SPT Regional Transport Strategy

RTS Consultation Summary Report

On behalf of **Strathclyde Partnership for Transport**

Document Control Sheet

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For and on behalf of Stantec UK Limited				

Revision	Date	Description	Prepared	Reviewed	Approved
1.0	01/12/2022	Draft Report	JR / ST	AK	AK
1.1	05/01/2023	Updated Draft	JR / ST	AK	AK
1.2	17/02/2023	Final Report	JR	Stephen Canning	Stephen Canning

Contents

Figures

Tables

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1   Introduction

1.1   Overview

1.1.1   The draft Regional Transport Strategy (RTS) for the west of Scotland was published for statutory consultation by Strathclyde Partnership for Transport (SPT) in August 2022. SPT's local authority partners and other stakeholders, including members of the public, had the opportunity to comment on the draft strategy by either completing an online survey or submitting a direct response to SPT.

1.1.2   This report details stakeholder responses to the consultation, summarises the key finding from the consultation, and sets out a number of recommendations for SPT to consider in preparing the final version of the RTS.

1.2   Engagement Exercise

1.2.1   The consultation ran for 12 weeks between 5th August 2022 and 28th October 2022 and offered members of the public and organisations an opportunity to comment on all aspects of the draft RTS.

1.2.2   A consultation questionnaire was available to all stakeholders, including members of the public, which comprised open and closed questions. In addition, a number of stakeholders opted to submit standalone responses which did not necessarily follow the structure of the survey.

1.2.3   It should be noted that the number of respondents, particularly members of the public, choosing to answer the optional questions on each individual policy decreased towards the end of the survey.

1.3   Report Structure

1.3.1   The report is structured as follows:

- **Section 2:** An overview of previous consultation exercises undertaken as part of the RTS development process.
- **Section 3:** An overview of the consultation's responses, including geographical breakdown
- **Section 4:** Summary of consultation responses on the RTS Strategic Framework
- **Section 5:** Summary of quantitative and qualitative responses on the "Accessing and using transport" policy theme
- **Section 6:** Summary of quantitative and qualitative responses on the "Reducing the need to travel and managing demand for car travel" Policy Theme
- **Section 7:** Summary of quantitative and qualitative responses on the "Enabling walking, wheeling and cycling" Policy Theme
- **Section 8:** Summary of quantitative and qualitative responses on the "Enhancing quality and integration of public transport" Policy Theme
- **Section 9:** Summary of quantitative and qualitative responses on the "Improving road safety" Polict Theme
- **Section 10:** Summary of quantitative and qualitative responses on the "Decarbonising vehicles and improving air quality" Policy Theme
- **Section 11:** Summary of quantitative and qualitative responses on the "Moving goods more sustainably" Policy Theme
- **Section 12:** Summary of quantitative and qualitative responses on the "Increasing resilience and adapting to climate change" Policy Theme

2 Previous Consultation Exercises

2.1 Overview

2.1.1 This chapter summarises the findings of SPT's previous consultation on the RTS Case for Change report. SPT consulted on the RTS Case for Change and Impact Assessments between 29th April – 14th June 2021. The consultation was open to both organisations and members of the public.

2.2 Responses

2.2.1 Overall, 387 individuals and 41 organisations submitted a response to the RTS Case for Change consultation.

2.3 Outcomes

2.3.1 The majority of consultees agreed with the RTS Vision at the Case for Change stage, however, there were some suggestions which resulted in the inclusion of the words "resilient" and "low carbon" in the Vision included within the draft RTS. Stakeholders also emphasised the importance of affordability.

2.3.2 At the Case for Change stage, there were concerns that the Targets were not specific and measurable. While it was highlighted at the time that the intention was to consult on the principle of including targets, rather than presenting specific SMART targets, the comments were taken into consideration when developing the three Targets included within the draft RTS. These Targets were as follows:

- T1: By 2030, car kilometres in the region will be reduced by at least 20%.
- T2: By 2030, transport emissions will be reduced by at least 56% from the national baseline.
- T3: By 2030, at least 45% of all journeys will be made by means other than private car as the main mode.

2.3.3 Similarly, while there was support for the RTS Objectives included in the Case for Change, there were concerns regarding the strength of the wording used and the lack of acknowledgment of the importance of affordable transport. As such, the Objectives were amended, with changes reported to SPT's Partnership Board. Objective 1 also now explicitly includes reference to affordability.

2.3.4 The consultation report and the SPT Partnership report setting out the actions taken by SPT following the consultation is available at: https://www.spt.co.uk/media/dwpjwne5/p170921_agenda8.pdf

3 Overview of Consultation Responses

3.1 Survey Responses

3.1.1 The remainder of this report sets out the findings of the consultation undertaken on the draft RTS. In this section an overview of the responses is provided before more detailed analysis of the feedback is set out in subsequent chapters.

3.1.2 In total, 286 responses were received to the survey. Of these responses, 85% (n=244) responded to the survey as a member of the public, with the other 15% (n=42) responding on behalf of an organisation.

3.1.3 As shown in Figure 3.1, a high proportion (46%, n=109) of the public indicated that they currently live in the Glasgow City. Only 1% (n=2) stakeholders indicated that they lived in Argyll and Bute and West Dunbartonshire respectively.
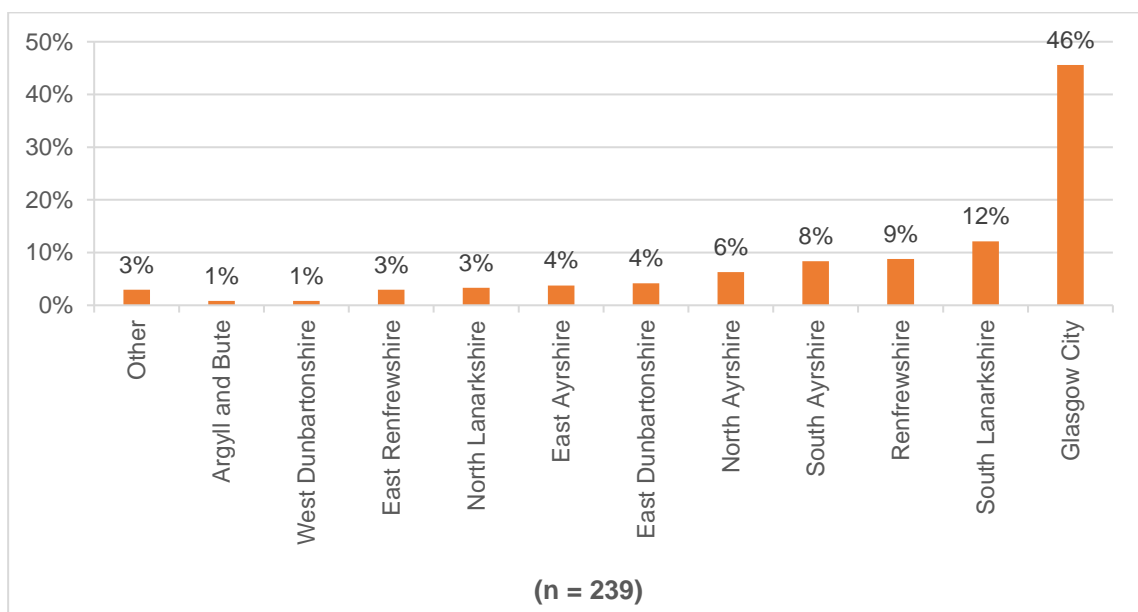
Figure 3.1 Members of the public – which local authority do you currently live in?

3.1.4 The following organisations responded to the survey:

- **Local Authorities:** Argyll & Bute Council, East Dunbartonshire Council, East Renfrewshire Council, Glasgow City Council, Inverclyde Council (Policy and Performance), Inverclyde Council (Service Manager), Inverclyde Council (Transport Planning and Infrastructure), North Ayrshire Council, Renfrewshire Council, South Lanarkshire Council and The Ayrshire Roads Alliance (East Ayrshire Council and South Ayrshire Council).

- **Community Councils:** Barr Community Council, Broom, Kirkhill and Mearnskirk Community Council, Dowanhill, Hyndland and Kelvinside Community Council, Eaglesham and Waterfoot Community Council, Quothquan and Thankerton Community Council, and Thorniewood Community Council.

- **Elected Members:** Dr Lisa Cameron M.P, Katy Clark MSP, Paul Sweeney MSP, South Lanarkshire Cllr,

- **Transport Authorities:** CoMoUK, Cycling Scotland, First Bus, Liftshare and MobilityWays, Living Streets Scotland, Paths for All, Scottish Association for Public Transport, Sustrans

- ■ **Educational/Healthcare:** Glasgow Centre for Population Health, NHS Ayrshire & Arran, NHS Greater Glasgow & Clyde, Public Health Scotland, University of Glasgow, University of Strathclyde
- ■ **Third Sector Organisations:** Friends of the Earth Scotland
- ■ **Local Campaign Groups:** Get Glasgow Moving, Stand Up for Our Buses
- ■ **Other Organisations:** Carli's Kindergarten, Sniffer, Turner & Townsend, VisitScotland

3.2 Direct Responses

3.2.1 In addition to the survey, a number of stakeholders opted to submit a standalone response to the draft strategy which did not necessarily follow the structure of the survey. These responses cannot be included in the quantitative analysis but have been included in the qualitative findings where appropriate.

3.2.2 The following opted to submit a direct response, instead of submitting a survey response: Clydeplan and the Green Network Partnership, Glasgow Chamber of Commerce, Glasgow Airport, Loch Lomond & The Trossachs National Park, North Lanarkshire Partnership, Scottish Pensioners' Forum, RTS Strategic Advisory Group, Tactran and the Mobility and Access Committee for Scotland.

3.3 Qualitative Responses Analysis

3.3.1 The qualitative summaries included within this report have been developed by thematically grouping individual comments contained within 'open-ended' responses to the consultation – i.e. answers to each of the consultation's qualitative, open text questions. The analysis has been divided into each of the stakeholder groups: General Public, Other Stakeholders, and Local Authorities within the SPT region. Each qualitative question has its own respective section of analysis which outlines: the main themes from that question's comments, and the number of open-ended responses from the General Public and Other Stakeholders groups[1].

3.3.2 Furthermore, some stakeholders provided comments which were not relevant to the question which they had been asked. In these instances, these responses have not been included so that the qualitative responses are only relevant to the topic of the question. The remaining responses have been grouped together thematically and presented in Appendix A.

It should also be noted that the number of respondents, particularly members of the public, choosing to answer the optional questions on each individual policy decreased towards the end of the survey.

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[1] As there are only a limited number of Local Authorities within the SPT region (12), a numerical breakdown for this stakeholder group has not been included.

4 RTS Strategic Framework

4.1 Overview

4.1.1 The RTS Strategic Framework is set out in Chapter 6 of the draft RTS. This includes the Vision, Priorities, Targets, Objectives, Policy Themes and Monitoring and Evaluation Framework. This Framework will guide decision-making on regional transport and provide the basis for evaluating the success of those decisions.

4.1.2 Amongst other elements, the Framework includes targets to reduce emissions from transport, to reduce the number of kilometres that people drive by car, and to shift more travel from private car to active travel and public transport.

4.2 Strategic Framework – Quantitative Analysis

General Public

4.2.1 As shown in Figure 4.1, there was a mixed response among the members of public regarding whether the RTS Strategic Framework provides a strong basis for improving transport in the region. Only 34% (n=84) of stakeholders selected 'Yes'. There was also a reasonable level of uncertainty with 16% (n=40) of stakeholders selecting 'Not Sure'.
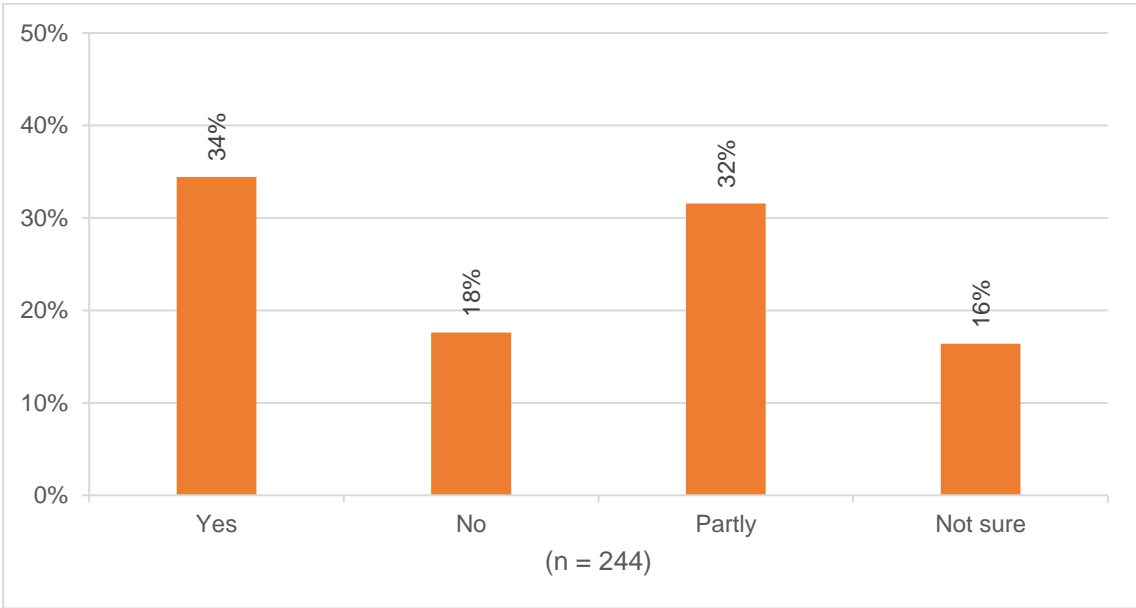
Figure 4.1 Members of the public - Does the RTS Strategic Framework provide a strong basis for improving transport in the region?

Organisations

4.2.2 Generally, the organisations were more positive about the RTS Strategic Framework's ability to improve transport in the region. As shown below, 62% (n=26) of the organisations selected "Yes" and only 5% (n=2) selected "No".
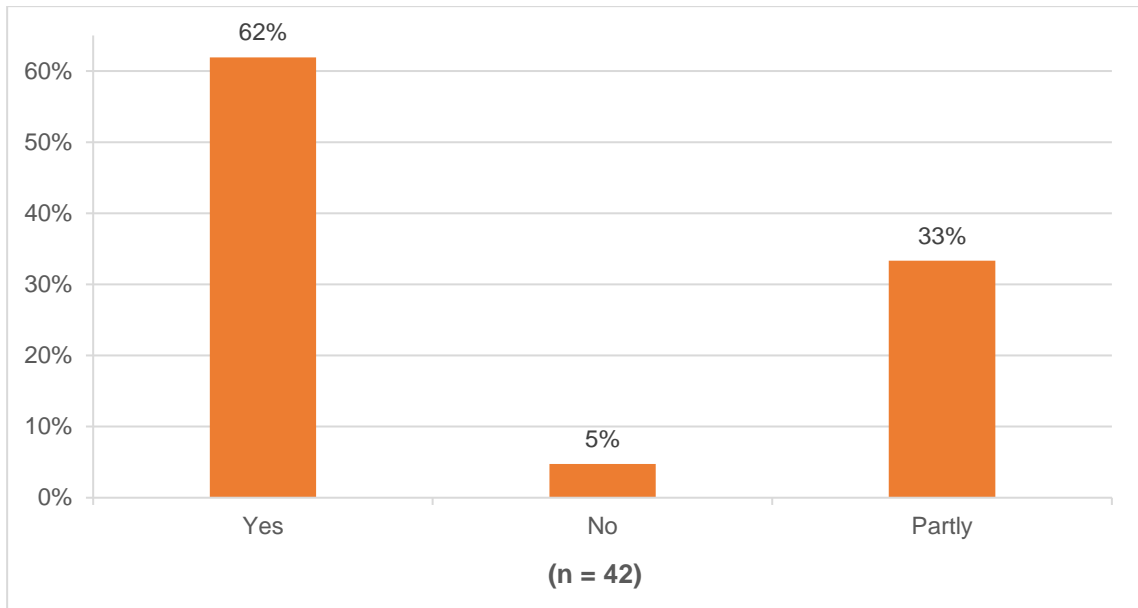
Figure 4.2 Organisations - Does the RTS Strategic Framework provide a strong basis for improving transport in the region?

4.3 Strategic Framework – Qualitative Analysis

4.3.1 A high-level summary of the qualitative responses regarding the RTS Strategic Framework is included below. These responses have been split up by stakeholder group type.

General Public

137 members of the General Public (56%) provided an open-ended response to Q12.

- Many stakeholders commented on the need for the RTS to possess a stronger, more ambitious **Vision and Priorities**. Specifically, this included there being a greater focus on providing better public transport links (e.g. improving bus services and expanding the region's train network) and / or working towards public ownership of the bus network.

- Some stakeholders may not have fully appreciated the strategic nature of the RTS, with several stating how they wanted more information on how subsequent interventions would be funded and delivered – information which would be provided in subsequent Delivery and Action Plans following the RTS's final publication.

- Other stakeholders stated that the **Vision and Priorities** did not focus on rural aspects of the SPT region, with many highlighting how there needed to be a greater emphasis on people travelling between and / or within rural and semi-urban areas with many perceiving that the draft RTS only focuses on those moving between and / or within the region's main cities and towns.

- Some members of the public felt that the **Targets** were all about outcomes rather than actions, with some wanting additional information on how these targets would be achieved (i.e., 'concrete actions').

- Many stakeholders outlined the **Objectives** to be promising, but again stated how there wasn't enough information on they would be achieved, with many asserting public ownership of the bus network and / or expanding the region's transport network as a means to do so.

- Many stakeholders stated that – in general – the **Policy Themes** were too vague, with there not being enough 'concrete steps' to make a proper judgement of their impact upon the wider transport network.

- Furthermore, many argued for expansion of the region's transport network and / or improvements to related public transport service provision. For the former this included

endeavours such as expanding Glasgow's Subway network, re-opening train stations, and improving bus infrastructure. The latter was mostly concerned with reinstating previous levels of service provision which have been subject to cuts and improving service levels / coverage within rural parts of the SPT region.

Local Authorities

- Overall, the majority of local authorities noted that they support the RTS Strategic Framework, with many of them highlighting that it aligns with their own Council objectives. Many of the authorities noted that they look forward to working with SPT to further develop the Strategy and subsequent Delivery Plan.

- The local authorities largely welcomed the RTS **Targets**, noting that they were well evidenced and linked with other national and regional policy streams.

- While decarbonisation of the vehicle fleet was supported, it was noted that it must be planned as part of an overall approach to increase the number of journeys made by public transport and active travel, instead of being treated as the only solution.

- Throughout the RTS, it was suggested that the wording could be strengthened. For example, by the removal of phases such as "where possible".

Other Stakeholders

31 Other Stakeholders (78%) provided an open-ended response to Q11.

- Most consultees welcomed the RTS, with many stating that it aligned with the Strategic Aims of their respective organisation. Although, stakeholders stated that the following aspects should be included and / or expanded upon within the RTS:
  o Additional incorporation / emphasis on shared transport as a means of reducing car kilometres and achieving climate change ambitions.
  o Using the Transport (Scotland) Act 2019 to re-regulate the region's bus network to thus create a better, more integrated transport network which provides wider, cheaper, and more frequent service coverage within and beyond the SPT area.
  o Greater emphasis on improving the region's public transport infrastructure to persuade more people to use more sustainable modes of transport.
  o SPT using their powers to enhance co-ordination and partnership between the various stakeholders who are responsible for delivering transport services and / or infrastructure improvements within the region.
  o Greater detail on how the relative interventions will be delivered over the RTS's lifespan.
  o *24 Other Stakeholders (60%) provided an open-ended response to Q12.*
- Most stakeholders welcomed the RTS's **Vision and Priorities** but outlined that the RTS lacked sufficient detail on how interventions would be delivered to achieve them. Some stakeholders stated public ownership of the region's bus network as a possible avenue to achieve them.

- Those who referenced **Targets** within their responses argued for the RTS's Targets to be even more ambitious, often citing how achieving the current Targets would not accomplish wider climate and environment aims.

- No real themes emerged from the comments regarding **Objectives**, but these responses were broadly supportive of the RTS's Objectives. Although, some were concerned with certain aspects of Objective 5 – specifically the possibility of increasing the reliance upon private cars as a consequence of improving the region's road corridors. Though, it should be noted that Objective 5 does not make reference to any road corridor interventions – instead, it focuses on improving sustainable connections to key economic centres and strategic transport hubs.

- Most comments relating to the **Policy Themes** were concerned with how / when the interventions relating to the policies would be delivered, with many citing how there was a lack of detail in how this would be achieved.

