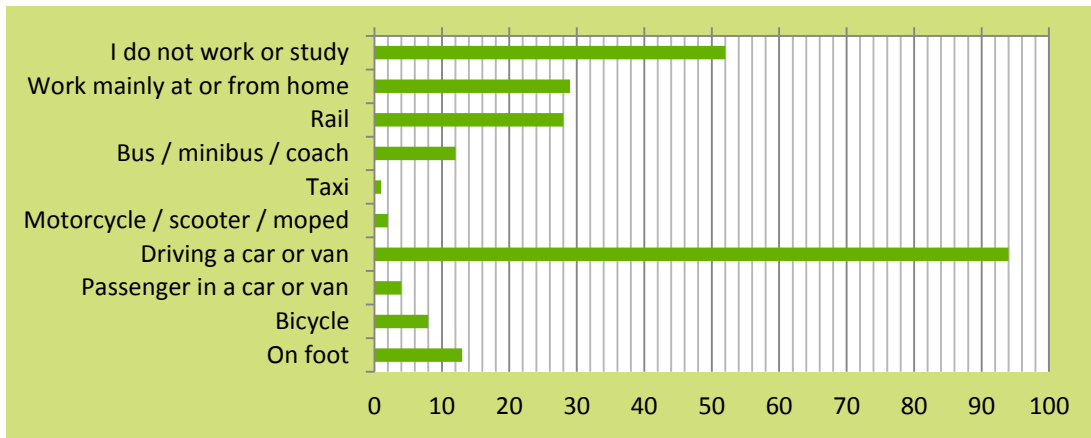


Figure 8 – Responses by method of travel to work

A total of 243 people responded to this question. 52 (21%) said that they don't work/study or they normally work at home and as such did not state a mode of transport. Of the respondents who selected a mode of transport to work, 40% indicated that the car/van was their usual mode of transport, which is below the county average of 69% taken from 2011 census data. The next most popular mode of transport is the rail category with 11%.

Overall the high response rate gives us a good sample of what people think. Whilst there are (inevitably) some biases in who responded, the response was in some ways more representative than is often the case in exercises like this: being slightly more representative in terms of age and ethnicity. Some ethnic minority groups and younger people were less well represented. It is important that we consider these groups and how the data may not reflect their needs as closely as others', as we move through this report.

# Section 3: How we analysed the responses

## Response analysis – categorisation

In order to properly analyse the responses we received, the comments they made were allocated to various categories which are listed in the table below. Within these categories, comments were also assessed as positive (e.g. agreeing with proposals, making constructive comments or giving suggestions), negative (e.g. negative about a proposal, area or issue) or neutral. Dividing the comments into these groups allowed us to see what people said about different issues, where they agreed and where they disagreed. You will see these categories used as the report summarises these responses in the ‘What people said’ section.

Category	Definition
Roads	Comments relating to traffic, parking, potholes or specific roads
Buses & Trains	Comments on bus and train services, lack of services or potential services
Cycling & Walking	Any comments on improving cycling or walking, or the walking and cycling environment
Connectivity	Wider links, links to services, integrated transport and smart ticketing
Local Issues	Comments asking to focus on local transport solutions, listening to local people and where people have commented on a specific town or area
Environment	Comments relating to protecting wildlife, landscapes, noise and air pollution (including CO2) etc.
Demographics	Any comments on specific groups within Bucks’ population.
Growth	Comments on developers, house building or the impact of growth
Economy	Any comments regarding budgets, resources and cost. Both of services or to the public
Communication & Processes	Including broadband, new technology, communicating with residents and communication within the council
Rural Areas	Any comments relating to villages or rural transport
Alternative Transport	Taxis, car clubs, drones, canals, aviation etc
School Transport	Any comments relating to school travel
Freight	Comments on HGVs or any other freight
HS2	Comments on HS2
Unallocated	Any comments which could not be related to the question posed or the LTP4 as a whole.

Figure 9 – List of Analysis Categories

## Unallocated Comments

Unallocated comments are those which it was hard to include in specific sections of the analysis. All responses are important and can help us to improve the plan. Therefore, comments placed in this category were not discounted. They were examined together and used to inform this report’s analysis and the revised draft LTP4’s development.

In total we received 473 **Unallocated** comments (from a total of 3,274 comments), 38 of which were positive, 131 negative and 304 neutral.

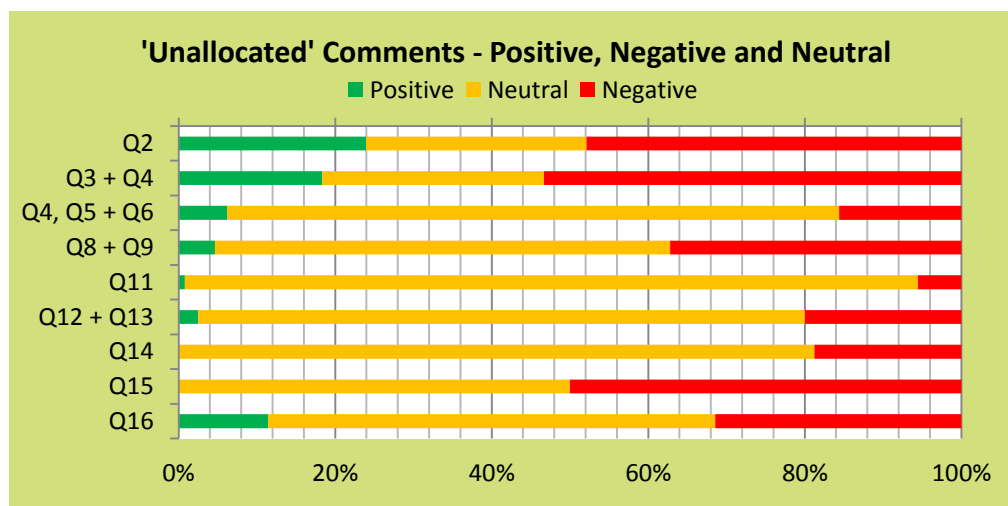


Figure 10 – Unallocated comments negative, positive and neutral split

One of the key lessons we drew from these comments was about the form of the Plan. Of the positive comments, many were statements of agreement with the approach taken:

*“It is a well produced & thought out document.”*

*“I like the way you are thinking and congratulations to the team who prepared the plan document.”*

Given that consultation responses tend naturally to focus on what is wrong with a plan, this feedback is helpful. It suggests that the new approach proposed for LTP4 works for some people. On the other hand, the negative comments raised concerns about this approach and the high level nature of the plan.

*“Reliable road travel: There is no policy, just pointless words. The sort of thing David Brent would say. Have a specific policy regarding traffic flow.”*

*“All of the policies sound splendid but I doubt that BCC can influence them positively”*

This makes it clear that LTP4’s role as the highest level of BCC’s transport policy – that will be supported by more detailed documents, expanding on the issues raised – was not made clear enough. The high level nature of the plan (and how policies will move from the Plan towards implementation on the ground) needs to be explained more clearly.

# Section 4: What people said

## Aims and objectives

Consultees completing the online survey were asked whether they agreed with the aims and objectives in the draft Local Transport Plan 4. This multiple choice question had a high response rate. Eight people chose to skip Question 1 out of the 601 respondents.

The results of this question are provided in the diagram below:

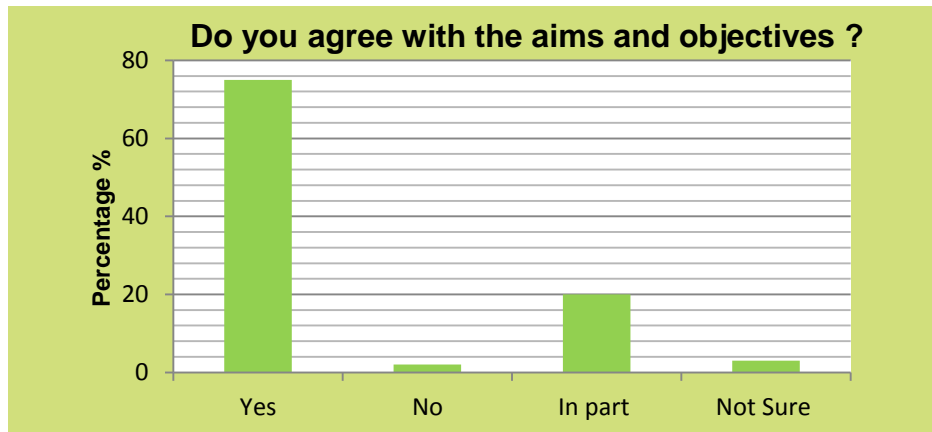


Figure 11 – Percentage of Respondents to Question 1

Feedback showed most people agreed with the high level aims and objectives (75%). Those who disagreed made up a very small percentage (2%), much like those who responded by answering 'not sure' (3%). A fifth of all respondents answered 'in part' (20%).

These statistics demonstrate that most people either agreed with the aims and objectives or did so in part. Subsequently, there will be a greater focus on analysing comments relating to these two areas.

One area of consensus from respondents was that the aims and objectives were felt to be rather high level. This narrative featured frequently within comments, as respondents felt that whilst they may agree with each of the objectives, it was difficult not to as they are so general. Not all comments about the high level approach perceived it as being necessarily negative. However, many wanted to see more about delivery and measuring progress, alongside the aims and objectives.

Comments include:

*“Difficult to disagree with such broad-ranging aspirations but by the same token they lack real meaning”*

*“All seem a bit fluffy. Not really any measurable outcomes from these”*

*“They’re very vague though – how will realistic targets be set & progress towards them measured?”*

LTP4 is a high level plan that has to address a wide range of challenges: covering the whole County and all types of transport, over 20 years. To cover all of these challenges its objectives have to be broad. However, it is important that readers still understand the role of the objectives and that they help them to understand the plan. To make the objectives clearer to readers there are a number of things we can do:

- It may be useful for the plan to show visually how each of the 19 policies feed into the 4 high level objectives.

