

Annex 2

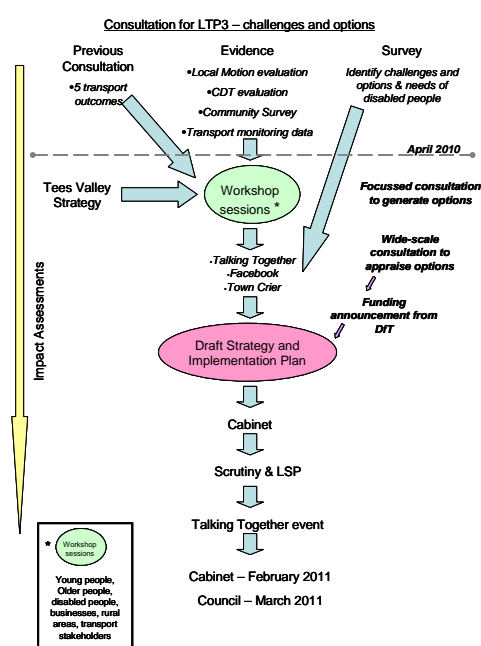
Summary of consultation

Darlington has a strong track record on consultation, in particular with the general public and through formalised partnerships such as the Local Strategic Partnership.

The Third Local Transport Plan has been developed through a staged approach to consultation, integrating survey evidence, monitoring data and project evaluations with ideas and opinions from numerous sources. Reports have been taken to both Economy and Environment Scrutiny and Cabinet at various stages to seek approval to continue with the next stage of the process. Additional consultation was undertaken with young people at the request of Cabinet.

The process is described in **Diagram 1**.

Diagram 1 Add initial consultation element to diagram



The following is a summary of the key findings at each stage of the process.

Consultation on draft goals

19th November 2009

Presentation and workshop with members of Economy and Environment Scrutiny Committee, Darlington Partnership and the 5 theme groups and Councillors.

5 draft goals or outcomes were presented and 3 questions were asked:

Are these 5 goals or outcomes right?

Are there any goals or outcomes missing?

Is there one that should be a priority?

There was general agreement that there was a great deal of commonality between the 5 goals set out in the national transport strategy and the outcomes set out in One Darlington: Perfectly Placed, but that the local outcomes should drive forward the transport strategy for Darlington.

Prosperous Darlington	A need to create a fairer society and promote financial inclusion, with transport enabling access to training and employment opportunities. Particular issues for those in rural areas and disabled people. There should be a strong relationship between transport and land use planning. Transport should support the ongoing development of the town centre and other development sites, and Darlington as a visitor destination. Reliability of travel times is considered important for businesses.
Greener Darlington	Invest in a lower carbon transport system to reduce the negative impacts of transport on the physical environment and adapt to the increased risks resulting from climate change.
Healthy Darlington	There is a significant gap in life expectancy between wards and there is an aging population which will place different demands on the transport system. There is a need to minimise the negative impacts of transport – poor air quality, noise, physical severance, risk of accidents – and promote positive physical and mental health benefits of sustainable transport.
Aspiring Darlington	A requirement for better integration of transport services, land use planning and provision of education, training and employment opportunities to help people achieve their full potential, whilst travelling by sustainable transport. The creation of a high quality environment in the town centre and the opening of the University are seen as springboards for greater aspirations for the whole population.
Safer Darlington	Both actual and perceived safety need to be addressed. Creating safer environments will help to encourage more walking and cycling. A key issue is for everyone to respect all road users.

The *quality of journey experience*, including connectivity and interchange between modes was also considered key for all those making a journey. The LSP should have a leadership role to support behaviour and cultural change. The economy and climate change were seen as key priorities, but inequalities in health are also a key issue for the LSP to tackle.

The 6 draft goals were therefore agreed as being:

1. To provide and maintain a reliable, predictable and efficient transport network to support employment, economic activity and sustainable development;
2. Deliver quantified reductions in greenhouse gases from transport with the desired outcome of tackling climate change;

3. Encourage more people to choose sustainable travel, benefitting health and wellbeing;
4. To enable everyone to access education, training, jobs, health and other services to support a fairer society;
5. Minimise the negative impacts of transport such as noise, air pollution, accidents and severance (barriers) on the natural environment, landscape and people; and
6. Improved journey experience – quality of life and quality of place.