5   Policy Theme: Accessing and using transport

5.1   Importance of this Policy Theme for Stakeholders

5.1.1   Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 5.1, the majority of stakeholders (**70%**, n=200) indicated that 'Accessing and Using Transport' was 'Very important'. By contrast, very few indicated that this policy theme was 'Not at all important' (**1%**, n=4).[2]
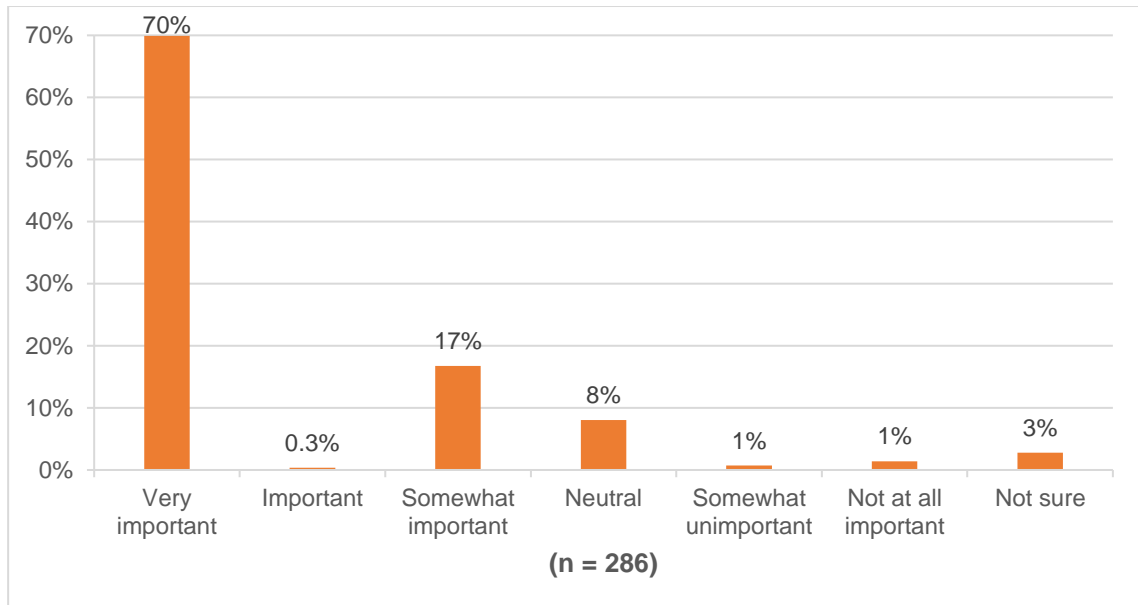
Figure 5.1 Accessing and Using Transport: How important is this policy theme?

5.2   Level of Support for RTS Policies within this Theme

5.2.1   The stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.A1 Accessible Transport
- Policy P.A2 Affordable Transport
- Policy P.A3 Availability of Transport
- Policy P.A4 Safety and Security of Public Transport

5.2.2   As shown in Figure 5.2, the majority of the stakeholders were supportive of the policies within the 'Accessing and Using Transport' policy theme. Policy P.A4 received the highest support with **92%** (n=99) of the stakeholders selecting 'Yes'.

5.2.3   Although in the minority and not reflective of the overall positive support received, P.A2 and P.A3 received the least support with **6%** (n=7 and n=6 respectively) of the stakeholders selecting 'No'.

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[2] It should be noted that one stakeholder who submitted a standalone response indicated that this policy theme was "Important" to them, which was not an option in the survey. As such, this response has been included as an option in Figure 5.1 and subsequent policy importance questions throughout this note.
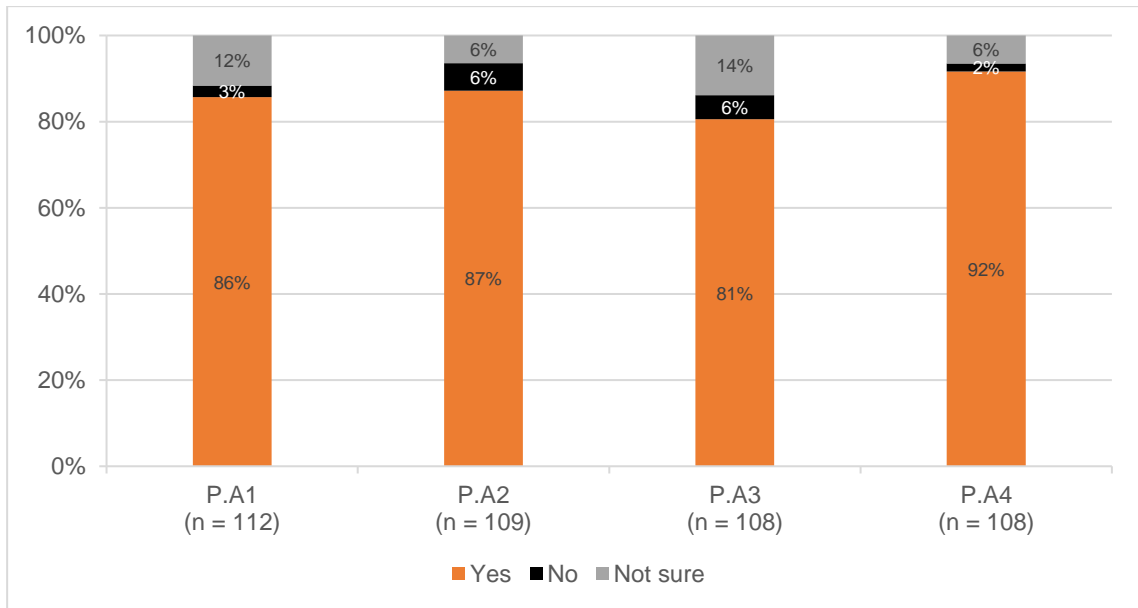
Figure 5.2 Accessing and Using Transport: Individual Policy Support

5.2.4   Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

5.3   Stakeholder Comments on RTS Policies within this Theme

Policy: Accessible Transport

General Public

59 members of the General Public (24%) provided an open-ended response to Q16.

- Many stakeholders argued for universal access to public transport and related infrastructure (such as stations and vehicles), with there being particular focus on ensuring that transport facilities meet the demands of wheeled users. Specific interventions included: guaranteeing that there is level boarding, expanded blue-badge parking provision, and extended transfer time within timetables for those with mobility issues to provide ample time to embark and disembark public transport services.

- There were also various comments regarding the convenience of public transport in the region, with reference to the need to improve service provision. This included enhancing train/rail infrastructure (particularly in more rural locations) to ensure access is available to all. Although, it should be noted that these points are covered by later policies (e.g., Availability of Transport, Bus quality and integration, and Rail quality and integration) contained within this report. As such, please refer to these policies for more information on the above points.

Local Authorities

- Support for ambitions to make transport accessible. Some specific actions were suggested, including SPT bringing any influence it has to hasten the progress of removing barriers to access for all at rail stations across the region.

- Policy may benefit from explicitly stating the importance of accessible footways for people with disabilities / pushing prams.

26 Other Stakeholders (65%) provided an open-ended response to Q16

- Most stakeholders welcomed the policy. Most commented on the need to ensure that the region's transport network – namely it's public transport infrastructure and active travel links – is universally accessible for all users, with development of wider amenities (such as toilet facilities) also included.

- Other comments included welcoming commitments to support the delivery of the Scottish Accessible Travel Framework (SATF) and ensuring that there was the inclusion of shared transport and car sharing within the policy.

- Explicit reference was also made to using Monitoring Indicators to measure accessibility, with these Monitoring Indicators requiring a thorough re-evaluation from an accessibility viewpoint if the Policy was to be effective.

Policy: Affordable Transport

General Public

64 members of the General Public (26%) provided an open-ended response to Q18.

- The majority of responses focused on reducing the price of travel across all types of public transport. This included price capping and having a singular transport provider to reduce the necessity to purchase multiple tickets from a variety of service providers.

Local Authorities

- The affordability of public transport was highlighted to be a key issue in the region. It was noted that some stakeholders perceived that the cost of bus tickets in the SPT region to be more than London and other cities comparable to Glasgow. Some local authorities highlighted that the current cost of living crisis will only exacerbate this issue. Although, it should be noted that SPT's Glasgow & Strathclyde Transport Act Scoping Study shows that there is no evidence for this assumption.

- It was suggested that SPT should explore the public transport ownership opportunities presented by the Transport (Scotland) Act 2019 to provide affordable public transport.

Other Stakeholders

20 Other Stakeholders (50%) provided an open-ended response to Q18.

- Most stakeholders outlined the need for the RTS to introduce measures which would help reduce the cost of bus fares within the region. These measures included aspects such as price capping, ticket integration, and re-regulating the bus system for better public control over fare prices.

- Many consultees also outlined the need for reduction in transport fares and / or expansion of active travel infrastructure to ensure that certain members of the population do not fall into transport poverty and / or experience forced car ownership.

Policy: Availability of Transport

General Public

62 members of the General Public (25%) provided an open-ended response to Q20.

- Various stakeholders focused on service coverage. Specific issues included increasing transport frequencies (particularly at evenings) and ensuring there is consistent universal service provision (namely frequency) across each day.

- Other comments highlighted the need for more bus stops and rail stations (with related services) across the region, with there being specific focus on improving service provision within more rural areas which are not adjacent to more frequent city to city and / or urban based routes.

<u>Local Authorities</u>

- This policy was welcomed, in particular, the emphasis on groups who require accessible, reliable transport for work and leisure.

- Further clarification was required to determine what *"a minimum level of active travel and public transport coverage"* means in practice. This was felt to be particularly important for communities with infrequent, unreliable or otherwise limited services where subsidy is likely required.

<u>Other Stakeholders</u>

20 Other Stakeholders (50%) provided an open-ended response to Q20.

- Many stakeholders stated that ensuring integration within the transport network was vital for guaranteeing a minimum level of active travel and public transport coverage within the SPT region.

- Several stakeholders asked for clarification on what 'minimum levels of active travel and public transport coverage' would be, with some consultees suggesting possible methods of ascertaining these levels. Examples included using the Place Standard Tool or undertaking community street or bus stop audits.

Policy: Safety and Security of Public Transport

<u>General Public</u>

42 members of the General Public (17%) provided an open-ended response to Q22.

- Many members of the public highlighted the need for more staff to be present on transport services – this in their mind would enable people to feel more secure and less vulnerable whilst travelling on these services. This was mentioned to be particularly important at night.

<u>Local Authorities</u>

- The local authorities welcomed this policy and noted that the safety of public transport passengers is very important. One local authority specifically noted that they would like to work with SPT to deliver this policy as a local priority. While improving perceptions of personal safety and security of people using public transport services is important, it was noted that ensuring people feel safe and secure when walking, wheeling or cycling to/from public transport services is also important and should be considered as part of this policy.

<u>Other Stakeholders</u>

19 Other Stakeholder (40%) provided an open-ended to Q22.

- Stakeholders agreed with the sentiments of the policy, with several outlining how there is a need for implementing the relevant infrastructure e.g., well-lit paths, CCTV, lighting at stations, etc. to ensure that there are the necessary safety and security levels to promote active travel and public transport within the SPT region.

6 Policy Theme: Reducing the need to travel and managing demand for car travel

6.1 Importance of this Policy Theme for Stakeholders

6.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 6.1, over half of the stakeholders (**54%**, n=154) regarded 'Reducing the need to travel and managing demand for car travel' as 'Very important'. Only **4%** (n=11) regarded this policy theme as 'Not at all important'.
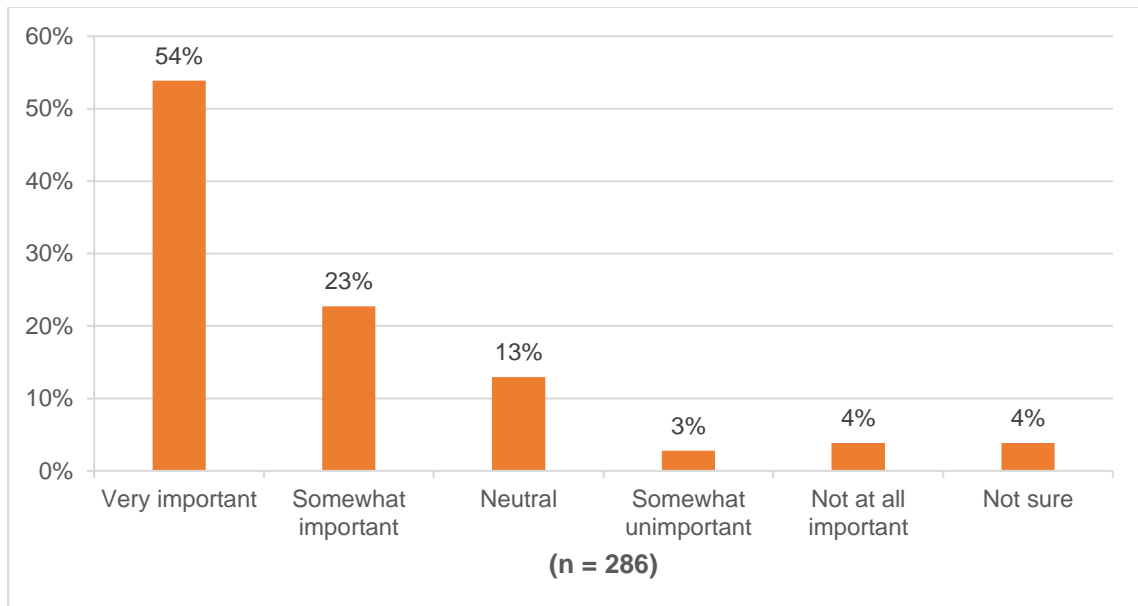
Figure 6.1 Reducing the need to travel and managing demand for travel: How important is this policy theme?

6.2 Level of Support for RTS Policies within this Theme

6.2.1 The stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.R1 Integration of Transport and Land Use
- Policy P.R2 20-minute neighbourhoods
- Policy P.R3 Flexible working and remote access to services
- Policy P.R4 Road space reallocation
- Policy P.R5 Car demand management – parking
- Policy P.R6 Car demand management – pricing
- Policy P.R7 Behavioural Change
- Policy P.R8 Shared transport and shared journeys

6.2.2 As shown in Figure 6.2, the majority of the stakeholders showed support for the policies within 'Reducing the need to travel and managing demand for car travel'. P.R7 was the most supported policy within this theme with **79%** (n=92) indicating 'Yes'. However, both P.R6 and P.R8 had lower levels of support with 26% (n=31) and 20% (n=24) of stakeholders, respectively, noting that they do not support them, although these policies were supported by the majority of the stakeholders.
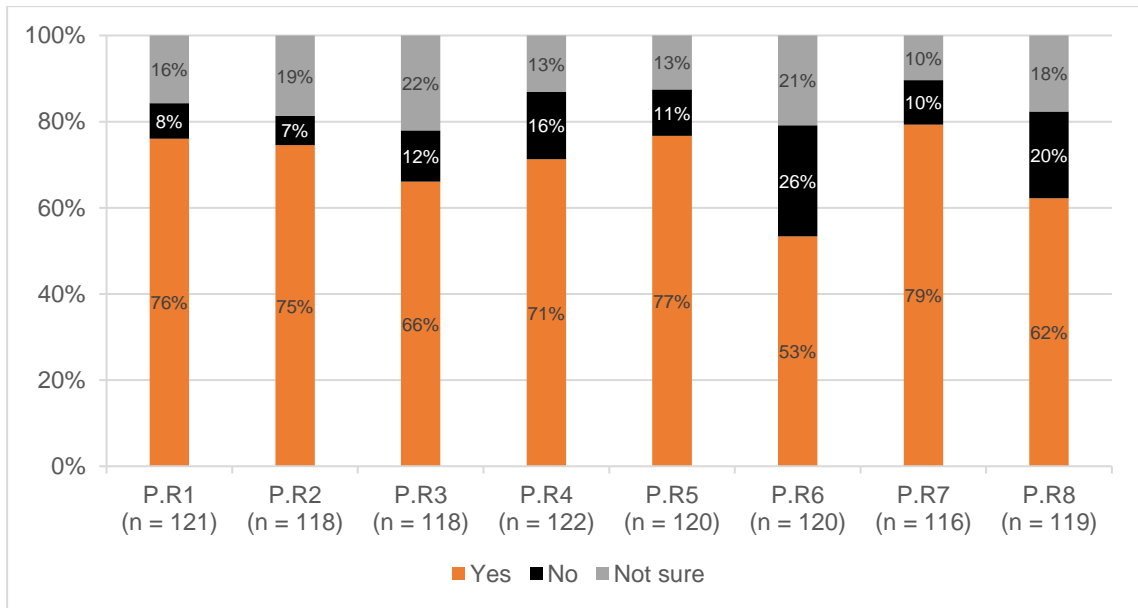
Figure 6.2 Reducing the need to travel and managing demand for car travel: Individual Policy Support

6.2.3   Thereafter, stakeholders were invited to leave to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

6.3   Stakeholder Comments on RTS Policies within this Theme

Policy: Integration of Transport and Land Use

General Public

65 members of the General Public (27%) provided an open-ended response to Q26.

- Many of the comments highlighted that improving public transport services was essential in order to meet the aims of this policy. They argued that without decent public transport acting as a solid base, encouraging people to use car alternatives would be impossible.

- Various other comments also highlighted the importance of active and sustainable travel as vital integrated land-use and transport planning policies which would provide valid alternatives to car use.

Local Authorities

- Support for this policy and its alignment to National Planning Framework 4. However, acknowledgement that much of this is out with the ability of SPT to control and therefore strong partnership working is key.

- It was noted that it is important to recognise that the existing transport infrastructure would require substantial redesign to address current policy priorities in terms of promoting sustainable and active travel, enhancing vitality, liveability and well-being, and supporting carbon reduction policies.

Other Stakeholders

22 Other Stakeholders (55%) provided an open-ended response to Q26.

- Several stakeholders outlined the need for SPT to push further integration between development planning and wider transport interventions. The following avenues were suggested as possible solutions to do this:

    o SPT challenging car-dependant developments / promoting new development plans and strategies which champions more sustainable forms of development.

Policy: 20-minute neighbourhoods

<u>General Public</u>

52 members of the General Public (21%) provided an open-ended response to Q28.

- Several stakeholders stated that while they agreed with the concept, they were sceptical about its universal application throughout the SPT region. They outlined that while 20-minute neighbourhoods may be effective for shopping and other leisure activities, it would not be appropriate for commuting movements.

- Various comments highlighted that the region's current transport network is not sufficient for the demands of a 20-minute neighbourhood, with stakeholders arguing that infrastructure improvement should be prioritised above other aspects of the policy.

<u>Local Authorities</u>

- While the principle of 20-minute neighbourhoods was commended and felt to be achievable in larger conurbations, such as Glasgow, there were questions over how it would be achieved in smaller settlements and rural locations. As such, the local authorities felt that it should be acknowledged that different solutions may be required across the region.

- Several of the Councils noted that they would appreciate it if the RTS contained more detailed information regarding how to retrofit the development of 20-minute neighbourhoods, especially given the significant required costs.

<u>Other Stakeholders</u>

20 Other Stakeholders (50%) provided an open-ended response to Q28.

- Several stakeholders were sceptical of the applicability of 20-minute neighbourhoods within a rural context, with several wondering how they could be achieved in low density areas (unless public transport access was improved).

- Conversely, many more stakeholders outlined their support of the policy – stating how the development of 20-minute neighbourhoods are vital for the promotion of sustainable transport behaviours and removal of car dependency.

Policy: Flexible working and remote access to services

<u>General Public</u>

46 members of the General Public (19%) provided an open-ended response to Q30

- Several comments argued that a one-size-fits-all approach would not be appropriate for this policy. Stakeholders outlined that many jobs were not location independent, resulting in the possible reinforcement of existing inequalities – especially if people cannot afford the appropriate technology or associated housing costs required for this kind of work.

<u>Local Authorities</u>

- The local authorities supported this policy but noted that physical access to services will remain important for some members of society and therefore, particularly for rural and remote communities, the transport system should also continue to reflect demand for accessing services in person.

<u>Other Stakeholders</u>

14 Other Stakeholders (35%) provided an open-ended response to Q30.

- Many stakeholders outlined that the many rural areas do not possess adequate infrastructure – such as remote working facilities and digital connectivity – to support this policy, with there being a need to improve this infrastructure to ensure the success of this policy.

- Several consultees stated that they had fears over the impact of this policy upon public transport services, highlighting how many people cannot work from home, so thus require frequent and reliable public transport services to gain access to their workplaces.

Policy: Road space reallocation

General Public

68 members of the General Public (28%) provided an open-ended response to Q32.

- Several stakeholders supported the policy, with many arguing for the development of active travel infrastructure which accommodates all users (i.e. links which do not prioritise cyclists over pedestrians).

- There was some dispute over the importance of separate bus lanes, with some stakeholders believing segregated bus infrastructure to be vital for reducing journey times and thus encouraging public transport use. Conversely others felt that segregated bus lanes reduced space for private car use, subsequently increasing overall congestion.

Local Authorities

- There was general support for this policy and acknowledgement of the alignment with regional and national policy on promoting active and sustainable modes of travel.

- A couple of the authorities noted that many public roads in busy areas are already constrained and, as such, road space reallocation needs to be carefully balanced with the communities' needs. Additionally, it was noted that many carriageways are not wide enough to safely undertake road space reallocation.

Other Stakeholders

20 Other Stakeholders (50%) provided an open-ended response to Q32.

- Whilst most consultees were supportive of the policy, several noted the impact of road re-allocation upon sustainable modes of transport (such as bus) and emergency services, with there being a need to balance the impact of reallocation upon the operationality of these other modes.

Policy: Car demand management – parking

General Public

55 members of the General Public (23%) provided an open-ended response to Q34.

- Several stakeholders argued that improvements to existing public transport should be prioritised above parking charges. In their mind, this would then ensure that there are sufficiently affordable alternatives to paying higher parking prices.

- Various comments suggested that there needs to be tighter restrictions and enhanced enforcements of existing restriction within the region.

Local Authorities

- It was suggested that pricing strategies for all public parking should be used to influence driving behaviours and the reliance on the car.
- One authority noted that SPT should encourage local authorities to set aside their reluctance to impose parking charges for fear of disadvantaging their local economy in favour of improving the environment and their town centres.

<u>Other Stakeholders</u>

17 Other Stakeholders (43%) provided an open-ended response to Q34.

- Several stakeholders outlined a need to reconfigure current parking facilities to support wider multi-modal access by providing shared travel facilities such as cycle storage, cycle-hire and car-share infrastructure. These would also be connected to wider active travel links.
- Some stakeholders argued that the policy did not go far enough, arguing that the current balance between parking provision and public transport services is too far skewed towards the latter, resulting in continued car use within the region. Although, it should be noted that they did agree with the concepts of the policy.

Policy: Car demand management – pricing

<u>General Public</u>

53 members of the General Public (22%) provided an open-ended response to Q36.

- Various stakeholders stated that Park and Ride infrastructure should be affordable, to use, with there being limited / no increases to charging. Additionally, several stakeholders stated that parking should be more expensive in Glasgow City Centre to help reduce existing traffic levels.

