

REPORT N° 70009000-006

# SOLIHULL CONNECTED: CONSULTATION REPORT

FINAL REPORT

# SOLIHULL CONNECTED: CONSULTATION REPORT

**Solihull Metropolitan Borough Council**

## **Final Report**

Project no: 70009000

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## 1

## EXECUTIVE SUMMARY

## 1.1 OVERVIEW

- 1.1.1 Solihull Council consulted widely on the Solihull Connected Green Paper following Cabinet Member for Transport and Highways approval in early July 2015. The consultation ran for twelve weeks from 10<sup>th</sup> July to 30<sup>th</sup> September 2015. A multi-faceted approach was adopted, using a variety of techniques and tools to engage with a wide range of groups and individuals.
- 1.1.2 A wide range of technical and local stakeholders, employers, residents and employees from across the borough have participated in the consultation (including 37 responses to the stakeholder questionnaire, 63 workshop participants, 27 parish council workshop participants, 300 respondents to the residents' questionnaire, 87 focus group participants and over 200 school pupils at seven different schools) . Their feedback on the future needs of Solihull's transport system is invaluable.
- 1.1.3 Any given consultation will never capture the attention of the entire population, though an effective consultation should give those who wish to express their views the chance to do so. The findings of the Solihull Connected consultation presented in this report are therefore based on a sample of Solihull's residents. As considerable efforts were made to reach out to those who would not typically respond to a council-led consultation (specifically through the young people focus groups, schools engagement and public workshops and wider social media activity) it is felt that the Solihull Connected Green Paper consultation has been successful in engaging with a broad cross section of Solihull's residents and wider stakeholders.
- 1.1.4 In revisiting the objectives for the consultation (set out in Chapter 2), it is considered that they have been achieved through the comprehensive approach employed to promote and generate interest in the consultation and gather feedback on the Green Paper from Solihull's residents and key stakeholders:

## 1.2 SUPPORT FOR SOLIHULL CONNECTED

- 1.2.1 Stakeholders and members of the public recognise the limitations of Solihull's current transport system. Key transport problems are felt to be **congestion**, poor public transport **connectivity** and the **cost** of public transport. Importantly, Solihull's limited connectivity is recognised as a **key barrier to growth**. There is strong support for a **major overhaul** of the transport network, particularly in terms of a step change to improve public transport and cycling provision.
- 1.2.2 There is recognition that the growth and development planned for Solihull will create further congestion and capacity problems and that there is a need for Solihull Connected to offset those problems. This gives rise to **broad support for the vision and objectives** underpinning Solihull Connected, in particular the need to invest in **mass transit** of some sort, along with a **town centre master plan** and **local community infrastructure** aimed at encouraging walking and cycling. There is however, far less support for a town centre car parking strategy with differential pricing.

- 1.2.3** **Convenience** is fundamental and until alternative modes are able to compete in this regard, stakeholders and residents believe that the car will continue to be the primary mode of transport in the borough. While there is a general agreement that people and businesses need to 'change how they travel' many stakeholders, particularly business representatives, stress the need for Solihull Connected to recognise the **importance of the car** in Solihull. There is some reluctance amongst residents to acknowledge the negative impact of their own personal car use. They berate the delays caused by congestion and accept that congestion is going to increase in the future, but this is not yet sufficient a motivator for them to consider changing modes.
- 1.2.4** It is clear that a number of barriers to the use of sustainable modes need to be addressed before Solihull residents will even consider changing their travel behaviour. Public transport services do not currently provide a realistic or viable alternative for many people (e.g. lack of evening/Sunday services, long and indirect routes and journey times). Respondents cite the need for **improved public transport connectivity** to destinations within the borough and beyond, **more frequent and reliable** bus services, **reduced fares, integrated/cashless ticketing** and improved (real time) **information**. It is clear that some residents would be willing to try different modes of transport if they were to be improved. Addressing the **negative perceptions of bus services** would be a key area to prioritise in this respect.
- 1.2.5** The consultation identified various physical and emotional barriers to walking and cycling. Residents are particularly concerned about the **safety of cycling** and there is felt to be a need for a comprehensive and continuous network of **segregated cycle routes** (with separation from traffic) across the borough, **facilities for cyclists** at destinations (including secure parking) and well-signed and well-publicised cycle routes, accompanied by softer measures such as adult cycle training and education. To increase levels of walking, there is felt to be a need to improve streets in local centres and residential areas to make walking more enjoyable and safer. Other significant issues include the cost and availability of **car parking** in the town centre and at business parks.
- 1.2.1** Stakeholders and residents welcome the idea of sustainable transport infrastructure improvements over a purely road-based solution but feel that realistically, a **balanced approach** is required – i.e. a combination of road building / improvement at key locations to support the anticipated growth alongside investment in high quality alternatives. They also identify the need for **complementary initiatives** that provide residents with the information and skills they need in order to make sustainable travel choices, and help realise the necessary education and cultural shift.
- 1.2.2** With regard to the possible changes proposed for the town centre, there is a good level of support for improving **bus-rail interchange**, helping businesses to encourage **employees to travel sustainably** and a **park and ride** for shoppers. There is far less support for allowing cars onto the High Street in the evening, relocating Solihull railway station to Monkspath Hall Road and allowing cycling on the High Street.
- 1.2.3** There is distinct support for what Solihull Connected is trying to achieve. In terms of improving the transport system, **frequency, reliability, affordability and connectivity** are the most important aspects. Above all, consultees believe that only a **truly integrated network** will be able to compete with the relative advantages of the car. To achieve modal shift, the challenge is to **demonstrate that sustainable travel can be cheaper, quicker and more convenient than using the car**.
- 1.3** **NEXT STEPS**
- 1.3.1** This report will be followed by a White Paper Scoping report used to set the direction for a series of technical work streams which will be undertaken over the coming months to further develop the ideas set out in the Green Paper. Solihull Connected will be revised to reflect the feedback received during the consultation and a White Paper will be issued for approval by Cabinet Members for Transport and Highways in summer 2016.

# 2 PROJECT BACKGROUND

## 2.1 BACKGROUND

- 2.1.1 Solihull Connected has started the debate about the future of transport in Solihull.
- 2.1.2 Solihull Metropolitan Borough Council (SMBC) is embarking on a strategy of 'Managed Growth' through the promotion of 'UK Central'. This plan brings together all of the economic assets of the borough including regional business parks, town centres, Jaguar Land Rover, the Airport, future HS2 and the NEC. The Council is determined to make this vision of 'managed growth' a reality.
- 2.1.3 Solihull Connected will set out the overarching vision and strategy for the borough's future transport network. The aim of the project is to create a sustainable transport strategy that will keep Solihull moving in the coming years.
- 2.1.4 Solihull Connected is part of a discussion taking place across the West Midlands about the future transport needs of the region and will also form an integral part of Movement for Growth, the regional transport strategy being developed by the West Midlands Integrated Transport Authority.

## 2.2 CONSULTATION

- 2.2.1 Solihull Council consulted widely on the Solihull Connected Green Paper following Cabinet Member for Transport and Highways approval in early July 2015. The aim was to engage with a wide range of technical stakeholders, employers, residents and employees from across the borough to gather their feedback on the future needs of Solihull's transport system.
- 2.2.2 The consultation ran for twelve weeks from 10<sup>th</sup> July to 30<sup>th</sup> September 2015. A multi-faceted approach was adopted, using a variety of techniques and tools to engage with a wide range of groups and individuals.

This report provides a detailed account of the findings of the Solihull Connected consultation.

## 2.3 AIMS OF CONSULTATION

- 2.3.1 For the ideas set out in Solihull Connected to become a reality, stakeholders must be closely involved in the development and refinement of the transport strategy. The Council recognises the importance of early and continued engagement with stakeholders. The consultation on the Green Paper was therefore framed around starting a conversation with residents, businesses and other stakeholders about their transport needs and priorities, rather than presenting a definitive strategy.
- 2.3.2 The overarching aim of the consultation was to engage with key stakeholders, professional partners, transport providers, businesses, residents and employees in developing a transport strategy for the borough for the next 20 years. More specifically, to:
  - Ensure that all stakeholders (i.e. all those with an interest, including groups / organisations and the general public) are aware of and can easily contribute to the consultation.
  - Engage with a wide spectrum of stakeholders; reaching further than the 'usual suspects'.

- Capture the interest and imagination of the local population and begin to sow the seeds that will go on to realise future behavioural change.
- Enable stakeholders to give timely feedback on the draft strategy document so that it can be refined and shaped accordingly.

## **2.4 STRUCTURE OF THIS REPORT**

**2.4.1** A summary of the methodology adopted for the consultation follows this introductory chapter. Thereafter, Chapter 4 presents the findings of the consultation with stakeholders, Chapter 5 describes the public consultation findings and finally, Chapter 6 provides a summary of the findings. Supplementary information, including plans and additional tables are provided in the appendices.

# 3 METHODOLOGY

## 3.1 OVERVIEW OF CHAPTER

- 3.1.1 This chapter sets out how the consultation on Solihull Connected was undertaken with stakeholders and the general public between July and late September 2015. The main methods of gathering feedback were stakeholder workshops, a questionnaire (with separate versions for stakeholders / businesses and members of the public) and focus groups with members of the public, supported by various communications, including a dedicated webpage on the Council's website.

## 3.2 PLANNING THE CONSULTATION

- 3.2.1 An initial stakeholder mapping exercise identified the various groups to be targeted via the consultation. This exercise informed the development of the Consultation Plan, which set out how the various groups and individuals identified would be consulted and the associated timescales (see Appendix A). The Plan focused on both engaging stakeholders and consulting more widely with the public.
- 3.2.2 The consultation period officially ran for twelve weeks, from 10<sup>th</sup> July to 30<sup>th</sup> September 2015.

## 3.3 STAKEHOLDER CONSULTATION

- 3.3.1 Stakeholder consultation took place through the following channels:
- Direct communication with stakeholders and businesses to raise awareness of Solihull Connected and the consultation.
  - Three stakeholder workshops held in August and September 2015.
  - Inviting comments on Solihull Connected through a questionnaire aimed specifically at stakeholders and businesses.
  - Ongoing social media updates to raise awareness of the consultation.

### STAKEHOLDER COMMUNICATIONS

- 3.3.2 Stakeholders were initially contacted by email and invited to participate in the consultation by attending a workshop and / or completing the stakeholder questionnaire. This contact was followed up a number of times throughout the consultation period.
- 3.3.3 Solihull Connected was communicated widely to stakeholders during the consultation period, by means of direct communication and through the Chief Officers' forum and various partner networks.

### STAKEHOLDER WORKSHOPS

- 3.3.4 Two stakeholder workshops were held during the consultation period to engage directly with businesses and stakeholder organisations. Attendees included neighbouring authorities, transport operators, third sector organisations, special interest groups, large employers and town centre businesses. A third workshop was conducted with internal stakeholders (i.e. Council employees) representing a range of disciplines. There was good attendance at all three sessions, as described in Chapter 3.

- 3.3.5 Initially there were plans to conduct three workshops with external stakeholders, one of which was to be primarily focused on town centre business representatives. However, due to the timing of the sessions and the limited availability of the stakeholders invited to attend, the decision was taken to run combined sessions for town centre and wider stakeholders. Within the sessions, those representing the interests of town centre businesses were brought together in small discussion groups.
- 3.3.6 Stakeholders were invited to attend the workshops via email, with reminders sent a number of times to maximise attendance. All workshops were by invitation only and were held in the town centre (The Hu). Workshops took place as follows:
- Tuesday 4<sup>th</sup> August, Arts Complex (businesses / stakeholders)
  - Tuesday 25<sup>th</sup> August, The Hub (internal stakeholders)
  - Tuesday 22<sup>nd</sup> September, The Hub (businesses / stakeholders).
- 3.3.7 Further information about the attendance and format of the sessions is provided in Chapter 4.

## STAKEHOLDER QUESTIONNAIRE

- 3.3.8 A semi-structured questionnaire was designed to gather stakeholder feedback. The stakeholder questionnaire contained a number of questions that were also included in the public questionnaire, but also additional questions more relevant to organisations and businesses. This was a suggested structure, rather than compulsory, and some stakeholders chose to respond by letter / email instead of completing the questionnaire.
- 3.3.9 A copy of the questionnaire is available in Appendix B and a summary of formal responses is included in Appendix C.

## PARISH COUNCIL WORKSHOPS

- 3.3.10 Parish councils are key stakeholders as elected representatives of local interests and neighbourhoods. The borough has 16 parish councils and three workshops with adjoining parishes representing the north, south and east were conducted in early September (Table 3-1).
- 3.3.11 SMBC contacted the parish councils in July, informing them about the Solihull Connected consultation and the important role that parish councils will play in achieving growth and shaping the borough, particularly at the neighbourhood level. Four councillors from each council were invited. Further information about the attendance and format of the sessions is provided in Chapter 4.
- 3.3.12 Parish councils were also asked to use their local networks to promote awareness of the consultation, e.g. the local roadshows drop-ins, and signposted to the West Midlands ITA 'Movement for Growth' consultation.
- 3.3.13 Following the workshops parish councils were also encouraged to complete the stakeholder questionnaire.

Table 3-1: Parish council workshops

| Area  | Venue          | Parish Councils  |
|-------|----------------|--|
| South | Dickens Heath  | Cheswick Green Parish Council<br>Dickens Heath Parish Council<br>Hockley Heath Parish Council<br>Tidbury Green Parish Council  |
| North | Chelmsley Wood | Bickenhill & Marston Green Parish Council<br>Castle Bromwich Parish Council<br>Chelmsley Wood Town Council<br>Fordbridge Town Council<br>Kingshurst Parish Council<br>Smiths Wood Parish Council |
| East  | Balsall Common | Balsall Parish Council<br>Barston Parish Council<br>Berkswell Parish Council<br>Chadwick End Parish Council<br>Hampton-In-Arden Parish Council<br>Meriden Parish Council                         |

## 3.4 PUBLIC CONSULTATION

### 3.4.1

With regard to the general public, consultation was undertaken through a range of channels including:

- A series of 'drop-in' roadshow events across the borough throughout the consultation period.
- Consultation questionnaire (hosted online, with paper copies of the Green Paper and questionnaire available in libraries and on request).
- A series of focus group events with randomly selected members of the public, and additional groups directed at young people aged 16-20.
- Dedicated page about Solihull Connected on the Council's website, from which Solihull Connected could be downloaded. It also provided a link to the consultation questionnaire.
- Direct contact with local and strategic interest groups, parish councils, residents associations and use of partner networks to encourage taking part in the consultation.
- Widespread communications to raise awareness (see paragraph 3.4.18).

### 3.4.2

Members of the public were able to contact SMBC through a dedicated email address Solihull Connected [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk). The mainstay of the public consultation and communication was to direct interested parties to complete the questionnaire to formally record their views.



## ROADSHOWS

- 3.4.3 A series of drop-in roadshows was held in libraries across the borough during the consultation period (Table 3-2 below). These provided members of the public with the opportunity to meet members of the project team, discuss Solihull Connected and ask any questions. Attendees were encouraged to complete the consultation questionnaire, paper copies of which were available at all sessions.
- 3.4.4 A copy of the display material used at the roadshows is provided in Appendix E.

**Table 3-2: Roadshows**

| Location                               | Date                | Attendance         |
|--|---------------------|--------------------|
| Solihull Central Library               | Saturday 25 July    | 31                 |
| Chelmsley Wood Library                 | Wednesday 29 July   | 7                  |
| Shirley Library                        | Wednesday 5 August  | 11                 |
| Dickens Heath Library                  | Monday 10 August    | 4                  |
| Castle Bromwich Library                | Thursday 13 August  | 4                  |
| Marston Green Library                  | Monday 17 August    | 4                  |
| Balsall Common Library                 | Thursday 20 August  | 10                 |
| Olton Library                          | Saturday 22 August  | 10                 |
| Solihull Train Station                 | Monday 24 August    | n/a passing public |
| Hobs Moat Library                      | Thursday 27 August  | 20                 |
| Birmingham International Train Station | Tuesday 1 September | n/a passing public |
| Fun in the Park Tudor Grange           | Sunday 20 September | 6                  |
| <b>Total</b>                           |                     | <b>107</b>         |

## PUBLIC QUESTIONNAIRE

- 3.4.5 As mentioned above, two questionnaires were developed – one aimed at the wider public and one for those responding on behalf of businesses or organisations.
- 3.4.6 The public questionnaire contained a mix of structured ‘tick box’ type questions to explore the content of Solihull Connected through a series of ‘closed’ attitudinal questions, and open questions which gave respondents the opportunity to provide unprompted free text responses. The questionnaire (hosted by Smart Survey) was available online (a link from the Solihull Connected webpage) and hard copies were available at the roadshow events and on request during the consultation period.
- 3.4.7 The questionnaire, whilst framed around the content of Solihull Connected, was designed in such a way to capture relevant information without the respondent necessarily having read (all of) the document. The questionnaire also gathered information on travel behaviour and demographics to set the context of the respondent’s attitudes. A copy of the questionnaire is available in Appendix F.

## WEBSITE

- 3.4.8 The webpage <http://www.solihull.gov.uk/solihullconnected> was the main source of information on Solihull Connected and the consultation, and all promotion signposted to the webpage where possible. The website contained information on:

- Background to Solihull Connected
- The Green Paper
- Links to the stakeholder / business and public questionnaires
- Dates of roadshows
- Link to the consultation on the West Midlands Integrated Transport Authority Movement for Growth transport strategy.

## ENGAGING SCHOOLS

- 3.4.9** Given that Solihull Connected will be SMBC's 20+ year vision for transport, there was felt to be a strong need to engage with young people to gather insight into travel attitudes and behaviours amongst this very important group. This engagement was undertaken in two ways – directly with schools (as described below) and through a series of focus groups with young people (see paragraph 3.4.16).
- 3.4.10** Primary and secondary schools across the borough were invited to engage in the Green Paper consultation from an education and young person's perspective. The engagement took the form of a workshop specifically designed to explore what young people view as the greatest challenges for transport and what they would like transport to deliver in the future.
- 3.4.11** SMBC's Schools Active Travel and Sustainability teams helped design and deliver the workshop sessions. SMBC also offered to support project work as part of the curriculum or extra-curricular activities.
- 3.4.12** In total, eight workshop sessions with seven different schools were conducted, as shown below (Table 3-3). The analysis and outcomes of the engagement are incorporated in Chapter 5. Further detailed analysis is provided in Appendix K.

**Table 3-3: School workshops**

| School                | Date                       | Year group                           | No. attending |
|-----------------------|----------------------------|--------------------------------------|---------------|
| Greswold Primary      | 9 <sup>th</sup> September  | Year 4 (8-9 year olds)               | 60            |
| CTC Kingshurst        | 29 <sup>th</sup> September | Year 9 (13-14 year olds)             | 50            |
| Tidbury Green Primary | 5 <sup>th</sup> October    | School Council (7-11 year olds)      | 20            |
| St Peter's Secondary  | 7 <sup>th</sup> October    | Eco Teams (11-18 year olds)          | 20            |
| Yew Tree Primary      | 12 <sup>th</sup> October   | Eco Teams (4-11 year olds)           | 15            |
| Lyndon Secondary      | 13 <sup>th</sup> October   | Eco/School Council (11-16 year olds) | 15            |
| CTC Kingshurst        | 14 <sup>th</sup> October   | Post 16 Students (16-17 year olds)   | 18            |
| Dorridge Primary      | 14 <sup>th</sup> October   | School Council (6-11 year olds)      | 12            |

- 3.4.13** School representatives were also actively encouraged to respond to the stakeholder questionnaire.

## FOCUS GROUPS

- 3.4.14** Three focus group events were held as part of the Solihull Connected consultation, each focused in a different geographical area – Urban West, North and Rural. Participants were recruited from across the wards comprising each of these three broad geographical areas. The focus groups events were held in easily accessible venues in July 2015.

- 3.4.15 Each session was an invitation-only event and participants were randomly selected by specialist market research recruiters according to set socio-demographic and behavioural criteria to ensure a good balance and broad geographic spread of respondents was achieved. Around 25 participants attended each session. More information about the format of the sessions is provided in Chapter 5.

## YOUNG PEOPLE FOCUS GROUPS

- 3.4.16 Young people are typically poorly represented in responses to consultation exercises. Given the focus of Solihull Connected on future behavioural change, in addition to the schools engagement activity, deliberate efforts were made to engage with a small sample of 16-20 year olds from across the borough to explain their barriers to the use of and attitudes towards sustainable transport.
- 3.4.17 Four focus groups were held in August 2015, each with around six participants. As with the public focus groups, each session was an invitation-only event and participants were randomly selected by specialist market research recruiters. Further details are provided in Chapter 5.

## WIDER COMMUNICATIONS

- 3.4.18 Throughout the consultation, a range of channels were used to promote the consultation and encourage participation.
- 3.4.19 In addition to the direct stakeholder emails referred to above, Solihull Connected was promoted through a range of communication channels including press and social media in the following ways:
- Regular promotion on SMBC's Facebook and Twitter feeds.
  - Inclusion in Stay Connected alerts.
  - Issuing press releases.
  - Distribution of contact cards and advertising the consultation and the roadshows.
  - Partner organisations were requested to circulate to their own networks to promote the consultation.
- 3.4.20 The communications activity predominantly provided signposting to web-based information and the roadshow drop in sessions.

## 3.5 INTERNAL COMMUNICATIONS

- 3.5.1 Various internal communications were used to connect with Members, officers and partners and promote the consultation. The communications activity had a wider outlook towards engaging communities, local interest groups and stakeholders, providing direct support and keeping them updated with forthcoming events and early outcomes. The following channels were employed:
- Members' news briefings, neighbourhood meeting briefings, drop-in sessions and initial Consultation Outcomes members' workshop in late October.
  - Internal stakeholder group connecting with their resident, business, transport user, environmental, accessibility / equality, voluntary sector, health, education and police networks.
  - Staff Forum presentation in early July, Core Brief and message boards.
  - Neighbourhood newsletters to communities and partners.

- Yammer internal social networking service used for communication within Solihull Council.

## 3.6 ANALYSIS APPROACH

3.6.1 Receiving feedback that can be used to shape the Solihull Connected White Paper was a key aim of the consultation (*“enable stakeholders to give timely feedback on the draft strategy document so that it can be refined and shaped accordingly”*).

3.6.2 As such, all feedback received during the consultation period (questionnaire responses, workshop and focus group discussions and task outputs, discussions held at the roadshows) have been considered in compiling this report. This report therefore provides an accurate representation of the views expressed during the consultation period.

## REPRESENTATION

3.6.3 It goes without saying that a transport consultation, no matter how much effort is made to engage the public and stakeholders, will never capture the attention of the entire population, though an effective consultation should give those who wish to express their views the chance to do so. Responses to consultation exercises typically do not equally represent all ages and social groups, as some groups and individuals (often with particularly strong views) naturally have a greater interest than others (often those who already use sustainable modes of transport and those with a particular interest in transport). However, considerable efforts were made to reach out to those who would not typically respond to a council-led consultation, specifically through the young people focus groups and public workshops, as well as through wider social media promotional activity.

3.6.4 The findings of the Solihull Connected consultation presented in this report are therefore based on a sample of Solihull's residents. The demographic profile of these respondents is presented in Chapter 5. It is important to note that the profiles of both questionnaire respondents and public focus group participants should be considered in tandem as invaluable feedback has been gained from the various methods of consultation.

## LEVEL OF RESPONSE

3.6.5 The consultation has gathered extensive feedback on the Solihull Connected Green Paper from a wide range of technical and local stakeholders, employers, residents, employees and schools from across the borough, all of which has been assimilated to produce this detailed report, including:

- 39 responses to the stakeholder questionnaire
- 16 formal written responses
- 63 stakeholder workshop participants
- 27 parish council workshop participants
- 300 responses to the residents' questionnaire
- 87 focus group participants (65 at the three main focus group events and 22 in the focus groups with 16-20 year olds).
- 8 school workshops (2 primary, 3 secondary and 2 academies) involving over 200 pupils.

3.6.6 Given the consultation and communication channels employed, it is not possible to calculate an exact total level of response or response rate.

## ANALYSIS APPROACH

- 3.6.7 As the majority of the questionnaire responses were submitted online, there was no need for any manual data entry of completed questionnaires. Where paper forms were received, they were subsequently entered as an online response. Once the consultation period had ended, questionnaire data was downloaded into an Excel spreadsheet and then analysed using Excel, SPSS (a package specifically designed for the analysis of social survey data) and GIS mapping software. Responses to open questions were thoroughly read and coded thematically; a process which allows similar responses to be grouped together for reporting.
- 3.6.8 The workshops and focus groups generated a considerable amount of qualitative data. Detailed notes and outputs of the various tasks conducted during the sessions have been considered alongside the data gathered from the questions asked during the sessions. Formal responses have been thoroughly read, summarised (presented in Appendix C) and the key points raised are included in the narrative of this report.
- 3.6.9 For ease of interpretation, the findings in Chapters 4 and 5 follow a similar structure, which mirrors the key themes of the Solihull Connected Green Paper.
- 3.6.10 It should be noted that quantitative data from the workshops / focus groups and questionnaires are presented for each question in turn in Chapters 4 and 5. There is some variation in the size of the sample between questions (i.e. the number of responses upon which the percentages are based) as respondents / participants did not necessarily provide an answer to every question. In some cases, percentages are based on relatively small sample sizes (<50 or <100), and should be considered indicative only rather than statistically robust.
- 3.6.11 With regard to the mapping, it should be noted that results have been mapped to postcode units, which contain a number of properties (up to 80) in the same geographic area. However, the point mapped is automatically shown as the centroid (centre) of the postcode unit, regardless of which properties within the postcode unit are represented in the data. This means that a point shown on the map does not directly translate to the exact location of a respondent expressing a particular view.

# 4

## STAKEHOLDER RESPONSES

### 4.1 OVERVIEW OF CHAPTER

- 4.1.1 This chapter presents a summary of the views expressed during the three stakeholder workshops held to inform the Solihull Connected consultation, the workshops conducted with parish councils and in the 37 responses to the stakeholder questionnaire. Additionally, it examines detailed written responses to the consultation from stakeholders. A summary of the responses is presented initially, before a more detailed breakdown of the outputs of the stakeholder consultation.

### 4.2 SUMMARY OF FINDINGS

- 4.2.1 Stakeholders identify the key transport issues affecting the borough as **traffic congestion**, **poor public transport connections** and **over reliance on the car**. They recognise that congestion impacts on **journey time reliability**, which affects all traffic including freight and buses, and subsequently, the **economy**. The dominance of the car is considered to be due to the lack of good quality alternatives to private car use. The school run is cited as a major cause of congestion. Stakeholders feel that the limited public transport (and cycling) links between the north and the south of the borough actively **reinforce the north-south divide**.
- 4.2.2 Importantly, Solihull's **limited connectivity** is recognised as a **key barrier to growth**. While there are felt to be good connections to Birmingham (though to Moor Street rather than New Street which raises further issues), wider connectivity to the West Midlands and beyond is inadequate.
- 4.2.3 **Convenience** is felt to be fundamental and until alternative modes are able to compete in this regard, the car will continue to be the primary mode of transport in the borough. Stakeholders feel that public transport services do not currently provide a realistic or viable alternative for many people (e.g. lack of evening / Sunday services, long routes and journey times). Other significant issues include the cost and availability of **car parking** in the town centre, as well as a lack of car parking and general **poor accessibility of employment** sites such as Blythe Valley, Cranmore and Birmingham business parks. Stakeholders also identified various physical and emotional barriers to increasing levels of walking and cycling, including a lack of 'joined up' high quality **cycling provision**, significant concerns about safety and poor information / signage.
- 4.2.4 The majority of stakeholders believe that the growth and development planned for Solihull will create congestion and capacity problems and that there is a need for Solihull Connected to offset those problems. They are **broadly supportive of the strategy principles** and the overall vision for transport. However, while some may feel that Solihull Connected is not radical enough to realise the level of change required, others may feel that it is too heavily focused on reducing car use. There are concerns as to whether it is possible to reduce *both* congestion and car use (i.e. will relieving congestion encourage more people to drive?). While there is a general agreement that people and businesses need to 'change how they travel' and unanimous support for a **major overhaul of the transport network** (public transport, cycling provision), many stakeholders, particularly business representatives, stress the need for Solihull Connected to **recognise the importance of the car** in Solihull.
- 4.2.5 Stakeholders welcome the idea of sustainable transport infrastructure improvements over a purely road-based solution but feel that realistically, a **balanced approach** is required – i.e. a combination of road building / improvement at key locations to support the anticipated growth alongside investment in high quality alternatives. They also identify the need for **complementary initiatives** that provide residents with the information and skills they need in order to make sustainable travel choices, and help realise the necessary education and cultural shift.

- 4.2.6 In terms of improving the transport system, **frequency, reliability, affordability and connectivity** are the most important aspects. Above all, stakeholders feel that alternative modes need to be as convenient as the car, which can only be achieved through a **truly integrated network**. While there is some acceptance that to achieve the desired step change in public transport, buses would need to have priority and road space allocated to them, other stakeholders do not support the notion of road space reallocation at the current time. It should be noted that this topic was not discussed explicitly in all workshops.
- 4.2.7 In terms of improving transport in Solihull town centre specifically, the greatest priorities are considered to be support for businesses to encourage **employees to travel sustainably** and investment in **park and ride**. There is no consensus on the need to relocate Solihull station but there felt to be a definite need for **improved bus-rail interchange**.
- 4.2.8 When tasked with allocating spend to various different transport infrastructure schemes, interestingly, stakeholders distributed around half of the available budget to mass transit (Sprint) measures, with a route from Blythe Valley to north Solihull via Solihull town centre, Birmingham Airport and Chelmsley Wood centre considered to be a particular priority. Over a quarter of the total spend was directed towards highways infrastructure (mainly on 'congestion busting' at known pinchpoints). Fourteen percent of the available budget was directed towards active travel (walking and cycling improvements), and 10% on town centre schemes.

## 4.3 LEVEL OF PARTICIPATION

### STAKEHOLDER WORKSHOPS

- 4.3.1 Of the three stakeholder workshops, two were aimed at a wide range of stakeholders including neighbouring authorities, transport operators, third sector organisations, special interest groups, large employers such as Jaguar Land Rover, and town centre businesses, while one was solely for internal stakeholders (i.e. SMBC employees). Attendance levels were encouraging, with 63 stakeholders participating in total, the first workshop being the best attended (Table 4-1). It is noted that the organisations that participated in the workshops together represent and / or employ many people in the borough.

**Table 4-1: Attendance at stakeholder workshops**

| Workshop                           | Audience                             | Attendance |
|------------------------------------|--------------------------------------|------------|
| Tuesday 4 <sup>th</sup> August     | External stakeholders and businesses | 33         |
| Tuesday 25 <sup>th</sup> August    | Internal stakeholders                | 13         |
| Tuesday 22 <sup>nd</sup> September | External stakeholders and businesses | 17         |
| <b>Total</b>                       |                                      | <b>63</b>  |

- 4.3.2 The workshops were based around interactive presentations and small group discussions, with attendees being split into several discussion groups at each session (6-8 participants per group).
- 4.3.3 During the presentations, participants were asked to give their views on a number of questions using interactive 'electronic voting' handsets. The questions posed were designed to provide summaries of opinion on key discussion topics and a number were similar to the questions asked in the consultation questionnaire.
- 4.3.4 The small group discussions were based around the completion of several tasks:
- Identifying how transport issues affect businesses and what their future needs might be.
  - Examining the initial vision and objectives of Solihull Connected.



- Identifying improvements that would encourage greater use of sustainable transport modes.
- Exploring how funding should be allocated to different transport infrastructure schemes (prioritisation).

## STAKEHOLDER QUESTIONNAIRE

4.3.5 A total of 37 responses to the stakeholder questionnaire were received from stakeholders and businesses during the consultation period. The following groups are represented in the responses:

- Schools / colleges
- Business community
- Environmental bodies
- Transport operators
- Special interest groups (e.g. cycling bodies)
- Parish councils
- Community / residents' groups
- Primary healthcare bodies
- Charities and the voluntary sector.

## PARISH COUNCIL WORKSHOPS

4.3.6 The three workshops held with parish council representatives were attended by 27 participants in total (Table 4-2).

**Table 4-2: Attendance at parish council workshops**

| Workshop                            | Area           | Attendance |
|-------------------------------------|----------------|------------|
| Thursday 3 <sup>rd</sup> September  | Dickens Heath  | 12         |
| Monday 7 <sup>th</sup> September    | Chelmsley Wood | 3          |
| Wednesday 9 <sup>th</sup> September | Balsall Common | 12         |
| <b>Total</b>                        |                | <b>27</b>  |

4.3.7 As with the stakeholder workshops, the parish council workshops were based around presentations and small group discussions. During the presentations, participants were asked to give their views on a number of questions, similar to those asked in the stakeholder workshops and the consultation questionnaire.

## 4.4 CONSULTATION FINDINGS

4.4.1 The remainder of this chapter presents the findings which emerged from the stakeholder workshops, the parish council workshops, the stakeholder questionnaires and in the detailed written responses submitted during the consultation period.

4.4.2 It should be noted that in the charts that follow, the number of responses upon which each is based varies as not all respondents / participants provided an answer to every question.

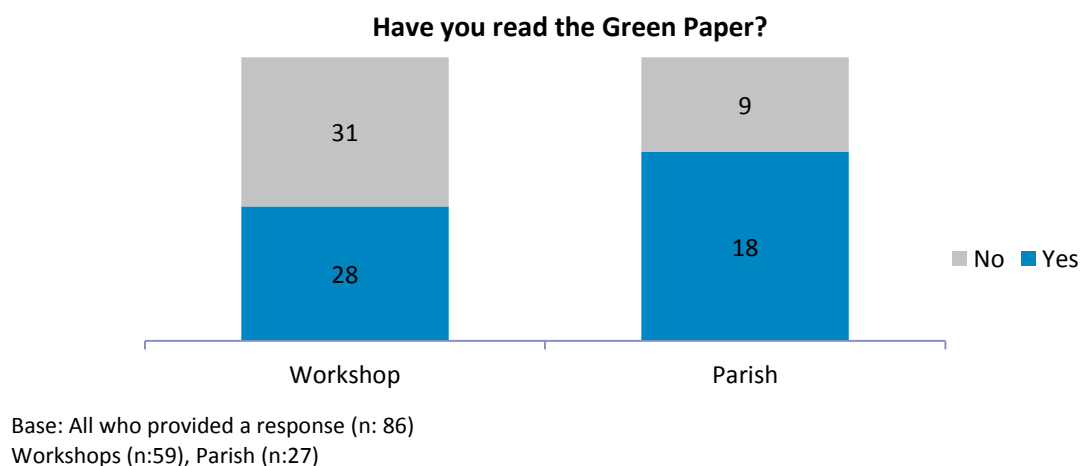


## 4.5 KNOWLEDGE OF SOLIHULL CONNECTED

### 4.5.1

At the start of each workshop session, attendees were asked to say how much they knew about Solihull Connected. Around half (47%) had read the Green Paper prior to attending the workshop. A third of the parish councils (9) had read the Green Paper (see Figure 4-1).

**Figure 4-1: Understanding of Solihull Connected (workshops and parish councils)**



## 4.6 KEY TRANSPORT ISSUES & BARRIERS TO THE UPTAKE OF SUSTAINABLE MODES OF TRANSPORT

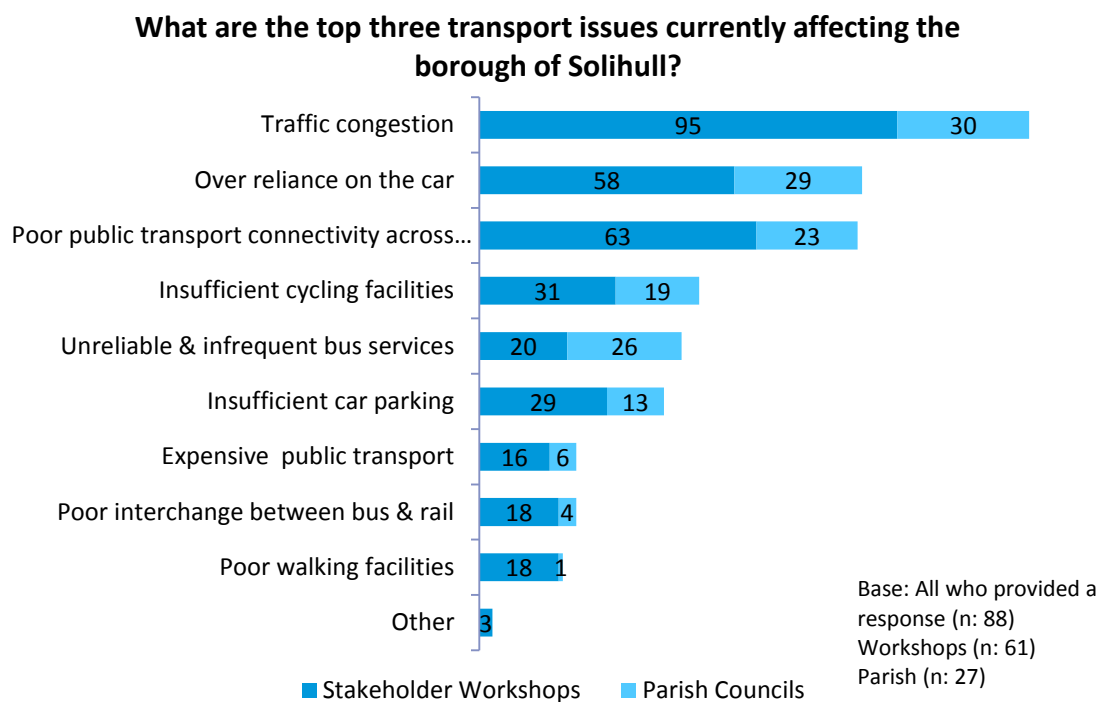
### 4.6.1

Workshop participants were asked to prioritise the key ('top three') transport issues affecting Solihull from a list of eight options. The scores are weighted: the first priority equates to three 'points', the second selection two points and the third selection one point. Stakeholders consider *traffic congestion* to be a major concern with a score of 95, followed by *poor public transport connectivity across the borough and beyond* (63) and *over reliance on the car* (58) as shown in Figure 4-2. Parish council participants are also concerned about traffic congestion (30) and overreliance on the car (29), followed by unreliable and infrequent bus services (26).

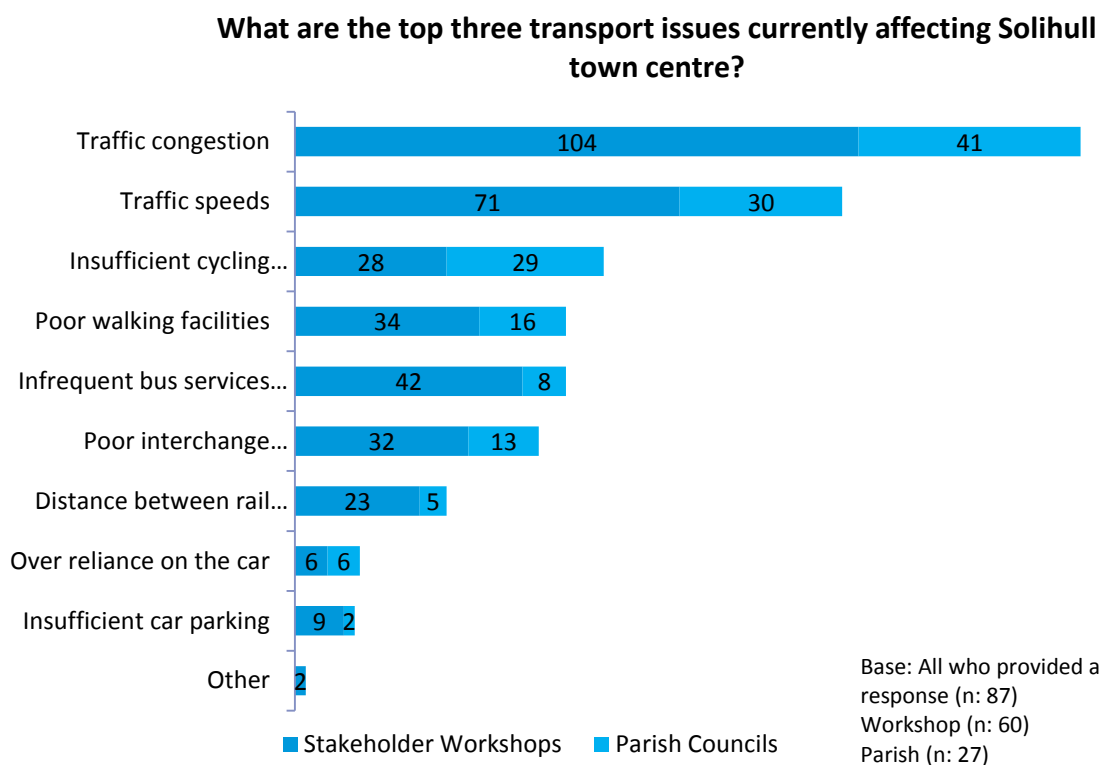
### 4.6.2

Similarly, when asked about the key issues affecting the town centre, stakeholders again highlighted *traffic congestion* (104), followed by *traffic speeds* (71), *infrequent bus service to key destinations* (42) *poor walking facilities* (34) and *poor interchange between bus and rail* (32), as shown in Figure 4-3. For parish councils, the major transport problems in the town centre are traffic congestion (41), traffic speeds (30) and insufficient cycling facilities (29).

**Figure 4-2: Key transport issues affecting the borough (workshops and parish councils)**



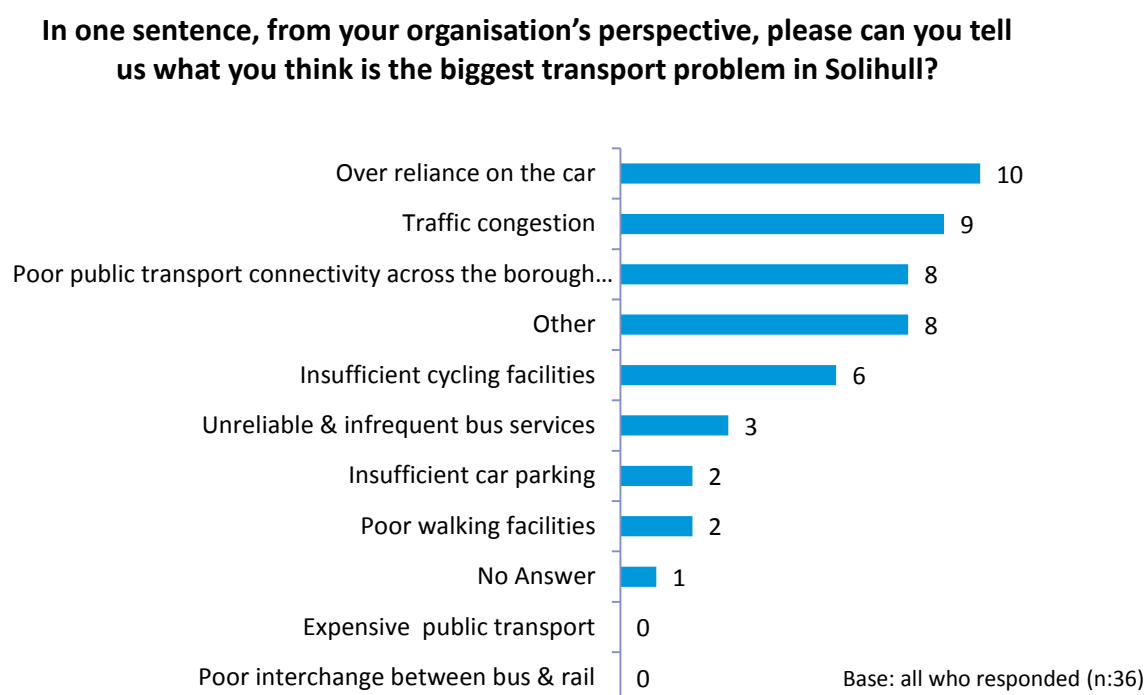
**Figure 4-3: Key transport issues affecting Solihull town centre (workshops and parish councils)**



**4.6.3** The stakeholder questionnaire asked respondents to identify what they consider to be the biggest transport problem in Solihull. Responses have been coded thematically similar to the question asked during the workshops (see above). Where respondents mentioned multiple issues, each comment was coded separately; therefore the total number of comments is greater than the total number of respondents. The 37 respondents raised 49 comments (see Figure 4-4).

**4.6.4** Primary concerns are overreliance on the car (10 comments) and traffic congestion (9), followed by poor public transport connectivity across the borough and beyond (8). One respondent commented: *“Traffic congestion due to the intense reliance on private cars as the primary means of personal travel within the borough”*. Another respondent stated that Solihull is *“car centred as [there is a] lack of practical alternatives”*. ‘Other’ comments are those which did not fall into the listed categories. One mentioned rural areas specifically: *“Village streets are unsafe for vulnerable users due to lack of speed restrictions, or any crossing points. Safe pavements and cycle tracks do not exist”*.

**Figure 4-4: Key transport issues affecting the borough (questionnaire)**



**4.6.5** Prior to the beginning of the workshop, participants were asked to note down transport problems in Solihull on post-it notes, which were later discussed in small groups. Figure 4-5 and Figure 4-6 illustrate the issues raised (NB in the word cloud in Figure 4-5, words that are mentioned more often are more prominent). A full table is included in Appendix G. During the subsequent discussions, traffic congestion again featured heavily, primarily in terms of its impact on journey times and journey time reliability (for private cars, freight and delivery vehicles as well as buses), and subsequently, on the economy. The contribution of the school run to congestion was also illustrated as a key area of concern. A number of specific pinchpoints on the borough’s local and strategic road network were mentioned.

**4.6.6** Stakeholders highlighted poor public transport (and cycling) links between the north and the south of the borough, which they feel reinforce the north-south divide as current provision and limited connectivity make it difficult for residents from the north to access the town centre and business parks.

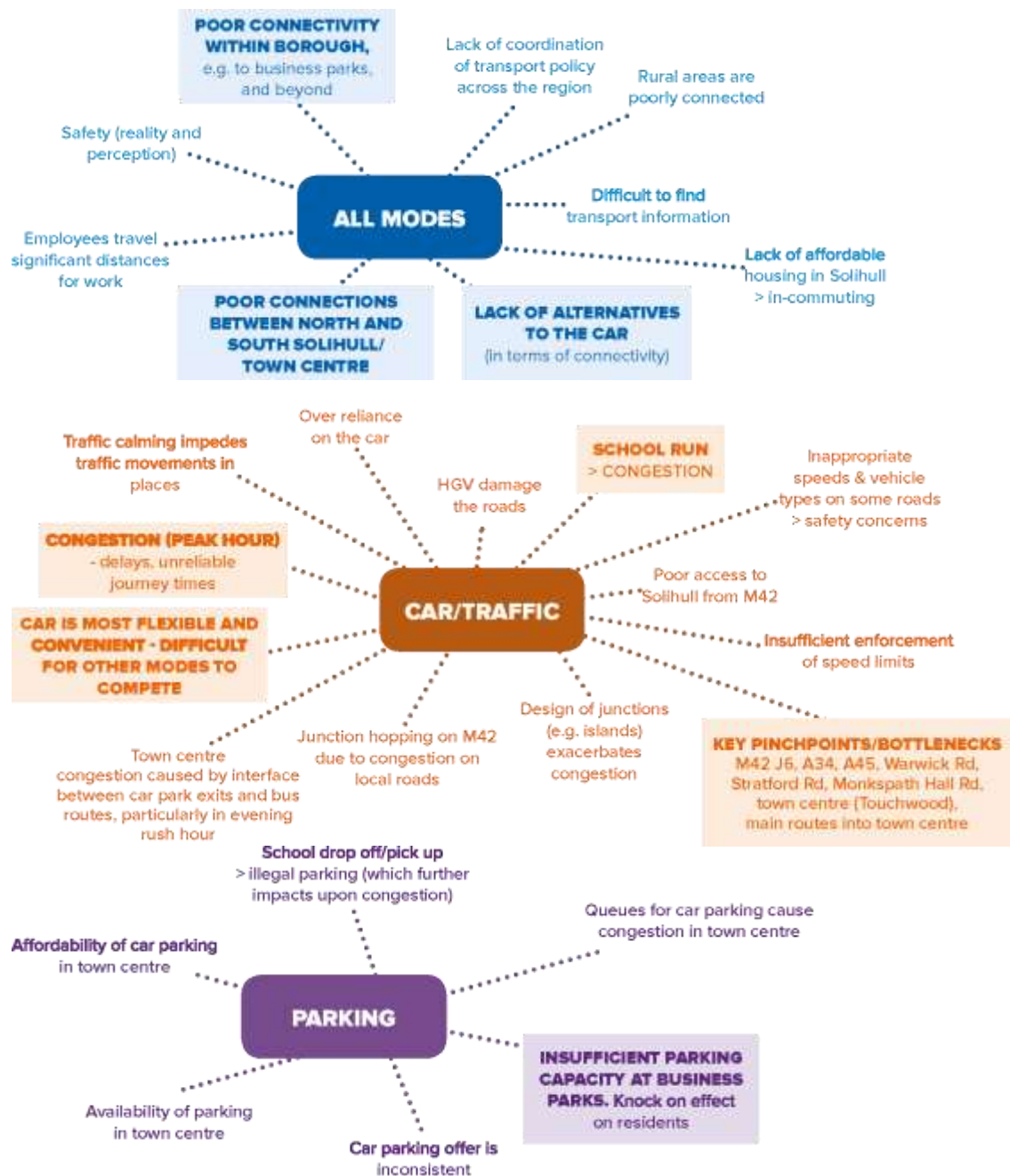
- 4.6.7 In fact Solihull's limited connectivity is recognised as a key barrier to growth. Stakeholders feel that while there are good connections to Birmingham (though to Moor Street rather than New Street, which is less than satisfactory), wider connectivity to the West Midlands and beyond is inadequate.
- 4.6.8 Convenience is felt to be fundamental and until alternative modes are able to compete in this regard, the car will continue to be the primary mode of transport in the borough. Stakeholders feel that public transport services do not currently provide a realistic or viable alternative for many people (e.g. lack of evening / Sunday services, long routes and journey times).
- 4.6.9 Other significant issues which were highlighted during discussions include the cost and availability of car parking in the town centre, as well as a lack of car parking and general poor accessibility of employment sites such as Blythe Valley, Cranmore and Birmingham business parks.
- 4.6.10 Stakeholders also identified physical and emotional barriers to making more journeys on foot or by bike, including a lack of 'joined up' cycling provision, poor information / signage and significant concerns about safety.

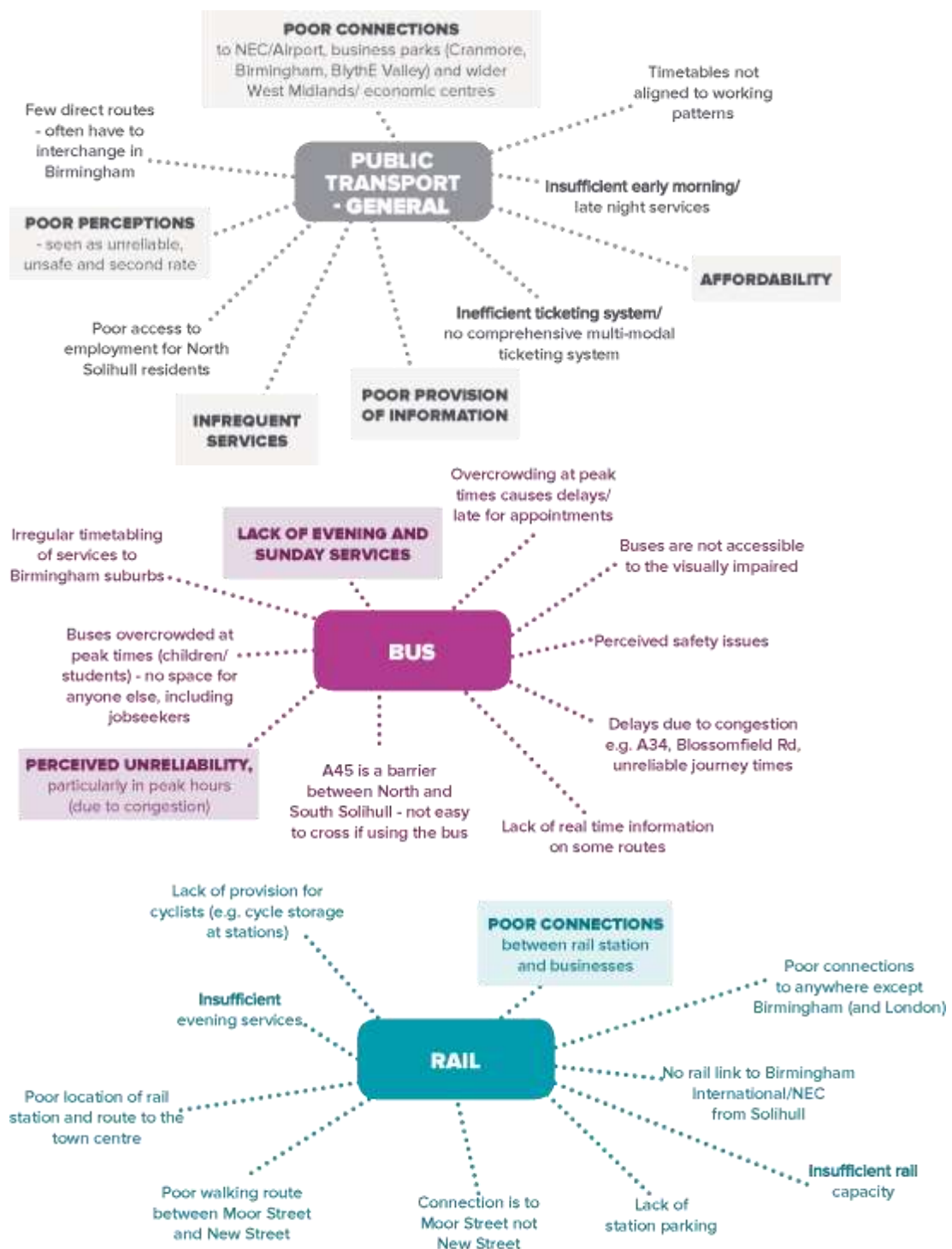
**Figure 4-5: Transport issues – word cloud (workshops)**



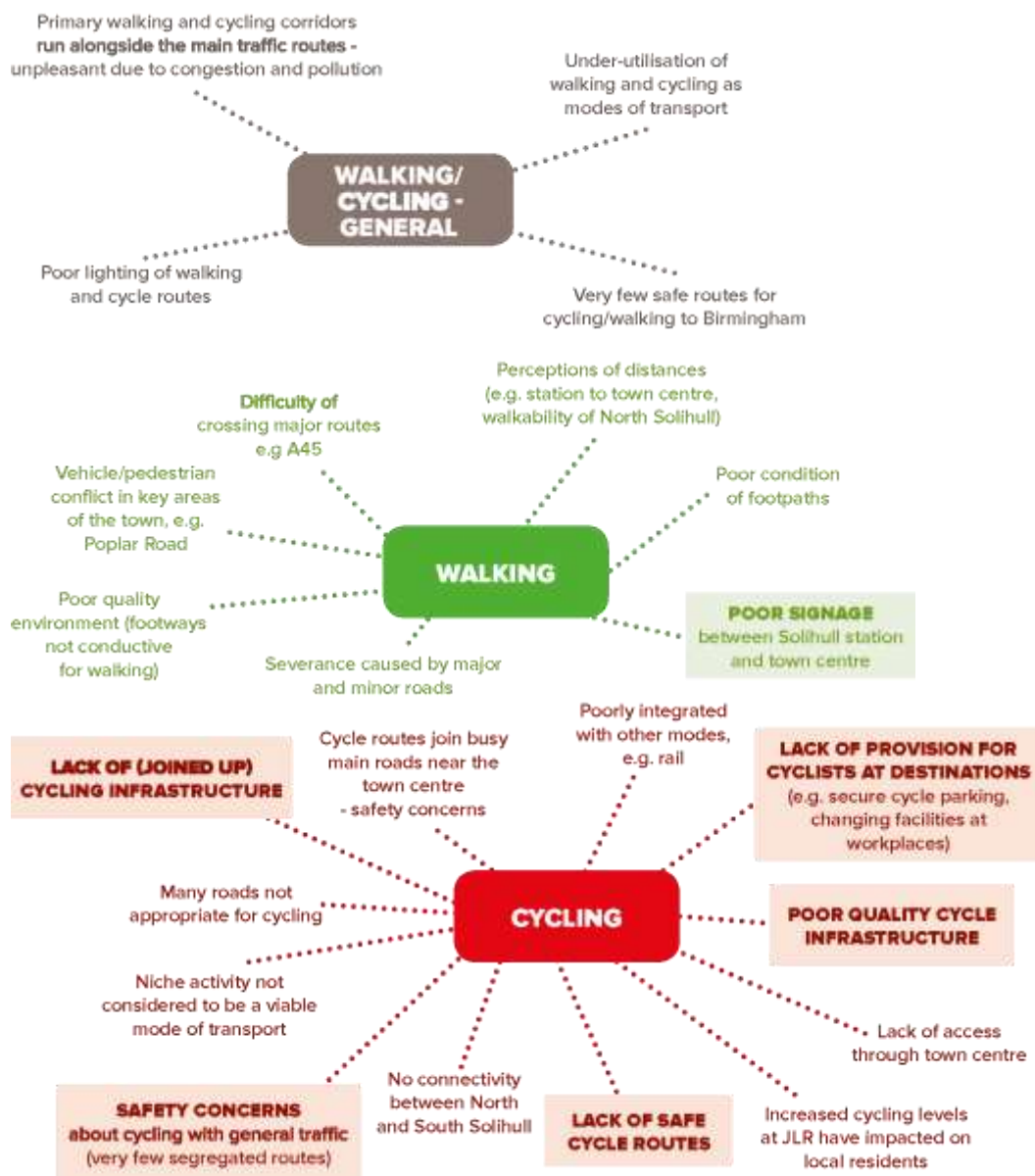
- 4.6.11 As noted above, in this first exercise and subsequent discussions, workshop participants brainstormed Solihull's transport issues – many of which are relevant to a specific mode. The figures overleaf provide a summary of the main points raised in the three stakeholder workshops. The issues highlighted in bold are recurring themes.
- 4.6.12 Parish councils completed the same task, and the issues highlighted were very similar. However, some parish councillors specifically raised poor walking connectivity due to a lack of footpaths in and between villages, and pavement parking in villages causing issues for pedestrians.

Figure 4-6: Transport issues (workshops)









NB: those highlighted in bold were mentioned by several stakeholders.

4.6.13 More specifically, barriers to the uptake of sustainable transport were explored in some of the stakeholder workshops, as shown below (Table 4-3).

**Table 4-3: Barriers to use of sustainable transport (workshops)**

| General   | Public transport  | Cycling   |
|---|---|---|
| Culture - car is king. Poor cycling culture                           | Shiftworkers unable to use public transport   | Traffic volumes on roads deter cyclists                   |
| Nature of businesses located in Solihull - salespeople have to travel | (Perceived) unreliability of public transport - the car is currently the only reliable mode | Little recognition of the benefits and returns of cycling |

| General  | Public transport   | Cycling   |
|--|--|---|
| Lifestyle - we want things NOW - don't have time to wait for the bus, etc.                 | Differential between car and public transport is not sufficient to encourage use of public transport | Perceived safety of cycling, e.g. cycle routes not seen as safe by parents - won't encourage their children to use them |
| Difficult to promote the use of sustainable transport when there are few good / safe links |  |   |
| Policies do not always match sustainable travel aims, e.g. company car benefits            |  |   |

- 4.6.14 The perceived impacts of Solihull's transport issues are listed in Table 4-4, many of which relate to the economy.

**Table 4-4: Impacts of transport issues (workshops)**

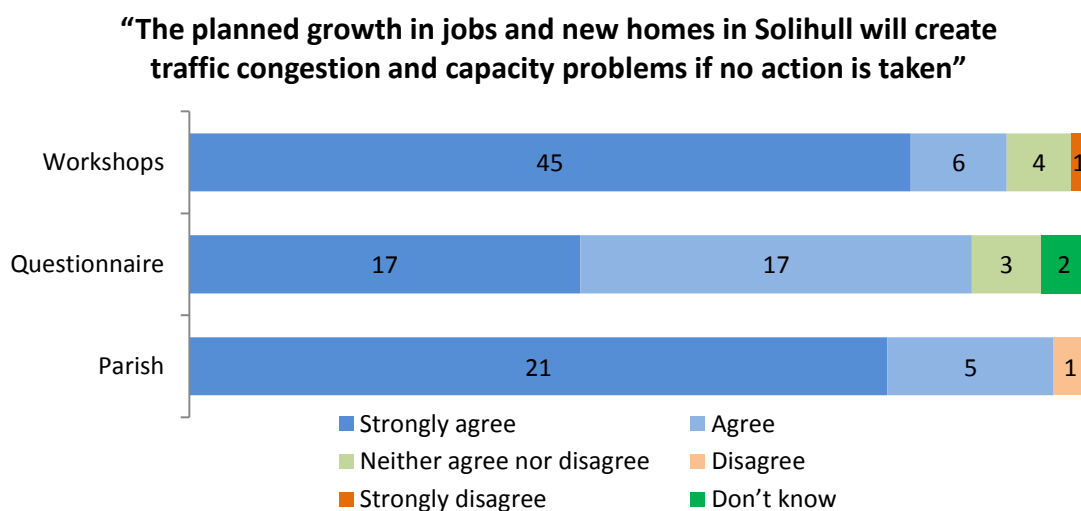
| <b>Economic impacts</b>  |
|--|
| Difficulty of recruiting and retaining staff   |
| Congestion results in staff being late for work  |
| Congestion / delays impact on freight  |
| Employers unwilling to recruit workers from further afield due to poor transport connections / access                        |
| Poor access to employment  |
| Solihull businesses lose employment to Birmingham  |
| Poor staff retention due to transport difficulties   |
| Customers find it difficult to access Solihull   |
| Poor North-South links reinforce the N-S divide - North Solihull residents seek work in Birmingham rather than Solihull      |
| Lost productivity due to delays experienced by staff / deliveries  |
| Young people do not work in Solihull due to poor public transport connections  |
| Those living in remote areas spend a higher proportion of their income on commuting  |
| <b>Social impacts</b>  |
| Difficulty of accessing services   |
| Safety of cycling (risk of injury / accident)  |
| Poor public transport makes it difficult for young people to travel independently / access jobs, training, social activities |
| Poor public transport makes it difficult for older people to travel independently / access services                          |
| Health concerns due to lack of physical activity (particularly children)   |
| Health concerns due to emissions / pollution   |
| <b>Environmental impacts</b>   |
| Air pollution from congestion / traffic  |
| Noise pollution from traffic   |
| High reliance on fossil fuel driven transport  |
| High per capita transport emissions (due to congestion and distances travelled)  |



## 4.6.15

When asked to consider the impact of the planned growth and development planned for Solihull, the large majority of stakeholders agree that it will create congestion and capacity problems, (51/56 in the workshops, 34/39 questionnaire respondents, 26/27 parish councils); which demonstrates strong support for action to be taken through Solihull Connected (Figure 4-7).

**Figure 4-7: Views on statement about the impact of planned growth and development (workshops & questionnaire)**

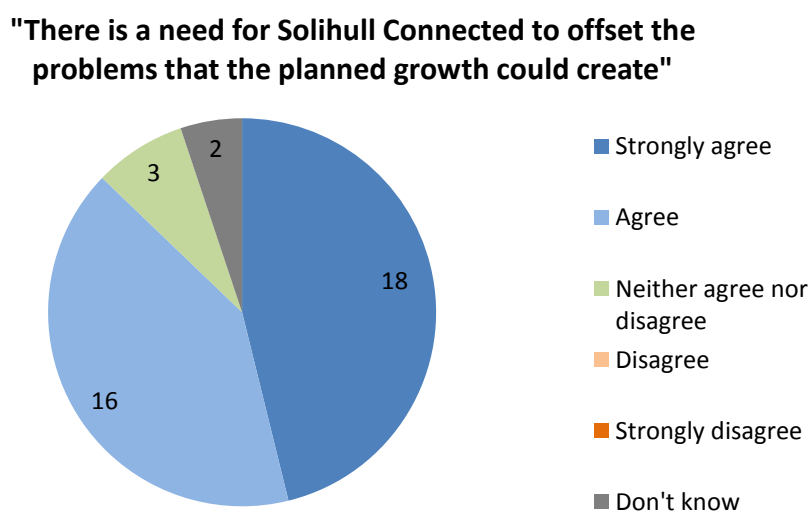


Base: All who provided a response (n: 120) - Workshop (n: 56); Questionnaire (n: 39); Parish (n: 27)

## 4.6.16

Furthermore, as shown in Figure 4-8, the vast majority of questionnaire respondents agree that there is a need for Solihull Connected to offset the problems that the planned growth could create (34/39 respondents).

**Figure 4-8: Views about the need for Solihull Connected to offset future problems (questionnaire)**



Base: all who responded (n:39)

- 4.6.17 However, there was also some discussion in one workshop about whether congestion, rather than being seen as a negative, could actually be a catalyst for changing behaviour by deterring car use. Stakeholders questioned whether it would be possible to relieve congestion *and* encourage people to switch from car use. Conversely, the wider growth agenda was also considered by some stakeholders and there are concerns that congestion could negatively impact upon Solihull's competitiveness as a business location, thereby limiting the amount of inward investment the borough could expect.

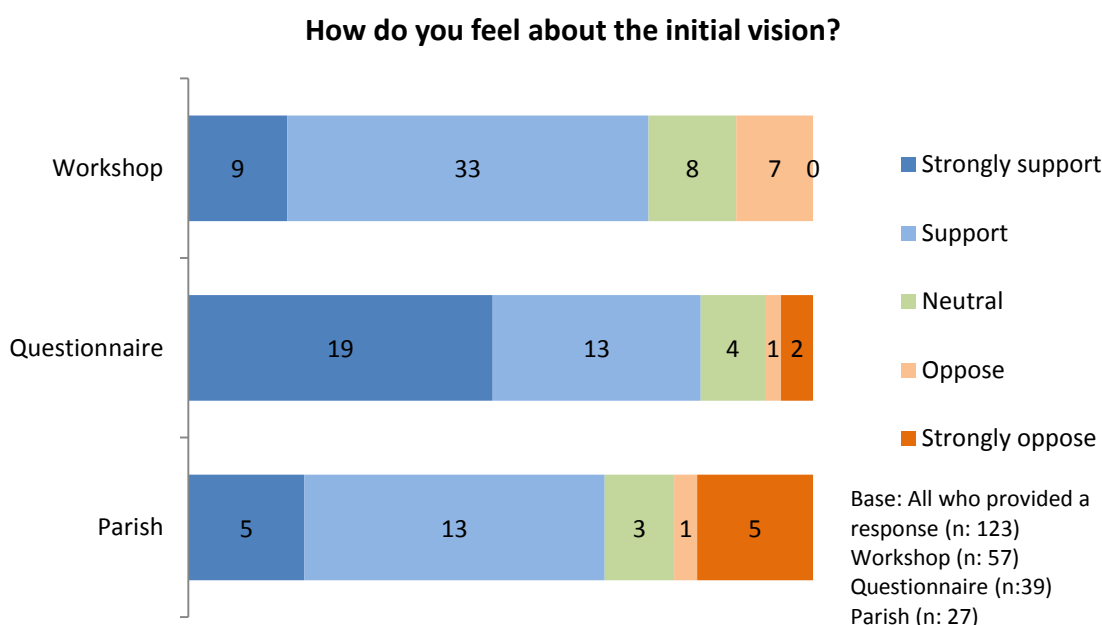
## 4.7 SOLIHULL CONNECTED VISION AND OBJECTIVES

- 4.7.1 The majority of workshop participants and questionnaire respondents agree with the Solihull Connected overall vision for transport (Figure 4-9 shows that 42/57 and 32/39 respectively expressed support<sup>1</sup>). There was however a slightly lower level of support among the 27 parish council representatives with two-thirds (18/27) of them in agreement but five participants strongly opposed.

*"Solihull Connected will efficiently accommodate the future demand for movement. Enhancing Solihull as a sustainable, healthy place to live, work and invest."*

*"To do so we must reduce dependency on car use by making better use of road space and creating streets for people and public transport"*

**Figure 4-9: Views on the Solihull Connected vision statement (workshops, parish councils & questionnaire)**



- 4.7.2 In subsequent discussions about the vision, some concerns were raised that the vision may not be radical enough to realise change; with some internal stakeholders suggesting that it is "a sop to the car driver" and whether instead it should be bolder and tackle road space reallocation. However, the view that the vision is "too single minded", with 'too much focus on getting people out of their cars' was also expressed in another stakeholder workshop.

<sup>1</sup> For simplification, the totals of 'strongly agree' and 'agree' have been combined into 'agree'; likewise 'strongly disagree' and 'disagree' have been combined and presented as 'disagree' throughout this report.

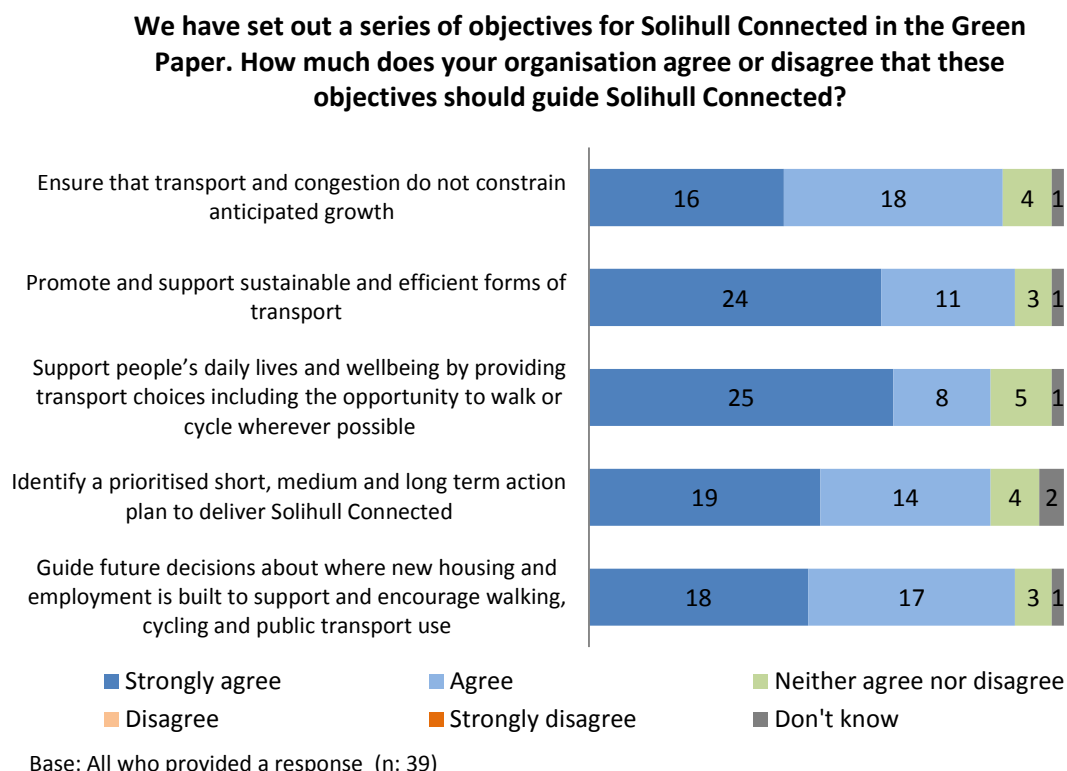
4.7.3 Stakeholders made the other following suggestions about the vision (and Solihull Connected more generally):

- There should be more emphasis on 'people' (not just transport flows / numbers). Specific reference should be made to vulnerable road users including the elderly, children and disabled people.
- There is a need for clarification or better definition of some terms, e.g. 'healthy' (whether this relates to physical activity or air pollution?), 'streets for people', 'sustainable transport'.
- It must consider cross-boundary connections to be relevant to the way society works today (e.g. look at how Solihull connects with other areas).
- There should be more emphasis on intelligent and careful planning of new development (ensuring jobs, housing and appropriate transport infrastructure are provided from the outset), and in turn encouraging people to live and work locally.
- Should make reference to visitors as well as residents and employees (e.g. Birmingham Airport, Resorts World, hotels).
- Access to skills / training should be acknowledged.
- There is a need to recognise the role of intelligent mobility (i.e. the optimised movement of people and goods) and technological developments (e.g. broadband infrastructure, flexible working) in addition to transport infrastructure as this will have a significant impact on future travel behaviour.
- Should also consider the role of education / support in behavioural change.
- There is a need for specific objective related to HS2.
- Solihull Connected must acknowledge that there will be some major disruption in order to deliver the transport system the borough needs for the future, i.e. short term pain for long term gain, particularly if there is to be investment in a tram system.

