



Transport for Norwich Strategy

Consultation Report

December 2021

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Transport for Norwich Strategy

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Executive summary

The Transport for Norwich (TfN) strategy is due to be adopted at the end of 2021 and will replace the existing Norwich Area Transportation Strategy adopted in 2004. The Transport for Norwich strategy is an ambitious strategy putting carbon reduction and better air quality at the heart of the aim to support a growing economy, strengthen communities and reduce associated impacts on the environment.

An online public consultation was held from 26 August 2021 to 8 October 2021 allowing members of the public and key stakeholders to have their say on the Transport for Norwich strategy. This report provides a summary of the responses received to the public consultation.

1 Introduction

1.1 Background

Norwich is Norfolk's largest urban area and one of the largest centres of employment in greater south-east England, making the city an important focus in the region for a range of services, as well as the administrative and operational headquarters for a number of organisations.

Norwich, including its surrounding area (Broadland and South Norfolk Districts), has an estimated population of around 409,000 as of 2018. Of this, 55% of the population live in the Norwich urban area, around 10% live in surrounding market towns such as Wymondham and Wroxham, and 35% live in smaller towns and villages on Norwich's periphery.

Norwich is one of the fastest growing cities in the UK and contributes more than £3 billion per annum to the national economy. The Norwich area includes most of the sectors identified as having high growth potential regionally which include: manufacturing and engineering at Hethel; agri-tech, health and life sciences at the Norwich Research Park and Food 3 Enterprise Park; and IT and communications and digital creative industries in the city centre.

The Norwich-Cambridge corridor is of key strategic importance to the planned growth, with rail and road routes providing key strategic access to London, Cambridgeshire and much of the rest of the UK. The Cambridge to Norwich Tech Corridor, which includes Norwich, the North East Growth Triangle, the remainder of the Norwich Fringe, Hethersett and Wymondham, is the major focus for growth and change in Greater Norwich, accommodating approximately 74% of the planned growth.

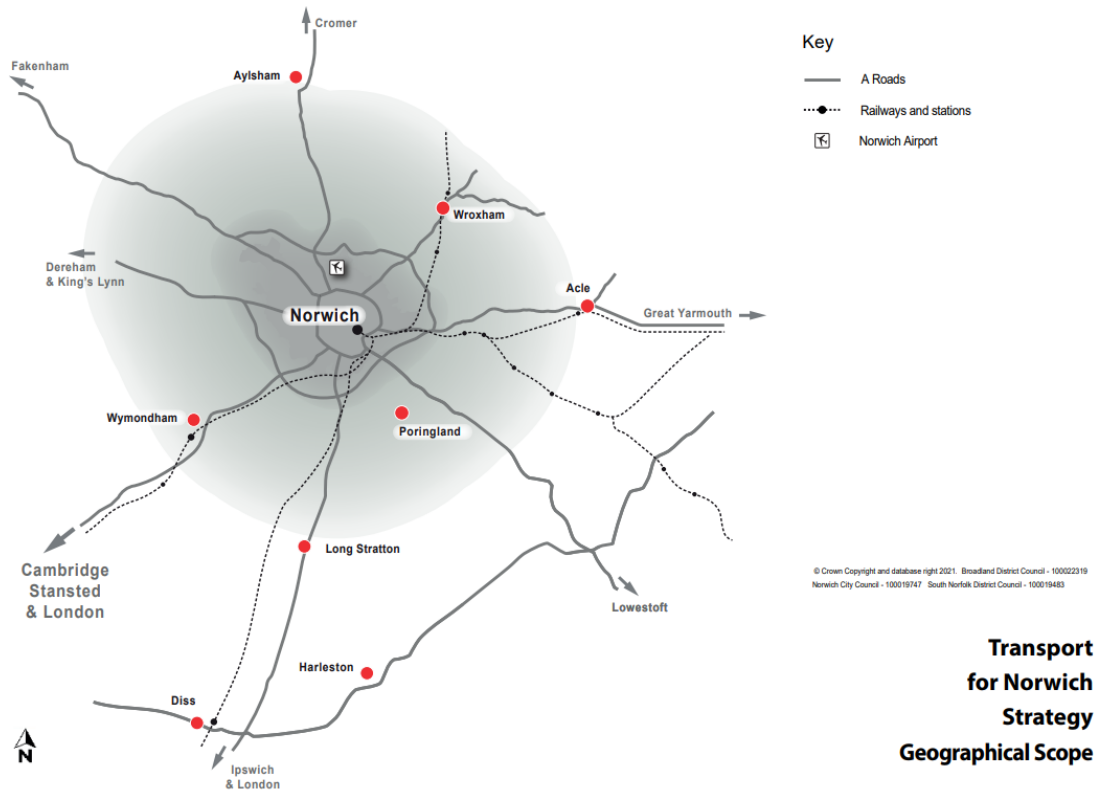
1.2 Transport for Norwich strategy

The Norwich Area Transportation Strategy (NATS) was adopted in 2004. It set out a transportation strategy for the Norwich area until the year 2021. This version of the strategy reviewed and amended the previous one in the light of the then current transport policy, essentially updating it and rolling it forward. A small number of minor policy changes were subsequently agreed in April 2010 as part of the development of the Greater Norwich Joint Core Strategy. The most significant of these was to seek a step-change in the provision of public transport largely through the creation of bus rapid transit routes connecting major growth areas to the city centre and employment sites.

The Transport for Norwich (TfN) strategy is the successor to NATS. It is a high-level strategy setting out a vision, objectives and longer-term aspiration alongside an Action Plan setting out commitment to the major actions that will be undertaken to achieve the policy aspiration: like investigation of how to reach zero carbon target and meet air quality requirements; and subsequent implementation. The TfN strategy forms part of a suite of documents setting out transport policy in Norfolk.

Transport within Norwich and its strategic growth area, together with consideration of the longer distance trips from the county or beyond, will be where the strategy and its Action Plan have their main focus. In this context, 'Norwich' means the existing built up areas, the growth areas including the north east growth triangle and a small buffer zone where transport movements and general activities might be considered to be very closely associated with, or part of, the city.

Figure 1.1: Transport for Norwich strategy geographical scope



2 Public Consultation

A public consultation was held from 26 August 2021 to 8 October 2021 to provide an opportunity for members of the public and key stakeholders interested in the Transport for Norwich strategy to share their views on what Norfolk County Council is proposing and to suggest other ways in which the future of transport in the area can be shaped.

2.1 Online questionnaire

An online questionnaire was developed and made available for the duration of the consultation period through the Citizen Space web page:

<https://norfolk.citizenspace.com/consultation/proposed-transport-for-norwich-strategy/>.

The questionnaire was open to all Norfolk residents, with a particular interest in seeking views from:

- People who live in the wider Norwich area
- People who work in the wider Norwich area
- People who own businesses in the wider Norwich area
- People who visit the wider Norwich area for work or recreational purposes.

The online questionnaire included a total of 105 questions. The main section of the questionnaire consisted of 27 questions based on the content of the Transport for Norwich strategy and its themes and visions. Each question provided respondents with both a multiple choice response and a free text response. More information is provided in Section 3 of this report.

A detailed section to the questionnaire was provided consisting of 78 questions. These questions allowed respondents to provide more detailed answers on the following themes:

- Habitats Regulations Assessment (HRA)
- Sustainability Appraisal (SA).

The detailed section of the questionnaire was made available to all respondents however was targeted to stakeholders with a knowledge and interest in these themes.

The consultation responses received will form the basis for further research into detailed proposals, exploring the specific options that sit behind a variety of transport matters such as parking spaces, congestion charging and the possibility of workplace parking levies. Before taking steps towards delivering such measures, there will be further consultation and evidence gathering.

Consultation responses received after 8 October 2021 were not taken into account.

2.2 Consultation materials

The consultation was carried out through an online survey hosted on citizen space. It was divided into sections. The first section asked about the Vision and Themes, with the option to engage on one or more of the themes in detail. Printed and easy read versions were made available.

2.3 Promoting the consultation

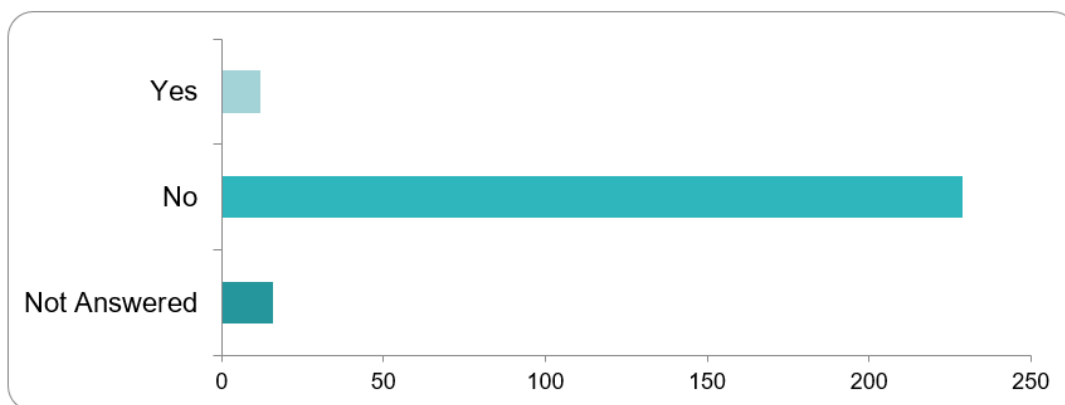
The consultation was promoted through a launch and reminder media release, a series of social media posts and reminders on Twitter and Facebook throughout the consultation period and an email was sent directly to all our relevant stakeholders.

3 Consultation Feedback

In total 256 responses were received via the Citizen Space questionnaire. An additional 7 written responses were received via email from Norwich Green Party, Breckland Council, Norwich Business Improvement District, Chantry Place, Broadland District Council, South Norfolk Council and Norwich City Council. This section will summarise the responses received to the online public consultation.