<u>Local Authorities</u>

- The was a mixed reaction to this policy among the local authorities. There was support from the authorities with high population density in their area who highlighted the merit of progressing with Workplace Parking Licensing, however, there were doubts regarding its viability in more rural locations.
- It was noted by one local authority that until viable alternative transport options are provided, many people in rural and semi-rural areas have no option but to drive. As such, this local authority was unable to support managing demand for car travel through road and parking pricing policies.
- Some local authorities that have larger rural areas noted that cognisance requires to be taken of the fact that, in most cases, parking policies and pricing strategies need to achieve a balance between supporting the local economy and providing access to key facilities. One local authority felt that any generated revenue from such a policy would be required to help meet ongoing costs of parking and were doubtful that this revenue would be able to fund active travel and public transport.

<u>Other Stakeholders</u>

16 Other Stakeholders (40%) provided an open-ended response to Q36.

- Although most stakeholders were supportive of the policy, many indicated that demand management measures alone wouldn't be enough to achieve the wider targets of the RTS. Specifically, many consultees outlined how these measures needed to be supported by improvements to public transport services – funded by these demand management measures.

- There was general support for the Workplace Parking Licensing Scheme from those who referenced it within their comments; although stakeholders stated that collaboration between stakeholders was required to deliver the scheme in a fair and equitable manner.

Policy: Behavioural Change

General Public

59 members of the General Public (24%) provided an open-ended response to Q38.

- Stakeholders outlined that behaviour change would only occur if there were stable and reliable alternatives to the private car, with an efficient bus service being mentioned numerous times as an effective alternative. Improved school bus services were also highlighted to be a priority, with many indicating this to be an effective intervention which could alter pupil and parent attitudes towards public transport.

- Several stakeholders outlined the need to enforce existing parking controls within local areas. There was particular focus around applying no parking zones and enhanced enforcement around schools, with many citing this as being a first step towards wider behaviour change.

Local Authorities

- There was general support for this policy. In particular, the school-run was highlighted to generate significant traffic and many of the local authorities noted that they would welcome support to positively influence behaviour and change attitudes in favour of sustainable transport for this purpose.

Other Stakeholders

15 Other Stakeholders (38%) provided an open-ended response to Q38.

- Although generally supportive of the policy, several stakeholders outlined that improvements to public transport services and active travel infrastructure are required to enable the desired changes to behaviour to take place.

- Several stakeholders outlined school travel behaviour to be an area in which substantial changes to behaviour could be achieved, with some stating this to be an area in which SPT should lead on (i.e., initiating behaviour change programmes and measures).

Policy: Shared transport and shared journeys

General Public

45 members of the General Public (18%) provided an open-ended response to Q40.

- Whilst stakeholders agreed with the concept, many felt that policy should focus on improving public transport (e.g., expanding the train and bus networks).

- Comments outlined that stakeholders perceived that there are security concerns related to car sharing with a stranger with many citing this a barrier to its wider uptake.

Local Authorities

- There was support for this policy and an acknowledgement that increasing average car occupancy will be important to consider while attempting to meet national and regional car km reduction targets.

Other Stakeholders

11 Other Stakeholders (28%) provided an open-ended response to Q40.

- Some stakeholders stated that more rural areas may require their own specialised interventions for this policy to be a success citing low population densities and a lack of local community amenities as barriers to more implementing these solutions. As such, they highlighted that there should not be a one size fits all approach to the policy's implementation.

- Although generally supportive of the policy, many stakeholders were keen to outline that the policy should be applied with the Sustainable Travel Hierarchy in mind – i.e., aspirations to achieve this policy should not be at the disbenefit of active travel and public transport uptake.

7 Policy Theme: Enabling walking, wheeling and cycling

7.1 Importance of this Policy Theme for Stakeholders

7.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 7.1, **56%** (n=160) of the stakeholders indicated that 'Enabling walking, wheeling and cycling' was 'Very important', whereas **8%** (n=22) indicated that this policy theme was 'Not important at all'
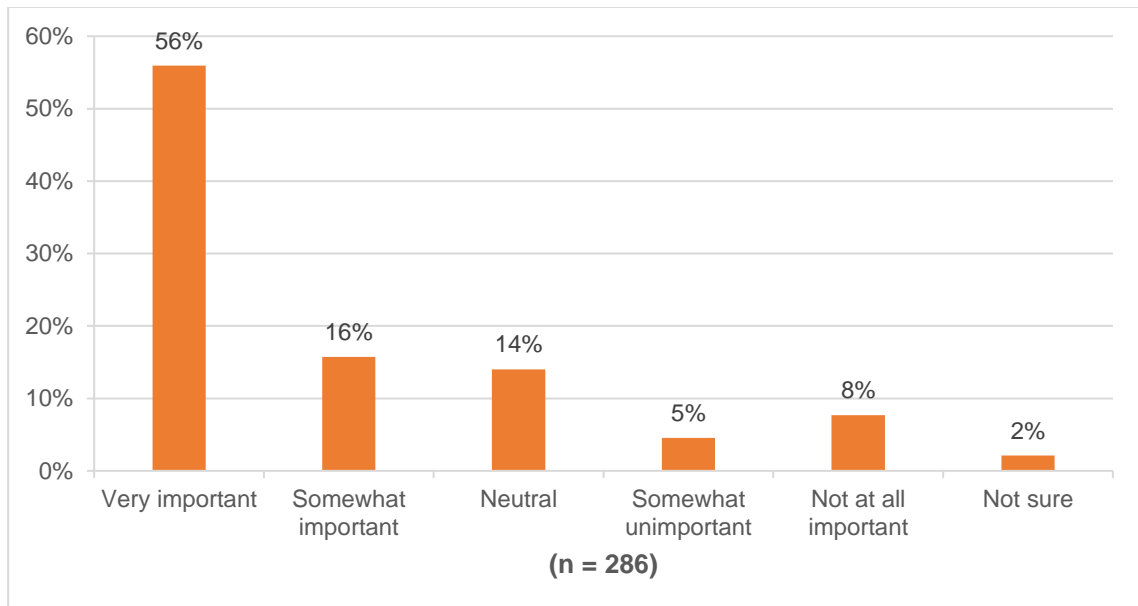
Figure 7.1 Enabling walking, wheeling and cycling: How important is this policy theme?

7.2 Level of Support for RTS Policies within ths Theme

7.2.1 Stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.AT1 Regional Active Travel Network
- Policy P.AT2 Accelerated delivery of walking, wheeling and cycling infrastructure and facilities
- Policy P.AT3 Access to bikes
- Policy P.AT4 Integration of walking, wheeling and cycling with other sustainable transport modes
- Policy P.AT5 Integration of micromobility and walking, wheeling and cycling

7.2.2 As shown in Figure 7.2, the highest level of support was received for P.AT4, with **84%** (n=103) of the stakeholders indicating 'Yes'. In comparison, it is noted that P.AT5 '*Support development of emerging micromobility transport, such as e-scooters, and support the safe integration into active travel networks.*' received a lower level of positive support with **52%** (n=62) indicating either 'No' or 'Not sure'. The additional comments regarding P.AT5 largely focussed on safety concerns linked with the use of e-scooters.
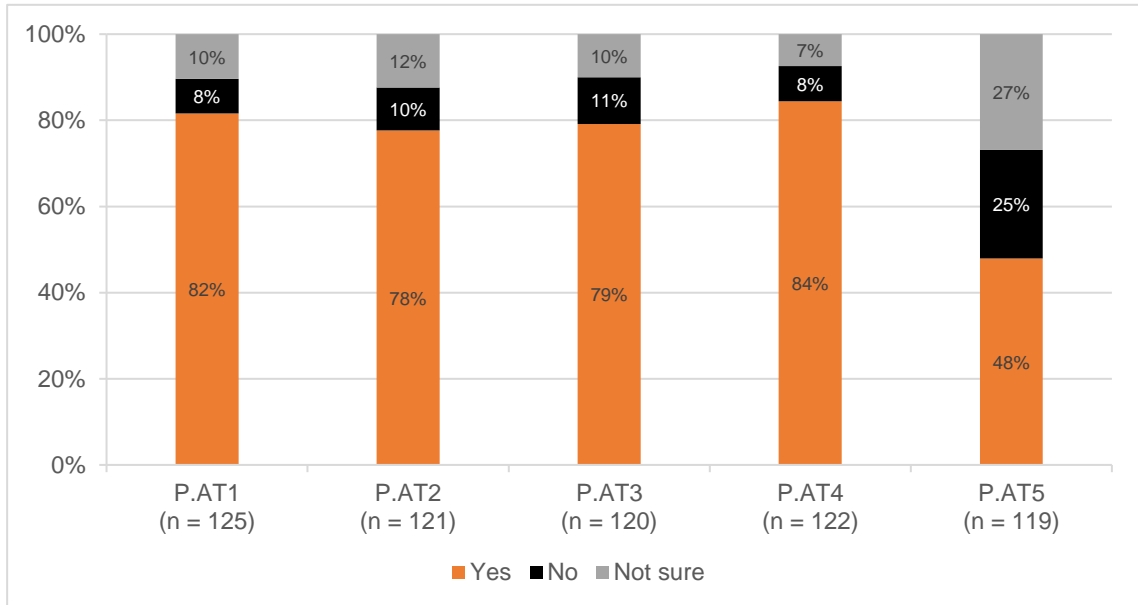
Figure 7.2 Enabling walking, wheeling and cycling: Individual Policy Support

7.2.3   Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

7.3   Stakeholder Comments on RTS Policies within this Theme

Policy: Regional Active Travel Network

General Public

71 members of the General Public (29%) provided an open-ended response to Q44.

- Various comments focused on needing to prioritise feeling safe when undertaking active travel. This particularly revolved around security at night (e.g., a lack of lighting on pedestrian routes). Segregated active travel routes to reduce competition for space on carriageways were also referred to as interventions which could improve perceptions of personal safety.

- Several stakeholders highlighted the need to improve the cycle infrastructure in the region. This particularly revolved around improvements to cycle parking and segregated cycle lanes. Although, it should be noted that these points are picked up by the proceeding policy (Accelerated delivery of walking, wheeling and cycling infrastructure and facilities) contained within this report. As such, please refer to this for more information on the above point.

- There were also various comments about improving the region's current active travel network. Specifically, various stakeholders highlighted that repairing pavements (i.e., improving drainage and the surface) should be made a priority, as in their mind this would then make active travel a more attractive alternative.

Local Authorities

- There was support for this policy among the local authorities, particularly the strong wording of the first sentence which presents an ambitious vision for the future of active travel in the region which, if achieved, would represent a significant step forward in promoting everyday trips by active travel modes.

- A key barrier to the development of Local / Regional Active Travel Networks is finding the resources to support operational planning, delivery and management of new or improved infrastructure. Overcoming these challenges should be a key consideration for future regional active travel plans.

Other Stakeholders

21 Other Stakeholders (53%) provided an open-ended response to Q44.

- Most stakeholders were supportive of the policy but argued that any active travel network needed to be co-ordinated across both authority and stakeholder boundaries (i.e., pursuing a mix of public and private sector development and delivery of the network).
- The impact of the active travel infrastructure on wider public transport provision, including the functionality of local and inter-regional bus services, was also highlighted to be an issue.
- Some stakeholders argued for the removal of "as much as possible" from the phrase "Develop active travel networks in built up areas to include both direct routes and green networks as much as possible", with many arguing that it should be a core component of the network.

Policy: Accelerated delivery of walking, wheeling and cycling infrastructure and facilities

General Public

48 members of the General Public (20%) provided an open-ended response to Q46

- Various comments highlighted that existing cycle infrastructure needs to be improved and expanded as such, most stakeholders were supportive of this policy. Stakeholders suggested that a structured plan of cycling routes needs to be developed for the region, with there being particular need to assess safety levels when links run adjacent to main roads[3].
- Other comments questioned overall cycle lane use, and whether they impeded public transport access and / or increased journey times. In addition, some stakeholders noted that some people who cycle do not always use cycle infrastructure.

Local Authorities

- The delivery of active travel infrastructure was identified by several of the local authorities to be a key issue. In practice, it was noted that an accelerated delivery programme would require significant uplifts in both capital funding opportunities, and staffing resources. A couple of local authorities added that although the place of third-party organisations, such as Sustrans, is recognised, funding awards direct to local authorities or RTPs, rather than via applications to these organisations, could speed up the design and implementation of active travel routes.

Other Stakeholders

19 Other Stakeholders (48%) provided an open-ended response to Q46.

- There weren't any corresponding themes which rose from the comments, although the following topics were referenced by the various stakeholders:
  o Ensuring alignments of proposals with wider stakeholder ambitions.
  o Guaranteeing that high quality standards are maintained during the accelerated delivery timescales.

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[3] This point is related to the previous policy – as such, more information on this comment trend can be found in Policy Regional Active Travel Network

- o Ensuring that maintenance of existing paths is not forgotten about during this accelerated period of delivery.
- o Revision and / or development of targets to reflect this new scale of delivery.

Policy: Access to bikes

General Public

51 members of the General Public (21%) provided an open-ended response to Q48.

- Stakeholders suggested the possibility of subsiding the purchase of bikes through schemes such as 'Cycle to Work', with these subsidies reducing costs – making them more affordable, and thus increasing accessibility.
- Other stakeholders suggested that the availability of training/maintenance programs may encourage more people to cycle. These programs could be implemented within schools or on a wider basis.

Local Authorities

- There was support for this policy and, in particular the inclusion of non-standard cycles, as greater availability of adapted bikes would help towards improving inclusivity within the transport network.
- It was noted that access to bikes is lower in disadvantaged areas and SPT may wish to consider whether this policy should be more targeted to focus on communities with the greatest needs.

Other Stakeholders

15 Other Stakeholders (38%) provided an open-ended response to Q48.

- Several stakeholders outlined how such endeavours should focus on areas of deprivation and / or target groups who have previously experienced barriers to access.
- Many stakeholders outlined how there needs to be complementary infrastructure (such as active travel links, changing facilities and cycle parking) and targeted training to then enable wider uptake of the increased level of cycle access.

Policy: Integration of walking, wheeling and cycling with other sustainable transport modes

General Public

48 members of the General Public (20%) provided an open-ended response to Q50.

- Various comments highlighted that the integration of different transport modes would encourage more people to use sustainable transport alternatives. Many stated that if there were facilities to enable better interchange between public transport and active travel modes (e.g., ensuring sufficient storage levels on services / wider active travel network) then private car use would decrease.
- Many stakeholders outlined their support for the policy by highlighting how current infrastructure isn't helpful for integrating public transport and active travel journeys (e.g., a lack of bike storage facilities on current bus services).

Local Authorities

- While there was support for this policy, it was noted that there could be more clarity given on what the integration of different modes would mean in practice.

17 Other Stakeholders (43%) provided an open-ended response to Q50.

Infrastructure Integration

- Numerous stakeholders outlined that the overall integration of active travel and public transport infrastructure is vital in enabling walking, wheeling and cycling to connect with other sustainable modes.
- Other aspects such as last-mile options, interchanges and bike storage (on public transport services and at transport interchanges) were also mentioned as vital for achieving this policy.

Policy: Integration of micromobility and walking, wheeling and cycling

General Public

44 members of the General Public (18%) provided an open-ended response to Q52

- Stakeholders expressed concerns over e-scooters compromising the safety of other footway / carriageway users. There was particularly focus for the development of e-scooter legislation especially where they can be used, the speed at which they are used at and who can use them.
- There were also some concerns over e-scooter user safety with several stakeholders stating that legislation should be in place to make making helmet wearing compulsory and / or ensuring that users have segregated space.

Local Authorities

- There were road safety concerns regarding the deployment of e-scooters on public roads and footways and while several of the Councils supported their safe integration into active travel network, they felt that greater clarity was required regarding their integration in practice.

Other Stakeholders

13 Other Stakeholders (33%) provided an open-ended response to Q52.

- Several stakeholders were concerned with the current / potential impact of e-scooters upon the region's transport network. The following issues and comments were raised:
  - Safety: Many expressed concerns at the growing use of e-scooters within the region's transport network, outlining how their use on footways was dangerous for other users.
  - Incorporation within the Network: Several stakeholders outlined that e-scooters needed to be integrated within the region's transport network. Specifically, this included making legislative changes and creating more segregated infrastructure to accommodate their use.

8 Policy Theme: Enhancing quality and integration of public transport

8.1 Importance of this Policy Theme for Stakeholders

8.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 8.1, **73%** (n=208) of the stakeholders considered 'Enhancing quality and integration of public transport' as 'Very Important', which was the highest value achieved by any of the policy themes. In contrast, only **2%** (n=6) considered this policy theme as 'Not at all important'.
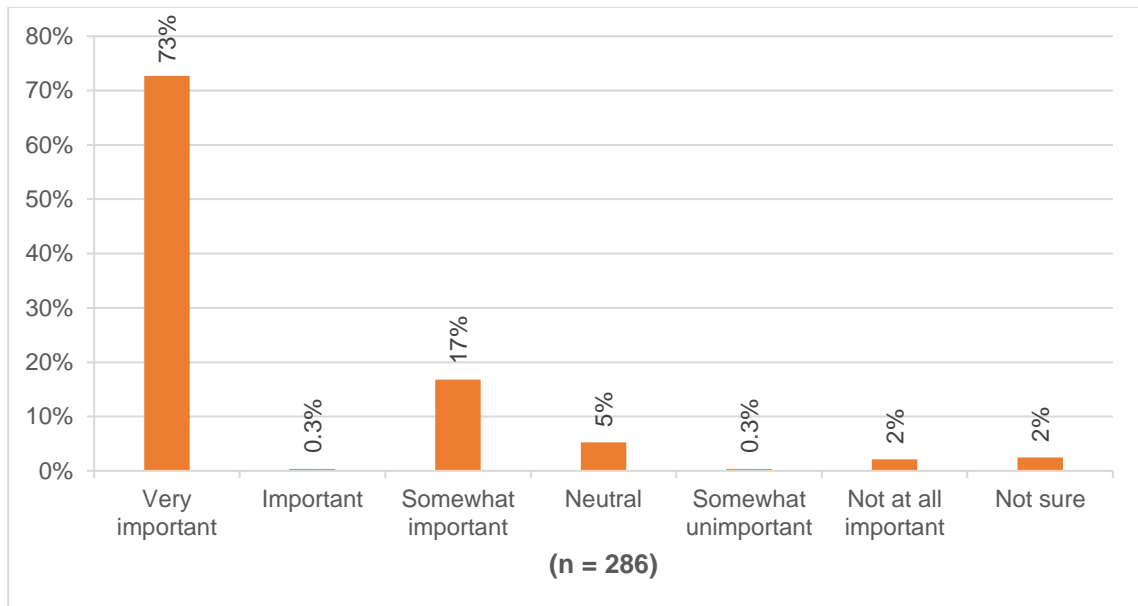
Figure 8.1 Enhancing quality and integration of public transport: How important is this policy theme?

8.2 Levels of Support for RTS Policies within this Theme

8.2.1 The stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.PT1 Integrated public transport system
- Policy P.PT2 Ticketing and information
- Policy P.PT3 Mobility as a Service
- Policy P.PT4 Bus quality and integration
- Policy P.PT5 Rail quality and integration
- Policy P.PT6 Ferry quality and integration
- Policy P.PT7 Subway quality and integration
- Policy P.PT8 Clyde Metro
- Policy P.PT9 Community Transport, Demand Responsive Transport, Taxis and last mile connections
- Policy P.PT10 Park and Ride
- Policy P.PT11 Sustainable mobility hubs

8.2.2 As shown in Figure 8.2, the majority of stakeholders were supportive of all the policies within 'Enhancing quality and integration of public transport'. P.PT5 received the highest support with

93% (n=124) of the responses indicating 'Yes'. Although in the minority and not reflective of the overall positive support received, P.PT10 received the least support, with **8%** (n=11) of the stakeholders indicating 'No'.
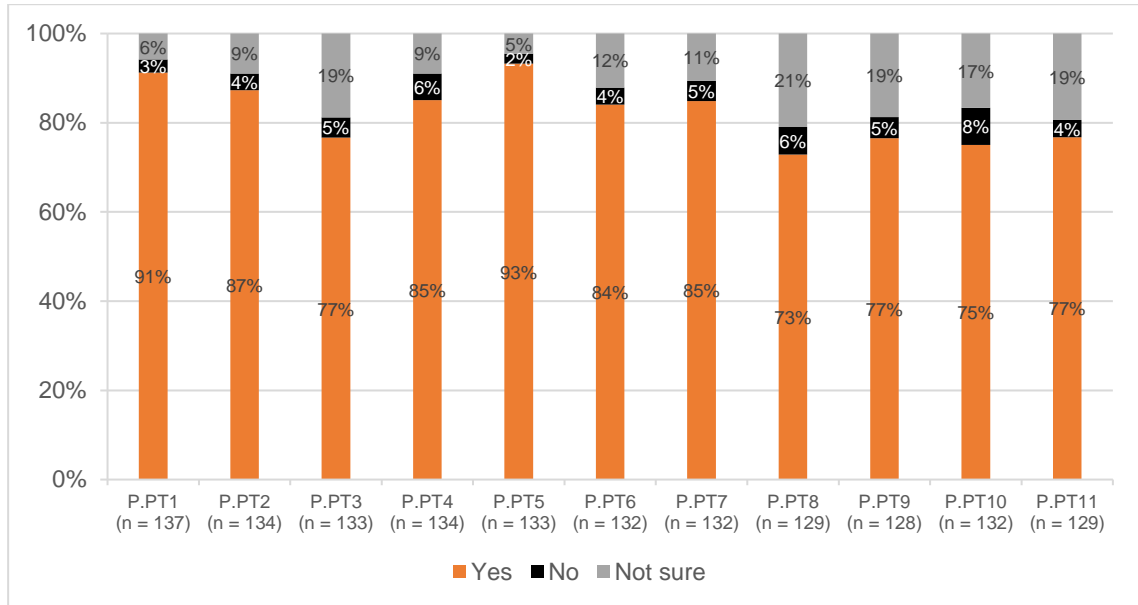
Figure 8.2 Enhancing quality and integration of public transport: Individual Policy Support

8.2.3   Thereafter, stakeholders were invited to leave to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

8.3   Stakeholder Comments on RTS Policies within this Theme

Policy: Integrated public transport system

<u>General Public</u>

78 members of the General Public (32%) provided an open-ended response to Q56

▪   Stakeholders agreed with the principle of the policy but expressed dissatisfaction that it didn't provide enough detail on how the objectives would be achieved, with several stating that they wanted a clear strategy that contained a timeline for progress.