24th November 2009

Talking Together event

Presentation and workshop with local organisations and members of the public (open invitation) plus on-line forum.

Are these 6 draft goals or outcomes right?

Are there any goals or outcomes missing?

Is there one that should be a priority?

There was general agreement that the goals were right but that the Implementation Plan must be in place to ensure that the strategy actually delivers the outcomes and that it does not become just a list of meaningless statements.

It was recognised that carbon reduction could include a wide variety of measures. These included greater use of environmentally responsible modes such as walking, cycling and motorcycling, but also the potential use of technology and the potential role of electric cars and buses. This was seen as a priority as it would also contribute to delivering against many of the other outcomes, especially health, quality of life and the economy.

Connectivity and good interchange between different modes, especially bus and rail, was seen as important, as well as better links between transport and land use planning.

Concerns were raised that other policy and decision makers in the public and private sector did not understand or consider the travel implications of their decisions.

Some people wanted the Council to take control of bus operations in the Borough, driven by a desire for a highly effective public transport system that will offer a real choice for car drivers.

Attendees also emphasised that the public should be able to give feedback throughout the process for developing the LTP, and that there should be an annual meeting to discuss the progress on delivering the Plan.

24th January 2010

Young People

A facilitated workshop with a group of young people who had already done some work on raising the transport issues for young people

The two groups provided their views on the 5 draft goals, prioritised them and identified some challenges for young people.

The young people broadly supported the goals, but prioritised them into 2 different orders:

	Economy	Carbon	Health	Green	Accessibility
Group 1	1 st	2nd	3rd	4th	5th
Group 2			1 st		2 nd

The challenges they raised were:

Transport needs to be **affordable** – an issue also raised by Campaign for the Protection of Rural England on behalf of people living in more rural communities. It was also felt that transport (buses) needed to be **reliable** – this was mainly a safety issue, reassuring parents that young people will be able to get to or from their destination on time.

Young people also believed that it was they that would have to face the consequences of actions now, in terms of carbon reduction and impact on climate change.

One group saw improving health as more important than safety. The other group saw safety as the key issue. Young people carry out an assessment between actual and perceived danger and journey times. It was felt that road safety training was undertaken in primary schools but not in secondary schools (often when they are allowed to travel independently).

Accessing activities was seen as a problem as the public transport times did not always match the start and finish times of the activities. However the young people did not automatically assume that it was up to the bus operator to change the buses, but that actually it could be a change to the location or time of the activity or it could be a different type of transport altogether.

They wanted the accessibility goal extending to include **access to activities** as most of what they do out of school is seen as an activity rather than a service or a facility (e.g. sport, hobbies, study, youth groups etc). This is mirrored in the travel statistics from Local Motion that show the majority of trips that we all make are for shopping and leisure.

In response to the views expressed during the consultation, the transport goals were altered to be:

1. Everybody is able to enjoy the Borough's prosperity by providing and maintaining a reliable, predictable, efficient and **affordable** transport network;
2. Everyone can play their part in reducing the impact of transport on the environment and its contribution to climate change;
3. People live long, healthy and active lives, travelling safely and making active travel choices;
4. Everyone in Darlington can maximise their life chances by being able to **access** services, **activities** and facilities; and
5. People in Darlington enjoy a **positive journey experience** on an attractive, clean, **green** and sustainable transport system

Additional evidence to feed into the process and the Impact Assessments
Disability Survey – Ring a Ride
Transport event for people with learning disabilities

Consultation on challenges and options

A number of workshop sessions were run with specific groups, and then a Talking Together event was held to enable organisations and local people to get involved and develop potential ideas as options for delivering the goals.

31st March 2010

Council of School Councils – 4 secondary schools and 1 college were represented

Many of the options that they generated were about the quality of the journey experience – cleanliness, attitudes of others, availability and quality of travel information and the environment.

There was a particular focus on affordability; availability and reliability of bus services; and safety across all modes of transport.

Young people came up with more innovative ideas – solar powered monorails, car sharing to reduce carbon emissions, compare the taxi.com, segways – but also some very basic ideas that would make a big difference – better attitudes by other road users, clean buses, cleaner walking routes, more secure cycle sheds, more promotion of health benefits of walking and cycling and more accessible vehicles for those with a disability (buses and taxis).