4.7.4 The parish councils also discussed the vision and raised similar points to the above. Additionally, it was felt that "priorities must be managed fairly" (with regard to objective 4 – identify a prioritised action plan to deliver Solihull Connected). One councillor expressed concern about the use of the term "north Solihull".

4.7.5 The questionnaire also asked respondents' views on the five objectives set out in the Green Paper. These are well supported, with no one disagreeing, as shown in Figure 4-10.

**Figure 4-10: Views on Solihull Connected objectives (questionnaire)**



## CHALLENGES & OPPORTUNITIES

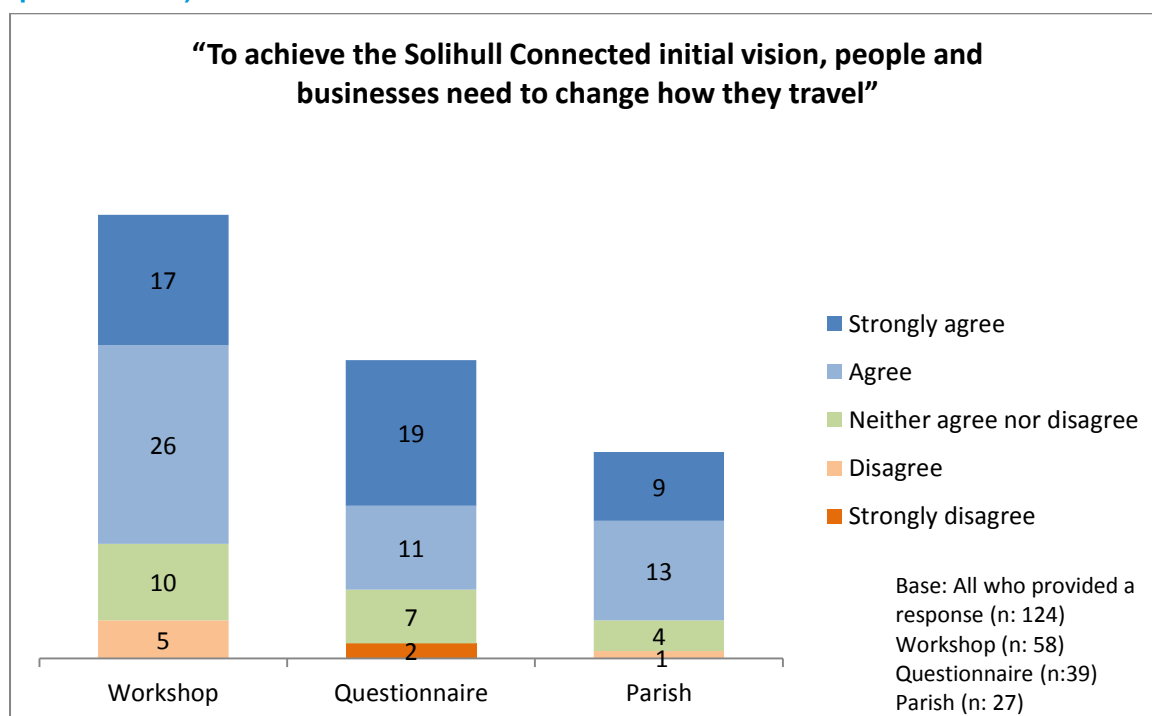
- 4.7.6** During the stakeholder workshop discussions, participants referred to a number of challenges and opportunities that Solihull Connected faces, the majority of which are cultural, economic or related to infrastructure.
- 4.7.7** With regard to cultural challenges, stakeholders feel that the strategy must be 'accepting of the way people live now'. There is also a need for education and cultural shift, particularly in terms of building a cycling culture so that Solihull residents recognise they do not need to be a 'cyclist' in order to ride a bike, and also shifting school travel away from its focus on car travel. Adapting for the ageing population is a further challenge for Solihull.
- 4.7.8** In terms of economic challenges, stakeholders demonstrated that in order to realise the benefits of UK Central job creation, there is a need for significantly better links to the wider West Midlands region. They hold the view that the planned expansion of Birmingham Airport and the NEC will be constrained unless the required transport infrastructure is provided.
- 4.7.9** Related to land use planning, another challenge for Solihull Connected mentioned in one workshop is that fragmented development means sites are too small to justify infrastructure expenditure or receive S106 funding. The geography of the borough of Solihull with its large rural hinterland is also recognised as a barrier to the provision of high frequency bus services to dispersed developments, e.g. Blythe Valley, Dickens Heath, Balsall Common.

- 4.7.10 Stakeholders also mentioned various opportunities, in particular the growth of flexible, remote and agile working which should reduce the need to travel daily (but at the same time could also result in people living further from their workplace and making longer but less frequent journeys to work). With regard to travel behaviour, it was mentioned in one workshop that the fact that residents make a large number of short trips by car is an opportunity to realise an increase in walking and cycle trips.

## 4.8 THE ROLE OF CAR TRAVEL

- 4.8.1 As noted above, in the internal stakeholder discussion, it was felt that the vision is trying to please everyone and instead should take a more bold approach towards discouraging car use; if indeed there is political will to do so. The question was raised as to whether it is possible to reduce congestion and at the same time reduce car use. Conversely, a minority of participants in the external workshops argued that the strategy should not be used to discourage car use, while others, mostly third sector organisations, strongly support a shift to more sustainable transport – active travel in particular. In the middle ground, many consultees (workshop participants and questionnaire respondents) support the ethos of the strategy in terms of vastly improving alternative modes of transport but expressed the need for Solihull Connected to recognise the important role of the car in Solihull. As one business respondent commented: *“Car is likely to remain an essential part of our staffing needs as we draw from a very wide zone”*.
- 4.8.2 Interestingly, the majority of stakeholders (around three-quarters of workshop attendees, parish councils and questionnaire respondents) agree that people and businesses need to ‘change how they travel’ to achieve the Solihull Connected initial vision (Figure 4-11).

**Figure 4-11: Views on the need for travel behaviour change (workshops, parish councils & questionnaire)**



## 4.8.3

However, it was also highlighted that for people to change their habits, there is a need for support and encouragement, through initiatives such as personalised travel planning and cycle confidence training which seek to ensure residents are fully equipped with the information and skills they need in order to make sustainable travel choices. A number of questionnaire respondents made similar comments: while agreeing with the principle, they feel that *“people and organisations need a supportive environment and access to the right infrastructure to support a modal shift.”* Similar comments were made by a quarter of respondents (11/37).

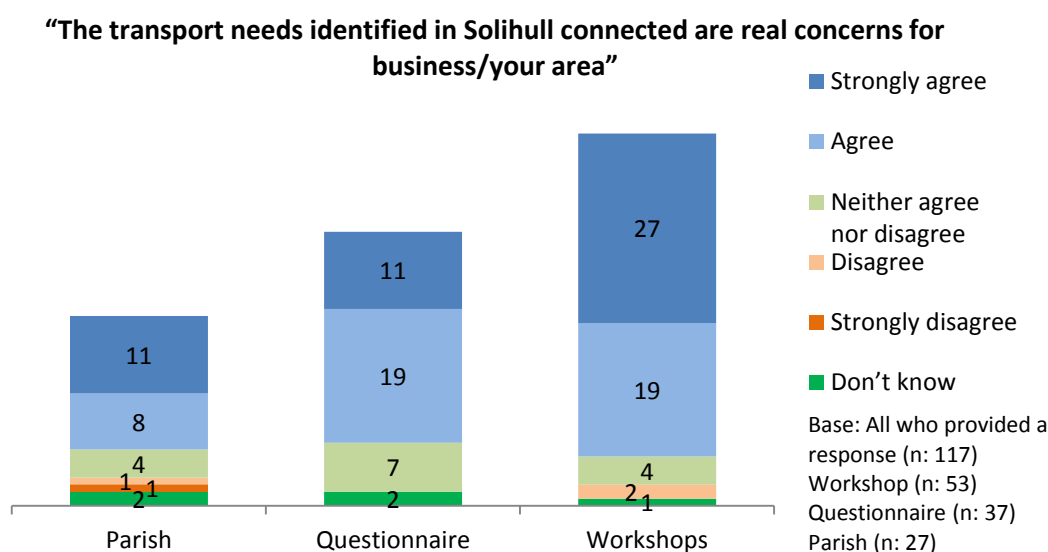
## 4.9

## IMPACT OF TRANSPORT ON BUSINESS OPERATIONS

## 4.9.1

Following a presentation on the transport issues identified in Solihull Connected, workshop participants were asked to consider whether they truly represent ‘real concerns’ for businesses. A similar question was asked in the stakeholder questionnaire. Parish councils were asked whether the transport issues were real concerns for their area. As shown in Figure 4-12, the majority agree that Solihull Connected identifies valid transport problems.

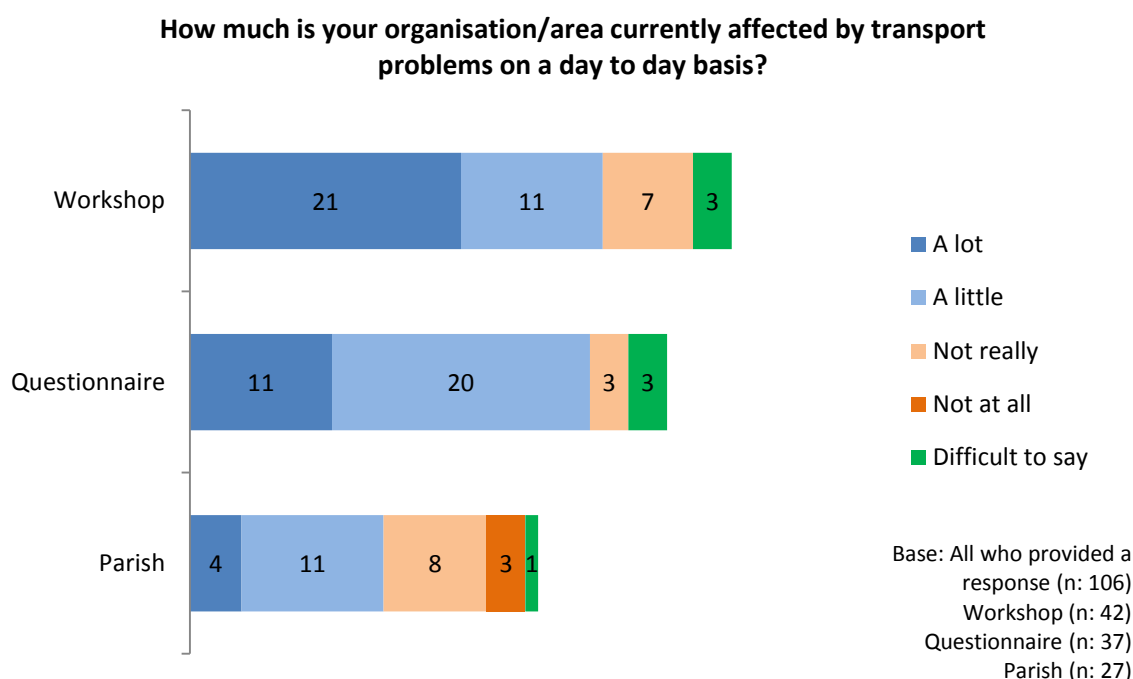
**Figure 4-12: Views on relevance of the transport issues raised in Solihull Connected (workshops, parish councils & questionnaire)**



## 4.9.2

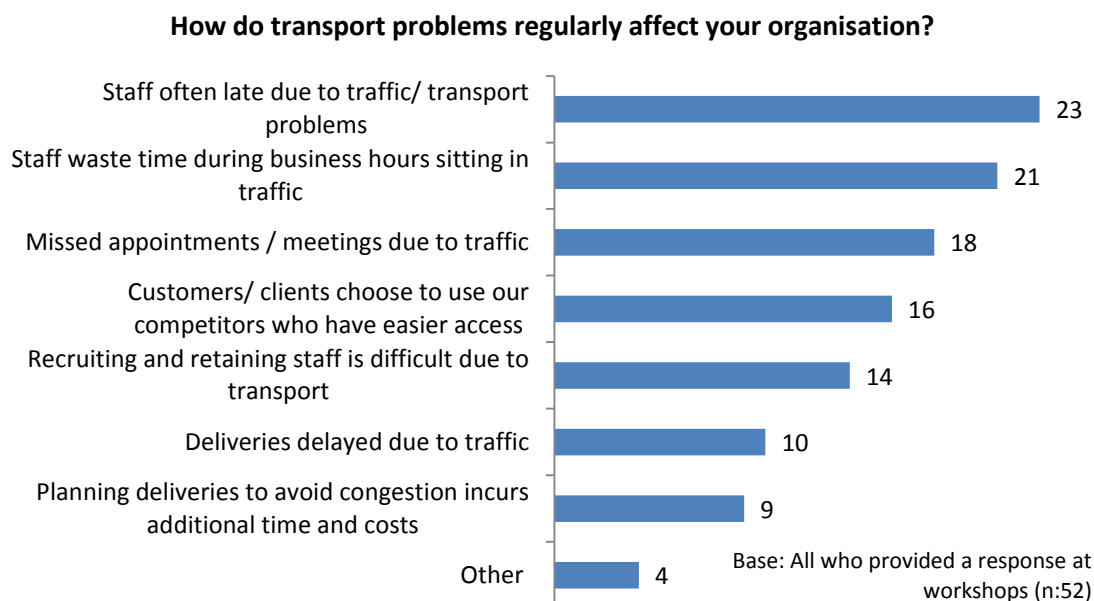
Furthermore, the majority of participants (workshops: 32/43, questionnaire: 31/37) feel that their organisation is affected by transport problems (a little or a lot) on a day to day basis (Figure 4-13). Parish councils were asked how much their area is affected by transport problems day to day. Just over half are affected daily but a third (8) are ‘not really’ affected.

**Figure 4-13: Degree to which organisations / local areas are currently affected by transport problems (workshops, parish councils & questionnaire)**



- 4.9.3** Workshop participants were then asked how transport affects their business operations. It should be noted that a number of the issues raised have already been seen in Table 4-4.
- 4.9.4** As shown in Figure 4-14, the key issues identified relate to delays to travel time, e.g. staff often late due to traffic / transport problems (selected 23 times), staff waste time during business hours sitting in traffic (21) and missed appointments / meetings due to traffic (18).
- 4.9.5** In the subsequent discussions, unreliable journey times and delays due to congestion and resultant lateness (for school and work) were highlighted as key concerns. Some feel that congestion has more of an impact on those travelling by public transport (e.g. car users are less likely to be late than those who use public transport), possibly because car users can better plan for congestion by seeking alternative routes.
- 4.9.6** The difficulty of recruiting and retaining staff due to transport featured strongly in discussions at both external stakeholder workshops. In particular this relates to the difficulty of filling entry level positions at business parks with poor transport connections and limited car parking (notably at Birmingham, Cranmore and Blythe Valley business parks).
- 4.9.7** Issues around freight were less prominent, e.g. deliveries delayed due to traffic (10) and planning deliveries to avoid congestion incurs additional time and costs (9) largely due to the mix of stakeholders present at the workshops. However, these issues were explored in subsequent discussions, particularly the connection between the JLR plant and the motorway.

**Figure 4-14: How organisations are currently affected by transport problems (workshops)**



**4.9.8** When asked how transport issues affected their organisation in the questionnaire, 27 stakeholders gave a response, though many mentioned generic issues such as congestion and delays, rather than explaining specifically how their organisation is affected. Many mentioned congestion, particularly around schools, which results in loss of staff time. Car parking issues (lack of / cost of staff parking, but also again around schools) makes it difficult for some organisations to recruit staff.

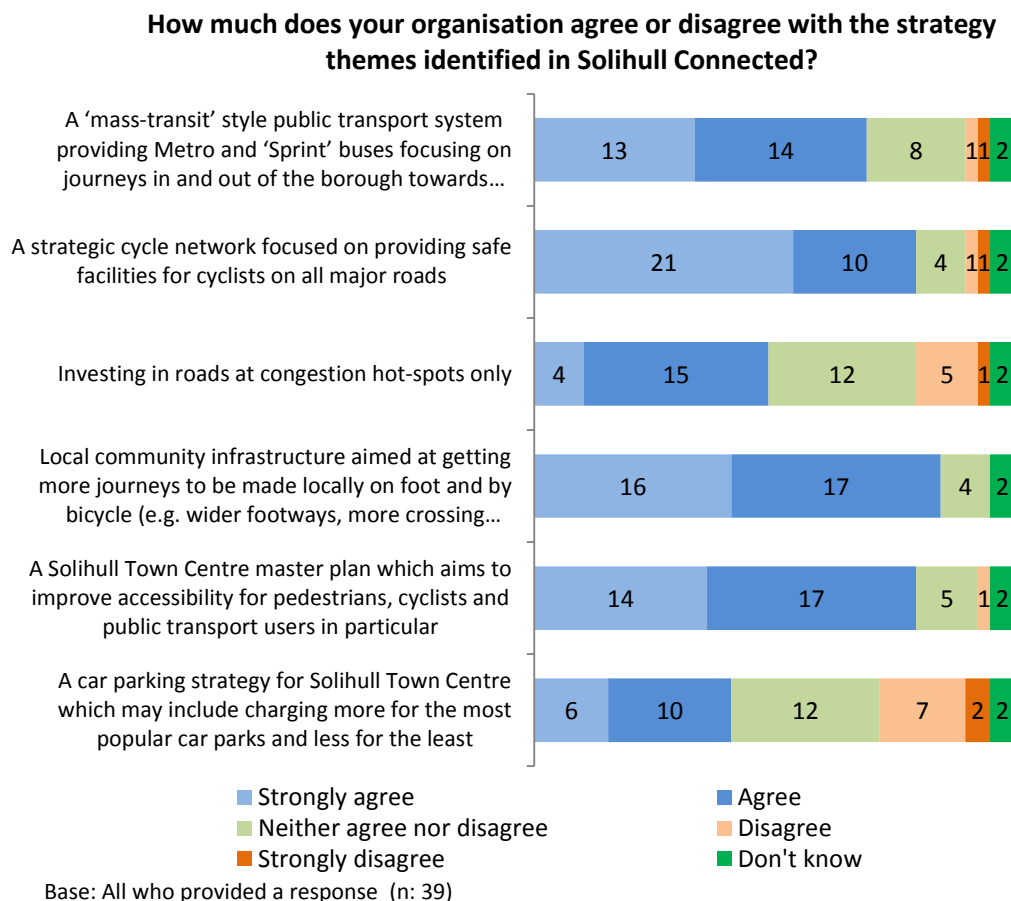
## **4.10 STRATEGY THEMES**

**4.10.1** Solihull Connected is set out under a series of strategy themes. Points raised at the stakeholder workshops and in the questionnaire responses relevant to each theme are summarised below.

**4.10.2** Stakeholder questionnaire respondents were asked their views on the strategy themes identified in Solihull Connected. Figure 4-15 shows their responses. The themes are further discussed below.



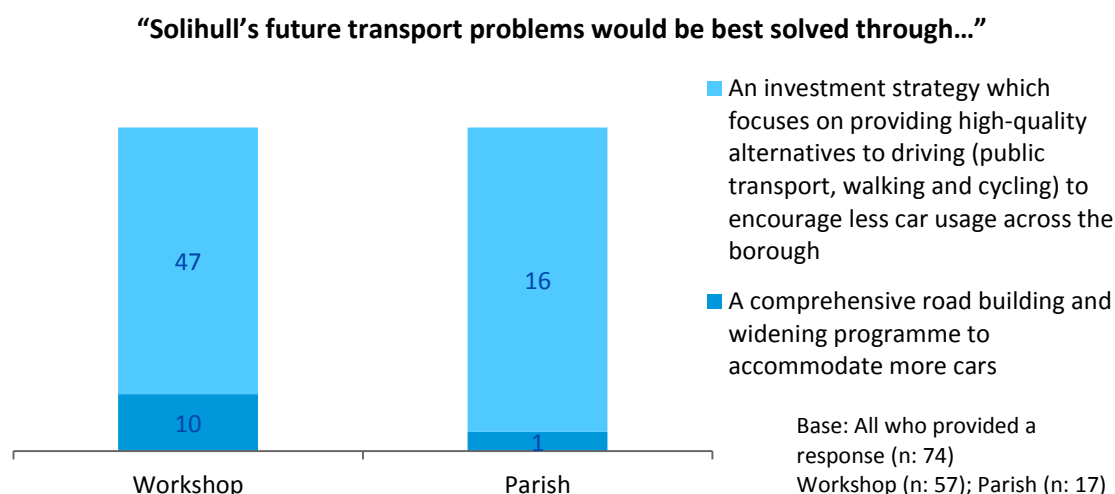
Figure 4-15: Views on strategy themes (questionnaire)



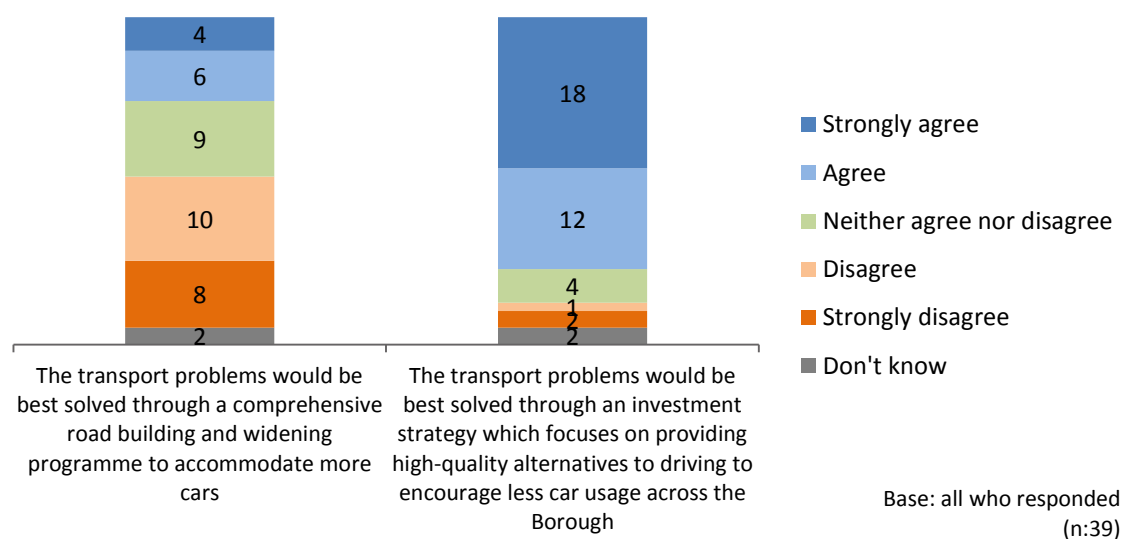
## INVESTMENT IN ROAD BUILDING OR ALTERNATIVE MODES?

- 4.10.3** When asked whether Solihull's future transport problems would be best solved through a comprehensive road building and widening programme to accommodate more cars or an investment strategy which focuses on providing high-quality alternatives to driving (public transport, walking and cycling) to encourage less car usage across the borough, the workshop participants, parish councils and questionnaire respondents are more supportive of the alternative, second, option (Figure 4-16 and Figure 4-17).
- 4.10.4** Subsequent discussions also identified the desire for a balanced approach – i.e. a combination of road building / improvement at key locations (to support the anticipated growth) alongside investment in high quality alternatives. As shown in Figure 4-15, there are mixed views on the strategy theme *investing in roads at congestion hot spots only*, with nearly half of (19/39) respondents in agreement, a third (12/39) with a neutral opinion and six opposed.
- 4.10.5** It was also highlighted that for people to change their habits, there is a need for support and encouragement, through initiatives such as personalised travel planning and cycle confidence training which seek to ensure residents are fully equipped with the information and skills they need in order to make sustainable travel choices.

**Figure 4-16: Views on preferred approach to tackle Solihull's future transport problems (workshops and parish councils)**



**Figure 4-17: Views on preferred approach to tackle Solihull's future transport problems (questionnaire)**



#### 4.10.6

Table 4-5 below lists the various improvements to sustainable transport generally that stakeholders feel are needed to support the future needs of Solihull and realise behavioural change. It should be noted that 'improvements' were not explicitly discussed in all three stakeholder workshops due to time constraints. The 'issues' presented earlier in this report in should also be considered (Figure 4-6).

- 4.10.7 Stakeholder workshop participants highlight the need for *significant* change, i.e. a step change in provision of alternative modes for there to be any hope of realising the Solihull Connected objectives: “*Public transport, however you dress it up, is cr\*\**. *We’re the second city and we’ve got the public transport system of a little village*”. Infrastructure solutions such as reallocation of road space was again mentioned, alongside softer measures to raise awareness, educate and give confidence to the public. Stakeholders feel that convenience should be the key focus – alternative modes need to be comparable with the car in terms of frequency, journey time and reliability. Integration is also considered important – an integrated sustainable transport offer, comprising for example, high quality public transport, linked to well publicised walking and cycling routes, provision for bikes on buses, etc.
- 4.10.8 Parish councillors made similar comments, and also emphasised that a “total change in mindset is required” if behaviour is to change.

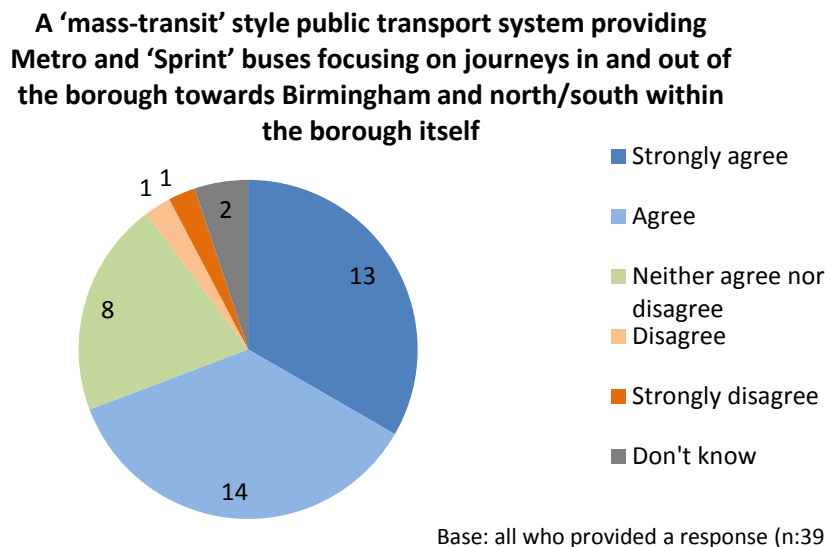
**Table 4-5: Stakeholders’ suggested improvements to sustainable transport**

| <b>Sustainable transport</b> (public transport, cycling, walking)   |
|---|
| Needs significant improvement otherwise will just be 'tinkering around the edges'   |
| Reallocation of road space towards bus and cycle  |
| Softer measures to encourage behavioural change - confidence, awareness, support  |
| Education to deliver a cultural shift - promotion of the advantages / benefits  |
| Address perceptions of other modes, e.g. cost savings   |
| More information and journey planning tools   |
| Convenience is key - how can the alternatives be more convenient than the car? Frequent, quick, reliable, etc.              |
| Integrated package of public transport (ticketing, information, etc.), linked to walking and cycling routes, bikes on buses |

## MASS TRANSIT

- 4.10.9 Questionnaire respondents were asked specifically whether they agree or disagree with the need for a mass transit style public transport system based around Metro and Sprint buses. As shown in Figure 4-18 nearly three-quarters of respondents support this strategy theme (and just 2 respondents disagree).

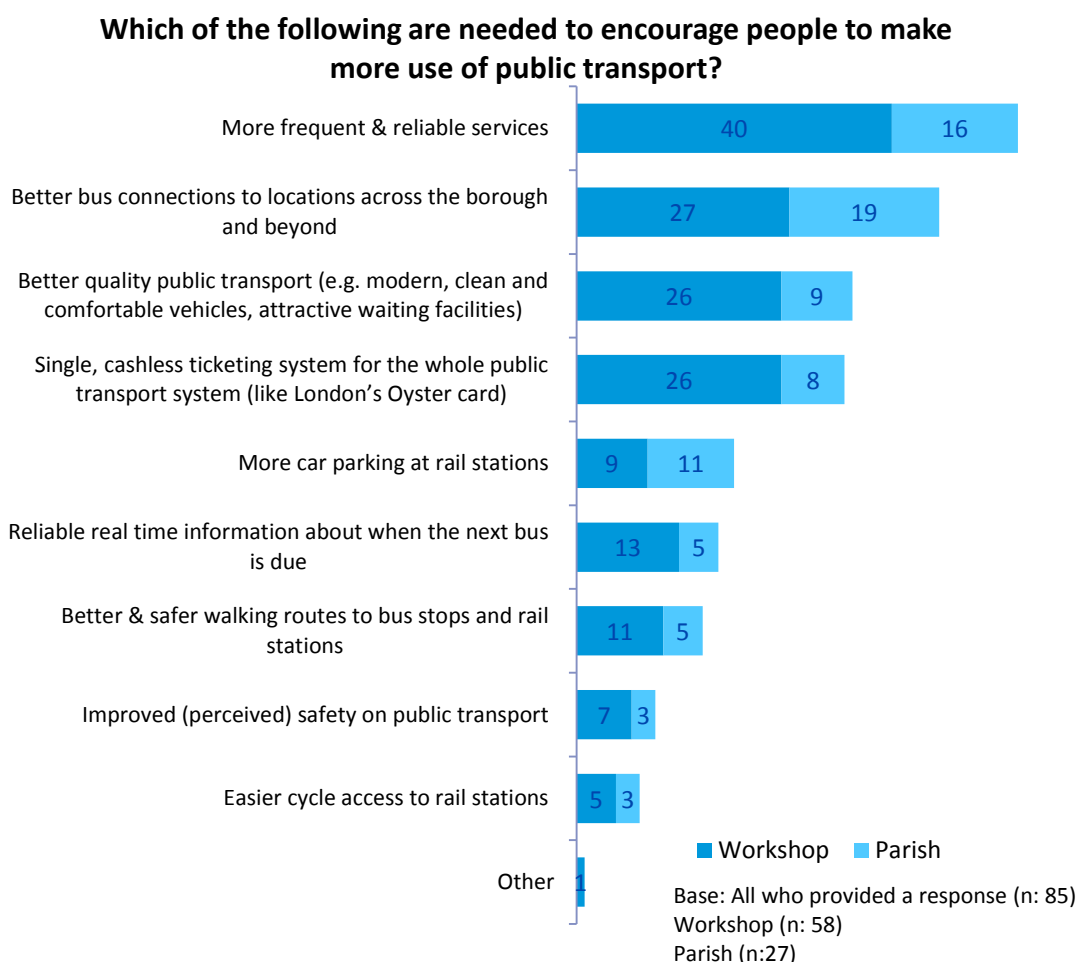
**Figure 4-18: Views on need for mass transit network (questionnaire)**



#### 4.10.10

Workshops respondents and parish councils were asked to select three measures (from a list) that they think will encourage people to use public transport (Figure 4-19). Frequency and reliability is paramount for workshop participants (*More frequent and reliable services* – 40 responses), followed by connectivity (*Better bus connections across the borough and beyond* - 27), integrated ticketing (*a single cashless ticketing system* – 26) and quality vehicles and infrastructure (*better quality public transport* - 26). Parish councils consider better bus connections to be most important (19), followed by more frequent and reliable services (16) and more car parking at rail stations (11).

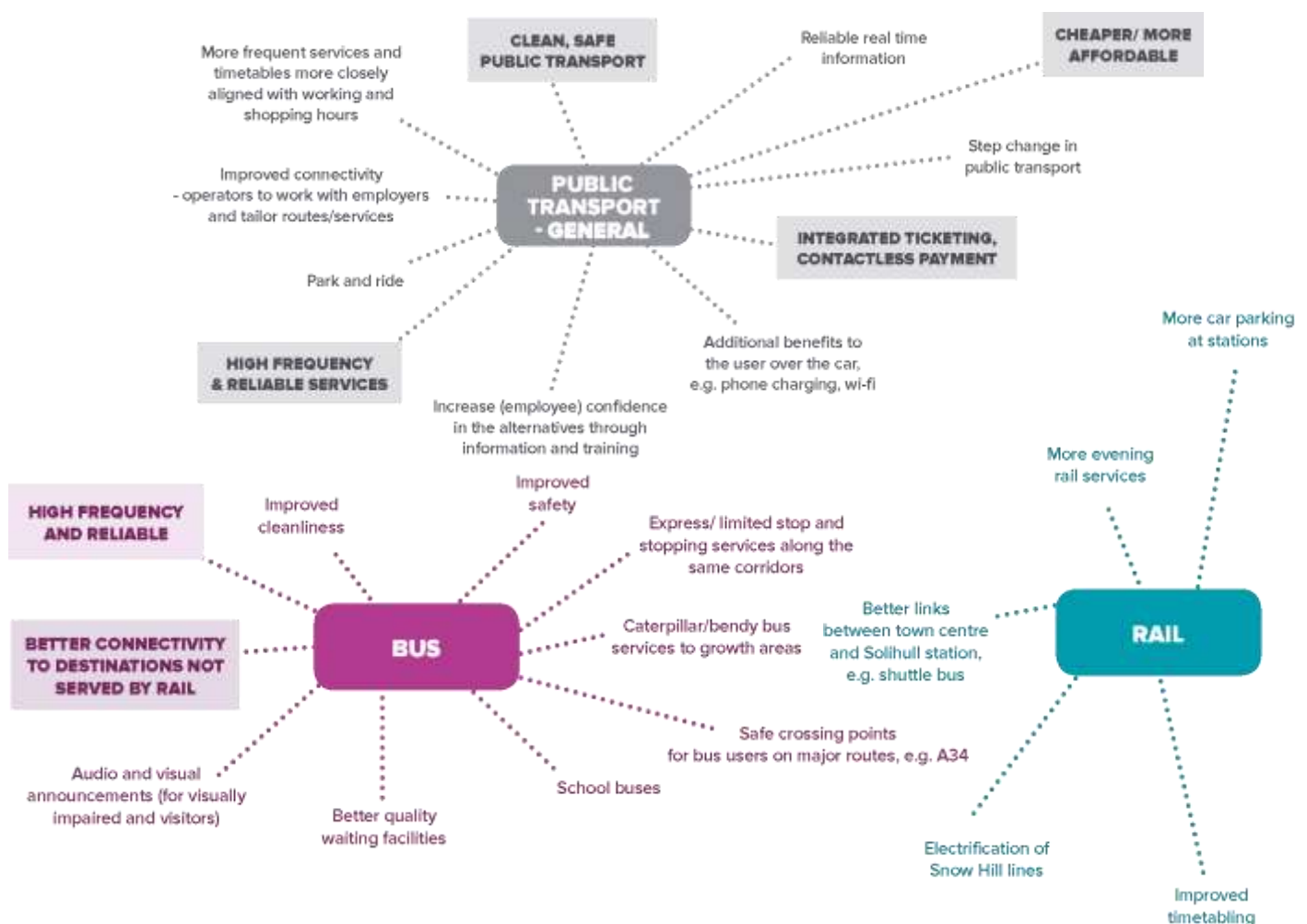
**Figure 4-19: Improvements required to encourage greater use of public transport (workshops)**



- 4.10.11** During workshop discussions, participants expressed strong support for increased service frequency in tandem with extended hours and a better alignment of timetables with working and shopping hours (one group suggested regular meetings between employers and operators). Connectivity is key and the need for areas not served by rail to have a high quality *Sprint* or express route, with slower stopping services running along the same corridors, was outlined. Stakeholders expressed a desire for a direct north / south service between Blythe Valley Park and the NEC/Airport.
- 4.10.12** There is some acceptance that to achieve the desired step change in public transport, buses would need to have priority and road space allocated to them, as one stakeholder stated: “*if buses are going to get stuck in the same queues as cars, there will be no change in their use*”. However, the reallocation of road space is not supported by all stakeholders.
- 4.10.13** The quality aspects mentioned include cleaner vehicles, on-board announcements, improved safety, more attractive and safe waiting areas, and crossing facilities near bus stops (particularly on major routes such as the A34).

- 4.10.14 Specific priorities for rail include a better timetable between Birmingham New Street and Birmingham International stations, with more evening services, and electrification of the Snow Hill line (Solihull to Birmingham). Several formal response letters also suggested that there is an option to reinstate an additional two tracks along the Snow Hill line, which would increase capacity on that line. There is also felt to be a need for additional car parking at stations and better linkage between Solihull station and the town centre (e.g. shuttle bus, more attractive walking route). Parish council comments were similar, but also highlighted the need for improved access to some of the rural stations, particularly for disabled travellers.
- 4.10.15 It was also suggested that new developments should link into the public transport network.
- 4.10.16 Figure 4-20 illustrates the various improvements to public transport generally, and bus and rail individually that stakeholders feel are needed to support the future needs of Solihull and realise behavioural change. As noted above, 'improvements' were not always discussed explicitly in all three stakeholder workshops due to time constraints and the 'issues' and 'barriers' presented earlier in this report in Figure 4-6 and Table 4-3, respectively, should also be considered.

**Figure 4-20: Suggested improvements to public transport (workshops)**



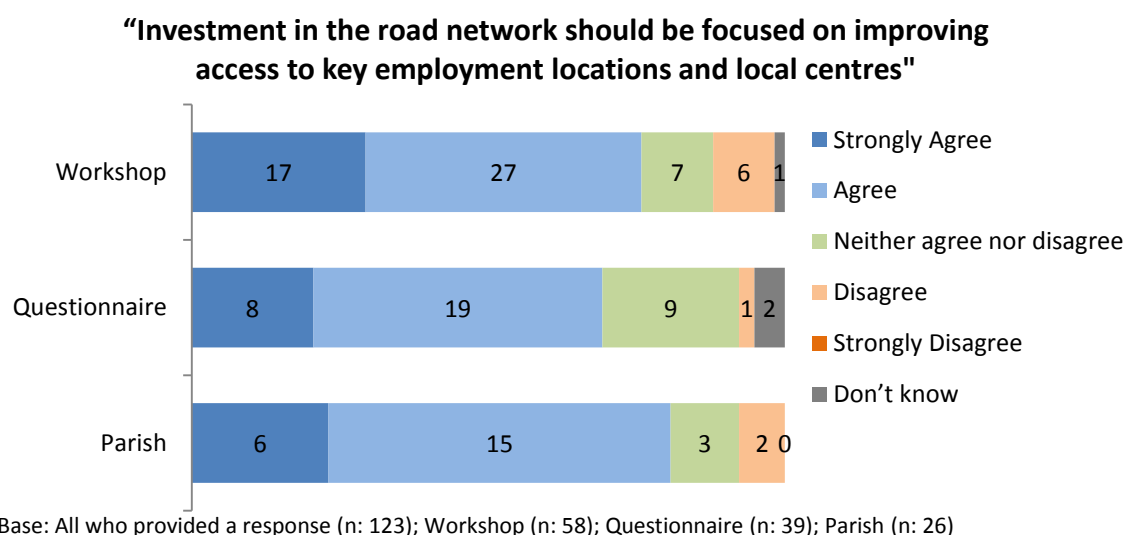
NB: those highlighted in bold were mentioned by several stakeholders.

## HIGHWAY NETWORK

4.10.17

The majority (three-quarters) of questionnaire respondents, parish councils and workshop participants agree that investment in the road network should be focused on improving access to key employment locations and local centres (see Figure 4-21). Those who disagreed in the workshops expressed concern that the projects would not be sufficiently coordinated.

**Figure 4-21: Views on focus of investment in the road network (workshops, parish councils & questionnaire)**



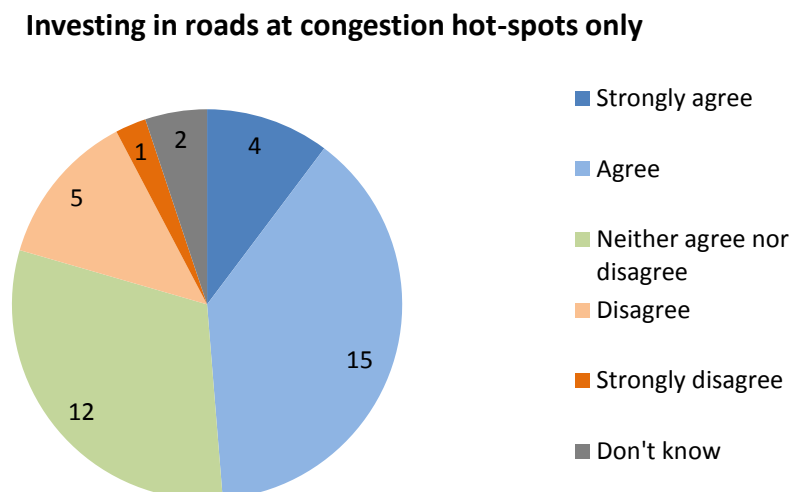
4.10.18

As already noted above (section 4.8), during the workshops there was no overall consensus on the role that highway schemes should play in Solihull Connected. Stakeholders in one session suggested that existing problems may need to be solved through strategic highway solutions but future problems should be tackled through well-planned sustainable solutions. The crucial role of the car was highlighted, and the economic importance of efficient access for freight. The importance of tackling 'congestion hotspots' was also seen in the priorities and spending task (discussed in 4.11).

4.10.19

Similarly, mixed views were expressed among questionnaire respondents, where just over half support the strategy theme of investing in roads at congestion hot-spots only (Figure 4-22), while 12 respondents expressed a neutral opinion and 6 disagreed with the statement.

Figure 4-22: Views on focus of investment in the road network (questionnaire)

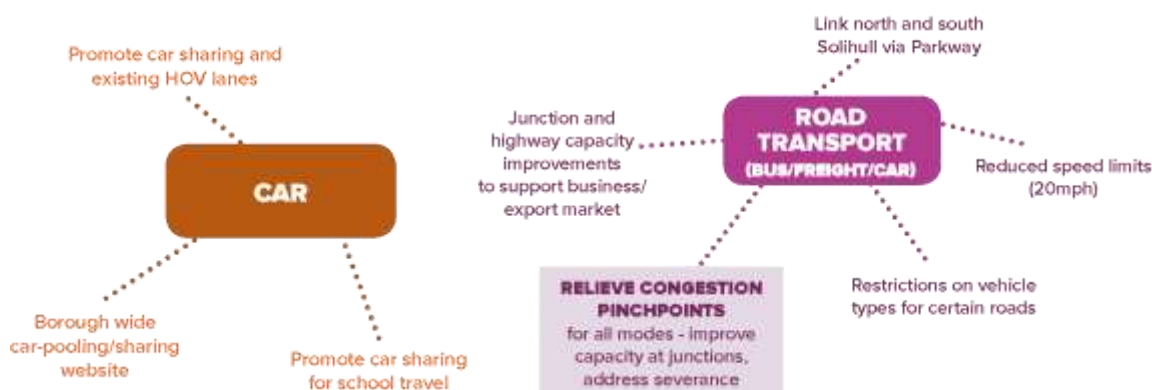


Base: all who provided a response (n:39)

#### 4.10.20

The figure below lists the various improvements to road transport that stakeholders feel are needed to support the future needs of Solihull and realise behavioural change. As noted above, 'improvements' were not discussed explicitly in all three stakeholder workshops due to time constraints and the 'issues' presented earlier in this report should also be considered. Stakeholders recognise that improvements to the road network would not only benefit car drivers, but also freight and bus services.

Figure 4-23: Suggested improvements to road transport (workshops)



NB: those highlighted in bold were mentioned by several stakeholders.

## CYCLE NETWORK

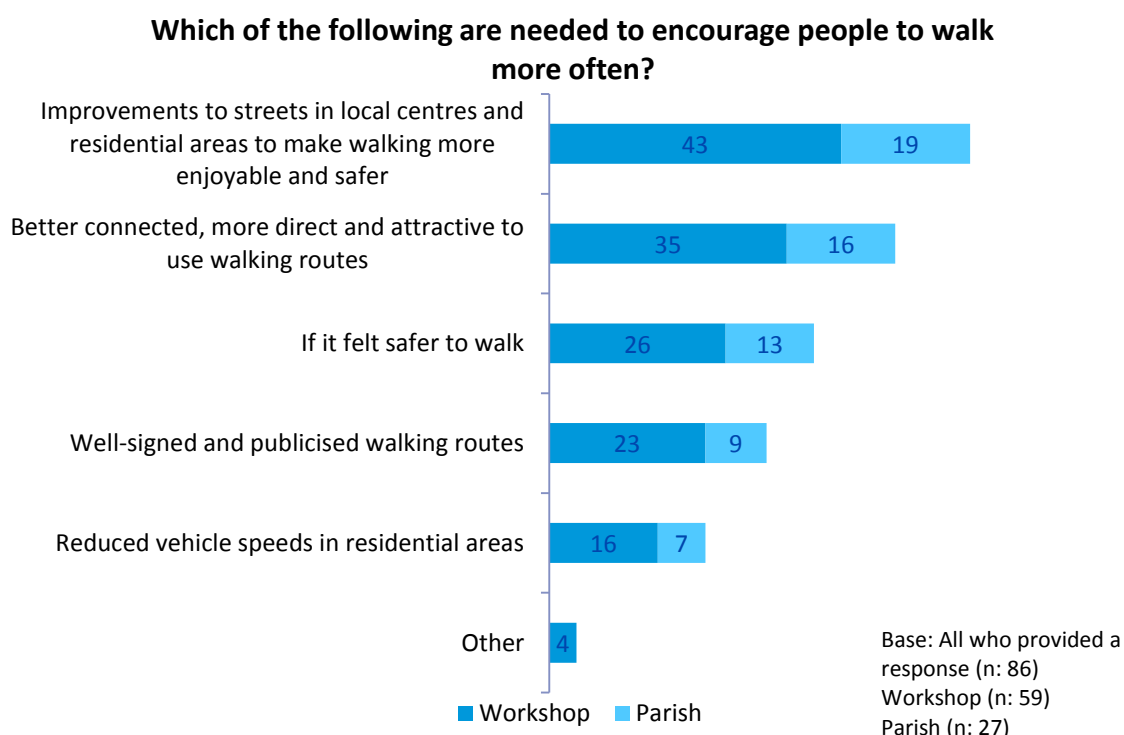
#### 4.10.21

When asked which measures (from a list) are needed to encourage take-up of cycling, 47 workshop participants and 20 parish council participants included a comprehensive, *continuous and direct network of cycle routes across the borough linking major destinations* in their top three, while 36 and 16 included *improvements to streets in local centres and residential areas to make cycling more enjoyable and safer*, as shown in Figure 4-24. Stakeholders also recognise the importance of providing *more facilities for cyclists at destinations* (22) and improving perceptions of safety (22), as shown in Figure 4-24.



- 4.10.22 The consensus amongst stakeholders is that providing infrastructure is vital, although some expressed concerns in subsequent discussions that by investing in cycling, “*You’re just catering for the 1%*”. Most, however, agree that cycle routes offering separation from pedestrians and motor traffic are needed. This is particularly pertinent near schools, and for access to interchanges, bus stops and stations. On several occasions, stakeholders mentioned the need for cycling to be better integrated with public transport (e.g. provision for bikes on buses in some areas, secure cycle parking / lockers at stations, facilities for cyclists at interchanges).
- 4.10.23 In addition to infrastructure, the need for softer measures to realise behavioural change and the required cultural shift was reiterated. Stakeholders feel that particular efforts should be made to encourage young people to cycle to school to encourage sustainable travel habits from a young age. This requires gaining the confidence of parents, who are needed to endorse cycling behaviour amongst their children. They also discussed the potential route into cycling through leisure cycling to build confidence.

**Figure 4-24: Improvements required to encourage greater uptake of cycling (workshops and parish councils)**



- 4.10.24 Figure 4-25 below lists the various improvements to cycling and walking that stakeholders feel are needed to support the future needs of Solihull and realise behavioural change. As noted above, ‘improvements’ were not discussed explicitly in all three stakeholder workshops due to time constraints and the ‘issues’ presented earlier in this report should also be considered.

Figure 4-25: Suggested improvements to walking and cycling (workshops)

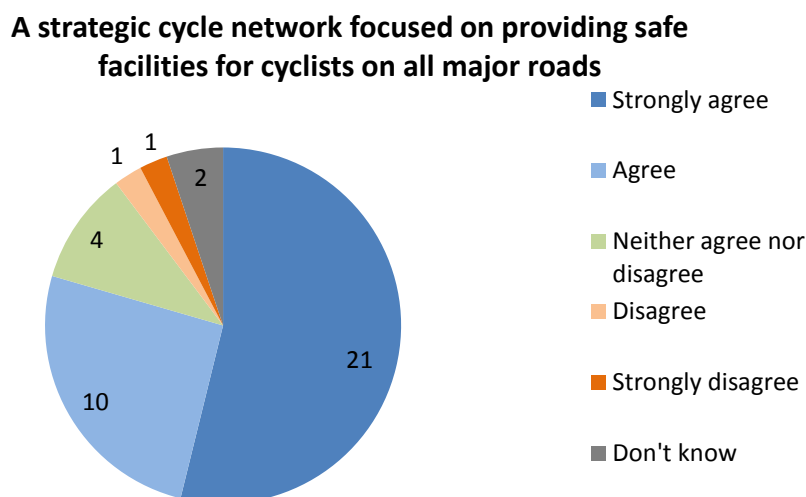


NB: those highlighted in bold were mentioned by several stakeholders.

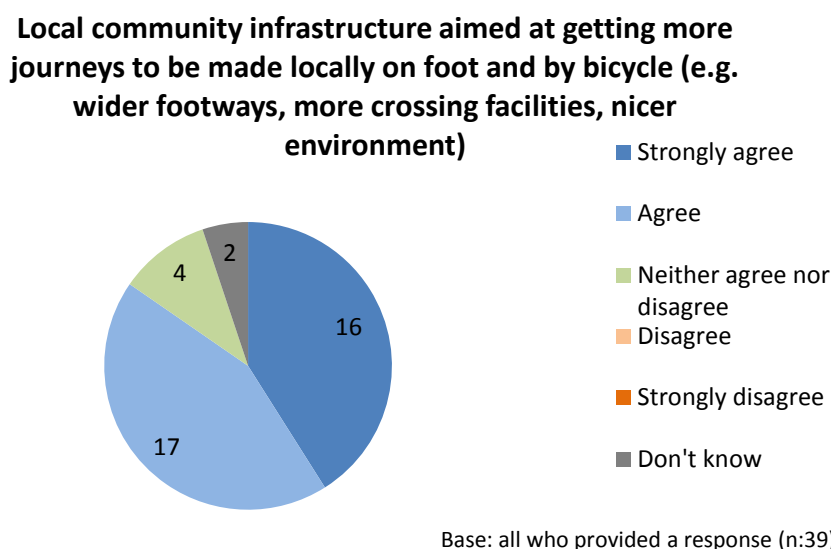
#### 4.10.25

The support for investment in cycling infrastructure was echoed in the questionnaire, where the majority of respondents expressed support for “A strategic cycle network focused on providing safe facilities for cyclists on all major roads” (31 of 37 agree and 2 disagree - Figure 4-26), and “Local community infrastructure aimed at getting more journeys to be made locally on foot and by bicycle (e.g. wider footways, more crossing facilities, nicer environment)” (33 of 37 agree – Figure 4-27).

**Figure 4-26: Views on need for a strategic cycle network (questionnaire)**



**Figure 4-27: Views on need for improved local community infrastructure (questionnaire)**



## HEALTHIER & SAFER COMMUNITIES

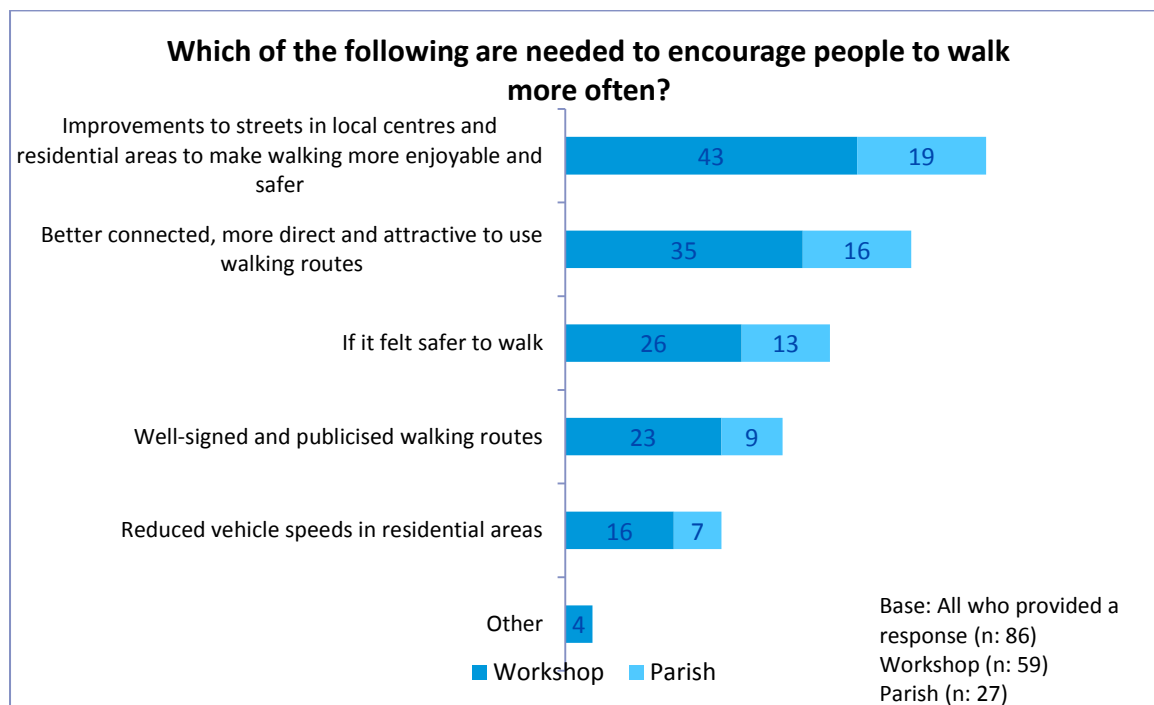
### 4.10.26

In addition to the provision of safe, segregated and pleasant routes for cycling, stakeholders recognise the importance of related facilities such as cycle parking, showering and changing facilities. Integration of public transport and cycling facilities are also desirable (e.g. connected routes, cycle parking at transport interchanges). As noted above, during the workshops, stakeholders emphasised the importance of softer measures including behaviour change work, information and cycling training to make people aware of provision / facilities and provide support to try walking or cycling. The promotion of leisure cycling as a means of increasing confidence and encouraging people to try cycling is also considered to be important. Stakeholders feel that education plays a key role in the cultural shift that is needed to realise the levels of cycling Solihull Connected requires and believe that working with school children and their parents is a vital element of motivating sustainable travel habits from a young age. Ultimately, for all sustainable modes, the key to encouraging participation is offering convenience and bestowing confidence.

## 4.10.27

With regard to walking, stakeholder workshop participants and parish councils feel that *“improvements to streets in local centres and residential areas to make walking more enjoyable and safer (e.g. wider footways, lower speed limits, more crossings, etc.)”* (43 and 19) and *“better connected, more direct and attractive to use walking routes”* (35 and 16) are required to encourage people to walk more often (Figure 4-28). In subsequent discussions, parish councils also raised the issue of pavement parking which obstructs pedestrians.

**Figure 4-28: Improvements required to encourage greater levels of walking (workshops)**



## 4.10.28

The topic of land use planning was discussed at length in some of the stakeholder workshops. There is felt to be a need to strengthen the role of local centres to reduce the need to travel (and distances travelled). Stakeholders feel that North Solihull in particular would benefit from improved local services and facilities such that residents would have less need to travel into Birmingham. Given the need to plan for an aging population, there is considered to be an even greater need for local centres to be equipped with good sustainable transport infrastructure and facilities for residents. There are concerns that elderly residents will become more socially isolated in the future if these changes are not made.

## TOWN CENTRE MASTER PLAN

## 4.10.29

Solihull Connected proposes a town centre master plan, aspects of which were discussed in the stakeholder workshops and the questionnaire. Workshop participants and questionnaire respondents included a number of town centre businesses.

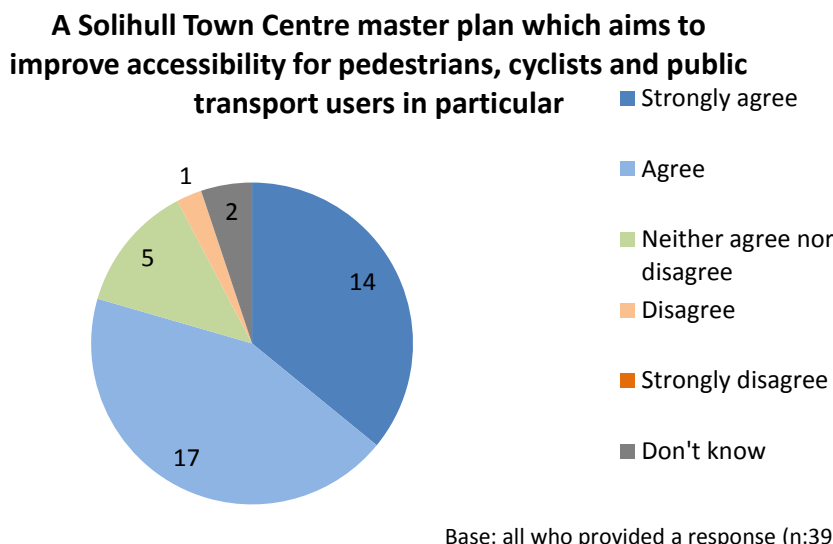
## 4.10.30

With regard to the strategy themes for Solihull Connected, stakeholder questionnaire respondents were specifically asked to comment on the need for a Solihull Town Centre master plan which aims to improve accessibility for pedestrians, cyclists and public transport users in particular.

## 4.10.31

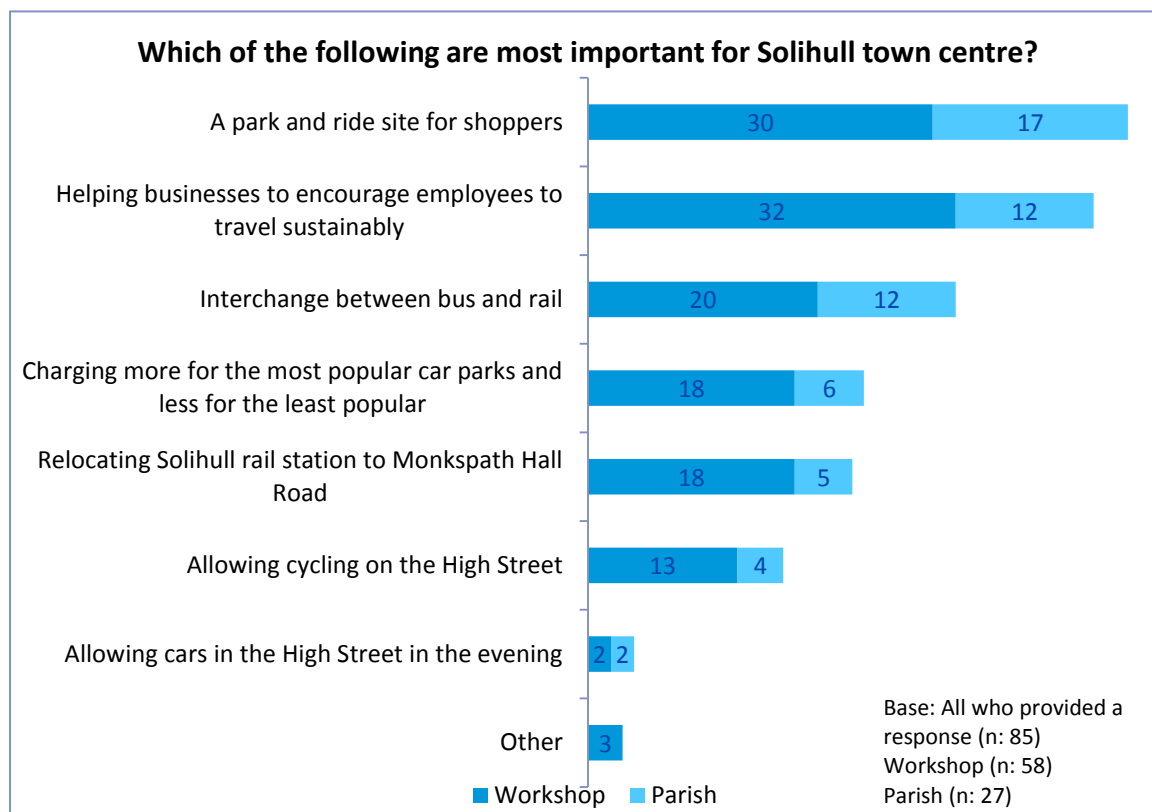
As shown in Figure 4-29, the vast majority of questionnaire respondents agree with the need for a town centre master plan which aims to improve accessibility for pedestrians, cyclists and public transport users (31 agree).

Figure 4-29: Views on need for a town centre masterplan (questionnaire)



- 4.10.32** In the stakeholder workshops, when asked to consider the priorities for Solihull town centre, participants expressed greatest support for “*helping businesses to encourage employees to travel sustainably*” (32), followed closely by “*park and ride for shoppers*” (30), as shown in Figure 4-30. Parish councils also selected these priorities, but in reverse order (12 and 17 respectively).
- 4.10.33** During all three workshops, the need for park and ride was discussed in more detail and there was no overall consensus. With regard to park and ride provision for shoppers, there is some feeling that many would prefer to arrive by car even if a facility was available. As the majority of John Lewis customers arrive by car, stakeholders feel they are willing to pay to park, particularly if visiting Solihull for just a few hours. The failure of the temporary park and ride which was in place when Touchwood opened was highlighted. Stakeholders expressed contrasting opinions on the amount of congestion that shoppers encounter at the Touchwood / John Lewis car park; the feeling being that it is not sufficient to deter people driving to the town centre. At the same time, it was suggested that park and ride may be more suitable for employees who need to park for longer stays.
- 4.10.34** While many participants welcome the principle of park and ride, stakeholders feel that the ‘devil is in the detail’, and would not be able to comment further until more details have been worked up, e.g. whether bus lanes would be part of the offer, where it would be located (e.g. at M42), and what the target audience would be.
- 4.10.35** As figure shows, there is also felt to be a need for improved bus-rail interchange in the town centre (20 workshop participants, 12 parish council participants), as well as some support for differential car park pricing (18 and 6 participants) and relocating the rail station to Monkspath Hall Road (18 and 5).
- 4.10.36** During the subsequent discussions, there was no overall consensus on the need to relocate the rail station. While some stakeholders believe that it should be moved to be better connected and create a gateway to the town centre, others feel that the cost far outweighs the potential benefits. There is, however, agreement that the connections between the town centre and the station could be improved to create a more pleasant and better signed pedestrian and cycle link, perhaps with a shuttle bus running alongside.

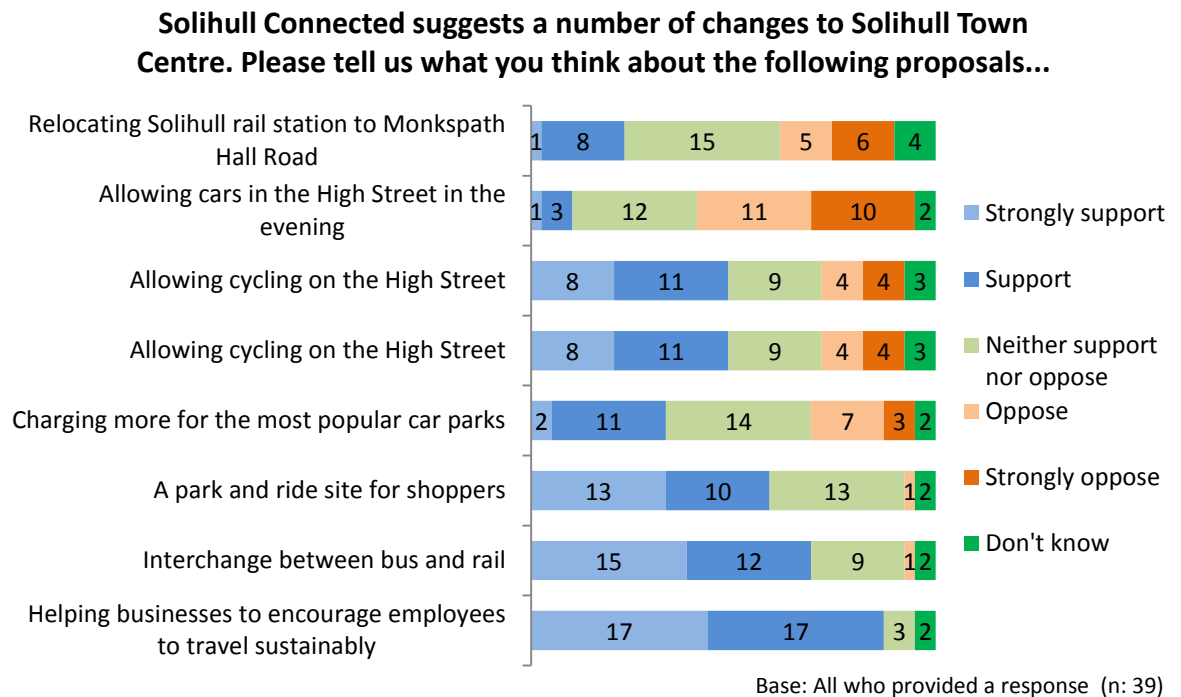
**Figure 4-30: Importance of various improvements / changes to the town centre (workshops and parish councils)**



**4.10.37** Stakeholder questionnaire respondents were also asked to say how much they support various potential improvements to the town centre. Overall, as shown in Figure 4-31, respondents again express most support for “*helping businesses to encourage employees to travel sustainably*” (34 of 37 agree), and “*interchange between bus and rail*” (27 out of 37 agree). The least supported measures are allowing cars in the high street in the evening (21 oppose and only 4 support), followed by relocating the railway station (11 oppose, but 9 support).

**4.10.38** The proposal for differential car park pricing (i.e. charging more for the most popular car parks and less for the least popular) to smooth usage patterns was discussed by some stakeholders. While some feel that the town’s car parks are busy, others recognise that there is spare capacity overall but shoppers are reluctant to use the car parks situated slightly further from the town centre – they prefer to use the John Lewis car park even if it does mean queuing.

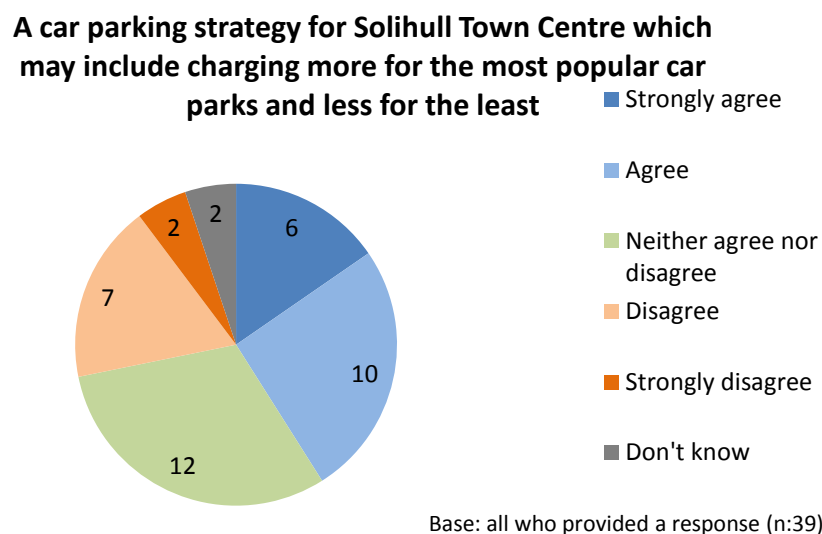
**Figure 4-31: Views on various improvements / changes to the town centre (questionnaire)**



#### 4.10.39

Stakeholder questionnaire respondents were also asked to comment on the need for a car parking strategy for Solihull town centre. As shown in Figure 4-32 below, opinions are divided on charging more for the most popular car parks (and less for the least popular), with 16 respondents expressing support, 9 opposed and 12 having a neutral opinion.

**Figure 4-32: Views on need for differential pricing at town centre car parks (questionnaire)**



## TECHNOLOGY AND INNOVATION

- 4.10.40 Although the stakeholder questionnaire contained no questions specifically about this subject, participants in the stakeholder workshops discussed the need for integrated ticketing and payment options, accurate and easy to access real-time travel information for all modes and adding technology such as phone charging and wi-fi on public transport.

## 4.11 PRIORITISATION

- 4.11.1 In order to understand stakeholders' views on priorities for Connecting Solihull, workshop attendees participated in a task which focused on spending prioritisation. Each discussion group was provided with a fixed budget of £200 million divided into two ten year periods with (£100 million available in each) and a priced list of suggested transport infrastructure schemes. Metro was not included in the options list, due to the predicted high cost exceeding the available budget. Each group was asked to consider which elements they would fund over the next twenty years. Transport infrastructure investment options were as follows:

- Mass transit - fast, reliable, high-quality public transport services (Sprint) along corridors of high demand, specifically:
  1. Birmingham city centre to Solihull town centre via Stratford Road and Blossomfield Road (£45m).
  2. Birmingham city centre to Solihull town centre via Warwick Road (£20m).
  3. Blythe Valley to north Solihull, via Solihull town centre, Birmingham Airport and Chelmsley Wood centre (£50m).
  4. Birmingham city centre to Birmingham Airport and on to Coventry city centre via the A45 (£70m).
- Strategic cycle network:
  1. Strategic highway provision (cycle tracks or 'light segregation'), (£3m per 10km)
  2. Main distributor road provision (light segregation or cycle lanes), (£1.5m per 10km)
  3. Quiet road routes (£0.5m per 10km)
  4. Green routes and canals (£1m per 10km)
  5. Cycle parking (local higher security hubs and general on-street parking), (£0.1m per 100 locations)
- Congestion busting road improvements – a congestion management study in 2013 found 25 locations or 'pinch-points' across the borough which are causing the highest levels of road congestion. The solutions for which would be varied, some small-scale some much larger (£3m per upgrade).
- Community infrastructure – to fund improvements to local neighbourhoods on aspects such as new pedestrian crossings, 20 mph zones / streets, improved street lighting, cycle parking, local urban realm improvements, safer routes to school and town / village centre enhancements (No fixed costs – flexible).
- Solihull town centre enhancements – investments to improve access to the town centre, including a comprehensive package of pedestrian and cyclist accessibility improvements (£25m in total), new multi-storey car park (£5m), relocation of the railway station (£20m), changes to allow cycling in the High Street (£0), differential pricing at car parks (i.e. charge more at some and less at others) (£0).