▪   Various stakeholders argued that public transport should be transferred back to public ownership and control. In their mind, this would subsequently create a cheaper, more integrated bus network that would enable easier access to multiple forms of travel.

<u>Local Authorities</u>

▪   The aim of providing a more integrated and unified public transport system for the region was welcomed by the authorities as it was believed to be key supporting wider policy objectives. Several of the authorities noted that they welcomed the powers granted under the Transport (Scotland) Act 2019.

▪   It was noted that the RTS could be clearer as to how it will be delivered and what resources should be detailed and assigned to indicate responsibility for delivery.

<u>Other Stakeholders</u>

21 Other Stakeholders (53%) provided an open-ended response to Q56.

- Several stakeholders outlined the need for transport operators and / or wider stakeholders (including SPT) to be more responsible for the delivery of solutions which would promote wider integration of the transport system. Interventions included the co-ordination of developments with available transport infrastructure, investing in more infrastructure and integration of ticketing.

Policy: Ticketing and information

<u>General Public</u>

54 members of the General Public (22%) provided an open-ended response to Q58.

- Several stakeholders also stated their desire for an integrated ticketing system, with members of the public citing Transport for London's Oyster Card as a best practice example which could improve access to multiple transport modes and services.

- Various comments also highlighted the need for live service information systems which would enable passengers to access data on timetables, locations of services, and capacity of buses.

<u>Local Authorities</u>

- Several of the local authorities noted that convenience and integration of public transport use is essential if it is to rival the car and, as such, easy to use ticketing is vitally important. It was also highlighted that any such schemes need to ensure affordability.

- East Dunbartonshire Council noted that the bus providers currently largely supply real-time information about services on apps, rather than at bus stops, which is a source of frustration for some passengers and reduces passenger satisfaction. Another local authority noted that both integrated ticketing and information can often rely on internet access, but it is important to maintain non-digital methods for buying tickets and accessing information for groups who may not be able to access the internet easily.

<u>Other Stakeholders</u>

16 Other Stakeholders (40%) provided an open-ended response to Q58.

- Several stakeholders indicated support for integrated ticketing within the region, with many outlining how simpler, more streamlined fares would enable public transport services to compete with private car.

Policy: Mobility as a Service

<u>General Public</u>

35 members of the General Public (14%) provided an open-ended response to Q60.

- Numerous stakeholders did not understand the phrase 'Mobility as a Service', with many wanting more detail on the policy.

- Several stakeholders stated that the subsequent singular-ticketing system would make using public transport easier and more convenient.

<u>Local Authorities</u>

- The local authorities noted that they supported this policy and welcome developments in MaaS and its integration with ZoneCard.

- In particular, the local authorities felt that MaaS is likely to offer significant benefits to many rural communities.

<u>Other Stakeholders</u>

12 Other Stakeholders (30%) provided an open-ended response to Q60

- Whilst several stakeholders welcomed the introduction of MaaS, some were concerned with how it could be applied within a rural context. Overall, stakeholders welcomed any initiatives which could promote and enable multi-modal trips.

Policy: Bus quality and integration

<u>General Public</u>

68 members of the General Public (28%) provided an open-ended response to Q62.

- Several stakeholders argued for public ownership of bus services, with many claiming that this would be the only way to improve bus services within the region. Many cited Transport for Edinburgh and Transport for London as aspirational systems which SPT should aim to replicate.
- There was particular emphasis on ensuring that buses run to a regular timetable, thus providing people with the knowledge and assurance of when to travel.
- Several stakeholders stated that bus journey times are considerably slower when compared to car, with reducing the former being an effective way of encouraging people to use public transport.

<u>Local Authorities</u>

- All of the local authorities supported this policy but noted that there needs to be greater detail around how this policy will be achieved in practice.

<u>Other Stakeholders</u>

16 Other Stakeholders (40%) provided an open-ended response to Q62.

- Stakeholders were curious as to how this policy would be implemented, with several outlining how Public Ownership of transport services – including bus networks – would be vital in helping achieve the aims of this policy.
- Improving existing service provision and related infrastructure was also noted to be vital to achieve this policy.

Policy: Rail quality and integration

<u>General Public</u>

45 members of the General Public (18%) provided an open-ended response to Q64

- Several comments questioned how SPT could influence rail provision within the region, especially when local and cross-boundary services are run by different operators. Some stakeholders argued for a universal operator to improve service provision across all modes within the region.
- There were various comments suggesting that rail services should be extended to more rural locations, with additional new stations improving access for these more isolated populations. Several stakeholders also argued for increased service frequency during both daytime and evening periods.

- While there was support for this policy among the local authorities, it was suggested that there needs to be greater detail regarding how it will be achieved. It was noted that resources should be detailed and assigned to indicate responsibility for delivery.

Other Stakeholders

11 Other Stakeholders (28%) provided an open-ended response to Q64.

- No real themes emerged from the comments. Various topics such as service / infrastructure expansion, stakeholder co-ordination and incorporating bikes onto rail service were referenced within the responses.

Policy: Ferry quality and integration

General Public

40 members of the General Public (16%) provided an open-ended response to Q66.

- There were several comments regarding the lack of reliable ferry services, with consistent delays and / or lack of services being referenced as consistent issues. There were also suggestions to integrate ferries into a single ticketing service, with the possibility of a single transport provider making integrated travel easier and thus more attractive.

- Some stakeholders believed that ferry provision was not within SPT's remit, thus the organisation should not be involved within the region's ferry provision. Conversely, there were a couple of positive comments towards CalMac ferries, with the 'Rail and Sail' services proving to be a popular, well-received intervention.

- Some stakeholders were unclear about the policy's content, with many stating that it should outline steps to achieve a clearly committed aim.

Local Authorities

- While this policy was not applicable for all authorities, they welcomed ambitions to improve services and integration into the wider regional transport network. It was noted that resources should be detailed and assigned to indicate responsibility for delivery.

- It was reinforced by one local authority that the islands need reliable services that provide for everyday journeys for rural communities, tourism, leisure and business needs. The level of cancellations and their coverage undermines the visitor and business confidence in the islands as places to either visit, work, live or invest.

Other Stakeholders

11 Other Stakeholders (28%) provided an open-ended response to Q66.

- No real themes emerged from the comments. Various topics such as improving service quality / coverage, improving accessibility, and reducing ferry disruption were referenced within the responses.

Policy: Subway quality and integration

General Public

43 members of the General Public (18%) provided an open-ended response to Q68.

- Various stakeholders highlighted that the Subway should be integrated with the region's wider rail services, with many suggesting that a single-ticketing system would improve access – and thus uptake – of these services.

- Several comments said that the Subway's running times needed to be extended, particularly on Friday, Saturday, and Sunday evenings.

Local Authorities

- While this policy was not applicable to all Councils, there was general support for it across the authorities.

- One local authority encouraged SPT to prioritise the exploration of extending opening hours of Subway on Sunday evenings to ensure that this is an option for workers and visitors, and to support Glasgow's night-time economy.

Other Stakeholders

9 Other Stakeholders (23%) provided an open-ended response to Q68.

- No real themes emerged from the comments. Various topics such as improving links between bike sharing schemes and the Subway, implementing cycle storage facilities (e.g., via Mobility Hubs) at Subway stations, and extending Subway operating times were referenced within the responses.

Policy: Clyde Metro

General Public

44 members of the General Public (18%) provided an open-ended response to Q70.

- Several comments suggested that the policy's commitments / ambitions did not go far enough. Furthermore, many stakeholders wanted to see more detail on the steps to deliver the Metro and related services.

- Several stakeholders suggested that the Metro service should be extended to more destinations, with Glasgow Airport being mentioned on numerous occasions. Although there were some concerns that the Cycle Metro would disbenefit and / or potentially replace current regional bus service provision.

Local Authorities

- The majority of the Councils noted that they believe that the Glasgow City Region and SPT area would benefit significantly from the proposed Clyde Metro. However, some Councils highlighted that further clarity regarding the definition of the 'Clyde Metro' as part of the regional transport system was required.

- Glasgow City Council specifically noted that they look forward to working with SPT to develop Clyde Metro and provide the clarification needed to define Clyde Metro as an integrated system in Glasgow and the region as opposed to a single infrastructure scheme.

Other Stakeholders

11 Other Stakeholders (28%) provided an open-ended response to Q70.

- Several stakeholders stated that there was a lack of details on what the Clyde Metro project was, and how it was going to be delivered. Although, stakeholders did acknowledge its transformational impact if delivered.

Policy: Community Transport, Demand Responsive Transport, Taxis and last mile connections

General Public

34 members of the General Public (14%) provided an open-ended response to Q72.

- Several responses highlighted that, in the context of the RTS's wider aims, this policy was not a priority. A few stakeholders also stated that they did not understand the term 'last mile'.

<u>Local Authorities</u>

- There was support for this policy across the local authorities. However, it was suggested that the geographies and demographics where this policy is of particular importance could be explicitly referenced to enhance the policy further.

- A couple of local authorities felt that there needs to be greater clarity regarding the role of 'last mile' and community-level transport and how these contribute to a more connected transport network.

- It was highlighted by one local authority that community transport is generally provided by social enterprises and third sector groups, who are reliant on obtaining funding to operate and sustain the services. However, if the role of community transport is going to be developed as per this policy, the overall responsibility should sit within SPT to ensure consistency of approach and resources should be detailed and assigned to show responsibility for delivery.

<u>Other Stakeholders</u>

11 Other Stakeholders (28%) provided an open-ended response to Q72.

- Several stakeholders highlighted the benefits of promoting last mile connections, indicating that they help address existing social inequalities within rural communities.

- Several other stakeholders also expressed dismay at previous attempts to use / deliver DRT solutions within their regions – citing red tape, low usage rates and costs as barriers to their implementation.

Policy: Park and Ride

<u>General Public</u>

44 members of the General Public (18%) provided an open-ended response to Q74

- Most comments referred to the management of the existing Park and Ride system, with many stakeholders believing that improving public transport should be the priority above increasing parking provision – even if it is outside of the city centre. Stakeholders also reinforced that some users would make use of the free parking to avoid paying more for central parking within the city.

<u>Local Authorities</u>

- There was support for this policy among the local authorities, in particular its wording which underlines active travel and public transport as a first priority.

- However, it was noted that Park and Ride can have the effect of encouraging car trips where none existed before and, as such, careful assessment of the impact of such proposals must be used to mitigate any unwanted consequences.

<u>Other Stakeholders</u>

11 Other Stakeholders (28%) provided an open-ended response to Q74.

- Several stakeholders commented on how Park and Ride facilities encourage car use and discourage the wider use of public transport as a viable means of everyday travel.

Policy: Sustainable mobility hubs

<u>General Public</u>

23 members of the General Public (9%) provided an open-ended response to Q76.

- Several responses highlighted that they did not understand the policy aims – particularly what a 'sustainable mobility hub' was. Stakeholders also wanted more detail on how this policy was to be carried out / commitment to meeting certain aims.

<u>Local Authorities</u>

- While there was support for this policy, some of the Councils noted that they would welcome more detail about what sustainable mobility hubs should aim to provide in practice.

- It was also noted by one local authority that getting the location of such facilities right will be the key to their success. As such, the Delivery Plan should provide further detail on how this could be promoted and delivered directly by SPT, including detailing and assigning resources.

<u>Other Stakeholders</u>

9 Other Stakeholders (23%) provided an open-ended response to Q76.

- Stakeholders were generally receptive of the concept of Mobility Hubs, with many outlining how they have the potential to improve the uptake of wider sustainable travel modes.

- Others outlined how they should be integral within new flagship interventions such as the Clyde Metro.

9 Policy Theme: Improving road safety

9.1 Importance of this Policy Theme for Stakeholders

9.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 9.1, the majority of stakeholders considered 'Improved road safety' as an important policy theme, with **63%** (n=179) ranking 'Very important' and **20%** (n=56) ranking 'Somewhat important'. Only **1%** (n=3) considered this policy theme as 'Not at all important'.
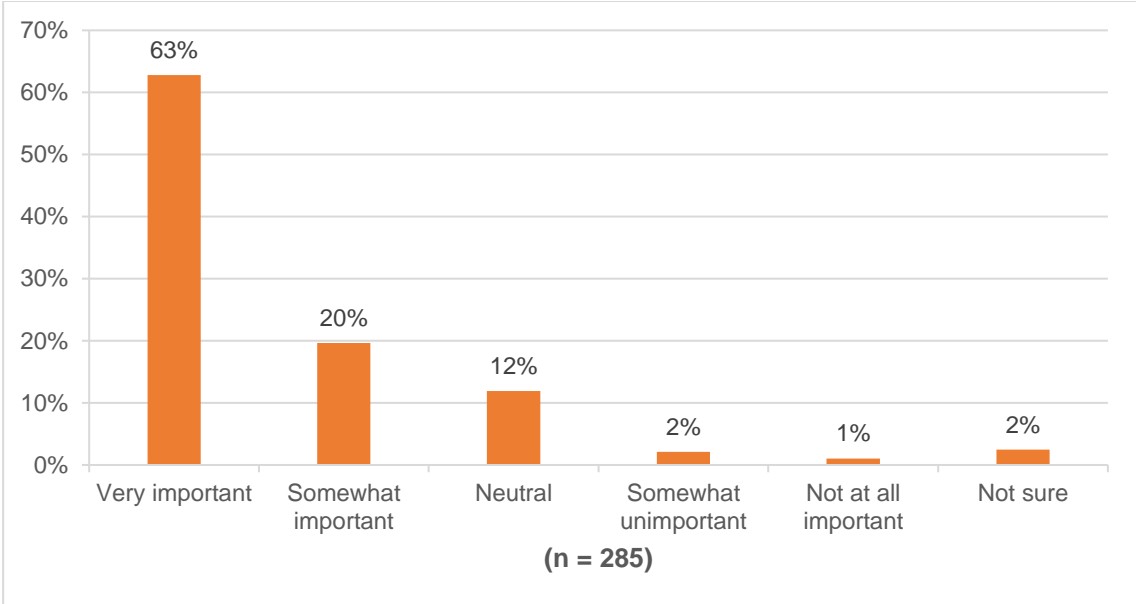
Figure 9.1 Improving road safety: How important is this policy theme?

9.2 Level of Support for RTS Policies within this Theme

9.2.1 Stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.RS1 Road safety and vulnerable road users
- Policy P.RS2 Safe Speeds
- Policy P.RS3 Regional road network safety measures

9.2.2 As shown in Figure 9.2, the majority of the stakeholders showed support for the policies within 'Improving road safety'. P.RS1 was the most supported with **94%** (n=84) indicating 'Yes', followed by P.RS3 (**88%**, n=78) and P.RS2 (**77%**, n=69).
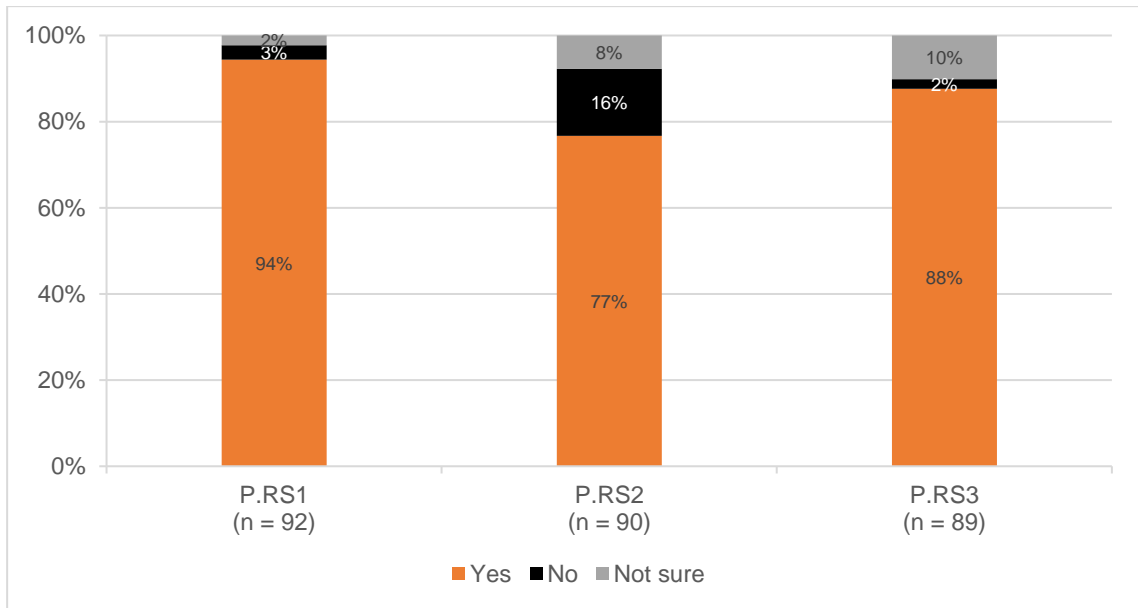
Figure 9.2 Enhancing quality and integration of public transport: Individual Policy Support

9.2.3   Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

9.3   Stakeholder Comments on RTS Policies within this Theme

Policy: Road safety and vulnerable road users

General Public

39 members of the General Public (16%) provided an open-ended response to Q80.

- Several stakeholders stated that the policy was not ambitious enough, and that 'Vision Zero' will be completed much sooner. Conversely, others thought that 'Vision Zero' was completely unrealistic and unattainable.

- Various comments stated that people did not feel safe on existing travel routes, with some members of the public outlining how they felt unsafe when cycling and sharing road space with large vehicles. Stakeholders pointed towards improving and implementing regulations (as included in the next RTS policy) as interventions to improve feelings of safety.

Local Authorities

- The local authorities supported this policy and welcomed the focus on vulnerable road users.

Other Stakeholders

13 Other Stakeholders (33%) provided an open-ended response to Q80.

- Several stakeholders outlined how incident rates are disproportionately higher in more deprived areas, citing how more action needs to be taken to reduce social inequalities within our society.

- Many stakeholders highlighted that fears over safety hinder the uptake of active travel within the region, with many citing the need for wider infrastructure improvements.

- Other stakeholders indicated a need to reduce speed limits and / or enforce current restrictions to improve safety levels within the region.

Policy: Safe Speeds

General Public

36 members of the General Public (15%) provided an open-ended response to Q82.

- Several stakeholders highlighted that existing / future speed restrictions needed to be enforceable, with many fearing that increasing the number of restrictions may result in enforcement issues. Some responses also suggested that they would like to see consultation and review of existing and potential 20mph limits.

- Several stakeholders suggested that focusing on changing driver behaviours – as opposed to enforcing speed limits – may be a more effective way of achieving safer speeds on the region's road network. Although, it should be noted that this point is covered in the previous policy (Road safety and vulnerable road users).

Local Authorities

- Some of the local authorities felt that the introduction of new 20mph speed limits requires greater consideration at a national level as the current system of individual local authorities implementing limits themselves may lead to inconsistencies and driver confusion.

- It was suggested by one local authority that a review should be carried out to identify suitable potential areas for implementation across the region.

Other Stakeholders

16 Other Stakeholders (40%) provided an open-ended response to Q82.

- Several stakeholders welcomed this policy, stating how it's application could improve road safety and / or promote active travel levels. Although, many outlined how it's effectiveness would only be related to consistent enforcement and traffic calming measures.

Policy: Regional road network safety measures

General Public

18 members of the General Public (7%) provided an open-ended response to Q84.

- Several comments stated that improving the quality of the region's road network would enhance overall road safety. Specific interventions included: resurfacing, clearing drainage infrastructure and increasing street lighting.

Local Authorities

- There was support for this policy across the local authorities. It was noted by one council that resources should be prioritised towards roads in such a manner as to achieve the greatest possible impact on overall casualty reduction.

Other Stakeholders

7 Other Stakeholders (18%) provided an open-ended response to Q82.

- No real themes emerged from the comments. Various topics included stakeholders asking for more information on what the policy was referring to, and location specific references (A702 and A73).

10 Policy Theme: Decarbonising vehicles and improving air quality

10.1 Importance of this Policy Theme for Stakeholders

10.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 10.1, over half of stakeholders (**56%**, n=159) indicated that 'Decarbonising vehicles and improving air quality' was 'Very important', whereas only **5%** (n=15) regarded this policy theme as 'Not at all important'.
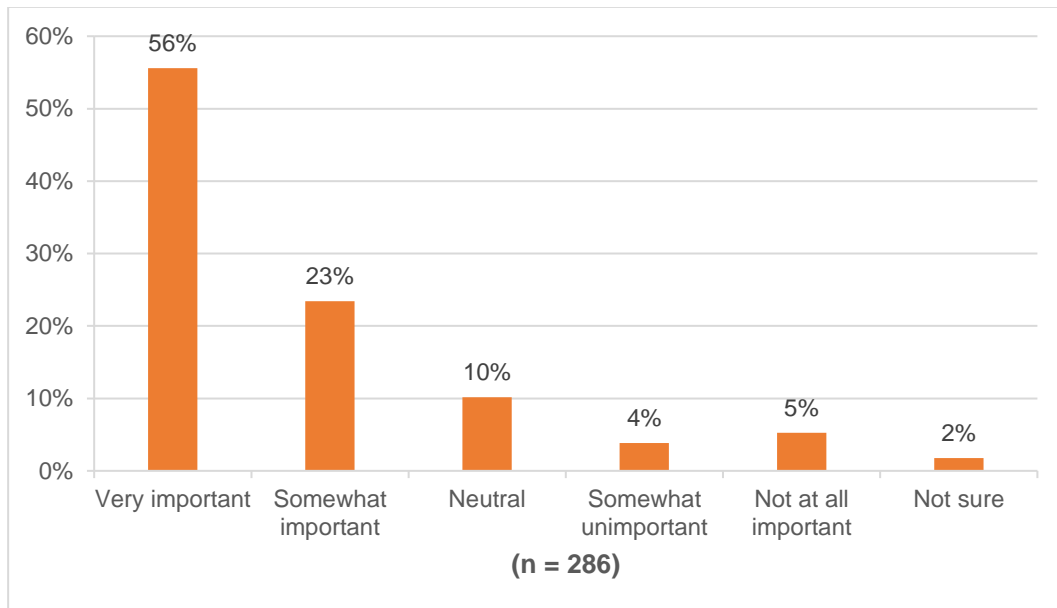
Figure 10.1 Decarbonising vehicles and improving air quality: How important is this policy theme?

