Glasgow Transport Strategy: Draft Policy Framework for Discussion and Consultation – Consultation Report, ESCR February 2022

Contents

1. Introduction

This is a report of the outcomes of the seven week discussion and consultation period on the Glasgow Transport Strategy: Draft Policy Framework for Discussion and Consultation. It outlines the approach taken to the consultation, the main findings and how these have been taken on board within the Final Policy Framework.

2. Approach taken to the consultation

As Covid-19 related restrictions were still in place to an extent in late 2021 with a higher than normal risk of cancellation of face-to-face events due to instances of infection or self-isolation, the decision was taken to run the consultation largely online. The risks of not reaching particular population groups or communities were mitigated by offering online discussion sessions to a wide range of community representatives and stakeholder organisations, an approach that had worked well in the Council's major public and stakeholder engagement on transport issues in September/October 2020.

The consultation ran for 7 weeks from 18th October to 3rd December 2021, having been extended by one week to maximise the ability for people to participate.

2.1 Communications

The approach to communications was largely based on communicating with stakeholder organisations and community representatives as intermediaries to the general public; and direct communications with the general public via social media and a press release issued to newspapers including the Glasgow Times.

The aim of the communications strategy around this consultation were:

- To inform organisations and the communities they represent, as well as the general public, about the Policy Framework, the reasons it has been produced and how they could feedback on it. This included some pre-consultation engagement with stakeholder organisations and community representatives on how they could and would like to engage with the Policy Framework, which directly informed the approach taken.
- To encourage organisations and community representatives to share the consultation details with their networks by providing text and links they could easily use for this purpose.
- To provide detailed content on the **Full Draft Policy Framework** at www.glasgow.gov.uk/transportstrategy, to provide summary content in an **Easy Read** format for those without the time or ability to absorb the full document, and to provide summary content in **alternative languages** to enhance the accessibility of the consultation. This included providing summary content in multiple languages as informed by pre-consultation with stakeholders. The Council's graphic design team ensured all documents were fully accessible as per the Council's guidelines.

The timeline of communications was as follows:

- "Glasgow Transport Strategy - forthcoming discussion & consultation on a Draft Policy Framework - pre-consultation information gathering" online survey issued to

stakeholder organisation and community representative database on 7th October. This sought to raise awareness of the forthcoming consultation period and ask organisations and community representatives how they would like to engage with the consultation, including asking for topics for themed online discussion sessions.

- "Glasgow Transport Strategy: Draft Policy Framework for discussion and consultation - 18th Oct to 26th Nov - please have your say" launch email sent to stakeholder database on Monday 18th October on the first day of the consultation period, and to Community Councils on Tuesday 19th. Stakeholder organisations and community representatives were encouraged to share the consultation with their networks and communities, and text was provided for this purpose if needed.

- "Glasgow Transport Strategy: Draft Policy Framework consultation – online discussion groups" email sent to database on Thursday 21st October, inviting organisations to sign up to a series of online discussion sessions (see below for more information), and issued to Community Councils and Sector Partnership members.

- Press release issued by Glasgow City Council Corporate Communications team and article in the [Glasgow Times](), along with first social media postings on 18th November. Stakeholder organisations and community representatives also contacted on 19th November to inform of an extension of the discussion and consultation period by one week to end midnight Friday 3rd December. Further social media postings on LinkedIn, Facebook and Twitter throughout weeks commencing 15th, 22nd and 29th November.

- Additional promotion of the consultation via existing Forums and networks including information circulated to Glasgow Partnership for Economic Growth, Glasgow Equality Forum, GCVS, Social Recovery Taskforce, Sustainable Glasgow Green Infrastructure and Transport Hub, and a presentation by the Council at the Glasgow Business Resilience Council on 19th October. Elected Members were also sent details of the consultation via political grouping communications.

2.2 Who was engaged with

A database of stakeholder organisations and community representatives was built during the Public Conversation on Glasgow's Transport Future in 2020. More information on that consultation can be found at [www.glasgow.gov.uk/connectingcommunities](). Close to 150 organisations and community representatives were therefore directly engaged with, plus all Community Councils and members of the three Sector Partnerships in the city and members of other networks and groupings mentioned under 2.1 above.

In addition to communications via community representatives and organisations, the general public was also communicated with via online and hard print media.

2.3 How were they engaged with

The main elements of the consultation and discussion were as follows:

- All information was posted on [www.glasgow.gov.uk/transportstrategy](). This was also linked to from the Council's Consultation Hub.
- The main method for anyone to feedback on the consultation was via the **online survey** posted on this page and the Consultation Hub. A Word based version was made available to anyone who wanted to see all the questions together in a Word-document

and this was requested by three organisations. The online survey was designed to reflect the summary material within the Easy Read version of the Draft Policy Framework and could therefore be filled in as a standalone element of the consultation, though readers were encouraged to visit the website to read the Full Policy Framework if possible.

- A series of online stakeholder organisation and community representative **online discussion groups** were held. Two of these were general discussion sessions on the Policy Framework, whilst 4 were on particular policy themes. The policy themes covered were:
  o Demand management including parking and links to development planning
  o Collective transport including public, shared and demand responsive transport
  o Decarbonising transport and clean air
  o Transport and equalities
  o A 7th discussion session was offered on links to the economy but uptake of this was very low, so one to ones was offered with interested individuals instead as this was felt to be a more efficient use of time.
- An online discussion session was offered to **Community Councils** and this was held on Saturday 13th November to try to maximise the opportunity for working members of Community Councils to attend. This was attended by nine Community Councils.
- **One to ones** were offered to any organisation who wanted them, and this was taken up by 4 organisations – the Road Haulage Association, Get Glasgow Moving, Glasgow Taxis, West Coast Motors.
- The Group Manager leading the development of the Glasgow Transport Strategy also did a number of presentations and gathered feedback at various forums and groups, including the three Sector Partnerships and Glasgow Business Resilience Council.

The focus during the discussion and consultation period was on gathering views on any policy gaps in the Draft Policy Framework, any elements that should be strengthened or changed, and any elements people disagreed with and why. Across all the forms of engagement, these elements were extracted and analysed and applied where relevant to the Final Policy Framework (see www.glasgow.gov.uk/transportstrategy).

3. Results of the consultation

3.1 Online survey
An online survey ran for 7 weeks on the Council's transport strategy webpage, www.glasgow.gov.uk/transportstrategy and was listed formally on the Council's Consultation Hub.

In total, 443 online survey responses were received.

Perspective of survey respondents
In terms of who answered the survey, the following chart describes the perspectives of respondents. Further information on the characteristics of the survey population is provided later in this section. Some 80% answered from the perspective of a Glasgow resident.
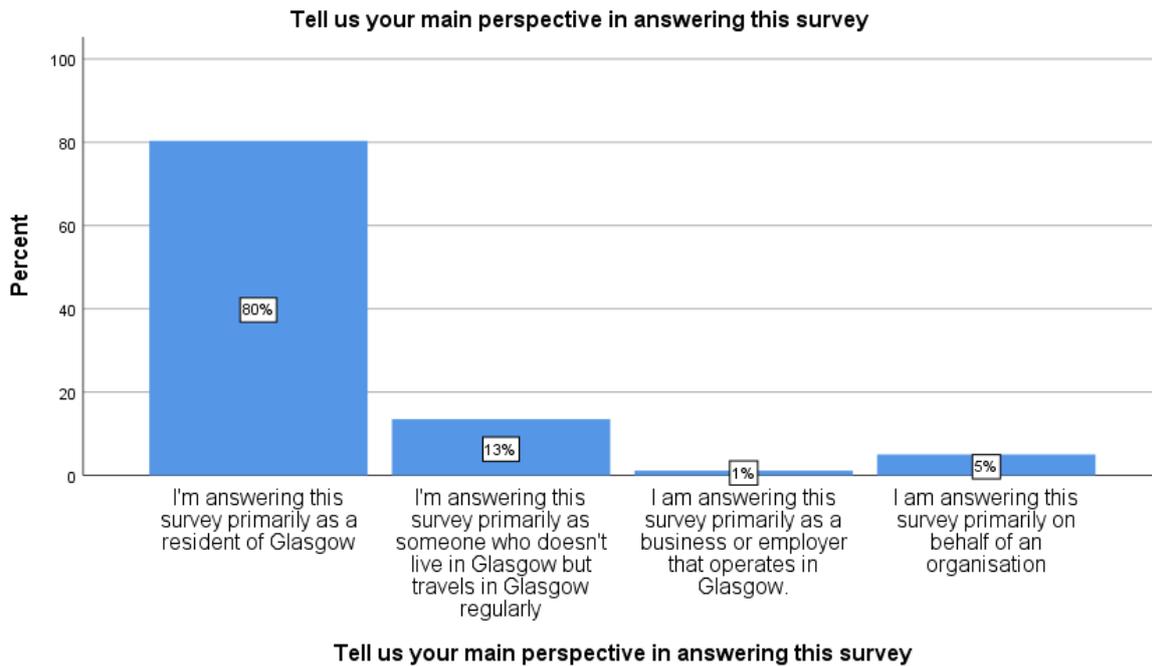
Tell us your main perspective in answering this survey

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	0	443

Technical policies and actions

A key focus of the survey was to gather views on the core technical policies presented for discussion and consultation in the Draft Policy Framework.

In the GTS Policy Framework, the policies and actions were presented under the following nine themes.

- Reducing the need to travel unsustainably.
- Decarbonising transport & achieving cleaner air.
- Inclusive places for people & supporting sustainable travel choices.
- Collective transport – public, community, shared and demand responsive transport.
- Managing and developing assets and infrastructure.
- Smart and digital city.
- Managing travel demand.
- Transport & the natural and built environment.
- Access to vital services and opportunities & supporting economic success.

The survey took respondents through each theme in turn and asked for their views. A summary of policies was presented under each theme, replicating the summaries provided in the Easy Read version of the Draft Policy Framework. Respondents were also encouraged to read the policies in full with a link provided to the full Draft Policy Framework.

Upfront, survey respondents were told they were welcome to skip the individual themed questions to comment on the policy framework overall. The chart below shows that the majority of respondents preferred to read through each theme, some 84%.

Figure 2 Respondents who reviewed each theme
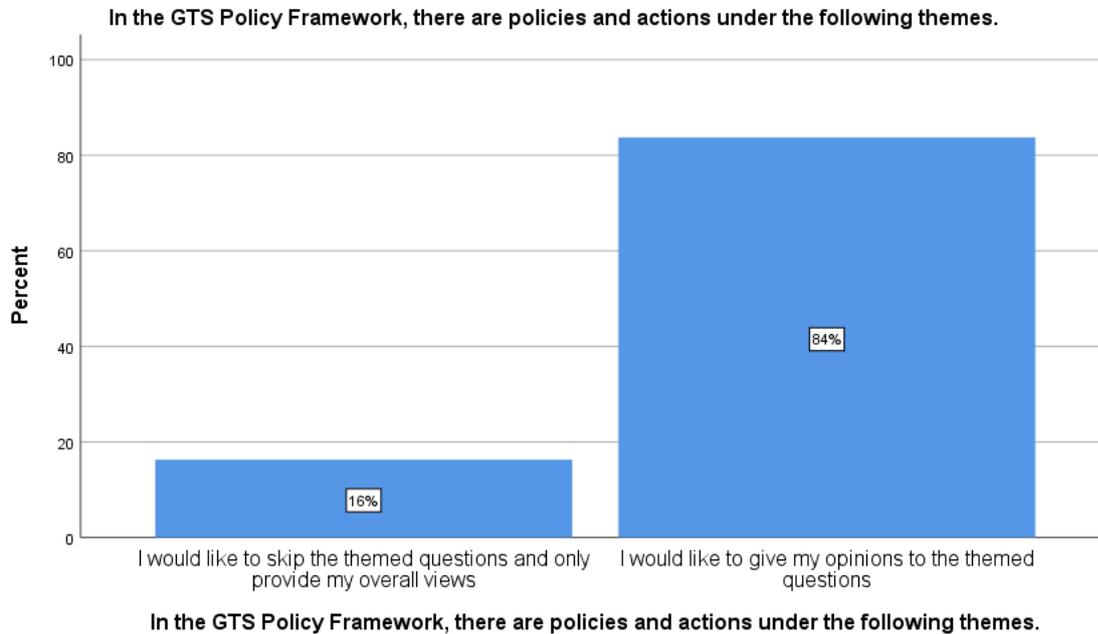
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	7	436

Level of support for each themed set of policies in the Glasgow Transport Strategy Policy Framework

This section goes through each of the nine policy sections set out in the Policy Framework and the survey, and the level of support for each and types of comments made.

Theme 1 policies on reducing the need to travel unsustainably

Here is a broad summary of the technical policies and actions in Theme 1 which was presented in the survey and Easy Read versions:

- Develop Liveable Neighbourhoods where more services are available locally, more local trips are made on foot and by bike, and places are designed around people, not vehicles.
- Apply the national sustainable travel hierarchy in our decision-making which puts walking, wheeling, cycling at the top, followed by public transport and then the car at the bottom.
- Use the planning system to design more for people instead of cars, and help create more sustainable transport choices through new developments. This includes more low car or car-free developments.

- The Council to reduce unnecessary journeys where possible e.g. support more flexible working and help staff make more journeys by foot, bike, public transport.
- Help communities have more of a say in how their local places are designed.

Some 370 out of 443 survey respondents answered this question. In this question, 68% said they supported the policies, 25% said they supported some of the policies but some could be changed or added to, 6% said they didn't support the policies in this theme.