20th May 2010

Businesses

No attendees

20th May 2010

Transport stakeholders

Representatives from Arriva, CPT, Sustrans, British Motorcycling Federation, Durham Constabulary, Tees Valley Rural Community Council

The 3 main priorities that were highlighted were:

- The importance of accurate information before and during journeys
- Maintaining the highway network
- Improving coach facilities in the short term and possibly a purpose built facility as part of Town Centre Fringe in the long term.

In addition options raised included:

- Better integration between rail and bus, possibly utilising a small electric vehicle to link the town centre bus stops with the turning circle in Bank Top rail station.
- More bus priority and enforcement of priority, to ensure that bus services are more reliable.
- Car club

- Using a different public transport model to deliver public transport in rural areas – e.g. demand responsive transport
- Electric vehicles – cars and buses, though recharging is an issue (especially for buses that operate long distances even with the urban area)
- Provision of 20pmh zones outside schools to address perception of risk to pedestrians and cyclists, even when there is no accident history
- Review of park and ride options

24th May 2010

Greener Theme Group, LSP

The members of the LSP group developed options for each of the goals. The focus was on promoting sustainable transport and reducing the carbon impact of travel. The key options were:

- Aggressively follow up any complaints about public transport – this has been successful in Peterborough for increasing bus patronage
- Learn lessons from the Cycling Demonstration Town project and apply it to bus travel, to achieve attitudinal change
- Educate drivers so that they understand cyclists and pedestrians
- Offset the environmental costs of travelling to work through investment in biodiversity
- Electric charging points to encourage switch to electric vehicles
- Discourage parking
- Car clubs
- More cycle (and motorcycle) facilities, including parking in the town centre
- Accessible facilities through sustainable planning (land use planning and policy)
- Improved public transport waiting facilities and better integration

26th May 2010

Older People

Invited through Growing Older Living in Darlington and Age Concern

There was a focus on improving bus services, but also on encourage walking and maintaining roads. Some of the options included:

- Completing the Inner Ring Road
- Managing the movement of buses and providing a bus station
- Providing all day blue badge parking
- Providing and enforcing the use of bus lanes, especially illegal parking
- Re-introduce a paid for concessionary schemes (i.e. previous local scheme)
- Coordinate streetworks better to reduce delays
- Roll out of real time bus information to key stops
- Smart ticketing – so do not need to carry money (good from a personal safety point of view)
- Car Club
- Electric cars
- More cycle parking required

- Personalised travel information, especially if you are new to the town
- More accessible taxis required
- All buses should be low floor
- More dropped kerbs are required
- Cycling on pavements is an issue and needs greater enforcement
- Better interchange at the rail station
- Require proper coach stops and passenger waiting facilities
- Need more residents parking
- Do not use green space to accommodate parking (verge hardening)

11th June 2010

People with disabilities

Invited via Darlington Association on Disability

Transport is a priority for people with a disability. The personalisation agenda will provide people with greater choice, but only if suitable transport is available to enable people to access the services, facilities and activities that they need or want to use.

Many of the issues raised were challenges rather than options. Most require small scale improvements or changes in behaviour, some of which can be addressed through raising awareness of the issues that disabled people face or training.

- Car parking on pavements causing an obstruction
- Management of streetworks and building works, especially when they impinge on the footway
- Cyclists to be separated from pedestrians
- Real time information is good, but would also like audible announcements on buses and at bus stops
- Bus drivers are not always helpful, especially when communicating with people at bus stops before they have got onto a bus
- Disabled people would first and foremost like genuine travel choices, climate change is secondary. Need to provide choices that combine both whenever possible.
- Safety is an issue if pedestrian crossings are not working
- Panic buttons on buses would help people with learning difficulties
- To access employment and other services, need to be certain that can access a bus or taxi on a regular basis
- Consider using cheap alternatives when possible e.g dropped kerbs
- Review car parks to make accessible parking bays truly accessible
- Need to use all communications channels when changes come into effect on transport e.g. Twitter, Facebook
- Access to rail station is difficult – what about a trevlator

17th June 2010

People living in rural areas

Invited via the Association of Parishes

Attendees from Sadberge, Bishopton, Hurworth, Neasham, Middleton St George, East Newbiggen and West Newbiggen.