- The Local Transport Plan 4 (LTP4) is designed to be a living document, with area specific and more detailed documents following the main plan to provide more detail. As area specific and more detailed policies are developed and adopted they should identify the overarching objectives they are designed to meet.
- The role of the objectives could be explained better in the Plan's summary. It could also explain its high level nature more clearly (as noted above).
- It should explain that additional detailed policies will follow. These policies will help to provide the more concrete outputs these comments seek. The plan should explain what policies are planned.

Another theme in feedback was Buckinghamshire's road infrastructure. This often included a reference to connectivity and sustainable forms of transport. This supports the feedback in the initial snapshot consultation where roads featured as a high priority. These comments fell into two areas. Firstly, there were high number of comments around improving infrastructure and road surfaces in the aims and objectives:

*“Regular high quality maintenance of all highways & local roads should also be part of the objective”*

*“All these are great ideas but unless you fix the current road problems which are Pot Holes all over the place the rest are just pie in the sky”*

*“I have spent the last 18 years living in Bucks and have seen little evidence of investment in local road, rail or bus infrastructure”*

Secondly, there were comments (linked with roads) about improving sustainable modes of transport and better connectivity:

*“I would like to see included in the objectives reference to an aim to encourage a modal shift towards walking and cycling rather than car use.”*

*“The objectives sound good enough. However, there does need to be something to encourage modal change and shorter distance commuting.”*

*“Sustainability is too far down the list of priorities”*

A relatively high number of responses supported measures to encourage a shift to more sustainable modes of transport. This supports '**Objective 3: Healthy, Safe and Sustainable Buckinghamshire**'. However, some comments suggested the objective needs to make clearer reference to sustainable (as well as smarter) travel.

Many respondents asked to rearrange the objectives based on their preferences, most notably **Objective 3**. The objectives are not ordered by priority, as their breadth makes it impossible to do this. Therefore, to adjust their order could be misleading.

A moderate number of respondents commented on the need for aims and objectives to include Buckinghamshire's special environment. Whilst there was less feedback on this theme than others, respondents agreed that the impact on the environment should be as small as possible. In response, we will look to continue the focus on maintaining and enhancing Buckinghamshire's special environment in the overarching aim more clearly into **Objective 3**. Our dedicated SEA (Strategic Environmental Assessment) Environmental Report is also an important part of our response to this issue and will be published on the BCC website. The report considers any environmental effects that may arise from the implementation of the policies in LTP4. Impacts are considered under a number of headings



such as biodiversity and landscape. Proposals developed to put LTP4 into practice will also be subject to separate Strategic Environmental Assessments when appropriate.

There were areas of disagreement within the feedback. Some mentioned the need to increase the availability of affordable parking; this could conflict with the respondents who felt a focus on appropriate walking/cycling was more appropriate.

*“Need to improve low cost vehicle parking. Need to improve excessive on street parking in residential streets and village centres”*

*“Do you have any plans to improve parking and access to cheaper parking?”*

The need to plan for growth emerged from the feedback; although less clearly than some other themes. Comments were often not specific to the aims and objectives but did highlight the need to plan and manage growth. This is an important theme in the Plan and ‘**Objective 2: Growing Buckinghamshire**’ sets out our objectives for this theme. It is expanded on in the specific **Development Management Policy**.

A number of comments suggested the Plan was not clear enough about the needs of those with a physical or learning disability. As a result of this feedback the Plan will need to be checked and where appropriate amended to ensure it properly reflects this important issue.

## Policy 1: Managing Demand for our services<sup>1</sup>

Consultees who completed our online survey were asked to comment on the approach BCC proposed in **Big Picture Policy 1: Managing Demand for our services**<sup>2</sup> (BPP1). Consultees were asked if they had any comments or ideas. There was a marginally lower response rate to Q1 when compared with the aims and objectives question. Comments covered a broader range of issues, and where there were conflicting opinions they were more evenly balanced. For the purpose of analysis, comments and ideas on **BPP1** will be evaluated together.

Comments on the approach BCC had taken with respect to **BPP1** were wide ranging, but there were areas of agreement amongst respondents. Respondents recognised the county has increasingly limited resources and respected the plan's honesty in addressing this. A high number of comments suggested that effective partnership and investment can both reduce overall costs and improve services:

*“Seems good – but needs more emphasis on sharing / cooperating / investing to reduce cost”*

*“I think the key issues here are making the right choices on "how to use the limited resources; being effective & efficient in the services provided”*

*“Take both a long and short term approach. Investment now will reap rewards in the future”*

People agreed on the need for effective investment. An online approach to improving services was the preferred option. This included communicating change via social media.

Concerns about creating barriers for people who were not confident using technology also became apparent in a number of comments. The feedback in this area said BCC needs to improve services, online where possible, but ensure technology doesn't prevent people engaging. In response, the Plan will continue to support the development of more efficient online and technological solutions but also consider how they can work better for everybody (through the way they are developed and as part of wider efforts to help more people get online).

One area where comments were split was surrounding commissioning private companies to deliver Council services. There was an even split of opinion regarding the approach BCC takes to delivering work in this way. Some saw advantages to using external experts. Others were concerned that private companies didn't share the public's values:

*“Agree with these objectives. Clear case for involving private companies”*

*“It's a noble pursuit; communities can help provide some of this...”*

*“Generally agree. Consider agreeing a local allowance and let the local community use local contractors”*

*“Farming services out to the private sector is not the most efficient way to provide a service”*

*“Private organisations have a different objective i.e. to make a profit”*

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<sup>1</sup> Now amended in the LTP4 to Effective and efficient transport provision

<sup>2</sup> Now amended in the LTP4 to Effective and efficient transport provision

The snapshot questionnaire also asked how BCC should be delivering improvements. Overall the comments reflected the public's initial split of opinion in the snapshot consultation.

There were very few specific comments about the devolution of services; although it was suggested that some areas are more suited to the devolution of services than others. The main area of agreement was that local residents should be communicated with as experts about the area in which they live. Respondents highlighted the need to engage local residents; irrespective of how the work was going to be carried out:

*“Any change in services need to be communicated effectively”*

*“Listen to the local members & local communities, they do know their community better than anyone else”*

*“The importance of community surveys & local engagement in these decisions cannot be understated”*

Making the most of local expertise has been a key part of how we have developed LTP4. Through the initial 'snapshot' consultation and this main consultation we have worked to understand people's views and reflect them in the plan. This focus on understanding people's needs will inform the development of the more detailed policies that will support LTP4, using the experience we have gained in conducting the two successful LTP4 consultations to help us where appropriate.

Consultees made suggestions about working with businesses to manage growth. It was felt that closer links with the business sector could help encourage behavioural change away from unnecessary commuting. The feedback also suggested that interacting with businesses could help lessen the impact of budgetary pressures:

*“The Council has limited resources and it should welcome the involvement of parties who have a keen interest and the necessary expertise in achieving economic growth”*

*“Get the help and advice of successful people from the business sector”*

*“Liaise with consumers and business representative organisations to identify priorities”*

As a result, the development of more detailed policies to support LTP4 should build on the work we have done through consultations and work with the Buckinghamshire Thames Valley Local Enterprise Partnership, to engage with businesses to understand their needs and role(s) in transport issues.

Respondents also highlighted the need for high speed broadband. Respondents stressed that well-functioning internet access ensures they can work from home and access online services. BCC understands the integral role the internet plays in achieving its aims of improving online services and reducing unnecessary commuting, and will continue to deliver on its plans to support the roll out of fibre optic broadband to 90% of Bucks in 2016. More information on BCC's broadband plans can be found by visiting:

<http://www.buckscc.gov.uk/community/better-broadband-for-buckinghamshire/>.

## Policy 2: Beyond Buckinghamshire

Questions 5, 6 and 7 of the online survey asked people to leave feedback on key transport links within the county and further afield. Consultees were asked to choose from a list of transport links those that were particularly important to them. They were then asked what concerns they might have about them and whether or not any links were missing.

The pie chart below shows which transport links were important to people in Question 5.

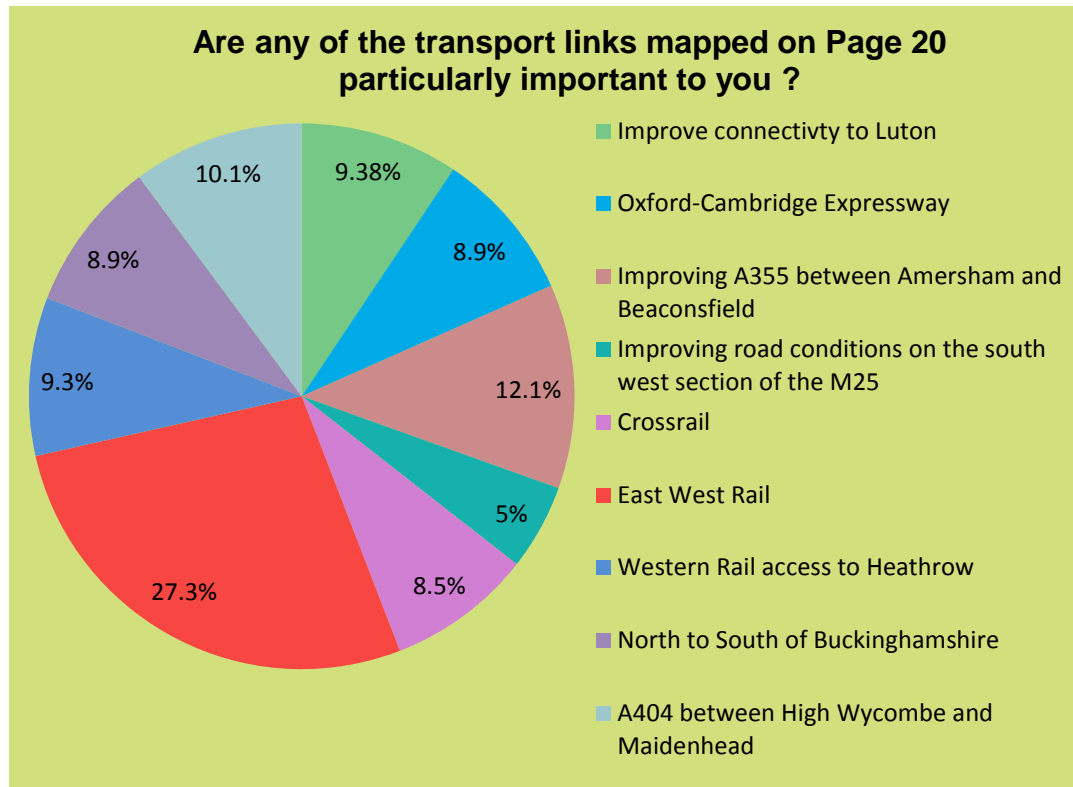


Figure 12 – Percentage of respondents to Question 5

244 people responded to Question 5; providing an answer using one of the 9 transport links above. Some respondents said all of the transport links were important and others provided more than one answer. Feedback in this area showed that BCC and consultees generally shared the same opinion of what transport links were important.

