

Ashton Vale to Temple  
Meads Rapid Transit

**Consultation Report**

December 2008

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CONSULTATION MATERIAL

WEST OF ENGLAND QUATERLY NEWSLETTER

LETTERS OF SUPPORT FROM KEY STAKEHOLDERS

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# 1 Introduction

## Background

- 1.1 The Rapid Transit network for the West of England sub-region plays a central role in the sub-regional transport strategy and the Joint Local Transport Plan (JLTP). The Rapid Transit proposals form part of a wider programme of proposed public transport improvements for the sub-region and underpin the regional vision for sustainable growth over the next 10-20 years.

## Project Linkages

- 1.2 The development and the communications strategy are closely linked to the wider major scheme programme for the sub-region but particularly in relation to:
- | Greater Bristol Bus Network Bid.
  - | Bath Package.
  - | Transport Innovation Fund.
  - | South Bristol Link.
- 1.3 A consultation package on the Ashton Vale to Temple Meads rapid transit route was undertaken during October and November 2008, including stakeholder meetings, public exhibitions, leaflets and questionnaires, web-based information and the distribution of flyers to affected residents. The opportunity was also taken at some of the exhibitions and meetings to jointly present both the rapid transit scheme and the South Bristol Link.



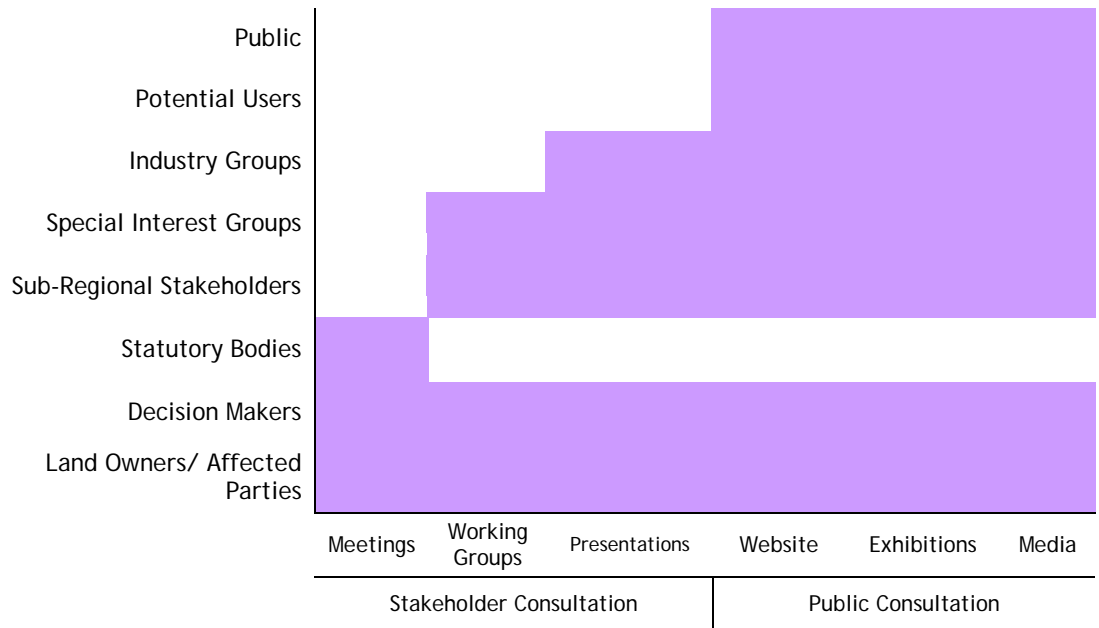
## 2 Communications Framework

- 2.1 The Communications Framework for the Ashton Vale to Temple Meads route is based on the following principles:
- | Specific communication activities are focussed at the right level for particular consultees. Different types of consultees will have different concerns and require either a different level of information or have different interests in the project (e.g. landowners versus statutory authorities).
  - | The project team seeks an appropriate level of feedback from consultees and that this is incorporated into the iterative design process.
  - | Concerns of potential objectors are addressed as far as possible.
  - | An appropriate statutory consultation is undertaken in compliance with the TWA Order application process.
- 2.2 Government guidance on consultation includes the "*Guide to TWA Procedures, 2001*" and "*Code of Practice on the Dissemination of Information during Major Infrastructure Developments, 1999*". These guidance notes are not prescriptive in what should be undertaken to consult thoroughly but outlines that adequate consultation reduces the risk of objection to the scheme and therefore the likelihood of the TWA application not succeeding.
- 2.3 Stakeholders/ consultees can generally be grouped depending on their level of involvement or interest in the rapid transit scheme. Grouping stakeholders/consultees assists in a framework for the consultation required for the different type of consultees. Broadly the categories of consultees consist of:
- | Land owners/affected parties - those individuals and groups that will be directly affected in some way by the scheme. Consultation with this group is very important in terms of minimising negative impacts and ensuring clear, understandable process they can be involved in.
  - | Decision Markers - Members, funders and officers who are all involved in decision making on the scheme or preparatory work for decision making.
  - | Statutory Bodies - Those organisations groups where the UAs will have a statutory obligation to consult with. These include utility companies, emergency services, environmental groups, etc.
  - | Sub-regional stakeholders - Those organisations and groups which have an interest in the economic and social well being and for development of the subregion and the impacts rapid transit may have.
  - | Special interest groups - identified groups who have particular interest related to the scheme such as transport or the environment who are not statutory consultees.
  - | Industry groups - organisations which have an interest in transport in the sub-region.

- | Potential Users - future users of rapid transit including residents within the catchment and employers, shops, health and leisure facilities along the alignments.
- | Public - Members of the public in general.

2.4 The type and frequency of communication needs to relate to the level of involvement of consultees in the scheme and their need for information/involvement. Figure 2.1 sets out the type of communication channels available and potential suitability to different stakeholders/consultees.