Figure 3 Level of support for policies under Theme 1, reducing the need to travel unsustainably
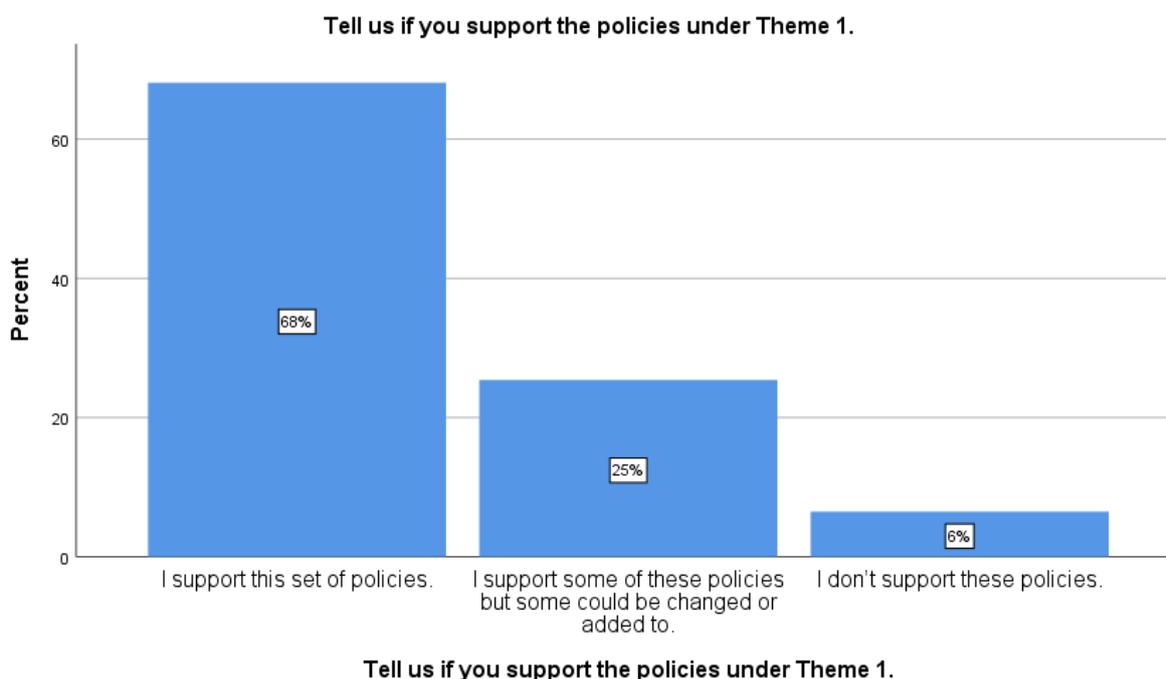
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	73	370

For those who said they either supported the Theme 1 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 1 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 1:

Answer categories	No. of mentions
Public transport	77
Active travel	25
Pavement safety/maintenance	8
Liveable neighbourhood	6

Answer categories	No. of mentions
Road and traffic signals maintenance	5
Electric vehicles	3
Local retail affordability/accessibility	2
Road space reallocation	2
More green space	1
Information dissemination/awareness	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Public transport should be at the top of the hierarchy or the same priority was walking and cycling as not everyone can walk or cycle, need better public transport which is integrated and affordable.
- People with disabilities should be at the top of the travel hierarchy, specific travel needs should be taken into account, some people cannot walk or cycle due to mobility issues and policy needs to take this into account.
- Better alternatives should be in place before deprioritising the car, some people still rely on cars.
- Need policies for existing areas as well as new development.
- Cycling needs to be more inclusive, better routes, more help to get people into cycling.
- Queries over 20 minute neighbourhoods v. need to travel to retail parks, city centre, and many journeys made are not local.
- Better facilities needed to support walking, walking is not practical for longer journeys.
- Better facilities needed to support more electric vehicles including charging points.

Theme 2 Decarbonising transport and achieving cleaner air
Here is a broad summary of the technical policies and actions in Theme 2 which was presented in the survey and Easy Read versions:

- The Council will make its fleet of vehicles cleaner and low carbon, and work with partners to provide cleaner and local carbon vehicles across the city (including buses, taxis and private hire).
- Continue to tackle vehicle emissions including through our Low Emission Zone and air quality monitoring.
- Encourage more electric vehicles in the city and speed up the delivery of a larger electric vehicle charging network.
- Try to move more goods by cleaner and low carbon methods.
- Increasing awareness of transport's role in climate change.
- Exploring alternative fuels for transport such as hydrogen and join up work on clean energy across all sectors.
- Work towards a "circular economy" which means reusing, recycling and sharing more to reduce how much we consume, including in transport.
- Work towards a "Just Transition" to our 2030 net zero carbon goal, which means taking care we don't make it harder for people already struggling.

Some 369 out of 443 survey respondents answered this question. 71% said they supported the policies, 26% said they supported some of the policies but some could be changed or added to, 3% said they didn't support the policies in this theme.

Figure 4 Level of support for policies under Theme 2, decarbonising transport and achieving cleaner air
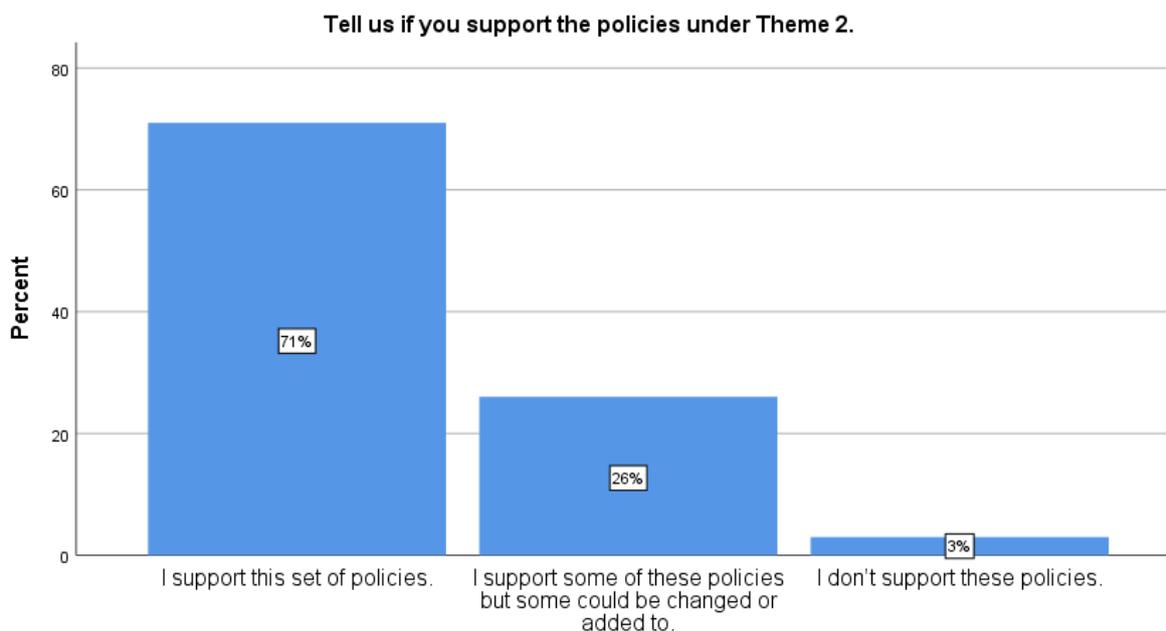
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	74	369

For those who said they either supported the Theme 2 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 2 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 2:

Answer categories	No. of mentions
Electric vehicles	30
Public transport	28
Electric Vehicles' charging points	10
Active travel improvements	10
More green space	5
Car use reduction	3
Local retail affordability	1
Road space reallocation	2
Road and traffic signals maintenance	1
Information dissemination/awareness	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Too much focus on electric vehicles, electric cars only resolve some of the negative impacts of cars, people in tenements will struggle to own and charge electric cars, some cannot afford electric vehicles, need to continue to promote public transport and active travel as a priority.
- Need much more emphasis on active travel under this theme, as well as modal shift generally and reducing traffic.
- Some concerns over impact of Low Emission Zones on businesses, deliveries and people who cannot afford newer vehicles.
- Need more emphasis on cleaner and low carbon bus fleets.
- Need more support for e-cargo bikes for fleet and deliveries, reducing the impact of goods movement on communities particularly last-mile of deliveries.
- Some support for hydrogen as a transport energy source over electric.
- Council should lead by example on decarbonising fleet.

*Theme 3 Inclusive and safe places for people & supporting sustainable travel choices*
Here is a broad summary of the technical policies and actions in Theme 3 which was presented in the survey and Easy Read versions:

- Encourage walking, wheeling and cycling for everyday journeys, with specific policies and projects set out in our new Active Travel Strategy, and new Liveable Neighbourhoods plans.
- Create a City Centre focused on people and place, with specifics in our new City Centre Transformation Plan.
- Encourage more shared mobility in the city – that is, transport schemes that support shared access such as the bike hire scheme and car club scheme we already have – and Mobility Hubs.
- Improve how we communicate and consult on transport in the city, making it easier to access and understand.
- Do targeted work to encourage people to make sustainable transport choices where they can.
- Ensure our transport systems support everyone, in particular some groups who can be particularly affected by poor transport systems such as those with disabilities, young people, older people, woman, people from black and ethnic minority backgrounds.
- Develop a transport system that helps to tackle child poverty.
- Continue to focus on road safety goals through our Glasgow Road Safety Plan 2020-2030 including our 20mph speed limit goal.
- Work with partners to ensure people feel secure and safe when travelling in the city, particularly women, LGBTQ+ communities and those from black and ethnic minority backgrounds.

Some 368 out of 443 survey respondents answered this question. 68% said they supported the policies, 29% said they supported some of the policies but some could be changed or added to, 4% said they didn't support the policies in this theme.

Figure 5 Level of support for policies under Theme 3, inclusive and safe places for people & supporting sustainable travel choices

Tell us if you support the policies under Theme 3.
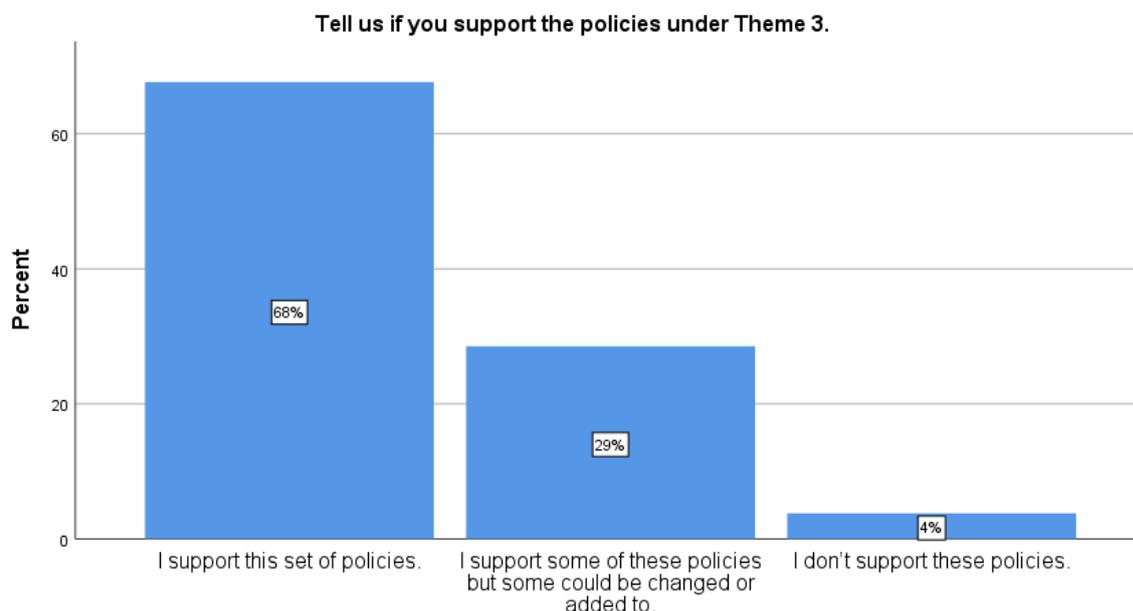
Tell us if you support the policies under Theme 3.

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	75	368

For those who said they either supported the Theme 3 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 3 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 3

Answer categories	No. of mentions
Public transport	73
Active travel	30
Pavement safety/maintenance	18
Road and traffic signals' maintenance	10
Liveable neighbourhoods	6
Information dissemination/awareness	6
Road space reallocation	2
Car use reduction	2
Local retail affordability	1
Electric vehicles	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Emphasis should be on improving sustainable transport first and foremost to disincentive car use, including better and more affordable public transport and integrated ticketing.
- Specific issues raised around travel needs of people with disabilities, more emphasis needed on these travel needs.
- Some queries over focus on particular groups.
- Road safety issues need more enforcement, should be focus on safety for all.
- Greater priority needed in policies for pedestrians.
- Some queries over 20mph speed limits.
- Concerns that not everyone can walk or cycle.
- Need more emphasis on sustainable and safe travel to school.
- More night-time public transport needed.
- Some concerns over shared spaces, and conflicts between people on foot and people on bikes and scooters.

Theme 4 Collective transport – public, community, shared and demand responsive transport
Here is a broad summary of the technical policies and actions in Theme 4:

Here is a broad summary of the technical policies and actions in Theme 4 which was presented in the survey and Easy Read versions:

- Work with partners towards a more integrated, easy to understand, easier to use public transport system in the city across rail, bus, Subway, including ticketing that works across all forms of public transport and is more affordable.
- Work with partners to improve bus services in the city, supporting bus in new development, giving it more priority on roads to get ahead of congestion, improving the quality of stops and information.
- Continue to work on the existing Glasgow Bus Partnership and continue to explore different ways to run buses in the city in the future.
- Continue to value the role of rail in the city particularly in serving trips that start or end outside of the city boundary, and also work to identify more Park and Ride opportunities for these trips on rail and bus.
- Work with partners on developing a regional Glasgow Metro scheme.
- Continue to support taxi and private hire services and encourage quality improvements where necessary e.g. vehicles with lower emissions and more private hire vehicles that people with mobility difficulties can use.
- Work with SPT to enhance the role of Subway in the city e.g. longer opening hours at weekends and better cycle parking at stations whilst reducing car-based trips to Subway stations.
- Recognise the role e-scooters can play whilst protecting pedestrians and monitor their use in Glasgow if they become legal.
- Promote more car-sharing.
- Continue to support and develop community transport in the city.
- Work with partners to make it easier to travel across the city using more than one form of transport e.g. better access to bike and car hire schemes, secure cycle parking at public transport interchange.

Some 364 out of 443 survey respondents answered this question. 57% said they supported the policies, 40% said they supported some of the policies but some could be changed or added to, 2% said they didn't support the policies in this theme.

Figure 6 Level of support for policies under Theme 4, collective transport - public, community, shared and demand responsive transport
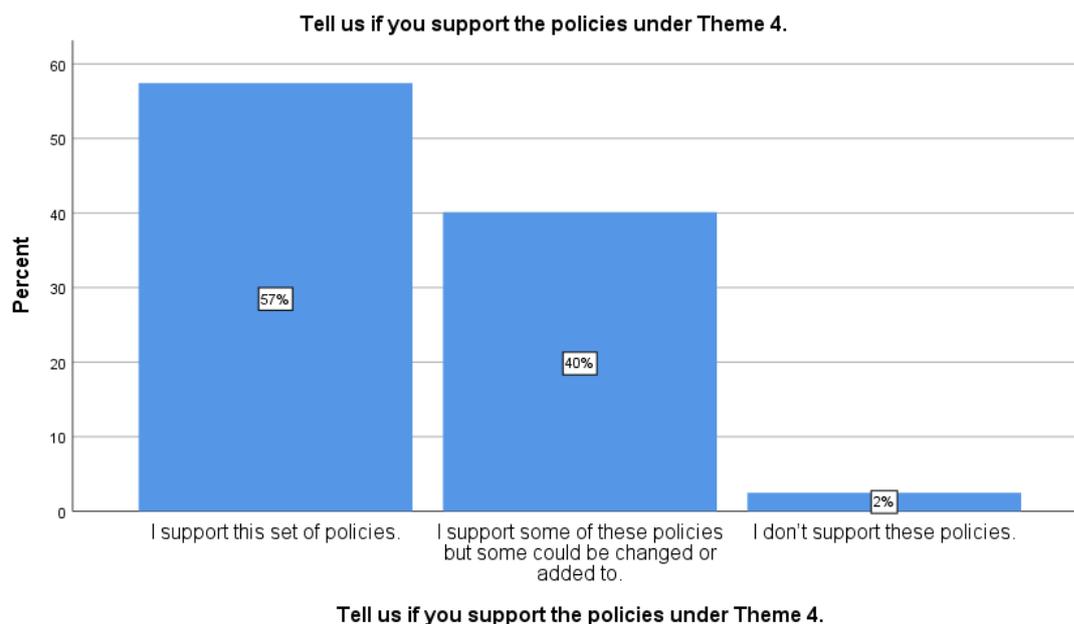
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	79	364

For those who said they either supported the Theme 4 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 4 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 4

Answer categories	No. of mentions
Public transport	222
Active travel	18
Pavement safety/maintenance	7
Information dissemination/awareness	3
Liveable neighbourhoods	2
Road and traffic signals' maintenance	2
Car use reduction	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Focus should be on public transport and active travel primarily, need more radical and quicker action on these, need more integration between these forms of travel, need more affordable and integrated ways to pay for public transport, cleaner buses. Some parts of the city still poorly served by public transport e.g. the north.
- Car sharing can be positive but as long as it does not promote more car use.
- Taxis and private hire need to have cleaner vehicles, some safety & quality concerns (e.g. inaccessible private hire vehicles for people in wheelchairs) and too expensive for many.
- Need better cycle storage facilities and cycling infrastructure.
- Buses should be re-regulated, some concerns over working in partnership with bus operators.
- Some concerns over e-scooters with regards to pedestrian safety.
- Need to consider visitors and cross-boundary journeys.