Transport is seen as a vital service in rural areas, particularly for those without access to a car. There was a general consensus that the bus service that they currently get is good – on time, clean vehicles and pleasant drivers – and would like to see the services being more frequent. However there was an understanding that keeping the existing services is crucial and any improvements would be an aspiration. Whilst concessionary fares are valued, they would rather pay and keep a bus service, than have a concession but no bus service on which to use it.

There were a lot of options to reduce carbon emissions:

- Electric cars and charging points for each village
- Car Club
- Enhanced rail services (especially using Dinsdale station)
- Better broadband in rural areas to support home working
- Cycle training and cycling groups to encourage more cycling, linked to better cycle parking at supermarkets
- Pool bikes or cycle hire in villages
- Promote more positive driver behaviour

To promote better safety

- 20mph speed limits in villages
- Extend the Community Speed Watch programme which has started in Sadberge

To improve access:

- Support the development of the Metro, enhancing the rail services for Dinsdale station
- More services to be provided locally e.g. post office, shop
- Safe walking and cycling route from Sadberge to MSG, also enhancing provision for those using mobility scooters (an increasing issue with an aging population)
- More dropped kerbs, especially at bus stops

To improve the journey experience:

- Conductors on buses could help older people
- Extend walking and cycling routes in rural areas – just because villages are in rural areas there is not necessarily good access to green space/infrastructure
- Stop HGVs operating through villages

Talking Together events

10th and 12th July – stall in Darlington market

16th and 17th – drop in event in Dolphin Centre

Promoted via an article in the Town Crier, press release and a shop window display

Insert picture of shop window

The aim was for local people to have their opportunity to provide options and ideas for delivering against the goals. In addition it had become more apparent that the level

of funding for transport that would be received from Government and locally would be significantly reduced. Tough choices on how the money would be spent would therefore have to be made. It was decided to add an element of forced choice to see how people would like to split the funding. They were asked to split £100 in blocks of £10 between 3 areas of work that the LTP covers. These were:

Maintain, Manage, Improve

Maintain	Manage	Improve
<i>Maintain the transport assets that we currently have (physical infrastructure)</i>	<i>Make best use of the transport network that exists and make the most appropriate travel choices (manage, inform, enforce)</i>	<i>Add to the transport assets and travel system (physical improvements and new or enhanced transport services)</i>
Examples	Examples	Examples
Inspect and repair: Roads Pavements Bridges Streetlights Road markings and signs Traffic lights Cycle paths Winter gritting	Ensure reliability through implementation of the Network Management Plan; Ensure people can travel safely and feel safe through training, enforcement and education; Provide information so people can make travel choices; Manage some costs of travel such as car parking and concessionary fares; Keep the transport system clean	Extend and enhance walking and cycling routes, safer Routes to School, bus network and roads; Tackle congestion hot spots with junction improvements and new roads; Improve interchange between all modes; Improve waiting environments for rail, bus and coach passengers

The results showed that there was significant support for maintaining the existing physical infrastructure, receiving 44% of the notional funding. The remaining funding was split more evenly between managing (26%) and improving (30%). This allocation of funding was not determined by the mode of transport that was used by the respondent, but was more a recognition that when funding is limited it is more prudent to spend it on making sure what you currently have is well looked after and fit for purpose.

Two key issues that were raised a number of times over the 4 days were:

1. Consideration to other road users – this was seen as an issue across all modes
 - a. cyclists cycling on pavements with no consideration for pedestrians
 - b. car drivers parking with no consideration of the needs of pedestrians or bus/HGV drivers
 - c. car drivers not letting buses pull away from bus stops
 - d. vehicular traffic not showing due consideration for cyclists whom choose to cycle on the road

- e. pedestrians using mobile phones or listening to music and not looking where they are going causing problems for other road users
- 2. Coach station/bus station – this was quoted as a solution to a myriad of problems but needs to be considered as two separate issues as they operate differently:
 - a. Coach station for long distance travel
 - i. few places in the town for coaches to park e.g. to serve the theatre, Dolphin Centre etc
 - ii. Long distance tour operator coaches require places to stop over to allow drivers to have a rest period – opportunity for Darlington's economy
 - iii. National Express coach stop to pick up/drop off passengers – currently poor passenger waiting facilities
 - b. Bus station for local bus services
 - i. To take buses out of the town centre altogether
 - ii. To provide enhanced waiting facilities
 - iii. To reduce congestion on the roads in the town centre