FIGURE 2.1 COMMUNICATIONS FRAMEWORK



### 3 Stakeholder Consultation

- 3.1 Stakeholder consultation has been ongoing through the scheme development particularly with parties potentially affected by the proposals.
- 3.2 The approach to Stakeholders is a “multi-tooled” approach consisting of:
- | Individual meetings and interaction with parties concerned about the proposals with specific interests in certain elements of the scheme, such as transport organisations, developers, emergency authorities etc particularly to obtain input in to the design of the scheme at an early stage.
  - | Establishment of working groups for specific areas where a specific type of consultation is needed from a group of people with similar interests. These work well for example in consulting with statutory environmental groups at stages of the project when their input is valuable (drafting the Environmental Statement or planning conditions for example).
  - | Presentations to groups of people with similar interests, such as resident groups, industry groups, special interest groups. These can be a valuable way of disseminating information (and negating incorrect rumours about the scheme) as well as getting feedback and identifying appropriate mitigation measures where necessary.
  - | Appropriate, formal statutory consultation with relevant planning authorities, environmental authorities etc at all levels and stages throughout development of the scheme.
  - | Regular and formal communication with decision makers and funders (of which the processes are already in place through project governance structures).
- 3.3 The wider set of West of England stakeholders were invited to the annual Joint Transport Forum, a one-day seminar on progress and updates on transport issues in the West of England. A specific presentation was provided on the rapid transit proposals followed by Questions and Answers.
- 3.4 Stakeholders are kept generally informed about the scheme development through the West of England quarterly transport newsletter, widely distributed and shown in Appendix A.
- 3.5 All stakeholders were sent an invitation to the Public Exhibitions programme in November as part of the wider public consultation.

#### Members

- 3.6 A briefing of North Somerset Members took place on 5th November. Bristol City Council Members in wards along the proposed route were offered briefings on the route in March 2008 and October 2008 on the scheme. Members in all four Authorities are also kept briefed of major scheme proposals through the Joint Scrutiny process for the West of England.
- 3.7 Two of the Parish Councils in North Somerset provided written responses to the consultation. Their positions on the scheme are:

**Barrow Gurney Parish Council**

- 3.8 *Barrow Gurney Parish Council strongly supports this proposal as an essential facility to serve the proposed stadium and improved service to the park and ride and is an essential prerequisite to providing high quality public transport to the proposed urban extension also to Bristol Airport. This project should be progressed with the highest priority.*
- 3.9 *The next phase of development should be via rapid transit upgrade along A370, via proposed westerly option link road to possible future urban centre then via rapid transit upgrade along A38 to Bristol Airport. Money saved on abandoning expensive red route option [referring to South Bristol Link consultation] should be transferred to rapid transit extension.*

**Dundry Parish Council**

- 3.10 Dundry Parish Council noted that " *The provision of a rapid transit system is very necessary and needed urgently*". The Council's detailed issues related to access to Bristol Royal Infirmary hospital complex without the need for interchange, extension to Bristol International Airport, ensuring routes serve all rural communities, the size of the park and ride and affordable fares. They are supportive of the provision of parallel walking and cycling routes.

**Neighbourhood Groups**

- 3.11 The Bristol City Council area has established a Neighbourhood Planning Network and Neighbourhood Partnerships.
- 3.12 A meeting with representatives of the Neighbourhood Planning Network (NPN) was held in October 2008. It was agreed that an ongoing relationship for engagement on transport proposals would be formed through a steering group. This will start from 2009. NPN sent out consultation information on the scheme to network members
- 3.13 The Greater Bedminster Partnership covers the area south of Avon New Cut including Ashton Vale. Two meetings were held in October with a total of around 40 to 50 people attending with a presentation on the scheme and Q&A session.
- 3.14 In addition to the neighbourhood planning groups, and through the meeting with the Greater Bedminster Partnership, a meeting with the Ashton Vale Heritage Group was arranged. The Ashton Vale Heritage Group was established as part of the Bristol Living Rivers project. The meeting consisted of around a dozen local residents in the Ashton Vale area. The group's main concern is the environmental impact on the fields to the north of Ashton Vale including wildlife and biodiversity, open space and green belt issues and increased flood risk. The group believes the current bus service from Ashton Vale is adequate and do not want a stop at the end of Silbury Road - preferring to walk to the Park & Ride. They are specifically concerned about the relationship with the proposed Bristol City Football Club stadium development and use of a proposed stop by supporters.

**Community Interest Groups**

- 3.15 Redcliffe Futures represents interests of the community in the Redcliffe area of the city. The project Senior Responsible Officer has had ongoing engagement with the group.

- 3.16 In response to the consultation, Redcliffe Futures “ *welcomes the proposals to introduce Rapid Transit in Bristol. We look forward to being involved in further decision-making as the scheme evolves*”. The group stressed their view of the need for the rapid transit route to serve the Redcliffe area particularly its proximity to Temple Meads and the improvements needed to provide a much improved arrival point for many in to Bristol City. The group supports early introduction of a rapid transit system, would like a stop located near St Mary Redcliffe and Redcliffe Wharf and support replacement of Temple Circus with a traffic signal junction. The group is disappointed in the suggested Rapid transit vehicle and would rather see a light rail system chosen, has concerns about ‘bendy buses’ and the type of fuel to be used. The rapid transit proposal should not compromise any existing rail network.
- 3.17 Redcliffe Parade Environmental Association was offered a meeting. The group’s response to the consultation was “ *Redcliffe Parade Environmental Association would like to see a rapid transport system in the city as soon as possible and preferably along Redcliffe Way*” .
- 3.18 Redcliffe Community Forum was offered a meeting.
- 3.19 A presentation on the scheme was given to the Bristol Urban Design Forum on the 20<sup>th</sup> November 2008. The Urban Design Forum were supportive of the proposals in principle and the opportunities for urban renewal that would result from the implementation of the scheme. However concerns were raised about the visual impact of the vehicles. It was considered that the choice of colours for the majority of the existing buses detracted from the visual scene in the City. The importance of good quality information on route and timetable was stressed. Information should extend to bus services that cross or run alongside the new service. The forum debated the pros and cons of replacing or retaining the Prince Street Bridge.
- 3.20 Bristol Harbourside represents the interests of landowners, occupiers developers and other interests in the Harbourside Regeneration Area. The group is supportive of the proposal and that it will pass through Harbourside in its route. The group’s concerns are in regard to the detail of the location of stops, the operation of the heritage railway, pedestrian issues for the Harbourside area including the Museum of Bristol and works to Prince Street Bridge and any impact they may have on general traffic. They have requested a stop at SS Great Britain, suggesting the footbridge opposite Spike Island is not well used, and that the route could perhaps avoid Prince Street Bridge by following the south side of the floating harbour along Merchants Quay.
- 3.21 The Greater Bristol Alliance is a local interest group. The group would prefer to see light rail technology and supports the development of the Ultra Light Rail concept for Bristol. Specific issues raised were:
- | No information about whether the system was guided or not.
  - | Map of city centre options did not provide choice of indication of route.
  - | Does not explain how bus will be given priority in city centre.
  - | Believe a new fleet is required for North Somerset services.
  - | Concerns about capital cost estimate.
  - | Would like to see a stop at the Create Centre.