The highest proportion of responses focused on improving East-West connectivity. East-West Rail received the most support and was viewed by many as a scheme of strategic importance. Better links between the north and south of Buckinghamshire were regarded as important, as was the A404 and A355 which had a marginally higher proportion of responses. Whilst CrossRail didn't feature as high as other transport links, there was a collective consensus on improving links into London. These were often linked with the need to improve connections to the south west section of the M25. Rail access to Heathrow was considered important, but comments often included the need for better access to other key airports such as Luton.

Survey comments gave a detailed description of what other transport links were of concern to respondents, or might have been missed out of the plan. A number were concerned that certain specific routes were not identified, for example the A4010 (similar comments were received on other routes, including the A41, key routes around larger towns and the A413):

*“The A4010 needs to be improved with so many emergency vehicles going up and down”*

*“The A4010 as above. its omission is baffling”*

*“Addressing the issues on the A4010”*

*“It is disappointing to see that the A4010 is not mentioned at all”*

*“Serious issues with the A41 both north and south of Aylesbury...”*

*“Keeping the A413 as free of more heavy traffic as possible”*

The map included in **Policy 2** focuses on issues, rather than solutions, on purpose. It is important at this stage to begin with the problems, so all possible options are considered before identifying solutions. As such the plan identifies (for example) a broader corridor between High Wycombe and Aylesbury, rather than the A4010. However, we all naturally link problems to where we currently experience them, so it is important that people can see that the corridor or issue identified reflects their issue. We will look to improve this in the final plan.

Another trend in the feedback suggested improving the county’s connectivity to Oxford, particularly from Aylesbury. Whilst respondents supported plans for East-West Rail, there was also interest in direct bus routes between the two areas:

*“Direct transport between Aylesbury-Oxford...”*

*“There is a very acute lack of transport links between Aylesbury and Oxford”*

*“Links to Oxford”*

As well as the East-West Rail plans there is a regular public bus service between Aylesbury and Oxford leaving every twenty minutes, taking around 90 minutes (depending on time of day). Nevertheless, it clearly remains an important issue. To address this issue, this feedback will be passed on to officers responsible for the ‘Improvement Plan’ and ‘Pilot studies’ described in **Policy 16** as part of our work to develop the bus network Buckinghamshire needs. We will also work with Highways England to ensure its work on the possibility of an Oxford – Cambridge Expressway works for Buckinghamshire. It will also feed into the transport work now starting across the Economic Heartlands authorities.

Comments concerning transport towards the south of the county often focused on the M40/A40 and High Wycombe. Congestion in and around High Wycombe and access into London was a focal point within the feedback. Many welcomed the need for improvements to the A355 as a way to improve connectivity to the M40 and A40 at Beaconsfield. Feedback mentioned the need to improve the A40 through High Wycombe:

*“Improve flow on the A40 through High Wycombe”*

*“The A40 at Loudwater through to Wycombe centre should be redesigned”*

Respondents supported the need for improvements on the A404 between High Wycombe and Maidenhead. Feedback suggested the need to reduce congestion in and around High Wycombe.

The comments on transport issues in Wycombe will help to inform the development of the more detailed policies that will be developed to support LTP4. These will include more detailed strategies for specific growth areas, which will consider the role of specific locations like those described above.

Feedback on airport connectivity included both Luton and Heathrow airports. Improved connections with Luton airport featured most frequently.

*“I fly from Luton to other UK destinations - the only way to get there is by taxi”*

*“The Arriva bus service 61 used to go directly to Luton airport. It later terminated at the Luton Interchange for connection with the airport shuttle Service A. It now terminates at Dunstable, also connecting with Service A. This is not as convenient as the direct service”*

*“It is practically impossible to use public transport to travel from Marlow (or High Wycombe) to LHR using public transport”*

*“Would like to see better connectivity between Amersham and Beaconsfield area and Heathrow”*

**Policy 16** identifies connections to Heathrow and Luton airports as key transport links. We will continue to work with partners to improve these, as set out in the ‘Putting the plan into practice’ section.

## Policy 3: Development Management

Question 8 asked consultees completing the survey to comment on anything that should be included in BCC's **Development Management Policy: Big Picture Policy 3** (BPP3). This question had the lowest response rate out of all the Big Picture Policies. The initial 'snapshot' consultation feedback showed a wish for developers to address the effects of a new development, but do so under the Council's guidance and supervision. The majority of responses reiterated this approach. Detailed comments provided an insight into which aspects of development management were particularly important to people.

Roads, infrastructure and local issues emerged as being key themes within the feedback. There were no significant disagreements within the comments. Some areas of consensus emerged around several matters of importance. One such matter was a desire for the cumulative impacts of nearby new developments to be considered together, to recognise the combined impact they may have:

*"Put a greater emphasis on developers to create a comprehensive infrastructure rather than allowing them to build piecemeal and avoid their responsibilities"*

*"The transport effects of new developments are always considered by TFB as individual items when responding to planning applications. By considering each individually the true picture is not presented..."*

*"Avoid piecemeal development in favour of strategic enhancement"*

*"comprehensive strategies should be drawn up for the whole area so that in the event of piecemeal development individual applications can be conditioned to provide sections according to the main plan"*

Making development work for Buckinghamshire is a key part of LTP4 and this policy sets out how a dedicated **Development Management Policy** will help developers to ensure new development meets Buckinghamshire's needs. This will help to ensure that - however developments come forward - they happen in the right way and work as part of Buckinghamshire's wider network. We will also develop more detailed policies to support LTP4. These will include more detailed strategies for specific growth areas, which will help us to respond to applications for development in a coordinated way and include an analysis of the cumulative impact of proposed growth. Comments stressed the importance of appropriate services, bus services, walking infrastructure, cycle infrastructure and appropriate parking:

*"Schools, services (Doctors, clinics, hospitals)?"*

*"Realistic planning including appropriate number of school places in new developments and local access to GP surgeries to reduce the need to travel in newly developed areas"*

*"It must be shown how these new infrastructure projects dovetail into the existing infrastructure. What will be the impact on local roads, volume of traffic, parking, buses and local residents"*

*"Car Parking provision on new housing developments"*

*"Transport and parking to be addressed before housing is started"*

*"I would like to see how developers made liable for contributions toward ongoing infrastructure maintenance, such as roads, schools, stations, parking etc."*



*“Clear and safe walking routes should be created linking each school to the bulk of its within-walking-distance pupils”*

*“Make sure that there is promotion for low and no carbon transport and bigger investment in safe cycling routes”*

Many of the responses to Question 8 were regarding roads; this theme received the greatest proportion of responses. The need for efficient and effective investment and improvements to the county’s road system has been a reoccurring theme in both consultations. Feedback on BCC’s road network with respect to development management included a range of comments. Some comments focused on the need for developers to improve roads and infrastructure, by investment and smart design:

*“...ensure that the money that comes from developers is used for decent road infrastructure”*

*“Ensure developer funding is available and spent to enhance local bus services and so reduce impact of additional car traffic resulting from new development”*

Some suggested that developers should plan and / or make transport improvements before developments are built:

*“There should be a requirement for infrastructure to be improved before more houses are built”*

*“Where existing roads are heavily congested, A40 and A404. Infrastructure investment should precede development of housing and commercial property”*

*“Infrastructure and amenities must be planned prior to major development and must be an integral and organic part of any major builds / developments”*

Ensuring BCC gets the best deal from development is an integral part of the policy. The authority recognises the additional pressures that can be put on existing transport networks. This feedback will inform a dedicated **Development Management Policy**, to help developers to ensure new development meets Buckinghamshire’s needs.

A number of responses highlighted the importance of working with district council’s as they develop their Local Plans:

*“BCC’s Development Management Policy must tie in with CDC’s Emerging Local Plan 2014-2036. It’s no good CDC calling for housing development sites without relevant infrastructure being included”*

*“Needs to be in line with the Local (district) and neighbourhood development plans...”*

BCC is working with all of Buckinghamshire’s district councils to understand and inform their developing Local Plans. We will also develop more detailed policies to support LTP4. These will include more detailed strategies for specific growth areas, which will include and respond to the growth their plans identify.

Engaging with local communities was another area of feedback within Question 8. This had a marginally lower response rate, but effective communication with local residents has been a reoccurring theme in previous questions. Respondents were interested in how local residents could get involved:

*“How local residents and businesses can feed into the process at an early stage...”*

*“How are the views of the local community going to be fed into this...”*



*“Updates for residents”*

*“...planning conditions publicised to the impacted area”*

In response to these concerns, this feedback will inform a dedicated **Development Management Policy**, to help developers to ensure new development meets Buckinghamshire’s needs. Communicating effectively with and involving local residents is an important part of this.

There was a positive response to the policy’s mention of securing high-speed broadband. The need for developers, TfB and utility companies to liaise effectively was clear. The advantage being that when roads are dug up it’s done with minimal aggravation to the community.

The important issue of access for people who find getting around more difficult was also mentioned within the feedback. Developments must work for people with disabilities and those who may be less mobile.

Although nearly all respondents who commented on this agreed that developers should invest in and contribute to local infrastructure; some felt the Council should consider other options too.