10.2 Level of Support for RTS Policies within this Theme

10.2.1 Stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.GF1 Road transport vehicle decarbonisation
- Policy P.GF2 Rail decarbonisation
- Policy P.GF3 Subway decarbonisation
- Policy P.GF4 Ferry decarbonisation
- Policy P.GF5 Aviation decarbonisation
- Policy P.GF6 Clyde Metro
- Policy P.AQ1 Low Emission Zones
- Policy P.AQ2 Air Quality Management Areas

10.2.2 As shown in Figure 10.2, the majority of stakeholders showed support for the policies within 'Reducing the need to travel and managing demand for car travel'. P.GF2 was the most supported with **92%** (n=76) indicating 'Yes', whereas P.AQ1 had lower levels of support, with **15%** (n=13) indicating 'No'.
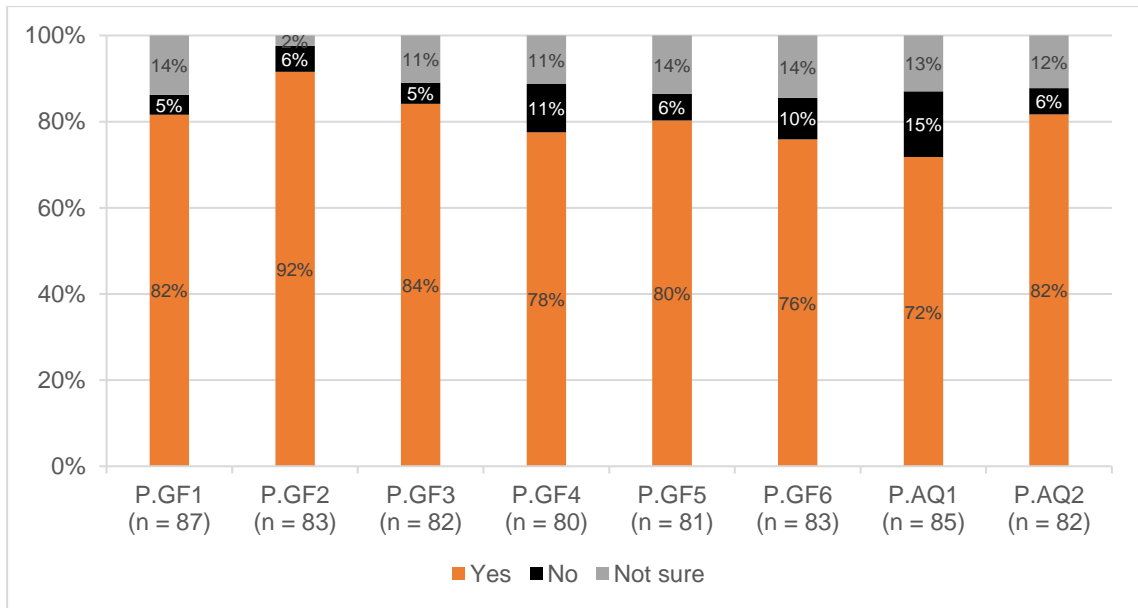
Figure 10.2 Enhancing quality and integration of public transport: Individual Policy Support

10.2.3 Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

10.3 Stakeholder Comments on RTS Policies within this Theme

Policy: Road transport vehicle decarbonisation

General Public

42 members of the General Public (17%) provided an open-ended response to Q88.

- Various stakeholders highlighted the importance of sustainability within transport – both from a carbon footprint and public health perspective.

- Some comments also highlighted the need for affordable sustainable solutions, with there being a particular focus on electric vehicles.

Local Authorities

- Some of the local authorities emphasised that the decarbonisation of road transport is not a panacea and will still create problems such as congestion and emission from particulates. As such, they noted that their local policies tend to prioritise modal shift towards active travel and sustainable travel in order to improve air quality, rather than decarbonising private vehicles. It was highlighted that the Strategy does not prioritise this policy over active travel and public transport.

- The local authorities noted that the RTS should clearly define the roles and responsibilities of each organisation, including Transport Scotland, involved with implementing EV charging infrastructure and setting tariffs.

Other Stakeholders

17 Other Stakeholders (43%) provided an open-ended response to Q88.

- Several stakeholders were concerned that the shift towards electric vehicles will not curb car use within the region, with many consultees outlining how wide uptake of electric vehicles will still generate health issues (specifically particle-based pollution) and not

benefit those from more deprived socio-economic backgrounds. Although it should be noted that this evidence is already set out in the RTS Case for Change.

■ Many stakeholders outlined how there should be further expansion of the region's EV infrastructure, with several stating how there should be a cross-collaborative approach between the various governmental and transport operator stakeholders.

Policy: Rail decarbonisation

<u>General Public</u>

25 members of the General Public (10%) provided an open-ended response to Q90

■ Several responses suggested a move towards electric powered trains, with the use of renewable sources (included hydrogen) to produce this electricity.

<u>Local Authorities</u>

There was support for this policy across the local authorities, but it was noted that rail decarbonisation requires partnership working with Transport Scotland.

<u>Other Stakeholders</u>

4 Other Stakeholders (10%) provided an open-ended response to Q90.

■ No real themes emerged from the comments. Various topics included the need to convert more private car and freight trips onto rail and improving overall rail provision. Although, it should be noted that these topics are covered in the 'Moving goods more sustainably' Policy Theme.

Policy: Subway decarbonisation

<u>General Public</u>

37 members of the General Public (15%) provided an open-ended response to Q92

■ Several stakeholders had concerns with the policy's aims, either stating that: they did not understand the policy or arguing that the policy did not contain enough detail (e.g., timescales). Some stakeholders were also under the assumption that the Subway was already emission free.

<u>Local Authorities</u>

While this policy was not applicable to all authorities, the majority noted that they welcomed ambitions to implement a net zero strategy for the Subway.

<u>Other Stakeholders</u>

4 Other Stakeholders (10%) provided an open-ended response to Q92. A summary of these comments is outlined below under themes which emerged from these responses.

■ No real themes emerged from the comments

Policy: Ferry decarbonisation

<u>General Public</u>

27 members of the General Public (11%) provided an open-ended response to Q94.

- A variety of answers focused on potential sustainable options as alternatives for existing ferries. These included different energy sources such electric for shorter distances, and hydrogen fuelling for longer routes.

Local Authorities

- While this policy was not applicable to all authorities, the majority noted that they welcome ambitions to decarbonise the ferry fleet. However, it was also highlighted that ferry decarbonisation is a matter for the Scottish Government – reflected by the policy being worded to support actions relating to this ambition.
- One local authority noted that the provision of a reliable and resilient ferry service is critical to island communities and their economies. As such, future procurement should focus on proven technologies to ensure continuity of service and the desire to look at new technology should not be at the expense of the connectivity of island communities.

Other Stakeholders

3 Other Stakeholders (8%) provided an open-ended response to Q94

- No real themes emerged from the comments

Policy: Aviation decarbonisation

General Public

27 members of the General Public (11%) provided an open-ended response to Q96.

- Several of the comments were unsure on how feasible the aims of this policy would be to carry out, with many outlining that decarbonising air travel would be challenging. However, they were generally supportive of the policy if such changes were feasible.

Local Authorities

- The Councils noted that they support the decarbonisation of air services and ambitions to increase options to reach the regional airports using sustainable transport.

Other Stakeholders

6 Other Stakeholders (15%) provided an open-ended response to Q96.

- No real themes emerged from the comments, although one stakeholder expressed disappointment at air being included at the bottom of the Sustainable Transport Hierarchy.

Policy: Clyde Metro

General Public

24 members of the General Public (10%) provided an open-ended response to Q98

- Improvements to existing infrastructure: A variety of responses highlighted the need for a carbon-neutral Metro system from its conception, with many comments suggesting that an electric Metro should be the aim for this policy.

Local Authorities

- There was support from the local authorities to develop new transport projects as sustainably as possible.

Other Stakeholders

- Several stakeholders stated that there needed to be more detail on the proposal(s) before making any further comment.

Policy: Low Emission Zones

General Public

37 members of the General Public (15%) provided an open-ended response to Q100.

- Several comments feared the potentially disproportionate impacts this policy could have on the most vulnerable within society, with stakeholders suggesting that Low Emission Zones would adversely affect those on a lower income (i.e., not able to afford the ULEZ vehicles required for these zones).
- Various stakeholders highlighted the importance of improving air quality in the city centre (especially for public health benefits), with supporting Low Emission Zone(s) if there were more alternative methods of travelling within the region.

Local Authorities

- In general, there was support across the local authorities for the Glasgow Low Emission Zone as a measure to encourage the use of active and sustainable modes of transport.
- However, it was noted that LEZs come with an enforcement infrastructure and administrative burden that not all local authorities have resources to shoulder.

Other Stakeholders

10 Other Stakeholders (25%) provided an open-ended response to Q100.

- Several stakeholders outlined how previous applications of LEZs have disproportionally impacted certain proportions of society, namely taxi drivers and those from more deprived communities.

Policy: Air Quality Management Areas

General Public

16 members of the General Public (7%) provided an open-ended response to Q102.

- Several comments suggested that car traffic should be restricted within AQMAs – although, there were some concerns about car access for those houses within proximity of motorways and major road links

Local Authorities

- There was support for using the AQMAs mechanism to improve air quality in the most critically effected locations. However, the Delivery Plan should include further detail on interventions to improve air quality from vehicle emissions under SPT's control and influence.

Other Stakeholders

4 Other Stakeholders (10%) provided an open-ended response to Q102.

- No real themes emerged from the comments. Various topics included the need to reduce the number of AQMAs in the region through more concrete actions to reduce car use (e.g., promotion of active travel).

11 Policy Theme: Moving goods more sustainably

11.1 Importance of this Policy Theme for Stakeholders

11.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 11.1, 'Moving goods more sustainably' received a relatively low number of 'Very important' responses (**39%**, n=111) compared to the other policy themes included in the Draft RTS Report. However, only **4%** (n=11) of the stakeholders indicated that this policy theme was 'Not at all important'.
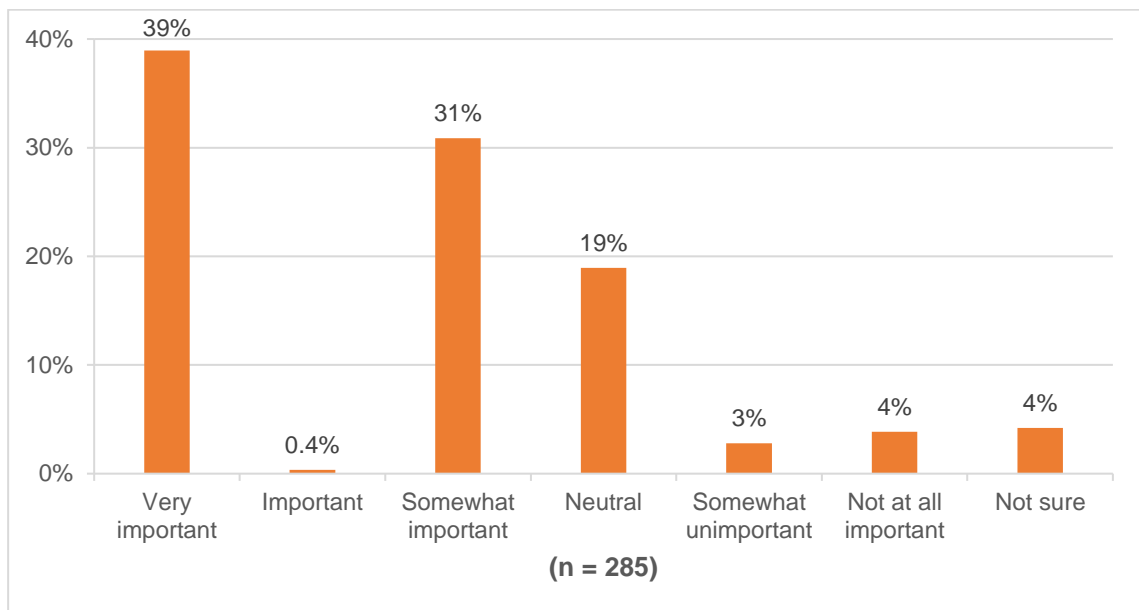
Figure 11.1 Moving goods more sustainably: How important is this policy theme?

11.2 Level of Support for RTS Policies within this Theme

11.2.1 Stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.MG1 Strategic freight transport
- Policy P.MG2 Urban freight and last mile deliveries
- Policy P.MG3 Freight hubs and facilities

11.2.2 As shown in Figure 11.2, the majority of stakeholders supported the policies within 'Moving goods more sustainably'. As shown in Figure 11.2, the most support was received for P.MG1 with **91%** (n=48) of stakeholders indicating 'Yes', followed by P.MG3 (**88%**, n=45) and P.MG2 (**87%**, n=45).
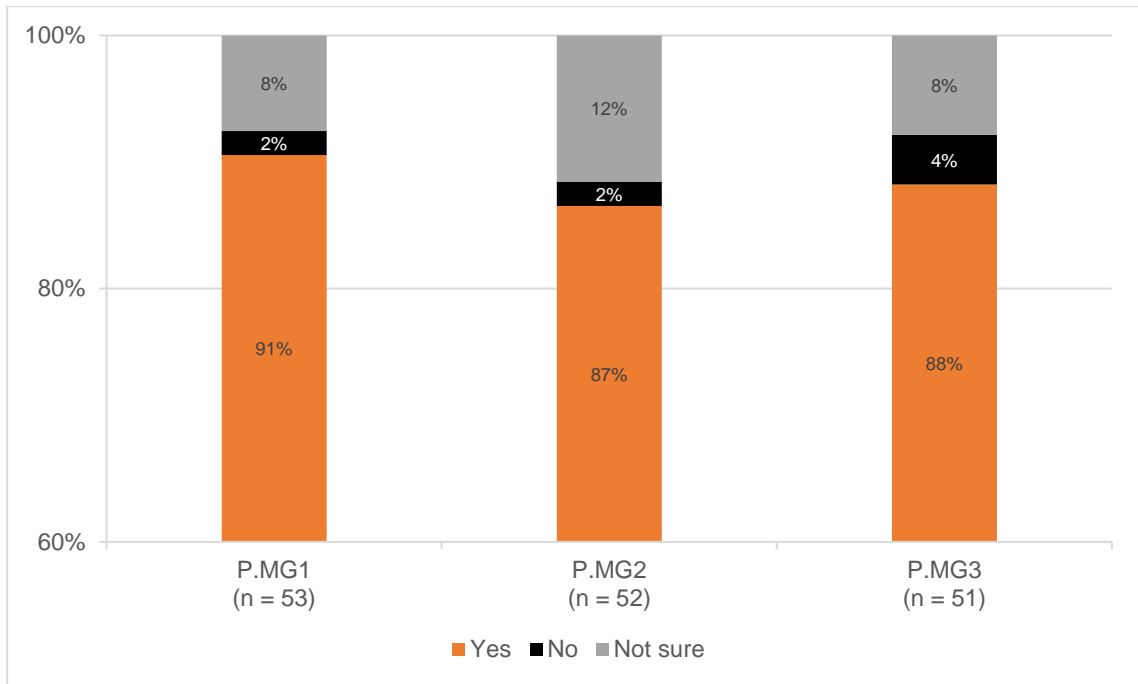
Figure 11.2 Moving goods more sustainably: Individual Policy Support

11.2.3 Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

11.3 Stakeholder Comments on RTS Policies within this Theme

Policy: Strategic freight transport

<u>General Public</u>

25 members of the General Public (10%) provided an open-ended response to Q106.

- Stakeholders generally supported the policy, with many highlighting that more freight should be shifted onto rail to reduce road traffic and related emissions. These stakeholders also stated that these new freight routes should be powered by renewable sources.

<u>Local Authorities</u>

- The local authorities expressed support for this policy, particularly reducing freight levels and traffic impacts on the local and strategic road network through steps such as modal shift, and innovation where practicable.

<u>Other Stakeholders</u>

8 Other Stakeholders (20%) provided an open-ended response to Q106.

- No real themes emerged from the comments. Various topics included the need to shift freight onto rail and / or maritime transport to reduce road kilometres within the region. Wider collaboration with other regional stakeholders was also referenced as being important.

Policy: Urban freight and last mile deliveries

General Public

21 members of the General Public (9%) provided an open-ended response to Q106.

- Several stakeholders provided alternatives to existing freight options within the region's city / town centres – these included the use of cargo / e-cargo bikes to reduce the number of large vehicles in these areas.
- Some stakeholders stated the need for improvements to the region's existing delivery infrastructure, with there being a particular need for more delivery hubs across the city.

Local Authorities

- This policy was supported by the local authorities. It was suggested that it should be linked with P.MG1 so that strategic freight transport becomes better integrated with urban and last-mile deliveries to avoid heavy commercial vehicles sharing spaces with pedestrians, cyclists and wheelers.
- It was suggested that the policy could be more specific in terms of what modal shift and sustainable options would be possible, and the assigned resources and responsibilities required to deliver the policy.

Other Stakeholders

6 Other Stakeholders (15%) provided an open-ended response to Q108.

- Several stakeholders outlined the potential of cargo bikes / e-cargo bikes as a viable, zero-carbon solution for urban freight and last mile deliveries. Shared cargo bike schemes were also referenced as a potential intervention to promote wider, easily accessible uptake.

Policy: Freight hubs and facilities

General Public

17 members of the General Public (7%) provided an open-ended response to Q108

- Many stakeholders agreed that shared hubs would be a good idea, although many indicated that their delivery should be not at the expense of disrupting existing communities and towns (e.g., installing hubs within proximity to residential areas).

Local Authorities

- One local authority noted that it would be helpful for the Delivery Plan to provide more detail on this policy (e.g., suggested locations for strategic hubs and mechanisms to achieve these).

Other Stakeholders

2 Other Stakeholders (5%) provided an open-ended response to Q110.

- No real themes emerged from the comments.

12 Policy Theme: Increasing resilience and adapting to climate change

12.1 Importance of this Policy Theme for Stakeholders

12.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 12.1, **55%** (n=158) of the stakeholders indicated that 'Increasing resilience and adapting to climate change' was a 'Very important' policy theme, whereas only **5%** (n=15) regarded this as 'Not at all important'.
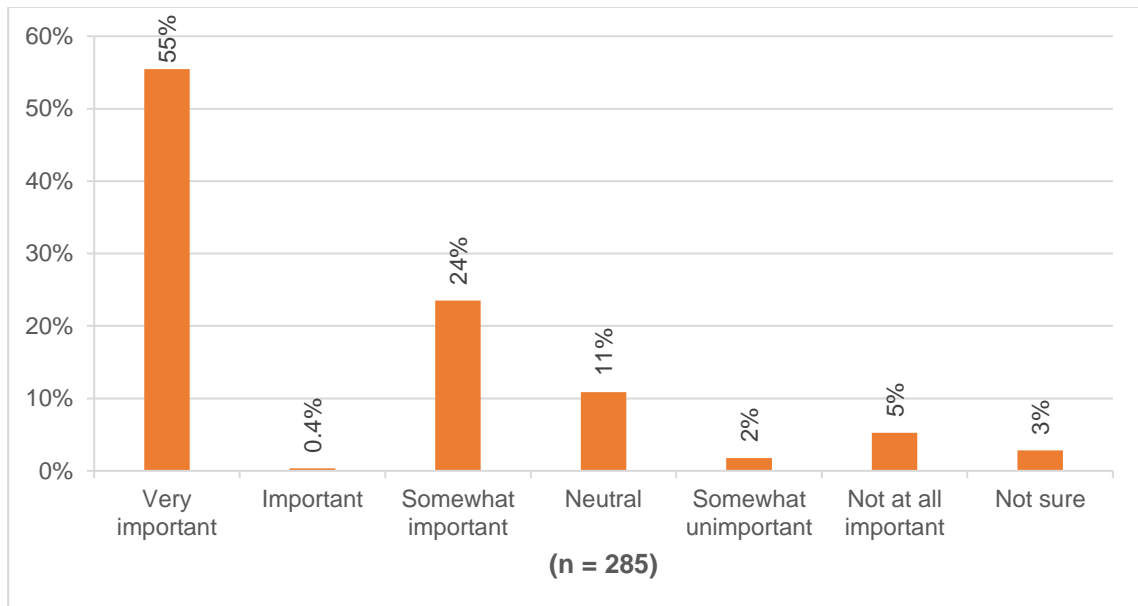
Figure 12.1 Increasing resilience and adapting to climate change: How important is this policy theme?

12.2 Levels of Support for RTS Policies within this Theme

12.2.1 The stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.RA1 Climate change adaptation
- Policy P.RA2 Resilience
- Policy P.RA3 Flood risk management and mitigation

12.2.2 As shown in Figure 12.2, all of the individual policies within 'Increasing resilience and adapting to climate change' received a high level of positive support, with between **90%** and **97%** of the stakeholders indicating that they supported these policies.