I Insufficient information was provided in the consultation material.

- 3.22 The group asked that a public meeting be held in 2009 to explain the bid to Government.

### Transport Groups

- 3.23 South West Regional Development Agency is a member of the Project Board and contributor to the scheme development.
- 3.24 The Highways Agency is a member of the Project Board and has been kept informed about the project development through this.
- 3.25 As the major public transport operator in the area, consultation with First Group has been ongoing since the beginning of the project. They have provided technical advice and an operator's perspective on the scheme.
- 3.26 A meeting with representatives of Wessex Connect (the current Long Ashton Park and Ride operator) was held in November 2008. Wessex Connect are supportive of the rapid transit proposals.
- 3.27 Consultation with Network Rail has been ongoing since the beginning of the project. They have provided technical advice on rail related issues including the crossing of the Portishead Freight Line. The Rapid Transit project is also part of Network Rail's steering group for the enhancement of Temple Meads project which is looking to make significant improvements to the existing station. This process is ensuring the integration of the rapid transit and station improvements.
- 3.28 The project has also met with the Office Rail Regulator with regards to the crossing of the Portishead Freight Line and the existing level crossing at Winterstoke Road.
- 3.29 The project have also met with Sustrans regarding development of the rapid transit proposals. Sustrans were provided plans for views and comments in Spring 2008 and many of their issues were incorporated in to scheme revisions particularly in relation to the integration of the cycling and pedestrian facility with the Connect2 proposals.
- 3.30 CTC promotes cycling. The group gave specific feedback on cycleway issues including surfacing, design standards, maintenance and cycle parking as well as stressing the need for the proposed cycle facility to be fully linked with the Connect2 proposals. CTC raised concerns about bendy-buses and traffic and parking on Cumberland Road.
- 3.31 The project has also consulted with the joint officer cycling group of the four Authorities, and sought feedback on the appraisal of the impact of rapid transit on cycling and pedestrian facilities that has been undertaken.
- 3.32 Sustraco are the promoters of the proposed Ultra Light rail technology. Several meetings have been held with the group and their advisors particularly in relation to the technology study in Summer 2008. Sustraco are not in favour of the current (bus-based) rapid transit proposals and would prefer to see use of their proposed Ultra Light Rail technology.
- 3.33 A meeting was held in January 2008 with Bristol Industrial Museum as operator of the Bristol Harbour Railway. Operational and legal issues regarding the proposed retention of the harbour railway operation on Sundays were discussed and the

extent of current railway operation outlined. There was some concern that pressure would mount to use the line for Rapid Transit 7 days a week.

- 3.34 Tram Forward have "*grave misgivings about the transport planning process for the latest proposals for a Rapid transit System in the Bristol area*". The group is critical of the technology review undertaken and believe a tramway would be in the best interests of Bristol and surrounding areas.

### Utility Companies

- 3.35 Bristol City Council chairs the New Roads and Street Works Act Co-ordination Group which is an existing group of utility companies, service providers and emergency service groups who meet quarterly to co-ordinate on-street works. The project has utilised this existing group to provide information about the proposals including provision of overarching plans, programme and discussion on technology choice. Further consultation with individual utility companies would be undertaken at detailed design stage. Some concerns were raised that a fixed track option would have an impact on future access to services. The bus based option therefore avoids diversion costs.
- 3.36 The project separately met with Wendy Linham of Avon and Somerset Police to discuss issues that may arise from the scheme. Particular concerns were with safe access and crossing for pedestrians and cyclists, road closures and any severance of local police patrol routes. Further consultation will be undertaken at detailed design stage.

### Business Community

- 3.37 GWE Business West represents over 2,300 businesses in the West of England and is the principal business organisation for the sub-region. GWE Business West's position is "*improving transport systems across the West of England is the top priority for business and is something we have actively promoted for many years. The proposals contained in the TIF bid and the Joint Local Transport Plan are an excellent starting point and we are fully supportive of the schemes planned through these processes. The issue of rapid transit is equally something that has been on the agenda for some time now and something the business community is very keen to see developed in the Bristol area. The preferred option of bus based rapid transit is something we fully support as a practical, flexible and realistic option for the Ashton Vale to Temple Meads via city centre route*".
- 3.38 Broadmead Board represents the shops and businesses located around the Broadmead area. "*Rapid Transit, of whatever type is long awaited and will enable the outer suburbs convenient access to the city centre which we heartily support*". Their preferred route would be an anti-clockwise loop incorporating Temple Meads, Cabot Circus, Broadmead and the Centre. They would like to see traffic removed through the management of the roads along The Cut from Temple Meads to the Cumberland Basin, including Prince Street Bridge.
- 3.39 Bristol Alliance is supportive of rapid transit. The group would like to see the removal of as much public transport from inside the shopping areas as possible and would prefer to see use of the outer roads e.g. Temple Way, Bond Street etc.