- Safer pedestrian and cycling access to schools – measures to improve the safety for pedestrians and cyclists around local schools to encourage more people to walk and cycle to school (£0.2m per school).

4.11.2 Though views on how the funds should be allocated varied considerably between (and within) groups, the task highlighted a number of common areas of thought, as described below and elsewhere in this chapter. It should be noted that the points raised below were not necessarily raised in all discussion groups:

- There were many different approaches to prioritising, by either spreading the funding to improve many aspects, or focusing on a particular project (e.g. Sprint), mode (e.g. cycling) or geographical area.
- The most popular scheme by far is the Sprint mass transit route from Blythe Valley to Birmingham Airport. This was included by all groups, although some split the scheme between the two time periods. Other Sprint routes received far less attention. Stakeholders feel, for example, that routes to / from Birmingham city centre are already sufficient.
- All groups included cycling spending to some degree, although one group agreed to invest only in cycle parking and no other cycle infrastructure.
- Participants spent more than a quarter (27%) of the total budget on congestion busting measures. However it was highlighted that reducing congestion would make it more difficult to achieve modal shift towards sustainable modes and therefore congestion busting projects should be carefully considered as part of a wider package of measures.
- It was felt to be important by some groups to prioritise investment in cycling and walking to schools, not only to alleviate congestion, but also to get the younger generation into the habit of travelling sustainably (i.e. to realise longer term behavioural change). Some groups felt that this should come under the community infrastructure fund, which would enable communities to bid for projects which they deem to be important.
- Five out of the twelve groups included moving the railway station, but others felt it would have limited impact on travel behaviour, and the money could be better spent, for example on improving the routes between the station and the town centre.
- The need for Metro was tabled by several groups, in particular a link to the airport. It was felt that metro would be worth the high cost and additional funding for it should be found: *"We don't do things big enough in this country; we shouldn't plan 'small'"*.
- Several groups allocated spend to park and ride which was not included in the list of infrastructure improvements.

4.11.3 For analysis, the totals spent in each area by each group have been combined to produce Table 4-6, and the number of times each scheme was selected is listed in Table 4-7. This confirms that stakeholders consider mass transport measures (Sprint) to be of particular importance, with 42% of the total budget being spent on related infrastructure.

4.11.4 Following this, participants spent 27% on highways infrastructure, the vast majority on congestion busting. Ten of the twelve groups included at least some congestion busting, and four groups budgeted to treat all 25 of the identified congestion hot spots. However, as highlighted above, most agree that this investment should be part of a wider package of measures and focused on certain areas of growth where it is most needed.

- 4.11.5 Fourteen percent of the available budget was directed towards active travel (walking and cycling improvements). The majority of cycle funding was allocated towards strategic on-highway provision (8%) and main distributor routes (1%). None of the groups included any funding for quiet road provision.
- 4.11.6 Town centre schemes accounted for a tenth of all spend and represent a fifth of the scheme choices. Within the town centre masterplan individual schemes, the biggest area of spend was moving the train station, but as highlighted before, this was supported by less than half of the groups.

**Table 4-6: Spending priorities – total spend by mode (workshops)**

| Infrastructure                                  | Cost                    | Total spend (£m) | Percentage of total spent |
|---|-------------------------|------------------|---------------------------|
| <b>Mass Transit</b>                             |                         |                  |                           |
| Sprint via Stratford Rd                         | £45m                    | 45               | 2%                        |
| Sprint via Warwick Rd                           | £20m                    | 20               | 1%                        |
| Sprint to Blythe Valley                         | £50m                    | 600              | 31%                       |
| Sprint to Coventry                              | £70m (£45m to airport)  | 135              | 7%                        |
| Park and Ride                                   | £10m                    | 20               | 1%                        |
| <b>Cycling Infrastructure</b>                   |                         |                  |                           |
| Strategic highway cycle provision               | £3m per 10km            | 146              | 8%                        |
| Main distributor road cycle provision           | £1.5m per 10km          | 25.5             | 1%                        |
| Quiet road cycle provision                      | £0.5m per 10km          | 0                | 0%                        |
| Green cycle routes and canals                   | £1m per 10km            | 11               | 1%                        |
| Cycle parking                                   | £0.1m per 100 locations | 3                | 0%                        |
| <b>Highway Improvements</b>                     |                         |                  |                           |
| Congestion busting junction upgrades            | £3m per upgrade         | 522.5            | 27%                       |
| <b>Local Area Improvements</b>                  |                         |                  |                           |
| Community Infrastructure Fund                   | £? - flexible           | 116.6            | 6%                        |
| Accessibility to schools                        | £0.2m per school        | 89.8             | 5%                        |
| <b>Solihull Town Centre Investment</b>          |                         |                  |                           |
| Pedestrian and cycle accessibility improvements | £25m - flexible         | 83               | 4%                        |
| Multi-storey car park                           | £5m                     | 10               | 1%                        |
| Relocate railway station                        | £20m                    | 100              | 5%                        |
| Allow cycling in High Street                    | Free measure            |                  |                           |
| Differential car park pricing                   | Free measure            |                  |                           |
| <b>Total Spend</b>                              |                         | <b>1927.4</b>    | <b>100%</b>               |
| <b>Mass Transit</b>                             |                         | <b>820</b>       | <b>42%</b>                |
| <b>Cycling Infrastructure</b>                   |                         | <b>185.5</b>     | <b>10%</b>                |
| <b>Highway Improvements</b>                     |                         | <b>522.5</b>     | <b>27%</b>                |
| <b>Local Area Improvements</b>                  |                         | <b>206.4</b>     | <b>11%</b>                |
| <b>Solihull Town Centre Investment</b>          |                         | <b>193</b>       | <b>10%</b>                |

Table 4-7: Spending priorities – popularity of schemes (workshops)

|   | Number of times selected |               |         |                         |
|---|--------------------------|---------------|---------|-------------------------|
| Infrastructure                                  | First period             | Second period | Overall | Percentage of 12 groups |
| Mass Transit                                    |                          |               |         |                         |
| Sprint via Stratford Rd                         | 0.5                      | 0.5           | 1       | 8%                      |
| Sprint via Warwick Rd                           | 0                        | 1             | 1       | 8%                      |
| Sprint to Blythe Valley                         | 10.5                     | 1.5           | 12      | 100%                    |
| Sprint to Coventry                              | 0                        | 3             | 3       | 25%                     |
| Park and Ride                                   | 0                        | 2             | 2       | 17%                     |
| Cycling Infrastructure                          |                          |               |         |                         |
| Strategic highway cycle provision               | 10                       | 3             | 10      | 83%                     |
| Main distributor road cycle provision           | 2                        | 2             | 3       | 25%                     |
| Quiet road cycle provision                      | 0                        | 0             | 0       | 0%                      |
| Green cycle routes and canals                   | 2                        | 1             | 3       | 25%                     |
| Cycle parking                                   | 3                        | 0             | 5       | 42%                     |
| Highway Improvements                            |                          |               |         |                         |
| Congestion busting junction upgrades            | 9                        | 8             | 10      | 83%                     |
| Local Area Improvements                         |                          |               |         |                         |
| Community Infrastructure Fund                   | 9                        | 6             | 9       | 75%                     |
| Accessibility to schools                        | 9                        | 7             | 10      | 83%                     |
| Solihull Town Centre Investment                 |                          |               |         |                         |
| Pedestrian and Cycle accessibility improvements | 1                        | 5             | 5       | 42%                     |
| Multi-storey car park                           | 0                        | 1             | 2       | 17%                     |
| Move railway station                            | 1                        | 4             | 5       | 42%                     |
| Allow cycling in High Street                    | 2                        | 0             | 2       | 17%                     |
| Differential car park pricing                   | 2                        | 0             | 2       | 17%                     |
| Total choices                                   | 61                       | 45            | 85      |                         |

## 4.12 IS THERE REALLY POTENTIAL TO REALISE CHANGE?

### 4.12.1

During the workshops, stakeholders discussed whether the Solihull Connected objectives are achievable. The general feeling is that providing the right infrastructure is built, change is possible, but planning Solihull's growth is paramount in order that the right investment decisions are made. There is strong agreement that viable alternatives must be in place *before* the Council can adopt any penalties ('sticks'). The business representatives in one session agreed that they would not be able to support restrictions on car use until there is an attractive alternative offer.

Figure 4-33: Images from stakeholder workshops



Figure 4-34: Images from parish council workshops



# 5 PUBLIC RESPONSES

## 5.1 OVERVIEW OF CHAPTER

- 5.1.1 This chapter presents a summary of the views expressed during the various focus group and workshop events held to inform the Solihull Connected consultation and in the 300 responses to the residents' questionnaire. A summary of the key findings is presented initially, before a more detailed breakdown of the outputs of the public consultation.

## 5.2 SUMMARY OF FINDINGS

- 5.2.1 The focus groups, school workshops and questionnaire provided an important opportunity to examine the everyday transport issues that Solihull's residents experience and how they aspire to travel in the future. They have given valuable insight into how relevant and achievable the vision, objectives and strategy principles outlined in Solihull Connected might be to those who live and work in the borough.
- 5.2.2 As stakeholders, Solihull residents cite **congestion**, in part due to traffic signal timings, roadworks and the school run, as the most significant transport issue affecting the borough. Further to this, there is a feeling that **public transport provision is poor**; it often described as costly, unreliable, infrequent, badly timetabled (e.g. lack of evening and Sunday services), poorly connected network (e.g. too few routes) and lacking in quality (e.g. cleanliness). There are also concerns about the safety of buses (linked to antisocial behaviour). Cycle infrastructure is felt to be limited and poorly joined up, and there are repeated concerns about the **safety of cycling**. A **lack of car parking** is also felt to be an issue. Similar issues were identified in focus groups, school workshops and questionnaire responses.
- 5.2.3 Respondents agree that there is a need for Solihull Connected to **offset the problems** of planned growth and there is a good level of **support for its vision and underlying objectives**. The basic principles of Solihull Connected – i.e. an investment strategy which focuses on providing high-quality alternatives to driving to encourage less car usage across the borough is widely supported over a solution based purely on road building and widening.
- 5.2.4 However, while the local community feels strongly that action needs to be taken to improve Solihull's transport network, and even agrees that *"people and businesses need to change how they travel"*, there is some reluctance to acknowledge the negative impact of their own personal car use and the need to consider their own travel behaviour. Residents accept that congestion is going to increase in the future, but this is not yet sufficient a motivator for them to consider changing modes and leaving their cars at home.
- 5.2.5 When asked about different strategy themes within the Green Paper, there is widespread support for improvements which would make the town centre and local communities more accessible to cyclists, pedestrians and public transport, and for the delivery of mass transit and strategic cycle networks. There is however, far less support for a town centre car parking strategy with differential pricing.
- 5.2.6 It is clear that a number of barriers to the use of sustainable modes need to be addressed before Solihull residents will even consider changing their travel behaviour. In brief, the relative **convenience** of car use needs to be replicated by alternative modes if people are to switch modes. Respondents cite the need for **improved public transport connectivity** to destinations within the borough and beyond, **more frequent and reliable** bus services, **reduced fares**, **integrated / cashless ticketing** and improved (real time) **information**.



- 5.2.7 Solihull residents are particularly concerned about the safety of cycling and there is felt to be a need for a comprehensive and continuous network of **segregated cycle routes** (with separation from traffic) across the borough, **facilities for cyclists** at destinations (including secure parking) and well-signed and well-publicised cycle routes, accompanied by softer measures such as (adult) cycle training and education. It is noted that there is a large segment of the population that is unlikely to consider cycling even if improved infrastructure is provided. There is recognition of the cultural shift needed before cycling can become a 'realistic' transport option and there is support for initiatives which focus on helping young people establish good habits which then stay with them.
- 5.2.8 To increase levels of walking, there is felt to be a need to improve streets in local centres and residential areas to make walking more enjoyable and safer, but there is not necessarily support to reduce traffic speeds to achieve these improvements.
- 5.2.9 With regard to the possible changes proposed for the town centre, like stakeholders, there is a good level of support for improving **bus-rail interchange**, helping businesses to encourage **employees to travel sustainably** and a **park and ride** for shoppers. There is far less support for allowing cars onto the High Street in the evening, relocating Solihull railway station to Monkspath Hall Road and allowing cycling on the High Street.
- 5.2.10 There is distinct support for what Solihull Connected is trying to achieve. But, for the local community, transport must get them from A to B in the quickest, most convenient and cost effective way. To achieve modal shift, the challenge is **to demonstrate that sustainable travel can be cheaper, quicker and more convenient than using the car**.
- 5.2.11 It is clear that some residents would be willing to switch (or at least try) different modes of travel if improvements were made. Addressing the negative perceptions of bus services would be a key area to prioritise in this respect. Public transport is likely to see more of an increase than cycling (one-third of questionnaire respondents stated that they would 'never' cycle). Cycling is generally not currently seen as a viable mode of travel in Solihull due to concerns about safety (related to traffic), though leisure cycling does offer the potential for a route into cycling for some (e.g. to build confidence prior to taking up utility cycling).

## 5.3 LEVEL OF RESPONSE

- 5.3.1 A total of 300 public questionnaire responses were received. Of these, the vast majority (97.3%) were submitted online, and the remaining 2.7% on paper.
- 5.3.2 In total, 65 Solihull residents contributed to the three focus group events, and 22 to the focus groups with 16-20 year olds.
- 5.3.3 A total of 210 pupils from seven schools attended workshops run by SMBC's Schools and Sustainability teams.

## 5.4 DEMOGRAPHICS OF PARTICIPANTS

- 5.4.1 In order to set the context, a brief summary of respondent demographics is presented below, firstly for questionnaire respondents, and subsequently for focus group participants.

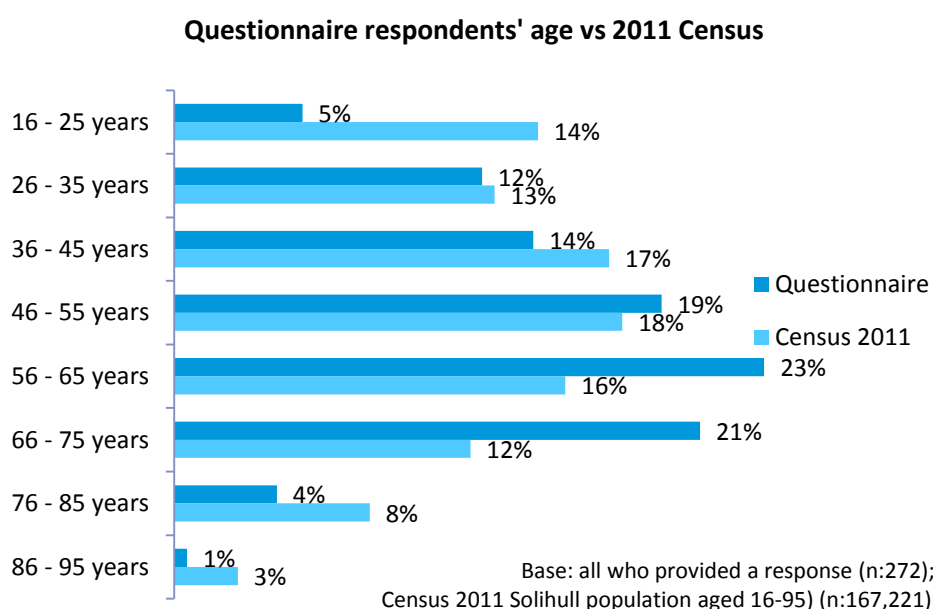
### PUBLIC QUESTIONNAIRE

- 5.4.2 The questionnaire contained 44 questions covering a range of topics including Solihull Connected itself, transport issues in the borough, barriers to the use of sustainable modes and possible improvements, as well as general questions about travel behaviour and demographics.

**5.4.3** The home locations of respondents have been plotted (Figure 5-4) to understand their geographic spread. The data shows that the majority of respondents come from the borough of Solihull though a small number were from further afield, mainly from the wider West Midlands area. It is evident that responses have been received from across the borough, in particular the central urban area.

**5.4.4** Figure 5-1 shows the age of the respondents to the questionnaire, compared to Census 2011. The age profile of respondents shows that while there is representation from across all age groups, over 40% of respondents are aged between 46 and 65, with fewer respondents aged up to 26 or over 76 years of age. Comparison with Census (excluding those under 16 and over 95) shows that young people are underrepresented and those between 46 and 75 are overrepresented.

**Figure 5-1: Questionnaire respondents' and Census age distribution**

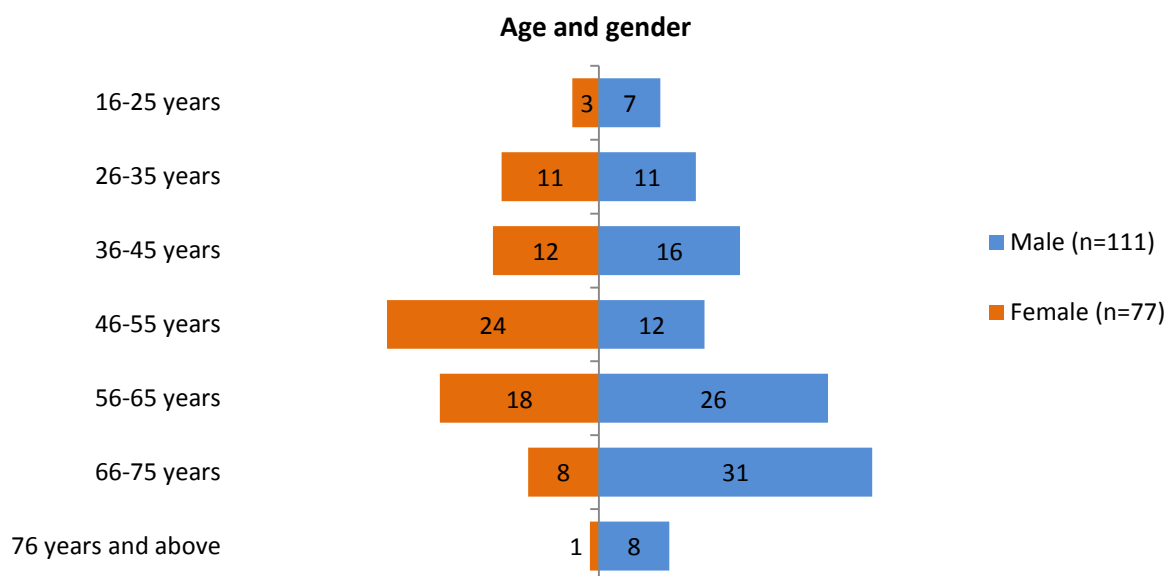


**5.4.5** Of those who completed the question about their gender, 59% are male (111 respondents) and 41% female (77). In Census 2011, 49% of Solihull's population was male and 54% female. This suggests that females are slightly underrepresented in the sample of questionnaire respondents.

**5.4.6** When age is split by gender there is a skew in the sample, with a greater proportion of females in the 46-55 years age group, and proportionally more men than women in the 55-75 years groups (Figure 5-2).

**5.4.7** A tenth of respondents (30) stated that they have a disability. Appendix H contains further demographic details of the respondents.

**Figure 5-2: Age and gender profile of respondents (questionnaire)**



**5.4.8** Over three-quarters (78%) of respondents have permanent access to a car and nearly half (47%) to a bicycle (Figure 5-3). Just 6% of questionnaire respondents stated that they do not have access to a car. This is considerably lower than across the borough population as a whole: the 2011 Census shows that 20% of households in Solihull have no cars or vans (Source: QS416EW – car or van availability<sup>2</sup>). Similarly, at a national level, the National Travel Survey (2014<sup>3</sup>) reports that 19% of households do not have access to a car, and a further 12% of respondents have access to a car but are non-drivers.

**5.4.9** With regard to bike access, 34% of respondents to the consultation questionnaire are without access to a bike. The national figure (National Travel Survey 2012-4<sup>4</sup>) is considerably higher, with 63% of over 16s being without access to a bicycle.

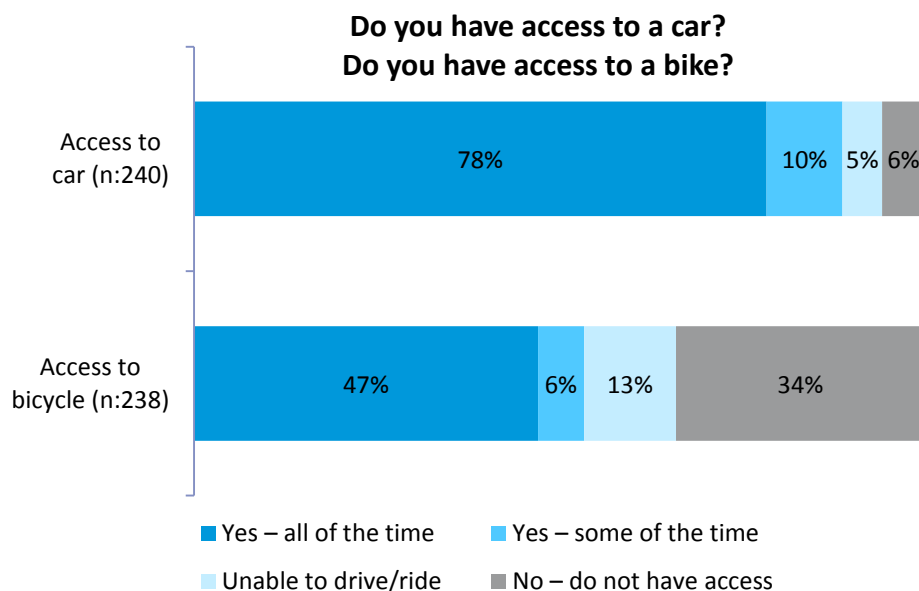
<sup>2</sup> Note the questions asked in the consultation questionnaire differ from Census but this data gives an indication that non-car households in Solihull are under-represented in the sample of respondents

<sup>3</sup> [Table NTS0208](#): Adult personal car access by age and gender: England, 2014

<sup>4</sup> [Table NTS0608](#): Bicycle ownership by age: England, 2012/14



**Figure 5-3: Availability of cars and bicycles (questionnaire)**



## PUBLIC FOCUS GROUPS

- 5.4.10** Three focus group events with residents of the borough were held in late July. While a ‘focus group’ typically involves up to eight individuals, these events were run as ‘deliberative workshops’, with up to 25 participants in attendance, dividing into smaller groups of up to eight for set tasks and discussions.
- 5.4.11** Participants were randomly selected by specialist market research recruiters according to set socio-demographic criteria (including age, gender, car ownership, family situation, working situation and travel behaviour) to ensure a good balance and broad geographic spread of respondents was achieved. Each session was focused on residents from a particular geographical area – north, urban and rural, with participants recruited from across the wards within each of these three broad areas. The aim was to run each session with around 23-25 participants. Unfortunately, a number of the individuals who had previously confirmed their intention to attend the North event failed to turn up.
- 5.4.12** Each session lasted around three hours (on weekday evenings) and participants were paid a small incentive to participate. The events were based around several interactive presentations and small group discussions and tasks, for which participants were split into three discussion groups, each led by an experienced facilitator (some images are provided at the end of this chapter). During the main presentation, participants were asked to give their views on a number of questions using the ‘electronic voting’ handsets used in the stakeholder workshops. Many of the questions posed mirrored those asked in the stakeholder workshops and the public questionnaire. The results are presented throughout this chapter.
- 5.4.13** Participants were also asked to take part in a closed Facebook discussion group several days in advance of the focus group event. This proved an interesting way of understanding travel behaviour and stimulating debate about transport between participants prior to them meeting for the first time at the focus group.

## 5.4.14

Overall, 65 Solihull residents participated in the focus groups events (Table 5-1). As they were recruited specifically to take part in this exercise, it is likely that the large majority are not 'typical' consultation respondents and therefore can be considered to some extent more "representative" of Solihull's population. They represent a broad spread of socio-demographics and travel behaviour, as set out below (Table 5-2). The home locations for each respondent have been mapped using GIS and are shown along with questionnaire respondents in Figure 5-4.

**Table 5-1: Attendance at public focus group events**

| Session                         | Area           | Attendance |
|---------------------------------|----------------|------------|
| Tuesday 27th July               | North Solihull | 17         |
| Wednesday 28 <sup>th</sup> July | Urban Solihull | 25         |
| Thursday 30 <sup>th</sup> July  | Rural Solihull | 23         |
| <b>Total</b>                    |                | <b>65</b>  |

**Table 5-2: Socio-demographic characteristics of focus group participants**

|                           |  | North     | Urban     | Rural     | Total     |
|---------------------------|--|-----------|-----------|-----------|-----------|
| Gender                    | Male   | 8         | 11        | 13        | 30        |
|                           | Female   | 9         | 14        | 10        | 33        |
| Age                       | 18-24  | 2         | 3         | 4         | 9         |
|                           | 25-44  | 9         | 7         | 7         | 23        |
|                           | 45-55  | 4         | 9         | 5         | 18        |
|                           | 56-64  | 1         | 2         | 3         | 6         |
|                           | 65+  | 1         | 4         | 4         | 9         |
| Transport usage           | <i>I always use my car</i>   | 4         | 10        | 7         | 21        |
|                           | <i>I do drive but try and walk, cycle or use public transport when I can</i> | 5         | 5         | 8         | 19        |
|                           | <i>I prefer to drive but sometimes use public transport</i>                  | 3         | 4         | 2         | 9         |
|                           | <i>I always walk, cycle or use public transport</i>                          | 5         | 6         | 6         | 17        |
| <b>Total participants</b> |  | <b>17</b> | <b>25</b> | <b>23</b> | <b>65</b> |

## 5.4.15

Overall, 16% of focus group participants live in a non-car household, while 35% have access to one car, 40% to two cars and 8% to three or more cars (Table 5-3). Car ownership levels are broadly in line with the borough average (Census, QS416EW – car or van availability).

- 5.4.16 Interestingly, like questionnaire respondents, focus group participants are less likely to live in bike-owning than car-owning households (35% do not have access to a bicycle – see Table 5-4). Levels of bike ownership are considerably higher than the national average (63% of over 16s have no access to a bicycle).

**Table 5-3: Car ownership (focus groups)**

| How many cars are there at home? | North | Urban | Rural | Overall % | 2011 Census % |
|----------------------------------|-------|-------|-------|-----------|---------------|
| None                             | 4     | 4     | 2     | 16%       | 20%           |
| One                              | 5     | 14    | 4     | 35%       | 39%           |
| Two                              | 5     | 6     | 15    | 40%       | 31%           |
| Three or more                    | 1     | 2     | 2     | 8%        | 10%           |

**Table 5-4: Bike ownership (focus groups)**

| How many bikes are there at home? | North | Urban | Rural | Overall % |
|-----------------------------------|-------|-------|-------|-----------|
| None                              | 3     | 11    | 8     | 35%       |
| One                               | 4     | 8     | 8     | 29%       |
| Two                               | 2     | 3     | 1     | 10%       |
| Three or more                     | 5     | 4     | 7     | 26%       |

## YOUNG PEOPLE FOCUS GROUPS

- 5.4.17 Four focus groups were conducted with 16-20 year olds in August 2015, each with around six participants (Table 5-5). As with the general public sessions, participants were randomly selected by specialist market research recruiters according to set socio-demographic criteria (including area of residence, age, gender, car ownership, education / employment, family situation and travel behaviour) to ensure a good balance and broad geographic spread of respondents was achieved. The home locations for each respondent have been mapped using GIS and are shown overleaf in Figure 5-4 and the demographic profiles are shown in Table 5-6.
- 5.4.18 Each session lasted 1½ hours. Participants were paid a small incentive for their time. Unlike the general public focus groups events, there were no presentations or 'electronic voting'; instead the format was as a typical focus group, with in-depth discussions specifically about travel behaviour, barriers and possible improvements to Solihull's transport network.

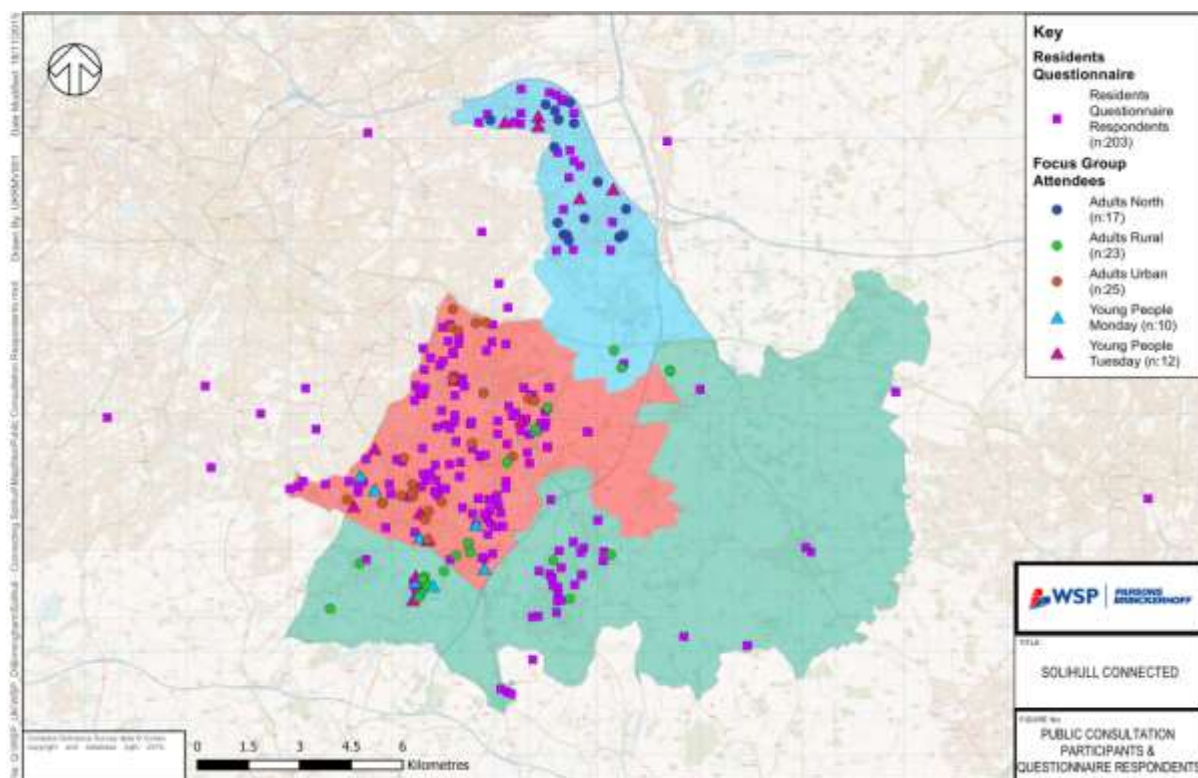
**Table 5-5: Attendance at young people focus groups**

| Session                         | Area  | Attendance |
|---------------------------------|---|------------|
| Monday 17 <sup>th</sup> August  | 16 and 17 year olds (in education)              | 6          |
| Monday 17 <sup>th</sup> August  | 17 year olds (in education / training)          | 4          |
| Tuesday 18 <sup>th</sup> August | 18 year olds (in education / training, working) | 6          |
| Tuesday 18 <sup>th</sup> August | 18-20 year olds (working, unemployed)           | 6          |
| <b>Total</b>                    |   | <b>22</b>  |

**Table 5-6: Socio-demographic characteristics of young people focus group participants**

| Session        |   |
|----------------|---|
| Gender         | Male: 9<br>Female:13  |
| Age            | 16: 4<br>17: 6<br>18: 8<br>19: 2<br>20: 2   |
| Working status | Full time work: 7<br>Education / training: 7<br>Education / training + part-time work: 7<br>Not in employment, education or training: 2 |
| <b>Total</b>   | <b>22</b>   |

Figure 5-4: Home location of questionnaire respondents and focus group participants



## SCHOOLS ENGAGEMENT

- 5.4.19 Schools form an integral part of the borough, particularly within the context of local neighbourhoods. Between early September and mid-October, SMBC engaged seven schools (both primary and secondary) across the borough through a series of workshop sessions. The workshops were designed to engage young people of various ages about transport strategy, the borough and their future. The purpose was to connect with young people and explore their own particular views – thus providing insight through a young person’s ‘transport lens’ - which would be used to further shape Solihull Connected.
- 5.4.20 The various workshop sessions were designed to explore challenges for Solihull’s transport network and how it could be improved to meet their future needs and aspirations. Barriers and motivators to the use of sustainable transport were explored, with a view to understanding how young people may aspire to travel once they leave school and enter employment.
- 5.4.21 Five different workshops were designed and delivered by SMBC’s Schools Active Travel and Sustainability teams, greatly assisted by enthusiastic teachers and pupils. In total, over 200 pupils took part. The workshops sought to mirror the consultation questionnaire with practical exercises in the areas of:
- Workshop 1 - Transport strategy themes – seeking views on examples of actual interventions and initiatives
  - Workshop 2 - Public transport – present views and how it be improved
  - Workshop 3 - Different modes of transport – positives and negatives
  - Workshop 4 - Present journeys – weekday and weekend journeys

- Workshop 5 - Mapping and future aspirations – awareness of the wider area and their future travel aspirations.

5.4.22 The outputs of the school workshops are presented towards the end of this chapter (paragraph 5.12.98 onwards)

## 5.5 CONSULTATION FINDINGS

5.5.1 The remainder of this chapter presents the findings which emerged from the public questionnaires and focus group sessions.

5.5.2 It should be noted that in the charts that follow, the number of responses upon which each is based varies as not all respondents / participants provided an answer to every question. Furthermore, some questions appeared in just the questionnaire, some in just the focus groups, and others in both (note that no such data was collected in the young people groups). Importantly, given the amount of qualitative discussion, the key findings are not necessarily based on numeric data and therefore the narrative also highlights the pertinent points raised in the general focus group events and the young people focus groups. The questionnaire contained a large number of open questions, responses to which have been coded (i.e. grouped thematically) for analysis.

## 5.6 EXISTING TRAVEL BEHAVIOUR

5.6.1 This section explores how people currently travel. It provides an indication of respondents' existing behaviour and potentially, their attitudes towards sustainable modes of transport prior to examining their views on Solihull Connected.

### TRAVEL BEHAVIOUR

5.6.2 Questionnaire respondents were asked how often they generally travel by different transport modes. The results are shown in Figure 5-5 and indicate that the car is the most frequently used mode of transport with around half of respondents (52%) driving a car or van on five days a week or more and 84% doing so at least once a week. However, 12% of respondents never drive. While 5% reportedly travel as car passengers most days of the week, 41% travel at least once a week as a car or van passenger. The results are in line with the National Travel Survey (England, 2014), which reports that 84% of respondents travel in a car at least once a week as driver or passenger.

5.6.3 The second most frequently used mode of transport is walking, with nearly two-fifths of respondents (37%) walking to their destination at least five days a week, and 71% doing so at least once a week. Nine percent of respondents state that they never walk.

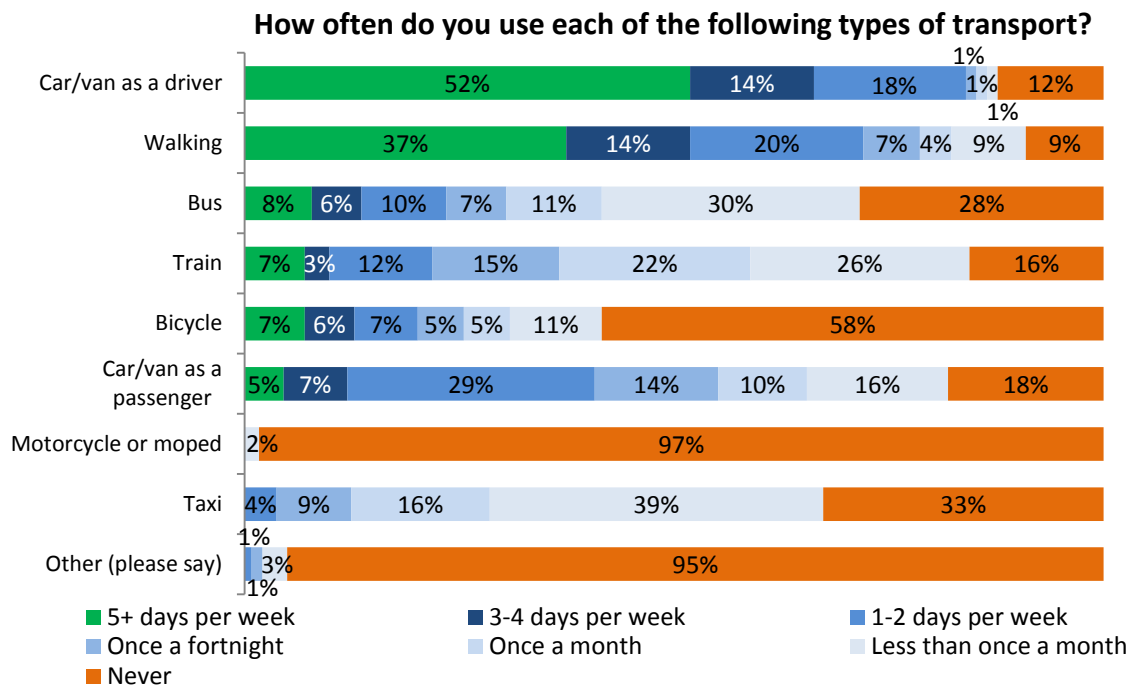
5.6.4 Less than ten percent of respondents are daily users of public transport - 8% use the bus and 7% the train at least five times per week, though over a fifth of respondents travel by public transport on at least a weekly basis (bus: 24%, rail: 22%). There are a number of less frequent rail users (15% travel by train once a fortnight and 22% once a month). Nearly 30% of respondents reportedly never travel by bus, and 16% never travel by train. The National Travel Survey (England, 2014) reports that 27% of respondents travel by local bus and 7% travel by train at least once a week, while 47% and 41% respectively use these modes "less than once a year or never". This indicates that survey respondents are more likely to use public transport, particularly the train, than the English average.

5.6.5 Seven percent of consultation respondents (17 individuals) cycle at least five days per week, while 20% do so at least once a week. Nearly 60% report that they rarely or never cycle. In this respect, respondents are close to the average for England (National Travel Survey: 15% cycle at least once a week, 65% do so less than once a year or never).

## 5.6.6

Few respondents travel very frequently by the other modes of transport listed in the questionnaire.

**Figure 5-5: Frequency of using different transport modes (questionnaire)**



## 5.6.7

Focus group participants were asked a series of similar questions to establish their typical travel patterns. It should be noted that participants were recruited partly on the grounds of their travel behaviour to ensure some representation of public transport users, walkers and cyclists as well as car users in the groups.

## 5.6.8

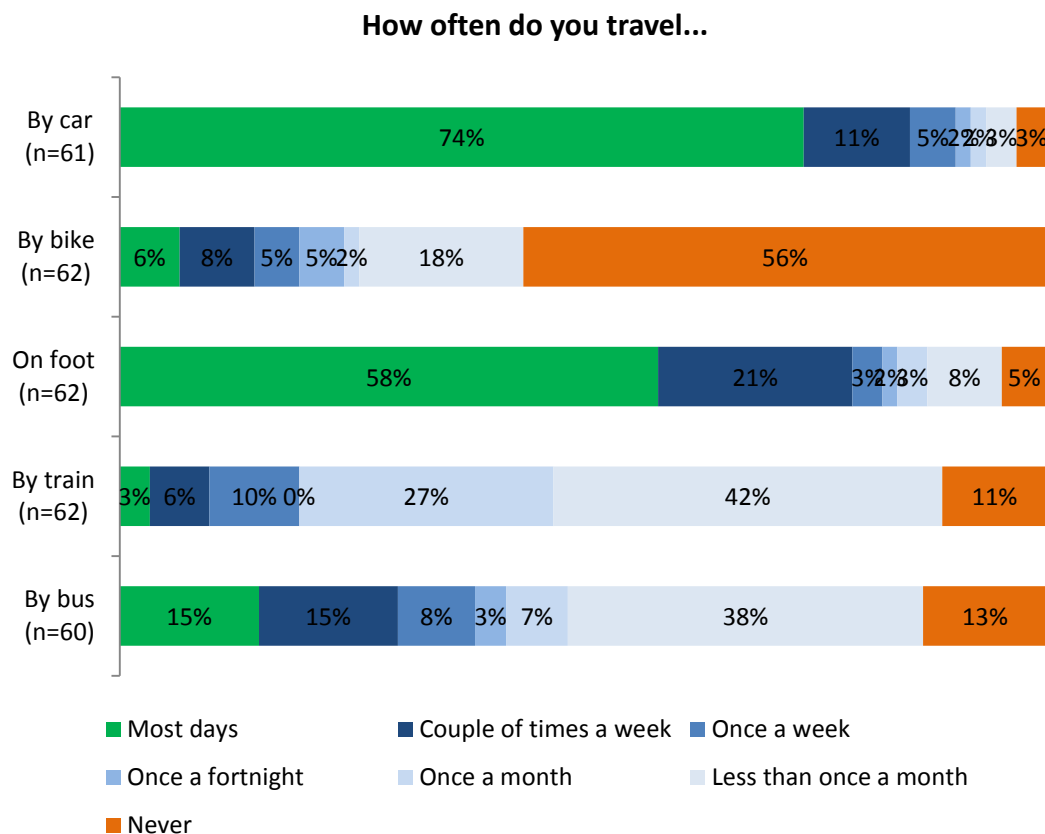
Again, the car is the most frequently used mode of travel with more around three-quarters (74%) reportedly travelling by car 'most days' and 90% doing so at least once a week (Figure 5-6). Walking is also a popular mode choice, with over half (58%) walking 'most days' and 82% doing so at least once a week. While 15% of participants travel by bus 'most days', few (3%) travel as frequently by train. A fifth of participants (19%) travel by train at least once a week, while nearly two-fifths (38%) are weekly bus users.

## 5.6.9

Cycling among participants is again limited, with 6% cycling 'most days' and one-fifth (19%) cycling at least once a week. As with the questionnaire, the majority of participants (56%) stated that they never cycle.



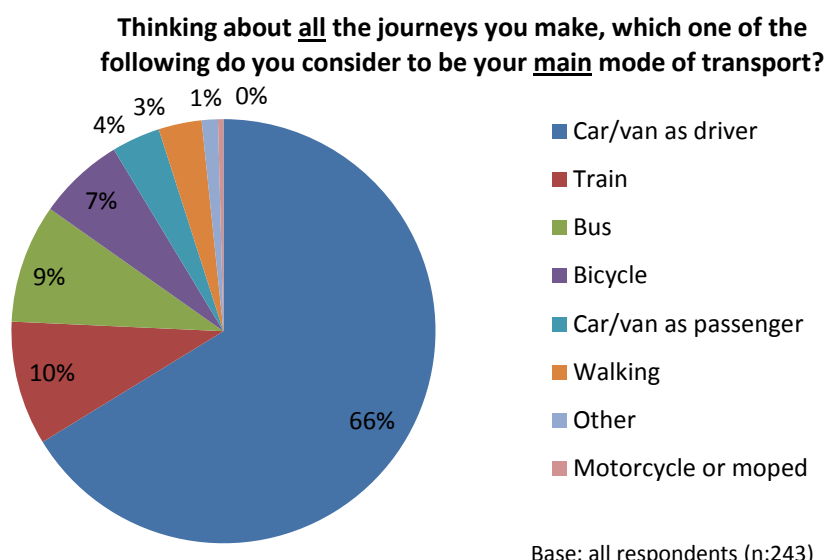
**Figure 5-6: Frequency of using different transport modes (focus groups)**



- 5.6.10** Travel behaviour was also discussed in detail during the young people focus groups. Participants were recruited in part according to their existing travel behaviour so users of all modes were captured through the research. Many rely on lifts from family members and several have their own cars. Others rely on the bus to get them to / from college or work. Taxis also feature, particularly when shared. Several (males) cycle and some, but not all, walk.
- 5.6.11** Few regularly travel into Solihull town centre, particularly those from north Solihull, primarily due to poor transport connections, and there being 'less to do' than in Birmingham city centre. They refer to Birmingham city centre as 'town' and have very little connection with Solihull itself.
- 5.6.12** Questionnaire respondents were also asked to state their main mode of transport for all the journeys they make. As shown in Figure 5-7, the car is the most frequently used mode, with 66% travelling most often as a car / van driver and 4% as a passenger. With regard to sustainable modes of transport, around one-fifth overall are public transport users (rail: 10%, bus: 9%), while 7% cycle and 3% walk. There are some variations between these figures and the frequency of use data presented in Figure 5-5, e.g. 37% walk at least five days per week, but only 3% consider walking to be their main mode of transport.



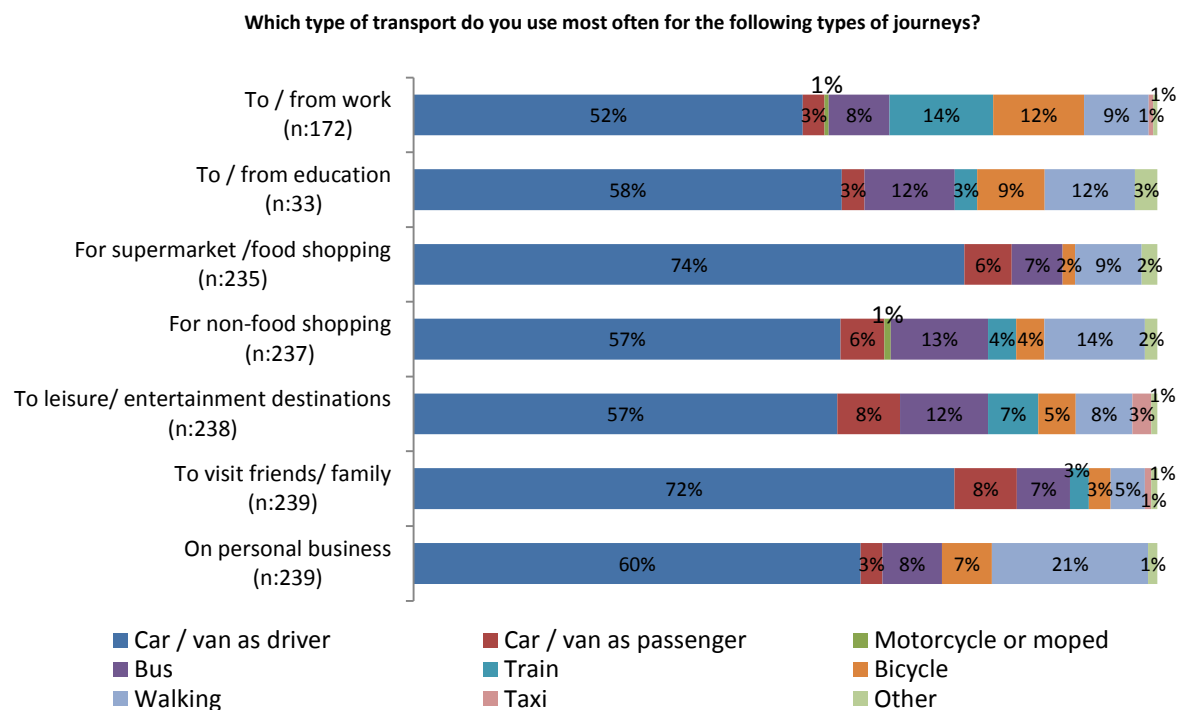
**Figure 5-7: Main mode of transport (questionnaire)**



## TRAVEL BEHAVIOUR FOR DIFFERENT JOURNEY PURPOSES

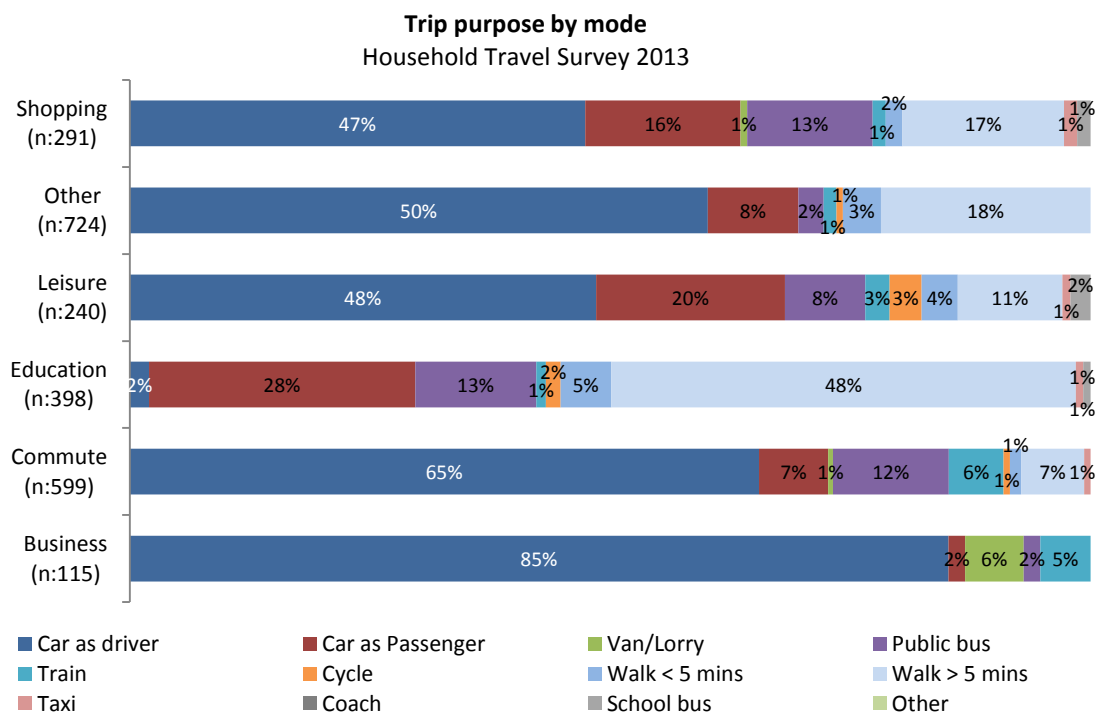
- 5.6.13** Questionnaire respondents were also asked what types of transport they use for certain types of journey. The results are shown in Figure 5-8. For all journey purposes listed, the majority of respondents travel by car / van (as driver).
- 5.6.14** For work trips, while around half (52%) of respondents travel as car / van driver, a number use public transport (8% bus, 14% rail) while a relatively large proportion (13%) cycles to work. When asked later in the questionnaire specifically about their main mode of travel to work (Figure 5-10), 54% reportedly travel as car / van as driver, 14% by train, 10% by bicycle, 9% by bus and 9% on foot. For comparison, the Census 2011 Method of Travel to Work has been added. This shows that the sample of questionnaire respondents contains a below average proportion of respondents who travel to work by car and above average proportions of those who commute by train and by bike.
- 5.6.15** Trips made for food / supermarket shopping and visiting friends and family are most reliant on the car (over 70% of respondents travel as car / van driver). While over half of all respondents travel by car for non-food shopping and trips for leisure / entertainment, there is greater use of buses (~12%) for these journey purposes. A number of respondents (14%) also make non-food shopping trips on foot. A fifth of respondents (21%) make personal business trips (e.g. to doctor or dentist) on foot.
- 5.6.16** A small proportion of all journey purposes are made by bike, with levels of cycling greatest for trips to and from work and on personal business (7%).
- 5.6.17** In contrast, participants in the focus groups displayed far lower levels of cycling, particularly cycling to work. Many of those who do cycle do so for leisure and exercise rather than as a mode of transport.
- 5.6.18** Comparison with the West Midlands Household Travel Survey (HTS, 2013; Solihull respondents only - Figure 5-9) again confirms that the Solihull Connected questionnaire respondents are relatively less like to travel by car for commuting, but more likely to travel by car for leisure and shopping (and school travel – though note small sample size of Solihull Connected respondents). However, it should be noted that the HTS survey counts the number of trips rather than people.

**Figure 5-8: Mode of travel by journey purpose (questionnaire)**



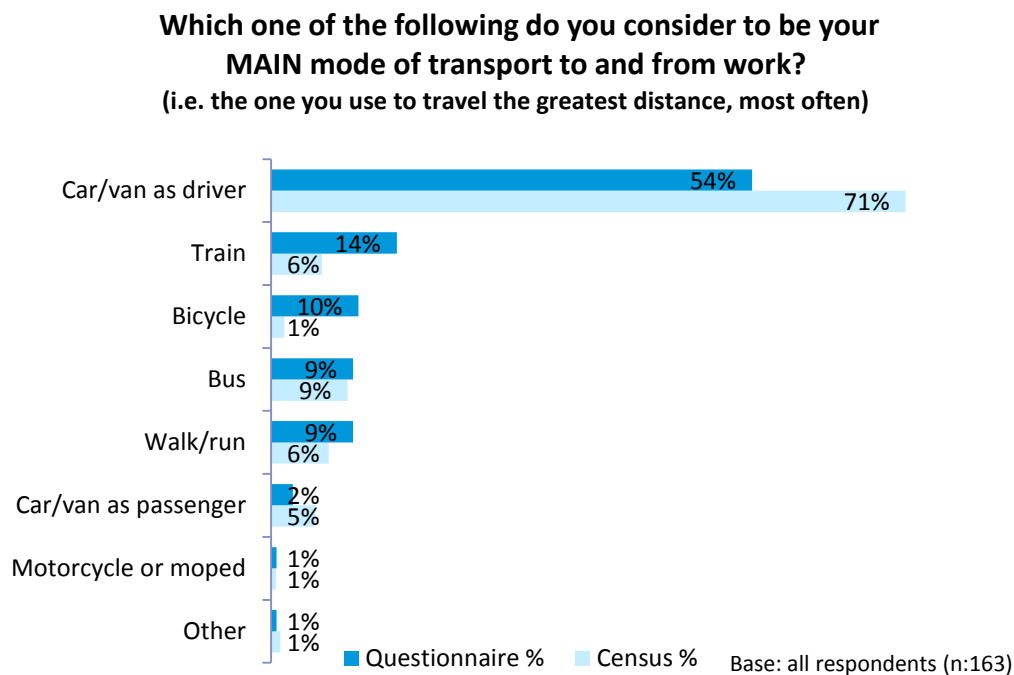
NB: very small sample of respondents making trips for education (n: 33). Data should not be considered statistically robust.

**Figure 5-9: Mode of travel by journey purpose (Household Travel Survey, 2013)**



Base: trips by Solihull based respondents (n:2367)

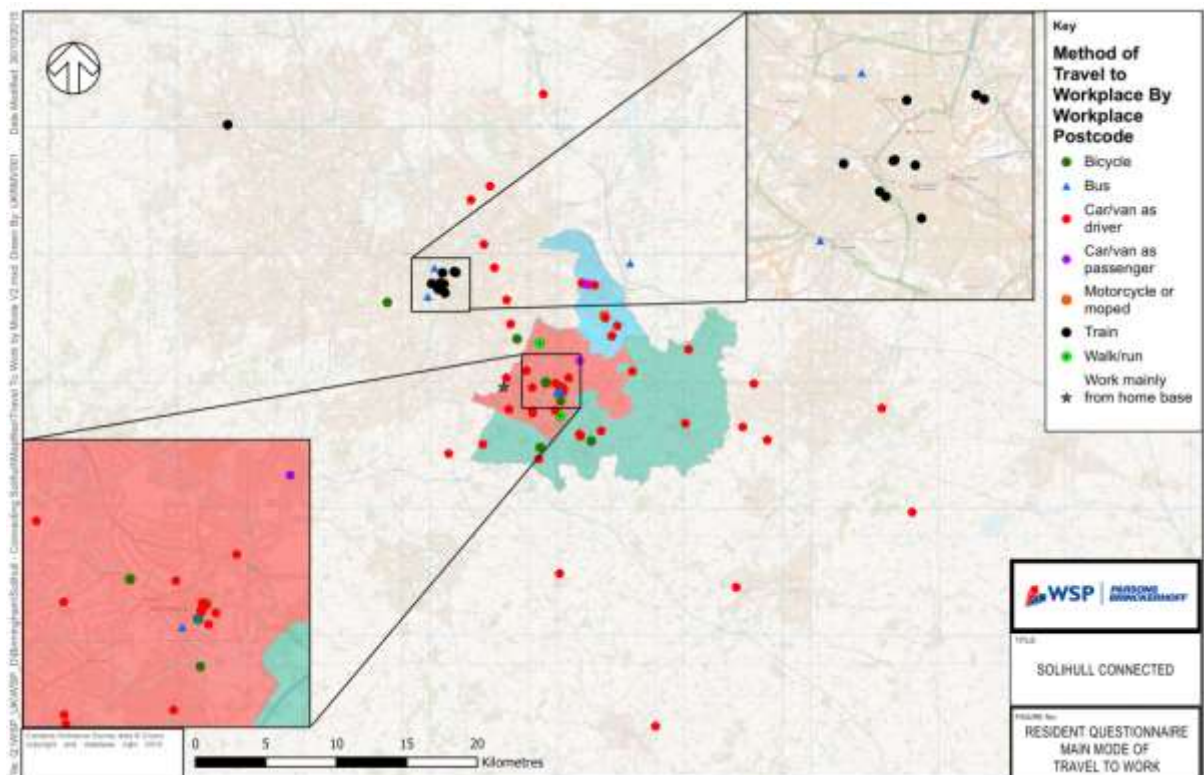
**Figure 5-10: Main mode of travel to work (questionnaire and Census 2011)**



- 5.6.19** Respondents who are currently employed in full time / part time / self-employed / voluntary work (163 individuals, or 54% of the total) were also asked to state the postcode of their main place of work. This data has been plotted in GIS along with their main mode of travel to work – the outputs are presented in Figure 5-11<sup>5</sup>.
- 5.6.20** This analysis indicates that people commuting to central Birmingham typically use public transport, but the majority of those commuting to Solihull town centre drive. Those who cycle to work typically work within the borough.

<sup>5</sup> Some respondents included a partial postcode. These have been excluded from this map. In total, 104 postcodes were plotted to produce the map.

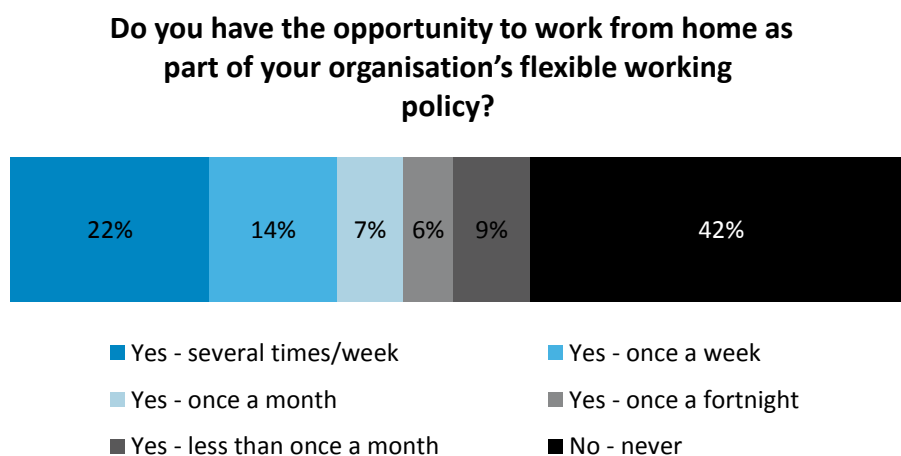
Figure 5-11: Main mode of travel to work and work location (questionnaire)



#### 5.6.21

Questionnaire respondents were also asked whether they have the opportunity to work from home. The findings suggest that flexible working is already commonplace, with over a third (36%) of working respondents able to work from home at least once a week. However, this is unfortunately not an option for the larger proportion of 42% of respondents (Figure 5-12).

Figure 5-12: Frequency of working from home (questionnaire)

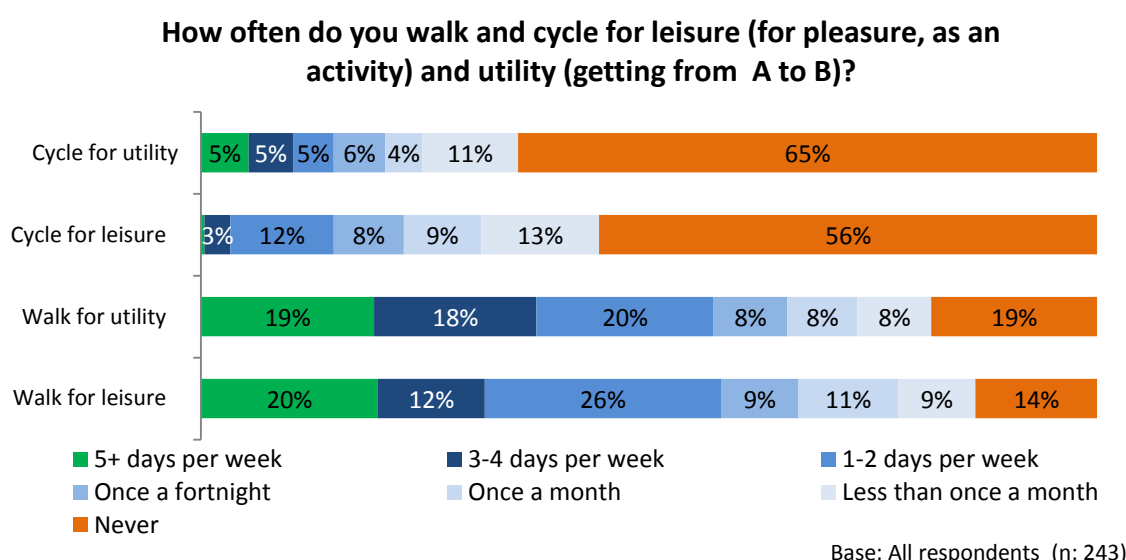


Base: all respondents currently employed in full time/ part time/ self-employed/ voluntary work (n:163)

## WALKING AND CYCLING FOR LEISURE AND UTILITY

- 5.6.22** Questionnaire respondents were asked to indicate how often they cycle and walk for leisure and utility journeys. On average, respondents walk more frequently than they cycle, both for leisure and utility journeys. As shown in Figure 5-13, around a fifth of respondents walk for leisure and utility journeys on at least five days a week while 5% cycle for utility and <1% cycle for leisure over the same time period. Close to 60% walk for leisure and utility at least once per week, while just 15% cycle.
- 5.6.23** It is interesting to see that overall, while respondents do not cycle as *often* for leisure as they do for utility, there is a slightly *greater uptake* of leisure cycling: 22% cycle for leisure and 15% for utility once a month or less. Two-thirds of respondents never make utility trips by bike, while 56% never cycle for leisure.

**Figure 5-13: Frequency of cycling and walking for leisure and utility trips (questionnaire)**

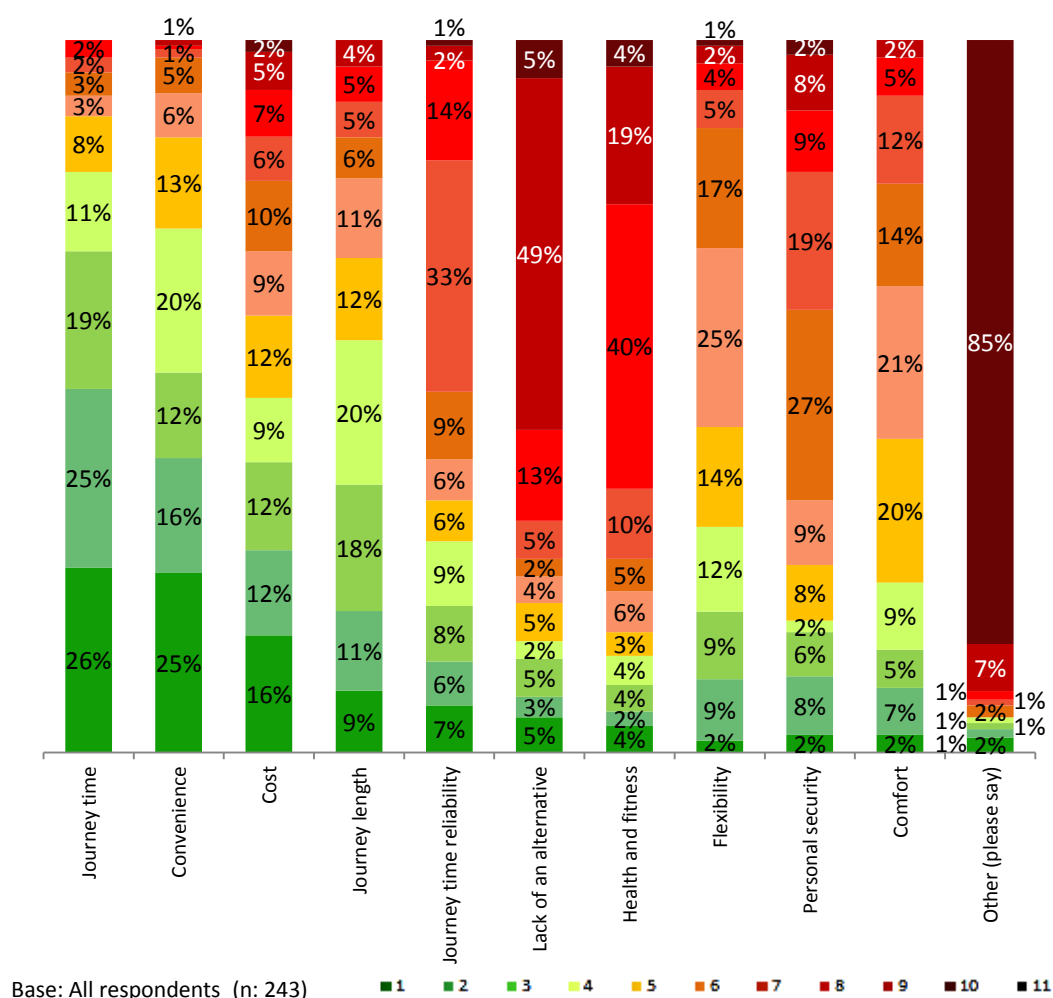


- 5.6.24** During discussions about cycling, many focus group participants expressed that they would (and do) cycle for leisure or on holiday, but would not cycle to work. There is a feeling that cycling might be acceptable for leisure time and trips to the local shops, but not for longer journeys, particularly if time pressured or travelling to work. Several participants argued that they need a car for work and would not want to increase the length of their working day by adding a cycle journey at the start and end of it.

## MOTIVATIONS FOR TRAVEL BEHAVIOUR

- 5.6.25** Questionnaire respondents were asked to consider the importance of various factors on their mode choice. Respondents were asked to rank a list of factors in order of priority from 1 to 11, with 1 being the most important and 11 being the least important.
- 5.6.26** Figure 5-14 shows how important the various factors were in making decisions about how to travel. Overall, 26% of respondents consider *journey time* to be the most important factor in making decisions about how to travel, and 25% feel *convenience* to be the most important. *Cost* (16%) is also a key factor.
- 5.6.27** *Comfort*, *journey time reliability* and *personal security* are identified as being lower priorities for respondents when making decisions about how to travel.

Figure 5-14: Importance of factors in making decisions about how to travel (questionnaire)



## 5.6.28

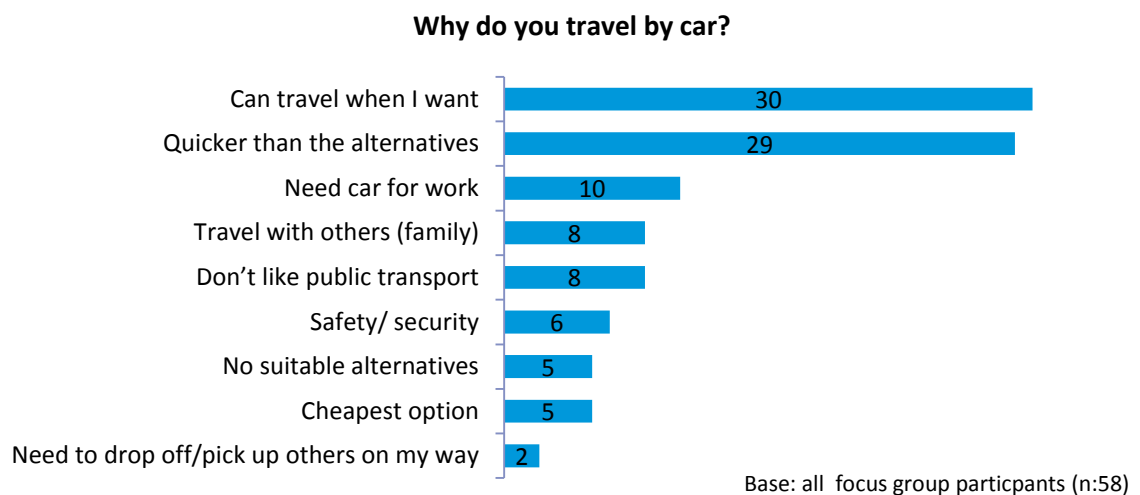
Focus group participants were asked why they travel by car, as shown in Figure 5-15. The flexibility of the car was again confirmed with 51% of respondents citing “*can travel when I want*” as a motivation for travelling by car, followed by “*quicker than alternatives*” (45%). **Convenience** and **journey time** were recurring themes throughout the focus group discussions: Solihull residents want to travel quickly and easily to their destinations. There is a strong attachment to the car which facilitates their increasingly busy and time-pressured lifestyles (e.g. dropping children off at school on the way to work, travelling to multiple appointments). They vehemently believe that the car affords them far greater flexibility, accessibility and quicker journey times than other modes can offer. Interestingly, only five participants cited “*no alternative*” as a reason for car use. The convenience of car travel needs to be replicated by alternative modes if people are to switch modes.

## 5.6.29

There are some who argue that they need a car for their job (17%) and they car share by travelling with other members of the family (14%). A number quite simply “*don’t like public transport*” (14%) and believe that the car offers them personal safety and security which other modes could not (10%).

- 5.6.30 As noted above, cost is important, but less so than convenience. Only five participants (8%) stated that they travel by car because it is the “*cheapest option*”. Focus group participants are generally aware of the actual cost of car travel (43% answered ‘55p/mile’ from a list of options when asked the average annual cost of owning and running a new car<sup>6</sup>). When they discussed how this compares to public transport, while many feel that public transport is expensive, there is a willingness to pay more for car use for the convenience it provides.
- 5.6.31 While younger people may be deterred to some extent by the cost of car ownership and use, the car remains an important status symbol, and teenagers aspire to having their own car so they can cease to use public transport or require lifts from family members.

**Figure 5-15: Reasons for travelling by car (focus groups)**

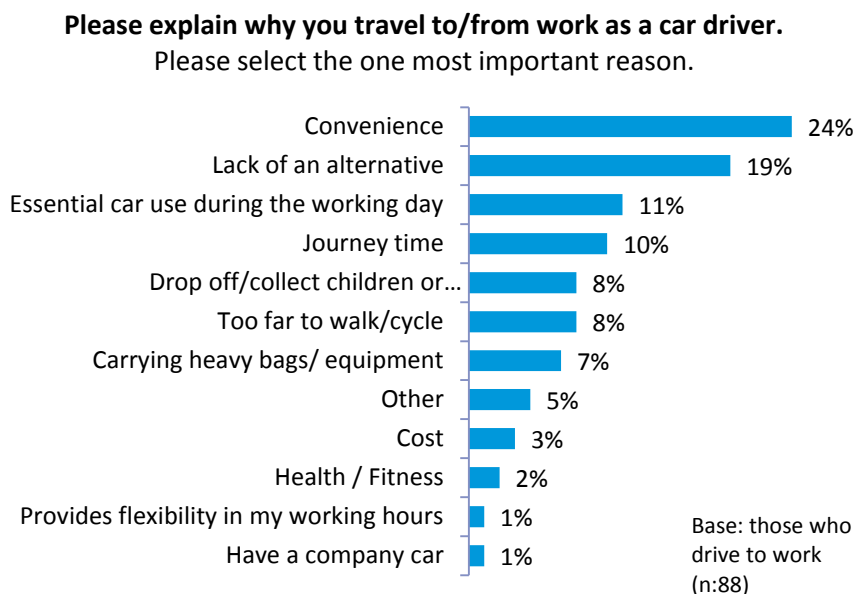


- 5.6.32 Questionnaire respondents who are currently employed / working and use a car as their main mode were asked to explain their reasons for mode choice. As Figure 5-16 illustrates, convenience is the primary motivator for car use (as stated by 24% of respondents), followed by the lack of an alternative (19%). Essential car use during the day (11%) and journey time (10%) are also factors.