Figure 12.2 Moving goods more sustainably: Individual Policy Support

12.2.3   Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

12.3   Stakeholder Comments on RTS Policies within this Theme

Policy: Climate Change Adaptation

General Public

19 members of the General Public (8%) provided an open-ended response to Q114.

- Most comments related to the delivery of these adaptation measures. A wide range of topics were covered including: the immediacy of delivery and the funding mechanism of these measures.

Local Authorities

- There was general support for this policy. It was noted that Councils will require sustained resources to address the challenges of maintaining the existing transport network as it is impacted by climate change, such as an increased flooding risk and greater extremes of temperatures affecting both summer and winter maintenance regimes.

Other Stakeholders

10 Other Stakeholders (25%) provided an open-ended response to Q114.

- No real themes emerged from the comments. Various topics included the need for further integration and collaboration between stakeholders, ensuring that current transport networks are properly maintained and guaranteeing that there is a just transition in overall approaches.

Policy: Resilience

General Public

16 members of the General Public (7%) provided an open-ended response to Q116.

- As with P.RA1, most of the responses were concerned with the delivery of this policy. Most comments related to the technical delivery of these interventions and their impact upon the wider reliability of the transport network.

<u>Local Authorities</u>

- The Councils noted their support for this policy but would welcome more detail about specific actions as to how this would be achieved.
- It was also noted that further investment is required to allow Councils to maintain their existing transport infrastructure assets to a safe and acceptable standard and reduce the risk of road and bridge closures.

<u>Other Stakeholders</u>

8 Other Stakeholders (20%) provided an open-ended response to Q114.

- Although generally supportive, several stakeholders questioned how these interventions would be delivered and / or measured.
- Other stakeholders also outlined how equity / Just Transition should be a consistent theme throughout any potential interventions related to this policy.

Policy: Flood risk management and mitigation

<u>General Public</u>

12 members of the General Public (5%) provided an open-ended response to Q118.

- As above, most comments related to the delivery of these measures, with stakeholders outlining how measures need to be integrated with wider governance and planning practices. Some responses also questioned what this policy actually meant / aimed to achieve.

<u>Local Authorities</u>

- There was general support for this policy among the local authorities.

<u>Other Stakeholders</u>

9 Other Stakeholders (23%) provided an open-ended response to Q118.

- The majority of stakeholders were supportive of this policy, with many outlining that there needs to be greater urgency / co-ordination between stakeholders within its delivery.

13 Policy Theme: Protecting and enhancing natural and built environments

13.1 Importance of this Policy Theme for Stakeholders

13.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 13.1, over half of the stakeholders (**52%**, n=148) regarded 'Protecting and enhancing natural and built environments' as a 'Very important' policy theme, whereas only **2%** (n=5) regarded this as 'Not at all important'.
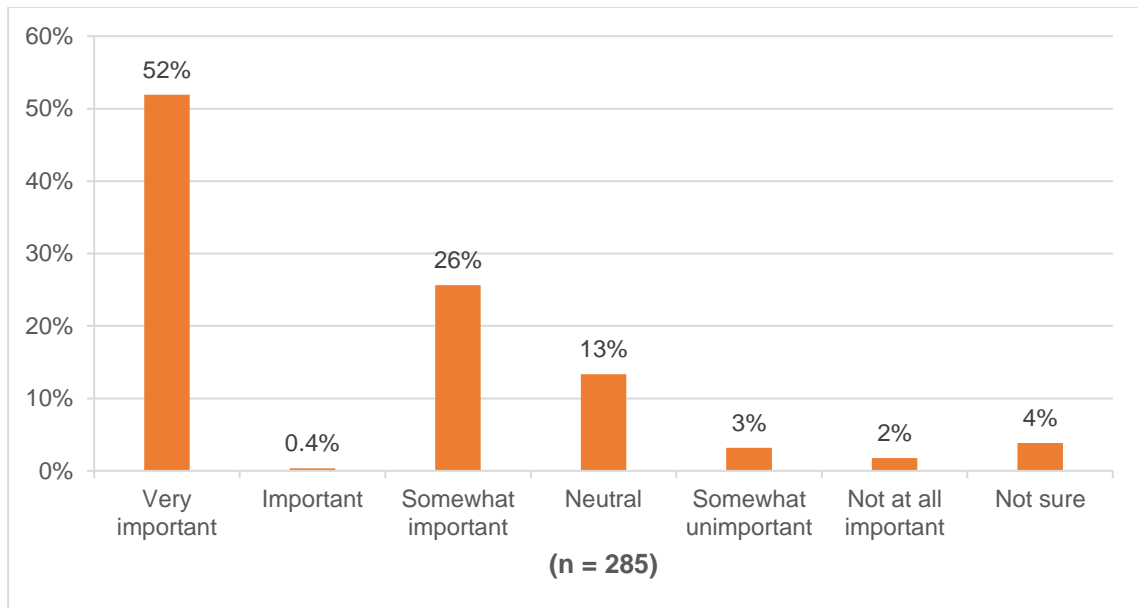
Figure 13.1 Protecting and enhancing natural and built environments: How important is this policy theme?

13.2 Level of Support for RTS Policies within this Theme

13.2.1 Stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.EV1 Biodiversity and green infrastructure
- Policy P.EV2 Green networks
- Policy P.EV3 Built environment and high-quality places

13.2.2 As shown in Figure 13.2, the majority of stakeholders supported the policies within 'Protecting and enhancing natural and built environments'. P.EV1 was the most supported with **95%** (n=62) of stakeholders indicating 'Yes', followed by P.EV2 (**91%**, n=58) and P.EV3 (**88%**, n=56).
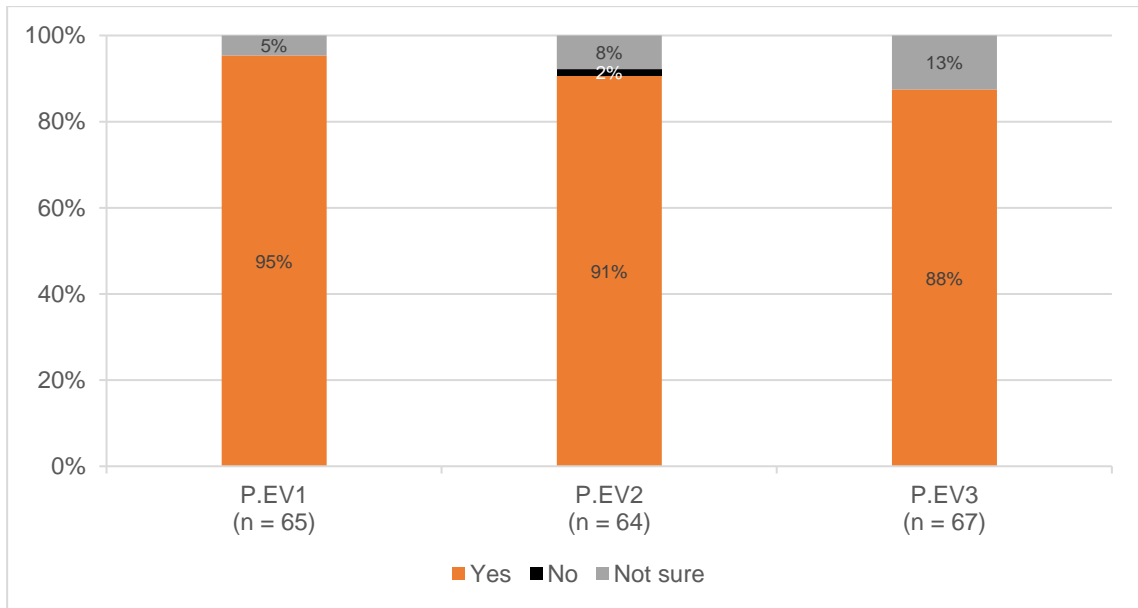
Figure 13.2 Protecting and enhancing natural and built environments: Individual Policy Support
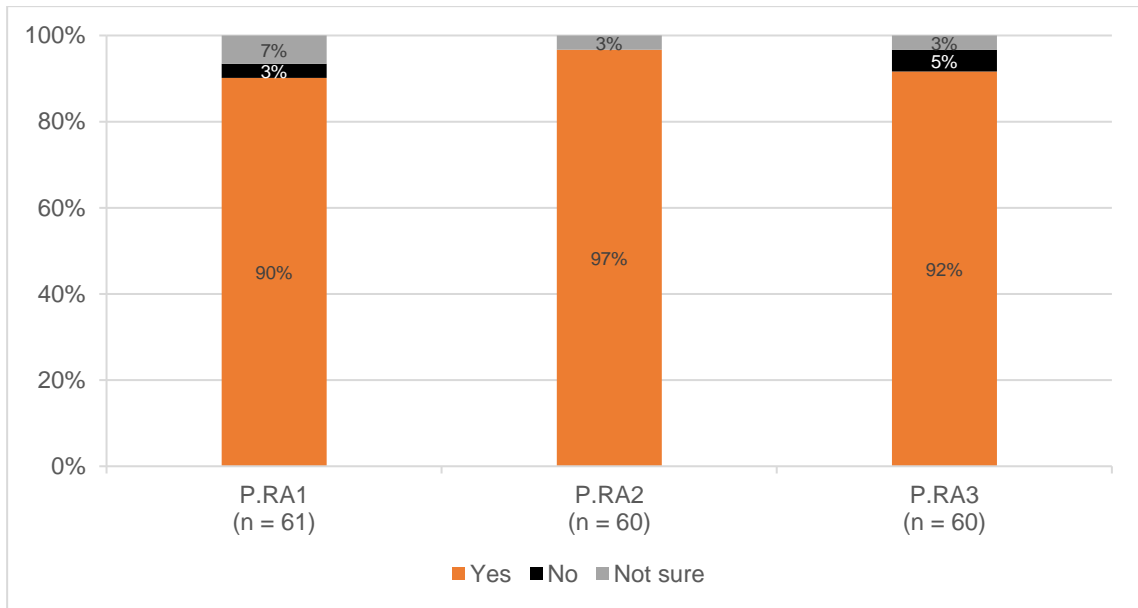
13.2.3 Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

13.3 Stakeholder Comments on RTS Policies within this Theme

Policy: Biodiversity and green infrastructure

General Public

21 members of the General Public (9%) provided an open-ended response to Q122.

- Many stakeholders argued that there needs to be a 'tradeoff' between the delivery of new sustainable transport infrastructure schemes (e.g., rail links, bus infrastructure and active travel networks) and their impact upon the more local aspects of the environment such as biodiversity and greenspace. Specifically, many argued that building these new sustainable transport interventions was vital for delivering wider climatic benefits, and so accept some conflicts may have to occur.

Local Authorities

- The local authorities indicated that they supported this policy, with many noting that it aligns with their own strategies and is an area that they seek to incorporate into projects.

- However, it was noted that the implementation of green infrastructure from principle into practice is a key challenge, particularly if there is a perception that it may be more time consuming and/or costly to do so.

Other Stakeholders

6 Other Stakeholders (15%) provided an open-ended response to Q122.

- Several stakeholders outlined how the RTS should how this policy should be applied across a variety of scales – i.e., incorporated in both local interventions (e.g., leaving the grass on a roadside verge uncut) and large-scale projects (e.g., Clyde Metro).

Policy: Green networks

General Public

13 members of the General Public (5%) provided an open-ended response to Q124.

- Some stakeholders outlined that they were unclear as to what a green network was, with many asking for clarity around what it would actually deliver.
- Most other stakeholders stated positive support for the policy.

Local Authorities

- There was support for this policy across the local authorities. Again, issues regarding implementing green infrastructure were raised and it was highlighted that to achieve this, capital funding for delivery and revenue funding would be required to maintain green infrastructure.

Other Stakeholders

9 Other Stakeholders (23%) provided an open-ended response to Q124.

- Several stakeholders outlined that Green Networks should be applied within a range of contexts, and not just limited to environments which are best suited to their implementation (e.g., disused railways, regional parks, etc.).

Policy: Built environment and high-quality places

General Public

15 members of the General Public (6%) provided an open-ended response to Q126.

- No common themes emerged from comments, although they were generally supportive of the policy.

Local Authorities

- There was support among the local authorities for this policy, with particular support for a focus upon place-making through a design led approach linking the six qualities of successful places.

Other Stakeholders

9 Other Stakeholders (23%) provided an open-ended response to Q126.

- Several stakeholders outlined the potential application of the Place Standard Tool to help better understand the nature of communities, subsequently enabling stakeholders to shape communities in ways that improve wellbeing and promote active travel.

14 Policy Theme: Connecting places

14.1 Importance of this Policy Theme for Stakeholders

14.1.1 Stakeholders were asked to indicate how important this policy theme was to them. As shown in Figure 14.1, the majority of stakeholders considered 'Connecting Places' as an important policy theme, with **66%** (n=187) indicating 'Very important' and **22%** (n=63) indicating 'Somewhat important'. Only **1%** (n=3) considered this policy theme as 'Not at all important'.
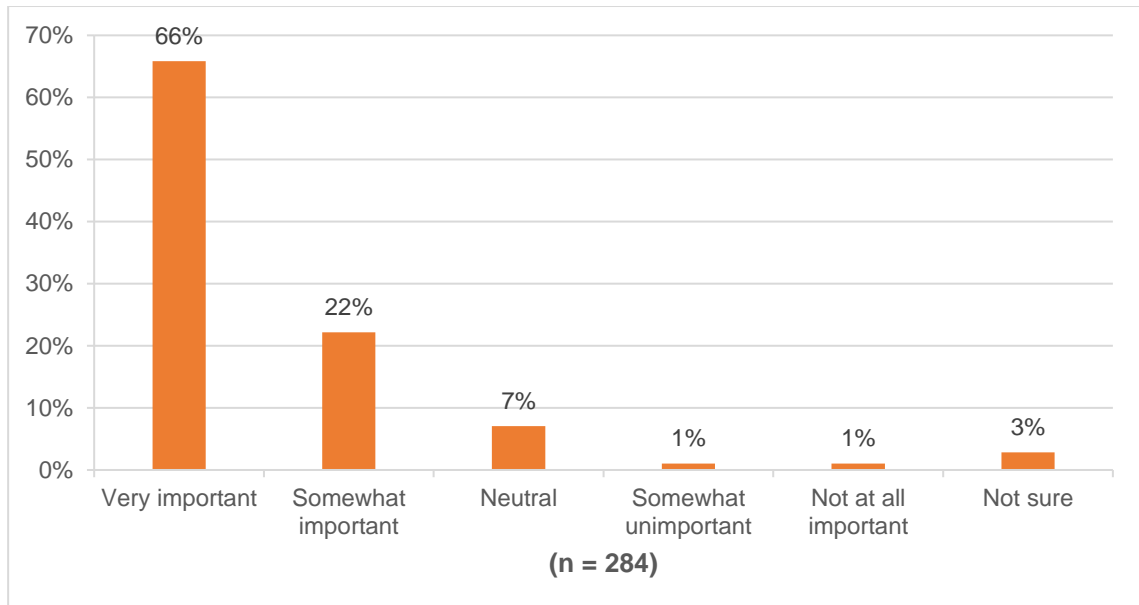
Figure 14.1 Connecting places: How important is this policy theme?

14.2 Level of Support for RTS Policies within this Theme

14.2.1 Stakeholders were given the option to indicate their support for the following individual policies included within this policy theme:

- Policy P.CP1 International connectivity
- Policy P.CP2 Inter-regional connectivity
- Policy P.CP3 Intra-regional Connectivity
- Policy P.CP4 Town Centre connectivity and 20-minute neighbourhoods
- Policy P.CP5 Island, Rural and Remote Area Connectivity
- Policy P.CP6 Regional Hospitals and Tertiary Education
- Policy P.CP7 Housing Development

14.2.2 As shown in Figure 14.2, the majority of stakeholders were supportive of all the policies within 'Connecting Places'. P.CP6 received the highest support with **93%** (n=81) of the responses indicating 'Yes'. Although in the minority, P.CP1 received the least support with **7%** (n=6) of the stakeholders indicating 'No'.
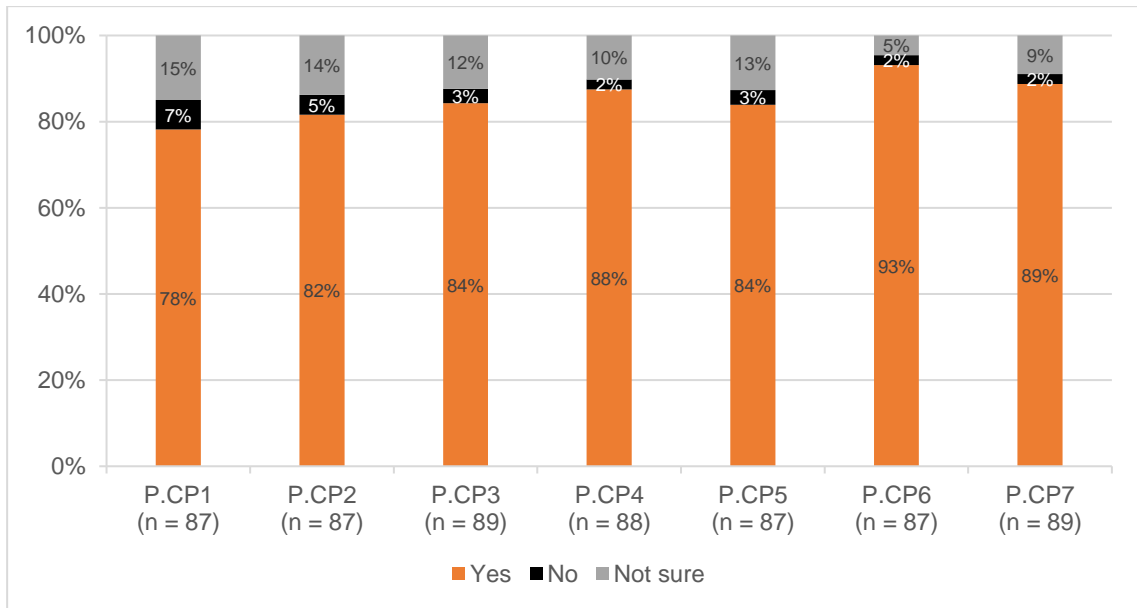
Figure 14.2 Connecting places : Individual Policy Support

14.2.3 Thereafter, stakeholders were invited to comment on each of the individual policies contained within this policy theme. A high-level summary of the qualitative analysis for each individual policy is included below.

14.3 Stakeholder Comments on RTS Policies within this Theme

Policy: International connectivity

General Public

28 members of the General Public (11%) provided an open-ended response to Q130.

- Most stakeholders commented on the need for certain location-specific interventions which – in their mind – would help support the policy. These included:
  o New rail connection(s) to Glasgow Airport
  o Road links to Cairnryan from both Ayr and Gretna
  o Interventions on the A77 and A75

Local Authorities

- Glasgow City Council noted that they view SPT and Transport Scotland as being key organisations for promoting enhancements to international connectivity for Glasgow to support the city and region's vibrant economy.

Other Stakeholders

9 Other Stakeholders (23%) provided an open-ended response to Q130.

- Several stakeholders stated that this policy should not include any provisions for additional road building and / or expanding aviation connections – citing that these proposals are contrary to many of the ambitions contained within the RTS. Although, it should be noted that the RTS does not support road building, so these comments are not necessarily relevant.

Policy: Inter-regional connectivity

General Public

23 members of the General Public (9%) provided an open-ended response to Q132.

- Stakeholders indicated improvements to rail and bus services as vital to upgrading inter-regional connectivity between certain parts of the SPT area although this is largely out with the scope of this policy. This included aspects such as improving rail capacity and / or provision, reducing the town and city 'hub and spoke' aspect of gaining connections to onward transport links, and further incorporation of ferry services into the region's transport network.

- Other members of the public made more general comments about connectivity within the region although these are potentially more applicable to policy P.CP2. These mostly included comments about long journey times and / or requirements to go to regional hubs to gain access to transport links.

Local Authorities

- This policy was supported by the local authorities. Similar to P.CP1, some of the authorities raised specific concerns regarding their areas.

Other Stakeholders

10 Other Stakeholders (25%) provided an open-ended response to Q132.

- No real themes emerged from the comments. Various topics were raised including promoting cross-boundary access and ensuring that no additional road links were constructed (citing the environmental impact of these interventions).

Policy: Intra-regional Connectivity

General Public

16 members of the General Public (7%) provided an open-ended response to Q134.

- Most stakeholders commented on the need for certain location-specific interventions which – in their mind – would help support the policy. These included interventions such as:
  - Improving connections (ferry, bridge, or tunnel) across the Clyde to enhance links between towns such as Helensburgh, Cowal, Greenock and Wemyss Bay.
  - Improving infrastructure within South Lanarkshire.
  - Enhancing the A82.

Local Authorities

- In general, this policy was supported by the local authorities. In particular, there was support for targeted improvements to be included within the policy wording to enhance regional connectivity including the development of regional strategic sustainable transport corridors.

Other Stakeholders

14 Other Stakeholders (35%) provided an open-ended response to Q134.

- Several stakeholders outlined the need for strategic thought when developing new active travel and public transport connections / improvements; outlining how interventions should only be placed where there is strategic need / demand for them – e.g., creating links

between the region's Strategic Centres and Strategic Economic Investment Locations (as outlined in the Strategic Development Plan).

Policy: Town Centre connectivity and 20-minute neighbourhoods

General Public

25 members of the General Public (10%) provided an open-ended response to Q136.

- Some stakeholders outlined that there is a lack of detailed policy on how 20-minute neighbourhoods will be delivered. Furthermore, some commented on how these interventions are beyond the current remit of SPT's powers.

- Other stakeholders mentioned cost as a factor which may hamper delivery, with some stating that money could be better spent on other initiatives such as improving public transport in rural areas.

Local Authorities

- Whilst the principles of this policy were supported with respect to improving connectivity through enhancements to public transport and active travel, there were concerns from some Councils regarding the appropriateness of 20-minute neighbourhoods in rural areas and lack of acknowledgement that it will not be a 'one size fits all' solution.