*Theme 5 Managing and developing assets and infrastructure*

Here is a broad summary of the technical policies and actions in Theme 5 which was presented in the survey and Easy Read versions:

- The Glasgow Transport Strategy: Spatial Delivery Framework will set out how we will make decisions on roadspace, recognising streets and routes have different and sometimes conflicting purposes. Overall, our goal is to support less journeys by car and more by sustainable transport.
- Continue to deliver, manage and maintain roads in the city as statutory roads authority for Glasgow and as per our Roads Asset Management Plan.
- Our winter maintenance plans are reviewed annually and public information can be viewed at the Winter Gritting StoryMap.
- Continue to seek additional funding to maintain our assets.
- Continue to make street lighting and other traffic management lighting low carbon to reduce carbon emissions.
- Invest in signals and sensors to give pedestrians and cyclists more priority at junctions.
- Ensure our infrastructure is ready for the future, and can cope with climate change. Reuse and recycle materials where possible.
- New roads will only be delivered in certain circumstances and our overarching focus is on reducing the distance travelled by cars.

Some 358 out of 443 survey respondents answered this question. 70% said they supported the policies, 27% said they supported some of the policies but some could be changed or added to, 3% said they didn't support the policies in this theme.

Figure 7 Level of support for policies under Theme 5, managing and developing assets and infrastructure

Tell us if you support the policies under Theme 5.
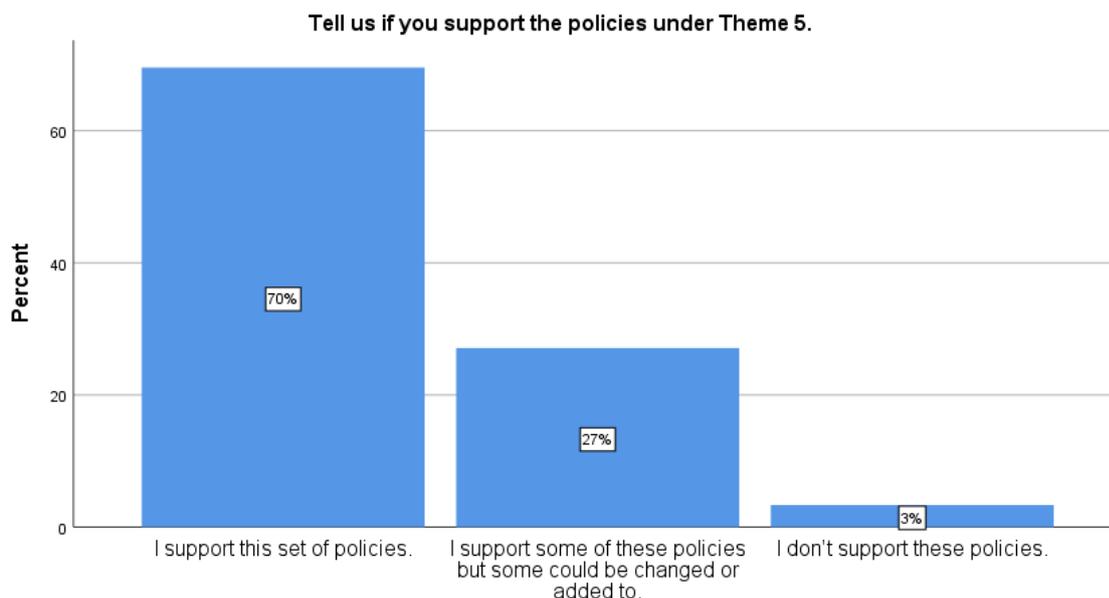
Tell us if you support the policies under Theme 5.

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	85	358

For those who said they either supported the Theme 5 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 5 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 5

Answer categories	No. of mentions
Road and traffic signals' maintenance	47
Active travel	44
Public transport	17
Pavement safety/maintenance	13
Car use reduction	4
Liveable neighbourhoods	2
Electric vehicles	2
Information dissemination/awareness	2
Road space reallocation	1
Electric vehicles' charging points	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Some people still rely on cars, some concerns priority for people on foot and people on bikes will slow down traffic, need better alternative choices to the car first.
- Need more segregated cycleways, and well-maintained and safe cycling infrastructure.
- Prioritise safer, better & well-maintained infrastructure for walking including at junctions and signals, and more zebra crossings e.g., pedestrians should have priority.
- Should reduce the impact of the M8.
- Some concerns over brightness levels of LED lighting, and some concerns over poorly lit walking and cycling routes.
- Need more focus on public transport as an alternative to car travel.
- Need more focus on infrastructure supporting those with mobility difficulties to move around.
- Roads need to be better maintained, winter maintenance needed on all routes, some comments on upgrading signals for pedestrians.

Theme 6 Smart and digital city
Here is a broad summary of the technical policies and actions in Theme 6 which was presented in the survey and Easy Read versions:

- Make more of our information available online and easier to access.
- Make more of our data open to encourage people to use it for the public good (e.g. creating apps to help people choose sustainable transport).
- Explore Mobility as a Service with SPT, to make it easier for people to travel seamlessly around the city on sustainable transport.
- Continue to focus on technology that prioritises the movement of people by sustainable ways to travel.
- Keep a 'watching brief' on the role of connected and autonomous vehicles, focus on autonomous vehicles for the movement of goods and people together (as opposed to individual cars), and start getting the city ready for autonomous vehicles.
- Work to ensure residents benefit from more jobs in data, technology and low carbon sectors through education and training.

Some 357 out of 443 survey respondents answered this question. 73% said they supported the policies, 24% said they supported some of the policies but some could be changed or added to, 4% said they didn't support the policies in this theme.

Figure 8 Level of support for policies under Theme 6, smart and digital city

Tell us if you support the policies under Theme 6.
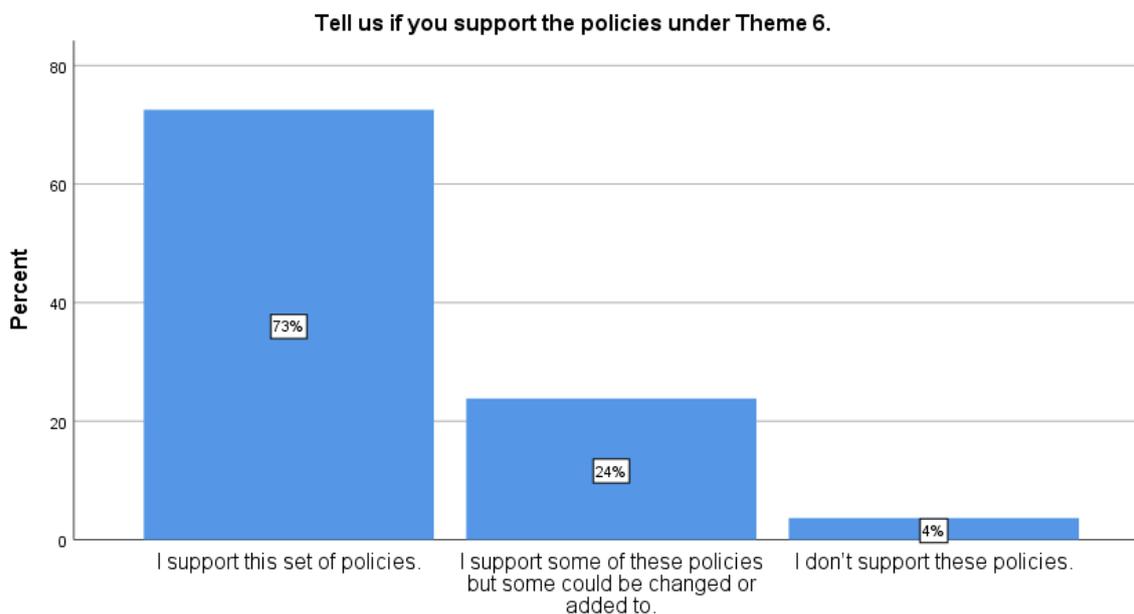
Tell us if you support the policies under Theme 6.

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	86	357

For those who said they either supported the Theme 6 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 6 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 6

Answer categories	No. of mentions
Public transport	49
Information dissemination/awareness	35
Opposed autonomous vehicles	15
Active travel	8
Liveable neighbourhoods'	1
Pavement safety maintenance	1
Road and traffic signals' maintenance	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Not everyone engages with digital information or wants smart products, still digital exclusion in the city, need to ensure all transport users' needs are met.
- Concerns over autonomous vehicles such as safety, promoting car use.

- Need focus on public transport and active travel first and foremost over technology. Need integrated ticketing on public transport.
- Need more comprehensive and up to date / real time online information.
- Specific suggestion on using combined wifi, CCTV and live public transport information to support more social outdoor spaces for young people, particularly girls.
- Use technology to raise awareness of traffic impacts such as air quality and noise.
- Use technology to support people raising issues on their journey e.g. lighting, maintenance, broken infrastructure.

Theme 7 Managing travel demand

Here is a broad summary of the technical policies and actions in Theme 7 which was presented in the survey and Easy Read versions:

- Introduce more controls on on-road parking in the city to manage how people use cars, giving priority to residents' parking and those with mobility difficulties, supporting parking & loading for businesses and visitors where appropriate. Reduce on-street parking where possible to use the space for pedestrians, people on bikes, buses and better local places.
- Continue to explore a Workplace Parking Licencing scheme in the city to tackle non-residential parking to encourage more employees to travel sustainably where possible, and use any money raised on sustainable transport schemes.
- Ensure adequate enforcement of parking restrictions and improve how we interact with customers.
- Set parking charges at a level that can meet the costs of running and enforcing parking provision, with any extra re-invested in projects in this Strategy.
- Review how we deal with parking in new development to try to reduce parking provision where possible and focus on better sustainable transport.
- Improve cycle parking in the city including secure sheltered parking.
- Ensure Council-owned car parks offer a safe and quality environment, and monitor usage and financial sustainability.
- Explore emissions-based resident parking charges.
- Better manage parking related to events in the city, and better plan for coach parking.
- Implement national bans on pavement parking and double parking, with any exemptions for pavement parking based on evidence.
- Encourage the Scottish Government to introduce 'road user pays' proposals at a national level and work with regional partners on a regional scheme.

Some 361 out of 443 survey respondents answered this question, 60% said they supported the policies, 32% said they supported some of the policies but some could be changed or added to, 8% said they didn't support the policies in this theme.

Figure 9 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 7
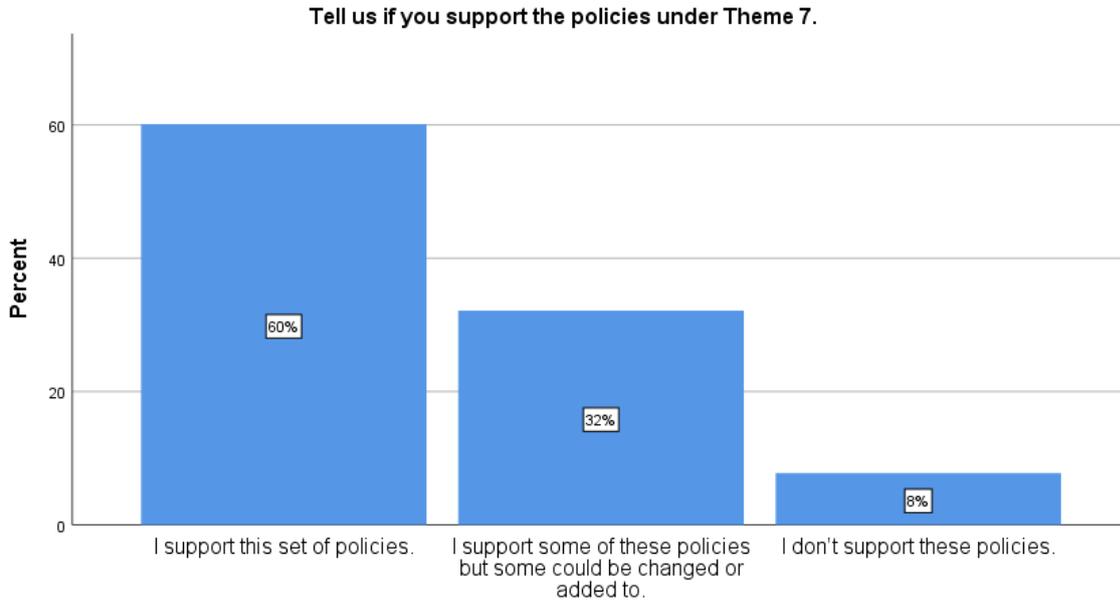
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	82	361

For those who said they either supported the Theme 7 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 7 Table of response who said they supported but wanted improvements to Theme 7

Answer categories	No. of mentions
On-street parking/parking restrictions	85
Pavement safety/maintenance	30
Public transport	22
Active travel	17
Car use reduction	13
Road and traffic signals' maintenance	13
Road space reallocation	5
Electric vehicles	3
Electric vehicles' charging points	2
More green space	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Some people still rely on cars including people with disabilities and carers for example, not enough parking currently for people living in tenements, need sustainable transport alternatives in place first or delivered at same pace as parking restrictions for them to be effective.
- Some concern over economic impacts on city centre and local centres from less parking or more expensive parking.
- Need more Park & Ride.
- Need enforcement of parking policies.
- Policies on restrictions on parking do not go far enough, more action needed on reducing number of cars and cars parked on streets, include traffic management measures. Need to reduce parking on major transport arteries in particular, better manage parking around events to reduce local impacts.
- Need more cycle parking for tenements in particular.
- Prohibit people turning green space at homes into parking space for drainage and climate reasons.
- Some concerns over workplace parking licencing and impact on businesses and those on lower incomes, and impact of emission-based parking charges on people with low incomes.
- Some concerns over pavement parking prohibitions where there are narrow roads.
- Some concerns over road user pays proposals, some support for a congestion charge.
- Need to facilitate home deliveries, need to rationalise home delivery vehicles as too many.

## *Theme 8 Transport and the natural and built environment*
Here is a broad summary of the technical policies and actions in Theme 8 which was presented in the survey and Easy Read versions:

- Work to ensure transport projects and decisions take account of biodiversity, and improve biodiversity where possible, for example, no overall loss of trees, improving habitats for wildlife.
- Ensure the design of transport projects take account of weather impacts from climate change, including flooding and high temperatures.
- Continue to improve access to "green", "blue" and open spaces and the outdoors by residents, and consider this need in our transport decision-making. This includes country parks, Core Paths, the canal network, rivers.
- Support those in lower income communities in particular to walk and cycle for leisure and access to the outdoors.
- Ensure our transport decisions do not have a negative impact on water quality.