*“There should be reference to and a commitment by the Council to exploring all sources of funding and not just a focus on developer contribution”*

*“A commitment to seeking funding from all available sources (public and private) and use of innovative financing mechanisms to deliver necessary infrastructure so that development can be delivered in an economical way”*

It is important that new developments help keep Buckinghamshire thriving and attractive but they are only part of the picture. BCC always considers all possible ways of making the transport improvements that (a growing) Buckinghamshire needs. The ‘putting the plan into action’ section of LTP4 explains the range of funding options we regularly consider.

Survey respondents were then asked in Question 9 if they had any further comments on any of the Big Picture Policies. A high number of respondents who answered Question 8 chose to skip this question and its response rate was low. Most of the comments in this section echoed concerns and suggestions provided in previous survey questions. It was difficult to distinctly analyse trends as feedback was wide ranging.

There were comments within the feedback on all the Big Picture Policies about the need to include small rural areas, not just towns. These comments were low in number but continued to feature in Question 9.

*“Include the villages, they pay the same as others and deserve the same service...”*

*“...Please ensure rural roads are considered and consulted with local Councils on local issues”*

*“Unfortunately there will always be a need to look to the urban areas first and therefore the limited resources will tend to be directed to the population centres rather than the rural areas”*

*“Greater emphasis on the effects of new developments particularly in rural locations”*

The LTP sets policies for all areas. In identifying the more detailed documents that will support LTP4, the Council will consider the issues predicted to arise all across the County, to ensure it identifies the most important issues. It is also worth remembering that

improvements in urban areas can benefit people from a much wider area: by addressing issues on longer distance routes and by making jobs and services easier to reach.

## Question 10: From the policies for specific issues please choose the 4 policies which you think are most important

Section 3 of the consultation survey focused on the 15 policies for specific issues (set out in the consultation draft LTP4). The first question of this section - Question 10 - asked respondents to choose the 4 specific policies which they thought were most important.

Figure 13 shows the results of this question.

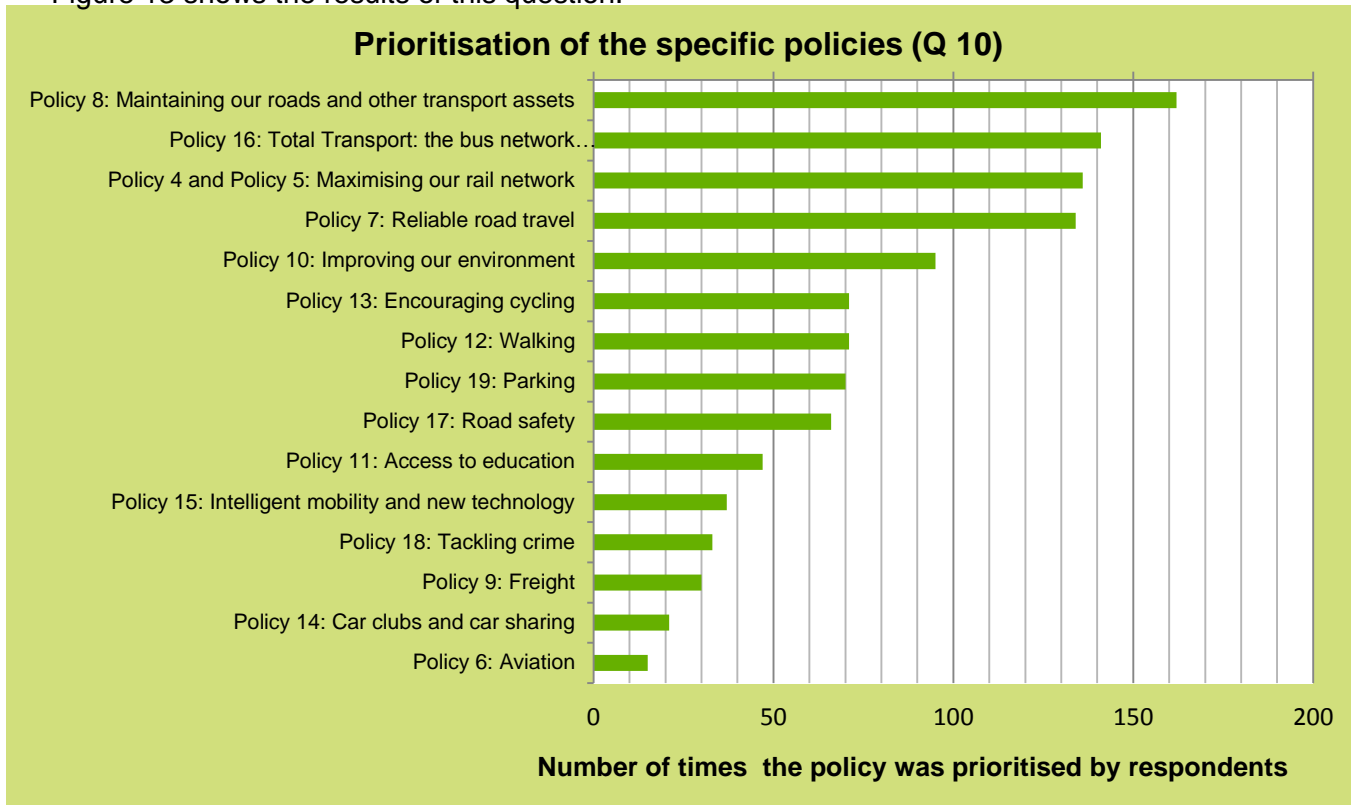


Figure 13 – Number of times each policy was prioritised by respondents

The results show that respondents think that **Maintaining our roads** is the most important of the specific policies. The results also show that **Total Transport (buses)**, **Maximising our rail network** and **Reliable road travel** are also very important. Figure 13 shows how there is a notable difference between these top four policies and the others.

**Aviation** is shown as the least important of the specific policies. **Freight**, **Tackling crime**, and **Car clubs and car sharing** are the other specific policies which make up the bottom four.

## 11a. For each of your chosen 4 policies, do you agree with how LTP4 has addressed this policy (agree / disagree / not sure)?

After selecting their top 4 policies, respondents were then asked to assess whether they agreed with how LTP4 dealt with these 4 policies (Question 11a). The results of Question 11 are shown by a percentage split within each policy, to account for the fact the number of responses to this question is dependent on the number of times the policy was chosen in Question 10. Figure 14 below shows the results of Question 11a.

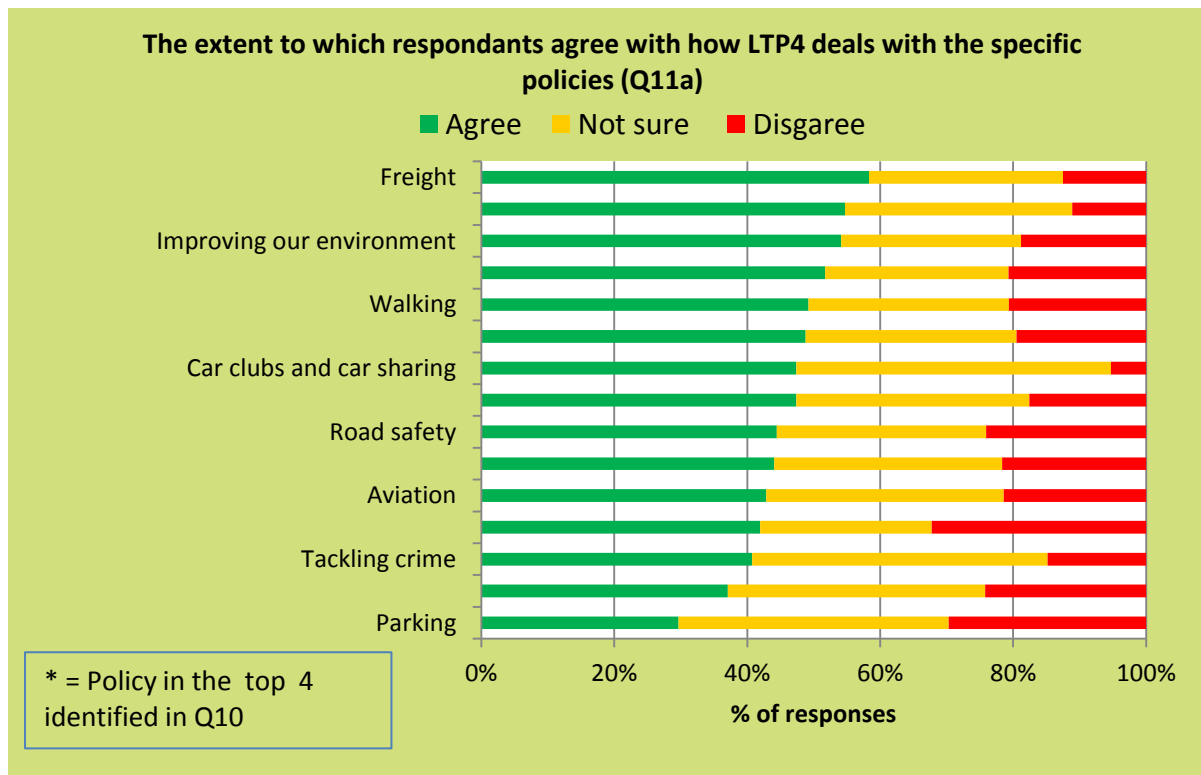


Figure 14 – Agree, Disagree and Not Sure split across Question 10 policy choices

While all policies received agree, disagree and not sure responses, Figure 14 shows that there is variation between the attitudes to the policies. **Freight** received the highest percentage of 'agree' responses (58%) indicating that respondents tend to agree how the policy was approached in LTP4. **Encouraging cycling** received the highest percentage of disagree responses (32%) indicating that respondents don't agree as strongly with how the policy is addressed in LTP4. **Parking** also stands out for having the second highest percentage of disagree responses (29%).

It should be noted that because Question 11a was focused on the 4 policies which respondents chose in Question 10, those policies which were more popular in Question 10 have more data and are more representative in Question 11. For example, while **Car clubs and car sharing** has the lowest percentage (5%) of respondents who disagree with how it is addressed in LTP4, there were only 19 responses in total, compared to 143 responses for **Maintaining our roads** and 124 responses for **Total Transport**. With this in mind, Figure 15 takes a closer look at the top four policies only and the extent to which respondents agreed with how these policies were addressed.