Other Stakeholders

11 Other Stakeholders (28%) provided an open-ended response to Q136.

- Several stakeholders questioned how 20-minute neighbourhoods could be applied within a rural context, with many outlining how they should only occur in regions with adequate public transport provision.

- Other stakeholders stated that 20-minute neighbourhoods would be an effective way of expanding the region's active travel network and incorporating walking, wheeling and cycling into public transport provision.

Policy: Island, Rural and Remote Area Connectivity

General Public

20 members of the General Public (8%) provided an open-ended response to Q138.

- Stakeholders highlighted rural isolation to be a major problem, with current transport links preventing everyday access to employment and wider service destinations.

Local Authorities

- There was general support for this policy among the local authorities. It was noted by the impacted authorities that many of their rural communities currently suffer from a lack of affordable, reliable and convenient transport options to go about everyday life and therefore, this is a policy that they fully support.

Other Stakeholders

9 Other Stakeholders (23%) provided an open-ended response to Q138.

- No real themes emerged from the comments. Minor references to promoting sustainable forms of transport within these communities.

Policy: Regional Hospitals and Tertiary Education

General Public

23 members of the General Public (9%) provided an open-ended response to Q140.

- Some stakeholders outlined how there needs to be a shift in the delivery of major service sites, with there being a greater focus on smaller, more local education and healthcare destinations which are not located on peripheral greenfield sites. These in turn would support the more regional centres which provide more specialised healthcare.

- Stakeholders also stated that creating direct, reliable public transport links and high-quality active travel connections to healthcare facilities is vital. Furthermore, some argued that in order to improve connectivity to these destinations, healthcare and education facilities should be seen as 'hubs' rather than destinations.

Local Authorities

- Several of the Councils noted that many of their rural communities currently suffer from a lack of affordable, reliable and convenient transport options to access key services and therefore, this is a policy that they fully support.

Other Stakeholders

10 Other Stakeholders (25%) provided an open-ended response to Q140.

- Several stakeholders outlined that improving public transport connectivity to the region's major healthcare destinations should be a priority when implementing this policy.

Policy: Housing Development

General Public

23 members of the General Public (9%) provided an open-ended response to Q142.

- Stakeholders outlined that there should be better integration between housing developments and infrastructure provision, with many advocating for some version of an 'infrastructure first' approach whereby either SPT and / or other stakeholders ensure that some form of public transport provision – whether that be implementing a new bus service or creating / re-opening a train station – is put in place before developments are complete.

Local Authorities

- Some of the Councils felt that this policy requires further clarification regarding how it will be delivered. It was noted that the provision of functional, serviceable, safe and maintainable infrastructure to support existing and future development is a key element in delivering successful sustainable communities and, as such, it will be critical for the development industry to work with local authorities and partners, such as SPT, in delivering an infrastructure first approach.

Other Stakeholders

10 Other Stakeholders (25%) provided an open-ended response to Q142.

- Several stakeholders argued the importance of ensuring that housing developments were located in areas with sufficient active travel and public transport connections. They were equally concerned with ensuring that if this was not possible, that new infrastructure (and relative service provision) was subsequently implemented.

15   Summary of policy theme importance and policy support

15.1   Summary of policy theme importance

15.1.1   **Error! Reference source not found.** illustrates the importance of each policy theme for the consultees. As shown, the consultees generally noted that a
ll of the policy themes were important to them. The *Enhancing quality and integration of public transport* policy theme had the largest number of
stakeholders stating that this policy was important or very important and the *Moving goods more sustainably* policy theme had the lowest number of
stakeholders stating that this theme was important or very important to them or their organisation.. The ranking of policy themes is shown in Table 15.1.
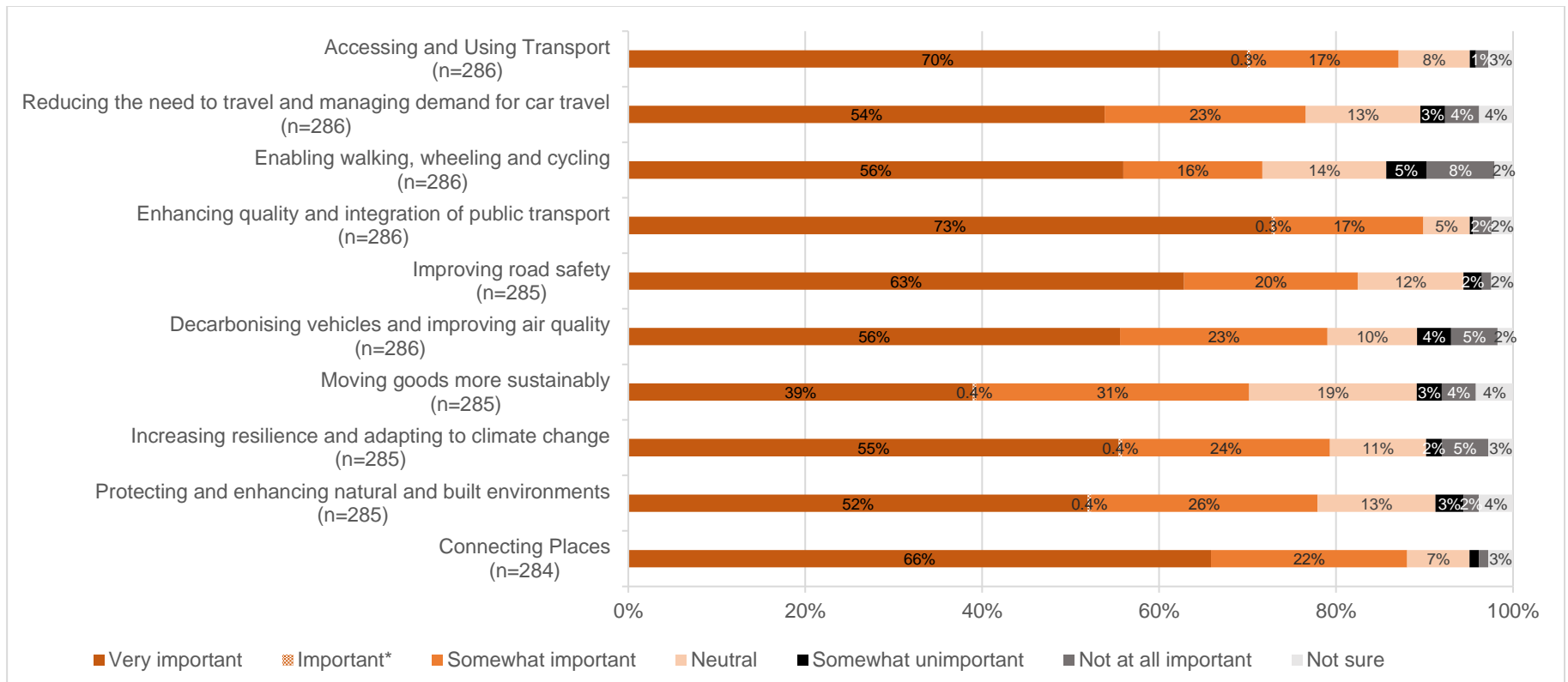
Figure 15.1 Policy Theme Importance

Table 15.1 Stakeholders that Stated a Theme was Somewhat Important, Important or Very Important

Rank	Policy Theme	% of Stakeholders that stated theme was Somewhat Important, Important or Very Important
1	Enhancing quality and integration of public transport	90%
2	Connecting Places	88%
3	Accessing and Using Transport	87%
4	Improving road safety	82%
5	Increasing resilience and adapting to climate change	79%
6	Decarbonising vehicles and improving air quality	79%
7	Protecting and enhancing natural and built environments	78%
8	Reducing the need to travel and managing demand for car travel	77%
9	Enabling walking, wheeling and cycling	72%
10	Moving goods more sustainably	70%

15.1.2 Figure 15.2 shows the support for each of the individual policies contained within the draft RTS. It shows how policies *P.RA2 Resilience* (97%)*, P.EV1 Biodiversity and green infrastructure* (95%)*,* and *P.RS1 Road Safety and Vulnerable Road Users* (94%) received the highest levels of support.

15.1.3 Conversely, policies *P.R8 Shared transport and shared journeys* (62%)*, P.R6 Car demand management – pricing* (53%)*, and P.AT5 Integration of micromobility and walking, wheeling, and cycling* (48%) received lower levels of support.
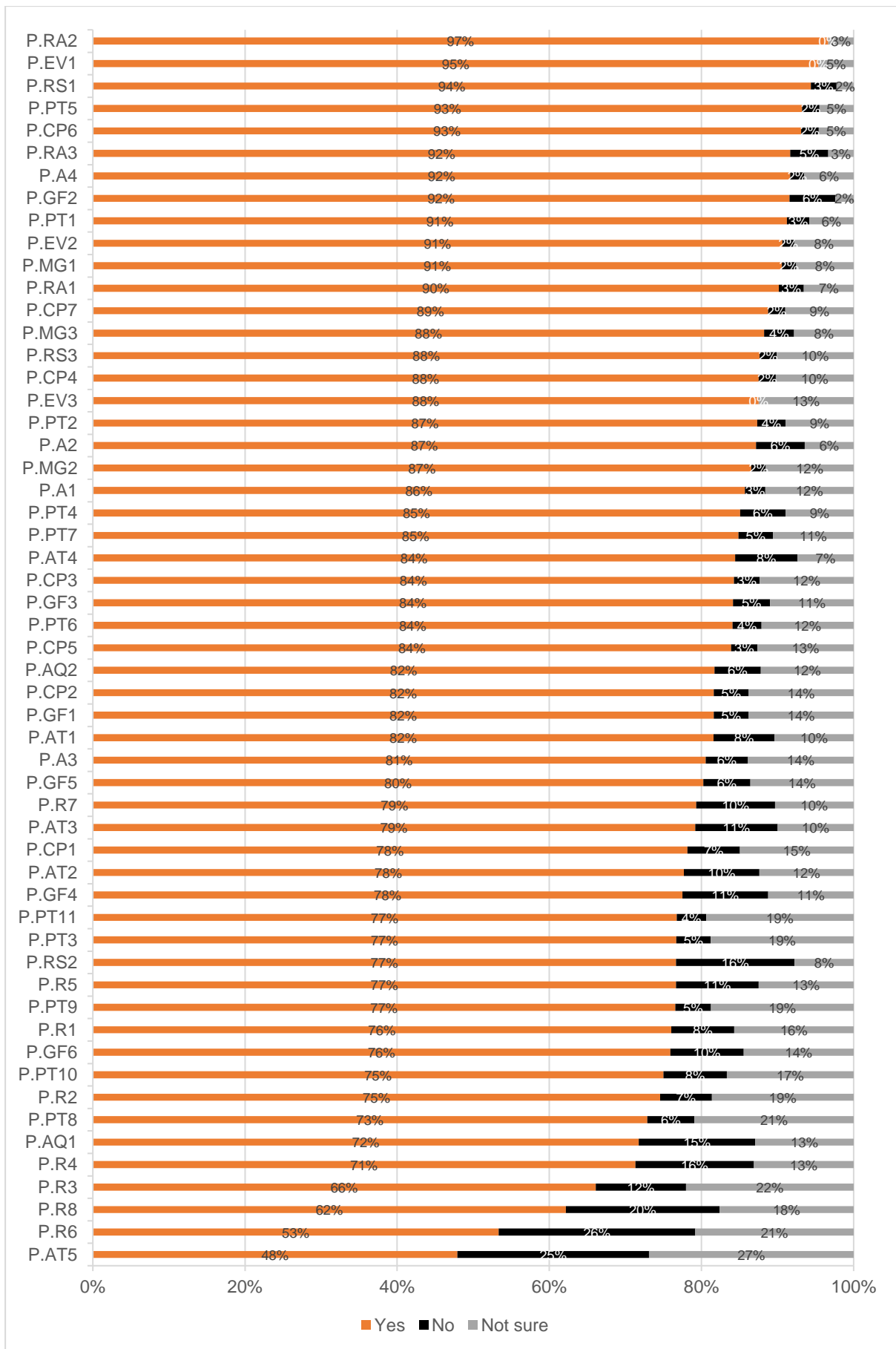
Figure 15.2 Ranking of individual policy support

16 Governance

16.1.1 Transport governance relates to issues such as what roles and responsibilities an organisation may have, how it makes decisions, how it is funded, and how it is held accountable. The results from the earlier RTS Case for Change consultation highlighted that a majority of stakeholders believed a change in transport governance in the west of Scotland was needed in order to deliver the vision, objectives and targets of the RTS.

16.1.2 In the draft RTS consultation, stakeholders were invited to share their views on transport governance in the west of Scotland and also state whether the right framework is in place to deliver the vision and objectives of the draft RTS. The qualitative responses regarding governance are summarised below.

General Public

131 members of the General Public (54%) provided an open-ended response to Q143.

- The majority of stakeholders argued that SPT and / or other public bodies should be running the region's bus network(s) on a not-for-profit basis. In their mind, this would reduce the number of stakeholders involved in running these services, thus promoting better, more integrated bus services within the region. Stakeholders referenced Transport for Edinburgh and Transport for London as arrangements which SPT should aim to replicate.

- Several stakeholders stated that SPT should possess greater powers to enable them to deliver a wider range of interventions (e.g., establishing social enterprises to deliver new innovations) and improve integration between bus, rail, Subway and ferry services within the region.

- Conversely, other stakeholders stated that SPT should better utilise its existing set of powers, arguing that it should aspire to improve existing arrangements by fostering better collaboration between the region's various local authorities and current service providers.

125 members of the General Public (51%) provided an open-ended response to Q144.

- Stakeholders stated that SPT should utilise powers assigned to them by the Transport (Scotland) Act 2019 to run publicly owned bus services. This would increase accountability and help ensure that more integrated, robust bus services operated within the region.

- Many stakeholders argued for a greater level of community involvement within decision making processes, with many advocating for more people to be engaged and incorporated within the development of local interventions.

Local Authorities

- Generally, the local authorities felt that the current governance framework lacks the degree of control over public transport necessary to effect real change in the area.

- Several of the authorities noted that the provision of bus services is unsatisfactory in many areas, particularly in rural areas, and that the new provisions included within the Transport (Scotland) Act 2019 should be explored.

- One local authority felt that the road network plays a more strategic role than local authorities have the capability to manage. It was suggested by them that the role of the roads authority should begiven to a regional body, funded and managed on a similar model to the trunk road network.

- It was noted by one Council that there are a number of areas where at present the expectation is on local authorities to implement measures without an overarching regional or national plan being in place. This risks that the eventual national or regional network will lack integration and present a barrier to fully achieving a number of the policy aims. An example of this is on-street EV charging infrastructure.

- It was noted that the roles and responsibilities of each organisation involved in delivering the RTS must be clearly defined, including any legislative powers. This would remove ambiguity from individual policies, particularly around the use of terms like 'facilitate' and 'support'.

Other Stakeholders

22 Other Stakeholders (55%) provided an open-ended response to Q143.

- Over a quarter of stakeholders outlined that SPT should make better use of its existing powers to enhance co-ordination and integration throughout the region. Specifically, this included endeavours to co-ordinate the various interventions of local authorities, transport providers and other relevant stakeholders in a way which would help achieve the RTS.

17 Other Stakeholders (43%) provided an open-ended response to Q144.

- Just under half of stakeholders outlined that there needed to be substantial changes to both the operation and funding of the region's bus network, with many highlighting public ownership as being a possible solution which could improve integration, pricing and service quality of the region's bus provision.

17 Resources & Funding

17.1.1 Resources & Funding relates to the capital funding and revenue funding of current / future interventions and services. Dialogue undertaken in developing the draft RTS highlighted concerns from many people and stakeholders that the current funding position for transport was unsustainable and needed change.

17.1.2 In the draft RTS consultation, stakeholders were invited to share their views on resources and funding for transport in the west of Scotland. They were also asked to provide their views on how individuals and organisations pay for transport in the future – e.g., the level of fares on public transport and road pricing / congestion charging. The qualitative responses regarding Resources & Funding are summarised below.

<u>General Public</u>

101 members of the General Public (41%) provided an open-ended response to Q145

- Just under a fifth of stakeholders outlined how they viewed the current private ownership model of the region's bus network to be unsustainable, with many arguing that profit driven models are an ineffective way of funding a sustainable, well-connected public transport system.

- Many stakeholders commented on the current funding methods and / or available funding levels within the SPT region. These comments had three main schools of thought:

  o Many viewed current budget levels to be too low, arguing that more funding would be required to deliver the interventions referenced within the RTS.

  o Others stated that finances should be allocated to ensure existing service provision is maintained, citing the current economic climate as the main reason why funding may be reduced. Others highlighted that consideration should be given to how best to prioritise limited resources between competing demands – e.g., reducing timetables may be better than completely removing services all together.

  o Finally, others felt that, currently, funding was being spent on projects where the outcomes were unclear and appeared to lack accountability and oversight.

148 members of the General Public (61%) provided an open-ended response to Q146.

- Over a quarter of stakeholders felt that transport fares are currently too expensive, with many arguing for a reduction in fare prices to thus encourage wider public transport usage and to deter car use. In their mind this would then increase public transport income stream(s) which would subsequently enable better, more robust funding of these services. Some stated public ownership of bus services as a mechanism to deliver this.

- Just under a tenth also argued for 'fairer' fares which reflected distance travelled as opposed to specific location to location prices, with standard 'all day' prices being referenced. This was also reflected by the 'Fair Fares Now!" petition signed by 4,844 people which was submitted on behalf of the Get Glasgow Moving Group. This requested SPT to cut bus fares by using the powers of the Transport (Scotland|) Act 2019 to re-regulate bus services.

- Stakeholders also advocated for more integrated ticketing mechanisms. In their opinion, these tickets would help reduce the cost of fares.

- Of those who referred to road pricing and / or congestion charging, twice as many were in favour as were against increasing the cost burden on private drivers. An overview of those in favour and opposed to these schemes is outlined below:

  o Supportive: Many of those in favour felt that car drivers currently didn't pay enough for their vehicle use, with many feeling that the extra revenue generated from congestion charging, road pricing, fuel levies and motorway tolls could be used to improve public transport provision and reduce overall fare costs. In their opinion, this would then help

shift people onto more sustainable modes of public transport and create a positive feedback loop.

- o Against: Those against additional pricing indicated that car drivers already paid enough to use their vehicles, with many feeling that any additional costs would disproportionately punish those who lived in rural regions or areas with poor public transport connections.

<u>Local Authorities</u>

- Generally, it was accepted that a significant increase in funding and resources will be required to deliver the RTS. It was suggested that a significant positive step would be to introduce multi-year, long-term funding models, not only to deliver infrastructure but also behaviour change programmes.

- Two Councils noted that the funding arrangements concentrate too much on capital projects and the creation of assets. In comparison, revenue funding is consigned to block grants and not ring fenced enough, so is lost among other competing calls for funding across all the other services of the local authority.

- It was highlighted by nearly all of the Councils that resourcing continues to be a huge challenge for the region with issues such as a shortage of bus drivers. It was indicated that solutions will need to be found to increase patronage and resourcing in order to ensure delivery of the RTS vision.

- Some of the local authorities believe that road pricing and congestion charging should also be explored as an option to help achieve the modal shift and reductions in car km. However, other Councils noted that road pricing/congestion charging is not a viable option for Scottish urban settlements except for the largest conurbations and on toll motorways.

- There was some support for introducing workplace parking licensing as a means to lessen the demand for private single occupant car commuting and it was suggested that a regional or national approach to the workplace parking licensing, limiting the potential for economic damage caused by differences between local authorities charges, should be explored.

<u>Other Stakeholders</u>

22 Other Stakeholders (55%) provided an open-ended response to Q145.

- Over a quarter of consultees outlined that there is currently not enough funding for the investments and interventions which were referenced within the RTS, with many highlighting that there needs to be increased levels of funding within the system. Furthermore, many outlined that alternative ways of funding needed to explored / implemented (e.g., road pricing, increased government input, etc.).

- Just under a fifth of stakeholders indicated that public ownership was the only viable option for ensuring there would be adequate funding for the required investments and interventions which were referenced within the RTS, with many citing how private ownership results in funds being extracted from the system.

20 Other Stakeholders (50%) provided an open-ended response to Q146.

- Various stakeholders outlined how new ways of taxation and charging should be explored over the RTS's lifespan, with Workplace Parking Licensing, Road Pricing , Congestion Charing and granting SPT further taxation powers all being mentioned.

18 Monitoring and Evaluation Framework

18.1.1 Stakeholders were given the opportunity to suggest any additional monitoring indicators which could supplement the monitoring and evaluation framework outlined within the draft RTS. The qualitative responses regarding these additional monitoring indicators are summarised below.

<u>General Public</u>

21 members of the General Public (9%) provided an open-ended response to Q148

- Several stakeholders stated that more public transport data – such as bus reliability, bus frequency, average bus journey times, etc. – should be more frequently utilised within current monitoring and evaluation approaches. One stakeholder outlined how service providers should make this data more freely available.

- Other stakeholders outlined that SPT should develop more bespoke indicators. These included percentage of those working from home within the region, relative poverty indicators which do not incorporate median calculations, and relative percentage of road space which is allocated for cycle infrastructure.

- Some stakeholders also argued that regular consultation should be an important mechanism for ascertaining the outcomes of the RTS.

30 members of the General Public (12%) provided an open-ended response to Q149

- Several stakeholders passed comment on how the outcomes of the Monitoring and Evaluation Framework should be used, with many outlining how it should be used to exemplify the benefits of the RTS. Others outlined how it shouldn't be utilised as an instrument of blame by the media and other relevant parties.

<u>Local Authorities</u>

- The majority of the Councils were satisfied with the Monitoring and Evaluation Framework presented in the RTS and believed it was comprehensive.

- Glasgow City Council and North Lanarkshire Council specifically noted that they would welcome working with SPT, and surrounding authorities, on monitoring and evaluation. They noted the importance of a consistent approach and developing common data sources and methodologies. It was suggested that an annual progress report should be used to monitor success.