## Developers

- 3.40 Consultation with the South West Regional Development Agency and Network with regards to their development of Temple Quay north has been ongoing throughout the project. Together the projects have been looking at an integrated design for the north west side of the existing Temple Meads station.
- 3.41 The project has provided initial advice to Ashton Park, developers of a possible new development south west of the Bristol urban area in terms of design requirements for a rapid transit proposal through the possible development.
- 3.42 Bristol City Football Club recently announced plans to submit a planning application for a new stadium at Ashton Vale and consultation on the project by BCFC has commenced.
- 3.43 Carlyle Group has development sites within Bristol City Centre in Bank Place, Temple Way and Redcliffe Street. The Carlyle Group "*welcomes the proposal which should offer a sea change in public transport provision in Bristol*". A specific issue raised was the provision of a stop in Redcliffe Way.
- 3.44 Ashton Vale Trading Estate located at South Liberty Lane in Ashton Vale is owned by SEGRO. SEGRO is supportive of the scheme in principle but would like to see increased benefit to the wider Ashton Vale area by providing links to it from the existing and proposed employment areas in Ashton Vale.

## Bristol City Council

- 3.45 The Bristol City Council Planning Arboriculturalist has stressed that any loss of trees near the proposed Spike Island stop would be significant and the design should minimise the impact on trees at that location. Similarly loss of trees in the vicinity of the Cenotaph and at Temple Circus would also be a significant issue. A landscape plan would be required as part of any Planning Application.
- 3.46 Bristol City Council's Planning City Urban Design team highlighted the sensitivity of any change to the appearance of the Prince Street Bridge and that remodelling of the Cenotaph area would potentially be contentious.
- 3.47 The Harbour Master favoured retention of the existing Prince Street Bridge considering that it was still fit for its current purpose. The bridge is not opened during peak traffic flows. It was suggested that a stop close to Prince Street Bridge could be linked with a new ferry stop at the Mud Dock.
- 3.48 Several meetings have been held with the Bristol Museum development team looking at integrating the design of the rapid Transit through the Wapping Wharf area with the new, refurbished Bristol Museum.
- 3.49 Bristol Living Rivers Project is a BCC and lottery funded initiative seeking to encourage local community involvement in the rivers in the Bristol area. A meeting was held with their project manager in October 2008. The group is concerned about any impacts on waterways, particularly Colliters Brook and provided suggestions as to how the impacts could be mitigated including suggesting an alternative alignment by going along the alignment of Longmoor Brook and through the industrial estate to Winterstoke Road. The group would also like to see investigation of incorporating turbines in to the proposed pedestrian and cyclist crossing of Avon New Cut and use of Cumberland Road instead of the railway alignment to reduce the potential impact on butterflies.

## Environment Groups

- 3.50 The third issue of the Environmental Scoping Report was sent to the following groups in September 2008:
- | Avon Wildlife Trust
  - | Environment Agency
  - | Natural England
  - | Government Office for the South West
  - | South West of England Regional Development Agency
  - | North Somerset
  - | Bristol City Council
  - | South Gloucestershire Council
  - | Bath and North East Somerset Council
  - | BRERC
  - | West of England Partnership
  - | Environment Agency
- 3.51 None of the organisations have identified or expressed any major concerns.
- 3.52 Natural England highlighted the fact that private gardens adjacent to the routes mean there is the potential for further numbers of Great Crested Newts to be supported by garden ponds. A specialist team will clarify the rationale for study area definition and amend as appropriate.
- 3.53 Bristol City Council and Avon Wildlife Trust expressed concern that within 5km of the route is Avon Gorge Woodlands which is a National Nature Reserve and Special Area of Conservation. Within 2km is Avon Gorge and Ashton Court Estate, both of which are Sites of Special Scientific Interest. Within 500m there are Ashton Vale Fields, Bower Ashton Mineral Railway, River Avon and Ashton Court Estate, which are Sites of Nature Conservation Interest. Within the city centre, a number of Regionally Important Geological Sites and Sites of Nature Conservation Interest have been identified. Both groups highlighted that all of these could potentially be disrupted during the construction phase.
- 3.54 Bristol City Council also recommended that a Bristol Regional Environmental Records Centre data search be carried out again, which will happen at the next stage of assessment work.
- 3.55 Foraging corridors for bats was highlighted by Bristol City Council as needing further identification, as were habitats suitable to support reptiles.
- 3.56 More than one organisation raised slight concerns over the impact on trees with the road widening and realignment works, particularly through the city centre and around the Cenotaph. This includes concerns over the potential loss of pedestrian footways. All of these will be taken forward at the next stage of assessment.
- 3.57 BCC and the Environment Agency highlighted that the construction of new river crossings need to take into account any protected species (including otters). This

## Consultation

includes addressing potential issues at Colliters Brook and Longmoor Brook, where otter activity has been spotted. Wildlife Network Sites will also be revisited.

- 3.58 Butterfly Junction is highlighted by Bristol City Council as having a high profile locally, although not having any statutory designation. Further information has been received on this area and will be incorporated into future reporting.
- 3.59 Ashton Avenue Bridge is identified by several organisations as a historical feature with heritage value despite not having listed status, and potentially needs a lot of reconstruction work. A more detailed assessment will take place in the future.
- 3.60 The Environment Agency has advised that the route should avoid Flood Zone 3. This will be clarified. They also state that there must be no increased risk of flooding elsewhere as a result of the proposed works.
- 3.61 The Environment Agency and Natural England state that Japanese Knotweed has been identified in initial surveys and this must be dealt with appropriately. This level of detail is made at the next stage of assessment.
- 3.62 The project met English Heritage in October 2008. EH expressed concern about the removal or any significant alterations to Prince Street Bridge and the area around the Cenotaph in the Centre.