Some 356 out of 443 survey respondents answered this question. 86% said they supported the policies, 13% said they supported some of the policies but some could be changed or added to, 1% said they didn't support the policies in this theme.

Figure 10 Level of support for policies under Theme 8, transport and the natural and built environment
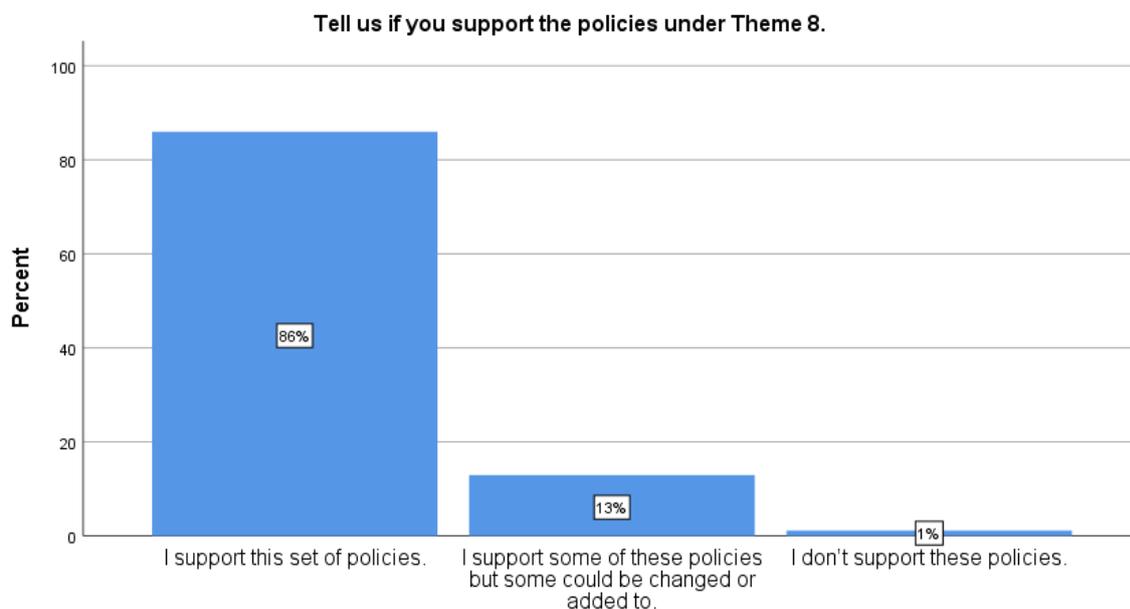
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	87	356

For those who said they either supported the Theme 8 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 8 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 8

Answer categories	No. of mentions
More green space	36
Active travel	9
On-street parking/parking restrictions	7
Public transport	6
Road and traffic signals' maintenance	5
Pavement safety maintenance	2
Electric Vehicles	2
Noise pollution	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main tyhpes of issues raised:

- Need more focus on adaptation to climate change, protecting trees and biodiversity, and adding new greenery.
- Gap in policies on noise pollution.
- Should not only focus on low income communities.
- More focus on river transport.

*Theme 9 Access to vital services and opportunities and supporting economic success*
Here is a broad summary of the technical policies and actions in Theme 9 which was presented in the survey and Easy Read versions:

- Encourage walking, scooting and cycling to school first and foremost and reduce the use of the car on the journey to school.
- Work to improve access to jobs and training by good sustainable transport which is affordable to those on low incomes.
- Work to reduce transport as a barrier to accessing fresh, healthy and affordable food.
- Support the City Centre in its economic recovery from Covid-19 and focus on improving sustainable transport connections to it.
- Ensure our transport systems support Glasgow as a major events and tourism destination.
- Support the effective movement of goods in the city.
- Support business requirements through transport decision-making, recognising that more roadspace needs to be reallocated to pedestrians, people on bikes and public transport in the future.
- Work with SPT, bus operators and community transport to support good public transport connections to healthcare, and improve walking, wheeling and cycling connections.

Some 359 out of 443 survey respondents answered this question. 74% said they supported the policies, 25% said they supported some of the policies but some could be changed or added to, 2% said they didn't support the policies in this theme.

Figure 11 Level of support for policies under Theme 9, access to vital services and opportunities and supporting economic success
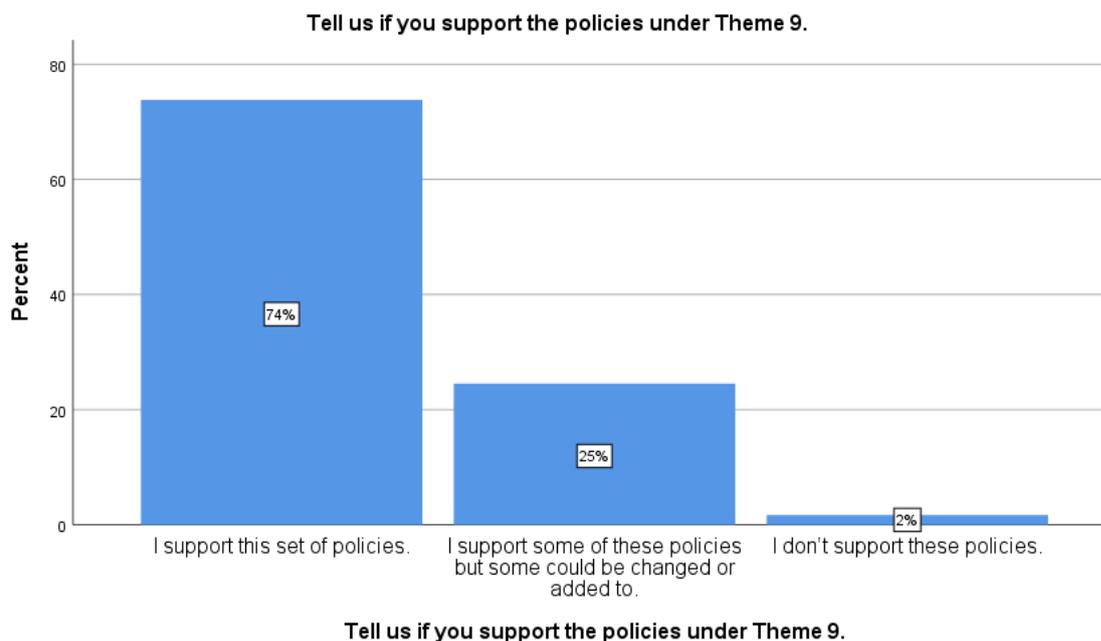
Tell us if you support the policies under Theme 9.

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	84	359

For those who said they either supported the Theme 9 policies but they needed improvement, or they did not support the policies, the following table show the key themes that people commented on.

Table 9 Categorisation of additional text responses from those who indicated support for the policies but wanted improvements or who did not support the policies under Theme 9

Answer categories	No. of mentions
Public transport	63
Active travel	24
On-street parking/parking restrictions	7
Road and traffic signals' maintenance	6
Car use reduction	4
Liveable neighbourhoods	2
Pavement safety and maintenance	2
Electric vehicles	2
More green space	1
Information dissemination/awareness	1

From the responses who stated they would like to see improvements to these policies or they did not support them, the following were the main types of issues raised:

- Need better transport to healthcare settings particularly hospitals, need to take account of specific travel needs of patients and staff e.g. car reliance for people with certain disabilities, personal security concerns by shiftworkers.
- Need stronger action on promoting sustainable travel to school and education, also a few concerns by parents who need to drive children to school.
- Need more affordable and integrated public transport for citizens, and for visitors to the city. Re-regulation of buses.
- Commentary on the need to focus on public transport, walking and cycling, and travel needs of people with disabilities.

Level of overall support for policies in the Glasgow Transport Strategy Policy Framework

Respondents were asked if overall they supported the direction of policies in the Policy Framework. The majority of respondents replied they supported the policies, at 52%. 43% said they supported some of the policies but some could be changed or added to, whilst 5% said they did not support the policies. It should be borne in mind that some respondees to this question (some 16%) had skipped all the themed questions and therefore may not have read any detail on policies before answering this question if they had not already read the Easy Read or Full Policy Framework. (Indeed, analysis shows those who skipped the themed questions were less likely to show support for the policies than those who had gone through the themed question sections).

Figure 12 Level of support for general direction of the GTS Policy Framework
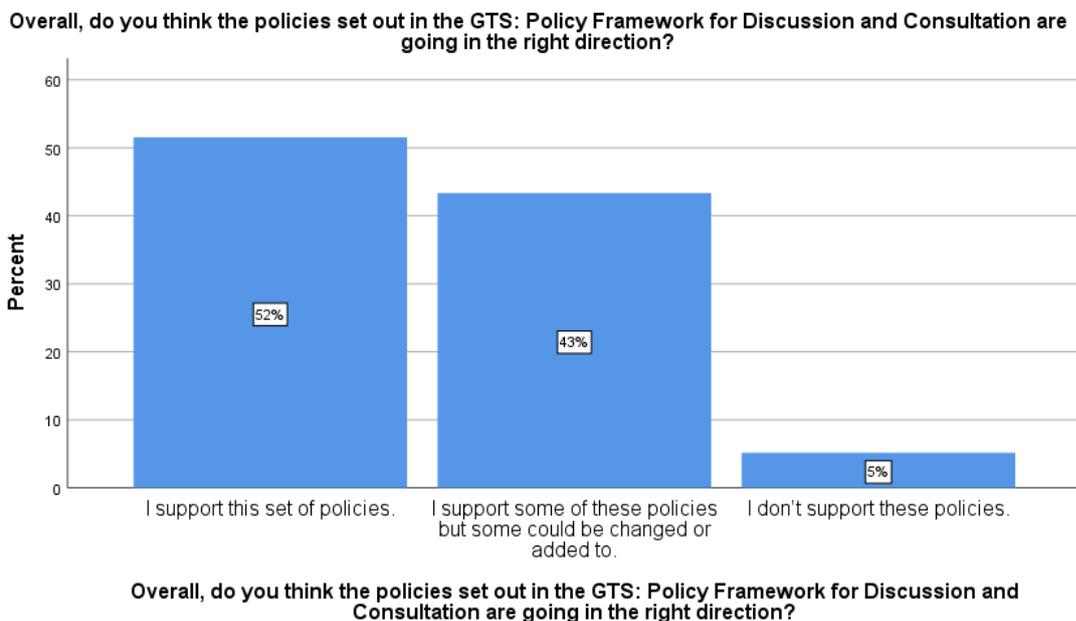
Overall, do you think the policies set out in the GTS: Policy Framework for Discussion and Consultation are going in the right direction?

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	16	427

Many comments on this question referred back to comments respondents had already made under themes. Other comments were of a similar nature to the topics raised under the themes above.

Pose a policy

Survey respondents were invited to pose a policy as follows:

"This is your chance **to "pose a policy"** for the Glasgow Transport Strategy. Is there something we have missed that you feel strongly about? It might be something very detailed or very general, and you think it really needs to be tackled to help us achieve our goals. Please tell us below the specific policy you would like us to include."

Some 306 survey respondents completed this question. From the responses offered, 74 proposed new actions or policies not already covered within the Draft Policy Framework, including the following:

- Reducing the impact of the M8 on the city centre in particular.
- Promote active travel – specific design suggestions including at signals and crossings, specific suggestion to tackle cycle theft, more flexible cycle purchase schemes, more benches for sitting, mechanism for recording locations of cars parked in cycleways.
- Cycle & scooter registration schemes, cycle-free pavements, fines for cycling or scooting on the pavement.
- Stronger road safety targets.
- Public ownership or re-regulation of buses.
- People with mobility difficulties or disabilities at the forefront of planning, safe and comfortable transport for older people.
- Hospital visitor transport scheme.
- Legally binding plans.
- Prioritisation of areas of high deprivation.
- Pedestrianising the city centre, traffic free event days, car-free city.
- Car pool lanes.
- Encourage purchase of hybrid cars.
- Priority discounted taxis for late night keyworkers, free bus passes for essential workers or give access to electric vehicle schemes, specific consideration of NHS staff & healthcare shiftworkers.
- Include Participatory Budgeting in Glasgow Transport Strategy.
- Promote hydrogen cars.
- Adopt Inclusive Communication for all.
- Re-use disused railway lines for active travel.
- Legal requirement for dogs on leads in pedestrian areas.
- Priority on road network to buses and to local traffic over motorway traffic.
- Tackling noise pollution, have an active noise policy.
- Specific suggestions to enhance bus travel to schools and afterschool clubs as well as walking schemes.
- Smaller and larger buses serving specific areas and markets, re-design bus routes to better link with rail and Metro to avoid long bus journeys.

- Priority seating schemes on buses.
- Funding of public transport infrastructure and services by businesses and organisations who benefit from it the most.
- Free loop electric buses, free city public transport.
- Clean streets (as well as clean air).
- Oyster-card style integrated ticketing, all day tickets.
- Create dashboard of impact of cars on local areas to raise awareness of impacts.
- Allow slower-moving electric vehicles to use the fastest routes, prioritise neighbourhood EV charging hubs for local residents.
- Bus lanes should start before 4pm.
- No free car parking on any public road in the city, apply blanket charges.
- Strengthen policy on Covid-safe travel.

Principles

Survey respondents were asked to comment on some additional guiding principles used in the development of the Draft Policy Framework as follows:

"A few **principles** have guided the development of transport policies – important points that have influenced our thinking.

These are:

- **Managing uncertainty** – the world is uncertain and our policies need to be able to respond to that
- **Post-Covid recovery** – we must work to support sustainable travel post-Covid-19 as well as economic recovery
- **Thinking long-term** and not just about the next few years
- **Setting out the future** we want rather than wait for things to happen to us
- **A whole systems approach** – transport is part of a much bigger picture and we must all work together
- **Sustainable travel hierarchy** which puts walking, wheeling and cycling at the top, then public transport, with cars at the bottom
- **Sustainable investment hierarchy** which includes reducing the need to travel by vehicles in particular and getting better use of what we have."

Some 412 out of 443 survey respondents answered this question. 70% said they agreed with the principles, 28% said they agreed with some but some could be changed or added to, 3% said they didn't agree with the principles.