<u>Other Stakeholders</u>

10 Other Stakeholders (25%) provided an open-ended response to Q148.

- Stakeholders referenced various additional data sources which could be used to monitor and evaluate the RTS. These included: shared transport surveys, walking as part of multi-modal trips, motivations for undertaking trips and bus usage. Questions over how natural environment protection would be monitored were also raised.

8 Other Stakeholders (20%) provided an open-ended response to Q149.

- No real themes emerged from the comments. Various topics included specific questions on methodologies for road emissions measurement, car ownership (i.e., is increasing car ownership a positive or negative trend) and socio-economic change.

19 Impact Assessments

19.1.1 Stakeholders were given the opportunity to make comments on any of the Equalities or Strategic Environmental Assessment documents which were aligned with the draft RTS. The qualitative responses regarding these impact assessments are summarised below.

19.1.2 It should be noted that these questions had a low response rate. Consequently, instead of themes, all substantive points for each question have been presented.

General Public

6 members of the General Public (2%) provided an open-ended response to Q150 (Equalities Impact Assessment).

- No common themes emerged from comments, although stakeholders were generally supportive of undertaking an Equalities Impact Statement. Specific issues included:
  - That the rights of elderly citizens who do not live in deprived areas be considered (especially those who can no longer drive and / or are unable to use public transport).
  - All transport be accessible to low-income groups.
  - Decisions be nature and wildlife friendly through each phase of the decision-making process.

5 members of the General Public (2%) provided an open-ended response to Q151 (Public Sector Duty).

- No common themes emerged from comments. Additionally, no pertinent points were raised.

10 members of the General Public (4%) provided an open-ended response to Q152 (Islands Communities Duty).

- Several stakeholders stated the need for there to be better connectivity to / from the SPT region's islands, with some citing the costs of air links to be particularly expensive. Specific issues included:
  - Stating that ferries links were crucial.
  - Outlining that ferries needed to be more reliable / improved.
  - Arguing that airfare costs (even for residents) are too expensive.
  - Stating that islands will continue to depopulate if services and their overall treatment did not improve.

6 members of the General Public (2%) provided an open-ended response to Q153 (Fairer Scotland Duty).

- No common themes emerged from comments. Specific issues included:
  - Believing that 'lip service' is paid to Fairer Scotland Duty – with the National Entitlement Card being cited as an example.
  - Lack of reference to this consideration within the RTS.

9 members of the General Public (4%) provided an open-ended response to Q154 (Wellbeing Duty)

- Most comments referred to the need for children and young people to have the right to safe, connected public transport and active travel links which enable them to access service and education destinations. Specific issues included:

- Young people deserving equality of access to opportunities, regardless of location (e.g., remote rural).
- Nursery pupils having the same level of access to transport as school children do to primary and secondary education destinations.
- More equitable fares for children.
- Pupils having access to school transport.

4 members of the General Public (2%) provided an open-ended response to Q155 (Strategic Environmental Assessment).

- No common themes emerged from comments.

Local Authorities

- Regarding the Impact Assessments, only Glasgow City Council chose to leave a quantitative comment. They noted that the Equalities Report seemed to be comprehensive and proactively informed the development of the RTS and that both the Public Sector Equality Duty Report and Child Right and Wellbeing Duty Report were comprehensive.

Other Stakeholders

4 Other Stakeholders (10%) provided an open-ended response to Q150 (Equalities Impact Assessment).

- No common themes emerged from comments. Specifically raised issues included:
  - Equalities duty compliance being monitored by direct work with people with protected characteristics and bodies that represent them.
  - That it should be set out that there is a correlation between staffing levels and the safety of passengers, and their impact upon people feeling safe whilst travelling on public transport.
  - Commitments to lobby / ensure that all train stations are fully accessible.
  - Looking at how to encourage safe active travel for women, young women, and girls.
  - Ensuring that public transport is available for everybody, especially for those who have extra requirements.

0 Other Stakeholders (0%) provided an open-ended response to Q151 (Public Sector Duty).

- No common themes emerged from comments.

1 Other Stakeholders (3%) provided an open-ended response to Q152 (Islands Communities Duty).

- No common themes emerged from comments. Specific issues included:
  - Stating that most season tickets have been removed for the Cumbrae Island, resulting in more expensive pricing for local residents. As such, more clarity was requested on what specific progress has been made on reviewing the impacts of the Road Equivalent Tariff on the islands.

1 Other Stakeholders (3%) provided an open-ended response to Q153 (Fairer Scotland Duty).

- No common themes emerged from comments. Specific issues included:
  - Ensuring that the RTS's actions and policies are applied within the most rural areas of the SPT region, especially for those who do not have access to a private car.

0 Other Stakeholders (0%) provided an open-ended response to Q154 (Wellbeing Duty).

- No common themes emerged from comments.

1 Other Stakeholders (3%) provided an open-ended response to Q155 (Strategic Environmental Assessment).

- No common themes emerged from comments. Specific issues included:
  - That the aims and objectives should have been formulated and acted upon earlier.

20 Other Responses

20.1 Get Glasgow Moving Group

20.1.1 Further to responses provided outlined within Section 3 and the findings of the formal engagement set out in the preceding chapters, a Fair Fares Now petition, signed by 4,844 people, was submitted to SPT on behalf of the Get Glasgow Moving Group on 30th September 2022. In addition to the petition, 343 members of the public submitted a direct response to the dedicated RTS email address.

20.1.2 These emails all contained the same information and largely expanded on the content contained within the petition. The key points raised by this group through the petition and emails were:

- It was noted that whilst the RTS claims to be "unashamedly strong, bold and ambitious", it does not set out actions that SPT will take to deliver a fully integrated, affordable and accessible public transport network for the region to meet climate targets in 2030.

- These stakeholders felt that the draft RTS is "riddled" with vague commitments saying SPT will "encourage", "facilitate", "support", "promote" and "develop" with the word "lead" being absent.

- To achieve the RTS, the stakeholders felt that SPT needs to show leadership in our region, like regional transport authorities in other parts of the UK are doing – such as Transport for Greater Manchester (TfGM), Merseytravel or Transport for London. This includes SPT using the powers now available in the Transport (Scotland) Act 2019 to radically transform the way the region's public transport is delivered – so that it works in the interests of passengers and not private bus companies.

- In general, it was highlighted that public transport in the region is too expensive and there is a need for clear commitments from SPT to fully-utilise their powers to re-regulate the region's bus network to provide a high-quality, affordable public transport system.

20.1.3 These points were considered when developing final recommendations (outlined in Section 21).

21 Key Findings and Recommendations

21.1 Introduction

21.1.1 Based on the findings of the analysis set out in the preceding chapters, a number of overarching themes were identified in the qualitative responses to the survey. These have been summarised in this chapter and then a series of recommendations set out for amendments to the final RTS based upon these findings.

21.2 Local Authorities

Governance and Funding

- Overall, the local authorities were satisfied with the Strategic Framework and many noted that it aligned with their own Council objectives.

- Most of the authorities noted that the current governance framework lacks the degree of control over public transport which is necessary to effect behaviour change in the region and achieve the RTS targets.

- With regards to funding, there was appetite among the local authorities to move to a multi-year, long-term funding model as they perceived it would be more effective and flexible. It would also allow them to forward plan budget and resources more effectively.

- While there was acknowledgement that action beyond encouraging active and sustainable modes will be required to meet the ambitious regional and national targets for reducing reliance on private car, one local authority noted that they are not in a position to support managing demand for car travel through the introduction of road and parking pricing policies. The appropriateness of workplace parking licensing in rural/semi-urban areas were also raised in some instances.

Transport Network

- Several of the authorities noted that the provision of bus services is not working in the region, particularly in rural areas, and that the new provisions included within the Transport (Scotland) Act 2019 should be explored.

- There was widespread consensus that public transport fares in the region are too expensive. It was noted that this is a barrier to travel for many and reduces the likelihood of achieving modal shift targets. As such, the RTS should focus on making transport affordable.

- Several of the Councils noted that more clarity is required on the role of e-scooters within transport policy, with better clarity on how they should be incorporated into active travel networks in practice.

Land Use Planning

- While the integration of transport and land use was commended by all authorities, there were questions as to how appropriate 20-minute neighbourhoods are in rural areas and it was suggested that the RTS should consider how this policy could be adapted/implemented in semi-urban and rural areas.

Other Comments

- It was noted by several of the authorities that the wording throughout the RTS could be strengthened to indicate greater commitment. Of particular note, it was recommended that "where possible" is removed from policy descriptions throughout as it acts to weaken the policy.

- While there was support for Low Emission Zones, it was noted that they come with an enforcement infrastructure and administrative burden that not all local authorities have resources to shoulder.
- It was highlighted by one local authority that school transport, which is a key trip generator, and the role of SPT in providing school transport contracts was omitted from the RTS.

21.3 Other Organisations

Governance and Funding

- Several consultees noted that they wanted to see greater clarity over what SPT will do to improve the public transport network in the next few years. There were questions as to whether SPT, in its convening role, has the leverage over the constituent councils to deliver the policies in the RTS and suggestions that SPT needs to fulfil a unifying leadership role.
- A large proportion of consultees felt that the RTS will not be delivered unless SPT uses the powers in the Transport (Scotland) Act 2019 to re-regulate buses, ensuring integration with the Subway, rail and ferry services, to offer a high quality, integrated, low-cost public transport network. Further to this, a petition signed by 4,844 people was submitted on behalf of the Get Glasgow Moving Group noting that SPT should re-regulate the bus services across Glasgow in order to reduce the cost of public transport.
- It was noted by several consultees that many of the policies are unrealistic in relation to current budgets and that new sources of revenue must be found e.g., road pricing, parking charges and workplace parking licensing / out of town parking levies. It was suggested by a few consultees that there should be greater use of existing taxation powers and for the exploration of land value taxation in order to fund public expenditure. As far as possible, it was noted that SPT should not place the pricing burden on commuters themselves, and price caps could be a mechanism to explore given the rising cost of living.
- Several of the organisations suggested that that a more joined-up, collaborative, participative and transparent approach is required to transport provision across the region and that they would welcome further opportunities for engagement.

Transport Network

- Safety concerns, particularly related to active travel, were highlighted by consultees. This included the importance of the consideration of all vulnerable groups and providing the infrastructure to ensure the safety and security of all users. As with the local authorities, there were concerns regarding the use of e-scooters in the context of the Strategy given that it is currently illegal to use them on the public highway and footway.
- Some organisations cited caution over proposals to improve strategic road corridors as it seems contrary to the ambitions of the RTS to reduce road freight and reliance on cars although it should be noted that the RTS outlines that it seeks to improve sustainable connectivity on key corridors. There were also concerns about the potential environmental (and therefore health) impacts of some of the proposals around international transport connections, particularly since air travel produces higher levels of greenhouse gas emissions and aviation is likely to have a slower transfer to sustainable fuel use.

21.4 General Public

Understanding and Perceptions of the RTS

- A high number of respondents stated that they did not fully understand / comprehend what the RTS's policies were, with there being confusion over what / how the RTS was wanting to deliver.
- Numerous stakeholders also doubted the feasibility of the RTS's policies, with many questioning how the subsequent interventions would be delivered. This had three strands

of thought: how the interventions would be funded; how they would be technically delivered; and how they would be applied to suit the varied urban-rural nature of the SPT region.

- Sustainability was welcomed as a vital aspiration within the RTS, although stakeholders were mostly more concerned with more 'practical' aspects of the policies (i.e., service provision and infrastructure delivery).

Transport Network

- A high number of responses indicated that SPT should utilise the full remit of their powers to deliver a publicly owned bus franchise within the SPT region. This – in their view – would help deliver an integrated, low-cost bus network which would support the wider train, Subway and ferry services within the region.

- A high number of responses also highlighted ticketing as an important issue. This entailed two parts. Firstly, the perception that public transport fares, especially buses, were too high – resulting in it being a major barrier to using public transport. Secondly, the lack of integrated ticketing was also highlighted to be an issue, with demand for a 'one ticket for all services' approach being particularly evident amongst the responses.

- Most stakeholders stated that the region's transport infrastructure network and related service provision should be expanded, with there being numerous references to extending the Subway network, re-opening train lines and stations, and increasing the coverage / frequency of the region's bus network (especially within the rural areas).

- Numerous stakeholders referred to the importance of feeling safe when walking, wheeling and cycling on the region's current and future active travel network. Additionally, stakeholders also indicated how perceptions of personal security were vital for current and future public transport use.

21.5 Summary

The key issues raised along with the various stakeholder groups that mentioned them are summarised in Table 21.1.

Table 21.1 Key Issues by Stakeholder Group

Key Issue	Local Authorities	Other Organisations	General Public
Public transport / bus network governance	✓	✓	✓
Concerns about demand management / pricing	✓		
Affordability of public transport	✓	✓	✓
Concerns about e-scooters	✓	✓	
Delivery of the RTS		✓	✓
Funding concerns	✓	✓	✓
Safety and security issues		✓	✓
Climate change		✓	
Uncertainty about / lack of clarity around RTS policies	✓		✓
Public transport network coverage			✓

21.6 Recommendations

21.6.1 In light of the findings summarised above, the following amendments to the final RTS are recommendend.

Accessing and Using Transport

- Amend **Policy P.PA2** so that the policy makes a clear statement about delivering affordable public transport for everyone.

- Amend **Policy P.PA2** to reference the need to assess governance options around the provision of more affordable bus fares.
- Amend **Policy P.PA2** to refer to the opportunity to improve affordability of fares with fare capping technologies .
- Amend **Policy P.PA3** to avoid confusion ove the use of 'minimum' levels of service.
- Amend **Policy P.PA4** to include safety and security of people using active travel networks.

Reducing the need to travel and reducing demand for travel by car

- Consider amending **Policy P.R2** to include the need to adapt the 20-minute neighbourhood concept for different contexts.
- Amend **Policies P.R5 and P.R6** to ensure a clearer separation of parking and road user charging policies.
- Ensure the accompanying text for this section clarifies the basis for future demand management policies and that there will be a need to work together with national and local governments to make decisions about this.
- Consider amending **Policy P.R8** to include reference to specific shared mobility options and include opportunities for cross-boundary or region-wide schemes (e.g. bike sharing).
- Ensure the accompanying text for this section includes reference to reducing car kilometres and how this may be more achievable in some parts of the region than others.

Enabling walking, wheeling and cycling

- Amend **Policy P.AT5** to clarify intention of the policy and the references to e-scooters.

Public transport quality and integration

- Amend **Policy P.PT2** to include reference to non-digital formats for information and ticketing.
- Amend **Policy P.PT4** to include a reference to exploring and developing bus options from the Transport (Scotland) Act 2019.
- Consider revising **Policy P.PT9** to improve clarity and reduce use of jargon.
- Consider amending **Policy P.PT10** to make a stronger point that future Park and Ride must be designed to minimise modal shift from walking, wheeling and cycling to short car trips.

Improving road safety

- Consider amending **Policy P.RS2** to include a reference to enforcement of speed limits.
- Consider amending **Policy P.RS2** to include a reference to a consistent approach to 20mph speed limits in the region.
- Consider amending **Policy P.RS2** to include a reference to improving driver behaviour.

Protecting and enhancing the built & natural environment

- Consider amending **Policy P.EV1** to reflect the challenge of implementing green infrastructure and moving from principle to practice.

General points

- Remove uses of terms such as "where possible" and "where appropriate" in the policies unless their use is deemed absolutely necessary.
- Develop clearly defined actions through the Delivery Plan that set out how the policies will be implemented.

- Expand the preamble to the policies to introduce the key concepts in more detail and explain any which readers without a technical background may not be familiar with.

Delivering the Strategy

- Set out a clearly defined process to prepare the Delivery Plan, clarifying how the policies will be implemented with clear references to the RTS Actions presented to the SPT Partnership in June 2022.
- Clarify that the RTS Policies and Delivery Plan together form the implementable strategy.
- Clearly state SPT's intention to carry out detailed appraisal and development of business case(s) on bus governance options as part of a wider process to develop a Regional Bus Strategy.
- Review the period to be covered by the first Delivery Plan and consider if a 3-year plan is achievable.
- Clarify how SPT's capital programme will be used to implement the RTS in section 8.6.
- Set out a commitment to work with local authority partners and Transport Scotland to address the need for a long-term funding pipeline.
- Set out an action for progressing the development of the optimal transport governance model for the west of Scotland.

21.6.2 The above recommendation set identifies how SPT will adapt the RTS to reflect the feedback received through the engagement process.

Appendix A   Other Themes

A.1.1   This section contains summaries of 'Other Themes' which emerged from responses to the survey's qualitative questions. These 'Other Themes' comprised of common topics which did not align with the survey questions to which they were responding.

A.1.2   It is split into two segments: themes which emerged from the General Public's comments; and themes which emerged from Other Stakeholder responses. Comments from the Local Authority submissions mostly aligned with the survey's questions – thus, they have not been included within this section.

A.2   General Public – Other Themes

A.2.1   There were a variety of 'Other Themes' which emerged from the General Public's responses. An overview of these themes is provided below.

General Support

A.2.2   Comments which outlined support for the respective policy / other aspects of the draft RTS. These comments did not provide any additional information, and as such they could not be aligned to any subject-specific theme.

Equality and Equity

A.2.3   These comments were based around different aspects of equality and equity. An overview of the related sub-themes is outlined below:

- **Forced Car Dependency:** These comments outlined how they felt they were being unfairly punished for owning / using a private vehicle. Many stated how external factors (such as employment locations and poor public transport provision) made it impossible for them to go about their daily lives without using a private car, thus forcing them to use private car as a means of travel. Many stakeholders used this as an example of the draft RTS not considering the everyday practicalities of people's lives – i.e., putting high-level aspirations before everyday practicalities.

- **Urban-Rural Divide:** Several stakeholders expressed how the draft RTS (and subsequent actions) needed to account for the existing disparity in transport provision between the region's urban and rural areas.

- **Equitable Provision of / Universal Access to Services:** Other stakeholders argued that the draft RTS should ensure that there should be universal access to the region's transport services, with there being the fair and equitable delivery of current / future interventions and services.

General Disagreement and Dissatisfaction

A.2.4   Several comments outlined how they disagreed with the aims of the policies and / or general focus of the RTS. These comments fell into at least one of the below sub-categories:

- **General Disagreement:** Comments mostly consisted of the individual disagreeing with the concept of the policy / aspect of the draft RTS, with many arguing for efforts and resources to be aimed at other aspects of transport policy.

- **Already Happens:** Some felt that many of the actions referenced within the draft RTS were already occurring, thus efforts could be focused elsewhere.

Delivery

A.2.5   These comments related to the general delivery of the draft RTS. The themes fell into three main categories:

- **SPT Remit:** Comments argued that many of the aims and policies of the draft RTS were beyond the remit of SPT's powers. Instead, they relied upon the actions of other stakeholders (such as Scottish Government, private businesses and local authorities) to be successful, and consequently were unable to be achieved by the draft RTS.
- **Viable Alternatives:** Several comments argued that many of the RTS's policies and aims would only be successful if viable alternatives (such as improved public transport provision) were provided.
- **Details:** Many stakeholders wanted the draft RTS to be more specific about how / when they would deliver the various interventions outlined within the document.

Infrastructure and Service Interventions

A.2.6   Numerous stakeholders outlined various location specific interventions to improve the transport provision of the local area. These mostly consisted of improvements to existing bus services, re-instating previous bus services, re-opening train stations, extending the Subway and creating new mass-transit links within the region.

Other

A.2.7   Occasions where stakeholders provided comments with limited information which could not be aligned to any subject-specific theme.

A.3   Other Stakeholders – Other Themes

A.3.1   There were a variety of 'Other Themes' which emerged from the Other Stakeholder responses. An overview of these themes is provided below.

Other

A.3.2   Occasions where stakeholders provided comments with limited information which could not be aligned to any subject-specific theme.

General Support

A.3.3   Comments which provided support for general topic aligned with the policy / other aspects of the RTS. These comments didn't provide any additional information, and as such they could not be aligned to any subject-specific theme.

Shared Transport and Mobility Hubs

A.3.4   A few stakeholders outlined that the draft RTS needed to have a greater focus on Shared Transport (including car sharing within the workplace) and Mobility Hubs. This included the better incorporation of shared transport within policies relating to public transport, active travel, freight and land-use integration; with many outlining that increasing transport infrastructure provision would improve the integration of sustainable transport modes, thus reducing overall car kilometers.

Rural Digital Connectivity

A.3.5   Several stakeholders outlined that many rural areas of the SPT region do not have sufficient digital connectivity to support many of the policies outlined within the draft RTS, with some

interventions such as integrated ticketing and real time information services at bus stops being unfeasible within these more rural areas.

Tourism and Leisure

A.3.6   Some stakeholders stated that the draft RTS needed to give more consideration to the fact that most leisure trips are currently being undertaken by private car, especially for 'rural hotspot' destinations. These stakeholders argued that there needed to be further consideration on addressing leisure-based journey demand and modal shift in the RTS (e.g. Policy PA3), with visitor needs being substantially different to resident requirements (e.g. from a visitor point of view multi-modal integration, clear timetabling and ease point of sale – all of which are key factors in contributing to a enhanced visitor experience).

Wider Stakeholder Co-Operation

A.3.7   A few stakeolders emphasized the need for wider stakeholder co-operation, with several outlining that many of the draft RTS's policies would not be successful unless SPT engaged with a wide range of stakeholders (including those outwith the region) when developing and implementing said policies.

Infrastructure and Service Interventions

A.3.8   Numerous stakeholders outlined various location specific interventions to improve the transport provision of specific areas. These mostly consisted of improvements to existing bus services, re-instating previous bus services, re-opening train stations, extending the subway, and creating new mass-transit links within the region.

Wider Behaviour Change

A.3.9   Several stakeholders argued that SPT should be implementing more targeted behavior change campaigns to induce modal shift in specific trip movements (e.g. commuting and school travel).