## 4 Public Consultation

4.1 The Rapid Transit overall programme identified a public consultation exercise for late 2008. A number of different methods of consultation were used.

4.2 A series of exhibitions along the Rapid Transit route (venues and dates listed in Table 4.1), with some staffed by officers and some static displays. These sought to explain the proposed scheme covering topics such as:

- | Scheme background and policy context
- | Links with other schemes
- | Route plans and cross-sections
- | Stops, vehicles, cyclist facilities etc
- | Operational information - routes, frequencies, journey times
- | Likely environmental impacts and mitigation measures
- | Forward programme
- | How to provide feedback on proposals.



4.3 A total of 36,000 invitation flyers were delivered to households within wards along the alignment of the proposed route setting out the exhibition programme and inviting people to attend.

4.4 At each of the exhibitions a brochure/leaflet was distributed explaining the Rapid Transit proposals, both the benefits and impacts. Contained within this was a questionnaire which people were invited to fill out and return via a Freepost address.

4.5 The questionnaire was designed to gauge the overall acceptability of Rapid Transit and the route as well as understand views on the different characteristics of Rapid Transit. The purpose of the latter questions was to provide public views on the different aspects of the scheme and that the scheme is adequately designed to take account of these where appropriate. A section for general comment was also included to provide the opportunity to give general feedback on the proposals, areas of concern or improvement for the scheme. The questionnaire also asked for home postcodes to be able to analyse response data. The questionnaire was also posted online.

4.6 The exhibition programme was supported by a series of meetings with local forums and interest groups as described under Chapter 3, Stakeholder Consultation to describe the proposals to groups of people and address questions.

4.7 A section on the West of England Partnership's website was provided, setting out the Rapid Transit proposals, which was a summarised version of the exhibition material.

- 4.8 Press releases and material for the media was provided to maintain a profile of the Rapid Transit proposals and help advertise the exhibitions.
- 4.9 Member briefings before and after the public consultation exercise clearly explained the content and process for public engagement.

TABLE 4.1 PUBLIC CONSULTATION VENUES

| Date   | Location                                      | Type           |
|--|---|----------------|
| November 5 <sup>th</sup> - 8 <sup>th</sup>   | Long Ashton Park and Ride                     | Static display |
| November 10 <sup>th</sup> - 12 <sup>th</sup> | Bristol City Council House                    | Static display |
| November 13 <sup>th</sup>                    | Bristol Temple Meads station                  | Staffed        |
| November 13 <sup>th</sup>                    | Long Ashton Village Hall                      | Staffed        |
| November 13 <sup>th</sup> - 21 <sup>st</sup> | @ Symes, Hartcliffe                           | Static display |
| November 15 <sup>th</sup>                    | The Mall Galleries shopping centre, Broadmead | Staffed        |
| November 17 <sup>th</sup>                    | CREATE Centre                                 | Static display |
| November 18 <sup>th</sup> - 19 <sup>th</sup> | CREATE Centre                                 | Staffed        |
| November 21 <sup>st</sup> - 24 <sup>th</sup> | Sainsbury's at Winterstoke Road               | Static display |
| November 25 <sup>th</sup>                    | Ashton Vale Community Centre                  | Staffed        |

## Consultation Results

### Exhibition Feedback

- 4.10 Officers that staffed the exhibitions recorded people's responses. These were wide ranging but the two biggest concerns were that it would not be a rail-based system and therefore too much like a conventional bus, and that any route should not impact on pedestrians and cyclists.
- 4.11 Officers estimated that around 900 people attended the exhibitions over the consultation period. A number of people visiting the exhibitions had limited or no knowledge of the scheme, and once had it explained to them were generally in favour. This was particularly noticeable at locations where passing footfall was highest, such as at Bristol Temple Meads station. The main concern was that it would not be a rail-based system, but once the reasoning behind potentially not having one was explained, the majority of people still supported the scheme. General opinion was that needs some form of new transport system, and quickly due to the problems associated with traffic congestion.

### Telephone Responses

- 4.12 A hotline was set up to receive calls. This was advertised on the website and on the consultation leaflet.

- 4.13 In total of 11 calls were received, with mixed opinions. Some were more positive once the scheme had been explained to them, whilst others remained against it. The majority were querying where they could receive more information.

#### Written Responses

- 4.14 Throughout the consultation period, members of the public were invited to write or email with any questions and opinions. The contact addresses were contained within the consultation leaflet, as well as on the website.

- 4.15 In total, 30 letters and emails were received. A total of 18 of these were supportive of the scheme.

#### Questionnaire Feedback

- 4.16 In total, 98 paper questionnaires were completed and posted, and 223 online responses were received. A map showing where the respondents reside can be seen in Figure 5.2.

- 4.17 Of those against the scheme, it was mostly aspects of it they were against, rather than against the scheme as a whole. The concerns echoed those from the other consultation sessions, mainly due to it potentially not being a rail-based system.

- 4.18 A number of local residents voiced concerns over the environmental impact of the potential routes, including the affect on local brooks and Butterfly Junction.