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<sup>6</sup> RAC 2011 - 55.74p per mile

**Figure 5-16: Motivations for travel to work mode choice (questionnaire)**



## INFLUENCES ON BEHAVIOUR

### 5.6.33

It became evident in the focus groups that young people are subtly influenced by their parents' attitudes and behaviour. Their parents, while perhaps not the role models they aspire to follow, behave in what their children deem to be an acceptable way. That behaviour, in most cases, includes driving their own car. Teenagers see their parents driving and expect to do the same as soon as they are able to (in terms of age and affordability). As one participant stated *"My mum relying on her car so much as made me reliant on my car"* (female, 19). They do not experience public transport as a means of travelling anywhere other than to school. Furthermore, parents do not necessarily tell the young people how to travel or behave, but their attitudes towards different modes do manifest themselves in their children. Where parents have concerns about bus travel or cycling, they are imperceptibly passed onto their children.

## COMBINING JOURNEYS

### 5.6.34

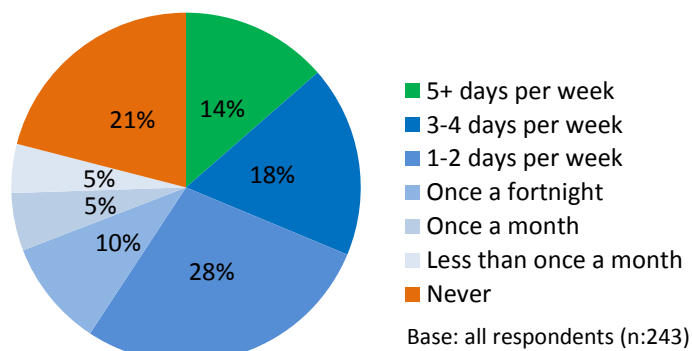
Questionnaire respondents were asked how often they combine the journeys they make, such as dropping children off at school on the way to work. Figure 5-17 shows that 60% do so at least once a week. This was also reflected in focus group discussions, where the key motivation to travel by car was flexibility. It provides flexibility which other modes cannot: *"We're too busy these days, rushing around, we don't have time for walking and cycling"* and *"We don't want to add to our journeys by using public transport"*.



**Figure 5-17: Frequency of combining journeys (questionnaire)**

**How often do you combine the journeys you make?**

e.g. dropping children off at school on the way to work, going to the gym or supermarket on the way home from work

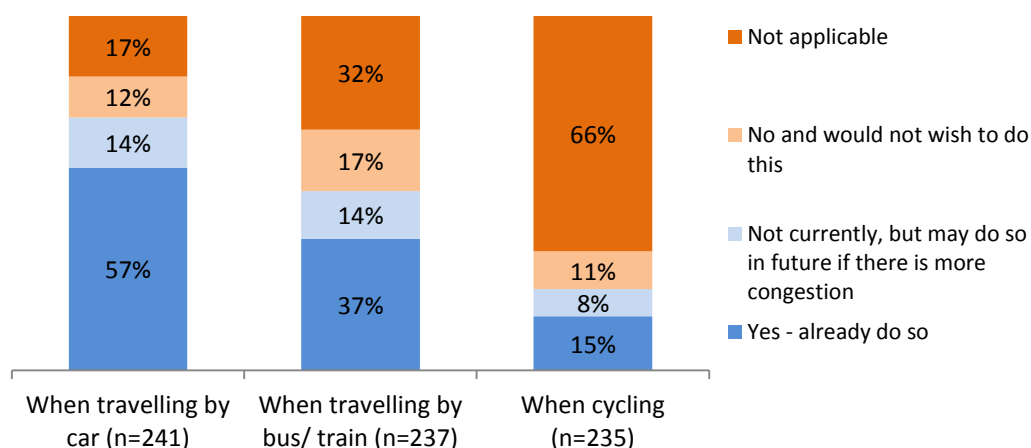


**5.6.35** Questionnaire respondents were also asked whether they re-time their journeys by car, bus, train and bike in order to avoid peak time congestion and overcrowding. The results in Figure 5-18 show that more than half of those responding (57%) already re-time their journeys when travelling by car, and a further 14% would do so if congestion worsened. Around two-fifths of respondents (37%) already re-time their trips by bus and train to avoid congestion, with a further 14% prepared to do so if overcrowding increases. With regard to cycling, far fewer respondents currently travel at a different time of day to avoid congestion (15%).

**5.6.36** During the focus group discussions, some participants said they avoided certain areas at the busiest times: *“Traffic in the centre of Solihull at peak times is a nightmare. I always try to avoid at this time”*.

**Figure 5-18: Journey re-timing to avoid congestion and overcrowding (questionnaire)**

**Do you ever travel at a different time of day to avoid traffic congestion/overcrowding?**



**5.6.37** In summary, the car features strongly in Solihull residents' travel patterns, regardless of journey purpose.

## 5.7 KEY TRANSPORT ISSUES

5.7.1 The first question in the public questionnaire was “*In one sentence, please tell us what you think is the biggest transport problem in Solihull?*”

5.7.2 In total, there were some 299 responses to the question. Responses have been coded thematically to group similar responses for analysis. Where respondents mentioned multiple issues, each has been coded separately, therefore the total number of comments is greater than the total number of respondents.

5.7.3 As shown in Table 5-7, over half of the comments (154) were related to traffic, with congestion (59 comments) and overcrowded roads (28) being by far the most frequently highlighted issues. Poor traffic signalling is also a concern (19). Several respondents mentioned parking concerns (lack of on-street parking – 12, cost of parking – 12, lack of off-street parking – 3).

**Table 5-7: Transport problems in Solihull – cars / traffic (questionnaire)**

| Cars/ traffic issues            | No. of comments |
|---------------------------------|-----------------|
| Heavy congestion                | 59              |
| Overcrowded roads               | 28              |
| Poor traffic signalling         | 19              |
| School drop-offs congested      | 12              |
| Insufficient off-street parking | 12              |
| Parking expensive               | 8               |
| M42 overcrowded                 | 8               |
| Insufficient on-street parking  | 3               |
| Terrible road surfaces          | 3               |
| High traffic speeds             | 2               |
| <b>Total comments</b>           | <b>154</b>      |

5.7.4 Interestingly, participants in the young people focus groups describe traffic as ‘horrendous’ but there is little association with private car use. There is a general feeling that road works, accidents and traffic signals cause congestion, along with buses.

5.7.5 Around a sixth of comments mentioned public transport and buses (Table 5-8). Respondents in particular feel that public transport modes are poorly integrated (14 comments) and connected, and that there is a lack of bus routes (16 comments). Unreliability and infrequency of bus services are also key concerns (13 and 10 comments, respectively).

**Table 5-8: Transport problems in Solihull – public transport (questionnaire)**

| Public transport issues          | No. of comments - general | No. of comments - rail | No. of comments - bus |
|----------------------------------|---------------------------|------------------------|-----------------------|
| No modal integration             | 14                        | 0                      | 1                     |
| Lack of routes                   | 5                         | 1                      | 16                    |
| Poor regional connectivity       | 8                         | 1                      | 1                     |
| Services unreliable              | 6                         | 0                      | 13                    |
| Poor access to NEC/Airport       | 6                         | 2                      | 0                     |
| Lack of connectivity North-South | 6                         | 0                      | 0                     |
| Expensive to use                 | 4                         | 0                      | 4                     |
| Services infrequent              | 3                         | 2                      | 10                    |
| Poorly located stops / stations  | 2                         | 6                      | 2                     |

| Public transport issues       | No. of comments - general | No. of comments - rail | No. of comments - bus |
|-------------------------------|---------------------------|------------------------|-----------------------|
| Lack of information provision | 2                         | 0                      | 1                     |
| <b>Total comments</b>         | <b>56</b>                 | <b>12</b>              | <b>48</b>             |

### 5.7.6

There were overall fewer comments on active modes, but 52 comments were made about cycling. Of these, 28 comments highlighted the lack of segregated cycle routes (Table 5-9). Several expressed concerns about safety, particularly for cycling (9 comments), and a general lack of provision for active modes.

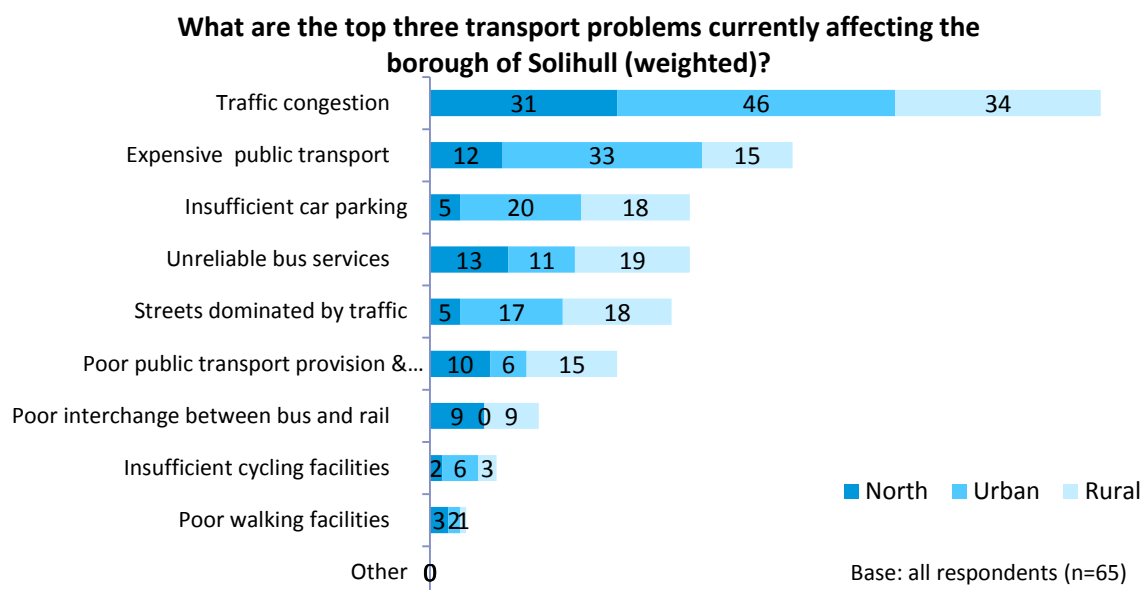
**Table 5-9: Transport problems in Solihull – walking and cycling (questionnaire)**

| Walking & cycling issues | No. of comments - general | No. of comments - cycling | No. of comments - walking |
|--------------------------|---------------------------|---------------------------|---------------------------|
| Insufficient provision   | 3                         | 7                         | 1                         |
| Unsafe                   | 2                         | 9                         | 3                         |
| Poor connectivity        | 2                         | 5                         | 0                         |
| Lack of separate routes  | 1                         | <b>28</b>                 | 0                         |
| Poor surfaces            | 0                         | 3                         | 0                         |
| No modal integration     | 1                         | 0                         | 0                         |
| <b>Total</b>             | <b>9</b>                  | <b>52</b>                 | <b>4</b>                  |

### 5.7.7

During the focus groups discussions, participants were asked to identify key transport issues in the borough and in Solihull town centre by selecting the top three issues from a list. The responses were weighted so that the first choice is given a 'score' of three points, the second option selected is given two points and the third is given one point. Figure 5-19 shows that respondents across the three sessions perceive the biggest issue to be *traffic congestion*, with a combined 'score' of 111. Following this, *expensive public transport* with 60 points, then *unreliable bus services* and *insufficient car parking* (both 43). Traffic congestion and the cost of public transport were particularly likely to be identified by participants from the 'urban' wards. There are a number of slight variations between the three geographical areas (e.g. urban participants do not consider poor interchange between bus and rail to be an issue at all, insufficient car parking does not appear to be an issue in north Solihull).

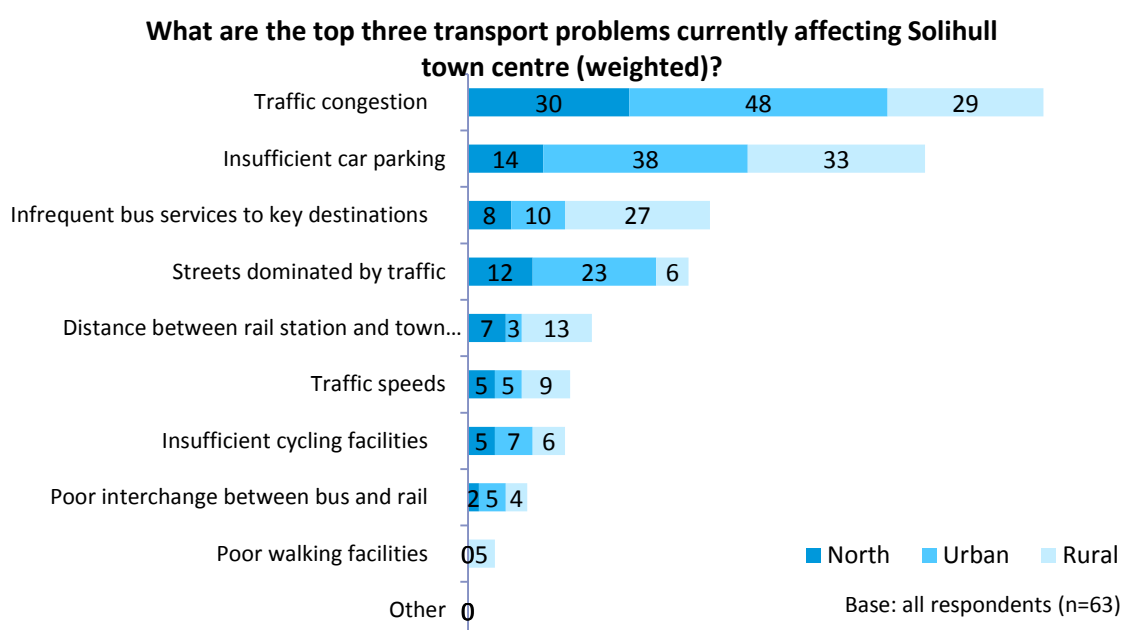
Figure 5-19: Key transport problems - borough (focus groups)



## 5.7.8

With regard to the town centre, *traffic congestion* is again considered to be the most important issue (score 107 points), followed by *insufficient car parking* (85) as shown in Figure 5-20. Comparatively few respondents selected the other issues listed. Of these, *infrequent bus services to key destinations* and *streets dominated by traffic* were the most commonly identified problems. Poor frequency of bus services was particularly likely to be highlighted by rural participants, while issues associated with the dominance of traffic on streets are more likely to be recognised by urban participants.

Figure 5-20: Key transport problems - town centre (focus groups)

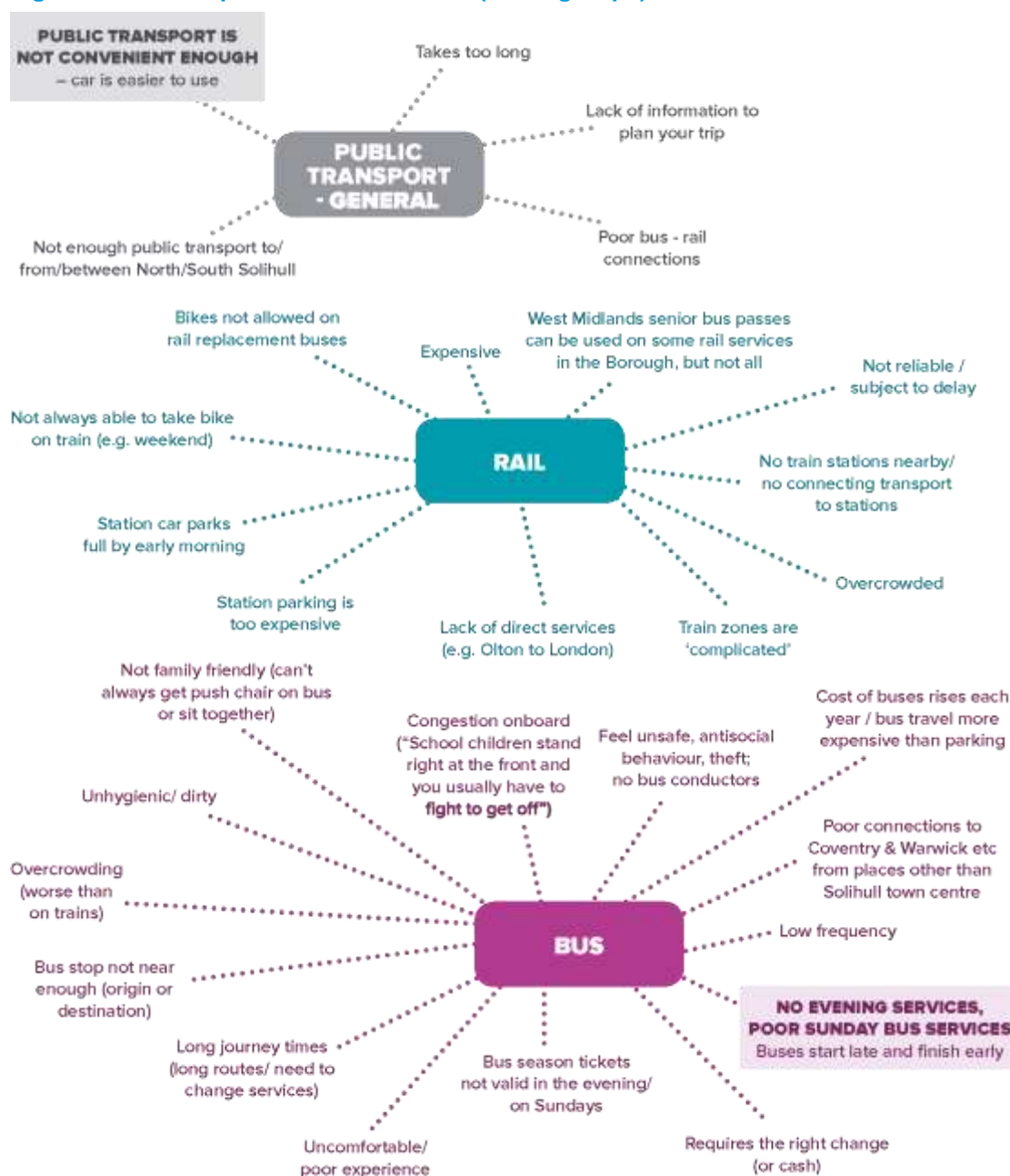


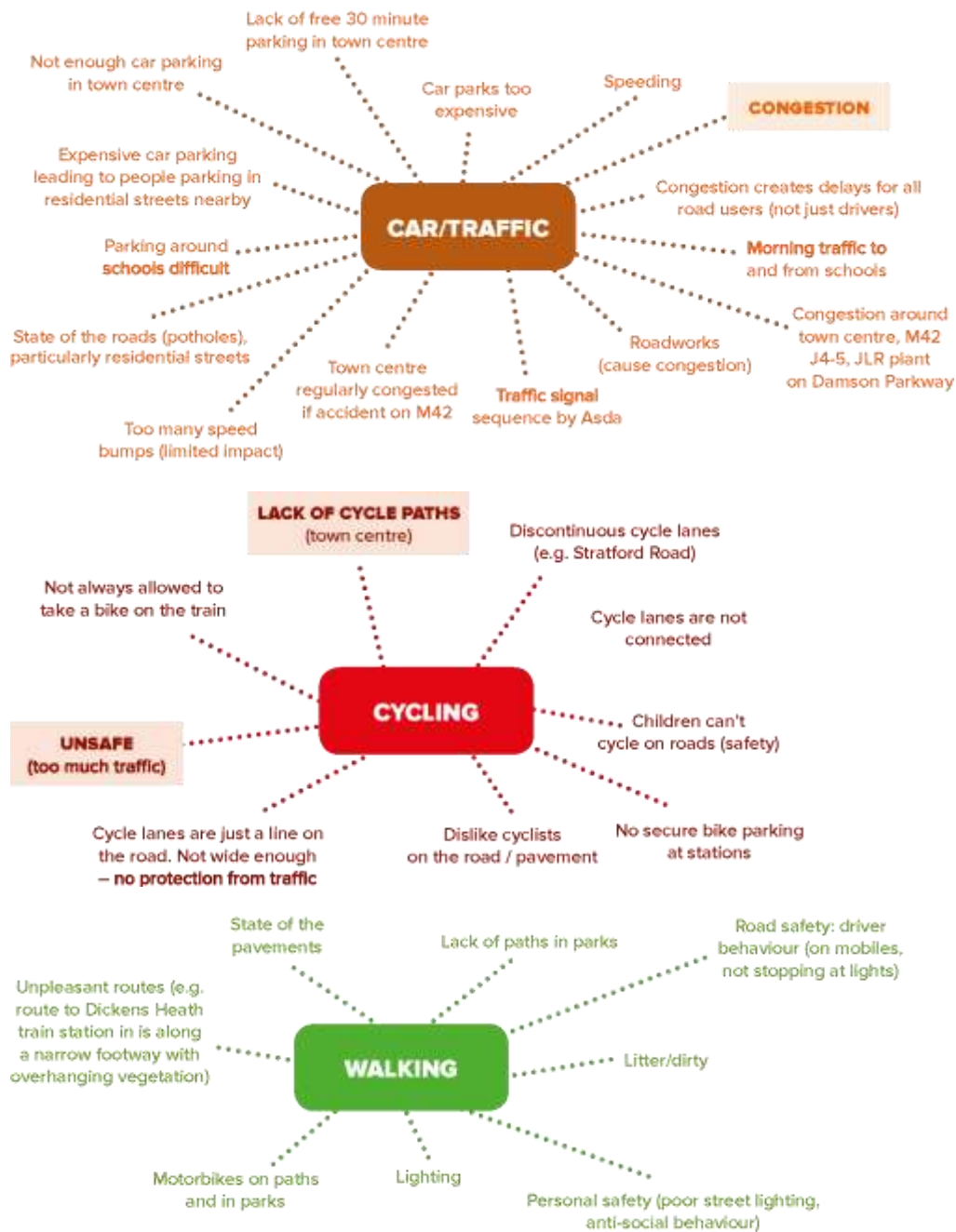
A key aim of the focus groups was to understand barriers to the use of sustainable transport and therefore the extent to which Solihull Connected should include measures to address these barriers. To this end, participants initially discussed the issues they face using Solihull's transport network and why they do not currently make more use of sustainable modes. For ease of interpretation, the findings are summarised in the graphics in Figure 5-21 below and explored in the discussion below. A more detailed discussion of barriers took place later in the workshops and the difficulties identified are summarised in Table 5-11 (public transport), Table 5-16 (cycling) and Table 5-19 (walking). Further diagrams are presented in Appendix J.

### 5.7.9

The vast majority of negative comments were about buses, even though few participants regularly use the bus and some people rarely use the bus.

**Figure 5-21: Transport issues in Solihull (focus groups)**





NB: those highlighted in bold were recurring issues.

## IMPRESSIONS OF SUSTAINABLE MODES – YOUNG PEOPLE

### 5.7.10

Attitudes towards different modes were discussed at length in the young people focus groups. Below is a summary of the key points which emerged.

## BUS

- 5.7.11 Despite being the most frequently used mode of public transport, their impressions of buses are generally negative – describing them as unreliable (*“I would never get the bus to work because I can’t rely on buses”* (female, 18); dirty (*“You can smell the dirt on the number 6”* (male, 18), overcrowded (particularly around school start and finish times), confusing (timetables and costs), long and expensive (for those aged 16 and above in full time education). Drivers are felt to be unhelpful and inconsiderate. There are safety concerns and an element of wariness when they travel alone, particularly at night (*“There’s no way I’d ever sit on the top deck... a lot can happen by the time the driver can find a safe place to stop and then come upstairs”*). One participant reported being mugged on the bus when she was younger.
- 5.7.12 Young people have a limited understanding of the bus network, in terms of both timetabling and fares. This lack of understanding makes it difficult for them to make unfamiliar journeys by public transport as they do not have confidence in the system.
- 5.7.13 As adults, young people’s mode choices are motivated by convenience and cost. Issues such as the lack of evening and Sunday services further constrain their use of buses.
- 5.7.14 The bus is by no means aspirational and those who travel by bus do so out of necessity rather than choice *“When I have to get the bus, it makes me think that I definitely want to drive”* (female, 18). As noted above, parental attitudes are an important factor and parents need to have trust in the system too. If parents find the bus network confusing and the environment hostile, they will not encourage their children to use buses

## TRAIN

- 5.7.15 Young people have less experience of travelling by train, but generally more positive perceptions of rail travel than bus.

## CYCLING

- 5.7.16 Cycling is not necessarily considered to be a mode of transport; it is more of a leisure activity which does not necessarily translate into travel behaviour. Interestingly, there is a stark contrast between boys’ and girls’ attitudes towards cycling.
- 5.7.17 Many of the participants, male and female, had cycled when they were younger. However, once they reach the age of ten or eleven, the interest in cycling wanes, particularly amongst girls. At the same time, their travel horizons expand as they start to travel further afield. One participant admitted that he used to ‘cycle everywhere’ until he learnt to drive and has not been on a bike since.
- 5.7.18 For a number of the female participants, cycling is just not something they would ever consider. The perceived impracticalities of cycling and the impact on their self-image are too significant to overcome: *“I’d look weird if I cycled to work... girls look weird when they’re cycling at our age”* (female, 18) and *“It’s ok if you’ve got an athletic figure, but I’d look like a right chav”* (female). They are very body conscious and while “that Towie girl rides a bike, but she’s got a stunning figure” (female) they would not cycle for fear of how they would look and what others would think of them for cycling.



5.7.19 Quite simply, cycling 'is not something girls do' (*"Where we live, you see boys on bikes, not girls"* (female) - it is considered to be a boys' activity and girls fear they *"would look stupid"* cycling. Image is also a concern for young males and there is something of a social stigma attached to cycling, particularly to school and college: *"I wouldn't have ridden to college. There's a bit of a stereotype"* (male, regular cyclist, 18) and *"If I went to college on a bike, I would never live it down for the rest of my life"* (female, 18) and *"People who ride bikes to college are friends with other people who ride bikes"*. This is manifested in the view that there are 'two camps' of cyclists – the Lycra and high-vis clad 20-30 year olds and boys on 'low seats' / BMX bikes. Peer pressure plays a huge role in the image of cycling.

5.7.20 Cycling is known to have some health and fitness benefits, though these are not necessarily seen as positives amongst some girls who avoid cycling to school for fear of getting hot and tired *"I don't feel fit enough; I get out of breath just going upstairs"* (female, 19) and *"You would feel disgusting by the time you got there as you'd have sweated on the way"* (female, 18).

5.7.21 There are definite concerns about the safety of cycling, in terms of cycling on the road in traffic (*"I cycle at the gym on something that doesn't move and I can't get knocked over"*, male, 20), as well as theft (two participants who do cycle confirmed that they would not cycle to Solihull town centre as there is nowhere to safely lock up their bikes. One participant had cycled to college until for a prank, someone locked it with a different lock which had to be cut off). Despite the safety concerns, there is a strong reluctance to wear helmets and safety equipment due to image. There are also concerns about safety for motorists, perhaps in part due to their relative inexperience of driving: *"As a driver, I hate cyclists... you have to overtake them and it's dangerous for them as for me"* (female, 19).

## WALKING

5.7.22 Young people expressed a general ambivalence towards walking – *"either you like it or you don't"* and *"I walk if I have to; I don't particularly enjoy it"* (female, 18). Many of the young people admitted that they are 'lazy': *"If I knew I had to walk for more than 20 minutes, I'd stay in"* (female, 19). *"If I've got to walk up a [steep] hill, then I'll get a taxi"* (male, 18). As well as laziness, concerns about their appearance are key factors: *"There wouldn't be any point spending ages getting ready and then getting hot and sweaty walking"* (female, 18) and: *"You've just done your hair and then it gets ruined in the rain"* (female, 19).

5.7.23 Largely (with one or two notable exceptions), they do not associate health and fitness benefits with walking and admit that they lack motivation *"I'd rather go to the gym than walk somewhere"* (female, 18).

## CAR

5.7.24 The car is by far seen as the most convenient and flexible mode of transport amongst young people. They travel by car whenever possible due to the relative comfort, convenience and journey time advantages it affords over public transport. A number take taxis as well as relying on lifts from parents. Several of the participants already have their own cars and all aspire to having their own car in the future.

5.7.25 Teenagers and parents recognise that learning to drive and buying a car is expensive. *"It's extremely expensive and I do wonder how I'll ever be able to afford to drive"* (male, 20). However, as many of those currently learning or planning to start driving soon will generally be financially supported by their parents, they are not necessarily aware of the costs of driving: *"I'll leave it to my mum to work out the cost, so I won't really feel it"* (female, 18). Just one of the participants (working full-time) funds all of her car ownership and use and admits there are times when she can't go out because she cannot afford the petrol.



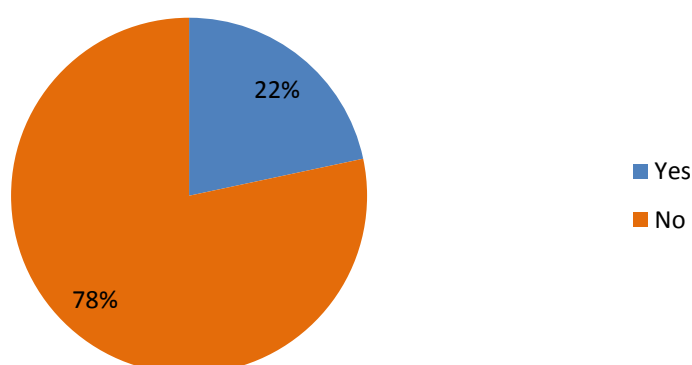
- 5.7.26 However, while car use is recognised as expensive, participants feel that public transport carries a similar cost: *"I think it would surprise me how much I spent on public transport through the year, it would probably be similar to the cost of a car"* (male, 20).
- 5.7.27 As well as being a 'mode' of transport, a car is a rite of passage which not only allows them freedom and independence but also presents a particular self-defining image. Having a car is the expected norm and their aspiration is to achieve this.
- 5.7.28 Disappointingly, they admit that once they have their own cars, they are unlikely to have the need or desire to continue to travel by public transport. As one stated: *"When I had a car for a week I took it everywhere, even if it was just a five minute walk away. I didn't even think about it"* (male, 18). However, if they were travelling into Birmingham city centre, due to the cost and difficulty of parking, many feel that they would continue to take the train or bus.

## 5.8 KNOWLEDGE OF SOLIHULL CONNECTED

- 5.8.1 At the start of each focus group session, participants were asked to say how much they knew about Solihull Connected. One-fifth (22%) of the focus group participants had heard of Solihull Connected before they were invited to attend the event (Figure 5-22). However, it later became apparent that some were thinking of Stay Connected, the Council's email alert system. None of the participants had read the Green Paper prior to attending the event.

**Figure 5-22: Awareness of Solihull Connected (public focus groups)**

**Prior to being invited to attend this event, had you heard of Solihull Connected?**



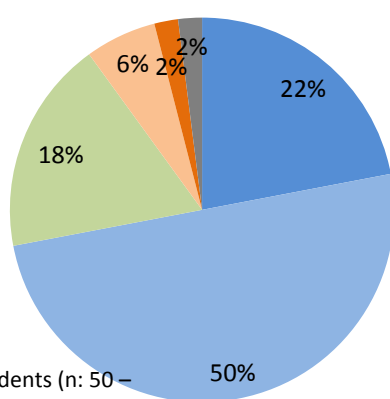
Base: all participants (n:60)

## 5.9 SOLIHULL CONNECTED VISION & OBJECTIVES

- 5.9.1 Focus group participants and questionnaire respondents were asked to consider the vision for Solihull Connected. As Figure 5-23 and Figure 5-24 show, support for the vision substantially outweighs opposition, with 65% of questionnaire respondents and 70% of focus group participants in support.

**Figure 5-23: Support for the Solihull Connected vision (focus groups)**

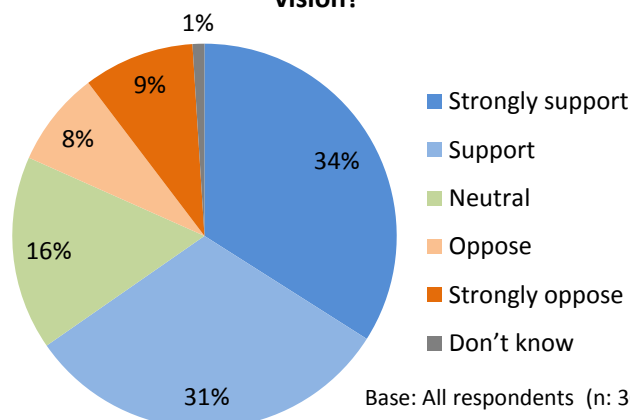
**How do you feel about the initial vision?**



Base: All respondents (n: 50 – question not asked in North Solihull session)

**Figure 5-24: Support for the Solihull Connected vision (questionnaire)**

**How much do you support or oppose the initial vision?**



Base: All respondents (n: 300)

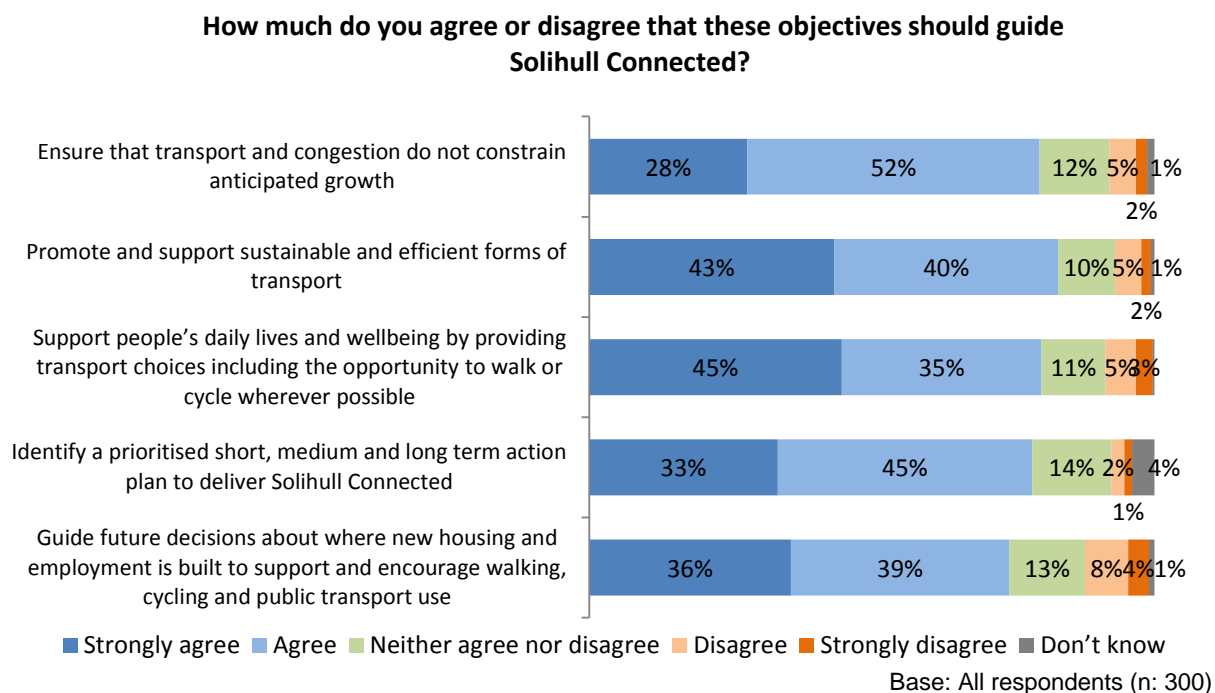
#### 5.9.2

The questionnaire asked how much Solihull Connected should be guided by the five objectives set out in the Green Paper. Figure 5-25 indicates that there is strong support for the objectives, with between 75% and 83% expressing support for each one (strongly agree + agree).

#### 5.9.3

The two most supported objectives are that Solihull Connected should “*promote and support sustainable and efficient forms of transport*” (83% agree in total - 43% strongly agree, 40% agree), followed by “*support people’s daily lives and wellbeing by providing transport choices including the opportunity to walk or cycle wherever possible*” (80% agree - 45% strongly, 35% agree). Figure 5-25 also indicates that there is little disagreement with the objectives that should guide Solihull Connected.

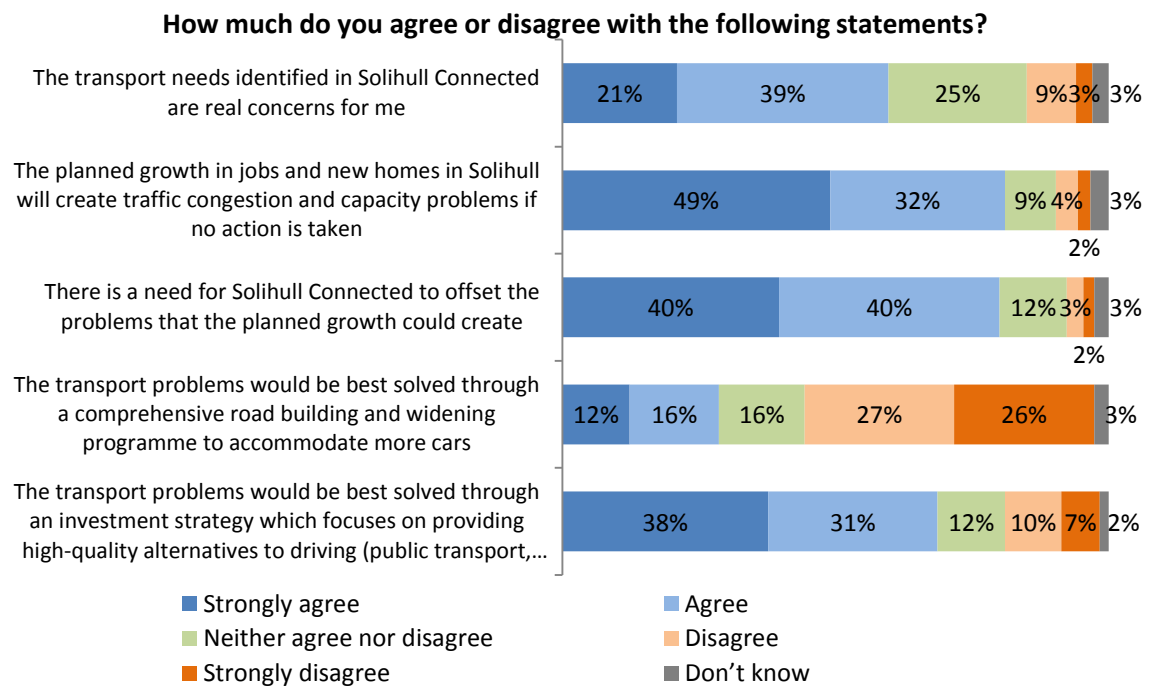
**Figure 5-25: Views on Solihull Connected objectives (questionnaire)**



## 5.10 PRINCIPLES OF SOLIHULL CONNECTED

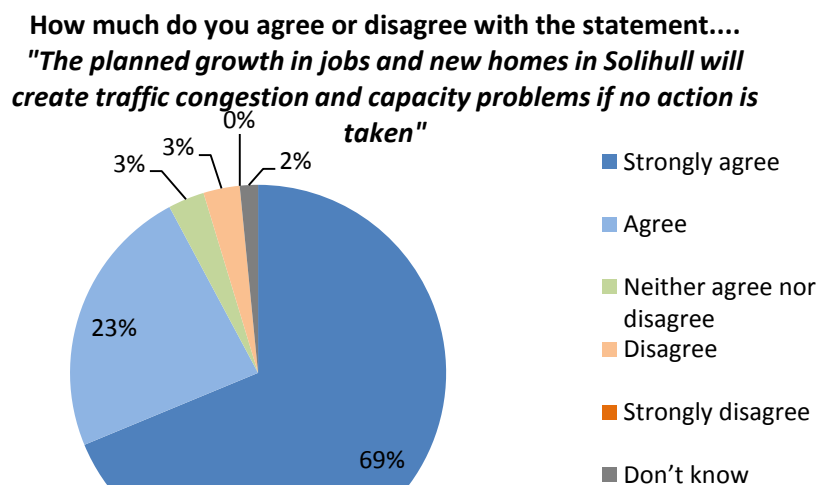
- 5.10.1** Questionnaire respondents were asked to express their views on a series of statements about how Solihull Connected should address the borough's future transport problems. These can be considered the basic principles of the strategy.
- 5.10.2** Firstly, 60% of respondents agree that *"the transport needs identified in Solihull Connected are real concerns for me"* (Figure 5-26). A quarter (25%) expressed a neutral opinion while 12% of respondents (36 individuals) disagreed with the statement.
- 5.10.3** There is strong agreement (81% overall) that *"the planned growth in jobs and new homes in Solihull will create traffic congestion and capacity problems if no action is taken"*, with around half of all respondents strongly agreeing with this statement, and a further third agreeing. The vast majority of focus group participants also agree with this statement, (94%: 58/62), as shown in Figure 5-27.
- 5.10.4** Questionnaire respondents strongly support *"the need for Solihull Connected to offset the problems of planned growth"* (80% agree: 40% strongly agree, 40% agree).
- 5.10.5** When asked to consider whether Solihull's transport problems would be best solved through a comprehensive road building and widening programme to accommodate more cars, or an investment strategy which focuses on providing high-quality alternatives to driving (public transport, walking and cycling) to encourage less car usage across the borough, there is far greater support the latter option (69% agree) than the former (28%). The same is true of focus group participants (80% opted for the former), as shown in Figure 5-28.
- 5.10.6** It is therefore clear that road widening and building are not supported by local residents as a means of tackling transport problems and that the basic principles of Solihull Connected are supported by the majority of respondents.

**Figure 5-26: Views on statements relating to solving transport problems (questionnaire)**



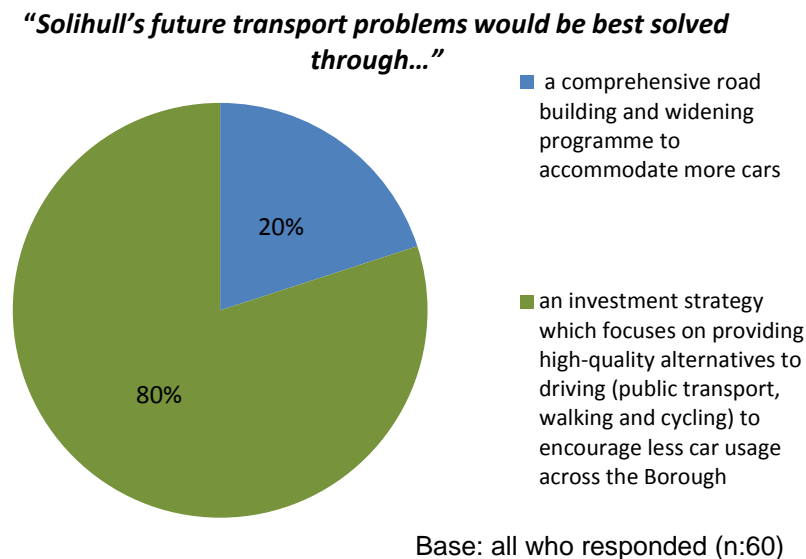
Base: All respondents (n: 300)

**Figure 5-27: Views on statement about the impact of planned growth and development (focus groups)**



Base: all who responded (n:64)

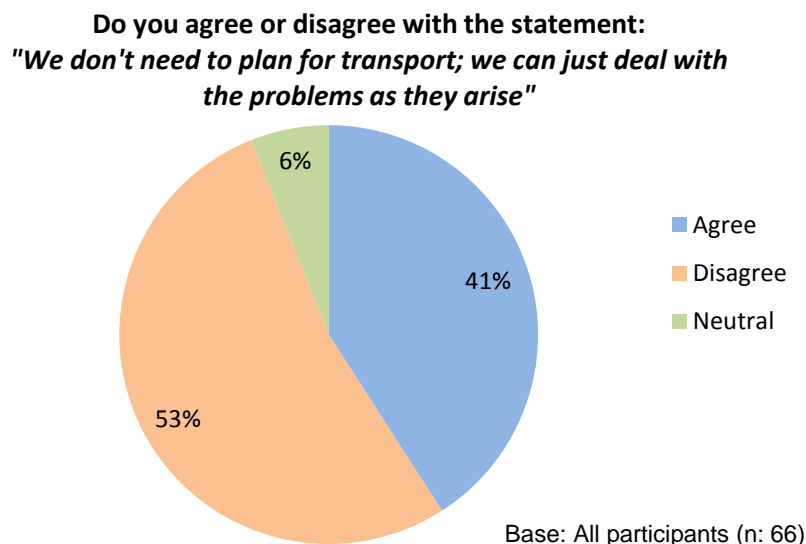
**Figure 5-28: Views on principles of Solihull Connected (focus groups)**



#### 5.10.7

Focus group participants were also asked whether SMBC should indeed be planning ahead to minimise the impact of future problems. As shown in Figure 5-29, while over half of all participants (52%) disagreed with the statement *"we don't need to plan for transport; we can just deal with the problems as they arise"*, a large proportion (42%) expressed support.

**Figure 5-29: Views on the need to plan ahead for transport (focus groups)**



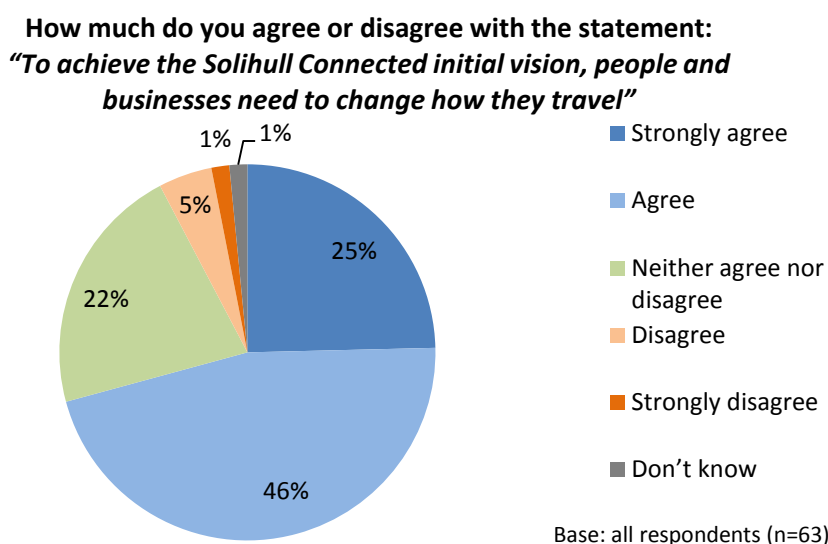
## 5.11 TRAVEL BEHAVIOUR CHANGE

### 5.11.1.1

Encouragingly, almost three quarters (73%) of focus group respondents agree that *"to achieve the Solihull Connected initial vision, people and businesses need to change how they travel"* (Figure 5-30).

- 5.11.1.2 Furthermore, when considering the key transport issues that affect Solihull, congestion is a recurring theme across all sessions. As one participant stated: *“Too many people are using their cars when they don’t need to”*. However, there is some reluctance to accept that their own individual car use is part of the problem. Groups were generally ambivalent about the need or potential to encourage less people to travel by car because it plays such a vital role in their everyday lives: *“I can’t see how you could ever make Solihull like London where you don’t use your car”*. Another stated: *“Even if you’re stuck in traffic you can change your route, change the music and temperature and you’re not squashed up next to someone”*.
- 5.11.1.3 Interestingly, during an exercise in which participants were asked whether they would change their travel patterns in certain scenarios, the majority of respondents chose to stick to their car. There is an acceptance that congestion is going to get worse, which will warrant action of some sort, but there is a general feeling that it will not be bad enough to motivate them to change modes and leave their cars at home.

**Figure 5-30: Views on need for travel behaviour change (focus groups)**



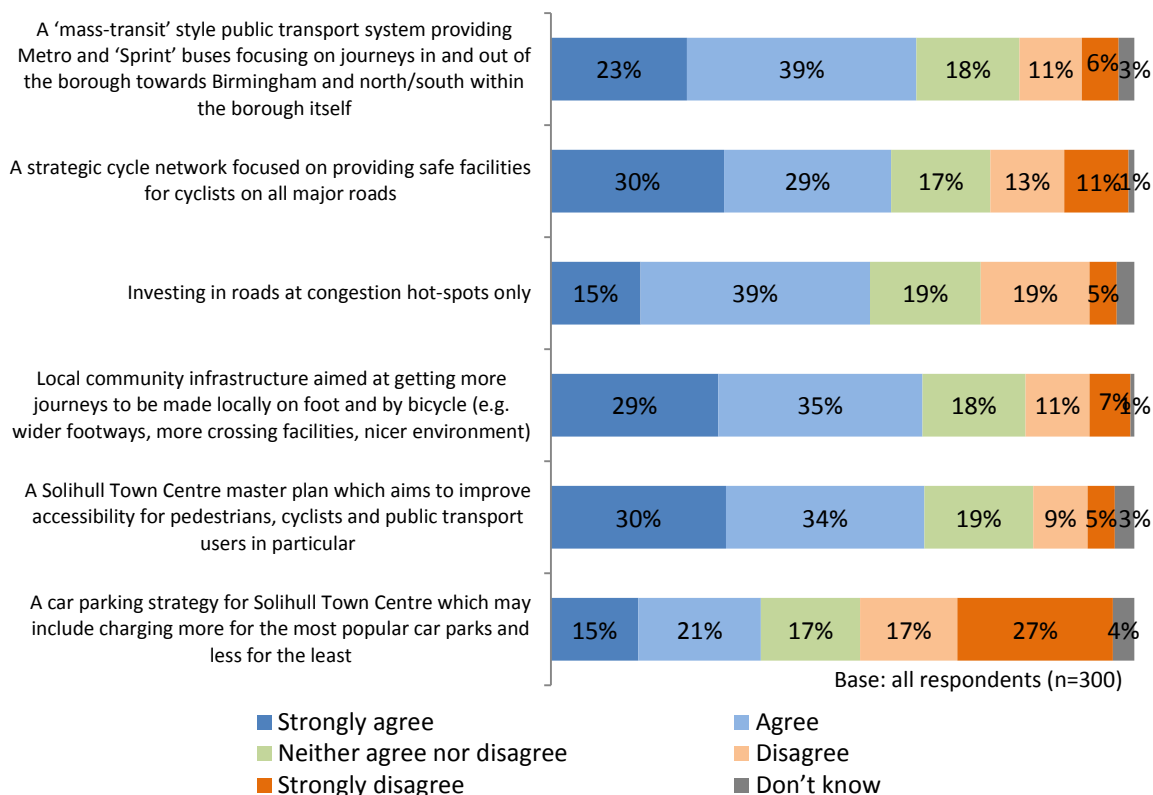
## 5.12 STRATEGY THEMES

- 5.12.1 Questionnaire respondents were asked to express their views on six different strategy themes running through Solihull Connected.
- 5.12.2 Figure 5-31 indicates a good level of support for five of the six themes. Above all, there is greatest total support for a *town centre master plan which aims to improve accessibility of the town for cyclists, pedestrians and public transport users* (64% agree) and *local community infrastructure aimed at getting more journeys to be made locally on foot and by bicycle* (also 64%). A ‘mass-transit’ style public transport system is also supported (62%), as is providing a strategic cycle network on major roads (59% agree). These themes are not supported by all respondents – between 14% and 24% disagree with them.
- 5.12.3 While over half of all respondents (54%) support *investing in roads at congestion hot-spots only*, there is a far lower level of ‘strong support’ for this theme than those discussed above (15% compared to ~30%). At the same time, a quarter of respondents (24%) disagree with this theme.

5.12.4 The least popular strategy theme is for a town centre car parking strategy (with possible differential pricing), which 36% support and 44% oppose (27% strongly disagree).

5.12.5 Points raised in questionnaire responses and during the focus groups relevant to each of the strategy theme are explored below.

**Figure 5-31: Views on statements relating to strategy themes (questionnaire)**



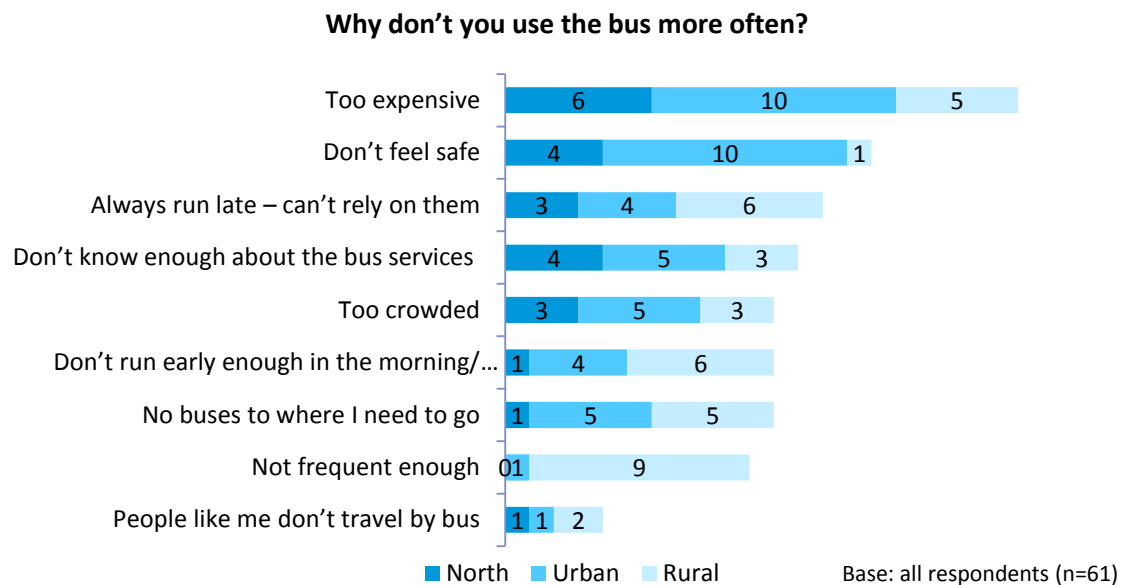
## MASS TRANSIT

### BARRIERS

5.12.6 Focus group participants were asked to select the three main reasons (from a list) for not travelling by bus (and subsequently other modes of transport). As shown in Figure 5-32, cost is a key barrier (34% of participants), followed by safety concerns (25%). Subsequent discussions around personal safety highlighted various concerns about antisocial behaviour. However, given that few of the participants are frequent bus users, the issue is likely to be one of perceived, rather than actual, safety. Of note, the safety aspect is less important for those in the rural focus group, whose main reason is that the buses are not frequent enough.

5.12.7 Unreliability, lack of real time information, poor timetabling (e.g. no evening and Sunday services) and the difficulty of finding bus route options were also mentioned by a number of participants.

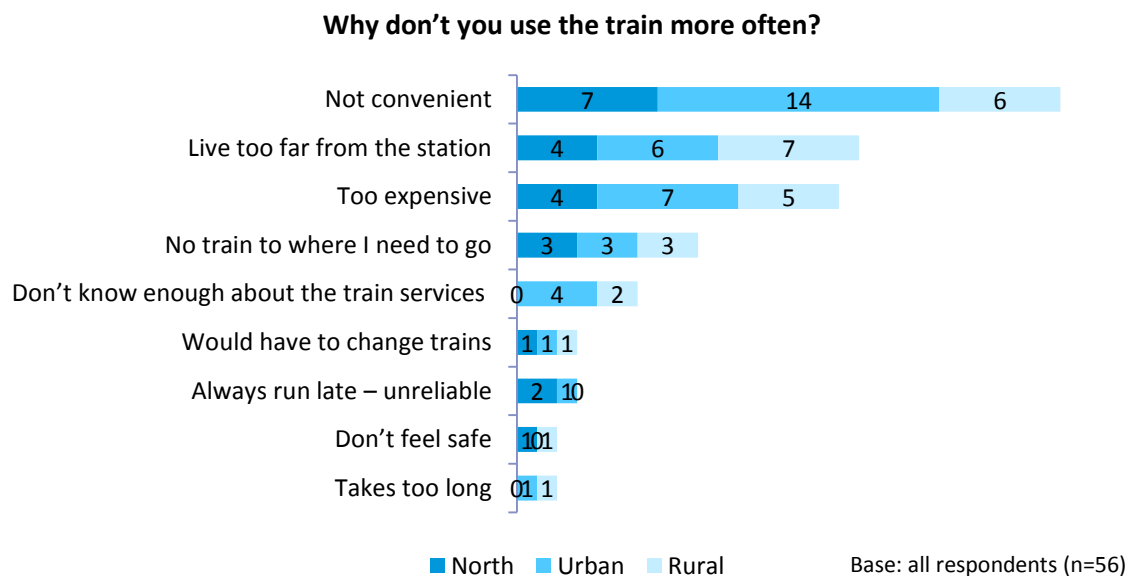
Figure 5-32: Barriers to bus use (focus groups)



## 5.12.8

The main barriers to rail travel (from the list provided in the focus groups) are convenience (48%), that participants do not live near a station (30%), and cost (29%). Relatively few participants mentioned the other issues listed (Figure 5-33). During discussions, the prohibitive cost of parking at stations was also mentioned, particularly for those who work part time. It was also felt that that while the trains / services are satisfactory, the stations are less so (e.g. limited facilities, isolated from town centre).

Figure 5-33: Barriers to rail use (focus groups)





- 5.12.9 Questionnaire respondents were asked to note one thing that currently limits their use of public transport. Open answers have been coded thematically into the groups shown below in Table 5-10 along with the number of mentions of each (in relation to public transport in general, bus and rail).
- 5.12.10 Overall, the most frequently stated barrier is the limited frequency of bus services (28 comments). Public transport is thought too expensive (25), there are a lack of direct bus routes to destinations (23) and a lack of direct public transport routes in general (22). Lengthy journey times, unreliability and difficulty of accessing services for the mobility impaired also emerged as barriers preventing greater use of public transport.

**Table 5-10: Please tell us one thing that currently limits your use of public transport (questionnaire)**

| Barrier  | No. of comments  |     |      |
|--|------------------|-----|------|
|  | Public transport | Bus | Rail |
| Too expensive  | 25               | 7   | 1    |
| Lack of direct route to destination                        | 22               | 23  | 3    |
| Service too slow (generic)                                 | 16               | 7   | 0    |
| Lack of frequency  | 14               | 28  | 2    |
| Lack of service reliability                                | 13               | 8   | 0    |
| Disabled / less mobile passenger, unable to access service | 11               | 1   | 0    |
| Too far to nearest stop                                    | 9                | 10  | 2    |
| Inconvenient   | 8                | 0   | 0    |
| No issues  | 7                | 0   | 1    |
| No need to use   | 6                | 1   | 0    |
| Overcrowding   | 5                | 4   | 0    |
| Carrying shopping  | 4                | 1   | 0    |
| Service cleanliness  | 3                | 6   | 0    |
| Lack of information  | 3                | 3   | 0    |
| No or limited evening / night service                      | 2                | 8   | 1    |
| Service too slow (indirect route)                          | 2                | 3   | 0    |
| Lack of weekend services                                   | 1                | 4   | 0    |
| Behaviour of other passengers                              | 0                | 5   | 0    |

## 5.12.11

The barriers to using public transport (and shortcomings of the current provision) were discussed at length in the subsequent focus group discussions. The issues raised are summarised in Table 5-11, coloured by theme. Issues highlighted with \* are recurring.

**Table 5-11: Barriers to the use of public transport (focus groups)**

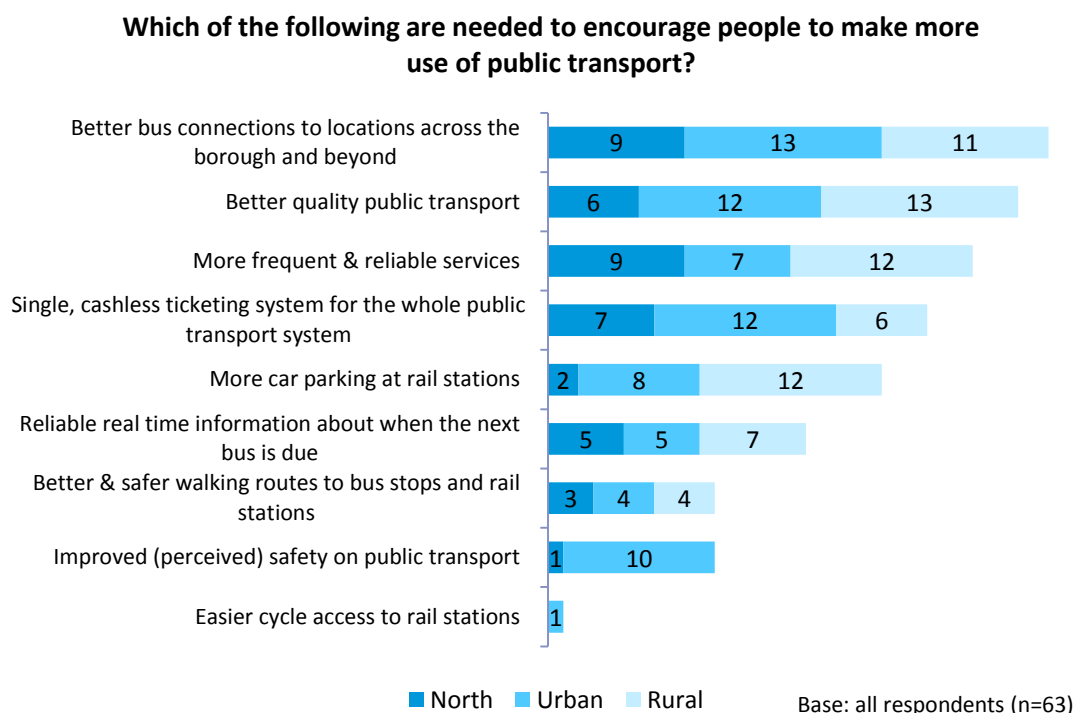
| <b>Public transport (applicable to bus and train)</b>  |  |
|--|--|
| Expensive*   |  |
| Unreliable, often run late / delayed*  |  |
| Journeys take too long   |  |
| Ticketing - need different tickets for different operators (can be expensive)  |  |
| Not family friendly, no room for prams and wheelchairs   |  |
| Timetabling – no early morning or late night services, services don't connect  |  |
| Lack of information, particularly on delays  |  |
| Takes a lot of organising / difficult to plan your trip – not easy to get the right information                                  |  |
| Dirty/ sweaty/ other people  |  |
| Lack of routes (e.g. North Solihull to Solihull town centre)   |  |
| Less convenient than the car   |  |
| Unreliable smart cards passes  |  |
| <b>Bus</b>   | <b>Train</b>   |
| More expensive than train  | Expensive (fares + car parking)  |
| Poor information* – bus app is not up to date, no 'live' information at some bus stops   | Solihull station needs 'facelift' – is not appealing, poor facilities  |
| Antisocial behaviour* (noisy, intimidating, drug use)<br>"Drugs are rife in Knowle and that will get worse in the next 20 years" | Stations too quiet at night ("feels closed"), unsafe and vulnerable. No natural surveillance; feels secluded and too far from the town |
| Safety concerns (particularly at night) – on-board and at stops; CCTV is not the solution  | Solihull station too far from town – no taxi-bus shuttle to town centre  |
| Get stuck in traffic – journey times vary. Long routes (e.g. 71) easily get delayed  | No notice if trains are cancelled / delayed. Live information not accurate / up to date  |
| Buses are overcrowded* (at peak times)   |  |
| Unreliable - often run late  |  |
| Journeys take too long, slow, not convenient*  |  |
| Infrequent services - have to plan journeys around the bus timetable   |  |
| Need change / correct fare*  |  |
| Unhygienic / dirty*  |  |
| Poor infrastructure - not enough bus lanes or shelters   |  |
| Lack of routes / poor connections – have to go in to town and out again: quicker to drive  |  |

- 5.12.12 With regard to cost and, importantly, convenience, participants stated the limitations of needing to have ‘the right change’ for bus fares and requiring several tickets if travelling on services run by different operators. Long routes and journey times, poor information for those not used to travelling by bus (the limitations of the Travel West Midlands app were identified, as was the need for good information for those who do not use the internet) and a lack of direct routes (i.e. requiring interchange and resulting in overly long and complicated journeys) all are cited as key barriers to the use of public transport. As one participant put it, “*public transport is not as convenient as car*”.
- 5.12.13 While many participants initially stated that public transport is too expensive, there was general agreement that if you include the costs of maintenance, petrol, parking, etc., the car can be more costly. However, as car running costs are taken as a given for most people (part of the household budget), travelling by public transport is essentially an additional expenditure, which due to the fare structure and ticketing options, can seem inflated at face value.
- 5.12.14 There is some feeling amongst participants that public transport is not family friendly, e.g. no space to sit together as a family, no room for prams and wheelchairs, and costly for a family to travel together. There are also concerns about personal security, both on-board (CCTV is not considered to be enough of a deterrent to antisocial behaviour), at bus stops and rail stations. Views of Solihull station are negative in terms of its general appearance and safety (e.g. there not being many people around at night).
- 5.12.15 Buses are considered to be dirty and uncomfortable, overcrowded at peak times, and generally “*not as nice an environment*” as the car. There is little to give confidence in the public transport network to those who are not frequent users (e.g. insufficient information for journey planning, at stops and real time updates), and perceptions are of infrequent and unreliable services which do not operate at the times people wish to travel to or serve the destinations they wish to travel to.

### IMPROVEMENTS

- 5.12.16 Focus group participants were asked how to encourage people to make more use of public transport. As shown in Figure 5-34, *better connectivity* to locations across the borough and beyond is the most frequently cited (52%), followed by *better quality public transport* (e.g. modern, clean and comfortable vehicles, attractive waiting facilities, 49%) and *more frequent and reliable services* (44%).
- 5.12.17 While *improved safety on public transport* is not deemed particularly important by participants in the rural and north sessions, it is relevant to participants in the urban session (10).

**Figure 5-34: Improvement priorities to encourage public transport use (focus groups)**



- 5.12.18** In subsequent discussions, the various improvements that are needed to encourage Solihull residents to travel by public transport were discussed in detail. A summary of the suggestions is provided in Table 5-12 (buses categorised by theme), and Table 5-13 (all modes).
- 5.12.19** As shown in the figures, suggestions for improvements to buses include changes to timetables to make buses more frequent, the introduction of limited stop services to reduce journey times and the use of larger vehicles to reduce overcrowding. Cashless ticketing was also suggested, and reduced fares / concessions for certain groups, e.g. young people. There is also felt to be a need for real time passenger information and better information provision in general, alongside improved reliability and passenger comfort. In response to some concerns about personal safety, there is a desire for better on-bus security, for example reintroducing conductors, is suggested (it is felt that CCTV does not prevent antisocial behaviour). Though a minority rather than common view, it was suggested that the provision of bus lanes would make bus travel more attractive.
- 5.12.20** A recurring theme amongst discussions about improvements to trains is the distance between the town centre and Solihull station. While some suggest moving the station nearer to Touchwood, others consider this to be an unnecessary step, but agree that the link between the two locations could be significantly improved, either by a bus, shuttle, tram, or shared taxi service. It is felt that increasing the use of the station (and extending the staffing hours) would also improve personal safety, as there would be more people around in the evening. Additional parking provision at stations around the fringe of Solihull would also help encourage use as spaces fill up early.
- 5.12.21** Participants feel that better coordination of bus and train timetables and simplified integrated ticketing would benefit public transport as a whole. Discounted tickets / concessions for specific users (e.g. people who work in town centre) could help increase uptake. Extending the hours of services (early morning, late at night, weekends) was also suggested by a number of participants in response to existing levels of service. Above all, public transport must compete with the convenience of the car if it is to become a realistic alternative.