Figure 13 Level of support for guiding principles
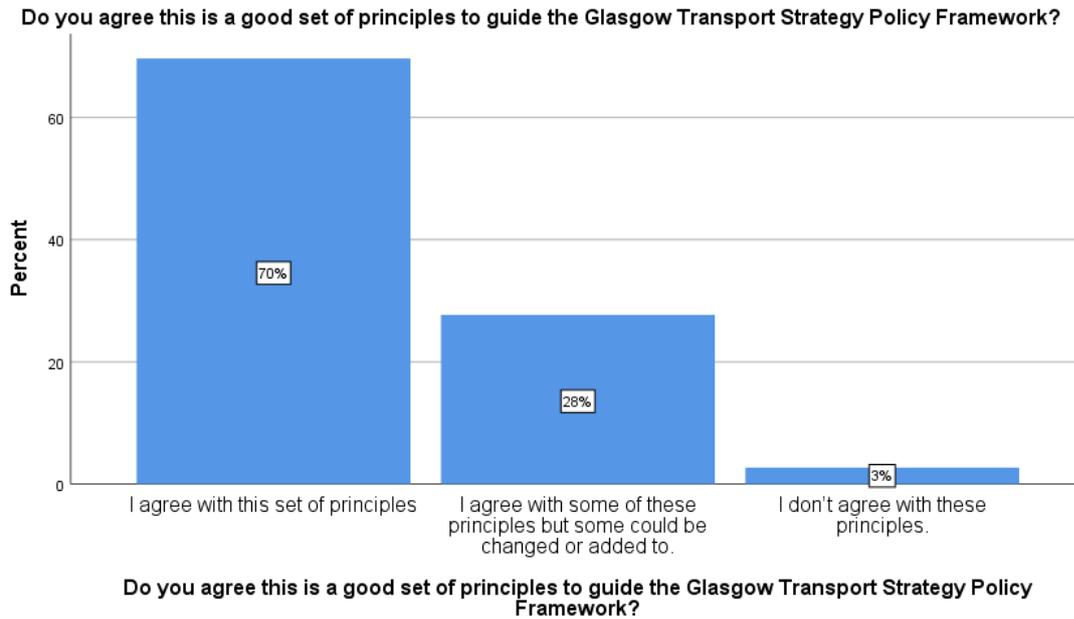
How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	31	412

For those who said they either didn't agree with these principles or thought some could be changed or added to, the main themes in comments were:

- Putting public transport at the top of the sustainable travel hierarchy or equal to walking and cycling.
- Putting walking at the top of the sustainable travel hierarchy.
- Some people still rely on cars and need to drive (with regards to car being at the bottom of the sustainable travel hierarchy).
- Some queries over the "managing uncertainty" principle and linking this to inaction on bus services.
- Additional principles should include reducing carbon emissions, reducing inequalities and a more inclusive transport system, safety.
- Social recovery should be a driver as well as economic recovery from Covid-19.

Delivery policy questions

Survey respondents were asked to comment on a summary of Delivery and Governance policies as follows:

"The GTS: Policy Framework contains some policies around how transport decision-making will be made and how policies will be delivered.

**Summary of delivery and governance policies**

- Within the Council, we will work to better join up our efforts and policies.

- We will work collaboratively with partners in the city, region and nationally on transport goals.
- We will work to ensure people have a better understanding of our policies and decision-making on transport and have better access to information.
- We will continue to explore better ways to run transport in the city and the region to make it more joined-up.
- We'll continue to make the most of external and innovative funding streams for transport improvements."

Some 417 out of 443 survey respondents answered this question. 71% said they supported the policies, 25% said they supported some of the policies but some could be changed or added to, 4% said they didn't support these policies on delivery and governance.

Figure 14 Level of support for delivery and governance policies

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	26	417

For those who said they either didn't agree with these principles or thought some could be changed or added to, the main themes in comments were:

- Need quicker action and progress, more specific policies and actions, more ambition, need an action plan.
- Involving people is important, need greater transparency over decision-making, meaningful engagement including funding for community groups to engage.
- A need for mainstreaming funding for sustainable travel including active travel, as opposed to project by project.

- Some concerns over role of private and commercial companies in delivery and working in partnership, and over the meaning of "innovative funding". Desire for a publicly-owned or regulated bus system.
- Greater emphasis needed on how the Council can work through SPT to deliver public transport improvements as opposed to "with" SPT.

Monitoring and Evaluation

Survey respondents were asked to comment on some monitoring indicators proposed for the GTS Policy Framework, as follows:

"The GTS Policy Framework contains some proposed monitoring indicators. These are the things we will keep an eye on to check if we are moving in the right direction. We also propose to check this around 2026 to give ourselves time to take action if we are not on the right track (the GTS covers the period up to 2030). The indicators include:

- Carbon emissions from transport.
- Proportion of vehicles that use diesel or petrol or are ultra-low emission.
- Household car and bike access.
- The proportion of people using bikes and cars for important journeys.
- Distance travelled by cars.
- Distance travelled by vehicles on local roads.
- Satisfaction with public transport.
- % of journeys made for commuting purposes."

Some 419 out of 443 survey respondents answered this question. 61% said they agreed with the monitoring proposals, 34% said they agreed with some but some could be changed or added to, 5% said they didn't agree with them.

Figure 15 Level of support for monitoring indicators
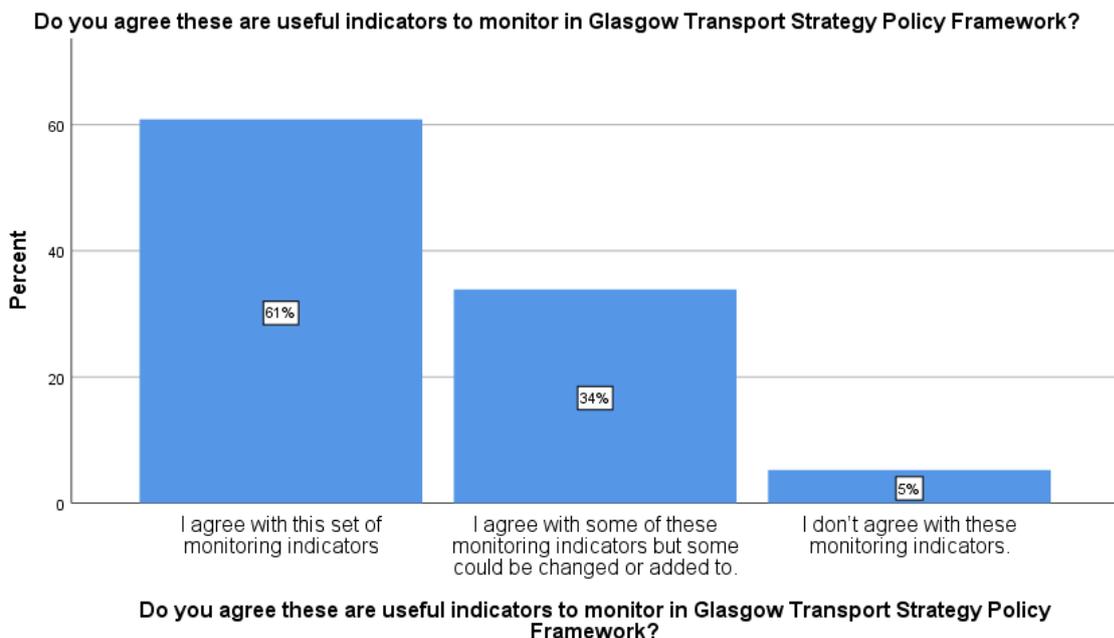
Do you agree these are useful indicators to monitor in Glasgow Transport Strategy Policy Framework?

How many survey respondees answered this question?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	24	419

Some commentary from respondents on this question was general commentary along the lines of comments reported elsewhere in this survey. From the comments specifically on monitoring and evaluation, the following suggestions were made to monitor:

Length of segregated cycleways in the city, roadspace allocated to walking and wheeling
Economic indicators
Surveys of how people travel
Safe neighbourhood / low traffic streets, traffic-free streets
Attractiveness of parts of the city
Cost-related impacts on travel, cost of public transport fares, relative cost of modes
Distance by mode, proportion of short vehicle journeys
Roadspace allocated to walking and wheeling
Public transport usage, proportion of journeys by public transport, public transport satisfaction
Pedestrian numbers, cyclist numbers
Pedestrian safety and satisfaction, quality of pedestrian environment
Accidents and road deaths, road safety indicators
Ease of use and accessibility of sustainable and active travel
Incidences of cycling and scooting issues
Access to community assets (with regards to local neighbourhood facilities), ability to obtain essential goods within 15minutes walking time
Journey times by bike, journey times by mode
Perception of safety while cycling, distance from homes to cycling infrastructure
Suppressed demand (i.e. journeys not being made)
Vehicle noise
Journeys for goods delivery to households
Affordability of low emission transport, access to charging points, electric vehicle emission levels
Households with multiple vehicles, one-person car usage, car ownership, traffic volumes
Size of vehicles / vehicle engine size
Monitoring of restrictions on parking, enforcement data, pavement parking incidences
Air quality, particulates under 2.5
Journey purpose
Wheelchair accessible rail and Subway stations
Average bus speeds
Public opinion
Household access to public transport services
Employer engagement with staff on travel
Bus emissions

Disabled people using public transport
Process related: Breaking down some data by socio-demographic characteristic
Process related: More frequent monitoring and an earlier review than 2026

3.2 Stakeholder and community representative inputs

Who took part in the consultation?

The table below shows the organisations who attended online stakeholder organisation and community representative discussions, as well as those who requested a one to one discussion and/or submitted an individual survey or email response. Over 50 organisations directly engaged with the consultation.

Table 10 Participation by stakeholder organisation and community representatives

Organisation name	Participation in GTS PF consultation period
Glasgow Taxis	One to one conversation
Glasgow Centre for Population Health	Attended an online group discussion session
Living Streets Scotland	Attended an online group discussion session & submitted a survey response
Connectivity Commission economic advisor	Attended an online group discussion session
Network Rail Scotland	Attended an online group discussion session
Amazon	Attended an online group discussion session
Technology Scotland	Attended an online group discussion session
Bus Users Scotland	Attended an online group discussion session
Cycling UK	Attended an online group discussion session & submitted a survey response
Friends of the Earth Scotland	Attended an online group discussion session
Nature Scot	Attended an online group discussion session & submitted a survey response
Dowanhill, Hyndland and Kelvinside Community Council	Attended an online group discussion session & submitted a survey response
Sustrans	Attended an online group discussion session
SPT	Attended an online group discussion session & submitted a written response
RNIB	Attended an online group discussion session
NHS (Travel Planning)	Attended an online group discussion session
Road Haulage Association	Attended an online group discussion session, one to one discussion & submitted a survey response
Glasgow Disability Alliance	Attended an online group discussion session
Logistics UK	Attended an online group discussion session & submitted a survey response
Get Glasgow Moving	Attended an online group discussion session, submitted a survey response and one to one discussion
Govanhill Thriving Places Community Connector	Attended an online group discussion session

Organisation name	Participation in GTS PF consultation period
Skills Development Scotland	Attended an online group discussion session
University of Glasgow	Attended an online group discussion session
Guide Dogs Scotland	Attended an online group discussion session & submitted a survey response
West Coast Motors	One to one discussion
First Glasgow	Attended an online group discussion session
Stagecoach Glasgow	Attended an online group discussion session
ScotRail	Attended an online group discussion session
Craigton Community Council	Attended an online group discussion session
Community Transport Glasgow	Attended an online group discussion session & submitted a survey response
North Kelvin Community Council	Attended an online group discussion session & submitted a written response
Govan Community Council	Attended Community Council session & submitted a survey response
Merchant City & Trongate Community Council	Attended Community Council session
Auchenshuggle/Tollcross Community Council	Attended Community Council session
Dennistoun Community Council	Attended Community Council session
Hurlet & Brockburn Community Council	Attended Community Council session
High Knightwood & Anniesland Community Council	Attended Community Council session
Kelvindale Community Council	Submitted a survey response
CoMoUK	Submitted an offline response to the survey
Historic Environment Scotland	Submitted a written response
Paths for All	Submitted a survey response
GoBike	Submitted a written response
University of Strathclyde	Submitted a survey response
Glasgow Tree Lovers' Society (Incorporating the Glasgow Civic Society)	Submitted a survey response
Centre for Human Rights and Global Justice — NYU School of Law	Submitted a survey response
#BetterBriggs Community Group	Submitted a survey response
UNISON Glasgow City branch	Submitted a survey response
Free Our City (Glasgow)	Submitted a survey response
Glasgow Trades Union Council	Submitted a survey response
Glasgow Airport	Submitted a written response
Glasgow Chambers of Commerce	Submitted a written response
Glasgow Business Resilience Council	GCC Officer gave a presentation & discussion held
UPS	Submitted a response
3 x Sector Partnerships in Glasgow (North East, North West, South)	GCC Officer gave a presentation & discussion held

Stakeholder organisation and community representative policy consideration points

Across the online discussion sessions, individual inputs and one to one discussions, a series of **policy consideration points** was developed. These were points that stakeholder organisations and community representatives raised for consideration in the Final Policy Framework to address a perceived gap in the Draft Policy Framework, or to amend or strengthen an existing element of the Draft Policy Framework. Key points from each of the online discussion sessions were sent back to session attendees for agreement and transparency, and these are appended to this report in Appendix B.

Once all policy consideration points were analysed, some key themes emerged from the consultation inputs from stakeholder organisations and community representatives:

Affordable fares, ticketing and Mobility as a Service:

- More direct reference to concessionary fares.
- Stronger policy wording on aspirations for affordable fares and introduce the concept of fare capping for public transport, and ensure this extends to all to make public transport more attractive to support modal shift by from higher-income households also.
- Work towards integrated ways to pay across all types of sustainable transport and not only public transport, and clarification that smartcards may not be the only way to achieve this.

Personal security:

- Stronger policies on gender-based violence and improving personal security for women and non-binary people in particular.
- Promote a more holistic and collaborative approach to improving personal security which includes interventions on-street and at public transport stops / stations as well as on-board public transport.

Travel for people with disabilities:

- Ensure plan for adaptive and non-standard cycles also in infrastructure and cycle storage facilities.
- Stronger emphasis on fully accessible transport system, including infrastructure, services and access to information. Ensure new interventions do not make it harder for people with disabilities such as e-scooters, on-street electric vehicle charging infrastructure.
- Recognise the important role of the car and individual mobility solutions such as taxis for some people with disabilities.

Active travel:

- Overall stronger emphasis needed on the role of active travel, and modal shift to walking and cycling, in the journey to net zero targets.
- Stronger policies to support pedestrians.
- More emphasis on importance of maintenance of active travel infrastructure.

- Council as a major employer should lead by example on walking and cycling for business and operations where possible.
- Behaviour change campaigns to ensure people travelling by various modes understand their roles and responsibilities.
- Clearer policy on role of cycles in last-mile delivery and cycle logistics.

Better public transport:

- More clarity needed on specific aspirations for a world-class public transport system and try to address issues of competition between sustainable modes.
- Concerns over compatibility of policies to develop bus partnerships and explore alternative bus governance options, and desire by some stakeholders to re-regulate buses.
- Specific areas of the city must have better public transport connections for economic development reasons, including the city centre and Glasgow Airport.

Process:

- Clarity needed on role of SPT and GCC's ability to influence SPT through Board membership.
- Prioritisation needed and an action plan to ensure delivery, as well as new funding models.
- Role of the Glasgow Transport Strategy in relation to development planning needs more clarity.

Demand responsive transport & shared mobility:

- Stronger policies on demand responsive transport particularly to enhance access to public transport.
- Stronger policies to support shared vehicles such as car club vehicles.
- Be clearer on role of taxis and shared mobility as being part of the sustainable travel hierarchy, above the private car, and ensure policies support taxis and shared mobility as part of the solution. Be clearer on difference between taxi sector and private hire sector.

Impact of transport on the natural and built environments:

- Be more proactive about maximising place-making opportunities from measures to mitigate environmental impacts.
- Stronger policies on the city's historic environment in relation to transport.

Reducing the need to travel:

- Stronger policies on development management system reducing reliance on the car.
- Encourage other organisations to reduce the need to travel in the city as well as the Council.
- Include a need to audit services available within Liveable Neighbourhoods to ensure equality of access.

Cleaner air:

- Clearer reference to the link between poor air quality and health and explore links with deprivation.
- Stronger policy on giving transport and fleet operators notice of vehicle change requirements to ensure sufficient time to manufacture and supply vehicles to meet standards.