3.1 Are you responding on behalf of an organisation?

Figure 3.1: Question 4 response



Option	Total	Percent
Yes	12	4.67%
No	229	89.11%
Not Answered	16	6.23%

12 respondents to the on-line survey indicated that they were responding on behalf of an organisation, however 17 organisation names were provided. The following organisations responded to the consultation:

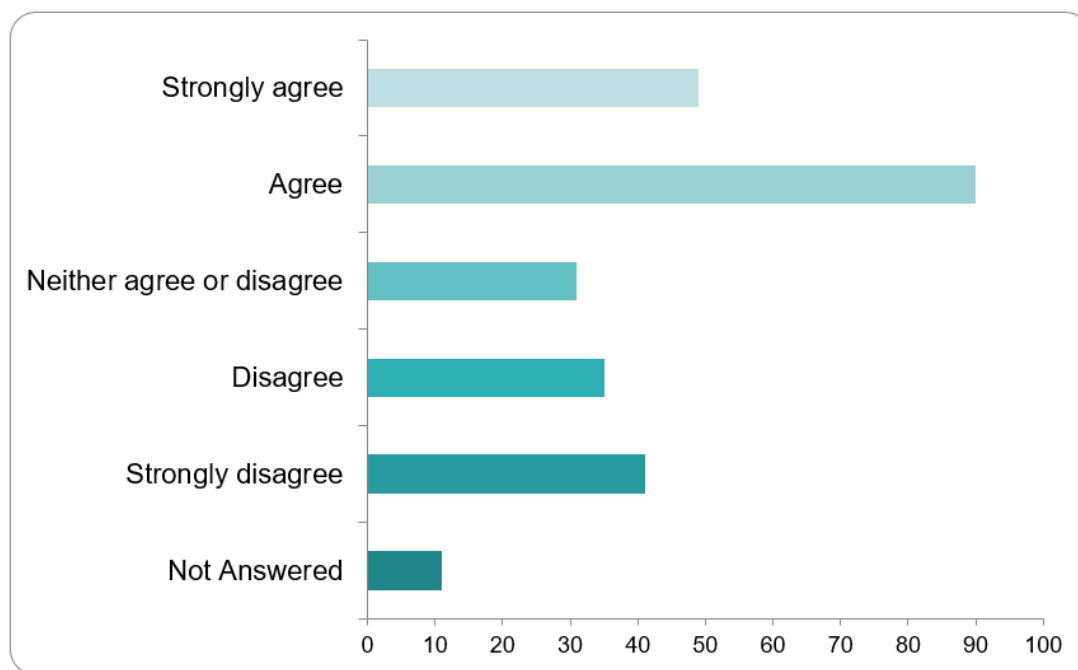
- Broads Authority
- Building Trade
- Car-Free Norwich
- Costessey Town Council
- First Eastern Counties
- Forum Trust
- GJD Plumbing Services
- JustAnswer Membership
- Konectbus
- Lazerthrust Ltd.
- Norfolk Police Traffic Management

- Norwich Airport Limited
- Norwich Older People’s Forum
- Pulham Market Parish Council
- The Norwich Society

3.2 To what extent do you agree or disagree with our overall vision?

Respondents were asked to select one of the answers below.

Figure 3.2: Question 5 response



Option	Total	Percent
Strongly agree	49	19.07%
Agree	90	35.02%
Neither agree or disagree	31	12.06%
Disagree	35	13.62%
Strongly disagree	41	15.95%
Don't know	0	0.00%
Not Answered	11	4.28%

Figure 3.2 shows the extent to which respondents agree or disagree with the overall vision. There were 246 responses to this question.

The majority of respondents agree with the overall vision, with 54% stating that they ‘Agree’ or ‘Strongly agree’ with it. Of the remaining respondents, 15.9% stated that they ‘Strongly disagree’ with the overall vision and 13.6% stated that they ‘Disagree’ with the overall vision. 12% if

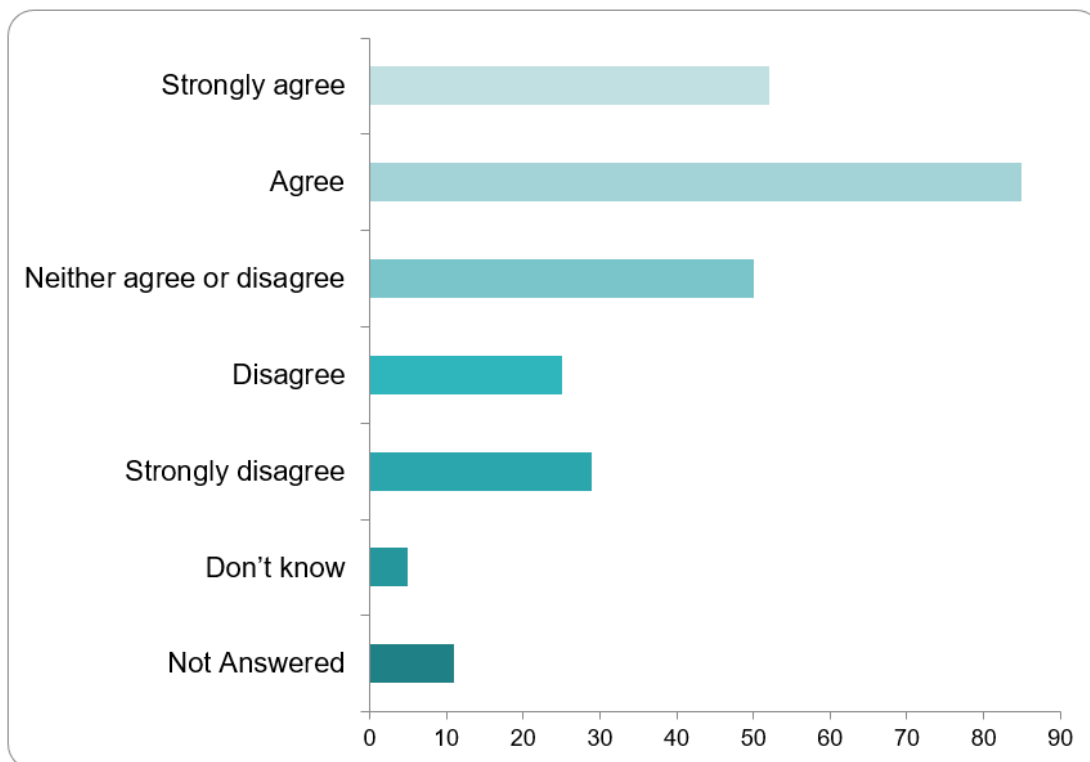
respondents stated that they 'Neither agree or disagree' with the overall vision, and 4% of respondents did not answer this question.

Respondents were then asked, "Why do you say that?". There were 187 responses to this part of the question.

3.3 To what extent do you agree or disagree with the content of the 'Norwich and Norfolk' theme?

Respondents were asked to select one of the answers below.

Figure 3.3: Question 6 response



Option	Total	Percent
Strongly agree	52	20.23%
Agree	85	33.07%
Neither agree or disagree	50	19.46%
Disagree	25	9.73%
Strongly disagree	29	11.28%
Don't know	5	1.95%
Not Answered	11	4.28%

Figure 3.3 shows the extent to which respondents agree or disagree with the content of the 'Norwich and Norfolk' theme. There were 256 responses to this question.

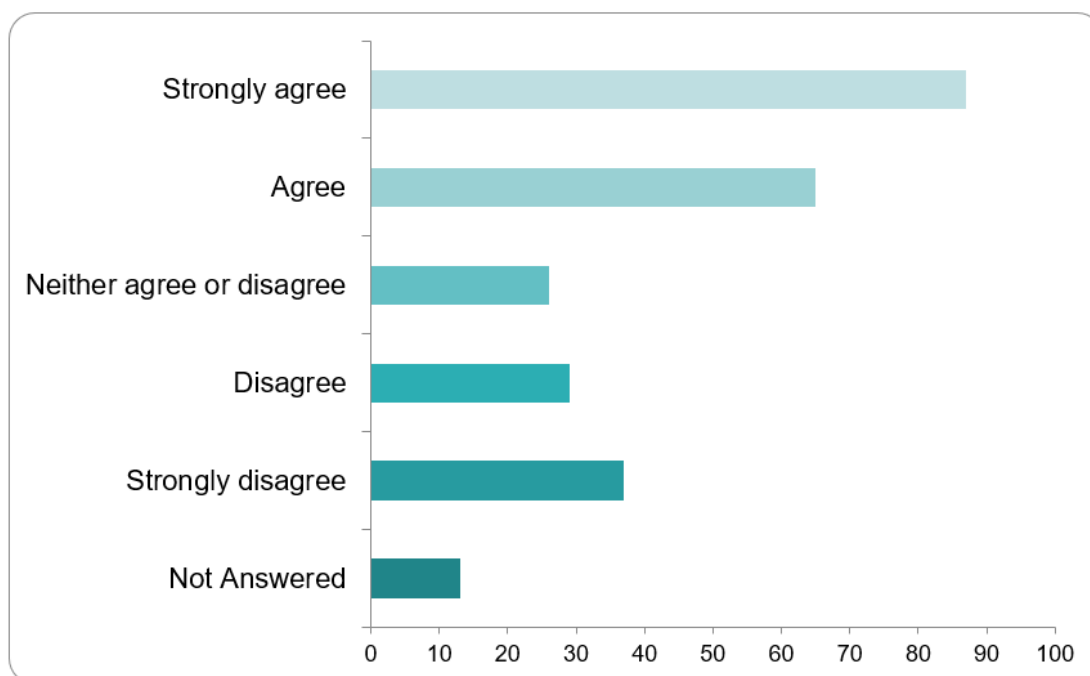
The majority of respondents agree with the 'Norwich and Norfolk' theme, with 53% of respondents stating that they 'Agree' or 'Strongly agree' with it. Of the remaining respondents, 19.4% stated that they 'neither agree or disagree', 11.2% stated that they 'Strongly disagree' and 9.7% 'Disagree'. 4.2% of respondents did not answer the question and 1.9% stated that they 'Don't know' the answer.

Respondents were then asked, "Why do you say that?". There were 143 responses to this part of the question.

3.4 To what extent do you agree or disagree with the content of the 'A zero-carbon future' theme?

Respondents were asked to select one of the answers below.

Figure 3.4: Question 7 response



Option	Total	Percent
Strongly agree	87	33.85%
Agree	65	25.29%
Neither agree or disagree	26	10.12%
Disagree	29	11.28%
Strongly disagree	37	14.40%
Don't know	0	0.00%
Not Answered	13	5.06%

Figure 3.4 shows the extent to which respondents agree or disagree with the content of the 'A zero-carbon future' theme. There were 244 responses to this question.

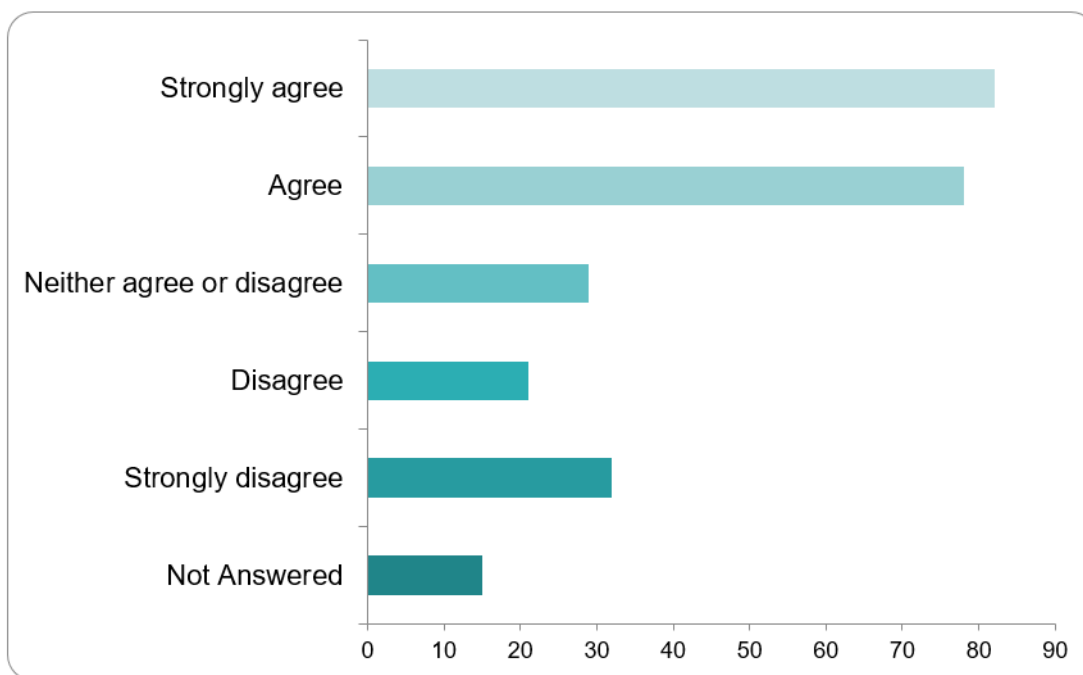
The majority of respondents agree with the ‘zero-carbon future’ theme, with 59.1% of respondents stating that they ‘Agree’ or ‘Strongly agree’ with it. Of the remaining respondents, 10.1% stated that they ‘neither agree or disagree’, 11.2% stated that they ‘Disagree’ and 14.4% ‘Strongly disagreed’. 5.1% of respondents did not answer the question and 0% stated that they ‘Don’t know’ the answer.