Table 5-12: Improvement priorities to encourage bus use (focus groups)

# BUS

## INFRASTRUCTURE & VEHICLES

Bus lanes ("if we're all on the buses I won't mind taking the space to put them in")

Better buses / better maintained, more spacious

Wifi on buses (concerns about theft)

Cleaner vehicles / better bus cleaning regimes

Covered / more attractive bus stops / more comfortable seating

Shuttle bus or shared taxi service from Solihull station to town

Better maintained shelters with greater CCTV coverage to deter vandals

Tailored solutions, e.g. ring and ride in rural areas with long distances between bus stops (e.g. Hampden – may live ¾ mile from nearest bus stop)

Greater on bus security, possibly with conductors

Park and ride

Bendy buses or double deckers at peak times to increase capacity/ reduce overcrowding

## FARES, SUBSIDIES & TICKETING

Pay as you go/Oyster

Smart tickets

Pay by card – 'correct fare' payments are an annoyance

Loyalty cards / incentives

School buses should be compulsory in some areas

More bus pass options e.g. for young people

Free bus pass for 60 year olds

Run buses at a loss, but reduce congestion

Employers to subsidise public transport

Free buses for children up to 16 years old (during the day time)

## TIMETABLING & ROUTES

Evening services, night buses

An express route between the airport and Solihull town centre

Express services to Solihull and Birmingham

More direct routes

More reliable

More frequent

Shorter bus routes, offering more frequent services

Introduction of limited stop services

More bus stops

More bus routes

"If there was a hop on hop off bus service and you know there'll be something coming past in the next few minutes, I'd use it rather than drive into the town centre..., as long as it's a reasonable price"

School bus services

## INFORMATION

No charge to text to find out when your next bus is

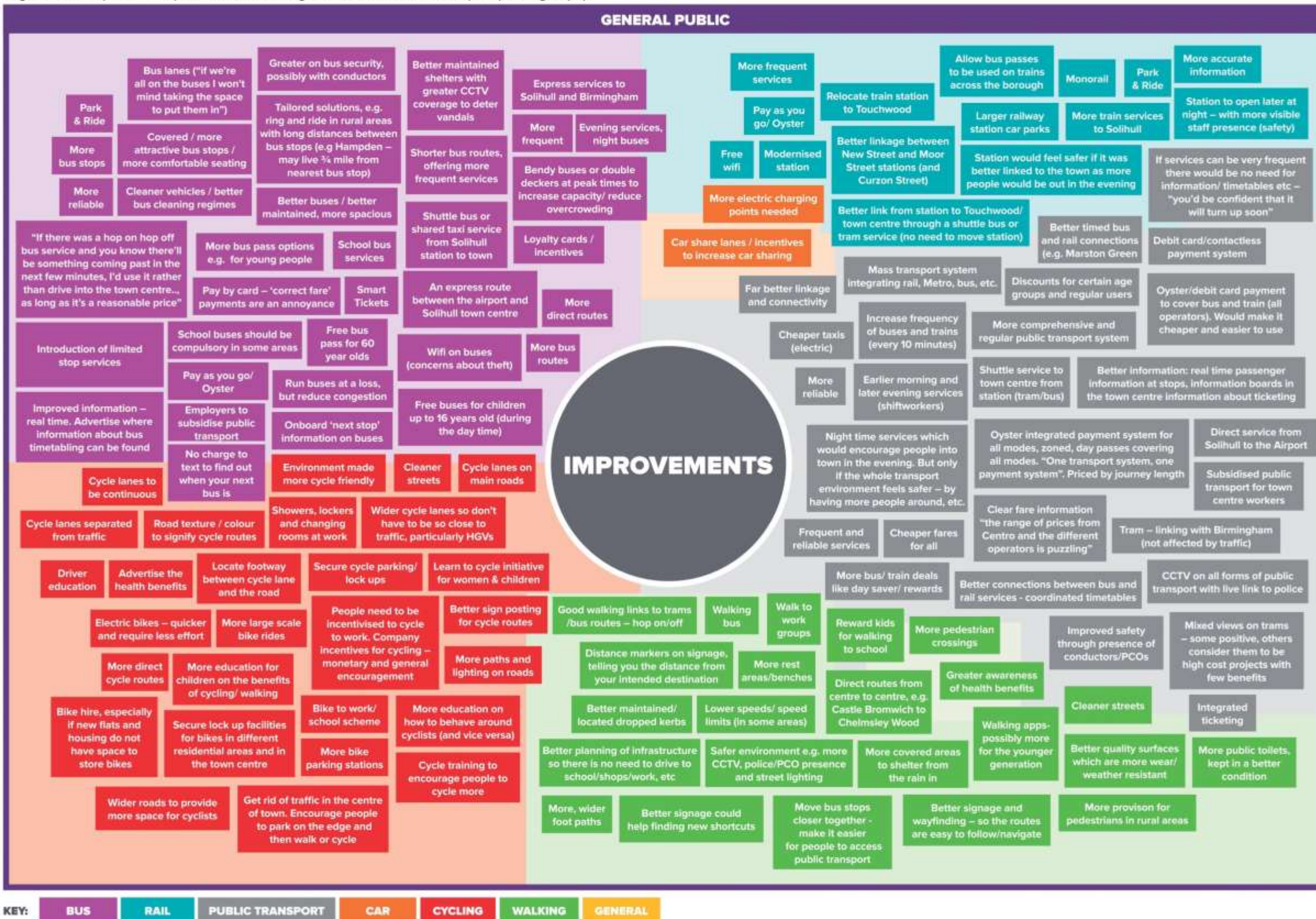
Improved information – real time. Advertise where information about bus timetabling can be found

Onboard 'next stop' information on buses

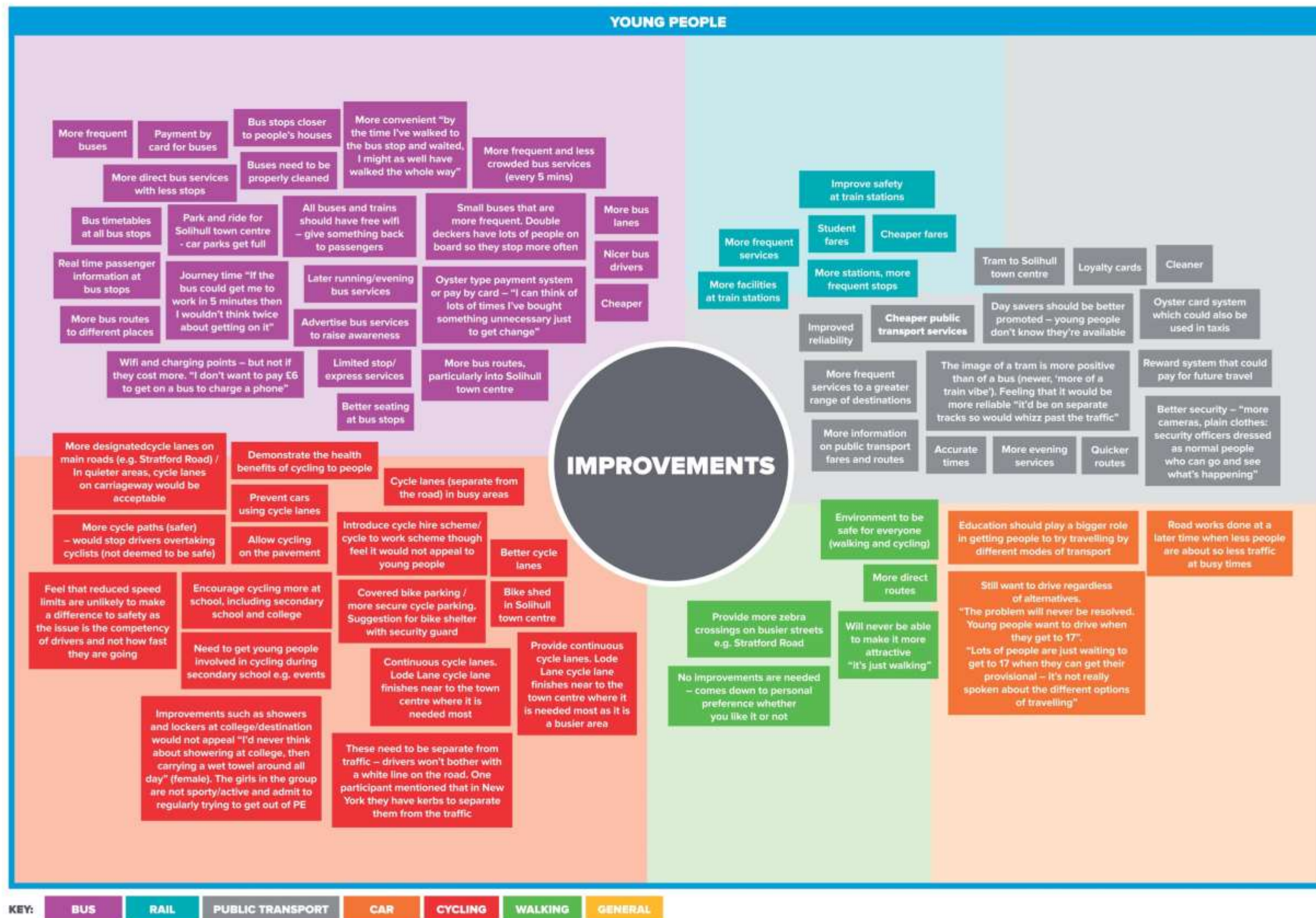
Table 5-13: Improvement priorities to encourage use of sustainable transport (focus groups) (Overleaf)



Figure 5 47: Improvement priorities to encourage use of sustainable transport (focus groups)







**5.12.22** Questionnaire respondents were asked to name one thing that would encourage them to make more use of public transport. This was an open question and responses have been coded thematically for analysis. Table 5-14 shows the most frequently stated comments, and a full list can be found in Appendix I. The majority of comments were about public transport in general (257), then buses (91) and trains (20). With regard to public transport, 35 respondents commented on the need for cheaper fares.

**5.12.23** There is also felt to be a need for additional / more direct routes (general public transport: 19 comments, bus: 25, metro: 6, rail: 5, monorail: 1, *Sprint*: 1), as well as more frequent services (general public transport: 23 comments, bus: 21). Faster (i.e. reduced journey times), more reliable and better integrated public transport were also mentioned. Nine comments referred to the provision of better bus information. Thirteen respondents commented that nothing would persuade them to use public transport.

**Table 5-14: Please tell us one thing that would encourage you to make more use of public transport (questionnaire)**

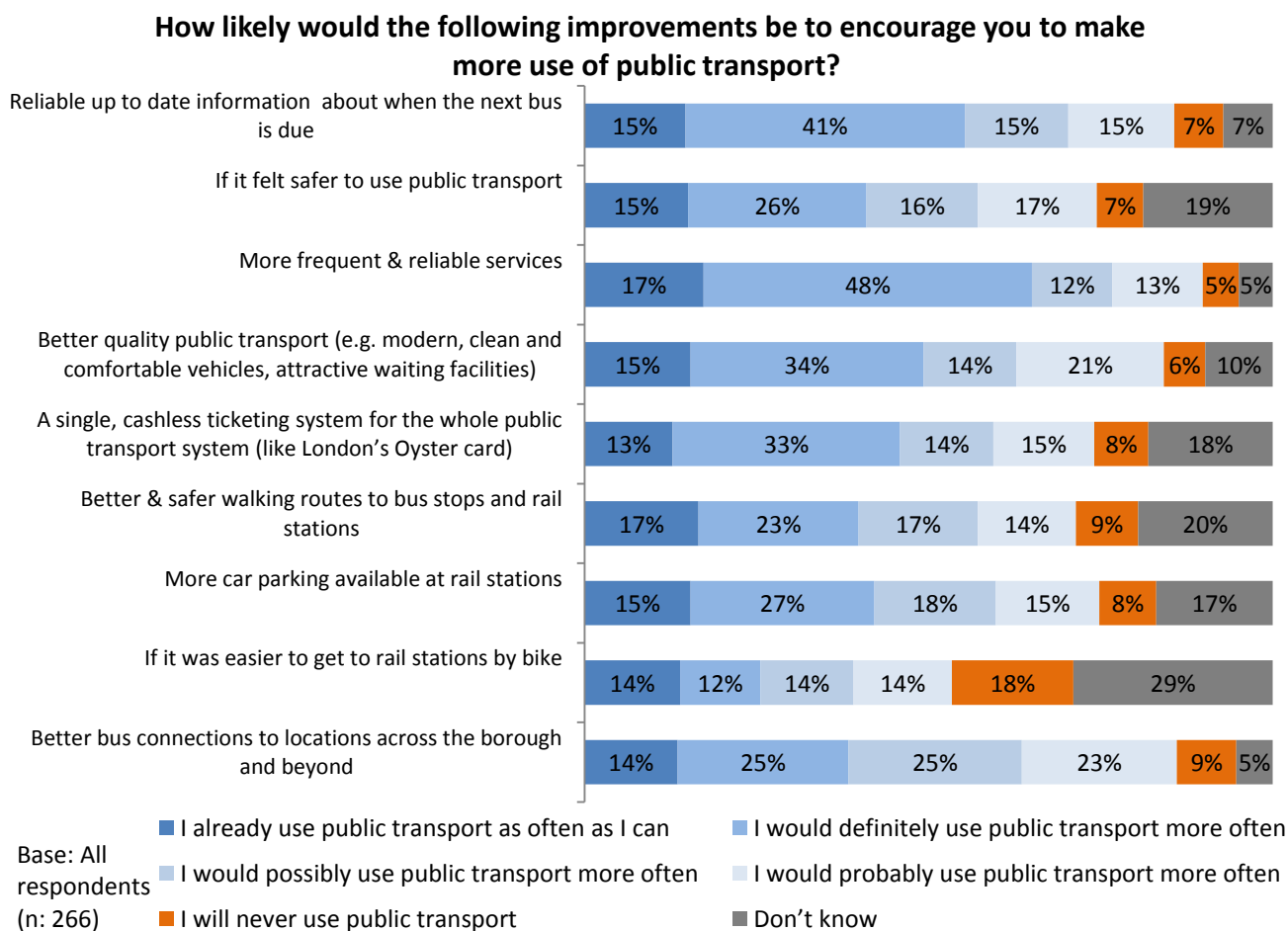
| Suggested improvements                            | No. comments     |     |
|---|------------------|-----|
|   | Public transport | Bus |
| Cheaper   | 35               | 6   |
| More frequent                                     | 23               | 21  |
| Additional / more direct routes                   | 19               | 25  |
| Faster  | 17               | 4   |
| Nothing would persuade me to use public transport | 13               | 0   |
| More reliable                                     | 12               | 5   |
| Better integration of modes                       | 10               | 2   |
| More information available                        | 4                | 9   |
| (full listings are in Appendix I)                 |                  |     |

**5.12.24** Respondents were then asked to consider how likely a list of various improvements would be to encourage **them** to make greater use of public transport than they do currently (Figure 5-35). The list was the same presented in the focus groups (Figure 4-19) though the question was asked in a different way. In all cases, around 15% of respondents said that they already use public transport 'as often as they can', while between 5% and 18% of respondents said that they would 'never' use public transport.

**5.12.25** Of the measures listed in the questionnaire, respondents expressed the greatest interest in *more frequent and reliable services* (48% would 'definitely' use public transport more often), *reliable up to date information about when the next bus is due* (41% 'definitely'), *better quality public transport* (34% 'definitely') and a *single cashless ticketing system* (33%). The improvement least likely to have an effect is making it *easier to get to rail stations by bike* (12% 'definitely', 18% 'never').

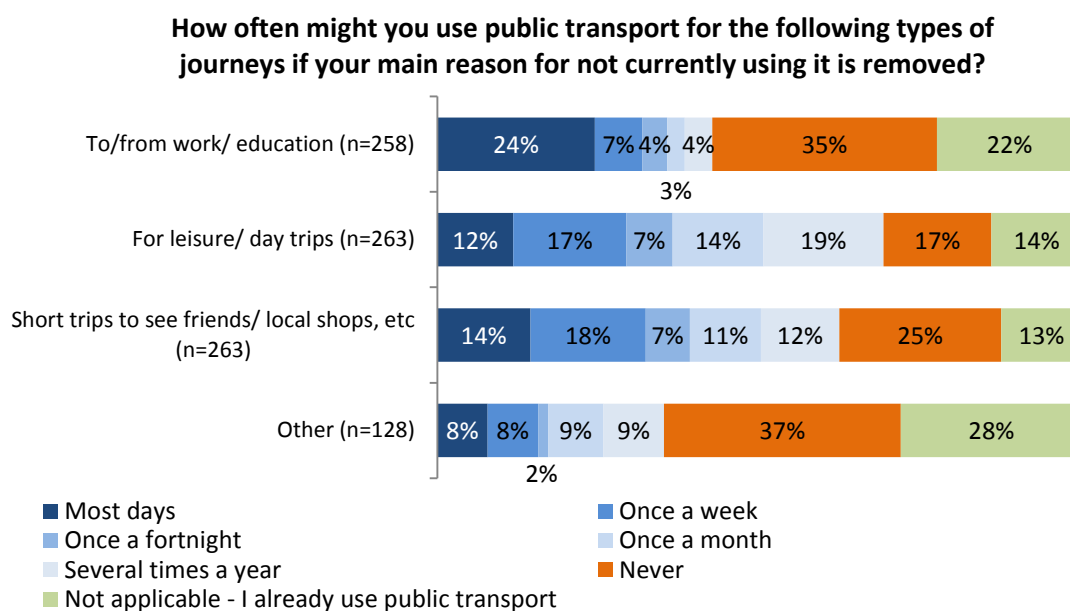


**Figure 5-35: Likelihood of encouraging greater use of public transport (questionnaire)**



- 5.12.26** Questionnaire respondents were then asked to consider how often they might use public transport for different types of journeys if their main reason for not currently using it is removed.
- 5.12.27** The results are shown in Figure 5-36. If the main obstacle for using public transport was removed, a quarter (24%) of respondents would anticipate using it 'most days' for trips to and from work and education, with a further 7% indicating that they would use it once a week. However, over a third (35%) maintained that they would never make work or education trips by public transport.
- 5.12.28** For leisure and day trips, 12% of respondents would use public transport most days if the main barrier to use was removed, with 17% anticipating using it once a week. However, 17% do not believe they would ever make such trips by public transport. For short trips to see friends / go to the local shops, etc., 14% would use public transport daily, 18% would use it once a week, while 25% would never use it.

**Figure 5-36: Potential frequency for using public transport for different journey purposes (questionnaire)**



## HIGHWAY NETWORK

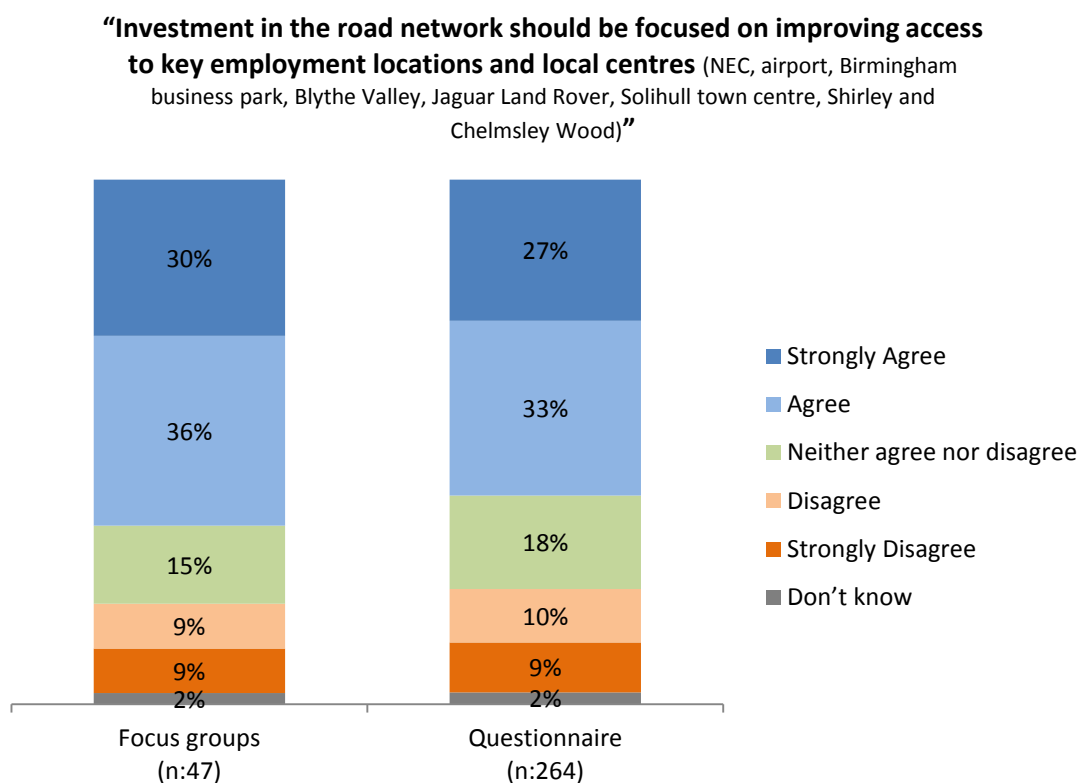
### 5.12.29

As discussed earlier, congestion is felt to be the most significant transport problem affecting both the borough and Solihull town centre. Furthermore, questionnaire respondents and participants are generally supportive of providing alternatives to car travel over road building (Figure 5-26). When asked whether investment in the road network should be focused on improving access to key employment locations and local centres such as NEC, airport, Birmingham business park, Blythe Valley, Jaguar Land Rover, Solihull town centre, Shirley and Chelmsley Wood, two-thirds of focus group participants (69%) were in agreement (Figure 5-37).

### 5.12.30

However, in subsequent focus group discussions it transpired that participants would be unlikely to change their *own* personal travel habits and reduce their car use unless alternative modes are able to offer a level of convenience comparable to that afforded by private car travel.

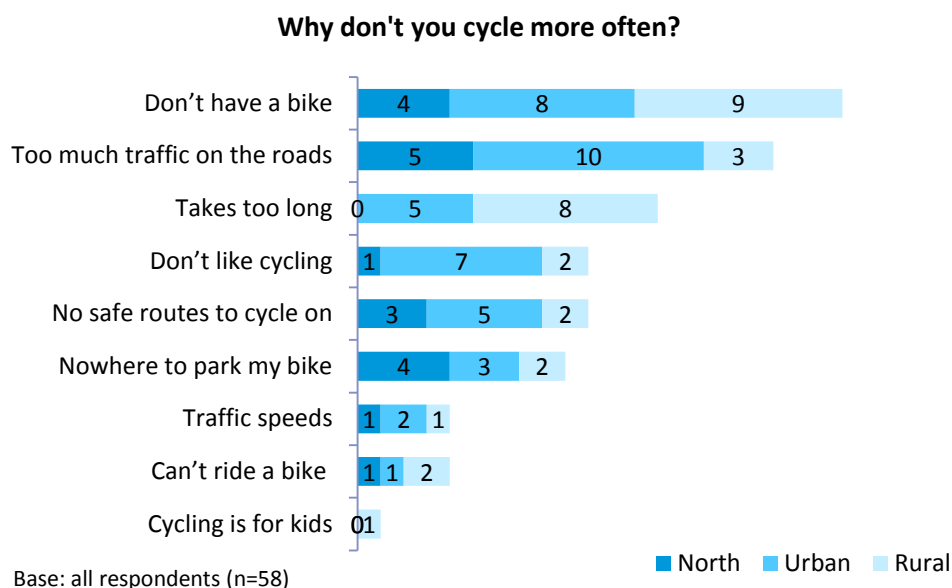
**Figure 5-37: Views on focus of investment in the road network (questionnaire & focus groups)**



## CYCLE NETWORK

### BARRIERS

- 5.12.31** Focus group participants were asked to select (from a list) the main reasons for not cycling (more often). The main reason identified (Figure 5-38) is not having a bike available (36%); consistent with the level of bike ownership shown in Table 5-4 (35% with no access to a bike).
- 5.12.32** Other frequently mentioned reasons include there being too much traffic on the roads (31% - particularly likely to be cited by those in the urban group) and journey time (22%).

**Figure 5-38: Barriers to cycling (focus groups)**

**5.12.33** Questionnaire respondents were asked to identify one thing that currently discourages them from cycling. Open answers have been coded thematically into the groups shown below in Table 5-15 and Appendix I.

**5.12.34** Almost a third of those who answered this question consider cycling on the road to be unsafe (81 comments), which is further illustrated by comments on the 'lack of segregated cycle lanes' (45 comments), 'roads too crowded and fast' (38), 'car drivers intimidating' (32) and 'no cycle friendly junctions' (10). Health reasons (including age) were also prominent (41 comments).

**5.12.35** A smaller number of comments identified issues such as a lack of cycle parking at their destination (12 comments), concerns about theft (9) and poor road surfaces (8).

**Table 5-15: Please tell us one thing that currently discourages you from cycling (questionnaire)**

| Barrier                        | No. of comments |
|--------------------------------|-----------------|
| Unsafe on roads                | 81              |
| Lack of segregated cycle lanes | 45              |
| Health reasons                 | 41              |
| Roads too crowded and fast     | 38              |
| Car drivers intimidating       | 32              |
| Don't own a bike               | 19              |
| Nowhere to park at destination | 12              |
| No cycle friendly junctions    | 10              |
| Don't enjoy it                 | 9               |
| Too slow                       | 9               |
| Theft                          | 9               |
| Poor surfaces                  | 8               |
| Poor weather                   | 7               |

| Barrier            | No. of comments |
|--------------------|-----------------|
| Can't ride a bike  | 6               |
| I already cycle    | 6               |
| Carrying bags      | 5               |
| Facilities at work | 4               |
| <b>Total</b>       | <b>341</b>      |

- 5.12.36 The barriers to cycling (and shortcomings of existing infrastructure) were discussed at length in the subsequent focus group discussions. The issues raised are summarised in Table 5-16. Issues highlighted with \* are recurring. A summary graphic is also provided in Appendix J.
- 5.12.37 A lot of the focus group discussions revolved around the infrastructure available to cyclists: in summary, there are not enough cycle paths and Solihull is “*not the right environment for walking or cycling*”. Personal safety and security are the main barriers to cycling, linked to busy traffic and a lack of quality, safe, off-road routes. Existing routes are reported to be discontinuous and not to form a coherent network.
- 5.12.38 The British weather is also a barrier, and it is felt that cycling general does not fit with a modern, busy life as it: “*takes longer – working parents don’t have time to walk or cycle their children to school and then go to work*”.
- 5.12.39 It is felt that cycling isn’t for everyone: it is not practical for families, older people and those with health issues are unlikely to start cycling. There is also a feeling, particularly amongst young people that cycling “takes too much effort”.
- 5.12.40 Additionally, access to bicycles (cost of equipment) is an issue for some. Barriers specifically identified during discussions with young people include the image of cycling itself and their self-image (e.g. concerns about how they would look if they were to cycle), in addition to personal security (risk of bike theft).

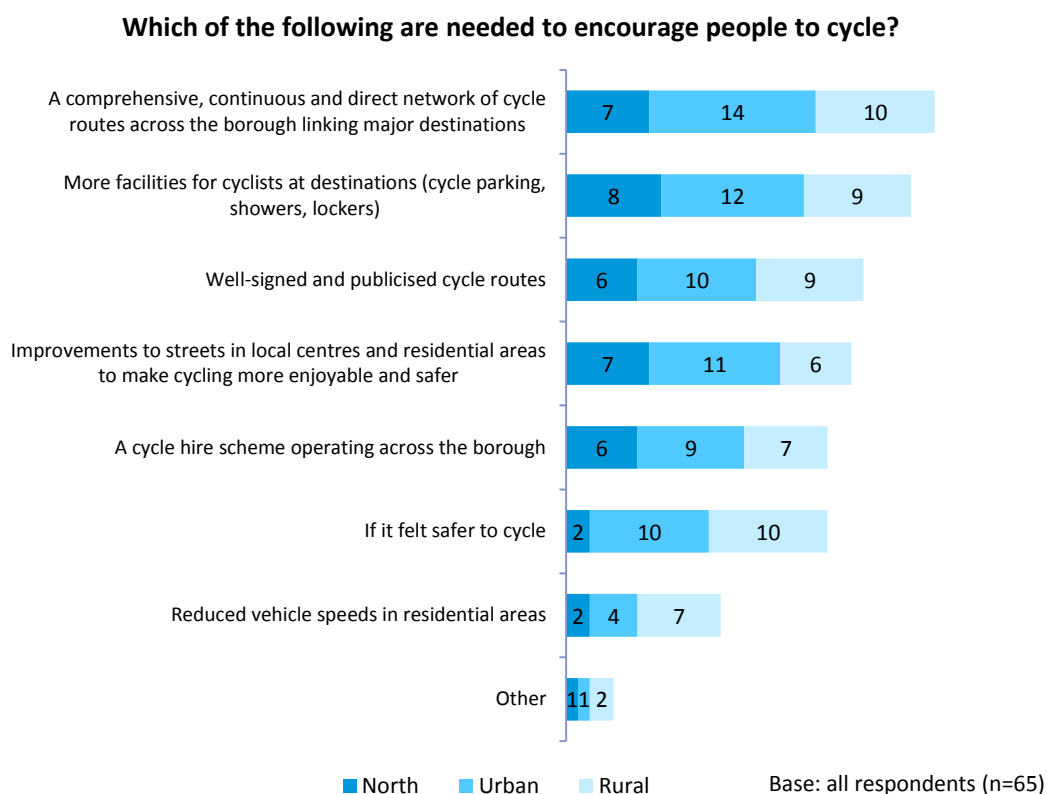
**Table 5-16: Barriers to cycling (focus groups)**

| Cycling: Barriers   |   |
|---|---|
| Weather****   | Takes longer – working parents don’t have time to walk or cycle their children to school and then go to work. |
| Safety concerns of cycling on roads (need designated lanes)*  | Not convenient or practical for families on a day to day basis  |
| Not enough cycle paths* / too much traffic to cycle on the road* / inadequate cycle infrastructure provided * | Not possible for everyone due to health problems e.g. bad knees / Older people unlikely to start cycling      |
| “Not the right environment for walking or cycling” – too much traffic (town centre)                           | Lack of safe cycle parking*   |
| Too much traffic on the roads   | No ‘rent a bikes’ / bikes too expensive   |
| Cyclists seen as a nuisance to drivers* – not enough public backing for cyclists                              | Air pollution   |
| Drivers (don’t care about cyclists)   | Quality of roads – potholes / uncomfortable cycle surfaces due to lack of maintenance of them                 |
| Scared of cyclists (as drivers)   | Distance  |
| Can’t cycle   | Can’t arrive at work sweaty – issue if no changing facilities are provided.                                   |
| Lack of cycle training  |   |
| Personal safety in the local area   |   |

## IMPROVEMENTS

- 5.12.41** Focus group participants were asked how cycling could be improved to encourage cycling. As shown in Figure 5-39, there is a good level of support for *a comprehensive, continuous direct network of cycle routes across the borough* (selected 31 times; by 48% of respondents) and *more facilities for cyclists at destinations (cycle parking, showers, lockers)* (29 times / 45%). Solihull residents are particularly concerned about the safety of cycling and the need for off-road segregated cycle routes, separate from traffic was a recurrent theme in subsequent discussions.
- 5.12.42** There is some, albeit a lower level, of support for *well-signed and well-publicised cycle routes, improvements to streets in local centres and residential areas* to make cycling more enjoyable and safer (e.g. lower speed limits, more crossings, etc.), a cycle hire scheme across the borough and other safety improvements.
- 5.12.43** Interestingly, despite concerns about safety, participants expressed far less interest in reducing vehicle speeds in residential areas (13 times / 20%). It was apparent in discussions that the appeal of off-road cycle routes is in part due to motorists' desire to remove cyclists from the highways, as they are clearly uncomfortable with sharing road space.

**Figure 5-39: Improvement priorities to encourage cycling (focus groups)**



- 5.12.44** Subsequent discussions in the focus groups highlighted a range of measures to improve cycling infrastructure in Solihull. The points raised are summarised in Table 5-17. A summary graphic is also provided in Appendix J.

- 5.12.45 Participants demonstrated the need for more and better quality cycling infrastructure, in particular, separation from traffic, for example: “*wider cycle lanes so I don’t have to be so close to traffic, particularly HGVs*”, as well as secure cycle parking, and facilities at their destination. Softer measures such as adult cycle training, driver and cyclist education, and promotion of the health benefits were also mentioned. It is recognised, however, that cycling is not for everyone and some people will never cycle, for example due to their age or mobility. Others would and do cycle for leisure but would not cycle for as a means of transport.

**Table 5-17: Suggested improvements to enable cycling (focus groups)**

| Cycling: Improvements  |  |
|--|--|
| Wider roads to provide more space for cyclists   | People need to be incentivised to cycle to work. Company incentives for cycling – monetary and general encouragement |
| Showers, lockers and changing rooms at work  | Bike to work / school scheme   |
| Cycle lanes on main roads  | Advertise the health benefits  |
| Cycle lanes to be continuous   | More education for children on the benefits of cycling / walking   |
| Cycle lanes separated from traffic   | Driver / cyclist education on how to behave around cyclists (and vice versa)   |
| Wider cycle lanes so don’t have to be so close to traffic, particularly HGVs (blind spot).               | More bike parking stations / secure cycle parking / lock ups   |
| More direct cycle routes   | Cycle training to encourage people to cycle more   |
| More paths and lighting on roads (but need to consider light pollution)                                  | Cleaner streets  |
| Suggestion to locate footway between cycle lane and the road   | Electric bikes – quicker and require less effort   |
| Road texture / colour to signify cycle routes  | Learn to cycle initiative for women and children   |
| Environment made more cycle friendly   | More large scale bike rides  |
| Get rid of traffic in the centre of town. Encourage people to park on the edge and then walk or cycle in | Bike hire, especially if new flats and housing do not have space to store bikes.                                     |
| Better signposting for cycle routes  | Secure lock up facilities for bikes in different residential areas and in the town centre                            |

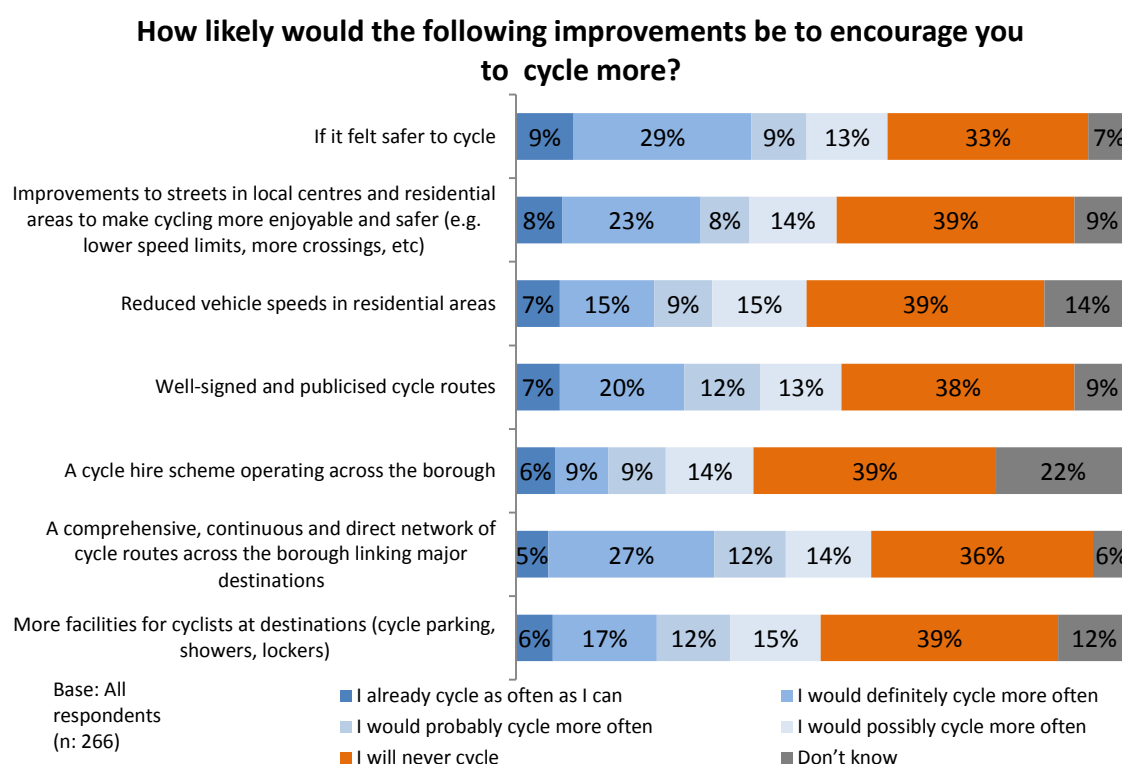
- 5.12.46 It was also argued (by a minority of participants) that due to road space limitations, there is not space to cater for cyclists, particularly given that very few people cycle. Similarly, a counter argument expressed in response to a suggestion to provide adult cycle training was that there would be “no value” in providing training as people will not cycle.
- 5.12.47 Questionnaire respondents were asked to name one thing that would encourage them to cycle more often. This was an open question and responses have been coded thematically for analysis (Table 5-18 and Appendix I).
- 5.12.48 Around half of questionnaire comments identified *properly segregated cycle routes* as a key area for improvement, and *improved road safety* in general is the third greatest area of comment. However, a quarter say that nothing will encourage them to cycle more.

**Table 5-18: Please tell us one thing that would encourage you to cycle more**

| Suggested improvements           | No. of comments |
|----------------------------------|-----------------|
| Properly segregated cycle routes | 107             |
| Nothing                          | 66              |
| Improved road safety             | 20              |
| Better parking at destination    | 15              |
| Better surfaces                  | 8               |
| Better education for drivers     | 8               |

(n: 251)

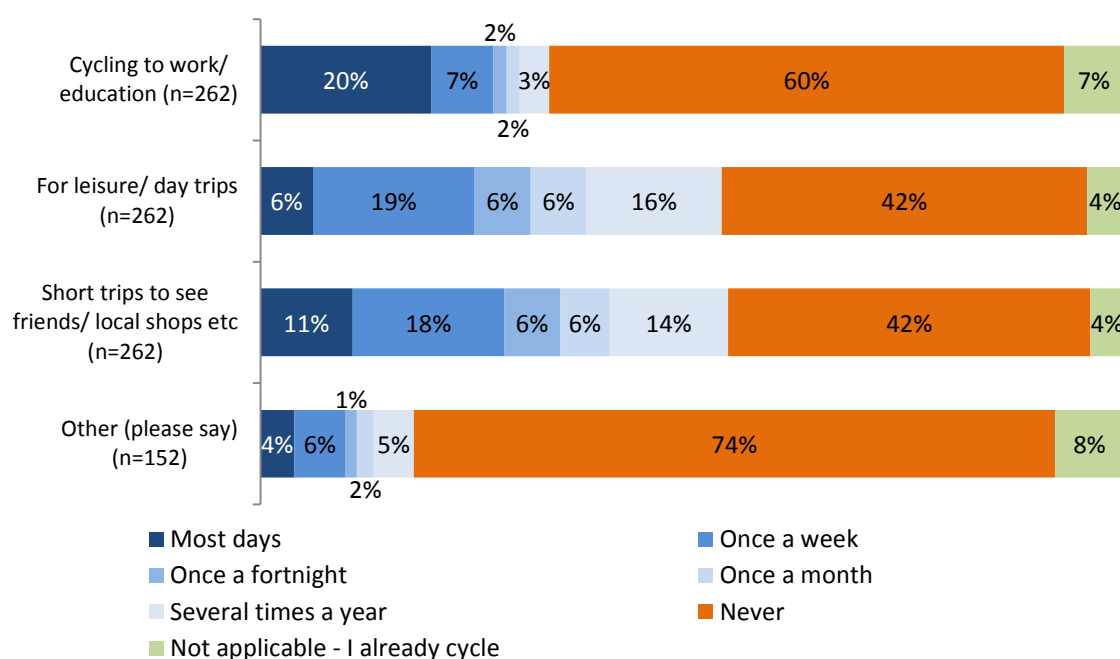
- 5.12.49** Respondents were then asked to consider how likely a list of various improvements would be to encourage **them** to cycle more than they do currently (Figure 5-40). The list was the same presented in the focus groups (Figure 5-39) though the question was asked in a different way.
- 5.12.50** In all cases, between 5% and 9% of respondents said that they already cycle 'as often as they can', while close to 40% of respondents said that they would 'never' cycle.
- 5.12.51** Of the measures listed in the questionnaire, respondents would be most likely to cycle if *it felt safer to cycle* (29% would 'definitely' cycle more often), and if there was a comprehensive, continuous direct network of cycle routes across the borough (27%). Following this, there is some interest in improvements to streets to make cycling more enjoyable and safer (23%) and well signed and publicised cycle routes (20%).
- 5.12.52** The measure least likely to encourage cycling is the introduction of a cycle hire scheme (9%).

**Figure 5-40: Likelihood of encouraging cycling (questionnaire)**



- 5.12.53 To establish respondents' likelihood of shifting to cycling, they were asked how often they might cycle for various journey purposes if their main reason for not currently cycling is removed.
- 5.12.54 As shown in Figure 5-41, a fifth (20%) of respondents would cycle to / from work or education 'most days' if their main barrier to cycling was removed (similar to the proportion that would use public transport – 24%, Figure 5-36). A further 7% would so around once a week.
- 5.12.55 Eleven percent would cycle most days for short trips in their local area (e.g. shopping, visiting friends), rising to 29% who would do so at least once a week. Six percent would cycle most days (25% would do at least once a week) for leisure or day trips.
- 5.12.56 However, a large proportion of respondents (between 42% and 60%) stated that they would never cycle – particularly for commuting trips (60%). Compared to the similar question relating to public transport, there are a far greater proportions of respondents that would 'never' cycle for any of the purposes listed.

**Figure 5-41: Potential frequency of cycling for different journey purposes (questionnaire)**



- 5.12.57 In summary the data suggests that there is a need for good quality infrastructure to be provided to increase cycling levels, but it must be recognised that there is a large segment of the population that will never consider cycling.

## HEALTHIER & SAFER COMMUNITIES

### BARRIERS TO WALKING

- 5.12.58 Focus group discussions about the barriers to walking highlighted personal and road safety issues, as well as a lack of time and busy lifestyles. As one participant stated: *"It's just too easy to jump into the car."* It was also acknowledged that walking is difficult for those with mobility issues. Table 5-19 presents the key barriers identified. Issues highlighted with \* are recurring. A summary graphic is also provided in Appendix J.

**Table 5-19: Barriers to walking (focus groups)**

| <b>Walking: Barriers</b>   |   |
|--|---|
| Weather**  | People's fitness level and health   |
| Personal safety* – gangs in the area, concern about walking in the area at night. Poor lighting. "I would have walked anywhere in Solihull when I was younger, but I wouldn't now" | Elderly not able to due to poor health  |
| Willpower – it's too easy to jump in the car / hard to motivate yourself to walk / Laziness (due to British culture)   | Not enough benches to rest for elderly (but also concerns about "undesirables" hanging around on benches if they were in place) |
| Luggage / shopping to carry / Having to walk long distances whilst carrying shopping   | Paths and lighting on country roads   |
| Time – takes longer than the car / takes too long* - working parents don't have time to walk or cycle their children to school and then go to work.                                | Distances too far to walk   |
| Lifestage / habit – people drop their children off and don't make them walk anymore.   | Rubbish / litter  |
| Hygiene – don't want to turn up sweaty   | Road safety (road barriers, pedestrian crossings)   |
| Air quality / pollution causes health issues when walking  | Cyclists using the pavement   |
|  | The green man signal is now lower down on the pole which isn't visible to pedestrians at the crossing if it is busy.            |

**5.12.59** Questionnaire respondents were asked to identify one thing that currently discourages them from cycling. Open answers have been coded thematically into the groups shown below in Table 5-20 and Appendix I.

**5.12.60** Over a quarter of questionnaire comments said that they already walk frequently. A fifth stated that it takes too much time to walk, while a tenth are unable to walk for health reasons. Safety concerns (both personal security and road safety) are also prominent reasons, followed by environmental factors including poorly maintained footpaths, inadequate lighting, etc. Though fewer respondents mentioned infrastructure, there is some evidence that traffic, narrow footways and lack of pedestrian crossings also limit walking levels amongst respondents.

**Table 5-20: Please tell us one thing that currently discourages you from walking (questionnaire)**

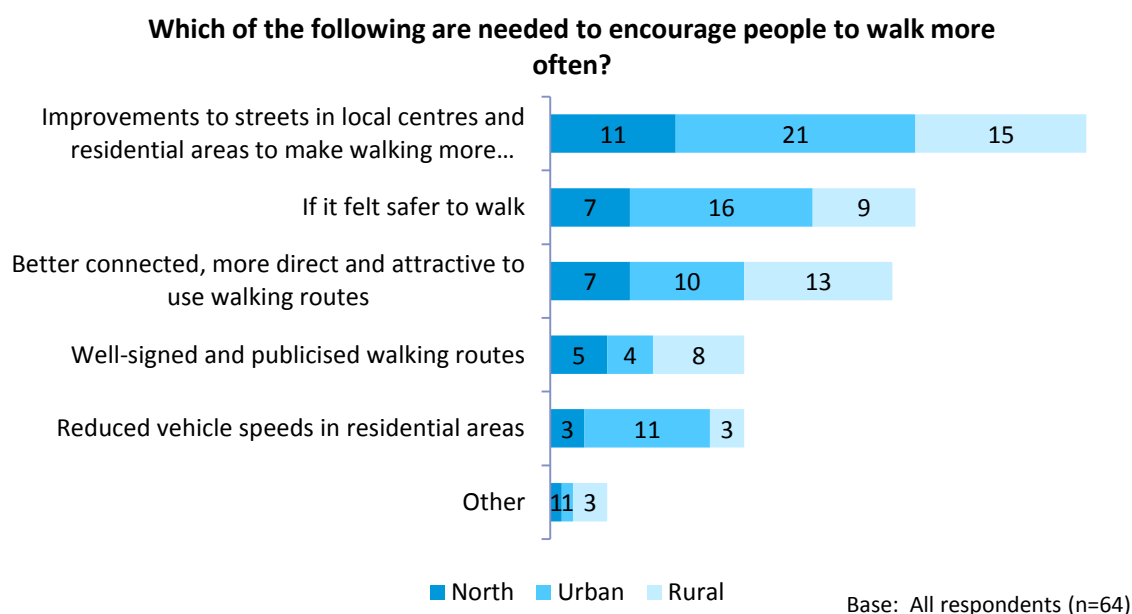
| <b>Barrier</b>              | <b>No. of comments</b> |
|-----------------------------|------------------------|
| I already walk frequently   | 65                     |
| Too slow                    | 48                     |
| Poor health                 | 26                     |
| Safety                      | 21                     |
| Unpleasant environment      | 17                     |
| Poorly maintained footpaths | 15                     |
| Bad lighting                | 15                     |
| Too much traffic            | 14                     |
| Easier to use other mode    | 14                     |
| Lack of crossings           | 14                     |
| Weather                     | 14                     |
| Carrying things             | 7                      |
| Narrow pavements            | 5                      |

n=239

## IMPROVEMENTS

- 5.12.61 Focus group participants were asked whether various improvements could encourage people to walk more often. Of the measures suggested, participants expressed most support for *improvements to streets in local centres and residential areas to make walking more enjoyable and safer* (selected 47 times, by 73% of all participants), particularly amongst those attending the urban session (Figure 5-42).
- 5.12.62 Other frequently mentioned improvements were *if it felt safer to walk* (32 times, 50%) and *better connected, more direct and attractive to use walking routes* (30 times, 47%).
- 5.12.63 During subsequent discussions, ancillary facilities such as rest areas and covered areas were tabled, as well as softer measures such as emphasising the health benefits and rewards for children who walk to school. The improvements proposed are summarised in Table 5-21. A summary graphic is also provided in Appendix J.

**Figure 5-42: Improvements required to encourage greater levels of walking (focus group)**



**Table 5-21: Suggested improvements to enable walking (focus groups)**

| Improvements   |   |
|--|---|
| More rest areas / benches                                | Walking apps- possibly more for the younger generation                      |
| More covered areas to shelter from the rain              | Reward children for walking to school (e.g. stamps on a chart)              |
| More public toilets, kept in a better condition          | Walking bus   |
| Safer environment, e.g. CCTV, police presence            | Traffic speeds to be reduced in some areas                                  |
| Cleaner streets  | Walk to work groups   |
| Greater awareness of health benefits                     | Better wayfinding / signage – easy to navigate routes                       |
| Wider footpaths  | Better quality surfaces (wear / weather resistant)                          |
| Better walking links to tram / bus routes – hop on / off | Direct routes from centre to centre, e.g. Castle Bromwich to Chelmsley Wood |
| More covered areas / shelters (rain)                     | Better maintain / located dropped kerbs                                     |

5.12.64 Questionnaire respondents were asked to name one thing that would encourage them to cycle more often. Open answers have been coded thematically into the groups shown below in Table 5-22 and Appendix I. As shown, a third of questionnaire responses said “nothing”, while a fifth stated that they already walk.

5.12.65 Most of the other comments focus on making walking more enjoyable and safer, such as pleasant routes, safer crossings, separation from cars, better maintenance of footways and better lighting.

**Table 5-22: Please tell us one thing that would encourage you to walk more often**

| Improvement                                     | No. of comments |
|---|-----------------|
| Nothing   | 65              |
| I already walk                                  | 37              |
| Pleasant routes                                 | 20              |
| More safe crossings                             | 17              |
| More separation from cars                       | 15              |
| Improved footpaths maintenance                  | 14              |
| Better lighting                                 | 13              |
| Better public transport to walk to (stops etc.) | 9               |
| Wider pavements                                 | 8               |
| Stop cars parking on pavements                  | 8               |
| Remove litter                                   | 6               |
| Better signposting                              | 5               |
| Pedestrianising streets                         | 3               |
| Police presence                                 | 3               |

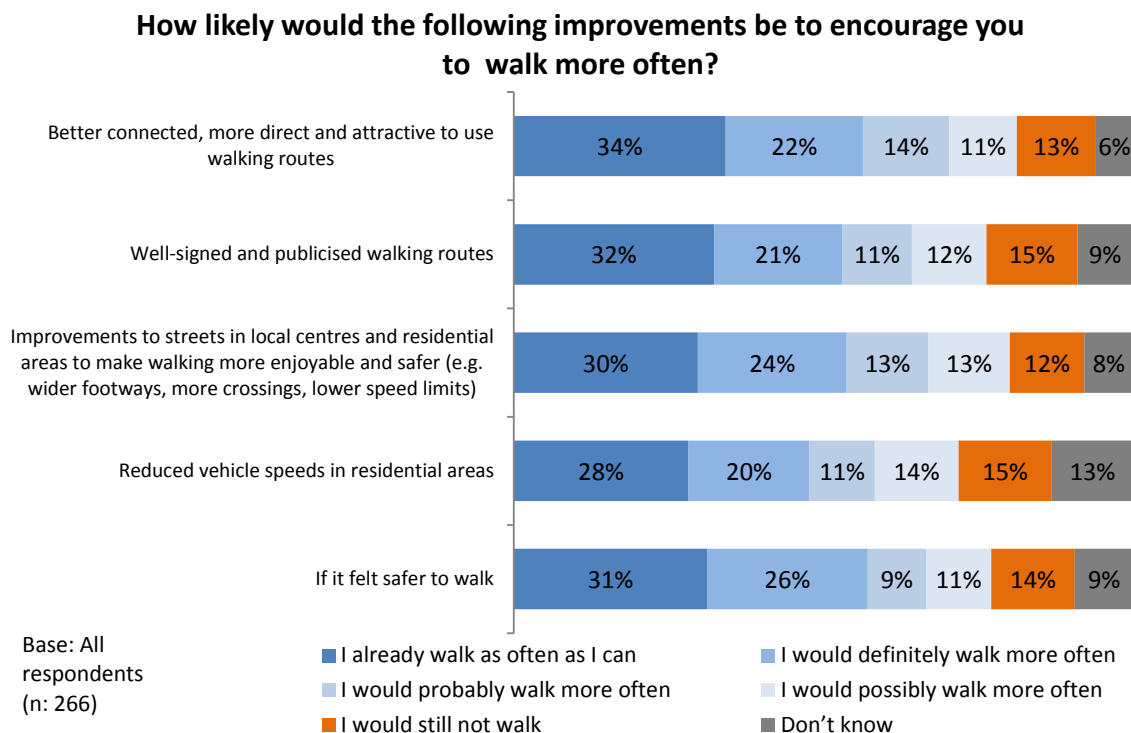
n=199

5.12.66 Respondents were then asked to consider how likely a list of various improvements would be to encourage **them** to walk more than they do currently. The options in the list were the same as presented to focus group participants (Figure 5-42), though the questions were asked in a different way.

5.12.67 Figure 5-43 shows that in each case, around a third of respondents feel that they already walk as often as they can, while between 12% and 15% would still not walk more often, regardless of any improvements.

5.12.68 Attitudes towards all the suggested improvements are similar, with the most favoured improvement being *if it felt safer to walk* (26% would ‘definitely’ walk more often), followed by improvements to local streets (24%). Participants feel that all of the measures proposed would encourage them to walk more often, with a minimum of 20% of respondents that would ‘definitely’ walk more often.

Figure 5-43: Likelihood of encouraging walking (questionnaire)



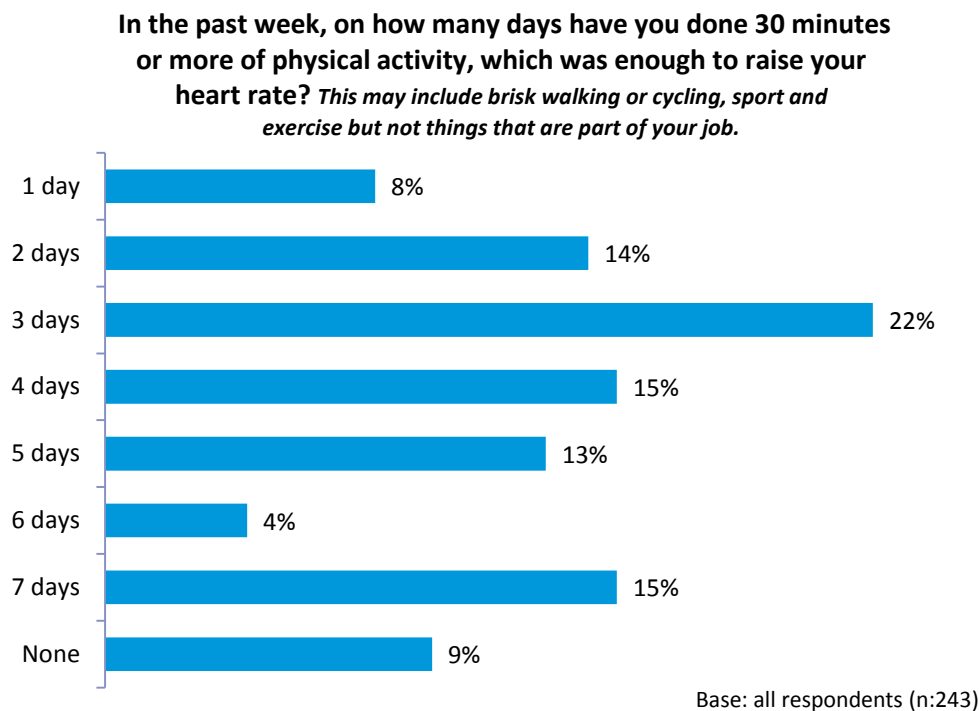
## INVOLVEMENT IN PHYSICAL ACTIVITY

**5.12.69** This section explores 'healthier and safer communities' in the context of current and desired levels of physical activity. Questionnaire respondents were asked about not only their own physical activity levels but also whether they would like their children to walk or cycle more often.

**5.12.70** Questionnaire respondents were asked how physically active they are. Figure 5-44 shows that only 9% said they had not done any physical activity, while almost half (47%) were physically active on at least three days in the last week. NHS guidance recommends that adults undertake 150 minutes of moderate aerobic activity per week, or 30 minutes on 5 days a week<sup>7</sup>. While the results below show a relatively active population in Solihull, only a third (32%) had achieved the recommended amount.

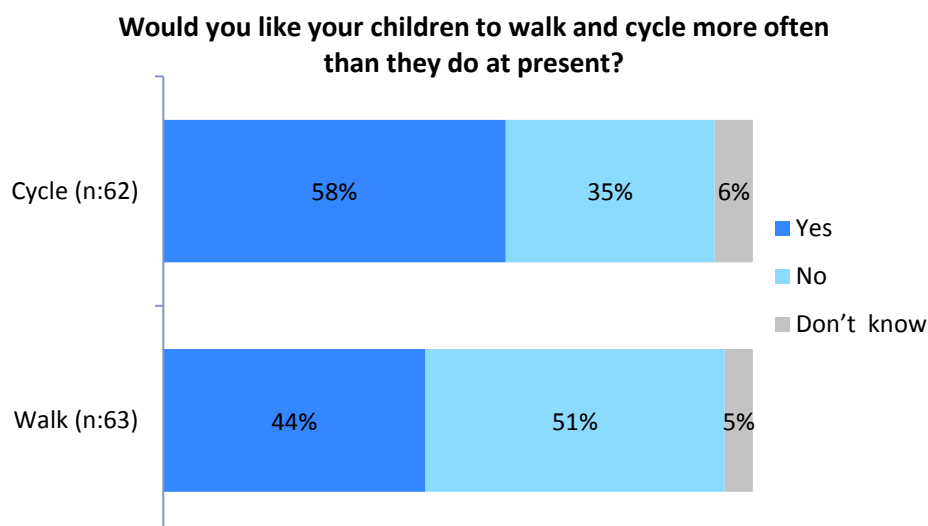
<sup>7</sup> <http://www.nhs.uk/Livewell/fitness/Pages/physical-activity-guidelines-for-adults.aspx>

**Figure 5-44: Physical activity (questionnaire)**



- 5.12.71** During focus group discussions, it was suggested that efforts to encourage cycling and walking should focus on young people, to help them form good habits as they grow up.
- 5.12.72** The questionnaire asked whether respondents would you like their children to walk or cycle more often than they currently do.
- 5.12.73** More than half of those who responded (note that only 63 respondents answered the question) would like their children to cycle more (58%), and a slightly smaller group said they would like them to walk more (44%, see Figure 5-45).

**Figure 5-45: Desire for children to be more physically active (questionnaire)**



- 5.12.74 Respondents were subsequently asked how children could be encouraged to walk and cycle more often. Open comments have been coded and grouped into the themes below (Table 5-23 and Appendix I) for analysis.
- 5.12.75 The majority of comments expressed the need for safer routes, away from roads, traffic and other modes of transport. Discouraging the use of other modes was also suggested (e.g. increasing bus fares).

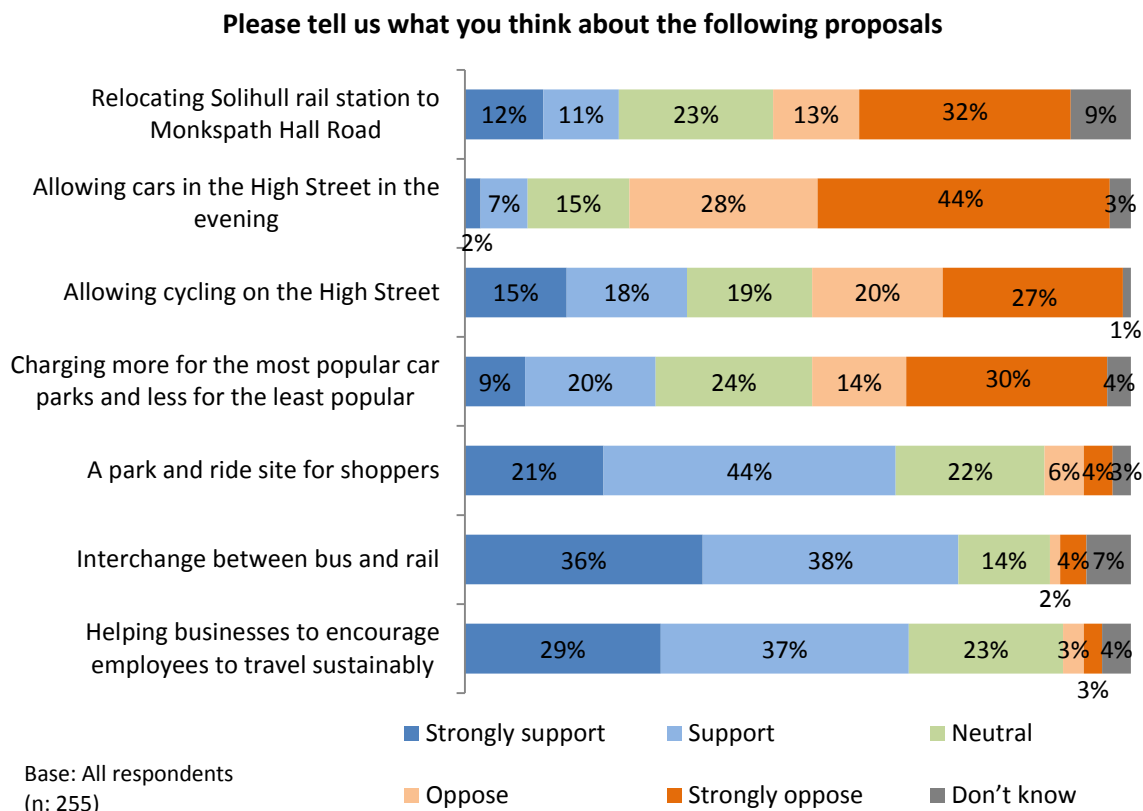
**Table 5-23: In one sentence, how do you suggest that children could be encouraged to walk and cycle more often?**

| Improvement               | No. of comments |           |
|---------------------------|-----------------|-----------|
|                           | Walking         | Cycling   |
| Safer routes              | 17              | 34        |
| Discourage other modes    | 6               | 4         |
| Separation from roads     | 5               | 7         |
| Walking buses             | 5               | -         |
| More crossing points      | 4               | 1         |
| Promotion in schools      | 3               | 5         |
| <i>Total</i>              | <i>52</i>       | <i>59</i> |
| Base: those who commented | n: 47           | n: 53     |

## TOWN CENTRE MASTER PLAN

- 5.12.76 Solihull Connected proposes a town centre master plan, aspects of which were included in the questionnaire and discussed in the focus groups.
- 5.12.77 Questionnaire respondents were asked to express their views on various possible changes to Solihull town centre. The results are shown in Figure 5-46.
- 5.12.78 Of the possible changes for Solihull town centre, the most popular measure would be to improve the *interchange between bus and rail*, which three-quarters (74%) of all respondents support (36% strongly support, 38% support). There is also a high level of support for *helping businesses to encourage employees to travel sustainably* (66%) and a *park and ride for shoppers* (65%).
- 5.12.79 The least popular of the proposals is *allowing cars onto the High Street in the evening*, which 72% oppose (44% strongly oppose, 28% oppose). Only 9% of the respondents support this proposal. There is also little support for *relocating Solihull railway station to Monkspath Hall Road* (23% support, 45% are opposed)
- 5.12.80 Views on *allowing cycling on the High Street* are mixed, though more negative than positive (47% opposed, 33% in favour). Similarly, while 29% support a differential pricing strategy for the town centre car parks, a larger proportion (44%) are opposed.

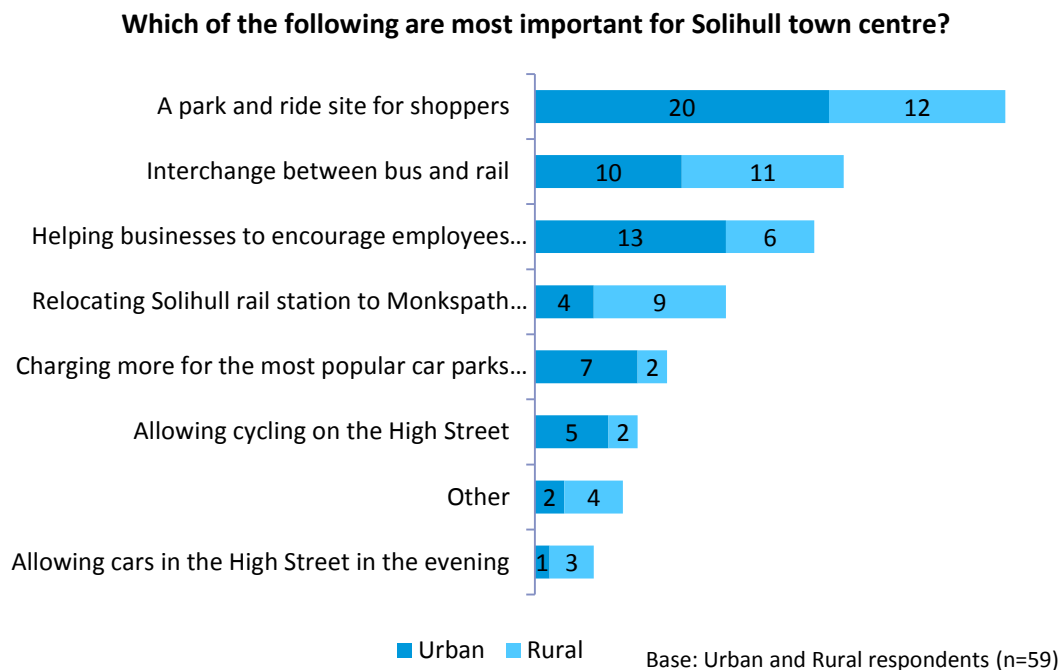
Figure 5-46: Views on proposed changes to Solihull town centre (questionnaire)



- 5.12.81 Focus group participants were also asked to consider the same possible changes to the town centre, though they were asked to select the three most important measures. Interestingly, views are similar.
- 5.12.82 As shown in Figure 5-47, there is again strongest support for a shoppers park and ride (selected by 32 respondents, or 59%), followed by interchange between bus and rail (21, 36%). In the subsequent discussions, it emerged that park and ride buses are perceived as being better of a higher standard than conventional services. One participant explained that she would rather go shopping elsewhere than pay more parking, but might consider park and ride as an option.
- 5.12.83 The location of the train station and the distance between it and the town centre were also discussed. Some welcomed the idea of moving the station closer to the town (though not necessarily Monkspath Hall Road), as there is some feeling that the station is isolated which gives rise to safety concerns: *"The station would feel safer if it was better linked to the town as more people would be out in the evening"*. However, others suggested that the provision of additional public transport links (for example, a shuttle bus or even a tram) and better walking links would negate the need to move the station.
- 5.12.84 As with the questionnaire responses, focus group participants expressed least support for allowing cars in the High Street in the evening, allowing cycling on the High Street and differential car park pricing.

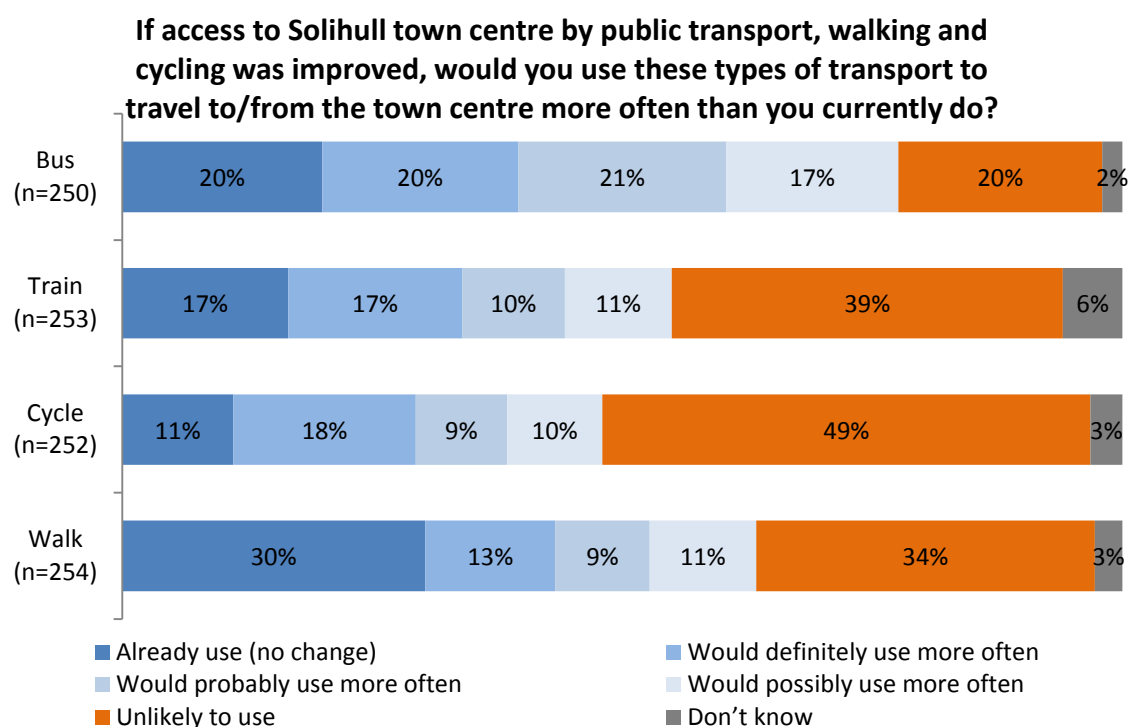


**Figure 5-47: Priorities for Solihull town centre (focus groups)**



- 5.12.85** Questionnaire respondents were asked whether they would make more use of sustainable modes of transport to travel to / from Solihull town centre if access by these modes was improved.
- 5.12.86** Figure 5-48 shows which modes of transport respondents feel they would use. Around a third of respondents already walk to town (30%), while around a fifth use the bus (20%) and rail (17%).
- 5.12.87** Encouragingly, a fifth of respondents (20%) stated that they would 'definitely' travel to town by bus while slightly fewer would cycle (18%), travel by train (17%) and walk (13%) walk to the town centre more often.
- 5.12.88** Comparatively few respondents feel that public transport access improvements would make little difference to their bus use, with only 20% stating that they would be 'unlikely' to use the bus. However, around half of the respondents (49%) feel that despite any improvement in access to Solihull town centre for cyclists, they would be unlikely to cycle. The comparable figure for rail is 39% and walking 34%.

**Figure 5-48: Likelihood of travelling to / from town centre by sustainable modes if access improved**



## TECHNOLOGY AND INNOVATION

### SMART TICKETING

- 5.12.89** Focus group participants highlighted that not having cash or the correct change for the bus is a barrier to using buses, as well as the problem of having to buy multiple tickets with different operators for one journey. There was a good level of interest in integrated ticketing such as Oyster when explored in the discussion groups, for example: *“Oyster / debit card payment to cover bus and train (all operators) within a specific zone, this would also make it cheaper and easier to use.”* It was also commented that if you can use a debit or credit card to pay for parking, why can you not do the same for using public transport?

### INFORMATION PROVISION

- 5.12.90** Focus group participants also identified poor information provision about timetables, ticketing and delays as a barrier to public transport use, for example: *“bus app is not up to date and there is no ‘live’ information at some bus stops”, “not everyone is on the internet”*. The improvement they think will relieve this barrier is *“better information: real time passenger information at stops, information boards in the town centre, and information about ticketing”*.

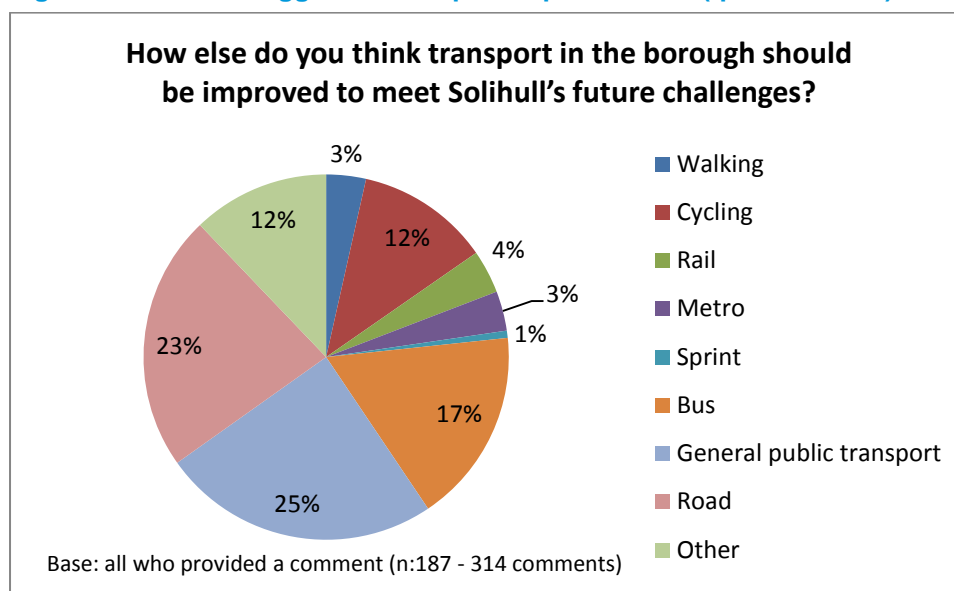
### METRO EXTENSION

- 5.12.91** Focus group participants expressed mixed views on trams – some believe they would be a good idea: *“Metro needs to serve the whole of the West Midlands or it is wasted”*, while others consider that they are high cost projects that bring few benefits. Rather than moving the station to Monkspath Hall Road, there were some suggestions to create a tram link between the station and the town centre. Trams are, however, considered to be better quality than buses and do not have the same negative perceptions associated with them.

## OTHER IMPROVEMENTS

- 5.12.92** Questionnaire respondents were asked how else they think transport in the borough should be improved to meet Solihull's future challenges. Overall, 187 respondents made 314 comments across all modes. Comments have been coded by mode and by theme for analysis, and full details are in Appendix I.
- 5.12.93** In all, there were 157 comments about public transport including bus, rail and metro, 71 comments on roads and 48 comments about cycling and walking (Figure 5-49). The comments stated are summarised in the tables below.

**Figure 5-49: Other suggested transport improvements (questionnaire)**



- 5.12.94** Table 5-24 shows that public transport comments mainly relate to the need for additional or more direct routes (17 comments for general public transport, 13 for buses and 9 metro), better or improved services and better integration of modes. There is also support for the reintroduction of school buses and reducing fares. Several respondents suggested the need for park and ride.