Smart, digital city, data and information:

- Stronger policy on improving data on accessibility features in the transport system.
- Stronger wording on requiring data on usage of transport services in the city including public transport.
- Improve transparency of transport-related information on Council website.

Economy & movement of goods:

- Include reference to "services" as well as goods in relation to policy on sustainable and low carbon movement.
- Concern the sustainable travel hierarchy does not reference movement of goods *[clarification – the National Transport Strategy sustainable travel hierarchy referenced in the Policy Framework is more oriented towards the movement of people].*
- Stronger policy to protect and support servicing and delivery vehicles.
- Desire to ensure public electric vehicle charging points are accessible to commercial vehicles *[clarification – Glasgow City Council EV charging policy already states the expectation that commercial operators should not rely on public charging points as their primary source of charging[1]]*
- Stronger reference to water-borne freight opportunities.
- Stronger wording on retimed delivery outside of peak hours.
- Take account of COP26 commitments to stop the sale of diesel trucks below 26 tonnes by 2035 and consider how to support alternative fuelling sources at a Glasgow level.
- Further restrict large delivery vehicles and promote sustainable modes for last-mile delivery.
- Emphasise importance of Glasgow City Centre and supporting access to it by people and goods.
- Desire to prioritise Glasgow Metro to Glasgow Airport initially to support key visitor gateway and carbon neutral aspirations of Glasgow Airport by 2045.

Cross-boundary travel:

- Stronger reference to the impact of cross-boundary travel, and expectations of surrounding local authorities and regional partners to help tackle cross-boundary vehicle travel.

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[1] https://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQDN0GUTDXZL2U

- Concerns over under-investment in regional transport, early investment in better public transport needed to support economy.

Behaviour change:

- Stronger policies on behaviour change needed across a number of issues including increasing uptake of cycling, promoting sustainable travel to visitors, promoting electric vehicles, encouraging people to know their roles and responsibilities and protect more vulnerable users of the transport system.

Decarbonising transport:

- Stronger emphasis on affordable electric vehicle charging infrastructure, do not out-source, work with partners to ensure consistency of charging pricing.
- Ensure charging needs of shared mobility options taken into account, and more emphasis on supporting electric bikes and cargo bikes.
- Strengthen policy links between shared mobility options such as car clubs and bike hire and reducing the need to own a car or multiple cars.

Parking and demand management:

- Be more ambitious than national average targets on car vehicle kilometres and be bolder on parking reduction.
- Stronger emphasis on parking enforcement including on inconsiderate parking in bus stops.
- Recognise that some people rely on cars such as carers.
- Stronger policy on deterring larger vehicles.
- Concerns over impact of reducing car usage and workplace parking licensing on businesses, particularly where less alternative sustainable transport options in place.

Roadspace reallocation and sustainable travel hierarchy:

- Be bolder on roadspace reallocation and importance of retrofitting existing infrastructure, not just tackling car dependency in new development.
- Be clearer on delivering the sustainable travel hierarchy in decision-making.

Design, road safety, maintenance:

- Be bolder on innovative design to deliver the sustainable travel hierarchy.
- Stronger focus on inclusive design for all.
- Emphasise the importance of routine maintenance.
- Accelerate 20mph delivery and be bolder on road safety targets. Consider policy on redesigning infrastructure to facilitate 20mph speed limits.
- Be clearer on Designing Streets guidance usage in Glasgow.
- Specific design policies suggested to promote active travel.

4. How the consultation inputs have been used

The Council is grateful to all citizens, stakeholder organisations and community representatives who took time to participate in the discussion and consultation period on

the Glasgow Transport Strategy: Draft Policy Framework in October-December 2021. The inputs to the consultation have been analysed to extract insights into:

- Policy gaps
- Proposed policies that could be strengthened
- Any significant concerns over proposed policies

On the whole, there was widespread support for the proposed policies within the Draft Policy Framework. A number of gaps and areas to be strengthened have been identified, and these have carried through into the Final Policy Framework published in 2022.

Here is a summary of how the Glasgow Transport Strategy: Final Policy Framework at www.glasgow.gov.uk/transportstrategy has responded to the consultation:

- Restructuring of the technical policy section to make it easier for people to follow.
- A commitment to produce an associated Action Plan in 2022 to be clearer on how and when specific actions will be delivered.
- Stronger emphasis on the need to reduce the journeys we make as well as shortening journeys following the publication of an important Transport Scotland research report in Autumn 2021 on decarbonising transport in Scotland. A new policy on maximising use of community-based facilities across the city and being pro-active on reviewing quality of goods and service provision in liveable neighbourhoods to ensure equity of access.
- Greater emphasis on the role of active travel in achieving goals within the Strategy, as opposed to only cross-referencing the Active Travel Strategy which sets out Council policy and projects on walking, wheeling and cycling. A new specific policy on the pedestrian environment, and an action to continue to explore ways to reduce severance of major infrastructure and features in the city. Commitment to explicitly refer to cycling in future maintenance and road asset management documentation.
- Clarification that shared transport and taxis are part of the National Transport Strategy Sustainable Travel Hierarchy, and policies around shared mobility and taxis have been strengthened and reinforced in the Final Policy Framework. Stronger policy on demand responsive transport to respond to changing types of travel demand.
- Building on the existing action to explore a free public transport pilot, additional policies on affordable public transport including an aspiration of affordable capped fares, as well as the addition of targets for the Glasgow Bus Partnership in terms of patronage growth and bus journey time improvements and further clarification on expectations of a world-class bus system. Stronger policy on integrated and digital ways to pay across all sustainable transport, which will build on existing commitments secured through the Glasgow Bus Partnership for multi-operator bus fare capping by 2023 and tap and cap ticketing schemes across all public transport by end 2024. Further clarification on a Clyde Metro scheme.
- Related to the point above, firmer and clearer policies on the Council's approach to bus governance in the city, committing to continue to explore franchising and a municipal bus company with any formal time-limited Bus Service Improvement Partnership to improve bus services for passengers in the city subject to clear performance targets and

associated monitoring, and with the assumption further revenue and capital funding is made available from the Scottish Government.

- A Glasgow-based target of at least 30% reduction in car vehicle kilometres in the city boundary by 2030 over 2019 levels. This is an aspirational but important target to help guide decision-making up to 2030. It is increasingly clear from technical analysis underpinning the GTS that external interventions are required to support local authorities to achieve these ambitious targets in car vehicle km reduction set by the Scottish Government. The GTS Policy Framework calls for Scottish Government and UK Government to take action to support local authorities in reaching these targets by introducing road use pays / charging schemes at a national or regional level, and to take measures to increase the cost of using a car to discourage short journeys and unnecessary journeys. This will support those who rely on cars the most to use them, whilst supporting modal shift of many car journeys to more sustainable modes.
- Emphasis on the need to reallocate roadspace and adapt existing infrastructure to support sustainable travel, as well as through development management for new development.
- Greater emphasis on measures to support those with disabilities and additional travel needs, with a new barrier-free transport system policy and policy on using roadspace first for certain interventions over pavement space (for example, electric vehicle charging points, cycle storage).
- Stronger policy on personal security for people travelling in the city, particularly for some population groups who feel personal security issues the most as documented in research.
- More defined policies on movement of goods and inclusion of targets set for goods vehicles at COP26 with reference to preparing for alternatively fuelled HGVs in the future in policy.
- Further definition of parking policies, including a review of parking prices to ensure they are not cheaper than comparable public transport, improve enforcement of inconsiderate parking at bus stops and on bus lanes. Policy to lobby Scottish and UK Government to influence the proportion of larger vehicles in use.
- Stronger emphasis on the historic environment in the city and interaction with transport, and maximising the placemaking and active travel benefits of measures to mitigate environmental impacts. Policy gap in Draft on noise pollution resolved.
- Further definition of a more strategic approach to behaviour change programmes in the city.
- Related to process, policies to trial stronger approaches to how we apply Equality Impact Assessment and the sustainable travel hierarchy to our decision-making within the Council, and some additional monitoring indicators to explore.
- Further clarification in context sections that users of the transport system in Glasgow are not being asked to stop using cars completely and it is recognised that some rely on cars for specific reasons (e.g. shiftwork in hard to reach locations and people with disabilities). The strategy document emphasises we must use cars less, which will benefit those who most rely on them whilst helping to achieve our goals.

The results of the consultation will be fed back to participants and the general public in early 2022 via direct emails as well as Council publicity.

Appendix A: Online survey respondents - characteristics

This section presents some information on the survey respondents.

Socio-demographic-economic characteristics

For those who responded as individuals (residents, or non-residents who travel regularly in Glasgow), the following describes their socio-demographic characteristics.
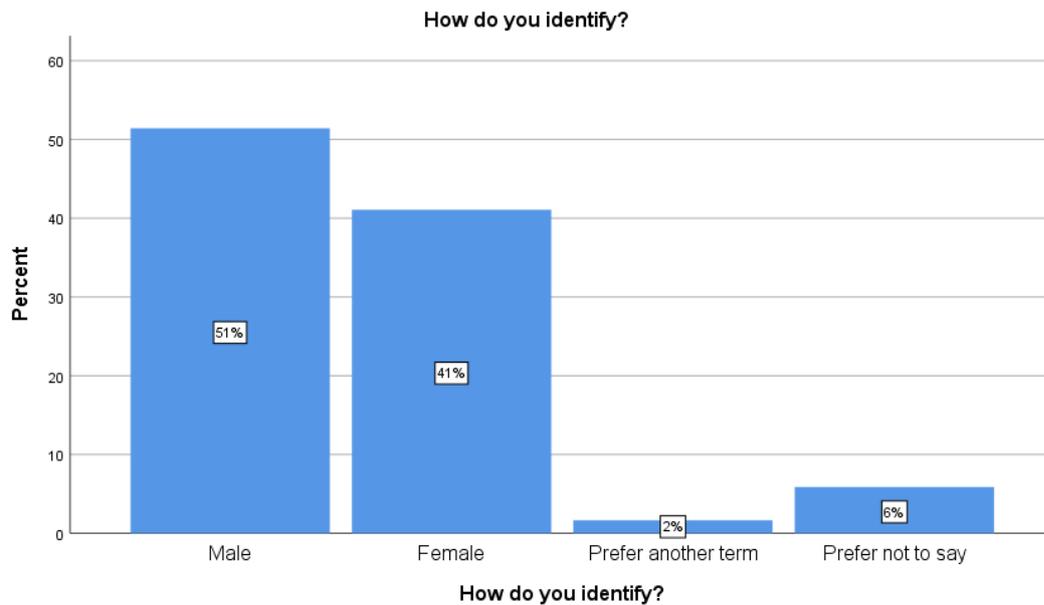
How do you identify?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	17	426

Figure 17 Survey respondents – age group
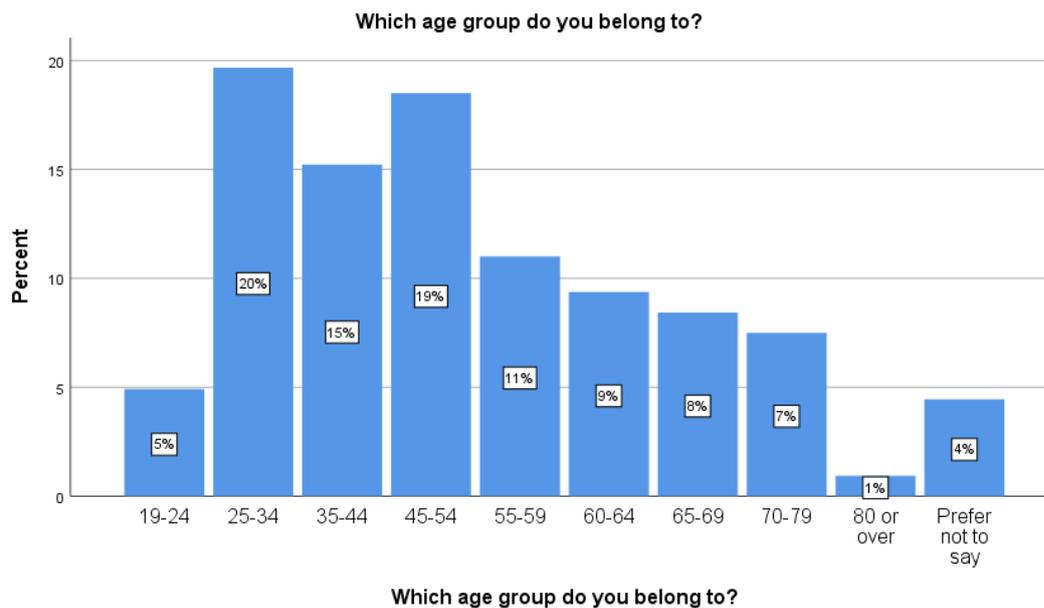
Which age group do you belong to?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	16	427

Figure 18 Survey respondents – employment status
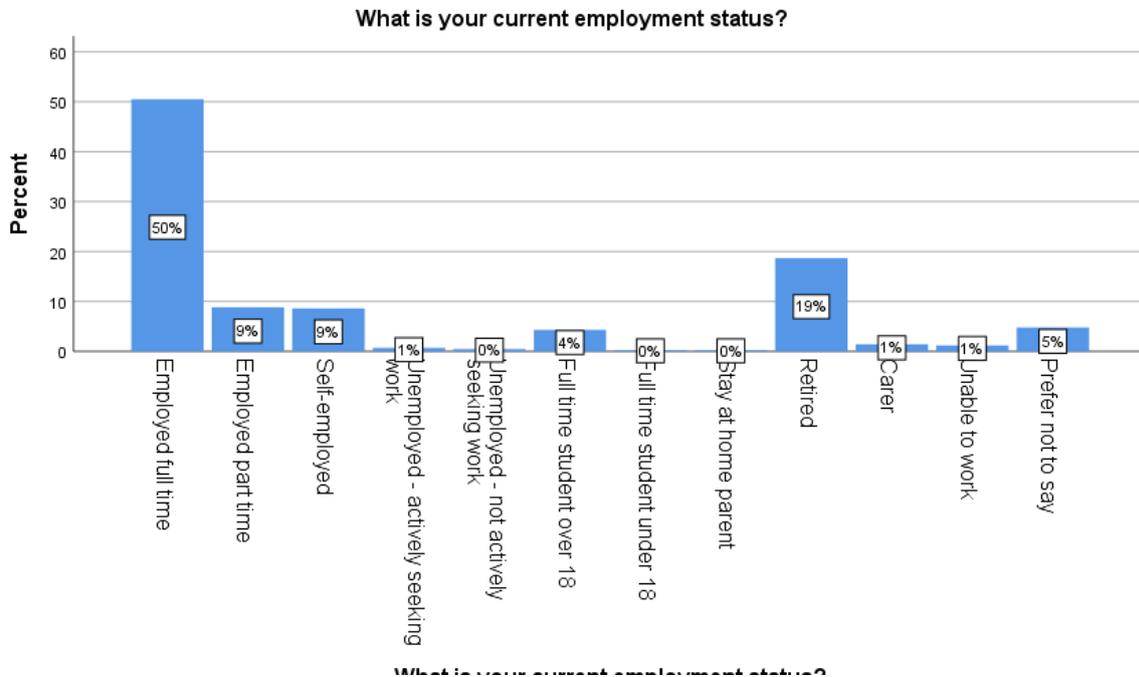
No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	25	418