Respondents were then asked, “Why do you say that?”. There were 170 responses to this part of the question.

3.5 To what extent do you agree or disagree with the content of the ‘Improving the quality of our air’ theme?

Respondents were asked to select one of the answers below.

Figure 3.5: Question 8 response



Option	Total	Percent
Strongly agree	82	31.91%
Agree	78	30.35%
Neither agree or disagree	29	11.28%
Disagree	21	8.17%
Strongly disagree	32	12.45%
Don't know	0	0.00%
Not Answered	15	5.84%

Figure 3.5 shows the extent to which respondents agree or disagree with the content of the ‘Improving the quality of our air’ theme. There were 242 responses to this question.

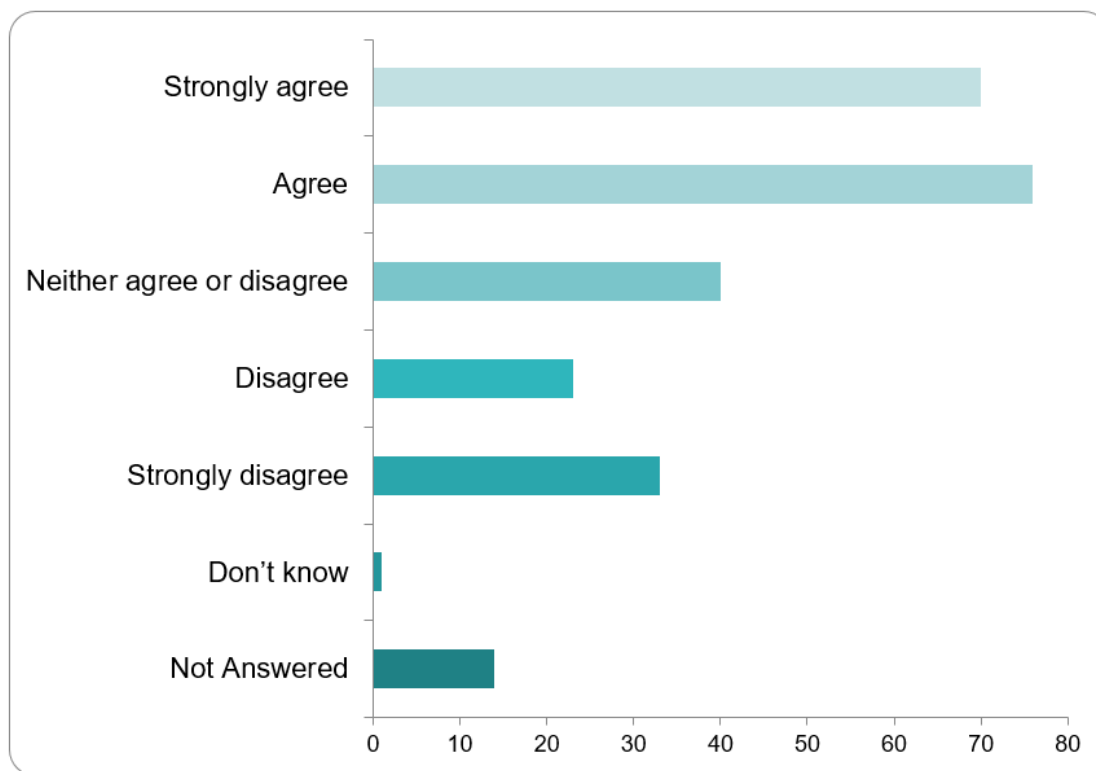
The majority of respondents agree with the 'Improving the quality of our air' theme, with 62.2% of respondents stating that they 'Agree' or 'Strongly agree' with it. Of the remaining respondents, 11.3% stated that they 'neither agree or disagree', 8.2% stated that they 'Disagree' and 12.5% 'Strongly disagree'. 5.8% of respondents did not answer the question and 0% stated that they 'Don't know' the answer.

Respondents were then asked, "Why do you say that?". There were 169 responses to this part of the question.

3.6 To what extent do you agree or disagree with the content of the 'Changing attitudes and behaviours' theme?

Respondents were asked to select one of the answers below.

Figure 3.6: Question 9 response



Option	Total	Percent
Strongly agree	70	27.24%
Agree	76	29.57%
Neither agree or disagree	40	15.56%
Disagree	23	8.95%
Strongly disagree	33	12.84%
Don't know	1	0.39%

Not Answered	14	5.45%
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Figure 3.6 shows the extent to which respondents agree or disagree with the content of the ‘Changing attitudes and behaviours’ theme. There were 243 responses to this question.

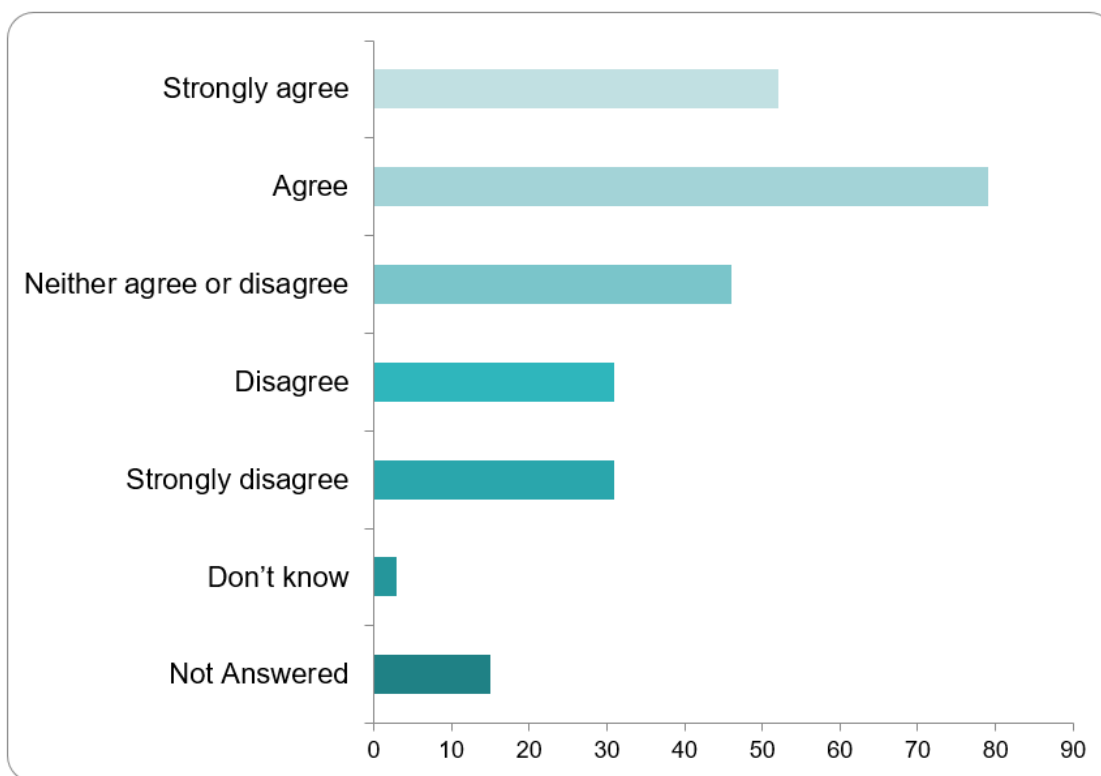
Overall, respondents agree with the ‘Changing attitudes and behaviours’ theme, with 56.8% of respondents stating that they ‘Agree’ or ‘Strongly agree’ with it. Of the remaining respondents, 15.6% stated that they ‘neither agree or disagree’, 9.0% stated that they ‘Disagree’ and 12.8% ‘Strongly disagree’. 5.8% of respondents did not answer the question and 0.39% (1 respondent) stated that they ‘Don’t know’ the answer.

Respondents were then asked, “Why do you say that?”. There were 159 responses to this part of the question.

3.7 To what extent do you agree or disagree with the content of the ‘Supporting growth areas’ theme?

Respondents were asked to select one of the answers below.

Figure 3.7: Question 10 response



Option	Total	Percent
Strongly agree	52	20.23%
Agree	79	30.74%
Neither agree or disagree	46	17.90%
Disagree	31	12.06%

Strongly disagree	31	12.06%
Don't know	3	1.17%
Not Answered	15	5.84%

Figure 3.7 shows the extent to which respondents agree or disagree with the content of the 'Supporting growth areas' theme. There were 242 responses to this question.

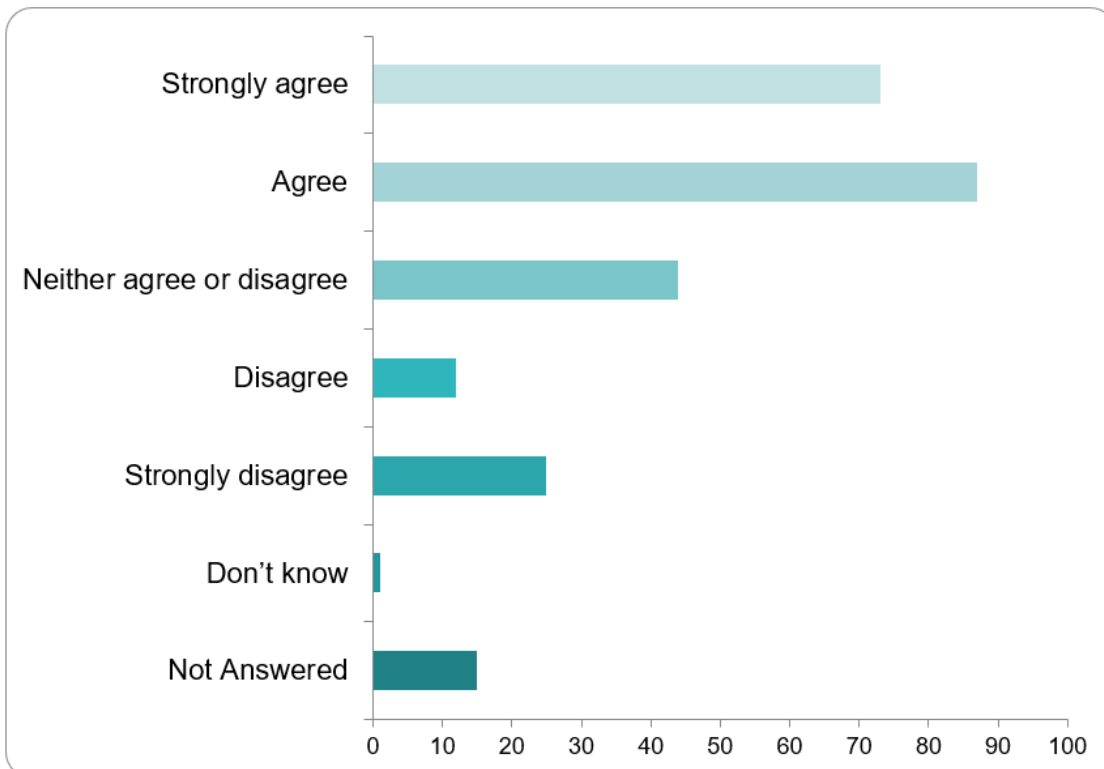
Just over half of the respondents agree with the 'Supporting growth areas' theme, with 51% of respondents stating that they 'Agree' or 'Strongly agree' with it. Of the remaining respondents, 17.9% stated that they 'neither agree or disagree', 12.1% stated that they 'Disagree' and 12.1% 'Strongly disagree'. 5.8% of respondents did not answer the question and 1.2% stated that they 'Don't know' the answer.