**Table 5-24: How else do you think transport in the borough should be improved to meet Solihull's future challenges? – Public transport**

| Improvement                             | No. of comments             |     |      |       |        |
|---|-----------------------------|-----|------|-------|--------|
|   | Sustainable modes - general | Bus | Rail | Metro | Sprint |
| Additional / more direct routes         | 17                          | 13  | 3    | 9     | 2      |
| Better / improved service               | 9                           | 5   | 0    | 0     | 0      |
| Better integration of modes             | 11                          | 0   | 0    | 0     | 0      |
| Greater provision for school transport  | 5                           | 5   | 0    | 0     | 0      |
| Cheaper                                 | 6                           | 2   | 1    | 0     | 0      |
| More capacity / removal of pinch points | 1                           | 4   | 3    | 0     | 0      |
| Less priority for this mode             | 1                           | 3   | 0    | 1     | 0      |

| Improvement   | Sustainable modes - general | No. of comments |      |       |        |
|---------------|-----------------------------|-----------------|------|-------|--------|
|               |                             | Bus             | Rail | Metro | Sprint |
| Park and ride | 5                           | 0               | 0    | 0     | 0      |
| More reliable | 1                           | 3               | 1    | 0     | 0      |
| More frequent | 2                           | 3               | 0    | 0     | 0      |

## 5.12.95

Of the 71 comments on roads, 19 suggested improving road capacity / removing pinch points. There is no consensus on whether cars should get more or less priority as shown in Table 5-25. As one respondent stated: *“Stop being focussed on reducing car use by negatively penalising and restricting car use. Focus on positively improving the other transport choices as well as improving roads.”* A number of respondents commented that the Council should stop penalising car use.

**Table 5-25: How else do you think transport in the borough should be improved to meet Solihull's future challenges? – Roads**

| Improvement                             | No. of comments - road |
|---|------------------------|
| More capacity / removal of pinch points | 19                     |
| <b>Less</b> priority for this mode      | 12                     |
| Stop penalising this mode               | 9                      |
| Greater priority                        | 4                      |
| Better maintenance                      | 4                      |

## 5.12.96

In the comments about active travel (Table 5-26), 37 comments are about cycling, and 11 about walking. The need for additional and / or more direct routes is the most common comment, although some would like the routes in order to reserve road space for motor vehicles).

**Table 5-26: How else do you think transport in the borough should be improved to meet Solihull's future challenges? – Active travel**

| Improvement                            | No. of comments |         |               |
|--|-----------------|---------|---------------|
|  | Cycling         | Walking | Active Travel |
| Additional / more direct routes        | 13              | 3       | 16            |
| <b>More</b> priority for this mode     | 5               | 1       | 6             |
| Better / improved service              | 3               | 2       | 5             |
| <b>Less</b> priority for this mode     | 3               | 0       | 3             |
| Greater provision for school transport | 2               | 1       | 3             |
| Canal routes                           | 2               | 1       | 3             |

Table 5-27: Images from focus groups events



North Solihull



Urban Solihull



Rural/South Solihull

## SCHOOL ENGAGEMENT WORKSHOPS

- 5.12.97** Between early September and mid-October, SMBC engaged with seven schools (both primary and secondary) across the borough, through a series of workshop sessions designed to explore young people's their views on the Green Paper. The workshops were designed to engage young people at various ages. The purpose was to connect with this very important group (i.e. future users of Solihull's transport network) to obtain specific insight into the borough's transport issues and their own travel aspirations from a young person's 'transport lens'. The outputs of the workshops, like all other consultation activities, would directly help shape Solihull Connected.
- 5.12.98** Five different workshops were designed and delivered by SMBC's Schools Active Travel and Sustainability teams, greatly assisted by enthusiastic teachers and pupils. In total over 200 pupils took part. The workshops sought to mirror the consultation questionnaire with practical exercises in the areas of:

- **Workshop 1 transport strategy themes** - pros and cons of different transport initiatives / infrastructure, using real life examples
- **Workshop 2 public transport** – how it could be improved
- **Workshop 3 different modes of transport** – attitudes / positives and negatives
- **Workshop 4 present journeys** – weekday and weekend journeys
- **Workshop 5 mapping and future aspirations** – awareness of the wider area and their future aspirations.

5.12.99 A detailed analysis report of the workshops is presented in Appendix K and the main outcomes are described below.

5.12.100 Workshop 1 looked at new transport initiatives including cycle lanes, car parking, red routes, new buses, bus lanes and stops, pedestrianisation and new crossings and speed bumps and cameras using a Red (bad)- Amber (neutral)- Green (good) rating:

- The initiative which received the highest percentage of positive feedback was new cycle lanes (66%). Feedback ranged from participants agreeing that cycle lanes would encourage exercise “they can help you get fit”, to ‘making it easier to get to places’.
- Negative comments aimed at cycle lanes focused on the danger of being so close to cars. One sixth form pupil from CTC Kingshurst stated that the cycle lanes are “dodgy as a car nearly swerved into me”.
- Parking around Solihull received the highest percentage of negative comments during this workshop (35%). The majority of negative comments focused on the price; “it’s alright but it can be expensive”. One year 9 pupil from CTC Kingshurst stated that the prices are ‘silly’. Other negative comments focused on the busyness of car parks, “[you have to] wait a while to get a space” and also on the lack of security within the car parks “[they are] easy to steal from them, car parks should be gated”.
- In general, many primary school pupils taking part in the workshop expressed an interest in understanding where the money from parking charges goes, with one pupil from Greswold stating that the money should ‘go to charity’.
- There were also a large amount of comments aimed at how certain privately owned car parks (such as John Lewis and Ikea) are run ‘a lot better’. One pupil from Dorridge Primary pointed out the Ikea car park in particular is more efficient as it is easy to identify available spaces, which therefore save time: “IKEA system is good as it stops you driving about and going down lanes”.
- The one initiative that participants are least familiar with is red routes. Overall, 25% stated that either they had not seen them or that they did not know anything about them. Those who are aware of red routes around Solihull generally have positive impressions. Their comments focused on how the red routes help reduce traffic and also on how they create more space for cars using the roads.
- All remaining initiatives generally received more positive feedback than negative. Key comments included constructive opinions on the new buses, especially around the wifi on the new buses; “Wifi is a good idea”. However there is some scepticism about how long it will work for: “[it] will probably stop working soon like the bus cameras”.
- Other comments included requests for more cycle lanes and paths to ‘get more people cycling’, and also on how participants feel that the pedestrian areas could be quite dangerous.



5.12.101 Workshop 2 encouraged pupils to talk about the positives and negatives of public transport and also to mention key areas for improvement:

- Overall there were more positive (55%) than negative (45%) comments.
- Positive comments focused on the ease of travel by bus including comfort, easily accessible transport connections (e.g. local bus stops) and new bus features “the Wi-Fi on buses near me are a very good idea”.
- Pricing received the most negative feedback with consensus that bus and train prices are too expensive (“monthly bus passes are really expensive”) and the need for differential pricing (“you have to pay the same amount of money for shorter journeys usually”, and “should be free if you are on them for less than 10 minutes”).
- Public transport reliability and frequency also received negative feedback; “my bus is always late in the morning, it makes me late for school” – this was an issue shared by many. Other issues included “poor schedule on weekends and at nights for a lot of buses into towns” and some feeling that there are too few vehicles on some routes while others are ‘unnecessarily’ scheduled for every 7-10 minutes.
- Key areas of improvement frequently mentioned include hygiene (“buses should be cleaned more frequently”), with one pupil suggesting that “hand sanitizer should be provided on board” to stop the spread of illnesses on public transport. It is also felt that there is a need to improve safety onboard by installing “more cameras”, providing more places to sit and objects to hold when the bus is moving.

5.12.102 Workshop 3 explored views on the positives and negatives of different transport modes giving insight into motivations and barriers as summarised below:

**Table 5-28: School pupil perceptions of different modes of transport**

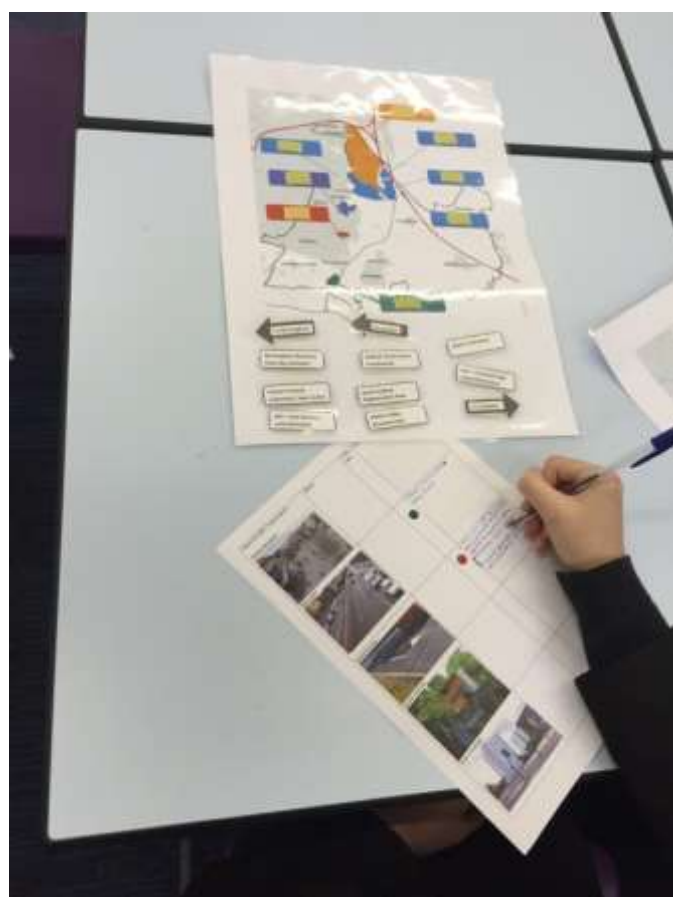
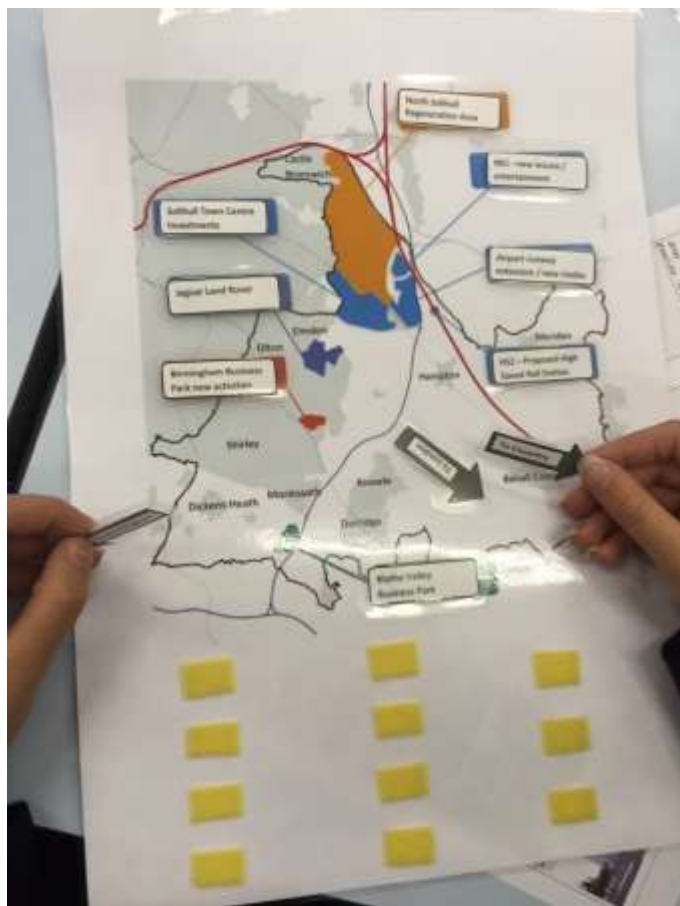
| Mode    | Positives   | Negatives  |
|---------|---|--|
| Car     | Quicker and saves time (44%)<br>Personal space (22%)<br>Comfortable (18%)<br>Convenient (16%)                         | Pollution (39%)<br>Causes traffic / congestion (20%)<br>Expensive (19%)<br>Dangerous – road safety (12%)   |
| Bus     | Holds more people (24%)<br>An alternative to the car (21%)<br>Less pollution (13%)<br>Costs less (10%)                | Expensive (18%)<br>Pollution (16%)<br>Frequency (16%)<br>Unclean (11%)   |
| Train   | Fast (40%)<br>Holds more people (12%)<br>Traffic free (12%)<br>Pleasant / relaxing (12%)                              | Expensive (20%)<br>Too many stops (18%)<br>Limited seat (15%)<br>Unreliable / delays (13%)   |
| Tram    | Environmentally friendly (58%)<br>Fast (13%)<br>Good stopping points (13%)<br>Holds more people (8%)<br>Pleasant (8%) | Perceived dangers to pedestrians (32%)<br>Uses a lot of energy / electricity (16%)<br>Cost / expensive (12%)<br>Limited to timetable (12%)<br>Small / crowded (12%)<br>Slow (8%) |
| Walking | Healthy (50%)<br>Environmentally friendly (20%)<br>No cost (19%)<br>Enjoyable (9%)                                    | Too much effort (31%)<br>Weather (25%)<br>Takes long (18%)<br>Dangerous – road safety (16%)  |
| Cycling | Exercise (30%)<br>Cheap / saves money (25%)<br>Don't get stuck in traffic (20%)<br>Environmentally friendly (18%)     | Dangerous on roads (50%)<br>Tiring (11%)<br>Bad weather (11%)<br>Lack of cycle path (11%)<br>Dangerous in the dark (11%)<br>Expensive (4%)<br>Limited place to lock cycle (4%)   |

*Note the 'top four' response categories are shown only.*

- 5.12.103 The workshop provided an excellent appreciation of the positives and negatives of various forms of transport. Pupils were more opinionated depending on the transport mode, e.g. buses received more negative comments but walking and cycling received more positive comments, which potentially implies preferences. The workshop clearly highlighted environmental awareness and health and wellbeing issues, e.g. seeing walking and cycling as healthy and environmentally friendly but also walking being too much effort. It also exposed some contradictions, e.g. buses are seen as less and more polluting at the same time - but this can be explained by relative perspectives. Encouragingly, the session provided a good knowledge base of the issues for and concerns that need to be addressed in moving towards achieving the Solihull Connected aims.
- 5.12.104 Workshop 4 aimed to find out about weekday and weekend travel patterns and encouraging use of sustainable modes:
- Predictably during the week, the most common journey is to and from school. Overall it is mostly made by car (primary schools more so than secondary). Nationally for primary schools (9-10 years) 69% walk or cycle, 8% use public transport and 23% travel by car. This was not found in Solihull with 20% walking and 50% traveling by car. This could be because of the location of the schools in the southern fringe and rural east and where car ownership is relatively high.
  - In secondary schools 24% walk, 43% use public transport and 17% travel by car. This increase in public transport use and reduction in travelling by car is probably due to increased independence and personal responsibility from parents.
  - Weekend travel most commonly involves going in to Solihull town centre or Birmingham. Older more independent pupils tend to use public transport (bus or train) while younger pupils travel by car with their parents.
  - Public transport appears to play a significant role in young people's lives but cycling hardly features.
  - Several ideas were put forward to encourage more sustainable travel and getting people out of cars particularly around safer cycling, better public transport provision and land use policy., e.g., "if there were more cycle lanes, as it would be safer", "make a double decker bus that only allows children on", "more leg room, cleaner and buses need to be more frequent" and "pick up my house and throw it nearer the school".
- 5.12.105 Workshop 5 looked at mapping key centres, economic and transport assets of the borough and whether pupils consider themselves to have a future in the borough:
- Generally it was found across all ages that there is a lack of knowledge of the borough quite possibly because of their current travel sphere (i.e. very local). However, there was awareness of local transport issues, e.g. HS2 amongst young people from Balsall Common.
  - Encouragingly young people see the future of the borough as positive (83%) but only 36% see their own future in the borough. Their future in the borough is very much linked to their aspirations, demography and location, e.g. CTC Kingshurst pupils mentioned future lines of work as an "engineer" or a "hairdresser" staying based in Solihull, while St Peters pupils expressed an interest in moving away and going to university.
- 5.12.106 In addition to the workshops pupils were asked to project forward and express their transport vision in drawing form. Some excellent examples are shown in Appendix K.



**Figure 5-50: Images from school workshops**



# 6 CONCLUSIONS

## 6.1 OVERVIEW

- 6.1.1 Solihull Council consulted widely on the Solihull Connected Green Paper following Cabinet approval in early July 2015. The consultation ran for twelve weeks from 10<sup>th</sup> July to 30<sup>th</sup> September 2015. A multi-faceted approach was adopted, using a variety of techniques and tools to engage with a wide range of groups and individuals.
- 6.1.2 A wide range of technical and local stakeholders, employers, residents and employees from across the borough have participated in the consultation (including 37 responses to the stakeholder questionnaire, 63 workshop participants, 27 parish council workshop participants, 300 respondents to the residents' questionnaire, 87 focus group participants and over 200 school pupils at seven different schools) . Their feedback on the future needs of Solihull's transport system is invaluable.
- 6.1.3 Any given consultation will never capture the attention of the entire population, though an effective consultation should give those who wish to express their views the chance to do so. The findings of the Solihull Connected consultation presented in this report are therefore based on a sample of Solihull's residents. As considerable efforts were made to reach out to those who would not typically respond to a council-led consultation (specifically through the young people focus groups, schools engagement and public workshops and wider social media activity) it is felt that the Solihull Connected Green Paper consultation has been successful in engaging with a broad cross section of Solihull's residents and wider stakeholders.
- 6.1.4 In revisiting the objectives for the consultation (set out in Chapter 2), it is considered that they have been achieved through the comprehensive approach employed to promote and generate interest in the consultation and gather feedback on the Green Paper from Solihull's residents and key stakeholders:
- Ensure that all stakeholders (i.e. all those with an interest, including groups / organisations and the general public) are aware of and can easily contribute to the consultation.
  - Engage with a wide spectrum of stakeholders; reaching further than the 'usual suspects'.
  - Capture the interest and imagination of the local population and begin to sow the seeds that will go on to realise future behavioural change.
  - Enable stakeholders to give timely feedback on the draft strategy document so that it can be refined and shaped accordingly.

## 6.2 SUPPORT FOR SOLIHULL CONNECTED

- 6.2.1 Stakeholders and members of the public recognise the limitations of Solihull's current transport system. Key transport problems are felt to be **congestion**, poor public transport **connectivity** and the **cost** of public transport. Importantly, Solihull's limited connectivity is recognised as a **key barrier to growth**. There is strong support for a **major overhaul** of the transport network, particularly in terms of a step change to improve public transport and cycling provision.
- 6.2.2 There is recognition that the growth and development planned for Solihull will create further congestion and capacity problems and that there is a need for Solihull Connected to offset those

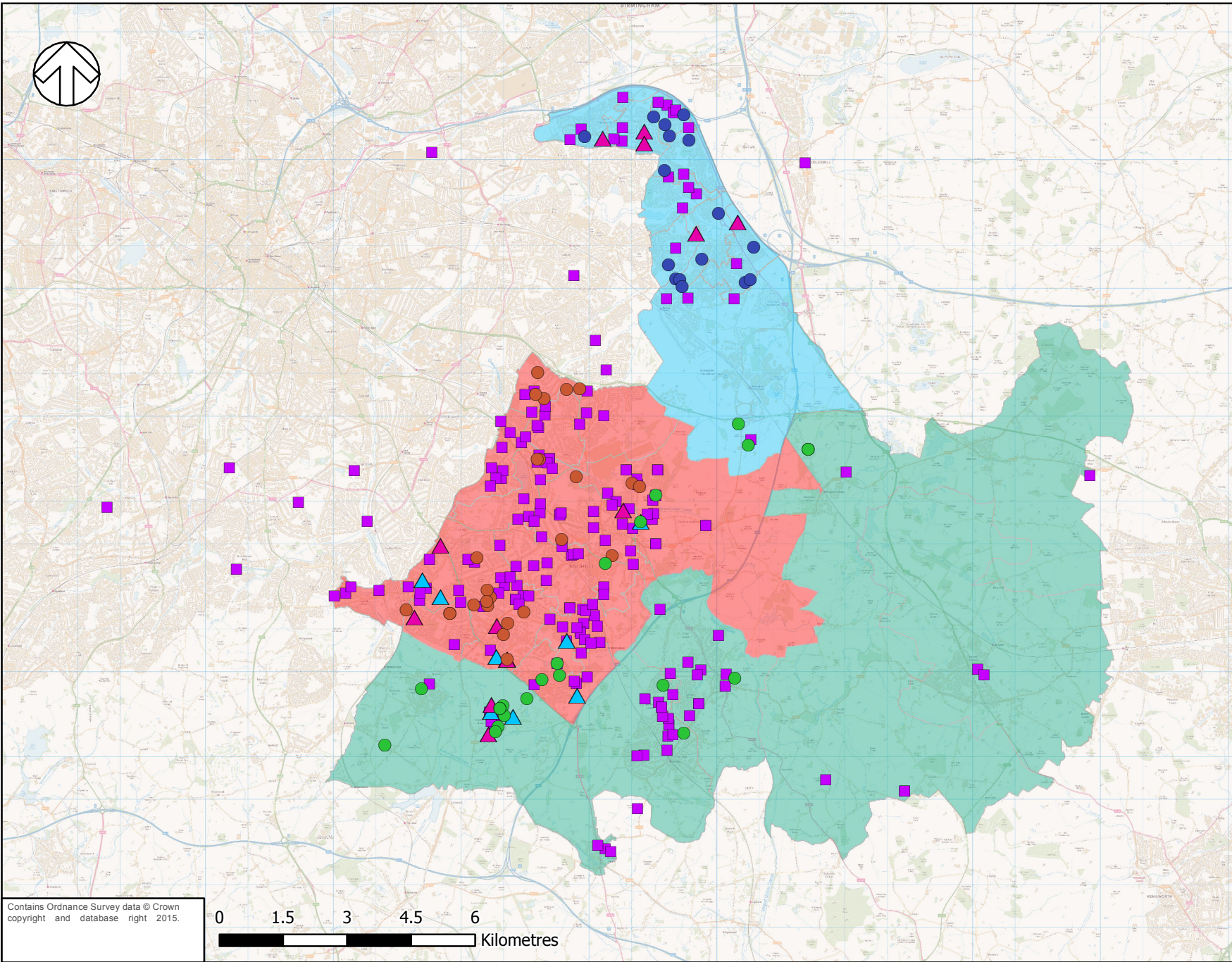
problems. This gives rise to **broad support for the vision and objectives** underpinning Solihull Connected, in particular the need to invest in **mass transit** of some sort, along with a **town centre master plan** and **local community infrastructure** aimed at encouraging walking and cycling. There is however, far less support for a town centre car parking strategy with differential pricing.

- 6.2.3 **Convenience** is fundamental and until alternative modes are able to compete in this regard, stakeholders and residents believe that the car will continue to be the primary mode of transport in the borough. While there is a general agreement that people and businesses need to 'change how they travel' many stakeholders, particularly business representatives, stress the need for Solihull Connected to recognise the **importance of the car** in Solihull. There is some reluctance amongst residents to acknowledge the negative impact of their own personal car use. They berate the delays caused by congestion and accept that congestion is going to increase in the future, but this is not yet sufficient a motivator for them to consider changing modes.
- 6.2.4 It is clear that a number of barriers to the use of sustainable modes need to be addressed before Solihull residents will even consider changing their travel behaviour. Public transport services do not currently provide a realistic or viable alternative for many people (e.g. lack of evening / Sunday services, long and indirect routes and journey times). Respondents cite the need for **improved public transport connectivity** to destinations within the borough and beyond, **more frequent and reliable** bus services, **reduced fares**, **integrated / cashless ticketing** and improved (real time) **information**. It is clear that some residents would be willing to try different modes of transport if they were to be improved. Addressing the **negative perceptions of bus services** would be a key area to prioritise in this respect.
- 6.2.5 The consultation identified various physical and emotional barriers to walking and cycling. Residents are particularly concerned about the **safety of cycling** and there is felt to be a need for a comprehensive and continuous network of **segregated cycle routes** (with separation from traffic) across the borough, **facilities for cyclists** at destinations (including secure parking) and well-signed and well-publicised cycle routes, accompanied by softer measures such as adult cycle training and education. To increase levels of walking, there is felt to be a need to improve streets in local centres and residential areas to make walking more enjoyable and safer. Other significant issues include the cost and availability of **car parking** in the town centre and at business parks.
- 6.2.6 Stakeholders and residents welcome the idea of sustainable transport infrastructure improvements over a purely road-based solution but feel that realistically, a **balanced approach** is required – i.e. a combination of road building / improvement at key locations to support the anticipated growth alongside investment in high quality alternatives. They also identify the need for **complementary initiatives** that provide residents with the information and skills they need in order to make sustainable travel choices, and help realise the necessary education and cultural shift.
- 6.2.7 With regard to the possible changes proposed for the town centre, there is a good level of support for improving **bus-rail interchange**, helping businesses to encourage **employees to travel sustainably** and a **park and ride** for shoppers. There is far less support for allowing cars onto the High Street in the evening, relocating Solihull railway station to Monkspath Hall Road and allowing cycling on the High Street.
- 6.2.8 There is distinct support for what Solihull Connected is trying to achieve. In terms of improving the transport system, **frequency**, **reliability**, **affordability** and **connectivity** are the most important aspects. Above all, consultees believe that only a **truly integrated network** will be able to compete with the relative advantages of the car. To achieve modal shift, the challenge is **to demonstrate that sustainable travel can be cheaper, quicker and more convenient than using the car**.

## 6.3 NEXT STEPS

- 6.3.1 This report will be followed by a White Paper Scoping report used to set the direction for a series of technical work streams which will be undertaken over the coming months to further develop the ideas set out in the Green Paper. Solihull Connected will be revised to reflect the feedback received during the consultation and a White Paper will be issued for approval by Cabinet Members for Transport and Highways in summer 2016.





**Key**

**Residents Questionnaire**

Residents Questionnaire Respondents (n:203)

■

**Focus Group Attendees**

- Adults North (n:17)
- Adults Rural (n:23)
- Adults Urban (n:25)
- ▲ Young People Monday (n:10)
- ▲ Young People Tuesday (n:12)

**WSP** | **PARSONS BRINCKERHOFF**

TITLE:

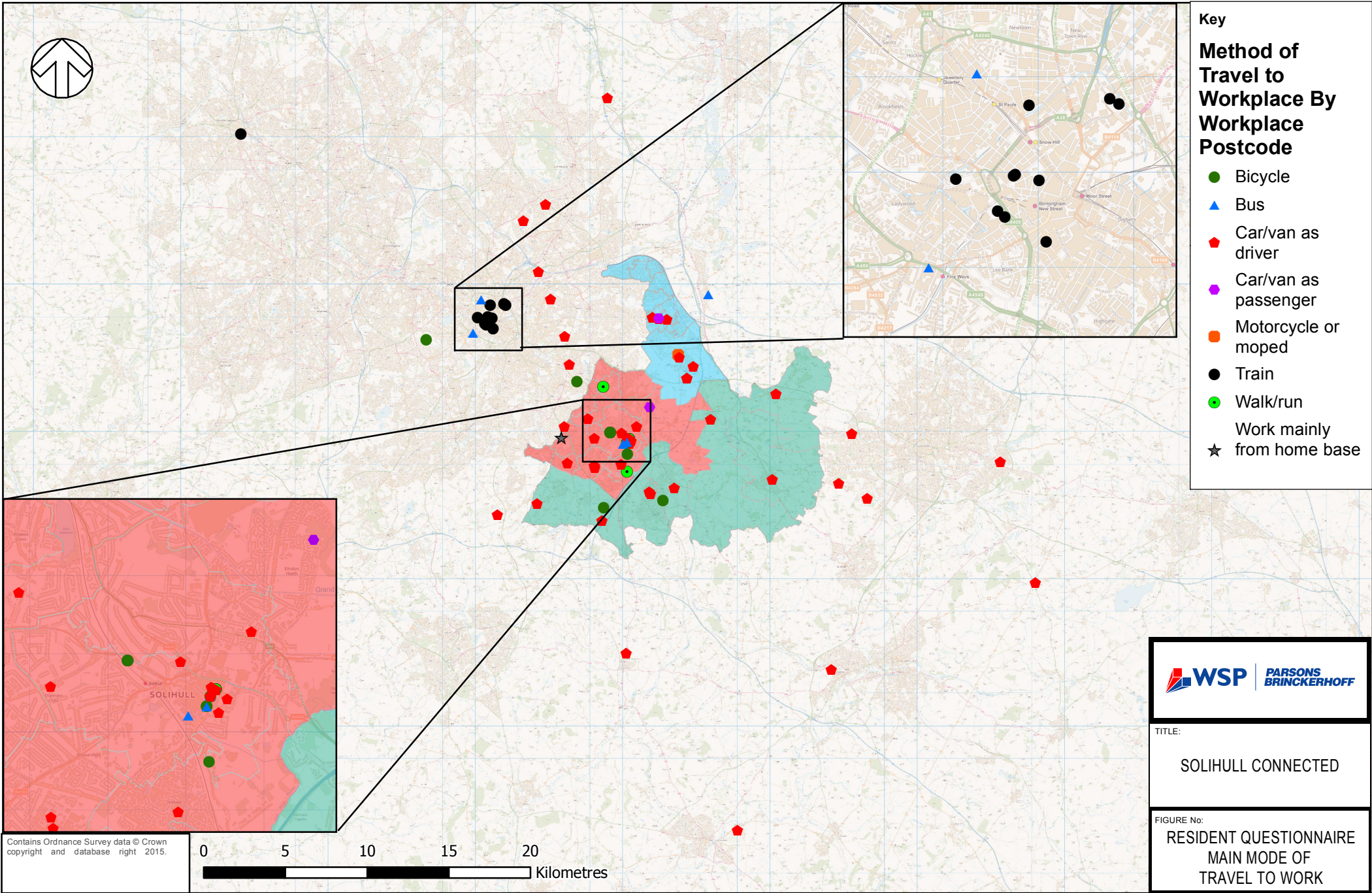
SOLIHULL CONNECTED

FIGURE No:

PUBLIC CONSULTATION PARTICIPANTS & QUESTIONNAIRE RESPONDENTS

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# Appendix A

**CONSULTATION PLAN**



## SOLIHULL CONNECTED: CONSULTATION PLAN (SUMMARY)

This document sets out the approach for the consultation on Solihull Connected.

The overarching aim of the consultation is to engage with key stakeholders, professional partners, transport providers, businesses and residents in developing a transport strategy for the borough for the next 20 years. More specifically, to:

- Ensure that all stakeholders (i.e. all those with an interest, including groups/organisations and the general public) are aware of and can easily contribute to the consultation.
- Engage with a wide spectrum of stakeholders; reaching further than the 'usual suspects'.
- Capture the interest and imagination of the local population and begin to sow the seeds that will go on to realise future behavioural change.
- Enable stakeholders to give timely feedback on the draft strategy document so that it can be refined and shaped accordingly.

The consultation approach is set out below. (Note that the communications approach is detailed elsewhere).

### Approach

| Activity  | Details   |
|---|---|
| <b>Stakeholders</b>   |   |
| <p>Three stakeholder workshops</p> <p>Timing: early July 2015</p> | <p>Stakeholder workshops will provide an opportunity to engage directly with parties representing a range of interests to present the draft strategy, understand challenges, seek their concerns, gather suggestions and cement engagement.</p> <ol style="list-style-type: none"> <li>1. Solihull town centre businesses - breakfast session</li> <li>2. Wider stakeholders - groups representing environmental interests, delivery partners/ transport providers, key businesses, neighbouring authorities, emergency services, freight, health sector, education, economic development, transport users, equality, disability, interest and access groups, voluntary sector, etc</li> <li>3. Wider stakeholders – as above (stakeholders will choose which session to attend)</li> </ol> <p>Each 3-4 hour session will comprise</p> <ul style="list-style-type: none"> <li>■ Presentations on Solihull Connected</li> <li>■ Use of Turning Point electronic polling handsets to answer key questions</li> <li>■ Discussions and tasks in break-out groups (pre-determined)</li> </ul> <p>Stakeholders will be encouraged to complete the stakeholder questionnaire to fully comment on the draft strategy.</p> <p>Stakeholders should also be encouraged to subscribe to 'Stay Connected' as means of keeping up-to-date and continuing engagement with the project. It will be the prime stakeholder management tool for the project.</p> |
| Three Parish Council/constituted bodies workshops                 | <p>As the stakeholder workshops but for the following areas, venues to be determined:</p> <ol style="list-style-type: none"> <li>1. Dickens Heath/Tidbury Green (west of borough)</li> <li>2. Balsall Common/Bickenhill (east of borough)</li> <li>3. Chelmsley Wood (north)</li> </ol>   |

| Activity   | Details   |
|--|---|
| Timing: mid July 2015  | <p>To include a range of more local stakeholders representing residents, businesses, transport users, accessibility/equality, voluntary sector, health and education, police, etc.</p> <p>Attending stakeholders should also be encouraged to subscribe to 'Stay Connected' as means of keeping up-to-date and continuing engagement with the project. It will be the prime stakeholder management tool for the project.</p>  |
| Stakeholder questionnaire<br><br>Timing: throughout consultation period                    | <p>Online questionnaire (designed in Smart Survey) to gather feedback on the draft strategy. Likely to be more open format than questionnaire designed for public.</p> <p>Stakeholders also signposted to 'Stay Connected' subscription as means of keeping up-to-date and continuing engagement with the project. It will be the prime stakeholder management tool for the project.</p>  |
| <b>Public</b>  |   |
| Three deliberative workshops with members of the public<br><br>Timing: early-mid July 2015 | <p>To engage with a representative cross section of residents through a series of deliberative workshops to explore existing travel behaviour, barriers and motivators to change and gain feedback on Solihull Connected.</p> <p>Workshops will be held in three different areas:</p> <ol style="list-style-type: none"> <li>1. North</li> <li>2. South</li> <li>3. Rural</li> </ol> <p>Each workshop will be 3 hours long, with 25 participants at each session (to divide into three focus groups for the group tasks/ discussions). Participants will be recruited (by a market research specialist) to reflect the demographics of the area, e.g. age and life stage, gender, disability, employment, car ownership, social group, mode use. They will not specifically be walking or cycling groups or enthusiasts. All will be paid a financial incentive to take part (£35).</p> <p>The workshops will be held in local and easily accessible venues (small hotels, community and leisure centres, etc). Light refreshments will be provided.</p> <p>The workshops will be structured around a series of presentations and small group discussions/tasks. Each 3 hour session will comprise</p> <ul style="list-style-type: none"> <li>■ Presentations on Solihull Connected</li> <li>■ Use of Turning Point electronic polling handsets during the presentations</li> <li>■ Discussions and tasks in break-out groups (pre-determined)</li> <li>■ Feedback and further discussion</li> </ul> <p>Participants will be encouraged to complete the public questionnaire to fully comment on the draft strategy and make their friends and relatives aware of the consultation.</p> <p>Participants should also be signposted to 'Stay Connected' subscription as means of keeping up-to-date and continuing engagement with the project.</p> |
| Young people focus groups (TBC)<br><br>Timing: mid-late July 2015 review timing            | <p>To engage and gain feedback on Solihull Connected from a sample of young people from across the borough.</p> <p>The focus groups would seek to explore the barriers and motivators to sustainable transport amongst this important target audience (often overlooked in traditional consultation exercises). Focus on key transitional ages (e.g. primary to secondary school, secondary to college). Participants would be recruited to ensure a broad</p>  |

| Activity  | Details  |
|---|--|
| given Summer Holidays   | <p>spread of demographics based on age, gender, social group, mode use. Would include NEETS (not in employment, education or training).</p> <p>Each session would be 1-1.5 hours long and held in a locally accessible venue. Transport and chaperones would be provided as necessary. All would be paid a financial incentive to take part (£15-20).</p>  |
| <p>Travelling roadshow</p> <p>Timing: throughout consultation period</p>        | <p>To engage with residents from across the borough, make them aware of the consultation and encourage them to participate. The roadshows will be widely publicised to encourage a good attendance.</p> <p>To be held in a series of locations (libraries, village centres) around the borough, one day per location</p> <ol style="list-style-type: none"> <li>1. Chelmsley Wood (Library or shopping centre)</li> <li>2. Solihull town centre (Central Library/Mell Sq)</li> <li>3. Council libraries in village centres (Knowle, Dorridge, Balsall Common, Hampton in Arden, Dickens Heath etc)</li> <li>4. Piggy- back existing events (e.g. Chelmund's Day 11 July, Smith's Wood Fun Day 25 July), other town centre events</li> <li>5. Explore transport interchanges, e.g. Solihull and Interchange</li> </ol> <p>Purpose of each session will be to:</p> <ul style="list-style-type: none"> <li>■ Present summary of the draft strategy (exhibition banners &amp; officers)</li> <li>■ Gather comments/feedback</li> <li>■ Signpost to consultation questionnaire</li> </ul> <p>Promote 'Stay Connected' as a means of keeping up-to-date and continued engagement with the project.</p> |
| School engagement project   | Identify school(s) to take forward a piece of work on future transport. Potential to speak to schools at end of summer term to get project ready for September.  |
| <p>Consultation questionnaire</p> <p>Timing: throughout consultation period</p> | <p>Online questionnaire (designed in Smart survey) to gather feedback on the draft strategy. Combination of closed and open questions. Will capture data on current travel behaviour, motivations to change mode, and views on the draft strategy from all those who wish to comment. Ensure plain English test.</p> <p>To sit on SMBC consultation pages but will be well signposted throughout the consultation and communications.</p> <p>Also encourage subscription to 'Stay Connected' as means of keeping up-to-date and continuing engagement with the project.</p> <p>Will also provide for those without online access or skills, e.g. with direct assistance or paper questionnaire copies.</p>   |
| <b>Members</b>  |  |
|   | A Member briefing session(s) is to be planned for all Members using existing channels like the Members bulletin and the next appropriate Full Council meeting.   |

The way we present Solihull Connected and the consultation needs to address the following **considerations**. It will be important to stress both the importance of taking part in the consultation as well as the 'bigger picture' of what Solihull Connected actually means for citizens in reality:

- What's in it for me? (How will I benefit – from both taking part in the consultation and from Solihull Connected?)
- How will Solihull Connected affect me? (Is it going to make my journeys longer/ more expensive/ less convenient?)
- Motivations (why should I participate in the consultation? Why should I change my behaviour (longer term)?)

### **Analysis**

All feedback received during the consultation (questionnaire responses as well as comments received face to face at workshops/focus groups, and by letter, email, phone, etc) will be analysed in detail, thematically, to explore opinion on the draft strategy and identify where there are gaps/issues to be addressed in the final document. This will also include behavioural modelling to better understand current travel behaviours and identify what needs to be addressed to assist with behavioural change to more sustainable modes in the future.

The 'Stay Connected' stakeholder database could be a useful tool to explore attitudes and behaviours once the feedback has been analysed. It could also form the basis of future active engagement once the strategy has been finalised and solutions are trialled or require further specific consultation.

# Appendix B

**STAKEHOLDER QUESTIONNAIRE**

## Solihull Connected Stakeholder & Business Questionnaire

### Introduction

Solihull Council, supported by WSP | Parsons Brinckerhoff, is currently consulting on the Solihull Connected project.

The aim of the project is to create a sustainable transport strategy to keep Solihull moving in the coming years. Solihull Connected will set the strategic direction and establish policy to guide the transport agenda in the borough of Solihull for the next 20+ years.

Help us shape a transport strategy fit for the 21st century by completing this questionnaire.

Please note that you should only complete this questionnaire if you are responding on behalf of a business or organisation. Please ensure that you submit only one response per organisation. If you are responding as a member of the public, please complete the questionnaire available at <http://www.solihull.gov.uk/solihullconnected>

The closing date for responses to this consultation is 30th September 2015. If you have any queries about the consultation, please contact [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk)

*All information supplied will be stored in accordance with the Data Protection Act 1998. Information supplied will be used solely by Solihull Metropolitan Borough Council (and agents) as part of this public consultation exercise.*

### About your organisation

#### 1. Please provide some details about your organisation

|   |
|---|
| Your name   |
| Your organisation   |
| Your job title  |
| Your email address should we wish to contact you about your responses |

#### 2. Please describe your organisation (*Please select one only*)

|                          |                                 |
|--------------------------|---------------------------------|
| <input type="checkbox"/> | Business community              |
| <input type="checkbox"/> | Community / residents' group    |
| <input type="checkbox"/> | Environmental body/ group       |
| <input type="checkbox"/> | Health body/ group              |
| <input type="checkbox"/> | Neighbouring authority          |
| <input type="checkbox"/> | Parish Council                  |
| <input type="checkbox"/> | School / college                |
| <input type="checkbox"/> | Special interest group          |
| <input type="checkbox"/> | Statutory body                  |
| <input type="checkbox"/> | Transport operator              |
| <input type="checkbox"/> | Other stakeholder (please say): |
|                          | <input type="text"/>            |

## Transport in Solihull

3. In one sentence, from your organisation's perspective, please can you tell us what you think is the biggest transport problem in Solihull?

4. How much is your organisation currently affected by transport problems on a day to day basis?

|                          |                  |
|--------------------------|------------------|
| <input type="checkbox"/> | A lot            |
| <input type="checkbox"/> | A little         |
| <input type="checkbox"/> | Not really       |
| <input type="checkbox"/> | Not at all       |
| <input type="checkbox"/> | Difficult to say |

Please explain any transport problems you encounter in the space below (e.g. the types of problems encountered, how often they occur)

5. How do you think the growth planned for Solihull in the future will impact on your organisation's transport needs?

## Solihull Connected

6. The initial vision for Solihull Connected is as follows:

*"Solihull Connected will efficiently accommodate the future demand for movement, enhancing Solihull as a sustainable, healthy place to live, work and invest. To do so we must reduce dependency on car use by making better use of road space and creating streets for people and public transport".*

How much does your organisation support or oppose the initial vision?

|                          |                  |                          |                 |
|--------------------------|------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Strongly support | <input type="checkbox"/> | Oppose          |
| <input type="checkbox"/> | Support          | <input type="checkbox"/> | Strongly oppose |
| <input type="checkbox"/> | Neutral          | <input type="checkbox"/> | Don't know      |

If you wish to explain your answer, please do so in the space below:

**7. How much does your organisation agree that to achieve the Solihull Connected initial vision, people and organisations need to change their attitudes towards their transport use? (e.g. by making positive choices to use sustainable modes of transport)**

|                          |                            |
|--------------------------|----------------------------|
| <input type="checkbox"/> | Strongly agree             |
| <input type="checkbox"/> | Agree                      |
| <input type="checkbox"/> | Neither agree nor disagree |
| <input type="checkbox"/> | Disagree                   |
| <input type="checkbox"/> | Strongly disagree          |
| <input type="checkbox"/> | Don't know                 |

If you wish to explain your answer, please do so in the space below:

**8. We have set out a series of objectives for Solihull Connected in the Green Paper. How much does your organisation agree or disagree that these objectives should guide Solihull Connected?**  
**Please select one option in each row**

| <i>Please select one option in each row</i>   | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Ensure that transport and congestion do not constrain anticipated growth  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Promote and support sustainable and efficient forms of transport  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Support people's daily lives and wellbeing by providing transport choices including the opportunity to walk or cycle wherever possible    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identify a prioritised short, medium and long term action plan to deliver Solihull Connected  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Guide future decisions about where new housing and employment is built to support and encourage walking, cycling and public transport use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wish to explain your answers, please do so in the space below:



### 9. How much does your organisation agree or disagree with the following statements?

| <i>Please select one option in each row</i>   | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| The transport needs identified in Solihull Connected are real concerns for my organisation  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The planned growth in jobs and new homes in Solihull will create traffic congestion and capacity problems if no action is taken   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There is a need for Solihull Connected to offset the problems that the planned growth could create  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The transport problems would be best solved through a comprehensive road building and widening programme to accommodate more cars   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The transport problems would be best solved through an investment strategy which focuses on providing high-quality alternatives to driving (public transport, walking and cycling) to encourage less car usage across the Borough               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Investment in the road network should be focused on improving access to key employment locations and local centres (NEC, Airport, Birmingham Business Park, Blythe Valley, Jaguar Land Rover, Solihull Town Centre, Shirley and Chelmsley Wood) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wish to explain your answers, please do so in the space below:

## Improving Transport

**10. In the view of your organisation, what needs to change to encourage people and businesses to use sustainable modes of transport (walking, cycling and public transport)?**

**11. How much does your organisation agree or disagree with the strategy themes identified in Solihull Connected?**

| <i>Please select one option in each row</i>   | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| A 'mass-transit' style public transport system providing Metro and 'Sprint' buses focusing on journeys in and out of the borough towards Birmingham and north/south within the borough itself | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A strategic cycle network focused on providing safe facilities for cyclists on all major roads  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Investing in roads at congestion hot-spots only   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local community infrastructure aimed at getting more journeys to be made locally on foot and by bicycle (e.g. wider footways, more crossing facilities, nicer environment)                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A Solihull Town Centre master plan which aims to improve accessibility for pedestrians, cyclists and public transport users in particular   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A car parking strategy for Solihull Town Centre which may include charging more for the most popular car parks and less for the least   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wish to explain your answers, please do so in the space below:

**12. What other changes to the transport system are required to support the economy and future growth of Solihull?**

## Solihull Town Centre

**13. Solihull Connected suggests a number of changes to Solihull Town Centre. Please tell us what you think about the following proposals...**

| <i>Please select one option in each row</i>                     | Strongly support         | Support                  | Neither support nor oppose | Oppose                   | Strongly oppose          | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Relocating Solihull rail station to Monkspath Hall Road         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowing cars in the High Street in the evening                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowing cycling on the High Street                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Charging more for the most popular car parks                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A park and ride site for shoppers                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Interchange between bus and rail                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helping businesses to encourage employees to travel sustainably | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you would like to explain the reasons for your choices, please do so in the box below.

**14. In addition to existing government and EU grants, how do you think that transport projects should be funded in the future and what do you see as the role of the private sector within that?**

**15. Is there anything else you would like to add to your response which has not been covered under the previous questions?**

**16. How many employees are based at your premises?** (Include only those that are employed by your organisation)

- ☐ 1 - 5
- ☐ 6 - 10
- ☐ 11 - 25
- ☐ 26 - 50
- ☐ 51 - 100
- ☐ 101 - 200
- ☐ 201 - 500
- ☐ 501+
- ☐ Not applicable

**17. How many off-street car parking spaces are allocated specifically for employees at your premises?**

- ☐ None
- ☐ 1 - 5
- ☐ 6 - 10
- ☐ 11 - 25
- ☐ 26 - 50
- ☐ 51 - 100
- ☐ 101 - 200
- ☐ 201+
- ☐ Don't know
- ☐ Not applicable

**18. What proportion of your total workforce lives in Solihull?**

*Please estimate a percentage (0-100%)*

**19. What is the postcode of your organisation's main premises in Solihull?**

**20. On a scale from 1 to 5 (5 being most optimistic and 1 being least optimistic), how optimistic are you about your business performance at this site over the next 12 months?**

- ☐ 5 = Very optimistic
- ☐ 4 = Optimistic
- ☐ 3 = Neutral
- ☐ 2 = Not optimistic
- ☐ 1 = Not at all optimistic
- ☐ Don't know
- ☐ Not applicable

Please explain the reasons for your response:

### About the consultation

#### 21. How did you find out about the consultation?

*Please select all that apply*

- ☐ Your Solihull - residents magazine
- ☐ Roadshow
- ☐ Stakeholder meeting
- ☐ Word of mouth
- ☐ Social media
- ☐ Email
- ☐ Newspaper (e.g. Solihull News/ Observer, Evening Mail etc)
- ☐ Radio/television
- ☐ Website
- ☐ Stay Connected bulletin
- ☐ Community or Parish magazine

#### 22. What do you think about the amount of information provided in the document(s) you read?

- ☐ Too much information
- ☐ About right
- ☐ Not enough information

#### **Thank you for taking the time to respond to the Solihull Connected consultation.**

To keep up-to-date about Solihull Connected, such as details of road shows near you, as well as the emerging transport strategy, sign up to [www.solihull.gov.uk/stayconnected](http://www.solihull.gov.uk/stayconnected) and choose the Solihull Connected button or contact us at [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk).

**Please return this questionnaire to Solihull Council by 30<sup>th</sup> September 2015.**

# Appendix C

**FORMAL RESPONSES**

# SUMMARY OF FORMAL RESPONSES

| From   | Date         | Summary  |
|--|--------------|--|
| Chiltern Railways  | 7 October    | <ul style="list-style-type: none"> <li>Moving Solihull Station: unsure, clarify funding strategy; line is on a slope (technical issues) and embankment is narrow. Better opportunity is to reinstate 2 more tracks to Birmingham. Ongoing uncertainty around station will have negative effects in short term.</li> </ul>  |
| Cllr Holt  | 30 September | <ul style="list-style-type: none"> <li>Feels congestion in Solihull is not severe; agrees major road building unthinkable</li> <li>Sprint will only work if quality of services approaches that of tram</li> <li>Railway station move should not be allowed to dominate the discussion</li> <li>Cycling step change will not be easy. Focus on specific areas. Cycling should be separate from walking.</li> <li>Strongly supports cycling on high-street</li> <li>Streets: 20mph zones, investment in small scale schemes</li> <li>Strategy should not pretend it can do everything</li> </ul>  |
| Turley on behalf of IM Properties PLC                        | 30 September | <ul style="list-style-type: none"> <li>Owens offices at Blythe Valley Park, Mel Square, by Birmingham airport</li> <li>Emphasises that Solihull Connected must coordinate with other SMBC policies</li> <li>Solihull Connected should not be used as “mechanism to put in place unreasonable or disproportionate expectations of developers which might impede the delivery of Local Plan Allocations”: <i>“The council should not rely upon developers to provide and fund solutions”</i>.</li> <li>SMBC must not overlook growth locations other than UK Central</li> <li>In support of town centre Master Plan – particularly to address imbalanced parking demand</li> <li>Supports Sprint Blythe Valley Park to Airport but keen to understand how it would be funded</li> <li>New development must be able to link into sustainable transport network (in place before development)</li> </ul> |
| Birmingham City Council                                      | 30 September | <ul style="list-style-type: none"> <li>Solihull Connected needs to be aligned with land use planning</li> <li>Solihull Connected in line with Birmingham’s aspirations – need to continue cross-boundary working</li> <li>Surprised little reference to heavy rail, lists priorities</li> <li>No reference to potential funding identified for metro to the airport</li> <li>Suggests pursuing a Statutory Quality Partnership Scheme (SQPS) with Centro and bus operators</li> <li>Believe there are opportunities to link Birmingham Cycle Revolution improvements to North Solihull cycle network and A45 schemes.</li> </ul>   |
| Pegasus Group on behalf of EXTRA Motorway Service Area Group | 30 September | <ul style="list-style-type: none"> <li>Solihull Connected should recognise acknowledged need for a new Motorway Service Area (MSA) in the Solihull section of M42</li> </ul>   |



| From                                      | Date         | Summary   |
|---|--------------|---|
| West Midlands ITA                         | 29 September | <ul style="list-style-type: none"> <li>• More attention should be given to cross boundary movements</li> <li>• Solihull Connected need to emphasise that all tiers of public transport network are vital</li> <li>• Speed of Sprint is essential.</li> <li>• Door to door provision of people with mobility issue should be considered</li> <li>• Do not believe the train station should be relocated; improve town centre link instead, and add tracks to Birmingham Moor Street</li> <li>• Echoes Chiltern concern about station uncertainty preventing investment</li> <li>• Suggests appointing Sprint/Metro champion (elected member)</li> <li>• Road space reallocation discussed in Solihull Connected should consider how movement is addressed in main highway corridors</li> <li>• Letter sets out the ITA's statement of intent for the West Midlands</li> <li>• Freight and logistics should be referenced in more detail</li> <li>• Funding – need for consistent West Midlands lobbying</li> </ul> |
| Hampton-in-Arden Parish Council           | 30 September | <ul style="list-style-type: none"> <li>• Growth will affect local villages “the impact will be inevitable and dramatic”</li> <li>• Suggests opportunities to improve local connectivity for rural villages could be funded by a small percentage of HS2 and town centre investment</li> <li>• Current Public Transport services are insufficient</li> <li>• Railway station has no disabled access</li> <li>• Support cycling/walking measures including traffic speed reduction</li> <li>• Refers to their draft neighbourhood plan</li> </ul>   |
| Berkswell Parish Council                  | 28 September | <ul style="list-style-type: none"> <li>• Bus service unsuitable for commuters, no link east to Coventry</li> <li>• Berkswell station car parking is a big issue</li> <li>• Solihull Connected does not address the conflict of growth vs minimised increase in road traffic</li> <li>• Planned growth will impact on A452. Consider a smart relief road.</li> <li>• Propose community fund for measures to improve Public Transport use</li> <li>• Lack of pavements in and between villages, let alone cycling infrastructure</li> <li>• Lack of focus on initiatives for rural east: “Whilst there is much good in the Green Paper it does not feel to my council that a step change in thinking for the rural east is envisaged”</li> </ul>  |
| Catherine de Barnes Residents Association | 16 September | <ul style="list-style-type: none"> <li>• Bus service over capacity and insufficient (ends at 7pm)</li> <li>• No disabled access to railway station and insufficient car parking</li> <li>• Elderly and disabled citizens need special consideration</li> <li>• Do not support cycling investment: “Any significant resources put in place to achieve these (cycling) ambitions could well be misplaced”</li> <li>• More inventive PT fare systems should be found e.g. rewards/loyalty points</li> </ul>  |
| CycleSolihull                             | 23 September | <ul style="list-style-type: none"> <li>• Particular emphasis should be given to cycle provision around schools to encourage cycling habit and reduce congestion caused by school run</li> <li>• Maintenance of (cycling) infrastructure (new and existing) should be addressed</li> </ul>   |

| From  | Date            | Summary  |
|---|-----------------|--|
| Maurice Barlow,<br>Principal Planning<br>Officer SMBC | 28<br>September | <ul style="list-style-type: none"> <li>Solihull Connected must be consistent with spatial strategy</li> <li>Solihull Connected should provide a clear direction for the Local Plan Review</li> <li>Vision: HS2 is the big catalyst for growth, but it is worth noting the housing requirement?</li> <li>Town centre master plan proposals will need to be embedded into the Local Plan through the Review.</li> </ul>  |
| Member of the public                                  | 8 October       | Support better link station-town centre. Support cycling provision. Thinks growth at NEC/airport requires significant infrastructure improvements  |
| Member of the public                                  | 27<br>September | Strongly opposes moving Solihull station   |
| Member of the public                                  | 1<br>September  | Suggests reinstating two additional rail tracks to Birmingham.   |
| Member of the public                                  | 16<br>October   | <ul style="list-style-type: none"> <li>Supports the notion that car use should be reduced, but emphasises that lorries cause much more damage to environment and infrastructure</li> <li>Suggests switching JLR plant to rail freight</li> <li>Does not think proposed measures for cycling will achieve a change in mode share <ul style="list-style-type: none"> <li>Feels cyclists should not use pedestrian areas and thinks they prefer to use the road.</li> </ul> </li> <li>Supports improvements to transport links in HUB/airport/NEC area, but does not support Sprint or buses and feels the mass transit network must be tram</li> <li>Supports improved links from HUB/airport/NEC to town centre but again this must be tram</li> <li>Supports moving the train station and using existing station car park as a park and ride to town centre</li> </ul> |
| JLR (Whitley)   | 13<br>October   | This response is marked private and confidential   |

# Appendix D

**PARISH COUNCIL QUESTIONNAIRE**

## Solihull Connected Parish Council Workshops

Please indicate your responses to the Question slides on this form by ticking the relevant boxes as we go through the presentation.

Q1 Have you heard about Solihull Connected?

|     |  |
|-----|--|
| Yes |  |
| No  |  |

Q2 Have you read the Solihull Connected Green Paper?

|     |  |
|-----|--|
| Yes |  |
| No  |  |

Q3 What are the top three transport issues currently affecting the borough of Solihull?

*(Please indicate which one is the most important, which is the second most important, and which is the third most important)*

|  | Most important (tick one) | Second most important (tick one) | Third most important (tick one) |
|--|---------------------------|----------------------------------|---------------------------------|
| Traffic congestion   |                           |                                  |                                 |
| Insufficient cycling facilities                                |                           |                                  |                                 |
| Poor walking facilities  |                           |                                  |                                 |
| Unreliable & infrequent bus services                           |                           |                                  |                                 |
| Poor interchange between bus & rail                            |                           |                                  |                                 |
| Expensive public transport                                     |                           |                                  |                                 |
| Poor public transport connectivity across the borough & beyond |                           |                                  |                                 |
| Over reliance on the car                                       |                           |                                  |                                 |
| Insufficient car parking                                       |                           |                                  |                                 |
| Other (please explain)   |                           |                                  |                                 |

Q4 What are the top three transport issues currently affecting Solihull town centre?

*(Please indicate which one is the most important, which is the second most important, and which is the third most important)*

|   | Most important (tick one) | Second most important (tick one) | Third most important (tick one) |
|---|---------------------------|----------------------------------|---------------------------------|
| Traffic congestion                          |                           |                                  |                                 |
| Traffic speeds                              |                           |                                  |                                 |
| Insufficient cycling facilities             |                           |                                  |                                 |
| Poor walking facilities                     |                           |                                  |                                 |
| Infrequent bus services to key destinations |                           |                                  |                                 |
| Poor interchange between bus & rail         |                           |                                  |                                 |
| Distance between rail station & town centre |                           |                                  |                                 |
| Over reliance on the car                    |                           |                                  |                                 |
| Insufficient car parking                    |                           |                                  |                                 |
| Other (please explain)                      |                           |                                  |                                 |

Q5 How much are you currently affected by transport problems on a day to day basis?

*(Please tick one)*

|                  |  |
|------------------|--|
| A lot            |  |
| A little         |  |
| Not really       |  |
| Not at all       |  |
| Difficult to say |  |

Q6 How much do you agree or disagree with the statement: *"The transport needs identified in Solihull Connected are real concerns for this area"*? *(Please tick one)*

|                            |  |
|----------------------------|--|
| Strongly agree             |  |
| Agree                      |  |
| Neither agree nor disagree |  |
| Disagree                   |  |
| Strongly disagree          |  |
| Don't know                 |  |

Q7 How much do you agree or disagree with the statement: *"The planned growth in jobs and new homes in Solihull will create traffic congestion and capacity problems if no action is taken"*? *(Please tick one)*

|                            |  |
|----------------------------|--|
| Strongly agree             |  |
| Agree                      |  |
| Neither agree nor disagree |  |
| Disagree                   |  |
| Strongly disagree          |  |
| Don't know                 |  |

Q8 "Solihull's future transport problems would be best solved through..." (Please tick one)

|   |  |
|---|--|
| A comprehensive road building and widening programme to accommodate more cars   |  |
| An investment strategy which focuses on providing high-quality alternatives to driving (public transport, walking and cycling) to encourage less car usage across the borough |  |

Q9 How do you feel about the initial vision?

*"Solihull connected will efficiently accommodate the future demand for movement; enhancing Solihull as a sustainable, healthy place to live, work and invest. To do so we must reduce dependency on car use by making better use of road space and creating streets for people and public transport"*

|                            |  |
|----------------------------|--|
| Strongly agree             |  |
| Agree                      |  |
| Neither agree nor disagree |  |
| Disagree                   |  |
| Strongly disagree          |  |
| Don't know                 |  |

Q10 How much do you agree or disagree with the statement: *"To achieve the Solihull Connected initial vision, people and businesses need to change how they travel"* (Please tick one)

|                            |  |
|----------------------------|--|
| Strongly agree             |  |
| Agree                      |  |
| Neither agree nor disagree |  |
| Disagree                   |  |
| Strongly disagree          |  |
| Don't know                 |  |

Q11 Which of the following are needed to encourage people to make more use of public transport? (Please select no more than three - those you think are most important)

|  |  |
|--|--|
| Better bus connections to locations across the borough and beyond  |  |
| Easier cycle access to rail stations   |  |
| More car parking at rail stations  |  |
| Better & safer walking routes to bus stops and rail stations   |  |
| Single, cashless ticketing system for the whole public transport system (like London's Oyster card)          |  |
| Better quality public transport (e.g. modern, clean and comfortable vehicles, attractive waiting facilities) |  |
| More frequent & reliable services  |  |
| Improved (perceived) safety on public transport  |  |
| Reliable real time information about when the next bus is due  |  |
| Other (please explain)   |  |

Q12 Which of the following are needed to encourage people to cycle? (Please select no more than three - those you think are most important)

|  |  |
|--|--|
| More facilities for cyclists at destinations (cycle parking, showers, lockers)   |  |
| A comprehensive, continuous and direct network of cycle routes across the borough linking major destinations   |  |
| A cycle hire scheme operating across the borough   |  |
| Well-signed and publicised cycle routes  |  |
| Reduced vehicle speeds in residential areas  |  |
| Improvements to streets in local centres and residential areas to make cycling more enjoyable and safer (e.g. lower speed limits, more crossings, etc) |  |
| If it felt safer to cycle  |  |
| Other (please explain)   |  |

Q13 Which of the following are needed to encourage people to walk more often? (Please select no more than three - those you think are most important)

|  |  |
|--|--|
| Better connected, more direct and attractive to use walking routes   |  |
| Well-signed and publicised walking routes  |  |
| Improvements to streets in local centres and residential areas to make walking more enjoyable and safer (e.g. wider footways, lower speed limits, more crossings, etc) |  |
| Reduced vehicle speeds in residential areas  |  |
| If it felt safer to walk   |  |
| Other (please explain)   |  |

Q14 How much do you agree or disagree with the statement: *"Investment in the road network should be focused on improving access to key employment locations and local centres (NEC, airport, Birmingham business park, Blythe Valley, Jaguar Land Rover, Solihull town centre, Shirley and Chelmsley Wood)"* (Please tick one)

|                            |  |
|----------------------------|--|
| Strongly agree             |  |
| Agree                      |  |
| Neither agree nor disagree |  |
| Disagree                   |  |
| Strongly disagree          |  |
| Don't know                 |  |

Q15 Which of the following are most important for Solihull town centre? (Please select no more than three - those you think are most important)

|   |  |
|---|--|
| Relocating Solihull rail station to Monkspath Hall Road                     |  |
| Allowing cars in the High Street in the evening                             |  |
| Allowing cycling on the High Street   |  |
| Charging more for the most popular car parks and less for the least popular |  |
| A park and ride site for shoppers   |  |
| Interchange between bus and rail  |  |
| Helping businesses to encourage employees to travel sustainably             |  |
| Other (please explain)  |  |

Please hand this back to the facilitators at the end of the session

# Appendix E

**ROADSHOW DISPLAY MATERIALS**



**Solihull Connected is part of a discussion taking place across the West Midlands about the future transport needs of the region.**

**We are a growing borough, in terms of both our population and new jobs. With this growth will come potential future challenges caused by congestion and delays.**

**We need you to help us balance ambitions for providing new jobs and homes, and the transport challenges that this entails, against the need to keep Solihull a clean, green place to live and work.**

**We want to hear from you about your travel habits, current challenges and concerns.**

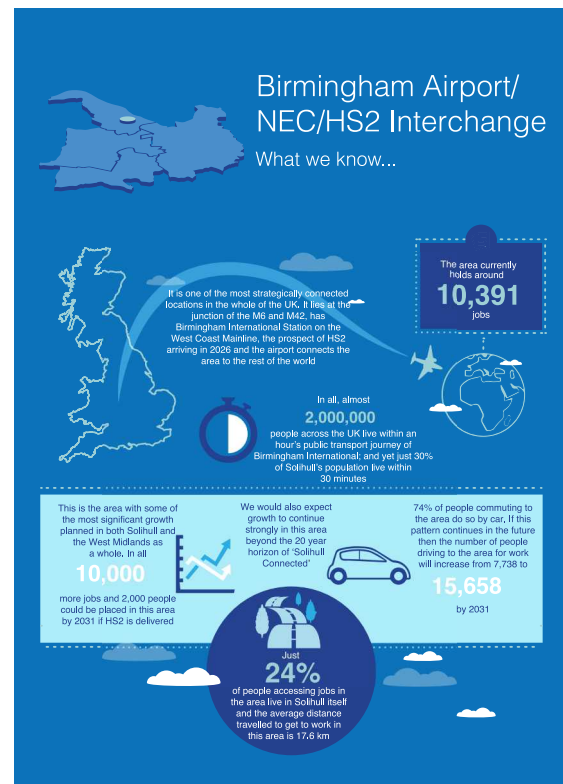
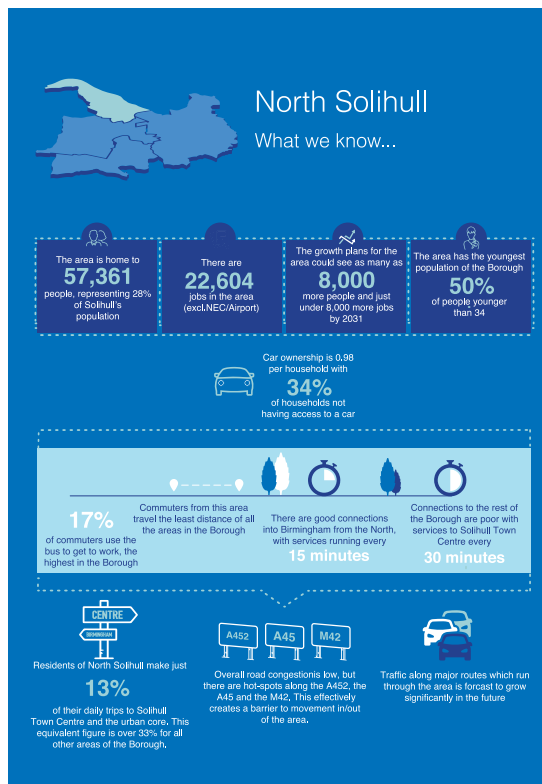
**To subscribe to updates on the transport plan go to [www.solihull.gov.uk/stayconnected](http://www.solihull.gov.uk/stayconnected)**



**For more information and to read the Green Paper go to [www.solihull.gov.uk/solihullconnected](http://www.solihull.gov.uk/solihullconnected)**

Solihull Connected will also form an integral part of the transport strategy being developed across the wider region by the West Midlands Integrated Transport Authority. This strategy is called "Movement for Growth", and is to be consulted on 27 July-16 October 2015. Find out more at [www.wmita.org.uk/strategy-and-publications.aspx](http://www.wmita.org.uk/strategy-and-publications.aspx).





### What we believe the area needs....

**Better public transport to Solihull Town Centre and Birmingham**

**Get people cycling more**

**Reduce the barrier effect of the A45**

**Create better streets for people to walk, cycle and live**

### What we believe the area needs....

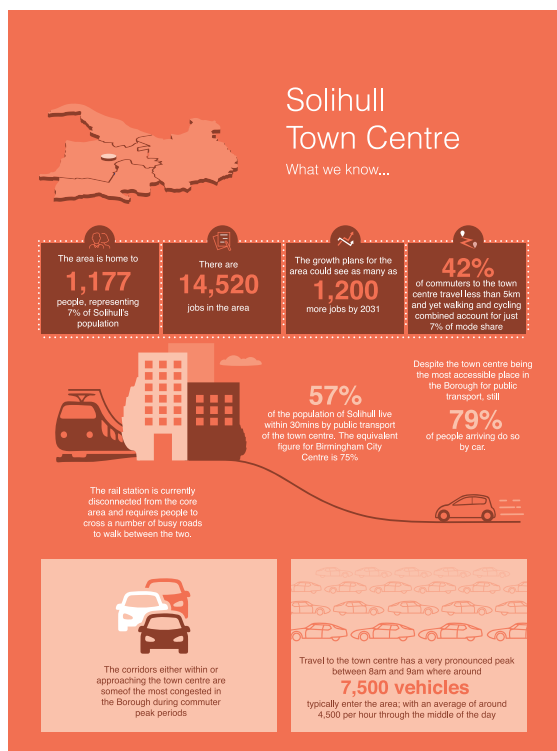
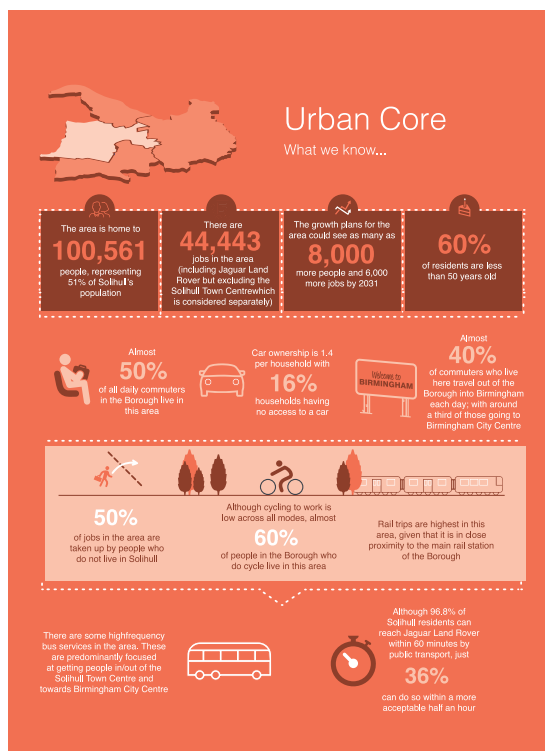
**Improved public transport connections**

**Ensure that new development is focused on sustainable transport**

**Greater road junction capacity to reduce impacts from congestion**

**A review of parking needs and provision for the whole area**





#### What we believe the area needs....

Provide much higher quality and more attractive public transport

Encourage cycling for commuting purposes

Create better streets for people to walk, cycle and live

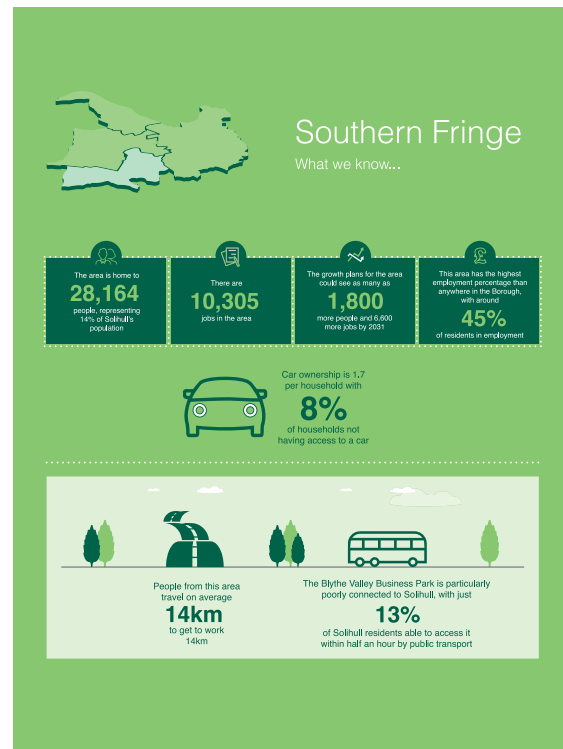
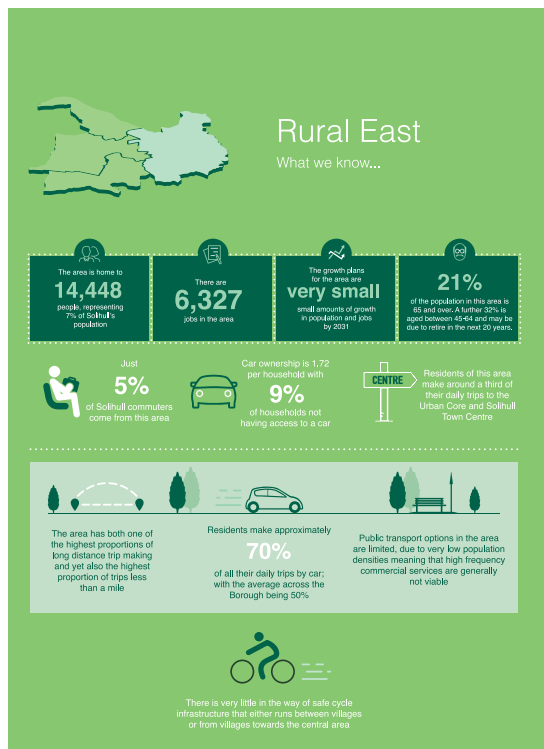
#### What we believe the area needs....