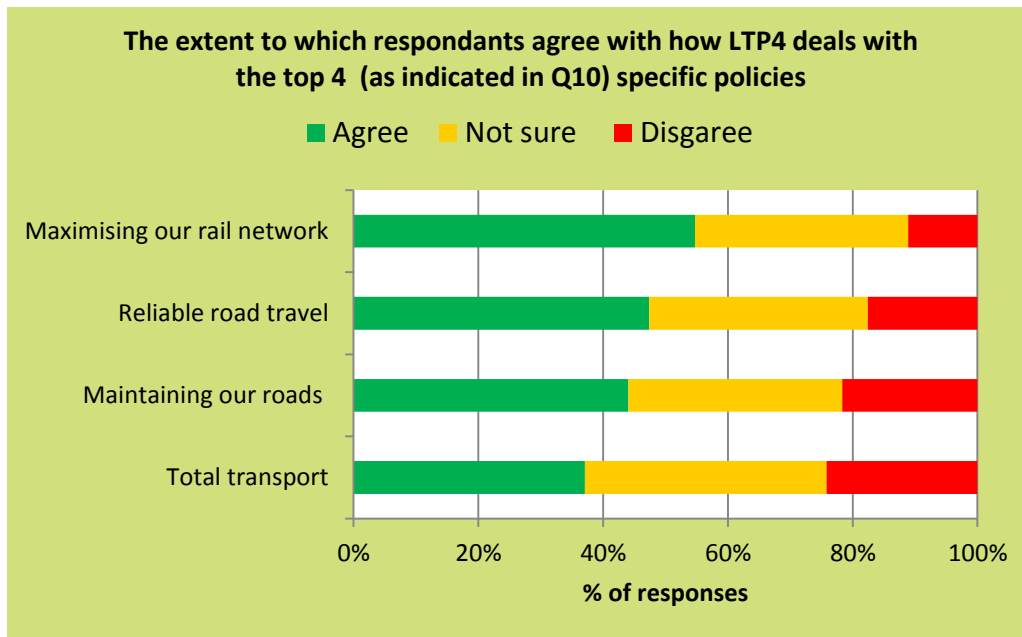


Figure 15 – Respondents agree, disagree or not sure about the top 4 policies selected in Question 10

**Maximising our rail network** stands out for having the highest percentage of agree responses (54%) and the lowest number of disagree responses (11%). This indicates that respondents agree more with how rail is addressed in LTP4 than bus travel, road travel or asset maintenance. Respondents disagree most with how **Total Transport** (24%) is addressed.

## 11b. For each of your chosen 4 policies, do you think there is anything wrong or missing from this policy in LTP4?

For the second part of Question 11, respondents were asked to comment if they thought anything was wrong or missing in their 4 chosen policies.

The **Maintaining our roads** policy was shown above to have a high proportion (21%) of residents disagreeing with how it was addressed in LTP4. Looking at the comments given for the second part of Question 11 gives more detail on why this is.

A number of respondents commented that timescales were missing from this policy. For example:

*“Need to be more specific & measurable with timescales. E.g. be specific about changing the balance from reactive maintenance to planned maintenance. Reactive maintenance should be seen as planned failure.”*

Similarly, the phrase ‘long term’ is used frequently alongside comments on the quality of road maintenance. For example:

*“The need for long-term maintenance instead of just "patching"”*

*“Roads are in a poor condition & constantly filling in a pothole which reappears within days is not a good use of money. I think you should stand back & start repairing the roads properly with a long term strategy which means fewer repairs”*

*“... Fixing potholes (& resurfacing to prevent them) should be higher priority.”*

*“I would like to see a much clearer commitment to prioritising the maintenance of roads and the existing network. The current approach is a too reactive ...”*

Respondents thought information on the costs of and the rationale behind maintenance approaches was missing from the policy, for example:

*“Publishing past & future road upgrades inc costs & public requests - with the priority / rationale.”*

*“More emphasis on communication & transparency of where the council puts its resources to maintain roads”*

One respondent made a suggestion regarding devolution of maintenance services:

*“I think exploring devolution of the small roads through research initiatives such as Rees Jeffreys is really important.”*

Respondents referred to roads in villages, commenting on concerns about poor road condition and speeding leading to unsafe routes for both cars and pedestrians.

**Reliable road travel** also received a high level of ‘disagree’ from respondents in Question 11a. Many of the comments given express the respondents’ desire for there to be more detail in relation to this policy. For example:

*“It is too general. It has no specific targets & does not adequately identify the issue”*

*“...there are no concrete action steps only high altitude goals/objectives.”*

*“ It's sufficient for a general plan, but far more detail of what will happen in practice & how it will be done needs to be produced & made widely available to residents.”*

**Total Transport: the bus network Buckinghamshire needs** policy also attracted a range of comments.

Respondents commented that information on the Punctuality Improvement Partnership was missing from the policy:

*“Continue to work with local bus operators through Punctuality Improvement Partnership (PIP) to ensure local bus services can be delivered consistently and reliably.”*

*“No mention of Punctuality Improvement Partnerships with local bus operators in order to drive forward successful and reliable bus operation.”*

Similar comments about a lack of detail were given. There were a number of requests for more detail on how the bus service is going to be improved and that wider public consultation occurs in this process.

Comments suggest that while respondents see the worth of bus services and want the network to improve, they don't currently feel the bus network *“reflects community dynamics”* and that:

*“[We need] a more comprehensive bus service which is based on the journeys people need, e.g. From villages to the hospitals, & to stations & the airport.”*

The bus service in rural areas is specifically referred to. For example:

*“The policy discusses new bus stops, introduction of bus lanes and terminus. However what we need in this part of Buckinghamshire is simply more buses than one an hour that does not connect in any way with the trains or with school times”*

*“There needs to be a commitment to public transport in the rural areas particularly in the north of county”*

*“Buses are an expensive luxury in rural areas - perhaps more can be done to encourage self-help within communities.”*

Another theme in the comments on the **Total Transport** policy is the importance of integration with other modes of transport. For example:

*“A bus network can reduce the use of cars massively but needs to be integrated with other options like cycling & [walking].”*

*“We need integrated public transport, e.g. local bus services meeting trains / tubes, especially late at night.”*

*“Presently Buses don't link to trains eg: hourly bus Aylesbury to Leighton Buzzard does not visit LB station or provide sensible frequency for commuting.”*

*“Bus links for South Bucks need to address the need to cross boundaries with Hillingdon and Slough. Partnership with those authorities is essential.”*

A number of respondents commented on the planned Integrated Transport Hub (bringing the teams in the Council that deal with public transport together in one team), remarking on the significance of who is a part of it to ensure day-to-day transport challenges are properly understood.

Similarly, comments were made about the need to make it easier to use different bus operators' services:

*“Develop a one ticket policy between all providers, too many providers across the county means it can be expensive to travel by bus”*

A Bus Strategy was requested as an individual supporting document to LTP4. It was commented that LTP4 is currently *“a bit light on the strategic importance of the bus network to Bucks”*.

On the topic of community led services, respondents think the **Total Transport** policy should include more consideration of how to support community transport, especially in rural areas which are perceived to be unlikely to have an adequate traditional public bus service.

On the topic of public transport information and promotion, there was a mix of positive and negative comments regarding the use of innovative technology solutions. Respondents encouraged a balanced approach with regards to the use of technology in public transport information and promotion, to ensure there is not a detrimental impact on some demographics. For example:

*“...many older people rely on signs at stops and may be turned off using public transport in favour of the car if these were taken away...”*

*“Insufficient emphasis on how to easily access information by means other than the internet.”*

*“[The policy is missing more information on] new technology to drive efficiencies and provide data e.g. improved ticketing using apps etc.”*

The policies discussed above all have a relatively high percentage of respondents who disagree with how LTP4 approached the policy: **Maintaining our roads** (21%), **Total Transport** (24%) and **Reliable road travel** (18%).

Fewer respondents disagreed with how the **Maximising our rail network** policy was addressed in LTP4 (11%). Comments on this policy frequently refer to support for East West Rail (EWR) and the BCC proposal for an additional station on the EWR line at Steeple Claydon paid for by HS2. The impact of HS2 is also frequently referred to, for example:

*“HS2 remains a huge undertaking with large scale potential consequences during the build phase”*

*“Main concern is the impact of HS2 construction & operation; a very high priority needs to be given to minimising this”*



The Chiltern Railway line is discussed positively and a desire to increase the current service (at a variety of stations including High Wycombe, Marlow, Beaconsfield and Princes Risborough) is mentioned. Regarding the West Coast Main Line, an increased service at Cheddington is suggested to better serve the east of the county. There are also several comments which discuss the importance of adequate parking facilities at train stations to encourage rail use and also to minimise impact on surrounding residential streets. More consideration of Crossrail in the LTP is requested several times.

Negative comments focused on a desire for more rail links to “*less exciting places*” as well as major termini such as London and Milton Keynes. The importance of connectivity to airports is also referred to. As with **Total Transport**, there are also comments which refer to a better ticketing system (“*Oyster scheme or equivalent*”) to encourage mode shift. Similarly, responses advocated that in order to encourage people to reduce their car use “*drivers need to feel that public transport is comfortable & convenient*”.

A number of respondents requested information about how different partners in the rail industry will work together to achieve this policy.

From our analysis, it is possible to look at the overall trends for Questions 10 and 11 (The Specific Policies). The majority of the responses were allocated to the ‘roads’ category and within this 66% were negative comments. ‘Walking and cycling’ and ‘buses and trains’ were the joint second categories. Within the ‘walking and cycling’ category most responses were neutral whereas within ‘train and buses’ most comments were negative. The ‘school transport’ category stands out because 72% of the comments in this category were negative. In looking at this information it is important to consider whether respondents were more likely to comment on issues they are concerned about, than ones they are happier with.