Respondents were then asked, "Why do you say that?". There were 158 responses to this part of the question.

3.8 To what extent do you agree or disagree with the content of the 'Meeting local needs' theme?

Respondents were asked to select one of the answers below.

Figure 3.8: Question 11 response



Option	Total	Percent
Strongly agree	73	28.40%
Agree	87	33.85%

Neither agree or disagree	44	17.12%
Disagree	12	4.67%
Strongly disagree	25	9.73%
Don't know	1	0.39%
Not Answered	15	5.84%

Figure 3.8 shows the extent to which respondents agree or disagree with the content of the 'Meeting local needs' theme. There were 242 responses to this question.

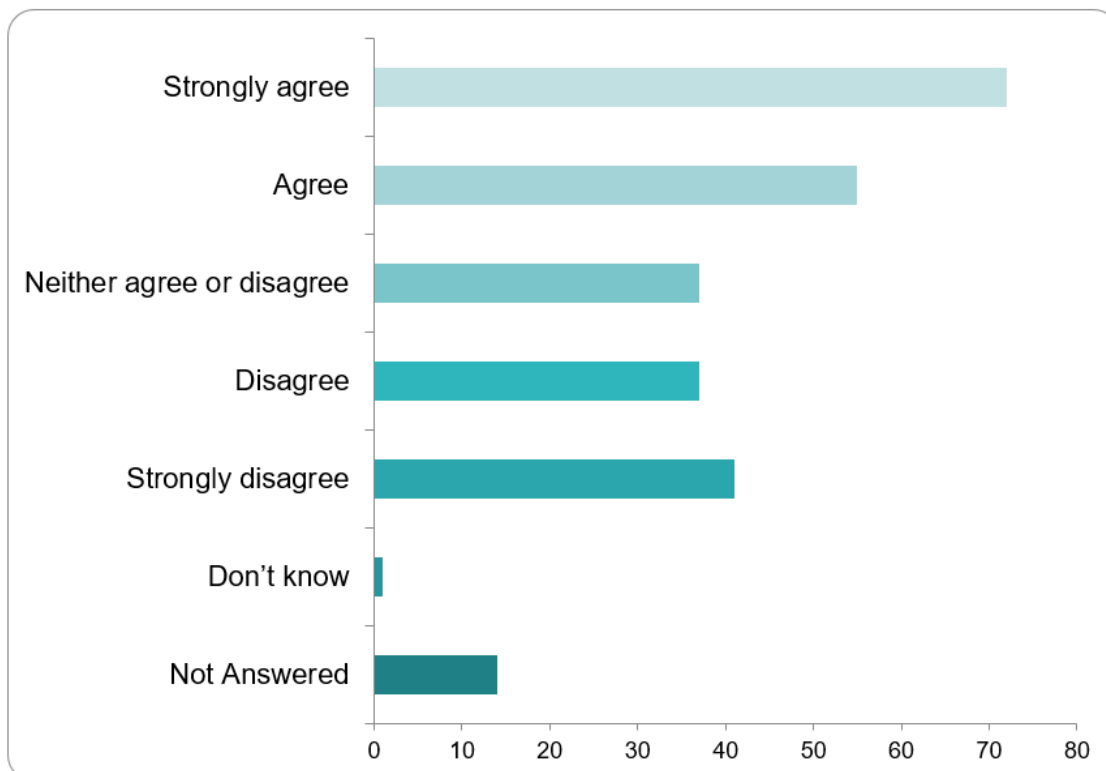
Overall, respondents agree with the 'Meeting local needs' theme, with 62.3% of respondents stating that they 'Agree' or 'Strongly agree' with it. Of the remaining respondents, 17.1% stated that they 'neither agree or disagree', 4.7% stated that they 'Disagree' and 9.7% 'Strongly disagree'. 5.8% of respondents did not answer the question and 0.39% (1 respondent) stated that they 'Don't know' the answer.

Respondents were then asked, "Why do you say that?". There were 149 responses to this part of the question.

3.9 To what extent do you agree or disagree with the content of the 'Reducing the dominance of traffic' theme?

Respondents were asked to select one of the answers below.

Figure 3.9: Question 12 response



Option	Total	Percent
Strongly agree	72	28.02%
Agree	55	21.40%
Neither agree or disagree	37	14.40%
Disagree	37	14.40%
Strongly disagree	41	15.95%
Don't know	1	0.39%
Not Answered	14	5.45%

Figure 3.9 shows the extent to which respondents agree or disagree with the content of the 'Reducing the dominance of traffic' theme. There were 243 responses to this question.

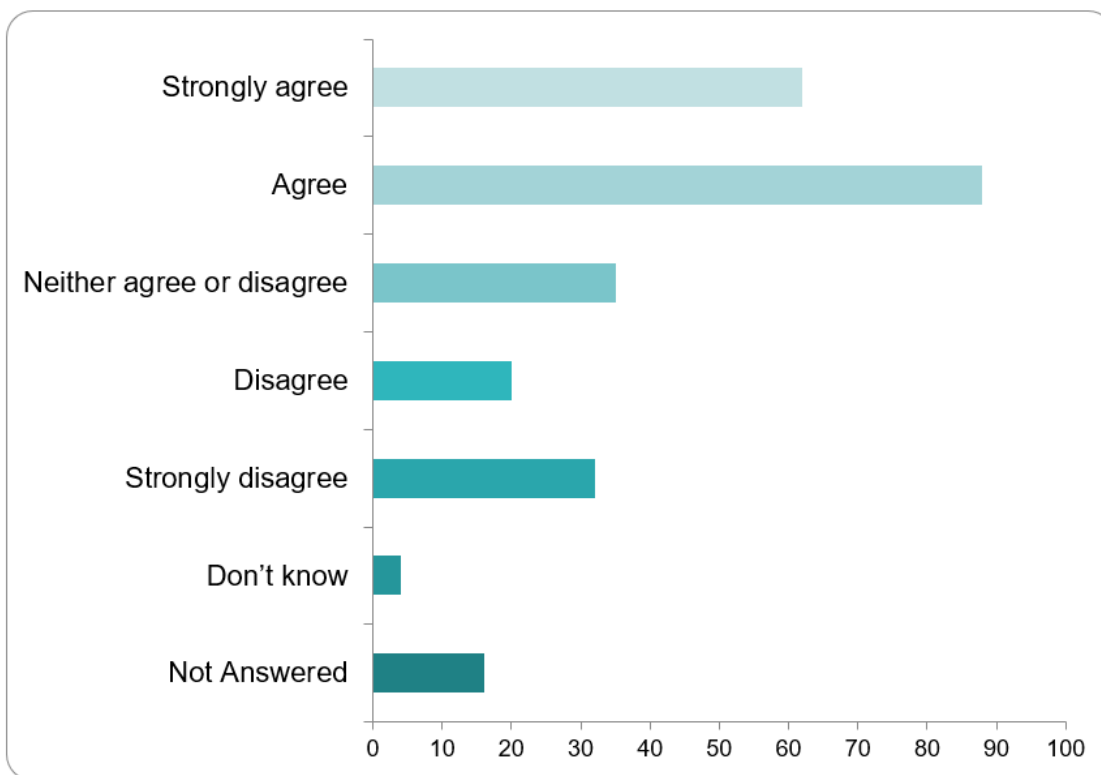
Overall, 49.4% of respondents either agree or strongly agree with the 'Reducing the dominance of traffic' theme. Of the remaining respondents, 14.4% stated that they 'neither agree or disagree', a further 14.4% stated that they 'Disagree' and 16.0% 'Strongly disagree'. 5.5% of respondents did not answer the question and 0.39% (1 respondent) stated that they 'Don't know' the answer.

Respondents were then asked, "Why do you say that?". There were 163 responses to this part of the question.

3.10 To what extent do you agree or disagree with the content of the 'Making the transport system work as one' theme?

Respondents were asked to select one of the answers below.

Figure 3.10: Question 13 response



Option	Total	Percent
Strongly agree	62	24.12%
Agree	88	34.24%
Neither agree or disagree	35	13.62%
Disagree	20	7.78%
Strongly disagree	32	12.45%
Don't know	4	1.56%
Not Answered	16	6.23%

Figure 3.10 shows the extent to which respondents agree or disagree with the content of the ‘Making the transport system work as one’ theme. There were 243 responses to this question.

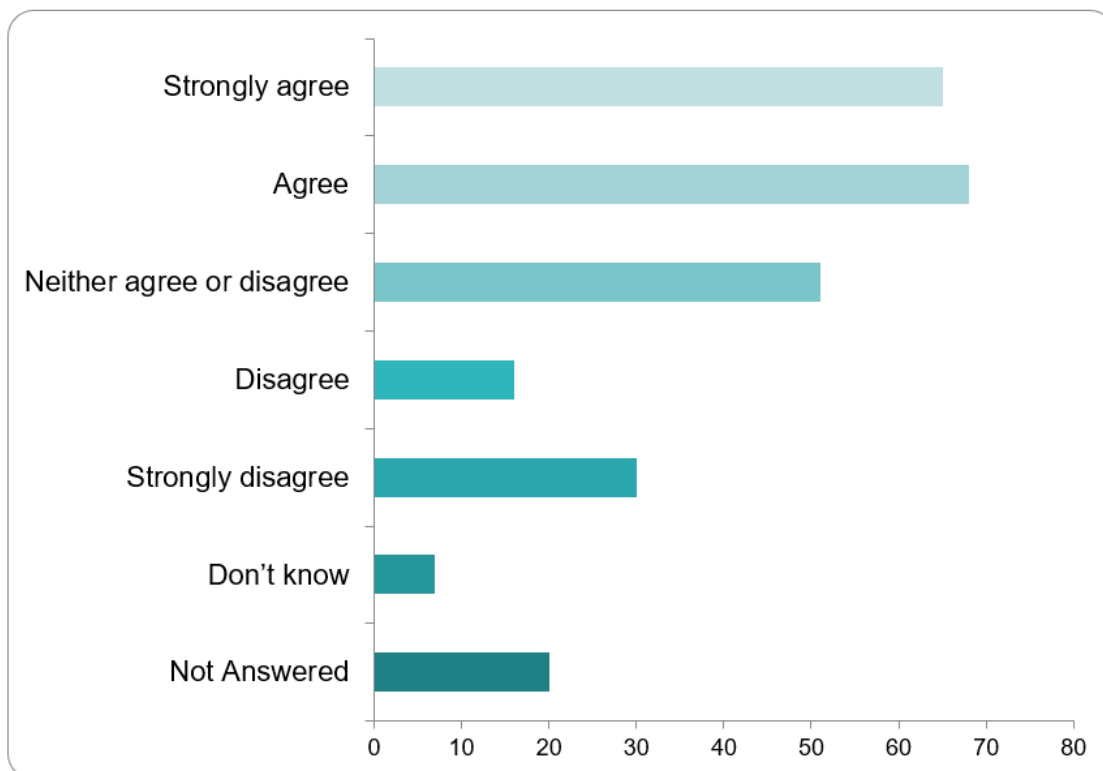
Overall, respondents agree with the ‘Making the transport system work as one’ theme, with 58.4% of respondents stating that they ‘Agree’ or ‘Strongly agree’ with it. Of the remaining respondents, 13.6% stated that they ‘neither agree or disagree’, a further 7.8% stated that they ‘Disagree’ and 12.5% ‘Strongly disagree’. 6.2% of respondents did not answer the question and 1.6% stated that they ‘Don’t know’ the answer.