Review car parking

Consider the rail station location

Possibly allowing cycling on High St and 'activating' evening economy

Improved public realm design, walking and cycling



### What we believe the area needs....

Provide safe cycle links between villages and towards urban area

Review public transport provision

Consider appropriate traffic speeds within villages

Provide enough capacity at Park and Ride stations

### What we believe the area needs....

Develop Blythe Valley Park around sustainable transport

Provide safe cycle links between villages and towards urban area

Link country parks with walking and cycling routes

Create better streets for people to walk, cycle and live



'Solihull Connected' is part of a transport strategy being developed across the West Midlands that will look at both local and regional transport connections. We want your help to develop a plan for balancing future growth ambitions against the need to keep Solihull a clean, green place to live and work.



To subscribe to email updates on the transport strategy, go to

[www.solihull.gov.uk/stayconnected](http://www.solihull.gov.uk/stayconnected) 

For more information go to

[www.solihull.gov.uk/solihullconnected](http://www.solihull.gov.uk/solihullconnected)

Solihull Connected will also form an integral part of a transport strategy being developed across the region by the West Midlands Integrated Transport Authority called 'Movement for Growth'. Find out more here:

[www.wmita.org.uk/strategy-and-publications.aspx](http://www.wmita.org.uk/strategy-and-publications.aspx)

Contact us at [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk)



# Appendix F

**PUBLIC QUESTIONNAIRE**



## Solihull Connected Residents' Questionnaire

### Introduction

Solihull Council, supported by WSP | Parsons Brinckerhoff, is currently consulting on the Solihull Connected project.

The aim of the project is to create a sustainable transport strategy to keep Solihull moving in the coming years. Solihull Connected will set the strategic direction and establish policy to guide the transport agenda in the borough of Solihull for the next 20+ years.

Help us shape a transport strategy fit for the 21st century by completing this questionnaire.

Please note that the closing date for responses to this consultation is 30th September 2015.

If you have any queries about the consultation, please contact [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk)

*All information supplied will be stored in accordance with the Data Protection Act 1998. Information supplied will be used solely by Solihull Metropolitan Borough Council (and agents) as part of this public consultation exercise.*

### Solihull Connected Please tell us what you think about Solihull Connected

1. In one sentence, please tell us what you think is the biggest transport problem in Solihull?

2. The initial vision for Solihull Connected is as follows:

*"Solihull Connected will efficiently accommodate the future demand for movement, enhancing Solihull as a sustainable, healthy place to live, work and invest. To do so we must reduce dependency on car use by making better use of road space and creating streets for people and public transport".*

How much do you support or oppose the initial vision?

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly support | <input type="checkbox"/> Oppose          |
| <input type="checkbox"/> Support          | <input type="checkbox"/> Strongly oppose |
| <input type="checkbox"/> Neutral          | <input type="checkbox"/> Don't know      |

3. We have set out a series of objectives for Solihull Connected in the Green Paper. How much do you agree or disagree that these objectives should guide Solihull Connected?

| Please select one option in each row  | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Ensure that transport and congestion do not constrain anticipated growth  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Promote and support sustainable and efficient forms of transport  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Support people's daily lives and wellbeing by providing transport choices including the opportunity to walk or cycle wherever possible    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Identify a prioritised short, medium and long term action plan to deliver Solihull Connected  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Guide future decisions about where new housing and employment is built to support and encourage walking, cycling and public transport use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### 4. How much do you agree or disagree with the following statements?

| <i>Please select one option in each row</i>   | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| The transport needs identified in Solihull Connected are real concerns for me   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The planned growth in jobs and new homes in Solihull will create traffic congestion and capacity problems if no action is taken   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There is a need for Solihull Connected to offset the problems that the planned growth could create  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The transport problems would be best solved through a comprehensive road building and widening programme to accommodate more cars   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The transport problems would be best solved through an investment strategy which focuses on providing high-quality alternatives to driving (public transport, walking and cycling) to encourage less car usage across the borough | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### 5. How much do you agree or disagree with the strategy themes identified in Solihull Connected?

| <i>Please select one option in each row</i>   | Strongly agree           | Agree                    | Neither agree nor disagree | Disagree                 | Strongly disagree        | Don't know               |
|---|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| A 'mass-transit' style public transport system providing Metro & 'Sprint' buses focusing on journeys in & out of the borough towards Birmingham & north/south within the borough itself | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A strategic cycle network focused on providing safe facilities for cyclists on all major roads  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Investing in roads at congestion hot-spots only   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Local community infrastructure aimed at getting more journeys to be made locally on foot and by bicycle (e.g. wider footways, more crossing facilities, nicer environment)              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A Solihull Town Centre master plan which aims to improve accessibility for pedestrians, cyclists and public transport users in particular   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A car parking strategy for Solihull Town Centre which may include charging more for the most popular car parks and less for the least   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



**6. Please tell us one thing that currently limits your use of public transport:**

**7. Please tell us one thing that would encourage you to make more use of public transport:**

**8. How likely would the following improvements be to encourage you to make more use of public transport?**

| <i>Please select one option in each row</i>  | I already use public transport as often as I can | I would definitely use public transport more often | I would probably use public transport more often | I would possibly use public transport more often | I will never use public transport | Don't know               |
|--|--|--|--|--|-----------------------------------|--------------------------|
| Better bus connections to locations across the borough and beyond  | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| If it was easier to get to rail stations by bike   | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| More car parking available at rail stations  | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| Better & safer walking routes to bus stops and rail stations   | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| A single, cashless ticketing system for the whole public transport system (like London's Oyster card)        | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| Better quality public transport (e.g. modern, clean and comfortable vehicles, attractive waiting facilities) | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| More frequent & reliable services  | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| If it felt safer to use public transport   | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |
| Reliable up-to-date information about when the next bus is due   | <input type="checkbox"/>                         | <input type="checkbox"/>                           | <input type="checkbox"/>                         | <input type="checkbox"/>                         | <input type="checkbox"/>          | <input type="checkbox"/> |

**9. How often might you use public transport for the following types of journeys if your main reason for not currently using it is removed?**

| <i>Please select one option in each row</i>  | Most days                | Once a week              | Once a fortnight         | Once a month             | Several times a year     | Never                    | Not applicable - I already use public transport |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|
| To/from work/ education                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                        |
| For leisure/ day trips                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                        |
| Short trips to see friends/ local shops, etc | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                        |
| Other (please say)                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                        |

Other types of journeys:

10. Please tell us one thing that currently discourages you from cycling:

11. Please tell us one thing that would encourage you to cycle more:

12. How likely would the following improvements be to encourage you to cycle more often?

| <i>Please select one option in each row</i>  | I already cycle as often as I can | I would definitely cycle more often | I would probably cycle more often | I would possibly cycle more often | I will never cycle       | Don't know               |
|--|-----------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|--------------------------|--------------------------|
| More facilities for cyclists at destinations (cycle parking, showers, lockers)   | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| A comprehensive, continuous and direct network of cycle routes across the borough linking major destinations   | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| A cycle hire scheme operating across the borough   | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| Well-signed and publicised cycle routes  | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| Reduced vehicle speeds in residential areas  | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| Improvements to streets in local centres and residential areas to make cycling more enjoyable and safer (e.g. lower speed limits, more crossings, etc) | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |
| If it felt safer to cycle  | <input type="checkbox"/>          | <input type="checkbox"/>            | <input type="checkbox"/>          | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |

13. How often might you cycle for the following types of journeys if your main reason for not currently cycling is removed?

| <i>Please select one option in each row</i>  | Most days                | Once a week              | Once a fortnight         | Once a month             | Several times a year     | Never                    | Not applicable - I already cycle |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------------|
| To/from work/ education                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>         |
| For leisure/ day trips                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>         |
| Short trips to see friends/ local shops, etc | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>         |
| Other (please say)                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>         |

Other types of journeys:

14. Please tell us one thing that currently discourages you from walking:

15. Please tell us one thing that would encourage you to walk more often:

16. How likely would the following improvements be to encourage you to walk more often?

| <i>Please select one option in each row</i>   | I already walk as often as I can | I would definitely walk more often | I would probably walk more often | I would possibly walk more often | I would still not walk   | Don't know               |
|---|----------------------------------|------------------------------------|----------------------------------|----------------------------------|--------------------------|--------------------------|
| Better connected, more direct and attractive to use walking routes  | <input type="checkbox"/>         | <input type="checkbox"/>           | <input type="checkbox"/>         | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> |
| Well-signed and publicised walking routes   | <input type="checkbox"/>         | <input type="checkbox"/>           | <input type="checkbox"/>         | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> |
| Improvements to streets in local centres and residential areas to make walking more enjoyable and safer (e.g. wider footways, more crossings, lower speed limits) | <input type="checkbox"/>         | <input type="checkbox"/>           | <input type="checkbox"/>         | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> |
| Reduced vehicle speeds in residential areas   | <input type="checkbox"/>         | <input type="checkbox"/>           | <input type="checkbox"/>         | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> |
| If it felt safer to walk  | <input type="checkbox"/>         | <input type="checkbox"/>           | <input type="checkbox"/>         | <input type="checkbox"/>         | <input type="checkbox"/> | <input type="checkbox"/> |

17. To what extent do you agree or disagree with the statement?

*Investment in the road network should be focused on improving access to key employment locations and local centres (NEC, Airport, Birmingham Business Park, Blythe Valley, Jaguar Land Rover, Solihull Town Centre, Shirley and Chelmsley Wood)*

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know        |

18. How else do you think transport in the borough should be improved to meet Solihull's future challenges?

## Solihull Town Centre

**19. Solihull Connected suggests a number of changes to Solihull town centre. Please tell us what you think about the following proposals:**

| <i>Please select one option in each row</i>                                 | Strongly support         | Support                  | Neutral                  | Oppose                   | Strongly oppose          | Don't know               |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Relocating Solihull rail station to Monkspath Hall Road                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowing cars in the High Street in the evening                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Allowing cycling on the High Street   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Charging more for the most popular car parks and less for the least popular | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A park and ride site for shoppers   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Interchange between bus and rail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helping businesses to encourage employees to travel sustainably             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you would like to explain the reasons for your answers, please do so below:

**20. If access to Solihull town centre by public transport, walking and cycling was improved, would you use these types of transport to travel to/from the town centre more often than you currently do?**

| <i>Please select one option in each row</i> | Already use (no change)  | Would definitely use more often | Would probably use more often | Would possibly use more often | Unlikely to use          | Don't know               |
|---|--------------------------|---------------------------------|-------------------------------|-------------------------------|--------------------------|--------------------------|
| Walk  | <input type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle                                       | <input type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> |
| Train                                       | <input type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus   | <input type="checkbox"/> | <input type="checkbox"/>        | <input type="checkbox"/>      | <input type="checkbox"/>      | <input type="checkbox"/> | <input type="checkbox"/> |

If you would like to explain the reasons for your answers, please do so below:

**21. How often do you use each of the following types of transport?**

| Please select one option in each row | 5+ days per week         | 3-4 days per week        | 1-2 days per week        | Once a fortnight         | Once a month             | Less than once a month   | Never                    |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Car/van as a driver                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Car/van as a passenger               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Motorcycle or moped                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Train                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bicycle                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walking                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Taxi                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please say)                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please explain any 'other' responses below:

**22. Which type of transport do you use most often for the following types of journeys?**

| Please select one option in each row        | Car/van driver           | Car/van passenger        | Motorcycle/moped         | Bus                      | Train                    | Bicycle                  | Walking                  | Taxi                     | Other                    | Not applicable           |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| To / from work                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To / from education                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| For supermarket /food shopping              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| For non-food shopping                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To leisure/ entertainment destinations      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| To visit friends/ family                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On personal business (e.g. doctor/ dentist) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please explain any 'other' responses below:

**23. Thinking about all the journeys you make, which one of the following do you consider to be your MAIN mode of transport (i.e. the one you use to travel the greatest distance, most often)?**

*Please select one option only*

|  |  |
|--|--|
| <input type="checkbox"/> Car/van driver      | <input type="checkbox"/> Bicycle             |
| <input type="checkbox"/> Car/van passenger   | <input type="checkbox"/> Walk/run            |
| <input type="checkbox"/> Motorcycle or moped | <input type="checkbox"/> Taxi                |
| <input type="checkbox"/> Bus                 | <input type="checkbox"/> Other (please say): |
| <input type="checkbox"/> Train               |  |

**24. How important are the following factors when deciding how to travel?**

*Please rank each of the following factors in order of priority from 1 to 11, with 1 being the most important and 11 being the least important.*

|  |  |
|--|--|
| Cost   |  |
| Journey time   |  |
| Journey length   |  |
| Convenience  |  |
| Comfort  |  |
| Flexibility  |  |
| Personal security  |  |
| Journey time reliability (extent to which journey takes the same amount of time each time you make it) |  |
| Health and fitness   |  |
| Lack of an alternative   |  |
| Other (please say)   |  |

Other factor:

**25. Do you ever travel at a different time of day to avoid traffic congestion/overcrowding?**

|                               | Yes – already do so      | Not currently but may do in future if there is more congestion | No and would not wish to do this | Not applicable           |
|-------------------------------|--------------------------|--|----------------------------------|--------------------------|
| When travelling by car        | <input type="checkbox"/> | <input type="checkbox"/>                                       | <input type="checkbox"/>         | <input type="checkbox"/> |
| When travelling by bus/ train | <input type="checkbox"/> | <input type="checkbox"/>                                       | <input type="checkbox"/>         | <input type="checkbox"/> |
| When cycling                  | <input type="checkbox"/> | <input type="checkbox"/>                                       | <input type="checkbox"/>         | <input type="checkbox"/> |

**26. How often do you combine the journeys you make, e.g. dropping children off at school on the way to work, going to the gym or supermarket on the way home from work?**

|   |
|---|
| <input type="checkbox"/> 5+ days per week       |
| <input type="checkbox"/> 3-4 days per week      |
| <input type="checkbox"/> 1-2 days per week      |
| <input type="checkbox"/> Once a fortnight       |
| <input type="checkbox"/> Once a month           |
| <input type="checkbox"/> Less than once a month |
| <input type="checkbox"/> Never                  |



**27. How often do you walk and cycle for leisure (for pleasure, as an activity) and utility (getting from A to B)?**

| <i>Please select one option in each row</i> | 5+ days per week         | 3-4 days per week        | 1-2 days per week        | Once a fortnight         | Once a month             | Less than once a month   | Never                    |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Walk for leisure                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walk for utility                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle for leisure                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle for utility                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**28. In the past week, on how many days have you done 30 minutes or more of physical activity, which was enough to raise your heart rate? This may include brisk walking or cycling, sport and exercise but not things that are part of your job.**

|                               |                                |                                 |                                 |                                 |                                 |                                 |                                 |
|-------------------------------|--------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 1 day | <input type="checkbox"/> 2 days | <input type="checkbox"/> 3 days | <input type="checkbox"/> 4 days | <input type="checkbox"/> 5 days | <input type="checkbox"/> 6 days | <input type="checkbox"/> 7 days |
|-------------------------------|--------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|

**29. How many adults live in your household (including yourself)?**

*Please enter the numbers below*

Adults

**30. We are keen to understand more about how children travel in Solihull. Are there any children (aged 16 and under) in your household?**

☐ Yes **Continue to Q31**

☐ No **Please go to Q34**

**31. How many children live in your household?**

*Please enter the number of children/teenagers within each bracket*

|                     |                      |
|---------------------|----------------------|
| Children aged 0-4   | <input type="text"/> |
| Children aged 5-10  | <input type="text"/> |
| Children aged 11-16 | <input type="text"/> |
| Children aged 17-18 | <input type="text"/> |

**32. Would you like your children to walk and cycle more often than they do at present?**

|       | Yes                      | No                       | Don't know               |
|-------|--------------------------|--------------------------|--------------------------|
| Walk  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cycle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**33. In one sentence, how do you suggest that children could be encouraged to walk and cycle more often?**

|       |                      |
|-------|----------------------|
| Walk  | <input type="text"/> |
| Cycle | <input type="text"/> |



**34. We are keen to understand more about how people travel to work. Are you currently employed in full time/ part time/ self-employed/ voluntary work?**

☐ Yes **Continue to Q35**

☐ No **Please go to Q39**

**35. Which one of the following do you consider to be your MAIN mode of transport to and from work (i.e. the one you use to travel the greatest distance, most often)?**

*Please select **one** option only*

☐ Car/van as driver

☐ Car/van as passenger

☐ Motorcycle or moped

☐ Bus

☐ Train

☐ Bicycle

☐ Walk/run

☐ Taxi

☐ Other (please say):

**36. Please explain why you travel to/from work using this type of transport.**

*Please select the **one** most important reason*

☐ Convenience

☐ Reliability

☐ Journey time

☐ Cost

☐ Lack of an alternative

☐ Essential car use during the working day

☐ Have a company car

☐ Drop off/collect children or commitments before/after work

☐ Carrying heavy bags/ equipment

☐ Free parking at work

☐ Personal safety/security

☐ Provides flexibility in my working hours

☐ Health / fitness

☐ Enjoyment

☐ Too far to walk/cycle

☐ Lack of facilities for cyclists at work

☐ Other (please say):

**37. Do you have the opportunity to work from home as part of your organisation's flexible working policy?**

- ☐ Yes - several times/week
- ☐ Yes - once a week
- ☐ Yes - once a fortnight
- ☐ Yes - once a month
- ☐ Yes - less than once a month
- ☐ No - never

**38. What is the postcode of your usual place of work?**

**About You** *To help with our analysis, please tell us a bit about yourself*

**39. Do you have access to a car?**

- ☐ Yes – all of the time
- ☐ Yes – some of the time
- ☐ No – do not have access to a car
- ☐ Unable to drive

**40. Do you have access to a bicycle?**

- ☐ Yes – all of the time
- ☐ Yes – some of the time
- ☐ No - do not have access to a bike
- ☐ Unable to ride a bike

**41. Which of the following best describes your employment status?**

- ☐ Employed working full time (30+ hrs)
- ☐ Employed working part-time (9-29 hrs)
- ☐ Self employed
- ☐ Unemployed/ Not working
- ☐ Retired
- ☐ Looking after house/children
- ☐ Not working due to illness or disability
- ☐ In full time education
- ☐ Other (please say)

Other answer:

**42. What is your home postcode?**

*Please note that this information will be used for analysis only. Postcodes identify groups of houses and individuals will not be identifiable. All findings will remain confidential.*

**The consultation**

**43. How did you find out about the consultation?**

*Please tick all that apply*

- ☐ Your Solihull - residents magazine
- ☐ Roadshow
- ☐ Stakeholder meeting
- ☐ Word of mouth
- ☐ Social media
- ☐ Email
- ☐ Newspaper (e.g. Solihull News/ Observer, Evening Mail etc)
- ☐ Radio/television
- ☐ Website
- ☐ Stay Connected bulletin
- ☐ Community or Parish magazine
- ☐ Other (please say):

**44. What do you think about the amount of information provided in the document(s) you read?**

- ☐ Too much information
- ☐ About right
- ☐ Not enough information

## Equality Monitoring

Solihull Metropolitan Borough Council (SMBC) is committed to providing our services fairly. Equality monitoring helps us to identify any inequalities in our services and ensure people receive fair treatment. In order to help us monitor our services effectively, we would appreciate it if you could please complete the following monitoring questions. All information provided by you will be treated in confidence in accordance with the Data Protection Act and used for statistical purposes only. We would like to understand the travel needs of our diverse communities particularly travel behaviour and barriers to walking, cycling and public transport. These questions will help us to understand local issues and improve Solihull Connected as transport is key to ensuring equal life chances for all and making life better for all our communities.

**45. Answering these questions is voluntary. If you choose not to answer any or all of the questions it will not make any difference to the service you receive. However, by answering the questions below, you will help us make our services fairer and more accessible to all.**

**If you do not wish to answer any monitoring questions, please tick the box below:**

☐ I prefer not to answer any equality monitoring questions

**46. Some questions may feel personal, but the information we collect is anonymous - it cannot be traced back to you. If you would like to know how we use this information, please contact us at [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk)**

**What is your age?**

☐ 15 years and under

☐ 16 - 25 years

☐ 26 - 35 years

☐ 36 - 45 years

☐ 46 - 55 years

☐ 56 - 65 years

☐ 66 - 75 years

☐ 76 - 85 years

☐ 86 - 95 years

☐ 96 years and over

☐ Prefer not to say

**47. Do you consider yourself to have a disability?**

☐ Yes (please answer the next question)

☐ No (please skip the next question)

☐ Prefer not to say

**48. If yes, please state the nature of your disability / disabilities:**

☐ Visual impairment

☐ Mental health difficulties

☐ Learning disability

☐ Long-standing illness or health condition

☐ Physical disability

☐ Prefer not to say

☐ Hearing impairment

☐ Any other disability (specify below if you wish)

Other disability:

**49. What is your race or ethnic group?**

- ☐ White - English / Welsh / Scottish / Northern Irish / British
- ☐ White - Irish
- ☐ White - Gypsy or Irish Traveller
- ☐ Other white background (specify below if you wish)
- ☐ Asian/Asian British - Bangladeshi
- ☐ Asian/Asian British - Chinese
- ☐ Asian/Asian British - Indian
- ☐ Asian/Asian British - Pakistani
- ☐ Other Asian background (specify below if you wish)
- ☐ Black/African/Caribbean/Black British - African
- ☐ Black/African/Caribbean/Black British - Caribbean
- ☐ Other Black/African/Caribbean background (specify below if you wish)
- ☐ Mixed/Multiple Ethnic Groups - White and Black Caribbean
- ☐ Mixed/Multiple Ethnic Groups - White and Black African
- ☐ Mixed/Multiple Ethnic Groups - White and Asian
- ☐ Other Mixed/Multiple Ethnic background (specify below if you wish)
- ☐ Other Ethnic Group - Arab
- ☐ Any other ethnic group (specify below if you wish)
- ☐ Prefer not to say

Other ethnic background:

**50. What is your religion or belief?**

- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Hindu
- ☐ Sikh
- ☐ Muslim
- ☐ Jewish
- ☐ Buddhist
- ☐ No religion or belief
- ☐ Any other religion (specify below if you wish)
- ☐ Prefer not to say

Any other religion:

**51. What is your sex?**

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

**52. Do you wish to share with us your sexual orientation?**

- ☐ Heterosexual
- ☐ Gay Man
- ☐ Gay Woman / Lesbian
- ☐ Bisexual
- ☐ Any other sexual orientation (specify below if you wish)
- ☐ Prefer not to say

Other:

**53. What is your main language?**

- ☐ English
- ☐ Other language including British Sign Language (specify below if you wish)
- ☐ Prefer not to say

Other language:

**Thank you for taking the time to respond to the Solihull Connected consultation.**

To keep up-to-date about Solihull Connected, such as details of road shows near you, as well as the emerging transport strategy, sign up to [www.solihull.gov.uk/stayconnected](http://www.solihull.gov.uk/stayconnected) and choose the Solihull Connected button or contact us at [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk) .

**Please return this questionnaire to Solihull Council by 30<sup>th</sup> September 2015.**

# Appendix G

**STAKEHOLDER WORKSHOPS: TRANSPORT PROBLEMS**



# TRANSPORT PROBLEMS SUMMARY TABLE

## STAKEHOLDERS

Stakeholders were asked on an individual level to consider the transport problems affecting Solihull (the borough and town centre), and then in groups, divide them into themes.

The issues raised are shown in the tables below. The number of times each issue was raised is also shown.

### Internal Stakeholders

| Public Transport                                      | Cycling   | Walking                            | Cars   | Integration   |
|---|---|------------------------------------|--|---|
| Lack of access to NEC/airport etc. (9)                | Lack of separation from traffic/continuous cycle paths (11) | Severance across the area (2)      | Severe congestion at peak times in key areas (11)          | Lack of information (9)   |
| No late/early hours access (5)                        | Poor provision across the area (4)                          | Lack of footpaths into town centre | Insufficient/expensive parking in centre (5)               | No integration of different modes (2)                             |
| North Solihull disconnected from centre and south (5) | Cycling still not viable for most (2)                       | No safe route to Birmingham        | School area drop offs poorly located (2)                   | Unaffordable fares (2)  |
| Poor connectivity to train station (4)                | No safe route to Birmingham                                 | Footpaths in poor condition        | Poor access and parking at train stations (e.g. Olton) (2) | Inconsistent timetabling (2)                                      |
| Lack of variety of public transport (2)               | Poor infrastructure   | Canal paths disused                | Pollution  | No audial or visual information                                   |
| Transport not supporting growth                       | Bollards create pinch points                                | No sign posts for pedestrians      | Poor access to M42   | No support for elderly and disabled                               |
| Bus stops poorly situated                             | No tiger crossings  |                                    | High reliance on cars                                      | Not safe for children to travel alone                             |
| Limited curb space for buses                          | No cycle routes towards M42                                 |                                    | Freight impacts on congestion and surfaces                 | No facilities at work or shopping locations for active travellers |
| Lack of enforcement of Traffic Regulation Orders      |   |                                    | Sat-navs struggle with town centre pedestrianisation       | Weak policy guidance  |
| Trains over capacity                                  |   |                                    |  | No alternatives to the car  |
| No trains to New St.                                  |   |                                    |  |   |
| Buses over capacity                                   |   |                                    |  |   |
| No bus routes towards M42                             |   |                                    |  |   |
| Congestion impacts buses                              |   |                                    |  |   |

## External Stakeholders

| Public Transport                                    | Cycling                                      | Walking                               | Cars                                     | Integration  |
|---|--|---------------------------------------|--|--|
| North Solihull disconnected (7)                     | Lack of safe/continuous cycle routes (8)     | Unpleasant pedestrian environment (2) | Congestion at peak times (6)             | Incoherent transport policy/strategies unrealistic (2)       |
| Poor links to economic centres e.g. airport/NEC (6) | Businesses don't accommodate for cyclists    | Conflict with cars in key locations   | Lack of capacity at key pinch points (5) | Slow travel decreases productivity and impacts on well-being |
| Services infrequent (4)                             | Connectivity from railway to town centre     | Lighting on footpaths is poor         | M42 congestion (4)                       | Transport not considered a priority                          |
| No late night services (2)                          | Southern fringe lack of cycle infrastructure |                                       | High emissions (2)                       | JLR developments have negative impact                        |
| Wider connectivity within Black Country (2)         |  |                                       | Business parks insufficient parking (2)  | Poor disability access                                       |
| Rural areas isolated (2)                            |  |                                       | Town centre parking (2)                  | No real-time information                                     |
| Rail station poorly connected to centre             |  |                                       | Insufficient parking at station          | Lose business to elsewhere in midlands                       |
| Poor rail connections to main line                  |  |                                       | Congestion at schools                    | Doesn't facilitate for flexible working                      |
| Disabled and children not accounted for             |  |                                       | Parking prices inconsistent              |  |
| Park and ride not the way forward                   |  |                                       | Queues for parking                       |  |
| Affordability                                       |  |                                       | Unnecessary trips made by car            |  |

## Trends

- Agreement throughout that there is a lack of access to NEC/airport, as well as North Solihull.
- General complaints of poor provision of information surrounding sustainable modes of transport.
- People from both groups criticise the safety of cycling around the area.
- Members of both groups are unhappy with congestion during peak times.

## Differences



- Internal stakeholders were far more concerned by the location of the train station than external stakeholders.
- Information provision was a far bigger issue for Internal groups than External groups.
- External stakeholders are more dissatisfied with levels of congestion on the M42 (impact on business/ deliveries etc).

# Appendix H











**DEMOGRAPHICS OF PUBLIC CONSULTATION RESPONDENTS**

## ABOUT THE PUBLIC QUESTIONNAIRE RESPONDENTS

The tables below present demographic information about respondents to the public consultation questionnaire. It should be noted that the equality monitoring questions were only completed by around two-thirds of all respondents. Comparisons with borough wide data (based on Census 2011) is provided at the end of this section.

| 41. Which of the following best describes your employment status? |  |   |                  |                |
|---|--|---|------------------|----------------|
|   |  |   | Response Percent | Response Total |
| 1   | Employed working full time (30+ hrs)     |    | 50.42%           | 120            |
| 2   | Employed working part-time (9-29 hrs)    |    | 6.72%            | 16             |
| 3   | Self employed                            |    | 7.14%            | 17             |
| 4   | Unemployed/ Not working                  |    | 0.84%            | 2              |
| 5   | Retired                                  |    | 28.57%           | 68             |
| 6   | Looking after house/children             |   | 0.84%            | 2              |
| 7   | Not working due to illness or disability |  | 1.26%            | 3              |
| 8   | In full time education                   |  | 1.68%            | 4              |
| 9   | Other (please say)                       |  | 2.52%            | 6              |
|   |  |   | answered         | 238            |
|   |  |   | skipped          | 62             |

### Questions about the consultation

| 43. How did you find out about the consultation? Please tick all that apply |  |   |                  |                |
|---|--|---|------------------|----------------|
|   |  |   | Response Percent | Response Total |
| 1   | Your Solihull - residents magazine                         |  | 4.17%            | 10             |
| 2   | Roadshow   |  | 2.92%            | 7              |
| 3   | Stakeholder meeting  |  | 1.67%            | 4              |
| 4   | Word of mouth  |  | 10.83%           | 26             |
| 5   | Social media   |  | 20.42%           | 49             |
| 6   | Email  |  | 20.00%           | 48             |
| 7   | Newspaper (e.g. Solihull News/ Observer, Evening Mail etc) |  | 15.00%           | 36             |
| 8   | Radio/television   |  | 0.42%            | 1              |
| 9   | Website  |  | 12.08%           | 29             |
| 10  | Stay Connected bulletin                                    |  | 4.58%            | 11             |

#### 43. How did you find out about the consultation? Please tick all that apply


|    |                              |   | Response Percent | Response Total |
|----|------------------------------|---|------------------|----------------|
| 11 | Community or Parish magazine |  | 1.67%            | 4              |
| 12 | Other (please say):          |  | 16.25%           | 39             |
|    |                              |   | answered         | 240            |
|    |                              |   | skipped          | 60             |

#### 44. What do you think about the amount of information provided in the document(s) you read?

|   |                        |   | Response Percent | Response Total |
|---|------------------------|---|------------------|----------------|
| 1 | Too much information   |  | 18.91%           | 45             |
| 2 | About right            |  | 70.59%           | 168            |
| 3 | Not enough information |  | 10.50%           | 25             |
|   |                        |   | answered         | 238            |
|   |                        |   | skipped          | 6              |

### 12. Equality monitoring questions






45. Answering these questions is voluntary. If you choose not to answer any or all of the questions it will not make any difference to the service you receive. However, by answering the questions below, you will help us make our services fairer and more accessible to all. If you do not wish to answer any monitoring questions, please tick the box below:

|   |  |   | Response Percent | Response Total |
|---|--|---|------------------|----------------|
| 1 | I prefer not to answer any equality monitoring questions |  | 100.00%          | 57             |
|   |  |   | answered         | 57             |
|   |  |   | skipped          | 243            |



46. Some questions may feel personal, but the information we collect is anonymous - it cannot be traced back to you. If you would like to know how we use this information, please contact us at [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk) What is your age?

|   |                    |   | Response Percent | Response Total |
|---|--------------------|---|------------------|----------------|
| 1 | 15 years and under |   | 0.00%            | 0              |
| 2 | 16 - 25 years      |  | 5.05%            | 10             |
| 3 | 26 - 35 years      |  | 12.12%           | 24             |
| 4 | 36 - 45 years      |  | 14.14%           | 28             |
| 5 | 46 - 55 years      |  | 19.19%           | 38             |









**46. Some questions may feel personal, but the information we collect is anonymous - it cannot be traced back to you. If you would like to know how we use this information, please contact us at [solihullconnected@solihull.gov.uk](mailto:solihullconnected@solihull.gov.uk) What is your age?**

|    |                   |   | Response Percent | Response Total |
|----|-------------------|---|------------------|----------------|
| 6  | 56 - 65 years     |  | 23.23%           | 46             |
| 7  | 66 - 75 years     |  | 20.71%           | 41             |
| 8  | 76 - 85 years     |  | 4.04%            | 8              |
| 9  | 86 - 95 years     |  | 0.51%            | 1              |
| 10 | 96 years and over |   | 0.00%            | 0              |
| 11 | Prefer not to say |  | 1.01%            | 2              |
|    |                   |   | answered         | 198            |
|    |                   |   | skipped          | 102            |










**47. Do you consider yourself to have a disability?**

|   |                                       |  | Response Percent | Response Total |
|---|---------------------------------------|--|------------------|----------------|
| 1 | Yes (please answer the next question) |   | 15.23%           | 30             |
| 2 | No (please skip the next question)    |  | 83.25%           | 164            |
| 3 | Prefer not to say                     |   | 1.52%            | 3              |
|   |                                       |  | answered         | 197            |
|   |                                       |  | skipped          | 103            |

**48. If yes, please state the nature of your disability / disabilities:**





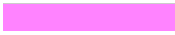


|   |  |   | Response Percent | Response Total |
|---|--|---|------------------|----------------|
| 1 | Visual impairment                                |  | 12.50%           | 4              |
| 2 | Learning disability                              |  | 9.38%            | 3              |
| 3 | Physical disability                              |  | 34.38%           | 11             |
| 4 | Hearing impairment                               |  | 9.38%            | 3              |
| 5 | Mental health difficulties                       |  | 9.38%            | 3              |
| 6 | Long-standing illness or health condition        |  | 31.25%           | 10             |
| 7 | Prefer not to say                                |  | 6.25%            | 2              |
| 8 | Any other disability (specify below if you wish) |  | 3.13%            | 1              |
|   |  |   | answered         | 32             |
|   |  |   | skipped          | 268            |

#### 49. What is your race or ethnic group?




|    |  |   | Response Percent | Response Total |
|----|--|---|------------------|----------------|
| 1  | White - English / Welsh / Scottish / Northern Irish / British        |   | 87.88%           | 174            |
| 2  | White - Irish  |    | 2.02%            | 4              |
| 3  | White - Gypsy or Irish Traveller                                     |   | 0.00%            | 0              |
| 4  | Other white background (specify below if you wish)                   |    | 3.03%            | 6              |
| 5  | Asian/Asian British - Bangladeshi                                    |   | 0.00%            | 0              |
| 6  | Asian/Asian British - Chinese  |    | 0.51%            | 1              |
| 7  | Asian/Asian British - Indian   |    | 0.51%            | 1              |
| 8  | Asian/Asian British - Pakistani                                      |   | 0.00%            | 0              |
| 9  | Other Asian background (specify below if you wish)                   |   | 0.00%            | 0              |
| 10 | Black/African/Caribbean/Black British - African                      |   | 0.00%            | 0              |
| 11 | Black/African/Caribbean/Black British - Caribbean                    |  | 0.51%            | 1              |
| 12 | Other Black/African/Caribbean background (specify below if you wish) |   | 0.00%            | 0              |
| 13 | Mixed/Multiple Ethnic Groups - White and Black Caribbean             |   | 0.00%            | 0              |
| 14 | Mixed/Multiple Ethnic Groups - White and Black African               |   | 0.00%            | 0              |
| 15 | Mixed/Multiple Ethnic Groups - White and Asian                       |  | 0.51%            | 1              |
| 16 | Other Mixed/Multiple Ethnic background (specify below if you wish)   |  | 0.51%            | 1              |
| 17 | Other Ethnic Group - Arab  |   | 0.00%            | 0              |
| 18 | Any other ethnic group (specify below if you wish)                   |   | 0.00%            | 0              |
| 19 | Prefer not to say  |  | 4.55%            | 9              |
|    |  |   | answered         | 198            |
|    |  |   | skipped          | 102            |







## 50. What is your religion or belief?

|   |   |   | Response Percent | Response Total |
|---|---|---|------------------|----------------|
| 1 | Christian (including Church of England, Catholic, Protestant and all other Christian denominations) |  | 57.07%           | 113            |
| 2 | Hindu   |  | 0.51%            | 1              |
| 3 | Sikh  |   | 0.00%            | 0              |
| 4 | Muslim  |  | 0.51%            | 1              |
| 5 | Jewish  |   | 0.00%            | 0              |
| 6 | Buddhist  |  | 0.51%            | 1              |
| 7 | No religion or belief   |  | 30.81%           | 61             |
| 8 | Any other religion (specify below if you wish)  |  | 2.53%            | 5              |
| 9 | Prefer not to say   |  | 8.08%            | 16             |
|   |   |   | answered         | 198            |
|   |   |   | skipped          | 102            |

## 51. What is your sex?

|   |                   |   | Response Percent | Response Total |
|---|-------------------|---|------------------|----------------|
| 1 | Female            |  | 39.29%           | 77             |
| 2 | Male              |  | 56.63%           | 111            |
| 3 | Prefer not to say |  | 4.08%            | 8              |
|   |                   |   | answered         | 196            |
|   |                   |   | skipped          | 104            |

## 52. Do you wish to share with us your sexual orientation?

|   |  |  | Response Percent | Response Total |
|---|--|--|------------------|----------------|
| 1 | Heterosexual   |  | 83.16%           | 163            |
| 2 | Gay Man  |   | 3.06%            | 6              |
| 3 | Gay Woman / Lesbian                                      |  | 0.00%            | 0              |
| 4 | Bisexual   |   | 0.51%            | 1              |
| 5 | Any other sexual orientation (specify below if you wish) |  | 0.00%            | 0              |
| 6 | Prefer not to say  |   | 13.27%           | 26             |
|   |  |  | answered         | 196            |

## 52. Do you wish to share with us your sexual orientation?

|         | Response Percent | Response Total |
|---------|------------------|----------------|
| skipped |                  | 104            |

## 53. What is your main language?

|   |  | Response Percent | Response Total |
|---|--|------------------|----------------|
| 1 | English  | 98.98%           | 194            |
| 2 | Other language including British Sign Language (specify below if you wish) | 0.00%            | 0              |
| 3 | Prefer not to say  | 1.02%            | 2              |
|   |  | answered         | 196            |
|   |  | skipped          | 104            |

## BOROUGH DATA

| Ethnicity   | Number  | %     |
|---|---------|-------|
| White; English/Welsh/Scottish/Northern Irish/British    | 177,248 | 85.8% |
| White; Irish  | 3,935   | 1.9%  |
| White; Gypsy or Irish Traveller                         | 70      | 0.0%  |
| White; Other White                                      | 2,991   | 1.4%  |
| Mixed/Multiple Ethnic Groups; White and Black Caribbean | 2,395   | 1.2%  |
| Mixed/Multiple Ethnic Groups; White and Black African   | 247     | 0.1%  |
| Mixed/Multiple Ethnic Groups; White and Asian           | 1,156   | 0.6%  |
| Mixed/Multiple Ethnic Groups; Other Mixed               | 606     | 0.3%  |
| Asian/Asian British; Indian                             | 7,098   | 3.4%  |
| Asian/Asian British; Pakistani                          | 3,413   | 1.7%  |
| Asian/Asian British; Bangladeshi                        | 633     | 0.3%  |
| Asian/Asian British; Chinese                            | 906     | 0.4%  |
| Asian/Asian British; Other Asian                        | 1,511   | 0.7%  |
| Black/African/Caribbean/Black British; African          | 852     | 0.4%  |
| Black/African/Caribbean/Black British; Caribbean        | 1,930   | 0.9%  |
| Black/African/Caribbean/Black British; Other Black      | 457     | 0.2%  |
| Other Ethnic Group; Arab                                | 358     | 0.2%  |
| Other Ethnic Group; Any Other Ethnic Group              | 868     | 0.4%  |
| All Usual Residents                                     | 206,674 | 100%  |

- The profile of questionnaire respondents (88% White - English / Welsh / Scottish / Northern Irish / British) is in line with the borough average based on Census 2011 data (86%).

- There was representation of non-white ethnicities in the focus groups.

| Religion/belief     | Number  | %     |
|---------------------|---------|-------|
| Christian           | 135,572 | 65.6% |
| Buddhist            | 430     | 0.2%  |
| Hindu               | 3,684   | 1.8%  |
| Jewish              | 353     | 0.2%  |
| Muslim              | 5,247   | 2.5%  |
| Sikh                | 3,504   | 1.7%  |
| Other Religion      | 569     | 0.3%  |
| No Religion         | 44,187  | 21.4% |
| Religion Not Stated | 13,128  | 6.4%  |
| All Usual Residents | 206,674 | 100%  |

- Questionnaire respondents contained a slightly lower proportion of Christians (57%) and Muslims (0.5%) than the borough averages (66% and 2.5%, respectively), and an above average proportion of those describing themselves as having no religion (31%; borough average 21%).

#### Main language

- Census 2011 found that 3% of Solihull's total population do not have English as their main language. Overall, 99% of those who completed the consultation questionnaire (and answered the relevant question) have English as their main language.

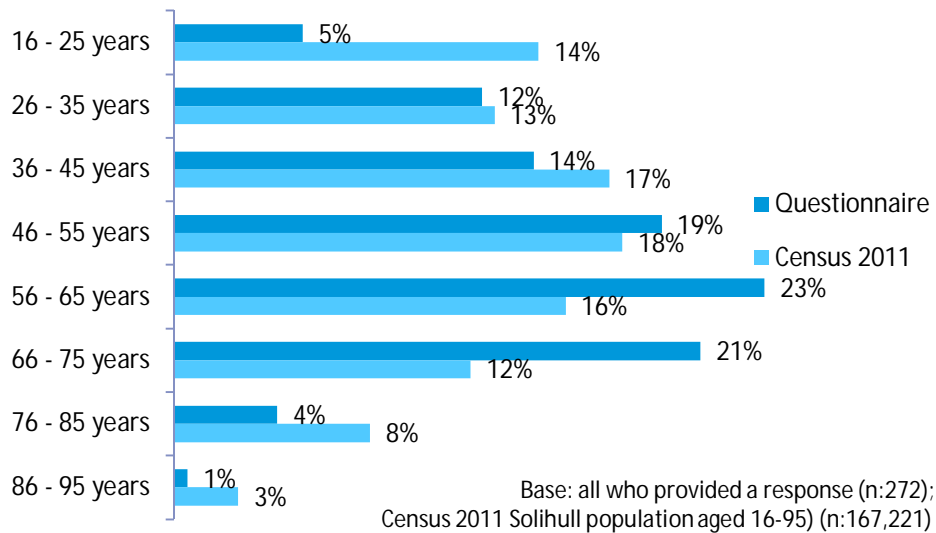
#### Disability

- Census 2011 reports that nearly 37,000 Solihull residents of all ages (17.9% of the total population, 11.8% of the working age population) say that their day-to-day activities are limited by either long-term illness or disability of which 16,850 say their activities are limited a lot. Of those who answered the relevant question in the consultation questionnaire, 15% considered themselves to have a disability of some sort. It is noted that this data is self-reported and therefore not necessarily statistically robust.

#### Age and gender

- The age profile of consultation respondents shows that while there is representation from across all age groups, over 40% of respondents are aged between 46 and 65, with fewer respondents aged up to 26 or over 76 years of age.
- Comparison with Census (excluding those under 16 and over 95) shows that young people are underrepresented and those between 46 and 75 are overrepresented in the survey sample.

### Questionnaire respondents' age vs 2011 Census



- Of those who completed the question about their gender, 59% are male (111 respondents) and 41% female (77). In Census 2011, 49% of Solihull's population was male and 51% female. This suggests that females are slightly underrepresented in the sample of questionnaire respondents.

# Appendix I

**CODED ANSWERS TO OPEN QUESTIONS FROM PUBLIC  
QUESTIONNAIRE**

# PUBLIC QUESTIONNAIRE

## Coded answers to open questions

**Q1: “In one sentence, please tell us what you think is the biggest transport problem in Solihull?”**

Answers separated by mode category:

| Cars                            |     |
|---------------------------------|-----|
| Heavy congestion                | 59  |
| Overcrowded roads               | 28  |
| Poor traffic signalling         | 19  |
| School drop-offs congested      | 12  |
| Insufficient off-street parking | 12  |
| Parking expensive               | 8   |
| M42 overcrowded                 | 8   |
| Insufficient on-street parking  | 3   |
| Terrible road surfaces          | 3   |
| High traffic speeds             | 2   |
| Total comments                  | 154 |

|                                  | General Public Transport | Rail | Buses |
|----------------------------------|--------------------------|------|-------|
| Lack of routes                   | 5                        | 1    | 16    |
| Services unreliable              | 6                        | 0    | 13    |
| No modal integration             | 14                       | 0    | 1     |
| Services infrequent              | 3                        | 2    | 10    |
| Poorly located stops/stations    | 2                        | 6    | 2     |
| Poor regional connectivity       | 8                        | 1    | 1     |
| Expensive to use                 | 4                        | 0    | 4     |
| Poor access to NEC/Airport       | 6                        | 2    | 0     |
| Lack of connectivity North-South | 6                        | 0    | 0     |
| Lack of information provision    | 2                        | 0    | 1     |
| Total comments                   | 56                       | 12   | 48    |

| General Active Modes    | Cycling & Walking | Cycling | Walking |
|-------------------------|-------------------|---------|---------|
| Lack of separate routes | 1                 | 28      | 0       |
| Unsafe                  | 2                 | 9       | 3       |
| Insufficient provision  | 3                 | 7       | 1       |

|                       |          |           |          |
|-----------------------|----------|-----------|----------|
| Poor connectivity     | 2        | 5         | 0        |
| Poor surfaces         | 0        | 3         | 0        |
| No modal integration  | 1        | 0         | 0        |
| <b>Total comments</b> | <b>9</b> | <b>52</b> | <b>4</b> |

**Q6. "Please tell us one thing that currently limits your use of public transport?"**

| <b>Issue</b>   | <b>Public Transport</b> | <b>Bus</b> | <b>Rail</b> |
|--|-------------------------|------------|-------------|
| Lack of Direct Route to Destination                  | 22                      | 23         | 3           |
| Lack of Frequency                                    | 14                      | 28         | 2           |
| Too Expensive  | 25                      | 7          | 1           |
| Service Too Slow (Generic)                           | 16                      | 7          | 0           |
| Lack of Service Reliability                          | 13                      | 8          | 0           |
| Too Far to Nearest Stop                              | 9                       | 10         | 2           |
| Disabled/Less Mobile Passenger, Can't Access Service | 11                      | 1          | 0           |
| No or Limited Evening/Night Service                  | 2                       | 8          | 1           |
| Overcrowding   | 5                       | 4          | 0           |
| Service Cleanliness                                  | 3                       | 6          | 0           |
| All is Fine!   | 7                       | 0          | 1           |
| Inconvenient   | 8                       | 0          | 0           |
| No Need To Use                                       | 6                       | 1          | 0           |
| Lack of Information                                  | 3                       | 3          | 0           |
| Service Too Slow (Indirect Route)                    | 2                       | 3          | 0           |
| Behaviour of Other Passengers                        | 0                       | 5          | 0           |
| Lack of Weekend Services                             | 1                       | 4          | 0           |
| Carrying Shopping                                    | 4                       | 1          | 0           |
| Access to Car/Car more convenient                    | 4                       | 0          | 0           |
| Service not Usable for Multi-Purpose Trips           | 3                       | 0          | 0           |
| Rail/Bus Connectivity                                | 2                       | 1          | 0           |
| Safety   | 0                       | 2          | 1           |
| Parking at Station/Stop                              | 0                       | 0          | 3           |
| Uncomfortable Service                                | 1                       | 2          | 0           |
| Service Too Slow (Congestion)                        | 0                       | 3          | 0           |
| Lack of Cycle Access                                 | 2                       | 0          | 0           |
| Ticketing Integration                                | 2                       | 0          | 0           |
| Lack of Change                                       | 0                       | 2          | 0           |
| Family   | 2                       | 0          | 0           |
| Need to Change (Intramodal)                          | 0                       | 1          | 0           |



Q7. "Please tell us one thing that would encourage you to make more use of public transport:"

| Note   | PT | Bus | Rail | Monorail! | Metro | Sprint | sum |
|--|----|-----|------|-----------|-------|--------|-----|
| Additional/More Direct Routes                  | 19 | 25  | 5    | 1         | 6     | 1      | 57  |
| No Answer                                      | 53 | 0   | 0    | 0         | 0     | 0      | 53  |
| More Frequent                                  | 23 | 21  | 2    | 0         | 0     | 0      | 46  |
| Cheaper  | 35 | 6   | 2    | 0         | 0     | 0      | 43  |
| Faster   | 17 | 4   | 0    | 0         | 0     | 0      | 21  |
| More Reliable                                  | 12 | 5   | 1    | 0         | 0     | 0      | 18  |
| Nothing Could Persuade them to use PT          | 13 | 0   | 0    | 0         | 0     | 0      | 13  |
| More Information Available                     | 4  | 9   | 0    | 0         | 0     | 0      | 13  |
| Better Integration of Modes                    | 10 | 2   | 0    | 0         | 0     | 0      | 12  |
| Other  | 11 | 0   | 0    | 0         | 0     | 0      | 11  |
| More Sunday and Evening Surveys                | 4  | 4   | 0    | 0         | 0     | 0      | 8   |
| More Parking at Stops/Stations                 | 4  | 0   | 3    | 0         | 0     | 0      | 7   |
| Contactless Ticketing                          | 5  | 0   | 0    | 0         | 0     | 0      | 5   |
| Cleaner  | 2  | 3   | 0    | 0         | 0     | 0      | 5   |
| Discount Ticket Schemes                        | 5  | 0   | 0    | 0         | 0     | 0      | 5   |
| Free   | 4  | 0   | 0    | 0         | 0     | 0      | 4   |
| Increased Staff Presence (e.g. Conductors)     | 3  | 1   | 0    | 0         | 0     | 0      | 4   |
| Better Walking/Cycling Routes to Stops         | 2  | 0   | 1    | 0         | 0     | 0      | 3   |
| Bus/Rail Connections                           | 3  | 0   | 0    | 0         | 0     | 0      | 3   |
| Stops/Stations Closer To Shops                 | 3  | 0   | 0    | 0         | 0     | 0      | 3   |
| Park and Ride                                  | 3  | 0   | 0    | 0         | 0     | 0      | 3   |
| "Better" Service                               | 1  | 2   | 0    | 0         | 0     | 0      | 3   |
| Safer  | 1  | 1   | 1    | 0         | 0     | 0      | 3   |
| Stops Closer to Homes                          | 2  | 1   | 0    | 0         | 0     | 0      | 3   |
| Concessions for the Elderly                    | 1  | 1   | 0    | 0         | 0     | 0      | 2   |
| More Capacity                                  | 2  | 0   | 0    | 0         | 0     | 0      | 2   |
| "Efficient"                                    | 2  | 0   | 0    | 0         | 0     | 0      | 2   |
| Express Service                                | 1  | 1   | 0    | 0         | 0     | 0      | 2   |
| Smoother Ride                                  | 2  | 0   | 0    | 0         | 0     | 0      | 2   |
| No Need to Use                                 | 2  | 0   | 0    | 0         | 0     | 0      | 2   |
| Greater PT Priority                            | 1  | 1   | 0    | 0         | 0     | 0      | 2   |
| Free Station Car Parking                       | 0  | 0   | 2    | 0         | 0     | 0      | 2   |
| More/Better Cycle Parking at Stops or Stations | 0  | 0   | 2    | 0         | 0     | 0      | 2   |
| Better Behaviour In Others                     | 0  | 2   | 0    | 0         | 0     | 0      | 2   |
| Better Ring and Ride System                    | 0  | 1   | 0    | 0         | 0     | 0      | 1   |
| Lack of Car                                    | 1  | 0   | 0    | 0         | 0     | 0      | 1   |
| Cheaper for Minors                             | 1  | 0   | 0    | 0         | 0     | 0      | 1   |

|  |            |           |           |          |          |          |            |
|--|------------|-----------|-----------|----------|----------|----------|------------|
| Stops Closer to Facilities for the Elderly | 0          | 1         | 0         | 0        | 0        | 0        | 1          |
| More Parking in Town                       | 1          | 0         | 0         | 0        | 0        | 0        | 1          |
| Improved Station-Town Centre Link          | 1          | 0         | 0         | 0        | 0        | 0        | 1          |
| Better On-Board Disabled Facilities        | 1          | 0         | 0         | 0        | 0        | 0        | 1          |
| Better Pricing Structure                   | 0          | 0         | 1         | 0        | 0        | 0        | 1          |
| Would Rather Walk or Cycle                 | 1          | 0         | 0         | 0        | 0        | 0        | 1          |
| Better Stops                               | 1          | 0         | 0         | 0        | 0        | 0        | 1          |
| <b>Total</b>                               | <b>257</b> | <b>91</b> | <b>20</b> | <b>1</b> | <b>6</b> | <b>1</b> | <b>376</b> |

Q10. "Please tell us one thing that currently discourages you from cycling:"

| Note                           | Sum        | %            |
|--------------------------------|------------|--------------|
| Unsafe on roads                | 81         | 31%          |
| Lack of segregated cycle lanes | 45         | 17%          |
| Health reasons                 | 41         | 16%          |
| Roads too crowded and fast     | 38         | 15%          |
| Car drivers intimidating       | 32         | 12%          |
| Don't own a bike               | 19         | 7%           |
| Nowhere to park at destination | 12         | 5%           |
| No cycle friendly junctions    | 10         | 4%           |
| Don't enjoy it                 | 9          | 3%           |
| Too slow                       | 9          | 3%           |
| Theft                          | 9          | 3%           |
| Poor surfaces                  | 8          | 3%           |
| Poor weather                   | 7          | 3%           |
| Can't ride a bike              | 6          | 2%           |
| I already cycle                | 6          | 2%           |
| Carrying bags                  | 5          | 2%           |
| Facilities at work             | 4          | 2%           |
| <b>Total</b>                   | <b>341</b> | <b>n:261</b> |

Q11. "Please tell us one thing that would encourage you to cycle more:"

| Note                             | Sum | %   |
|----------------------------------|-----|-----|
| Properly segregated cycle routes | 107 | 43% |
| Nothing                          | 66  | 26% |
| Improved road safety             | 20  | 8%  |
| Better parking at destination    | 15  | 6%  |
| Better surfaces                  | 8   | 3%  |
| Better education for drivers     | 8   | 3%  |

|                                  |     |    |
|----------------------------------|-----|----|
| More crossings for cyclists      | 7   | 3% |
| Affordability                    | 5   | 2% |
| Continuous routes                | 4   | 2% |
| Cycle training for all ages      | 4   | 2% |
| I do already                     | 4   | 2% |
| Bicycle hire (Boris Bikes)       | 3   | 1% |
| Lower speed limits               | 3   | 1% |
| Weather                          | 3   | 1% |
| Better facilities at destination | 1   | 0% |
| Total Comments                   | 258 |    |
| Total respondents                | 251 |    |

Q14. "Please tell us one thing that currently discourages you from walking:"

| Note                        | Count | Sum | %   |
|-----------------------------|-------|-----|-----|
| I already walk frequently   | W13   | 65  | 27% |
| Too slow                    | W3    | 48  | 20% |
| Poor health                 | W2    | 26  | 11% |
| Safety                      | W5    | 21  | 9%  |
| Unpleasant environment      | W4    | 17  | 7%  |
| Poorly maintained footpaths | W7    | 15  | 6%  |
| Bad lighting                | W8    | 15  | 6%  |
| Too much traffic            | W1    | 14  | 6%  |
| Easier to use other mode    | W9    | 14  | 6%  |
| Lack of crossings           | W11   | 14  | 6%  |
| Weather                     | W12   | 14  | 6%  |
| Carrying things             | W14   | 7   | 3%  |
| Narrow pavements            | W6    | 5   | 2%  |
| Waiting times at crossings  | W10   | 0   | 0%  |
| Not interested              | W15   | 0   | 0%  |
| Total Comments              |       | 275 |     |
| Total respondents           |       | 239 |     |

15. "Please tell us one thing that would encourage you to walk more often:"

| Note                           | Code | Sum | %   |
|--------------------------------|------|-----|-----|
| Nothing                        | W12  | 65  | 33% |
| I already walk                 | W13  | 37  | 19% |
| Pleasant routes                | W9   | 20  | 10% |
| More safe crossings            | W7   | 17  | 9%  |
| More separation from cars      | W11  | 15  | 8%  |
| Improved footpaths maintenance | W5   | 14  | 7%  |
| Better lighting                | W3   | 13  | 7%  |
| Mixed modes                    | W14  | 9   | 5%  |
| Wider pavements                | W6   | 8   | 4%  |

|                                       |     |     |    |
|---------------------------------------|-----|-----|----|
| <b>Stop cars parking on pavements</b> | W10 | 8   | 4% |
| <b>Remove litter</b>                  | W8  | 6   | 3% |
| <b>Better signposting</b>             | W2  | 5   | 3% |
| <b>Pedestrianizing streets</b>        | W1  | 3   | 2% |
| <b>Police presence</b>                | W15 | 3   | 2% |
| <b>Connectivity to other modes</b>    | W4  | 0   | 0% |
| <i>Total Comments</i>                 |     | 223 |    |
| <i>Total respondents</i>              |     | 199 |    |

**Q18. “How else do you think transport in the borough should be improved to meet Solihull’s future challenges?”**

The answers to this question were coded to mode category:

| Mode                            | References |
|---------------------------------|------------|
| <b>Walking</b>                  | 11         |
| <b>Cycling</b>                  | 37         |
| <b>Rail</b>                     | 12         |
| <b>Metro</b>                    | 11         |
| <b>Sprint</b>                   | 2          |
| <b>Bus</b>                      | 54         |
| <b>General public transport</b> | 77         |
| <b>Road</b>                     | 71         |
| <b>Other</b>                    | 38         |

Other comments include: question the need for growth (“We are a town of unique character”); change traffic light sequences to improve flow (or take them out altogether)

|                                |           |
|--------------------------------|-----------|
| <b>Other</b>                   | <b>25</b> |
| <b>Stop HS2</b>                | 1         |
| <b>Congestion Charge</b>       | 2         |
| <b>Do Move the Station!</b>    | 5         |
| <b>Don't Move the Station!</b> | 5         |
| <b>No Answer</b>               | 113       |

## Public Transport

| Note  | General Statement on Sustainable Modes | Bus | Rail | Underground | Metro | Sprint |
|---|--|-----|------|-------------|-------|--------|
| <b>Total Comments</b>   | 77                                     | 54  | 12   | 1           | 11    | 2      |
| <b>Additional/More Direct Routes</b>                            | 17                                     | 13  | 3    | 1           | 9     | 2      |
| <b>Better/Improved Service</b>                                  | 9                                      | 5   | 0    | 0           | 0     | 0      |
| <b>Better Integration of Modes</b>                              | 11                                     | 0   | 0    | 0           | 0     | 0      |
| <b>Greater Provision for School Transport Base on this Mode</b> | 5                                      | 5   | 0    | 0           | 0     | 0      |
| <b>Cheaper</b>  | 6                                      | 2   | 1    | 0           | 0     | 0      |
| <b>More Capacity/Removal of Pinch Points</b>                    | 1                                      | 4   | 3    | 0           | 0     | 0      |
| <b>LESS Priority for this mode</b>                              | 1                                      | 3   | 0    | 0           | 1     | 0      |
| <b>Park and Ride</b>  | 5                                      | 0   | 0    | 0           | 0     | 0      |
| <b>More Reliable</b>  | 1                                      | 3   | 1    | 0           | 0     | 0      |
| <b>More Frequent</b>  | 2                                      | 3   | 0    | 0           | 0     | 0      |
| <b>Greater Priority</b>   | 1                                      | 1   | 0    | 0           | 1     | 0      |
| <b>Better Network Planning for Future Developments</b>          | 3                                      | 0   | 0    | 0           | 0     | 0      |
| <b>More Information Available</b>                               | 1                                      | 2   | 0    | 0           | 0     | 0      |
| <b>PT33</b>   | 2                                      | 0   | 1    | 0           | 0     | 0      |
| <b>Contactless/Smart Ticketing</b>                              | 2                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Increased Staff Presence (e.g. Conductors)</b>               | 0                                      | 2   | 0    | 0           | 0     | 0      |
| <b>Faster</b>   | 1                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Stops/Stations Closer To Shops</b>                           | 1                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Better On-Board Disabled Facilities</b>                      | 1                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Free</b>   | 2                                      | 0   | 0    | 0           | 0     | 0      |
| <b>Encourage People to use this mode</b>                        | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Stop Penalising this Mode</b>                                | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Greater Policing of Network</b>                              | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>Free Parking</b>   | 1                                      | 0   | 0    | 0           | 0     | 0      |
| <b>Better Crossing Points for Pedestrians/Cyclists</b>          | 1                                      | 0   | 0    | 0           | 0     | 0      |
| <b>Cleaner</b>  | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>More Parking at Stops/Stations</b>                           | 0                                      | 0   | 1    | 0           | 0     | 0      |
| <b>Improved Station-Town Centre Link</b>                        | 0                                      | 0   | 1    | 0           | 0     | 0      |
| <b>Safer</b>  | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>More/Better Cycle Parking at Stops or Stations</b>           | 0                                      | 0   | 1    | 0           | 0     | 0      |
| <b>Better Behaviour In Others</b>                               | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>More consideration/facilities for people with families</b>   | 0                                      | 1   | 0    | 0           | 0     | 0      |
| <b>More Promotion of Mode</b>                                   | 1                                      | 0   | 0    | 0           | 0     | 0      |

|                             |   |   |   |   |   |   |
|-----------------------------|---|---|---|---|---|---|
| Incentives to Use           | 1 | 0 | 0 | 0 | 0 | 0 |
| Cross Boundary Co-Operation | 1 | 0 | 0 | 0 | 0 | 0 |

## Road

| Note   | Road |
|--|------|
| Total Comments   | 71   |
| More Capacity/Removal of Pinch Points                    | 19   |
| LESS Priority for this mode                              | 12   |
| Stop Penalising this Mode                                | 9    |
| Greater Priority   | 4    |
| Better Maintainance                                      | 4    |
| Greater Policing of Network                              | 3    |
| More car parks   | 3    |
| Additional/More Direct Routes                            | 2    |
| Cheaper  | 2    |
| Free Parking   | 2    |
| Better/Improved Service                                  | 1    |
| Greater Provision for School Transport Base on this Mode | 1    |
| Park and Ride  | 1    |
| Better Network Planning for Future Developments          | 1    |
| Better Crossing Points for Pedestrians/Cyclists          | 1    |
| New Freight Routes                                       | 1    |
| More Disabled Parking (at Stops/Stations where relevant) | 1    |
| Better Education of the needs of other users             | 1    |
| Electrification/Electric Bikes/Charge Points             | 1    |
| Car Share  | 1    |
| More Expensive Parking!                                  | 1    |

## Active Travel

| Note   | Cycling | Pedestrian | Active Travel |
|--|---------|------------|---------------|
| Total Comments   | 37      | 11         | 48            |
| Additional/More Direct Routes                            | 13      | 3          | 16            |
| Greater Priority   | 5       | 1          | 6             |
| Better/Improved Service                                  | 3       | 2          | 5             |
| LESS Priority for this mode                              | 3       | 0          | 3             |
| Greater Provision for School Transport Base on this Mode | 2       | 1          | 3             |
| Canal Routes   | 2       | 1          | 3             |
| Cheaper  | 2       | 0          | 2             |

|  |   |   |   |
|--|---|---|---|
| Encourage People to use this mode            | 2 | 0 | 2 |
| Stop Penalising this Mode                    | 1 | 0 | 1 |
| Greater Policing of Network                  | 0 | 1 | 1 |
| Park and Ride                                | 0 | 1 | 1 |
| Better Education of the needs of other users | 1 | 0 | 1 |
| Electrification/Electric Bikes/Charge Points | 1 | 0 | 1 |
| Free Station Car Parking                     | 0 | 1 | 1 |
| Would Rather Walk of Cycle                   | 1 | 0 | 1 |
| Cycle Hire                                   | 1 | 0 | 1 |

33. "In one sentence, how do you suggest that children could be encouraged to walk and cycle more often?"

| Note                     | Walking     | Cycling     | sum |
|--------------------------|-------------|-------------|-----|
| <i>Respondents:</i>      | <i>n:47</i> | <i>n:53</i> |     |
| Safer routes             | 17          | 34          | 51  |
| Separation from roads    | 5           | 7           | 12  |
| Discourage other modes   | 6           | 4           | 10  |
| Promotion in schools     | 3           | 5           | 8   |
| Already walk/cycle       | 7           | 1           | 8   |
| Walking buses            | 5           |             | 5   |
| More crossing points     | 4           | 1           | 5   |
| No need to walk/cycle    | 1           | 3           | 4   |
| Park and walk facilities | 2           |             | 2   |
| Cycle training           |             | 2           | 2   |
| Lollipop men/ladies      | 1           |             | 1   |
| Cycle hire               |             | 1           | 1   |
| Safe cycle parking       |             | 1           | 1   |
| Better lighting          | 1           | 0           | 1   |
| Reduced traffic speeds   | 0           | 0           | 0   |
| Total comments           | 52          | 59          | 111 |



# Appendix J

**PUBLIC FOCUS GROUPS: TRANSPORT PROBLEMS, BARRIERS,  
BENEFITS AND MOTIVATORS**

## GENERAL PUBLIC

## YOUNG PEOPLE

# TRANSPORT PROBLEMS

Unhygienic/ dirty

Cost of buses rises each year / bus travel more expensive than parking

No evening services, poor Sunday bus services  
Buses start late and finish early

Congestion onboard ("School children stand right at the front and you usually have to fight to get off")

Long journey times (long routes/ need to change services)

Overcrowded

Train zones are 'complicated'

Not reliable / subject to delay

Station parking is too expensive

West Midlands senior bus passes can be used on some rail services in the Borough, but not all

No train stations nearby/ no connecting transport to stations

Station car parks full by early morning

Bikes not allowed on rail replacement buses

Expensive

Overcrowding (worse than on trains)

Bus stop not near enough (origin or destination)

Not always able to take bike on train (e.g. weekend)

Lack of direct services (e.g. Olton to London)

Not family friendly (can't always get push chair on bus or sit together)

Poor connections to Coventry & Warwick etc from places other than Solihull town centre

Not enough public transport to/from/between North/South Solihull

Poor bus - rail connections

Feel unsafe, antisocial behaviour, theft; no bus conductors

Bus season tickets not valid in the evening/ on Sundays

Public transport is not convenient enough – car is easier to use

Requires the right change (or cash)

Low frequency

Uncomfortable/ poor experience

Takes too long

Lack of information to plan your trip

Congestion creates delays for all road users (not just drivers)

Morning traffic to and from schools

Speeding

Lack of cycle paths (town centre)

Congestion around town centre, M42 J4-5, JLR plant on Damson Parkway

State of the roads (potholes), particularly residential streets

Discontinuous cycle lanes (e.g. Stratford Road)

Children can't cycle on roads (safety)

Town centre regularly congested if accident on M42

Too many speed bumps (limited impact)

Cycle lanes are not connected

Unsafe (too much traffic)

Lack of free 30 minute parking in town centre

Expensive car parking leading to people parking in residential streets nearby

No secure bike parking at stations

Not always allowed to take a bike on the train

Traffic signal sequence by Asda

Not enough car parking in town centre

Dislike cyclists on the road / pavement

Cycle lanes are just a line on the road. Not wide enough – no protection from traffic

Roadworks (cause congestion)

Parking around school difficult

Road safety: driver behaviour (on mobiles, not stopping at lights)

Unpleasant routes (e.g. route to Dickens Heath train station in is along a narrow footway with overhanging vegetation)

Congestion

Car parks too expensive

Lack of paths in parks

State of the pavements

Personal safety (poor street lighting, anti-social behaviour)

Lighting

Motorbikes on paths and in parks

Litter/dirty

No night buses

Bus routes are long

More bus routes needed

Not having the right change for the bus – "everywhere else except Birmingham gives change"

Bus stops not showing timetables/ shelters damaged so you can't see the timetable

Frequency of bus services

Traffic causing delays to journeys (on buses)

Late running buses

Changes to bus routes and ticket prices cause confusion

Cost of buses

No evening bus services – finish at 6pm

Long bus routes

Unreliable

Noisy children on buses

Buses are never on time "I've never had a bus that's early; 60% of the time they're late"

Intimidating behaviour (people at the back of the of the bus)

Lack of bus services in the evenings/ Sundays

Distance/ time (bus routes)

Long bus journeys

Too many stops

Hygiene/ cleanliness of buses. Rubbish left in between seats. Chewing gum on the seats and hand rails.

Overcrowding – "all the buses coming out of town are rammed" – have to stand the whole way home

Miserable bus drivers – "I always say thank you and it's rude when they don't acknowledge you"

Public transport too expensive – cheaper to buy petrol

Cleanliness of buses/trains

People playing music loudly on their phones

Trains mostly have to have connection in Birmingham

Constant roadworks "80% of the time there's no one working there, just holding up the traffic"

Getting stuck behind a bus on a narrow road when driving

Roads don't get cleaned in snow

Lack of bike lanes

Traffic, mainly around Solihull town centre

Traffic / congestion

Journey time due to roadworks

Weather

Cost of travel (buses expensive, particularly if you need to catch two)

Safety

KEY:

BUS

RAIL

PUBLIC TRANSPORT

CAR

CYCLING

WALKING

GENERAL

## GENERAL PUBLIC

## YOUNG PEOPLE

# BARRIERS

KEY:

BUS

RAIL

PUBLIC TRANSPORT

CAR

CYCLING

WALKING

GENERAL

information isn't felt to be a barrier, they know where to go if they need it

Safety is the key across all modes

Convenience is key reason they choose to travel by car

Taxis: **Expensive** and unreliable

Quality of roads – potholes / Uncomfortable cycle surfaces due to lack of maintenance

Cycling isn't convenient or practical for families on a day to day basis

"Not the right environment for walking or cycling"

Air pollution

Lack of cycle training

Not enough cycle paths / too much traffic to cycle on the road/ inadequate cycle infrastructure provided

Weather

No 'rent a bikes' / bikes too expensive

**Safety concerns of cycling on roads**

Distance

Cyclists seen as a nuisance to drivers

Personal safety in the local area

Can't cycle

Too much traffic on the roads

Lack of safe cycle parking

Drivers (don't care about cyclists)

Scared of cyclists (as drivers)

Cycling isn't possible for everyone due to health problems

Takes longer – working parents don't have time to walk or cycle their children to school and then go to work

Can't arrive at work sweaty – issue if no changing facilities are provided

Road safety (road barriers and crossings)

Rubbish/ litter

Distance

Weather

Not enough benches to rest for elderly

Hygiene – don't want to turn up sweaty

Air quality/pollution causes health issues when walking

Elderly not able to due to poor health

People's fitness level and health

Willpower – it's too easy to jump in the car/ hard to motivate yourself to walk / Laziness (due to British culture)

Having to walk long distances whilst carrying shopping

Lifestage/ habit – people drop their children off and don't make them walk anymore

Lack of footways and poor lighting on country roads

**Personal safety** – gangs in the area, concern about walking in the area at night, poor lighting "I would have walked anywhere in Solihull when I was younger, but I wouldn't now"

Time – takes longer than the car / **takes too long** – working parents don't have time to walk or cycle their children to school and then go to work

Cyclists using the pavement

All buses and trains should have free wi-fi - give something back to the passengers

Expensive

Have to have correct fare; no change given

Confusing – bus maps difficult to understand, changes to routes, have to know which number bus to catch as the bus only shows the start and end point of the journey

Dirty "You can smell the dirt on the number 6"

No Sunday services

Cleanliness

Operators don't care about passengers "West Midlands Travel is just disgusting compared to outside"

Don't always know where you are/ when you need to get off (unlike trains)

Lack of information about when the bus is going to arrive

Never on time

Cost of fares

Long delays if there's an accident

Rubbish on-board

Other people

Safety concerns

Full of elderly and school kids

Safety concerns at night

Don't live near station – need bus or lift to station

Takes too much effort!