- 4.19 Where possible, each response whether by letter, questionnaire, or telephone call was recorded as being generally for or against the scheme. The results are shown in Figure 4.1

FIGURE 4.1 LEVEL OF SUPPORT FROM RESPONSES

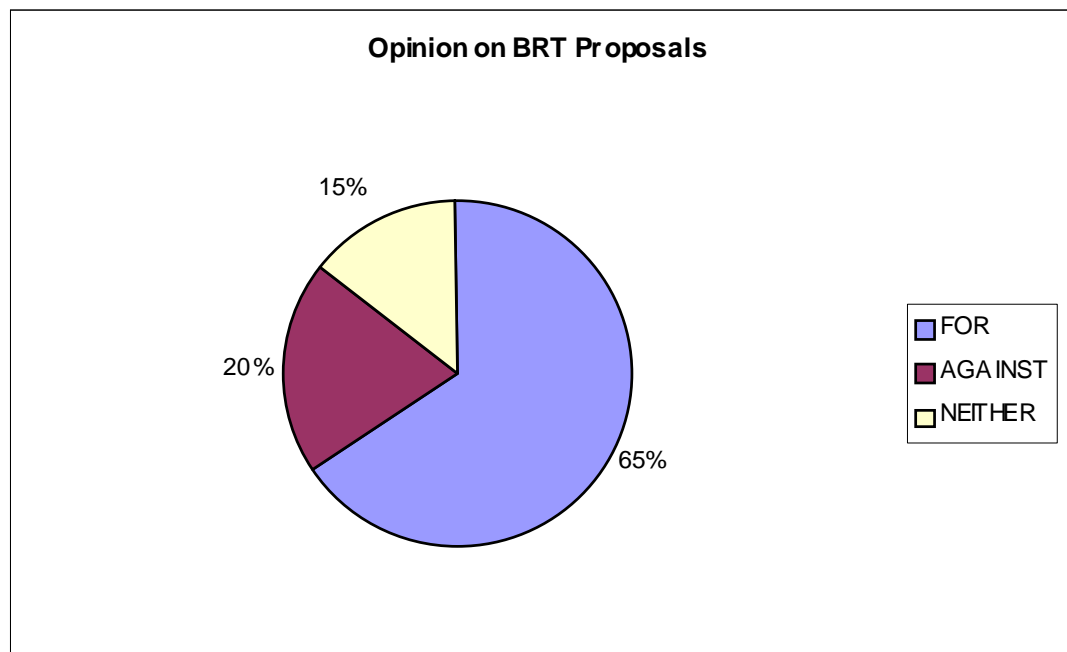
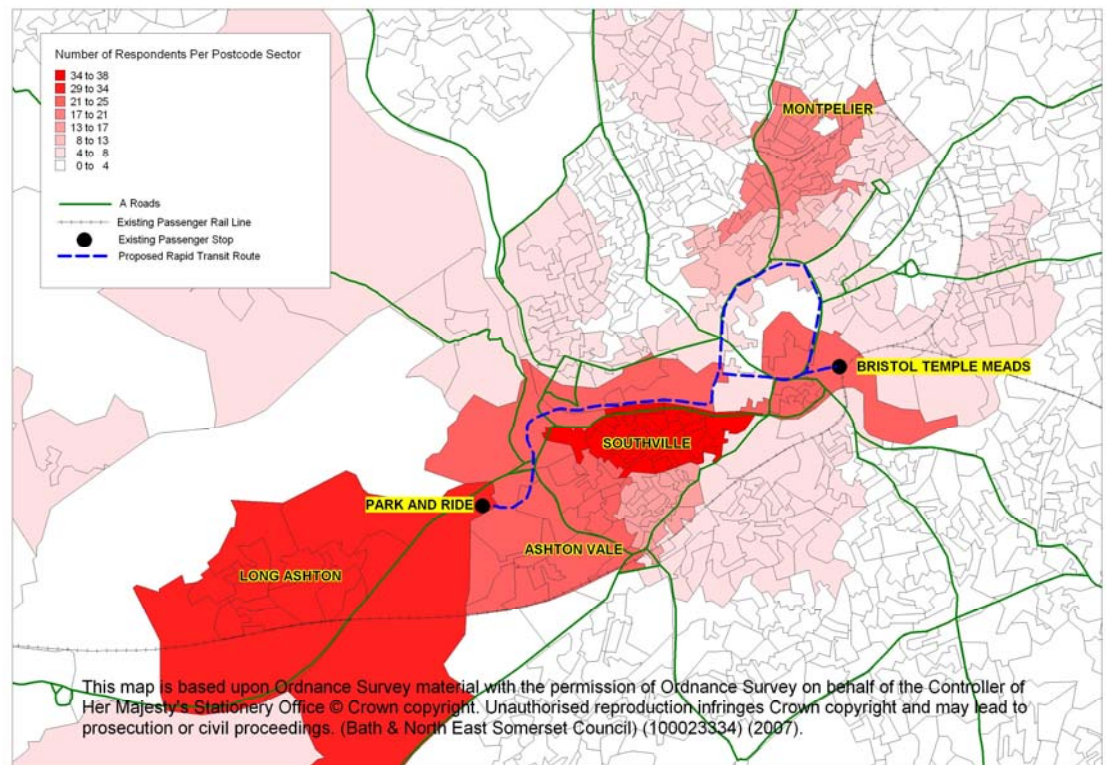


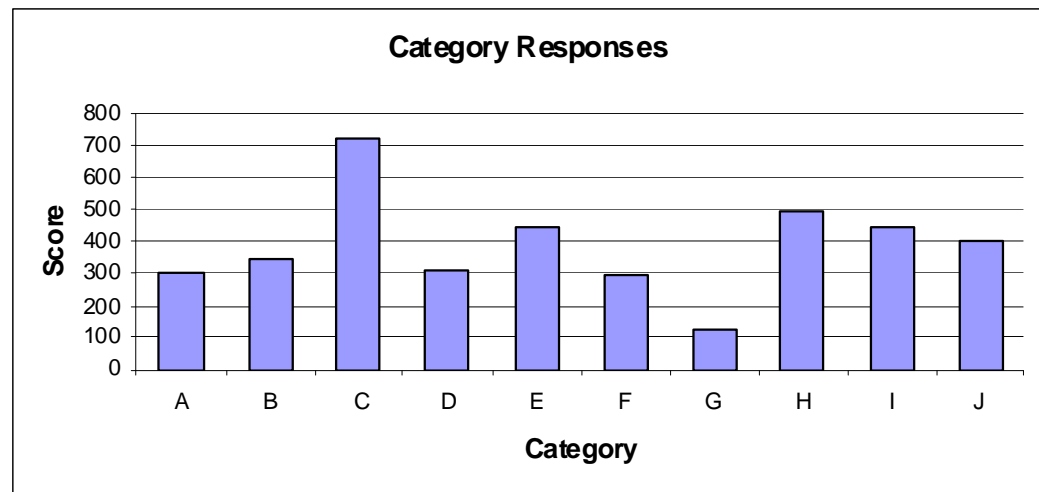
FIGURE 4.2 MAP OF RESPONDENTS PER POSTCODE SECTOR