Figure 19 Survey respondents – work location
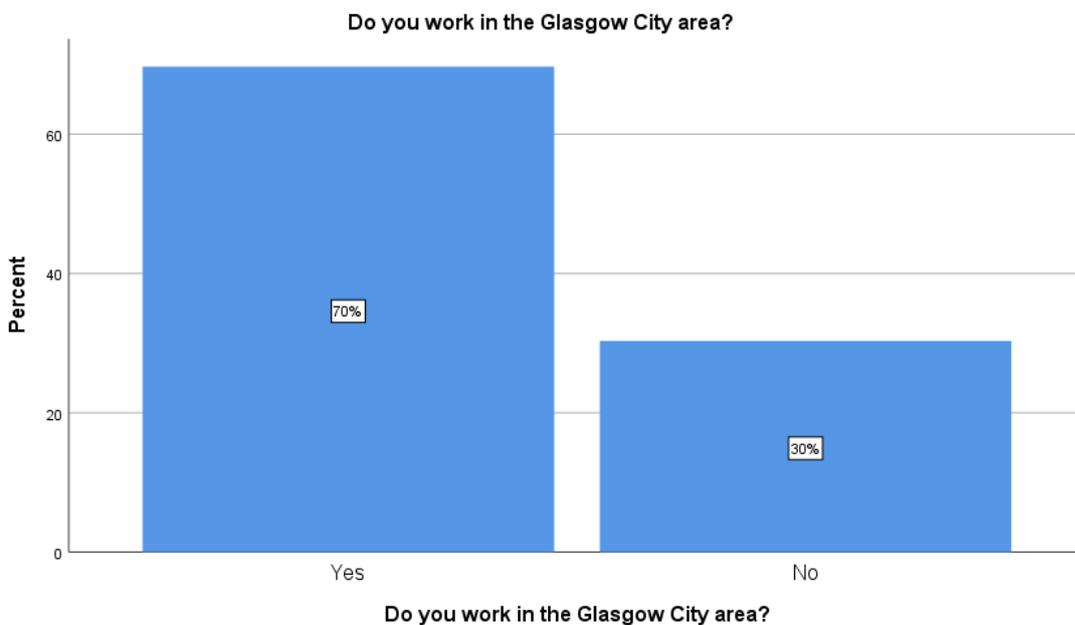
No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	24	419

Figure 20 Survey respondents – home location

Postcode	Frequency
CB23	1
DG1	1
EH12	2
EH2	1
EH48	1
EH6	1
FK8	1
G1	12
G11	29
G11	2
G12	35
G13	19
G131	1
G14	13
G14	1
G15	1
G2	4
G20	31
G20	4
G21	4
G22	2
G22	1
G23	2
G3	14
G31	18
G31	2
G32	7
G33	7
G34	2
G34	1
G4	5
G40	2
G40	1
G41	33
G42	20
G43	16
G44	16
G45	3
G46	4
G5	9

G51	10
G51	1
G52	7
G53	3
G6	1
G61	7
G62	3
G63	1
G64	2
G66	2
G67	1
G68	2
G69	2
G7	1
G71	3
G72	2
G73	5
G74	2
G75	1
G76	4
G77	1
G81	2
G83	2
KA13	1
KA16	1
ML7	1
ML9	1
PA1	1
PA1	1
PA2	3
PA4	1
PA8	1
PE3	1
PH33	1
PO7	1
S81	1
WA10	1
Grand Total	**443**

| No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	33	410

Figure 21 Survey respondents – health conditions
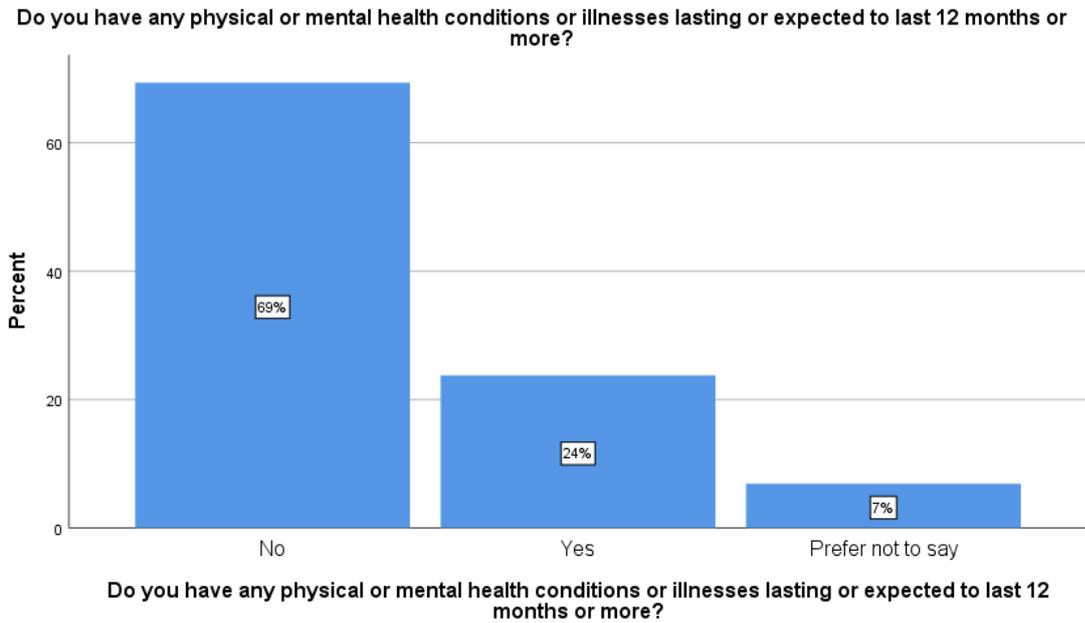
Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	22	421

Figure 22 Survey respondents – personal mobility
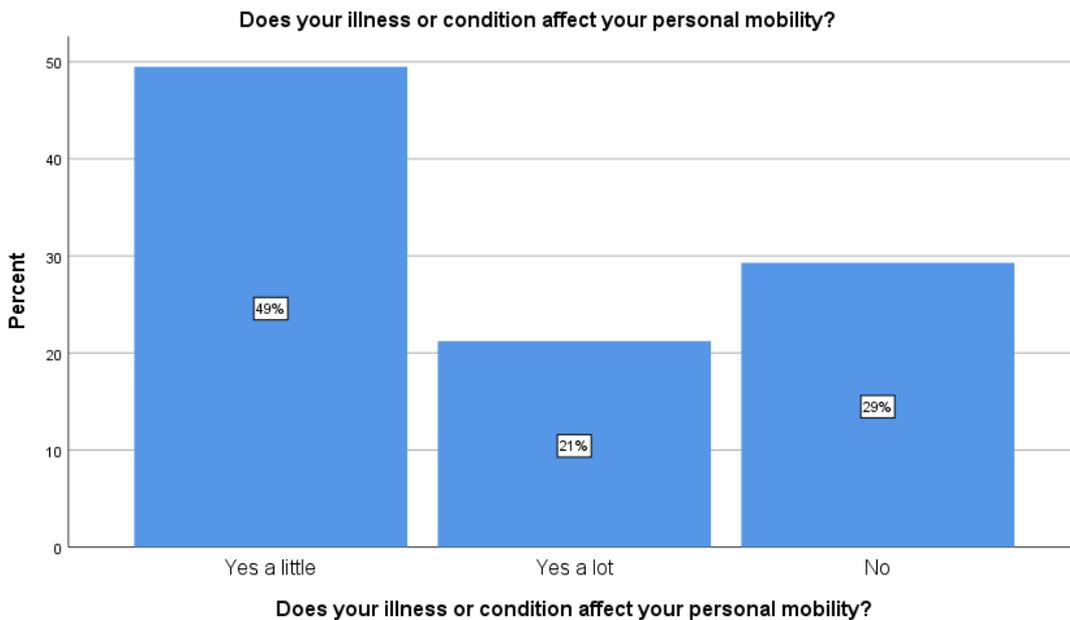
Does your illness or condition affect your personal mobility?

Does your illness or condition affect your personal mobility?

| No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	344	99

Figure 23 Survey respondents – ethnic background
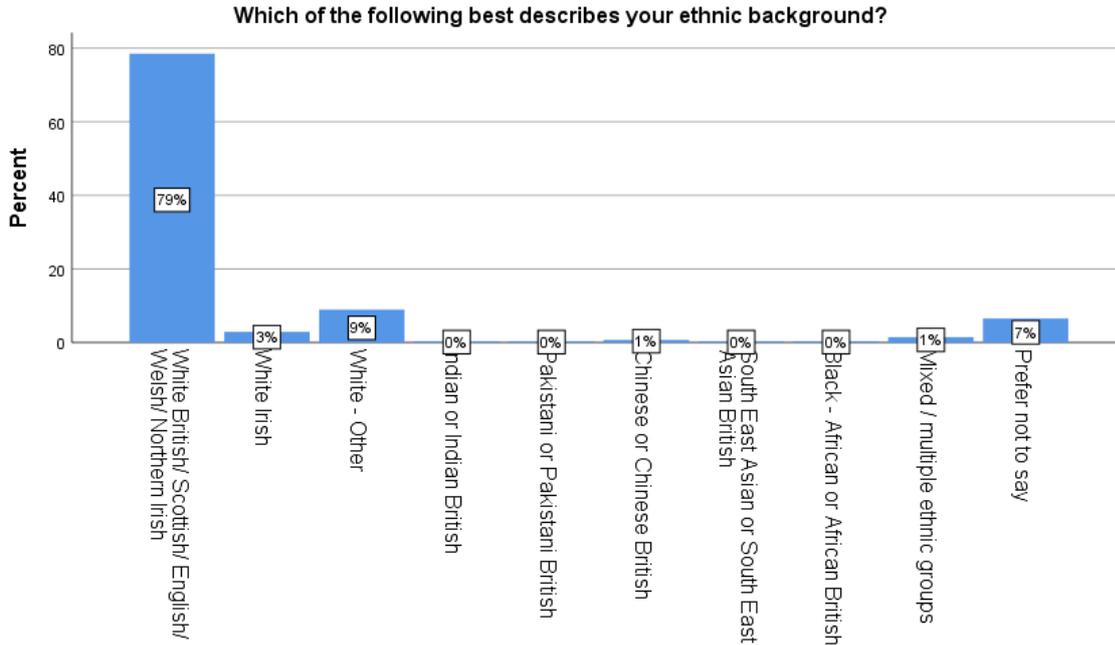
Which of the following best describes your ethnic background?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	29	419

Respondents were also asked about their access to a car, bicycle, main mode of travel, and the results are shown in the following charts.

Figure 24 Survey respondents – access to a car
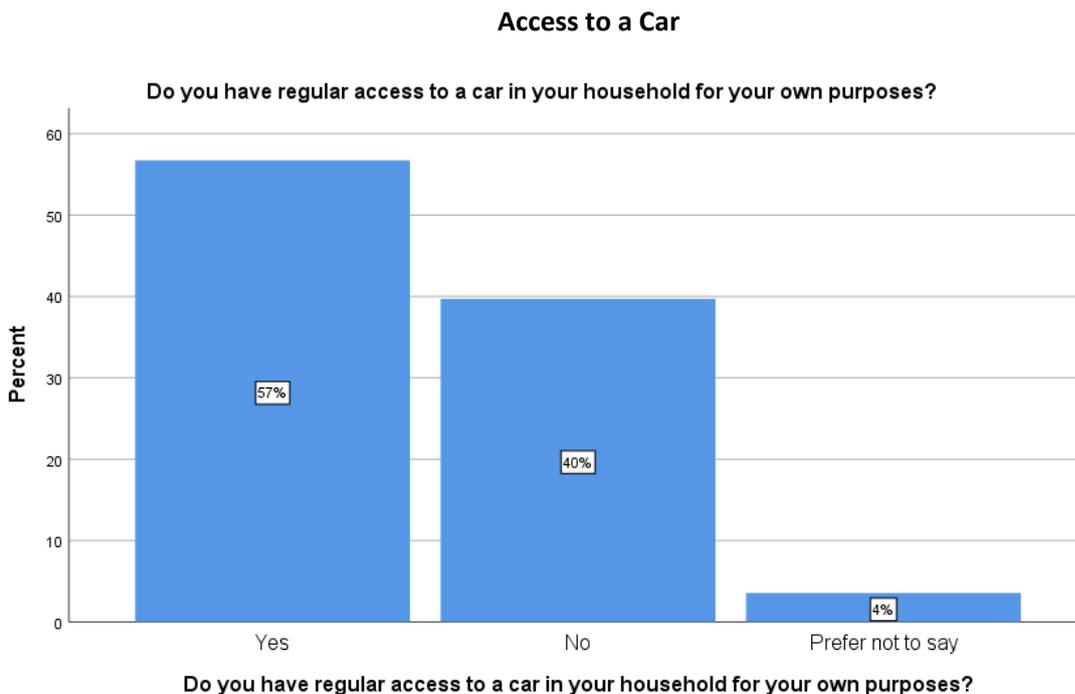
Access to a Car

Do you have regular access to a car in your household for your own purposes?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	20	423

Figure 25 Survey respondents – access to a bicycle
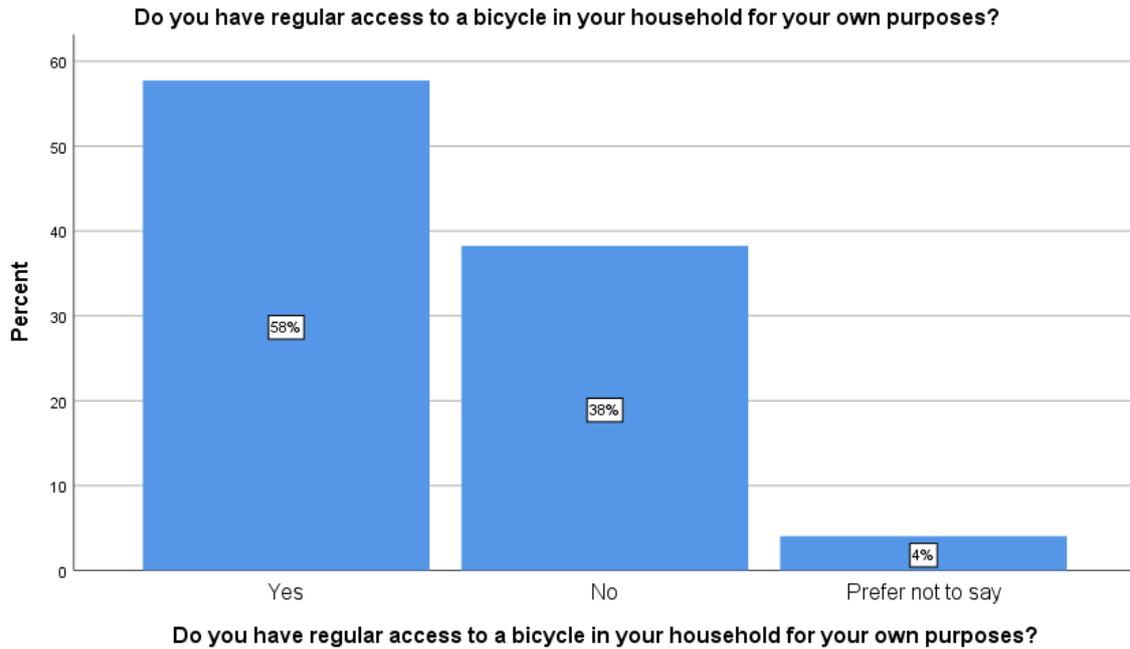
Do you have regular access to a bicycle in your household for your own purposes?