Need to be really experienced – should have to take a test

Personal safety: "There's no way I'd go through Sparkhill on a bike!"

More expensive than the bus

Tiring

"We're lazy!"

"Some cyclists are ignorant – you get stuck behind them... But they probably complain about inconsiderable drivers!"

"As a driver, I hate cyclists; you have to overtake them and it's dangerous... for them and for me"

Not safe (for cyclists & drivers!)

Scary – driver behaviour

Get ignored by drivers

Cost of buying the kit, e.g. helmets, high vis

Image (not listed at this point by participants but clearly a major factor)

Security of bikes (bike parking)

Image of cycling

Weather – wouldn't want to cycle in winter

Takes longer

Time consuming

Body conscious/ worried about what they would look like on a bike

"Wearing a helmet puts people off...I wouldn't want one"

Effort

Hayfever

Weather

Weather - "I wouldn't mind walking in a hot country. But you've just done your hair and then it gets ruined in the rain"

## GENERAL PUBLIC

## YOUNG PEOPLE

# BENEFITS MOTIVATORS

Cheaper – though there are mixed views on this. Others feel that the minimum fare of £1.90 is too expensive if only travelling a few stops. They feel the train offers better value than the bus. Cheap - £2.40 for adult

If a child is coming home from somewhere and has no credit, how can they know how long the bus will actually take due to the unreliability of the busses in the area

Need for the information to use GPS and not just digital information at the bus stops taken from timetables as they are often not reliable and on time

Some areas have late/evening services

Unlimited travel with bus pass

Later running buses x 3 (Several agreed that if there was a night bus from BCC to Solihull or Shirley they would use it)

Text service that can be used to get up to date bus times should be cheaper/free

More accurate & reliable bus tracking services would be useful when providing updates on how long one will be waiting at a bus stop for a bus

Some didn't know Solihull had a train station

Only 7 out the 17 people knew where Solihull train station was

Space (capacity)

Quick

Train station could be brought into Touchwood expansion

Have to go Solihull – Birmingham Moor Street – Walk to Birmingham New Street – Marston Green

Train stations in cities is central

Cheaper than car for shorter distances (but not long distances)

Difficulty getting to train stations due to lack of direct access to them

Direct

Quick

Solihull and Marston Green not being on the same line

Convenient for some trips

Can have privacy

Cheaper than the car + parking

Don't get wet

Ease of use

Cheaper than driving (for some trips) \*

Saves on parking charges

Healthier (you walk to and from the PT stations)

Allows you to travel as a group

Helps the environment, reduced emissions

Reliable (generally)

No need to drink and drive

Stress free / No rushing

Can use technology

Avoid traffic

Learning experience

Meeting people

Local awareness - you get to know the area as you walk

Can walk after alcohol

Not having to adhere to PT timetables

Nice way to start the day

Healthy\*\*/Health\*/fitness /exercise

Experience a different kind of journey

Most reliable of all the transport modes

Cheap\*\*/Cost effective\*

Pleasant

Practical

Cheaper than trains

Frequent / run through the day

Efficient

Better facilities (than bus)

Cheaper (than bus) – with railcard

Bus stops are near to you

S commented that when travelling by bus you don't have to worry about finding a parking space or paying to park

Some can be nice – good condition, clean

Spacious / More space (than bus)

Can pay for tickets by card

Cheap (cheaper than taxi)

Good back up option to have

Quick, faster than bus

Go further (than bus), direct

Cleaner (than bus)

Warm in winter (compared to walking)

Used to get them to college - sociable

Feels a bit safer than the bus (though you can get off when you want/ urgently on a bus and not on a train)

Information is provided about where the train stops

Can take you anywhere/ everywhere (if you research it beforehand)

More leisurely (than bus) - can read, work etc – wouldn't use laptop on the bus

Services are not delayed by traffic on the roads

Always on time

You're in control rather than having to rely on someone else

Can go when you want – flexible

More reliable / Run at very specific times (accurate timetables?)

Keeps you fit / Fitness, healthy

Cleaner

Quick

No need to rely on timetables

Allows you to travel further afield

Free (except cost of buying a bike)

Gets you outdoors

Can get there as fast as I want

Convenience

Independence/ freedom

Friends car: Convenient

Allows you to visit places you wouldn't do when not cycling e.g. canals

Have more trust in it getting you where you need to go on time

Friends car: Takes me where I want to go

Can avoid traffic – cut through parks, short cuts, etc

More relaxed

Friends car: Ok if you're going to the same place

Parents car: Great

Parents car: Feel in control

Do it in your own time

Taxi: Convenient

Your own space

Safe from other people

Can find different routes, avoid traffic

Motorbike: Easy to skip traffic

Taxi: Gets you where you need to go on time

Fresh air

Free

Healthy / Exercise

Take yourself where you want

KEY:

BUS

RAIL

PUBLIC TRANSPORT

CAR

CYCLING

WALKING

GENERAL

# Appendix K

**SCHOOL ENGAGEMENT REPORT**

# Schools Engagement

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## 1.1 Introduction

Transport will play an important role in achieving growth and shaping the borough and schools will form an integral part of this story particularly within our neighbourhoods. Therefore, schools were invited to engage in the Green Paper consultation from an education and young person's perspective. Given that Solihull Connected will be our 20+ year vision for transport this engagement would potentially provide invaluable insight – when young people will be making their way in the world.

The purpose was to engage all primary and secondary schools by invitation to take part in workshop sessions designed to explore what young people viewed as the greatest challenges for transport and what they would like to see done in the future. Especially, in matters of motivation and barriers to using sustainable transport with it being a key strand of travel in their school and early employment lives. It was particularly important to design the workshops so that young people could relate to the complex areas of transport strategy and implementation, the geography of the borough and their futures. Therefore, we used our Schools Active Travel and Environment teams to help design and deliver the workshop exercises. We also offered to support project work as part of the curriculum or extra-curricular activities.

In total 8 schools took part in the workshop sessions as shown below and the analysis and outcomes of which are described in Chapter 5.x. Further detailed analysis report is given in Appendix X.

| School                | Date                       | Year Group                           | No Attending |
|-----------------------|----------------------------|--------------------------------------|--------------|
| Greswold Primary      | 9 <sup>th</sup> September  | Year 4 (8-9 year olds)               | 60           |
| CTC Kingshurst        | 29 <sup>th</sup> September | Year 9 (13-14 year olds)             | 50           |
| Tidbury Green Primary | 5 <sup>th</sup> October    | School Council (7-11 year olds)      | 20           |
| St Peter's Secondary  | 7 <sup>th</sup> October    | Eco Teams (11-18 year olds)          | 20           |
| Yew Tree Primary      | 12 <sup>th</sup> October   | Eco Teams (4-11 year olds)           | 15           |
| Lyndon Secondary      | 13 <sup>th</sup> October   | Eco/School Council (11-16 year olds) | 15           |
| CTC Kingshurst        | 14 <sup>th</sup> October   | Post 16 Students (16-17 year olds)   | 18           |
| Dorridge Primary      | 14 <sup>th</sup> October   | School Council (6-11 year olds)      | 12           |
|                       |                            |                                      | 210          |

## 1.2 Schools Engagement Workshops, Analysis and Outcomes

During early September to mid-October we engaged with 8 schools across the borough, including both primary and secondary schools, in workshop sessions designed to get their views on the Green Paper consultation. The workshops were designed to engage young people at various ages and appreciation of transport strategy, the borough and their future. The purpose was to connect and get their views to shape Solihull Connected – a young person's 'transport lens' and insight.

Five different workshops were designed and delivered by our Schools Active Travel and Sustainability teams greatly assisted by enthusiastic teachers and pupils. In total over 200 pupils took part. The workshops sought to mirror the consultation questionnaire with practical exercises in the areas of:

- **Workshop 1 transport strategy themes** (using examples of actual types of initiatives) – did they think it was a good idea?
- **Workshop 2 public transport** – present views and how it be improved?
- **Workshop 3 different modes of transport** – positives and negatives
- **Workshop 4 present journeys** – weekday and weekend journeys and
- **Workshop 5 mapping and future aspirations** – how aware of the wider area and their future aspirations

### 1.2.1 Workshop 1- Transport strategy themes

Workshop 1 looked at new transport initiatives around Solihull and allowed participants to rate them using a 'green' (good), 'amber' (some good points, some bad), 'red' (bad) and 'blue' (I don't know much about it) coding system. It also allowed participants to put their own personal comments alongside their rating.

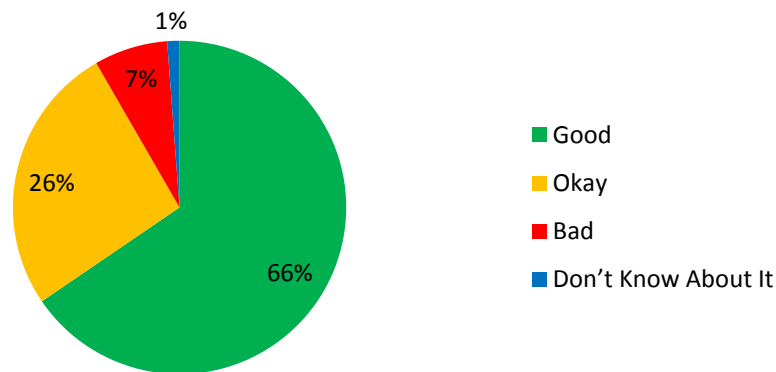
The initiative which receive the highest percentage of positive feedback were the new cycle lanes (66%), feedback ranged from participants agreeing that cycle lanes encouraged exercise "they can help you get fit", to it being a lot easier to get to places.

Negative comments aimed at cycle lanes by participants focused on the danger of being so close to cars, one sixth form pupil from CTC Kingshurst stated that the cycle lanes were "dodgy as a car nearly swerved into me".

A very small percentage (1%) stated that they didn't know of, or hadn't seen, these new cycle lanes around the borough.



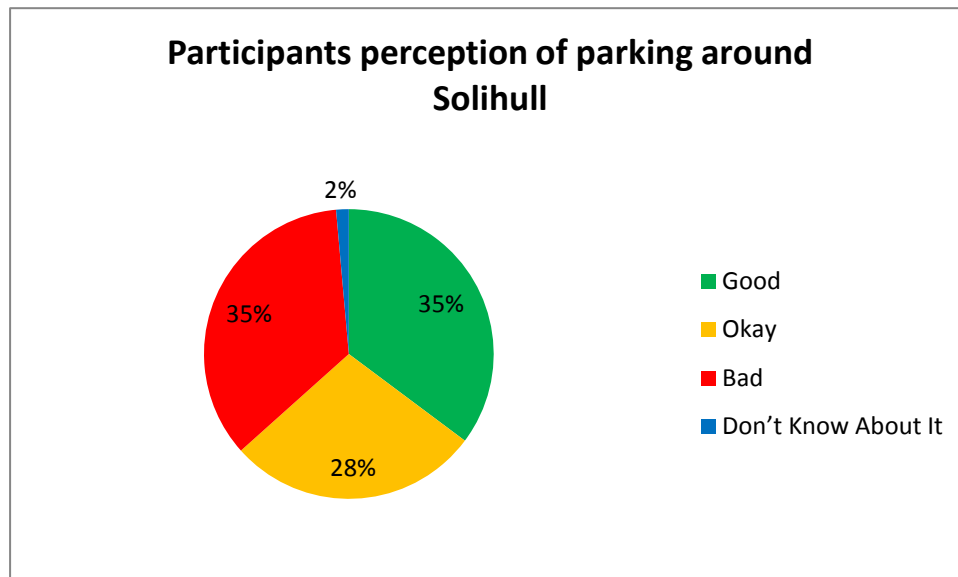
### Participant perceptions of cycling lanes around Solihull



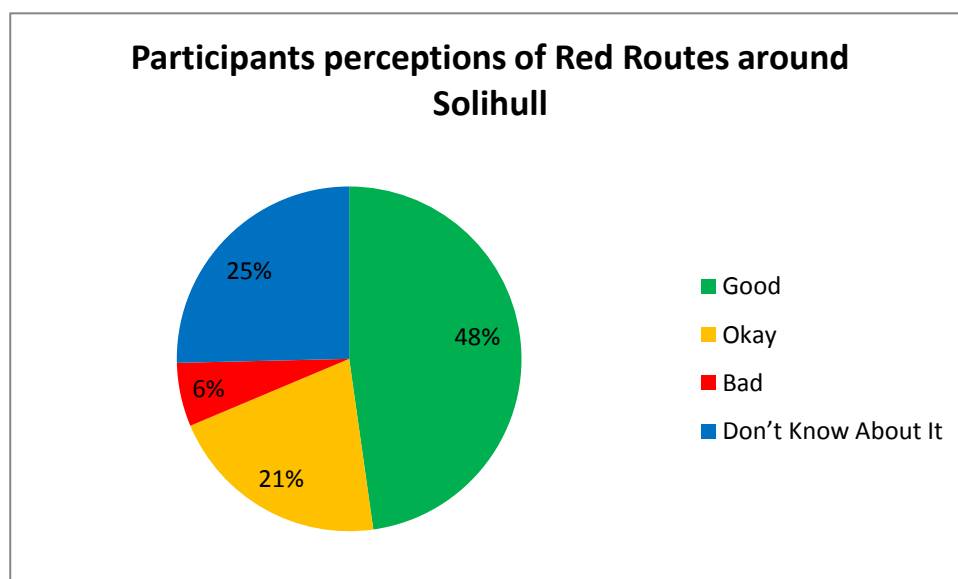
Parking around Solihull received the highest percentage of negative comments during this workshop (35%). The majority of negative comments around parking focused on the price; “it’s alright but it can be expensive” . One year 9 pupil from CTC Kingshurst stated that the prices are ‘silly’. Other negative comments focused on the busyness of car parks, “[you have to] wait a while to get a space” and also on the lack of security within the car parks “[they are] easy to steal from them, car parks should be gated”.

In general, a lot of primary school pupils taking part in the workshops expressed an interest to know where the money from parking charges went, with one pupil from Greswold stating that the money should ‘go to charity’.

There were also a large amount of comments aimed at how certain privately owned car parks (such as John Lewis and Ikea) were run a lot better. One pupil from Dorridge Primary school pointed out the Ikea car park in particular is more efficient as it is easier to find where spaces are, and will therefore save time, “Ikea system is good it stops you driving about and going down lanes”.



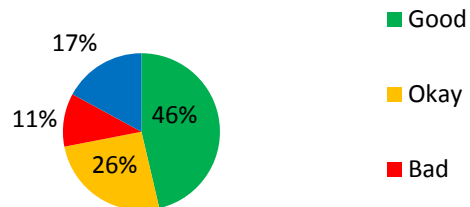
The one initiative that people tended to know the least about during the workshop was red routes. 25% of people stated that either they hadn't seen them or that they didn't know anything about them. Those who did know some information regarding red routes around Solihull generally produced positive comments. These comments focused on how the red routes help reduce traffic and also on how they create more space for cars using the roads.



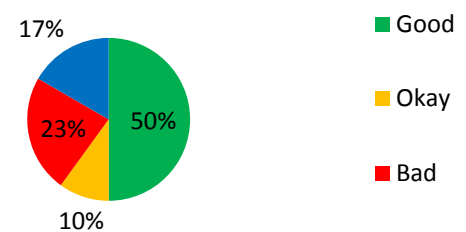
All remaining initiatives generally received more positive feedback than negative. Key comments pulled from this feedback included constructive feedback on the new buses, especially around the Wi-Fi on the new buses; "Wi-Fi is a good idea". However some did express concern that they didn't feel the Wi-Fi would last very long 'will probably stop working soon like the bus cameras'.

Other comments included requests for more cycle lanes and paths to 'get more people cycling', and also on how participants felt that the pedestrian areas could be quite dangerous.

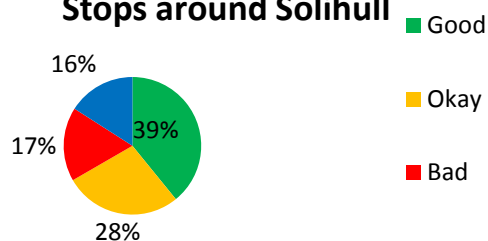
### Participant perceptions of New Buses around Solihull



### Participants perceptions of new crossings around Solihull



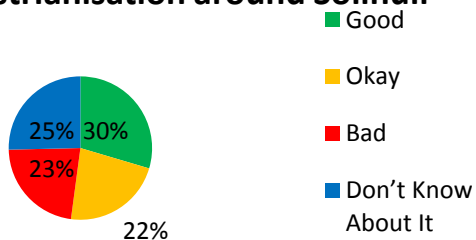
### Participants perceptions of Bus Stops around Solihull



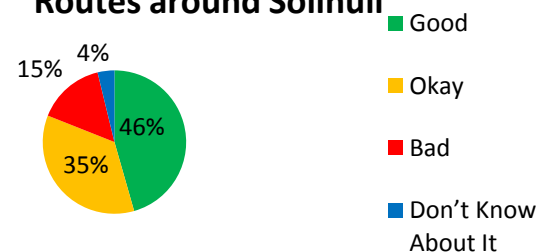
### Participant perception of speed bumps around Solihull



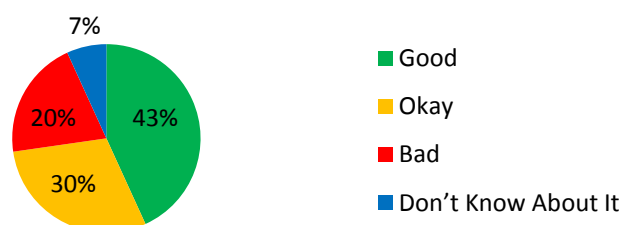
### Participants perception of pedestrianisation around Solihull



### Participant perception of Red Routes around Solihull



### Participant perceptions of Speed Cameras around Solihull



### 1.2.2 Workshop 2 public transport – present views and how it be improved?

During workshop 2, participants were encouraged to talk about positives and negatives of public transport and also to mention key areas in which current transport connections in their local area can improve. Overall the amount of comments were received were positive (55%) as opposed to negative (45%)

The key area that received the largest amount of positive comments was ease of travel. It received the most amounts of comments in general and a high proportion of these were positive. Ease of travel relates to issues such as comfort and also how easily accessible transport connections are to them. Most comments received related to buses being quite comfortable, and also how bus stops were easy to access in the area. Comments around this area also related to issues such as “the wifi on buses near me are a very good idea”.

One area that received a high proportion of negative feedback was pricing. Overall the consensus from the workshop found that bus and train prices were far too expensive “monthly bus passes are really expensive”. It was also mentioned quite frequently that the way the buses are priced should be changed, one pupil stated that it was a bad idea that “you have to pay the same amount of money for shorter journeys usually”, with one other participant suggesting that buses “should be free if you are on them for less than 10 minutes”.

The actual service of public transport (i.e. timings, timetabling etc.) also received a large amount of negative feedback. Most comments related to buses rarely being on time “My bus is always late in the morning, it makes me late for school” an issue shared by many who gave feedback during this workshop. There were also issues raised with the timetabling of some buses “poor schedule on weekends and at nights for a lot of buses into towns”. As well as this, people felt that there were too few of some buses compared to others that are scheduled for every 7-10 minutes ‘unnecessarily’.

In the feedback sections a few areas of improvement were frequently mentioned. Firstly a need for an improvement in hygiene was highlighted with participants suggesting that “buses should be cleaned more frequently”, one person went as far as to say that “hand sanitizer should be provided on board” to stop the spread of illnesses on public transport. Secondly, the safety of buses was addressed with participants suggesting ideas ranging from placing “more cameras on board” to allowing more places to sit or objects to hold when the bus is moving to limit people falling over on buses if they can find a seat.

### 1.2.3 Workshop 3 different modes of transport – positives and negatives

Workshop 3 asked young people's views on the positives and negatives of transport modes giving travel motivation and barrier insight. It is important to note that the results represent the number of responses, rather than the number of respondents as some participants had more opinions than others.

#### 1.2.3.1 Car

The benefits of car transport received 45 responses and were grouped in 4 categories. Majority of the responses received indicated that car travel is quick and saves time (44%), while personal space (22%) was another benefit. Meanwhile, 51 negative responses were recorded in a wider range of categories. Respondents indicated that cars cause pollution (39%), congestion (20%) and that cars are expensive to purchase and maintain (19%). Only a small number (2%) of responses show that car travel is less sustainable and car parking was a deterrent. Figure 1 and Figure 2 provides an overview of all the responses.

Figure 1 Positive Responses for Car Travel

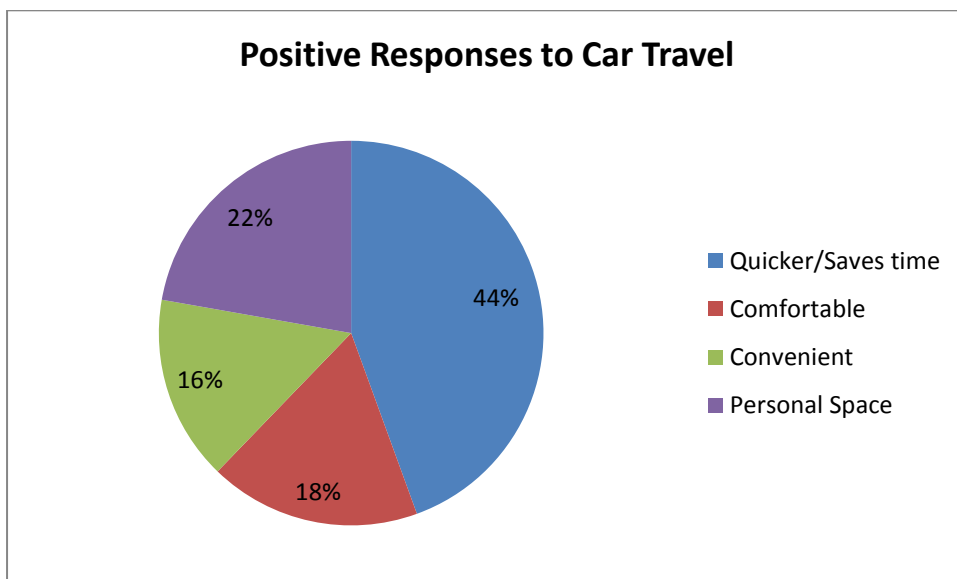
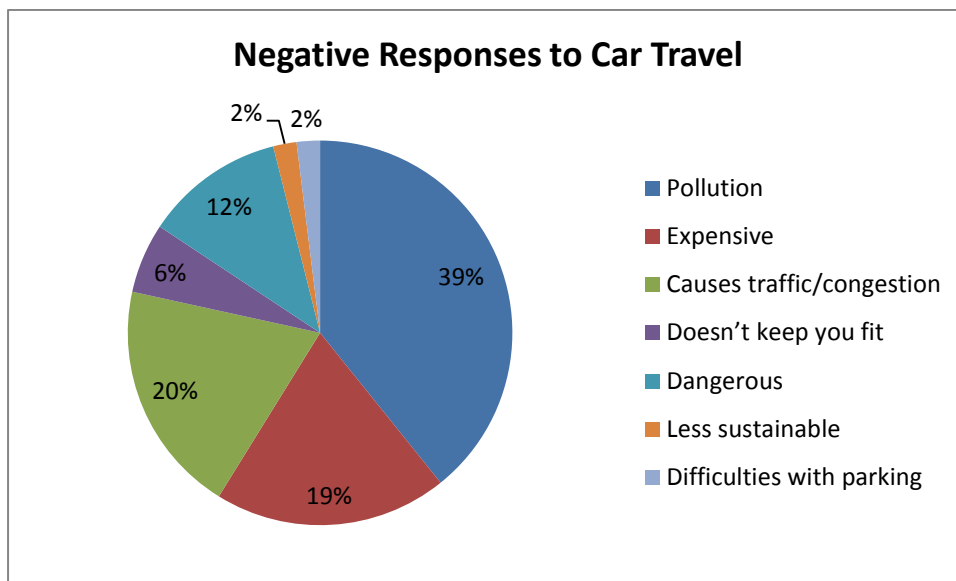


Figure 2 Negative Responses for Car Travel



### 1.2.3.2 Bus

The benefits of bus travel received a wide range of responses. In total 38 positive responses were recorded in 11 categories. From the results we can see that the biggest benefit of bus travel is that a bus holds more passengers (24%) and also that a bus is available as an alternate to car travel (21%).

In contrast, the pupils and children were even more opinionated on the negatives of bus travel. 56 negative opinions were recorded in 12 different categories. The respondents found buses to be expensive (18%), have poor frequency (16%) and also cause pollution (16%). Figure 3 and Figure 4 provides an illustration of all the results.

Figure 3 Positive Response for Bus Travel

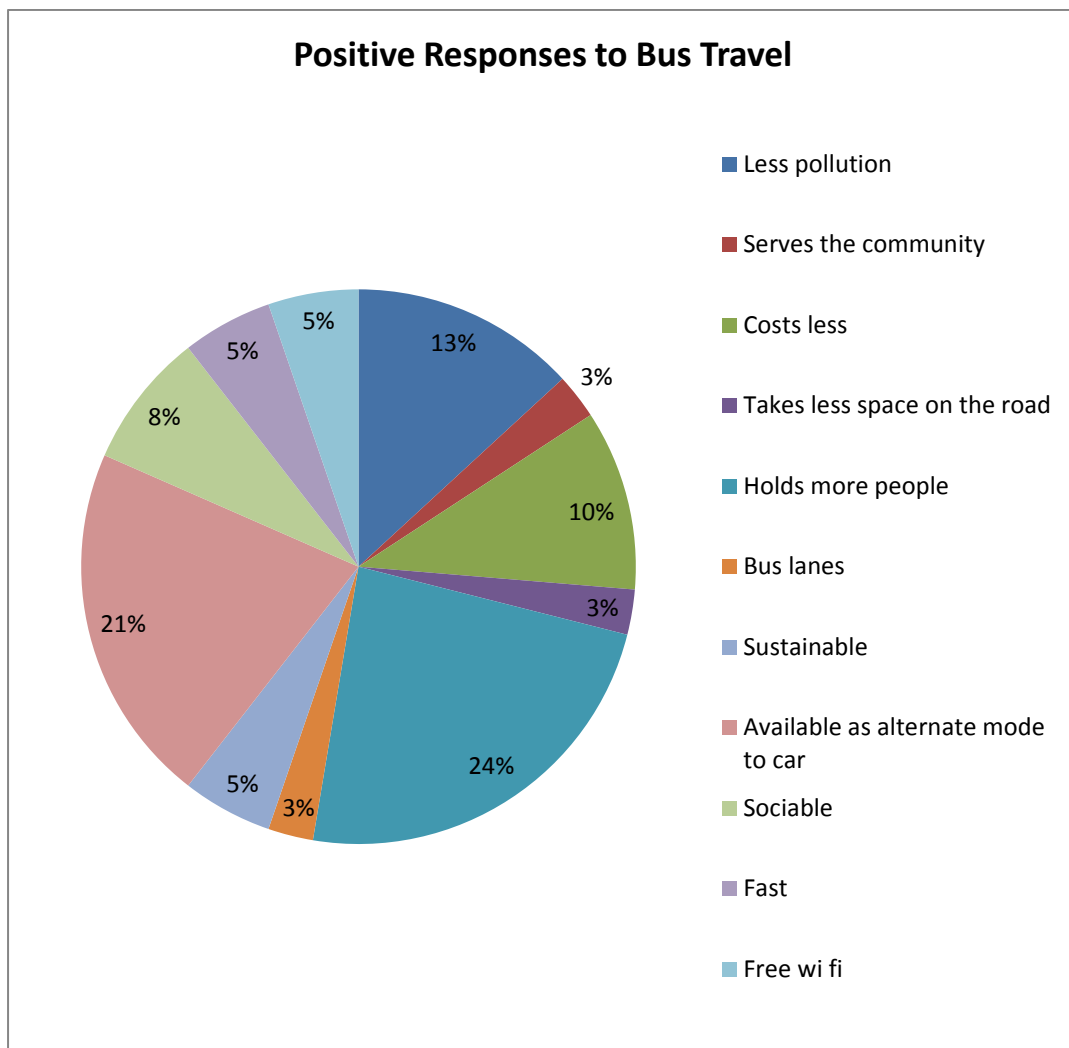
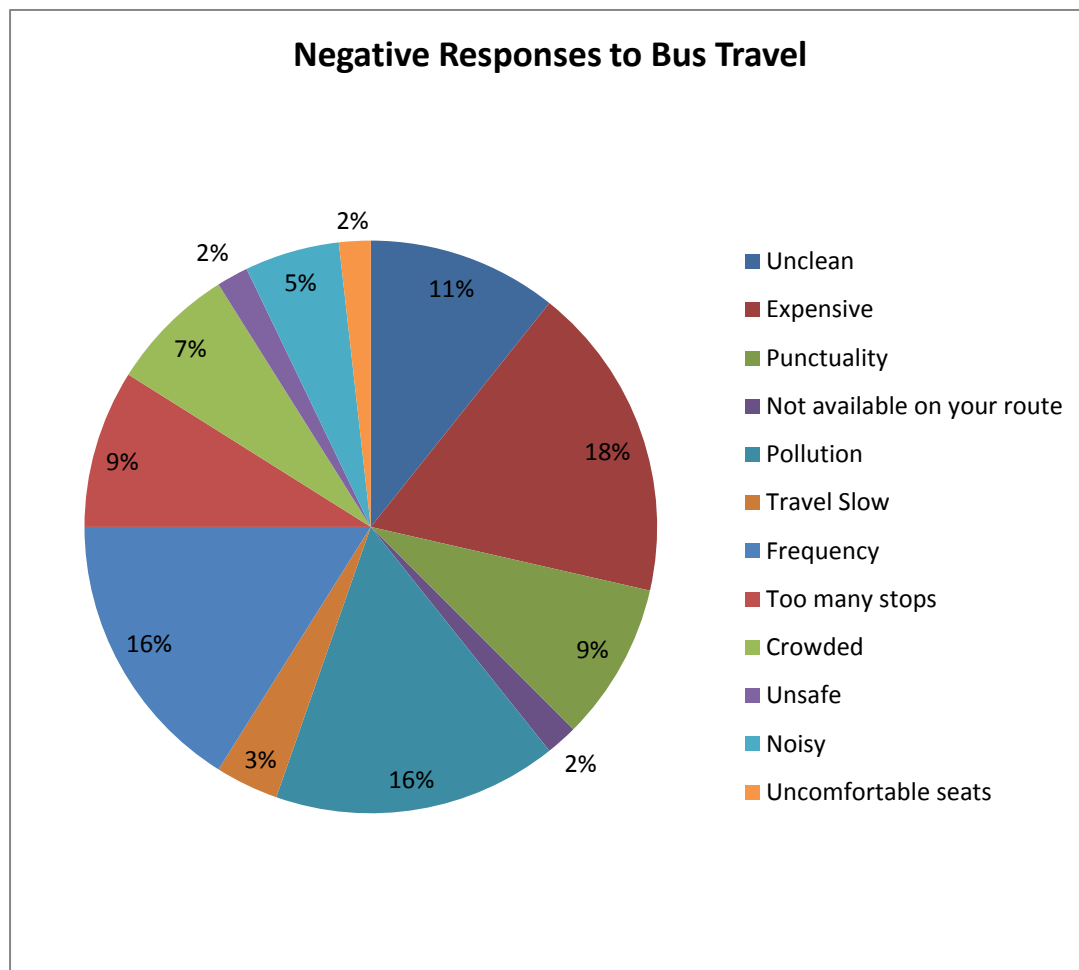




Figure 4 Negative Responses for Bus Travel



### 1.2.3.3 Train

From the results we can see that pupils and children enjoy train travel mostly because it is fast (40%). There was an equal number of responses (12%) stating that trains hold more passengers than cars, are more relaxing on longer journeys and that trains suffer from less congestion in comparison to car travel.

In contrast 39 negative responses were recorded under 12 different opinions. The majority of responses show that cost (20%) is an issue for train travel. Respondents also reported that trains also stop too often (18%) and suffer from delays (13%). A small number (3%) highlighted the issue of poor signage at the station. Figure 5 and Figure 6 provide an overview of all the responses.

Figure 5 Positive Responses for Train Travel

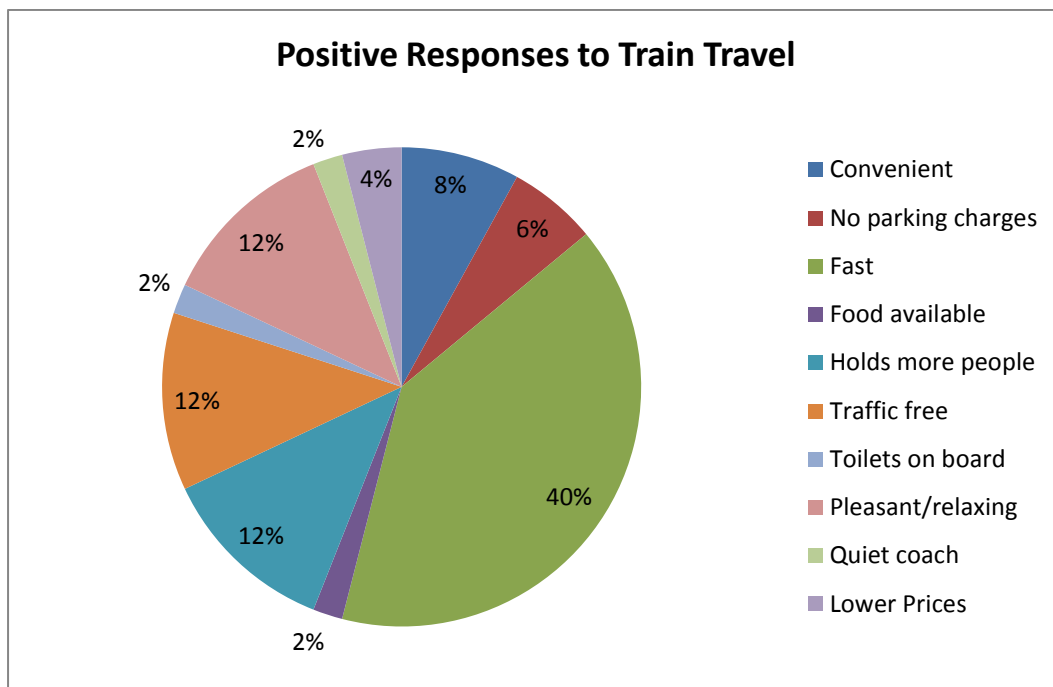
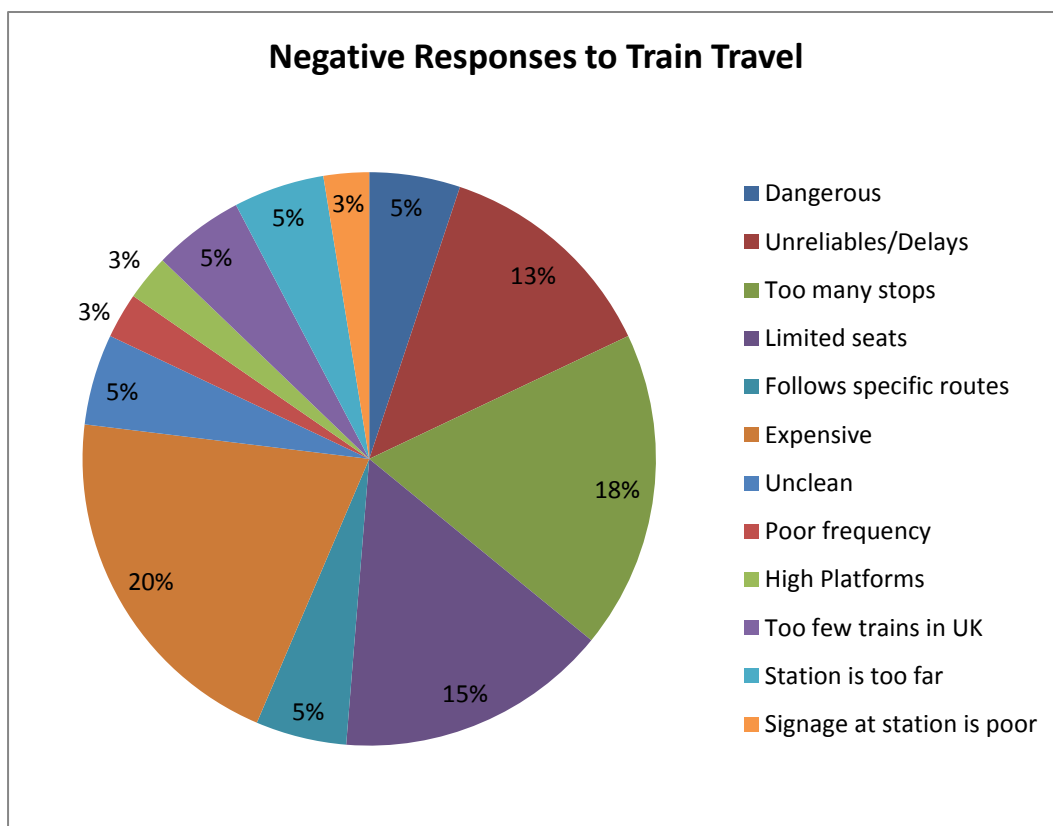


Figure 6 Negative Responses for Train Travel



#### 1.2.3.4 Tram

Attitudes towards tram travel received the least number of positive and negative (49) comments. This could possibly be due to tram not existing in the borough. A large number of children remarked that they were unaware of tram travel and did not comment while others had travelled on a tram during a vacation in another city and country.

Meanwhile, a similar number of negative responses were recorded for tram travel but were more wide ranging. Nearly one third of the comments recorded state that trams possess a danger to pedestrians (32%). Participants also mentioned that trams used a lot of electricity (16%) and do not provide the flexibility and freedom as car does due to running to a timetable (12%). A full set of the responses are shown in Figure 7 and Figure 8 below.

Figure 7 Positive Responses for Tram Travel

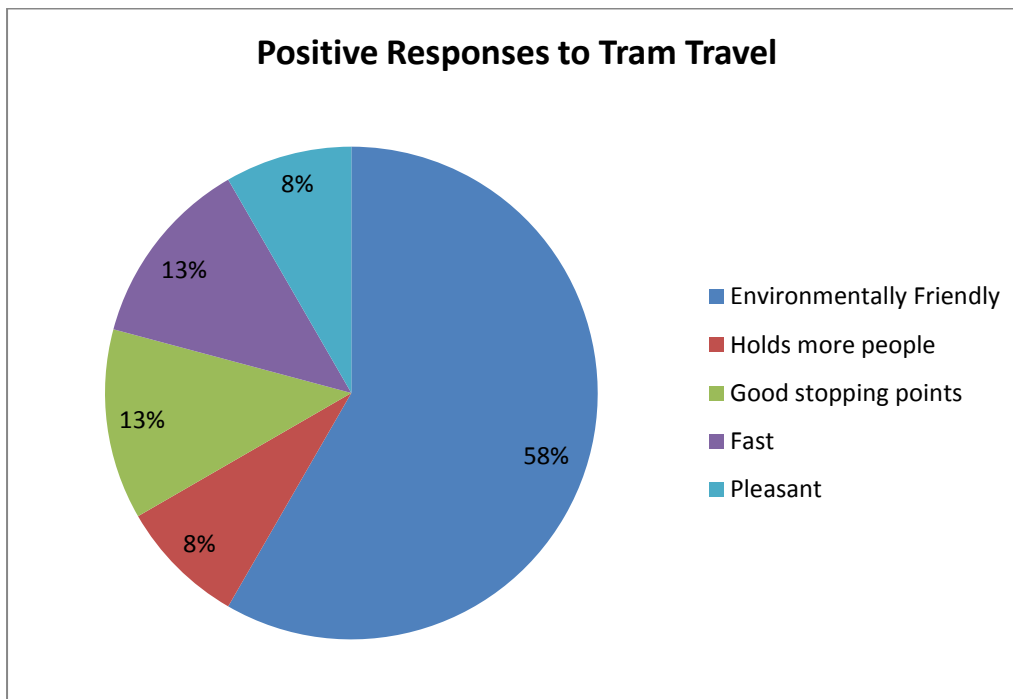
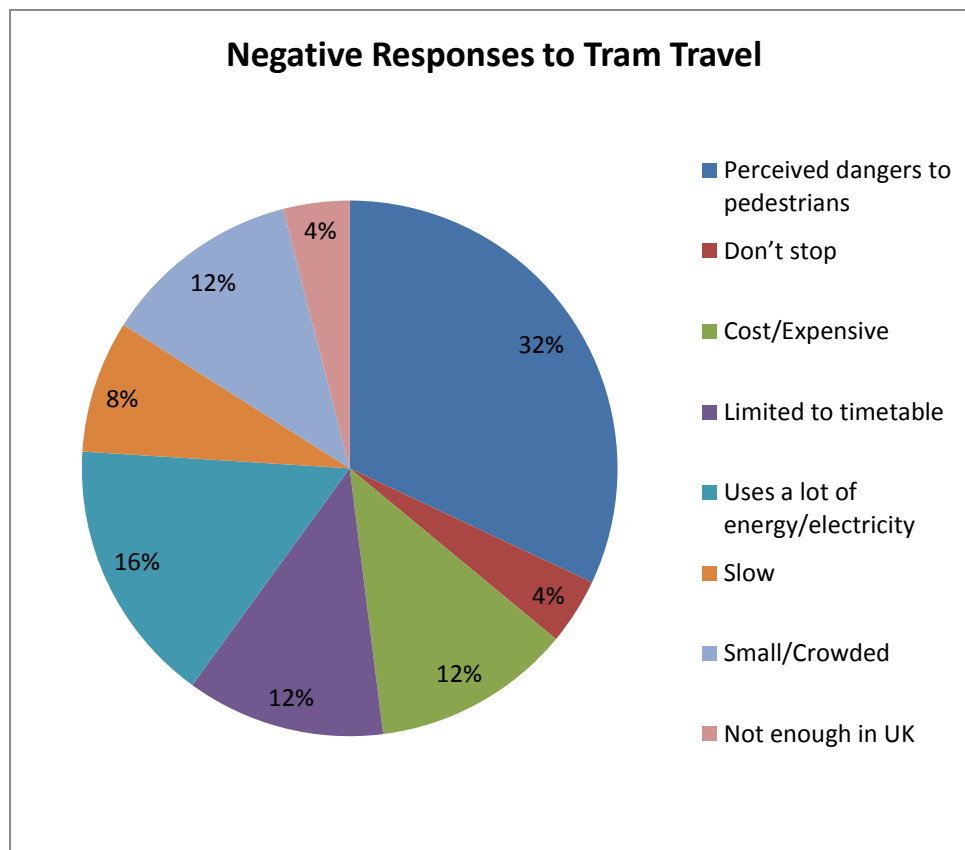


Figure 8 Negative Responses for Tram Travel



#### 1.2.3.5 Walking

A total of 56 positive comments were recorded for walking as a mode of travel. From the results we can see that what pupils and children enjoy most about walking is that it keeps you healthy (50%). They also said it does not cost (19%) and that it is environmentally friendly (20%). A smaller number of comments (9%) were recorded stating that the pupils and children found walking enjoyable.

The pupils and children were also asked what they disliked about walking. The biggest drawbacks recorded were that walking required too much effort (31%) and that weather (25%) deterred them from choosing to walk. Almost one quarter (24%) of the responses indicate that walking is dangerous and were worried about the risk of being attacked. Only a small number of responses show that walking is boring (2%)

A full set of the responses are shown in Figure 9 and Figure 10 below.

Figure 9 Positive Responses for Walking

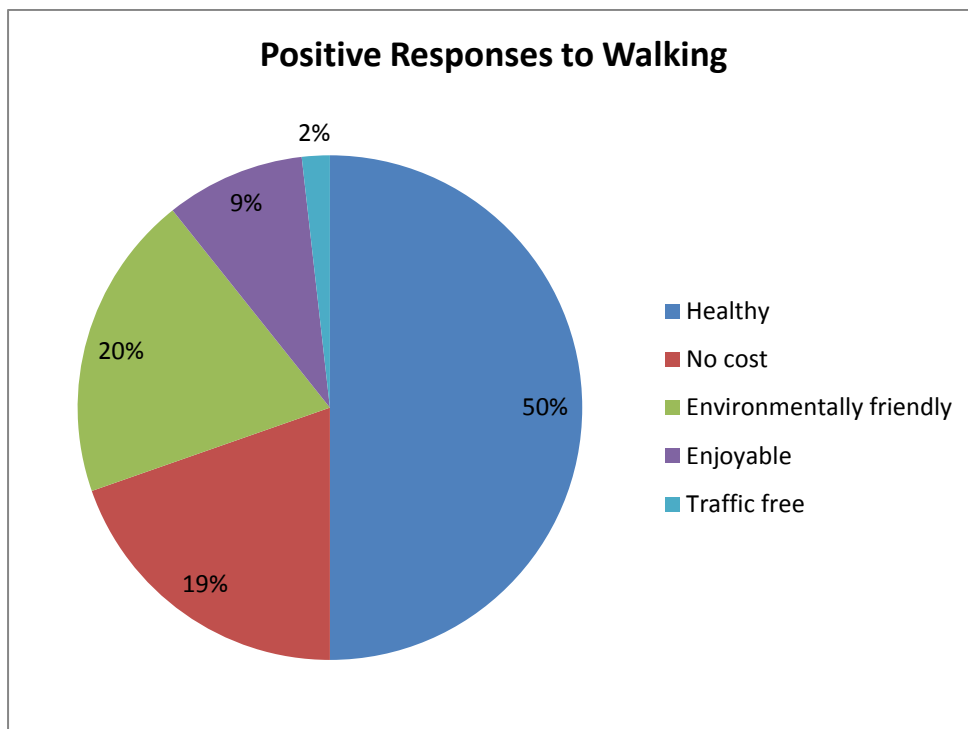
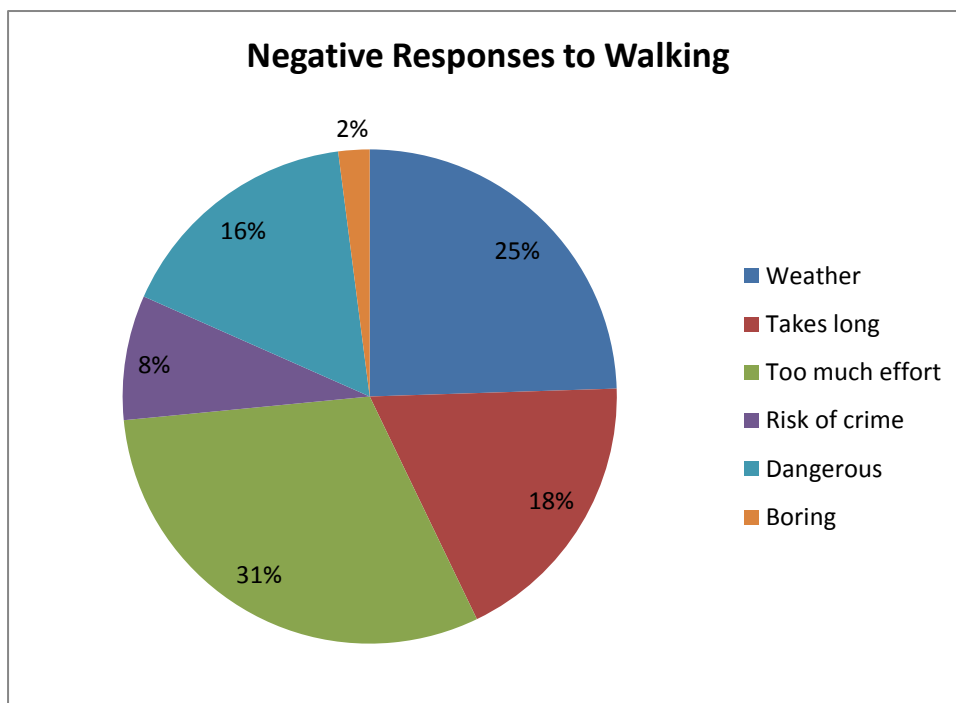


Figure 10 Negative Responses for walking



### 1.2.3.6 Cycling

A total of 71 positive and negative comments were recorded for cycling. Of the 71 responses, 44 were positive. According to the results, the biggest benefit to cycling is that it is a good method of exercise (30%). One quarter of the responses indicate that cycling saves money while one in five of the responses recorded state that traffic can be avoided. A small number (7%) of responses show that cycling is enjoyable

27 negative comments were recorded. Majority state that cycling is dangerous (59%) especially cycling on the road (485). The remaining 11% responses were comments on cycling in the dark. A further drawback to cycling is the lack of cycle paths (11%). Figure 11 and Figure 12 provide an overview of all the responses.

Figure 11 Positive Responses for Cycling

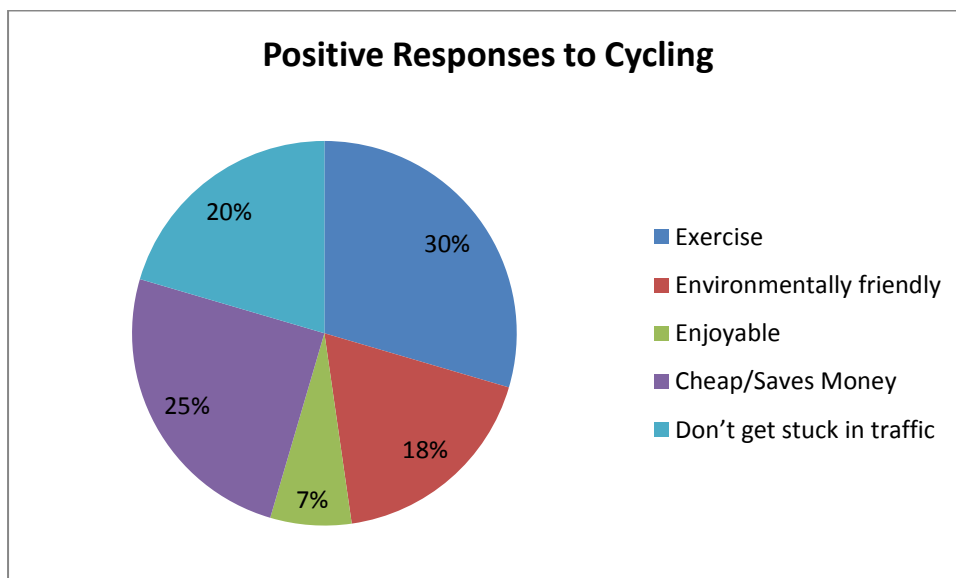
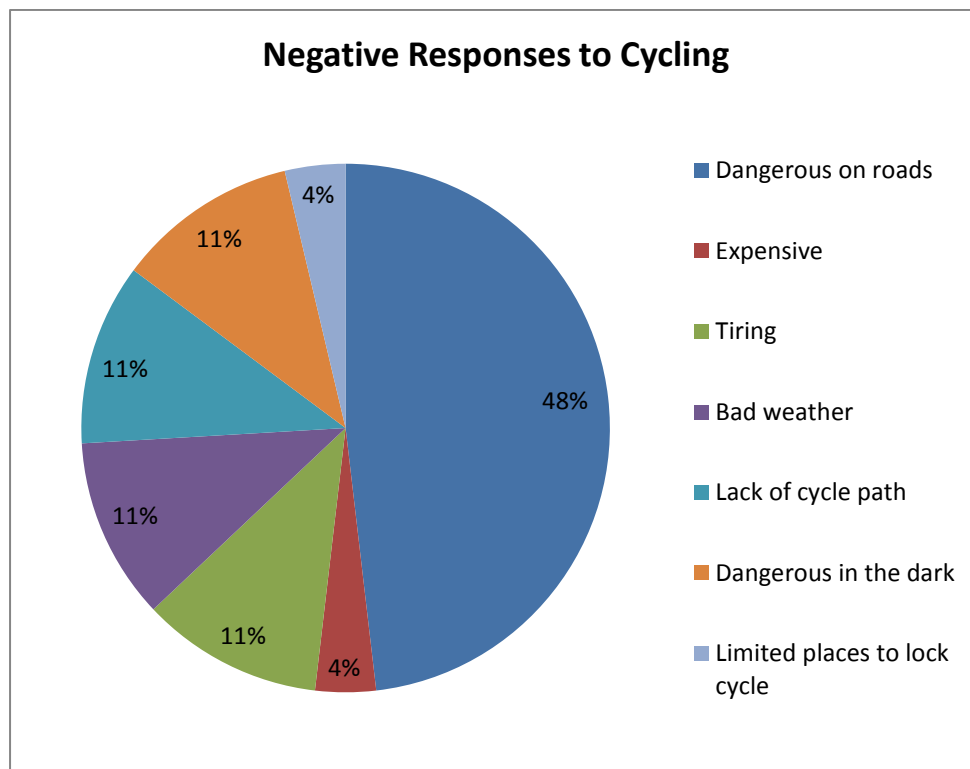


Figure 12 Negative Responses for Cycling



#### 1.2.4 Workshop 4 present journeys – weekday and weekend journeys

Workshop 3 aimed to find out the types of journeys participants generally took on both weekdays and weekends, their usual mode of transport for these journeys and how they felt these journeys could be made more sustainable.

It was found that during the week, predictably, the most common journey was to and from school. Overall this journey was travelled mostly by car; however this did differ slightly between Primary and Secondary schools. A nationwide study of primary aged children (9-10 years) found that up to 69% either walked or cycled to school, 8% travelled by public transport and 23% travelled by car (Nightingale et al, 2012).

This is not a trend found in those schools questioned during the Solihull Connected workshops; here it was found that, within primary schools, 50% of pupils were driven into school whereas only 20% of pupils walked. This could be because the majority of primary schools who took part in Solihull Connected Workshops are located in the Southern Fringe or Rural East of Solihull. These two districts have an average car ownership of 1.71 per household, with only 8.5% of households not having access to a car. This is extremely high when compared to nationwide statistics; in 2012 it was found that over 20% of households were without access to a motor vehicle. A greater access to cars could



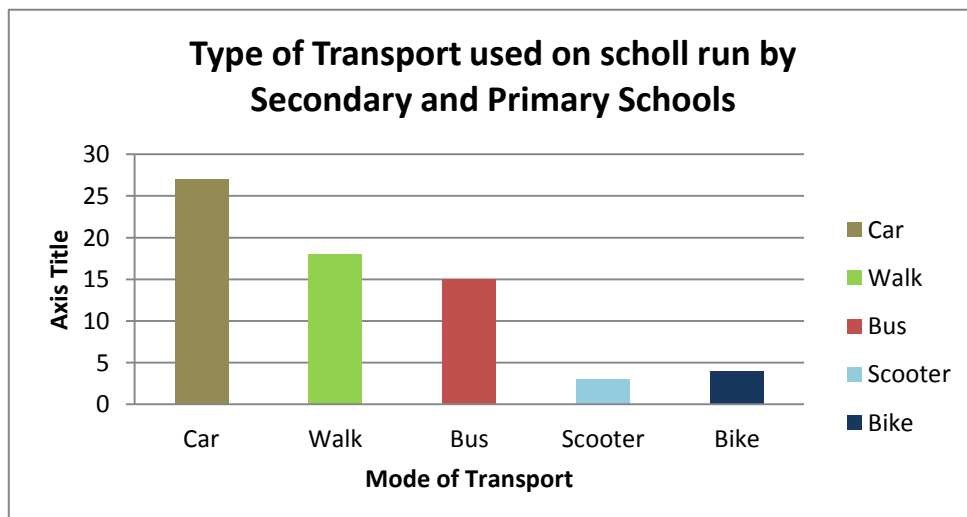
be a key reason for the increased usage of cars during the journey to school in the southern fringe and rural east areas of Solihull.

In Secondary school pupils questioned for Solihull Connected it was found that only 17% of pupils were driven to school whereas 43% used public transport and 24% walked. This increase in public transport and reduced car travel to and from school within secondary school pupils could be down to an increased independence being handed to older pupils. In one study it was found that parent's main reasons for taking children to school in a car were motivated by fear of traffic danger or fear of assaults (Fyhri *et al*, 2011). These fears are likely to become less prevalent as a child ages as they grow more responsible, hence an increase in independent travel within secondary schools.

During weekends, the most common journeys were found to be either into Solihull town centre or into Birmingham Town Centre. The older, more independent participants who responded stated that they tended to get a bus (or some form of public transport) into the town centres. Primary aged children who specified this journey typically outlined their form of travel as 'in a car with parents'.

Several ideas that could be implemented to encourage participants to pick a more sustainable mode of travel were outlined in the third section of this workshop. Mainly ideas focused around ways to get people out of the car by making other forms of transport more readily available, one year 9 from CTC Kingshurst stated that he would be more likely cycle to school "if there were more cycle lanes, as it would be safer". Other comments from secondary schools focused on public transport, with a particular focus on buses. Some ideas proposed to encourage a greater bus use during the journey to and from school included: "make a double decker school bus that only allows school children on". Mostly however comments were based around improving the current system by upgrading buses("more leg room", "cleaner buses") or by improving the service ("buses need to be more frequent").

Primary school feedback focused on the idea of making roads safer for bike users and also having better places to park bikes and scooters within schools. One 4 year old child (the youngest during the workshops) from Tidbury Green spoke the most sense when he stated that to encourage himself to walk to school more, he would "pick up my house and throw it nearer the school". This although quite unrealistic, does suggest the idea that he thinks schools and housing should be built closer together.



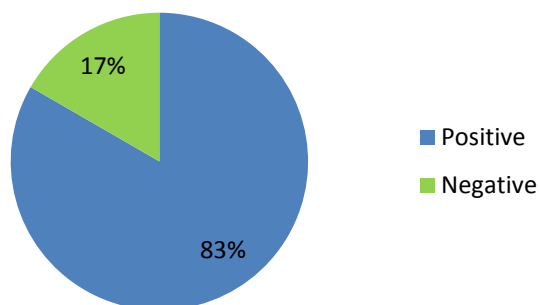
### 1.2.5 Workshop 5 mapping and future aspirations – how aware of the wider area and their future aspirations

In workshop 5, when asked about the future of Solihull, around 83% of pupils asked said that they saw Solihull's future as a positive one. Despite this overwhelmingly positive feedback, only 36% of pupils who directly answered the question "Is your future based in Solihull" responded yes. This is an issue that needs to be addressed, although comments may have been mainly positive in regards to issues such as public transport, it is clear that changes must be made to deal with the negatives brought to light during these workshops to ensure the young people of Solihull are happy to commit their future to the borough.

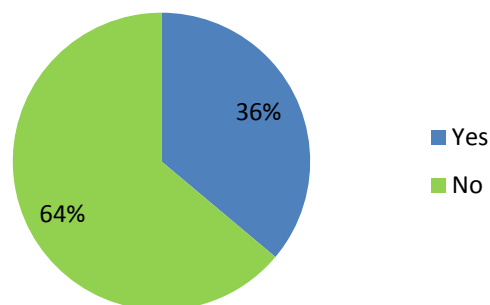
It is also important to note where, whether in Solihull or not, pupils may see their future in Solihull. This tended to differ dependent on the school. The majority year 9s in CTC Kingshurst (a school with 16.3% of pupils eligible for free school meals) stated that they believe they would be based in Solihull in their future, this majority also specified a line of work, for example 'engineer' and 'hairdresser'. This is a massive contrast to St Peters, where a majority of pupils expressed an interest in moving away from Solihull, mainly to University.

One section of this workshop involved asking participants to pinpoint certain locations (town centre, NEC, Birmingham Airport, Coventry) on a map of the borough of Solihull and the surrounding areas. During this exercise it was found that across all ages, there was a great lack of knowledge of Solihull with most pupils being unable to locate key landmarks such as the NEC. It is also important to note that only pupils around the Balsall Common area (those who would be directly affected by HS2) knew about where the proposed route of HS2 would sit.

**Is Solihull's future positive or negative?**



**Is your future based in Solihull?**



## Appendix A- Table of results

### Car Travel

| Positives          | Number of responses | Negatives                 | Number of responses |
|--------------------|---------------------|---------------------------|---------------------|
| Quicker/Saves time | 20                  | Pollution                 | 20                  |
| Comfortable        | 8                   | Expensive                 | 10                  |
| Convenient         | 7                   | Causes traffic/congestion | 10                  |
| Personal Space     | 10                  | Doesn't keep you fit      | 3                   |
|                    |                     | Dangerous                 | 6                   |
|                    |                     | Less sustainable          | 1                   |
|                    |                     | Difficulties with parking | 1                   |
| total              | 45                  |                           | 51                  |

### Bus Travel

| Positives                          | Number of responses | Negatives                   | Number of responses |
|------------------------------------|---------------------|-----------------------------|---------------------|
| Less pollution                     | 5                   | Unclean                     | 6                   |
| Serves the community               | 1                   | Expensive                   | 10                  |
| Costs less                         | 4                   | Punctuality                 | 5                   |
| Takes less space on the road       | 1                   | Not available on your route | 1                   |
| Holds more people                  | 9                   | Pollution                   | 9                   |
| Bus lanes                          | 1                   | Travel Slow                 | 2                   |
| Sustainable                        | 2                   | Frequency                   | 9                   |
| Available as alternate mode to car | 8                   | Too many stops              | 5                   |
| Sociable                           | 3                   | Crowded                     | 4                   |
| Fast                               | 2                   | Unsafe                      | 1                   |
| Free wi fi                         | 2                   | Noisy                       | 3                   |
|                                    |                     | Uncomfortable seats         | 1                   |
| Total number of responses          | 38                  |                             | 56                  |

### Train Travel

| Positives          | Number of responses | Negatives                  | Number of responses |
|--------------------|---------------------|----------------------------|---------------------|
| Convenient         | 4                   | Dangerous                  | 2                   |
| No parking charges | 3                   | Unreliables/Delays         | 5                   |
| Fast               | 20                  | Too many stops             | 7                   |
| Food available     | 1                   | Limited seats              | 6                   |
| Holds more people  | 6                   | Follows specific routes    | 2                   |
| Traffic free       | 6                   | Expensive                  | 8                   |
| Toilets on board   | 1                   | Unclean                    | 2                   |
| Pleasant/relaxing  | 6                   | Poor frequency             | 1                   |
| Quiet coach        | 1                   | High Platforms             | 1                   |
| Lower Prices       | 2                   | Too few trains in UK       | 2                   |
|                    |                     | Station is too far         | 2                   |
|                    |                     | Signage at station is poor | 1                   |
| Total              | 50                  |                            | 39                  |

### Tram

| Positives                | Number of responses | Negatives                        | Number of responses |
|--------------------------|---------------------|----------------------------------|---------------------|
| Environmentally Friendly | 14                  | Perceived dangers to pedestrians | 8                   |
| Holds more people        | 2                   | Don't stop                       | 1                   |
| Good stopping points     | 3                   | Cost/Expensive                   | 3                   |
| Fast                     | 3                   | Limited to timetable             | 3                   |
| Pleasant                 | 2                   | Uses a lot of energy/electricity | 4                   |
|                          |                     | Slow                             | 2                   |
|                          |                     | Small/Crowded                    | 3                   |
|                          |                     | Not enough in UK                 | 1                   |
| Total                    | 24                  |                                  | 25                  |

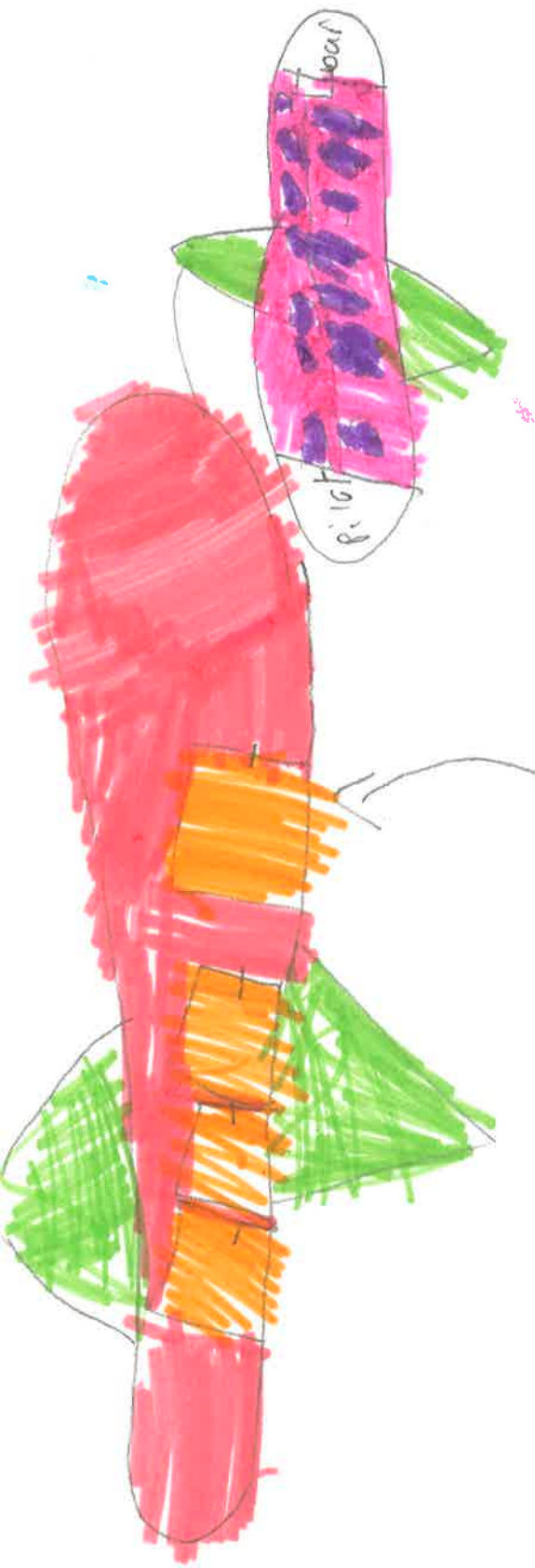
### Walking

| Positives                | Number of responses | Negatives       | Number of responses |
|--------------------------|---------------------|-----------------|---------------------|
| Healthy                  | 28                  | Weather         | 12                  |
| No cost                  | 11                  | Takes long      | 9                   |
| Environmentally friendly | 11                  | Too much effort | 15                  |
| Enjoyable                | 5                   | Risk of crime   | 4                   |
| Traffic free             | 1                   | Dangerous       | 8                   |
|                          |                     | Boring          | 1                   |
| Total                    | 56                  |                 | 49                  |

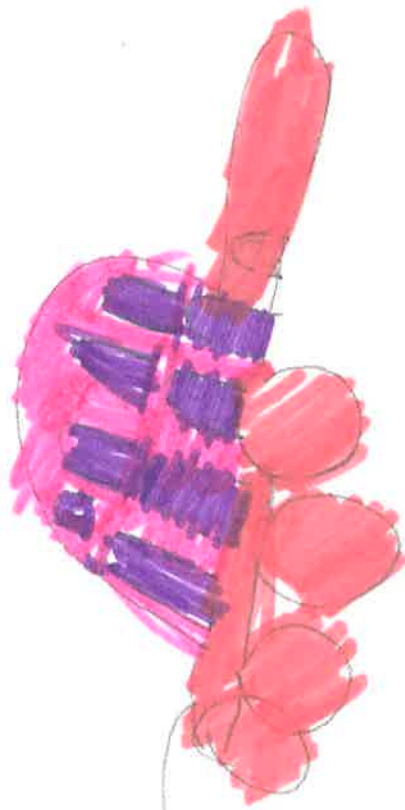
## Cycling

| Positives                  | Number of responses | Negatives                    | Number of responses |
|----------------------------|---------------------|------------------------------|---------------------|
| Exercise                   | 13                  | Dangerous on roads           | 13                  |
| Environmentally friendly   | 8                   | Expensive                    | 1                   |
| Enjoyable                  | 3                   | Tiring                       | 3                   |
| Cheap/Saves Money          | 11                  | Bad weather                  | 3                   |
| Don't get stuck in traffic | 9                   | Lack of cycle path           | 3                   |
|                            |                     | Dangerous in the dark        | 3                   |
|                            |                     | Limited places to lock cycle | 1                   |
| Total                      | 44                  |                              | 27                  |

Car  
transports  
in to a  
plane.



I thought  
this would  
be a good  
idea.

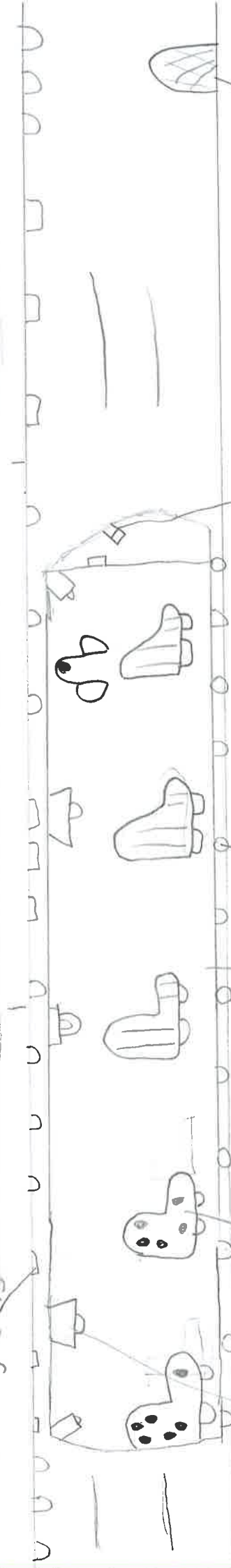


turn it into  
a plane



# X TUBE 4.0 Alfa

moving magnets



Seats that float

multy colouard lights.

magnet wheels

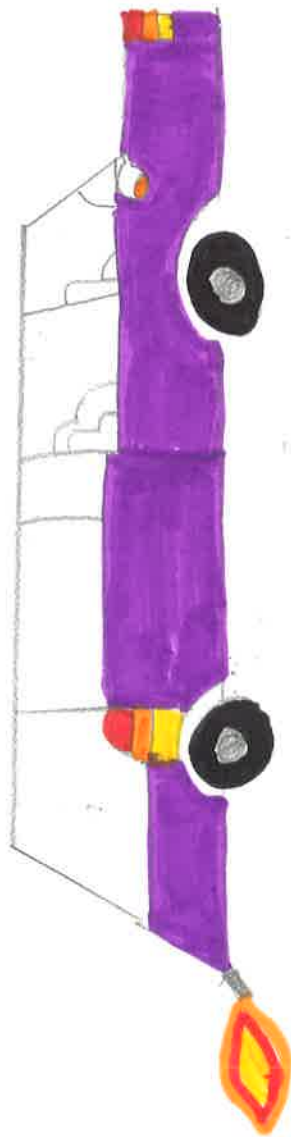
Buttons and levers to move the tube

Repeling magnet

Faster than the Speed of Sound,  
(You need to wear ear defenders)

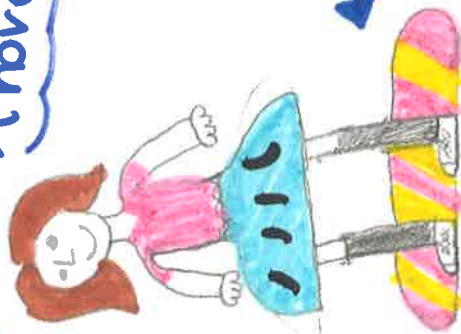


Their might be  
loads of traffic  
jams.

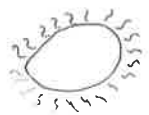


A car that's invisible  
and also goes upto  
260 mph.

A hover-board



A hover-  
board that  
goes upto  
30 mph.



Electric cars  
They can go into

don't cause two on  
go wed's the  
saddle

population Bikis  
without running and  
take it out

cause charge  
it out

any after five seconds  
it with a plug. You

cars take car  
plug