Respondents were then asked, “Why do you say that?”. There were 159 responses to this part of the question.

3.11 To what extent do you agree or disagree with the content of the ‘Making it happen (governance)’ theme?

Respondents were asked to select one of the answers below.

Figure 3.11: Question 14 response



Option	Total	Percent
Strongly agree	65	25.29%
Agree	68	26.46%
Neither agree or disagree	51	19.84%
Disagree	16	6.23%
Strongly disagree	30	11.67%
Don't know	7	2.72%
Not Answered	20	7.78%

Figure 3.11 shows the extent to which respondents agree or disagree with the content of the ‘Making it happen’ theme. There were 237 responses to this question.

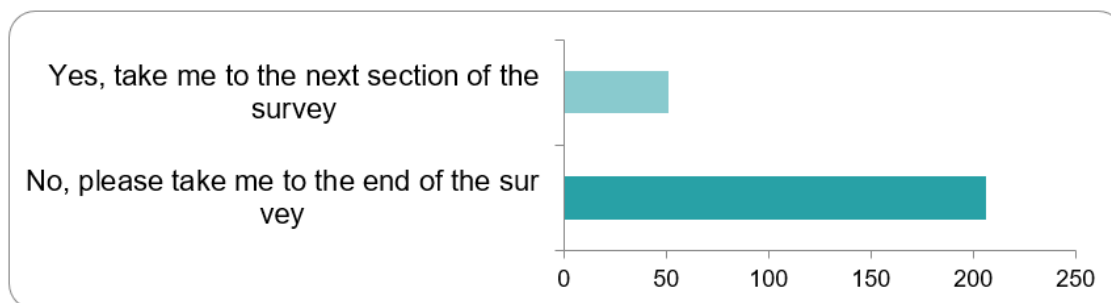
Overall, respondents agree with the ‘Making it happen’ theme, with 51.7% of respondents stating that they ‘Agree’ or ‘Strongly agree’ with it. Of the remaining respondents, 19.8% stated that they ‘neither agree or disagree’, a further 6.2% stated that they ‘Disagree’ and 11.67% ‘Strongly disagree’. 7.8% of respondents did not answer the question and 2.7% stated that they ‘Don’t know’ the answer.

Respondents were then asked, “Why do you say that?”. There were 129 responses to this part of the question.

4 Detailed survey responses

Following the first section of the consultation questionnaire, respondents were given the option to carry out the detailed survey.

Figure 4.1: Question 15 response



Option	Total	Percent
Yes, take me to the next section of the survey	51	19.84%
No, please take me to the end of the survey	206	80.16%
Not Answered	0	0.00%

Figure 4.1 shows the proportion of respondents who chose to carry out the detailed survey. There were 257 responses to this question, with 51 respondents choosing to carry out the detailed survey.

The detailed section of the survey consisted of 78 questions. These questions allowed respondents to provide more detailed answers on the following themes:

- Habitats Regulations Assessment (HRA)
- Sustainability Appraisal (SA).

The detailed section of the questionnaire was made available to all respondents however was targeted to stakeholders with a knowledge and interest in these themes. Responses were received by the relevant environmental stakeholders including:

- Natural England
- Historic England
- Environment Agency

The SA was issued alongside the TfN Strategy to the statutory consultees (Natural England, Historic England and the Environmental Agency) for a period of six weeks between August and October 2021. The HRA was consulted during the same period with Natural England.

Comments were received and the HRA and SA assessment were generally well received by the statutory consultees. The comments mainly related to making the assessments clearer and where possible more specific. Both the SA and HRA have been updated following the consultation to take into account the comments received from the statutory consultees. A full list

of comments received, and the actions taken, have been provided in Table A-1 in Appendix A of the updated SA.

5 Free text response analysis

Each survey question included a free text box which allowed respondents to provide written comments. These comments have been collated and analysed by Norfolk County Council and have been grouped into themes. Where issues were raised in multiple comments, these have been presented as a single theme and response. Norfolk County Council have provided a written response to each issue raised. These are available in Appendix A of the Consultation Report.

Below is a summary of the free text comments received for each theme, and the action taken by Norfolk County Council where applicable.

5.1 Statement of Policy - Air quality

There is support for the theme. The main concerns relate to the practicalities and impacts of the measures to improve air quality. This will be looked at in detail through the Action Plan.

5.2 Statement of Policy – Changing attitudes and behaviours

Overall, there is support for the theme. There is emphasis on better public transport being available and promoted through the Bus Service Improvement Plan (BSIP). There are concerns that to change attitude, realistic alternatives must be available. Implementation is key and these points are to be considered in development of the Action Plan.

5.3 Statement of Policy – Making it happen – change governance

There is support for stronger governance, but this must take account of the needs of all.

5.4 Statement of Policy – Making the transport system work as one

A bus service that meets people's travel needs is very important. The policy needs to recognise the challenges of travelling to Norwich from rural areas.

Action - Reword relevant parts of the strategy.

5.5 Statement of Policy – Meeting local needs

Rural Accessibility needs to be a consideration. The highest priorities for safety are walking cycling.

Action - Amend description of the Norfolk and Norwich Theme.

5.6 Statement of Policy – Norwich and Norfolk

Good links into the city are important from the surrounding area and beyond. Public transport may not always be available, and the car will remain important until practical alternatives are available.

Action - Amend description of the Norfolk and Norwich Theme.

5.7 Statement of Policy – Reducing the dominance of traffic

Public transport needs to be better, and interventions need to persuade not penalise. Support for a better environment for walking and cycling. The points generally relate to implementation and will be useful in developing the Action Plan.

5.8 Statement of Policy – Supporting growth areas

Development should be in the right place to minimise travel, be accessible and support public transport walking and cycling, noting the challenges in rural areas. The concern over the provision of infrastructure is raised. The policy encourages these things, but it will be up to the development plan process to bring forward the right sites in the right places. Some more general issues of access will need to be considered in the Action Plan.

5.9 Statement of Policy – Zero carbon future

Need to have realistic zero emission alternatives that are affordable and get people where they need to be. EV infrastructure considered important. Implementation will be a key issue for Action Plan.

5.10 Vision

Comments relate to how the strategy will be delivered and many of the challenges recognised in the strategy text. The comments do not oppose the strategy but provide useful evidence to help develop an Action Plan. The issue of rural connectivity needs stronger emphasis

Action - Amend wording of Norfolk and Norwich theme and chapter 10 to pick this up.

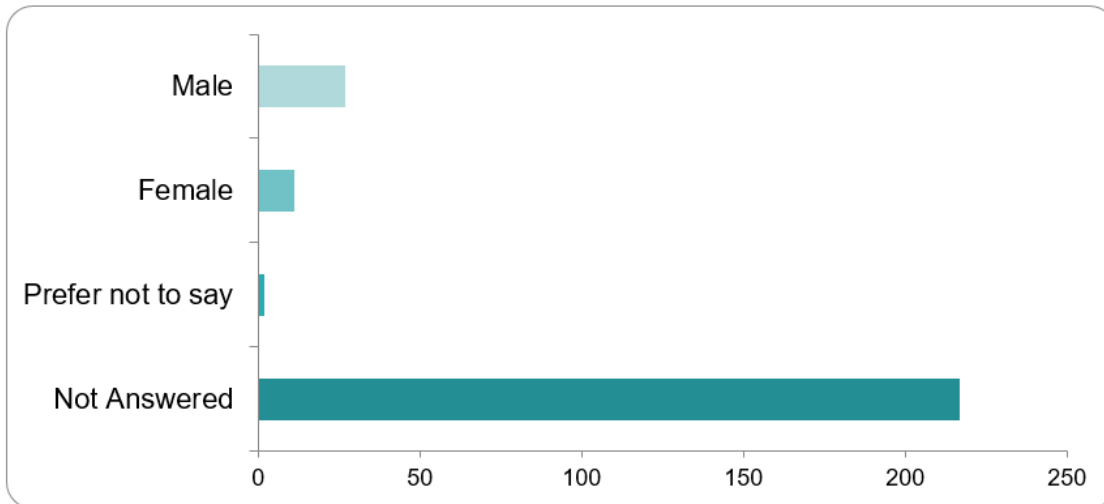
5.11 Vision and themes as a whole

A wide range of issues were voiced, the key themes of were public transport, impact on the city and accessibility. A lot of important points were made that relate to the implementation of the vision and strategy and will provide valuable information to develop an Action Plan for the strategy.

6 Consultation response demographics

6.1 Gender

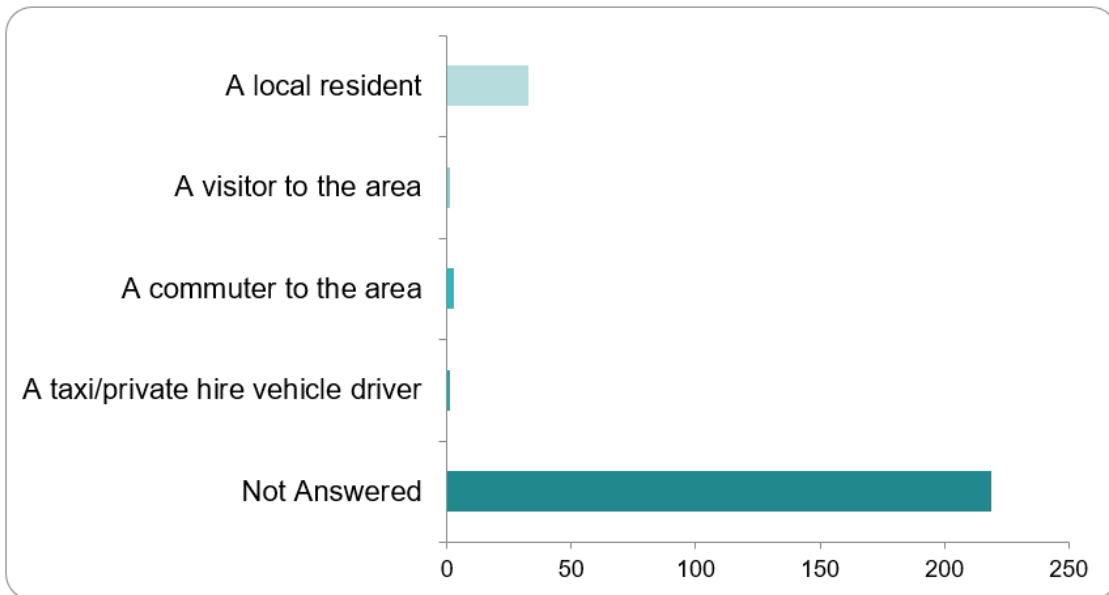
There were 40 responses to this question.