- 4.20 The majority (65%) were in favour of the scheme. Of those that were neither for nor against, this was mainly due to concerns with certain aspects, such as potential routes. Of those opposed to the scheme, reasons why included concerns over impact on traffic flows, the route was wrong (didn't serve enough residential areas), and that any bus-based system would be inadequate and it needed to be a rail based system.
- 4.21 A feature of the questionnaire was to choose 5 of 10 pre-selected categories in preferential order. These were as follows:
- I A - Increased control over operation of the system
  - I B - Environmentally friendly vehicles
  - I C - Separate route and priority measures
  - I D - Customer service
  - I E - Integrated with new and existing developments
  - I F - Implementation as early as possible
  - I G - Additional benefits for other buses
  - I H - Walking and cycling
  - I I - Integration with other transport modes
  - I J - Re-allocating road space

- 4.22 Of the 5 chosen, respondents were asked to list them in preferential order. A points system was then applied to these choices to demonstrate the popularity of the options. The results are shown in Figure 4.3.

FIGURE 4.3 RATING OF SYSTEM CHARACTERISTICS



- 4.23 Separate route and priority measures was the most supported category, with integration between transport modes and existing and new developments also showing strong support. Additional benefits for other bus services and more control over the operation of the system were the least supported.
- 4.24 At the end of the questionnaire there was a section inviting respondents to make any comments.
- 4.25 A full summary of all respondent's comments can be seen in Table 4.2.

### Conclusions

- 4.26 The majority of respondents are supportive of a new rapid transit system to be constructed in Bristol. Overall, around two-thirds of responses are in favour.
- 4.27 There is a great deal of support for a rail based system, but the reasoning behind this appears to be a perception that a rail based system is guaranteed to be segregated from traffic and therefore not affected by congestion. However ride quality and environmental concerns about the use of buses was also part of the reasoning.
- 4.28 The impact on existing cycling and pedestrian infrastructure was of some concern, with a strong opinion that none of it should be removed. Of particular concern was the 'Chocolate Path' that runs along Cumberland Road. Opinions that pedestrian and cycle paths to be constructed next to the rapid transit route would be affected by pollution from the vehicles was frequently mentioned, and it is also believed that having vehicles running close to the paths would degrade the experience of using such routes due to noise and visual intrusion. Safety concerns of running vehicles alongside pedestrians were raised, but people were also against the route being fenced off due to worry over segregation of communities.
- 4.29 Specific concerns over the route were also raised during the consultation period. Prince Street Bridge was mentioned by the majority of those concerned, with worries over the impact of traffic should the bridge be restricted. However this should not be taken as an indication for support that the vehicle should share the space with

traffic. It is more against Prince Street Bridge in its current state not being used at all and either a wider bridge be constructed or an alternative, but still segregated route be found. A number of respondents suggested an enhancement of the existing ferry service, as the route is not too dissimilar.

- 4.30 The route choice from Ashton Vale to Bristol Temple Meads showed a mixed response. There was more support for the route to serve the city centre rather than just connect passengers between Ashton Vale and the station. Should it just serve the two, some respondents considered it would repeat the Long Ashton Park and Ride bus route. There was strong support for a route to include more residential areas including Bedminster, Clifton, and the northern fringe areas including Aztec West and Cribbs Causeway.
- 4.31 Integration with current services and infrastructure was supported, including the retention of the Harbour Railway, bus services, Park and Ride, rail services, and provision for cyclists. A number were concerned that it would replace some of the current bus services, particularly from North Somerset. Strong support for the re-opening of the Portishead rail link resulted in the opinion that the proposals should not interfere with this, and that they should in fact take this into account with stops created for people to easily transfer between different modes. This opinion was echoed for the Bristol Temple Meads stop, with support for an interchange allowing easy access to different modes of transport.

TABLE 4.2 FEEDBACK SUMMARY TABLE

| DELIVERY   | ROUTE  | ENVIRONMENTAL   | OPERATIONAL   |
|--|--|---|---|
| <ul style="list-style-type: none"> <li>  Majority would favour a rail-based system rather than bus-based</li> <li>  Existing rail network should be used instead</li> <li>  Concerns that it is only being constructed to serve the proposed stadium and possible housing development at Ashton Vale</li> <li>  Current residents of Ashton Vale have not been consulted enough</li> <li>  First Group should not be in control</li> <li>  The Harbour Railway must not be lost</li> <li>  The Harbour Railway line should be used for a tram based system</li> <li>  The plans are not innovative enough</li> <li>  The interchanges should be transport hubs (land by Bristol Temple Meads station has been mentioned), and should include secure bike storage.</li> </ul> | <ul style="list-style-type: none"> <li>  Concerns over the impact on Wapping Road / Prince Street Bridge (both for traffic and concern over the potential loss/reconstruction of the bridge)</li> <li>  Concerns over the disruption through the city centre</li> <li>  Support for the whole route to be segregated and traffic free</li> <li>  Concerns that the route is already served by the Park and Ride buses</li> <li>  Concern that the route doesn't serve enough residential areas (and support for its extension to residential areas)</li> <li>  Potential loss of on-street parking, particularly along Cumberland Road, and worries there is not enough room along this section</li> <li>  Concerns for pedestrian safety around the section of the Harbour Railway running by the museum</li> <li>  Support for stops at the CREATE Centre, Temple Circus, Spike Island, SS Great Britain, and the Bristol Royal Infirmary</li> <li>  Needs a link to Bristol Airport.</li> </ul> | <ul style="list-style-type: none"> <li>  Impact on cycle lanes / pedestrian routes (concerns over the 'Chocolate Path' mainly)</li> <li>  Concerns over the impact on Colliers Brook at Ashton Vale, and Butterfly Junction</li> <li>  Concern over a reduction in air quality for those cycling or walking next to the route</li> <li>  Concern over noise levels</li> <li>  Concern over the route around Ashton Vale through Green Belt land</li> <li>  Concerns that the route will segregate communities.</li> </ul> | <ul style="list-style-type: none"> <li>  The retention of current bus services, particularly from Long Ashton</li> <li>  Ensure reliability</li> <li>  Ensure cheap fares</li> <li>  Ensure off-board ticketing</li> <li>  Introduce a multi-modal, smart-card pre-paid system</li> <li>  Concern over increases in traffic around Long Ashton - will there be enough parking spaces for users?</li> <li>  Should be free to use for the over-60's</li> <li>  Cycles should be allowed on board</li> <li>  Dogs should be allowed on board</li> <li>  Ensure the vehicle can accommodate pushchairs and other baggage</li> <li>  Concerns that bendy buses are not safe (citing recent London media coverage).</li> </ul> |