## 12. Do you want to comment on any of the other policies listed above?; and <sup>3</sup>

## 13. Do you think there are any important topics missing from the list of specific policies?

Similar to Question 11a, the majority of responses to these questions were allocated to the 'roads' category and within this 59% are negative comments. 'Roads' was closely followed by 'cycling and walking' but there was a more even split within this category with 50% of comments neutral, 31% positive and 18% negative. 'School transport' also stands out again because 62% of the comments in this category were negative.

The **Parking** policy is raised a large number of times under Question 12. Almost all of the comments are negative and refer to availability, enforcement and cost. For example:

*"Parking in Aylesbury is far too expensive. In Watford parking is so much cheaper. The parking prices in Aylesbury mean you don't want to stop for very long and enjoy shopping."*

*"Bring back life to town centres by allowing cheap parking...Current parking policy pushes trade from town centres to out of town stores."*

Comments were made that parking should be used as an incentive to car share (e.g. cheaper parking). Also that suitable *cycle* parking is provided at key destinations in order to encourage people to cycle. Several respondents expressed concern about cars parking on pavements and blocking pedestrian routes. Respondents also linked parking enforcement to reducing congestion.

In a similar way to Question 11b, the theme of connectivity is present in a number of the responses regarding **Total Transport**, including integration between modes and across borders. For example:

- Buses in Buckinghamshire should link to Leighton Buzzard rail station more frequently where there is a fast service to London Euston
- Trains from London to Oxford should stop at Beaconsfield
- Buses connected reliably with rail travel

Some respondents commented that there was a lack of consideration of taxis and private hire vehicles in the plan. Similarly, there was a request for increased engagement with motorcycle groups in order to consider the best way to get them involved in local transport policy.

Comments on the **Encouraging cycling** and **Walking** policies often link to the **Tackling crime** policy. For example, comments advocate cycle routes and key walking routes being well lit, particularly in winter and with concerns about the level of police presence. In pedestrianised areas this is perceived as even more important, due to concerns about anti-social behaviour and crime. The road safety of cycling is also referred to and driver training

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<sup>3</sup> A summary of comments is given together for Questions 12 and 13 as similar comments were made and they also tended to be more general comments about the topics covered in the specific policies, rather than direct responses to the questions.

is mentioned. The importance of maintaining walking and cycling routes is also reiterated by respondents, including a request that maintenance budgets are included from the project outset.

While answering Question 13, some made specific suggestions about how to increase walking and cycling. For example:

*“What incentives can you give people to make them want to walk or cycle? Collect health points which might be like nectar points? Collect enough and get a free gym day or a yoga class or something that you can involve local businesses with and pay for?”*

As with Questions 10 and 11, **Access to education** received mostly negative comments. Some respondents highlighted the different needs of local pupils and those who have to travel longer distances. A number of respondents also felt the plan had a lack of consideration of volunteers, including carers, and the specific challenges they face.

As in Question 11b, many respondents expressed a desire for more detail on the subjects covered by the specific policies. Specific requests were made for information on budgets and other types of financial data. It was suggested that a (clearer) explanation of how the policies are funded would help respondents.

## Do you have any comments about how the Local Transport Plan 4 should be put into action?

The majority of the comments received in this section were classified as neutral which may be because respondents were not asked to comment on any specific policies or issues. A small number of responses were positive, these were either good ideas or those from people who agreed with the policy document as a whole.

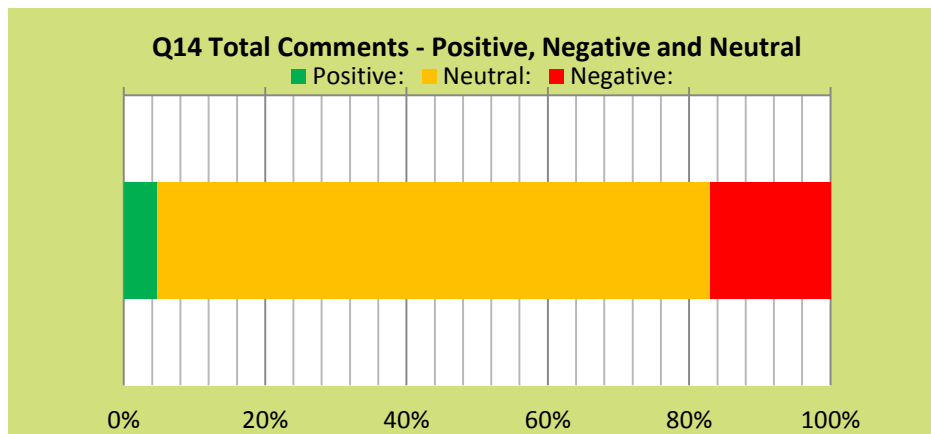


Figure 16 – Question 14 Positive Negative and Neutral split

The top two categories that comments were allocated into were Communications and Processes and Unallocated. The majority of the comments were neutral and only a very few of the unallocated were negative.

Many comments focused on communication, talking to local people or parishes either through consultations, surveys, social media or, in the minority, face to face meetings.

*“Only as mentioned before, listening carefully to residents' views as to what will make the most difference then comparing that information against the available resources to come up with a realistic and detailed plan.”*

*“Frequent and meaningful consultations with Parish Councils, Community Impact Bucks, community bus providers, multi-agencies (e.g. social services)”*

*“Much more face to face consultation with residents & Parish Councils at grass roots level. By the time one has reached this far through the document it is starting to pale.”*

*“Cross department programme with both short and long term milestones with progress reported on council website - simple high level targets / dashboard. Links to local community groups with quarterly / half yearly local meeting?”*

In addition, some comments refer to communicating more with stakeholders. There was an interesting response from a public transport provider who suggested meetings with public transport providers. Other residents also commented that we need to use local businesses and look at neighbouring authorities for ideas.

*“I think there need to be quarterly meetings with public transport providers...”*

*“Buckinghamshire CC needs to be much bolder and try to lead as Oxfordshire have done successfully in recent years...”*

*“As you are doing, it requires partnerships with other bodies. Keep up the great work!!”*

*“I would like to improve Great Missenden by getting commuters to share taxis and leave their car at home”*

*“LTP should be presented to the various partnership boards chaired by BCC staff. The partnership boards include PSD, Autism, Learning disability, OP, Transitions, CYP, carers etc. may then provide comments from members. These Boards would have access to other groups who would be capable of providing input.”*

## What do you think are the biggest challenges in putting the Local Transport Plan 4 into action?

The majority of the responses were again in the neutral category. There were no positive responses to this question because the question was only asking the public to list problems.

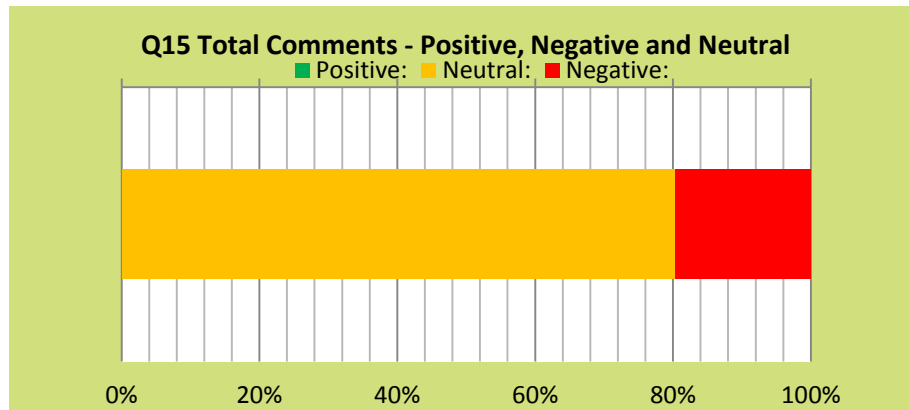


Figure 17– Question 15 Positive Negative and Neutral split

The majority of comments in this section were allocated to the Economy category and were mostly one word answers. However there were some comments that raised concerns about the way BCC delivers its services in Communications and Processes.

*“Being honest about what can realistically achieved. Improve internal coordination within BCC & TfB.”*

*“Lack of joined up thinking between TfB & utility companies. Lack of local knowledge. What works in the north of the county will not necessarily work in the south...”*

*“Having council employees that really listen...”*

Some responses recognised that individuals also have a role to play in putting the plan into action.

*“... NIMBYism”*

*“... people get into habits & so the biggest challenge ... is changing their habituated patterns of behaviour. What seems new or strange today can be "normal" & "commonplace" tomorrow.”*

*“... everybody in Bucks thinking that "their" issue is the most important.”*

*“Lack of public interest and vested interest”*

*“Funding of schemes and making the vision a reality”*

*“Budget cuts in times of austerity threaten even the sparest and best thought plans.”*

In all, the majority of comments stated that funding or resources were the biggest challenge to the implementation of LTP4, followed by management and then the general public.

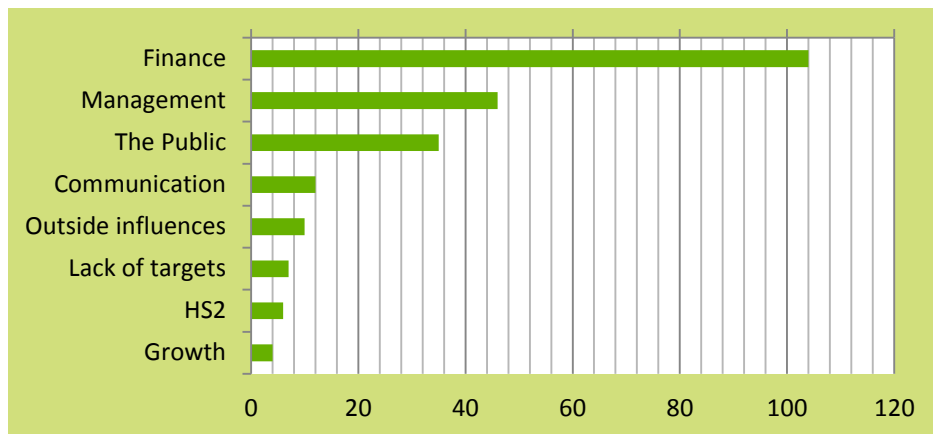


Figure 18 – Top challenges facing LTP4 selected by respondents

## Do you have any ideas for how you could help to improve transport in Buckinghamshire?

For this question, again, the majority of comments were classed as neutral, but there was more of an even split between the positive and negative comments. Positive comments tended to be from those who were willing to help or were already engaged with an area or issue, e.g. cycling or walking. The negative comments were mainly in the Roads category and about road maintenance, but also regarding bus services and HS2.