Option	Total	Percent
Male	27	10.51%
Female	11	4.28%
Prefer to self-describe (please specify below)	0	0.00%
Prefer not to say	2	0.78%
Not Answered	217	84.44%

6.2 Are you responding as...?

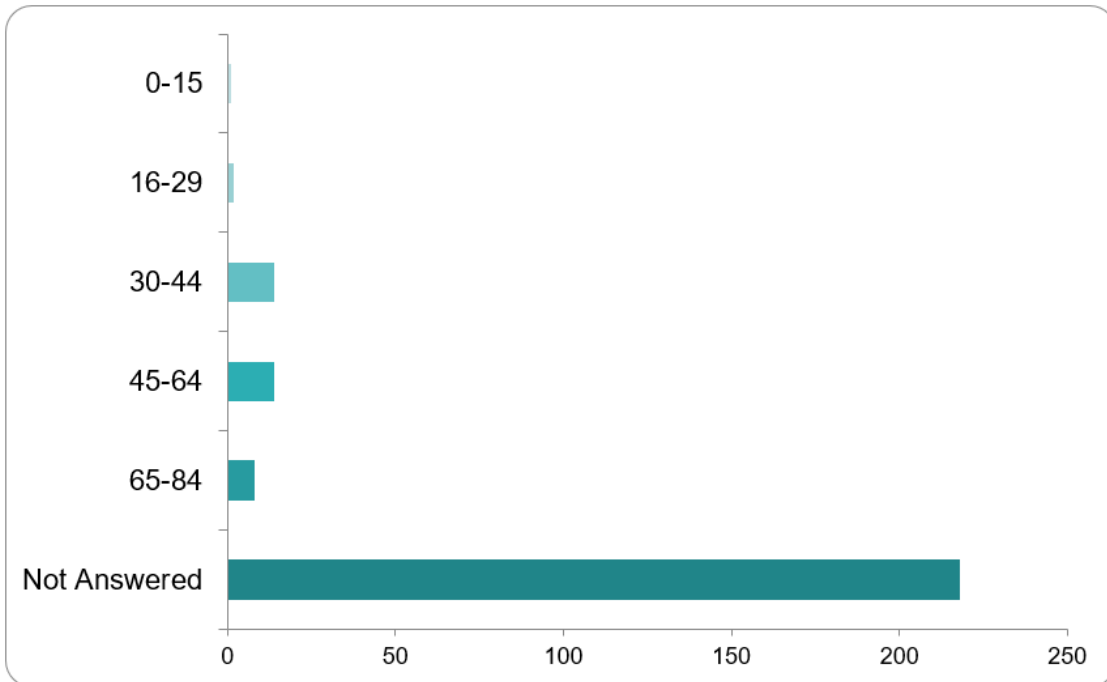
There were 38 responses to this question.



Option	Total	Percent
A local resident	33	12.84%
A local business owner	0	0.00%
Employed locally	0	0.00%
A visitor to the area	1	0.39%
A commuter to the area	3	1.17%
Not local but interested in the scheme	0	0.00%
A taxi/private hire vehicle driver	1	0.39%
Not Answered	219	85.21%

6.3 Age

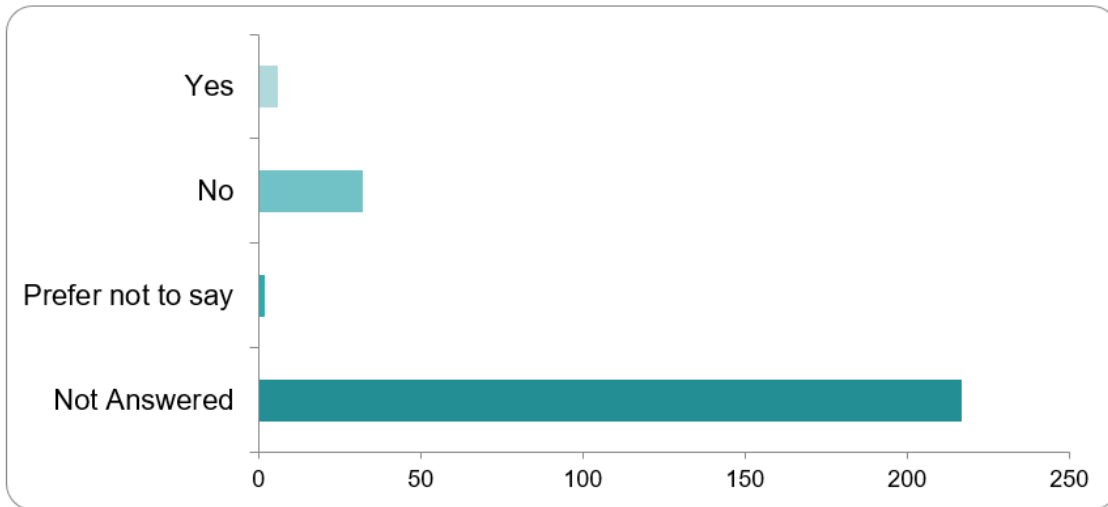
There were 39 responses to this question.



Option	Total	Percent
0-15	1	0.39%
16-29	2	0.78%
30-44	14	5.45%
45-64	14	5.45%
65-84	8	3.11%
85+	0	0.00%
Not Answered	218	84.82%

6.4 Do you have any long-term illness, disability or health problem that limits your daily activities of the work you can do?

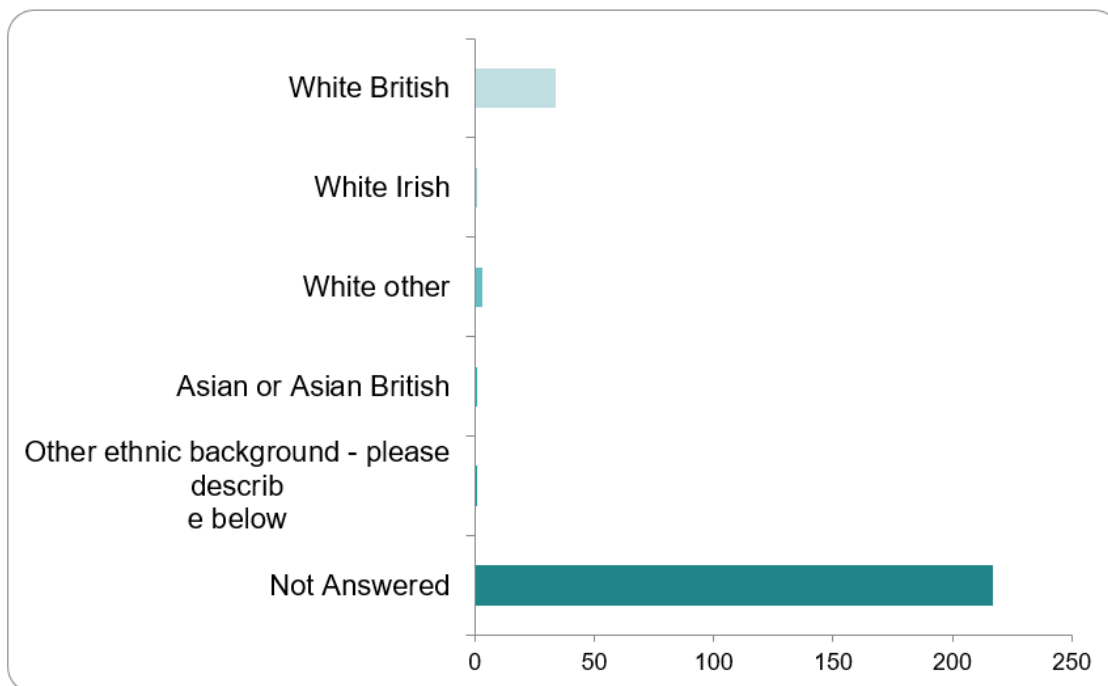
There were 40 responses to this question.



Option	Total	Percent
Yes	6	2.33%
No	32	12.45%
Prefer not to say	2	0.78%
Not Answered	217	84.44%

6.5 How would you describe your ethnic background?

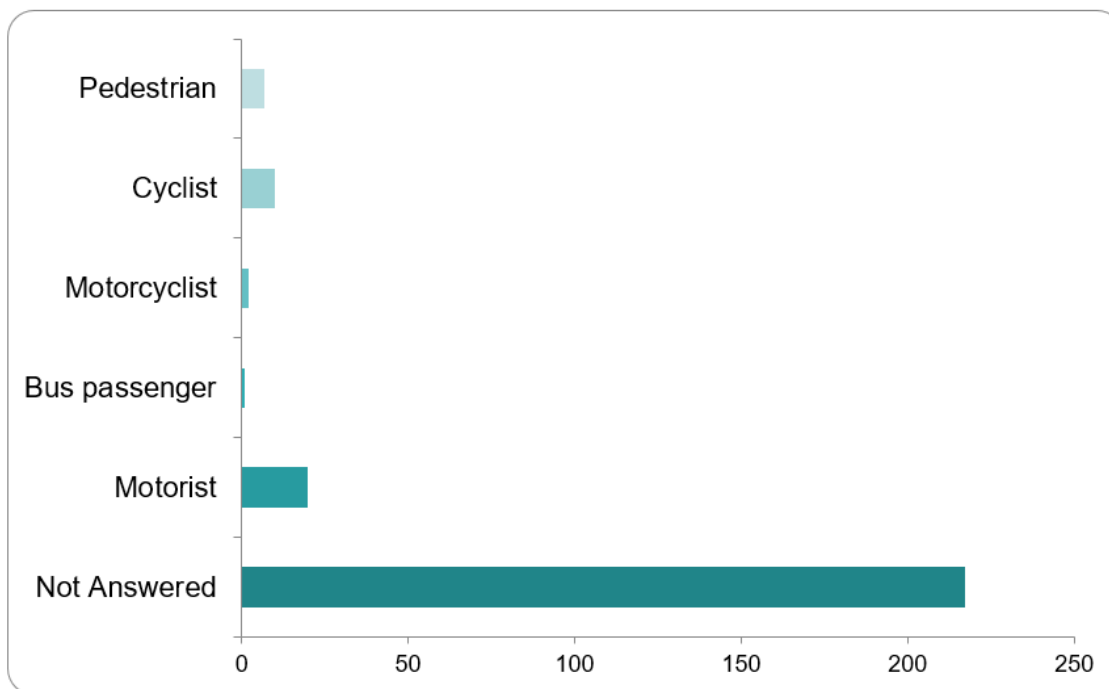
There were 40 responses to this question.