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	22	421

Figure 26 Survey respondents – primary mode of travel
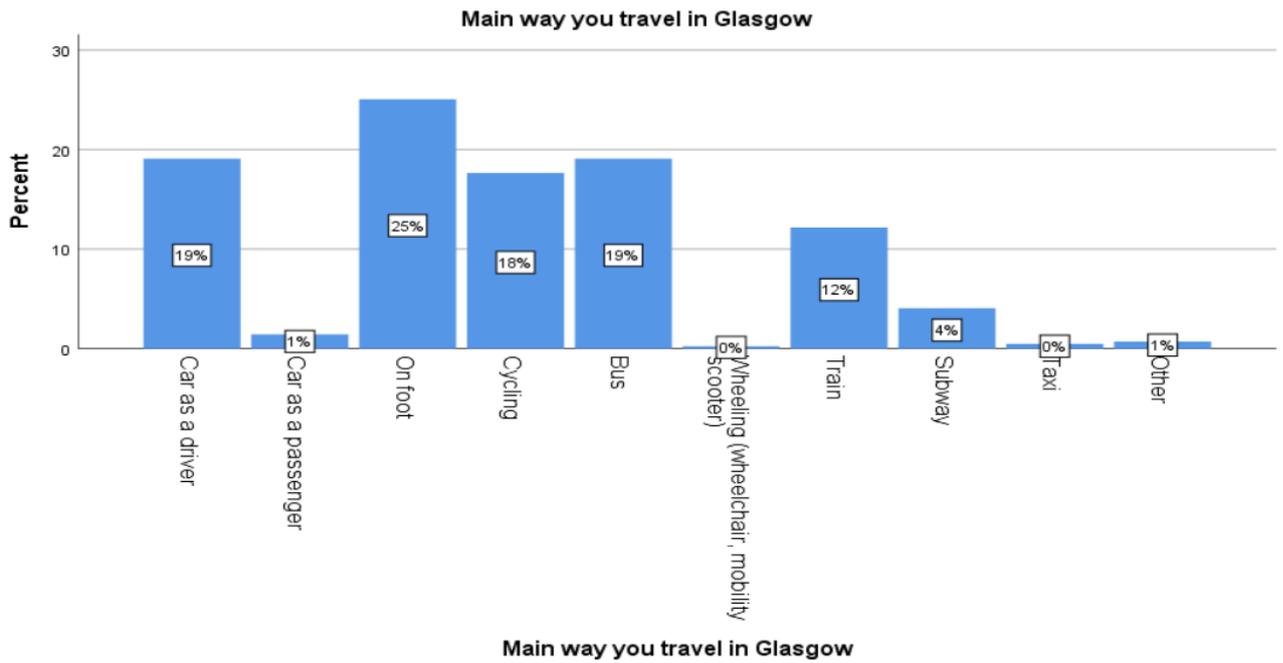
Main way you travel in Glasgow

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	24	419

Figure 27 Survey respondents – secondary mode of travel

Second main way you travel in Glasgow

No of Respondents that completed the survey	Missing Value	No of respondents that completed this question
443	27	416

Appendix B: Online discussion sessions – policy consideration points

A number of online discussion sessions were held to which stakeholder organisations and community representatives were invited. For transparency, the policy consideration points developed in each session were shared with attendees. These are set out in the table below.

Table 11 Record of policy consideration points put forward at each online discussion session

Policy consideration points	Online discussion session
Policy action gap around changing concessionary fare reimbursement based currently in single fares to make the public transport system more viable and affordable.	Equalities themed discussion session Monday 8th Nov
Sharpen up action on the affordability of Zonecard/season tickets e.g. interest free payments. Mention Community Planning as way to lobby partners.	Equalities themed discussion session Monday 8th Nov
Gender-based violence needs to be included as not covered by hate crime, and policies around the prevention of violence on the transport system and not just reporting it (e.g. information campaigns for the public on role of bystanders, training transport workers in how to respond etc). Women need to be involved in design as well and check this is covered by the policies. Consider policy action around improving access to live bus times so that women and others don't have to wait long periods at bus stops.	Equalities themed discussion session Monday 8th Nov
Consider wording around policies to ensure good staff training on how to support people with visible and hidden disabilities to travel, through contracts.	Equalities themed discussion session Monday 8th Nov
Ensure wording is strong enough on hate crime on transport against certain groups e.g. LGBTQ+ populations.	Equalities themed discussion session Monday 8th Nov
Consider policy action on a one stop shop information portal for people, including people with disabilities. Suggestion should not be digital by default and should consider multiple formats and always accessible, and where info is should be clearly signposted.	Equalities themed discussion session Monday 8th Nov
Stronger policy wording on pushing for accessible Subway system, and need for bus stops to remain accessible/level boarding even with new infrastructure such as Spaces for People.	Equalities themed discussion session Monday 8th Nov
Specific policy gap - need to ensure affordability of fares is applicable to all including those with high car usage, as would promote modal shift and reducing carbon emissions.	Equalities themed discussion session Monday 8th Nov
Specific issue around being clearer on how we are lobbying partners (and is "lobby" strong enough), with perhaps a clear action plan. This also relates to a query on how things are weighted in the Policy Framework and being clear how issues will be progressed.	Equalities themed discussion session Monday 8th Nov

Policy consideration points	Online discussion session
Consider policy action on consistent design of EV charging points to help blind and partially sighted people navigate the space.	Equalities themed discussion session Monday 8th Nov
Consider policy action on designing space for adaptive bikes in cycle storage and hubs.	Equalities themed discussion session Monday 8th Nov
Clarity of wording needed on role of GCC and role of SPT, and suggestion that need stronger policies on what SPT need to do and how GCC can influence this.	General discussion session 22nd Nov
Policy wording – need specific reference to each of the three options for bus governance from the legislation under the bus governance policy, and suggestion that human rights impacts of options should be considered.	General discussion session 22nd Nov
Suggested policy action gap citing Connectivity Commission wording on performance of a bus partnership.	General discussion session 22nd Nov
Consider strengthening policy on the movement of goods and role of logistics in Part 9 policies and giving these a higher profile.	General discussion session 22nd Nov
Need greater policy clarity & hierarchy on reducing the need to travel unsustainably and modal shift v. low carbon vehicles.	General discussion session 22nd Nov
Consider strengthening policy around bus aspirations, regardless of who runs them there are still improvements that are needed – enforcement of parking and giving clear bus priority to improve bus journey times was one issue mentioned.	General discussion session 22nd Nov
Consider strengthening and clarifying policy to say design priorities should ensure people with particular travel needs are not put at a disadvantage e.g. by ensuring level bus boardings & pedestrian crossings etc are not compromised in any interventions.	General discussion session 22nd Nov
Policy action gap – consider including a specific fare limit.	General discussion session 22nd Nov
Consider strengthening policy around ensuring parking restrictions are effectively and adequately enforced, particularly around major trip destinations and events.	General discussion session 22nd Nov
Policy action gap – consider including aspiration to move any bus token schemes (e.g. related to people accessing training and employment) towards digital platforms to make them easier to distribute and easier for the user.	General discussion session 22nd Nov
Consider strengthening policy on facilitating and enabling last mile delivery through cargo bikes, e-bikes etc.	General discussion session 22nd Nov
Check policy wording to make it clear we need to tackle the need for car ownership.	General discussion session 9th Nov

Policy consideration points	Online discussion session
Check policy wording to be clearer on provision for those who rely on a car for mobility e.g. some people with mobility difficulties.	General discussion session 9th Nov
Policy 4.1 should also refer to integrated transport such as timetabling. Actions in this on a smartcard should also focus on the output of integrated ticketing rather than the format, and the overarching goal of a convenient and affordable ticket for users. Also note the need for some sort of central coordination of this.	General discussion session 9th Nov
Need more detail on how it will be delivered e.g. action plan. Consider some sense of prioritising and timeframe & responsibilities for actions to ensure progress is made.	General discussion session 9th Nov
Potential new policy action on lobbying Scottish Government/Transport Scotland to review the concessionary fare reimbursement rate to make sustainable transport more financially viable.	General discussion session 9th Nov
Potential new policy action on taxi mileage rate/system to make it easier to link into any Mobility as a Service system in the future.	General discussion session 9th Nov
Add in policy to Part 8 on maximising and building on the opportunities from investing in measures to mitigate environmental impacts such as SUDS also bringing benefits for biodiversity, and some measures making nicer environments for people to spend time in (placemaking).	General discussion session 9th Nov
Consider addressing the issue of competition between sustainable transport modes more explicitly in the Policy Framework, as well as the need to improve understanding of benefits of all investment in sustainable transport currently, which is spread across a number of different organisations and responsibilities, to ensure value for money and investment is effective towards meeting goals.	General discussion session 9th Nov
Consider strengthening wording on movement of goods and function of places/streets e.g. more time restrictions on deliveries, and lower carbon and reduce impact from movement of goods particularly by heavier vehicles, as well as potential use of Glasgow Metro for transporting goods.	Collective travel themed discussion session Monday 15th Nov
Consider making wording stronger on metropolitan region and what we need other local authorities to do.	Collective travel themed discussion session Monday 15th Nov
Consider strengthening wording around affordability to lowest cost tickets.	Collective travel themed discussion session Monday 15th Nov
Consider including what individuals need to do re: last mile delivery and coordination of parcels. Emphasise/clarify role of mobility hubs in this.	Collective travel themed discussion session Monday 15th Nov

Policy consideration points	Online discussion session
Consider more detail on how we will achieve more affordable fares in current system (and particular point made on affordable bus travel for NHS staff, and better public transport options for NHS staff and patients).	Collective travel themed discussion session Monday 15th Nov
Policy 4.K - relook at the wording and tensions between 4.K and 4.L re locking into bus partnerships v. other models.	Collective travel themed discussion session Monday 15th Nov
Consider requirement to use cars by care and support staff in document wording also.	Collective travel themed discussion session Monday 15th Nov
Consider stronger policy on making a public transport system that disabled people can use in a 'turn up and go' way as opposed to significant pre-planning.	Collective travel themed discussion session Monday 15th Nov
Consider policy to encourage TS/ScotRail to invest in level boarding trains as opportunity coming up in replacement of ageing fleets in both diesel and electric rolling stock.	Collective travel themed discussion session Monday 15th Nov
Consider stronger policy to encourage Scot Gov/TS/Network Rail to allocate more funding to improving accessibility of stations.	Collective travel themed discussion session Monday 15th Nov
Consider policy on collaboratively reviewing value for money of the public transport system as a whole in relation to effectiveness of goals (though may need significant change at a Scotland level).	Collective travel themed discussion session Monday 15th Nov
Consider policy on ensuring Glasgow Metro system is fully accessible.	Collective travel themed discussion session Monday 15th Nov
Consider strengthening policy by specifically referring to reducing health impacts from bad air quality.	Decarbonisation themed discussion session Wednesday 17th Nov
Policy gap – movement of goods on water – canal and rivers.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider strengthening policy on the need to decarbonise heavy goods vehicles and challenges in this, strengthen this alongside modal shift.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider additional policy action - Lobby Scot Govt to change legislation to enable zero emission zones.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider strengthening policy on behaviour change effort required on enabling cycling as well as infrastructure.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider strengthening policy & wording on role of city in a metropolitan region and cross boundary trips and working in partnership with other local authorities and SPT.	Decarbonisation themed discussion session Wednesday 17th Nov

Policy consideration points	Online discussion session
Policy gap – role of active travel in decarbonisation and mentioning this more in Part 2 policies (regardless of whether covered in Active Travel Strategy).	Decarbonisation themed discussion session Wednesday 17th Nov
Commentary on policy - demonstrate how everything fits together and role of this in development planning, links to other plans etc.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider additional policy action - GCC work with other major employers on some sort of consistency in electric vehicle charging pricing.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider strengthening policy to include a commitment to regulate public transport in the city.	Decarbonisation themed discussion session Wednesday 17th Nov
Policy gap – ensure good and affordable public for those in high car usage areas as well as areas of low car access, to encourage modal shift and reduce "stigma" of using buses; and consider a fare cap proposal in the GTS PF to no more than a single fare in London, or ideally less.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider strengthening policy on improving how plan and coordinate all sustainable and public transport together to work in harmony for benefit of end user and ensure the best solution is being offered for specific travel needs as opposed duplicate services/investment.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider policy action strengthening on cycle storage – should also be suitable for e-bikes and e.g. cargobikes.	Decarbonisation themed discussion session Wednesday 17th Nov
Consider strengthening policy linkages between access to bikes and car clubs to reduce need to own a car.	Decarbonisation themed discussion session Wednesday 17th Nov
Commentary to note – need big ideas e.g road user/congestion charging. Also what does the next city development plan need to do to set up the funding solutions for interventions.	Decarbonisation themed discussion session Wednesday 17th Nov
Overarching comment that the GTS PF could be bolder, more ambitious and more confident, as GCC has significant influence. GCC in particular should lead by example with Paris Mayor given as a comparator, and GCC (e.g.) could act on reducing Council-owned parking and repurposing Council-owned/managed MSCPs.	Dev management & parking discussion session 15th Nov
In relation to Liveable Neighbourhoods, consider a policy action to carry out a review of facilities and services in each neighbourhood to proactively identify gaps and work across policy areas to fill to ensure no inequality in access to services and facilities.	Dev management & parking discussion session 15th Nov

Policy consideration points	Online discussion session
Consider stronger policy on how GCC will work across boundaries with SPT, surrounding local authorities and others to tackle the regional transport issues.	Dev management & parking discussion session 15th Nov
Consider a policy action to do some research on how low parking places are working, evaluation, and build this into planning agreements to build evidence base of what is working and a positive feedback loop.	Dev management & parking discussion session 15th Nov
For consideration as a policy plus a general comment – Policy Framework needs to acknowledge the scale of retrofitting required in existing infrastructure and projects to move to a more sustainable transport system and acknowledge it's not just about new development, and retrofitting is more than just roadspace reallocation.	Dev management & parking discussion session 15th Nov
Consider strengthening policy to include reference to integrated/joined up policies with planners to ensure Liveable Neighbourhoods offer people benefits by being able to access affordable food, quality services etc locally.	Community Council session
Consider strengthen the role of Demand Responsive Transport and Community Transport to bolster public transport provision in evenings and weekends to fill the gaps of the commercial public transport system.	Community Council session
Policy gap and strengthening - need stronger focus on policies for pedestrians	Community Council session
Policy action suggestion - include reference to revamping how transport related information is shown on webpage as hard to find material when hidden in committee websites	Community Council session
Policy gap – consider including reference to repurposing of roadspace / vehicular space to public realm as well as sustainable modes e.g. car parks repurposed to green and open space for communal use.	Community Council session
Policy action suggestion - specific reference to information & behaviour campaigns to support people co-existing on sustainable modes in the city and adopting protocols/ways of thinking that respect each other	Community Council session
Consider strengthening GTS / ATS policy on cycle logistics or allowing rickshaws in Glasgow	Community Council session
Consider strengthening policy on how the sustainable travel hierarchy will be applied in all aspects of project delivery e.g. delivery of EV charging points, and cycle parking lockers, not impinge upon ability to walk, wheel or cycle with these and take up carriageway space first and foremost.	Community Council session