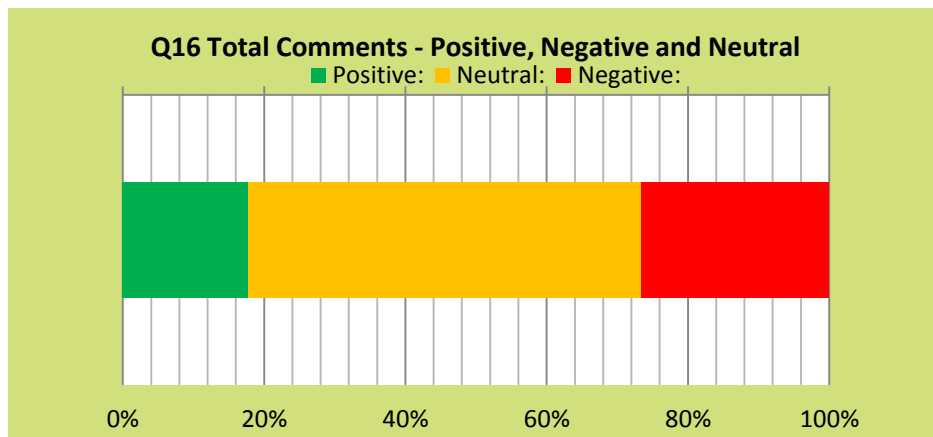


Figure 19 – Question 16 Positive Negative and Neutral split

This category had extremely varied responses covering all the categories and it is, therefore, difficult to find many overarching themes. A lot of respondents did not comment on what they could do but instead provided further feedback on what BCC could do. We have therefore split the analysis into two sections.

Of those that responded to the question with what they could do, many responses refer to driving less or working from home more often. There were some responses from representatives of groups that show there is a willingness to be involved:

*“I’d like to see a shared use scheme for Great Missenden High Street ... I’m interested in doing what I can to make this possible.”*

*“The Aylesbury Group of the Ramblers’ Association holds a monthly footpath workday which involves trimming vegetation around gates, stiles and footbridges, replacing missing or damaged waymark discs and reporting more serious problems (such as fallen trees or paths obstructed by crops) to the Rights of Way Section. This relieves the Rights of Way Officers from minor routine tasks and enables them to concentrate on the more serious problems. Similar work is carried out in the south of the County by the Chiltern Society. The formation and encouragement of similar groups or Parish Councils especially in the north of the County would help spread the load.”*

*“Talk to me about a positive role for motorcycles, I have connections with numerous groups that want to help...We’d love to help!”*

There were also local people who commented that they would be willing to do more in general:

*“I’m interested in helping on local initiatives - I’ve just read about the Beaconsfield cycle group who I will investigate.”*



*"No specific ideas but willing to try"*

*"I try my best.....and with county's help (for which I am very grateful) we have managed to do a few things."*

The other comments were varied and offered further suggestions on things BCC could do to improve transport.

<b>Subject</b>	<b>Quote</b>
20mph speed limits	<p><i>"Lower speed limits to 20mph in built up areas. Then measure the success in terms of smoother traffic flow, less pollution, fewer pedestrian casualties and more cycling."</i></p> <p><i>"Introduce a 20 mph speed limit in towns (as per Brighton)."</i></p>
Walking	<p><i>"Make it MUCH more attractive to walk. Currently it is unsafe and unpleasant so people don't do it."</i></p> <p><i>"More safety for pedestrians, more signs maybe bolder on the roads and more of a consequence for drink driving etc"</i></p>
Innovative solutions	<p><i>"perhaps an app that shows points of interest on walking or cycling routes such as interesting historical aspects or heritage etc?"</i></p> <p><i>"sweeteners eg loyalty schemes to promote reduced car usage &amp; more eg cycling, walking, public transport. perhaps stepped penalties to change behaviour eg poor, irresponsible parking"</i></p> <p><i>"What about the idea of micro hubs to help rural residents away from using their cars? Private land / drives could be leased to provide parking for a few number of cars"</i></p>
Smart Card Ticket system	<p><i>"Pay as you go bus travel cards like oysters. These can also help to track journeys, collect data and see what lines are popular etc"</i></p> <p><i>"Yes, Have an integrated public transport system where ticketing is common across all operators. This would be similar to 'Oyster' in London."</i></p> <p><i>"More integrated bus / rail services and "oyster" type ticketing across Bucks."</i></p>
Traffic Lights	<p><i>"More work on sequencing of traffic lights in our towns particularly Aylesbury, to improve traffic flow..."</i></p> <p><i>"Reduce the number of traffic lights - I spend hours waiting for lights to change and no traffic coming from other directions."</i></p> <p><i>"Remove most of the traffic lights, put back roundabouts &amp; put arrows on all lanes at junctions. 2 lanes going into one is a disaster waiting to happen..."</i></p>

Cycling	<p><i>“Places of work should have funding to put in showers and changing facilities to encourage people to cycle or run to work. Safe lit cycle paths and running routes as an alternative to taking the car to get to work or school.”</i></p> <p><i>“Removing the need for more cars being used for short journey (&lt;4 miles) is a must, this can be carried out through the introduction of more safe cycle routes &amp; cycle lanes along with "safe" parking for cyclists to lock up their bikes in towns. But this will depend on education too, so a greater use of cycle training at schools for children &amp; young people while using Bikeability training for adults to ensure that they are not only safe to cycle but are shown that the "perceived" risks are not only manageable but are perceived.”</i></p> <p><i>“Improve cycle training in schools ... Make sure cycle routes connect - open up suitable footpaths to shared use by cyclists to increase network of routes”</i></p> <p><i>“Make cycle routes direct and not so they keep crossing the major roads as this is risky especially for young riders, school children etc”</i></p> <p><i>“Cycling more to reduce congestion and pollution - but we need more dedicated cycling routes in the south of Bucks”</i></p> <p><i>“Ensure that public transport and cycle networks improve when new housing is built. For instance, cycle paths to stations, more train carriages, and increased cycle parking at stations. Otherwise the traffic will just keep increasing. Driver education about how it feels to be a pedestrian or cyclist on narrow pavements and roads- very important.”</i></p>
School Transport	<p><i>“Get parents to share taking children to school ...”</i></p> <p><i>“Make sure that all children who go to State schools get to school by minibus with drivers that have been CRB checked and that parents don't have to make even more sacrifices or ask strangers to give their children lifts to/from schools”</i></p> <p><i>“Introduce school bus schemes to avoid the need for parents to drive their children to school during rush hour periods, and maximise the utilisation of bus infrastructure.”</i></p> <p><i>“Yes stop busing children everywhere. Provide upper schools for the local community and get rid of the grammars”</i></p>
Public Transport	<p><i>“Encourage more people to use public transport, reducing car use and making journeys more efficient.”</i></p> <p><i>“More main bus routes in the rural communities connecting villages to main towns. The rural villages are forgotten”</i></p> <p><i>“making easier connections/links with trams or trains within and around High Wycombe to Milton Keynes Reading, Oxford and surrounding towns”</i></p>

Partnership Working	<p><i>“Appealing to larger companies to invest in local jobs to decrease the amount of traffic movements within the county”</i></p> <p><i>“Consult with the professional bodies such as Chartered Institute of Logistics &amp; Transport (CILT, RHA, CILT Public Policies Committee, Freight Forwarders, Rail Organisations, Institute of Advanced Motorists.”</i></p> <p><i>“Identifying key groups within the local community that have specific regular needs and matching them with specific local providers who may be able to offer solutions.”</i></p>
Roads	<p><i>“...repair what we have before it deteriorates permanently beyond repair.”</i></p> <p><i>“Quality of repairs - too much short term make do. Put one or more people on the road ( motorbikes?) to systematically tour the area and map repairs needed - would allow a complete strategic approach based on priorities, costed, planned etc”</i></p> <p><i>“Traffic is recognised as the major disruptive influence on the environment &amp; residents of the villages in Bucks. It is essential that traffic is directed away from these village centres &amp; if necessary, weight restrictions should be applied.”</i></p>

# **Section 5: District Council and Local Enterprise Partnership responses**

As part of the consultation we invited each of the District Councils and the Buckinghamshire Thames Valley Local Enterprise Partnership (BTVLEP) to provide their views. We are pleased that Aylesbury Vale, Chiltern, Wycombe and South Bucks districts all responded, as did BTVLEP.

The responses from these organisations included a lot of helpful and detailed comments, which it would not be possible to analyse in the same way as more typical survey responses. Instead they were analysed separately and improvements to the Plan made where appropriate. We will work with the respondents to explain our response to their comments in more detail. However, the paragraphs below provide a summary of the key issues they raised and our response to them.

The responses offered a range of constructive comments on ways we could improve the LTP4. The key themes identified were: the impact of growth on the County, the importance of working together in making our plans and concerns over the level of detail provided by this high level plan.

We will continue to work closely with the Districts and BTVLEP over the lifespan of this document to understand transport issues across the County, especially given the major projected growth in Buckinghamshire. A number of amendments to the Plan are proposed to emphasise this. A number of refinements are also proposed to make it clearer how more detailed plans will be developed, to support the LTP and explore the impact of possible future growth.

# **Section 6: TalkBack Response**

BCC received a very insightful response (pictured below) from Talkback, which works with people with a learning disability. Their response raised a range of issues including:

*“...only one space for a buggy or wheelchair/walker in the front... feelings of guilt when a mum had to give up wheelchair space for me”*

*“Some drivers are hard to understand and they don't listen to me”*

*“Do the drivers have disability awareness training and communication training?”*

*“I would like to do travel training, I would like to go on the bus but I can't and don't know where to go”.*

*“Only Carousel let you use your bus pass at 9am. Affects students arriving on time”*

*“Why can't Bus Pass be used to travel to MK”*

*“Could temporary passes be applied for so people can extend their travel options”*

We have proposed changes to the LTP4 to refer to the kinds of issues Talkback identified. This includes changes to the objectives of the plan and some of the most relevant policies.