Option	Total	Percent
White British	34	13.23%
White Irish	1	0.39%
White other	3	1.17%
Mixed	0	0.00%
Asian or Asian British	1	0.39%
Black or Black British	0	0.00%
Chinese	0	0.00%
Other ethnic background - please describe below	1	0.39%
Not Answered	217	84.44%

6.6 How do you primarily travel in the Greater Norwich area?

There were 40 response to this question.



Option	Total	Percent
Pedestrian	7	2.72%
Wheelchair user	0	0.00%
Cyclist	10	3.89%
Motorcyclist	2	0.78%
Bus passenger	1	0.39%

Motorist	20	7.78%
Not Answered	217	84.44%

7 Next steps

Norfolk County Council will consider the responses received during the consultation for our adopted strategy which will then form a basis for further research into detailed proposals, exploring the specific options that sit behind a variety of transport matters such as parking spaces, congestion charging and the possibility of workplace parking levies.

Before taking steps towards delivering such measures, there will be further consultation and evidence gathering to make sure we strike the right balance before putting anything in place.

A. Consultation free text responses

Table 7.1: Air quality free text responses

Statement of Policy

AIR QUALITY

Air quality across Norwich and its strategic growth areas will improve so that we will:

- Remove the need to have AQMAS
- Improve air quality across Norwich and its strategic growth areas in the long term.

Issues	Response	Changes to Strategy/Action
Public Transport		
Zero emission buses	The Transport for Norwich Strategy explains it will work with bus companies on switching to cleaner vehicles.	No change / action
Negative impact on the City		
Drive people outside Norwich and pollution increases there	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Congestion Charging		
Affordability – disadvantaging low income	The strategy sets these out as things that will be investigated and notes that there will need to be consideration across a wide range of outcomes	Consider issues in the Action Plan as and when projects are taken forward
Drive business out of the centre	It is acknowledged that these points are important, and the strategy recognises this. Detailed consideration of the impacts will be undertaken as schemes and projects are taken	Consider issues in the Action Plan as and when projects are taken forward

Issues	Response	Changes to Strategy/Action
	forward, and will be considered within the Action Plan	
Electric Vehicles		
More promoting electric vehicles	<p>The TfN and LTP4 are aligned, and this issue will be taken into account in the development of strategies and in developing the Action Plans.</p> <p>Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.</p>	Consider issues in the Action Plan as and when projects are taken forward
Strategy Policy		
The needs of all, car dependency	<p>The strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Consideration of such issues will be a matter for when initiatives are developed</p>	Consider issues in the Action Plan as and when projects are taken forward
Miscellaneous		
Incentives for electric cars	An EV strategy was developed and has been adopted at October cabinet.	Consider issues in the Action Plan as and when projects are taken forward

Table 7.2: Changing attitudes and behaviours free text responses

Statement of Policy

Changing Attitudes and Behaviours

- Develop a sustained and coordinated approach towards sustainable travel choices
- Work with partners to enforce traffic offences and parking

Issues	Response	Changes to Strategy/Action
Public Transport		
Affordability	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Reliability / frequency	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Accessibility – health restrictions	The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.	No change / action
Negative impact on the City		
Driving people out of Norwich	It is acknowledged that these points are important, and the strategy recognises this. Detailed consideration of the impacts will be undertaken as schemes and projects are taken forward, and will be considered within the Action Plan	Consider issues in the Action Plan as and when projects are taken forward
Active Travel		
Safety	The Norwich LCWIP is being developed which focuses on improving safety for cyclists and pedestrians in the Norwich vicinity.	No change / action

<p>Impractical for rural users</p>	<p>The strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Consideration of such issues will be a matter for when initiatives are developed</p>	<p>Consider issues in the Action Plan as and when projects are taken forward</p>
<p>Electric Vehicles</p>		
<p>Increase electric charging points</p>	<p>The TfN and LTP4 are aligned, and this issue will be taken into account in the development of strategies and in developing the Action Plans.</p> <p>Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.</p>	<p>Consider issues in the Action Plan as and when projects are taken forward</p>
<p>Next Steps</p>		
<p>Having infrastructure in place</p>	<p>The TfN Action Plan will effectively consider and prioritise capital investment for infrastructure which will support planned growth.</p>	<p>Consider issues in the Action Plan as and when projects are taken forward</p>
<p>People's Need</p>		
<p>Addressing needs of all e.g. commuting parents, disabilities...</p>	<p>The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.</p>	<p>No change / action</p>

Table 7.3: Making it happen free text responses

Statement of Policy

Making it happen – change governance

- Improve the governance of transport activity in Norwich in partnership with delivery agencies

Issues	Response	Changes to Strategy/Action
Negative impact on the City		
Drive people out of Norwich	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Congestion Charging		
Congestion charge needs viable alternative	The strategy sets out things that will be investigated and notes that there will need to be consideration across a wide range of outcomes	Consider issues in the Action Plan as and when projects are taken forward
Next Steps		
Stronger governance from the Council	The Strategy policy 'Governance and Partners' depicts the Strategy will ensure the governance of transport activity in Norwich is improved in partnership with the delivery agencies.	No change / action
Transparency with the public will encourage uptake of schemes	The TfN Strategy acknowledges the importance of public engagement and will support the delivery of this through schemes that come forward in the Action Plan.	Consider issues in the Action Plan as and when projects are taken forward
People's Need		

Issues	Response	Changes to Strategy/Action
Needs of all need to be taken into consideration such as commuting parents, disabilities etc	The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.	No change / action

Table 7.4: Making the transport system work as one free text responses

Statement of Policy

Making the transport system work as one

- adopt a road network and travel mode hierarchy to support mobility requirements of people rather than just vehicles
- work with bus operators to deliver services that meet people's travel needs
- car parking will be minimised
- park and ride will be developed and reviewed
- journey times and reliability will be improved
- promote active travel

Issues	Response	Changes to Strategy/Action
Public Transport		
Affordability – bus tickets are more expensive than travelling by car	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Rural accessibility – rural services are limited or non-existent	The strategy will consider stronger wording to reference the need for quality connections on longer distance travelling across Norfolk.	Action Changes to Chapter 10 Highlights and 10.3

Issues	Response	Changes to Strategy/Action
Reliability – buses don't turn up when they should	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Integration – one bus ticket for all routes	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Active Travel		
Direct routes	The Norwich LCWIP is being developed. One of its core themes is to provide direct, unbroken cycle links.	No action
Strategy Policy		
Priority should be given to sustainable modes of transport.	The TfN Strategy looks to review the road hierarchy which will prioritise modes of transport on key corridors. This will be taken forward through the Action Plan.	Consider in TfN Action Plan.
People's Need		
Parking encourages people into the city	The TfN Strategy aims to increase active travel in the city centre which will make activities such as shopping a more pleasant environment. The TfN Strategy aims to encourage active travel and public transport. The park and ride service is a positive alternative to driving into the city centre.	Consider issues in the Action Plan as and when projects are taken forward

Issues	Response	Changes to Strategy/Action
	Detailed consideration of the impacts will be undertaken as schemes and projects are taken forward, and will be considered within the Action Plan	

Table 7.5: Meeting local needs free text responses

Statement of Policy

Meeting Local Needs

- reduce the harms of road traffic associated with road casualties and tackle road fear
- barriers to travel will be overcome

Issues	Response	Changes to Strategy/Action
Public Transport		
Affordability	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Rural accessibility	The strategy will consider stronger wording to reference the need for quality connections on longer distance travelling across Norfolk.	Amend the Norwich and Norfolk Theme description Norwich and the strategic growth area around it is the centre for a large part of the county and the wider eastern region. Good, strategic connections by clean transport modes including rail, low carbon vehicles and sustainable modes within and to places outside of the area are vital for continued prosperity

Issues	Response	Changes to Strategy/Action
Availability and reliability	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Accessibility for those with disabilities	The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.	No change / action
Negative impact on the City		
Detrimental to Norwich centre	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Active Travel		
Separate cyclists and pedestrians for pedestrian safety	The Norwich LCWIP is being developed which focuses on improving safety for cyclists and pedestrians in the Norwich vicinity.	No action
Congestion Charging		
Affordability, high incomes will simply pay the charge	The strategy sets these out as things that will be investigated and notes that there will need to be consideration across a wide range of outcomes	Consider issues in the Action Plan as and when projects are taken forward
Electric Vehicles		
Increase electric charging points	The TfN and LTP4 are aligned and this issue will be taken into account in the	Consider issues in the Action Plan as and when projects are taken forward

Issues	Response	Changes to Strategy/Action
	<p>development of strategies and in developing the Action Plans.</p> <p>Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.</p>	
People's Need		
Rural inaccessibility	<p>The strategy will consider stronger wording to reference the need for quality connections on longer distance travelling across Norfolk.</p>	<p>Amend the Norwich and Norfolk Theme description</p> <p>Norwich and the strategic growth area around it is the centre for a large part of the county and the wider eastern region. Good, strategic connections by clean transport modes including rail, low carbon vehicles and sustainable modes within and to places outside of the area are vital for continued prosperity</p>
Commuting for school runs	<p>The Strategy will work with schools on travel plans to tackle travel behaviours that cause congestion.</p> <p>Active travel will be encouraged for school trips, however the strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. Consideration of such issues will be a matter for when initiatives are developed</p>	<p>Consider issues in the Action Plan as and when projects are taken forward</p>
Next Steps		
Must engage with wide range of people from across the city to understand their needs.	<p>The TfN Strategy acknowledges the importance of engagement. This is a matter to be considered in the Action Plan.</p>	<p>Consider in TfN Action Plan</p>

Table 7.6: Norwich and Norfolk free text responses

Statement of Policy

Norwich and Norfolk

- strategic connections and hinterland access will be promoted

Issues	Response	Changes to Strategy/Action
Public Transport		
Affordability	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Good transport links	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Access to rural areas	The strategy will consider stronger wording to reference the need for quality connections on longer distance travelling across Norfolk.	Amend the Norwich and Norfolk Theme description Norwich and the strategic growth area around it is the centre for a large part of the county and the wider eastern region. Good, strategic connections by clean transport modes including rail, low carbon vehicles and sustainable modes within and to places outside of the area are vital for continued prosperity
Negative impact on the City		
Detrimental to the high street	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Electric Vehicles		
Encourage electric vehicles, charging and incentives	The TfN and LTP4 are aligned and this issue will be taken into account in the development of strategies and in developing the Action Plans.	Consider issues in the Action Plan as and when projects are taken forward

Issues	Response	Changes to Strategy/Action
	Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.	
Strategy Policy		
Increase connectivity around Norfolk	The strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Consideration of such issues will be a matter for when initiatives are developed	Consider issues in the Action Plan as and when projects are taken forward
People's Need		
Rural accessibility	The strategy will consider stronger wording to reference the need for quality connections on longer distance travelling across Norfolk.	Amend the Norwich and Norfolk Theme description Norwich and the strategic growth area around it is the centre for a large part of the county and the wider eastern region. Good, strategic connections by clean transport modes including rail, low carbon vehicles and sustainable modes within and to places outside of the area are vital for continued prosperity
Miscellaneous		
Having a coordinated approach	The Transport for Norwich Strategy has been developed by the County Council, with regular advisement from Norwich City Council, and Broadland and South Norfolk District Councils	No change / action