## 5 Vehicle Exhibition

5.1 In addition to the scheme consultation, a StreetCar vehicle en route to Las Vegas from Ireland, where it was built, was exhibited around Bristol on Wednesday 3<sup>rd</sup> December 2008 as an example of the type of vehicle that could be used.

5.2 It was displayed in the afternoon in the city centre on College Green, with members of the public invited to have a look and give their opinions. A number of questionnaires were available on the day specifically targeted at gauging opinion of the vehicle.

5.3 A total of 20 questionnaires were completed on the day of the vehicle attending, with the results below. Only one of the responses was not in favour of the vehicle. Of the 20 responses, 17 were very much in favour of the StreetCar-type vehicle.



5.4 Of those in favour, a number of slight modifications were requested, including the amount of seating, number of cycle racks, aisle width, and availability of air conditioning. A member of the public tried the cycle rack and found it to restrict access to the rear gangway. A summary is demonstrated in Figure 5.1

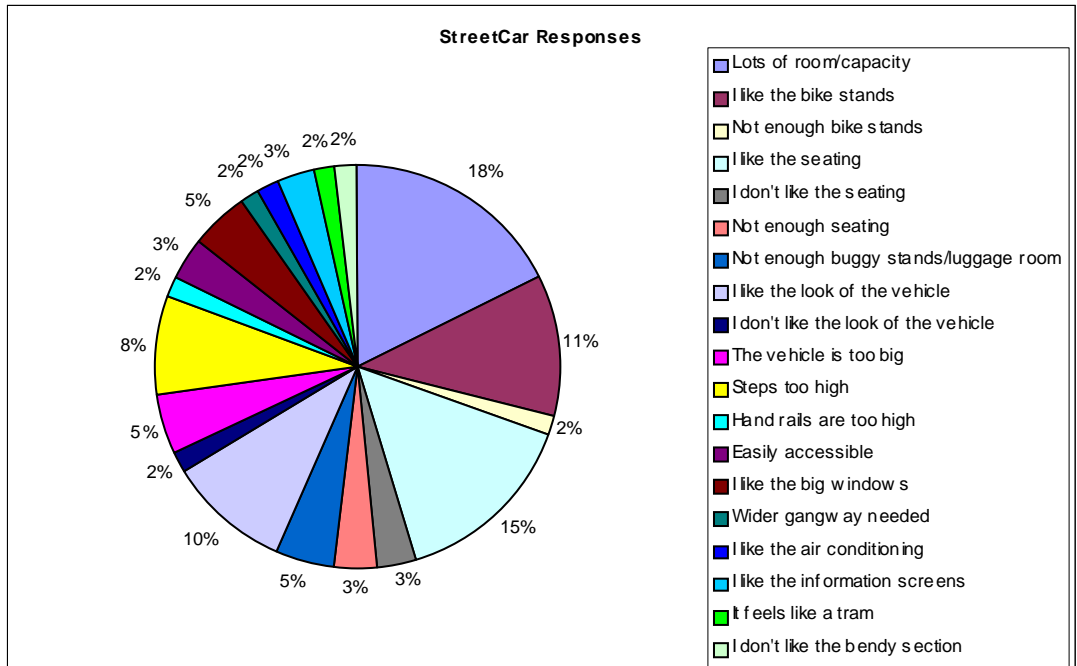
5.5 Officers were also on scene during the visit to gauge public opinion. Mirroring the questionnaire responses, the majority of people were in favour of the vehicle. A number of people thought there were not enough cycle racks considering Bristol's Cycling City status. The vehicle had very little room for baggage which people considered an essential feature, in part due to the lack of such a facility on a conventional bus.

5.6 The seating on the vehicle was arranged in a different manner to conventional buses and trains, with some corner and wider seats that enabled groups of people to sit together which was a popular feature. However some seats were located higher off the ground which caused a problem for some people disembarking. This was because on this vehicle the batteries were located underneath the seating, so this could easily be lowered if the batteries were not needed. There was a concern that the handrails for people standing up were too high, and that wheelchairs and pushchairs couldn't fit in the aisles.



5.7 In terms of the look of the vehicle, again it was mostly positive feedback. As it doesn't currently look like anything else in the sub-region, opinion was that it looked smart and futuristic. A number of people were concerned of its size saying it was too long for Bristol's roads. However the vehicle successfully negotiated a return journey from the city centre to the Long Ashton Park and Ride on the public highway.

FIGURE 5.1 STREETCAR RESPONSES



APPENDIX  
A  
CONSULTATION MATERIAL



**APPENDIX**

**B**

**WEST OF ENGLAND QUATERLY NEWSLETTER**



APPENDIX

C

LETTERS OF SUPPORT FROM KEY STAKEHOLDERS