Due to the very high level nature of LTP4, some of Talkback's responses are too detailed to include in LTP4 itself. This more detailed information will be used to help us produce the more detailed documents that will be developed to support LTP4. The full Talkback response,

and other relevant responses including that from Autism Bucks, will be shared with the team undertaking the review of all Council supported transport services. This will include both Public Transport and Client Transport (for school and social care). It will also look at community transport schemes and consider how we can best meet people's needs.

The **Intelligent mobility and new technology** policy includes the oneTRANSPORT project, which aims to improve the experience of traveling by providing better transport information. Rural transport, transport for elderly people and transport for disabled people are three of the areas where this is expected to be particularly helpful.



# **Section 7: Recommended Changes to LTP4**



Policy	What You Said	What We'll Do
Aims + Objectives	The objectives are too general and their role is not clear.	Produce a diagram setting out how the policies meet our objectives. Explain the role of the objectives more clearly. Highlight other policies planned to provide more specific detail.
Aims + Objectives	We should emphasise the potential of more sustainable modes more clearly.	Change the wording of Objective 3.
Aims + Objectives	The objectives should protect Buckinghamshire's special environment.	Change the wording of Objective 3. Continue the Strategic Environmental Assessment.
Aims + Objectives	Parking needs to be improved.	BCC recognises this and has developed Countywide Parking Guidance in close consultation with the district councils.
Aims + Objectives	The plan needs to consider the needs of people with disabilities.	We will make sure that this issue is clearer in the objectives and referenced appropriately in key policies.
Big Picture Policy 1	Improving existing services through the use of technology.	Continue to support efficient online and technological solutions. Also considering how they can work better for everybody.
Big Picture Policy 1	Listen to local experts and work with businesses to plan growth better.	Continue to seek their input as we develop the more detailed policies that will support LTP4.
Big Picture Policy 1	Use social media and other new technologies to communicate.	The LTP4 consultation has shown the potential of these methods. We will build on this experience in future consultation (see above).  The Council is also working with its partners to further improve the way we collect and share information about Buckinghamshire's roads.
Big Picture Policy 1	Improve high-speed broadband.	Continue to deliver on plans to roll out fibre optic broadband to 90% of Bucks by March 2016. With BT, Hertfordshire and BTVLEP.
Big Picture Policy 2	Important specific routes aren't identified in the map included in Policy 2.	Improve the map and make the corridors and issues shown on the map easier to link to the issues we experience in the real world.
Big Picture Policy 2	Direct links between Aylesbury and Oxford.	Pass on data to the 'Improvement Plan' and 'Pilot studies' described in Policy 16. Engage in Highways England's work on a possible Oxford – Cambridge Expressway.
Big Picture Policy 2	Improve links to Luton and Heathrow airports.	We will continue to work with partners to improve these links, as set out in the 'Putting the plan into practice' section.
Big Picture Policy 2	Improve traffic flow in High Wycombe.	Detailed Area Strategy documents for specific growth areas will be developed to support LTP4.

Policy	What You Said	What We'll Do
Big Picture Policy 3	Consider the cumulative impacts of nearby developments.	Produce a dedicated Development Management Policy and more detailed strategies for specific growth areas to help us respond to applications for development in a more coordinated way.
Big Picture Policy 3	Infrastructure improvements should precede development.	Continue our work to ensure transport measures are provided at the right time.
Big Picture Policy 3	LTP4 needs to work with local plans.	BCC is working with all of Buckinghamshire's district councils and will develop more detailed strategies for specific growth areas.
Big Picture Policy 3	Engage with local communities affected by developments and improve disabled access.	This feedback will inform a dedicated Development Management Policy.
Big Picture Policy 3	Improve disabled access within Developments.	This feedback will inform a dedicated Development Management Policy.
Big Picture Policy 3	Make use of all possible funding options.	BCC considers all ways of making the transport improvements Buckinghamshire needs. The 'putting the plan into action' section explains the options we consider.
Big Picture Policy 3	Explain how parking will work in new developments.	Ensure BCC's new Countywide Parking Guidance is referred to in the forthcoming Development Management Policy.
Big Picture Policy 3	Smaller parishes may be affected by large scale development and growth. Connectivity in rural areas needs to be considered accordingly within the plan.	Continue working with key partners to improve connectivity on all of Buckinghamshire's roads.
Maintaining our roads	Provide more detail on timescales for maintenance.	It would have been difficult to include this information given the long timeframe of the plan. However, we will provide links which give up to date information about maintenance in the Policy 8 pages of LTP4.
Total transport	<ul style="list-style-type: none"> <li>Support for the bus network to be improved to ensure that it is fit for purpose.</li> <li>Integrated ticketing system across all bus companies would make it easier and cheaper to travel by bus across the county.</li> <li>Public transport information and promotion should consider non-digital options</li> </ul>	Feed all comments on the Total Transport policy to the team undertaking the review of all Council supported transport services. This will include both Public Transport and Client Transport (for school and social care). It will also look at community transport schemes and consider how we can best meet people's needs. We will ensure that the Review is referred to clearly in LTP4.
Total Transport	Produce a Bus Strategy	The review of all Council supported transport services (described in the row above) will assess the requirement for further guidance or strategy on this subject.
Maximising the rail network	Improve services on the Chiltern line and improved service on the WCML at Cheddington	LTP4 supports improved rail services, as set out in Policy 4. The more detailed documents that will be developed to support LTP4 and our ongoing work with train operators will help us to address key issues like those identified.

Policy	What You Said	What We'll Do
Maximising the rail network	Crossrail should be covered in more detail.	As Crossrail is now being constructed its place in a long term policy is primarily as part of the context the plan addresses. It is included in the 'How is Buckinghamshire changing' section and more detail can be found at <a href="http://www.crossrail.co.uk/">http://www.crossrail.co.uk/</a> . As noted above we are working with partners to make sure Crossrail (and other projects in the area) work for Buckinghamshire.
Reliable road travel	No reference to Punctuality Improvement Partnerships	Add a bullet point to page 31 to highlight this work.
Reliable road travel	More detailed action plans and objectives requested.	There will be opportunities to set out more specific objectives and actions within the transport strategies for specific areas. This point will be made more clearly in LTP4.
Parking	Concern about the cost of parking in town centres (Aylesbury in particular).	Pass this information to district councils who manage most off street car parking. However, it is important to note that there are a number of relatively complicated factors that have to be considered in setting parking charges. Lower charges can allow people to stay in our towns for longer, but may reduce turnover of spaces, so fewer people can visit a town. This can actually reduce spending in local businesses.
Encouraging cycling	Key cycle routes must be well lit and feel safe	Emphasise this part of cyclists' safety in the 'Improving safety for cyclists' section.
Disability	LTP4 should have a specific policy to improve transport for people with disabilities.	Consideration of disability should flow through the whole plan. We will ensure this is clearer in key sections such as the objectives, parking, Total Transport and walking.
Modes of transport	Taxis and private hire vehicles are not included.	Taxis have been incorporated in Policy 14: 'Car clubs, car sharing and taxis'.
Funding	There isn't enough financial detail in the plan	It is very difficult to include budgetary and other financial information as government funding can vary hugely, developments aren't clear, and broader economic changes shift costs and feasibility hugely. Section 4 explains how we will approach these issues.
Putting the plan into action	People wanted to ensure their local expertise was listened too.	Understanding what people think about transport issues is vital to developing the right plans. Engaging the public effectively has been at the heart of making LTP4 work. The development of the more detailed policies to support LTP4 will build on the work we have done through these consultations to engage people. This will be emphasised in Section 4.

Policy / Question	What You Said	What We'll Do
Putting the plan into action	It is difficult to understand what is happening when we are planning and/or undertaking works on the highway.	The Council is working to improve the information it can provide on planned and current works. Improved information will be made available on our website.
Development Management and Road safety	Consider 20mph speed limits in built up areas	The more detailed documents that will be developed to support LTP4 will consider detailed area specific options such as this. It is not possible to include them in an overarching high level document like LTP4.
Intelligent mobility and new technology	Implement smart cards across all public transport, like the Oyster card in London	We will work with partners to make public transport more attractive, smarter ticketing has been added to the ways we could do this in the Plan.
Maintaining our roads and other transport assets	Reduce the numbers of traffic lights	It is important that the right type of junction is chosen for a location and its traffic. There are some cases where traffic lights are the most appropriate way to manage a junction: particularly where flows from different directions are imbalanced or there is limited space. Equally there are cases when other junctions are better suited. BCC will always support the most appropriate highways improvements for the situation.
Total Transport: the bus network Bucks needs	Hold quarterly meetings with local operators	We do not hold general "all operator" meetings with bus companies in the way mentioned. Instead we meet with operators separately over route / contract issues; and we hold regular joint meetings with operators on particular issues, such as Wycombe Bus Station and roadworks co-ordination meetings.
Total Transport: the bus network Bucks needs	Consider innovative and smaller local public transport schemes: such as micro park and ride sites, or loyalty schemes.	This is an interesting option but is more detailed than it is possible to incorporate in this high level document. It will be passed on to the team undertaking the review of all Council supported transport services (described above).
Intelligent mobility and new technology	Develop an app for walkers / cyclists to show interesting historical or environmental sites	This is an interesting idea but this is in more detail than it is possible to incorporate in this high level document. We will pass the idea to the team investigating how we should use the data we hold on historical and environmental records.
Access to Education	Support car sharing for school transport	BCC does not have a formal car share scheme for home to school transport, as there are issues with safeguarding and the insurance of such a scheme. However, we do encourage schools to promote car sharing and facilitate the process with a car share week or event. This can introduce families from the same area who may not know each other.

## **Acknowledgments**

We would like to thank all those that took part in the consultation. It is only with the invaluable help of communities, businesses and other organisations that we can ensure the Local Transport Plan 4 will be fit for purpose. We would especially like to thank those who promoted the consultation and helped us to reach so many people.