Table 7.7: Reducing the dominance of traffic free text responses

Statement of Policy

Reducing the dominance of traffic

- changes to transport network to enhance character and quality of places
- manage freight and clean modes of deliveries
- work with local communities, elected members and stakeholders to reduce unnecessary traffic

Issues	Response	Changes to Strategy/Action
Public Transport		
Make public transport affordable	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Increase frequency, improve reliability – evenings and weekends	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Negative impact on the City		
Improve public transport to encourage people into city centre	The Transport for Norwich Strategy aims to increase the use of public transport. Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Active Travel		
Improve cycle lanes / priority for walking/cycling	The Norwich LCWIP is being developed which focuses on improving cycling and walking facilities and putting cyclists at the heart of decision making.	No change / action

Issues	Response	Changes to Strategy/Action
Traffic Dominance		
Agreement with low-speed zones but need to be enforced	The Strategy will continue to work in partnership with the Norfolk Constabulary on fixed and mobile safety camera enforcement, as well as with communities who want to participate in Community Speed watch's.	No change / action
Encouraging active travel to schools and stopping congested parking and pickups	The LCWIP is currently being developed which aims to encourage active travel to schools, including cycling and walking incentives such as cycle training and maintenance programmes for schools.	No change / action
Strategy Policy		
Strategies need to persuade the public opinion, not penalise with penalty charges	<p>The Strategy aims to work with the public to make Norwich and the strategic growth a place to thrive because clean, active and accessible travel are the first choice for journeys. This will make the city centre an enjoyable environment to visit.</p> <p>The strategy sets this out as things that will be investigated and notes that there will need to be consideration across a wide range of outcomes</p>	Consider issues in the Action Plan as and when projects are taken forward
People's Need		
Rural areas have different needs	The Strategy indicates the different nature of rural and urban neighbourhoods and that transport issues, problems and opportunities within the city will be different from those in rural areas. Shown in section 10.1 of the Strategy.	No change / action
Miscellaneous		
Changes being made to the city are causing congestion	The Strategy is committed to managing congestion on the highway network. New road infrastructure will reduce congestion and delays for all road users including bus on some routes.	Consider issues in the Action Plan as and when projects are taken forward

Issues	Response	Changes to Strategy/Action
	<p>An uptake in public transport, active travel and use of the park and ride, will reduce congestion in and around the city. During rush hour, the congestion is largely caused by single occupancy commuter vehicles.</p> <p>It is acknowledged that these points are important, and the strategy recognises this. Detailed consideration of the impacts will be undertaken as schemes and projects are taken forward, and will be considered within the Action Plan</p>	

Table 7.8: Supporting growth areas free text responses

Statement of Policy

Supporting Growth areas

- plan to meet transport requirements of planned growth areas, regeneration areas and strategic employment areas
- new development will be located and designed to support objectives

Issues	Response	Changes to Strategy/Action
Public Transport		
Make public transport affordable	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Increase frequency and improve reliability	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action

Issues	Response	Changes to Strategy/Action
Improve accessibility	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Growth		
Growth in housing is quicker than infrastructure / transport growth	Norfolk County Council encourages housing to be where appropriate infrastructure is in place. Where it is not the planning department determine where the housing would be best placed; mitigation is provided for the necessary services such as education and libraries.	No change / action
Using existing areas such as brownfield sites	Brownfield sites are currently referenced to in the Greater Norwich Local Plan. The Transport for Norwich Strategy aims to ensure the required infrastructures are in place to support effective and efficient sustainable travel	No change / action
Lack of infrastructure to support growth	Norfolk County Council encourages housing to be where appropriate infrastructure is in place. Where it is not the planning department determine where the housing would be best placed; mitigation is provided for the necessary services such as education and libraries.	No change / action
Increase accessibility to areas of growth and city centre	It is acknowledged that these points are important, and the strategy recognises this. Detailed consideration of the impacts will be undertaken as schemes and projects are taken forward, and will be considered within the Action Plan	Consider issues in the Action Plan as and when projects are taken forward
New developments must prioritise sustainable transport connectivity.	Norfolk County Council will continue to work with developers to ensure sustainable transport provision is integrated into new developments.	No change.
Active Travel		

Issues	Response	Changes to Strategy/Action
Prioritise walking and cycling – mentions for pedestrian priority over cycling	The LCWIP is being developed which will provide safe routes for cyclists which are separate from pedestrians.	No change / action
Congestion Charging		
Cater for blue badge holders	The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.	No change / action
Strategy Policy		
Cars as low priority doesn't work in a rural county	The strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Consideration of such issues will be a matter for when initiatives are developed	

Table 7.9: Visions and themes free text responses

Vision and themes as a whole

Issues	Response	Changes to Strategy/Action
Public Transport		
Affordable/subsidised transport	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Increase train stops / services	The County Council continues to work with train partners to ensure services are efficient and best served for Norfolk's residents.	No change / action

Issues	Response	Changes to Strategy/Action
Car dependency – Norfolk is a rural county dependent on car use	The strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Consideration of such issues will be a matter for when initiatives are developed	Consider issues in the Action Plan as and when projects are taken forward
Negative impact on the City		
Will damage business and the city centre	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Active Travel		
Connected, unbroken cycle routes	The LCWIP is being developed which aims to provide safe, continuous, and direct routes for cycling.	No change / action
Improve existing infrastructure	The LCWIP is being developed which aims to improve cycling and walking infrastructure to encourage active travel.	No change / action
Separate cyclists/pedestrians. Enforce cyclists using cycle lanes not roads.	The LCWIP is being developed which aims to provide safe, continuous, and direct routes for cyclists which are physically separated from pedestrians and vehicles.	No change / action
Congestion Charging		
Public transport would need to be improved	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Electric Vehicles		
Prioritise electric vehicle charging	The TfN and LTP4 are aligned and this issue will be taken into account in the development of strategies and in developing the Action Plans.	Consider issues in the Action Plan as and when projects are taken forward

Issues	Response	Changes to Strategy/Action
	Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.	
Next Steps		
Consult rural residents	The TfN Strategy acknowledges the importance of public engagement and will support the delivery of this through schemes that come forward in the Action Plan.	Consider issues in the Action Plan as and when projects are taken forward
Strategy Policy		
Consideration for incomes and mobility levels – not everyone can / has access to a bicycle	The strategy recognises the need for longer distance trips and that, for some, active travel might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Consideration of such issues will be a matter for when initiatives are developed	Consider issues in the Action Plan as and when projects are taken forward
People's Need		
Accessibility and cost makes cars the best option	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	Consider issues in the Action Plan as and when projects are taken forward

Table 7.10: Zero carbon future free text responses

Issues	Response	Changes to Strategy/Action
Public Transport		
Lack of effective bus services means car dependency	The strategy recognises the need for longer distance trips and that, for some, active travel or public transport might not provide a solution. However, the strategy also recognises that action is needed to overcome some issues and to reach the carbon targets. Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a	No change / action

Issues	Response	Changes to Strategy/Action
	range of factors, such as availability, reliability, and affordability. Consideration of such issues will be a matter for when initiatives are developed	
Zero emission buses	The Transport for Norwich Strategy explains it will work with bus companies on switching to cleaner vehicles.	No change / action
Negative impact on the City		
Detrimental to city centre	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Growth		
Invest in local facilities and build on brownfield sites	Brownfield sites are currently referenced to in the Greater Norwich Local Plan. The Transport for Norwich Strategy aims to ensure the required infrastructures are in place to support effective and efficient sustainable travel	No change / action
Electric Vehicles		
Affordability of purchasing an EV	Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.	No change / action
Increase EV charging points	The TfN and LTP4 are aligned and this issue will be taken into account in the development of strategies and in developing the Action Plans. Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.	Consider issues in the Action Plan as and when projects are taken forward
Next Steps		
Provide the necessary infrastructure	The TfN Action Plan will effectively consider and prioritise capital investment for infrastructure which will support planned growth.	No change / action

Issues	Response	Changes to Strategy/Action
People's Need		
Access to clean affordable travel	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action

Table 7.11: Vision free text responses

Vision

The vision will be delivered through 9 themes:

- Norwich and Norfolk
 - Good strategic connections are vital
- A zero-carbon future
 - Reduction in travel demand, emphasis on active travel and switch to zero emission vehicles
- Improving the quality of our air
 - Consideration for clean air zone, workplace parking levy, congestion charge, petrol and diesel vehicle bans
- Changing attitudes and behaviours
- Supporting growth areas
 - In the right places with transport networks provided. Priority for walking/cycling/shared transport links
- Meeting local needs
 - Supporting the needs of all
- Reducing the dominance of traffic
 - Low traffic neighbourhoods, school streets, reduced speed limits (healthy streets)
- Making the transport system work as one
 - Prioritising roads for general traffic/public transport/active travel. Parking will be reviewed
- Making it happen (governance)
 - Good governance arrangements. Working with specialist interest sectors.

	Response	Changes to Strategy/Action
Public Transport		
Not all connections can be reached / rural accessibility	The strategy will consider stronger wording to reference the need for quality connections on longer distance travelling across Norfolk.	Amend the Norwich and Norfolk Theme description Norwich and the strategic growth area around it is the centre for a large part of the county and the wider eastern region. Good, strategic connections by clean transport modes including rail, low carbon vehicles and sustainable modes within and to places outside of the area are vital for continued prosperity. Also changes to Chapter 10 highlights and 10.3
Public transport should be zero emissions	The Transport for Norwich Strategy explains it will work with bus companies on switching to cleaner vehicles.	No change / action
Not affordable	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Not reliable / frequent enough	Norfolk County Council are currently working on the Bus Service Improvement Plan. This details how we propose to develop the public transport service to meet people's needs and looks at a range of factors, such as availability, reliability, and affordability.	No change / action
Restricting traffic will harm Norwich	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Active Travel		
Safe, accessible cycle lanes	The LCWIP is being developed which aims to provide safe, continuous and direct cycle lanes, separated from pedestrians and vehicles.	No change / action

	Response	Changes to Strategy/Action
Congestion Charging		
Affordability, high incomes will be advantaged	The strategy sets this out as things that will be investigated and notes that there will need to be consideration across a wide range of outcomes	Consider issues in the Action Plan as and when projects are taken forward
Forcing people out of Norwich	The issues will be investigated in detail as and when projects are taken forward. This will include consideration of access to the centre in order to maintain economic prosperity.	Consider issues in the Action Plan as and when projects are taken forward
Traffic Dominance		
Car dependency for those with accessibility issues	The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.	No change / action
Electric Vehicles		
Availability of charging	The TfN and LTP4 are aligned and this issue will be taken into account in the development of strategies and in developing the Action Plans. Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.	Consider issues in the Action Plan as and when projects are taken forward
Affordability of purchasing an EV	Section 6.6 of the Strategy sets out that an EV strategy was adopted at October cabinet.	No change / action
Strategy Policy		
Size of strategy area - too large / too small	The Transport for Norwich Strategy has worked with Norwich City Council, and Broadland and South Norfolk District Councils to discuss the strategy area size. The Strategy has not identified a precise boundary for the Strategy area.	To consider whether a precise boundary for TfN should be identified.
People's Need		

	Response	Changes to Strategy/Action
Has to meet the needs of all	The TfN Strategy acknowledges the importance of delivering a transport network which caters for all and meets the needs of all. This is shown in section 10.14 of the Strategy.	No change / action

